



*PHYSICIAN COMMUNICATION
PATIENT EXPERIENCE*

MANISHA BAHL, MD, MBA

PRESS GANEY SURVEY

Inclusion Criteria

Patient answers “ALWAYS”

UCMC - Random

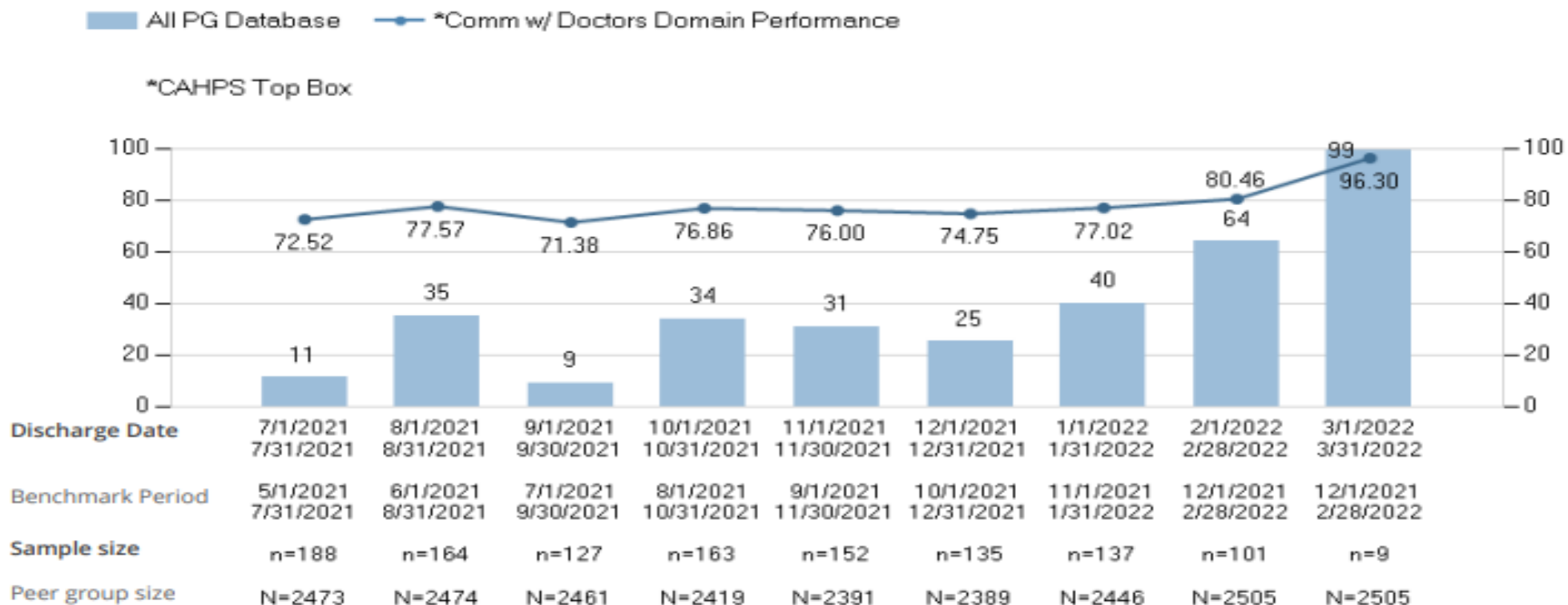
HMH - All patients

Physician communication Domain

SURVEY

My Sites: 'UM Upper Chesapeake Medical Center'

*CAHPS



MONTH	TOP BOX SCORE	PERCENTILE
SEPT 21	71.38	9
OCT 21	76.06	34
NOV 21	76	31
DEC 21	74.75	25
JAN 22	77.02	40
FEB 22	80.46	64

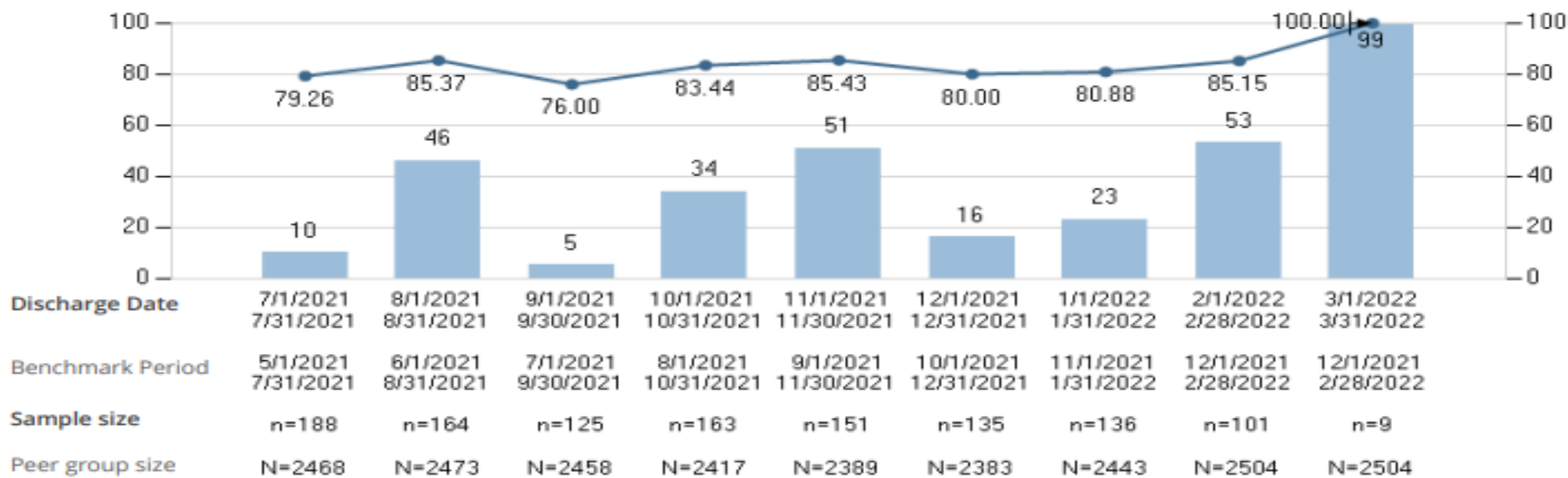
DOMAIN	TOP BOX SCORE	PERCENTILE
COURTESY & RESPECT	85.15	53
LISTEN	80	69
EXPLAIN	76.24	67

My Sites: 'UM Upper Chesapeake Medical Center'

*CAHPS

All PG Database *Doctors treat with courtesy/respect

*CAHPS Top Box

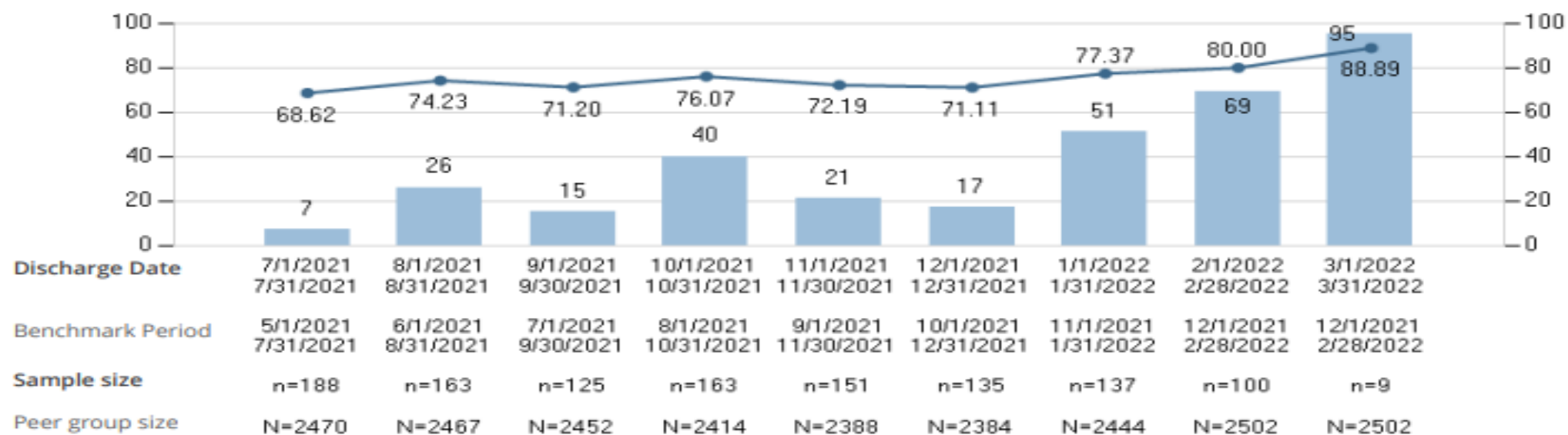


My Sites: 'UM Upper Chesapeake Medical Center'

*CAHPS

All PG Database *Doctors listen carefully to you

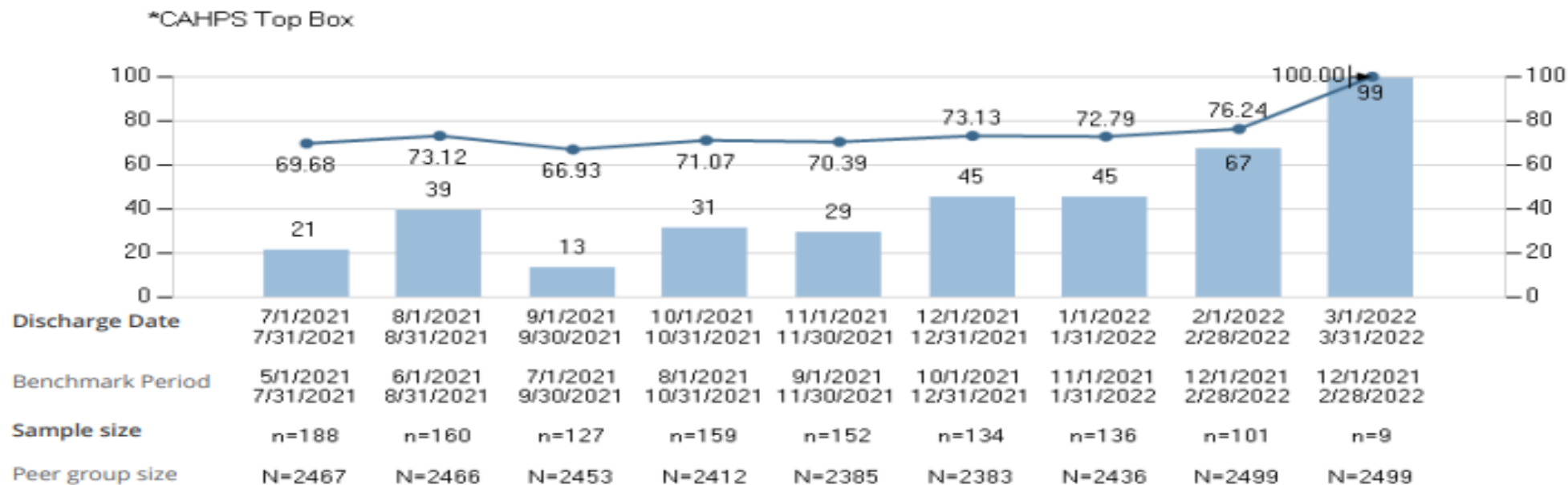
*CAHPS Top Box



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*CAHPS

■ All PG Database ● *Doctors expl in way you understand



UNIT	TOP BOX SCORE	PERCENTILE
3 EAST	82.46	75
3 WEST	96	89.74
3 ET	66.67	3
1WEST	75.98	32
2 WEST	83.33	79
IMC/ICU	88	85.71

PURPOSEFUL ROUNDING

- Target & Segment patients
- Introduction: Share Business cards/white board
- Address clinical concerns

PRIMARY DRIVERS

- Bedside- Doc RN rounds
- Call Backs Jan- Dec 2021: 5073/11050 , 46%
- Narrative Dx: Positive & Negative comments
- UR Much Appreciated Program

PRIMARY DRIVERS

CHALLENGES

- Staffing Shortage
- Lack of chairs
- PPE impeding clear communication

BARRIERS

CHALLENGES RELATED TO CONSULTANTS

- Sharing post procedure test results with patients/families
- Timeliness/Availability of consulting physicians
- Post discharge follow up appointments
- Data sharing with physicians

PURPOSE DRIVEN ORGANIZATION

Why we went into medicine?

CULTURE

THANK YOU