

Welcome to Community Medical Center Physician Orientation

Seeing through the eyes of our
patients

CMS Public Survey: HCAHPS

“HCAHPS is a tool to be used for public reporting
of major areas of hospital performance to support consumer choice”

Hospital
Consumer
Assessment of
Health
Providers and
Systems

www.hospitalcompare.hhs.gov

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HEALTH**

Public Reporting/HCAHPS

- ▶ The HCAHPS survey is a standardized publicly reported survey of patients' perspectives of hospital care
- ▶ This national standard allows valid comparisons to be made across hospitals
- ▶ Results are publicly reported on the Hospital Compare website
www.hospitalcompare.hhs.gov
- ▶ HCAHPS data are updated quarterly to reflect rolling 12 months
- ▶ Patients are asked about their experience; about various domains (e.g. doctors, nurses, hospital staff, pain)
- ▶ Value Based Purchasing(VBP) – hospitals reimbursed on patient perception of care

HCAHPS Domains:

Overall Rating	
Likelihood to Recommend	
Communication with Nurses	
Communication with Doctors	
Response Hospital Staff	
Cleanliness	
Quietness at night	
Pain Management	
Communication about Medicines	
Discharge Information	

The Importance of Communication with Doctors

- This aspect of the HCAHPS survey focuses on how doctors interact with patients during hospitalization.
- It focuses on three specific areas of the physician/patient relationship:
 - whether the physician treated you the way you wanted to be treated,
 - whether the physician actively listened to your questions or concerns and
 - whether the physician explained things in a way you could understand.

Communication with Doctors Domain

- “During this hospital stay, how often did doctors treat you with courtesy and respect?”

- Never
- Sometimes
- Usually
- Always

- “During this hospital stay, how often did doctors listen carefully to you?”

- Never
- Sometimes
- Usually
- Always

- “During this hospital stay, how often did doctors explain things in a way you could understand?”

- Never
- Sometimes
- Usually
- Always

SURVEY INSTRUCTIONS: You should only fill out this survey if you were the patient during the hospital stay named in the cover letter. Do not fill out this survey if you were not the patient. Answer all the questions by completely filling in the circle to the left of your answer. You are sometimes told to skip over some questions in this survey. When this happens you will see an arrow with a note that tells you what question to answer next, like this: Yes
 No → If No, Go to Question 1

Please answer the questions in this survey about your stay at Beaumont Hospital, Royal Oak. Do not include any other hospital stays in your answers.

Please use black or blue ink to fill in the circle completely.
Example:

YOUR CARE FROM NURSES

1. During this hospital stay, how often did nurses treat you with courtesy and respect?
 Never
 Sometimes
 Usually
 Always
2. During this hospital stay, how often did nurses listen carefully to you?
 Never
 Sometimes
 Usually
 Always
3. During this hospital stay, how often did nurses explain things in a way you could understand?
 Never
 Sometimes
 Usually
 Always
4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
 Never
 Sometimes
 Usually
 Always
 I never pressed the call button

YOUR CARE FROM DOCTORS

5. During this hospital stay, how often did doctors treat you with courtesy and respect?
 Never
 Sometimes
 Usually
 Always
6. During this hospital stay, how often did doctors listen carefully to you?
 Never
 Sometimes
 Usually
 Always
7. During this hospital stay, how often did doctors explain things in a way you could understand?
 Never
 Sometimes
 Usually
 Always

THE HOSPITAL ENVIRONMENT

8. During this hospital stay, how often were your room and bathroom kept clean?
 Never
 Sometimes
 Usually
 Always
9. During this hospital stay, how often was the area around your room quiet at night?
 Never
 Sometimes
 Usually
 Always

YOUR EXPERIENCES IN THIS HOSPITAL

10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?
 Yes
 No → If No, Go to Question 12
11. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?
 Never
 Sometimes
 Usually
 Always
12. During this hospital stay, did you need medicine for pain?
 Yes
 No → If No, Go to Question 15
13. During this hospital stay, how often was your pain well controlled?
 Never
 Sometimes
 Usually
 Always
14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?
 Never
 Sometimes
 Usually
 Always
15. During this hospital stay, were you given any medicine that you had not taken before?
 Yes
 No → If No, Go to Question 18

AIDET is the Five Fundamentals of Patient Communication

Why use AIDET?

- ▶ Decrease Patient Anxiety
- ▶ Increase Patient Compliance
- ▶ Improve Clinical Outcomes
- ▶ Improve Patient Experience

CMC5710 AIDET Maze Pad Art v1 4/25/18 12:05 PM Page 1



A graphic illustrating the AIDET acronym. It consists of a dark blue rounded rectangle containing five rows. Each row features a colored circle with a white letter on the left and a light blue rounded rectangle with white text on the right. The rows are: A (orange circle) Acknowledge, I (purple circle) Introduce, D (green circle) Duration, E (teal circle) Explanation, and T (maroon circle) Thank You. At the bottom of the graphic, there is a logo for Community Medical Center and Barnabas Health, consisting of two small squares followed by the text 'Community Medical Center' and 'Barnabas Health'.

A	Acknowledge
I	Introduce
D	Duration
E	Explanation
T	Thank You

 **Community Medical Center**
 **Barnabas Health**

AIDET in Action

Why?

Studies reveal that a positive physician-patient relationship communication leads to decreased physician liability , increased compliance with treatment plans and better outcomes with many therapies.

Use of standard communication among all disciplines or team members that interact with patients result in increased patient satisfaction with their care, decreased time spent on service recovery and increased loyalty to the practice.

Standards of Behavior

Desired Behavior

Doctor knocked and smiled upon entering a room

Doctor made eye contact with the patient and the family

Doctor sat with patient and tried to be at the same level, if possible

Doctor addressed both the patient and family/friends with him/her, asking for preference in names

Doctor introduced self and explained role

Doctor shared his work experience and where he studied to increase patient trust in skill set

Doctor referred to Whiteboard information- names of providers, nurses, care givers, area for questions

Tip to better communicate with patients

1. Acknowledge & Introduce Yourself

When entering a patient's room, it's not enough to politely ask a patient how they are doing. It's critical to acknowledge them by name and introduce yourself, particularly if you don't have a pre-existing relationship.

Moving Beyond Words

GOAL = Engaging Patients in Their Care



Keeping patients informed is good; showing empathy is better; engaging patients is best!

...listen carefully to you?

Patients respond positively to physicians who encourage the disclosure of feelings, elicit and respect concerns, and acknowledge patients' fears.

Patients respond negatively to physicians who interrupt them, ignore them or seem uncomfortable with patients' emotional expressions.

Tip to improve...listen carefully to you?

- ▶ Allow patients to ask questions.
- ▶ Use body language that demonstrates careful listening, such as nodding and eye contact.
- ▶ Confirm that you understand what a patient is saying by using verbal cues as they speak, such as “I see” or “Okay”, and by summarizing what the patient has said once he/she has finished
- ▶ Read patient’s body language and use empathetic communication.

...explain things in a way you could understand?

The physician is usually the one who communicates the most emotionally significant and technically complex information to patients.

The patient will try to look back at each specific encounter with the physician and recall whether or not the physician effectively communicated the situation and resolved the patients questions, reservations and uncertainties.



Tip to improve...explain in a way you could understand?



- ▶ Use plain language. Patients may not be familiar with medical jargon, acronyms, tests etc. that are common knowledge for health care providers.
- ▶ Use written materials to complement verbalized instructions.
- ▶ Confirm that the patient understands by asking him/her to summarize or 'teach-back' what has just been explained. It is not effective to simply ask patients if they understand because most will say they do because they are embarrassed for not knowing.
- ▶ At the end of every encounter, ask, "What other questions can I answer for you?"

Patient Experience

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.



The Beryl Institute

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Q & A



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