MORNING CMO REPORT

03.26.2014

FROM THE DESK OF:
Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE UNIVERSITY HOSPITAL

HCAHPS Summary Report

Every month we receive direct feedback from patients on how we are doing. Press Ganey surveys patients post-discharge and we receive the reports on our performance relative to state and national benchmarks. These "patient experience" data are a mirror which reflects back to us how we are treating our patients and the level of trust they place in our organization. Both from a humanistic perspective, and increasingly from a business perspective, these numbers are extremely important.

I will be sharing these data with you on a monthly basis. I hope you will do the same with your faculty. I am sharing these numbers to gain your help in improving them, not to punish or blame. I am trying to gain insights into the drivers of our performance and would appreciate any ideas you might have regarding approaches to improvement. I will be in touch with several of you in the weeks and months ahead to discuss ways in which we can bring these data in line with our internal aspirations (and external benchmarks) for these numbers.

MORNING CMO REPORT

03.26.2014

FROM THE DESK OF:
Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

HCAHPS Summary Report
Downtown Campus – February, 2014

Applies to All Inpatient Physicians

HCAHPS Update

Domains and Questions	n[6]	Previous % Sep-Nov	Current % Dec-Feb		All DB[2] N = 1786 Percentile Rank	Large PG DB[3] N = 909 Percentile Rank	NY St[4] w/300-699 N = 34 Percentile Rank	UHC Peer Group[5] N = 188 Percentile Rank
		Your Top Box Score[1]						
Rate hospital 0-10	358	63%	63%	-	19	15	48	18
Recommend the hospital	357	68%	68%	-	32	27	48	22
Comm w/ Doctors	362	75%	72%	⬇	5	2	12	2
Doctors treat with courtesy/respect	360	83%	81%	⬇	9	6	30	7
Doctors listen carefully to you	*359*	*72%*	*70%*	⬇	*5*	*2*	*6*	*3*
Doctors expl in way you understand	360	69%	66%	⬇	5	3	11	1

[1]Top Box Score = Percentage of respondents who gave the highest response possible on the survey scale. Top box includes the top two responses of "9" and "10"

[2]All DB = The All Press Ganey Database is comprised of all organizations measuring HCAHPS with Press Ganey.

[3]Large PG DB = All organizations (greater than 100 beds) measuring HCAHPS with Press Ganey

[4]NY St w/300-699 = Number of NY hospitals using Press Ganey who have a bed count between 300-699

[5]UHC Peer Group = Number of academic medical centers in the Peer Group

[6]n = The number of patients who responded to the question

ALERT-Highest priority emergency communication; warrants immediate action or attention by the recipient.
HIGH ADVISORY-High priority does not warrant immediate action but recipients should be aware.
ADVISORY-Provides very important information for a specific incident or situation that does not require immediate action.
UPDATES TO ALERTS AND ADVISORIES-Provides updated information regarding an incident or situation; unlikely to require immediate action.
INFORMATIONAL MESSAGE-Provides timely information, important for review or serves as a reminder for an action that should be taken.

MORNING CMO REPORT

03.26.2014

FROM THE DESK OF:
Anthony P. Weiss, MD, Chief Medical Officer,
Associate Dean for Clinical Affairs,
Upstate University Hospital

UPSTATE
UNIVERSITY HOSPITAL

HCAHPS Summary Report   Applies to All Inpatient Physicians

Community Campus – February, 2014

HCAHPS Update

Domains and Questions	n[6]	Previous % Sep-Nov	Current % Dec-Feb		All DB[2] N = 1786 Percentile Rank	LargePG DB[3] N = 909 Percentile Rank	NY St[4] w/300-699 N = 34 Percentile Rank	CGH Peer[5] N = 15 Percentile Rank
		Your Top Box Score[1]						
Rate hospital 0-10	229	55%	63%	⬆	19	16	52	43
Recommend the hospital	228	61%	72%	⬆	49	45	70	64
Comm w/ Doctors	231	79%	85%	⬆	78	88	97	99
Doctors treat with courtesy/respect	231	86%	91%	⬆	83	92	99	93
Doctors listen carefully to you	229	76%	84%	⬆	79	89	97	93
Doctors expl in way you understand	230	76%	79%	⬆	69	78	94	93

[1]Top Box Score = Percentage of respondents who gave the highest response possible on the survey scale. Top box includes the top two responses of "9" and "10"

[2] All DB = The All Press Ganey Database is comprised of all organizations measuring HCAHPS with Press Ganey.

[3] Large PG DB = All organizations (greater than 100 beds) measuring HCAHPS with Press Ganey

[4] NY St w/300-699 = Number of NY hospitals using Press Ganey who have a bed count between 300-699

[5]CGH Peer Group = Number of like institutions in the Peer Group

[6]n = The number of patients who responded to the question

ALERT-Highest priority emergency communication; warrants immediate action or attention by the recipient.

HIGH ADVISORY-High priority does not warrant immediate action but recipients should be aware.

ADVISORY-Provides very important information for a specific incident or situation that does not require immediate action.

UPDATES TO ALERTS AND ADVISORIES-Provides updated information regarding an incident or situation; unlikely to require immediate action.

INFORMATIONAL MESSAGE-Provides timely information, important for review or serves as a reminder for an action that should be taken.