

# Patient Satisfaction Accelerator™

## & Patient Satisfaction Action Tool (PSAT)

The right data in the right hands is critical to becoming a high performing healthcare organization. Most patient care facilities allocate significant budget resources for third party patient satisfaction surveys to obtain an important understanding and assessment of the patient experience.

The steps of analyzing, interpreting, sharing and acting upon these survey results from leader to front line staff improves service and care delivery, and the overall patient experience across your organization.

Unfortunately, all too often vendor supplied data is not evenly distributed to the unit level where it can have the greatest impact. Additionally, quarterly reporting cycles are not timely enough for leaders to monitor their progress and course correct to achieve service goals. Consequently, most hospitals struggle to turn survey data into actionable information that leads to sustainable improvements.

Our experience indicates there are key reporting tools and coaching opportunities that if deployed within an organization can create a culture of service improvement grounded in measurement.

Our Patient Satisfaction Accelerator process takes patient satisfaction data and streamlines and summarizes it into focused actionable information. When coached through a focused Measurement Team, our model creates alignment and action that drives results.

The process is comprised of:

1. Creating a Measurement Team
2. Deploying our Patient Satisfaction Action Tool (PSAT)

### **Our Accelerator Process**

The Patient Satisfaction Accelerator equips every level of leadership with the ability to easily communicate and act upon survey results in collaboration with staff and other disciplines. Our tool translates vendor survey data into a snapshot of current performance --what is working, what is not, and key, prioritized touch points that will drive improved scores. It takes data points that summarize patient survey results, and spotlights them in a monthly, unit-level report -- providing every leader an aligned, consistent game plan to improve the patient experience.



***For more information, contact Marcy Vlachos at [marcyv@bhclg.com](mailto:marcyv@bhclg.com) or 850.469.7857.***

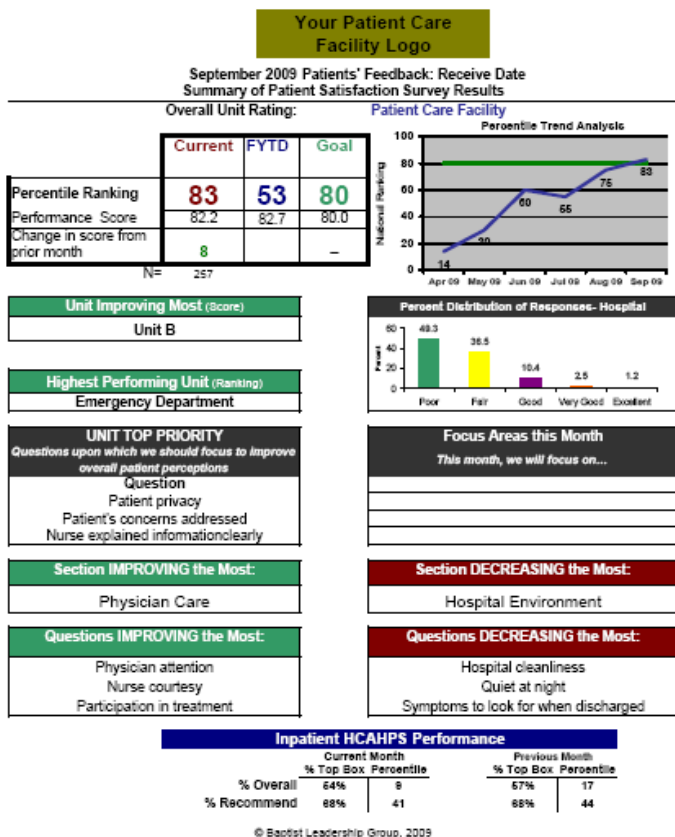
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### Creating a Measurement Team

Members selected from throughout the organization form a multi-disciplinary Measurement Team. We coach them to assess survey data and communicate results, translating it into information that breaks down silos and promotes inter-departmental collaboration, leader development, and improved levels of patient experience.



### Patient Satisfaction Action Tool (PSAT)

Summarizes complex, lengthy survey data reports into a one-page synopsis of performance wins and challenges, and prescriptive tactics for success

Matrix reporting provides a snapshot of organization-wide performance across survey dimensions, establishes internal benchmarking and prioritization.

Enables front-line leaders to quickly understand and share with staff the action items for driving improvements at the patient bedside

Builds commitment among all disciplines in the patient experience

September 2009 Discharges  
Monthly Inpatient Survey Scores by Section  
Patient Care Facility

September 2009	PCF IP	Units	ED	Unit A	Unit B	Unit C	Unit D	Unit E
Overall Rating	257	Responses	85	50	70	14	33	5
	82.2	Score	79.4	82.6	82.7	81.2	89.3	80.4
	83	Ranking	99	75	60	99	88	30
Admission	82.6	Score	71.6	80.6	85.1	84.2	95.8	78.6
	75	Percentile Ranking	75	80	62	99	45	28
Hospital Environment	77.0	Score	81.2	81.2	77.3	75.9	86.7	75.0
	80	Ranking	80	73	99	30	39	
Meals	79.5	Score	80.5	79.5	74.7	86.1	78.0	
	38	Ranking	48	38	4	97	23	
Nurse Care	84.2	Score	81.5	82.5	84.3	84.4	88.9	87.1
	55	Ranking	83	77	90	10	66	36
Tests & Procedures	84.3	Score	84.5	85.0	84.6	83.9	87.5	79.5
	23	Ranking	90	36	28	69	80	1
Family Centered	81.9	Score	84.2	85.6	82.5	76.7	83.3	83.5
	30	Ranking	29	46	70	80	18	20
Physician Care	87.2	Score	86.7	93.9	86.2	84.6	91.7	84.2
	91	Ranking	74	99	89	26	99	22
Discharge	81.5	Score	86.2	82.1	81.5	81.7	94.4	82.8
	53	Ranking	37	25	46	20	99	32
Personal Care	81.2	Score	71.0	81.4	82.0	80.0	90.0	76.6
	80	Ranking	6	88	58	74	99	1
Patient Loyalty	83.6	Score	73.5	78.6	84.0	85.8	88.9	79.2
	88	Ranking	99	48	85	90	56	1

### Patient Satisfaction Accelerator Deliverables:

Measurement Team creation – internal experts at monitoring and reporting survey results to drive leader performance

Measurement Team coaching – three month engagement that includes train-the-trainer, and deploying PSAT

Launch and integration of PSAT across your organization - including monthly, unit-level snapshot reporting that engages all leaders in patient experience performance