



PeaceHealth

The Spirit of Health

PIMC Semiannual Report- **Patient Experience**

January – June 2019



FISCAL YTD Q3 & Q4 Patient Experience (1/1/19-6/30/19)

PATIENT EXPERIENCE -- Reported by received date (results updated 07/02/19, based on surveys received through 06/30/19)
Peace Island Medical Center | PHMG Friday Harbor

Measure	FY19 Target	FY18 Baseline Score	FY18 Percentile Rank	FYTD19	
				Score	Percentile Rank
Press Ganey Inpatient Overall Composite Mean Score (all surveyed inpatients)	91.5	91.6	90	91.9	92
				28	
HCAHPS Recommend Hospital Top Box Score (all surveyed inpatients)	82.9%	82.8%	85	85.2%	91
				27	
HCAHPS Communication with Nurses Top Box Score (all surveyed inpatients)	86.0%	93.1%	99	90.3%	97
				28	
HCAHPS Responsiveness of Hospital Staff Top Box Score (all surveyed inpatients)	77.1%	83.0%	95	84.0%	96
				25	
HCAHPS Cleanliness of Hospital Environment Top Box Score (all surveyed inpatients)	76.1%	78.6%	71	85.2%	91
				27	
HCAHPS Quietness of Hospital Environment Top Box Score (all surveyed inpatients)	72.6%	69.0%	82	70.4%	86
				27	
HCAHPS Communication about Pain Top Box Score (all surveyed inpatients)	66.0%	62.5%	30	60.7%	26
				14	

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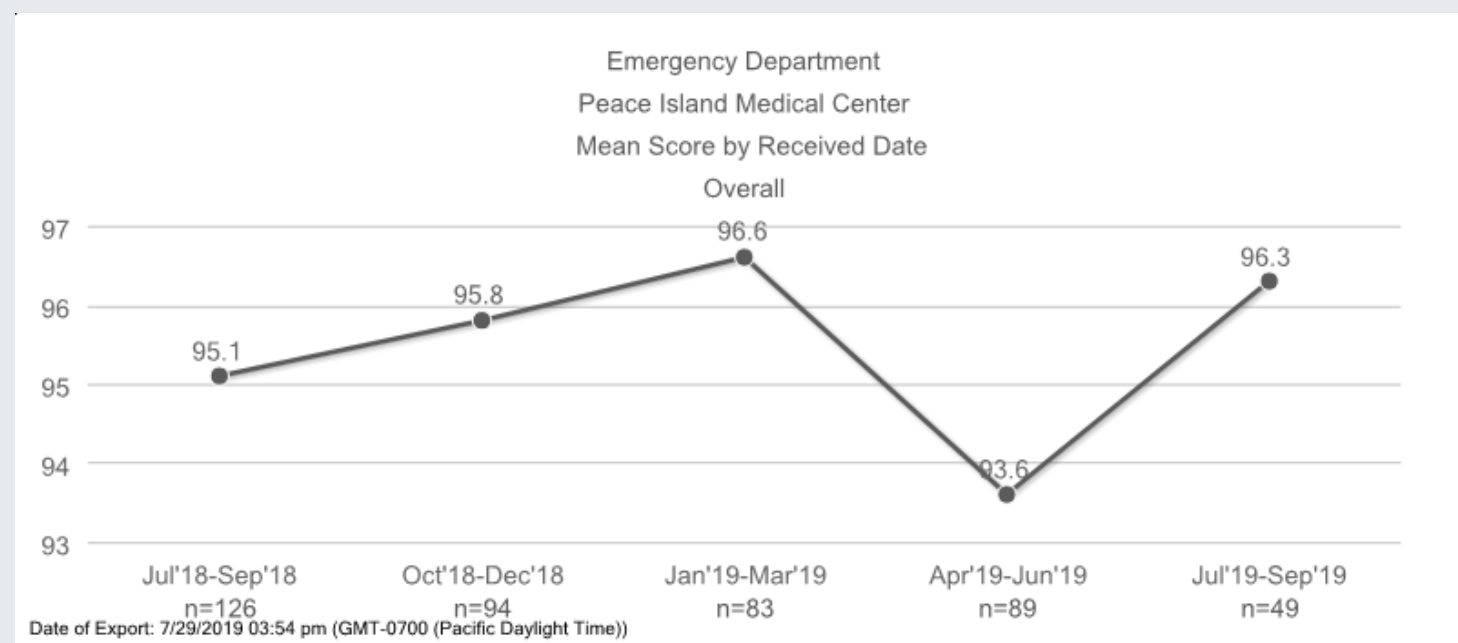
Measure	FY19 Target	FY18 Baseline Score	FY18 Percentile Rank	FYTD19	
				Score	Percentile Rank
Bedside Shift Report Top Box Score (all surveyed inpatients)	50%	40%		67%	
				21	
Purposeful Hourly Rounding (all surveyed inpatients)	87%	87%		85%	
				27	
Leader Rounding (all surveyed inpatients)	40%	29%		52%	
				25	
Press Ganey Emergency Overall Composite Mean Score (all surveyed ED patients)	92.5	96.2	99	95.2	97
				392	
Press Ganey Emergency Nurses Section Mean Score (all surveyed ED patients)	94.2	97.6	99	96.1	96
				381	
Press Ganey Emergency Doctors Section Mean Score (all surveyed ED patients)	92.2	96.6	99	95.5	98
				381	
OAS-CAHPS Rate Facility 0-10 Top Box Score (all surveyed ambulatory surgery patients)	83.0%	77.6%	10	93.6%	93
				110	



Emergency Department Overview (January - June 2019)

Overall Section	Mean Score Trend	Last Period n=83		This Period n=89		All PG DB N=2559	
		Mean	Change	Mean	Change	Mean	Rank
Overall Facility Rating		96.6	-3.0	93.6		> 86.9	93
Arrival		97.1	-2.3	94.8		> 85.6	95
Nurses		96.7	-2.0	94.7		> 88.8	92
Doctors		97.4	-5.0	92.4*		> 86.8	89
Tests		97.5	-3.0	94.5		> 89.4	94
Family or Friends		98.1	-6.4	91.7*		89.0	71
Personal/Insurance Info		98.7	-4.7	94.0*		90.4	86
Personal Issues		92.7	-1.7	91.0		> 82.6	93
Overall Assessment		96.5	-2.7	93.8		> 84.9	94

- PIMC ED sustained it's top box performance for FY2019.
- The Emergency Overall Mean Score and the two sections that impact it most: Emergency Nurses Section mean score and Emergency Doctors Section mean score have all remained above the 96th percentile for the fiscal year.
- While scores dipped in Q4, the overall scores remained above 95% and appear to be trending back upward in FY2020 Q1.



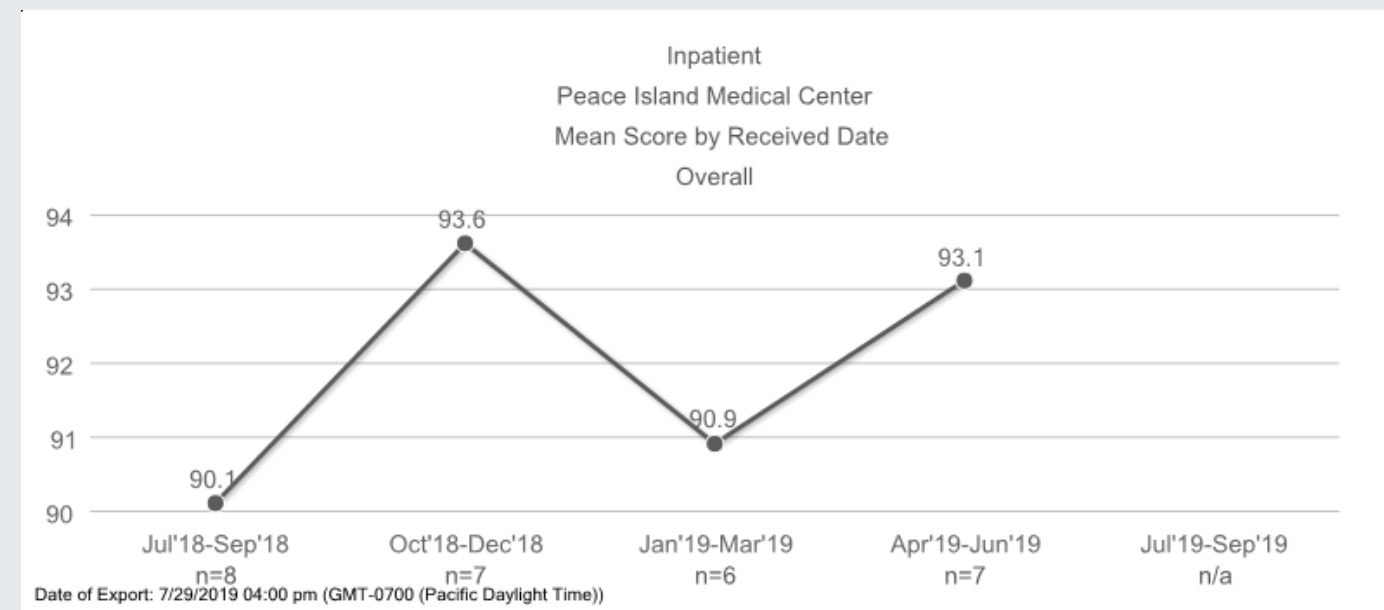
ALL PG DB= All Emergency Services client surveys returned for all hospitals in the entire Press Ganey Database.
n=Number of surveys returned
Mean = Average



Inpatient Experience Overview (January – June 2019)

The biggest challenge in improving the care experience for admitted patients is that we don't have a large enough admitted patient volume to be able to adequately measure how we are doing at providing care to our admitted patients. Between January 1st and June 30th we only received 13 inpatient surveys. We need at least 30 returned surveys to be able to validate the data as statistically significant.

Overall Section	Mean	n	All PG DB N = 1458 Rank
Std Overall	92.1	13	92
Std Admission	94.3	11	94
Std Room	89.9	12	90
Std Meals	74.2	11	3
Std Nurses	97.2	12	99
Std Tests and Treatments	93.8	12	96
Std Visitors and Family	93.8	10	91
Std Physician	91.7	12	86
Std Discharge	94.4	12	99
Std Personal Issues	90.3	11	82
Std Overall Assessment	92.3	13	66



ALL PG DB= All Inpatient Hospital client surveys returned for all hospitals in the entire Press Ganey Database.
n=Number of surveys returned
Mean = Average



Outpatient Ambulatory Surgery (OAS) Overview (January – June 2019)

- OAS CAHPS data is shown on the right. As of FY2019 Q3 and Q4, the Facility Rating 0-10 CAHPS Scores is now 97.8%, which ranks PIMC in the 99th percentile. Previously the score was 77.6% with PIMC in the 10th Percentile Rank.
- The Discharge section of the CAHPS questions significantly improved from Q1 and Q2 as well.
- The Press Ganey Mean Score below shows data from January – June 2019.

Overall Section	Mean	n	All PG Database N = 1826	
			Mean	Rank
Std Overall	92.5	45	94.4	14
Std Physician	93.2	45	94.2	28
Std Moving Through Visit	90.3	45	88.0	72
Std Coordinated Care	94.0	44	93.7	43

ALL PG DB= All OAS client surveys returned for all hospitals in the entire Press Ganey Database.
 n=Number of surveys returned
 Mean = Average

Global DOMAIN Question	n	%	All PG Data N = 2938
Global Rating Item Facility rating 0-10			
	0	0	0.2
	1	0	0.1
	2	0	0.1
	3	0	0.2
	4	0	0.2
	5	0	0.8
	6	0	0.8
	7	2.2	2.5
	8	0	9.3
	9-10	45	97.8
	Total	46	85.7
			Top Box %ile rank 99
Global Rating Item Recommend the facility			
Definitely no	0	0	1.3
Probably no	0	0	1.0
Probably yes	4	8.7	14.4
Definitely yes	42	91.3	83.3
	Total	46	89
			Top Box %ile rank 89
COMMUNICATION			
No		N/A	1.8
Yes, somewhat		2.9	6.9
Yes, definitely		97.1	91.4
	Total	46	99
			Top Box %ile rank 99
FACILITY/PERSONAL TRTMENT			
No		0.4	0.5
Yes, somewhat		1.1	2.8
Yes, definitely		98.5	96.7
	Total	46	87
			Top Box %ile rank 87
DISCHARGE			
No		0.7	1.4
Yes, Somewhat		2.9	3.1
Yes, Definitely/Yes		96.4	95.4
	Total	46	68
			Top Box %ile rank 68

Patient/Family Comments



Many thanks for all care - very grateful - like depth of my gratitude cannot be use of words emotion and timing. Sincerely.

Your staff is the best I've ever experienced during emergency.

I was extremely impressed w/staff. Nurses & dr. - Great service/beautiful hospital.

Excellent experience. Feel very fortunate to have such first class care on the island. Very impressed with facility and staff. Thank you!

Each person **CREATED** an atmosphere of real concern, professionalism - all were **NEEDED** - **VALUED** and **WANTED**.

From check-in to check-out, this was the best service/care I have received.

Doctor was friendly, professional, and had a calming demeanor.

We are so fortunate to have our ospital/emergency and the excellent staff who work there!

I don't think I could have gotten better care anywhere - I trust PeaceHealth -

Spouse accommodated due to weather overnight.

Everyone was great! Received a follow up call the next day - wonderful!

ER doctors were extremely attentive. I was very impressed when *Dr. Perez called me after a few days to see how I was doing and if I had done the recommended follow up. That was the 1st time I'd ever been called by an ER dr.

