



PeaceHealth

The Spirit of Health

PIMC Semiannual Report- Patient Experience

January – June 2020



FISCAL YTD Q3 & Q4 Patient Experience (1/1/2020 – 6/30/2020)

PATIENT EXPERIENCE -- Reported by received date (results updated 07/01/20, based on surveys received through 06/30/20)
Peace Island Medical Center | PHMG Friday Harbor

Measure	FY20 Target	FY19 Baseline Score	FY19 Percentile Rank	FYTD20	
				Score	Percentile Rank
HCAHPS Rate Hospital 0-10 Top Box Score (all surveyed inpatients)	78.3%	82.1%	88	81.8%	86
				22	
HCAHPS Recommend Hospital Top Box Score (all surveyed inpatients)	85.6%	85.2%	91	77.3%	69
				22	
HCAHPS Communication with Nurses Top Box Score (all surveyed inpatients)	90.7%	90.3%	97	84.8%	82
				22	
HCAHPS Responsiveness of Hospital Staff Top Box Score (all surveyed inpatients)	83.9%	84.0%	96	66.9%	55
				21	
HCAHPS Cleanliness of Hospital Environment Top Box Score (all surveyed inpatients)	85.2%	85.2%	91	76.2%	65
				21	
HCAHPS Quietness of Hospital Environment Top Box Score (all surveyed inpatients)	71.1%	70.4%	86	66.7%	72
				21	

■ Score < baseline
■ Score between baseline and target
■ Score ≥ target

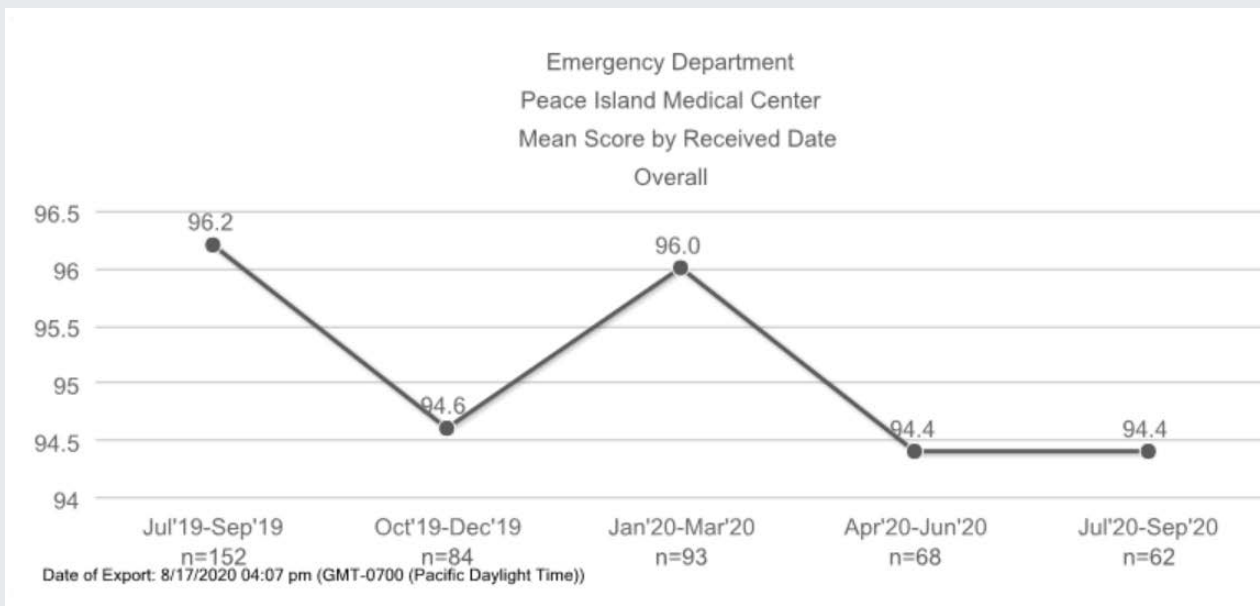
Measure	FY20 Target	FY19 Baseline Score	FY19 Percentile Rank	FYTD20 Score	FYTD20 Percentile Rank
Bedside Shift Report Top Box Score (all surveyed inpatients)	65%	67%		40%	
				20	
Purposeful Hourly Rounding (all surveyed inpatients)	75%	85%		65%	
				20	
Leader Rounding (all surveyed inpatients)	40%	52%		62%	
				21	
Press Ganey Emergency Overall Composite Mean Score (all surveyed ED patients)	95.3	95.2	97	95.5	99
				397	
Press Ganey Emergency Nurses Section Mean Score (all surveyed ED patients)	96.1	96.1	96	96.8	98
				382	
Press Ganey Emergency Doctors Section Mean Score (all surveyed ED patients)	95.7	95.5	98	94.9	97
				385	
OAS-CAHPS Rate Facility 0-10 Top Box Score (all surveyed ambulatory surgery patients)	93.6%	93.6%	93	93.1%	87
				101	



Emergency Department Overview (January – June 2020)

Overall Section Question	Mean	n	All PG DB N = 2508	
			Mean	Rank
Std Overall	95.0	153	87.8	98
Std Arrival	96.3	144	88.2	98
Std Nurses	96.5	144	90.1	97
Std Doctors	94.1	146	87.8	95
Std Tests	95.8	99	90.7	96
Std Family or Friends	93.9	91	83.3	97
Std Personal/Insurance Info	97.0	137	91.0	99
Std Personal Issues	91.7	144	84.6	93
Std Overall Assessment	95.2	150	86.8	97
Overall rating ER care	94.8	149	87.4	96
Likelihood of recommending	95.1	133	86.4	97

- PIMC ED sustained top box performance for FY2020 Q1 and Q2.
- All measures have remained above the 93rd percentile of all hospitals using Press Ganey in the nation.
- Note significant survey response sizes in January – June on the line graph below. In the first quarter of 2020 we received 93 surveys and when volume were lower during the height of the pandemic, we received 68 surveys.



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 2020)

Global DOMAIN	Question	n	%	All DB N = 2637
Global Rating Item Rate hospital 0-10	0	0	0	0.9
	1	0	0	0.4
	2	0	0	0.6
	3	0	0	0.8
	4	0	0	0.9
	5	1	6.7	2.4
	6	0	0	2.1
	7	0	0	5.3
	8	2	13.3	14.4
	9-10	12	80.0	72.1
	Total	15		
				Top Box %ile rank 82
Global Rating Item Recommend the hospital	Definitely no	0	0	2.4
	Probably no	0	0	3.2
	Probably yes	4	26.7	22.7
	Definitely yes	11	73.3	71.4
	Total	15		
				Top Box %ile rank 54
COMM W/ NURSES	Never		N/A	0.8
	Sometimes		6.7	4.1
	Usually		8.9	15.3
	Always		84.4	79.5
	Total	15		
				Top Box %ile rank 81
RESPONSE OF HOSP STAFF	Never		0	1.8
	Sometimes		4.2	8.6
	Usually		32.4	23.6
	Always		63.5	65.9
	Total	14		
				Top Box %ile rank 40
COMM W/ DOCTORS	Never		0	1.3
	Sometimes		11.1	3.9
	Usually		2.2	14.4
	Always		86.7	80.2
	Total	15		
				Top Box %ile rank 87

Global DOMAIN	Question	n	%	All DB N = 2637
HOSPITAL ENVIRONMENT	Never		0	2.4
	Sometimes		0	7.1
	Usually		41.2	22.3
	Always		58.8	67.7
	Total	15		
				Top Box %ile rank 12
COMM ABOUT MEDICINES	Never		5.6	11.1
	Sometimes		11.1	9.4
	Usually		11.1	17.6
	Always		72.2	61.8
	Total	9		
				Top Box %ile rank 93
DISCHARGE INFORMATION	No		10.0	12.9
	Yes		90.0	86.9
	Total	11		
				Top Box %ile rank 75
CARE TRANSITIONS	Strongly disagree		0	2.3
	Disagree		0	4.0
	Agree		43.2	41.4
	Strongly agree		56.8	52.3
	Total	15		
				Top Box %ile rank 73

Between January 1st and June 30th we only received 15 inpatient surveys. We need at least 30 returned surveys to be able to validate the data as statistically significant. These reports do allow us to see when patients responded “never” “sometimes” or “usually”, which helps us see inconsistencies of care and opportunities for improvement.

Current opportunities for improvement include call button response times, timely assistance with toileting, and explaining the purpose and potential side effects of new medications.

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 2020)

- OAS CAHPS data is shown on the right. As of FY2020 Q3 and Q4, the Facility Rating 0-10 CAHPS Scores was at 90.9%. It's important to note that the remaining 4 patients ranked PIMC at an "8" or "7".
- The Discharge section and Communication sections show opportunities for improvement around consistency. While the Discharge score of 96.0% is higher, the percentile rank show 66% compared to the national average of Press Ganey users.

Global DOMAIN	Question	n	%	All PG Data N = 2703	%ile rank	
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	0.7		
		7	1	2.3	2.3	
		8	3	6.8	8.7	
	9-10	40	90.9	86.7		
	Total	44				
	Top Box				74	
	%ile rank					
Global Rating Item	Recommend the facility					
	Definitely no	0	0	1.3		
	Probably no	0	0	1.0		
	Probably yes	5	11.4	13.4		
	Definitely yes	39	88.6	84.3		
	Total	44				
	Top Box				70	
	%ile rank					
COMMUNICATION						
	No		1.4	1.8		
	Yes, somewhat		4.8	7.1		
	Yes, definitely		93.8	91.1		
	Total	44				
	Top Box				81	
	%ile rank					
FACILITY/PERSONAL TRTMENT						
	No		0	0.5		
	Yes, somewhat		1.9	2.9		
	Yes, definitely		98.1	96.6		
	Total	44				
	Top Box				79	
	%ile rank					
DISCHARGE						
	No		2.3	1.6		
	Yes, Somewhat		1.7	3.4		
	Yes, Definitely/Yes		96.0	95.0		
	Total	44				
	Top Box				66	
	%ile rank					

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

Patient/Family Comments



Amalee, RN, Andi, CNA & Dr. Denson were an amazing team. They were caring, compassionate and fast.

I feel very fortunate to have Peace Health, its facilities and staff on the island where I live. Dr. Cari Matthews wonderful.

The hospital staff was very helpful, caring and accommodating during my stay.

Coordination to fly me to Bellevue Overlake Hospital so quickly was fantastic - probably saved my life.

Staff had data from prior visit 2 years ago, same problem, in very short time. This was impressive to me..

Simply the best! All the team members were kind, attentive, and treated me with fantastic hospitality. Top-notch, the BEST medical facility I've been to in the Western hemisphere.

Dr. Michael Sullivan - very informative, knowledgeable, efficient & kind & competent.

Very pleased with care given - relieved my 10 pain I thank Dr. Perez & staff with heartfelt thanks.

The best emergency facility and staff I know of.

It was very nice to receive a follow up call from the nurse on the day after my colonoscopy to see how my recovery was going and if I had any concerns about my surgery recovery time.

Very good "staying alive" because of the great personnel & facilities of Peace Island. Peace Island is wonderful with the most caring staff at all levels!

Kati is an absolute asset to the ED; quick to respond to call light & other needs.