HCAHPS and Beyond: Using Actionable Data to Drive Improvement in Patient/Family Experience

Eric Lo Monaco
Community Hospital of the Monterey Peninsula

Boris Kalanj
Hospital Quality Institute
Objectives

• Statewide HCAHPS data & strategies for improvement
• Capturing real-time patient/family feedback
• Translating feedback into improvement action
Hospital Consumer Assessment of Healthcare Providers and Systems

- Patient experience survey required by CMS for all hospitals (except children’s and critical access) ≈ 310 CA hospitals

11 Core Topics:

1. Nurse Communication
2. Doctor Communication
3. Help Timely
4. Pain Controlled
5. Medicines Explained
6. Clean Environment
7. Quiet Environment
8. Received Discharge Info
9. Understood Discharge Info
10. Rated Hospital 9 or 10
11. Recommend Hospital
How Do CA Hospitals Score Overall?

Mean HCAHPS Top-Box Score:
April 2016-March 2017

CA is 46th (5th from bottom)

California HCAHPS: Overall vs. Rural vs. CAH

- Room & Bathroom Always Clean: CA 76, Rural 79.1, CAH 80.3
- Nurses Always Communicated Well: CA 75, Rural 80.2, CAH 81
- Doctors Always Communicated Well: CA 78, Rural 80.3, CAH 81
- Received Help as Soon as Wanted: CA 71, Rural 72.5, CAH 72.5
- Pain Was Always Well Controlled: CA 68, Rural 68, CAH 68
- Staff Always Explained Medicines: CA 66.8, Rural 67.2, CAH 67.2
- Given Information about Home Recovery: CA 84, Rural 84.5, CAH 84.5
- Transition of Care: CA 86, Rural 83, CAH 86
- Rated Hospital as a 9 or 10: CA 51, Rural 51, CAH 51
- Room Was Always Quiet at Night: CA 68, Rural 66.2, CAH 67.1
- Would definitely Recommend the Hospital: CA 70, Rural 68.8, CAH 70.3

Percent %

<table>
<thead>
<tr>
<th>Metric</th>
<th>CA</th>
<th>Rural</th>
<th>CAH</th>
</tr>
</thead>
<tbody>
<tr>
<td>Room &amp; Bathroom Always Clean</td>
<td>70</td>
<td>76</td>
<td>76.9</td>
</tr>
<tr>
<td>Nurses Always Communicated Well</td>
<td>75</td>
<td>79.1</td>
<td>80.3</td>
</tr>
<tr>
<td>Doctors Always Communicated Well</td>
<td>78</td>
<td>80.2</td>
<td>81</td>
</tr>
<tr>
<td>Received Help as Soon as Wanted</td>
<td>62</td>
<td>71</td>
<td>72.5</td>
</tr>
<tr>
<td>Pain Was Always Well Controlled</td>
<td>68</td>
<td>71.6</td>
<td>72</td>
</tr>
<tr>
<td>Staff Always Explained Medicines</td>
<td>61</td>
<td>66.8</td>
<td>67.2</td>
</tr>
<tr>
<td>Given Information about Home Recovery</td>
<td>84</td>
<td>84.5</td>
<td>84.5</td>
</tr>
<tr>
<td>Transition of Care</td>
<td>86</td>
<td>83</td>
<td>83</td>
</tr>
<tr>
<td>Rated Hospital as a 9 or 10</td>
<td>51</td>
<td>51</td>
<td>51</td>
</tr>
<tr>
<td>Room Was Always Quiet at Night</td>
<td>68</td>
<td>66.2</td>
<td>67.1</td>
</tr>
<tr>
<td>Would definitely Recommend the Hospital</td>
<td>70</td>
<td>68.8</td>
<td>70.3</td>
</tr>
</tbody>
</table>
## HCAHPS in CAHs: California and the U.S.

<table>
<thead>
<tr>
<th>Service Provided</th>
<th>California (n=21)</th>
<th>All Other States (n=1302)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nurses always communicated well</td>
<td>80.1</td>
<td>82.7</td>
</tr>
<tr>
<td>Doctors always communicated well</td>
<td>80.9</td>
<td>85.2</td>
</tr>
<tr>
<td>Patient always received help as soon as s/he wanted</td>
<td>72.4</td>
<td>75.2</td>
</tr>
<tr>
<td>Pain was always well-controlled</td>
<td>71.9</td>
<td>73.2</td>
</tr>
<tr>
<td>Staff always explained about medications before giving them to patient</td>
<td>67.7</td>
<td>68.3</td>
</tr>
<tr>
<td>Yes, staff gave patient information about what to do during recovery at home</td>
<td>86.0</td>
<td>86.9</td>
</tr>
<tr>
<td>Patient “strongly agrees” that they understood their care when they left the hospital</td>
<td>52.6</td>
<td>54.8</td>
</tr>
<tr>
<td>Area around patient room was always quiet at night</td>
<td>55.3</td>
<td>66.6</td>
</tr>
<tr>
<td>Patient room and bathroom were always clean</td>
<td>76.7</td>
<td>79.7</td>
</tr>
<tr>
<td>They gave an overall hospital rating of 9 or 10 (high) on 1-10 scale</td>
<td>67.3</td>
<td>74.6</td>
</tr>
<tr>
<td>They would definitely recommend the hospital to friends and family</td>
<td>70.4</td>
<td>73.3</td>
</tr>
</tbody>
</table>
Lower response rate than national
Lower mean score than national
Both vary across regions

HCAHPS Response Rate and Mean Top-Box Scores by Region
California: October 2015-September 2016

*Source: Hospital Compare HCAHPS file, July 26, 2017 (latest release).
HCAHPS Response Rates by Hospital

Vary widely 8% to 60%

8 outliers with very high response rates (45+)

Source: Hospital Compare HCAHPS file, July 26, 2017 (latest release).
HCAHPS Overall Mean Scores by Hospital

Vary widely 47% to 91%

13 outliers with very high mean scores (78+)

Source: Hospital Compare HCAHPS file, July 26, 2017 (latest release).
Higher response rates are strongly positively associated with higher scores across CA and US.
Call to Action:
3-percentage-point increase to achieve HCAHPS response rate of 28% statewide!
HCAHPS Improvement Strategy Matters

• Speed Things Up
• Boost Sample Size
• Speak the Patient’s Language
• Survey Mode: Mail vs. Phone
• Optimize Vendor Relationship
• Tell Your Patients Their Opinion Matters
QuietNight App

- Measures noise in hospital environments
- Provides real-time feedback to mitigate noise.

HQL’s free app

Is noise level in patient care areas one of the lower scoring HCAHPS domains for your hospital?
Excellence 24/7

Eric B. Lo Monaco BS, CRA, RT(T)

Community Hospital
of the Monterey Peninsula
Montage Health
How Do You Define Healthcare?

We Care About Your Health?
If Your Hospital Is *ALWAYS* Perfect Please Stand Up.
If Your Hospital Is *SOMETIMES* Perfect Please Stand Up.
Washington, D.C., October 23, 2013 – New research estimates up to 440,000 Americans are dying annually from preventable hospital errors. This puts medical errors as the third leading cause of death in the United States, underscoring the need for patients to protect themselves and their families from harm, and for hospitals to make patient safety a priority.
Imagine If…

3211 Boeing 737 airplanes crashed every year
Learning Objectives

1. Understand practices and techniques leveraged in other industries to understand and enhance consumer experience.

2. Discuss how some of those learnings translate into leverage-able techniques for healthcare providers.

3. Look at a case study for capture of and acting on insights real-time, and understanding it’s effects and potential.
Why Should We Care?

The Affordable Care Act of 2010 now mandates that CMS implement a Value-Based Purchasing (VBP) plan that incorporates three quality domains:

In 2014 CMS will base hospital performance on three quality domains which include Clinical Process of Care, Patient’s Experience of Care (HCAHPS), and Outcome Measures. HCAHPS is a 32-question survey measuring patients’ perceptions of their recent hospital experiences.

For our 220 bed Community Hospital of the Monterey Peninsula (CHOMP) the Patient’s Perspective of Care (HCAHPS) accounts for 30% of our total VBP reimbursement risk. This 30% of at risk reimbursement translates to approximately 1.3 million dollars over the next five years.
Patient's Perspective of Care

Unsatisfied patient leaves the facility without knowing who to call for assistance
If you could change one thing about the hospital, what would it be? Keep changing gloves. Keep floor mopped. Empty commode.
Management response: Not recorded

I feel all staff should act the same. We are not bothering them. We are just trying to get help with medications, etc.
Management response: Voice mail message left for the patient requesting a return telephone call.

Patient is discharged and completes a less than favorable survey
[Call button response] I had to wait for a nurse to come when I needed the bedpan several times. Sometimes nurses’ aides were rather in a hurry. [Pain management] Did not describe medications with me. I manage my own pain.
Management Response: Reviewed with staff

Management team member responds to the concerned patient 6 weeks post discharge
Unfortunately, could also hear nurses talking about patients-hope they didn't talk about me that way. The nurse wore gloves to check catheter, then dressing (same pair), then opened pills from container (same pair), then handed pills to me, then nurse worked on computer-wearing same pair of gloves. That was bothersome seeing her touch everything before giving me my pills. She was nice, but I asked her and she said “no problem.” What does that mean?
Management Response: Unable to contact the patient.
Do We Care? OF COURSE!
United Breaks Guitars

- After eight months of no response from United Airlines – He wrote this song.
- Dave Carroll wasn’t the first person abused by an airline’s customer service.
- One million views after four days – Almost 5 million views now.
- Interviews on CNN and The Early Show.
- United stock went down 10 percent, shedding $180 million in value.
Could This Happen To A Hospital?

“Throughout the business world, people began to realize that “efficient” but inhuman customer-service policies had an unseen cost - brand destruction by frustrated, creative, and socially connected customers.”

“United Breaks Guitars” has become a textbook example of the new relationship between companies and their customers, and has demonstrated the power of one voice in the age of social media.”
Walgreens: Lessons Learned At The Intersection Of Retail And Healthcare

- Walgreens recognizes they have 20,000+ pharmacists that, according to Gallup, are as trusted as doctors.
- New store format to enables more comfortable interaction between pharmacists and customers.

"Pharmacists now are engaging more directly with patients in front of the pharmacy counter, connected via laptop or tablet technology to the patient-record system inside the pharmacy."

Drugstore News, 6/10/13
Industry Analogs Leveraged: Nordstrom, Schwab, And Geisinger

Schwab offers fee rebate to unsatisfied advisory clients

Patient Engagement
Geisinger's bold move: give refunds to dissatisfied patients
ProvenExperience app lets patients choose money-back amount
Are We Caring Yet?

Our reputation is at risk!

The challenge with a post service survey is that we miss our opportunity to rectify a situation while the patient is still in the building and while we still have a chance to affect the survey response.
Excellence 24/7 enhances service quality, providing immediate and real time, performance-centered responsiveness with actionable behavioral specifics.

Excellence 24/7 is dramatically different and more valuable than surveys that simply report rear-view mirror statistics, frequently too late for serious, substantive, actionable and pro-active intervention.

Excellence 24/7 enables clients to:
LISTEN (more) PERCEPTIVELY
RESPOND (more) APPROPRIATELY
STRENGTHEN (overall) CREDIBILITY
Live Demonstration!

- QR CODE
- Call - In
- Pre-Service Engagement Letter
Go Live – E 24/7
The Good … The Bad … The Results!

- Averaging 5 calls per week
- Averaging 5 emails per week
- Averaging 3 QR codes responses per week
- Staff Buzz – HIGH!
- Response Time – All request within 5 Minutes
- Patient's – IMPRESSED!
<table>
<thead>
<tr>
<th>In which department did you receive your care?</th>
<th>How was your registration experience?</th>
<th>How was your overall experience?</th>
<th>What did we do well?</th>
<th>What could have made your experience better?</th>
<th>Date of Service</th>
<th>Name</th>
<th>Phone</th>
<th>Email</th>
<th>How acknowledged?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Xray</td>
<td>+</td>
<td>+</td>
<td>Everything</td>
<td>Nothing... free margaritas.</td>
<td></td>
<td>Michelle M. Frye</td>
<td>659-4593</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reception- CT Scan</td>
<td>+</td>
<td>+</td>
<td>Make me feel comfortable</td>
<td></td>
<td></td>
<td>Marilyn Colby</td>
<td>915-9934</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MRI</td>
<td>+</td>
<td>+</td>
<td>Explain procedure very well. Very polite, lady with silver hair, Pattie</td>
<td></td>
<td></td>
<td>Peter Blackwell</td>
<td>831-915-7740</td>
<td><a href="mailto:englishales@sbcglobal.net">englishales@sbcglobal.net</a></td>
<td></td>
</tr>
<tr>
<td>CT Scan</td>
<td>+</td>
<td>+</td>
<td>Everything</td>
<td>Not being sick</td>
<td>3/21/2016</td>
<td>Jane Heider</td>
<td><a href="mailto:janeheider@hotmail.com">janeheider@hotmail.com</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Registration, lab, MRI @ Hartnell Center</td>
<td>+</td>
<td>+</td>
<td>Everything</td>
<td>All perfect</td>
<td>3/28/16 and 3/30/16</td>
<td>Tritia Pocci</td>
<td>831-626-0660</td>
<td><a href="mailto:up@tritiaoccci.biz">up@tritiaoccci.biz</a></td>
<td></td>
</tr>
<tr>
<td>Monterey Imaging Center</td>
<td>+</td>
<td>+</td>
<td>Great &amp; timely</td>
<td></td>
<td>4/8/2016</td>
<td>Judi Porter</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radiology</td>
<td>-</td>
<td>-</td>
<td>Quick &amp; courteous</td>
<td></td>
<td>4/14/2016</td>
<td>Curtis Geske</td>
<td>831-236-1723</td>
<td><a href="mailto:curtges@gmail.com">curtges@gmail.com</a></td>
<td>Called 5/9/16- patient stated he was just having a bad day; service was OK.</td>
</tr>
<tr>
<td>Reception and xray</td>
<td>+</td>
<td>+</td>
<td>Quick, friendly service</td>
<td>Great as is</td>
<td>4/15/2016</td>
<td>W. Curtz</td>
<td>375-6282</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Check-in, xray</td>
<td>+</td>
<td>+</td>
<td>Short wait time</td>
<td></td>
<td>4/15/2016</td>
<td>Marguerite Moore</td>
<td>831-624-2138</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The Good ...

Based on your experience at the Community Hospital of the Monterey Peninsula please tell us what did we do well and what could we do better.

To Whom It May Concern:
This particular circumstance could have not been more perfect. Eric was readily available to meet me at outside of the hospital to pick up necessary medical paperwork, etc. and directed me throughout leaving.

Several days later, Jenny with Pathology met me outside of the hospital with pertinent films/records that I had to delivery to doctors in LA.

Both Eric and Jenny were thorough, professional and in my opinion assets to the medical profession and staff at Montage Health.

Hope this is helpful.

Angela

Overall, your experience at the Community Hospital of the Monterey Peninsula:

- [ ] Exceeded your expectations
- [ ] Met your expectations
- [ ] Fell short of your expectations
The Bad …

“Pam” and another Patient Access person at Marina were in a conversation about “Botox, acne and Accutane and their doctors, explaining how they have to have a pregnancy test every month so that they don’t get pregnant and have a baby with missing limbs from the Accutane. They were also grumbling about their schedule and how they overlap and their time off. They were very unprofessional, even talking about one of their husbands and his girlfriend and how she wondered if they should become friends”.

This patient restated often how unprofessional these conversations were, how she didn’t want to know any of these things. It made her and “other patients uncomfortable” because they were stuck and had forced to overhear the conversations.
The Results
Outpatient Areas YTD
Overall Quality Of Care
Fiscal Year (2014)

1 of 24 ranked items (4.2%), after rounding, meet or exceed the 90th percentile or the 30th percent "Excellent" goal
17 of 24 ranked items (70.8%), after rounding, meet or exceed the 50th percentile or the 50th percent "Excellent" goal
10 of 24 ranked items (41.7%), after rounding, meet or exceed the 75th percentile or the 75th percent "Excellent" goal

*Rankings are based on PRC Norm data
Outpatient Areas YTD
Overall Quality Of Care
Fiscal Year (2016)

3 of 24 ranked items (12.5%), after rounding, meet or exceed the 90th percentile or the 90th percent "Excellent" goal
19 of 24 ranked items (79.2%), after rounding, meet or exceed the 50th percentile or the 50th percent "Excellent" goal
9 of 24 ranked items (37.5%), after rounding, meet or exceed the 75th percentile or the 75th percent "Excellent" goal

*Rankings are based on PRC Norm data
Outpatient Areas YTD
Overall Quality Of Care
Fiscal Year (Sept. 2017)

11 of 21 ranked items (52.4%), after rounding, meet or exceed the 90th percentile or the 90th percent "Excellent" goal.
19 of 21 ranked items (90.5%), after rounding, meet or exceed the 50th percentile or the 50th percent "Excellent" goal.
16 of 21 ranked items (76.2%), after rounding, meet or exceed the 75th percentile or the 75th percent "Excellent" goal.

Report created 7/11/2017 5:21:18 PM

*Rankings are based on PRC Norm data
Overall, Would You Rate The Quality Of Care Provided As:
Rankings For All Service Lines By Sample Group (Top Box) In Oct-Dec 17*

Pre-Engagement email Oct. 1, 2017

<table>
<thead>
<tr>
<th>Service Line</th>
<th>Percent</th>
<th>90th Percentile</th>
<th>N of Cases</th>
<th>Norm Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ultrasound (Out Radiology)</td>
<td>99.9</td>
<td>91.2%</td>
<td>34</td>
<td>2017</td>
</tr>
<tr>
<td>CT Scan (Out CT Scan)</td>
<td>99.0</td>
<td>83.3%</td>
<td>60</td>
<td>2017</td>
</tr>
<tr>
<td>HARTNELL PROF CENTER LAB (Out Lab)</td>
<td>97.9</td>
<td>78.4%</td>
<td>125</td>
<td>2017</td>
</tr>
<tr>
<td>Crossroads (Out Lab)</td>
<td>97.7</td>
<td>76.2%</td>
<td>143</td>
<td>2017</td>
</tr>
<tr>
<td>MRI (Out MRI)</td>
<td>91.6</td>
<td>79.1%</td>
<td>43</td>
<td>2017</td>
</tr>
<tr>
<td>MARINA (Out Lab)</td>
<td>87.7</td>
<td>72.3%</td>
<td>83</td>
<td>2017</td>
</tr>
<tr>
<td>Ryan Ranch Lab (Out Lab)</td>
<td>80.4</td>
<td>70.3%</td>
<td>64</td>
<td>2017</td>
</tr>
<tr>
<td>X-Ray (Out Radiology)</td>
<td>75.3</td>
<td>72.8%</td>
<td>81</td>
<td>2017</td>
</tr>
<tr>
<td>OUTPATIENT CHOMP LAB (Out Lab)</td>
<td>75.0</td>
<td>69.2%</td>
<td>185</td>
<td>2017</td>
</tr>
<tr>
<td>SEASIDE SATELLITE LAB (Out Lab)</td>
<td>71.3</td>
<td>67.6%</td>
<td>34</td>
<td>2017</td>
</tr>
<tr>
<td>Monterey, CA - Outpatient (Web) (Outpatient)</td>
<td>88.3</td>
<td>74.7%</td>
<td>1045</td>
<td>2017</td>
</tr>
</tbody>
</table>

5 of 10 ranked items (50.0%), after rounding, meet or exceed the 90th percentile or the 90th percent "Excellent" goal
10 of 10 ranked items (100.0%), after rounding, meet or exceed the 50th percentile or the 50th percent "Excellent" goal
9 of 10 ranked items (90.0%), after rounding, meet or exceed the 75th percentile or the 75th percent "Excellent" goal

* Rankings are based on PRC Norm data

Data last updated 12/23/2017 5:29:38 AM
X-Ray: Oct-Dec 2017

Overall Quality of Care

Target: 90th Percentile = 78.0% of patients saying "Excellent"
Your current Percent "Excellent" = 72.8% of patients
Your current Percentile "Excellent" Ranking is 75.3
Your Target = 64 of 81 patients rating you "Excellent"
Your Actual = 59 of 81 patients rating you "Excellent"

Your Target: Missed By 5 patients

35K Patients could have been surveyed
Ultrasound: Oct-Dec 2017

Overall Quality of Care

Target: 90th Percentile = 78.0% of patients saying "Excellent"
Your current Percent "Excellent" = 91.2% of patients
Your current Percentile "Excellent" Ranking is 99.9
Your Target = 27 of 34 patients rating you "Excellent"
Your Actual = 31 of 34 patients rating you "Excellent"

Your Target: Exceeded By 4 patients
MRI: Oct-Dec 2017

Target: 90th Percentile = 79.0% of patients saying "Excellent"
Your current Percent "Excellent" = 79.1% of patients
Your current Percentile "Excellent" Ranking is 91.6
Your Target = 34 of 43 patients rating you "Excellent"
Your Actual = 34 of 43 patients rating you "Excellent"

Your Target: Met
CT Scan: Oct-Dec 2017

Target: 90th Percentile = 75.2% of patients saying "Excellent"
Your current Percent "Excellent" = 83.3% of patients
Your current Percentile "Excellent" Ranking is 99.0
Your Target = 46 of 60 patients rating you "Excellent"
Your Actual = 50 of 60 patients rating you "Excellent"

Your Target: Exceeded By 4 patients
2016 Q4
Would You Say The Likelihood Of Your Recommending 'Hospname' To Friends And Relatives For Outpatient Services Is:

Rankings for All Service Lines by Sample Group (Top Box) in Oct-Dec 17*

Pre-Engagement email Oct. 1, 2017

<table>
<thead>
<tr>
<th>Service Line</th>
<th>Percent Exc</th>
<th>90th Percentile</th>
<th>N of Cases</th>
<th>Norm Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>CT Scan (Out CT Scan)</td>
<td>100.0</td>
<td>88.1%</td>
<td>59</td>
<td>2017</td>
</tr>
<tr>
<td>MRI (Out MRI)</td>
<td>100.0</td>
<td>83.7%</td>
<td>43</td>
<td>2017</td>
</tr>
<tr>
<td>Ultrasound (Out Radiology)</td>
<td>99.6</td>
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<tr>
<td>Crossroads (Out Lab)</td>
<td>98.6</td>
<td>79.4%</td>
<td>141</td>
<td>2017</td>
</tr>
<tr>
<td>HARTNELL PROF CENTER LAB (Out Lab)</td>
<td>98.4</td>
<td>77.4%</td>
<td>124</td>
<td>2017</td>
</tr>
<tr>
<td>SEASIDE SATELLITE LAB (Out Lab)</td>
<td>96.4</td>
<td>74.3%</td>
<td>35</td>
<td>2017</td>
</tr>
<tr>
<td>OUTPATIENT CHOMP LAB (Out Lab)</td>
<td>85.1</td>
<td>71.1%</td>
<td>167</td>
<td>2017</td>
</tr>
<tr>
<td>Ryan Ranch Lab (Out Lab)</td>
<td>51.0</td>
<td>55.3%</td>
<td>53</td>
<td>2017</td>
</tr>
<tr>
<td>X-Ray (Out Radiology)</td>
<td>63.7</td>
<td>69.5%</td>
<td>82</td>
<td>2017</td>
</tr>
<tr>
<td>Monterey, CA - Outpatient (Web) (Outpatient)</td>
<td>95.7</td>
<td>76.1%</td>
<td>1039</td>
<td>2017</td>
</tr>
</tbody>
</table>

7 of 10 ranked items (70.0%), after rounding, meet or exceed the 90th percentile or the 90th percent "Excellent" goal.
10 of 10 ranked items (100.0%), after rounding, meet or exceed the 50th percentile or the 50th percent "Excellent" goal.
9 of 10 ranked items (90.0%), after rounding, meet or exceed the 75th percentile or the 75th percent "Excellent" goal.

* Rankings are based on PRC Norm data.

Data last updated 12/23/2017 5:29:38 AM
Inpatient Rewards

When we respond...

I was treated perfectly all of the time except one night at 2:30 a.m. The nurses’ aide told me I needed to go to the bathroom (bedside commode) too often. By morning, I was very hurt and uncomfortable so I talked to my daytime nurse. She followed up and the director came and talked to me. I felt like the most valued patient in the hospital. I have no idea of the outcome, but I did learn that you really care if I’m treated properly. Thank you. You have the most wonderful people at your hospital, from pre-op, cardiology, and laboratory through discharge. I felt that I was being well cared for by some very talented, caring, and capable people.

If you could change one thing about the hospital, what would it be? Nothing. I had a problem with one nurses’ aide who said I had to urinate too often (on IV) and she didn't have time for me to get up to use bedside commode. I reported it in the morning and it was immediately elevated to the director who came to discuss the issue with me. I was impressed.
Culture Change

Hi Eric,

After working with a patient this evening (MR #757046), I was a little concerned she would contact Radiology with a complaint. I wanted to make sure myself, and the other staff here was covered – as I handled the situation as best as I could.

The patient approached me with an incorrect order. The patient became upset with me when I attempted to explain to her I needed a corrected order. There may have been a slight language barrier. I contacted Kathleen in the light room for assistance as I waited for the corrected order. The patient asked me to change the doctor on the order so that she could be seen, and I explained it was a HIPAA violation and that I cannot be the one to change the ordering doctor. Molly, tech aid was also sitting next to me when the patient became upset with me and stated to me that she felt I was “acting out and upset with her” and that I should “calm down” and everyone had been nice to her at the hospital this evening until she came to radiology. I was really surprised because I felt I was being very friendly to her – I was juggling multiple phone calls and two other patients as well at the desk.

Her corrected order arrived and we made sure her xray was done as soon as possible, and she left. I just wanted to make sure there was a documentation of what had occurred if a complaint was filed.

I apologize that this happened, and I am still really confused why she felt I was upset with her – as I really feel I was professional and kind to her as I am to each and every patient I interact with. I also do not want her to feel she was treated unfairly at CHOMP.

Thank you,

Allyson B. Gumerman
Patient Representative – Radiology
Community Hospital of Monterey Peninsula
allyson.gumerman@chomp.org
Chomp Ext: 4337
Cell: +1 (805) 286-8586
Community Hospital earned 5 stars — the most possible — in Overall Hospital Quality Star rating from Medicare. Graded on 64 measures in patient care quality and experience.

That puts us in a very **elite** group.

- Only 112 out of 3,693 eligible hospitals in the entire nation.
- The only 5-star-rated, full-service hospital in central and northern California.
Questions?
Thank You

**Eric Lo Monaco**
Director, Diagnostic and Interventional Radiology
Community Hospital of the Monterey Peninsula
eric.lomonaco@chomp.org

**Boris Kalanj, MSW**
Director, Cultural Care and Experience
Hospital Quality Institute
bkalanj@hqinstitute.org