Impact of the Intervention on Patient Experience

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Assessing Intervention Impact on Patient Experience

- **Understanding Diffusion** and Exposure of Patient Narratives
- **Analyzing Impact** of Intervention on Patient-Reported Experiences
- **Inferences** About Narrative Impact, Learning Curves & Diffusion
Clinicians (physician and physician assistants) are most likely to have seen comments, but supervisors/administrators are most likely to see them frequently.
• Preliminary Assessment and Diffusion through Practice Administrators
  ➔ Medical Directors Inconsistently Engaged
  ➔ Individual Clinicians Sporadically Engaged

• Targeted Interventions to Leverage Limited Administrative Capacity
  ➔ Flowed through Administrative Staff to Maximize Leverage
Analysis of the Intervention Impact on Patient Experience

- **Measured** by survey responses to CG-CAHPS questions and composites
  - Access measures
  - Office Staff performance
  - Provider Communication
  - Care Coordination

- **Data collected** for pre- and post-intervention period: total of 9551 respondents
  - Pre-Intervention: July 2020 – July 2021
  - Post-Intervention: August 2021-April 2022

- **Analyzed** using Difference-in-Difference Regression Models
  - Compare changes in survey scores in intervention and control sites, conditioned on pre-intervention scores
  - Control for other attributes: patient-level: age, gender, race/ethnicity, education, physical & mental health
    - practice-level: patient volume, payer mix, campus
    - seasonality and practice fixed effects
Intervention Impact on Patient Experience

Predicted Impact of Intervention on Reported Patient Experience

Difference as Proportion of Mean

- Composite
- Appointment Delay
- Questions Answered
- Wait Times
- Kept Informed
- Composite
- Helpful
- Courteous & Respectful
- Composite
- Explains Well
- Listens Well
- Respectful
- Enough Time
- Discusses Questions
- Composite
- Follow-up Tests
- Medical Records
- Discussed Drugs

Access | Office Staff | Provider Communication | Coordination
Inferences about Impact of Narrative Feedback

- **Despite Relatively Short-term Assessment and Limited Diffusion**
  - Patient Narratives Enhanced Most Forms of Staff Learning
  - Feedback of Patients Narratives Encouraged Learning and Behavior Change
  - Feedback of Patient Narratives Enhanced Patient Experiences Scores in Two (possibly three) Domains

- **Countervailing Effects Identified for Provider Communication**
  - May be Linked to ACN Being Site for Clinician Training

- **Questions for Future Research**
  - Longer-term Impact; More Widespread Diffusion within clinical sites, and Impact Outside of Academic Medical Centers