Overview of NYP Patient Narrative Reporting Project

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Acknowledgements

• NYP Team Members:
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  ► Maria Colon, Patient Experience Program Manager
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• CAHPS Team Members:
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  ► Rachel Grob, PhD, Director, Qualitative Research Lab, UW-Madison
  ► Yuna Lee, PhD, MPH, Assistant Professor, Columbia Mailman School of Public Health
  ► Emily Warne, Research Program Coordinator, UW-Madison

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Patient narratives – feedback from patients in their own words – can provide valuable insights for improving patient experience.

The CAHPS Team has developed a Narrative Item Set (NIS) for ambulatory patient experience surveys.

Practice leaders, staff and clinicians face challenges in learning from and using patient narratives to effect change.

Optimal learning requires structured supports that facilitate access, interpretation, and use of narratives.
The Principal Aim of this Study

Aim: To assess the impact of an innovative method of reporting patient narratives collected with the NIS developed for the CAHPS Clinician & Group Survey (CG-CAHPS)

Examined impact on:
• Experiences of medical practice staff and clinicians
• Experiences of patients as measured by CG-CAHPS
Study Setting: New York-Presbyterian Ambulatory Care Network (ACN)

- 22 practices across Manhattan
  - Primary care and specialty care practices
- Located in two major campus settings:
  - Weill Cornell Medical School (east side)
  - Columbia University (west side)
Study Design

- Comparison of 12 “intervention” and 10 “control” ACN practices

<table>
<thead>
<tr>
<th>12 Intervention Sites</th>
<th>10 Control Sites</th>
</tr>
</thead>
<tbody>
<tr>
<td>Modified CG-CAHPS Survey</td>
<td>Modified CG-CAHPS Survey</td>
</tr>
<tr>
<td>+ CG-CAHPS Narrative Item Set</td>
<td>+ CG-CAHPS Narrative Item Set</td>
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<tr>
<td>Narrative Reporting Interface with Active User Support</td>
<td>Standard Comment Reporting</td>
</tr>
</tbody>
</table>

- Data collected to evaluate the intervention:
  - In-depth qualitative interviews with practice leaders
  - Survey of practice staff and clinicians
  - Modified CG-CAHPS patient experience survey
Standard Reporting of Patient Comments

- Survey comments distributed weekly to practice site leaders
- Weekly comment reports consisted of spreadsheet with verbatim comments:

<table>
<thead>
<tr>
<th>SITE</th>
<th>SURVEY</th>
<th>COMMENT</th>
<th>VISIT DATE</th>
<th>SPECIALTY</th>
<th>Kept inform if wait &gt;15</th>
</tr>
</thead>
<tbody>
<tr>
<td>CU/AIM</td>
<td>1472830411</td>
<td>Very good.</td>
<td>1/10/2018</td>
<td>Int. Med.</td>
<td>Yes</td>
</tr>
<tr>
<td>CU/AIM</td>
<td>1472830411</td>
<td>She is kind &amp; loving to talk to.</td>
<td>1/10/2018</td>
<td>Int. Med.</td>
<td>Yes</td>
</tr>
<tr>
<td>CU/AIM</td>
<td>1472835723</td>
<td>The office was very hot. Just a small fan.</td>
<td>1/12/2018</td>
<td>Int. Med.</td>
<td>No</td>
</tr>
<tr>
<td>CU/AIM</td>
<td>1472835723</td>
<td>The office was very clean, and everything looks perfectly in order.</td>
<td>1/12/2018</td>
<td>Int. Med.</td>
<td>No</td>
</tr>
</tbody>
</table>
Co-Design of the Narrative Reporting Interface

• Focus groups to assess user needs

• Prototype development:
  ▶ Partnered with Wowza, Inc.
  ▶ Engaged in a “design sprint”

• Results shared with ACN leadership

• ACN feedback → new iteration

• User testing of prototype
Narrative Reporting Interface: Dashboard Page

**Canal Street Practice - Overview of Patient Narratives**

**Jan 2018 - July 2018**

**Overall Sentiment**
Distribution of sentiment across all insights discovered:

- Negative: 26%
- Positive: 48%

1,249 INSIGHTS

**Themes with the most positive sentiments:**
- Ability to Get Immediate Care: 145
- Competence of Office Staff: 98
- Emotional Rapport: 77
- Makes Me Feel Comfortable: 26
- MD Listens Carefully: 12
- Patient Empowerment: 4

**Themes with the most negative sentiments:**
- Care Approach: 122
- Clerks/Receptions Helpful: 90
- Contacting the Office: 94
- Making Appointments: 84
- Wait Time in the Office: 47
- MD Knows Medical History: 23

**Average sentiment month by month**

**OFFICE STAFF QUALITY**

- 85.78% positive
- 14.22% negative
- Total staff: 180,000

**ACCESS TO CARE 3 MONTH**

- 74.10% positive
- 25.90% negative
- Total patients surveyed: 1,500

**CARE COORDINATION**

- 62.45% positive
- 37.55% negative
- Total patients surveyed: 1,500
Narrative Reporting Interface: Action Reports

ACN Practice Name

View Selected Comments

Save / Print as PDF
Active User Support During 9-Month Study Intervention Period

• ACN Patient Experience Lead met monthly with practice leaders, supervisors, and care champions in 12 intervention sites
  ► Offered reporting interface demonstrations
  ► Assisted in printing and use of Action Reports

• Monthly updates to interface with new batch of coded comments

• Monthly emails sent to practice leaders announcing interface updates

• Emails included links to short videos demonstrating interface use
Insights from Staff Interviews: 20 Practice Leaders and Supervisors

• Interface has high usability:
  ➔ user-friendly, visually pleasing, facilitates active use of narratives

• Dashboard enables clear visualization of complex data
  ► “It’s right there… you have the red…you have the green. And so that way it can be addressed… You don’t have to do digging anywhere for anything, so I like that.”

• Detailed narrative page allows ability to drill down and query the data
  ► Can see differences “between what an older person will say versus someone who is younger…”
  ► Can explore “a trend over here, or… an issue over there”

• Focused use of narratives on staff performance

• Most common critique: too much lag time in posting comment updates