

## HELP WANTED

Wanted for immediate employment: Graduate of a relevant course or technical competency, no experience required/ Meticulous, honest, loyal, punctual, dependable/ Willing to put in long hours, lacks interest in office politics or gossip/ Duties include repetitive activities, detailed observation, and organization/ Competitive salary with benefits package/ Write to...

**DIALYSIS PATIENT  
EXPERIENCE MATTERS**

# **Patient Experience: What is it and How do we Improve it**

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Metropolitan Kidney Care Alliance

# Goals & Objectives

1. Define patient satisfaction
2. Define patient experience
3. Briefly review ICH-CAHPS
4. Discuss the determinants of the patient experience
5. Identify strategies that can improve patient experience

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# Satisfaction / Experience

- Difficult to define
- Definitions not static
- Difficult to measure
- Influenced by variety of factors

# What is Patient Satisfaction?

# What is Patient Satisfaction?

- Is this the same as “Patient Experience”?

# What is Patient Satisfaction?

- **Patient satisfaction** is a measure of the extent to which a **patient** is content with the health care that they receive



# What is Patient Satisfaction?

- It is seen as a judgment about whether expectations were met;
- It is influenced by:
  - varying standards
  - different expectations
  - the patient's disposition
  - time since care last episode of care
  - previous experience

# Satisfaction Surveys

Patient satisfaction surveys tend to ask patients subjective questions about their satisfaction with their care.

- “How do you rate your doctor’s caring and concern for you?”
- “How satisfied are you with the appointment system in your health center?”
- “Is it easy for you to get medical care when you need it?”

# What Determines Patient Satisfaction?

- A function of the patients previous expectation, personal belief and values towards health care delivery (Linder-Pelz 1982)
- Influenced by patients' individual social environment and their perceived comfort or discomfort they feel with respect to the services received (Fitzpatrick & Hopkins 1983)
- A function of patients' personal preferences and expectation as far as health care is concerned (Ware et al 1983)

# Review

- Satisfaction is tied to expectation
- Expectation is personal

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# What is Patient Experience?

The Beryl Institute defines patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

[https://www.theberyl institute.org/  
page/DefiningPatientExp](https://www.theberyl institute.org/page/DefiningPatientExp)

# Patient Experience

## Departments

- Marketing
- Patient Experience
- Guest Services
- Patient Services
- Patient Affairs
- Service Excellence

## Titles

- President / CEO
- Director
- Supervisor
- Manager
- Coordinator



# Experience Surveys

Experience questions relate to the patient's actual, more objective experiences in the health center and aim to avoid value judgments and the effects of existing expectations.

- In the last 6 months, how often were you brought into the dialysis facility within 15 minutes of your appointment time?
- In the last 12 months, did anyone in your dialysis facility talk with you about specific goals for your health?

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# ICH-CAHPS

- So why do we do these?

# ICH-CAHPS

- But should we do these?

[https://www.youtube.com/watch?  
v=3XE-8Z3oLKw](https://www.youtube.com/watch?v=3XE-8Z3oLKw)

# ICH-CAHPS

- The Balanced Budget Act of 1997 required that the CMS develop and implement a method to measure and report the quality of renal dialysis services.
- ICH CAHPS measures perceptions of patients with ESRD receiving in-center hemodialysis care.

# ICH-CAHPS

- The first ICH CAHPS Survey was conducted in the fall of CY2014.
- In CY2015 and subsequent years, the ICH CAHPS Survey is being conducted on a semiannual basis.
- The Spring Surveys are conducted from April through mid-July.
- The Fall Surveys are conducted from October through mid-January of the following year.

# ICH-CAHPS

- Because it is important that the survey be administered in the same way using the same protocols by all survey vendors, CMS requires that:
  - ICH facilities contract with an independent third-party survey vendor that has been approved and trained by CMS; and
  - All approved ICH CAHPS Survey vendors use **ICH CAHPS Survey materials and survey administration protocols and specifications** developed by CMS.



# ICH-CAHPS Scoring

## 3 Composite Scales

- Nephrologists' Communication & Caring
  - Q: 3,4,5,6,7,9
- Dialysis Staff Providing Information to Patients
  - Q: 19,28,29,30,31,36,38,39,40
- Quality of Dialysis Care & Operations
  - Q:10,11,12,13,14,15,16,17,21,22,24,25,26,27,33,34,43

# ICH-CAHPS Scoring

## 3 Global Rating Scales

- Rating of Kidney Doctors
  - Q: 8
- Rating of Dialysis Staff
  - Q: 32
- Rating of Dialysis Center
  - Q: 35

# ICH-CAHPS

- Nephrologists' Communication & Caring
  - Q3: In the past 3 months, how often did your kidney doctor listen carefully to you?
- Dialysis Staff Providing Information to Patients
  - Q19: Do you know how to take care of your graft, fistula, or catheter?
- Quality of Dialysis Care & Operations
  - Q:16: In the last 3 months, did dialysis center staff keep information about you and your health as private as possible from other patients?

# ICH-CAHPS

## Global Rating Questions

- Rating of Kidney Doctors
  - Q8: : Using any number from 0 to 10, where 0 is the worst kidney doctor possible and 10 is the best kidney doctor possible, what number would you use to rate your kidney doctor ?
- Rating of Dialysis Staff
  - Q32: Using any number from 0 to 10, where 0 is the worst dialysis center staff possible and 10 is the best dialysis center staff possible, what number would you use to rate your dialysis center staff?
- Rating of Dialysis Center
  - Q:35: Using any number from 0 to 10, where 0 is the worst dialysis center possible and 10 is the best dialysis center possible, what number would you use to rate your dialysis center?

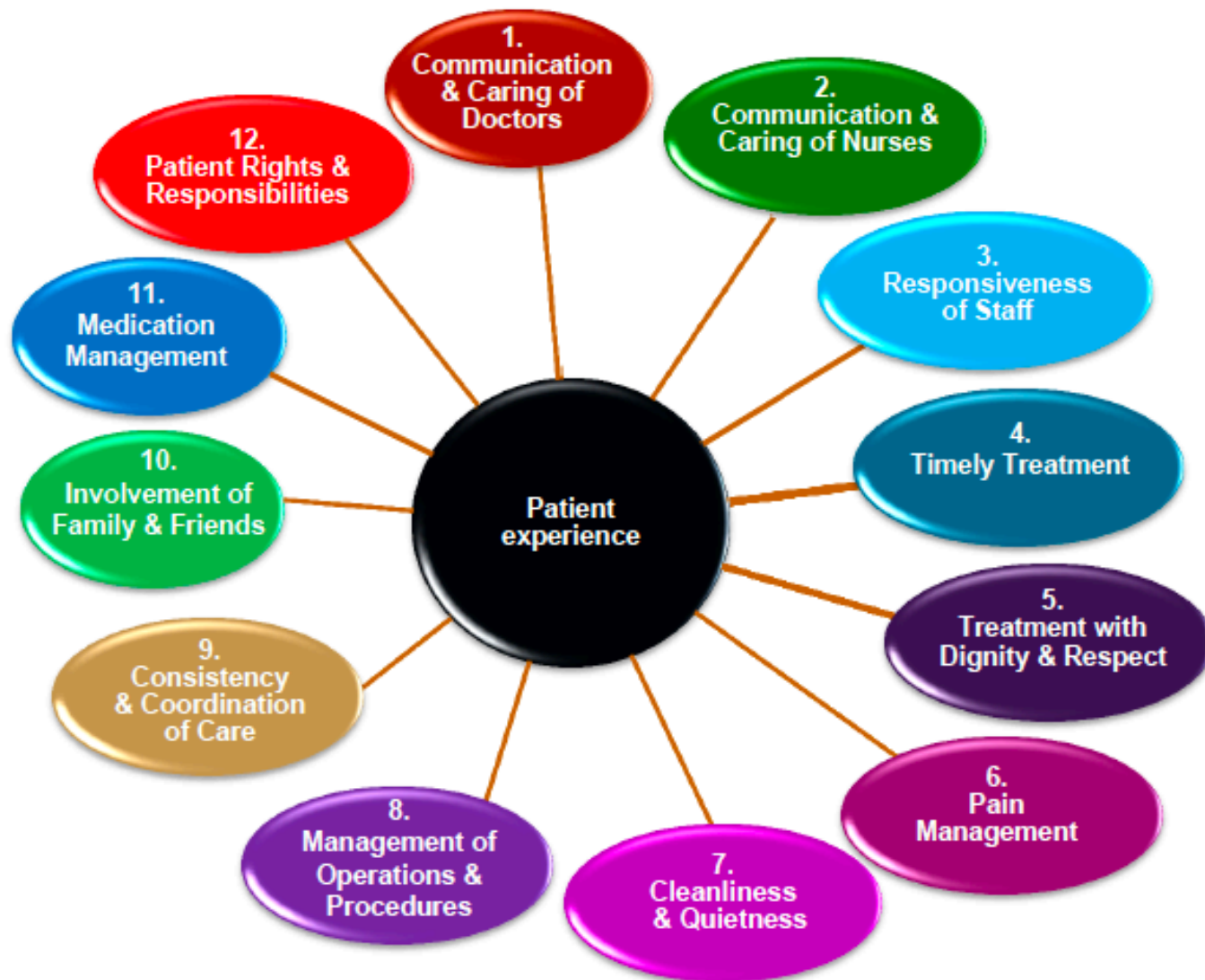
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# Domains of Health Care Quality

- **Safe:** Avoiding harm to patients from the care that is intended to help them.
- **Effective:** Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit (avoiding underuse and misuse, respectively).
- **Patient-centered:** Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
- **Timely:** Reducing waits and sometimes harmful delays for both those who receive and those who give care.
- **Efficient:** Avoiding waste, including waste of equipment, supplies, ideas, and energy.
- **Equitable:** Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status.

# PATIENT CENTERED CARE: 12 PATIENT EXPERIENCE DOMAINS



# 12 PATIENT EXPERIENCE DOMAINS

1. Communication: Doctors & Nurses
2. Caring: Doctors & Nurses
3. Responsiveness
4. Timeliness
5. Dignity & Respect
6. Pain Management



# 12 PATIENT EXPERIENCE DOMAINS

7. Clean & Quiet

8. Management

9A. Care Consistency

9B. Care Coordination

10. Communication: Family & Friends

11. Medications

12. Rights & Responsibilities

# 12 PATIENT EXPERIENCE DOMAINS

- All of these contribute to the patient's determination of “overall rating”.

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# Improving Patient Experience

- How do we see patients as individuals with individual needs, expectations and experiences?
- How do we build relationships with them that make them feel cared for, loved, respected, listened to and understood?

[https://www.youtube.com/watch?  
v=KGaOZZUDChc](https://www.youtube.com/watch?v=KGaOZZUDChc)

# Improving Patient Experience

- How do we promote clinic cultures that create a positive, consistent patient experience?

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*Dialysis patients are not just  
passive recipients of care.*

*They are partners in a care  
conversation who must be  
acknowledged.*

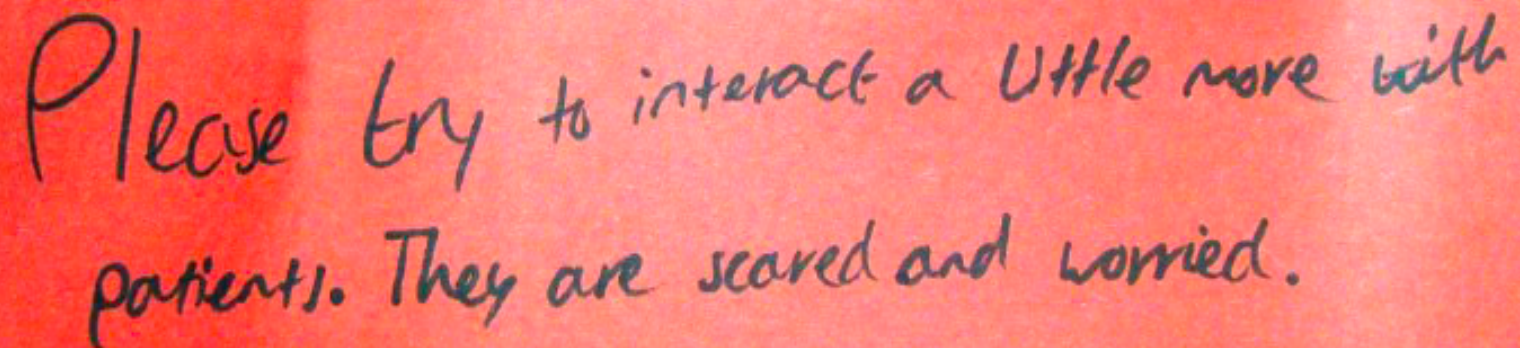


# ICH-CAHPS Results

- Review them
  - Look for trends
  - Compare to averages
- Embrace them
- Share them
- Talk to patients

# Put Yourself in Your Patients' Shoes

# Comment Note from a Patient



Please try to interact a little more with patients. They are scared and worried.

# Empathy

- Seeing with the Eyes of Another
- Hearing with the Ears of Another
- Feeling with the Heart of Another

[https://www.youtube.com/watch?  
v=tylvc9dY400](https://www.youtube.com/watch?v=tylvc9dY400)

# Thank You