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## IMPROVING PRESS-GANEY SCORES USING THE QUALITICK PROGRAM - COBLESKILL REGIONAL HOSPITAL



# OVERVIEW - HOW TO IMPROVE

## HERE'S THE SECRET

This case study outlines how Cobleskill Regional Hospital ED successfully employed the Qualitick program to dramatically, and consistently, improve their Press-Ganey scores and national ranking.

Cobleskill Regional Hospital, affiliated with Bassett Healthcare Network, is a 40-bed not-for-profit hospital founded by the people of Schoharie County in 1956. Cobleskill Regional Hospital is Schoharie County's only provider of acute inpatient medical care, emergency care, short-stay inpatient rehabilitation, and many other diagnostic and therapeutic healthcare services. Cobleskill Regional Hospital has been affiliated with Bassett Healthcare Network since 1994.

Cobleskill ED wanted to improve their ED patient satisfaction scores but found that with low 'n' numbers from their regular Press-Ganey mail surveys, and protracted reporting time, they needed a program which could get them higher 'n' numbers for deeper performance analysis and real-time reporting and analytics for rapid-cycle improvement.

To help achieve this objective the Bassett Healthcare Network employed the Qualitick program in Q1 2015. The initial focus was on specific areas, like wait times, staff interactions by making performance data available, and it was agreed that the ED were going to let the staff not only see who was recognized but what the clients were actually saying about their services good or bad, this made for transparency and accountability and was posted in real time.

The process was transparent with a personal touch via staff member recognition emails for a job well done. This was executed no matter how many times an individual was recognized. If the ED had a dissatisfied client it was the ED Director or Medical Director reaching out personally to address their concerns within 24 to 48 hours. The real-time nature of the Qualitick program allowed for immediate service recovery.



# METHOD & IMPROVEMENT

## HERE'S THE SECRET

### Method

The Qualitick program's innovative process of engaging patients prior to discharge helped Cobleskill ED to garner higher 'n' numbers, and the state-of-the-art reporting provided real-time execution knowledge. This deeper understanding allowed the leaders to strategically and tactically make adjustments and improvements in the delivery of care. Ultimately, this improvement was reflected in their Press-Ganey scores.

### CMS & EDCAHPS

With HCAHPS already in place, it's very likely that EDCAHPS will be similar in structure. CMS has been very vocal about the use of their mandated surveying being for their own use and urges hospitals to employ their own data-collection methods as their methods do not necessarily garner large sample sizes. CMS is very clear on this:

"CMS does not review or endorse the use of HCAHPS scores for comparisons within hospitals, such as comparison of HCAHPS scores associated with a particular ward, floor, individual staff member, to others. Such comparisons are unreliable unless large sample sizes are collected at the ward, floor, or individual staff member level!"

Furthermore, during AHRQ/CMS webinars on 'How to Improve CAHPS Scores,' hospitals have been encouraged to:

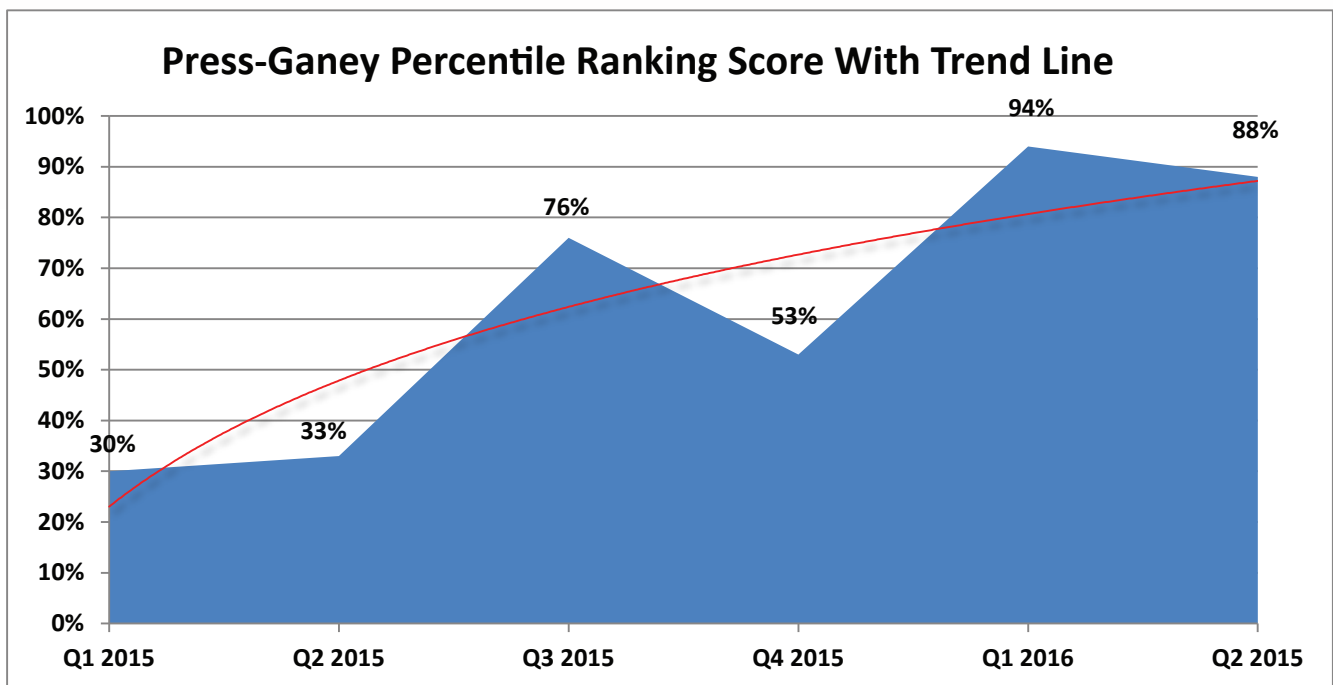
1. Do their own 'Proxy Surveys'
2. Which provide greater insights of 'whys' and 'drivers.'
3. To use this data to operationalize improvement.

### Improvement

Candie Miller (Quality Process and Data Analyst) commented, "with the Qualitick trending data it became apparent that wait times were an issue, so a policy was put in place that patients were to be notified about wait times more frequently. This in turn had a huge positive impact on patient perception about wait times, as opposed to simply not knowing and having to wait."

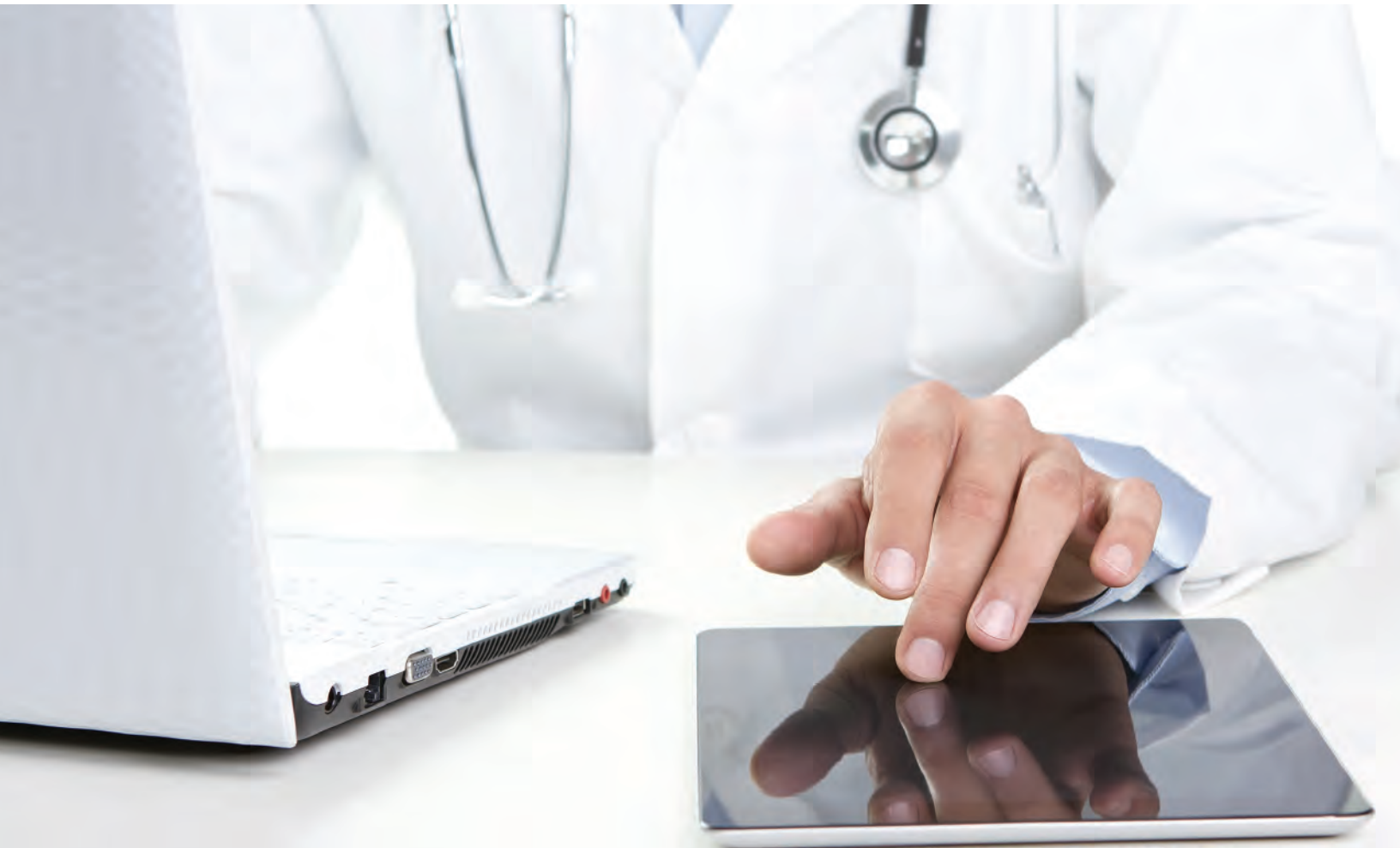


# METHOD & IMPROVEMENT



Candie continued, "Qualitick data, was reviewed regularly across all ED teams, discussions would take place and plans were implemented for improvement. Our Qualitick account manager was always in close contact with the Quality Process and Data Analysis team, and this was the catalyst in effectively implementing strategies for success. Once upward trends in our Press-Ganey score became apparent, the results were presented to C-Suite, who now intend to use the same methodology in the clinic setting and the inpatient side too."

Prash Pavagadhi (Qualitick CEO) added, "it took dedication from the team at Cobleskill to turn perception into real knowledge about performance execution. For many years they simply depended on a handful of mail surveys every month in the vain hope of understanding team performance. Now they have an effective tool and process in place to from Qualitick to get a more in-depth understanding of performance execution, which so that they can marry common sense strategies for superior results. And with EDCAHPS around the corner, Cobleskill are well positioned to attain great scores."



Qualitick is a pioneer in real-time data collection and analytics in the healthcare industry. With over a decade of experience in this emerging industry, Qualitick partners with and supports some of the top healthcare organizations across the country in 42+ states.



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