



Capturing the Patient Experience through Care Management

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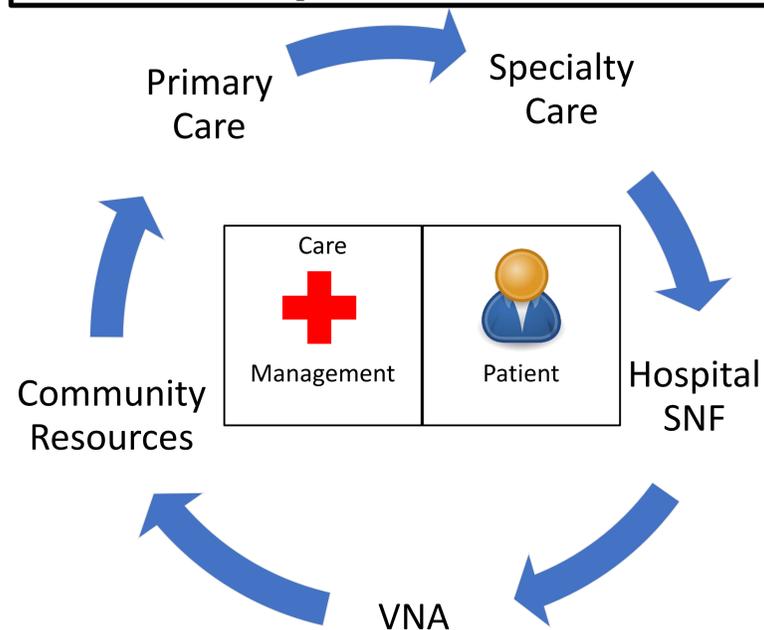
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Introduction

- Health systems have embarked on a value-based journey as the landscape moves from a fee-for-volume to a fee-for-value-based care system which offers providers incentive payments for quality.
- The healthcare system is complex and navigating its turns has never been more difficult.
- Care management programs offer care coordination and support to patients upon care transitions and across the continuum, enhancing the patient experience.
- The patient experience itself is recognized as a distinct quality measure that is rated across healthcare systems and across the country.
- Patient experience measures award healthcare systems with financial incentives for achieving certain benchmarks in improving communication, providing support, and treating patients with dignity and respect.



Care Management Programs support patients along the continuum through education, support, care coordination, and in-person visits.



Objectives

- To capture the patient experience via Care Management efforts at a Physician Hospital and Accountable Care Organization in Springfield, MA.
- To collect patient experience survey results and demonstrate a positive return on investment measure for the Care Management program.

Method

- A customized, patient experience survey was created and mailed to 185 patients who participated in a care management program for at least 60 days.
- The postage cost was \$1 per survey.
- The quality improvement survey, was created to capture feedback on communication, support, compassionate care, and overall program satisfaction as patient experience was not previously measured to this degree.

Date: _____
 Dear Patient,
 Thank you for your recent participation in our Care Management Program. Our records indicate that you worked with Nurse Care Manager, (insert name), at (insert practice). We would appreciate your feedback on this program. Please answer the following questions using a scale from 1-10 (1 = strongly disagree and 10 = strongly agree) and circle your responses. There is a self-addressed, stamped envelope enclosed for your convenience to return this survey.

- In working with my Care Manager, (insert name), I felt more involved in my care and better able to participate in decision making about my care.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- By participating in Care Management, I understood my plan of care and when to call the doctor or care team.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- I felt supported by my Care Manager, (insert name), who provided kind and compassionate care to me.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- In working with my Care Manager, (insert name), I had improved communication with my care team.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- This program helped me to adhere to my care plan and achieve my health goals.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- Overall, I was satisfied with working with (insert name), Care Manager.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- I would recommend this program to my family and friends. It was a valuable and helpful experience as part of my care.
 (Strongly Disagree) 1 2 3 4 5 6 7 8 9 10 (Strongly Agree)
- Please offer any additional comments, feedback, or questions about your participation in the Care Management program.

Capstone Results

- Survey results demonstrated that **83.5%** of patients rated care management at **9** or **10**, yielding a Net Promotor Score **79** based on **52** respondents over **five** weeks. The response rate was **29%**.
- The outcome of this capstone demonstrated a positive correlation between an enhanced patient experience and care management interventions which serves as a positive return on investment measure for the program.

Survey Results January 1-December 31, 2019

- This survey process was continued throughout **2019**.
- 1,029** surveys were sent. Response rate **32%**.
- 84%** rated survey answers at **9** or **10**. NPS = **83**.

No. of Surveys	Rating									
318	1	2	3	4	5	6	7	8	9	10
*Q1	4	3	2	1	4	12	15	32	34	209
*Q2	4	4	2	4	5	5	7	33	42	211
*Q3	1	3	2	2	3	5	2	15	31	253
*Q4	5	3	1	1	5	5	10	23	37	224
*Q5	3	4	2	2	3	8	11	26	38	214
*Q6	5	2	1	1	3	1	4	14	26	260
*Q7	6	1	1	2	1	4	6	19	25	251
Total	28	20	11	13	24	40	55	162	233	1622
% (n=2208)	1.3%	0.9%	0.5%	0.6%	1.1%	1.8%	2.5%	7.3%	10.6%	73.5%

328 surveys returned, 10 were blank. * Includes blank answers.

Promoters (9-10)	276
Detractors(0-6)	15
Net Promoter Score (NPS)	276-15/316*100 = 83

Q7: I would recommend this program to my family and friends. It was a valuable and helpful experience as part of my care.

Testimonials Q8

- "(CM Name) is someone who goes above and beyond. She has helped us many times and spent countless hours helping us navigate the "elder care" world for my father-in-law. She is truly an asset and a role model for other Care Managers. If I could give her a score higher than 10 I would. I feel blessed to have someone who is so knowledgeable and professional helping our family."
- "(CM Name) is the most helpful and compassionate health care professional ever. She solves problems easily and quickly."
- "It was a pleasure to work with (CM Name), she went above and beyond during the hardest and saddest times in my life."
- "(CM Name) made a huge difference in my life and health. She is always there to listen and answer any questions I may have. I couldn't ask for a better person to have on my team."

84%