

It's Time to Reboot Your Patient Satisfaction Strategy

Patient satisfaction scores decreased significantly during the COVID-19 pandemic. Since poor HCAHPS scores can negatively impact your hospital's brand reputation and your bottom line, it's time to recharge your patient satisfaction initiatives.

How satisfied were patients with the level and quality of communication with their providers¹?

-  Before COVID-19: 73% of patients said they were "very satisfied"
-  During COVID-19: 60% of patients said they were "not satisfied at all"

Top 3 areas with most decline during pandemic have a direct impact on patient safety and outcomes²:



Impact of staffing shortages:



Staffing shortages are now the nation's top patient safety concern.

How Advanced Practice Providers can help:

- Mitigate staffing shortages
- Greater patient-clinician ratio
- Improved patient safety
- Reduced burnout for existing staff
- Delivers the same as or better care for the same or less costs than physicians⁷
- Improved patient satisfaction

With revamped strategies implemented by Adfinitas Health, the University of Maryland Charles Regional Medical Center has experienced a 15% average increase in various physician components of HCAHPS since Q2 2021.

At another Adfinitas Health partner hospital, the percentage of patients who were "very satisfied" with their hospital visit improved from 33% to 87% in a three-month period.

Better survey tools lead to more effective patient satisfaction strategies

- Improved data accuracy creates better process improvement opportunities
- Robust real-time reporting allows faster, more proactive interventions
- Tablets enable on-the-spot tracking and reporting
- Comprehensive survey options for multiple types of data collection:
 - Patient satisfaction surveys
 - Electronic rounding/safety checks
 - Environmental rounds
 - Patient call-backs
 - Employee surveys

About Adfinitas Health

Adfinitas Health is a team of hospitalists dedicated to the communities and hospitals we serve, providing innovative, customizable services and value-based, collaborative care with an unwavering commitment to client satisfaction. We pioneered the interdisciplinary team (IDT) model to improve the patient care environment. IDT models enable our experienced providers to create individualized care plans to support better patient outcomes. By facilitating efficient communication, we are able to achieve patient treatment goals and help reduce 30-day readmissions and the length of patient stays.

Learn more about Adfinitas Health by visiting www.AdfinitasHealth.com.

SOURCES

- ¹ <https://www.reliasmia.com/articles/147877-hcaps-other-satisfaction-scores-may-suffer-from-covid-19-effects>
- ² <https://www.fiercehealthcare.com/providers/leapfrog-group-patients-are-reporting-more-potentially-dangerous-hospital-experiences>
- ³ <https://www.usnews.com/news/health-news/articles/2022-07-28/staff-shortages-choking-u-s-health-care-system>
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- ⁵ <https://patientengagementhit.com/news/suboptimal-nurse-staffing-ratios-tied-to-adverse-patient-safety-events>
- ⁶ <https://bmchealthserves.biomedcentral.com/articles/10.1186/s12913-019-4688-7>
- ⁷ <https://journals.plos.org/plosone/article?id=10.1371/journal.pone.0259183>