HCAHPS And The Metrics Of Patient Experience: A Guide For Hospitals And Hospitalists

Abstract

Patient satisfaction has become a widely used quality care metric that is increasing in importance for hospitals and hospitalists. The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey standardizes and reports patient experience data, and it is used in determining reimbursement rates for inpatient care by the Centers for Medicare & Medicaid Services. This issue examines the principles and uses of the HCAHPS survey and looks at the evidence on utilizing patient satisfaction as a marker for care quality. Examples of interventions that healthcare organizations and institutions can (and have) employed to improve HCAHPS scores and patient care are reviewed. Specifically, the role individual hospitalists play in affecting HCAHPS scores and how to optimize physician communication skills, along with best practices and future directions for study are examined.

Upon completion of this article, you should be able to:
1. Describe the components of the HCAHPS survey and how it is administered.
2. Discuss the pros and cons of patient satisfaction as a quality care metric.
3. Discuss the interventions at both the hospital and physician levels that have led to improvement in HCAHPS scores across various domains.
4. Identify best practices to optimize communication with the hospitalized patient.

Prior to beginning this activity, see “Physician CME Information” on the back page.
The Background Of Patient Satisfaction And Its Measurement

“The most effective, efficient treatment or program is of limited use if it does not fulfill the needs of an individual or group receiving service.”

—Avedis Donabedian, MD, MPH

Patient satisfaction is a highly desirable outcome of clinical care in the hospital, and is considered by many to be an important measure of healthcare quality. Over the past several decades, considerable research has documented the role that patient satisfaction can play in influencing care. “Satisfied” patients have been found to be more adherent to treatment plans, more likely to continue using health services, remain loyal to their physicians, and recommend services to others.

Critics of patient satisfaction as a measure of healthcare quality have pointed to the fact that there is little consensus in the literature around the definition of satisfaction, satisfaction surveys appear to have low discriminative abilities, and the marker is a subjective one. Despite this, patient satisfaction has emerged as an increasingly important metric for healthcare. Patient satisfaction data have been used in the healthcare arena over the past several decades for 4 related, but distinct, purposes: (1) to compare different healthcare programs or systems, (2) to evaluate the quality of care, (3) to identify which aspects of a service need to be changed to improve patient satisfaction, and (4) to assist organizations in identifying consumers likely to disenroll.

Most recently, the inpatient experience has come into prominence as the assessment of patient satisfaction in the hospital has become standardized and publicly reported as a measure of high-quality care, via the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The impact of hospitalists on the patient experience has also gained attention with the advent of the HCAHPS survey. Slowly but surely, HCAHPS has become the standard by which both healthcare organizations and individual hospitalists are judged. Given this, it is imperative to understand the survey, the underlying drivers of patient satisfaction from both an organizational and provider perspective, and the most current literature on proven methods to succeed in this arena.

Introduction

“Mr. A had chest pain on and off before, but never quite like this. He had woken up from sleep with the pain, and noticed that it got worse with each deep breath he took. Come to think of it, he was feeling pretty winded, as well. Mr. A had never been in the hospital before, and he worried about what was happening to him, as he made his way to his closest emergency department. He was quite nervous and anxious, and it seemed like he had to wait forever in a curtained area before seeing anybody. Finally, he was told he was being admitted for more workup. He wasn’t sure what that meant, but it sounded promising! On arrival to the floor, he was greeted by a flurry of activity, strange faces taking his blood pressure, attaching stickers to his chest, and putting needles into his arms. He wondered: Who is in charge here? What’s happening to me? Am I dying? The anxiety continued to build. Wasn’t there supposed to be a doctor around to take care of him?

Mrs. B had been having chest pain and shortness of breath all day long, along with some fevers. It was worse when she sat up, but still present when she lay down. She had never felt anything like this before, and she was really caught off guard. She worried that her life is so busy, there was no time to be sick! Coming in through the emergency department, she saw at least 20 faces, and told her story at least 15 times (though she couldn’t even remember exactly what she said, she’s feeling so out of it). Lots of needles, IVs, fluids. She was told she was being admitted to the hospital, and she can’t wait to get upstairs to a quiet hospital room, where she hopes the doctor will meet her and take care of everything.

The acute care hospital is the pinnacle of healthcare—taking care of the sickest patients and the site of the most sophisticated, intense, diverse medical treatment available in most communities. However, the 2000 Institute of Medicine (IOM) report, “To Err is Human,” pointed out that the quality of care in the United States is variable and, too often, inadequate. This was particularly noteworthy in the hospitals: too many patients were exposed to the risks of unnecessary services; opportunities to use effective care were missed; and, too often, preventable errors led to adverse outcomes.

Over the past decade, the quality of hospital care has come to the forefront of the national agenda. The Hospital Quality Association (HQA), comprised of public/private entities, including the Centers for Medicare & Medicaid Services (CMS) and the Joint Commission, became the group tasked with leading the improvement effort in the hospital sector. HQA
initially began the move toward improved quality by collecting and producing quarterly reports from hospitals on the provision of effective services for common conditions (now known as the Core Measures) as well as safety data. These data became increasingly available to the public, but a gap in the data was the lack of information on the quality of hospital care from the patients’ perspective.8

According to the 2001 IOM report, “Crossing the Quality Chasm,” provision of patient-centered care is a key element of a high-quality healthcare system.9 To address this gap in information provided, The HQA developed the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. While there have always been multiple venues for patients to share their opinions, including online ratings, the intent of HCAHPS was to provide a standardized survey instrument and data collection methodology for measuring patients’ perspectives on healthcare. Prior to HCAHPS, many hospitals did collect data on the patient experience, but there was no universal standard for this collection process or benchmarking. Consumers were eager for information about their contemporaries’ healthcare experiences and HCAHPS was cited as having the potential to address these concerns. CMS felt HCAHPS would promote consumer choice, public accountability, and greater transparency in healthcare.10

HCAHPS gained support quickly, and became the national standard for assessing patients’ hospital experiences. In 2008, it became tied to the annual payment update for Medicare, which meant that general acute care hospitals were required to collect and publicly report HCAHPS results on the CMS Hospital Compare website (https://www.medicare.gov/hospitalcompare/search.html) or face a decrease of 2% in reimbursement rates from Medicare, otherwise known as the “pay for reporting” phase. The Affordable Care Act, passed in 2010, added another twist to the reimbursement of HCAHPS scores: not only were hospitals financially incentivized to report scores, but they would also be reimbursed based on how they performed on the scores, beginning the “pay-for-performance” phase. As part of the Value-Based Purchasing program (beginning October 2012), CMS decreased by 1% the base operating diagnosis-related group (DRG) payments to hospitals to create an incentive fund. For the next several years, this fund will be preferentially distributed to high-performing hospitals based on several quality measures, 30% of which are based on HCAHPS scores.10

What Is HCAHPS?

“Every time Dr. X came in, he asked me questions. He listened carefully to me. He also took into consideration what I said to him. I was very happy he listened to me. Some doctors don’t! You talk to them and they say, ‘yeah yeah yeah,’ and they do what they want to do. But he listened to me and when he saw that the first medication I was on wasn’t strong enough, he immediately changed the medication, which took care of the problem, and which is taking care of the problem still. It’s excellent. Really excellent.”

Mr. A hears a knock on the door. “Come on in,” he says. A lady in a white coat walks in, smiling, and with an outstretched hand. “I’m Dr. Anderson, one of the hospital doctors. I’ll be taking care of you while you’re in the hospital, and I’ll be speaking with your primary care doctor as well. You look so tired! It must be so hard waiting in the emergency room to get up here when you’re not feeling well. Let’s talk about what’s been going on with you and figure out how to get you feeling better. Does that sound okay?” Mr. A feels some of his anxiety decreasing and he begins to talk. “You see, doc, I woke up last night, and just felt this pain in my chest...”

Mrs. B is relieved to finally be in her room. Ahhh-hopefully to get better, and soon! She has so much to do at home. She’s drifting off to sleep when she startsles awake. The door opens without knocking and a gentleman wearing a white coat walks in. “I heard you were having chest pain?” Half-asleep, Mrs. B stammers, “yes...yes...I was, since yesterday. I think maybe that’s when it started. Give me a sec...” The gentleman interrupts. “I think we have to work you up for some scary things. We have to make sure you are not having a heart attack. I’m going to go order some tests.” He walks out of the room, leaving Mrs. B dumbfounded. Heart attack? Is she going to die? Who was that guy? Her anxiety levels skyrocket.

HCAHPS is the first national, standardized, publicly reported information that allows consumers to make comparisons across hospitals. Public reporting of these scores aims to inform consumer decisions, allow hospitals and providers to identify and focus on areas that require improvement, ensure public accountability, and close an information gap that our available technical process measures do not have the scope or coverage to fill. In fact, HCAHPS is now widely used not just by consumers, but by health plans, insurance companies, and employers, to evaluate physicians and to determine incentive compensation. However, it must be kept in mind that these measures also come with significant disadvantages, such as the difficulty patients have assessing technical aspects of care given their limited clinical knowledge and the potential that scores may reflect other factors, such as a patient’s general mood or response tendencies.10
The Survey Instrument

The HCAHPS survey consists of 32 items. (See Figure 1, page 5 for a URL and QR code link to the instrument.) Numbers 1 through 25 include 18 substantive items used in publicly reported measures, including a new section on care transitions to home, and screener items to determine eligibility of patients. Items 26 through 32 are demographic and are used in patient case mix adjustment. An important standard of the HCAHPS survey is that these questions may not be changed by a hospital to reflect their specific practice.10

Eligible patients are those who are 18 years or older on admission; have a nonpsychiatric primary discharge diagnosis for medical, surgical, or maternity care; have an overnight stay (or longer) at the hospital under inpatient status (as opposed to observation status); and are alive at discharge. Patients discharged to hospice, prisoners, and patients with foreign home addresses are excluded.10

Hospitals may administer the survey themselves or utilize an approved survey vendor. The survey can be administered via several different methods, and the choice is up to each individual hospital: mail only, telephone only, mail with telephone follow-up, or interactive voice-response phone calls. Eligible patients are contacted between 48 hours and 6 weeks postdischarge, and they have 6 weeks following initial contact to complete the survey.10

The HCAHPS survey measures 10 key aspects of healthcare quality.11
1. Communication with nurses
2. Communication with doctors
3. Responsiveness of hospital staff
4. Pain management
5. Communication about medicines
6. Discharge information
7. Care at home
8. Cleanliness and quietness of the hospital
9. Overall rating of hospital
10. Patient willingness to recommend the hospital to others

The “communication with doctors” questions consist of the following 3 questions, answered as “always,” “usually,” “sometimes,” or “never.”11

During this hospital stay...
1. How often did doctors treat you with courtesy and respect? (Q5)
2. How often did doctors listen carefully to you? (Q6)
3. How often did doctors explain things in a way you could understand? (Q7)

With the exception of the global items, scores are reported as a “top box” score of the percentage of time the “always” answer choice was selected.

Publication And Use Of Survey Results

The survey results are made public on the Hospital Compare website, allowing the public to compare results between individual hospitals and to national and state averages. CMS also makes more detailed benchmarking tables available to determine performance for individual hospitals at the percentile level of national performance. The most recent development of public reporting is the roll-up of the results for items into a 5-category “star” rating of overall patient experience.

HCAHPS results are adjusted for both mode of survey administration, patient mix, and self-reported health status prior to public reporting. Hospitals and survey vendors are required to sample continuously over the year, with a goal of at least 300 completed surveys for each hospital per year, to achieve high reliability for the reported measures. Data have shown, with an n of at least 300, variation in adjusted HCAHPS scores at the hospital level represent true differences in patient experience much more than sampling error attributable to variation in the types of patients who respond to the survey. When there are only a total of 100 completed surveys/institutions, however, adjusted reliabilities fall below the minimum recommended reliability threshold of 0.7.12

Analyses of HCAHPS data have found that there are patient and hospital characteristics that are associated with optimal patient experiences. When Elliott et al examined scoring on HCAHPS for different subgroups of patients, the group found that there is substantial and significant heterogeneity to relative hospital scores for various patient subgroups.12 For example, the best hospitals for relatively healthy patients may not be the best hospitals for the least healthy. This may reflect the fact that different hospitals specialize in certain patient types or processes, and hospitals are not “one size fits all.”12

Looking to the future, in fiscal year 2015, the patient experience of care will remain 30% of the total value-based payment, and in fiscal year 2016, while the total DRG withhold from hospitals will...
increase to 1.75%, the patient experience of care portion of the total value-based payment will decrease to 25%. Of note, CMS takes into account not only each individual hospital’s performance compared to other hospitals when determining payment, but also takes into account improvement from each hospital’s baseline scores (the scores 3 years prior to the current fiscal year), making continued improvement for each hospital imperative.

The Relationship Between Patient Satisfaction And Quality Of Care

“I always try to get to know my patients personally. I ask them where they are from, and whether they have kids. That helps me a lot, being able to care for them as an individual person, and also creates a connection between us. I also try to round at the bedside whenever possible; patients perceive that as increased time spent with the physician and feel more in-the-know. I usually tell the patients that anything they don’t understand (“medical-ese”), I will translate for them after the resident’s presentation.” – Dr. V

Mr. A has been in the hospital 1 day now, and he is feeling considerably less anxious than when he came in. He spent a great deal of time with Dr. Anderson, going over his concerns when they first met, and he felt really comfortable with her. She made him feel like she cared, and took time to listen to him. Right now, he’s waiting for her to come by this afternoon and update him on some tests that had been done during the day. He’s still anxious about whatever is going on with him—it’s definitely not normal—but he does feel like Dr. Anderson is in control of the situation. His nurse walks in the room. “How are you feeling? How’s your pain? I know you’re waiting for Dr. Anderson to come with the results from your test this afternoon. She should be here any minute – I just spoke with her.”

Mrs. B hadn’t thought she was that sick when she came in, but she’s only been feeling more and more scared, as she has absolutely no idea what’s going on. And she still has this chest pain! She had a stress test this morning, and she’s not quite sure what the results were or when she’ll see a doctor (or has she seen one already? She’s not sure). Her nurse walks in. “Any word on my test results?” Mrs. B asks. The nurse looks bewildered. “Test? Did you have a test this morning? I didn’t know.”

Satisfaction with care has been linked to patient adherence to physician recommendations and loyalty to physicians, as well as decreased medical malpractice risk, but over the past 2 decades, the evidence for a correlation of patient satisfaction with technical quality of care measures has been found to be mixed.14 Schneider et al found that enrollees in Medicare managed care plans that had higher performance on technical quality measures did not seem to have higher overall ratings.14 Chang et al also found no relationship between patients’ experiences and the quality of care among elderly patients in 2 different health management organizations (HMOs).15

However, Jha et al found a positive relationship between patients’ experiences (as measured by HCAHPS) and the quality of clinical care in United States hospitals. There were significant differences in quality between hospitals that received higher ratings on the HCAHPS survey and hospitals that received lower ratings. For example, those in the top quartile of HCAHPS ratings performed better than those in the bottom quartile with respect to the care that patients received for acute myocardial infarction (actions taken to provide appropriate care as a proportion of all opportunities for providing such actions, 95.8% vs 93.1% in unadjusted analyses; P < .001) and for pneumonia (90.5% vs 88.6% in unadjusted analyses, P < .001).3 Isaac et al corroborated these findings in 2010, publishing a study noting relationships between patient experiences and complication rates.16 They found that scores on the overall hospital rating and willingness to recommend were correlated with technical performance measures such as Patient Safety Indicators (PSIs) (correlation 0.15-0.63, P < .05). Patient experience was inversely associated with rates of decubitus ulcers, hospital-acquired infections, and postoperative pulmonary embolism/deep venous thrombosis (correlation coefficient from -0.17 to -0.35, P < .05).16 Higher patient satisfaction ratings were also found to be associated with decreased readmission rates, as Boulding et al determined.17 Looking at over 2500 hospitals, a statistically significant correlation was found between lower 30-day risk standardized readmission rates and patient satisfaction scores relating to discharge planning and care.

Examining the association of patient satisfaction with mortality, Jaipaul et al found patient satisfaction scores were inversely associated with mortality rates in 29 hospitals in northeastern Ohio.18 Over 5 years, correlations were significant for coordination of care (R = -0.40; P = .03), discharge instructions (R = -0.39; P = .04), overall quality of care provided (R = -0.38; P = .04), information provided (R = -0.37; P = .05), and nursing (R = -0.35; P = .06).18 Conversely, Fenton et al used a national database to show that higher patient satisfaction scores, over time, were associated with higher inpatient utilization (adjusted odds ratio [OR] 1.12; 95% CI, 1.02-1.23), greater total healthcare expenditures (9.1%; 95% CI, 2.3%-16.4%), and higher expenditures on prescription drugs.19 In addition, this work indicated that the most-satisfied patients also had a statistically sig-
nificant greater risk for mortality compared with less-satisfied patients (adjusted hazard ratio [HR] 1.26; 95% CI, 1.05-1.53), leading the authors to conclude that satisfaction may correlate not with actual care, but to the extent to which physicians fulfill patients’ requests.19

Interpreting The Elements Of Patient Satisfaction

Fueled by studies indicating, at best, patient satisfaction has no relation to quality, and, at worst, it was associated with poorer outcomes, many in the healthcare world began to raise strong objections to the use of patient satisfaction surveys for reimbursement and incentives, such as HCAHPS. Conversely, as other studies pointed out that there was a link between better patient experiences with improved outcomes, which side was correct?

According to a 2012 editorial by Kupfer and Bond, the main issue in this debate is the difference between patient-centered care (one of the IOM’s pillars of a high-functioning healthcare system) and patient satisfaction.20 They noted that patient-centered care is defined as patients and physicians working together, using available evidence to select between various diagnostic and therapeutic options, and it has been shown to improve adherence to physician recommendations. Conversely, patient satisfaction has its roots in consumer marketing and is a measure of how services or products meet or exceed the expectations of the customer. The difference between these 2 models is that, in a patient-centered practice, physicians are not obligated to satisfy all demands. In addition, patient-centered care is only one of the IOM goals for high-quality care; the others include safe, effective, efficient, and equitable care. Therefore, they concluded, the onus is on the healthcare system to not only provide patient-centered care, but to use resources effectively, efficiently, and equitably. How can these competing needs be balanced? If the medical evidence does not support patient demands, Kupfer and Bond felt that it should be the duty of the physician to deny the request, though satisfaction could decline. They did note that discussion and education should mitigate some of the dissatisfaction.20

Kupfer and Bond also made an analogy between medicine and other marketed services. Given that evaluation of care quality by patients is difficult, most patients tend to view action/intervention more favorably than counseling or monitoring. In addition, in medicine, the recipients of services and the payers are frequently different entities, as compared to other industries, where evaluations of satisfaction are tempered by considerations of cost (expectations for 3-star-level stay when paying for a 3-star hotel). The risk of patient satisfaction measures creating a “positive feedback loop of health utilization,” where both providers and patients are incentivized to overuse resources, Kupfer and Bond felt, could lead to creation of an unstable, untenable healthcare system.20

In response to this, Manary et al argued that patient satisfaction is a marker that captures interpersonal care experiences (such as communication) that correlate with technical care, but it also represents a unique dimension of quality.21 Because healthcare is a service, measures of quality should include assessment of the extent to which the patient and the service provider reach a common understanding. They noted that, while there is concern that patient satisfaction is equal to fulfillment of desires, there are also data to show that increased patient engagement in medical care leads to lower resource utilization as well as increased satisfaction.21

Using HCAHPS In The Hospital

“With a difficult patient, I try to get ahead of the situation and start the interview expressing empathy – “I heard you had a difficult night, I am so sorry.” Sometimes that cools off a situation and the patient is more willing to listen when I discuss stopping the intravenous narcotics. Patients also seem to appreciate it when I offer to come back later, if they are eating breakfast.” – Dr. B.

Mr. A has a clot in his lungs. Dr. Anderson stopped by yesterday and gave him the update from his tests. This is the reason his chest had been hurting and he was feeling so winded. She just started him on a medication by mouth to thin his blood. While this was a scary concept (thin blood?), she said it was the treatment he needed, but, she hoped, only for 6 months. He’s quite relieved to have a diagnosis and a reason behind his symptoms, and Dr. Anderson did a really good job of explaining exactly what happened to him. In addition, she left him with a few sheets of paper explaining things in very basic terms, and with some diagrams as well. He’s no doctor, but feels like he has a pretty good sense of exactly what happened to him.

Mrs. B. is still in the hospital, still with chest pain, and still with no idea what’s been going on. She has seen at least 4 different doctors, though she’s not quite sure who does what, and who makes the final decisions on what is going to happen to her. Did she have a heart attack? She doesn’t want to bother anyone; they all look so busy! But really, she has no clue what’s going on. Her daughter has been trying to get a hold of a doctor, anyone, to understand the situation, and everyone in her family is so concerned! But no luck. On top of that, she’s getting no sleep at night. This hospital is so loud, with the beeping and people talking in the hallways, and the overhead system going off every 2 minutes. She’s exhausted, stressed, and wishes she could just go home.
Hospitals that perform in the top quartile of HCAHPS scores and technical measures of quality appear to be small (<100 beds), large (>200 beds), nonurban, located in New England or the western north central part of the country, and nonprofit.22 Looking at various hospitals, it also appears that higher nurse-to-patient ratios play the most significant role in hospitals with higher scores as compared to lower-scoring hospitals. Jha et al found that, as compared with hospitals in the bottom quartile of the ratio of nurses-to-patient-days, those in the top quartile had a better performance on the HCAHPS survey (eg, 63.5% vs 70.2% of patients responded that they “would definitely recommend” the hospital; $P < .001$).23 Safety net hospitals seem to have lower HCAHPS scores, as compared to non-safety net hospitals,23 and hospitals with hospitalists have higher patient satisfaction scores as compared to nonhospitalist facilities (patient overall assessment 87.9% with hospitalist facilities vs 86.2% with nonhospitalist facilities, $P < .05$).24 Additionally, hospitals with a higher perceived “culture of safety” appear to score better on HCAHPS, as measured by the SOPS (Survey on Patient Safety and Culture) survey. Higher overall Hospital SOPS composite average scores were associated with higher overall HCAHPS Hospital Survey composite average scores ($r = 0.41$, $P < .01$).25

The Commonwealth Fund conducted a case study that looked at an individual hospital with consistently high HCAHPS scores, Munson Medical Center in Traverse City, MI. The study found that the following strategies and factors most likely contributed to Munson’s success:26

1. Maintaining high nurse-to-patient ratios.
2. Fostering strong nurse-patient relationships by adopting acuity-adaptable care; ie, if patients needed ICU-level care, they would not need to be transferred to another unit, but rather could remain on the unit where they were already known, as the staff on the unit was trained to provide both general floor-level care as well as ICU-level care.
3. Tying managers’ incentives to patient satisfaction scores.
4. Identifying and meeting patient needs; ie, surveying patients on admission regarding basic needs, such as how they wished to be addressed, their treatment preferences, and their priorities.

The patient experience remains the top priority for American hospitals, according to the State of Patient Experience 2013 report published by the Beryl Institute (www.theberylinstitute.org). Many hospitals and health systems are embracing a 2-pronged HCAHPS strategy, with an emphasis on improving competencies in each of the core questions, alongside global efforts to improve the overall experience via leadership, engagement, and culture change. The report also noted that key components of patient experience improvement programs in the majority of institutions thus far include: sharing HCAHPS scores, hourly/more frequent rounding by the clinical teams, leadership rounding, staff training, and special initiatives to target specific aspects of the HCAHPS survey.27

The different types of interventions taking place at individual hospitals across the country have been categorized into 6 distinct categories:

1. Interventions to directly affect the patient care experience
2. Interventions to improve patient advocacy
3. Interventions to enhance an institution’s culture and leadership
4. Interventions to increase employee engagement
5. Interventions to increase patient and family engagement
6. Interventions to optimize physician engagement

Examples Of Successful Interventions
Following are a few examples of documented successful interventions across these various categories:

- **Nurse hourly “comfort” rounding:** This intervention took place on 27 nursing units across 14 hospitals nationally, and it found registered nurse (RN) rounds every 1 to 2 hours improved HCAHPS scores for the units from 79.9 (preintervention) to 91.9 (postintervention); $t = 736$, $P < .001$.28

- **Standardized medication education plan on discharge:** At NCH Hospital in Naples, FL, the way information about medications was communicated was standardized, including using only 1 source for information, developing a question-and-answer sheet for patients on frequently used medications, development of medication teaching cards by the pharmacy, and postdischarge calls. This resulted in increased staff satisfaction as well as improved HCAHPS scores for the units on which this was rolled out as compared to the control units.29,30

- **Noise reduction strategies at night to create a “culture of quiet”:** At St. Francis Hospital in Federal Way, WA, a nighttime noise reduction program was undertaken, which consisted of white noise machines in patient rooms, padded doors, dimmed lights in the hallways, ear plugs available for patients, and TV sets that only worked with headphones for sound at night. They noted an improvement in the HCAHPS “quiet at night” scores from 39% to 58% between 2009 and 2011.31

- **Discharge conversation recording:** At Cullman Regional Medical Center in Cullman, AL, discharge conversations are recorded and provided to the patient to listen to again once they are at...
home, to ensure important discharge points are not missed. This has resulted in a 56.9% improvement in HCAHPS scores for the discharge domain.32

- **Employee “patient experience” training:** At the University of Pennsylvania in Philadelphia, PA, the Penn Medicine Experience program was created to equip health system employees with tools and skills to provide a consistent, high-quality experience for patients, with an improvement of 49% in the “likelihood to recommend” question on the HCAHPS survey.33

- **Leadership rounds:** In the Veterans Administration-Connecticut health system, “just in time” leadership rounds allow everyone from the hospital CEO to the head of environmental services to speak with patients on a weekly basis and address issues that can be corrected immediately in real time, as well as a means of providing real-time feedback to staff. This initiative has been met with positive input from staff and patients. A similar intervention has been undertaken with leadership rounding at Gordon Hospital in Calhoun, GA, with a steady rise in HCAHPS scores after implementation.34

### Using HCAHPS To Improve Hospitalist Communication

“What I liked about Dr. X was his kindness and his willingness to talk and to explain things. He was good like that. He talked slowly so I could understand everything he was saying. He didn’t seem like he was in a big rush to get out of here. That was important to me.”

Mr. A is going home! He is so excited. He’s feeling quite a bit better, able to walk around without feeling winded, and definitely no more chest pain. He’s nervous about discharge, though. As nice as everybody has been in the hospital, he doesn’t want to come back or wait in that emergency room again. There is a knock at the door, and it is Dr. Anderson. “I just wanted to go over the discharge plan with you. You’re going to be going home on a new medication, the blood thinner we spoke about. I ran it by the pharmacy, and your insurance will cover it, so you don’t need to worry about that. You need to take it every day for the next 6 months, OK? First dose tomorrow morning. I’ve called your primary care doctor, updated him, and made an appointment for you to see him as follow-up next week. Does that sound reasonable?”

Mr. A nods. It sounds like she has thought of just about everything. Dr. Anderson said, “Just so I know I have explained things correctly, can you tell me what your diagnosis is and what you need to do on discharge?” Mr. A smiles. “Pulmonary embolism,” he states proudly.

Mrs. B is going home! She can’t wait to get out and sleep in her own bed. After what felt like a thousand tests and draws of blood from her arm (is she in a hospital or a vampire’s den?), finally, somebody (she’s not sure who) came by and told her she had inflammation around her heart. What that meant and what she was supposed to do about it, she had no idea. While she was feeling better, she was a little nervous about this happening again, and she definitely did not want to come back here. The nurse walked in. “I have your discharge instructions,” she said, and handed Mrs. B a slip of paper. Mrs. B glanced over it; most of it didn’t make sense to her, but she figured, probably someone is going to talk to my primary care doctor. He’ll figure it out. I’ll call him tomorrow morning.

Historically, the hospitalist movement’s goals were to deliver on efficiency and quality and to avoid negatively impacting patient satisfaction. Critics of the model thought replacing traditional caregivers with new inpatient providers would lead to decreased satisfaction. Subsequent data found that such concerns might be overstated. In 2002, Wachter and Goldman noted that hospitalists improve inpatient efficiency without harmful effects on satisfaction.35 The impact of hospitalists on the patient experience has gained increasing attention with the advent of the HCAHPS survey. Coming full circle, a recent white paper by the Phoenix Group stated that “hospitalists are now in the best position to improve survey scores overall for facilities.”36 However, hospitalists face multiple challenges in establishing quick rapport with new, acutely ill patients, and this is possibly amplified in the academic setting where trainees are also involved in patient care. These challenges are unique to hospitalists, and they can potentially adversely affect patient reports of satisfaction if physician communication is not optimized. While there are few studies that compare the subjective experience of hospitalist to nonhospitalist patients, preliminary analysis at Rush University Medical Center (among several hospitalist programs around the country) suggests that hospitalists do face more challenges as compared with nonhospitalists in optimizing communication and rapport.37 Given that some of the onus for improving hospital satisfaction scores is falling on hospitalists, much has been published on potential ways hospitalists can improve physician communication scores at their institutions. Previous literature in the field found that factors thought to be related to patient satisfaction include patient sociodemographic characteristics, physical/psychological status, attitudes and expectations of medical care, and the structure, process, and outcomes of care.38 Wild et al conducted qualitative interviews with patients on a hospitalist service, to further elucidate drivers behind physician communication scoring on the HCAHPS survey. Analyzing the surveys, 3 main domains stood out:39
1. **Physician behaviors**
   - Patients felt they were a respected partner in medical decision making.
   - Physicians provided full, satisfying explanations.
   - Physicians elicited and addressed patient concerns.
   - Physicians modified therapeutic plans based on patients’ input.

2. **Team communication**
   - Who was their main physician? Patients were confused as to the role of various physicians on the team.
   - What was a hospitalist, exactly?
   - Clear, consistent communication between physicians was needed.
   - Clear, consistent physician-RN communication was needed.

3. **System issues**
   - Emergency department wait times were too long.
   - Responsiveness to complaints important.
   - Coordination of care was important.
   - Care was disorganized (scheduling of meals, procedures, basic care).

Wild et al also looked at what type of physician (ie, emergency physician, hospitalist, or specialist) was the most important factor in scoring on the survey, and found that hospitalists were significantly more likely to be the target of the survey responses than the other physicians that patients typically see in the hospital. In a linear regression model, hospitalist rating was significantly associated with overall satisfaction scores; B = 0.59, P < .001.7

**Models For Improving Physician Communication Skills**

“I was worried coming up here because I heard Dr. X (the primary care physician) couldn’t come in...When I came in here, my doctor, he doesn’t visit anymore, so we were confused about this situation. But, the more I saw [the hospitalist], the more I liked her. She represents my physician, which I find very interesting. I thought she took the time to explain things in a very, very fundamental way. I mean, she got to the heart of it.”7

Patients surveyed by Wild et al had initial misgivings about being cared for by hospitalists, but they outlined behaviors that helped overcome these misgivings, mostly falling under the heading of communication skills, such as provider emotional availability, displays of interest, and empathy.7

The data on the importance of communication between physicians and patients are strong. High-quality communication has been linked to improved health outcomes, with a direct correlation on outcome measures such as emotional health, symptom resolution, functional status, physiologic measures (blood pressure and glycemic control) and pain control.39 The Society of Hospital Medicine also notes effective communication skills as one of the core competencies of practicing hospitalists.40 In addition, breakdowns in communication between patients and physicians and patient dissatisfaction are critical factors leading to malpractice litigation.41

Bonvicini et al corroborated that strong communication skills, manifesting as increased levels of expressed empathy, lead to higher levels of patient satisfaction.42 Looking at how to clearly convey empathy, Blanden et al and Rothberg et al found that quantity of time at the bedside had no relationship with patient satisfaction scores, but rather was related to the quality of the interaction and communication.43,44 Sitting, rather than standing, in the patient’s room was also found to be related to improved perception of empathy and quality of interaction.45 Montague found that empathy can be conveyed both verbally and nonverbally, as eye contact and social touch are both associated with increased patient perceptions of empathy.46

Verbal communication with patients can be improved in physicians by using standardized communication tools.47 These tools have been studied extensively, mostly in the outpatient setting. Various models exist that have proven to be successful at increasing patient satisfaction, including the Four Habits Model, a relationship-centered framework. See Figure 2 for links to more information about the model.48

1. Invest in the beginning
   - Create rapport, elicit concerns
2. Elicit patient’s perspective
   - Find out expectations, ideas
3. Demonstrate empathy
   - Be open to patient’s emotions; make at least 1 empathetic statement
4. Invest in the end

**Figure 2. The Four Habits Model**

For a PDF of the document, scan the QR code with an enabled device or go to: http://www.ucdenver.edu/academics/colleges/medicalschool/education/graduatemedicaleducation/GMEDocuments/Documents/4%20Habits%20Model.pdf
• Involve patient in decision making, provide diagnostic information and education

Another model of standardized communication is the R.E.D.E.49 model, from the Cleveland Clinic.49 (http://healthcarecommunication.info/our-story/) R.E.D.E. stands for Relationship: Establishment, Development, and Engagement. A summary of the 3 phases follows:

1. Phase 1: Establish the relationship
   • Convey value and respect.
   • Collaboratively set the agenda for the encounter.
   • Demonstrate empathy using “SAVE”:
     Support: “Let’s work together...”
     Acknowledge: “This has been hard on you.”
     Validate: “Most people would feel the way you do.”
     Emotion naming: “You seem sad.”

2. Phase 2: Develop the relationship
   • Engage in reflective listening (verbal and nonverbal, avoid distractors).
   • Elicit the patient narrative (open-ended questions, summarize).
   • Explore the patient’s perspective using “VIEW”:
     Vital activities: “How does it disrupt your daily activity?” or, “How does it impact your functioning?”
     Ideas: “What do you think is wrong?”
     Expectations: “What are you hoping I can do for you today?”
     Worries: “What worries you most about it?”

3. Phase 3: Engage
   • Share diagnosis and information.
   • Collaboratively develop the plan.
   • Provide closure.
   • Dialogue using “ARIA”:
     Assess: Using open-ended questions, assess what the patient knows about the diagnosis and treatment and how much and what type of education the patient desires/needs.
     • Patient treatment preferences.
     • Health literacy.
     Reflect patient meaning and emotion.
     Inform:
     • Tailor information to the patient.
     • Speak slowly and provide small chunks of information at a time.
     • Use understandable language and visual aids.
     Assess patient understanding and emotional reaction to the information provided.

Interestingly, communication skills training in hospitalist groups, thus far, has not been found to be correlated with improvement in HCAHPS scores, as it has in the outpatient setting; however, the data are limited.50

Observed feedback, both in real time and with standardized patients has emerged as another important method for improving physician behaviors and patient satisfaction.47 Bergin et al found that a best practices communication template along with scheduled, individualized feedback to medicine residents after observation from patients and nurses improved satisfaction scores on a teaching service (composite physician communication score increased from 53% to 78% from 2010 to 2012).51 The communication assessment tool was also developed and implemented to provide hospitalists with real-time, individualized feedback from patients regarding communication skills, with high reliability (0.97).52 At Rush University, on-boarding of physicians with direct observation and feedback from communication specialists as well as videotaped encounters with standardized patients played an important role in rapidly improving the hospitalist groups’ HCAHPS scores by 400% between 2009 and 2014.53 Development of a focused, patient-centered care curriculum consisting of observed resident-patient interactions by attending physicians, feedback on transitions in care, as well as patient home visits, was found to improve patient satisfaction with physician communication scores on a medicine teaching service (90% vs 85%,  P < .01).53

Team Identification And Communication

“I try to make it clear who I am right off the bat. I speak before the resident and point out that I’m the attending and responsible for overseeing this team and their care. I’ll also stay back for a few minutes after the team leaves and give the patient my card, and put my name on the whiteboard, let them know if they want to speak with me, they can have the RN page me directly.” Dr. B

Identified by Wild et al as another important category for patients when filling out their HCAHPS surveys, data point to a few best practices that can help with improving communication between the care team and identification of physicians.57

Face cards work well in improving patients’ knowledge of names of providers and their roles; however, the impact on satisfaction has not yet been demonstrated in a significant manner.58 Use of whiteboards in patient rooms has also led to improved MD/RN perceptions of team communication.55 Tan et al found that the use of whiteboards significantly improved satisfaction with overall stay (P < .02).56

Leaving notepads at the bedside for patients to write
down questions for their physicians led to improved qualitative satisfaction from patients, but communication scores were not significantly different between control and intervention groups.57

Communication between various teams of physicians has been optimized by setting expectations and standardization. The SBAR format (situation, background, assessment, and recommendation) has been used in hand-offs between emergency department and hospitalist physicians, with improved perception of communication. Various institutions (such as UCLA and Kaiser Permanente hospitals) have also standardized expectations, most notably in comanagement services, where the roles and responsibilities of each type of provider were agreed upon by all parties, documented, and reviewed/revised often, with improvement in patient satisfaction.58

Communication between hospitalists, including at hand-offs, has been standardized at multiple institutions, with time being built in to sign out. Electronic sign-outs have also been trialed, as has the concept of paired rounding, where 2 hospitalists essentially take care of the same service over time, minimizing the number of hand-offs and new physicians the patient sees. To date, assessing the impact of hospitalist-to-hospitalist communication on patient satisfaction has not been evaluated.59

Various innovative rounding patterns have shown an impact on patient satisfaction. O’Leary et al suggested that structured MD/RN interdisciplinary rounds should improve satisfaction on the part of the patients,99 while Mittal et al found that family-centered bedside rounding on pediatrics units led to improved communication and team communication.60 Geographic localization of hospitalist teams was also suggested as likely to help with communication between groups and patient satisfaction.59 In addition, the stronger a hospital’s measured teamwork culture, the better the patient satisfaction ratings.50 Dutta et al found that incorporating attending PM rounds into a best practices model contributed to an increase in patient satisfaction scores for hospitalist care.37

Greenwald and Jack at Boston Medical Center created an intensive discharge protocol involving standardization of the discharge process.62 This protocol called for scheduled follow-up appointments prior to discharge, pharmacist review of medications at bedside with the patient, all discharge communication and education given via the teach-back method, follow-up phone calls from RN/pharmacy 24 to 48 hours postdischarge, and documentation in the discharge summary of a 24/7 call-back number that patients could use with any questions. This protocol, called Project RED (re-engineered discharge), did show an improvement in both patient satisfaction and a decrease in 30-day readmission rates.62

**System Improvements**

“This is the way it goes. You get nothing and then you get your breakfast and soap at the same time. I don’t know when I am leaving; I don’t know how I am leaving, whether I am going in an ambulance or a school bus.”67

Though hospitalists themselves are not responsible for system improvements, according to Wild et al, patients do take the functioning of the overall hospital system into account when determining physician communication scores.7

Innovative models of using hospitalists have been tried at institutions across the nation. Incorporating a hospitalist in the emergency department to expedite care for boarded patients has led to increased satisfaction on the part of staff and patients, according to Chadaga et al.62 Briones also found that having a hospitalist in the emergency department led to improved throughput, timeliness of services, and satisfaction.64 Aurora Medical Center incorporated a “pain team,” staffed by hospitalists, which functioned as a rapid response team for patients who felt their pain was not being addressed by their primary service.65 Postdischarge clinics staffed by hospitalists also appear to improve patients satisfaction with their overall care, as they perceived continuity between the clinic visit and their recent hospital stay.66

Data are also available that indicate that hospitalist workload and job engagement play a role in patient satisfaction.65 Michtalik et al found, in a survey of over 890 hospitalists, that a “safe” workload was considered by the majority to be 15 patients/shift; when the safe workload was exceeded, the majority of physicians felt they did not have the ability to fully discuss treatment plans or answer questions from patients and family members.68 Mache et al also found a strong correlation between physician job satisfaction and patient satisfaction, noting that physician engagement and satisfaction were enhanced via a sustainable workload/schedule, mentorship, varying duties, and involvement in hospital operations.69

**Best Practices**

*Mr. A is home and he’s doing well. He saw his primary care doctor yesterday, and the transition was seamless. He was only in the hospital 2 days, but he was impressed with the care he received. He is hopeful that he will never need to be in the hospital again, but he is going to recommend that place (and Dr. Anderson) to everybody he knows!*

*Mrs. B has been home 3 days and she’s not feeling well. She hadn’t been quite sure what medications she was supposed to take when coming home. She thought she saw some high-dose ibuprofen as a new medication, but it gives her stomachaches. She took acetaminophen instead*
(it’s a painkiller too, right?), and her chest started hurting again, just 2 days after coming home. Her daughter is pretty sure she needs to go back to the hospital, but not that place! They are both so angry with the care they received, her daughter is thinking of filing a complaint against the hospital and physicians, especially if something really bad is happening to her heart. They will definitely try a different hospital next time.

While the patient experience consists of multiple layers, from the physician perspective, the most important interventions will be those that improve the humanistic aspects of care and enhance the quality of our communication. Dorrah examined the current literature and came up with a best practices template to utilize proven practices to enhance communication, aimed specifically at the questions on the HCAHPS survey. Bergin et al and Dutta et al also outlined similar evidence-based best practices templates at their institutions, with improvement in communication scores on adoption of these templates. A summary of the main points present in these templates is outlined in Table 1.

The Beryl Institute recently released a statement identifying important organization drivers to shape and guide an effective patient experience strategy at healthcare institutions:

- Identify and support accountable leadership with committed time and focused intent to shape and guide experience strategy.
- Establish and reinforce a strong, vibrant, and positive organizational culture and all it comprises.
- Develop a formal definition for what experience is to their organization.
- Implement a defined process for continuous patient and family input and engagement.
- Engage all voices in driving comprehensive, systemic and lasting solutions.
- Look beyond clinical experience of care to all interactions and touchpoints.
- Focus on alignment across all segments of the continuum and the spaces in between.
- Encompass both a focus on healing and a commitment to well-being.

<table>
<thead>
<tr>
<th>How to convey courtesy and respect to your patients:</th>
<th>How to ensure your patients feel they are heard:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. As a sign of respect, knock before entering a room.</td>
<td>1. Avoid interruptions (the average physician interrupts a patient within 23 seconds into the conversation).</td>
</tr>
<tr>
<td>2. Greet the patient by name. Use a formal name unless you are explicitly told by the patient to use the first name. Shake hands.</td>
<td>2. Give patients a way to record their questions so they won’t forget them (provide note pads).</td>
</tr>
<tr>
<td>3. Introduce yourself and your role. Use face cards and white board, if available.</td>
<td>3. Summarize the key points of a discussion.</td>
</tr>
<tr>
<td>4. Make sure the patient is comfortable and ready and able to talk. If they are uncomfortable (ie, in pain, nauseous), identify a care plan to improve symptoms. If they need another blanket or water, provide this to them prior to beginning interview.</td>
<td>4. Pay attention to your patients’ nonverbal cues and acknowledge their emotions.</td>
</tr>
<tr>
<td>5. Review the patient’s chart prior to entering the room.</td>
<td>5. Sit at the bedside and lean forward to demonstrate engagement.</td>
</tr>
<tr>
<td>6. Reference chart to the patient so he or she knows you have already looked at it.</td>
<td>6. Use social touch to convey empathy (ie, handshake).</td>
</tr>
<tr>
<td>7. Pay attention to the patient’s social history, including his background, living situation, and support network.</td>
<td>7. Be comfortable with silence; give a patient 5 seconds to resume conversation when there is a lapse.</td>
</tr>
<tr>
<td>8. Treat every concern brought up as important; explain why you prioritize certain concerns over others in the hospital.</td>
<td>8. Be aware of your body language; don’t appear hurried, bored, fidgety, etc.</td>
</tr>
<tr>
<td>9. Look directly at patients while speaking with them, and minimize interactions with computer.</td>
<td></td>
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</tbody>
</table>
Coding For Education/Family Meetings

Increasingly, hospitalists are focused on impacting patient satisfaction and providing patient-centered medical care. A key requirement of success is patient education and coordination of care. You’ve been there: A quick follow-up visit turns into a 90-min family care conference. Unfortunately, it’s a 992321 by coding criteria, typically only 15 min in duration. In these situations, we should use time-based coding and prolonged-care services. Traditionally, they’re infrequently used. Why?

1. A lack of understanding of how and when to apply them. Lack of familiarity leads to infrequent use.
2. Audit fears. Rarely used and often misapplied, they are re more frequently audited.
3. Some payers don’t reimburse them.

But don’t give up, and remember:
1. Education corrects the knowledge deficit. Many programs provide billing decision support.
2. Audit fears aren’t an excuse for avoiding the correct billing code.
3. Revere the cycle. Insurance companies, citing low frequency of use, may exclude them from coverage. These codes can be submitted, even if not reimbursed. Next negotiation, ask why these encounters weren’t reimbursed. This prompts discussion and potential payment.

Time-Based Billing

The E/M service codes (99221-99223, 99231-99233) are driven by the history, physical examination, and medical decision-making; however, time can be used if certain criteria are met:
1. The “normal” time for the level of service is exceeded. (See Table.)
2. > 50% of the visit involves education, counseling and/or care coordination.

Required Documentation

1. A statement that > 50% of physician’s time was spent in counseling/coordination: “Total time of 42 minutes, with > 50% in counseling.”
2. A summary of the discussion: “Case reviewed with nephrology and counseled the patient on risk of nephropathy with tomorrow’s angiogram. He wishes to proceed.”

Example: A pneumonia visit meets 99231 complexity, yet bedside education of a worried spouse totals 36 min. This exceeds the normal 99231 time (15 min). 99233 is billed (normal time of 35 min). Prolonged services codes are added to 99221-99223 or 99231-99233 if total time exceeds the average assigned for that code. (See Table.) You must first max out the billing series.

<table>
<thead>
<tr>
<th>CPT</th>
<th>NML Time (Minutes)</th>
<th>99356 Threshold (Minutes)</th>
<th>99357 Threshold (Minutes)</th>
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<tbody>
<tr>
<td>99221</td>
<td>30</td>
<td>60</td>
<td>105</td>
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<tr>
<td>99222</td>
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<tr>
<td>99233</td>
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<td>65</td>
<td>110</td>
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</tbody>
</table>

Abbreviations: CPT, current procedural terminology; NML, normal.
Centers for Medicare & Medicaid Services, Section 30.6.15.1.G
### Summary

Despite the mixed evidence on patient satisfaction as a measure of healthcare quality, there can be no doubt that when caring, concerned physicians communicate well with their patients, high-quality care will be the result. We are in the midst of a culture shift in medicine, and the patient experience and patient-centered care will likely remain important features of our healthcare system for the foreseeable future. In the inpatient setting, the onus will remain on hospitalists and hospitals to create an environment where patients feel comfortable and empowered, communication is optimized between all involved in providing care, and the system is designed to keep a patient’s stay as smooth as possible.

The literature on HCAHPS and potential ideas for improvement in patient satisfaction are fairly new. Many projects are currently ongoing that are designed to clarify the association between HCAHPS and technical aspects of care quality, as well as to examine the impact of hospitalists and other aspects of hospital care. Future directions for this field include standardization of the hospitalist data, so groups can benchmark their progress nationally compared to other physicians in the same specialty; incorporation of new technology into care transitions and to further optimize communication between all on the care team; and changes in our traditional medical rounding and teaching structure.

### Risk Management Pitfalls For Patient Satisfaction (Continued on page 15)

1. **“Why do I have to communicate with the nurse in order to optimize care for my patient?”**
   Communication failures are increasingly being implicated as important latent factors influencing patient safety in hospitals. A retrospective study out of Australia showed that communication problems were the most common cause of preventable disability or death in the inpatient setting. Hospitals are complex systems made up of individuals at different hierarchical levels who must constantly interrelate and communicate critical information.  

2. **“What is more important than communicating with my patients is that I provide them with high-quality care.”**
   Strong communication skills that reduce malpractice risk also have been documented to be associated with improved quality of care. Satisfied patients are more likely to take medications as prescribed and return for follow-up visits. Patient-centered care is one of the pillars of a high-quality healthcare system, according to the IOM.

3. **“I don’t need communication skills training! What a waste of time.”**
   A breakdown in communication between patient and physician is more likely to incite a malpractice suit than an actual lapse in care quality. Physicians can improve their communication skills with education and practice. Effective programs include videotaping of physicians or training with standardized patients who provide feedback.

4. **“I’m a really good communicator – I don’t need to use these “best practices.” Nobody has ever told me I’m not good!”**
   While feedback for physicians in communication skills was not standardized and available in the past, with the advent of the HCAHPS surveys, as well as our current culture of transparency, physician communication scores are now readily available for both providers and patients (through both the government and via other online survey sources). Providers tend to overestimate their communication skills; however, now that communication skills will be assessed publicly, feedback will be readily available, and physicians will also be able to benchmark themselves as compared to other providers.

5. **“I know what is best for my patient. He should accept my recommendations without question.”**
   The Institute of Medicine advocates for shared decision making between physician and patient for prevention and treatment plans. Shared decision making can be an important tool to promote patient autonomy and satisfaction. The source of malpractice claims is often not simply improper or inadequate medical care, but is an expression of anger about some aspect of the patient-doctor relationship or communication. Physicians who understand and can respond appropriately to the emotional needs of their patients are less likely to be sued.
To help the reader judge the strength of each reference, pertinent information about the study will be included in bold type following the reference, where available. In addition, the most informative references cited in this paper, as determined by the authors, will be noted by an asterisk (*) next to the number of the reference.

1. Donabedian A. *Exploration in Quality Assessment and Monitoring*. Ann Arbor, MI: Health Administration Press; 1980. (Book)


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### References

Evidence-based medicine requires a critical appraisal of the literature based upon study methodology and number of subjects. Not all references are equally robust. The findings of a large, prospective, randomized, and blinded trial should carry more weight than a case report.

6. “I don’t have time to speak extensively with each of my patients every day!” Research has shown that quantity of time at the bedside has no relationship with patient satisfaction scores, but the scores are related to the quality of the interaction and communication.\(^{13}\) Physicians’ verbal and nonverbal communication influences patients’ perception of time spent. In addition, malpractice attorneys asked to cite reasons patients pursue malpractice suits found that more than 80% are due to communication issues, 35% of which are physician attitudes, such as being in a hurry or having an air of superiority.\(^{41}\)

7. “My job isn’t to come up with a treatment plan with my patients, but rather, for my patients!” Patients feel most satisfied with communication with providers when they feel that they are an active partner in discussing treatment options and understanding different therapeutic options. Breakdowns in communication and patient dissatisfaction are critical factors leading to malpractice litigation. As per Beckman et al, communication problems leading to malpractice claims fell into 4 categories, 1 of which was delivering information poorly and failing to understand patients’ perspectives.\(^{15}\)

8. “I tell my patients who I am each time I walk in the room. Why do I need to waste my time with cards or writing on the white board?” Hospitalists face a difficult job of describing to patients who they are and the role they play in their care. Face cards and utilizing the white board have been shown to improve patient recollection of their main physicians. Knowing who your physician is in the hospital helps to optimize physician-patient care; patients are more likely to initiate a malpractice claim against a physician with whom they do not have a relationship that is personal, caring, and respectful.\(^{41}\)

9. Patient: “I felt really violated when the doctor just lifted up my gown and examined me without my permission!” Key to making patients feel respected and understood is requesting permission prior to examination and ensuring the patient is comfortable and prepared for the encounter. (See Table 1, page 12.) This leads to higher levels of patient satisfaction, which has been clearly associated with decreasing malpractice risk.

10. Patient: “I didn’t know I wasn’t supposed to eat that food while taking a blood thinner! Now I’m back in the hospital again.” Communication is at the heart of malpractice risk. Ensuring that patients understand their discharge diagnoses, plans, and new medications will increase the safety of the transition in care and avoid adverse effects and readmissions. The teach-back method discussed in Table 1 is a good way to ascertain your patients’ understanding prior to discharge.


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47. * Maguire P, Piteachally C. Key communication skills and how to acquire them. BMJ. 2002;325(7366):697-700. (Review)


CME Questions

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1. What are different uses for measurements of patient satisfaction in healthcare?
   a. Comparison between different healthcare programs or systems
   b. Evaluation of the quality of care provided
   c. Identification of the aspects of a service that need to be changed
   d. Assisting organizations in identifying consumers likely to disenroll
   e. All of the above

2. Why was the HCAHPS survey created?
   a. To promote consumer choice and transparency
   b. To decrease creation of healthcare monopolies
   c. To create a universal standard for patient satisfaction data collection and benchmarking
   d. A and C
   e. All of the above

3. Where are individual hospitals’ HCAHPS scores publicly reported?
   a. Centers for Medicare and Medicaid Services website
   b. Hospital Compare website
   c. Individual hospital websites
   d. The White House website

4. What percentage of the value-based purchasing program is currently tied to HCAHPS scores?
   a. 20%
   b. 25%
   c. 30%
   d. 50%

5. Which of the following groups of hospitalized patients is not eligible to complete the HCAHPS survey?
   a. Patients aged > 18 years
   b. Patients with nonpsychiatric primary discharge diagnosis
   c. Patients in observation status in hospital
   d. Patients discharged to subacute rehab

6. Which technique has NOT been shown to be successful in conveying empathy to a patient?
   a. Eye contact
   b. Social touch
   c. Quantity of time at bedside
   d. Sitting at bedside

7. Which aids have been trialed to help hospitalists convey who they are and their role to their patients?
   a. Face cards
   b. Writing names on the white board in patients rooms
   c. Preadmission phone calls
   d. A and B
   e. All of the above
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