



## OPERATIONAL DEFINITION

**MEASUREMENT:** % administered satisfaction surveys rating us as providing "Best Possible Care".

### I. Description and Rationale

*This measure answers the question:*

How many Asthma Innovation Lab patients/parents rate the care provided to them by CCHMC is the "Best Possible Care"?

This measure comes from the Satisfaction survey distributed to asthma patients at the time of visit. "Best Possible Care" is defined as rating care provided at CCHMC at a 10 on a 10 point scale.

### II. Population Definition (Inclusions/Exclusions)

The patients included in this measure have to meet the following criteria:

- Have been diagnosed with asthma and seen in the Asthma Innovation Lab
- Are identified as an *Active* patient, meaning they have had a visit within the previous 13 months and are not designated (by us) as *Inactive* due to moving out of the city/state, etc.

### III. Data Source(s)

Satisfaction survey spreadsheet (Terri Byczkowski)

### IV. Sampling and Data Collection Plan

Surveys are distributed and collected at time of clinic visit; data is collected for asthma patient at time of visit. Surveys are not distributed at every patient visit; rather patients will receive surveys in no less than two month intervals. See attached survey.

### V. Calculation

*Numerator:* Number of surveys indicating a score of 10.

*Denominator:* Number of surveys populated and returned within the previous month (e.g. the July Report will include visits from June 1<sup>st</sup> to June 30<sup>th</sup>).

### VI. Analysis Plan and Frequency of Reporting

Analyze and report on a monthly basis, at beginning of next month for previous month. A run chart will be used to display the data.

### VII. Reporting Venues

Results are reported on the Chronic Care Innovation Lab Monthly Project Report.

### VIII. Limitations

Non-response surveys; not everyone who is given a survey turns it in.

### IX. Experts/Resources

### X. Revision History

Version	Primary Author(s)	Description of Version	Date Completed
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Version	Primary Author(s)	Description of Version	Date Completed
Initial	S.Rechner		8/10/07
Updated	S.Rechner	Updated timing of survey distribution and collection	12/11/07



Experience of Care  
Questionnaire