



OPERATIONAL DEFINITION

MEASUREMENT: Overall Satisfaction Rating CCHMC

I. Description and Rationale

This measure answers the question:

How satisfied are our families with the care their children receive at CCHMC?

Percent of respondents who gave CCHMC best response to a single question about overall quality of care. Data are collected from the following areas: Inpatient, Outpatient, ED, and Urgent Care. The overall patient experience with care score is a composite score based on these sites of care. It is weighted by patient case volume.

II. Population Definition

All survey respondents from the *Overall Patient Satisfaction with Inpatient Care, Overall Patient Satisfaction for Outpatients, Overall Patient Satisfaction with the Emergency Department, and Overall Patient Satisfaction with the Urgent Care* measures (see individual operational definitions for specific populations within each of these four measures. Exclusions: Children being seen for suspected abuse and sexually transmitted diseases and children who have died. Note: Respondents are only interviewed once for any patient satisfaction survey during a 90 day period.

III. Data Source(s)

Data result from a weekly telephone survey, which is conducted by Cooper Research in Cincinnati, OH. The question came from the Consumer Assessment of Health Plans surveys (CAHPS).

IV. Sampling and Data Collection Plan

Inpatient: Each week up to 10 families are randomly selected for each inpatient care unit. Up to five interviews are completed for each inpatient care unit.

Outpatient: Each week 10 families are randomly selected for each clinic/location. Up to five interviews are completed for each clinic.

Urgent Care: Each week 10 families are randomly selected for each urgent care facility. Up to five interviews are completed for each urgent care facility.

ED: Each week approximately 20 randomly selected families are interviewed.

The approximate number of respondents for every quarter is 2600.

V. Calculation

A weighted average of each of the four composite scores is calculated. The weights are patient case volumes. It is calculated as follows:

$$\frac{\sum w_i x_i}{\sum w_i}$$

where:

W_1 = Total number of visits for all outpatients

W_2 = Total number of discharges for all inpatients

W_3 = Total number of ED visits

W_4 = Total number of Urgent Care visits

X_1 = % of outpatients giving highest rating of "10" (weighted by clinic volume)

X_2 = % of inpatients giving highest rating of "10" (weighted by inpatient care unit volume)

X_3 = % of ED patients giving highest rating of "10"

X_4 = % of Urgent Care patients giving highest rating of "10" (weighted by urgent care facility volume)

VI. Analysis Plan and Frequency of Reporting

Results are reported quarterly on the CCHMC Hospital scorecard. A quarterly run chart is available.

VII. Reporting Venues

- Results are reported on the CCHMC Hospital Scorecard under "Health Care Delivery"

VIII. Limitations

- Telephone surveys are subject to bias due to non-response and acquiescence. In addition, a telephone survey will not reach non-telephone households.
- Currently, Ambulatory Surgery and Home Health are not included in this measure since they are not surveyed with the same method.

VIII. Experts/Resources

- Jenkinson C, Coulter A, Bruster S. The Picker Patient Experience Questionnaire: development and validation using data from in-patient surveys in five countries. *International Journal for Quality in Health Care* 2002;14(5):353-358
- Gerteis M, Edgman-Levitan S, Daley, J, Delbanco T. Through the patients' eyes: understanding and promoting patient entered care, Jossey-Bass, 2002.

X. Revision History

Version	Primary Author(s)	Description of Version	Date Completed
Final	AMA		2/9/2005

