



OPERATIONAL DEFINITION

MEASUREMENT: PFE Overall Ratings NRC % 9 & 10's

I. Description and Rationale

This measure answers the question:

How satisfied are our families with their Provider, Facility, or Hospital (depending on the survey area) during their visit?

The measure is the percent of respondents who gave a positive response (9 or 10) to a single overall rating question. Data is collected from the following sites of care: Inpatient, Outpatient, Emergency Department, Urgent Care, Ambulatory Surgery, Home Care Services, Psychiatry Inpatient/Partial, Psychiatry Ambulatory, Lab Services, and Radiology.

Measures are reported for each site of care separately:

- Inpatient 9 & 10's [Scale 0 to 10 Rate Hospital] – *Inpatient Child HCAHPS Survey*
 - Units included: A3N Short Stay Surgery, A4N Surgical-Transplant-ENT-Ortho, A4S GI, A5S HemOnc, A6C Cardiac Stepdown, A6N Med Surg, A6S Med Surg, A7C1 Complex Pulmonary, A7C2 Diabetes-CRC-Sleep, A7N & A7S Neuroscience, B4-NICU, B5CA Complex Airway, Critical Care CICU B6HI, Critical Care PICU B5CC, LA1W Liberty Short stay, Rehab A4C1, Transitional Care A3S
- Outpatient 9 & 10's [Scale 0 to 10 Rate Provider/Rate Facility] – *CG CAHPS Specialty Pediatric, Outpatient Behavioral Health Peds, and Outpatient Peds Rehab Surveys*
 - Clinics included: Adolescent Medicine, Audiology, Allergy, Batesville, Pediatric Cardiology, Complex Care Center, DDBP, Dentistry, Dermatology, Endocrinology, ENT, Fairfield Primary Care, Fetal Care, Gastroenterology, General Pediatrics, Gynecology, Hematology/Oncology, Hopple Street Health, Human Genetics, Infectious Diseases, Neonatology, Nephrology, Neurology, Neurosurgery, Nutrition, Ophthalmology, Ortho, Pediatric Rehab, Pediatric Surgery, Plastic Surgery, Pulmonary Medicine, Rheumatology, Sports Medicine, Urology
 - Therapy Services included: Occupational Therapy, Ortho PT, Physical Therapy, Rheumatology, Speech Pathology, Sports Med PT
- Emergency Department 9 & 10's [Scale 0 to 10 Rate Facility] – *Emergency Pediatrics Survey*
 - Emergency Departments included: Base ED and Liberty ED

- Urgent Care 9 & 10's [Scale 0 to 10 Rate Facility] – *Urgent Care Peds Survey*
 - Urgent Cares included: Base UC, Anderson UC, Green Township UC, Liberty UC, Mason UC
- Periop 9 & 10's [Scale 0 to 10 Rate Facility] – *Outpatient Surgery Peds Survey*
 - Ambulatory Surgery and PACU
- Home Health 9 & 10's [Scale 0 to 10 Rate Home Care Services] – *Home Health Peds Survey*
 - Home Health Agency
- Psychiatry Inpatient/Partial 9 & 10's [Scale 0 to 10 Rate Hospital] – *IP Behavioral Health*
 - College Hill Inpatient Psych, Green Township Psych Day Hospital, Linder Center of Hope IP Psych, Linder Center of Hope Psych Day Hospital, Psych A4C2
- Psychiatry Ambulatory 9 & 10's [Scale 0 to 10 Rate Facility] – *Outpatient Behavioral Health Peds Surveys*
 - Ambulatory Psych
- Lab Services 9 & 10's [Scale 0 to 10 Rate Testing Facility] – *Outpatient Testing Survey*
 - Areas included: Anderson Lab, Eastgate Lab, Fairfield Lab, Green Township Lab, Kentucky Lab, Liberty Lab, Mason Lab, Lab/Phlebotomy
- Radiology 9 & 10's [Scale 0 to 10 Rate Testing Facility] – *Outpatient Testing Survey*
 - Areas included: Anderson Rad, Eastgate Rad, Fairfield Rad, Green Township Rad, Kentucky Rad, Liberty Rad, Mason Rad, Rad CAT SCAN, Rad Interventional, Rad MRI, Rad Nuclear Medicine, Rad Ultrasound, Rad Radiography

II. Population Definition (Inclusions/Exclusions)

All survey respondents answering the Nation Research Corporation (NRC) survey overall rating question. Exclusions: Children being seen for suspected abuse and sexually transmitted diseases, children who have died and families that have been requested to not be called. Note: Respondents are only interviewed once for any patient satisfaction survey during a 90 day period and must have a telephone number and legal guardian available in EPIC.

III. Data Source(s)

Data result from a weekly telephone survey, administered by an independent research firm, National Research Corporation (NRC) located in Lincoln, NE. Responses are stored and available through an online tool on the NRC website, Catalyst.

IV. Sampling and Data Collection Plan

Inpatient and Inpatient Behavioral Health: NRC is contracted to attempt to obtain a completed survey for every eligible inpatient (including Psychiatry inpatient).

Outpatient: NRC is contracted to collect around 3000 surveys across all outpatient clinics, 300 therapy visits, and 300 behavioral health visits (including Ambulatory Psychiatry).

Emergency Department: NRC is contracted to collect 600 surveys annually for each ED location.

Urgent Care: NRC is contracted to collect 300 surveys annually for each Urgent Care location.

Ambulatory Surgery: NRC is contracted to collect 300 surveys annually.

Home Health: NRC is contracted to attempt to obtain a completed survey for every eligible Home Care patient.

Laboratory: NRC is contracted to collect 600 surveys annually.

Radiology: NRC is contracted to collect 700 surveys annually.

V. Calculation

The numerator is the number of respondents that gave a 9 or 10 on the overall rating of question. The denominator is the number of respondents that provided a response (0 to 10) on the NRC overall rating of question.

VI. Analysis Plan and Frequency of Reporting

Results are reported monthly and are available in PMRS. The data is also available on the NRC Catalyst tool.

VII. Reporting Venues

PMRS, NRC Catalyst Tool, and Centerlink

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.

IX. 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
Draft	SCE	Initial Draft	3/30/15
Draft	SCE	Revisions	4/23/15