



Specialty-Specific Patient Satisfaction Data

John L. Gerdes, PhD

Randall Hutchison, MBA

Robert C. Spahr, MD

Department of Service Coordination

Geisinger Health System

Danville, PA

Utilization of Patient Satisfaction Data at Geisinger

Performance improvement

Provider evaluation and compensation

Manager/executive goals and compensation

Health care delivery and outcomes research

Measurement of Patient Experience at Geisinger

Geisinger contracts with Press Ganey Associates to assess patient feedback using the following survey tools:

- **Medical Practice** (ambulatory care)
- Inpatient Hospital
- Children's Hospital
- Emergency Departments
- Ambulatory Surgery
- Behavioral Medicine
- Urgent Care Services
- Dental Medicine and Oral Surgery

Press Ganey Medical Practice Report

Access to care

Visit

Nurse/assistant

Care provider (physician/midlevel provider)

Personal issues

Overall assessment

Press Ganey Medical Practice Report

Care provider (physician/midlevel provider):

- Friendliness/courtesy
- Quality of explanations
- Concern for questions
- Inclusion in decisions
- Information about medications
- Follow-up instructions
- Use of clear language
- Time spent
- Confidence in provider
- Likelihood to recommend

The Value of Specialty-Specific Patient Satisfaction Data

Performance improvement:

- Facilitates focused efforts in areas of opportunity

Provider evaluation:

- Enhances the credibility of the data
- Levels the playing field
- Recognizes the real differences in patient populations and practices

Two Physicians' Press Ganey "Care Provider" Scores

Physician	Provider Score
A	93.0
B	93.4

Two Physicians' Press Ganey "Care Provider" Scores

Physician	<i>Specialty</i>	Provider Score
A	Neurology	93.0
B	Medical Oncology	93.4

Two Physicians' Press Ganey “Care Provider” Scores

Physician	Specialty	Provider Score	<i>Percentile Ranking</i>
A	Neurology	93.0	75
B	Medical Oncology	93.4	25

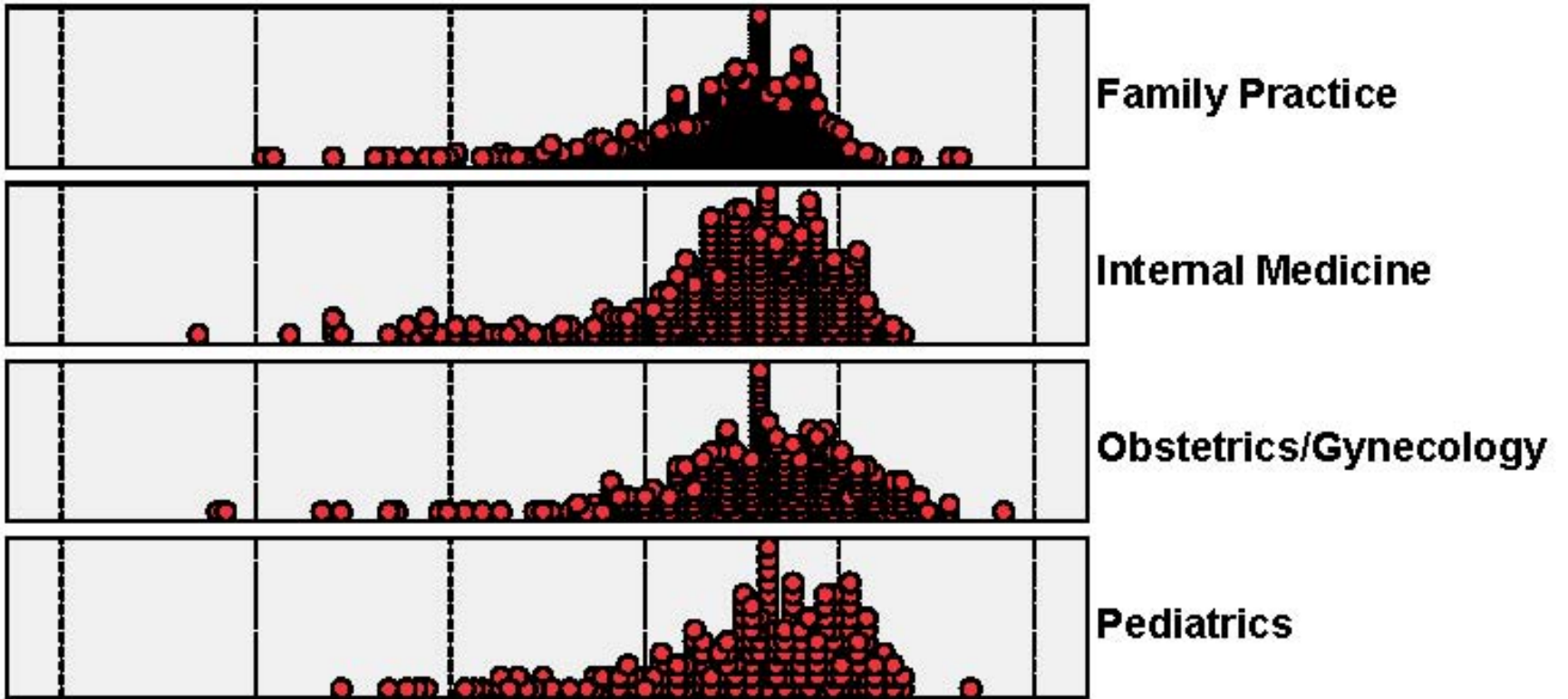
Specialty Scores at Major Percentiles

©2010 Press Ganey Associates

Major Specialty Groups	Scores at Major Percentiles				
	Overall Care Provider Section				
	Percentile 05	Percentile 25	Percentile 50	Percentile 75	Percentile 95
Family Practice	87.40	91.13	92.61	93.71	94.85
Internal Medicine	85.66	91.21	92.76	94.19	95.47
Obstetrics/Gynecology	88.12	91.62	93.08	94.49	96.41
Orthopedics	83.95	89.21	91.32	92.84	94.35
Pediatrics	86.52	91.32	93.17	94.63	95.91
Surgery, General	88.13	91.47	93.04	94.18	95.97
Neurology	86.68	90.33	91.96	93.08	95.02
Cardiovascular Disease	88.82	91.97	93.33	94.43	95.70
Gastroenterology	86.55	90.36	91.71	92.90	94.53
Otolaryngology	85.15	89.58	91.44	92.96	94.96
Pulmonary Disease	89.36	92.20	93.31	94.54	95.79
Ophthalmology	86.53	90.97	92.20	93.67	94.87
Dermatology	85.95	90.52	92.13	93.89	95.87
Endocrinology	89.25	91.57	92.81	93.99	95.51
Rheumatology	88.32	91.72	93.33	94.72	96.08
Urology	87.99	90.75	91.80	93.15	94.79
Oncology, Medical	91.25	93.39	94.43	95.16	96.22
Cardiology (Interventional)	89.18	91.39	93.37	94.39	95.37
Nephrology	89.14	91.91	93.30	94.68	96.09
Surgery, Cardiovascular	91.75	92.91	93.87	94.42	95.78

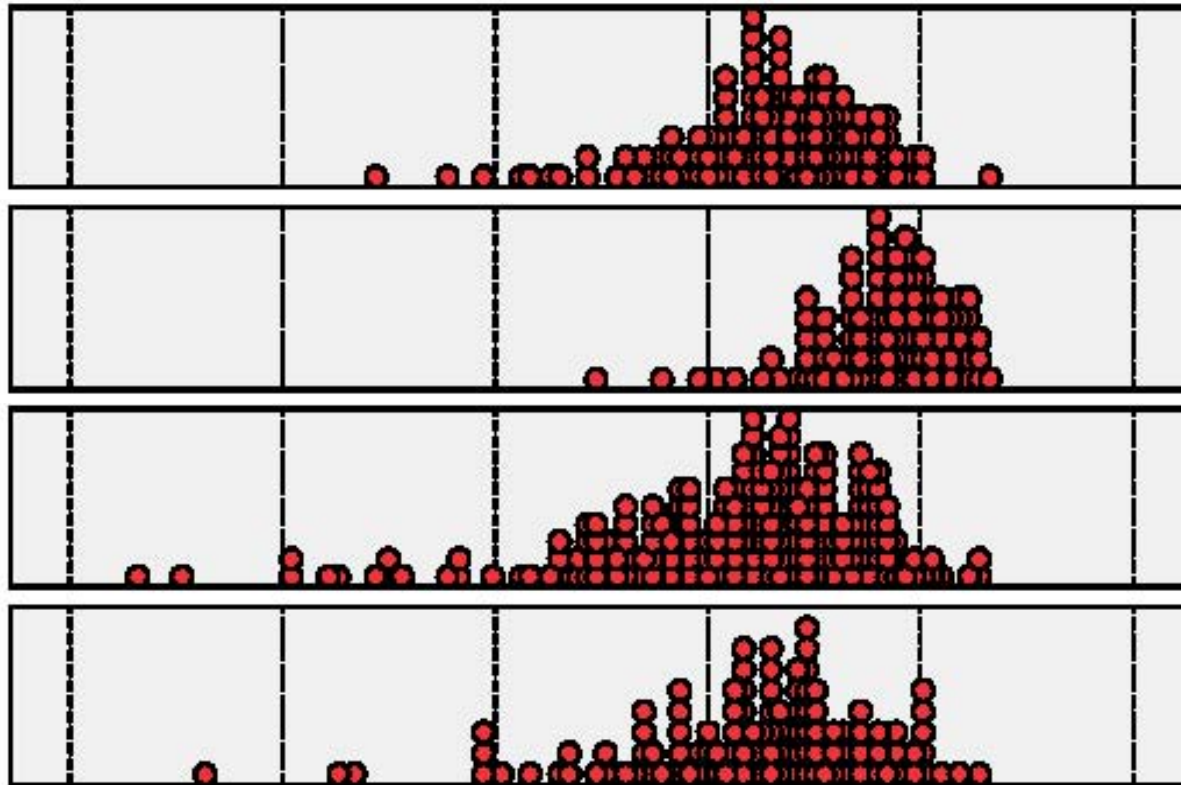
Distribution of Specialty Scores

©2010 Press Ganey Associates



Distribution of Specialty Scores

©2010 Press Ganey Associates



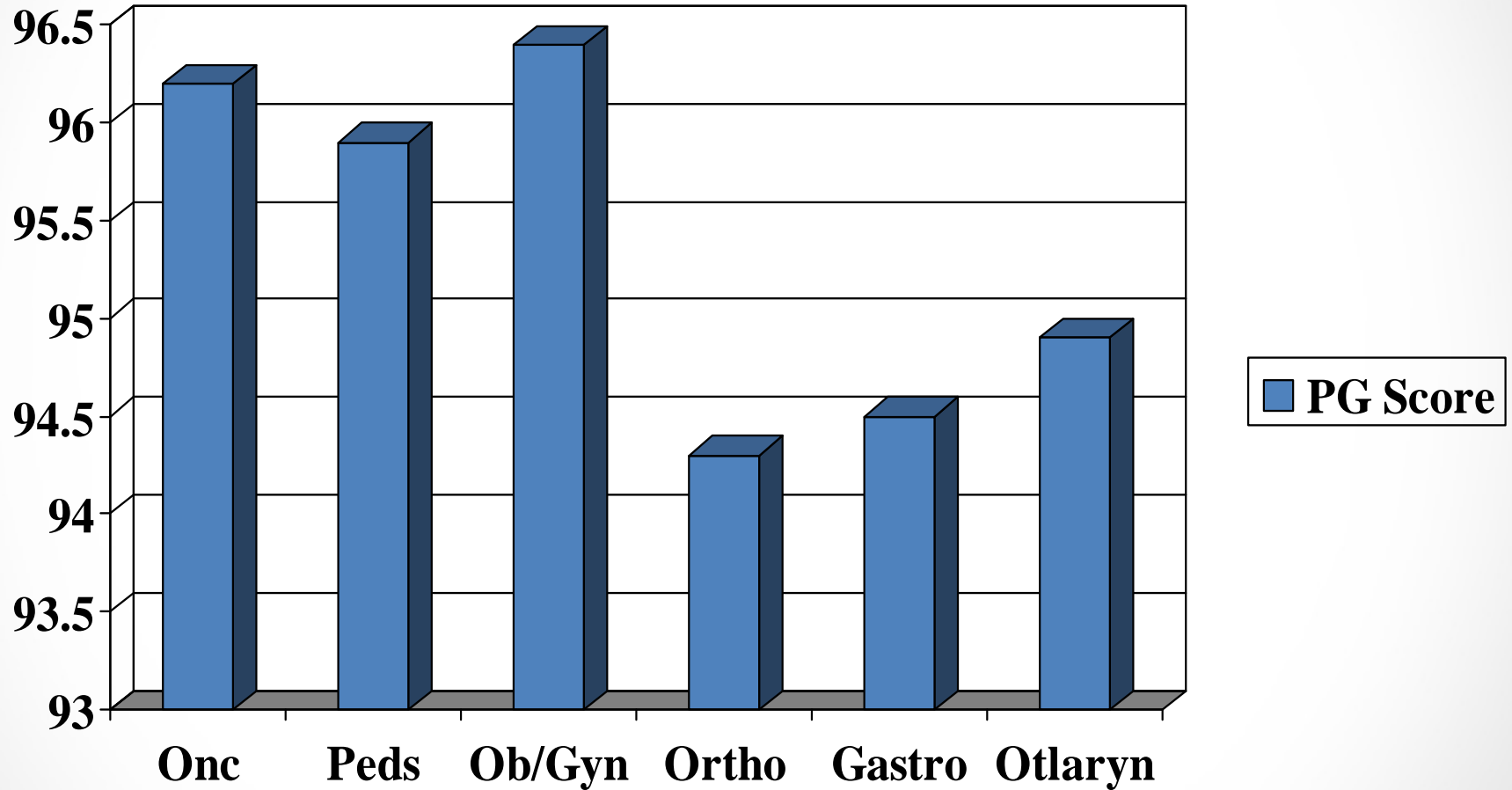
Gastroenterology

Oncology, Medical

Orthopedics

Otolaryngology

95th Percentile by Specialty



Care Provider Section Scores

Highest patient-rated specialties:

- Medical oncology
- Pediatrics
- Ob/Gyn

Lowest patient-rated specialties:

- Orthopedics
- Gastroenterology
- Otolaryngology

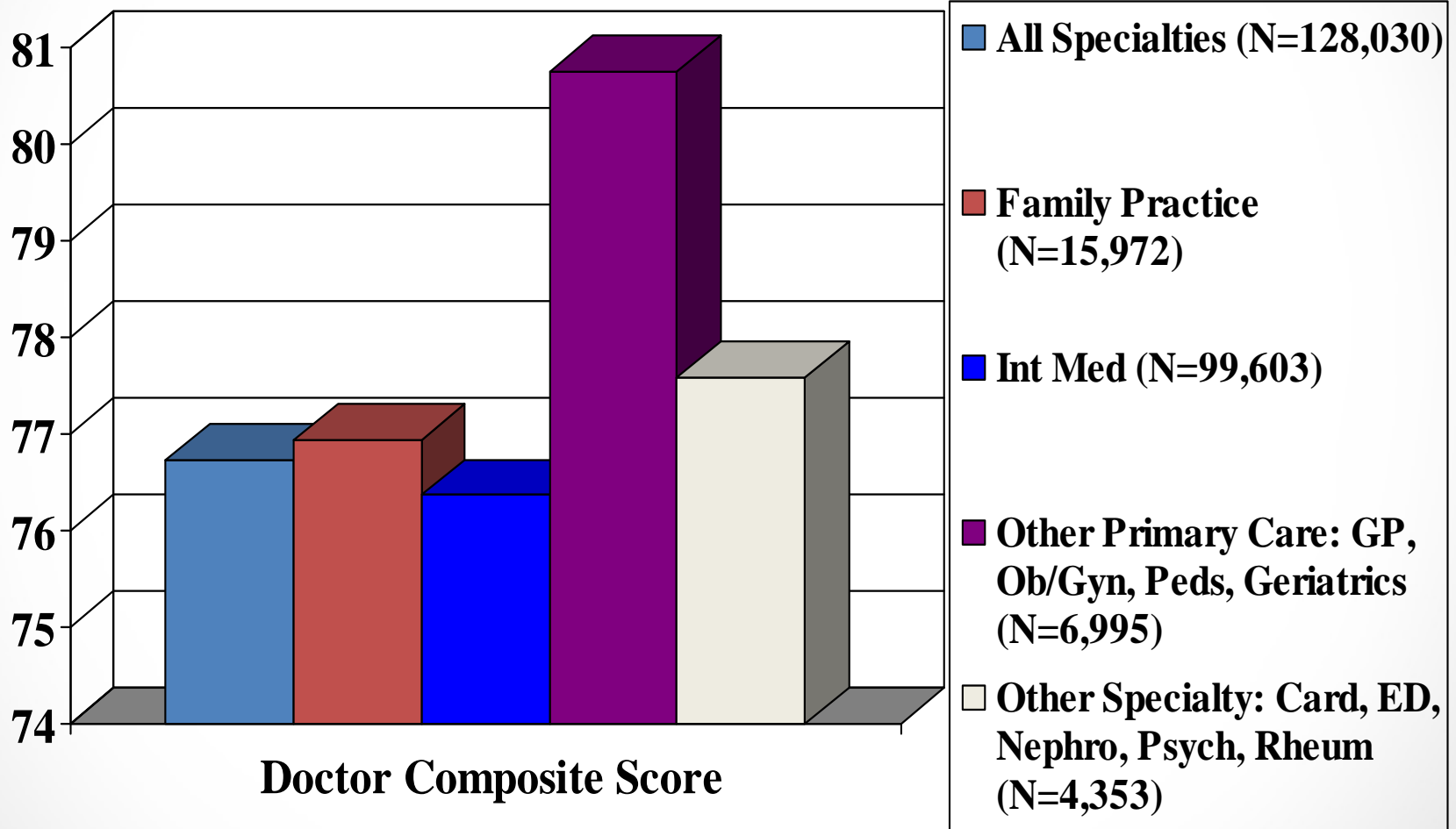
Source: © 2011 Press Ganey Associates

Comparison of Physician Specialty Scores Clinician & Group CAHPS

“...a comparison of top box scores across specialty categories for the Adult Primary care Survey with the 6-point response scale shows a high degree of similarity for both the composite and doctor rating question”

AHRQ: Preliminary Data for the CAHPS Clinician & Group Survey

CAHPS Clinician and Group Survey Preliminary Data (www.cahps/ahrq.gov)



Factors Affecting the Patient's Experience

Nature of the patient-provider relationship

- Continuity, acute, episodic, and/or consultative

Outcome

- Cure versus chronic disease
- Symptom relief versus ongoing pain or disability
- Desired life event
- Certainty versus uncertainty

Culture and aura of the specialty

Using Specialty-Specific Data to Improve the Patient Experience

Enhanced credibility of the data gets better buy-in from leaders and providers

- Eliminates one barrier to data acceptance:
“Our patients are always in pain, so of course they rate us lower.”
- Generates motivating discrepancy between “us” and “ideal:”
“I wonder what they do in that 95th percentile endocrinology practice?”

Improving the patient experience should lead to improved health outcomes that will vary by specialty.

Specialty	Skills	Outcomes
Endocrinology	Motivational Interviewing	Reduced HgA1C, HTN
Hospitalists	Know caregiver Teachback discharge instructions	Reduced readmissions
Primary Care Providers	Elicit low back pain concerns	Reduced imaging

Different specialty, different culture, different patient expectations, different training.

Ob/Gyn

Endocrinology

General Internal Medicine

Nephrology

Hospitalists

Primary Care

Specialty-Specific Data Leads to Specialty-Specific Training

Effective communication skills vary by specialty

EXAMPLE:

- Family Practice: Elicit Patient Perspective on patient illness and treatment
- Cardiology: “You tell me, you’re the expert.”

Specialty-Specific Training

Allows focus on all team members of particular specialties:

EXAMPLES:

Children's Hospital

Endocrinology

Hospitalists

Ob/Gyn

Summary

There are real and significant differences in the patient's experience that vary among different medical and surgical specialties.

To accurately assess a practitioner's performance, it is important to use same-specialty data rather than "all specialists" data.

Summary

In fact, the orthopedists are right.
They are special,
but so is everyone else.

Acknowledgement

Dennis O. Kaldenberg, Ph.D.
Chief Scientist, Senior Vice President
Press Ganey Associates, Inc.