

Measuring patient satisfaction with hospitalists:
Survey development and initial findings

Bradley R Fulton, PhD
Robert Wolosin, PhD
Kristopher H Morgan, PhD

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Presenter Disclosures

Robert J. Wolosin, PhD

The following personal financial relationships with commercial interests relevant to this presentation existed during the past 12 months:

I am a full-time employee of Press Ganey Associates, Inc.


Hospital Medicine and Patient Satisfaction

Hospital Medicine:
Rapid Growth
Hospitalists becoming essential
Reduced presence of family/general practitioners and internists
Hospitalists role as link to hospitalized patients' PCPs

At the same time...

Patient Satisfaction:
A key quality indicator

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Hospital Medicine and Patient Satisfaction

Measurement:

Request for a new patient satisfaction instrument...
...tailored to the hospitalist role
...better suited to meet the needs of this field

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Survey Development: Focus Groups

Focus groups with providers and administrators:
identify current issues in the field
examine potential items
determine reporting needs

Primary issues included:
time with the patient
concern for patients
clarity/timeliness of explanations
interactions with family
discharge preparation


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Survey Development: Focus Groups

Additional issues identified:
ability to include photos on the survey
(hospitalists typically have no prior relationship with patient)
ability for the patient to rate multiple hospitalists
provider-level reporting

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Survey Development: Psychometrics

Items identified in focus groups pilot-tested in 5 hospitals
 Total number of physicians in pilot-test; n = 309
 Standard psychometric analyses performed:

- Measures of central tendency and variance
- Response frequencies and patient comments were evaluated
- Inter-item correlations
- Factor analysis
- Multiple regression
- Corrected item-scale and item-non-scale correlations
- Cronbach's alpha (reliability)
- Flesch-Kincaid Index

- Numerous items considered, 10 formally tested
 - Poor performing items were eliminated during the process resulting in final scale comprised of eight items.

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Survey Development: Psychometrics


Inter-Item Correlations:
 Item "Overall rating of the hospitalist" removed;
 highly correlated with most other hospitalist items
 Item "I could understand my hospitalist when he or she spoke" removed;
 cultural sensitivity issues

Factor Analysis: Identified two factors accounting for 79.3% of variance;
 paralleled structure of Hospitalist and Physician sections

Predictive Validity:

1. Instrument explains 47% of variation in "likelihood of patients' recommending the hospital they visited to others."
2. Instrument explains 88% of variation in "patients' overall rating of the hospitalist."

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Survey Development: Psychometrics


Item-Scale & Item-Non-Scale Correlations; Reliability:

Average Corrected Item-Scale Correlations	Range of Corrected Item-Scale Correlations	Average Item-Non-Scale Correlations	Range of Item-Non-Scale Correlations	Alpha
.875	.759-.926	.472	.279-.709	.967

Readability: Tests at 9th-grade reading level
 (When the word "hospitalist" replaced with "doctor" in all items tested at 5th-grade reading level)

Having a definition of hospitalist included in the section just before the items will ensure the understandability of the survey

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INSTRUCTIONS: Please rate the services you received from our facility. Mark the response that best describes your experience. If a question does not apply to you, please skip to the next question. Space is provided for you to comment on good or bad things that may have happened to you.

Please use black or blue ink to fill in the circle completely.
Example: ●

HOSPITALIST A hospitalist is a doctor who focuses on your general medical care while you are in the hospital. This is **NOT** your regular doctor that you see for routine check-ups.



Hospitalist's Name
[If you do not remember this doctor, please skip this page.]

	very poor	poor	fair	good	very good
	1	2	3	4	5
1. Time the hospitalist spent with you	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Friendliness/courtesy of the hospitalist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. Hospitalist's concern for your questions and worries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Extent to which the hospitalist kept you informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. How clearly the hospitalist explained things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. How informative the hospitalist was in dealing with your family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. How well hospitalist helped you prepare to go home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Your opinion of the hospitalist's skill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments (describe good or bad experience):

Survey Launch: Initial Findings

Patient-Level Item and Section Descriptive Statistics

(N=1603)	Missing	Mean	SD
Time spent with you	33	83.5	21.6
Friendliness/courtesy	27	89.6	19.0
Concern for questions/worries	47	86.6	20.9
Extent kept you informed	49	83.9	22.8
How clearly things explained	61	85.3	22.3
Informative dealing with family	203	85.8	21.9
Hspstlst helped you prepare for home	202	83.5	24.1
Your opinion of hospitalist's skill	67	88.3	20.7
Hospitalist Section Score	0	85.3	20.1

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