



***When Consistent Scores Dip –
Digging Deeper, Making Hard
Decisions & Practical Approaches to
Getting back on Track***

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2:00pm – 3:15pm
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When Consistent Scores Dip – Digging Deeper, Making Hard Decisions, and Practical Approaches to Getting Back on Track

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Why Be Consistent?

Consistent Patient Satisfaction Scores are a reflection of

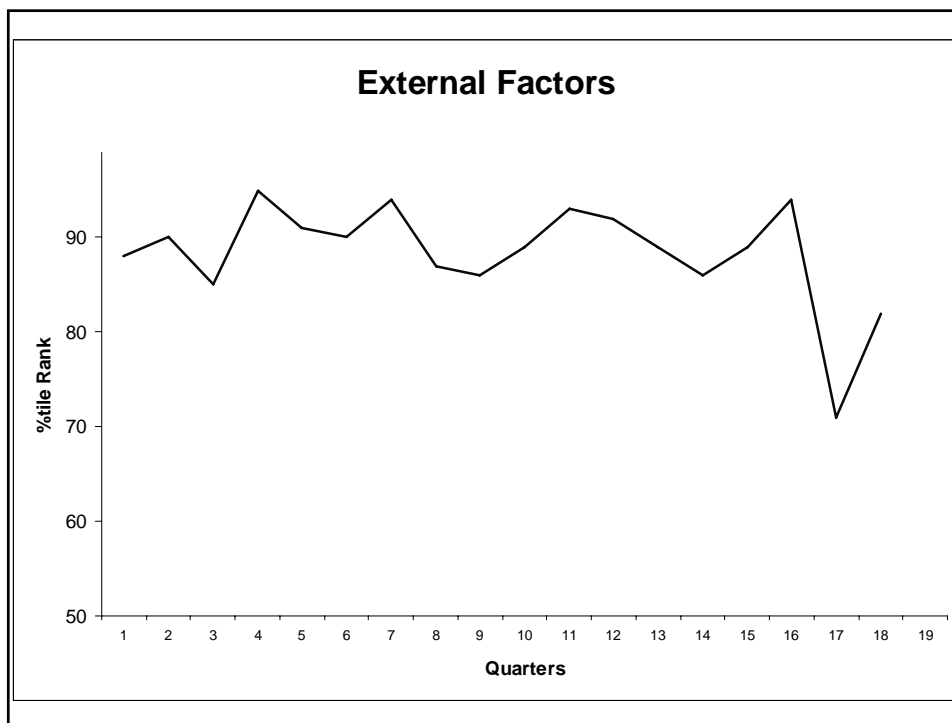
- a consistent work environment
- a consistent management style
- a consistent group of employee behaviors

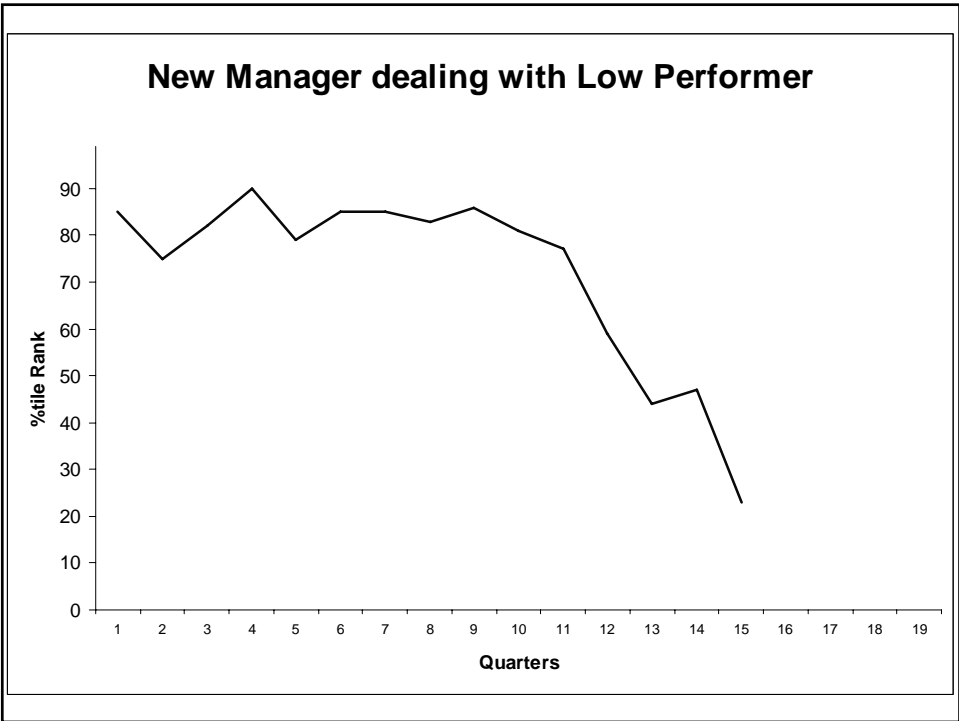
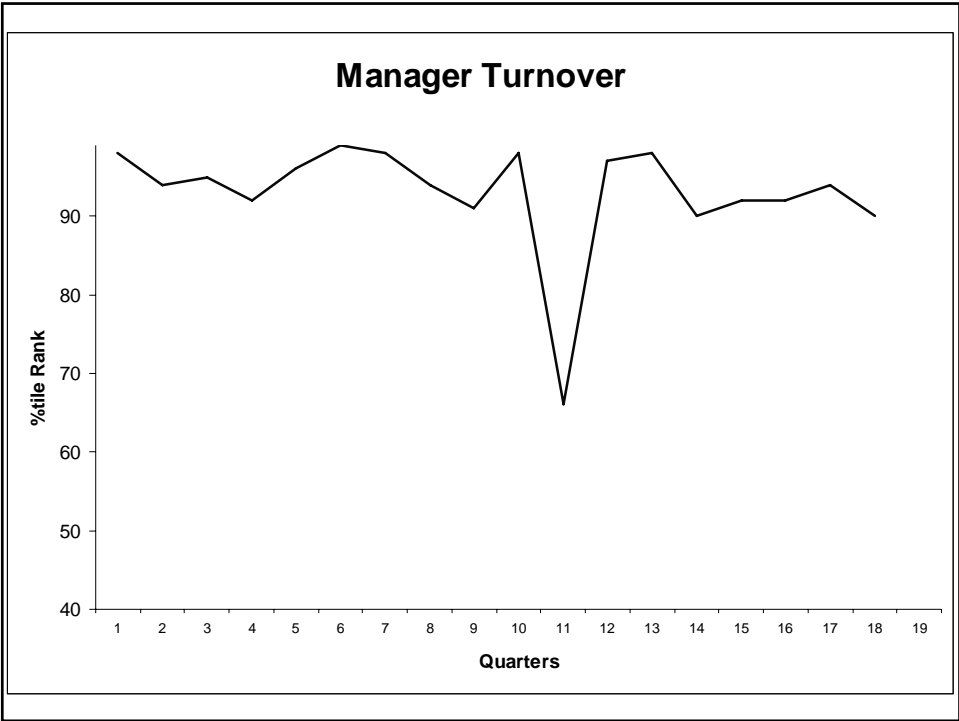
What to Look For when Scores go Down

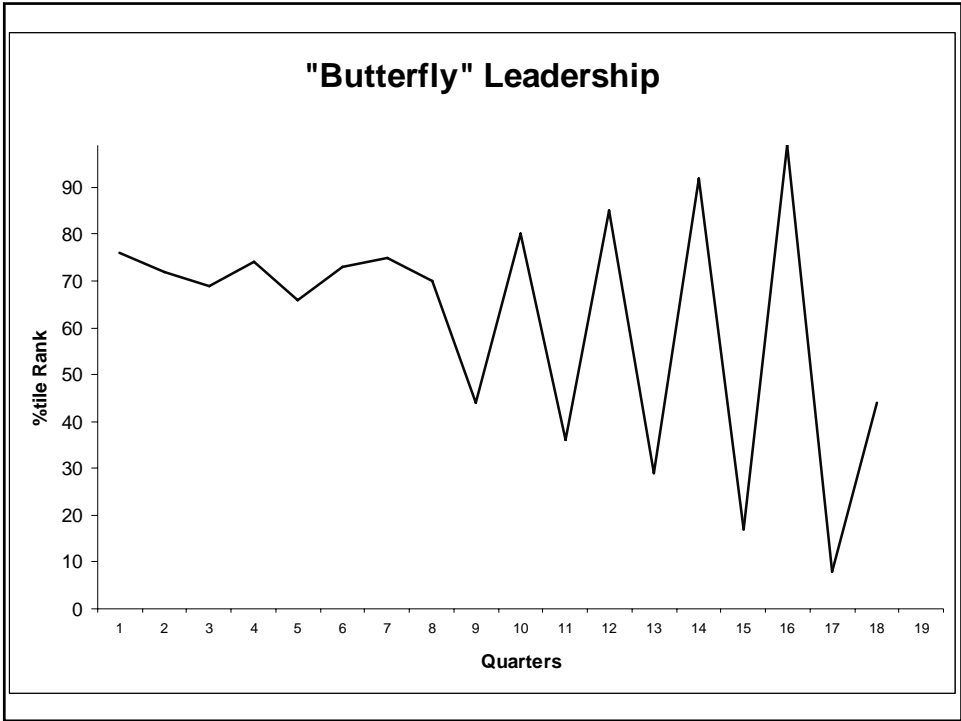
Quick Dip vs. Sustained Downward Trend

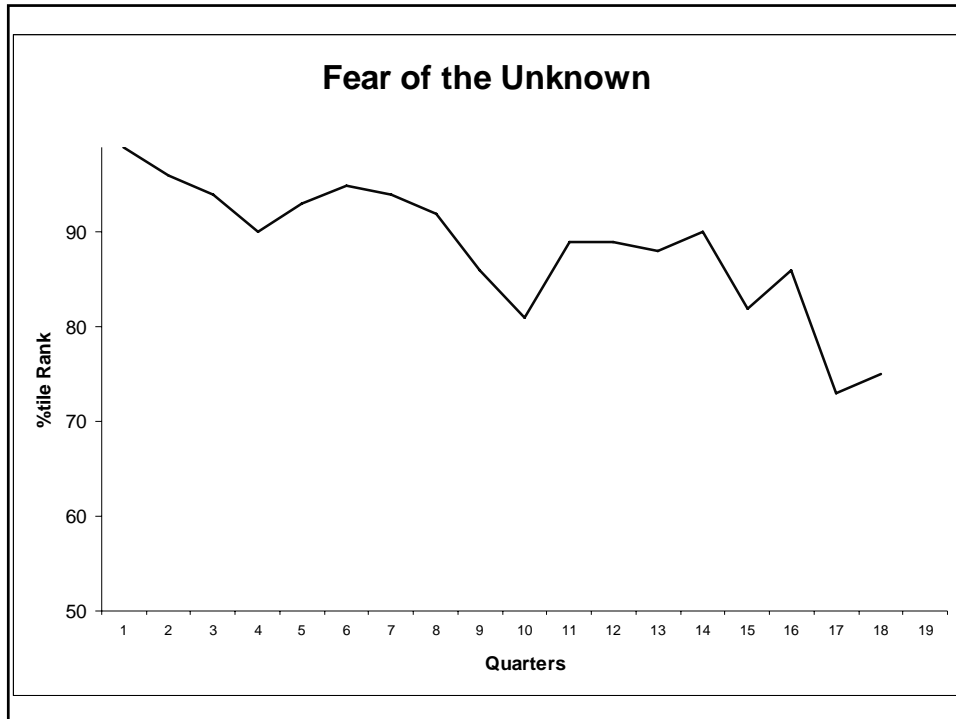
- Quick Dip = easily fixed within one or two quarters
- Sustained Downward Trend = more difficult to address, has multiple factors associated with it

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Where Do I Start?

Problems are always related to one of three areas

- What is going on in the Environment?
- What is going on with the Manager?
- What is going on with the Employees?

Tools to Dig Deeper

Surveys

Quarterly Reports

Priority Index

Top Box Analysis

InfoEdge

Dashboards

Hot Comments

Solution Starters

Top Box for Home Health

**Difference between the
91st and 73rd Percentile**

Very <u>Poor</u>	<u>Poor</u>	<u>Fair</u>	<u>Good</u>	Very <u>Good</u>
0%	0%	0.4%	21.8%	77.8%
0%	0%	1.5%	23.6%	74.9%

Tools to Dig Deeper

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Special Inquiries

using

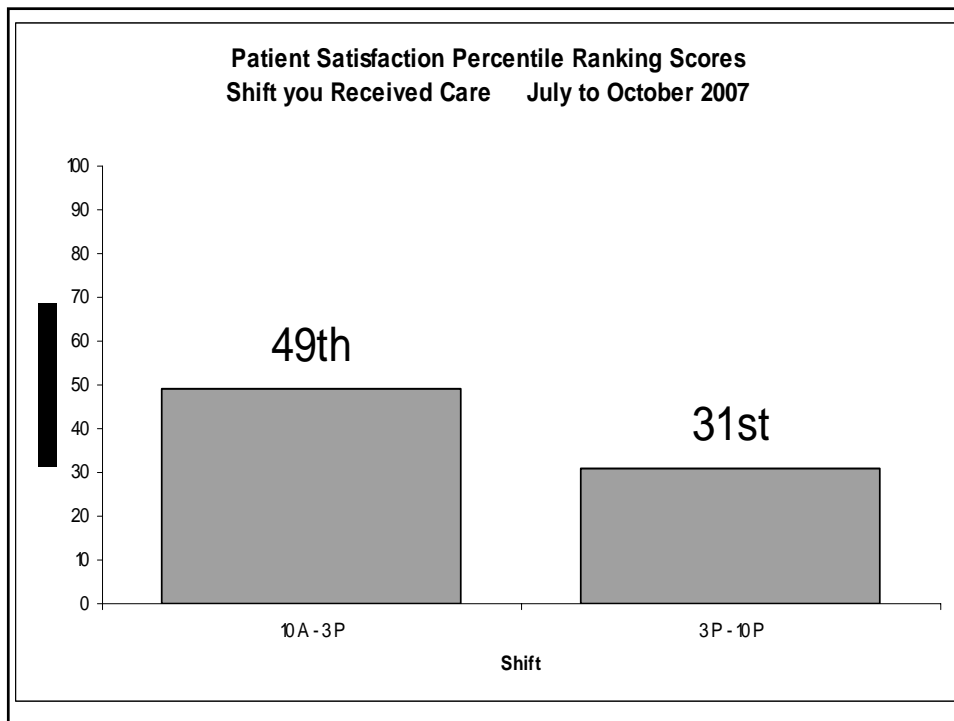
InfoEdge

and

Demographic Information

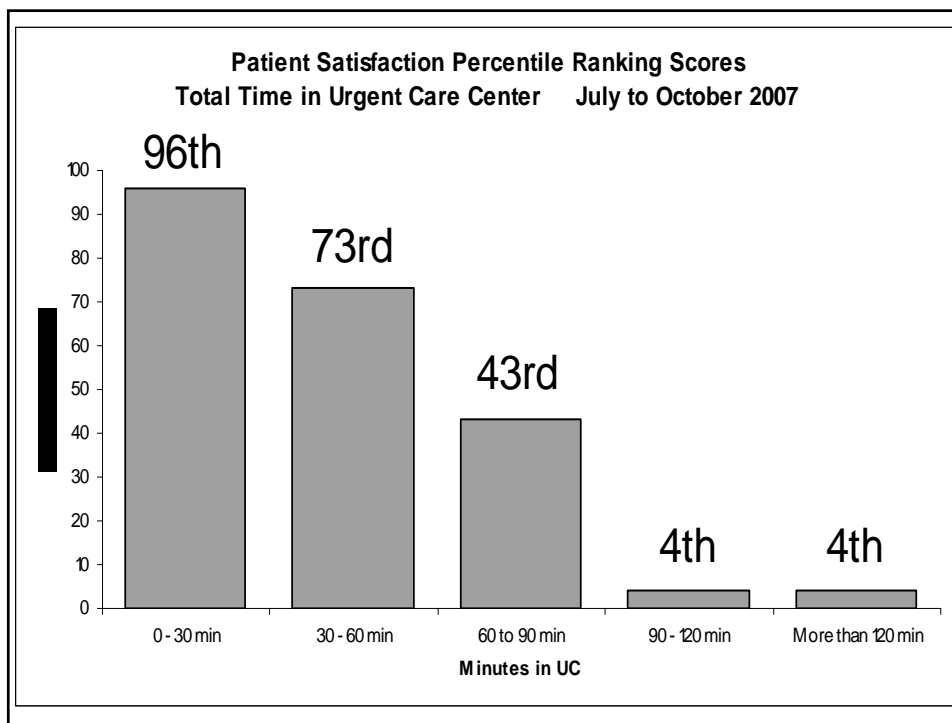
When did you seek care?

- 10:00 AM to 3:00 PM = 47%
- 3:00 PM to 10:00 PM = 53%



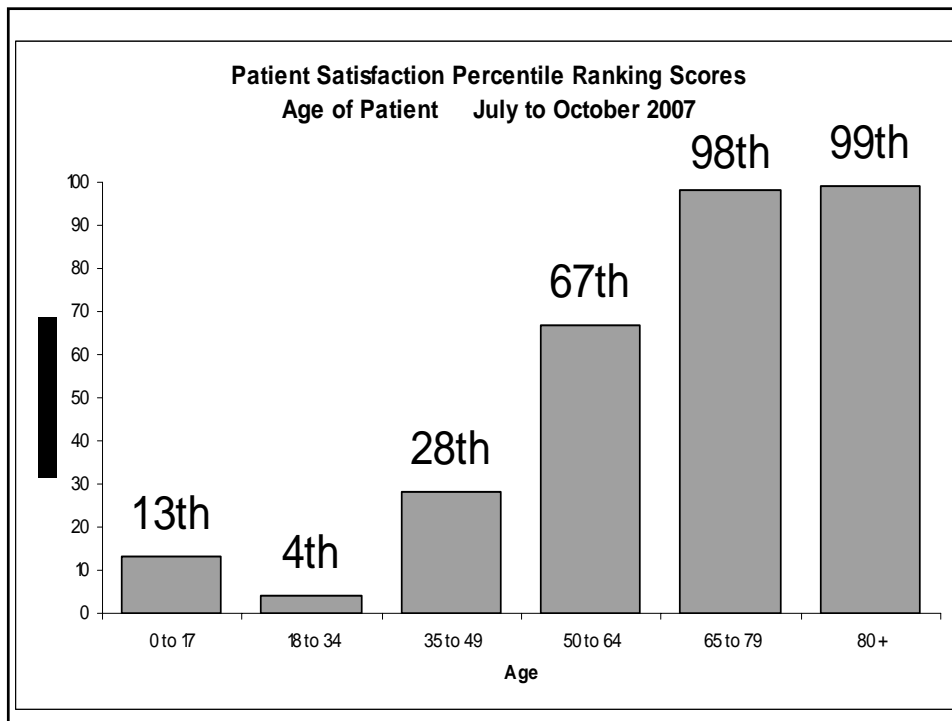
Time spent in the UC Center?

- Less than 30 minutes = 7%
- 30 to 60 minutes = 31%
- 60 to 90 minutes = 28%
- 90 to 120 minutes = 13%
- More than 120 minutes = 20%



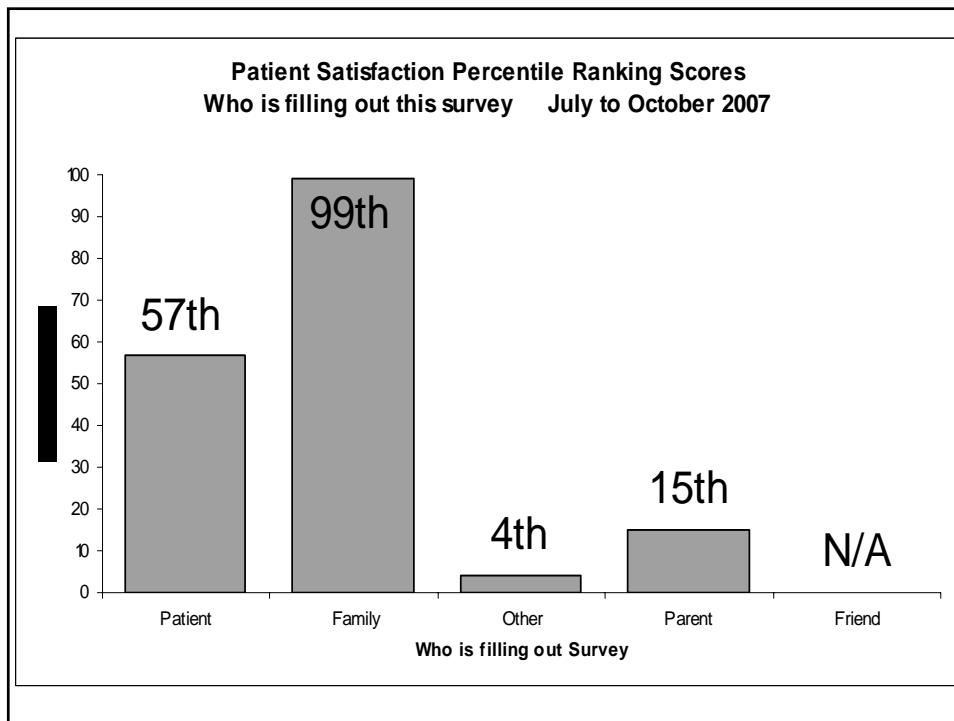
What is your age?

- 0 to 17 years = 26%
- 18 to 34 years = 15%
- 35 to 49 years = 15%
- 50 to 64 years = 21%
- 65 to 79 years = 16%
- 80 or more years = 6%



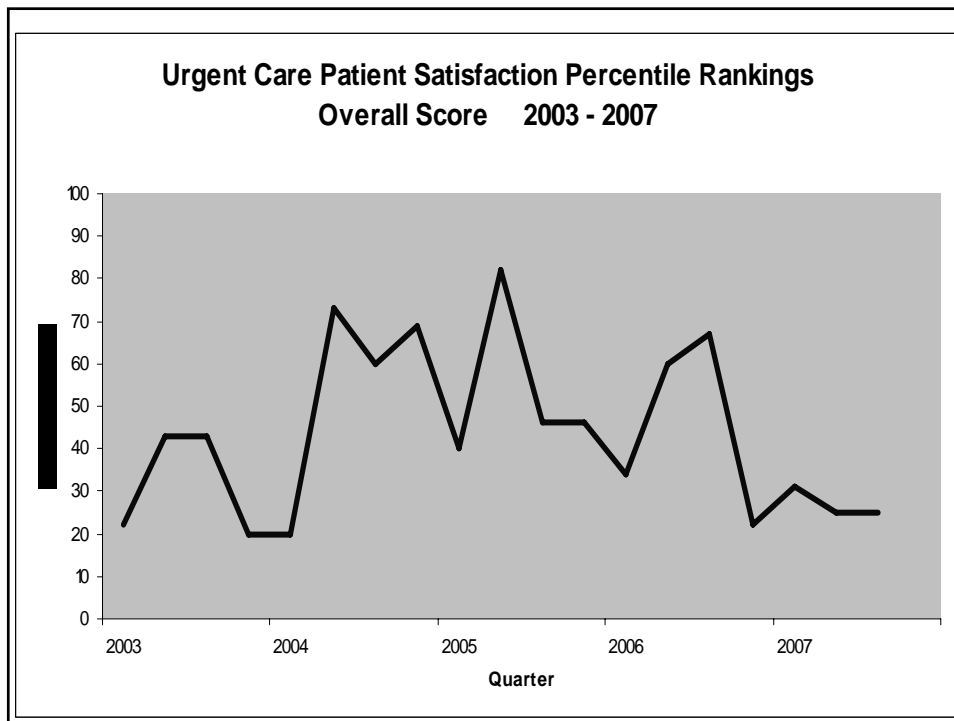
Who is filling out this survey?

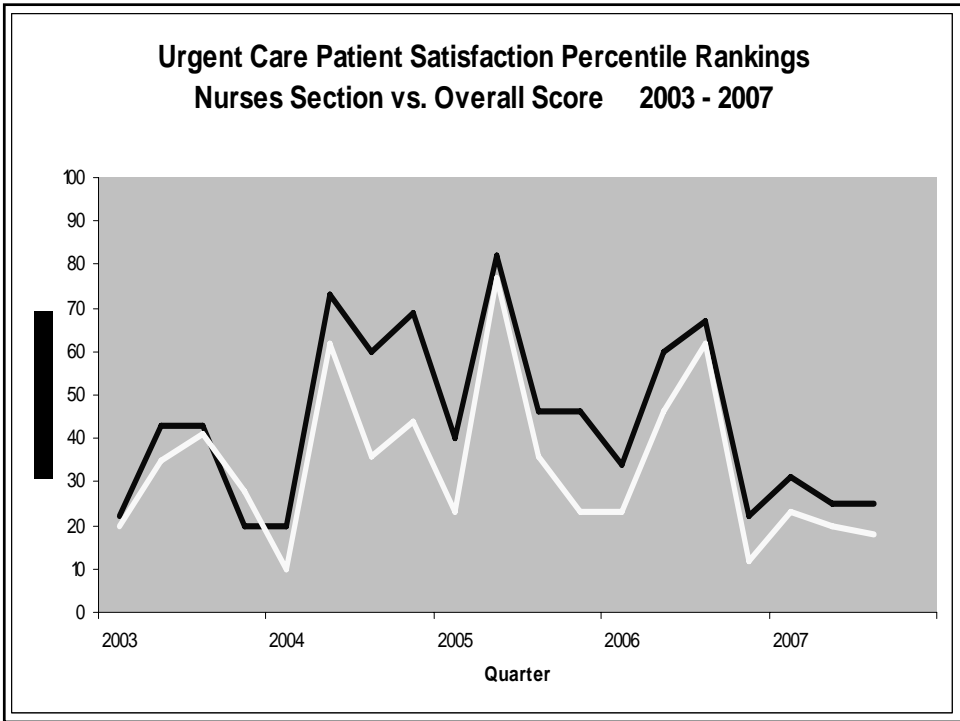
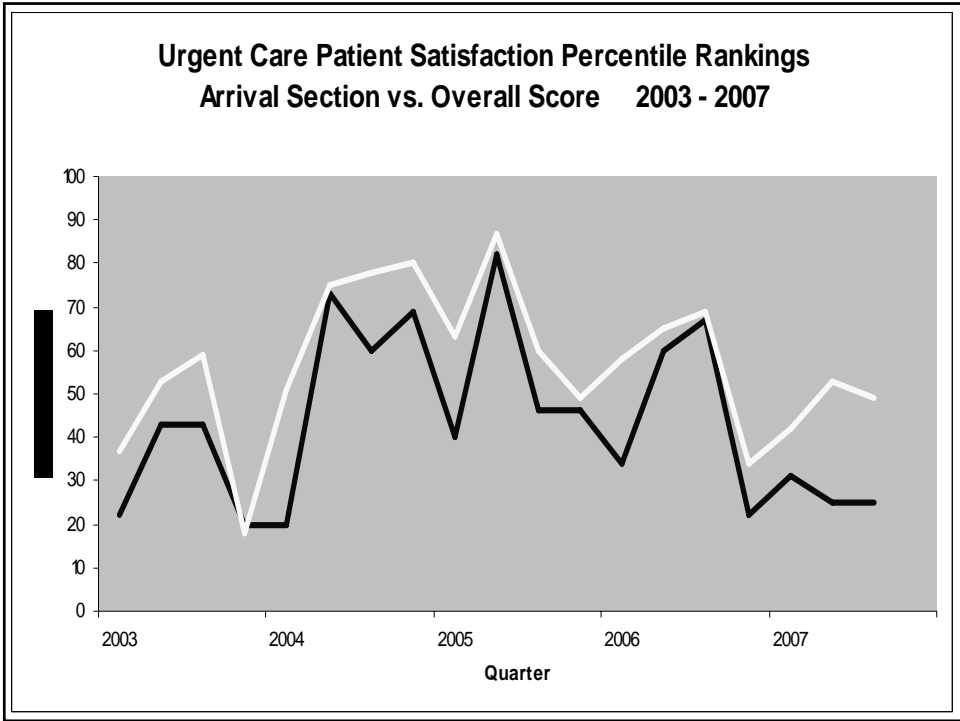
- Patient = 69%
- Family = 2%
- Other = 2%
- Parent = 26%
- Friend = 0%



Categories of Questions

- * Arrival
- * Nurses
- * Doctors
- * Tests
- * Family and Friends
- * Overall Assessment
- * Personal Issues
- * Pers / Insur Info



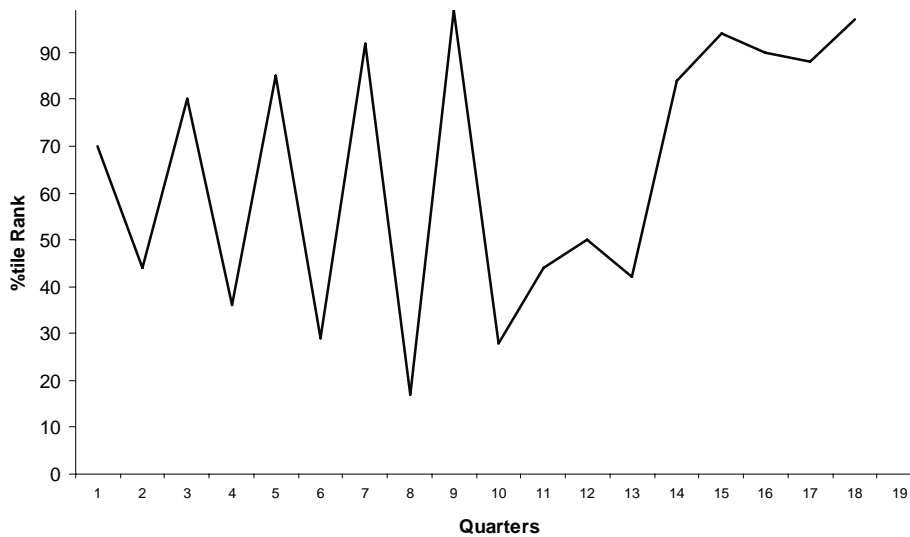


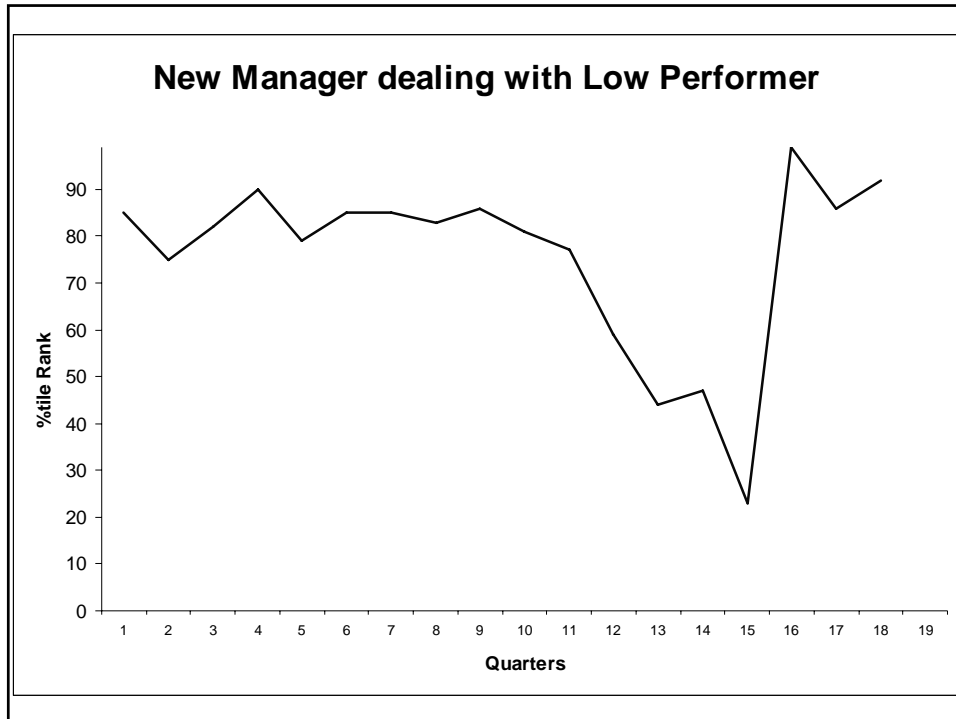
Making Difficult Decisions

Aggregate Data Doesn't Lie

- It takes a team to run a ship, but it only takes one person to sink the ship
- Deal with Low Performers

New Manager dealing with Old Habits





Getting Back on Track

You can always get back on track by answering these 3 questions

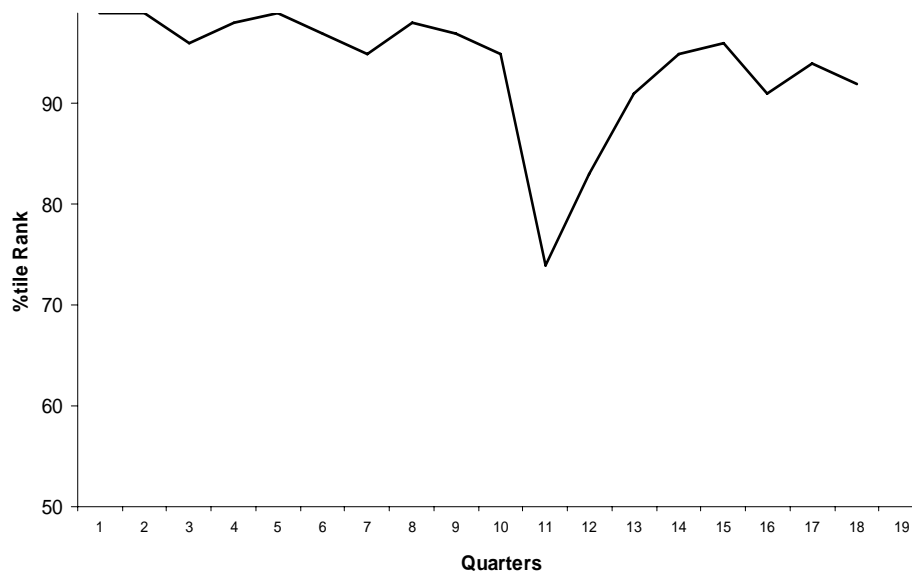
- What is going on in the Environment?
- What is going on with the manager?
- What is going on with the Employees?

Getting Back on Track

Identify the Correct Goal

- Behaviors, not a satisfaction number
- Never depend on “Cruise Control”
- “The Biggest Loser”

Taking Your Eye off the Target



Getting Back on Track

- Rounding for Outcomes
- Thank You Notes
 - 3 to 1 compliment to criticism ratio
- Discharge Phone calls
- Key Words at Key Times
- Good Communication - Meetings, Newsletters

Practical Approaches

- Focus on Employee Satisfaction
- Provide a Consistent Work Environment
 - Reinforce Standards of Behavior
 - Re-recruit High Performers
 - Deal with Low Performers

Practical Approaches

- Get surveys back
- Solution Starters
- Quarterly, Monthly, and Weekly Reports
- Demographic info
- Bulletin Boards

Practical Approaches

Ask yourself these 3 questions

- What is going on in the Environment?
- What is going on with the Manager?
- What is going on with the Employees?

Final Thoughts

- Employee and Physician Satisfaction leads the way to Patient Satisfaction
- Focus on Aggregate Data, not Anecdotal Information
- Focus on a few things and see them through to completion

Final Thoughts

- The Biggest Barrier to Change = Excuses
- It's not about doing more things or doing new things all the time. It's about doing the right things over and over again

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