

Meeting Patients' Needs During COVID-19: Positive Trends Persist

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In the midst of the COVID-19 pandemic, early [data](#) indicated that patients were becoming more favorable in their evaluations of their health care experiences. Updated analyses of inpatient and ED patient surveys received through early April confirm this upward trend for most measures.

In the figures below, measures are grouped by patients' needs, which allows us to see more clearly the patterns in top-box trends. The analyses are based on surveys received through April 5, 2020, reflecting inpatient discharges through the first third of March and emergency department visits through the first half of March. In addition to the national performance picture, state-level performance is shown for Washington and New York because of the high prevalence of COVID-19 in those states.

National and "Hot Spot" Trends

At the national level, performance on most inpatient measures improved compared with February. The only exceptions are patients' perceptions of cleanliness, behaviors related to visitors, and amenities such as the physical environment and food. The negative trends for cleanliness likely reflect patients' growing fears about infection risk and control, as indicated in our recent [analyses](#) of patient comments. Downward trends for measures related to visitors can be linked to changes in visitor policies in response to COVID-19. The data from the states of Washington and New York show similar but even more dramatic positive patterns.

In the ED analyses, at the national level all measures except those related to visitors are trending higher for care delivered in the first part of March compared with February. Results for Washington and New York again reflect these positive trends, suggesting that caregivers in those states are able to meet patients' needs even as the care demands increase.

These data tell a powerful story. The positive trends seen at both the national and state levels likely reflect patients' growing appreciation for health care workers and the extraordinary efforts being undertaken to care for patients during this intense crisis. The industry is responding in amazing ways to this exceptionally challenging time, and patients are recognizing these efforts.

AT A GLANCE

- Patient experience performance at the national level and in COVID-19 hot spots continued to trend positively through early March.
- The positive trends seem to confirm patients' awareness of and appreciation for caregivers' efforts during this challenging time.
- Of the few measures that did not improve, patients' negative perceptions of cleanliness in the inpatient setting and their negative perceptions about visitor treatment in both the ED and inpatient setting likely reflect COVID-19–related concerns and policy changes.

Inpatient

National Data (Feb Discharges n = 184,802, Mar Discharges n = 53,799)
 Washington Data (Feb Discharges n = 4,308, Mar Discharges n = 1,035)
 New York Data (Feb Discharges n = 12,051, Mar Discharges n = 2,373)

Compassionate Connected Care Category	Patient Need	Measure	Source	National March '20 vs. Feb '20 Change in Top Box	Washington March '20 vs. Feb '20 Change in Top Box	New York March '20 vs. Feb '20 Change in Top Box
Global	Rating	Rate hospital 0-10	CAHPS	1.4	3	5.8
		Overall rating of care given	PG	1.6	4.3	13.2
	Recommend	Recommend the hospital	CAHPS	2.6	2.6	8.3
Likelihood recommending hospital		PG	2.3	2.4	14.1	
Culture	Teamwork	Staff worked together care for you	PG	1.2	2.5	12.8
Clinical Excellence	Skill	Skill of the nurses	PG	2.4	2.5	10.8
		Skill of physician	PG	2.4	2.8	10.4
	Pain	How well your pain was controlled	PG	2.9	5.4	12.4
		Extent felt ready discharge	PG	2.9	5.1	8.5
		Info re symptoms/prob to look for	CAHPS	0.3	0.1	1.3
	Discharge Prep	Instructions care at home	PG	1.7	2.4	10.8
		Staff talk about help when you left	CAHPS	0	-1.2	1.9
		Understood purpose of taking meds	CAHPS	1.8	4.2	4.2
		Good understanding managing health	CAHPS	2.4	2.4	5.3
Caring Behaviors	Courtesy	Courtesy of person admitting	PG	1.9	-0.5	11.6
		Nurses treat with courtesy/respect	CAHPS	0.1	2.2	3.5
		Friendliness/courtesy of the nurses	PG	2.6	4.7	10.8
		Doctors treat with courtesy/respect	CAHPS	0.2	0.5	2.9
		Friendliness/courtesy of physician	PG	1.7	5.4	10.7
		Courtesy of person started IV	PG	1.9	3.9	10.3
		Courtesy of person took blood	PG	1.5	1.7	9.6
		Courtesy of person served food	PG	0.2	2.7	6.5
		Courtesy of person cleaning room	PG	0.5	0	8.2
	Inform	Nurses expl in way you understand	CAHPS	0.8	4.1	3.9
		Nurses kept you informed	PG	2.2	6.1	12.7
		Doctors expl in way you understand	CAHPS	0.6	1.7	4.7
		Physician kept you informed	PG	1.1	4.8	9.4
		Explanations: happen during T&T	PG	1.1	3.1	8.9
		Tell you what new medicine was for	CAHPS	1.8	6.7	2.3
	Staff describe medicine side effect	CAHPS	1	5.7	0.7	
	Personalize	Nurses listen carefully to you	CAHPS	0.7	2.3	3.7
		Doctors listen carefully to you	CAHPS	0.7	2.6	3.6
		Attention to special/personal needs	PG	2.8	3.9	13.7
		Physician concern questions/worries	PG	1.6	5.8	11.4
		Nurses' attitude toward requests	PG	2.5	4.8	12.2
		Time physician spent with you	PG	1.8	6.4	9.2
		Staff attitude toward visitors	PG	-0.7	-1.7	6.1
	Responsiveness	Call button help soon as wanted it	CAHPS	0.5	0.4	0.2
		Promptness response to call	PG	2.1	2.9	9.8
		Help toileting soon as you wanted	CAHPS	1.2	7.6	2.3
	Empathy	Staff addressed emotional needs	PG	2.3	1.9	12.6
Privacy	Staff concern for your privacy	PG	1.9	3.4	9.1	
Choice	Hosp staff took pref into account	CAHPS	1.5	4.7	4.4	
	Staff include decisions re: trtmnt	PG	1.8	4.7	12.9	
Service Recovery	Response concerns/complaints	PG	2	5.1	11.5	
Operational Excellence	Wait	Speed of admission	PG	2.2	2.5	10.3
		Wait time for test or treatments	PG	0.8	-0.4	5.7
		Speed of discharge process	PG	1.4	4.8	7.8
	Environment Clean	Cleanliness of hospital environment	CAHPS	-2.2	-4	-2.5
		Room cleanliness	PG	-0.8	-4.8	8.2
		Room temperature	PG	-0.2	-1.2	5.4
	Environment Quiet	Noise level in and around room	PG	0.4	0	4.1
		Quietness of hospital environment	CAHPS	-0.1	6.8	-1.7
	Amenities	Pleasantness of room decor	PG	-1.1	-3.4	4.8
		Quality of the food	PG	-1.5	-0.1	-1.6
Temperature of the food		PG	-1.5	1.5	-0.4	
Accommodations & comfort visitors		PG	-1.7	-6.5	2.1	

ED Trends

National Data (Feb Discharges n = 134,604, Mar Discharges n = 78,684)
 Washington Data (Feb Discharges n = 4,245, Mar Discharges n = 2,454)
 New York Data (Feb Discharges n = 5,216, Mar Discharges n = 2,043)

Compassionate Connected Care Category	Patient Need	Measure	National March '20 vs. Feb '20 Change in Top Box	Washington March '20 vs. Feb '20 Change in Top Box	New York March '20 vs. Feb '20 Change in Top Box
Global	Rating	Overall rating ER care	1	2	0.8
	Recommend	Likelihood of recommending	1.9	2.8	1.8
Clinical Excellence	Pain	How well pain was controlled	1.7	2.8	3.1
	Discharge Prep	Information about home care	0.5	1.8	1.3
Caring Behaviors	Courtesy	Courtesy during pers/insur info	1	0.9	0.2
		Nurses courtesy	0.9	0.6	2.3
		Doctors courtesy	0.9	1.6	1.8
		Courtesy of person who took blood	1.3	0.2	2.3
		Courtesy of radiology staff	1.5	0.7	2.8
	Helpfulness	Courtesy shown family/friends	-1.3	-2.6	0.8
		Helpfulness of first person	1.9	2.1	-0.4
	Inform	Nurses informative re treatments	1.2	2.9	2.5
		Doctor informative re treatment	0.9	2.1	1.5
		Informed about delays	2.1	6	1.6
		Adequacy of info to family/friends	-1.5	-3.7	0.3
	Personalize	Nurse took time to listen	1.1	1.5	2.3
		Doctor took time to listen	1	1.2	3.2
		Nurses attention to your needs	1	1.3	2
		Staff cared about you as person	1.4	1.8	2.8
		Let family/friend be with you	-2.6	-2	-0.5
	Empathy	Doctors concern for comfort	1	3	1.4
		Concern blood draw comfort	1.3	0.4	2.2
		Concern for comfort radiology test	1.2	1.1	2
	Privacy	Nurses concern for privacy	1.9	3	3.7
Privacy during pers/insur info		1.5	2	0.2	
Operational Excellence	Ease of Process	Ease giving pers/insur info	1.2	1.3	1
		Waiting time before noticed arrival	3	3.4	3.5
	Wait	Waiting time to treatment area	4.5	6.5	3.7
		Waiting time to see doctor	2.9	7.8	2.9
		Waiting time for radiology test	2.5	5.2	1.2
	Amenities	Comfort of waiting area	3.5	5.4	-0.1