

## National Jewish Health Medical Practice Patient Experience Survey Results by Practice

- **Notes:** The access questions tracked closely include:
  - “Ease of contacting clinic (telephone, portal, etc.)” and
  - “Promptness in returning calls.”
- Promptness in returning calls achieved a score over 86.5 for the last quarter, the highest yet, and demonstrated incremental improvement every quarter over the last 5.
- Pulmonary, with the highest volume, continued to maintain some of the highest scores, and continues to exceed goals for phone response. Pulmonary overall embraces the patient communication goals more clearly, and enforces the central call processing model.
- Cardiology, and GI, two other relatively high volume clinics, also exceeded goals for timely responses. As did AAI and Sleep.
- Advanced Practice Providers (PA’s and NP’s helped improve overall scores with 88.45.
- A notable change this quarter that appears to have helped the institutional score, is that three of the practices who have historically struggled in this domain, came within reach, or even reached the target score: ID, DEOHS, and Sleep.
- These scores mirror the change in complaints to the Patient Advocates related to telephone access. In 2019, there were 159 contacts with the patient advocates related to “untimely phone response.” In 2020, there were 63, and during the first quarter there were 5.
- Overall provider scores remain high.
- Telephone volume is monitored quarterly, with a measure of proportion of communications conducted through MyNationalJewishHealth. During the 1st quarter, 43% of the clinical communications were digital, up slightly from 4<sup>rd</sup> quarter. Telehealth scores continue to be strong. Patients continue to appear to prefer in-person visits, but have appreciated the option.

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Received Date	1/1/2021 through 3/31/2021															
Question	NJ All	Bench mark	AAI	Card	GI	ID	DEOHS	Onc	Pulm Main	S Denver	Rheum	Sleep	NP/PA	HR	Peds	
<b>Access</b>																
Promptness in returning calls	86.52	85	87	87.44	88.37	81.25	83.97	91.3	86.7	84.68	84.27	87.5	88.45	91.3	79.66	
Ease of scheduling appointments	90.74	90.9	91.5	92.41	92.46	86.17	88.33	95.45	90.51	87.9	91.36	91.74	93.52	92	83.43	
Ease of Contacting (phone, portal)	88.8	88	89.5	89.35	92.29	85.42	86.21	93.18	88.99	85.69	90.23	88.27	90.36	89.85	81.4	
<b>Care Provider</b>																
Friendliness/courtesy of CP	96.64	95.73	93.98	96.12	95.56	98.98	96.85	99.19	97.3	96.63	96.43	96.12	97.13	96.75	93.29	
CP explanations of prob/conditio	95.16	94.41	91.42	94.49	94.4	96.94	95.59	98.44	95.8	94.62	94.82	95.14	96.08	95.79	92.07	
CP concern for questions/worries	95.94	94.58	93.3	95.5	94.74	97.45	96.25	98.44	96.5	95.78	95.71	95.39	96.72	97	94.21	
CP efforts to include in decisions	95.28	94.58	92.21	94.51	94.4	97.4	96.22	98.44	95.82	94.87	94.38	95.66	96.26	96.04	92.28	
CP spoke using clear language	96.54	93.92	93.43	96.67	96.08	99.49	95.42	100	97.03	95.1	96.07	96.71	96.94	98.5	92.99	
Time CP spent with patient	95.15	93.96	91.97	94.33	92.91	98.98	96.01	98.39	95.83	93.75	94.57	94.98	95.41	97.77	92.99	
Patients' confidence in CP	95.84	92.79	92.52	95.22	94.96	98.96	95.97	99.17	96.65	94.87	95.18	95.35	95.8	96.29	91.77	
Likelihood of recommending CP	95.18	94.33	90.63	94.71	92.91	98.47	96.19	95.97	96.18	94.68	94.89	94.44	95.36	95.79	90.85	
Extent to which CP listened	95.71	N/A	91.09	96.05	94.03	97.73	95.83	98.91	96.54	95.83	94.25	95.65	96.96	96.53	90	
CP discussed treatments	94.65	94.15	90.93	93.96	94.03	98.4	95.91	97.5	95.25	93.67	93.71	94.66	95.81	96.29	90.85	
<b>Personal Issues &amp; Overall Assessment</b>																
How well staff protect safety	95.13	95.13	94.13	94.55	94.03	98.3	97.37	96.74	95.29	94.71	94.25	95.61	95.73	97.22	91.67	
Our concern for patients' privacy	94.47	94.6	93.04	94.48	94.2	96.59	96.05	91.67	94.47	94.43	94.25	94.92	95.8	95.5	92.08	
Staff worked together	94.12	94.45	94.07	93.7	94.32	93.88	94.75	97.66	94.38	93.59	93.66	93.92	94.37	97.22	90.24	
Likelihood of recommending prac	94.86	94.02	91.91	94.18	94.22	98.44	96.22	93.33	95.4	94.43	95.29	94.76	94.65	96.25	90.85	
<b>Telemedicine Technology</b>																
Ease of talking w CP over video*	93.79	92.16	95.83	87.08	96.43	80	98.91	89.29	94.44	xx	93.42	95.12	93.18	xx	94.32	
Video connect during visit*	92.62	88.94	91.43	84.48	97.62	85	98.91	85.71	93.75	xx	92.76	93.6	92.43	xx	93.18	
Audio connect during visit*	93.44	90.35	93.06	87.5	97.62	80	97.73	96.43	94.68	xx	90.79	94.06	93.49	xx	94.05	
				xx												
				xx												

xx Lowest scoring 30%  
xx Highest scoring 30%

Question	Bench mark	Q4 2020	Q1	Q2	Q3
<b>Access</b>					
Promptness in returning calls	85	86.4	86.52		
Ease of scheduling appointments	90.9	90.1	90.74		
Ease of Contacting (phone, portal)	87	88.6	88.8		