**Improving Patient Experience through Provider Engagement**

**ABOUT US**

- Founded 1887
- Academic Tertiary Care Hospital
- 620 Physicians
- 100 Outpatient Offices
- 1.5 Million Visits/year
- Only Level 1 Trauma Center
- 75 Specialties

**OUR CALL TO ACTION**

- **2014 Physician Engagement**
  - 23%ile (Advisory Group)

- **2015 Physician Communication - Inpatient**
  - 25%ile (HCANHPS)

- **2015 Physician Communication - Outpatient**
  - 48%ile (CCCAHPS)

- **2015 Physician Communication - ED**
  - 11%ile (Press Ganey)

We partnered with the Studer Group to help us accelerate our journey to excellence. Our patient safety and quality outcomes were already great, though we continued to struggle with sub-par outcomes in patient experience and employee/physician engagement.

**HOW WE GOT THERE: TACTICS AND INITIATIVES**

1. **Physician and APP Champions**
   - Recruited 15 Patient Experience Champions across various departments and divisions

2. **Train-the-Trainer Model**
   - Provided best-practices and coaching

3. **Quarterly Workshops**
   - AIDET® workshop on Physician Communication (attended by over 160 providers)

4. **Quarterly Recognition Boards**
   - Post list of top decile physicians and patient comments

5. **Quarterly LDI**
   - Education on patient experience tools and tactics (rounding, stop light reports®, etc.)

6. **Monthly Physician Scorecard**
   - Provided CGCAHPS scores to physicians via email and posted results on Intranet (blog)

7. **Monthly Department Meetings**
   - Incorporated employee rounding and stop light report® into division /department meetings

8. **Resident Education**
   - Validate communication tactics

9. **Physician Engagement Committee**
   - To champion physician engagement efforts

10. **Two-way Communication Channels**
    - Feedback and follow-up to physician concerns

**WHY IS THIS IMPORTANT?**

Improving clinical outcomes through provider engagement and patient experience.

**WHAT’S NEXT?**

- Include APP’s in engagement committee
- Recruit new volunteer champions
- AIDET® Training for Providers of all levels
- Improve provider-nurse communication

**THE OUTCOMES WE REALIZED**

I. **Improvements in Physician Engagement**

II. **Improvements in Patient Experience: Physician Communication**

III. **Improvement in Patient Experience: Other Domains/Composites**

**OTHER OBSERVATIONS**

The “Quarterly Physician Workshop” model was used for a small group of providers who were struggling in Physician Communication (CCCAHPS). This model has been greatly successful in improving Physician Communication scores.

We’ve seen an average improvement of 17%ile points.

**Multiple studies have shown a strong association between patient experience and clinical outcomes (1-3). Working with the tactics above, we have been able to increase engagement within our provider, which has in turn helped us to realize significant gains in patient experience. Ultimately, this has enabled us to make significant strides in our journey to excellence.**

Some References:

