



Surveying an Advanced Ill Population

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HOFSTRA NORTHWELL
SCHOOL of MEDICINE

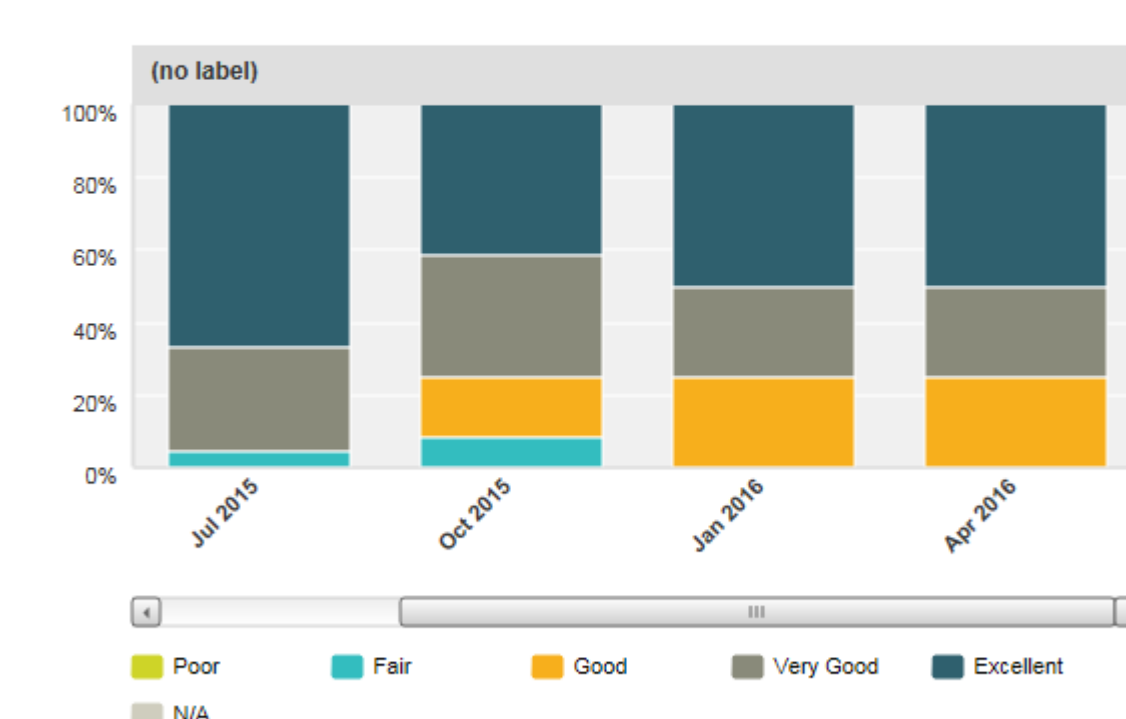
Background: Measuring patient satisfaction is increasingly a healthcare priority. HCAHPS scores are the most frequently used tool to measure patient satisfaction regarding their hospital stay. Unfortunately, these national surveys do not reflect outcomes specific to palliative care (PC), or provide feedback specific to the consulting team or any feedback from deceased patients. Our goal is to develop a feedback tool and demonstrate its utility for providing feedback from patients and families receiving hospital-based palliative care.

Method: We developed a brief questionnaire that focuses on symptom control, communication, advance care planning, and assistance with cultural, religious or spiritual concerns. Surveys were conducted at North Shore University Hospital of Northwell Health. In an effort to limit bias, surveys were conducted by volunteers and answers were recorded on iPads via Survey Monkey. Outcomes were immediately reported to the PC team and reviewed to improve care.

Palliative Care Unit (PCU)

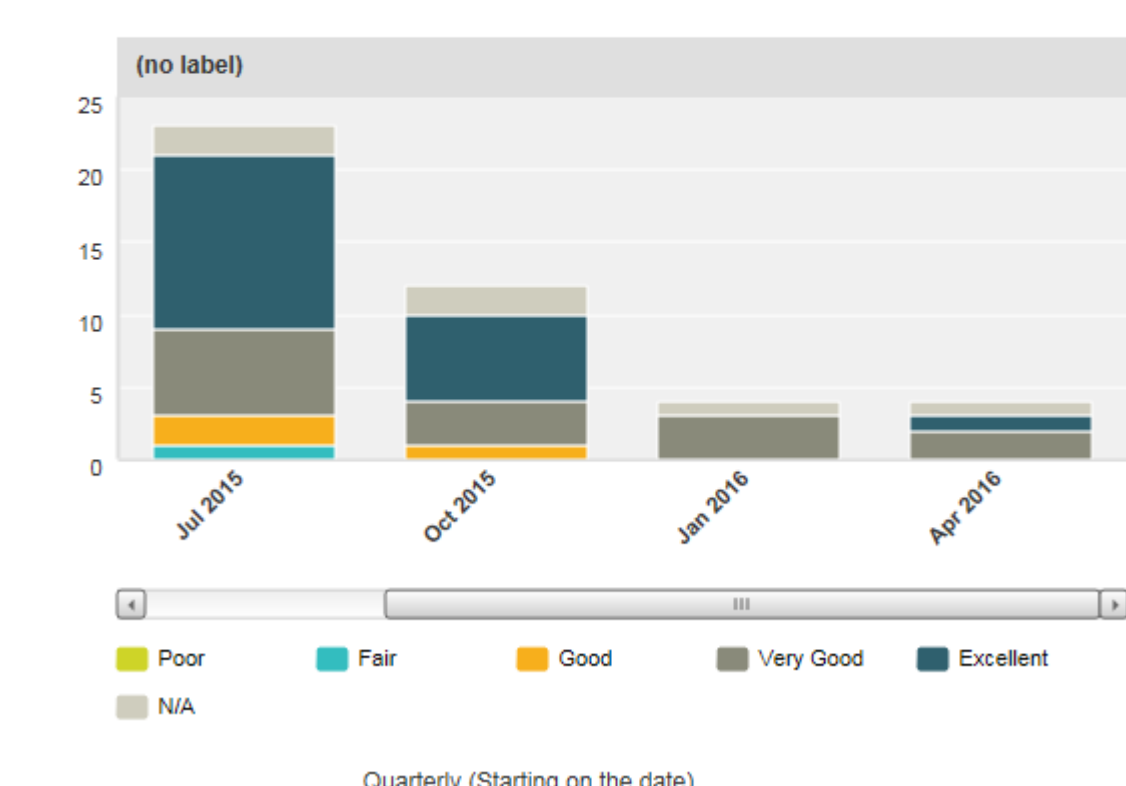
How well did the Palliative Care team help to control your symptoms (pain, shortness of breath, anxiety, nausea)?

Answered: 44 Skipped: 9 First: 8/19/2015 Zoom: Jul 2015 to Apr 2016



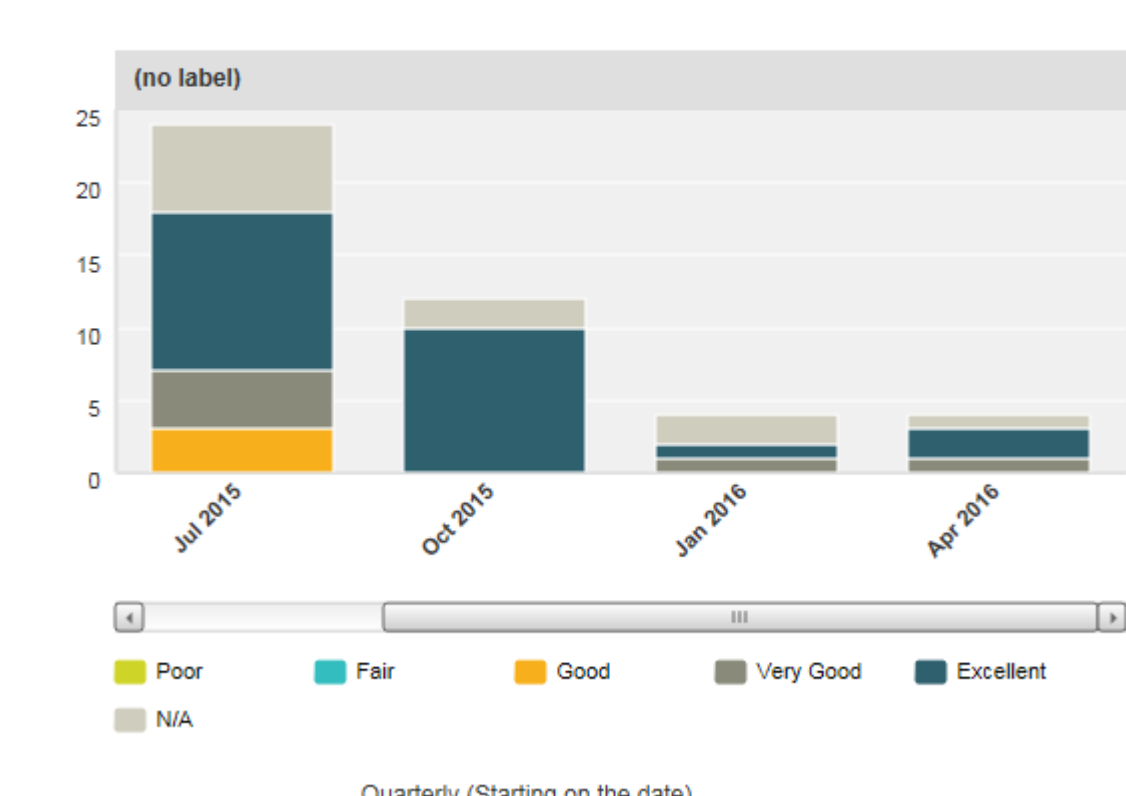
How well does the team help you with decision making about your goals of care and advance care planning?

Answered: 43 Skipped: 10 First: 8/19/2015 Zoom: Jul 2015 to Apr 2016



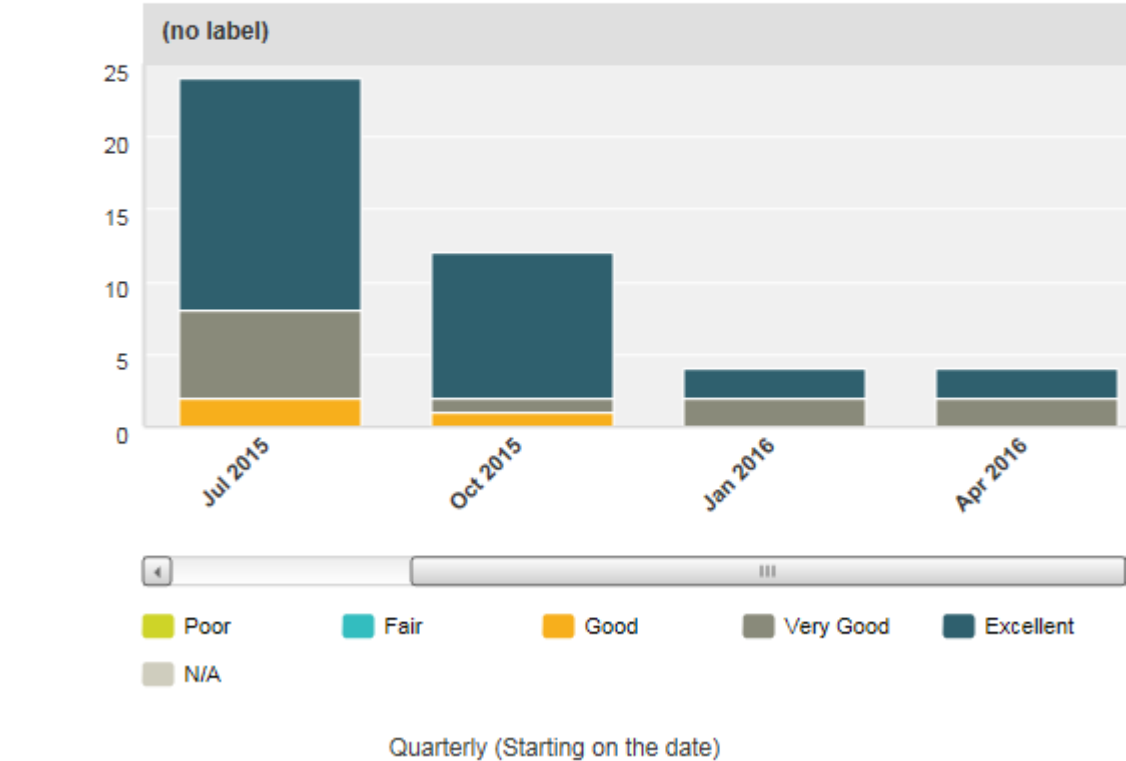
How well does the team respect and assist you with cultural, religious, or spiritual concerns and/or preferences?

Answered: 44 Skipped: 9 First: 8/19/2015 Zoom: Jul 2015 to Apr 2016



Overall, how would you rate the care provided to your family by the team?

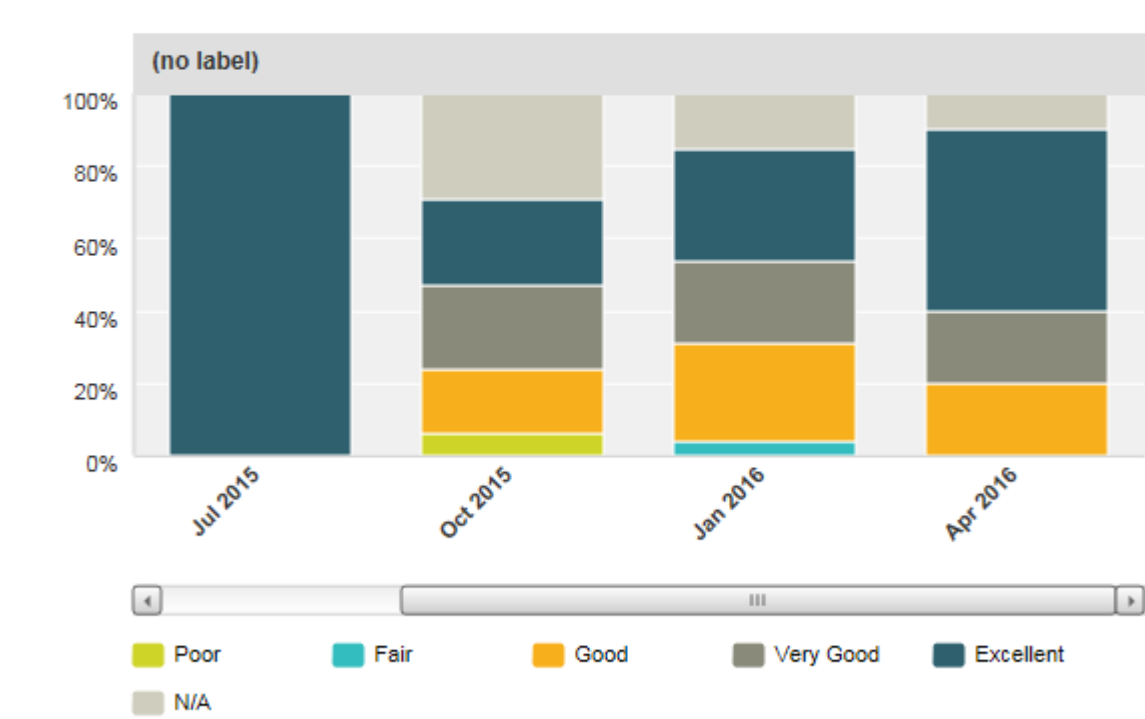
Answered: 44 Skipped: 9 First: 8/19/2015 Zoom: Jul 2015 to Apr 2016



Consult Service

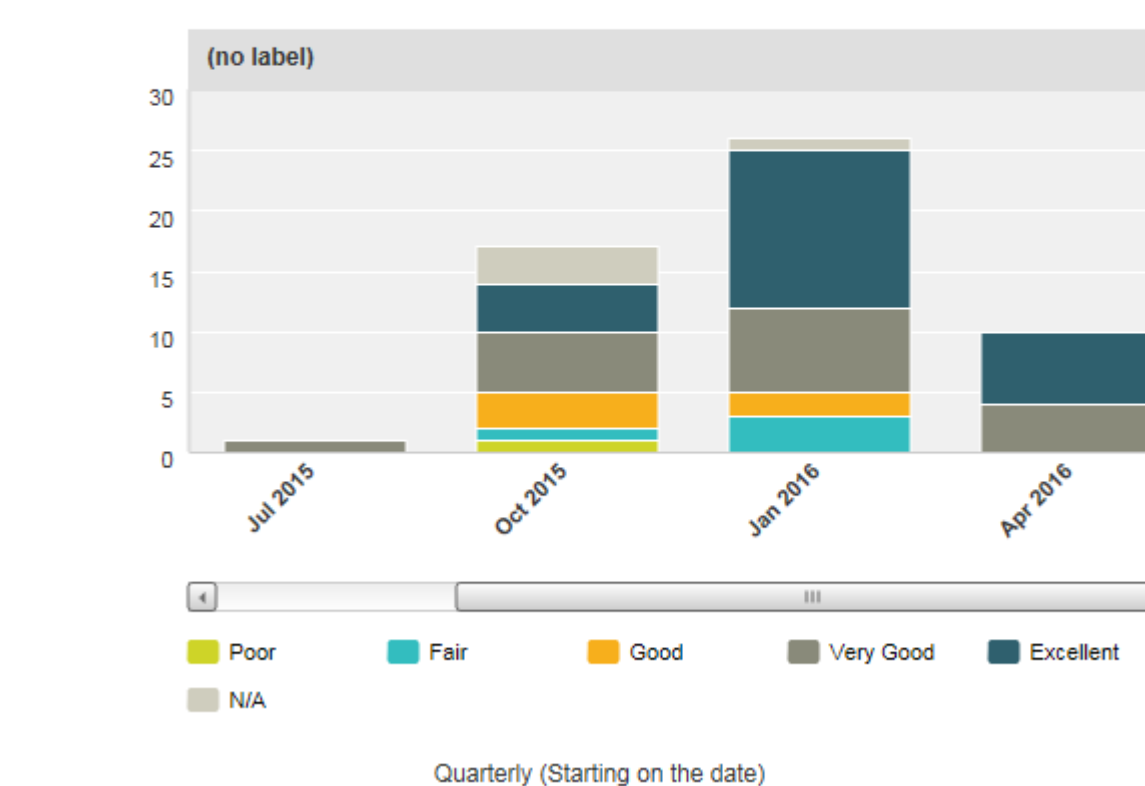
How well does the Palliative Care Team help to control your symptoms (pain, shortness of breath, anxiety, nausea)?

Answered: 54 Skipped: 0 First: 8/21/2015 Zoom: Jul 2015 to Apr 2016



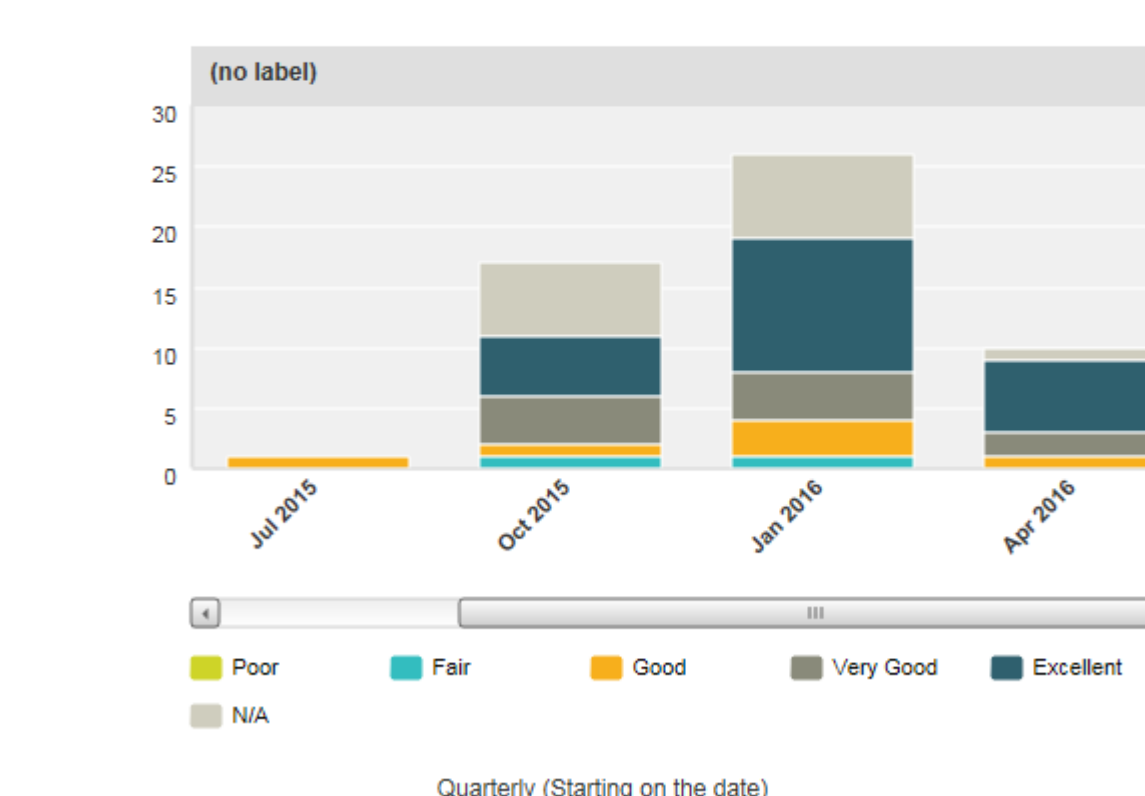
How well does the team help you with decision making about your goals of care and advance care planning?

Answered: 54 Skipped: 0 First: 8/21/2015 Zoom: Jul 2015 to Apr 2016



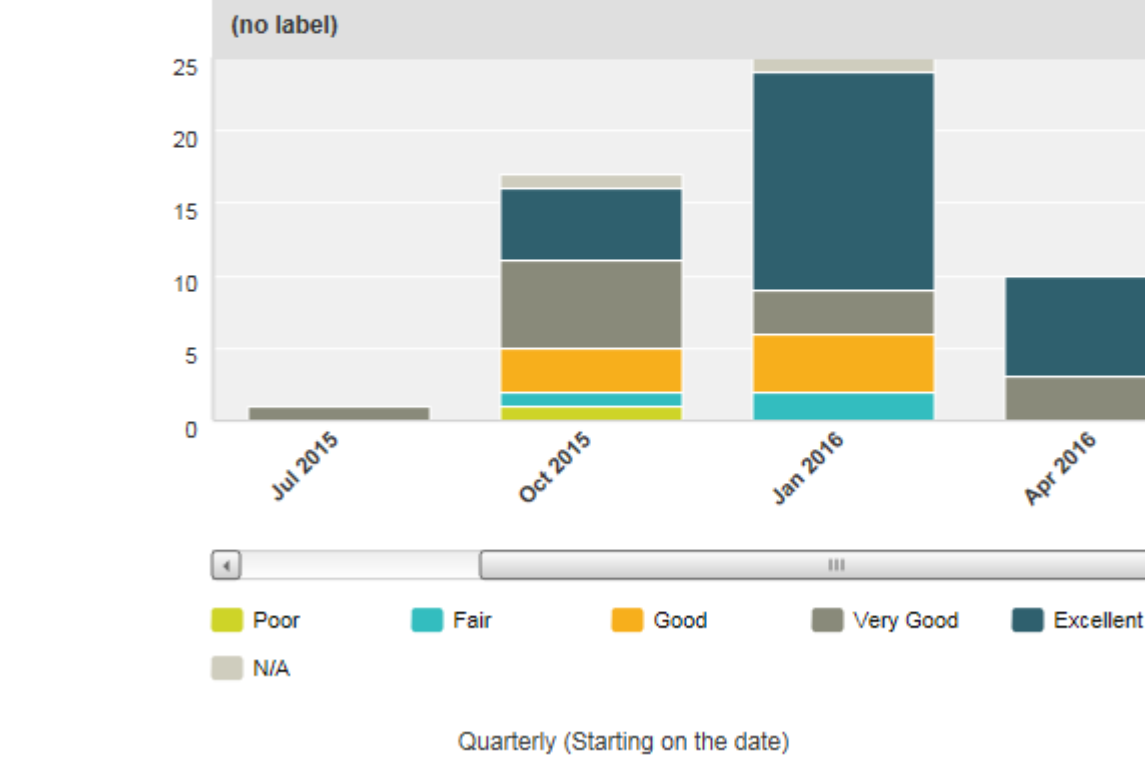
How well does the team respect and assist you with cultural, religious, or spiritual concerns and/or preferences?

Answered: 54 Skipped: 0 First: 8/21/2015 Zoom: Jul 2015 to Apr 2016



Overall, how would you rate the care provided to your family by your team?

Answered: 53 Skipped: 1 First: 8/21/2015 Zoom: Jul 2015 to Apr 2016



Results: The 8 item questionnaire was administered to 53 respondents from the Palliative Care Unit (PCU) and 54 respondents from the Consult Service from August 2015 through June 2016. The tool had previously been piloted in paper-based for with patients at Long Island Jewish Medical Center. Patients and/or families answered the questions on a scale from 1 to 5, with 5 being the highest score. Both the PCU and the Consult Service achieved an overall score of 4.7, with neither service receiving below a 4.4 on any question. Any complaints or need for symptom control was responded to in a timely manner, usually within 24 hours.

Conclusion: The process and results of these preliminary questionnaires are encouraging. Results highlight the areas where improvements can be made. Initial utilization already created changes in our service where we identify the team with pictures so the patient and family is clear as to whom we are speaking about. We continue to administer and improve the questionnaire for future patients. Our next steps can include replicating the process at a similar hospital in our health system, focusing on earlier reporting of needed symptom management and improving ways of documenting goals of care conversations. This process appears to be easily utilized and replicable across other hospitals.

About Northwell Health
The nation's third-largest non-profit secular healthcare system, Northwell Health delivers world-class clinical care throughout the New York metropolitan area, pioneering research at the Feinstein Institute for Medical Research and a visionary approach to medical education, highlighted by the Hofstra Northwell School of Medicine. The winner of the National Quality Forum's 2010 National Quality Healthcare Award, Northwell Health cares for people at every stage of life at 21 hospitals, long-term care facilities and 450 ambulatory care centers throughout the region. Northwell Health's owned hospitals and long-term care facilities house about 6,400 beds, employ more than 10,000 nurses and have affiliations with more than 12,000 physicians. Its workforce of over 61,000 is the largest on Long Island and the third-largest in New York City. For more information, go to northwell.edu.