Through the Patient's Eyes: Narrative Intervention To Improve Patient-Centered Care

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Introduction

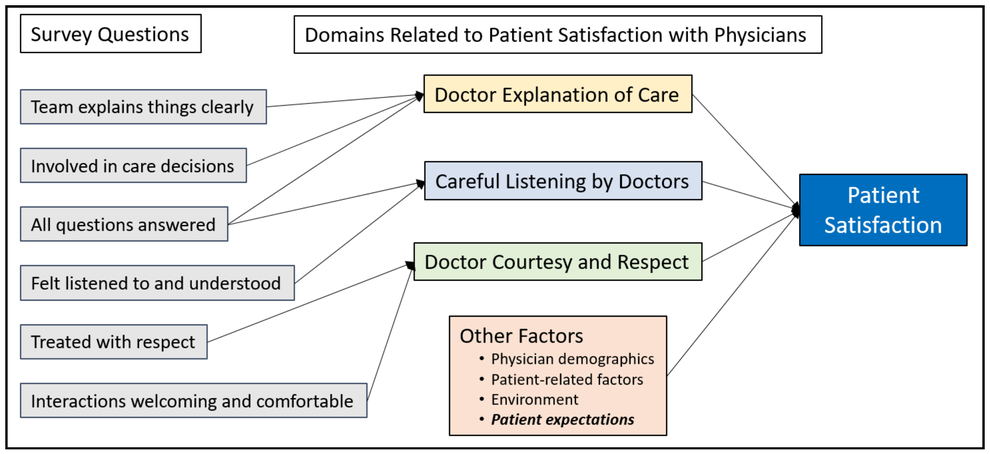
- Patient Experience is related to health outcomes and hospital financial performance
- Routinely measured externally (eg HCAHPS, Press Ganey) with financial and reputational risk
- Relevance and utility of survey results to physicians often questioned
  - Includes areas not in physician's control
  - Agregated with varied physician-specific sample size
  - Delayed feedback and impersonal
  - Often not actionable

Objectives

- Provide immediate and personal feedback from patients to physicians to improve patient-centered care

Methods

- Performed literature review and developed survey based on conceptual model (Figure)
- Pilot tested survey and revised processes
- Implemented program
  - Joined cardiology inpatient service rounds
  - Independently visited selected patients at bedside
  - Conducted surveys, interviewed patients
  - Applied Rapid Cycle Qualitative Analysis (RCQA) to recorded transcripts to find major themes
- Presented findings to cardiology attending and team the following day



Results

- Interviewed 8 patients (6 male/2 female)
- Ages 40-81 years old
- Residence: Oahu (6), Waimea (1), Molokai (1)
- Cardiology team: Attendings (2), fellows (2), residents (3-4)

Major Themes

- Patients valued doctor courtesy and respect the most
  - "I like when they come in because they're all happy."
- Patients did not know names of the team due to masks
  - "they come with their mask on. And then, without their mask, and then, so, I don't recognize them"
- Felt uninformed as treatment not explained understandably
  - "The person either explained or I didn't understand. Maybe I should ask more questions"
- Kindness of physician and team often praised
  - "They don't treat you as just another number."
  - "Just really professional, kind, caring, people, you know, at all levels."
- Neighbor island patients face disparities
  - "They gotta look at a hotel car.."
  - "Obviously, housing...especially coming from outside. Okay. Another auntie out there. She was from Kauai, so she has family, you know, like..for her, it's just her here all day."

Attending Cardiologist Feedback

- Physicians appreciated the feedback but responses were largely neutral

Self-Reflection

- Patients were largely receptive to participation
- Amount of information we got from each patient was largely dependent on the patient
  - Tired or did not want to talk
  - Did not elaborate too much and had to be prompted for more informatioon

Limitations

- Patients were selected by attending or fellow
  - Results may differ with random selection
- Patients may have been wary of impact on care, despite being told their feedback would not affect anything
- Survey did not assess patient expectations

Conclusion

- Feasible to solicit and provide more immediate patient feedback to physicians
- Feedback largely positive, but gaps in 2 domains: Courtesy and Respect and Explanation of Care
- Neighbor islands have specific realities that impact their experience
- Further work needed to understand relationship between patient experience, expectation and satisfaction

Acknowledgements

Mahalo to Drs. Seto and Khan for their guidance throughout this project. Thank you to Lori Tsue and Sherry Chan for coordinating the SRI program and taking care of us on the Big Island.