

# Preliminary Findings from Phase One

Rachel Grob, Ph.D.

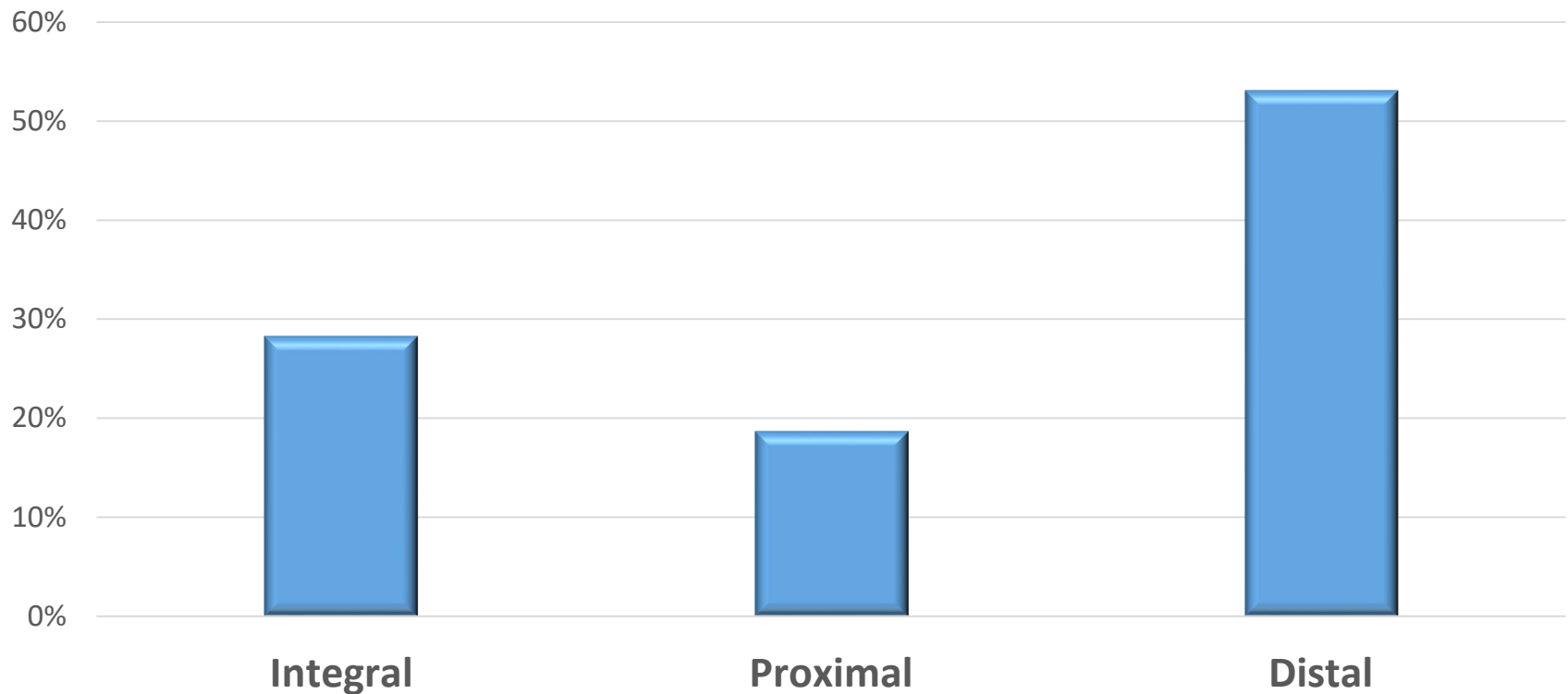
Director of National Initiatives and Clinical Professor,

Center for Patient Partnerships

Madison, WI

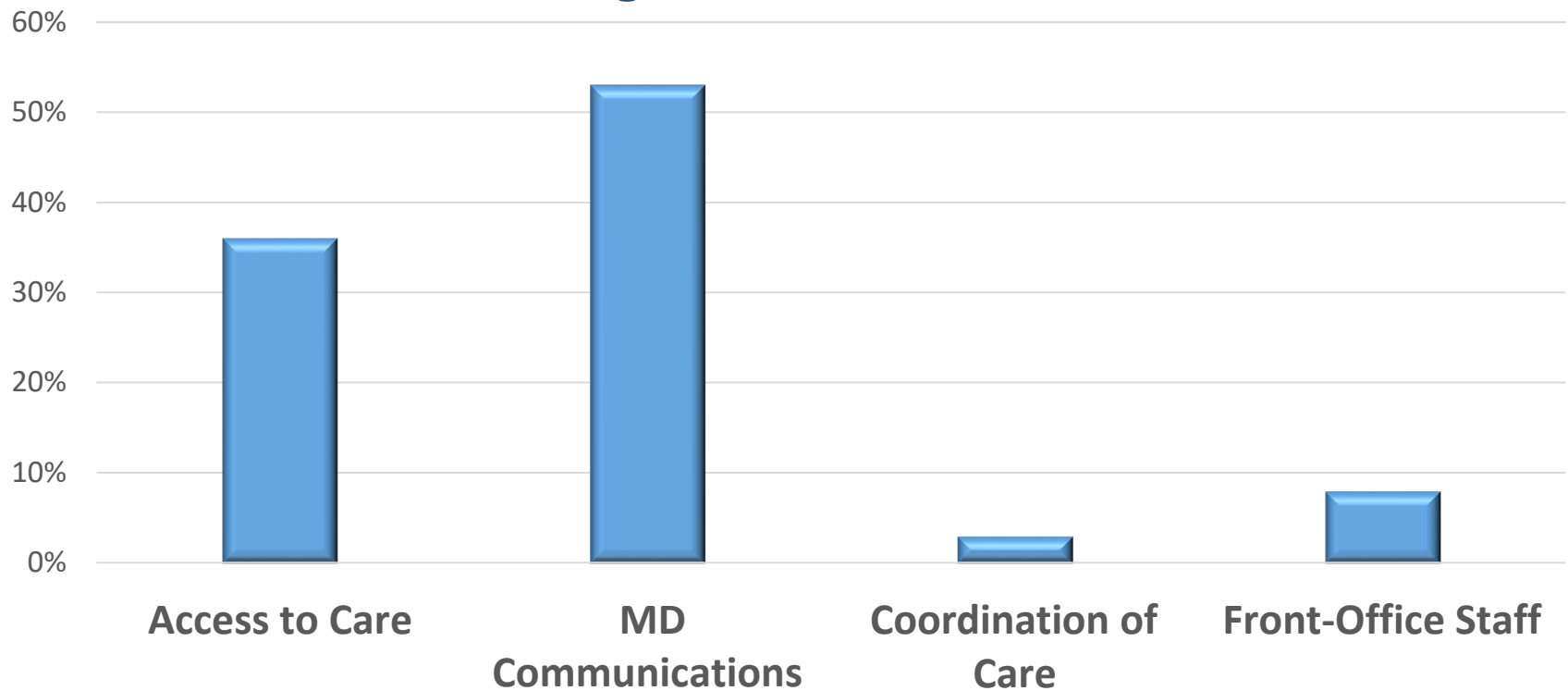
# What's Important to NYP Patients: Part 1

## Relative to CG-CAHPS Composites



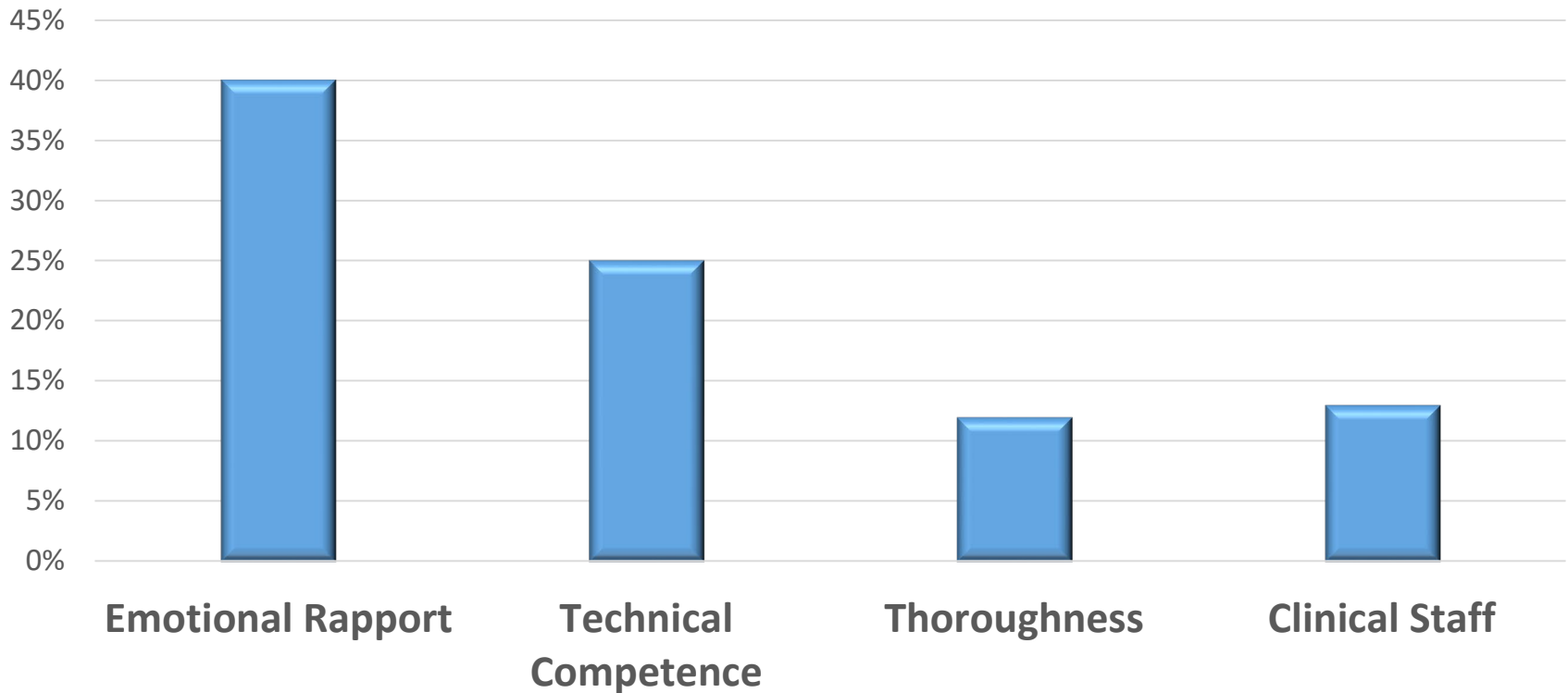
# What's Important to NYP Patients: Part 2

## As a Percentage of All PROXIMAL Comments



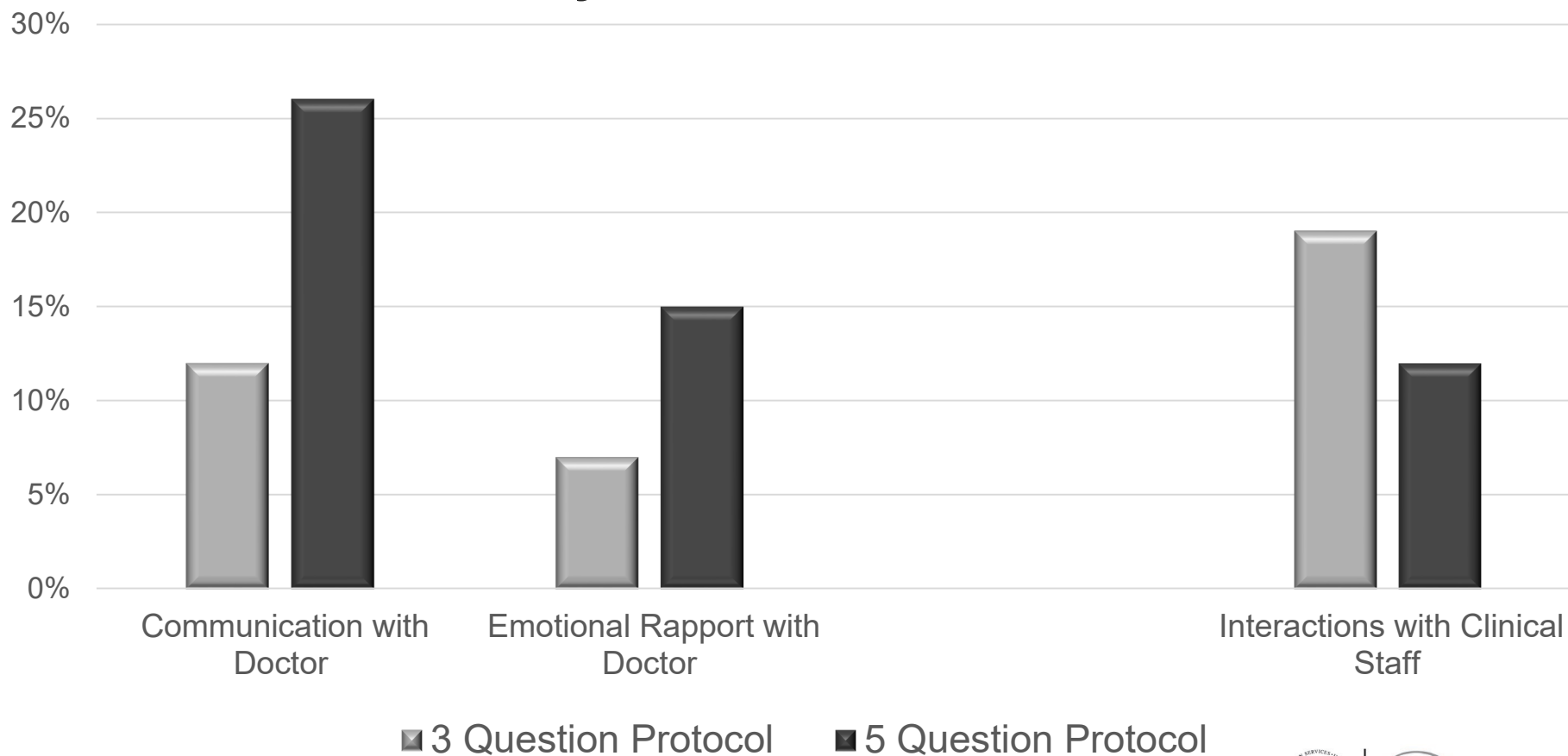
# What's Important to NYP Patients: Part 3

## As a Percentage of All DISTAL Comments



# Experiences Reported by NYP Patients

## Focus of Expressed Patient Experiences: By Question Protocol



# Illustrate Concrete and Actionable Aspects of Existing Composite Measure

- As a new patient, getting the clerk on the phone to enter and accept me in the system was extremely frustrating and difficult, despite my insurance clearly denoting the doctor's name as my PCP.
- Clerks seem to be too busy when you come in. for the most part I felt rush and not listen to.
- I don't like that if you need an appointment they delay a little, like 2 months to do it.

# Highlight Missing Aspects of Existing Composite Measures

- Yes they are very good, but not all the time are they nice at the front, they answer our questions but they are not always nice.
- When... the personnel calls me to remind me of the pending appointment I have.
- I was left sitting in the waiting room for one hour after my visit was over because the desk put my discharge file in the wrong place and forgot.

# Highlight Unmeasured Domains of Care

- Always -> during my eldest son pre-op check up \*Dr. Smith always take extra care in providing my child with medical attention needed and over booked herself to attend to his pre-op check up as he was going to have his tonsils removed.
- I would like that when I tell my physician that I have something to take it more seriously and find what's the problem. I have never received a call to know the results.
- When I was waiting the shift for my flu shot, I waited a little more than should have, and the doctor went out to ask why I was still there. This made me feel good.