



Swing Bed Patient Experience Project

**Informational Webinar
October 19, 2023**

HEALTHWORKS
KANSAS HOSPITAL ASSOCIATION

Kansas
Department of Health
and Environment



Swing Bed Work Group

Original Focus

How can we show our value to PPS and Community?

- Patient Experience
- Quality Measures
- Cost/Value of Swing Bed Programs

Patient Experience Project

- October 2019 to present – surveys
- Survey Solutions – vendor partner
- 13 hospitals participating
- Short survey – 14 questions (at the end of the slide deck)
- Tablet is used for data collection at discharge
- Results auto upload to web portal
- Reports and benchmarking available on portal
- Monthly huddle calls

Why Does Patient Experience Matter?

- Healthcare organizations serve patients and their families, often when they are most vulnerable
- Now, more than ever, patient satisfaction and experience are top of mind for healthcare executives and professionals across the country
- Swing Bed programs are a large population for CAHs, but typically there are no ways to get the perception of the care they received

Patient Experience

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Current Survey

Skilled Care Patient Experience Survey

Thank you for allowing us to care for you as part of our Skilled Care Services. Please complete the following questionnaire to help us provide the best experience possible. When finished, please mail in the enclosed envelope.

SURVEY INSTRUCTIONS: Answer each question by filling in the circle to the right of the question that best reflects your experience. If a question does not apply to you, or you don't know the answer, please answer "Does Not Apply."

Please use black or blue ink to fill in the circle completely. Example: ☐

SECTION A: TRANSITION IN CARE AND HOSPITAL ENVIRONMENT

1. Staff gave an understandable explanation of services within the skilled care program.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

SECTION B: STAFF ENGAGEMENT

Nurses

2. Nurses listened to my concerns and questions.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

3. Nurses explained my daily care in ways I could understand.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

Therapy

4. Therapy staff listened carefully to my concerns and needs during my therapy sessions.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

5. Therapy staff explained my goals and progress during my therapy sessions.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

SECTION C: YOUR EXPERIENCE AND CARE

6. I was offered various activities that were of interest to me.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

7. Staff was responsive to my bathroom needs in a timely manner.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

8. Staff involved me in my treatment plan/clinical setting.

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

SECTION D: WHEN YOU LEFT THE HOSPITAL

9. Staff took my needs into consideration in preparing to leave the hospital.

Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Does Not Apply ☐

10. The therapy I received and the information from the therapists prepared me to care for myself.

Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree ☐ Does Not Apply ☐

SECTION E: YOUR DIETARY EXPERIENCE

11. During your hospital stay, how often was your food served at the right temperature (cold food was cold, hot food was hot)?

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

12. During your hospital stay, how often did the person who served your food treat you with courtesy and respect?

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

13. When you had a question or concern about your food, how often did someone listen carefully to you?

Always ☐ Usually ☐ Sometimes ☐ Never ☐ Does Not Apply ☐

SECTION E: OVERALL RATING AND RECOMMENDATION

14. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

0 1 2 3 4 5 6 7 8 9 10

15. Would you recommend this hospital to your friends and family?

Definitely yes ☐ Probably yes ☐ Probably no ☐ Definitely no ☐

16. Did any employee stay with you while you completed this survey?

Yes ☐ No ☐

17. Please feel free to write any comments about your experience or any staff recognition you would like to mention for your stay:

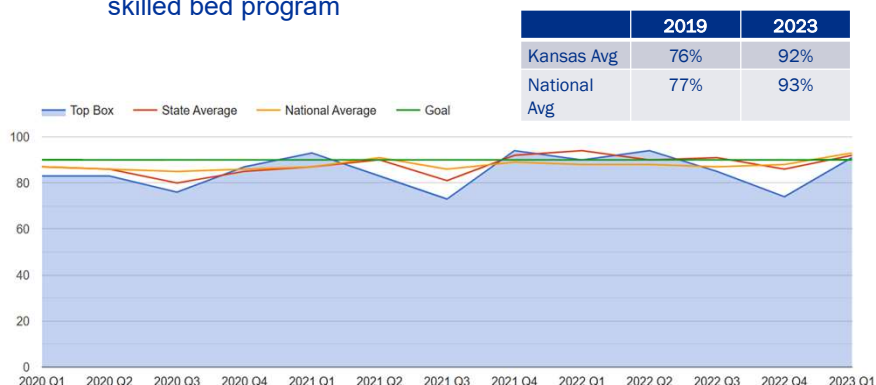
Thank you.

HEALTHWORKS 1 of 2

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Transition in Care and Hospital Environment

#1 Staff gave an understandable explanation of services within the skilled bed program



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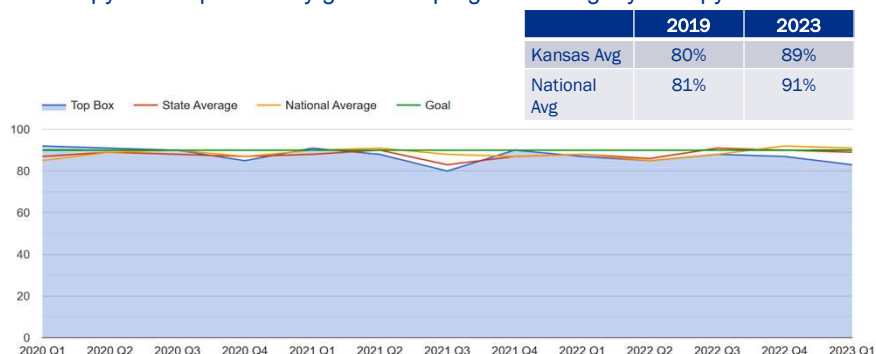
Staff Engagement

#2 Nurses listened to my concerns and questions

#3 Nurses explained my daily care in ways I could understand

#4 Therapy staff listened carefully to my concerns and needs during my therapy sessions

#5 Therapy staff explained my goals and progress during my therapy sessions



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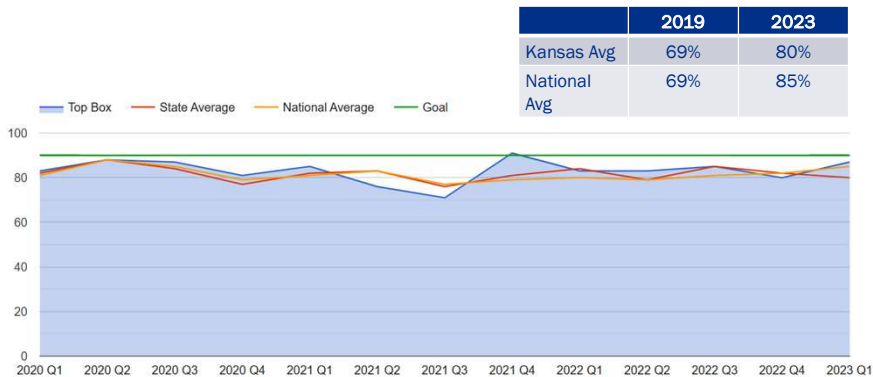
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Your Experience and Care

#6 I was offered various activities that were of interest to me

#7 Staff was responsive to my bathroom needs in a timely manner

#8 Staff involved me in my treatment plan/goal setting



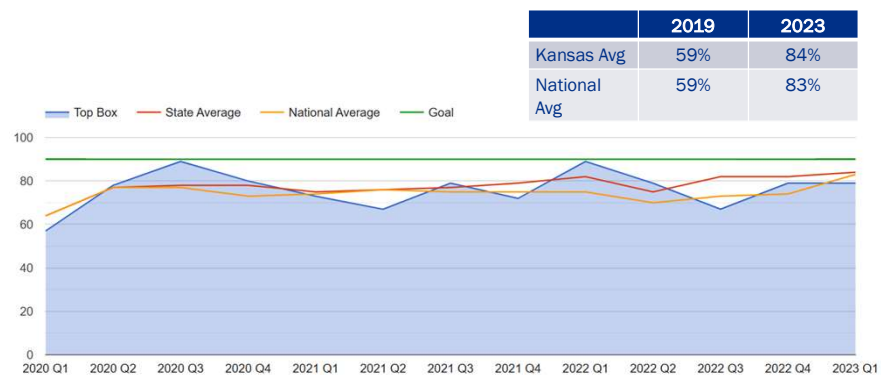
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When You Left the Hospital

#9 Staff took my needs into consideration in preparing to leave the hospital

#10 The therapy and information prepared me to care for myself



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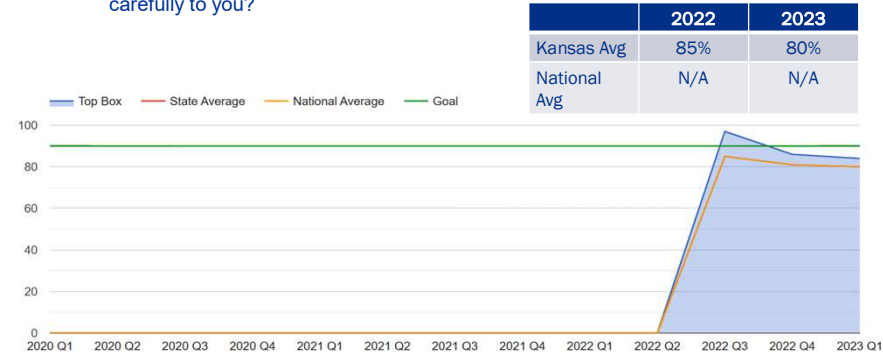
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Your Dietary Experience

#13 During your hospital stay, how often was your food served at the right temperature (cold food was cold, and hot food was hot)?

#14 During your hospital stay, how often did the person who served your food treat you with courtesy and respect?

#15 When you had a question or concern about your food, how often did someone listen carefully to you?



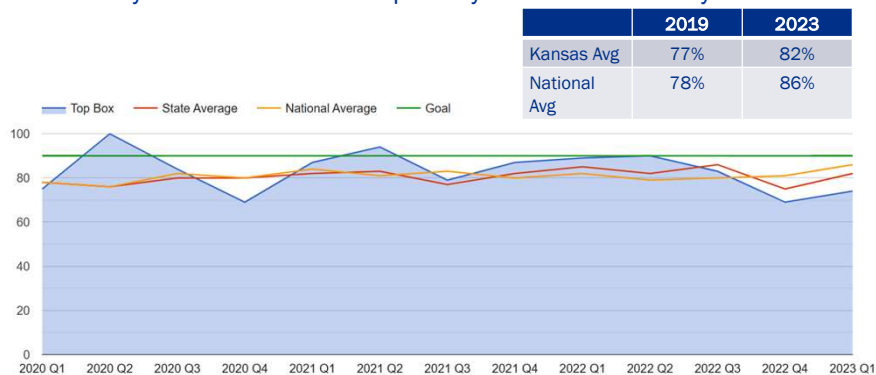
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Overall Rating and Recommendation

#11 Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your visit?

#12 Would you recommend this hospital to your friends and family?



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Using Patient Experience

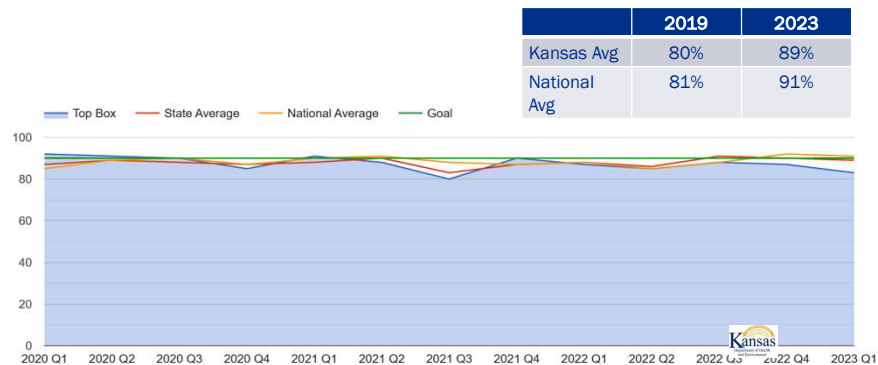
QI/PI

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Drill Down Staff Engagement

#4 Therapy staff listened carefully to my concerns and needs during my therapy sessions

#5 Therapy staff explained my goals and progress during my therapy sessions



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Staff Engagement Drill Down

#4 Therapy staff listened carefully to my concerns and needs during my therapy sessions

#5 Therapy staff explained my goals and progress during my therapy sessions

		2022 Q2 - 2023 Q1	
		State Avg	Natl Avg
Transition in Care and Hospital Environment		90.15%	89.20%
Staff Engagement		88.88%	88.92%
Nurses listened to my concerns and questions (#2)		91.40%	89.38%
Nurses explained my daily care in ways I could understand (#3)		90.34%	89.27%
Therapy staff listened carefully to my concerns and needs during my therapy sessions (#4)		89.89%	90.36%
Therapy staff explained my goals and progress during my therapy sessions (#5)		83.66%	86.61%

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Benefits

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Benefits of Kansas Project

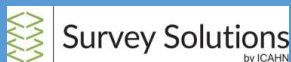
- Monthly Huddle calls
- Best practice sharing – problem solving opportunity
- Moral support/encouragement
- Swing bed program marketing tools
- Ability to compare your facility to other Kansas CAHs
- Comparison of your data to national CAH data

Benefits of Survey Solutions by ICAHN

- Real time – both in the gathering data and the feedback reports
- Good Response rate – 70 to 90% vs HCAHPS at 30%
- Involves departments other than nursing
- Rural relevant measures
- Ability to benchmark against similar size hospitals
- Nice reports and easy to share

Benefits of Survey Solutions by ICAHN

- Affordable for smaller organizations
- Open comments area very informative
- Manageable – Even in the middle of a pandemic, for the most part, hospitals were still able to keep their surveys going
 - Quick to administer – approx. 10-20 min/patient



Jake Hanson

VP Client Services
Survey Solutions by ICAHN

Welcome



Survey Solutions
by ICAHN



Jake Hanson
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Overview



Survey Solutions
by ICAHN

- CMS Approved Vendor (HCAHPS) Since 2012
- Full-Service Survey Provider
- HIPAA Secure Process
- Custom, Interactive Dashboard
- 24/7 Data Access
- Data is Calculated and Updated in Near Real-Time
- Weekly, Monthly & Quarterly Breakdowns



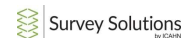
Swing Bed Surveys



- 14 Swing Bed Specific Questions, including open text Comment Box
- Full Access to the Survey Solutions Dashboard
- On the go reports for Domains & Questions with rolling percentile rank
- Filter results by provider
- Week, month & quarter breakdowns with custom ranges
- View Trends, Comments & Flagged survey in real time with Swing Bed Tablet surveys

	WS 24 (10/14)	WS 23 (09/07)	WS 22 (08/30)	WS 21 (08/23)	WS 20 (08/16)	Avg	State Avg	Nat Avg	Rank
Transition in Care and Hospital Environment	100%	100%	100%	100%	100%	100%	91%	91%	94*
Staff gave an understandable explanation of services within the skilled bed program (q1)	100%	100%	100%	100%	100%	100%	91%	91%	94*
Staff Engagement	100%	100%	100%	100%	100%	100%	89%	89%	90*
Your Experience and Care	100%	100%	100%	100%	100%	100%	87%	87%	89*
When You Left the Hospital	100%	100%	100%	100%	100%	100%	81%	81%	84*
Staff took my needs into consideration in preparing to leave the hospital (q6)	100%	100%	100%	100%	100%	100%	83%	83%	85*
The therapy and information prepared me to care for myself (q10)	100%	100%	100%	100%	100%	100%	79%	79%	79%
Strongly Disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%
Disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%
Agree	0%	0%	0%	0%	0%	0%	0%	0%	0%
Strongly Agree	100%	100%	100%	100%	100%	100%	100%	100%	100%
Overall Rating and Recommendation	100%	100%	100%	100%	100%	100%	88%	88%	88%

Tablet Survey



- Available in Mail, E-mail, Text & Tablet modes... 94% of clients using Tablet mode
- Tablets arrive ready to use
- Simply connect to Wi-Fi to begin
- Large font with distinct answers
- Each answer is logged as selected
- Get data even from partially completed surveys
- Closed system - tablets locked in kiosk mode
- Unlimited training & support

AdCo Test Hospital

Question 1 of 14

Staff gave an understandable explanation of services within the skilled bed program

Does Not Apply


Always

Usually


Sometimes

Never


Pricing



Survey Operations Fee:	\$1,850/yr
Tablet Mode Fee:	\$625/yr
One-time Setup Fee:	WAIVED
Tablet:	\$225
Tablet Kiosk Software:	\$25/yr
Year 1 Total:	\$2,725
Year 2+ Total:	\$2,500




Thank You!

 Survey Solutions
by EDAP

www.MySurveySolutions.com

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Participant Perspective

Krista Eylar
Holton Community Hospital

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Our Hospital



14 Bed CAH

Swing Bed Patients/Month:

- FY 24: ~8
- FY 23: ~6
- FY 22: ~7
- FY 21: ~7
- FY 20: ~8



Why.... And What Is The Commitment?

- * How are you measuring swing bed patient satisfaction?
- * Choices – proof you are the best option
- * Comparative data
- * Performance improvement
- * PT/OT and dietary feedback
- * Minimal time commitment
 - * Monthly QHi data reporting
 - * Patient satisfaction collection and results monitoring
 - * Monthly meetings – opportunity for collaboration

HCH Patient Satisfaction

Hospital Return Rates	5	0	6	10	5	5	5	2	6				
Domains and Questions	JAN 22	FEB 22	MAR 22	APR 22	MAY 22	JUN 22	JUL 22	AUG 22	SEP 22	2022 Current HCH Avg	2022 HCH State Average	2022 State Average	2022 National Average
TRANSITION IN CARE AND HOSPITAL ENVIRONMENT													
Staff gave an understandable explanation of services within the skilled bed program	100%		83%	83%	80%	80%	80%	80%	100%	78%	85%	90%	88%
STAFF ENGAGEMENT													
Nurses listened to my concerns and questions	100%		83%	100%	100%	80%	100%	80%	100%	87%	92%	93%	89%
Nurses explained my daily care in ways I could understand	100%		83%	100%	100%	100%	80%	80%	100%	89%	86%	90%	88%
Therapy staff listened carefully to my concerns and needs during my therapy sessions	100%		100%	90%	100%	100%	100%	80%	83%	90%	86%	89%	90%
Therapy staff explained my goals and progress during my therapy sessions	80%		83%	100%	80%	100%	100%	100%	83%	85%	83%	83%	86%

HCH Patient Satisfaction

YOUR EXPERIENCE AND CARE													
I was offered various activities that were of interest to me	100%		83%	60%	100%	80%	100%	80%	67%	74%	73%	70%	69%
Staff was responsive to my bathroom needs in a timely manner	100%		83%	100%	100%	100%	100%	80%	100%	92%	89%	89%	86%
Staff involved me in my treatment plan/goal setting	100%		83%	100%	100%	80%	100%	80%	80%	85%	86%	87%	84%
WHEN YOU LEFT THE HOSPITAL													
Staff took my needs into consideration in preparing to leave the hospital	100%		83%	80%	80%	60%	80%	100%	75%	79%	79%	81%	75%
The therapy and information prepared me to care for myself	100%		83%	80%	80%	80%	80%	80%	75%	77%	76%	80%	80%
OVERALL RATING AND RECOMMENDATION													
RATE THE HOSPITAL BASED ON 9 & 10	100%		83%	90%	80%	80%	80%	100%	80%	77%	78%	79%	78%
RECOMMEND THE HOSPITAL	80%		80%	100%	80%	80%	80%	80%	100%	78%	85%	85%	83%

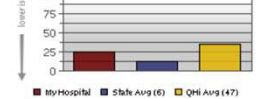
HCH Patient Satisfaction

YOUR DIETARY EXPERIENCE (NEW JULY 2022)														
During your hospital stay, how often was your food served at the right temperature (cold food was cold, hot food was hot)?	100%		60%	80%	80%	80%	60%	100%	100%	80%	83%	67%	67%	
During your hospital stay, how often did the person who served your food treat you with courtesy and respect?	100%		100%	100%	100%	100%	100%	50%	100%	94%	100%	95%	95%	
When you had a question or concern about your food, how often did someone listen carefully to you?	75%		57%	90%	100%	75%	67%	100%	100%	84%	88%	89%	89%	

HCH Quality Measures

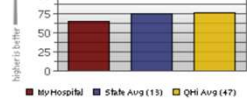
ALOS(days)SkilledSwingBed patients

Date Range: 11/2022-01/2023



% Disch SSB pts return to prev res

Date Range: 11/2022-01/2023



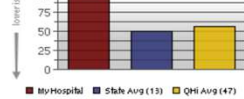
% SSB dischs readm to any status

Date Range: 11/2022-01/2023



% SSB dischs readm to inpt status

Date Range: 11/2022-01/2023



% SSB dischs readm to SSB status

Date Range: 11/2022-01/2023



% SSB dischs readm to obs status

Date Range: 11/2022-01/2023



Why It Matters

- * Commitment from organizational leadership (CFO, CEO, nursing administration)
- * SNF's mandated reporting of quality measures
- * Voluntary participation and development of quality measures that are relevant to CAH's
- * Marketing of swing bed services
- * Value of swing bed (Medicare Advantage plans)

Staff Favorite – Patient Comments!

- * Everybody was focused on caring for me and helping me get better. Nurses were very sweet.
- * The staff and everyone involved were most kind and helpful. Could not have asked for better care. Food was wonderful, very clean place.
- * I felt at home here compared to other hospitals I have been in. The staff are great and the food is good also.
- * All staff and aides have been so nice and welcoming and warm towards me during my stay! A+ effort always given for my care. Fantastic hospital I would definitely recommend to family and friends.

Next Steps

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What does it REALLY look like?

- Review current processes for patient feedback
- Establish team and prepare for survey administration
 - Susan R helps with this during initial project planning call w/ project lead
- Attend monthly huddles
- Review data in dashboards
- Put actual ideas/program improvement to work – bring back barriers/ successes to share with others during scheduled huddles
- Share information – therapy, nursing, social services, administration

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THE CONNECTION

Special Funding Assistance

- KRHOP will reimburse **\$875** of year 1 expenses for the first 25 hospitals signing up to participate
- Completed application returned to Healthworks puts you “in line”
- Process will work somewhat similar to SHIP

Tablet Mode: \$625
One-Time Setup Fee: Waived
Tablet: \$225
Tablet Maintenance: \$25

Statewide Rollout Timeline

- October 2023 Recruitment
- November 2023 Onboarding
- December 2023 Go Live w/ Surveys
- Possible phased onboarding depending on amount of facilities

What's Next?

- Participant Agreement returned to Healthworks
- Contracting and Data Sharing Agreement w/ Survey Solutions
- Susan Runyan conducts project planning call w/ project contacts
- Go live – December/January



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