

## NRI Patient and Parent/Guardian Satisfaction Survey Comparison Report December 2014 to December 2015

Patient Process Satisfaction Comparison Report	December 2014	May 2015	2014 2015	December 2015	May 2015 Dec 2015	
	Very Satisfied Satisfied	Very Satisfied Satisfied	Difference	Very Satisfied Satisfied	Difference	Comments
I was oriented to the hospital, staff, and program. (Ex.- went over Patient Handbook, introduced to hospital staff, and/or given a tour of the unit)	63%	71%	+8%	59%	-12%	Minimal deviation from previous year but decline in satisfaction from 6 months previous.
My doctor and other staff talk to me about my treatment and plan of care in a way that I understand.	79%	71%	-8%	50%	-21%	Review with physicians.
My medications are explained to me by my doctor or a nurse.	79%	57%	-22%	59%	+2%	Review with physicians and nurses.
I know what goals I am working toward in therapy.	79%	57%	-22%	73%	+16%	Values consistent over 12 months.
I am involved in setting rehabilitation goals and plan of care.	79%	64%	-15%	64%	0%	Review with clinicians and have them review plans with patient.
My care is coordinated between rehabilitation team members.	79%	64%	-15%	64%	0%	Education can be provided about team collaboration.
Attention is paid to my individual needs and preferences.	58%	57%	-1%	55%	-2%	None.
I agree with my rehabilitation plan.	68%	50%	-18%	59%	+9%	Review with clinicians and have them review with plan with patients.
I am involved in developing my discharge plan.	68%	29%	-39%	32%	+3%	A PIP-QA was developed to address discharge planning with patients
The program has helped me meet rehabilitation goals.	63%	36%	-27%	55%	+19%	Education to help patients understand goals may be warranted
The staff is considerate of my privacy.	68%	50%	-18%	59%	+9%	Review with RN/MHT staff.
I am treated with dignity and respect with regard to my gender, race, etc.	63%	64%	+1%	64%	0%	None.
My questions and concerns are addressed promptly.	79%	50%	-29%	64%	+14%	Review with treatment team.
My pain is controlled to levels that are acceptable to me.	79%	57%	-22%	73%	+16%	Improvement in perceived pain control from 6 months ago. Perceived satisfaction similar to one year earlier.
If necessary, I am able to get the help I need with going to the bathroom (or using a bedpan or urinal).	79%	64%	-15%	68%	+4%	Review with RN/MHT staff.
I receive the assistance I need in completing activities of daily living.	79%	93%	+14%	68%	-25%	Decline from May 2014. Also included 9% no response given for survey item.
I feel safe and secure in this facility.	74%	50%	-14%	59%	+9%	Review with treatment team.
The equipment I use is in good working order.	89%	50%	-39%	77%	+27%	Significant improvement in satisfaction compared to past 6 months.
My room and other areas are clean.	89%	50%	-39%	73%	+23%	Improvement in perceived room

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						cleanliness from 6 months ago.
The food served is of good variety and meets my individual needs.	63%	43%	-20%	50%	+7%	50/50 Split in survey response from satisfied to dissatisfied.
<b>Averages</b>	74%	56%	[19%]	61%	[11%]	
<b>Differences highlighted when value greater than 15</b>						

### **Interpretation of Patient Satisfaction:**

Twenty-two of thirty-one patients completed the satisfaction survey for December 2015. The primary reason for those not completing the survey was due to the cognitive deficits of the patient.

The current survey indicates patient satisfaction in the areas of knowing their goals for treatment, feeling that their pain is being controlled, receiving assistance from staff when needed, and feeling pleased with the living environment and medical equipment. Improvements in patient satisfaction existed for patients feeling more engaged within their goals for therapy.

Patients continue to report concerns about not feeling included in discharge planning. As a result, a PIP-QA was developed in February 2016 to address discharge planning satisfaction. As a result, patients will receive education about transition planning in individual sessions. In addition, a transition planning group has also been developed that will provide a small group setting to assist patients in transitioning to less restrictive rehabilitation environments as appropriate for their level of care. It is hoped that the PIP-QA addressing discharge planning will result in improvements in patient satisfaction.

Additional areas of improvement include a lack of satisfaction by patients in regards to education about medications and having their medical treatment explained in understandable terms. Patients also voice some displeasure over the variety of foods served. Medical personnel will be educated about patient concerns. In addition, the majority of patient treatment plans and nursing group sessions include patient education on medications.

<b>Patient Satisfaction by Discipline Comparison Report</b>	<b>December 2014</b>	<b>May 2015</b>	<b>Dec 2014 May 2015</b>	<b>December 2015</b>	<b>May 2015 Dec 2015</b>	
	<b>Very Satisfied Satisfied</b>	<b>Very Satisfied Satisfied</b>	<b>Difference</b>	<b>Very Satisfied Satisfied</b>	<b>Difference</b>	<b>Comments</b>
Doctors	79%	57%	-22%	73%	16%	Notable increase in patient satisfaction.
Nurses	63%	64%	+1%	86%	22%	Ongoing notable improvement in patient perceptions.
Mental Health Technicians	63%	36%	-27%	64%	28%	Significant improvement
Physical Therapy	58%	43%	-15%	50%	7%	Will convey to contract PT.
Occupational Therapy	74%	50%	-24%	41%	-9%	Education to patients about role of OT
Speech and Language Therapy	63%	50%	-13%	59%	9%	Will convey to SL therapist. Rate of satisfaction similar though to one year ago.
Recreational Therapy	63%	71%	+8%	68%	-3%	Steady rate of satisfaction
Social Work/Case Management	74%	50%	-24%	59%	9%	Will convey to UR/SW for NRI. Patients rarely interact directly with social work until discharge
Therapists	89%	71%	-17%	82%	12%	Overall very favorable perception of therapists
Spiritual/Pastoral Care	68%	71%	+3%	73%	2%	Stable and favorable perceptions
<b>Averages</b>	69%	56%	[15%]	66%	[12%]	
<b>Differences highlighted when value greater than 15</b>						

### **Interpretation of Patient Satisfaction by Discipline:**

Patient satisfaction remains high for medical staff which included physicians and nurses. Patients were also very pleased with therapists who serve as the primary point of contact for many patients. It is likely that patients' satisfaction ratings are highest for these professions due to the higher amount of patient interactions with these disciplines.

Occupational therapy and social work are two professions where data demonstrates the greatest decline from December 2014. Occupational therapy and social work are disciplines that some patients do not meet with regularly and it is reasonable that satisfaction ratings would be lower than other professions. In fact, about 25% of patients did not respond to the queries regarding OT or SW, which will deflate the percentage favorable responses for these professions. The lack of patient response to OT and SW may also support the argument that patients lack understanding for these professional roles in their treatment. As a result, efforts will be made to provide inservice education to patients regarding the roles of occupational therapy and social workers within the hospital.

<b>Parent/Guardian Satisfaction Comparison Report</b>	<b>December 2014</b>	<b>May 2015</b>	<b>Dec 2014 May 2015</b>	<b>December 2015</b>	<b>May 2015 Dec 2015</b>	
	<b>Very Satisfied Satisfied</b>	<b>Very Satisfied Satisfied</b>	<b>Difference</b>	<b>Very Satisfied Satisfied</b>	<b>Difference</b>	<b>Comments</b>
When first coming to Brookhaven, I was given information about what the stay would be like.	88%	78%	-10%	96%	18%	Convey to admissions and therapist teams.
The admission process went smoothly.	88%	83%	-5%	88%	5%	None. Very positive and stable responses.
I am treated with dignity and respect with regard to my gender, race, etc.	94%	94%	0%	96%	2%	None. Very positive responses.
Staff responds to my questions and concerns in a timely manner.	88%	94%	+6%	100%	6%	None. Very positive responses
The staff is courteous.	100%	100%	0%	96%	-4%	None. Stable and positive responses
I know the goals that are being worked toward in therapy.	94%	89%	-5%	92%	3%	None Very positive responses.
I receive encouragement and support from staff.	94%	94%	0%	100%	6%	None. Improvement in satisfaction from previous surveys.
Care is coordinated between the rehabilitation team members.	82%	72%	-10%	77%	5%	General stability in satisfaction.
The program has helped meet rehabilitation goals.	82%	72%	-10%	96%	24%	Significant improvement in satisfaction.
I am given information and included in care.	94%	83%	-11%	92%	9%	None. Stability in responses
I received training about patient medications.	65%	39%	-26%	65%	26%	Discuss with nurses and therapists to better educate family members. Notable improvement from 6 months ago.
The facility I visited was clean and well kept.	82%	72%	-10%	85%	13%	Stable satisfaction from one year ago.
I feel safe and secure as a visitor in the facility.	82%	72%	-10%	85%	13%	General positive satisfaction ratings.
I received assistance with planning for discharge arrangements.	24%	28%	+4%	15%	-13%	PIP-QA to be implemented for family education leading to discharge and just prior to discharge.
If a family member or friend needed	82%	67%	-15%	77%	10%	Positive review similar to one year ago.

rehabilitation services, would you recommend Brookhaven?						
<b>Averages</b>	83%	76%	[8%]	84%	[10%]	
Differences highlighted when value greater than 15						

**Interpretation of Guardian Satisfaction:**

Twenty-six guardians completed the satisfaction survey for December 2015. This represents the guardians for the majority of NRI patients. Family and guardians of patients are generally very positive about their experiences with Brookhaven and perception of their loved one’s care at Brookhaven NRI. There is a noticeable difference in family satisfaction for education about patient medications and involvement in discharge planning. PIP-QA will be developed to address guardian education and greater education as it pertains to patient discharge planning.

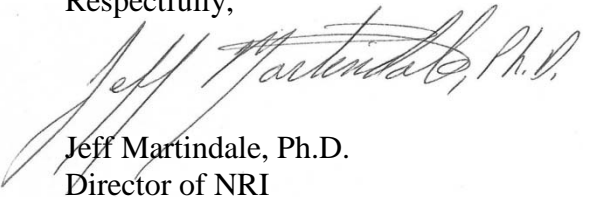
Stakeholder Satisfaction	December 2015
	<b>Very Satisfied Satisfied</b>
Initial contact with Brookhaven was timely and efficient	100%
The NRI program has been helpful to my client	100%
High quality information regarding the NRI program at Brookhaven is easily accessible	100%
If I have a question I know who to ask	100%

**Interpretation of Stakeholder Satisfaction:** An attempt was made to contact 20 different stakeholders. Only four stakeholders completed the satisfaction survey for December 2015. Fifteen of the stakeholders did not replay back and one stated that they could not respond due to privacy concerns.

Stakeholders were very pleased with the services that are provided for their patient at Brookhaven Hospital. One stakeholder commented that the services provided allowed for additional care of the patient without the need to enter a nursing home.

**General Summary:** Survey results were favorable for services provided by Brookhaven Hospital across patients, guardians, and stakeholders. Patient and guardian results indicate a greater desire to be informed about discharge services. As a result, a PIP-QA was developed to improve patient education and awareness about discharge planning. Another PIP-QA will be developed to assist in educating guardians about discharge services.

Respectfully,

A handwritten signature in cursive script that reads "Jeff Martindale, Ph.D." The signature is written in black ink and is positioned above the typed name and title.

Jeff Martindale, Ph.D.  
Director of NRI