

CASE STUDY

Success with Patient Experience



PROFILE

Five hospital health system with approximately 110,000 annual discharges providing general medical and surgical services, operating in the Mid-Atlantic region of the United States.

OBJECTIVE

Improve patient satisfaction and increase HCAHPS scores.

CHALLENGE

Existing systems and processes did not provide efficiency or timely data to understand the patient's perception of experience, identify service recovery opportunities, and track / resolve issues.

SOLUTION

Working in collaboration with PREMEDEX, the hospital system implemented the PREMEDEX transition platform and coordinator services across all locations. Highly trained PREMEDEX Coordinators utilize the PREMEDEX Platform to engage with Patients. The platform manages content for engagement, captures and tracks clinical and service intervention opportunities through to closure, and incorporates real-time reporting to maximize insights.

RESULTS

76% Average rate of engagement with patients after discharge

2,506 Number of hours per month returned to nursing staff

90th%+ Average score of patients on PREMEDEX program

HCAHPS Score Comparison

Location	1		2		3		4		5		TOTALS	
PREMEDEX Patient	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO	YES	NO
Number of patients	344 73%	129 27%	570 46%	663 54%	143 69%	65 31%	255 67%	125 33%	250 61%	163 39%	1562 58%	1145 31%
Overall Rating	95	71	95	71	91	60	95	77	78	24	91	60
Likelihood to recommend	91	28	92	75	86	29	87	31	65	9	83	29
Communiations:												
RN	92	35	95	61	95	18	95	28	87	12	94	18
MD	91	9	90	67	97	47	87	15	88	25	91	47
Pain	91	39	98	61	93	2	77	13	80	15	92	2
Medication	95	40	89	67	98	74	90	17	80	40	91	74
Staff responsiveness	84	40	97	42	87	24	70	25	71	26	78	24
Hospital environment	82	50	94	86	95	32	40	10	55	16	83	32
Discharge information	84	15	95	42	96	32	95	14	89	12	92	32
Care transitions	95	42	97	81	98	60	86	39	90	22	95	60

YES Patient participated in PREMEDEX program

NO Patient did not participate in PREMEDEX program

The PREMEDEX CARE Transitions Network supports these critical initiatives:

- > Optimization of Value-Based Purchasing Dollars
- > Management of Avoidable Readmission
- > Improved Transitions of Care
- > Effective Time Management of Nurse Resources
- > Increased Patient Loyalty

