

CUSTOMER CASE STUDY

Reaching the Top Quartile: Focused Initiatives Increase Likelihood to Recommend

Cedars-Sinai, 1,016 beds, Los Angeles, CA

- **About:** Cedars-Sinai is a nonprofit academic healthcare organization in the Los Angeles area across 40 locations supported by a network of 4,500+ physicians and nurses.
- **Challenge:** The patient experience team at Cedars-Sinai is tasked with **improving care-setting specific ratings score** across the health system.
- **Solution:** Through a combination of efforts in conjunction with utilizing **insights from NarrativeDx**, the organization increased awareness of patient experience data, developed an actionable evidence basis from patients own words, and improved responsiveness of Cedars-Sinai employees.
- **Impact:** Cedars-Sinai saw an increase or maintained a high percentile rank for “Likelihood to Recommend” across their various departments. Inpatient, licensed clinics, medical network clinics, and the emergency department saw an **increase from 2017 to 2019**.

Cedars-Sinai Making Headway on Patient Experience Through Multitude of Efforts

Increased Communication & Transparency	Targeted Efforts with Pilot Programs	Partnering Across the Health System	Redesigning and Improving Processes
<ul style="list-style-type: none"> • Regular updates at organization meetings • Centralized forum in PX team meetings to share performance/initiatives Dx Launch of PX Dashboards with pushed reports • Launch of Online Physician Ratings on Find-a-Doctor website with ratings and published comments from survey vendor • Implement new training offerings around patient experience 	<ul style="list-style-type: none"> Dx Internal pilot projects on specific units / clinics to focus on specific opportunity areas • Care Transitions initiatives, with focus on 4 inpatient pilot units • Implement best practices from Patient Access Symposium in 2-4 licensed clinics 	<ul style="list-style-type: none"> • Collaboration with Practicing Excellence to provide online clinician skill-building resources Dx Partnership with NarrativeDx for comment analyses to help hone focus of improvement efforts • Incorporate stronger patient and family voice in PX efforts 	<ul style="list-style-type: none"> • Redesigned post-discharge calls – automated calls and escalations for those that require follow-up • Update of daily huddles in the clinic space to standardize the format and process • Revamped New Employee Orientation to increase focus on Patient Experience • Reduce miscommunications that patients receive from multiple clinical sources

NarrativeDx Helped Identify Initiatives, Prioritize Efforts, and Inform Changes

INPATIENT

- Identified 18-24 year old demographic as highest percentage of negative insights
- **Overall Rating domains** have the highest percentage of positive comments
- **Environmental** negative comments lean towards **Quietness** for male patients, **Cleanliness** for female patients

OUTPATIENT/EMERGENCY

- **Courtesy & Respect + Knowledge & Skills** are the top themes for positive comments among all age and gender demographics
- **Navigation/Parking & Scheduling** are the top negative themes among all age/gender demographics. Negative insights about Navigation/Parking increase with age

ORTHO/SPINE

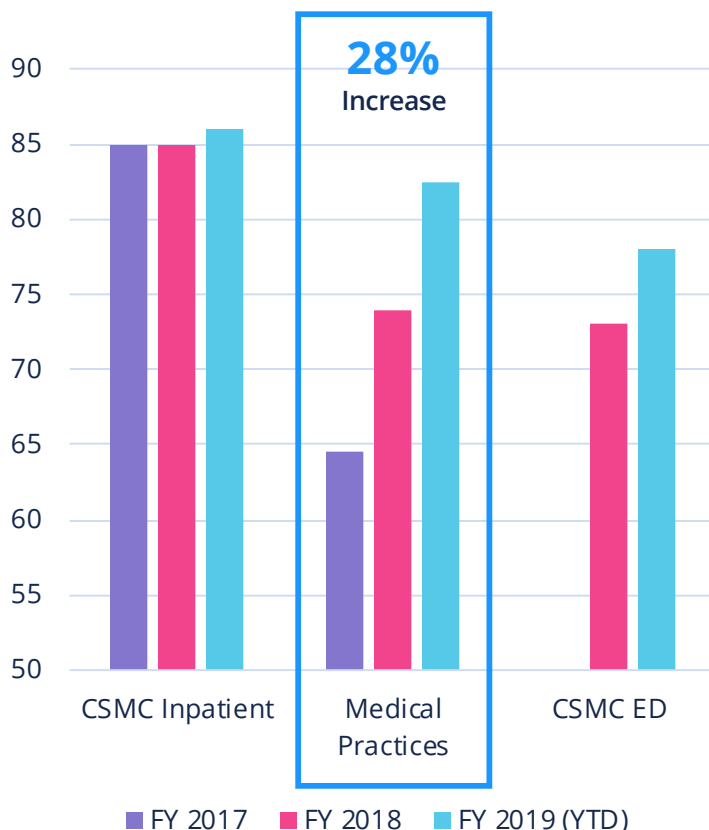
- **Bedside manner** is the top courtesy and respect driver for positive insight, while **thoroughness** is the top skill/knowledge domain
- **Parking & Wait Times** are the top negative themes among all age/gender demographics

SOCIAL MEDIA

- 61% of Yelp insights are positive, 77% Vitals, 87% Healthgrades, 91% Facebook
- **Doctor Courtesy & Respect, kindness and helpfulness**, is the top positive theme in the comments
- **Billing & Insurance, specifically cost concerns**, is the top negative comment theme

Seeing the Impact Year over Year, Across Sites of Care

Patient Satisfaction* Percentile Rank Year over Year



Impact Highlights

- All sites of care finished **above the 78th percentile** in their Likelihood to Recommend score
- The inpatient setting stayed relatively steady at an impressive **86th percentile rank**
- The Cedars-Sinai medical practices combined for the greatest increase from 64th to 83rd percentile, a **28% increase**
- Starting in 2018, the CSMC ED saw a significant **increase to the 78th percentile** in 2019.

*Inpatient: Overall rating of hospital, Practices: Overall rating of provider, ED: likelihood to recommend for ED