



New Patient Surveys: Real-time Answers to your Questions

What is Real-time?

Real-time is a patient survey tool that makes it easier for patients to provide timely, relevant feedback about their experiences. By gaining patient insights more quickly, we can rapidly respond to service issues, provide prompt recognition to care providers and better adapt to changing consumer expectations. Real-time is currently partially live in our Emergency Departments and is being used to sample a small percentage of patients. Those results have shown an increase in responses and more timely data.

Who does this effect?

Houston Methodist will be rolling out Real-time beginning with January 1, 2019 discharges, to non-inpatient areas:

- Ambulatory Surgery
- Outpatient Services
- Emergency Departments will transition to 100% Real-time

How will this change impact the Patient Satisfaction Bonus for employees (PSB) and for leadership's Management Initiative Plan Bonus (MIP)??

Goals for PSB and MIP will be based upon the Inpatient (HCAHPS) Overall Rating question only for each entity.

Will outpatient goals change in 2019? How so?

No internal goals will be set for outpatient and emergency department areas for 2019. A new baseline will be established based on performance between December 2018 and November 2019 with Real-time surveying. We will work with each entity to set improvement goals for non-inpatient areas after a quarter of data has populated in Real-time.

Why are we changing?

Real-time expands our ability to survey patients and family members and understand their expectations and experiences better. For example, collecting feedback from younger patients has historically been difficult, since those patients tend to be less responsive to traditional means of surveying. With Real-time, we will collect more feedback via email and interactive voice response (IVR) for more accurate feedback, in days rather than weeks after a patient's visit.

Using Real-time, we can:

- Identify root causes and prioritize efforts to improve patient experience
- Act upon emerging trends before they escalate into larger problems
- Perform real-time service recovery for at-risk patients

- Better understand data and feedback with a new user-friendly reporting platform that includes customizable and role-specific dashboards

When will I receive access to Real-time portal?

Your login information that provides access will be distributed directly from NRC Health via email in January and you'll start receiving weekly unit summary reports. In addition, they will provide trainings during that time on-site and through webinars. This training will help you understand what to expect when you receive your login access and how to navigate the new online portal.

Data will be available to you once you receive access to Real-time depending on how quickly patient surveys are returned. You will be able to access patient experience reports dating back to January 1, 2019.

How long is the survey?

The number of questions in a Real-time survey range from nine to 20. In comparison, our traditional outreach comprises 26 to 49 questions.

How did we decide what survey questions to ask?

The surveys are designed by NRC's professional research team and are based on extensive research with patients, caregivers and managers that allow Houston Methodist to benchmark at a national perspective.

What is the rating scale and why was it chosen?

The rating scale with Real-time will be the New Promoter Score (NPS). The calculation of the NPS incorporates promoters and detractors to provide a total picture of the patient experience by tracking more than just the top box. With NPS, the questioning style promotes loyalty and bolsters growth for Houston Methodist.



What do I need to do today?

Keep a lookout for additional information on the transition to Real-time surveying.

For questions, contact Velma Escamilla at vreacamilla@houstonmethodist.org or 281.274.0191