Florida Hospital Orlando Increases Patient Satisfaction

**Situation**

Patient Satisfaction has become increasingly important in today’s hospital environment, not only in the administration of care, but also from a reimbursement standpoint. As Healthcare Reform changes to a “pay-for-performance” model, a significant portion of the Medicare and Medicaid reimbursement hospitals earn is now dependent on the scores they achieve in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. With this shift in focus toward Patient Satisfaction, consultants and healthcare organizations are now seeking out solutions to help improve HCAHPS scores.

**Rationale**

After examining HCAHPS among 180 hospitals the Studer Group, a thought leader in healthcare process improvement, stated “There is a very strong correlation between [Emergency Department] ED performance and overall hospital performance. High-performing EDs lead to better financials. Hospitals who want to improve HCAHPS results will benefit if their ED patients have the best possible experience.”

A study of 430 hospitals, conducted by the University of Pennsylvania, found that the caregiver work environment was significantly related to all HCAHPS Patient Satisfaction measures, consequently concluding that Patient Satisfaction was higher in hospitals where nurses practiced in a better work environment.

In addition to enhancing patient satisfaction, other studies found that a positive work environment for nurses could be linked to reduced nurse turnover, higher job satisfaction, lower nurse burnout, and could ultimately save a hospital money by preventing adverse events.

**Methodology**

Understanding the importance of the ED patient experience and the nurse working environment in this pay-for-performance era, Florida Hospital Orlando honed in on updating their stretcher fleet to enhance patient satisfaction, and increase caregiver safety and efficiency. The facility chose to partner with Stryker, adopting Stryker’s Prime™ Series Stretcher as the standard of care in the ED and throughout the hospital.

As an industry leader for more than 70 years in patient handling equipment, Stryker understands that stretchers play a key role in enhancing the patient experience. With this in mind, Stryker was first to market with Comfort Controls™ on the Prime Series Stretcher, which allow patients to adjust their own position without relying on the caregiver, thus helping to increase patient independence, promote progressive mobility and support the healing process.

In addition to Comfort Controls, Florida Hospital implemented the advanced mobility of the Stryker Big Wheel® and Zoom® Motorized Drive System to help make transporting heavy patients safer and easier for caregivers, and a smoother ride for the patient. Additional exclusives such as an electric lift base, Recovery Chair Position, and Pioneer® Pressure Redistribution Mattress were implemented to enhance patient comfort.
Results

Over a two-year period, Florida Hospital’s strategy to increase its HCAHPS scores was realized. They saw their ratings in the area of “Overall Satisfaction” in the hospital rise by 10%. In addition their scores for “Willingness to Recommend” the hospital increased by 10%.6, 7

Conclusion

A well-rounded and strategic approach to increasing Patient Satisfaction is needed to maximize HCAHPS scores, and thus the financial reimbursement a hospital may receive. One element which has been shown to increase HCAHPS scores is ensuring ED patients have the best possible experience while in the department. Investing in stretchers that include patient-centric features such as the Comfort Controls and Recovery Chair Position found on the Prime Series Stretcher, can help realize this success.

References

2. Ann Kutney-Lee et al., “Nursing: A Key To Patient Satisfaction”
3. Vahey et al., “Nurse Burnout.”
4. Aiken et al., “Effects of Hospital Care Environment.”