Marine Committee Control Control Control Control	
Measuring patient satisfaction with hospitalists:	
Survey development and initial findings	
Bradley R Fulton, PhD Robert Wolosin, PhD	
Kristopher H Morgan, PhD	
October 30, 2012	
PRESS GANEY" Outcomes driven. Performance strong.	
Presenter Disclosures	
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Robert J. Wolosin, PhD	
The following personal financial relationships with commercial interests relevant to this presentation	
existed during the past 12 months:	
I am a full-time employee of Press Ganey Associates, Inc.	
Hospital Madiaina and Dationt Satisfaction	
Hospital Medicine and Patient Satisfaction	
Hospital Medicine:	
Rapid Growth	
Hospitalists becoming essential	•
Reduced presence of family/general practitioners and internists	
Hospitalists role as link to hospitalized patients' PCPs	-
At the same time	
Patient Satisfaction:	
A key quality indicator	

Hospital Medicine and Patient Satisfaction	
Measurement:	
Request for a new patient satisfaction instrumenttailored to the hospitalist rolebetter suited to meet the needs of this field	
	-
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Survey Development: Focus Groups	
Focus groups with providers and administrators: identify current issues in the field	
examine potential items determine reporting needs	
Primary issues included: time with the patient concern for patients	
clarity/timeliness of explanations interactions with family discharge preparation	
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Survey Development: Focus Groups	
Additional issues identified: ability to include photos on the survey (hospitalists typically have no prior relationship with patient)	
ability for the patient to rate multiple hospitalists provider-level reporting	
	-
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Survey Development: Psychometrics

Items identified in focus groups pilot-tested in 5 hospitals

Total number of physicians in pilot-test; n = 309

Standard psychometric analyses performed:

- Measures of central tendency and variance
- Response frequencies and patient comments were evaluated
- Inter-item correlations
- Factor analysis
- Multiple regression
- Corrected item-scale and item-non-scale correlations
- Cronbach's alpha (reliability)
- Flesch-Kincaid Index
- Numerous items considered, 10 formally tested
- Poor performing items were eliminated during the process resulting in final scale comprised of eight items.

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Survey Development: Psychometrics

Inter-Item Correlations:

Item "Overall rating of the hospitalist" removed;

highly correlated with most other hospitalist items

Item "I could understand my hospitalist when he or she spoke" removed; cultural sensitivity issues

Factor Analysis: Identified two factors accounting for 79.3% of variance; paralleled structure of Hospitalist and Physician sections

Predictive Validity:

- Instrument explains 47% of variation in "likelihood of patients' recommending the hospital they visited to others."
- 2. Instrument explains 88% of variation in "patients' overall rating of the hospitalist."

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Survey Development: Psychometrics

Item-Scale & Item-Non-Scale Correlations; Reliability:

Average	Range of	Average	Range of	Alpha
Corrected	Corrected	Item-Non-Scale	Item-Non-Scale	
Item-Scale Correlations	Item-Scale Correlations	Correlations	Correlations	
.875	.759926	.472	.279709	.967

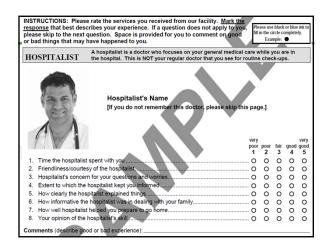
Readability: Tests at 9th-grade reading level

(When the word "hospitalist" replaced with "doctor" in all items tested at 5th-grade reading level)

Having a definition of hospitalist included in the section just before the items will ensure the understandability of the survey

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Patient-Level Item and Sec	tion Des	criptive	Statistics	
(N=1603)	Missing	Mean	SD	
Time spent with you	33	83.5	21.6	
Friendliness/courtesy	27	89.6	19.0	
Concern for questions/worries	47	86.6	20.9	
Extent kept you informed	49	83.9	22.8	
How clearly things explained	61	85.3	22.3	
Informative dealing with family	203	85.8	21.9	
Hsptlst helped you prepare for home	202	83.5	24.1	
Your opinion of hospitalist's skill	67	88.3	20.7	
Hospitalist Section Score	0	85.3	20.1	

