

Improved Patient Satisfaction at Elliot Health System

Individual Projects Impacting Organization-Wide Satisfaction Metrics

Organization in Brief

- 296-bed health system in Manchester, New Hampshire
- Extensive physician practice network and multiple sites for outpatient and primary care throughout the region

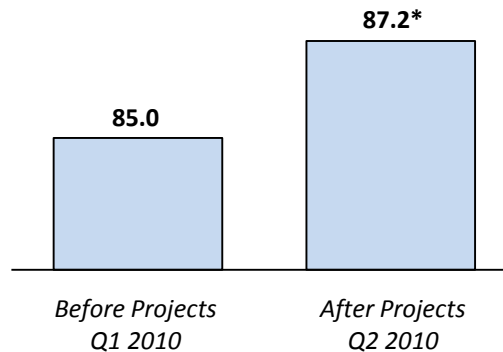
The Partnership

- Partnered with Advisory Board Talent Development in Spring 2009
- From December 2009 to May 2010, engaged 40 employees in service excellence project work
- Participants tackled projects focusing on acute care patients, clinic patients, and internal customers
- Goal for each project was to have a measurable impact on patient satisfaction or other related metrics

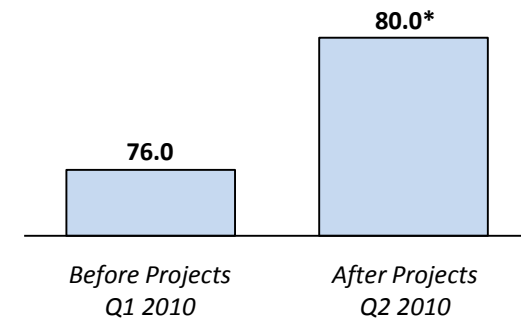
The Impact

- Projects resulted in 2.2 increase in overall hospital assessment and a 3.9 increase in likelihood to recommend – both statistically significant changes at 99% confidence level
- Elliot is above both the state and national benchmarks for these two metrics

Increase in Overall Satisfaction
Press, Ganey “Overall Hospital Rating”



Increase in Likelihood to Recommend
HCAHPS “Likelihood of Recommending the Hospital”



*Statistically significant increase at 99% confidence level

Sample Projects

- Improving post-surgical patient satisfaction for total joint replacement with improved patient education materials prior to surgery and better coordination across the care continuum
- Enhancing sleep center patient satisfaction by improving staff hospitality, expediting scheduling and referral processes, and providing point-of-prescription sale of C-PAP machines
- Increasing internal customer satisfaction with IT by providing quick reference guides on mobile computers, training super-users, and installing an end-user password manager system

“We have people using the patient map now on their own. People now understand the importance of creating a five-star experience. They are using those words. This work has made a difference. The culture is changing because of Performance Acceleration Series.”

*Jennifer Bergeron
Director, Healthcare Improvement & Innovation
Elliot Health System*