

'Can You Hear Me Now?'

Child and Parent Voices at Discharge from an Inpatient Stay

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Challenges with Methods to Collect Satisfaction with Care Data

- **Poor response rates: 'survey weary'**
 - **Clinical staff do not trust the data** to represent all of their patients' opinions
- **Possibly biased responders** (most and least satisfied)
- **Burdensome method**
- **Children are automatically excluded**



New Measurement Model for Pediatric Patient Satisfaction

Model that we implemented includes:

- a) ***both*** child and parent voices,
- b) *validated pediatric patient satisfaction with nursing and medical care items for use with **7 to 17 year olds**,*
- c) *valid concurrent measurement of parent readiness to assume care at home for their ill child and their satisfaction with care given during the child's recent stay in the clinical unit, and*
- d) *two measurement points that include the time of discharge (**T1**) from a clinical unit and 7 to 10 days following discharge (**T2**; the current standard period for measuring satisfaction).*



Testing the New Model for Pediatric Patient Satisfaction

Purposes:

To determine the **feasibility and acceptability** of measuring child and parent satisfaction with inpatient care at the point of discharge (up to 24 hours prior to scheduled discharge)

To assess if parent satisfaction with care and child satisfaction with care are correlated

To assess if parent satisfaction with care is associated with comfortableness with care at discharge and again 7 to 10 days later



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Testing the New Model for Pediatric Patient Satisfaction

To determine if scores differ when:

children are enrolled with their parents to offer their satisfaction with care ratings (**Arm 1** at T1 and T2)

OR

children are **not** enrolled to offer their ratings and only parent ratings are solicited (**Arm 2** at T1 and T2)



Five Inpatient Units Selected for the Study

- Medical Units: 7 East and 4 Main
- Hematology/Oncology
- Pediatric Intensive Care Unit
- Surgical Care Unit



The Child Satisfaction Survey

Child's Voice_T1

Please complete the survey below.

Thank you!

Satisfaction with Nursing Care

Please read each item and select the one answer that tells how true that item is for you

- 1) The nurses have been friendly and listen to me.
 True
 Sometimes True
 Not True
- 2) The nurses have told me what is happening.
 True
 Sometimes True
 Not True
- 3) The nurses have taken good care of me.
 True
 Sometimes True
 Not True
- 4) The nurses have given me privacy and respect (e.g. tells me their name, asks me my opinion).
 True
 Sometimes True
 Not True

8.27 x 11.69 in



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The Child Satisfaction Survey

Confidential

Global Impressions: Child

9) What good things happened for you at the hospital?

10) What could have been better at the hospital for you?

11) How did you like being asked to give your opinions about care before leaving the hospital/critical care unit?

12) General comments

- I liked being asked.
 I felt okay being asked.
 I did not like being asked.



The Parent Satisfaction Survey

Parent Voice_T1

Please complete the survey below.

Thank you!

Satisfaction with Nursing Care

Please read each item and then choose one answer that tells your opinion about that item.

- 1) Friendliness/courtesy of the nurses.
 - Very Good
 - Good
 - Fair
 - Poor
 - Very Poor

- 2) Degree to which the nurses kept you informed using language you could understand.
 - Very Good
 - Good
 - Fair
 - Poor
 - Very Poor

- 3) How well nurses worked together to care for you.
 - Very Good
 - Good
 - Fair



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The Parent Satisfaction Survey

Global Impressions: Parent

9) What good things happened for you at the hospital?

10) What could have been better at the hospital for you?

11) How did you like being asked to give your opinions about care before leaving the hospital/critical care unit?

- I liked being asked.
- I felt okay being asked.
- I did not like being asked.

Comfort with Home Care

12) I have all the information I need to be able to take care of my child when we (leave the hospital/critical care unit).

- True
- Somewhat True
- Not True
- Not Applicable

13) I have a good understanding of what would make my child's health condition worse or better when we (Leave the hospital/critical care unit).

- True
- Somewhat True
- Not True
- Not Applicable



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Spanish Child and Parent Satisfaction Surveys

La Voz del Niño T1

Por favor complete la siguiente encuesta.

¡Gracias!

Satisfacción con la Atención de Enfermería

Por favor lea cada punto y elija la respuesta que describe que tan verdadero es ese punto para usted.

Las enfermeras han sido amigables y me escucharon.

- Verdad
- A veces es ~~verda~~ verdad
- No es verdad

Las enfermeras me han informado lo que está ocurriendo.

- Verdad
- A veces es verdad
- No es verdad

Las enfermeras me han cuidado bien.

- Verdad
- A veces es verdad
- No es verdad

Las enfermeras me han dado privacidad y respeto (ej. me dicen su nombre, me preguntan mi opinión).

- Verdad
- A veces es verdad
- No es verdad

Las enfermeras han trabajado bien con mi familia (ej. Decirle a mi familia lo que está pasando...).

- Verdad
- A veces es verdad
- No es verdad



Findings: Study Sample of 600 Families

Child Participants age 7-17 years old:

- **50.2% Male, 49.8% Female**
- **Mean Age: 11.1 years**
- **43.1%** African-American/Black,
29.1% Caucasian/White, **21.7%** Hispanic/Latino,
4% Asian/Indian, **2.0%** Middle Eastern/Arab



Findings: 600 Families enrolled in 15 Months

- **Refusal Rate to enroll at T1: 10.7%** ('leaving now', 'prefer not to do surveys')
- **Willingness to offer Comments:**
 - Missingness: 1.2% Child T1, 1.6% Parent T1 (discharge)
 - What was good: >90% of parents; >85% of children
 - What could be better: >87% of parents; > 83% of children
- **Attrition at T2: 25%** (compared to 93.5% non-response in the standard approach)



Child Voice Final Enrollment Table

Unit	Total # of Families Enrolled	# Completed Arm 1 T1	# Completed Arm 2 T1	# Completed Arm 1 T2	# Completed Arm 2 T2	Attrition Arm 1	Attrition Arm 2
Intensive Care	59	38	21	27	17	11	4
Medical Care	187	113	74	87	59	26	15
Short Stay	77	47	30	30	21	17	9
Hematology/Oncology	57	33	24	27	18	6	6
Surgical Care	220	131	89	96	66	35	23
TOTAL	600	362	238	267	181	95	57
Full Enrollment and Attrition Totals				448		152	
Percentages	N/A	60%	40%	73.8%	76.1%	26.2%	23.9%
Total Response and Attrition Rates				75%		25%	
Refusal Rate: 10.71%							



Findings: Acceptability of the Method

'Liking being asked' to give Satisfaction Ratings
Before Leaving the Hospital:

98.6% of Children

99.8% of Parents



Interpretations and Conclusions

The majority of hospitalized children and their parents are:

- *willing and able to offer their opinions during in-person interviews prior to discharge.
- *not pressured by face to face or telephone interviews to only tell 'positive impressions'.

The majority of children and parents:

- *prefer the face to face interview prior to discharge versus the mailed or emailed survey questionnaires after discharge.

Similarity of scores (T₁ and T₂) for parents:

- *Are likely rating satisfaction and not comfortableness with discharge at T₂



Interpretations and Conclusions

****Pain at the time of discharge and parent readiness for discharge are factors likely influencing satisfaction scores**

Pending Analyses:

- 1. Qualitative for child and parent 'positive' and 'better' comments**
- 2. Satisfaction scores by age/gender of child**
- 3. Influence of pain and readiness of discharge on satisfaction scores**



Steps Taken Since the Conway Chair Conversation

- ** Ongoing Analysis**
- ** Manuscript Development**
- ** Presentation to Hospital Leadership**
- ** Presentation to Hospital Leadership and Two Press Ganey Leaders**
- ** Conference Call with Two Press Ganey Leaders**
- ** Scheduling a Meeting with CMS Office of Innovation Leaders**

