



# CAHPS and Patient Satisfaction- Assessing and Implementing Improvement





**Portneuf**  
MEDICAL CENTER  
**1 Hospital**  
**9 Sites of Care**  
**118 Providers**

**THE UNIVERSITY OF KANSAS HEALTH SYSTEM**  
ST. FRANCIS CAMPUS  
**1 Hospital**  
**16 Sites of Care**  
**149 Providers**

**Hackensack Meridian**  
Mountainside Medical Center  
**Hackensack Meridian**  
Pascack Valley Medical Center  
**2 Hospitals**  
**27 Sites of Care**  
**128 Providers**

**HBSA**  
**3 Hospitals**  
**14 Sites of Care**  
**115 Providers**

**Lovelace**  
Health System  
**5 Hospitals**  
**25 Sites of Care**  
**296 Providers**

**hillcrest**  
HealthCare System  
**8 Hospitals**  
**57 Sites of Care**  
**453 Providers**

**ArdentHealth**  
Home Office

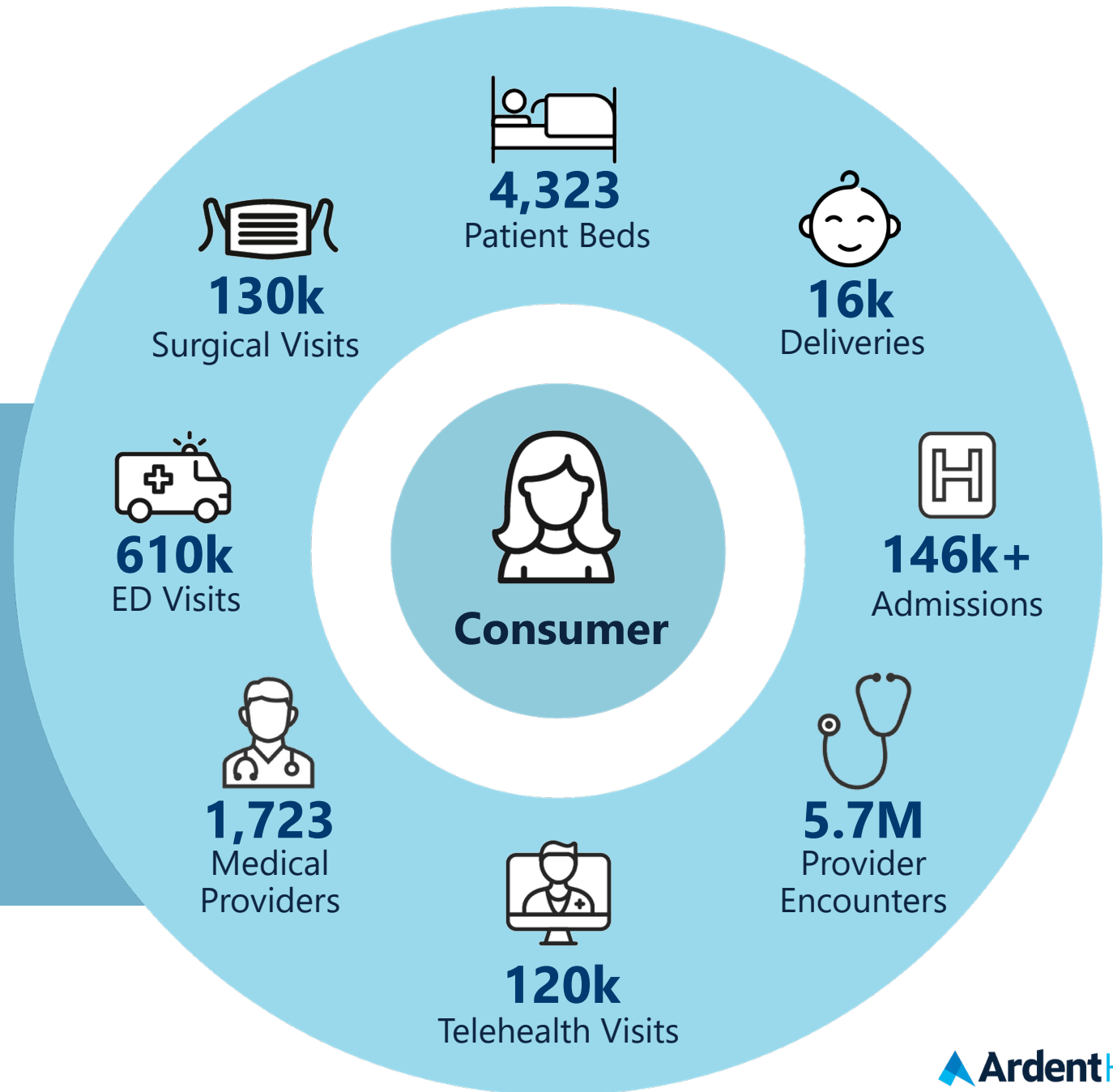
**Seton Medical Center**  
**Harker Heights**  
A partner of the Seton Healthcare Family  
**1 Hospital**  
**11 Sites of Care**  
**29 Providers**

**UTHealth**  
East Texas  
**9 Hospitals**  
**59 Sites of Care**  
**435 Providers**



# A Year At Ardent

More than  
**10,000**  
Lives touched  
each day



# Ardent – Value-Based Care Profile

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>81

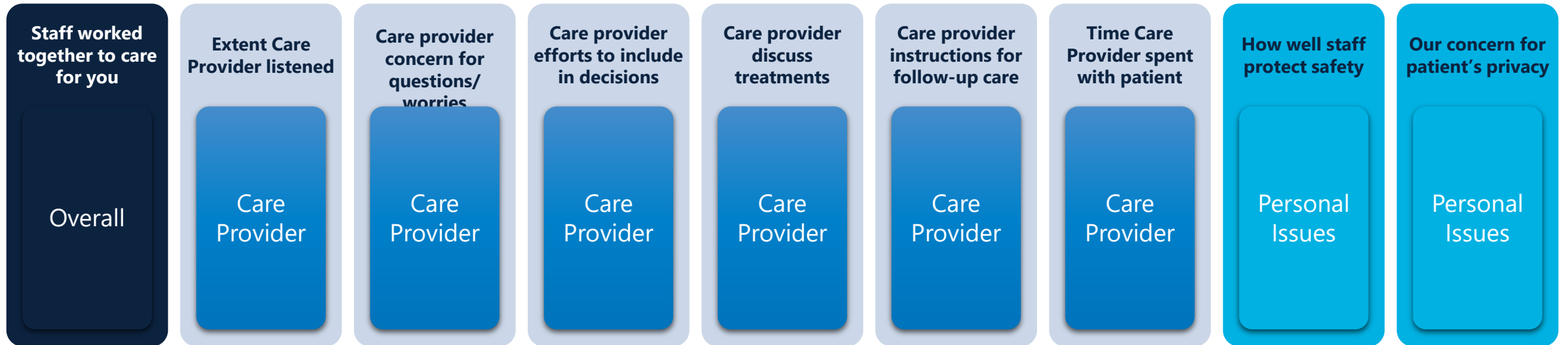
Total number of unique VBC arrangements

>238K

Lives managed under a VBC arrangement

Lives	~49K	~182K	~7.2K
Contracts	45	35	1
	Category 2 Payments linked to Quality	Category 3 Share savings and risk	Category 4 Population-based payments

# Net Promoter Score (NPS) Driver Index



# NPS Key Drivers



**Staff worked together to care for you**



**Care Provider concern for questions/worries**



**Care Provider Listening**



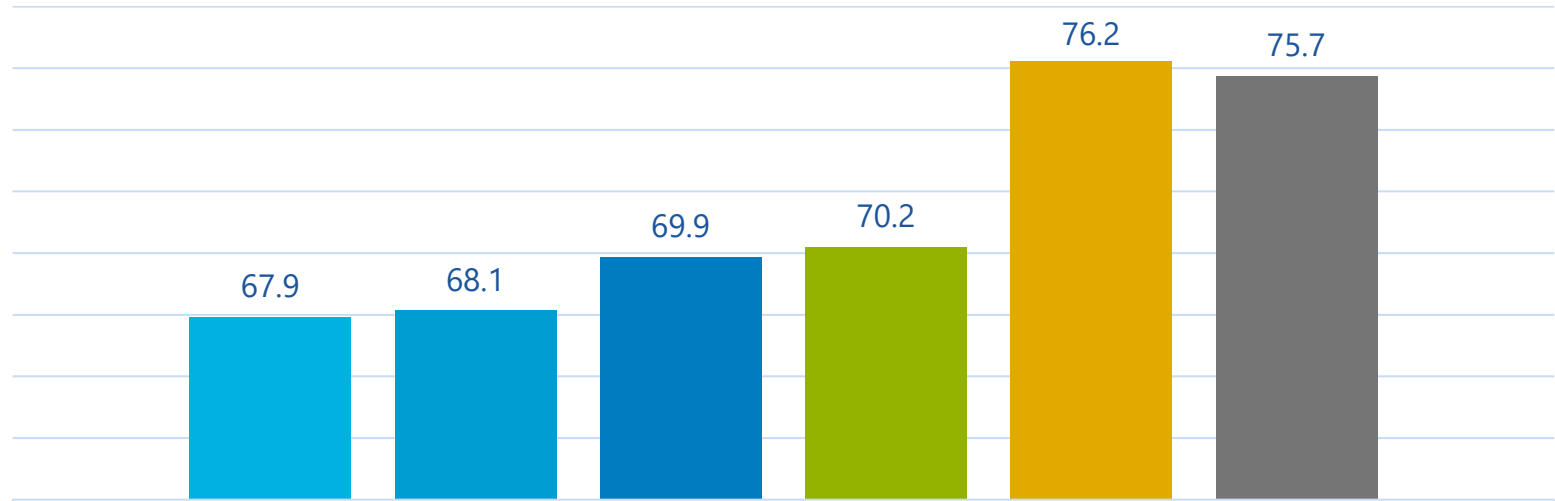
**Care Provider include in decisions**



**Top Box Scores**



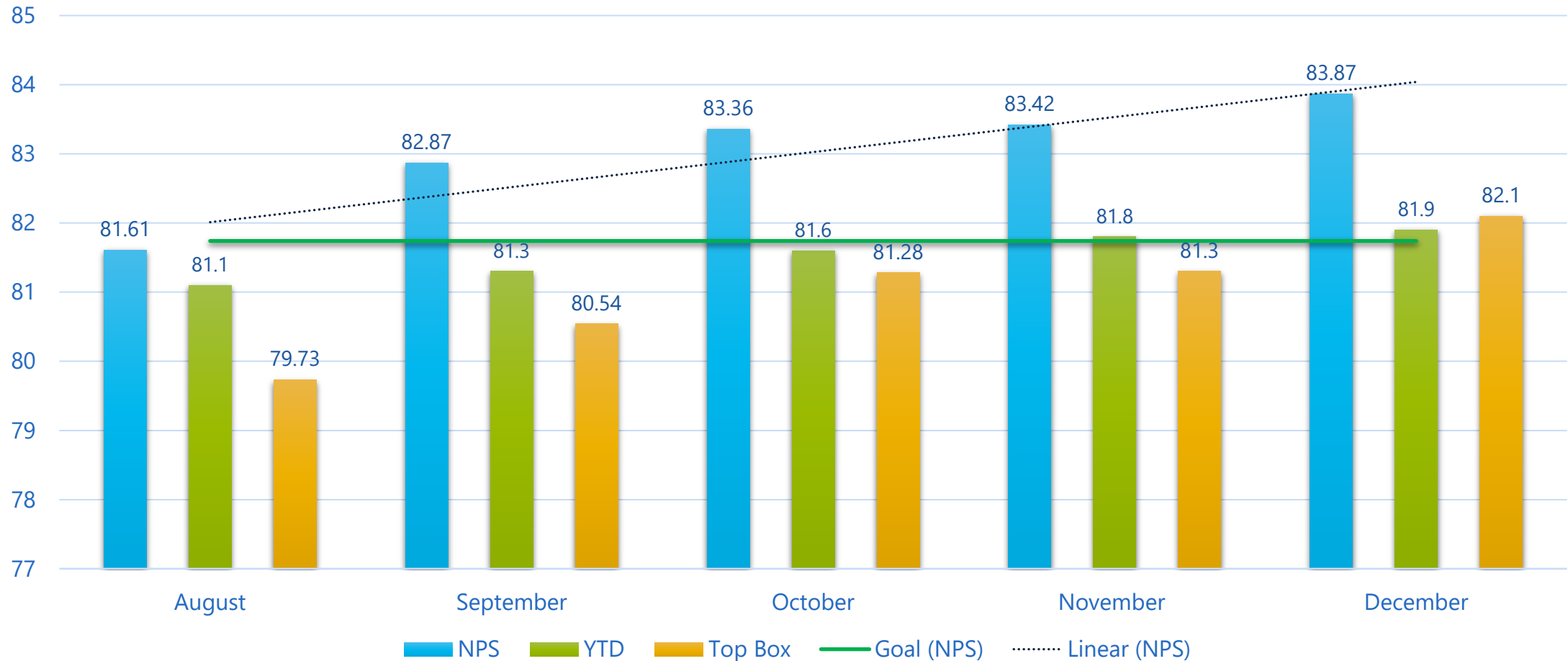
## Domain Opportunities (Top Box)



	Top Box
■ Information about delays	67.9
■ Wait time at clinic	68.1
■ Ability to get desired appt	69.9
■ Ease of contacting	70.2
■ Ease of scheduling appointments	76.2
■ Concern of nurse/asst for problem	75.7



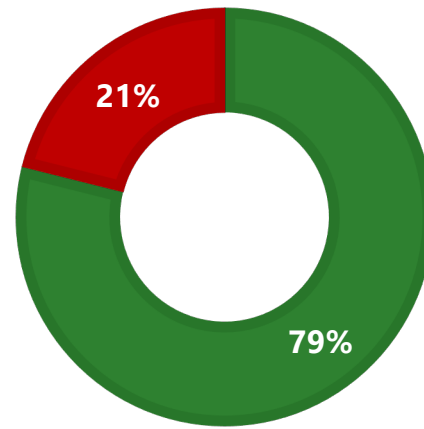
# AHS Net Promoter Score (NPS) & Top Box



# Voice of the Patient

## OVERALL SENTIMENT- YTD

■ Positive ■ Negative



### Courtesy & Respect

Kind  
Helpful  
Empathy/ Compassion

### Reliability & Scheduling

Time Period/Duration  
Prompt  
Appointment

### Reliability & Scheduling

Time Period/duration  
Scheduling  
Appointment

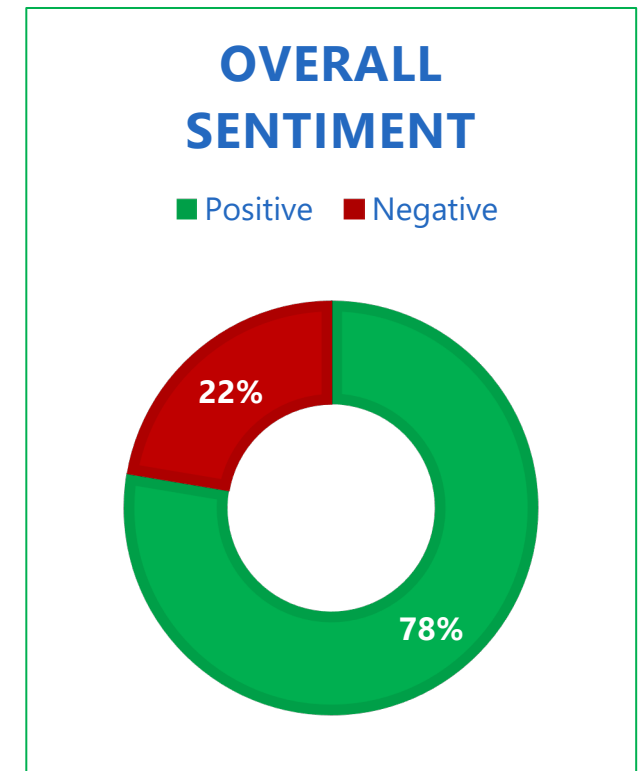
### Test or Treatment

Surgery  
Colonoscopy  
Time/Duration

# Voice of the Patient

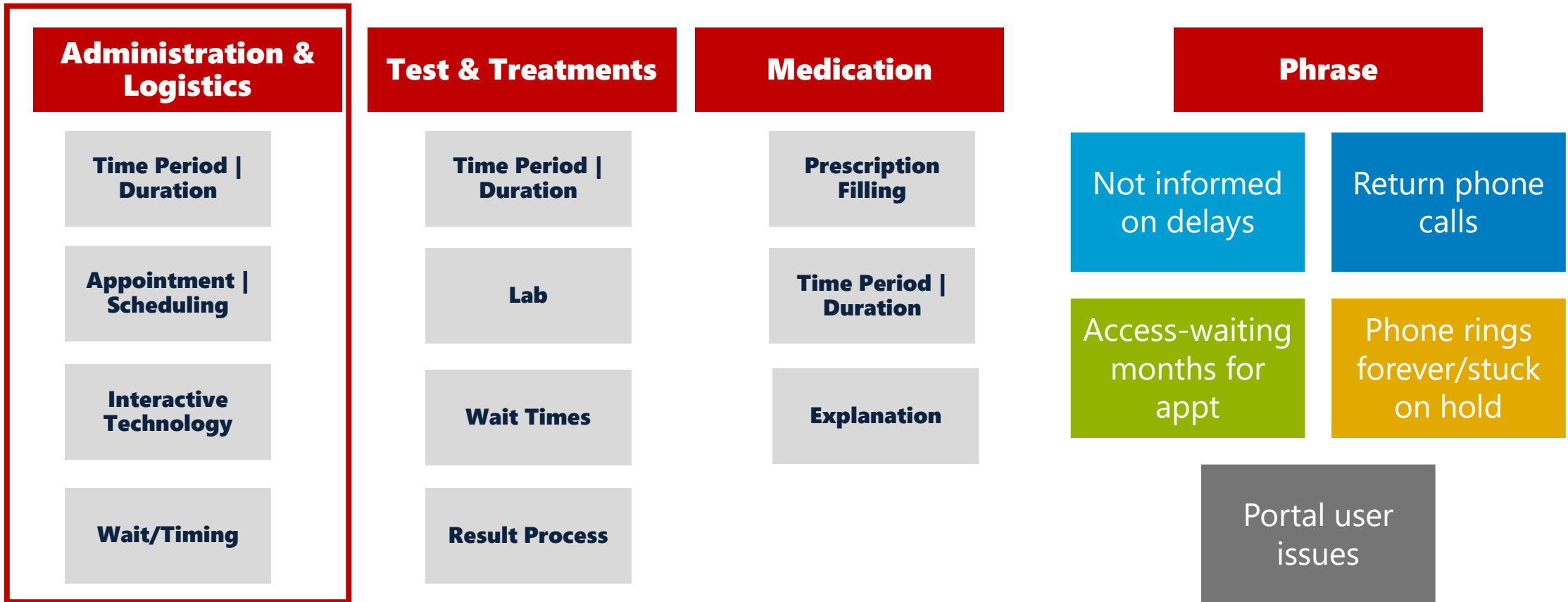
## Opportunities

Administration & Logistics	Test & Treatments	Medication
Time Period   Duration	Time Period   Duration	Prescription Filling
Appointment   Scheduling	Lab	Time Period   Duration
Wait Times	Wait Times	Explanation
Telephone System	Result Process	

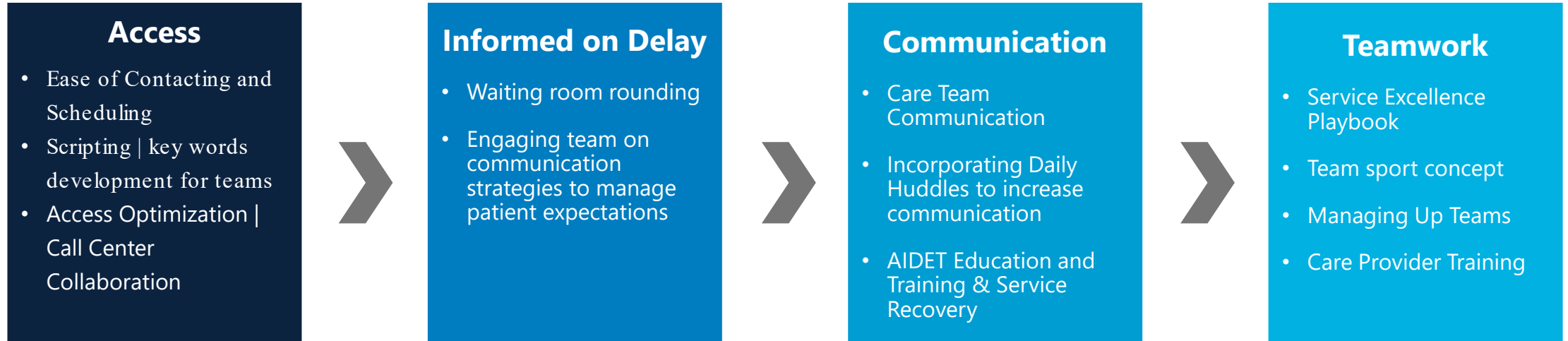


# Voice of the Patient

## Opportunities



# Focus Areas





# Thank You.

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