



The Modern Experience of Care: Patient Satisfaction as a Quality Metric After the Affordable Care Act

John M. Moriarty
Thesis Advisor: Professor David Glick



Research Questions

- 1) In the Hospital Value-Based Purchasing Program established by the Affordable Care Act, does the "Patient Experience of Care" domain (patient satisfaction) bear any relationship to the more traditionally clinical domain categories of "Outcomes" and "Clinical Process of Care?"
- 2) Did the passage of the Affordable Care Act, specifically the provision creating the Hospital Value-Based Purchasing Program in Medicare, lead to a significant increase in patient satisfaction for those hospitals that opted in for FY2014?
- 3) For providers who opted into Hospital VBP during FY2014, did improvement in patient satisfaction come *at the expense of* improvement in clinical outcomes?

Conclusions

No evidence that improvement in patient satisfaction and improvement in clinical outcomes are mutually exclusive

Hospital Value-Based Purchasing is a multi-dimensional program => patient satisfaction only one component

Looking ahead => paid claims data, Efficiency Domain => How MUCH is at stake in a P4P arrangement?

HCAHPS Breakdown

- Communication with nurses (4 questions)
- Communication with doctors (3 questions)
- The responsiveness of the hospital staff (5 questions)
- The cleanliness of the hospital environment (1 question)
- The quietness of the hospital environment (1 question)
- Pain management (3 total, 2 conditional)
- Communication about medicines (3 total, 2 conditional)
- Discharge information (3 total, 2 conditional)
- An overall global rating of the hospital (1 question, Scale 1-10111)
- Would they recommend the hospital to others (1 question, Yes or No)
- Demographics (7 questions, all non-performance related)

Patient Satisfaction

Patient-related factors: Age, Ethnicity, Gender, Socioeconomic status, Health status

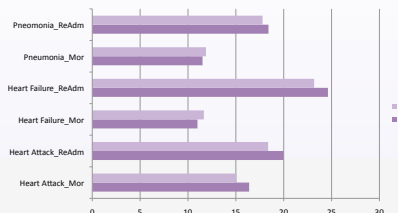
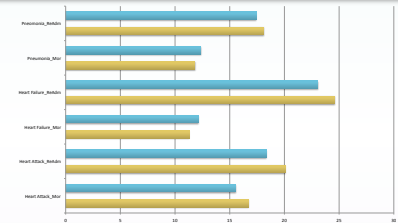
Physician-related factors: Expectations, Communication, Control, Decision-making, Time spent, Technical skills, Appearance

System-related factors: The clinical team, Referrals, Continuity of care

(Thiedke 2007)



Outcomes Results



HCAHPS Results

