

Element 1: Purpose

Background:

- Patient Experience data is an important factor in the assessment of quality of care delivered.
- Patient Experience Surveys are performed by an outside vendor electronically, using patient email addresses.
- The vendor system links to the center's OR Scheduling system, "ADVANTX" to obtain each patient email address.

Problem: Insufficient number of collected patient email addresses can compromise integrity of data obtained from surveys.

Why?

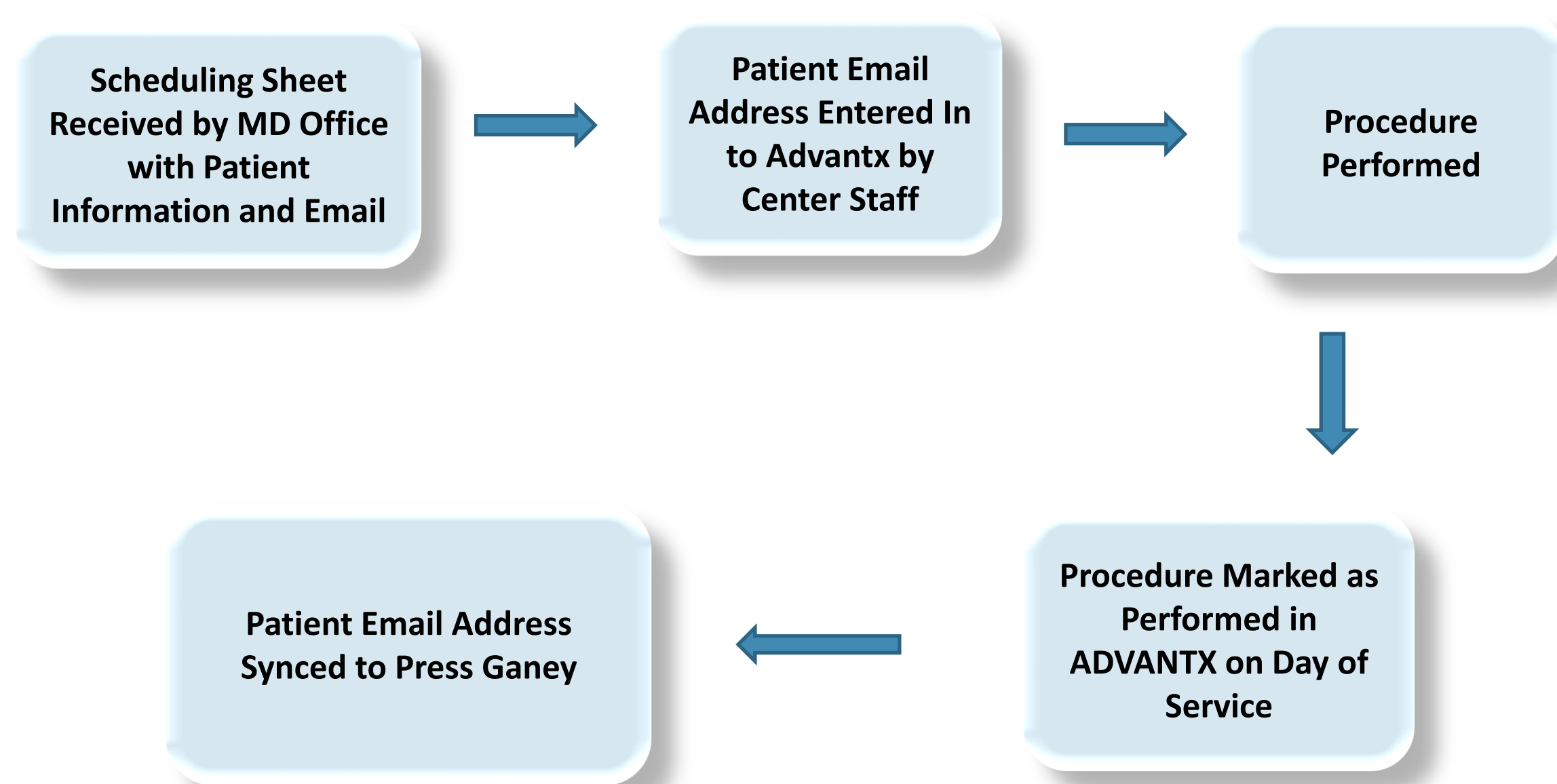
- Data collected allows for
 - the identification of potential improvement opportunities.
 - benchmarking against other Ambulatory Surgery Centers both within and outside of the organization.

Purpose: To improve the center's email capture rate of its patients, to ensure adequate sample size for Patient Experience Surveys to validate data collected.

Element 2: Performance Goal

Patient Email Capture Rate : 75%

Process for Procurement of Patient Email Addresses



Element 3: Data Collection Plan

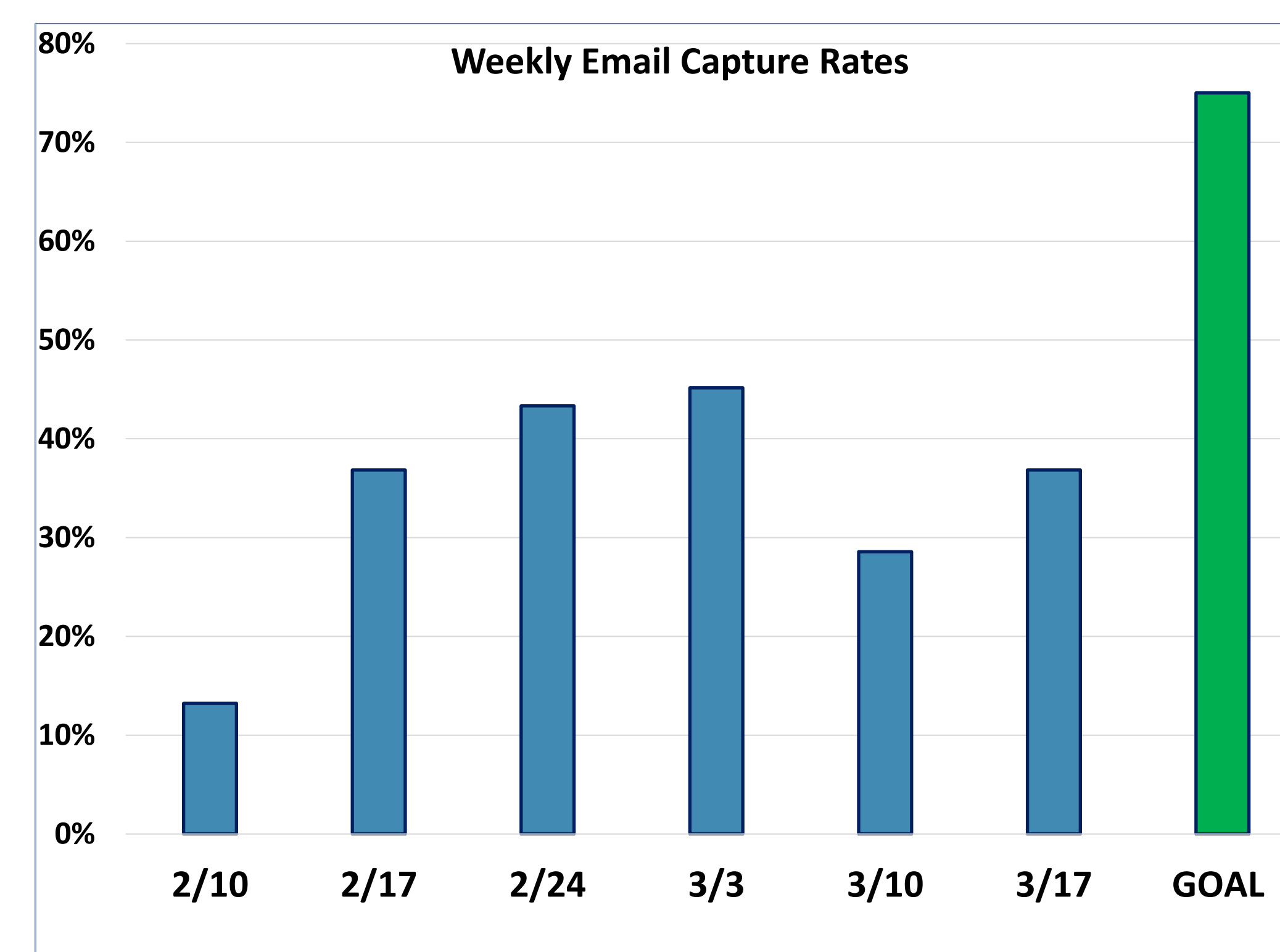
- Patient email capture rates were collected from ADVANTX by the North Texas Ambulatory Surgery Division.
- Weekly reports of patient email capture rates were then received at the center electronically.
- Weekly data received was compiled for monthly evaluation.
- Baseline data was collected over a 6 week period from February 2019 to March 2019.

Element 4: Evidence of Data Collection

| Row Labels | 6 week Average |
|---|----------------|
| North Texas | 61.63% |
| Center A | 49.05% |
| Center B | 48.31% |
| Medical City Surgery Center Las Colinas | 33.99% |
| Center C | 34.51% |
| Center D | 54.77% |
| Center E | 50.86% |
| Center F | 73.88% |
| Center G | 60.29% |
| Center H | 74.01% |
| Center I | 80.08% |
| Center J | 89.20% |
| Center K | 90.62% |

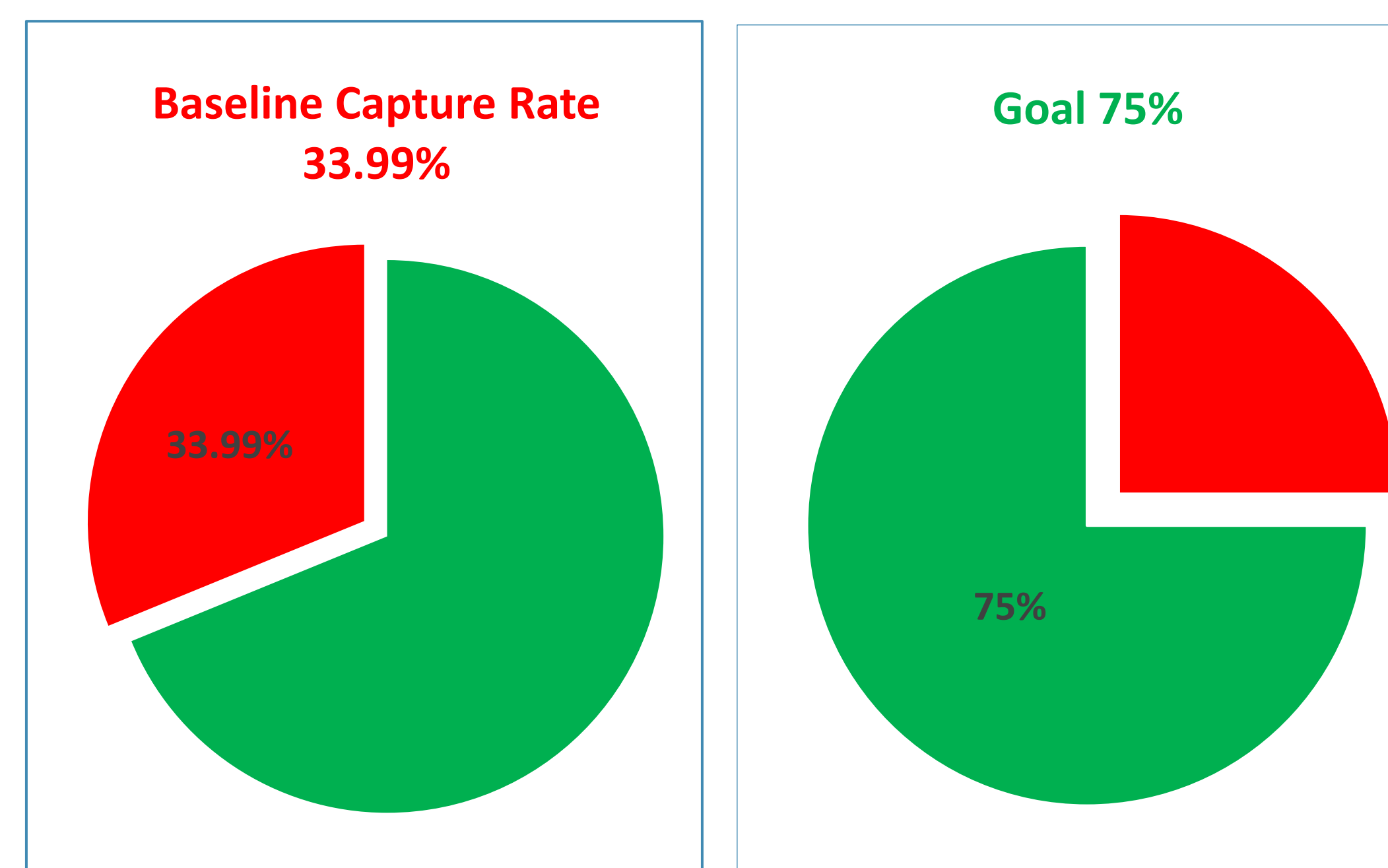
Element 5: Data Analysis

The average email capture rate for a six week period February 2019 to March 2019 was demonstrated to be 33.99%



Element 6: Comparison with Goals

Initial performance was demonstrated to be 41.01% below the established goal of 75%



Element 7: Corrective Action

Findings shared with center staff to discuss gaps in process and identify solutions. Actions put in place included:

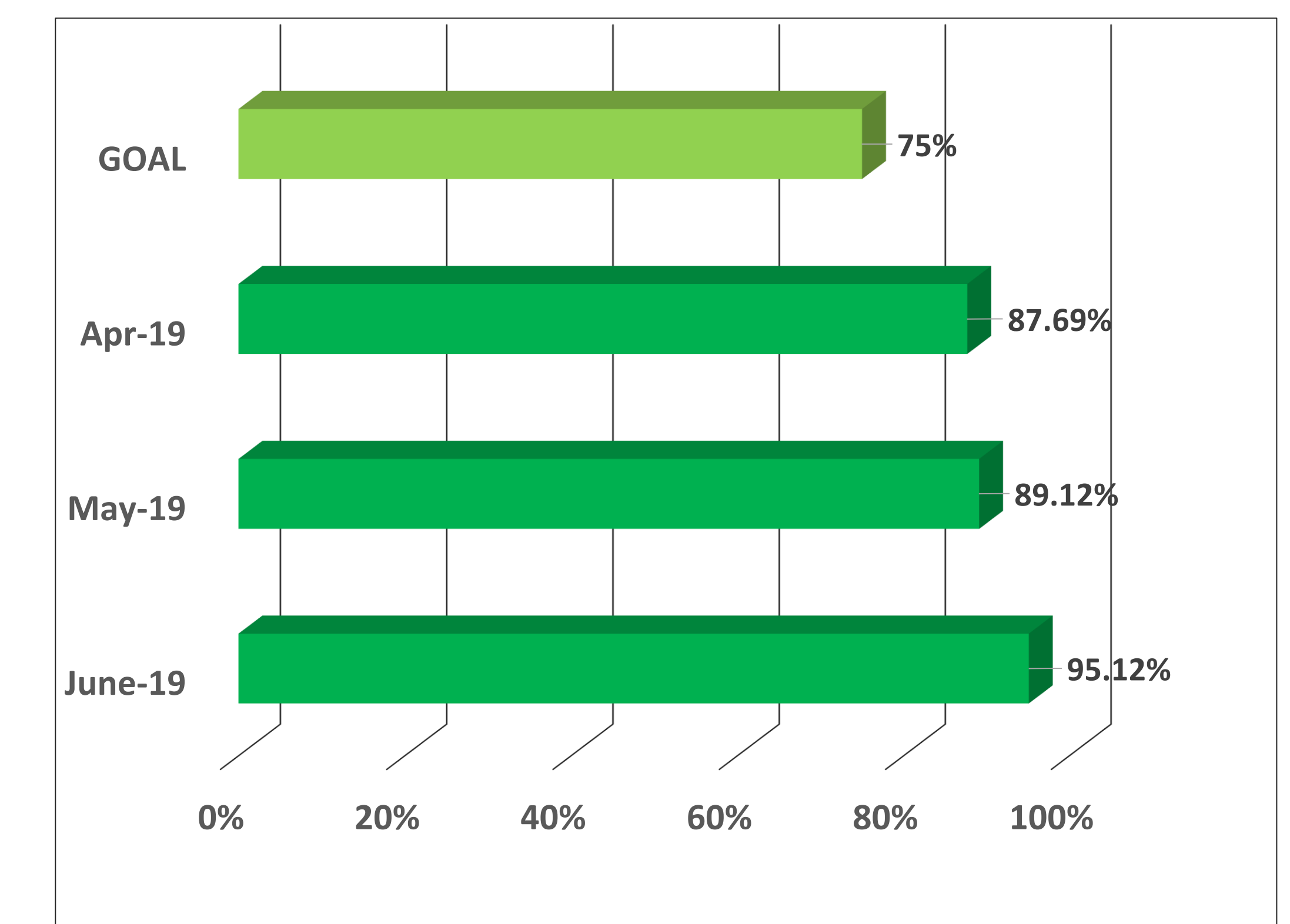
Business office staff:

- Obtained email address during phone contact to discuss financial information. Data was then entered into ADVANTX.
- Given access to One Medical Passport, (OMP) the center's patient medical history portal which requires patient entry of email address for completion.
 - Educated on methods to utilize OMP to obtain patient email addresses; email address then added into ADVANTX.
 - Printed daily checklist from OMP listing patients that did NOT complete clinical history. Email address was then obtained upon patient check-in on day of service and entered into ADVANTX.

Clinical staff:

- Responsible for documenting procedures as "performed" in ADVANTX prior to close of business on day of service.

Element 8: Re-Measurement



Element 9: Additional Corrective Action and Re-measurement

The goal of the study was met in April 2019 and the center was able to demonstrate its ability to sustain goal of email capture rate of 75% on an on-going basis.

NO further action required.

Element 10: Communication of Findings

Findings of this Quality Study were communicated to center staff on an on-going basis and to the Quality Improvement Committee, Medical Executive Committee and the Governing Body at quarterly meetings.