POSITIVE IMPACT ON PATIENT SATISFACTION AND CAREGIVER IDENTIFICATION USING TEAM FACE CARDS: A QUALITY IMPROVEMENT STUDY

Nicole M. Martin, MD1; Khalil H. Odeh, MD1; Marvi Rijhwani, MD1; Lamya Boujelbene, MD1; Jessica Kram, MPH1; Aijaz Noor MD1; Colleen Nichols MD1; Richard Battilora MD1

1Center for Urban Population Health, Milwaukee, WI; 2Department of Internal Medicine, Aurora University of Wisconsin Medical Group

PROBLEM
Medical teams are large and patients have poor understanding of roles of providers which may have a negative impact on patient satisfaction.

BACKGROUND
Patient satisfaction is an increasingly important metric in measuring the quality of care that hospitals and physicians provide. It can be difficult for patients to remember their providers and their roles, all of which may potentially impact a patient’s overall satisfaction.

OBJECTIVE
To study if providing face cards with pictures and names of caregivers and description of roles improve patient satisfaction and identification of care team members.

METHODS
Team face cards were designed and distributed to patients during the interventional period of the study. Patients’ identification of team members, the role of each physician, and overall satisfaction were measured using a longitudinal prospective survey. Patients in the control arm of the study took the same survey, but did not receive team face cards.

RESULTS
A total of 192 patients completed the survey. They were divided into a control group (n=96, 50%), and an interventional group (n=96, 50%) during the period of the study between Feb-Aug 2016.
Patients who received the intervention were more likely to identify their team attending [71 (74%) in the interventional group vs 34.4% in the control group; p<0.001]; team resident [40 (40.7%) in the interventional group vs 25 (26%) in the control group; p=0.0004].
Patients in the interventional group reported slightly higher level of satisfaction [72 (75%) reported level of satisfaction >9 on a scale of 1-10 in the interventional group vs 59 (61.5%) in the control group].

CONCLUSIONS
Use of face cards improves patient identification of primary team members and roles; however, patients still lack enough knowledge of provider roles.
Use of face cards showed a slight improvement on overall patient satisfaction.