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

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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 intervention 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 intervention 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 intervention group vs 43.4% in the control group; p<0.001]; team resident [40 (40.7%) in the intervention group vs 25% in the control group; p=0.0004]. Patients in the intervention group reported slightly higher level of satisfaction [72 (75%) reported level of satisfaction >9 on a scale of 1-10 in the intervention group vs 59 (61.5%) in the control group].

REFERENCES