

Patient Experience



Leigh Ann Behre, Patient Experience Manager, Summit Health

- Summit Health, Starling Physicians, CityMD and Village Medical provide high-quality, accessible healthcare services for patients and communities across the United States.
- Primary Care, Multispecialty & Urgent Care
- Through Village Medical, Summit Health, CityMD and other practices, we serve millions of patients throughout their lives, wherever and whenever they need care.
- Strong footprint across the Northeast (NJ, NY and CT) plus Texas, Arizona, Georgia and Oregon.

About Me



- 11 years serving in key roles all focused on patient experience
- 4-year dedicated focus as Patient Experience Program Manager
- Analyze/evaluate patient experience data
 - Real-time, VBC (Medicare Advantage), CAHPS FOR MIPS, OAS CAHPS
- Work closely with operational & clinical staff to create and implement effective action plans
 - Lead Summit Health CAHPS & HOS Committee & Patient Experience Workgroup Committee
- Build/maintain relationship with Patient Experience survey vendor

How do we measure the patient experience?



Real – Time Surveying



- National Research Corporation (NRC Health)
- Survey outreach 24-48 hours following appointment
- Outreach method: text message and email
- Set up individual providers to view real-time results



Optimize Real – Time Surveying



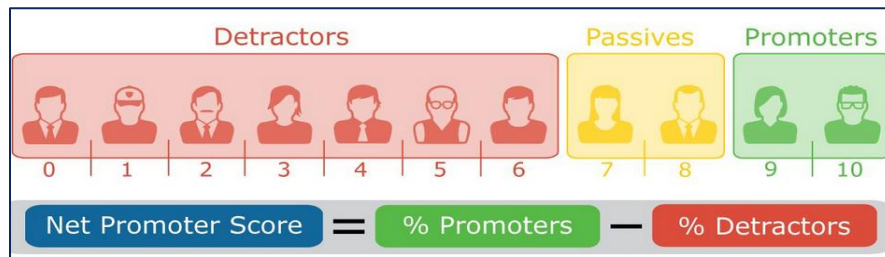
- Promote quick service recovery
- Track themes/trends to identify strengths & strategize improvement opportunities
- Identify low performers for coaching and improvement
- Identify high performers to promote best practices across group
- Share NPS trend insights and opportunities with leaders
- Support & track VBC contract performance
- Support & track CAHPS for MIPS performance

Universal Provider Incentive Program KPI



How likely would you be to recommend this provider to your family and friends? (0-10)

Net promoter score = % of Promoters - % of Detractors



KPI Reporting



- Monthly Dashboard
 - Providers & management track progress throughout fiscal year
 - Identify “On Track” and “At Risk Providers”
 - Coach “At Risk Providers”
 - Average provider NPS benchmark for Medical Practice among NRC Health clients from 2024 – current 2025 is 86.9. Proud to share that the average Medical Practice provider NPS for Summit Health is 89.4.

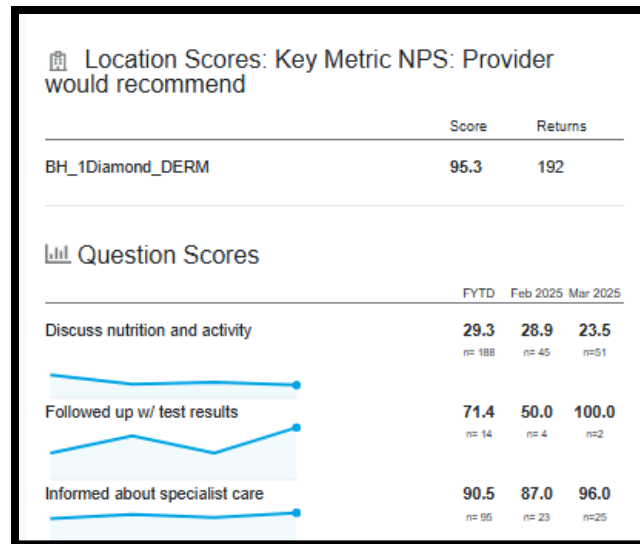
NJ & NYS - 2025 UPIP Dashboard Patient Experience							Reporting Month					
							2025-02					
Net Promoter Score												
Provider	NPI Number	Specialty	YTD	Goal	Status	Current N Size	Dec	Jan	Feb	Mar	Apr	May
		Dermatology	95	85	On Target	140	0	93.4	95	0	0	0

NPS goal set @ specialty level

Detailed Patient Experience Summary



- Shared with provider on the 15th of every month
 - NPS Percentage breakdown
 - Question score trends
 - Sample of patient comments
 - Link to Improvement Resource Library



Support & Track VBC Contract Performance



- Maintain/update performance tracking grid
 - Incorporate areas of opportunity in internal and external communications
 - Develop action plans
- Utilize patient experience resources
 - Patient Experience Play Books & resources
 - Webinars
- Align Real-Time survey questions with VBC contract questions
 - Annual review of real-time survey questions
 - Track performance throughout the year

Support & Track CAHPS-MIPS Performance



- Align Real-Time survey questions with CAHPS questions
 - Annual review of real-time survey questions
 - Track performance throughout the year
- Get ready for 4th quarter surveying from CMS
 - Ongoing internal & external communications
 - Reinforcement of workflows in clinical offices (discussing cost of medications, reminders etc.)
- Share insights with leadership & clinical staff from preliminary & final reports

How do we use patient experience data?



Patient Experience Insights



MEDICARE ADVANTAGE

Opportunities

- Scheduling appointments when needed
- Having patient/provider conversations
 - Issues with balancing/walking
 - Bladder control
 - Affording the cost of prescriptions
 - Start, increase, maintain physical activity

CAHPS FOR MIPS:

Opportunities

- Timely appointments
- Shared decision making
- Courteous/helpful office staff
- Care Coordination
- Medication costs

Patient Experience Committees



CAHPS & HOS

- Established 2021
- Collaboration across multiple departments
 - Patient Experience
 - Quality
 - Behavioral Health
 - Pharmacy
 - Communications
- Identify areas of improvement and proactively design processes/strategies/campaigns to better meet anticipated patient needs
- Increasing patient awareness without increasing clinical workflows



Patient Experience Committees

Patient Experience Workgroup

- Collaboration across departments
 - Patient Experience
 - Clinical Leadership
 - Service Recovery
- Analysis of real-time survey data across ALL survey types
 - Identify areas of opportunity and share with appropriate department leaders



Targeted Action Plan



Focus on biggest opportunities

Improving Stewardship of Medications

- Real – Time Benefit Check Tool Reviews
- Educational articles

Provider & Clinical Staff Resources

Promoting Loyalty/Provider NPS

- Review dashboards regularly
- Identifying strengths and opportunities
- 1:1 Provider Trainings
- Provider/clinical Resources

Patience Experience Newsletters



Access Plays a huge role in a patients decision to seek and continue care



Strategies that can help support a great patient experience



Positive patient comments far outweigh the negative



Importance of clear communication



CAHPS FAQs



Provider Best Practices



7 Steps to a Positive Provider & Patient Interaction



Clinical Staff Best Practices



Getting to Know Your Patients Better

Targeted Action Plan



Well-Being Screening Postcards

- Allowing patients to select topics of concern
- Workflow process:
 - Postcard handed to ALL patients aged 65+ when roomed
 - MA/Nurse asks patient if they have any recent health changes/concerns referencing topics on card to update chart as needed



Final Call to Action

The postcard is titled "Well-Being Screening" and features the Summit Health logo (Part of VillageMD). It includes an introductory paragraph about caring for overall well-being. Below this, it asks if the patient is concerned about any of the listed items and if they want to talk about them today. The items are organized into a grid with checkboxes and icons: Emotional health (head with plus icon), Physical health (heart with pulse icon), Rx costs (pill bottle icon), Bladder (water drop icon), Vision changes (eye icon), and Fall (person falling icon). Each item has a brief description of the concern. The Summit Health website (summithealth.com) is at the bottom left, and a small ID number (SH0107-0823) is at the bottom right.

Well-Being Screening Summit Health
Part of VillageMD®

At Summit Health we care about your overall well-being and want to be sure we address all your concerns.

Are you concerned about any of the below items?
Do you want to talk about your concerns today?

<input type="checkbox"/> Emotional health Do you have concerns about your emotional health? Does anxiety or depression interfere with your daily life?	<input type="checkbox"/> Physical health Does your physical health interfere with your daily activities like bathing, getting dressed and household tasks?
<input type="checkbox"/> Rx costs Do you have any concerns about the costs of your medications?	<input type="checkbox"/> Bladder Do you experience leaking urine? Does it interfere with your daily life?
<input type="checkbox"/> Vision changes Do you have any concerns with your vision?	<input type="checkbox"/> Fall Have you fallen or had trouble with balance or walking?

summithealth.com SH0107-0823


Targeted Action Plan



NEW 2025 CAHPS Initiative

Waiting room activity: Word Search

- Located in waiting areas
- Display stand or on table
- Can be a “take to go”, or complete while waiting for physician
- Key phrases and words incorporated from value –based care and CAHPS surveys
- Help bring key talking points/awareness to patients



Find the following **BLUE WORDS** in the puzzle related to your patient experience.

1. Be sure to tell us about ALL your prescription **medications** and any concerns you have about the cost of them during your visit, especially if starting or stopping a medication.
2. If you experience leaking of **urine**, please talk with us about ways to control or manage it.
3. Did you know we can assist you with **specialist** referrals?
4. **Falls** can happen to anyone. Talk to us if you are having problems with balance or walking.
5. Let us know if you have experienced any difficulty scheduling your **appointment** with us.
6. Regular **physical** activity is one of the most important things you can do for your health. Be sure to speak with us for ways to start, increase or maintain your physical activity.
7. Your **emotional** health is important to us. Tell us if you are feeling sad, empty or depressed.
8. We aim to treat you with courtesy and **respect** while offering you any assistance you may need.
9. Download our Summit Health + CityMD App or sign up for our patient portal for a quick and easy way to get answers to your medical questions or to get your test **results**.
10. A healthy **diet** is essential for good health. Ask us about how you can make healthy eating habits.
11. Let us know if you want to share any of your personal health information with your **family** and friends.
12. You may receive a **survey** after your visit today. We appreciate your feedback.

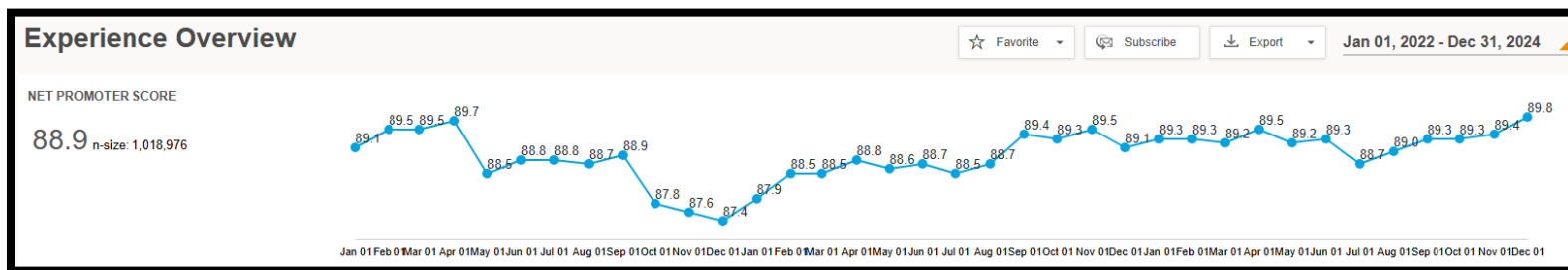
L	A	J	Y	B	O	F	A	M	I	L	Y	E	I	F	M	M	O
U	P	C	O	M	E	D	I	C	A	T	I	O	N	S	Q	Q	P
E	P	S	G	J	D	R	E	S	P	E	C	T	K	F	F	R	F
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Impact on Patient Experience Results



Real-Time Results

- Summit has seen slight YoY NPS increase in Medical Practice survey results
- Areas of opportunity:
 - Access (Scheduling appointment when needed)
 - Survey response rate (decrease of -2.6% since the first-year reporting with NRC 17.5%)



YEAR	NPS
2022	88.6
2023	88.8
2024	89.3
2025 YTD	89.8 

ROI Real-Time Results

- Care Coordination
- Getting Needed Care
- Provider/Patient Conversations



Questions	2023 Performance	2024 Performance	YTD
Care Coordination			
1. Did your provider talk about all Rx's?	80.8	81.3 (0.5)	81.8
2. Was your provider informed about specialty care?	85.3	85.7 (0.4)	86.4
3. Did you received f/u results after tests completed?	80.3	81.2 (0.9)	81.9
Getting Needed Care			
1. Did you have difficulty scheduling appt.?	75.4	77.0 (1.6)	78.5
2. How long after your appt. time, were you seen?	82.8	83.6 (0.8)	84.5
3. Did you have any trouble getting a spec. referral?	84.6	85.1 (0.5)	85.9
Provider/Patient Conversations			
1. Start, increase, maintain exercise, physical activity?	42.0	42.5 (0.5)	43.2
NPS SCORE	88.8	89.3 (0.5)	89.8

ROI CAHPS FOR MIPS

- Health Promotion and Education
- Shared Decision Making
- Stewardship of Patient Resources



- Access to Specialists
- Getting Timely care, Appointments, Info
- Courteous and Helpful Office Staff



Survey Category	2022	Percentile	2023	Percentile	2024	2023 All ACOs Mean Score
Access to Specialists	75.84%	<30th	74.26%	21 st	70.80%	75.33
Health Promotion and Education	65.48%	100th	66.64%	99 th	70.40%	64.11
Patient's Rating of Provider	93.04%	44th	91.59%	43 rd	93.40%	92.49
Shared Decision Making	59.01%	39th	53.19%	18 th	61.70%	61.77
How well providers communicate	94.56%	54th	95.22%	96th	95.30%	94.08
Getting Timely Care, Appointments, and Information	82.77%	54th	81.15%	28th	79.50%	83.41
Care Coordination	88.09%	87th	84.70%	43 rd	86.60%	86.19
Courteous and Helpful Office Staff	91.33%	37th	90.63%	34 th	90.30%	92.62
Stewardship of Patient Resources	24.53%	87th	21.69%	39 th	25.1%	26.24

 Category Improvements in raw score from 2023

*2024 results based on preliminary scores

ROI VBC Contract MA



- Care Coordination
- Provider/Patient Conversations



- Getting Needed Care
- Getting Care Quickly
- Provider/Patient Conversations



Survey Categories & Questions	2023 Performance	2024 Performance	Target
Care Coordination	84.42 < Target	88.61 > Target	86.73
1. Did your provider talk about all Rx's?	82.84 < Target	86.59 > Target	85.99
2. Was your provider informed about specialty care?	86.01 < Target	90.69 > Target	87.47
Getting Needed Care	90.83 < Target	88.75 < Target	93.24
1. Did you have any trouble getting a spec. referral?			
Getting Care Quickly	93.41 < Target	93.60 < Target	94.05
1. Did you have difficulty scheduling appt.?	91.68 < Target	91.77 < Target	94.73
2. How long after your appt. time, were you seen?	95.13 > Target	95.43 > Target	93.36
Provider/Patient Conversations	57.89 < Target	63.87 < Target	67.90
1. Falling, balance, walking?	58.06 < Target	66.66 < Target	71.42
2. Suggestions to seek Tx re: using cane, BP check, vision, hearing?	58.82 < Target	79.31 < Target	82.19
3. Leaking urine?	37.06 < Target	44.44 < Target	50.46
4. Suggestions to control/manage leaking urine?	58.13 < Target	60.00 < Target	72.45
5. Start, increase, maintain exercise, physical activity?	61.03 < Target	67.95 > Target	62.97
OVERALL SCORE	82.76%	84.65%	86.32%

Take Aways

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- Measure patient experience and partner with the right vendor
- Real-time data will show real-time patient perceptions and expectations
- Being transparent with providers will encourage them to look at what patients are saying about them
- Offer help and resources to providers and staff
- Ask the right questions
- Don't just collect data – take action!
- Create action plans to make a difference - what's the ROI?
- Be flexible; It's not a one and done action plan

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*Thank
you!*