

Great Expectations:



A multi-site randomized controlled trial of a novel patient expectations communication tool in the Emergency Department

Wegman M., Chapman J., Wakely M., Williams H., Leonard K., Piwowski E., Côté, P. Evans, J.

This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.



Study Objective:

- Understand whether utilization of a novel patient-completed expectations questionnaire increases satisfaction with ED visits

Why?

- Lower patient satisfaction associated with poorer outcomes, higher healthcare costs
- Improve provider awareness of patient expectations
- Press-Ganey
- Improve patient-provider communication
- Minimal barrier to entry

Why? (Cont)

- Some of the factors found to affect ED patient satisfaction :
 - Degree of communication from staff
 - Wait times (Not targeted in this study)
 - Staff empathy & compassion
 - Patient expectations

- Poor provider understanding of patient expectations associated with:
 - Litigation
 - Poor compliance with treatment
 - Not wanting to return to that same physician
 - Lower patient satisfaction

Methodology

- 308 enrolled participants randomized 1:1 to a treatment & control group
- Treatment group: Given patient questionnaire at the beginning of their visit, also given exit survey at the end
- Control group: Only given exit survey

All participants must be:

- Walk-in patients
- Adults
- Able to complete a paper survey
- Not in need of immediate intervention
- Not in the ED involuntarily (Prisoner, BA)
- Not altered (have decision making capacity)

All participants enrolled at:

- HCA FL Orange Park Hospital
- Park West Emergency Department
- Normandy Park Emergency Department

Questionnaire:



AT THE END OF MY VISIT, I EXPECT TO:

- Go home
- Be admitted to this hospital
- Not sure

Other, please tell us more: _____

MY REASON FOR COMING TO THE ER TODAY IS: (check all that apply)

- Figure out what is causing my new pain or symptoms
- Test for pregnancy
- Treat pain or symptoms I have had for a long time
- Medication Refill
- Out of work or return to work note
- Accident or Workman's Compensation

Other, please tell us more: _____

I WOULD LIKE MEDICATION TO TREAT: (check all that apply)

- Pain
- Nausea or vomiting
- Anxiety or insomnia
- Infection

A specific medication called: _____

Other, please tell us more: _____

I MIGHT NEED THE FOLLOWING TESTS TODAY: (check all that apply)

- Blood tests
- Urine test
- EKG
- COVID or Flu test
- X-ray
- CT scan

Other, please tell us more: _____

Please provide any other expectations that you have for today's ER visit:

Please provide this to your ED doctor or physician assistant (PA) or Nurse Practitioner once they meet you.

This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.



Exit Survey:



1) My ER provider understood my expectations for my ER visit today:

Strongly disagree Somewhat agree Neutral Somewhat agree Strongly Agree

2) My ER provider understood my reasons for coming to the ER today:

Strongly disagree Somewhat agree Neutral Somewhat agree Strongly Agree

3) My ER provider understood what tests and medications I felt I needed:

Strongly disagree Somewhat agree Neutral Somewhat agree Strongly Agree

4) I felt that my ER provider and I communicated well:

Strongly disagree Somewhat agree Neutral Somewhat agree Strongly Agree

5) My expectations for my ER visit today were met:

Strongly disagree Somewhat agree Neutral Somewhat agree Strongly Agree

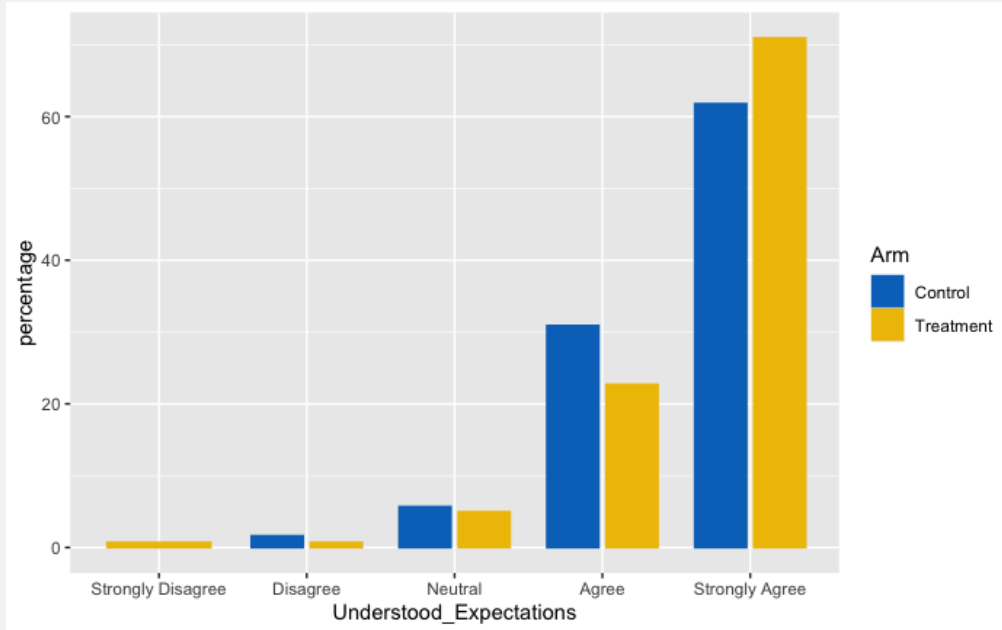
6) I was satisfied with my ER visit today:

Strongly disagree Somewhat agree Neutral Somewhat agree Strongly Agree

This research was conducted in whole or in part by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.



Results



Outcome	Odds Ratio	p-value	Confidence Interval
Understood_Expectations	2.1	0.01	(1.2,3.7)
Expectations_Met	1.3	0.36	(0.7,2.3)
Courtesy	1.4	0.30	(0.7,2.7)
Listening	1.4	0.36	(0.7,2.8)
Included	1.2	0.61	(0.6,2.1)

This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare affiliated entity. The views expressed in this publication represent those of the author(s) and do not necessarily represent the official views of HCA Healthcare or any of its affiliated entities.

Discussion:

- Questionnaire group more likely to report their provider understood their expectations
- No significant difference in responses to the remainder of questions
- Next steps:
 - Does this actually impact Press Ganey scores?
 - Would higher sample sizes reveal a trend with questions 2-6?
 - Does this outcome translate to different ED settings or patient populations?

Questions?

 **HCA Florida**
Orange Park Hospital



HCA 
Healthcare®