

INSIGHT 1

Workforce Confidence in the Patient Experience at their Organization

Of the 10,945 respondents to the **workforce confidence question**, **24.2% rate their organization top box (9 or 10 for Best Possible Hospital)**. Senior leaders report the highest degree of confidence in the patient experience provided at 28.8% top box, while staff report the lowest degree of confidence at 23.5% top box and the highest percentage of perceptions of being the Worst Possible Hospital (0 to 6) at 31.9% (see Table).

<i>Role</i>		<i>Department</i>		<i>Tenure</i>	
	% 9-10		% 9-10		% 9-10
Staff	23.5%	Non-Clinical	28.3%	<1 Yr	31.4%
Leader	27.9%	Ancillary/Support	20.9%	1 - <3 Yrs	22.3%
Senior Leader	28.8%	Business/Ops	22.4%	3 - <5 Yrs	21.3%
Physician	26.7%	Direct Patient Care	24.0%	5 - <10 Yrs	22.3%
Unidentified	30.8%	Other	23.7%	10 - <15 Yrs	23.3%
Total	24.2%	Total	24.2%	≥15 Yrs	24.5%
				Total	24.2%

Measuring the Confidence: What question was used to measure workforce and patient confidence?

- Patient Confidence:**

HCAHPS Survey Overall Rating

Audience: Patients Discharged

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?

- Workforce Confidence:**

Patient-Centered Excellence Survey Overall Rating

Audience: Healthcare Workforce

Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate the patient experience at your organization?

INSIGHT 2

Patient Perception of the Patient Experience

Across the 41 hospitals, 67.4% of patients surveyed rate their hospital a 9 or 10 (where 10 is the Best Hospital Possible), 22.1% rated their hospital a 7 or 8, and 10.7% rated their hospital a 6 or below.

FINAL INSIGHT

The Link Between Workforce Confidence and Patient Perception

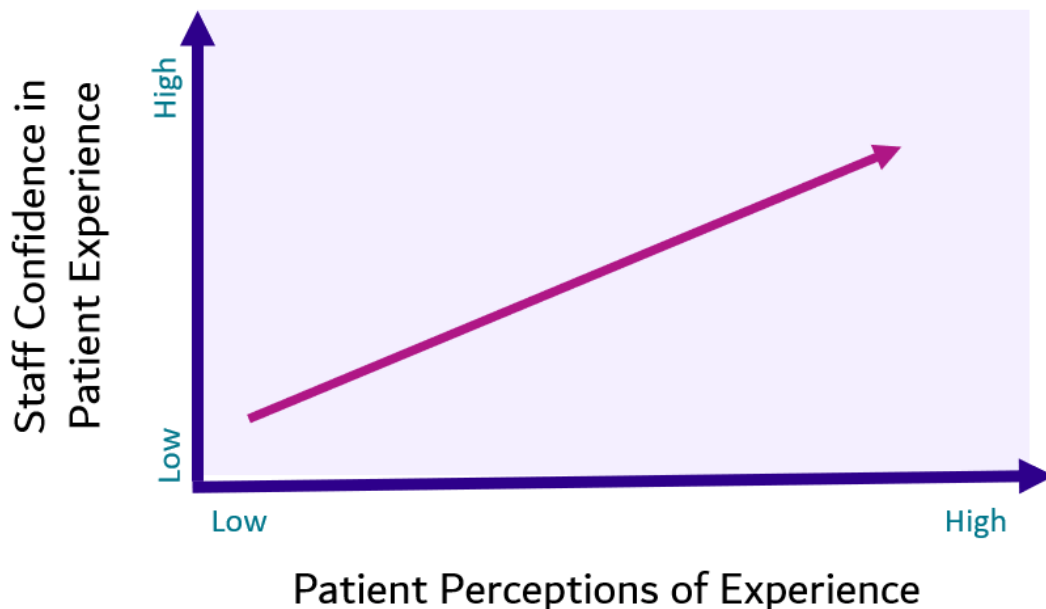
Patients have a higher perception of the patient experience than the workforce by a difference of 43.2%. While workforce perceptions of Overall Rating average

24.2% top box, patients report a percent top box of 67.4%. For the majority of organizations, there is a 30% to 50% gap between workforce perceptions and

patient perceptions; for instance, a hospital whose workforce responds with 16% top box receives a patient rating of

54% top box. **Organizations with a higher degree of confidence in their perceptions of the patient experience have higher patient perceptions for Overall Rating on the HCAHPS survey.**

When staff are more confident in the patient experience, patients report higher HCAHPS scores



Source: Owens, Katie M. and Keller, Stephanie (2018) "Exploring workforce confidence and patient experiences: A quantitative analysis,"