Home Hemodialysis Patient Experience of Care

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Objectives

- Explain trends increasing the importance of patient experience and of federal regulations pertaining to patient experience
- Give 3 reasons why measuring patient experience is important
- Appreciate the challenges in assessing patient experience in home dialysis patients

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Patient Experience

- "The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care." – The Beryl Institute

http://www.theberylinstitute.org/?page=Mission

Trends Increasing Importance

- Regulatory trends
  - CAHPS surveys required by CMS for a wide range of clinical practice sites
    - Accountable Care Organizations (ACO) participating in Medicare initiatives
    - Adult Hospital
    - Group practices participating in the Physician Quality Reporting System (PQRS)
    - Home and Community-Based Services
    - Home Health Care
    - Hospice
    - In-Center Hemodialysis
    - Outpatient and Ambulatory Surgery

Regulatory Trends Continued

- CAHPS results are a variable in value-based performance initiatives
- 2008 Conditions for Coverage and MAT 2.5
  - Measure and report patient experience and grievances
    - Prompt resolution of grievances
    - Increase the percent of patients satisfied with care

Trends Increasing Importance

- Market trends
  - Calls for transparency
  - Increase in high deductible insurance plans
- Increased evidence linking patient experience to clinical and economic outcomes

Why Measure?

Clinical Case

- Patient experience has inherent value to patients and families
- Positive correlation to process of care
- Correlation with adherence to medical advice and treatment plans
- Can reveal important system problems

Why Measure?

Economic Case

- Decrease in medical malpractice suits
- Improving patient experience tends to improve employee experience
  - Decreased turnover
  - Improved systems and processes enable clinicians to provide more effective care
- Increased likelihood patient will stay with provider

But Really…

- Because it is important…
  - Consider why you decided to work in healthcare

Measuring Patient Experience

ICH CAHPS

- **Adult, incenter HD** patients in facility >3 months
- Scores on the 3 composite and 3 global ratings scales publically listed on Dialysis Facility Compare
  - 3 composite scales:
    - Nephrologists' Communication and Caring
    - Quality of Dialysis Center Care and Operations
    - Providing Information to Patients
  - 3 global ratings scales
    - Rating of Kidney Doctors
    - Rating of Dialysis Center Staff
    - Rating of Dialysis Center
- Results part of payment equation

Home Hemo and ICH CAHPS

- Survey developed for the in-center hemodialysis population
  - Many questions are not relevant to home hemo patients
  - Skip patterns jump home hemo patients to the end of the survey ("About You" questions) after the first question:

  1. **Where do you get your dialysis treatments?**
     - 1☐ At home → **If At home, Go to Question 45**
     - 2☐ At the dialysis center
     - 3☐ I do not currently receive dialysis → **If I do not currently receive dialysis, Go to Question 45**

Home Dialysis and CAHPS

- Questions that are applicable
  - Doctors/staff cared about you as a person
  - Doctors/staff listen carefully to you
  - Doctors/staff show respect for what you had to say
  - Doctors/staff explain things in a way that was easy to understand
  - Staff behave in a professional manner

Created:

Surveys for Home Dialysis Patients

- No CAHPS survey for home patients
- Dialysis Patient Satisfaction Survey (DPSS)
  - Long
  - Not home hemo specific
- Internal surveys
  - Variable quality
- CHOICE Health Experience Questionnaire

CHOICE Study

- Objective: compare patient satisfaction with HD and PD in cohort of incident patients
- Cross sectional
- 736 total patients, 89% response rate
- 3 overall ratings and 20 item survey

Rubin HR etal. JAMA 2004;291:697-703

HD vs. PD Satisfaction Results

Table 2. Probabilities of Excellent Ratings by Hemodialysis (HD) and Peritoneal Dialysis (PD) Patients

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Challenges Surveying Home Patients

- Patient population considerations
- Home therapies have distinct differences
- Data distribution and lack of comparators
- Meaningful results that can be acted upon

Conclusion

- Measuring and acting upon patient experience is important for a number of reasons
- Currently no standardized, universally accepted survey for home dialysis patients
- Any survey development for home patients needs to take into account unique characteristics of home dialysis