Consumer Assessment of Healthcare Providers and Systems in a Psychiatry Practice

Date: April 29, 2020  Time: 10:00 a.m. to 11:00 a.m.  Place: Remote

Abstract

Problem: Patient-centered care improves healthcare. Patient surveys are instruments used to assess the patient's experience and is essential to providing patient-centered care. The aim of this quality improvement initiative was to assess patient perceptions of care delivered by nurse practitioner (NP) providers in a psychiatric mental health practice.

Methods: An observational, descriptive design with a customized Consumer Assessment of Health Care Providers and Systems (CAHPS) survey administered in an outpatient psychiatric mental health practice for six weeks. A structure, process, outcomes framework was used. The structure of study was care delivered by the NP, the process of interest was communication and the outcomes were the patient's experience.

Results: A convenience sample of 100 \( (N = 100) \) patient surveys were completed. The sample was divided as: NP1 \( (n=13) \), NP2 \( (n=67) \), and NP3 \( (n=20) \). The average Likert scores (1-5) for the questions were: explanations (4.83/5 97%), listening (4.83/5, 97%), information and directions (4.81/5, 96%), respect (4.85/5, 97%), time (4.72/5, 94%), and overall satisfaction (4.75/5, 95%). The average time for the visit was 16-30 minutes. There was no difference in patient experience between the NPs \( (\chi^2 = 0.89, df = 2, p = .640) \).

Implications for Practice: The NP can deliver a quality experience, especially when an office visit is 15-30 minutes. A CAHPS survey for physician providers may be useful when physician and NP providers share a practice. Consideration for patient experiences contributes to patient-centered care and is important to improving the quality of care delivered in a psychiatric mental health practice.