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Commitment to Quality and Safety Linked to Higher Patient Satisfaction in US Hospitals

December 5, 2006 -- A study released today connects the dots between patient safety and patient satisfaction— hospitals that put patients first foster a safer patient care environment, and safer hospitals have more satisfied patients. Press Ganey and The Leapfrog Group — two leading organizations that monitor hospital performance— find hospitals that measure patient satisfaction with Press Ganey score better on Leapfrog quality and safety measures, and hospitals willing to report to Leapfrog’s public survey generate more satisfied patients.

The Leapfrog Hospital Quality and Safety Survey collects data from hospitals on their progress toward implementing practices in the following four categories, all endorsed by the National Quality Forum (NQF):

1. **CPOE** – Does the hospital have a Computerized Physician Order Entry (CPOE) system that requires physicians to enter prescriptions and other orders into computers linked to error prevention software?
2. **ICU Physician Staffing** – Are intensive care units staffed by trained ICU specialists (intensivists)?
3. **Evidence-Based Hospital Referral** – Does the hospital have best practices for specific procedures, surgeries, and other high risk treatments?
4. **Leapfrog Safe Practices Score** – In addition to the above-listed categories, has the hospital put in place the 27 other safe practices endorsed by the NQF to reduce preventable medical mistakes?

Significant scientific evidence shows that these practices reduce unnecessary deaths and injuries. Leapfrog rates the hospitals’ performance in each of the above categories according to a progressive scale— *willing to report, good early stage effort, good progress, or fully implemented*.

The Press Ganey-Leapfrog study shows that Press Ganey clients are more likely than non-Press Ganey clients to achieve *good progress* or *fully implemented* ratings for CPOE, ICU physician staffing and the Leapfrog Safe Practices Score.

	Press Ganey Client Hospitals: <i>Good Progress or Fully Implemented</i>	Non-Press Ganey Client Hospitals: <i>Good Progress or Fully Implemented</i>
CPOE	13.4%	8.9%
ICU Physician Staffing	34.8%	21.3%
Leapfrog Safe Practices Score	68%	60.1%

An analysis of all Press Ganey hospital clients shows that those that share their quality and safety information with Leapfrog have statistically higher patient satisfaction scores than hospitals that did not volunteer information.

“This study shows hospitals that measure with Press Ganey are committed to including patient input in their quality improvement efforts. Such a culture of putting the patient first permeates the organization and is an indicator of a safer care environment. Coming at it from a different angle, a willingness to share data with Leapfrog – essentially a public commitment to safety in health care – indicates a stronger performance level in other areas that impact patients,” said Deirdre Mylod, Ph.D., Vice President of Public Policy at Press Ganey. “We know from experience that hospitals that make a commitment to quality improvement in one area often see positive impact in other areas of results as well.”

“By publicly reporting hospital quality and safety practices, we’re helping consumers choose hospitals more wisely,” said Catherine Eikel, Director of Programs at The Leapfrog Group. “It’s no surprise that hospitals that regularly measure patient satisfaction perform better on Leapfrog’s survey. Finding that hospitals that report to the Leapfrog survey also have higher patient satisfaction shows that their commitment to quality and patient safety has benefits that are observable by patients.”

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The Leapfrog Hospital Quality and Safety Survey results are available to the public at www.leapfroggroup.org/cp.

For more information on Press Ganey Associates, Inc., visit www.pressganey.com. For more information on The Leapfrog Group, visit www.leapfroggroup.org.