

Excellence 24/7 Testimonials



Community Hospital of the Monterey Peninsula

Sustainable Improvement in Patient Satisfaction

The Excellence 24/7 Patient Outreach Program provides monthly reports to customers that include an analysis of tactical and strategic responses. Tactical issues are patient specific and typically require one-on-one interaction with the patient for full resolution. Strategic responses are repetitive and actionable. Strategic planning is important because it provides direction for the Facility to initiate plans and influence activities to be proactive rather than reactive.

Year-over-year comparison data from Community Hospital of the Monterey Peninsula details the results of action plans implemented by the customer to target and resolve strategic issues as identified by Excellence 24/7. The most significant finding in this assessment is the dramatic decline in strategic issues reported by patients in the during-appointment and post-appointment responses.

Recognizing the impact of the Excellence 24/7 Patient Outreach Process in the short term certainly amplifies the long-term results. Ongoing refinement of the process as the level of care improves and new issues are identified, exemplifies the sustained improvement in overall patient satisfaction year over year.

	2019 Totals	2020 Total	YOY Change
Pre-appointment Tactical	230	372	61.7%
Pre-appointment Strategic	288	392	36.1%
During appointment Tactical	33	60	81.8%
During appointment Strategic	13	2	-84.6%
Post-appointment Tactical	104	176	69.2%
Post-appointment Strategic	65	16	-75.4%
Totals	733	1018	38.9%

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According to information published by Diagnostic Imaging in October 2016, the overall quality rating of the radiology department improved as follows: (Updated with 2017 data as of February 2018)

	2014	2015	2016	2017
Percentile	77.2	92.0	92.2	95.8

Per the Society for Healthcare Strategy & Market Development, "On a national scale, the Radiology Department went from the 69th percentile in 2016 to the 90th percentile in 2017 among hospitals receiving patient satisfaction ratings of 'excellent' for 'overall quality.' For 2017, 83.08 percent of people surveyed rated the overall quality of the departments surveyed as 'excellent' and another 14 percent rated it as either 'good' or 'very good.'"

For 2018 onwards Community Hospital of the Monterey Peninsula converted to NRC and began tracking patient engagement via NPS, Net Promoter Score. The results from 2018 through December 1 of this year are as follows.

NPS	2018	2019	2020 YTD 12/1/20
	82.2	83.5	86.5

Improved Completion Rates

Community Hospital has been operating with the full implementation of the outpatient pre-engagement process for US, CT, and MRI across three locations for 18 months. With a previous no-show rate of 3-5%, the number of no shows is now almost 0%. (Included are patients that arrived for the scheduled procedure but were not able to complete based on a variety of factors.)

Significant not only to achieve operational efficiency but for patient satisfaction and return on investment.

Eric B. Lo Monaco, Director of Diagnostic and Interventional Radiology

