

CUSTOMER SATISFACTION SCORE

Desired Outcome	Create satisfied customers
Standard	≥ 95% of patients are satisfied or very satisfied with our customer service
Acceptable Quality Level	Customer satisfaction may not fall greater than 3% for more than two consecutive months or any three months in a year.
Monitoring Method	Run Chart updated by 10th business day each month.

MEASURE DESCRIPTION

Indicator Description	This indicator measures customer satisfaction among patients transported by EMS.
Question Indicator Answers	How satisfied are patients with the customer service provided by EMS?
Patient / Customer Need	Measuring patient satisfaction within the Healthcare Industry including EMS is an important key indicator. Patient Satisfaction evaluates the patient's impression of the quality of service they receive from EMS. It helps the department improve the patient-medic interaction and, ultimately, how the community values the EMS system.
Type of Measure	Intermediate Outcome
Objective	Create satisfied customers.
Data Provided By	Business Analysis and Research Team
Reporting Values	Percent of patients who describe themselves as "satisfied" or "very satisfied" with the care they received from ATCEMS in a call-back survey.
Limitations	None
Notes	None

Measure Calculation

Formula Description	The Customer Satisfaction Score is calculated by dividing the count of respondents describing themselves as "satisfied" or "very satisfied" by the count of all patients responding to the survey question.
----------------------------	---

Indicator Formula

$$\text{Score} = \frac{\text{count}([\text{"satisfied"} \text{ respondents}]) + \text{count}([\text{"very satisfied"} \text{ respondents}])}{\text{count}([\text{all respondents}])}$$

Data Filters None

Interval Calculation Not applicable

Numerator *Population* Survey respondents who describe themselves as “satisfied” or “very satisfied.”

Inclusion Patients who respond to this question in the survey.

Exclusion Patients who do not respond to question.

Data Source SurveyMonkey report

Denominator *Population* All patients who respond to question regarding overall satisfaction with their experience.

Inclusion Patients who respond to this question in the survey.

Exclusion Patients who do not respond to question.

Data Source SurveyMonkey report

Aggregation Scores are aggregated based on the month in which the survey is conducted.

Stratification None

Minimum Sample Size None

Data Lineage ATCEMS conducts a phone survey of all patients for whom it has adequate contact information. As the survey progresses, responses are entered into a form created in SurveyMonkey. A new survey is used for every month the survey is conducted.

The results of each month’s survey are downloaded from SurveyMonkey in Microsoft Excel format for further analysis and compilation of responses.

Reporting

Travis County ILA Reporting

Medium: Web site chart

Orientation: External

Format: Run chart containing monthly data values for most recent 13 month period.

Update Frequency: Monthly

Data Source: SurveyMonkey report.

Metadata

Pillar / Strategic Objective Links

S5: To have an informed community that actively participates in feedback for improvement.

F2: To be an organization that provides value to the community.

Development Status

Actively reporting

References

Interlocal Agreement Between the City of Austin and Travis County for Emergency Medical Services (Fiscal Year 2014)

Best Practices

Centers for Medicare and Medicaid Services (CMS), HCAPS, Value Based Purchasing.

The Centers for Medicare and Medicaid Services (CMS) promotes patient satisfaction measurement as a means to improve the quality of care provided by hospitals. CMS says that it does so in three ways, "First, the [HCAHPS] survey is designed to produce data about patients' perspectives of care that allow objective and meaningful comparisons of hospitals on topics that are important to consumers. Second, public reporting of the survey results creates new incentives for hospitals to improve quality of care. Third, public reporting serves to enhance accountability in health care by increasing transparency of the quality of hospital care provided in return for the public investment."

(<http://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/HospitalQualityInits/HospitalHCAHPS.html>;
Last accessed 10/22/2013)

Institute of Healthcare Improvement (IHI)

Patient experience of care is a principle component of the Institute of Healthcare Improvement (IHI) Triple Aim Initiative. The IHI believes that simultaneous improvement of the three branches of the triple aim initiative will improve the value of healthcare that consumers receive.

(<http://www.ihi.org/offerings/Initiatives/TripleAim/Pages/default.aspx>; Last accessed 10/22/2013)

The National Highway and Traffic Administration, in their document entitled, "Emergency Medical Services Performance Measures," has included Patient Satisfaction Rate as an indicator for EMS.

Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Core Measure.

Nist.gov/Baldrige/ Baldrige Performance Excellence Program, Category 3 – Customer Focus.

[Definition Version Info](#)

Version C; 2014-03-09