



Northwell Health Physician Partners Transparency of Online Reviews

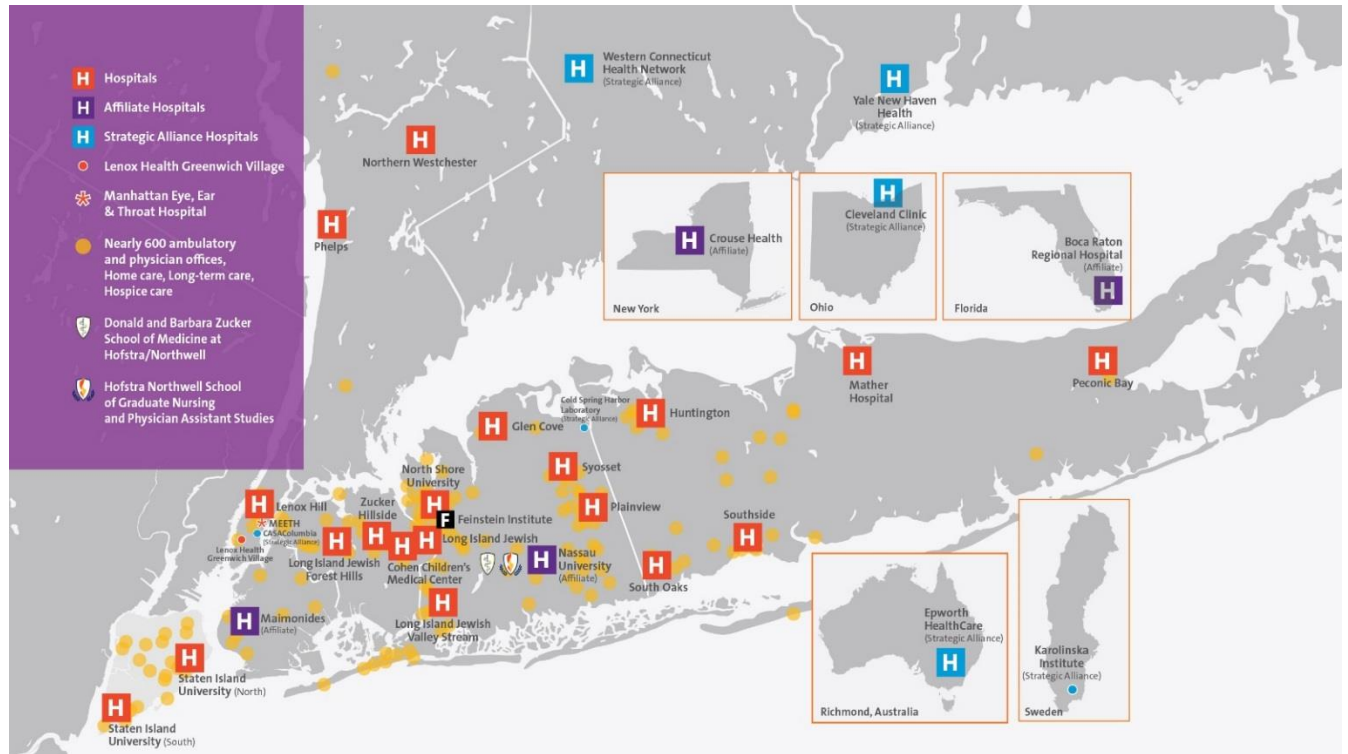
Susan Congiusta, DNP, RN, NEA-BC
May 17, 2018



Physician Partners

Key Facts

...The first and largest integrated health system in New York State



Health System Sites

- **23 hospitals**
- 6,500+ hospital and long-term care beds
- **650 outpatient facilities**

Caregivers

- 15,000 affiliated physicians
- **~4,000 employed physicians**
- More than 15,000 nurses

Economic Impact

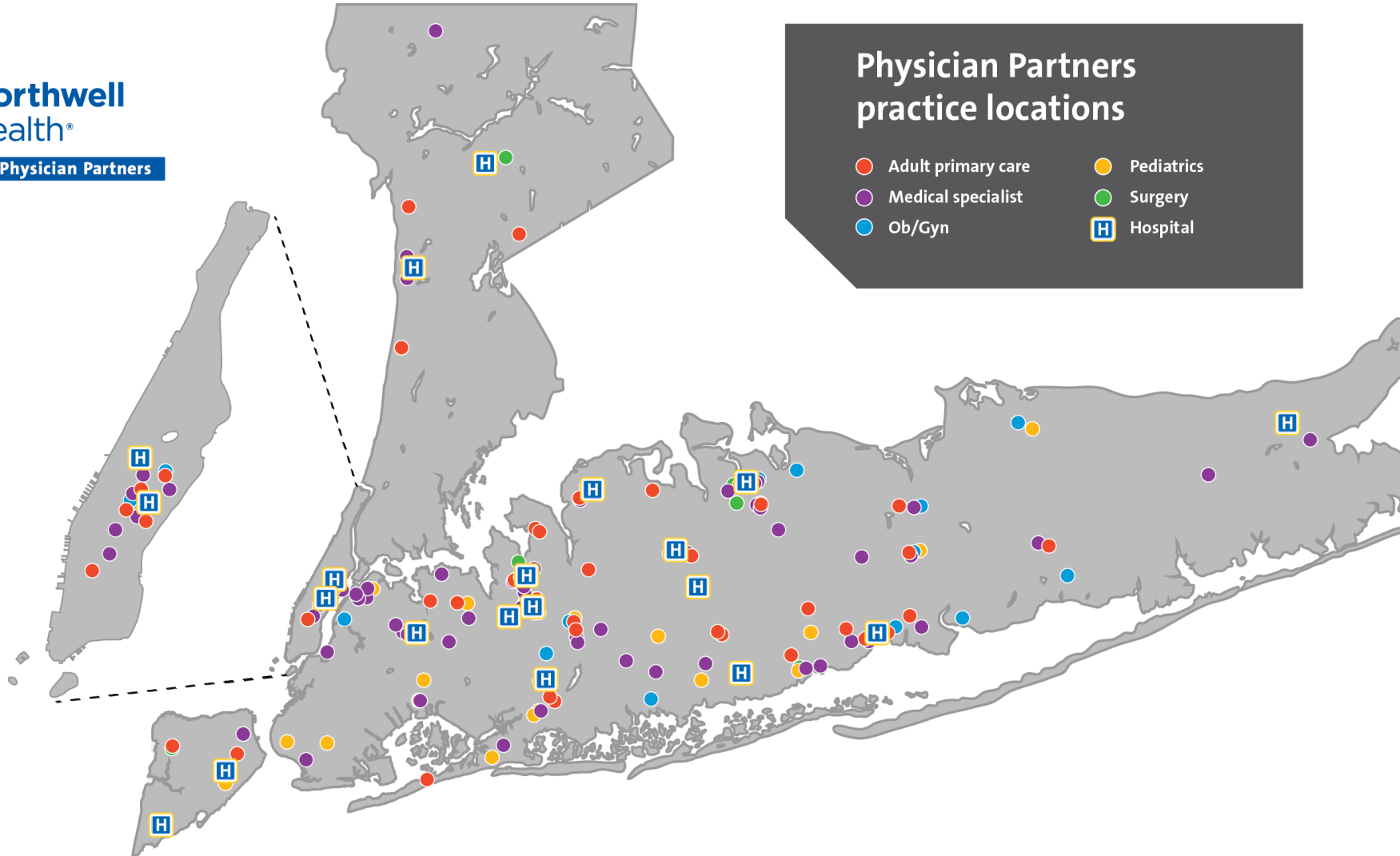
- 66,000 employees
- **New York's largest private employer**
- Major academic and research center
- Service area of 8 million people

Operating Statistics

- Over **4.5 million patient encounters** annually
- 27% inpatient share
- \$11 billion annual operating budget



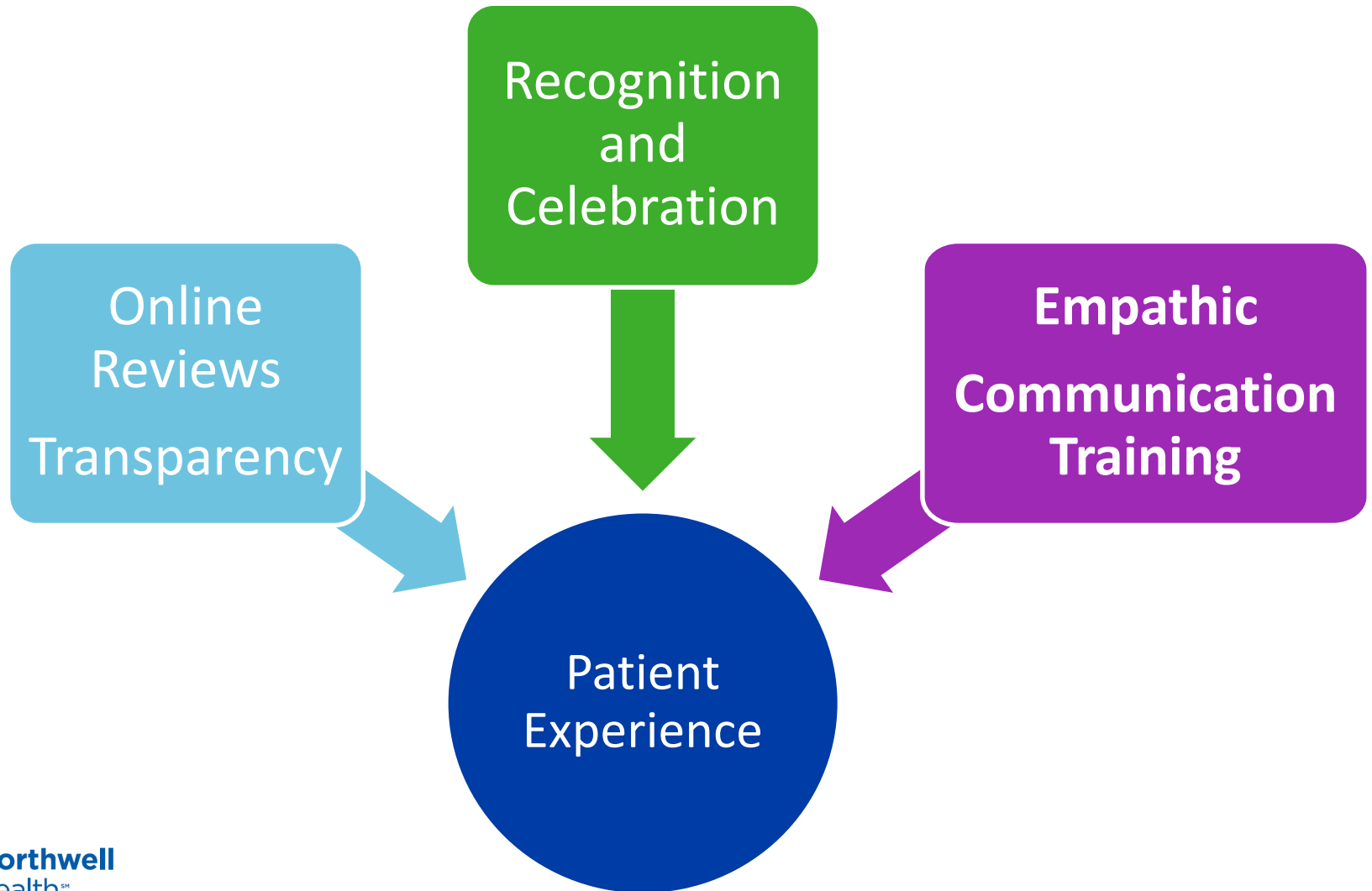
Physician Partners Locations



Physician Partners practice locations

- Adult primary care
- Medical specialist
- Ob/Gyn
- Pediatrics
- Surgery
- Hospital

Transforming Culture



Goals of Online Reviews

It is patient centric in very important ways:

- Providing patients and perspective patients reliable information empowers patients to make better informed choices in their selection of physicians
- It enables physicians reviewing patient comments, biweekly, to critically assess best approaches for providing patients with continually improved compassionate care.

Publishing physician ratings is likely to transform healthcare by:

- Raising the standards for patient experience data on the web
- Building trust in the physician/patient relationship
- Elevates the importance of patient experience throughout the organization
- Build culture within our group

Provider Scorecard

- Produced Quarterly
- Patient Experience— Mean Scores
- Specialty External Ranking
- Self/Specialty/Medical Group
- Trends over 18 months
- Surveys Mailed/Returned
- Posted to Intranet - Internal

GOLDBERG, BARRY E
 Specialty: Pediatric Cardiology
 Practice: 376 E MAIN ST

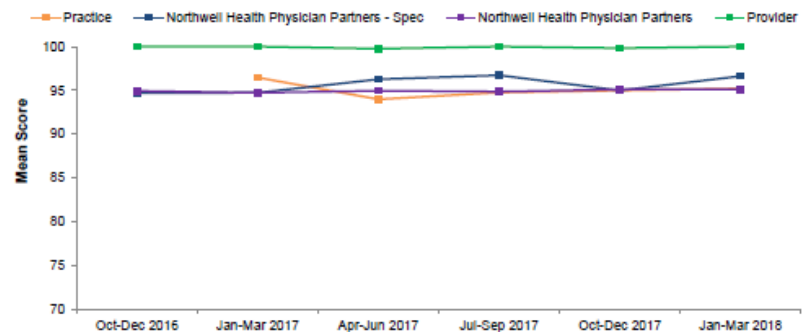
Response Rate Date Range: 12/01/2017 - 02/28/2018
 Mail Sent: 75 Mail Received: 15
 eSurvey Sent: 22 eSurvey Received: 4

Medical History Reviewed: 100.0%

	PROVIDER			Northwell Health Physician Partners-Specialty			Northwell Health Physician Partners		
	n	Mean	Rank**	n	Mean	Rank**	n	Mean	Rank**
Surveys Received: 10/01/2016 - 03/31/2018									
Press Ganey Care Provider Section	90	99.9	99	597	95.8	39	158900	95.0	66
Friendliness/courtesy	90	100.0	99	597	95.9	34	158372	96.2	61
Explanations of prob/condition	89	100.0	99	594	96.2	42	157163	95.3	70
Concern for questions/worries	89	100.0	99	594	95.7	37	156782	95.1	67
Efforts to include in decisions	87	99.7	91	581	95.6	38	153147	94.8	63
Information about medications	74	99.7	94	469	95.4	41	137338	94.4	66
Instructions for follow-up care	85	100.0	99	558	95.4	37	145751	94.6	68
Spoke using clear language	89	100.0	99	592	96.8	46	156096	95.9	61
Time spent with patient	89	99.7	94	593	95.7	53	157219	93.8	55
Patients' confidence in physician	89	100.0	99	594	96.3	43	156949	95.5	70
Likelihood of recommending physician	89	100.0	99	593	96.2	39	156306	94.9	67
Ease of scheduling your appointment	90	93.6	74	590	91.0	55	157247	88.2	28
Promptness in returning your calls	34	93.4	81	205	89.9	50	64623	85.9	34
Waiting time in exam room before seen	41	94.5	99	232	89.0	50	70793	86.4	42
If tests ordered, ease of obtaining results	36	98.6		194	93.8		56355	92.4	
Likelihood of recommending practice	90	100.0	99	596	96.6	46	156320	94.3	51

** Ranks are in the All Facilities Peer Group. Provider and Specialty ranks benchmarked by Provider by Spec.
 Ranks less than 50th percentile are in red. Ranks greater than 75th percentile are in green.
 For more definitions, an interpretation guide for this report is located on the last page.

Press Ganey Care Provider Section



Medical Practice Care Provider Section

1. Friendliness/courtesy of the care provider ...
2. Explanations the care provider gave you about your problem or condition ...
3. Concern the care provider showed for your questions or worries ...
4. Care provider's efforts to include you in decisions about your treatment ...
5. Information the care provider gave you about medications (if any) ...
6. Instructions the care provider gave you about follow-up care (if any) ...
7. Degree to which care provider talked with you using words you could understand ...
8. Amount of time the care provider spent with you ...
9. Your confidence in this care provider ...
10. Likelihood of your recommending this care provider to others ...

Ratings:
1...Very Poor
2...Poor
3...Fair
4...Good
5...Very good



STAR
Ratings
from
these
questions

Transparency Live at Northwell 8/24/15!

10 Care Provider Questions

- 1-5 STAR Ratings
- 18 Month Aggregate
- Minimum 30 Returns

Care Provider Comment Section Only

- Five Exclusion Criteria
- 14 Day Preview Period
 - Via the Patient Satisfaction Reviews Preview Tool
- Post Indefinitely

Comment Appeal Process

- I. Face to Face Hearing
- II Executive Committee Hearing



Star Ratings Refreshed & Comments Added Biweekly

Jean Marie Cacciabaudo, MD

★★★★★ 4.9 164 Patient ratings | 50 Patient comments

Specialty:
Cardiology, Nuclear Cardiology, Internal Medicine



- About your doctor
- Credentials
- Locations & insurance
- Ratings & comments
- Related news
- Related videos

Jean Marie Cacciabaudo, MD

Clinical Details Professional & Academic Details Insurance Patient ratings & comments

Patient ratings & comments

Northwell Health Physician Partners is improving the patient experience by displaying physician ratings and reviews. [Learn more.](#)

Friendliness/courtesy of the care provider
4.9 ★★★★★

Explanations the care provider gave you about your problem or condition
4.9 ★★★★★

Concern the care provider showed for your questions or worries
4.9 ★★★★★

Care provider's efforts to include you in decisions about your treatment
4.9 ★★★★★

Information the care provider gave you about medications (if any)
4.9 ★★★★★

Degrees to which care provider talked with you using words you could understand

Patient comments

Patient comments are gathered from the Press Ganey Patient Satisfaction Survey. Comments are displayed in their entirety and are anonymous for patient privacy.

02.12.2016
A+

02.06.2016
Great experience. Excellent cardiologist

01.20.2016
Jean Marie is a great doctor I recommend her to everyone

01.19.2016
Told me to take other OTC meds; but did not tell me how much - when, etc.

01.05.2016
Dr. Cacciabaudo always goes above & beyond - she is an outstanding doctor!

Testimonial from our Physicians Sept 2017 Transparency of Star Ratings and Comments 2 Yrs Later

Dr. Lawrence Hecker

“When the star rating system was introduced I felt concern that it would mostly reflect unhappy patients. However, as the 2 years have passed I believe that the process is fair and valuable. The stars help remind me that every voice matters. We need to learn how to improve from every reported patient experience but keep a balanced perspective. I feel touched by how many patients have made an effort by responding to surveys.”

Dr. Jean Cacciabaudo

“Although very uncomfortable at the outset with the idea of publishing my Press Ganey patient satisfaction scores and comments, I have found the process to have a positive impact on my practice. There has been an increase in the number of patients wanting to see me. Many new patients have said they had received my name from friends or their personal physician and when they looked me up on the web, they ‘knew that I was the MD they had to see.’ It created a positive connection before we even met. Furthermore, the frequent feedback of my comments every two weeks allows me to critically assess how I am perceived by my patients and try to do a better job during the visit. Two areas I am conscious of is timeliness with the appointment and spending more time discussing medications and ensuring the patient understands our conversations. Asking the patient to repeat back to me our care plan has been very helpful and something I would never have used prior to this endeavor.”

Dr. Barry Goldberg

“The concept of having patients rate me is one that I could not initially embrace. I felt it was not appropriate to rate by survey the very special physician patient interaction. I was unhappy with other rating sites such as Yelp which did not verify whether or not the person writing a review even knew the doctor. I was afraid that our attempt to post ratings would be more of the same. Two years into the program I have been thrilled with the results of the program. I try to make every patient interaction to meet and exceed the family's expectation of the office visit. However I was never quite sure if the patients felt that way. The rating system and comments have reiterated that my approach to patients has been successful. It added to my learning as well as my satisfaction to being a physician.”

How does it improve outcomes? Are there any quantifiable results?

In August 2015, we launched our Transparency Ratings & Reviews Program with 50,000 patient star rating and reviews. The overall rating was 3.6-4.3.

In March 2017, only 18 months later, with over 110,000 patient star rating reviews, our overall rating was 4.8 out of 5.0. The rise in the overall average rating is continuing.

The results are in the numbers, and the growth is the result of the dedication of our physicians. Our physicians have always been unified by the common goal of continuously raising the bar on compassionate healthcare. Now they share a unique tool that continually facilitates their goal.

Please share because we care.

You may receive a brief patient satisfaction survey about your child's visit today. Please take a few minutes to complete it.

What you tell us matters.

About the Survey:

1. Responses are confidential
2. Survey is sent either by mail or email
3. Your contact information is HIPAA protected

Northwell Health Physician Partners is the dedicated team of physicians and staff employed by Northwell Health. Experts in over 230 specialties, we work together as a medical group practice using Northwell Health's unique resources and research. Committed to providing the best in compassionate care, informed by the most current advances in medicine, we continuously raise the standard of care for our patients and their families. Visit us at Northwell.edu/PhysicianPartners.

What you value is always important. Please share it.

What is of most value to you during your child's visit with us? Our team at Northwell Health Physician Partners is always eager to listen and learn from our patients and their families. After today's visit, you may receive a survey requesting your feedback. Please take the time to answer it and to share your comments. More survey information is on the reverse side.

Always feel comfortable sharing your thoughts directly with me, or a member of our staff.

Continuously working to raise the standard of care I give to you.

Our commitment to you
Northwell Health Physician Partners is always committed to providing compassionate care by:

- Spending quality time to you
- Explaining things clearly
- Addressing your concerns
- Making decisions together
- Listening, respect, sensitivity

Visit us at Northwell.edu/PhysicianPartners

Front

Northwell Health Physician Partners. More about our survey

You may receive a survey from us about your child's visit. It will be sent to either your home address or securely to your personal email address on file with us. Your response is always confidential, and your contact information is HIPAA protected.

What to look for

By email

Look for Northwell Health using your contact information to help us identify you. Confirm that the email is from nmpp@physicians.northwell.edu.

Click on the link. Provide your date of birth for secure access.

By mail

Back



The Power of Storytelling: Culture of C.A.R.E. in Action

Voice of the Patient: New Screen Savers

“Extremely pleasant and well informed –
We have been looking for the right doctor
and we think we have finally found her!”

– Patient of Yan Yan Sally Xie, MD
9/28/17

See our doctor’s profiles for patient ratings and comments
Visit [Northwell.edu/Physician Partners](http://Northwell.edu/PhysicianPartners)



“My doctor took the time to listen
and made me feel that I mattered.”

– Patient of Susan Phillips Abraham, MD
4/18/17

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“I highly recommend this office and staff.
Like I said earlier, they treat you like family.”

– Patient of Leigh R. Wilson, DO, MPH
5/16/17

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Visit [Northwell.edu/Physician Partners](http://Northwell.edu/PhysicianPartners)



“One of my best medical experiences.
From ‘the provider’ to her nurse assistant
and the hearing technician...EXCELLENT!”

– Patient of Andrea Vambutas, MD
4/18/17

See our doctor’s profiles for patient ratings and comments
Visit [Northwell.edu/Physician Partners](http://Northwell.edu/PhysicianPartners)



Patients' Choice Award Winners 2013



Antoinette Sakaris, MD
Women's Comprehensive Health Center
1224 Northern Blvd
Manhasset, NY 11030



Frank Cacace, MD
General Internal Medicine
862 Northern Blvd
Great Neck, NY 11021



Edith Kagan, DO
Orthopedic Consultants
45 Connecticut Post Drive West
Woodbury, NY 11797



Lewis Kurtz, MD
North Shore Surgical Specialists
110 East Shore Rd
Great Neck, NY 11023



Paul Hamlin, MD
Great Neck Medical Associates
1125 Northern Blvd
Manhasset, NY 11030

Congratulations to the physicians who earned the highest scores on the Press Ganey patient satisfaction survey in 2012!

Patients' Choice Award Winners 2014

Congratulations to our Top Physicians in the Press Ganey Patient Satisfaction Process in 2013!



David Kaplan, MD
Internal Medicine
400 Northern Blvd
Manhasset, NY 11030



Jackson Costello, MD
Internal Medicine
400 Northern Blvd
Manhasset, NY 11030



Barbara Adams, MD
Internal Medicine
400 Northern Blvd
Manhasset, NY 11030



Frank Cacace, MD
Internal Medicine
400 Northern Blvd
Manhasset, NY 11030



Alexander Rubenstein, MD
Internal Medicine
400 Northern Blvd
Manhasset, NY 11030



Alfred Silverman, MD
Pediatric Cardiology
400 Northern Blvd
Manhasset, NY 11030



Michael Rabinovitch, MD
Internal Medicine
400 Northern Blvd
Manhasset, NY 11030

Congratulations to our Top Physicians on Earning the Best Press Ganey Ratings!

Patients' Choice Award 2016 Winners

Congratulations to the physicians who excelled* in providing an extraordinary, positive patient experience.



Andrew Blaufox, MD
Pediatric Cardiology



Luisa Castiglia, MD
Pediatrics



Thomas McDonagh, MD
Pediatrics



Neil Stein, MD
Cardiovascular Disease



Paul Wright, MD
Neurology

Hear what this year's winners have to say. Watch the Patients' Choice Award video.

Click the QR Code >>

*Award recipients are chosen based on achieving the highest scores in our Patient Experience Surveys throughout the year.

Northwell Health Physician Partners Patients' Choice Award 2017 Winners

Congratulations to the physicians who excelled* in providing an extraordinary, positive patient experience.



Joseph Conigliaro, MD
Internal Medicine



Barry Goldberg, MD
Pediatric Cardiology, Pediatrics



Benjamin Goldman, MD
Obstetrics and Gynecology



Beth Susan Gottlieb, MD
Pediatric Rheumatology, Pediatrics



George Raptis, MD
Medical Oncology, Hematology

Hear what this year's winners have to say. Watch the Patients' Choice Award video.

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