Patient-centered outcomes have been identified as the primary means of measuring the effectiveness of healthcare delivery. It is acknowledged that patients’ reports of their satisfaction with the quality of care and services are as important as many clinical health measures. Routine measurement of patient satisfaction (PS) for a variety of care indicators is fundamental in the assurance of quality care provisions, and the scrutiny of data validity is essential to accurately reflect the care delivered. This underscores the need for organizations to systematically collect reliable and unbiased PS information from their own patients on an ongoing basis. One large, national home infusion company performs continuous measurement of PS with all key aspects of infusion service to identify service effectiveness and opportunities to enhance satisfaction.

Uses for PS Data by Healthcare Organizations
- Make decisions about patient education and program enhancement
- Determine reasonable reimbursement for services in a “pay-for-performance” model
- Enhance the quality of care and services provided to the customer
- Objective metric that managed care organizations, patients, employers, and accrediting organizations can compare to determine a quality provider

Home Parenteral and Enteral Nutrition Survey Process
- PS data is evaluated by therapy line (enteral [EN] and parenteral [PN]) to delineate specific PS and to determine the unique satisfaction drivers of home PN and EN consumer.
- EN and PN therapy patients are selected on a random sample basis to receive a mailed satisfaction survey.
- Patients are eligible to be selected to receive a survey shortly after the start of therapy, every 12 months during long-term therapy, and following discharge.
- Survey questions address numerous key aspects of services provided.
- All questions are scored on a five point Likert scale.
- The rate of response is determined to assure a statistically meaningful sample upon which judgments about patient satisfaction for multiple variables can be made.
- Scored survey results are available for continuous review through a web-enabled reporting site.
- Specific comments written on returned surveys by patients are also available for review.
- Evaluate trends quarter over quarter, and compare results with internal and external benchmarks.

Patient Satisfaction Survey Areas of Focus
- Arranging nutrition support services
- Delivery of formula and supplies
- Understanding of therapy, equipment, supplies, and self-care
- Understanding of billing process
- Clinical staff interactions and competency
- Overall satisfaction with care and services

Results
- **PS Data Evaluated:** January 1–June 30, 2009
- **Company-wide Survey Return Rate:** 24.8%
- **PN Patient Satisfaction with Overall Care and Services:** 96.9%
- **EN Patient Satisfaction with Overall Care and Services:** 87%

Areas of Highest Satisfaction
- Understanding of therapy, equipment, supplies and self-care
- Clinical staff interactions and competency

Areas of Lower Satisfaction
- Patients’ perception of how well costs for their therapies were explained to them

Conclusion
- **HPEN consumers are generally highly satisfied with care and service overall**
- **Overall patient satisfaction improved from Q1 to Q2**