**Background**

- Patient satisfaction regarding medical care has become an important metric for hospitals nationwide.
- Finding which issues shape a patient’s perception of their hospital experience is important in determining ways to improve patient satisfaction.
- Care team members’ awareness of these patient concerns and ways to address them is an important factor for improving patient satisfaction.

**Aims**

1. To identify patient concerns regarding the quality of their interactions with their care teams.
2. To determine housestaff awareness of these patient concerns and the methods Stanford Hospital has in place to best address them.

**Methods**

**Study Design:** Mixed Method

**Data collection:**
- Nine Stanford Patient and Family Advisory Council members were invited to participate in a focus group conducted by an independent moderator.
- The focus group was questioned about important factors that shaped the quality of their experience at Stanford Hospital.
- Based on their input, a needs assessment was generated and an electronic survey assessing current impressions among housestaff regarding the quality of their patient interactions was distributed.
- Surveys consisted of a five-point Likert scale rating housestaff agreement or disagreement with the presented statement.

**Analysis:**
- Survey responses were quantified by percentile based on the level of housestaff agreement or disagreement with survey statements.

**Results**

**Key Findings:**

- The focus group’s strongest recommendation was improving familiarity with each care team member’s role in their care.
- Another goal expressed by the focus group was improved understanding of their daily plan and which member of the team could best answer their questions about the daily plan.
- 49.2% of housestaff strongly agreed that patient knowledge of their names and roles was important in clinical care.

- Only 8.5% of housestaff strongly agreed that patients understood their care plans after rounds.
- Only 16.9% of housestaff felt strongly that patients understood each team member’s role.
- Team cards are baseball card sized information guides with the team member’s picture, role, and explanation of that role on the back.
- 40.7% of housestaff said they would use team cards if someone else distributed them to their patients.

**Survey Data**

**Conclusions**

- Improved familiarity with the care team and their daily plan of care is important to patients.
- Housestaff agreed that there is a need to improve these aspects of care.
- Housestaff felt that one way to achieve better familiarity with the team is with the use of team cards.
- The impact of these tools on patient satisfaction will be quantified and reported in future studies.