

Caring For Our Consumers 2020 Performance



Texas Health’s consumer-focused strategy is designed to incorporate the best care delivery practices to help consumers live their best lives. Read more about our strategies and programs in our [Social Purpose Report](#). Here is a summary of our 2020 goals and progress:

Focus Area	2020 Goal	2020 Progress
Consumer experience	Achieve top decile satisfaction.	Achieved top decile satisfaction with Texas Health Physicians Group (THPG) providers.
Safe, reliable and quality care	Eliminate preventable harm and deliver reliable, quality care systemwide.	Through high reliability processes and optimized tools and practices, we have reduced serious harm events by 40% since 2018 and sepsis mortality rates from 11.23% in 2015 to 7.12% in 2020.
Seamless, convenient care	Continue to deliver care while protecting consumers during a pandemic.	Enabled thousands of consumers to connect with THPG providers and hospital caregivers virtually.
Resources and support	Enable consumers to access COVID-19 information, testing and vaccination support quickly.	Launched a COVID-19 hotline and webpage and guided consumers through the screening and vaccination process.

2020 Awards and Recognitions

- Texas Health’s Comprehensive Sepsis Workgroup received the Texas Hospital Association’s Bill Aston Award for Quality for reducing sepsis mortality rates.
- Five Texas Health facilities earned the American College of Cardiology’s National Cardiovascular Data Registry Chest Pain – MI Registry Performance Achievement Award for providing a high standard of cardiac care.
- Eight Texas Health hospitals and joint ventures were recognized by the American Heart Association/American Stroke Association for their advanced care of heart attack and stroke.
- Texas Health Presbyterian Hospital Plano earned national certification as a Comprehensive Stroke Center.
- Three Texas Health hospitals were named in *U.S. News & World Report’s* 2020-2021 Best Hospitals report.
- Texas Health had 27 nurses named to the DFW Great 100 Nurses, more than any other health system in North Texas.

Highlights



Consumer Insights

- Completed the first phase of building [Consumer 360](#), a customer relationship management system, to guide the development of care products and services. We also used predictive modeling to email consumers about relevant healthcare services and resources and increased the email open rate from 2% to more than 20%.



Consumer Experience

- Consumers rated support as exceptional for both in-person and telehealth visits. We also earned high satisfaction ratings from consumers when asked if they felt safe in Texas Health hospitals.
- Increased transparency about THPG provider satisfaction by launching a five-star ranking process on Google Reviews. We share scorecards monthly with providers.



Reliable, Safe and Quality Care

Overall, we improved safety and maintained performance on key quality measures. While we experienced some dips because of the virus’s complexity and long hospital stays, we drove a [well-coordinated and safe pandemic response](#).



Resources and Support

- Launched a COVID-19 hotline and webpage to share timely and accurate information about symptoms, screening and vaccination. By year-end, staff had managed 73,964 calls—25,100 for general information and 48,864 related to testing.
- Provided [financial support](#), counseling and resources to consumers impacted by COVID-related job loss and health impacts.
- Launched an online tool to help consumers estimate out-of-pocket costs for up to 300 services at [TexasHealth.org/Cost](#).



Seamless Care Delivery

- Enabled 4,814 admitted and outpatient consumers and 168,924 THPG patients to receive healthcare screenings, consultations and education through video-enabled virtual visits. We established these capabilities within days of the pandemic’s onset.
- Opened the first few of 20 [Texas Health Breeze Urgent Care™](#) clinics to provide North Texans with a seamless urgent care experience.
- Expanded use of the [Hospital2Home app](#) for consumers experiencing COVID-19 symptoms to virtually consult with an Emergency Department physician to assess the need for testing or treatment.

CONSUMER SATISFACTION

	2016	2017	2018	2019	2020
HOSPITAL CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (HCAHPS): INPATIENT SURVEY (% top box*)					
Rate hospital 0-10	77.1%	77.5%	77.3%	76.4%	74.8%
Recommend the hospital	79.3%	79.4%	79.0%	78.1%	76.1%
Nurse communication	80.2%	81.0%	81.9%	81.3%	78.7%
Staff responsiveness	68.3%	69.7%	71.8%	70.5%	65.1%
Doctor communication	82.3%	83.2%	83.4%	82.7%	79.0%
Cleanliness	75.1%	75.1%	75.0%	73.6%	71.0%
Quietness	64.7%	65.5%	66.3%	65.4%	63.6%
Medicine communication	64.5%	65.4%	66.0%	64.9%	59.5%
Discharge information	88.0%	88.5%	88.3%	87.5%	84.7%
Care transitions	57.4%	59.1%	59.8%	58.2%	53.9%
CLINICIAN AND GROUP CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS (CG CAHPS) SURVEY (% top box*)					
Overall doctor rating 0-10	91.4%	88.3%	88.7%	88.9%	92.1%
Recommend this provider office	86.4%	92.4%	92.5%	92.7%	94.5%
Physician communication quality	93.3%	94.1%	94.0%	93.9%	95.3%
Office staff quality	91.9%	92.8%	93.2%	93.5%	94.9%
Access to care	79.6%	80.5%	79.8%	81.0%	83.7%
Care coordination	76.0%	76.9%	76.5%	76.5%	77.1%
AMBULATORY SURGERY (% top box*)					
Facility rating 0-10	91.0%	89.2%	89.2%	89.6%	89.7%
Recommend the facility	89.3%	88.4%	87.6%	87.9%	88.5%
Communication	92.2%	92.0%	92.2%	92.5%	93.3%
Facility/personal treatment	97.8%	97.4%	97.3%	97.5%	97.3%
Discharge	84.2%	95.3%	95.6%	95.7%	86.1%
EMERGENCY DEPARTMENT (ED) CAHPS (% top box*)					
Rate ED care 0-10	73%	78%	79%	74%	74.3%
Recommend the ED	75%	85%	86%	75%	74.6%
REHABILITATION (% top box*)					
Outpatient	85.8%	86.1%	85.5%	86.4%	92.2%

* The percentage of patients who have given Texas Health the best response possible

QUALITY MEASURES

	2016	2017	2018	2019	2020
Average length of stay (days)	5.0	4.6	4.5	4.5	4.8*
Clostridium difficile	1.37	1.00	.77	.61	.59
Catheter-associated urinary tract infections (CAUTI)	1.14	1.26	.98	.44	.42
Central-line-associated bloodstream infections (CLABSIs)	.70	.73	.57	.68	.67
All-cause readmission rate (omissions: errors threshold)	N/A	.86	.95	.92	.93
Overall mortality observed/expected	N/A	.80	.76	.77	.95*
Sepsis mortality observed/expected	N/A	.86	.86	.77	1.10*
Sepsis mortality rate	10.12%	9.07%	8.06%	7.07%	7.12*
Excess days observed/expected	N/A	1.4	1.4	1.4	1.4

* The COVID-19 pandemic impacted 2020 results