Vanderbilt University Medical Center

https://www.PRFCeaslyView.com/vanderbilt

OVERVIEW

PRC’s EasyView web site is the main delivery vehicle for VUMC’s patient satisfaction results. The web site is updated daily as interviews are completed. Here you have access to quarterly and yearly reports, results by survey question, demographic information, comparison to other hospitals, and more. You can also slice the data multiple ways to pinpoint areas that are doing well and areas to improve.

Site Overview and Features

- Home Page
- Snapshots
- Key Drivers
- Quarterly Reports
- Excellent Percentile Rankings
- Norms and Benchmarks
- Best Practices
- Ideas at Work
- Real-Time Results
- Online Help

For further information, contact Denise Rabalais or Jennifer Dix
  • denise.rabalais@vanderbilt.edu (6-6066)
  • jennifer.dix@vanderbilt.edu (6-6067)
Ten Key Features

You can log on to https://www.PRCEasyView.com/vanderbilt using your VUNetID and e-password. The ten primary features of the website are described below and can be accessed from the tool bar using the Applications pull-down menu or from the list of items on the opening page called the “Easy-Access Menu”.

**Customized Home Page**

The Home Page allows you to select various questions from multiple studies and view the results in graphical or tabular form. In graphical form, the data is displayed as the % Excellent, the Excellent percentile ranking among PRC’s client hospitals/clinics and the 90th percentile % Excellent goal. You can also trend the data by different time periods. The mean score and mean percentile are also available to add to these graphs.

Please note that information shown on the Home Page consists of results for the data that you have been given access to, not necessarily the entire study.

From the Easy-Access Menu select the “click here” link under the PRC Customized Home Page section. Select “start here” to begin building your home page. You can change settings by going to the “Customize This Page” option in the Utilities drop down menu.

Once you have created your home page, the results from your selected questions are shown and automatically updated daily as interviews are conducted. You do not have to set up the homepage each time you log on; simply click on the homepage link to view the latest results.

You can view Homepage results in a graph or a table. The table format does not show the percentile information so you may find the graphs to be most useful.

**Snapshots**

The Snapshots page allows you to view selected questions from one study at a time and filter your data by nursing unit, clinic, etc. The Snapshot graphs display similarly to the Home page graphs with the % Excellent, Excellent percentile ranking and 90th percentile % Excellent goal. You can also trend the data by time periods. As with the Home Page, this area of EasyView shows results for the data that you have been given access to, not necessarily the total.

Simply select the study you wish to see, the area of care, and the questions you are interested in, and click “graph it”. Hold down the control key to select multiple questions at a time. Graphs like those in the homepage will be created. Select “Customize This Page” from the Utilities drop down menu to change formatting options.
**Key Drivers**

Key Drivers are calculated annually and are those factors that have the most impact on moving the “very good” respondents to “excellent” for the Overall Quality of Care question. These are the aspects of care that are most important to patients. They are the questions that statistically have the greatest impact on moving the Overall Quality of Care question and are not selected because they received scores that are very high or very low.

Select the study you wish to view Key Drivers for and the time period for trending. You can view Key Drivers for the Total study or choose to see key drivers for a particular nursing unit, clinic, specialty, etc. Then click “graph it”.

The top three key drivers are shown, as well as results for the Overall Quality of Care question. Use the “Customize This Page” option in the Utilities drop down menu to change options.

**Reports & Presentations**

Satisfaction data is compiled on a Quarterly and annual basis and presented as static reports in the “Reports and Presentations” section as .pdf files. When a new report is posted, the old quarterly report is taken down so it is recommended that you save the .pdf files to your computer.

Included in the reports are frequency distributions, graphs by question, percentiles showing comparisons to other PRC clients, key drivers and patient comments.

**Excellent Percentile Rankings**

Excellent Percentile Rankings is a quick overview of the percentile rankings of different areas of care by question and represents results from the entire study.

You can view care areas (clinic, unit, etc) in order of excellent percentile ranking by service line norm for any survey question. This data can also be trended by various time periods.

A colored bar graph shows the nursing unit or clinic, the service line norm the area of care is included in, the percent of patients saying excellent for the selected question, the percentile ranking, and the number of responses.

**Norms & Benchmarks**

Norms and Benchmarks allow you to compare Vanderbilt’s patient satisfaction scores to other hospitals/clinics in PRC’s database. Specific norm information is shown in most views of the data as well.
You can view norms for each study you have access to and print them for future reference. Use the most recent year available for the study you are interested in. Use the “Outpatient Clinic” norms for the VMG Provider study. Use “Outpatient” norms for the Outpatient Technical study. The VMG Provider study includes primary and specialty outpatient clinic norms. Inpatient norms can be viewed in total or by specialty (Pediatrics, Cardiology, Cancer, etc.)

**Best Practices**

The Best Practices section allows you to see the top performers on the key questions of most patient studies. You can select a type of study such as “inpatient” and then select a question topic such as “nurses’ promptness”. Contact information is included.

**Ideas at Work**

Ideas at Work are case studies or action plans that were submitted to PRC and evaluated by an independent board of judges. Action plans displayed are ones that won gold or platinum awards. There are over 300 action plans for various topics.

You can access Ideas at Work by clicking on “Ideas at Work” in the Applications drop down menu or by clicking on the light bulb icons that appear beside the titles of various key drivers.

**Real-time Results**

Real-time Results allow you to drill down and see patient satisfaction scores by area of care, time period, survey question and demographic. This is where you can slice and dice the results and view the data for every survey question, run cross tabs, or create sub samples of the information.

Access “Real-Time Results” via the Applications drop down or the Easy Access Menu. You will see a list of the studies you have access to and can print a copy of the survey. Once in the study you wish to view, you will see a drop down box in the upper right of the screen which lists all the survey questions and demographic information available.

**Accessing Online Help**

Clicking on the “Help” option on PRCEasyView toolbar will provide you with information about PRC and access to PRC support. You can describe your question or problem and PRC will contact you by email or phone to assist you. You can also receive assistance from Strategic Development by calling or emailing Denise Rabalais or Jennifer Dix. Denise can be reached at denise.rabalais@vanderbilt.edu or 6-6066. Jennifer Dix can be reached at jennifer.dix@vanderbilt.edu or 6-6067.