

Yale Practice

Published by the Yale Medical Group



YMG PLANS PRESENCE IN SHORELINE MEDICAL FACILITY

Groundbreaking ceremonies were held May 12th, 2003 for the Goose Lane Medical Building, an 80,000 square foot ambulatory medical services facility. Its planned opening is May 2004. Located immediately off I95 North at Exit 59 adjacent to the historic Sachem House, the facility will offer comprehensive ambulatory medical services. Yale-New Haven Hospital will provide an emergency department, radiation therapy, a preadmission office, full-service chemistry laboratory, pathology laboratory, pharmacy and a full service radiology department including CT and MRI. It will also provide freestanding ambulatory surgery services in three operating rooms and two endoscopy suites. Both the Yale Medical Group and private physician practices will likely have a presence in the facility.

According to **David Leffell, MD**, Director of the YMG: "The development of YMG multi-specialty practices in this facility will enhance patient convenience and ensure that patients will be getting the highest quality medical care." There has been a significant level of interest expressed by clinical faculty, and YMG is currently developing information regarding cost and space in a turnkey model. Additional YMG interested parties may contact **Janine Evans, MD**, at 737-5430 or janine.evans@yale.edu

TWELVE AREAS BEAT PRACTICE AVERAGE IN PATIENT SATISFACTION

The results of the 2nd bi-annual YMG Patient Satisfaction Survey are in. "If anything," said **Mary Hu**, YMG Director of Strategic Development and Marketing, "the results are more useful this time around because we now have trended information and can track changes in clinical performance."

The second Press Ganey report covers the period from September 1, 2002 through March 31, 2003 and represents 3,676 patients in 52 clinical sites. Similar to last period, the patient demographic profile is consistent with that of the practice as a whole, an important variable to check when assessing the validity of the survey results. In this report, 43% of respondents were male and 57% female; 23% were children and 28% seniors; and 42% of respondents received an ancillary service from the hospital while seeing their physician. Patients have once again communicated their strong satisfaction with their YMG providers, as shown in the following chart. This chart summarizes the overall practice's mean score by survey section and corresponding percentile rank among the 259 facilities using the survey nationally.

	Mean	National Percentile Rank (%)
Physicians	91.2	56
Nurses	90.8	57
Overall Assessment	89.6	42
Access to Care	87.1	49
Personal Issues	85.8	34
Visit	81.8	44

Mean Scores on 100 point scale: 100-Very Good; 0-Very Poor

On a practice-wide basis, physicians and nurses continue to score particularly high on

the survey, while questions associated with the visit, including wait times and exam room comfort and pleasantness, receive lower scores. These are areas where we need to improve.

The following twelve specialties scored significantly higher than the practice's overall mean score.

★ Therapeutic Radiology Lawrence & Memorial	95.2
★ Dermatologic Surgery	94.7
★ Therapeutic Radiology Backus	94.7
★ Neurology-Botox	92.3
★ Heart Failure Clinic	91.7
★ Pediatrics- Hematology/Oncology	91.7
★ Pulmonary	91.6
★ Therapeutic Radiology New Haven	91.6
★ Uro-Gynecology	91.5
★ Branford Pulmonary	90.7
★ Branford Cardiology	90.4
★ Dermatology	90.2

"I was so concerned about my daughter's health and am so happy with the treatment and information I received at Yale. Thank you for such excellent care."

-Pediatric Hematology/Oncology

Congratulations should also go to **Transplant Surgery, Ophthalmology-Boardman, Pediatrics-Genetics, and Maternal Fetal Medicine**, which, while not above the 2 sigma range around the practice mean, showed significant improvement in overall performance.

The YMG is committed to this ongoing dialogue with patients to hear what they have

over, please

NEW NEUROLOGY PROF TACKLES MOVEMENT DISORDERS



“Driven by recent medical research and surgical innovation, patients with Parkinson’s disease are doing better, as are

patients with neuro-degenerative diseases and other movement disorders like dementias, Huntington’s disease and dystonia,” says Mahmood Eisa, MD, Assistant Professor of Neurology specializing in movement disorders. Movement disorders tend to be more prevalent in an older population and with Americans living longer there is more research interest in better management of complex patients such as those stricken with Parkinson’s disease. Eisa continued: “The symptoms of movement disorders are very visual and the impact of symptom reduction is very satisfying. Functionally and socially, movement disorders are complex and quite disabling, but management with a holistic approach can produce some excellent results.”

The holistic approach includes working with urologists, the rehabilitation specialties of occupational, physical and speech therapy, psychiatrists, pharmacology and social services for both the patient and home caregivers. Eisa is currently working with a group of national researchers across the VA system who are developing quality indicators, along with a reference manual for evidence based guidelines in Parkinson’s management. The

implementation of these standards and offering an open label clinical drug trial for the treatment of psychosis in Parkinson’s disease, are some of the leading edge management options available through Eisa at Yale. To refer patients or to contact Dr. Eisa call 785-2877 or mahmood.eisa@yale.edu.

PATIENT SATISFACTION (continued)

to say about their experience with us. Survey results can be used as a spring board for performance improvement. Detailed satisfaction results and transcribed patient comments have been distributed to your Chairman and Clinical Administrator. Please contact them or Mary Hu at mary.hu@yale.edu or 737-4218 if you would like to receive copies of your specialty report.

RESTAURANTS, BROADWAY, YMG IN SAME BOAT: NO SHOW, NO CASH

Since going live on the IDX enterprise system, YMG has collected and reported on many business and financial indicators. The metrics that reflect the health of YMG cash flow include missing charges, lag days, pre-registration, no-show rates and release of information. This article is the fourth in a series of five that highlights the practice-wide standing for each metric and compares them to our organizational goal. These results have previously been published and reviewed with all clinical departments and the YMG Board of Governors. The business processes that impact these metrics are controlled by **front-end operations within each clinical department.**

No-show rates measure the percentage of unfilled available appointments that translate into lost revenue to the practice. To decrease your no show rate, use appointment

BEST NO-SHOW RATES 2ND & 3RD QUARTERS 2003

Therapeutic Radiology	1.00%
Genetics	3.16%
Dermatology	5.25%

reminder cards and telephone appointment reminder calls. Front-end staff, in conjunction with physicians and clinical administrators, should model out the schedule by applying historical no-show rates to create schedules that keep the physician steadily seeing patients. The overall average no show rate is 10.91%. This compares to 4.0% median at other organizations, as reported by the Medical Group Management Association. For questions or assistance you may contact Marianne Dess-santoro at 737-2678 or marianne.dess-santoro@yale.edu.

Yale Practice

Published by the Yale Medical Group

300 George Street, 6th Floor New Haven, CT 06536-0805
(203) 785-2140 phone <http://info.med.yale.edu/ymg>

Editor: Ann Freeman

Assistant Editor: Lisa Galella

Director: David J. Leffell, M.D.

Associate Director: Marianne Dess-Santoro

Director, Strategic Development/Marketing: Mary Hu

Yale Medical Group

THE PHYSICIANS OF YALE UNIVERSITY