

Communication Cards for Enhanced Patient Experience



Sowmya Sanapala, MD; Interim Assistant Medical Director; Healthcare Leadership and Management Fellow; Attending Physician and Instructor in Clinical Emergency Medicine (left)

Jiaojiao Wright, NYP LMH ER Staff RN, MSN, Columbia School of Nursing PhD Candidate (right)

This project seeks to improve communication between healthcare providers and Chinese-speaking patients at New York Presbyterian Lower Manhattan Hospital, where they are a significant segment of the patient population. These innovative cards with captioned pictographs are in three forms: a provider card, a patient card, and a location card. The provider and patient cards address needs during a typical ER visit and the location cards provide information for transportation home and intra-hospital transfers. Ultimately, we aim to provide timely access to patient-provider communication and allow smooth transition during ED discharge and transfer. This is a collaborative endeavor between physicians and front-line nurses with the shared goal of enhanced patient experience.

Enhancing patient experience through standardized after-visit communication in an ambulatory primary care setting

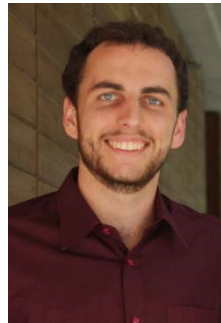


Nehal Galal, DO; Assistant Professor of Medicine at CUIMC; Clinic Medical Director, Columbia Primary Care Midtown (left)

V. Peter DeMarco, MD; Assistant Professor of Medicine at CUIMC; Medical Director of Digital Health, Columbia Primary Care (right)

Ambulatory care surveys often include patient feedback regarding communication that took place outside of a patient encounter. The variability in the after-visit experience for both patients and physicians across primary care can impact patient satisfaction with their overall care. The electronic health record (EHR), EPIC, is the primary mode of communication of patient results by physicians in our practice. Our experience has shown that differences in communication of results with patients in after-visits can lead to excess and duplicate EPIC messages and subsequently impact physicians' administrative burden and communication satisfaction. We intend to design a communication strategy to standardize the after-visit patient communication experience with the goal of improving patient satisfaction and reducing physician time spent on communication through EHR.

Palliative Care Tip of the Week



(Left) **Craig D. Blinderman**, MD, MA, FAAHPM; Director of Adult Palliative Care at CUIMC
(Middle) **Nick Burry**, NP; Palliative Care Nurse Practitioner, CUIMC
(Right) **Zachary Verne**, BA; Medical Student, CU Vagelos College of Physicians & Surgeons

The Palliative Care Service of Columbia University Medical Center is currently conducting a study evaluating the effectiveness of weekly emailed palliative care education documents in resident education. The palliative care 'Tip of the Week' (TOTW) was started last year and has been sent to hundreds of trainees and staff throughout NYP-CUIMC. The "tip of the week" consists of a clinical situation followed by a description of important learning points and a takeaway message. By sharing weekly palliative care pearls, we hope to foster primary palliative care, whereby physician assistants, nurse practitioners, residents and fellows across specialties can start to incorporate the principles of palliative care into their daily practices. As a larger number of providers become more comfortable with the concepts and practices of palliative care, we hope to improve outcomes and the experience for thousands of patients each week. As part of the ProPX program, the aim is to spread the TOTW and engage teams across NYP.

ProPX team leads:

Paul B. Martin, MD, MPH | **Taylor Sewell**, MD, MBA

Executive Sponsor: **Rick Evans**, SVP and Chief Experience Officer, NYP



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