

## UPMC Patient Experience Key Drivers

### Inpatient:

1. "During this hospital stay, how often did nurses listen carefully to you?"
2. "During this hospital stay, how often did nurses explain things in a way you could understand?"
3. "During this hospital stay, staff took my preferences and those of my family or caregiver into account in deciding what my health care needs would be when I left"
4. When I left the hospital, I had a good understanding of the thing I was responsible for in managing my health"
5. "During this hospital stay, how often did the hospital staff do everything they could to help you with your pain?"

### Emergency Department

1. "How well you were kept informed about delays"
2. "Staff concern to keep family or friends informed about your status during your course of treatment"
3. "Information you were given about caring for yourself at home (...)"
4. "How well your pain was controlled"
5. "Nurses' concern to keep you informed about your treatment"

### Ambulatory Surgery

1. "Response to concerns/complaints made during your visit"
2. "Our concern for your privacy"
3. "Information nurses gave you on the day of your procedure"
4. "Your confidence in the skill of the nurses"
5. "Information nurses gave your family about your surgery or procedure"

### Medical Practice

1. Provider Communication Domain - "During your most recent visit, did this provider...
  - a. explain things in a way that was easy to understand?"
  - b. listen carefully to you?"
  - c. give you easy to understand information about these health questions or concerns?"
  - d. seem to know the important information about your medical history?"
  - e. show respect for what you had to say?"
  - f. spend enough time with you?"