



UNC
SCHOOL OF MEDICINE

Evaluation of Clinical Faculty by Patients Using Computerized Handheld / Computer Devices

From patient satisfaction to faculty development

Amy W Fox, MD & Luis Diaz, MD
UNC Department of Dermatology
September 13th, 2014

Objectives

- Patient satisfaction in our current health care system
- Mandated levels of patient satisfaction and the impacts to reimbursement
- Clinic level patient satisfaction platform
- Utilization for faculty growth and development

We have no relevant financial disclosures

The big picture

Accountable Care

- Value based payment modifier
- Effects all providers by 2017
- Patient satisfaction metrics will play a role

Physician Compare

- “ratings” of clinics and providers searchable by consumers
- Data displayed will come from patient satisfaction metrics

Patient Centered Care

- Growing importance of the patient experience.
- HCAHPS as a model for outpatient

Hospital Profile

[Back to Results](#)

General
information

Survey of
patients'
experiences

Timely &
effective care

Readmissions,
complications, &
deaths

Use of medical
imaging

Medicare
payment

Number of
Medicare
patients

UNIVERSITY OF NORTH CAROLINA HOSPITAL

101 MANNING DRIVE
CHAPEL HILL, NC 27514
(919) 966-4131

[Add to my Favorites](#)
[Map and Directions](#)

Hospital Type: Acute Care Hospitals
Provides Emergency Services: Yes

Survey of patients' experiences

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) is a national survey that asks patients about their experiences during a recent hospital stay. Use the results shown here to compare hospitals based on ten important hospital quality topics.

- ♦ [Find out why these measures are important.](#)
- ♦ [Get more information about the data.](#)
- ♦ [Get the current data collection period.](#)

[Show Graphs](#)

[View More Details](#)



	NORTH CAROLINA HOSPITAL	CAROLINA AVERAGE	AVERAGE
Patients who reported that their nurses "Always" communicated well	82%	81%	79%
Patients who reported that their doctors "Always" communicated well	84%	83%	82%
Patients who reported that they "Always" received help as soon as they wanted	67%	68%	68%
Patients who reported that their pain was "Always" well controlled	74%	72%	71%
Patients who reported that staff "Always" explained about medicines before giving it to them	68%	65%	64%
Patients who reported that their room and bathroom were "Always" clean	72%	72%	73%
Patients who reported that the area around their room was "Always" quiet at night	65%	64%	61%
Patients who reported that YES, they were given information about what to do during their recovery at home	90%	87%	85%



UNC Dermatology Clinics

[Add to My Favorites](#)

[Is this your Group Practice?
Update your information here](#)

**General
Information**

Locations

**Patient Experience
of Care**

**Clinical Quality
of Care**

**Affiliated Healthcare
Professionals**

The star ratings below are based on the results from a survey of patients. You can use the star ratings to compare how well group practices are doing in areas that are important to many patients. [More Information.](#)

More stars are better.

▼ **Getting Timely Care, Appointments, and Information**



This star rating is based on how often patients reported:

- Getting a doctor's appointment for an urgent problem when needed
- Calling the doctor's office with a medical question or concern, and getting a response from the doctor's office the same day
- Seeing the doctor within 15 minutes of their appointment time
- Getting the care, tests, and treatments they think they need

[Get More Details](#)

▶ **How Well Your Providers Communicate**



▶ **Health Promotion and Education**





UNC Dermatology

Bivarus

UNC Dermatology
visit specific data
24-48 hrs after visit

- Clinical operations
- CQI
- Faculty/resident development
- Service Recovery

UNC HC mandated

CG-
CAHPS;
Press
Ganey

UNC Dermatology
visit specific data
Within a week

- Clinical operations
- CQI
- Benchmarking within our institution

CMS mandated

CG-
CAHPS

UNC HealthCare
data
Months after visit

PQRS and VBPM

CAHPS Family

CG (clinician and group) CAHPS

H (Hospital) CAHPS

ACO CAHPS

Home Health CAHPS

-
- 34 question core survey, retrospective over 6 months
 - Looks at access to specialist, timeliness of care, provider specific data
 - Measure of patient experience

CG-CAHPS

- ***In the last 6 months, when you phoned this provider's office after regular office hours, how often did you get an answer to your medical question as soon as you needed?***
[never, sometimes, usually, always]
- ***Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider within 15 minutes of your appointment time?***
[never, sometimes, usually, always]
- ***In the last 6 months, how often did this provider listen carefully to you?***
[never, sometimes, usually, always]

Bivarus

Electronic survey with 10 questions – deployed either to smartphone or email at 24-48 hr. post visit

10 categories with 10 questions within each area with priority set by the survey manager

Deployed over a 3 month cycle

40% + response rate with email

4900 surveys returned July 2013-2014



Bivarus

Outlook Web App

Mail > Inbox 11610 Items

Favorites

- Inbox (7)
- Unread Mail (7)
- Sent Items
- Deleted Items (73)

Fox, Amy W

- Inbox (7)
- Drafts [4]
- Sent Items
- Deleted Items (73)
- Junk E-Mail
- Notes
- RSS Feeds
- Search Folders

Contact List

Other Contacts
No contacts in this group

Add contact...

New Delete Move Filter View

Search Entire Mailbox

Conversations by Date Newest on Top

Today

- Hideaway this Friday
Ziemer, Carolyn 8:06 AM
- An Assignment Notice F...
cherie_ezuka@med.unc.edu 3:54 AM

Yesterday

- Weekly Academic Remi...
Rettcrush, Patrick Mon 8:49 PM
- Slide requests
Kaitlin McCormick; Kaitlin; ... Mon 4:32 PM
- Tell Us About Your Der...**
unc_derm@bivarus.com Mon 4:30 PM
- SBC CV
Corley, Sarah Mon 2:33 PM

Last Week

- extra clinic
Mauro, Patricia M Sat 8/30
- UNC Peds Derm fellowship
Morrell, Dean S Fri 8/29
- Optimization lists
Edwards, Sara Fri 8/29
- Questions about CMS/CG...
Cole, Brandon Fri 8/29
- UNC - Sunset Dermatolog...
.Jardis Chris (US) Fri 8/29

sign out Fox, Amy W

Find Someone Options ?

Tell Us About Your Dermatology Visit

Unc Derm [unc_derm=bivarus.com@sendgrid.info] on ... Actions

To: Fox, Amy W

Monday, September 01, 2014 4:30 PM

To help protect your privacy, some content in this message has been blocked. If you're sure this message is from a trusted sender and you want to re-enable the blocked features, [click here](#).

Dear UNC Dermatology & Skin Cancer Center Patient,

Thanks for agreeing, during your recent visit, to share your feedback about your experience. Your input is critical to making our organization the best it can be.

Please complete our brief survey. It should take only about three minutes.

The link to the survey is: <https://survey.bivarus.com/s/DVJCZFE/t/e>

Thank you for your time,

UNC Dermatology & Skin Cancer Center

Please do not reply to this message. This mailbox is not monitored.

This e-mail was sent to amy_fox@med.unc.edu by unc_derm@bivarus.com.
Bivarus Inc., PO Box 51391 Durham, NC 27717

If you no longer wish to receive e-mail messages from unc_derm@bivarus.com, please click on the following link: [Unsubscribe](#)



The **UNC Dermatology & Skin Cancer Center** wants to provide the best possible experience for our patients, and your input is critical to making improvements. It takes only about three minutes to complete our short survey. We appreciate your time and value your feedback.

If a question does not apply to you, please choose 'Not Applicable'.

1

I would recommend this Dermatology clinic to friends/family.

- ☐ No. Definitely not.
- ☐ I don't think so.
- ☐ I would neither recommend nor not recommend it.
- ☐ Yes. I would recommend it.
- ☐ Absolutely. I would recommend it very highly.

2

My nurse's overall appearance was professional.

- ☐ No. Definitely not.
- ☐ Not really.
- ☐ His/Her appearance was neither professional nor not professional.
- ☐ Yes. His/Her appearance was professional.
- ☐ Absolutely. His/Her appearance was very professional.
- ☐ Not Applicable

3

I would trust this nurse to care for my friends/family.

- ☐ No. Definitely not.
- ☐ Not really.
- ☐ I would neither trust nor distrust him/her.
- ☐ Yes. I would trust him/her.
- ☐ Absolutely. I would trust him/her a great deal.
- ☐ Not Applicable

4

My nurse did not seem rushed while with me.

- ☐ I disagree. He/She was clearly rushed.
- ☐ It seemed like he/she was rushed.

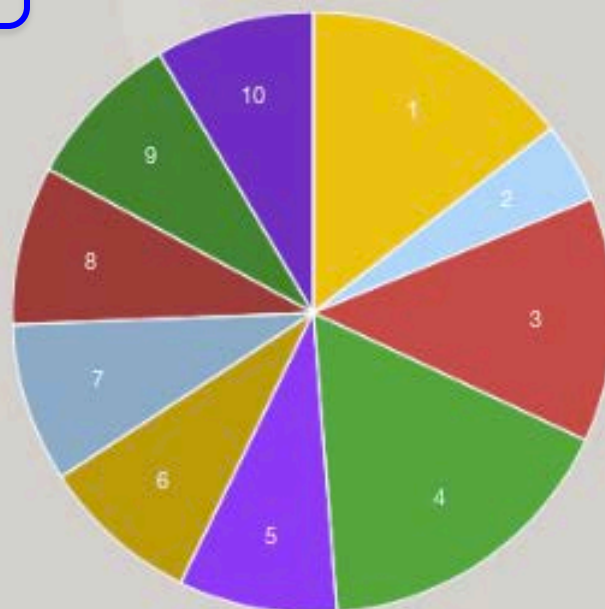
Step 1: Prioritize Categories

Indicate each category's relative importance using the horizontal sliders below. Preview category questions by clicking on the info symbol. When you are satisfied with your selections, click "Accept and Continue."

[Back](#)[Accept and Continue](#)

Saved

Category Name		Extremely Unimportant	Extremely Important
1.	Patient Safety	<input type="range"/>	<input type="range"/>
2.	Processes of Care and Efficiency	<input type="range"/>	<input type="range"/>
3.	Institutional Ethos	<input type="range"/>	<input type="range"/>
4.	Comfort	<input type="range"/>	<input type="range"/>
5.	Provider Expertise and Interpersonal Skills	<input type="range"/>	<input type="range"/>
6.	Communication	<input type="range"/>	<input type="range"/>
7.	Transitions of Care and Care Coordination	<input type="range"/>	<input type="range"/>
8.	Patient Centered Care	<input type="range"/>	<input type="range"/>
9.	Other Members of the Team	<input type="range"/>	<input type="range"/>
10.	Overall Patient Experience	<input type="range"/>	<input type="range"/>





Skip to Category

1

2

3

4

5

6

7

8

9

Category 1 of 9: Patient Safety

Question Name

Extremely
Unimportant

Extremely
Important

1. I felt safe in the Dermatology clinic.

2. The nurse asked if I had drug allergies.

3. My doctor/nurse explained medications I was told to take at home.

4. My doctor/nurse reviewed reasons to return before my next annual exam.

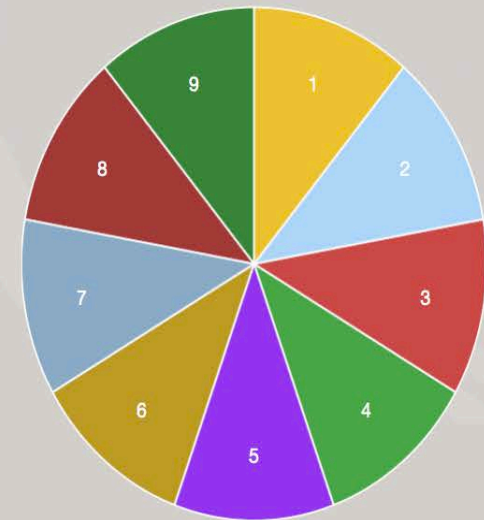
5. My nurse provided follow-up care instructions in a way I could understand.

6. Prior to starting, my doctor made it clear I was having a procedure.

7. My doctor reviewed possible side effects of any procedure before starting.

8. My doctor alerted me to things I should have checked immediately should they occur after surgery.

9. I understood how to care for my wound.




Return to Step 1





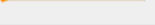
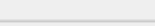
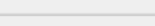
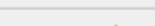

Accept and Continue

6	In Progress	04/07/2014	N/A	4.47	N/A
5	Completed	01/29/2014	04/06/2014 (5 months ago)	4.43	-0.01
4	Completed	10/16/2013	01/28/2014 (7 months ago)	4.44	0.00
3	Completed	07/02/2013	10/16/2013 (10 months ago)	4.43	0.00
2	Completed	03/28/2013	07/02/2013 (about 1 year ago)	4.42	0.00
1	Completed	11/20/2012	03/28/2013 (over 1 year ago)	4.40	0.00

Longitudinal Questions by Cycle

#	Question	Cycle - 1	Cycle - 2	Cycle - 3	Cycle - 4	Cycle - 5	Cycle - 6	Trend
1	I would recommend this Dermatology clinic to friends/family.	4.54	4.57	4.58	4.60	4.62	4.57	

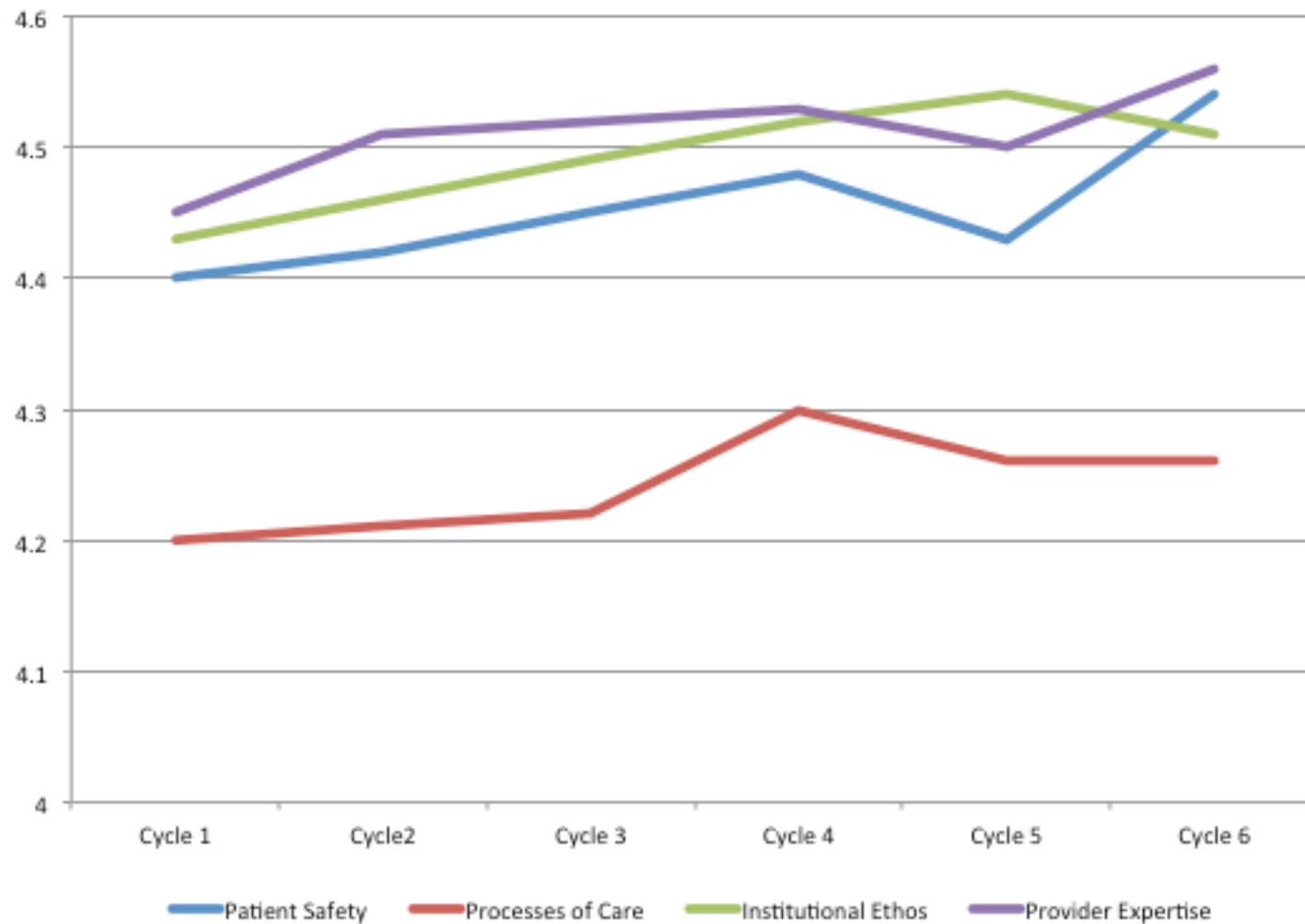
Category Scores by Cycle

Category	Cycle - 1	Cycle - 2	Cycle - 3	Cycle - 4	Cycle - 5	Cycle - 6	Trend
Patient Safety	4.41	4.42	4.45	4.48	4.43	4.54	
Processes of Care and Efficiency	4.20	4.21	4.22	4.30	4.26	4.26	
Institutional Ethos	4.43	4.46	4.49	4.52	4.54	4.51	
Facility/Comfort	4.41	4.43	4.43	4.41	4.46	4.42	
Provider Expertise and Interpersonal Skills	4.45	4.51	4.52	4.53	4.50	4.56	
Communication	4.42	4.41	4.41	4.47	4.52	4.38	
Patient Centered Care	4.49	4.49	4.53	4.56	4.38	4.59	
Other Members of the Team	4.44	4.49	4.47	4.30	4.38	4.54	
Overall Patient Experience	4.31	4.35	4.36	4.38	4.42	4.40	





Clinical improvements





Free Text Comments

Status: Unaddressed

08/26/2014 at 06:19PM

Visit ID# 20050521014 Bivarus ID# 15140

Unknown

"It was so good. The UNC Hospitals offer to us excellent attention, service and care as a person with professional people and excellent doctors."

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/27/2014

Status: Unaddressed

08/26/2014 at 06:19PM

Visit ID# 20050386868 Bivarus ID# 15139

Unknown

"I felt that the Doctor is very concerned about all questions I ask even if they seem like minor questions."

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/27/2014

Status: Unaddressed

08/26/2014 at 06:19PM

Visit ID# 20051244562 Bivarus ID# 15138

Unknown

"from the check in, to seeing the resident then the doctor, everyone was extremely nice, but that is the way it always is at every department of UNC that I go too!! "

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/27/2014

Status: Unaddressed

08/26/2014 at 12:17AM

Visit ID# 20057704111 Bivarus ID# 15124

Unknown

"See most recent email regarding prescriptions. Thanks"

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/27/2014

Status: Unaddressed

08/26/2014 at 12:17AM

Visit ID# 20052998307 Bivarus ID# 15123

Unknown

"I am still waiting for an appointment for Mohs surgery."

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/27/2014

Status: Unaddressed

08/25/2014 at 06:19PM

Visit ID# 20051376144 Bivarus ID# 15109

Unknown

"I was thankful that the doctors explained what was going to happen in a matter that I could understand."

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/27/2014



★ From our Patients ★

"Excellent visit, all of my concerns were addressed."



"Dr. Thomas is notably skilled in her area of expertise and I am forever grateful for that. Dr. Daly and Dr. Brooks are the best, too. Many thanks!"

"Each time I've visited UNC Dermatology, the experience has been superior in all respects."

VIZIO

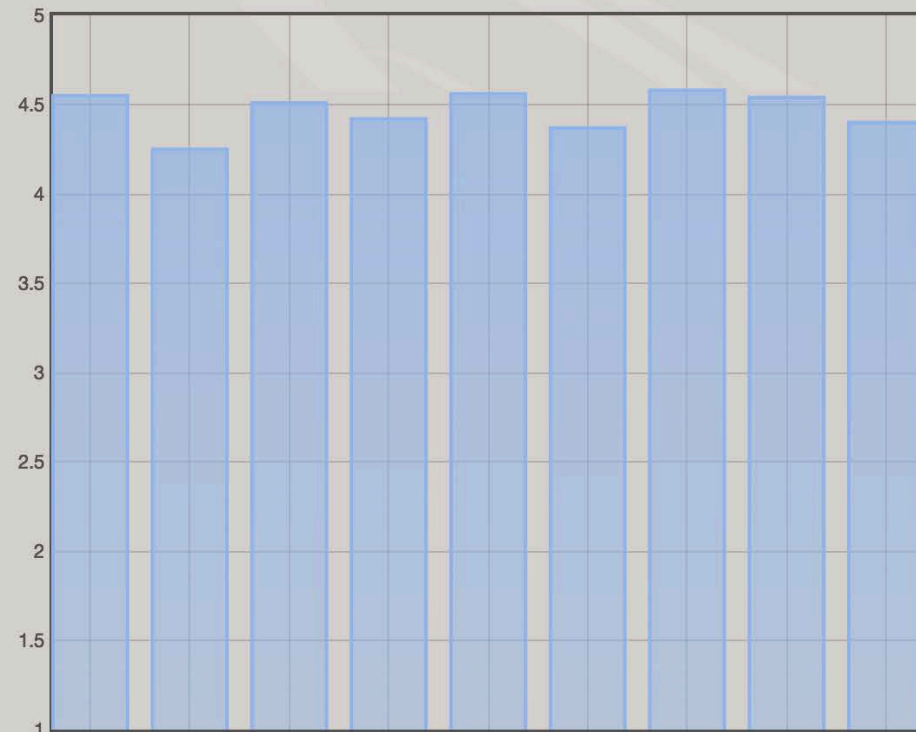


Indicator	Score
Aggregate Score	4.46
I would recommend this Dermatology clinic to friends/family.	4.57

Delivery	# Sent	# Responses ↕	Response Rate ↕
Email	2562	1191	46.5%
Smartphone	621	202	32.5%

Category Scores

# ↕	Category ↕	Score ↕
1	Patient Safety	4.55
2	Processes of Care and Efficiency	4.25
3	Institutional Ethos	4.51
4	Facility/Comfort	4.42
5	Provider Expertise and Interpersonal Skills	4.56
6	Communication	4.37
7	Patient Centered Care	4.58
8	Other Members of the Team	4.54
9	Overall Patient Experience	4.40





Aggregate Score

4.25

Survey Scores

#	Name	Score	95% Confidence Interval Lower Bound	95% Confidence Interval Upper Bound	# of Responses
1	The Dermatology clinic, as a whole, ran smoothly.	4.50	4.41	4.59	173
2	The total length of time I spent in the Dermatology clinic was reasonable.	4.29	4.18	4.40	225
3	The check-in process went smoothly.	4.60	4.51	4.70	169
4	The length of time I spent in the waiting room was reasonable.	4.54	4.44	4.64	146
5	Once in the exam room, the length of time I waited to see a doctor was reasonable.	4.18	4.05	4.31	215
6	The length of time it took to get test results was reasonable.	4.37	4.21	4.53	105
7	The length of time I waited to have blood drawn was reasonable.	4.34	4.18	4.51	58
8	My phone call to the clinic was answered in a timely manner.	3.74	3.59	3.90	239
9	I was able to get an appointment when I wanted to be seen.	3.80	3.67	3.93	266
10	My electronic prescription was ready at the pharmacy when I arrived.	4.12	3.95	4.29	175



Sentiment:

All ▾

Workflow state:

All ▾

Review status:

All ▾

Disposition:

All ▾

Search

Case insensitive search, limited to 30 characters. e.g. wait time, Dr. Smith

Filter by Tags (e.g. communication, wait time, check in)

Wait Time ×

Page 1

Status: Unaddressed

08/28/2014 at 12:17AM

Visit ID# 20054174238 Bivarus ID# 15194

Unknown

Tags: Wait Time

"I waited about 30 minutes in a cold room with 1 old magazine to read. Why does it always take so long at Dermatology?"

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/29/2014

Status: Unaddressed

08/28/2014 at 12:17AM

Visit ID# 20053885375 Bivarus ID# 15193

Unknown

Tags: Wait Time

"I was disappointed with my wait time. I arrived 30 minutes earlier than my appoint time. I waited just about 45 minutes before I was acknowledged by a medical provider, intern or resident."

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/29/2014

Status: Unaddressed

08/27/2014 at 06:18PM

Visit ID# 20054550439 Bivarus ID# 15176

Unknown

Tags: Wait Time

"Great Attending,great resident, nice nurse, nice check-in people, good treatment, SAT IN EXAM ROOM 40 MINUTES BEFORE SEEN, same thing last visit."

[Reply to Patient](#)

[Manage/Tag Comment](#)

☐ Reviewed - Patient Relations

☒ Reviewed - Clinical Ops amy_fox@med.unc.edu
08/29/2014

Status: Unaddressed

08/22/2014 at 06:23PM

Visit ID# 20051370643 Bivarus ID# 14974

Unknown

Tags: Wait Time

"Would have preferred not to have waited in the exam room for 25 minutes before I was seen."

Status: Unaddressed

08/22/2014 at 06:22PM

Visit ID# 20057286300 Bivarus ID# 14969

Unknown

Tags: Wait Time

"I had to wait an hour for a procedure that took 5-10 minutes (wart frozen), which Dr. Sayed made clear is not the norm. Since it was my first time, I can't

Status: Unaddressed

08/22/2014 at 06:22PM

Visit ID# 20054548277 Bivarus ID# 14967

Unknown

Tags: Wait Time

"I have exams every 3 months because of a history of melanoma. My appointment was for 2:45. I arrived at 2:30. About 3:00 I was brought to the exam room and



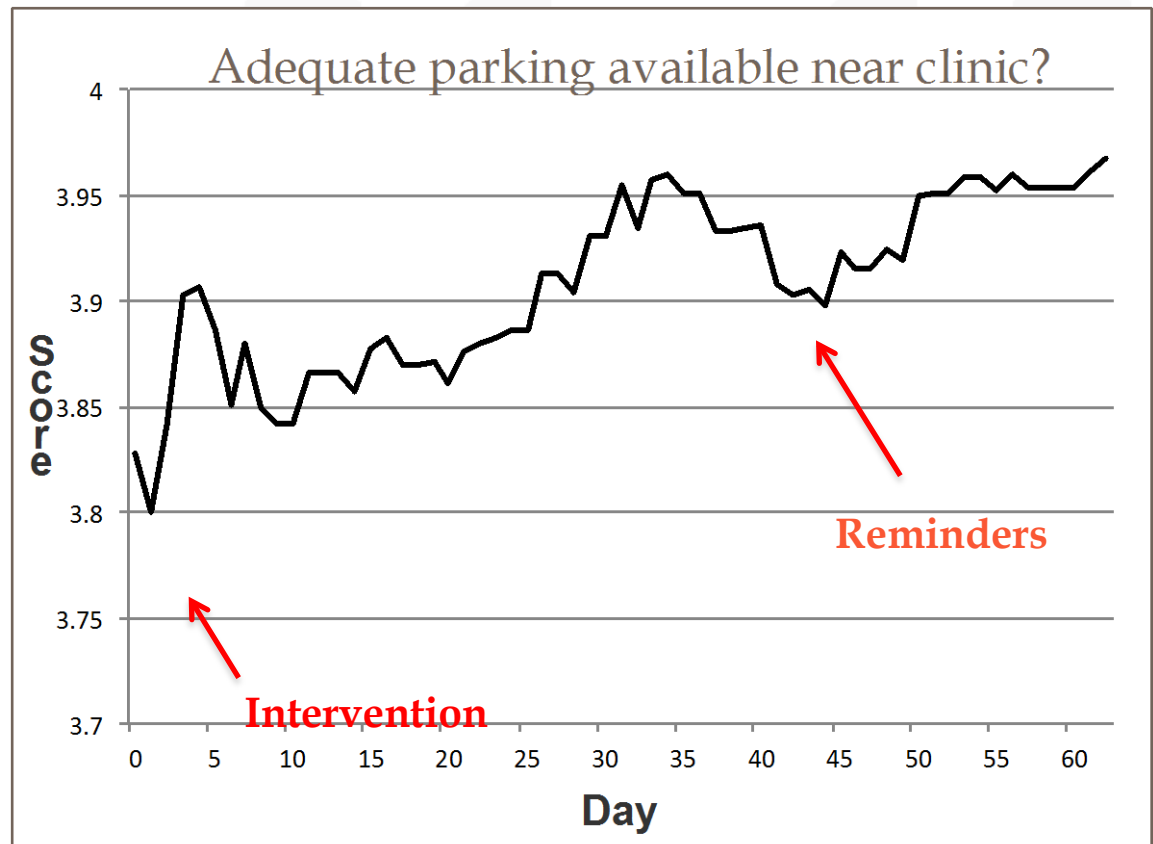
Transforming Service Operations

Issue Identified: Patients dissatisfied with lack of parking availability at clinic (doctors/staff parking in spots near clinic).

Intervention

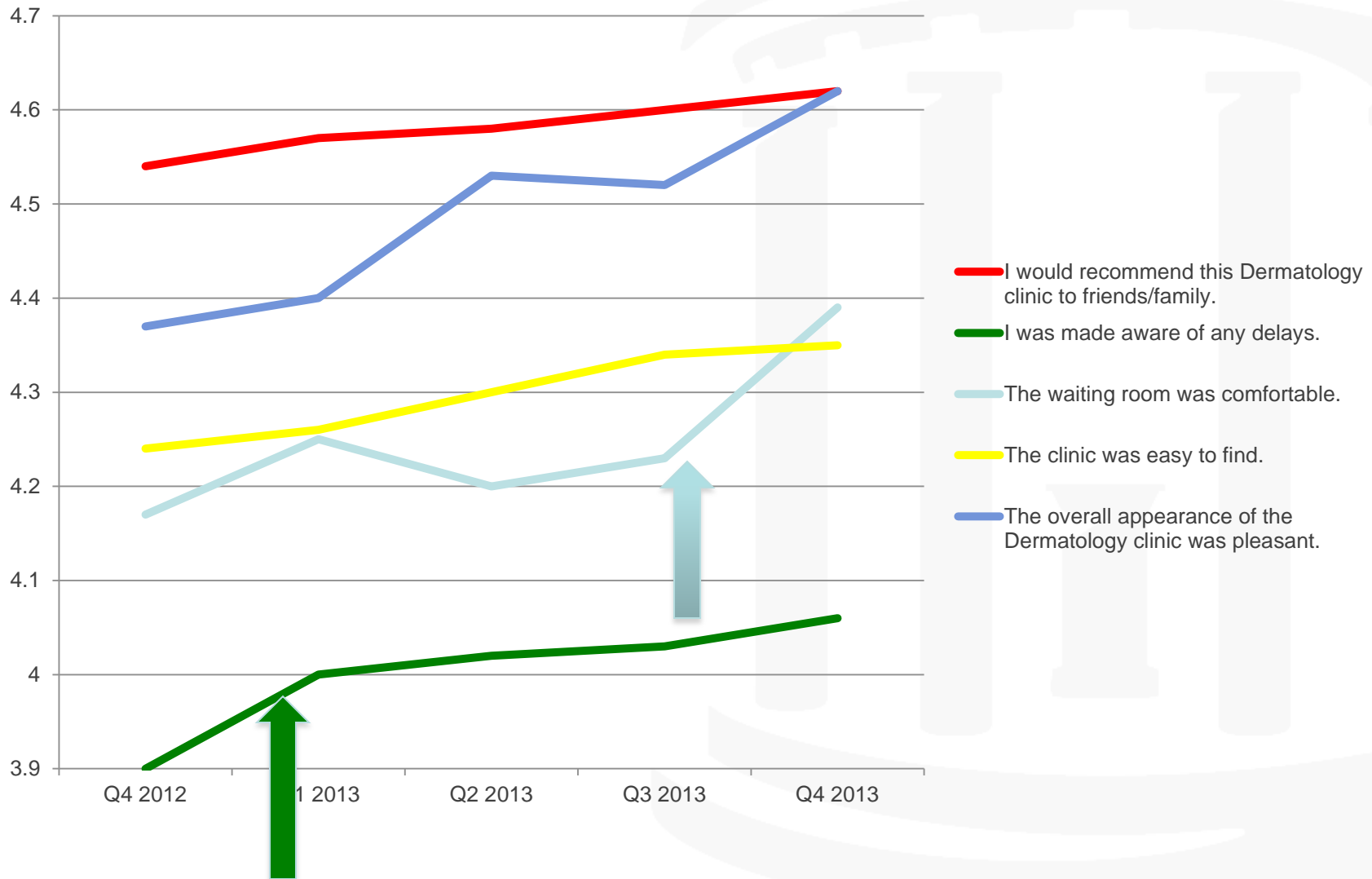
Developed/Implemented:

- 1) Share patient feedback directly with faculty and staff
- 2) Regular reminders with update





Improvements in clinical operations/patient experience





Provider Level Questions

Communication

- My doctor explained my diagnosis.
- My doctor explained my test results.
- My doctor explained things in a way I could understand.
- My doctor explained what procedures were being performed.
- My doctor explained what tests he/she was ordering.
- My doctor informed me of my treatment options.

Patient Centered Care

- My doctor did not seem rushed while with me.
- My doctor included me in decisions about my care.
- My doctor listened to me.
- My doctor made me feel comfortable about asking questions.
- While in my room, my doctor was focused on me/my issues.



Patient Safety

- My doctor alerted me to things I should have checked immediately should they occur after surgery.
- My doctor reviewed possible side effects of any procedure before starting.
- Prior to starting, my doctor made it clear I was having a procedure.

Provider Expertise

- I would trust this doctor to care for my friends/family.
- My doctor had a pleasant bedside manner.
- My doctor had good medical knowledge.
- My doctor was kind and caring.
- My doctor's overall appearance was professional.



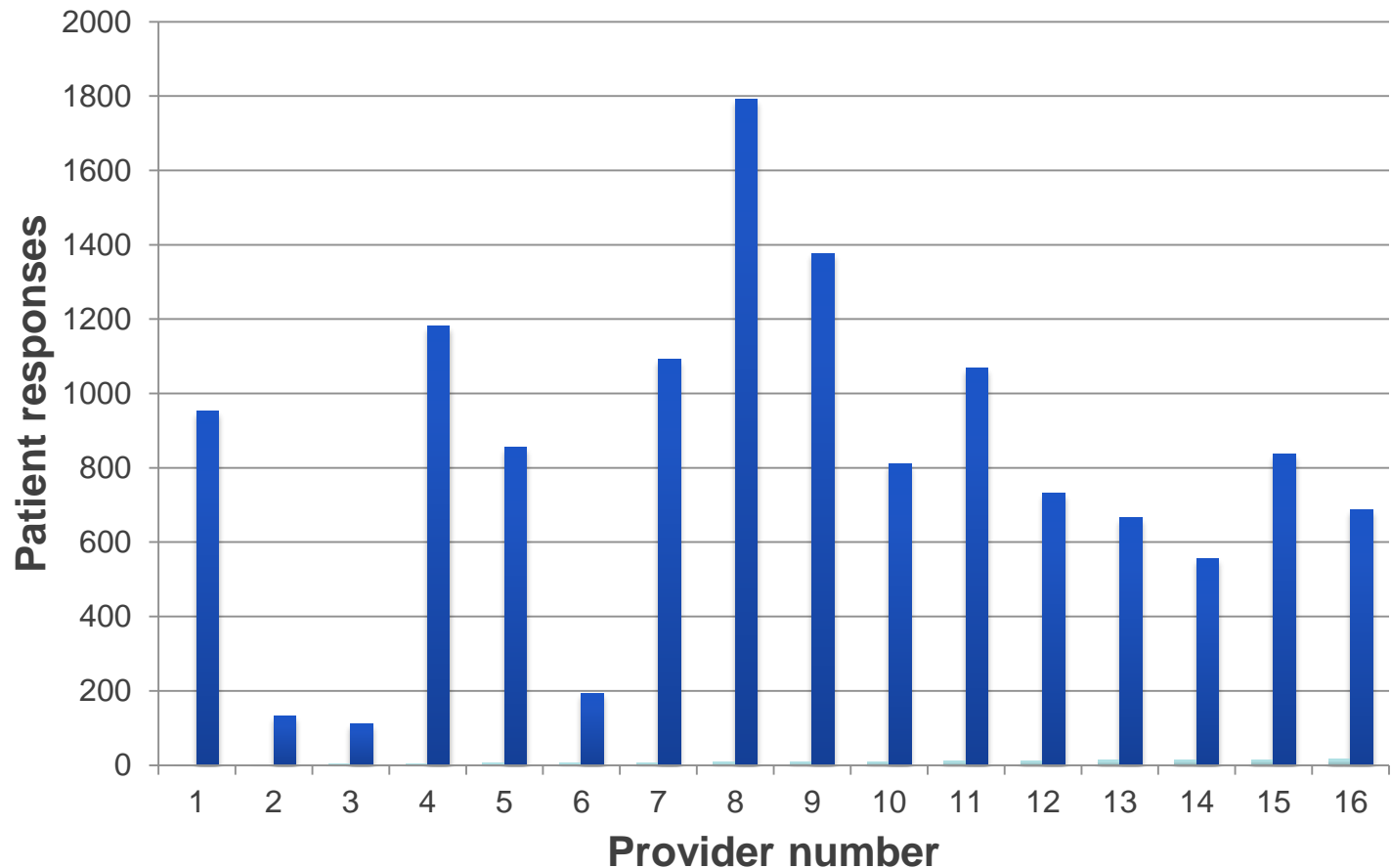
Mentors

Category ↕	Mentor ↕	Score ↕	Response Count ↕
Communication	Daly,M	4.86	95
Patient Centered Care	Miedema,J	4.78	38
Patient Safety	Miedema,J	4.83	38
Provider Expertise and Interpersonal Skills	Miedema,J	5.00	38

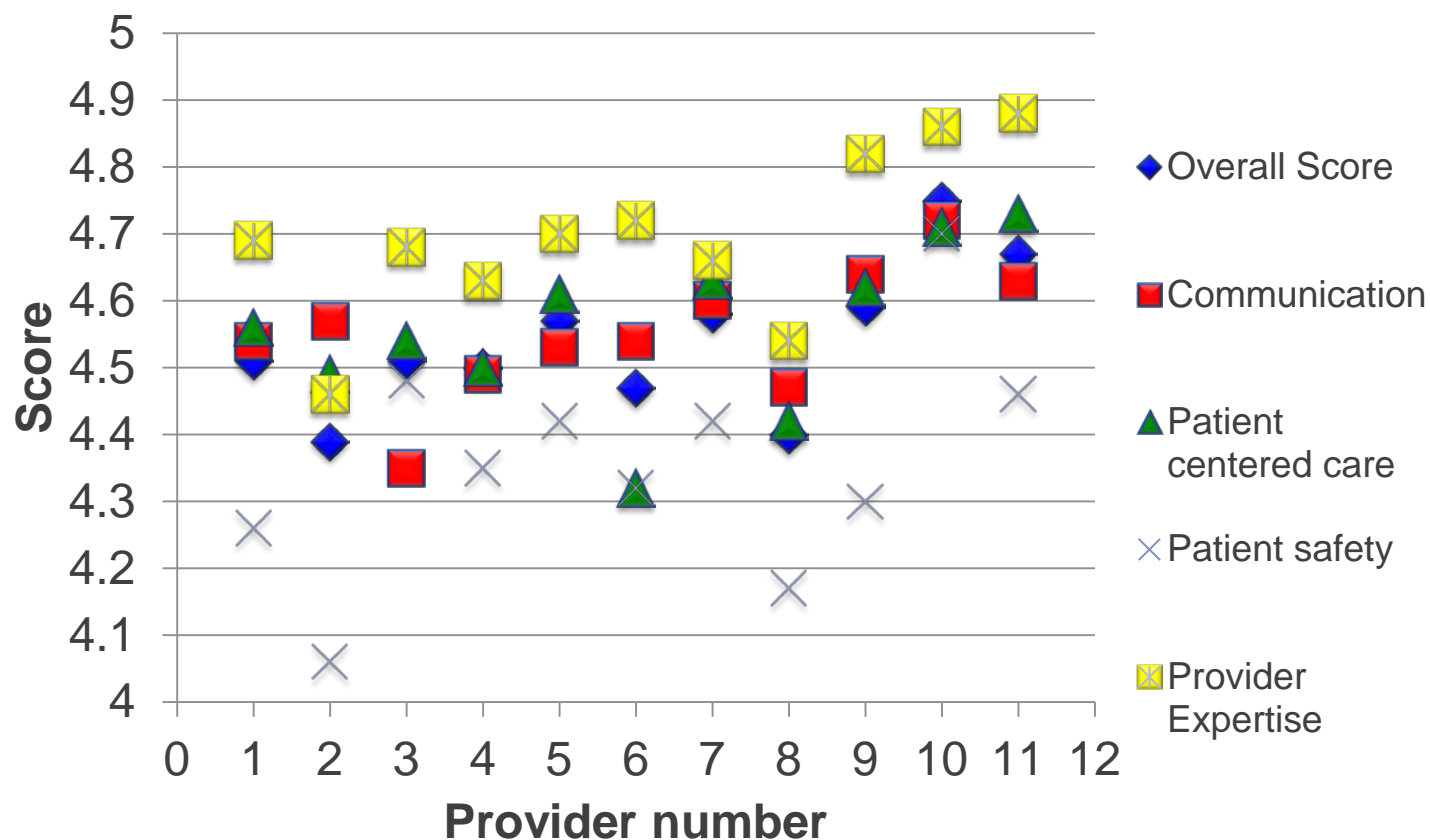
Providers

Name ↕	Score ↕	Communication ↕	Patient Centered Care ↕	Patient Safety ↕	Provider Expertise and Interpersonal Skills ↕	# of Responses ↕	Download Report ↕
Peer Group Average	4.59	4.07	4.17	3.93	3.77	80.11	
BOWERS,EDITH	4.63	4.55	4.62	4.49	4.86	127	
Baldwin,M	4.22	N/A	4.00	4.44	N/A	3	
Bhandari,R	4.47	4.60	4.27	4.38	4.62	72	
Blasiak,R	4.71	4.61	4.58	4.67	4.99	32	
Bowers,E	4.64	4.57	4.62	4.51	4.86	136	
Brooks,K	4.58	4.60	4.61	4.42	4.69	132	
Burkhead,A	4.51	4.29	4.65	4.50	4.61	28	
Corley,S	4.44	4.60	4.40	4.29	4.46	135	
Dahle,K	4.50	4.48	4.55	4.32	4.64	136	
Daly,M	4.61	4.86	4.64	4.17	4.79	95	
Fox,A	5.00	5.00	N/A	5.00	N/A	3	
Fyall,K	4.78	N/A	4.33	5.00	5.00	6	

Responses per Attending Provider, 2012-2013, UNC Dermatology



Attending Provider Scores by Category, UNC Dermatology



UNC Dermatology & Skin Cancer Center

Provider Report – Fox, A

Start Date: 11/20/2012

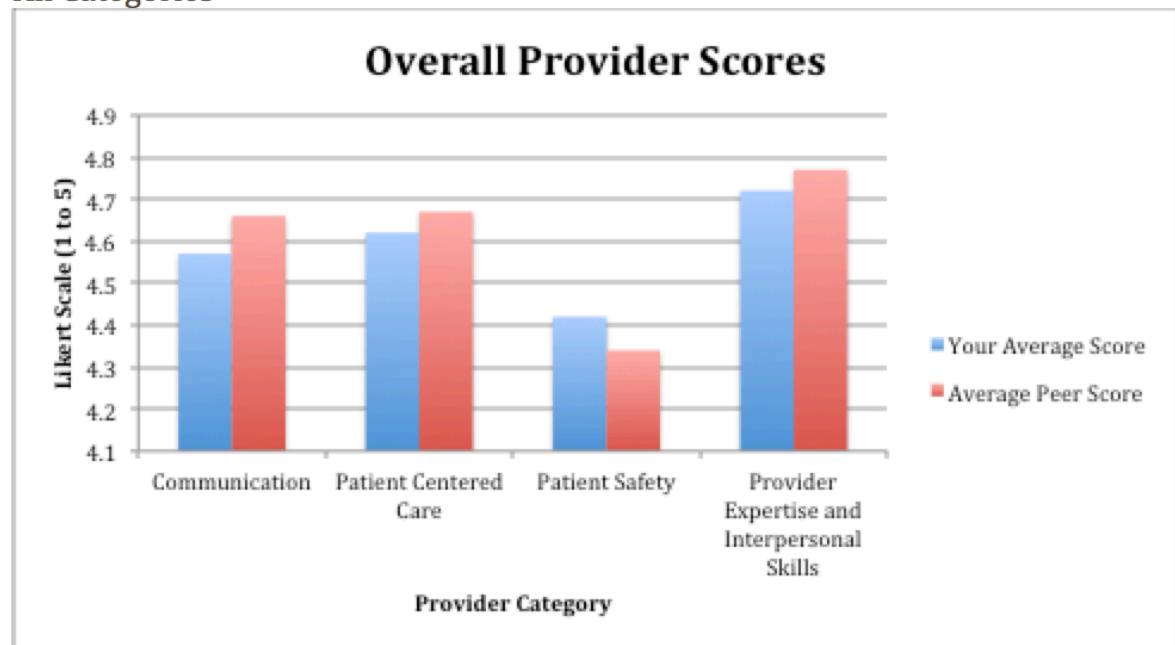
End Date: 08/29/2014

Survey Cycles: 1-6

Summary

Overall Score	Average Peer Score	Total Responses
4.58	4.61	881

All Categories



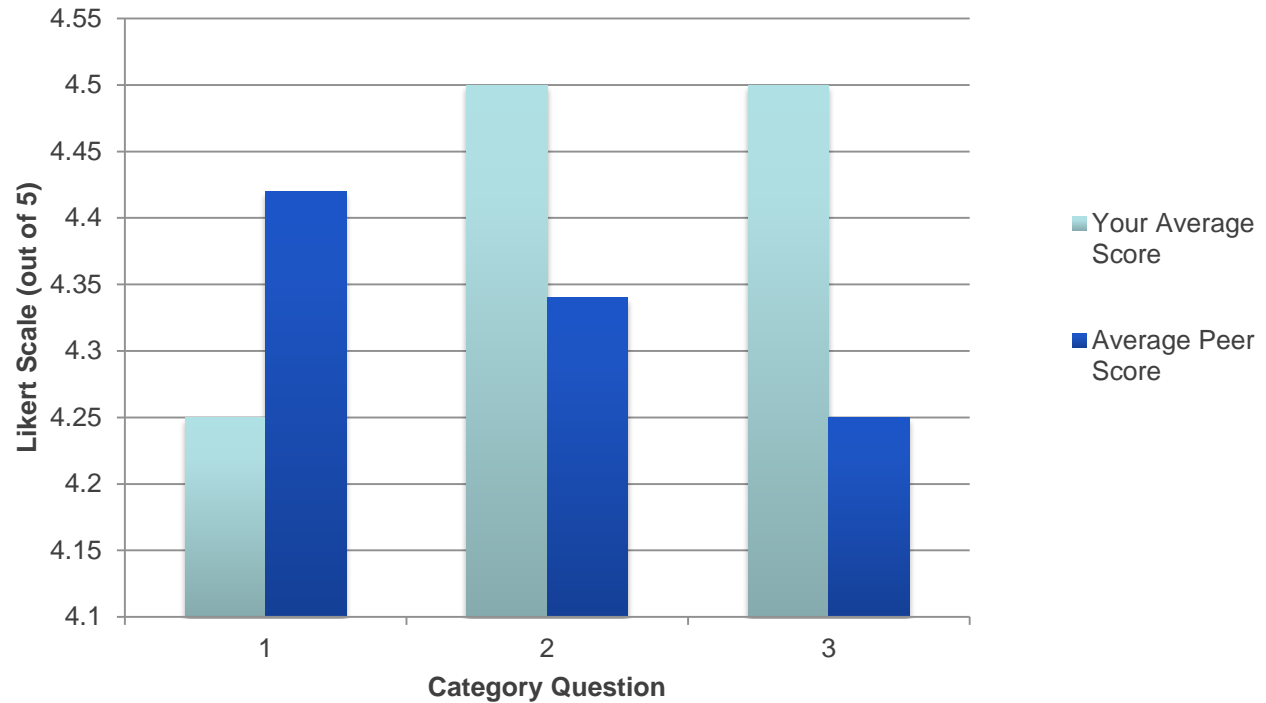
	Your Average Score	Average Peer Score	# Of Responses
Communication	4.57	4.66	277
Patient Centered Care	4.49	4.67	234
Patient Safety	4.06	4.34	171
Provider Expertise	4.46	4.77	191

9/23/14



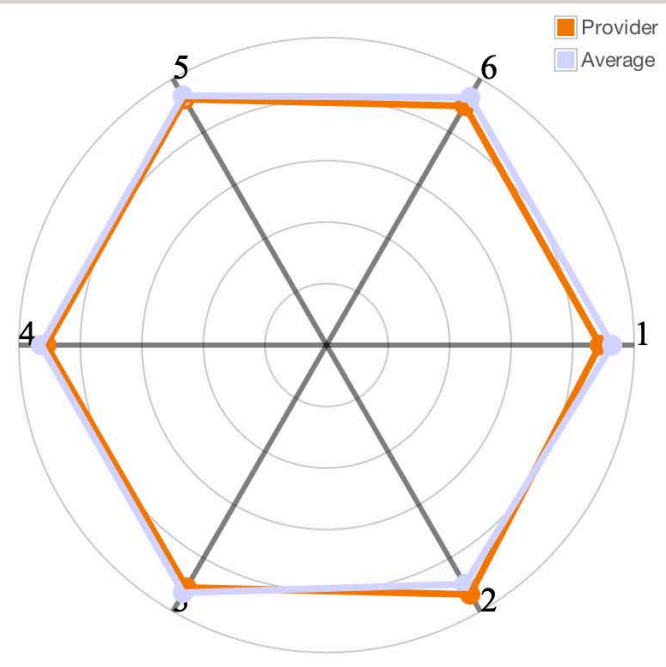
UNC
SCHOOL OF MEDICINE

Patient Safety

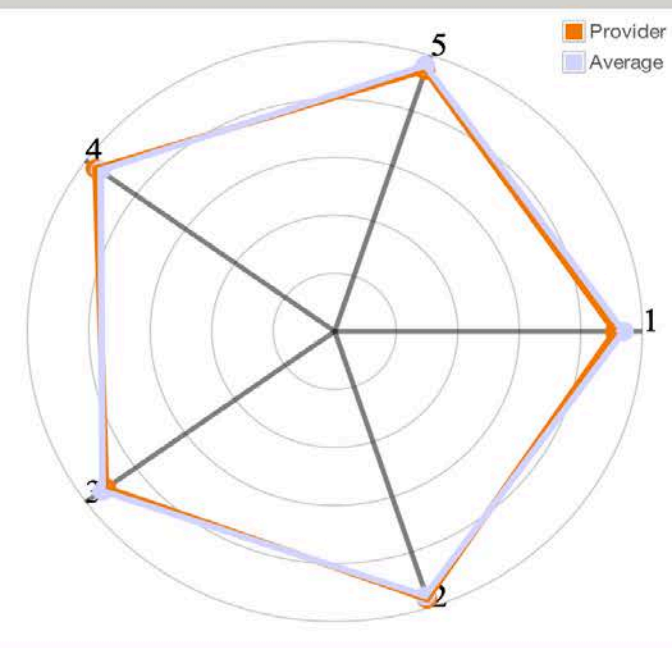


Category	Your Average Score	Average Peer Score	# Of Responses
1- My doctor alerted me to things I should have checked immediately should they occur after surgery	4.25	4.42	61
2- My doctor reviewed possible side effects of any procedure before starting	4.5	4.34	60
3- Prior to starting, my doctor made it clear I was having a procedure	4.5	4.25	50

9/23/20



#	Category
1	My doctor explained my diagnosis.
2	My doctor explained my test results.
3	My doctor explained things in a way I could understand.
4	My doctor explained what procedures were being performed.
5	My doctor explained what tests he/she was ordering.
6	My doctor informed me of my treatment options.

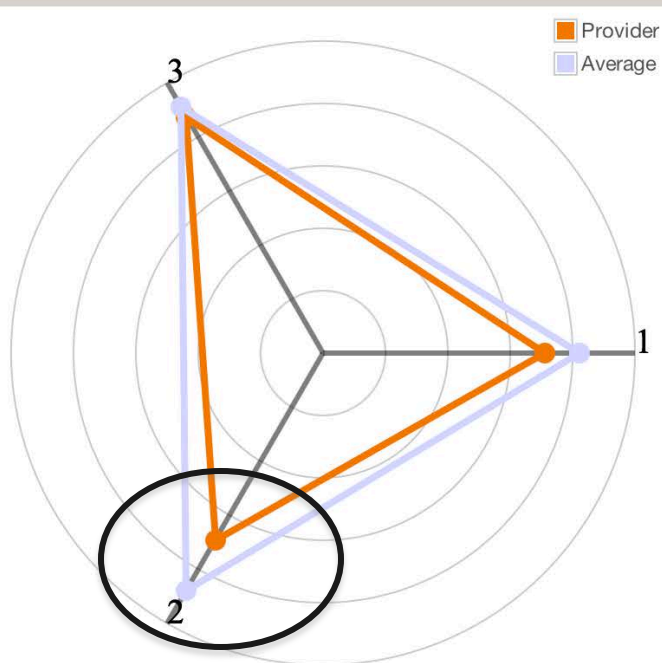


#	Category
1	I would trust this doctor to care for my friends/family.
2	My doctor had a pleasant bedside manner.
3	My doctor had good medical knowledge.
4	My doctor was kind and caring.
5	My doctor's overall appearance was professional.

Provider A



#	Question	Average Peer Score	Score	95% Confidence Interval Lower Bound	95% Confidence Interval Upper Bound	# of Responses
1	My doctor alerted me to things I should have checked immediately should they occur after surgery.	4.14	3.58	2.85	4.32	12
2	My doctor reviewed possible side effects of any procedure before starting.	4.40	3.50	2.85	4.15	6
3	Prior to starting, my doctor made it clear I was having a procedure.	4.58	4.38	3.86	4.89	8



#	Category
1	My doctor alerted me to things I should have checked immediately should they occur after surgery.
2	My doctor reviewed possible side effects of any procedure before starting.
3	Prior to starting, my doctor made it clear I was having a procedure.

Provider B

UNC Dermatology & Skin Cancer Center

Provider Report – Fellow/Resident

Start Date: 11/20/2012

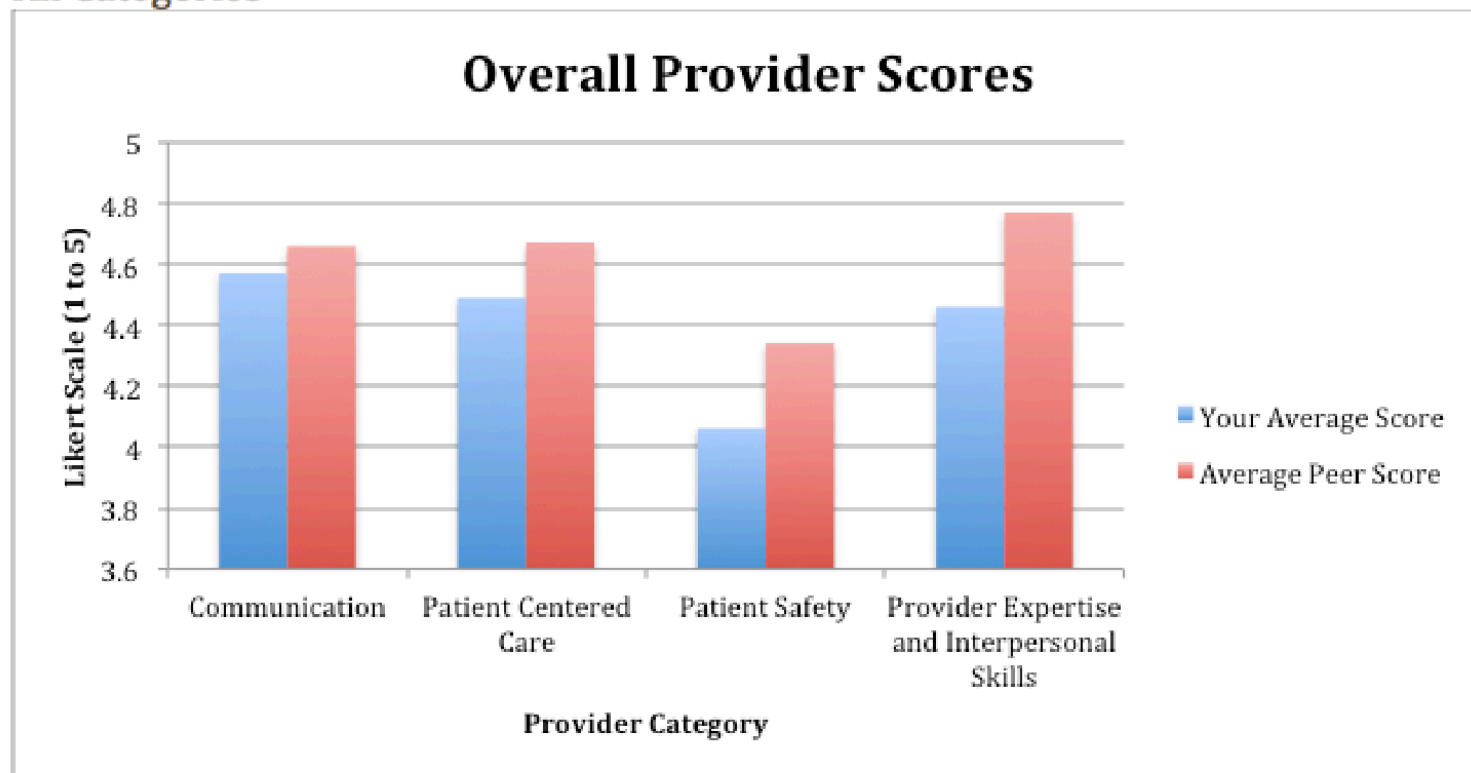
End Date: 08/29/2014

Survey Cycles: 1-6

Summary

Overall Score	Average Peer Score	Total Responses
4.39	4.61	132

All Categories



UNC Dermatology

Bivarus

UNC Dermatology
visit specific data
24-48 hrs after visit

- Clinical operations
- CQI
- Faculty/resident development
- Service Recovery

UNC HC mandated

CG- CAHPS; Press Ganey

UNC Dermatology
visit specific data
Within a week

- Clinical operations
- CQI
- Benchmarking within our institution

CMS mandated

CG- CAHPS

UNC HealthCare
data
Months after visit

PQRS and VBPM



How we are able to use this

Daily monitoring for service recovery and clinical operations

MOC requirements
Joint Commission

Departmental evaluation of faculty, residents, staff

ACGME requirement for residents

Personal improvement



Thank you

How to contact us:

amy_fox@med.unc.edu