Mateo Garcia’s anesthesia practice is currently in contract negotiations with a brand-new hospital that recently opened in a neighboring town. As part of negotiations, hospital administrators are requesting that Mateo’s practice of 65 physician anesthesiologists demonstrate how they set internal quality improvement goals, meet national benchmarking thresholds, and monitor provider care, patient outcomes and patient experience.

To illustrate how the practice engages in quality reporting, Mateo relied on the practice’s use of Quality Concierge to report on measure AQI48: Patient Reported Experience with Anesthesia. AQI48 measures the percentage of patients, 18 and older, who were surveyed on their patient experience and satisfaction with anesthesia care, and who reported a positive experience. With Quality Concierge, Mateo’s practice was able to track Patient Experience data in real-time, measure effectiveness of quality improvement initiatives throughout the year, and benchmark their performance against national NACOR data.

The measure consists of two performance rates and requires that a valid survey be sent to patients within 30 days of discharge and a minimum number of 20 surveys be completed.

Mateo found that his practice scored a 99 percent on measure AQI48, which demonstrates to hospital administrators that the practice regularly receives patient satisfaction assessments and enables the physician anesthesiologists to improve care delivery and quality.

To learn more, visit asahq.org/demonstrate