



PATIENT EXPERIENCE SCORE

User Guide



Overview

The PX Score is the industry standard measurement for patient experience. This score is a way for providers to better understand their relationship with their patients, the impact of their bedside manner and other key behaviors on patient engagement and assess the critical links between patient satisfaction and quality of care.

The PX score is research backed. The methodology was developed from a research study conducted by the George Washington School of Public Health and later published in the 2015 Patient Experience Journal. Today, the PX Score helps providers harness the hundreds of public, online channels where patients communicate their feedback.

What Information is included in the PX Score report?

The PX Score aggregates patient feedback from over two hundred online sources, including rating and review sites, national and local publications, social media, provider and health system directories and other digital public sites. Our proprietary Natural Language Processing technology is then applied to extract insights, categorize feedback, extract the relevant insights and derive a total score, as well as a score for 10 key patient experience categories.

How is the score produced?

To produce the overall score, the Fountain Analytics algorithm combines the scores for each of the 10 key patient experience categories, applies weights to each of the categories, based on how important patients rate these categories, the average sentiment of the insights, the volume of the ratings, how old the reviews are and the coverage of the online sources of reviews. These category weights differ by specialty for surgical and non-surgical physicians. A sample size multiplier is then also applied to arrive at the overall score. To learn more about the methodology, please visit our fountain-analytics.com resources page.

What are the 10 Patient Experience Categories that make up the PX score, also known as the KPI Categories?

- Thoroughness of a Provider's Examination
- Provider's Ability to Answer Questions
- Clarity of Instructions from a Provider
- Provider's Follow-Up
- Amount of Time Provider Spends with Patient
- Provider's Attitude
- Provider's Perceived Outcomes
- Patient Loyalty to the Provider
- Patient Inclusion in Decisions

- General Feedback of the Provider

Subscription

To subscribe for your Patient Experience Score:

1. Go to fountain-analytics.com.
2. Click **Learn Your Score**.
3. Hover your mouse pointer over the subscription price and click **Subscribe**.
4. Patient Experience Score will be added to your shopping cart
5. Click **Proceed to Checkout**.
6. Fill in billing details, enter credit card information and put a check in the box acknowledging you have read the terms and conditions.
7. Click **Subscribe** to complete your transaction.
8. You will receive an Account Creation and Order Confirmation email for your records.

When a provider subscribes to their Patient Experience Score report on fountain-analytics.com, their Patient Experience Score report will be sent to their registered email address within 3-4 business days. The provider will receive subsequent scheduled quarterly reports as part of their subscription.

To edit your account information:

1. Click on the  in the top right-hand corner of the page.
2. Click **My Account**.
3. Enter your username or email address and password on the log in screen.
4. Click **Log In**.
5. Edit your account information.

PX Score Report Details

The patient experience score report is divided into 3 areas of details.

Section One identifies the provider's name and specialty along with the date the report was generated and the quarterly date range.

- The **first area** to the left shows the provider's all time PX score with the total number of mentions. A key is provided to identify the score range and rating. Poor is <400, Positive is 401-600, Very Positive is 601-700 and Excellent is 701-1000.

- The **second area** displays a line graph to show score changes throughout the quarter. There is also a Year over Year Score or YoY Score, which shows the provider's score last year on the same date as compared to the score on the same date for the current year. The Quarter over Quarter score or QoQ score shows the provider's score change for the quarter. The delta change is also displayed by a positive green number or a negative red number.

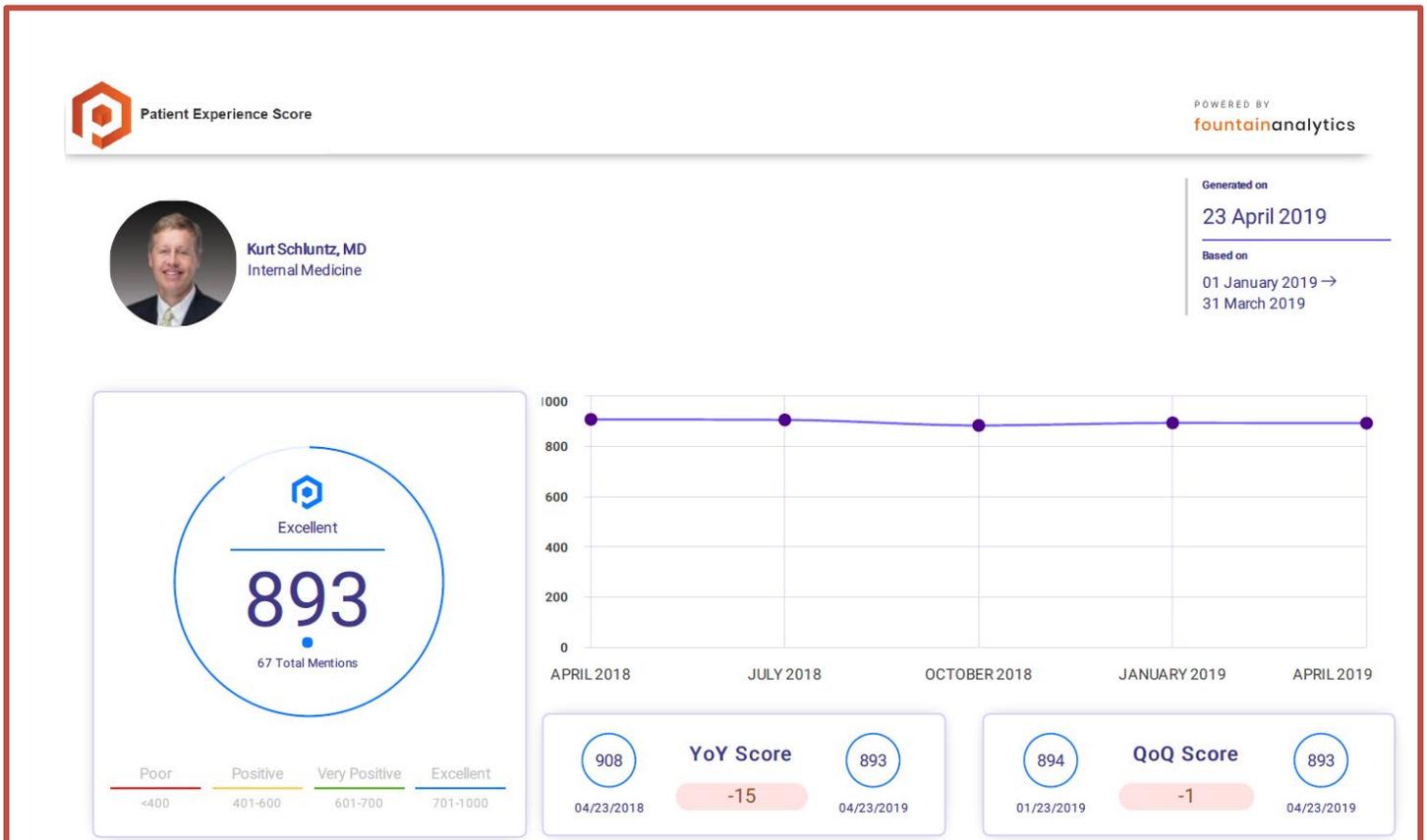


Figure 1: PX Score Provider

Feedback KPIs

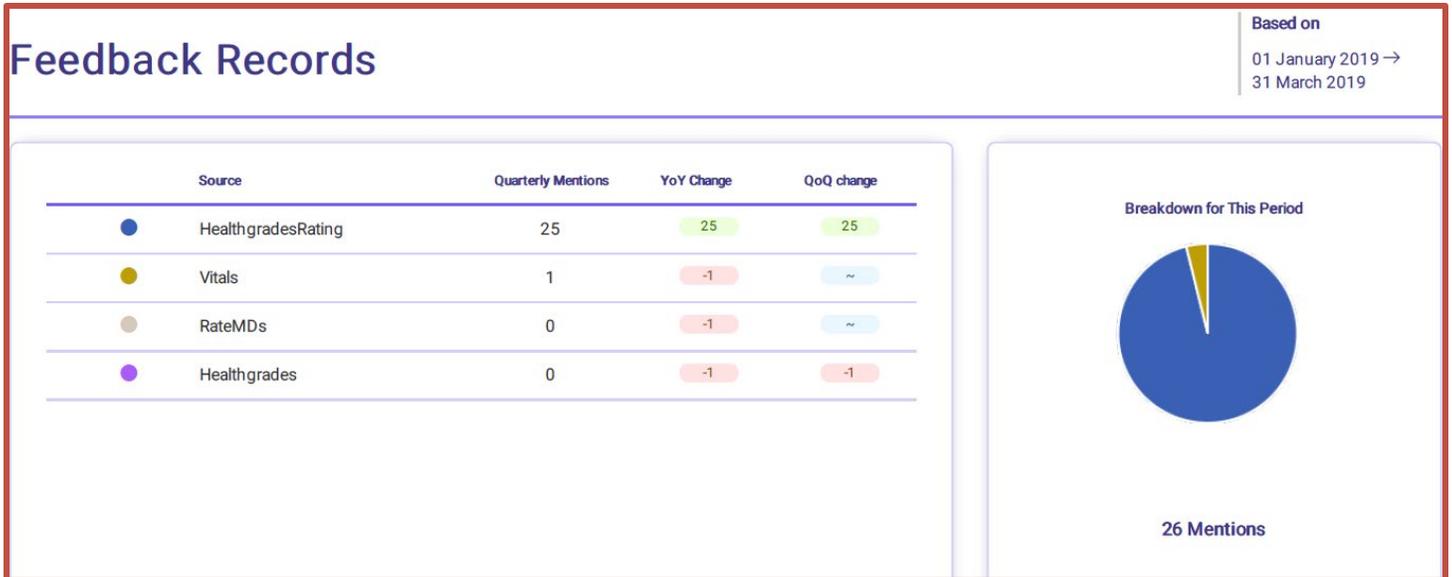
In the Feedback KPIs section, the provider is shown quarterly scores for each one of the 10 PX score KPI categories. Each line item list the score for one KPI category in addition to YoY score with delta change, QoQ score with delta change and the total number of mentions for that category. **Note:** if there is no information a blank circle will appear for that category and No Data Available will display for YoY score and QoQ score.

Feedback KPIs			
87	Provider's attitude	YoY Score -4 91 → 87	QoQ Score ~ 87 → 87 Total Mentions 16
86	Ability to answer questions	YoY Score -1 87 → 86	QoQ Score ~ 86 → 86 Total Mentions 26
78	Amount of time with patient	YoY Score -2 80 → 78	QoQ Score ~ 78 → 78 Total Mentions 39
100	Thoroughness of examination	YoY Score ~ 100 → 100	QoQ Score ~ 100 → 100 Total Mentions 5

Figure 2: Feedback KPIs

Feedback Records

In this section the provider will see all of the sources that had mentions used to tabulate their score. The **first box** in this section lists all sources. Example: Rate MDs and Vitals are sources. There is a quarterly mention column which displays the total number of mentions for each source. Additionally, there is a YoY change and QoQ change column to identify the delta change for mentions. In this same section a colored pie chart provides the mentions breakdown for the quarter represented in the report. Providers can also view each review for each source.



V Vitals
Anonymous

★★★★★ 5.0
01/03/19

Review Title: : Had a total knee replacement

Your comments: : Had a total knee replacement,Dr/was informative and professional . That was four years ago And the knee is doing great.

Figure 3: Feedback Records

Factors Affecting Your PX Score

In this final section of the PX Score report the provider is given some insight on what factors influence each of the 10 KPI Categories . These valuable insights inform providers what patient’s consider most important when selecting a provider. For each KPI category the provider will see an individual score, a score range and number of mentions.

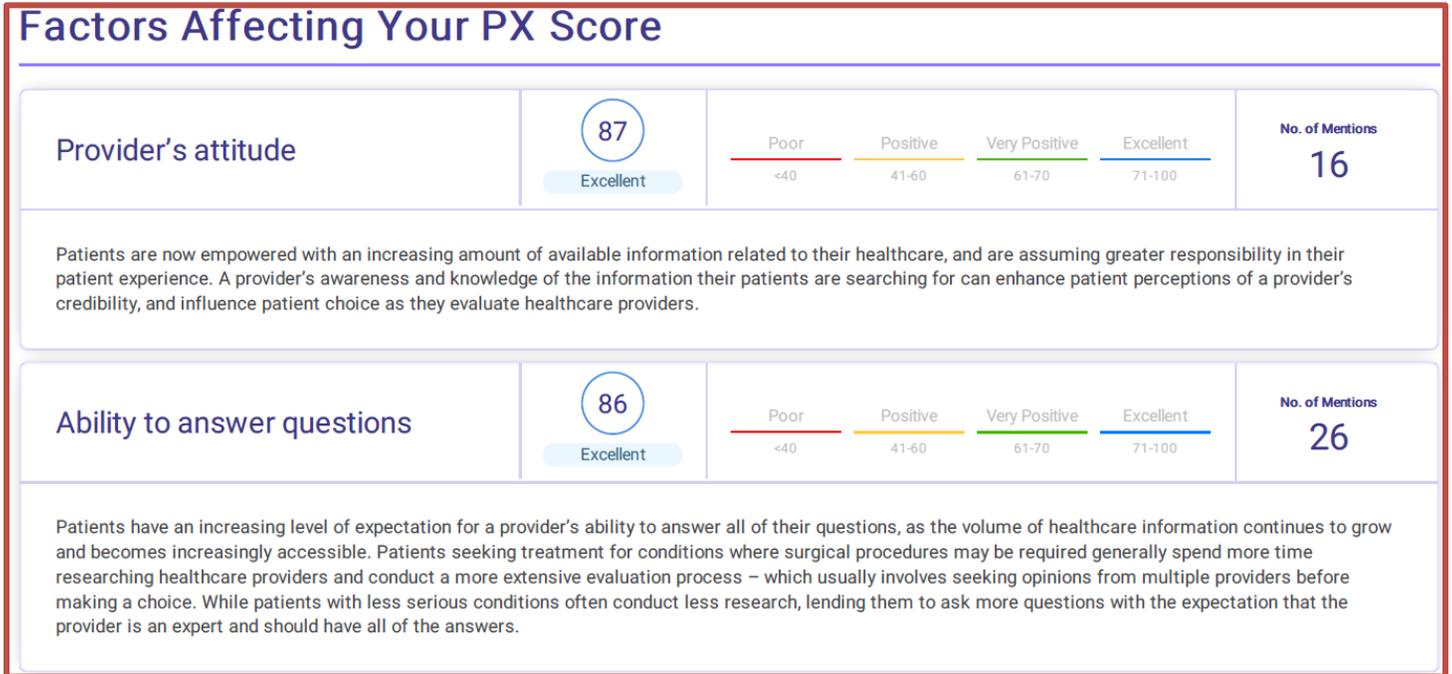


Figure 4: Factors Affecting Your PX Score