

## **Abstract**

Two areas of concern were identified in HCAHPS at a Maryland community hospital. One of the areas of concern is that of physician and patient communication. For Fiscal-Year 2017 ending March of 2017, the final percentile ranking for communication with physicians ended with a score of 78.1%, which is a 26<sup>th</sup> percentile ranking in comparison to like hospitals nationally (NRC, 2017). The purpose of the project was to increase patient satisfaction scores of physician communication that was measured using Press Ganey results. Having the physicians sit at the bedside during patient interactions will increase the overall perception of time spent of the physician at the bedside, the overall compassion of the physician, and the trust of the physician as well. The intervention included an information session for the hospitalist group that included review of HCAHPS data, and a review of literature supporting physicians sitting at the bedside during interactions improve perceptions of physician communication. The hospitalists were then encouraged to sit with their patients as a way to increase overall scores for communication. Following the intervention the Press Ganey scores were obtained and analyzed. Physician communication scores increased following the intervention.