“In the patient’s shoes”

How do we use patient experience data to transform healthcare and improve the quality of care?
Defining Patient Experience

*Patient experience is ...*

a reflection on a set of interactions, observations and the environment, through the lens of the patient and is typically characterised by the story which is told.
We can learn from others …
Share the current strategies you are using at your organisation to get feedback from patients and carers and include a rating out of 5 (with 1 being low and 5 being high) as to how successful you think these strategies are at informing the organisation what patients and carers are telling you.

Report 1 key highlight
Our mission is to provide positive health experiences for people and communities in the east.
Members of Eastern Health: Angliss Hospital, Box Hill Hospital, Healesville & District Hospital, Maroondah Hospital, Peter James Centre, Turning Point Alcohol & Drug Centre, Wantirna Health, Yarra Ranges Health and Yarra Valley Community Health

2. A GREAT PATIENT EXPERIENCE

2.1 Taking a person-centred approach which actively involves patients in decision-making.

2.2 Aligning our services and resources to meet the changing needs of our communities.

2.3 Ensuring services are easy to access and navigate.

2.4 Ensuring access to health services for the most disadvantaged within our community.
To better understand and respond to the experience of patients and carers who use our services.
10 Patient Experience of Care Principles

1. The patient's needs, wants, preferences and values are known and taken into account
2. The patient is a partner in decision-making about their care
3. The patient has access to safe, effective and high quality healthcare delivered by skilled staff
4. There is clear information that helps patients understand and manage their health as independently as possible
5. Communication is open, honest and respectful, ensures confidentiality and is responsive to individual needs
6. The physical environment promotes healing, is comfortable, clean, safe and allows privacy
7. Staff listen, provide emotional support and treat patients, their families and carers with dignity and compassion
8. Family and friends are involved in care in accordance with the wishes of the patient
9. Care is well coordinated to ensure that the patient experiences continuity and smooth transitions
10. Meals are enjoyable and nutritious
The patient feedback management system has been reviewed and changes implemented in August 2012. The Centre for Patient Experience deals with written complaints and verbal complaints are dealt with at a local level.

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

Throughout the Patient Journey

A range of ways to provide feedback are in existence including a button and form on the EH website; feedback@easternhealth.com.au; email address; 1800 EASTERN phone number.

The patient feedback management system has been reviewed and changes implemented in August 2012. The Centre for Patient Experience deals with written complaints and verbal complaints are dealt with at a local level.

The Family and Friends Test Score is a widely used strategy in the UK and is based on feedback to one question: “On a scale of 0-10, how likely is it that you would recommend this service to a family member or friend?” We ask this question on our paper-based and online feedback forms and are starting to ask it when we make our phone calls and during our leadership walkrounds.

Consumers sometimes send feedback regarding the patient experience directly to the media (including facebook and twitter). This information is captured and included in the thematic analysis of patient feedback.

The Family and Friends Test Score

FAMILY AND FRIENDS TEST SCORE

In the Patient’s Shoes Performance Monitoring Strategies

The patient feedback management system has been reviewed and changes implemented in August 2012. The Centre for Patient Experience deals with written complaints and verbal complaints are dealt with at a local level.

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

VICTORIAN HEALTHCARE EXPERIENCE SURVEY

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Phone survey of discharged patients inviting feedback regarding their experience.

Patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.

In the Patient’s Shoes Performance Monitoring Strategies

LEADERSHIP WALKROUNDS

Walkrounds involving discussion with current patients are conducted by senior leaders and managers across the organisation.

PATIENT EXPERIENCE TRACKERS (PETS)

Collection of data using a handheld device asking five questions. This provides near real time insight into patient experiences.

MONTHLY PATIENT EXPERIENCE SURVEYS

All possible patients are surveyed once a month in almost all services across the organisation, using electronic, hand-held ‘audit angels’. 10 questions related to the 10 patient experience of care principles are asked.

Victoria Healthcare Experience Survey

The Department of Health run five surveys: inpatient, ED, maternity, paediatric inpatient and paediatric ED. Quarterly feedback will be received from August 2014.

Phone survey of discharged patients inviting feedback regarding their experience.
“...the Clinic nurses are very caring...”

“I have limited mobility and my experience of trying to park...”

“Did what it said on 'the bottle'...”

“The food they serve here is...”

“Many thanks and congratulations in providing such a wonderful caring environment."

“The nurses seem run off their feet no wonder they get grumpy."

“Don’t they understand how stressful it is to be left waiting and waiting can’t we be at least told how long the delay will be?" 

“You don’t know how much it meant to see a smiling face each morning.”

Title of session: How do we use patient experience data to transform healthcare and improve the quality of care

The Family and Friends test score* for this quarter is: 60.3

*Details regarding the calculation of this score are provided in the body of the report.
Using data to inform improvements

• One Eastern Health example is the Meals project. Data from the monthly patient surveys concerned senior staff. We are currently looking at:

  • Taste
  • Temperature
  • Presentation
  • Overall meal experience

Members of Eastern Health: Angliss Hospital, Box Hill Hospital, Healesville & District Hospital, Maroondah Hospital, Peter James Centre, Turning Point Alcohol & Drug Centre, Wantirna Health, Yarra Ranges Health and Yarra Valley Community Health
What is the one thing you will realistically commit to doing when you go back to your workplace that will help your organisation transform healthcare and improve the quality of care?

Write this down and share it with your group
International learnings

• Patient co-design
• Patient-led co-design
• Focusing on values-based recruitment
• Social media / use of technology e.g. Patient Opinion
• Doctor-led training and coaching for doctors re the patient experience
• Celebrating and sharing the positive stories
• A patient-experience driven culture