



HEALTH QUALITY & SAFETY  
COMMISSION NEW ZEALAND

*Kupu Taurangi Hauora o Aotearoa*

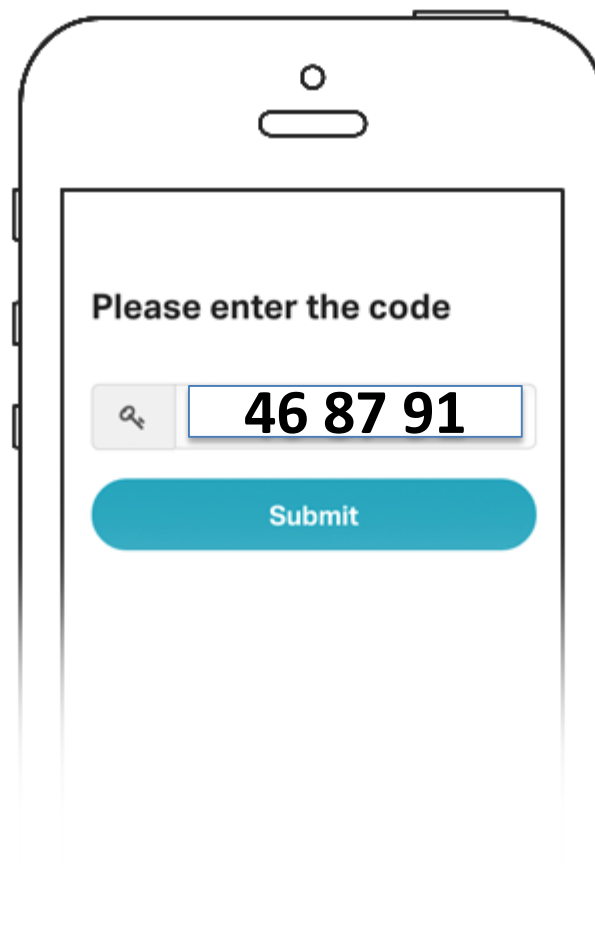
# Measuring and improving the patient experience

# What do you want to get out of this session?

Go to: [www.menti.com](http://www.menti.com)

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# Session outline

Time	Description	Who
1.15 – 1.45	The adult patient experience surveys and key findings	Richard Hamblin Catherine Gerard
1.45 – 2.00	Linking data to improvement	Jane Cullen
2.00 – 2.30	Case study: responding to the patient experience data.	Susan Wood
2.30 – 3.00	Taking action on complaints.	David Price
3.00 – 3.15	Questions and discussion (mentimeter)	Panel discussion



### ANNALS OF A WINTER HEALTH RESORT.

*Lady Visitor.* "OH, THAT'S YOUR DOCTOR, IS IT? WHAT SORT OF A DOCTOR, IS HE?"

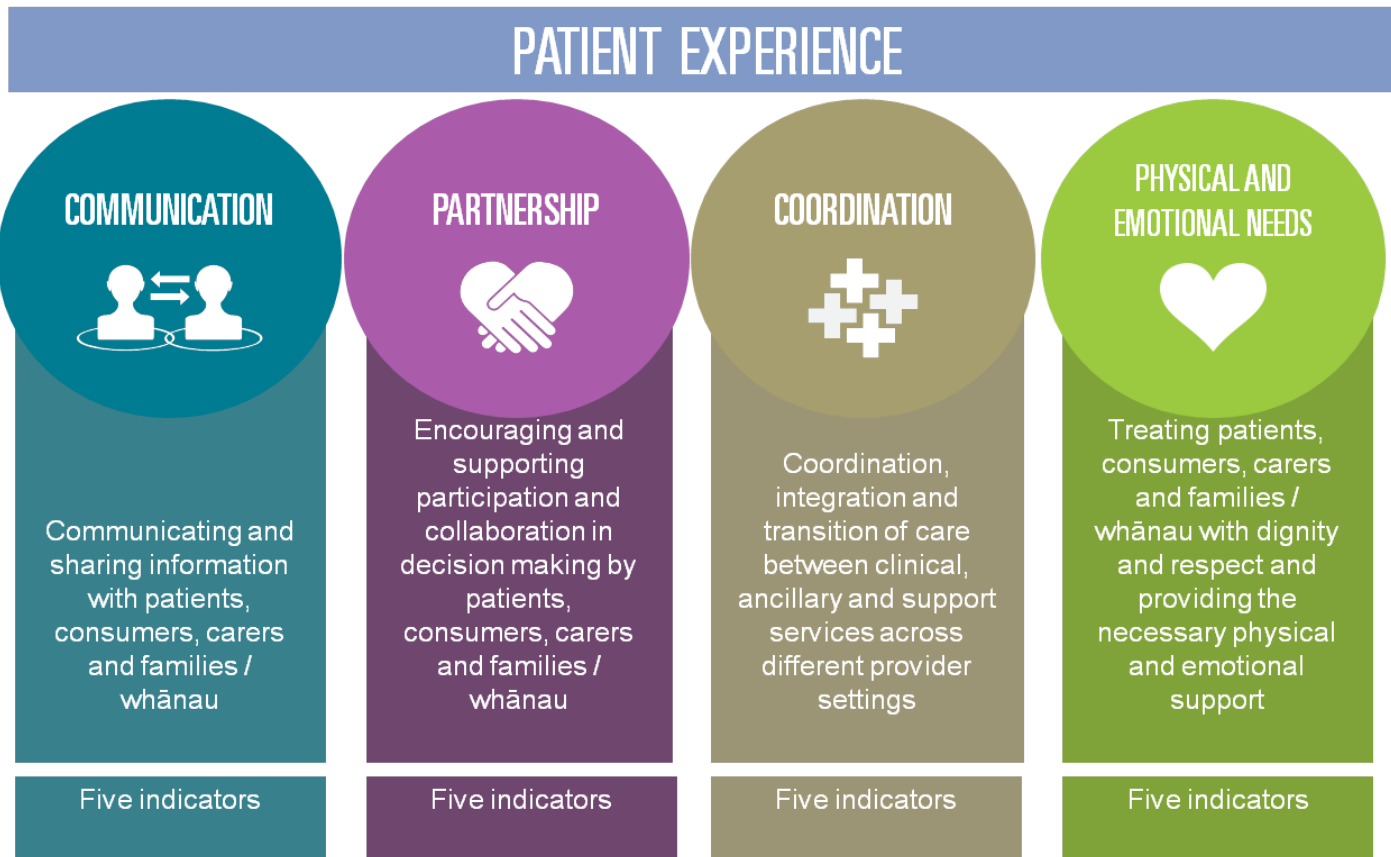
*Lady Resident.* "OH, WELL, I DON'T KNOW MUCH ABOUT HIS ABILITY; BUT HE'S GOT A VERY GOOD BEDSIDE MANNER!"

# Why measure patient experience?

- Distinction between experience and satisfaction important
- Important dimension of health quality
- Doyle et al (2013)
  - Improved clinical effectiveness
    - Increased adherence to treatment
    - Better use of preventive services
  - Better self-rated and objectively measured health status
  - Impacts on resource use, hospitalisations and readmissions

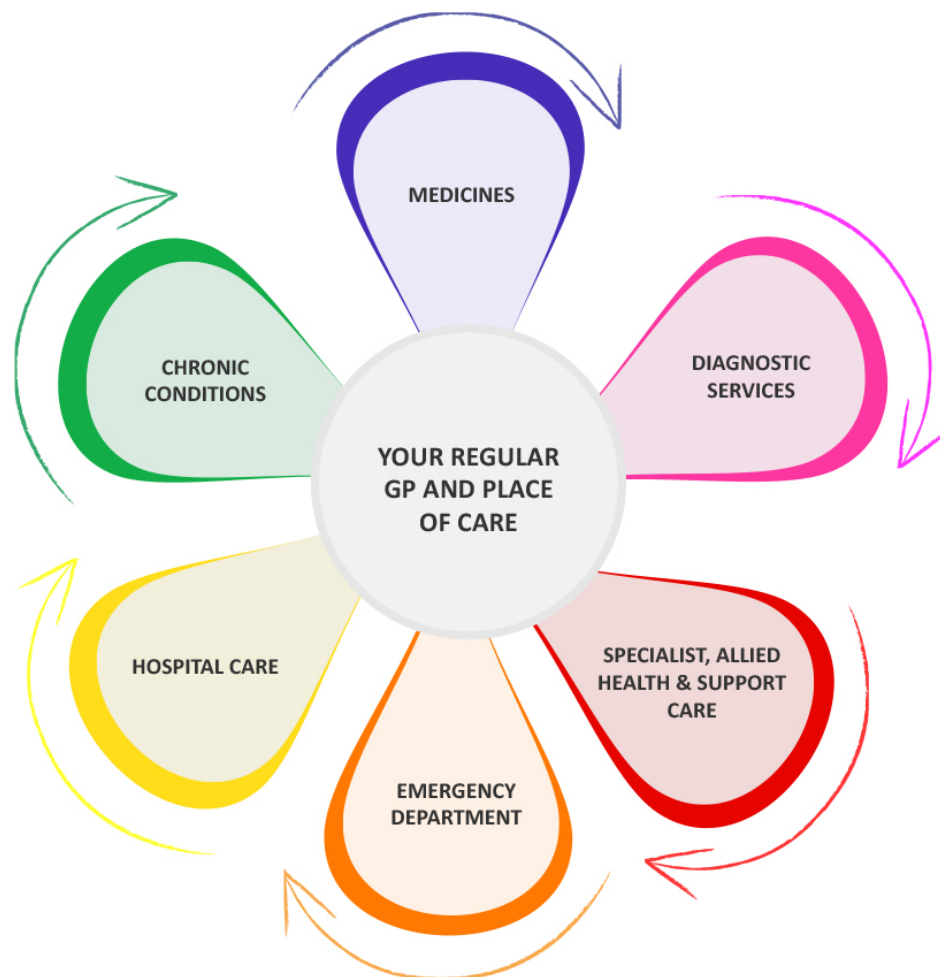


# Consumer Experience Domains



Source: KPMG

# Primary care survey modules



# Adult inpatient survey

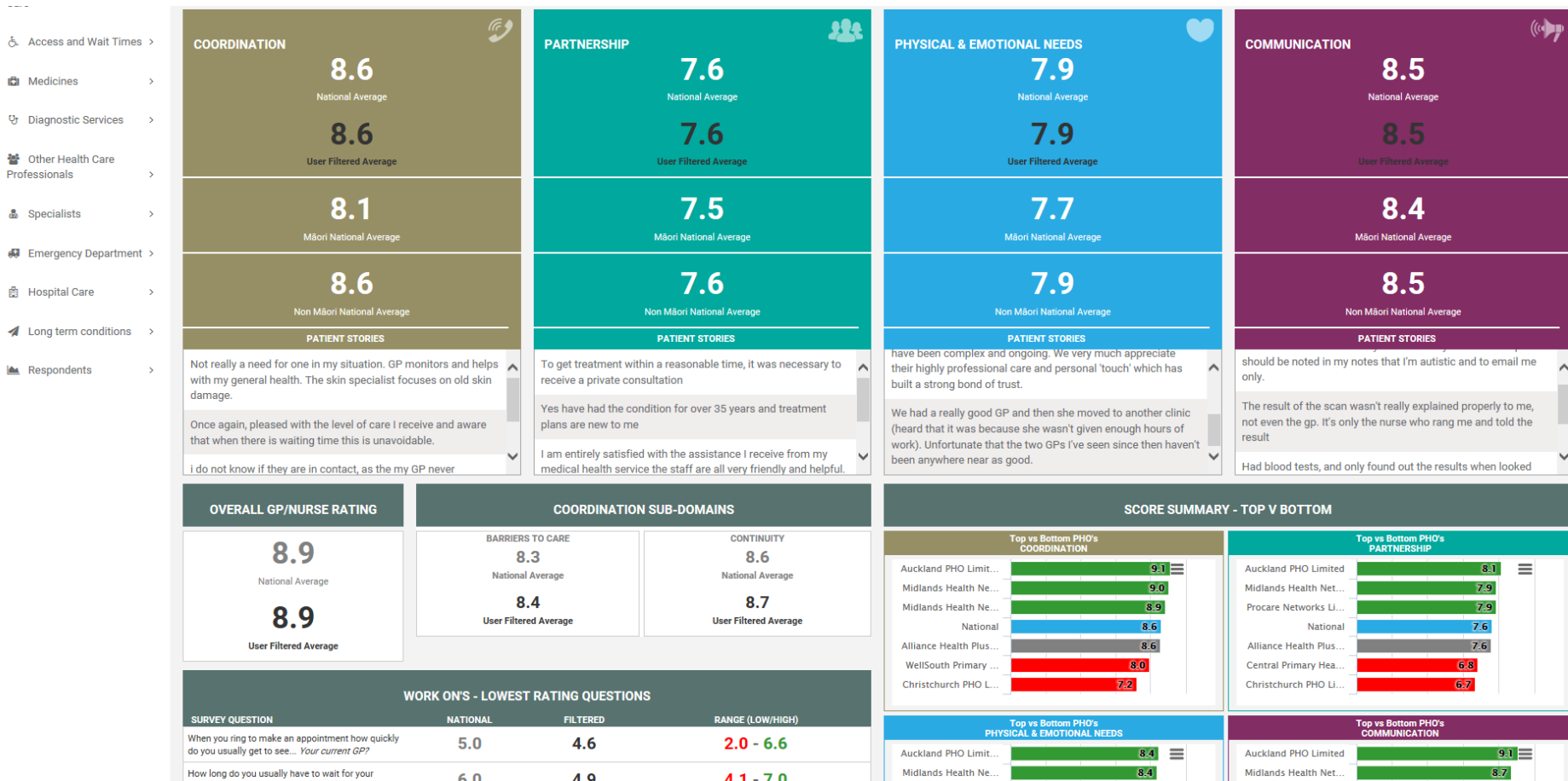
- Running quarterly since Aug 2014
- Sample of 400 patients over a two week period each quarter
  - Some small DHBs sample over 4 weeks
- Eligible patients:
  - 15 and over, overnight stay with routine or self-discharge
  - Patients won't be invited more than once every 6 months
  - Exclude mental health, transfers and deaths
- Invitations sent by post, email and sms



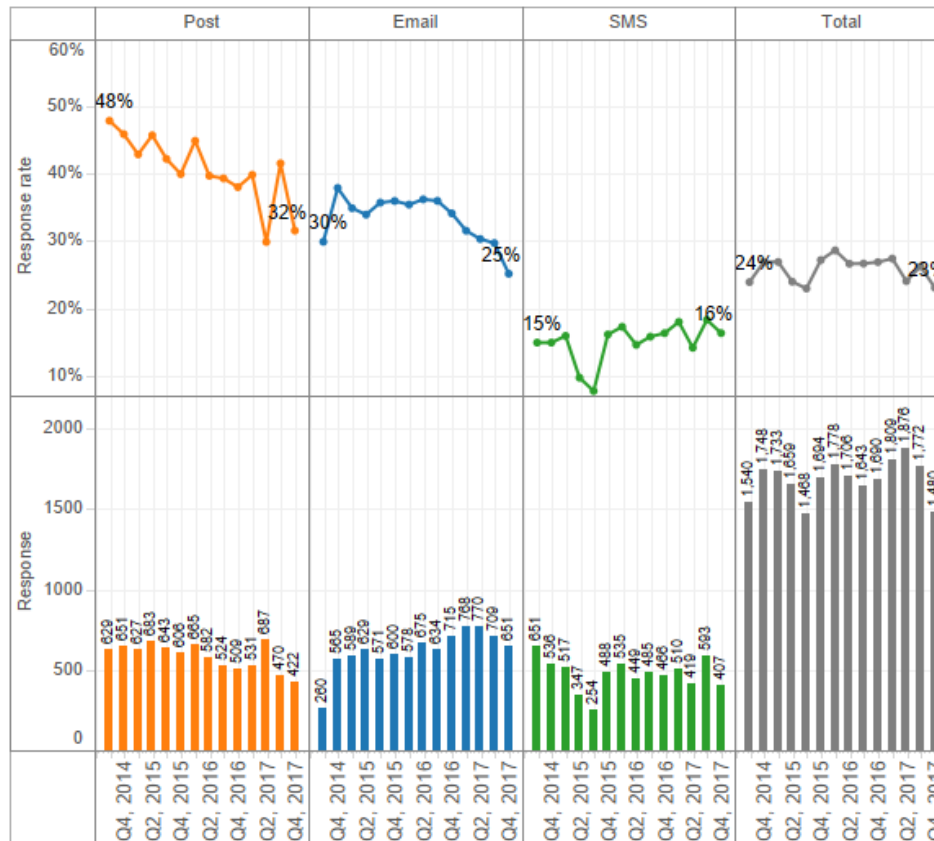
# Adult primary care survey

- Since February 2016
- NES is data source for collecting patient contact details
- Sample one week each quarter
  - “Little and often” enables rapid CQI activity
- Eligible patients:
  - Enrolled patients 15 and over, have a nurse/GP consult in the sample week, have e-mail/cell-phone contact
  - Patients won’t be invited more than once every 6 months
- Invitations via email and sms (Māori and Pacific only)

# Reporting system



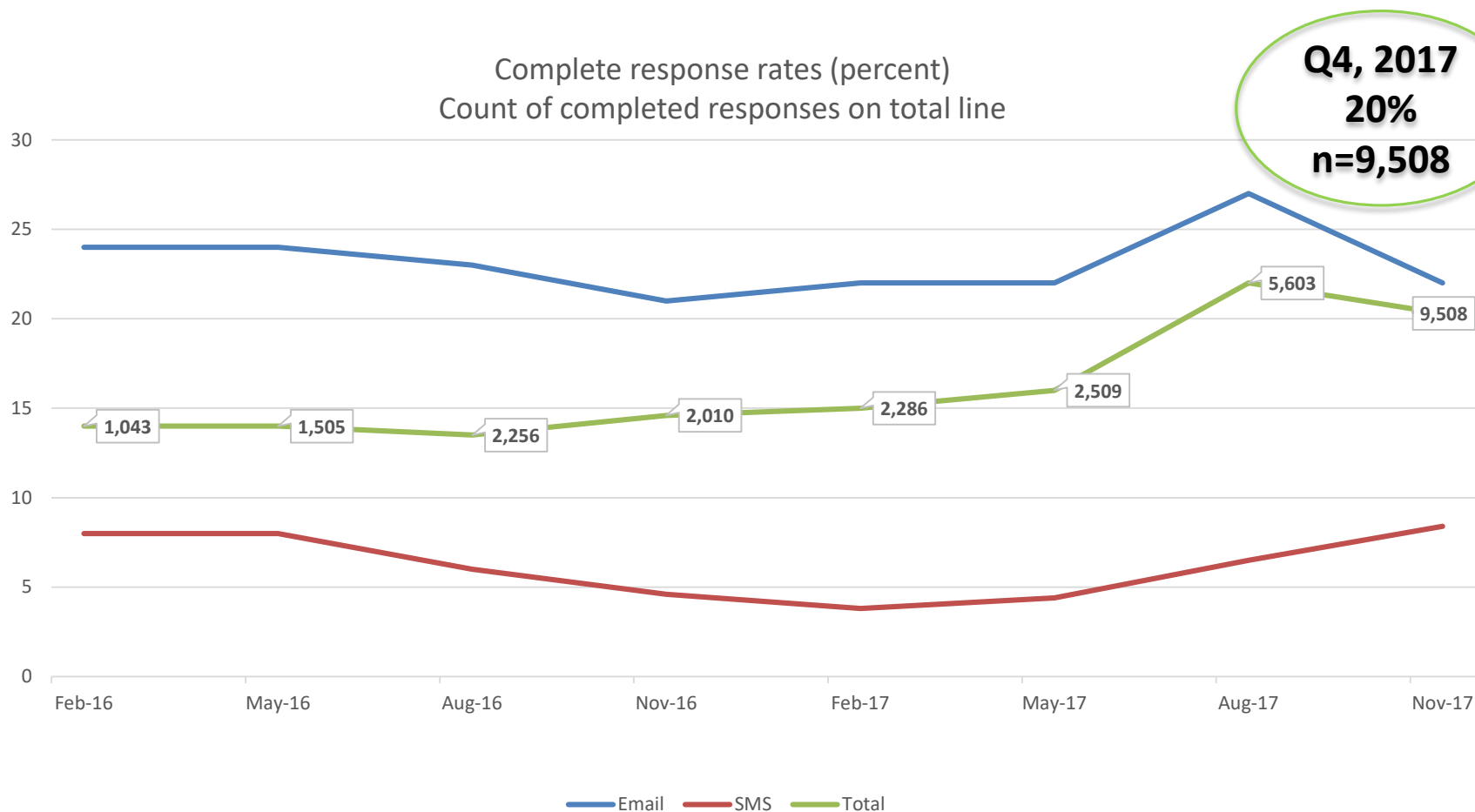
# Response rates: Inpatient survey



**Q4, 2017**  
**23%**  
**n=1,490**

Invite  
■ Post      ■ Email      ■ SMS      ■ Total

# Response rates: Primary care



# Response rate | Summary

Response rate Q4 2017	Adult inpatient (%)	Adult primary care (%)
Email	25	22
SMS	16	8.4
Post	32	-
Total	23	20

## Primary care:

- Email: 27% invited start the survey. Of those 87% complete it (23% complete overall)
- SMS: 11% start, of those 53% complete (5.8% complete)
- Suggests that survey length is not a barrier but invitation method matters.

# Improving access for vulnerable populations

- Tablets in waiting rooms
  - promising results
  - Tablet & guest wifi
- SMS allocation for Māori and Pacific people to increase responses
- Area of focus

# Scoring mechanism

- Most positive category scores 10
- Middle category scores 5
- Least positive scores zero
- $\frac{\Sigma(s)}{n}$

Score /10	≈ % in most positive category
10	100%
9.7	95%
9.5	90%
9.0	85%
8.5	75%
8.0	70%
7.0	50%

# Domain scoring

	Number of questions	
	Adult inpatient	Adult primary care
Communication	5	9
Partnership	3	6
Co-ordination	3	14
Physical and emotional needs	6	14

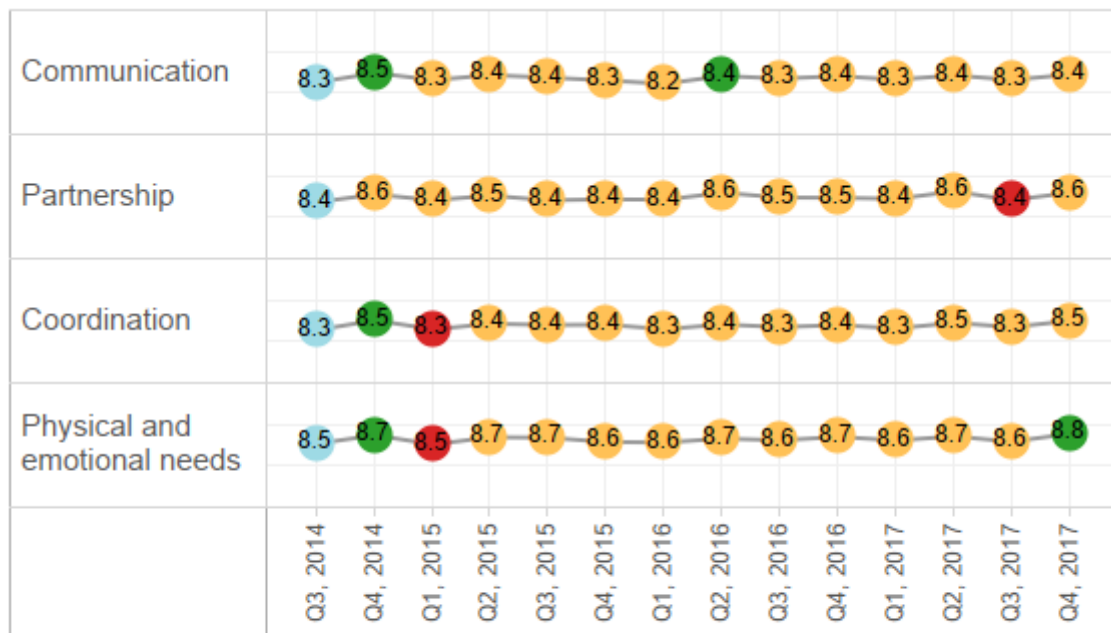
Domain scores	Adult inpatient	Adult primary care
Communication	8.4	8.4
Partnership	8.6	7.4
Coordination	8.5	8.4
Physical and emotional needs	8.8	7.8



# Key findings

Adult inpatient experience survey

# National average scores by domain, 2014–17



Compared with previous round

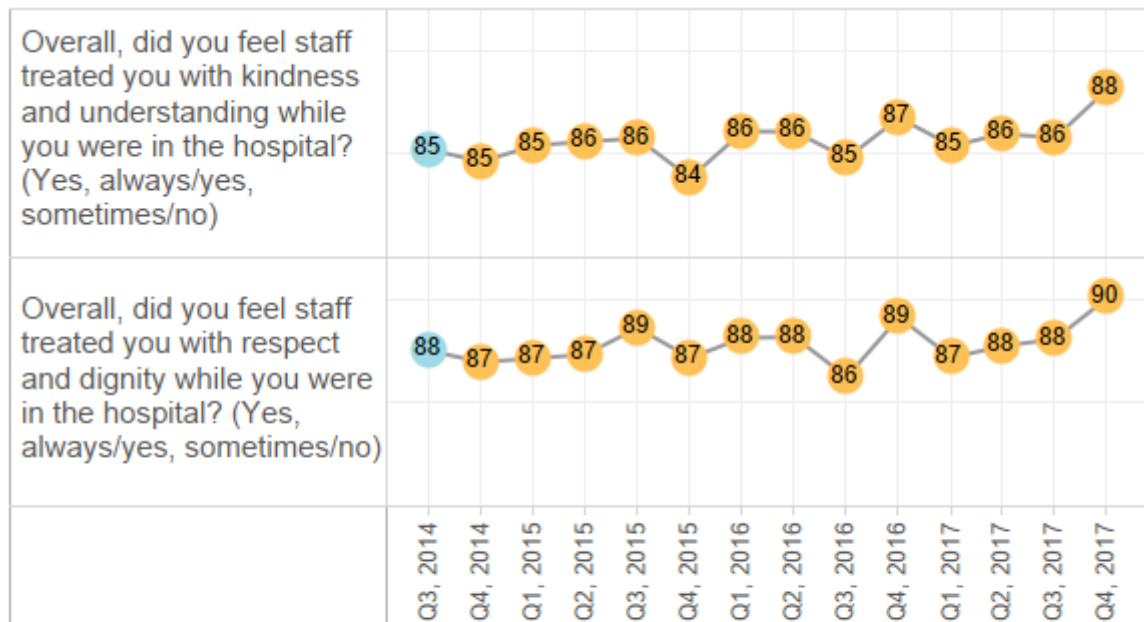
Start

About the same

Higher

Lower

# Highest-scoring questions



Compared with previous round

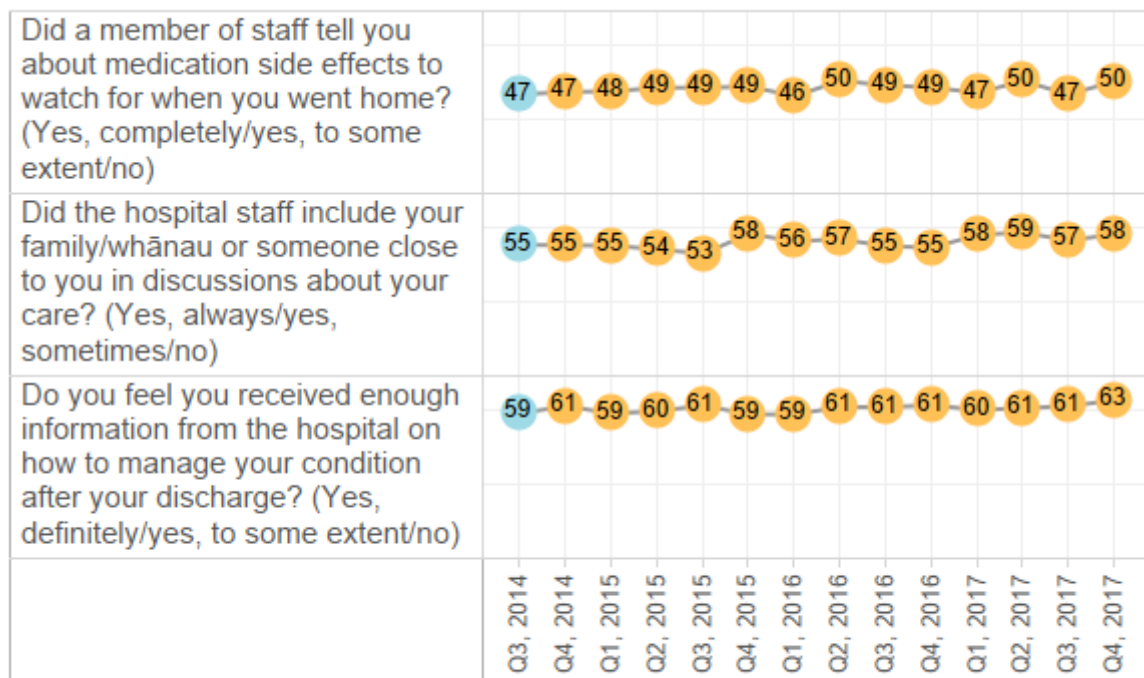


Start



About the same

# Lowest-scoring questions



Compared with previous round

Start

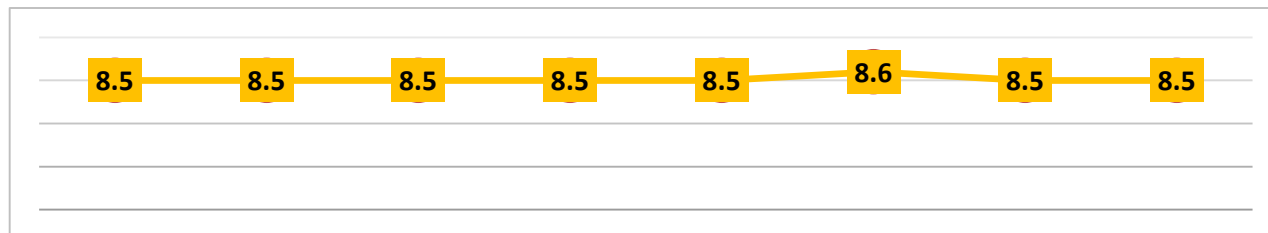
About the same

# Key findings

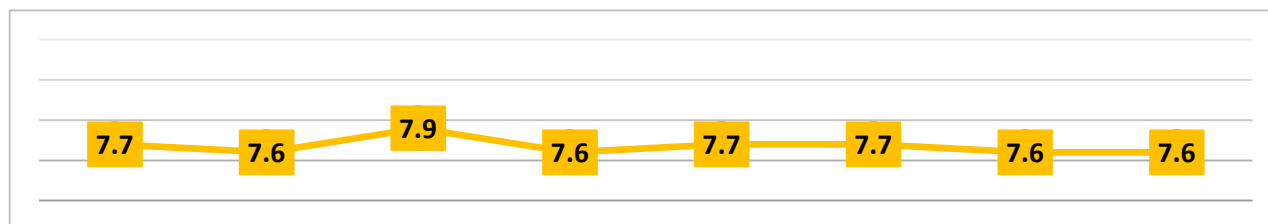
Primary care patient experience  
survey

# Domain scores Q1 2016 – Q4 2017

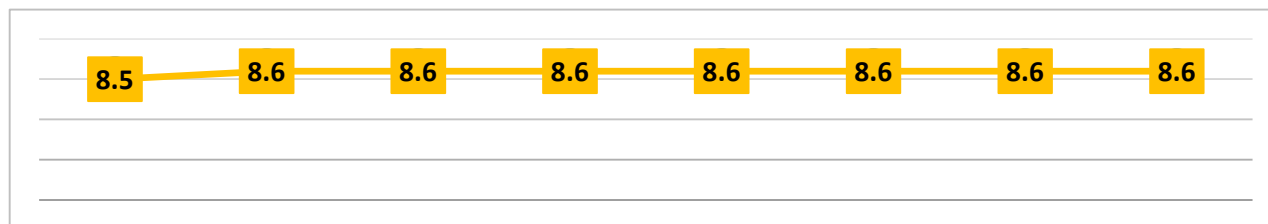
## Communication



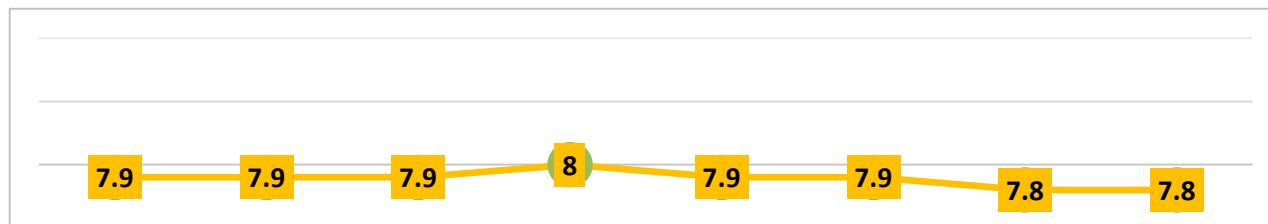
## Partnership



## Coordination



## Physical and emotional needs



# In the GP practice: Highest scoring (Q4 2017)

Question	Percent patients answered yes always
Does your GP or nurse treat you with respect?	96
Does your GP or nurse treat you with kindness and understanding?	94
Does your GP or nurse listen to what you have to say?	89
Does your GP or nurse explain things in a way that is easy to understand?	89
Did the reception and admin staff treat you with respect?	89

# In the GP practice: Lowest scoring (Q4 2017)

Question	Percent patients answered most positively
When you contact your usual GP clinic about something important, do you get an answer the same day?	58
Does your GP or nurse seem to be aware of your medical history?	78
In the last 12 months was there a time when you did not visit a GP or nurse because of cost?	81
Was there ever a time when you wanted health care from a GP or nurse but you couldn't get it?	85



# Medications

Question	Percent patients answered yes always
Did you follow the instructions when you took the medication?	92
Have you ever been given the wrong medication or wrong dose by a doctor, nurse or pharmacist?	92
Was the purpose of the medication properly explained to you?	80
Were you involved as much as you wanted to be in decisions about the best medication for you?	69
Were you told what could happen if you didn't take the medication, in a way you could understand?	60
Were the possible side effects of the medication explained in a way you could understand?	58

# Medications conclusions

- Communication about medications is a common weakspot
- Around 8% of respondents report being dispensed a wrong medication or dose

# Interactions

- Mixed picture
- Care plans for people with long term conditions inconsistently available
- Flow of information between primary care and hospital seems to be an area of weakness
- Multiple ordering of tests rare
- Test results generally in the right place at the right time

# Different ethnic groups

Domain	Māori	Pacific	Asian	European	Other
Communication	8.3	8.3	8.2	8.4	8.5
Coordination	7.9	7.8	8.0	8.4	8.2
Cost Barriers	7.4	7.7	7.8	8.5	8.0
Needs	8.7	8.8	8.5	8.8	8.7
Partnership	7.3	7.4	7.3	7.4	7.6

- Scores in red are significantly lower than the best-scoring ethnicity

# Cost barriers | ethnicity

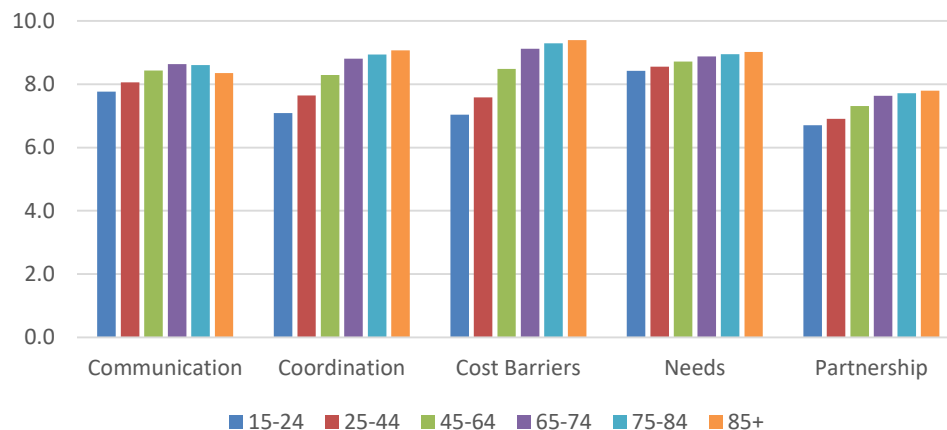
Percent of people who answered yes

Question	Māori	Pacific	Asian	European	Other
In the last 12 months was there a time when you did not visit a GP or nurse because of cost?	28	28	20	18	30
Has cost stopped you from picking up a prescription?	23	21	11	7	15

- Higher than NZ Health Survey results to question 'did not visit GP due to cost': Māori 23%, Pacific 21%, Asian 9%, overall 14%.

# Different ages

Domain	15-24	25-44	45-64	65-74	75-84	85+
Communication	7.8	8.1	8.4	8.6	8.6	8.4
Coordination	7.1	7.6	8.3	8.8	8.9	9.1
Cost Barriers	7.0	7.6	8.5	9.1	9.3	9.4
Needs	8.4	8.6	8.7	8.9	8.9	9.0
Partnership	6.7	6.9	7.3	7.6	7.7	7.8



# Mental health diagnosis

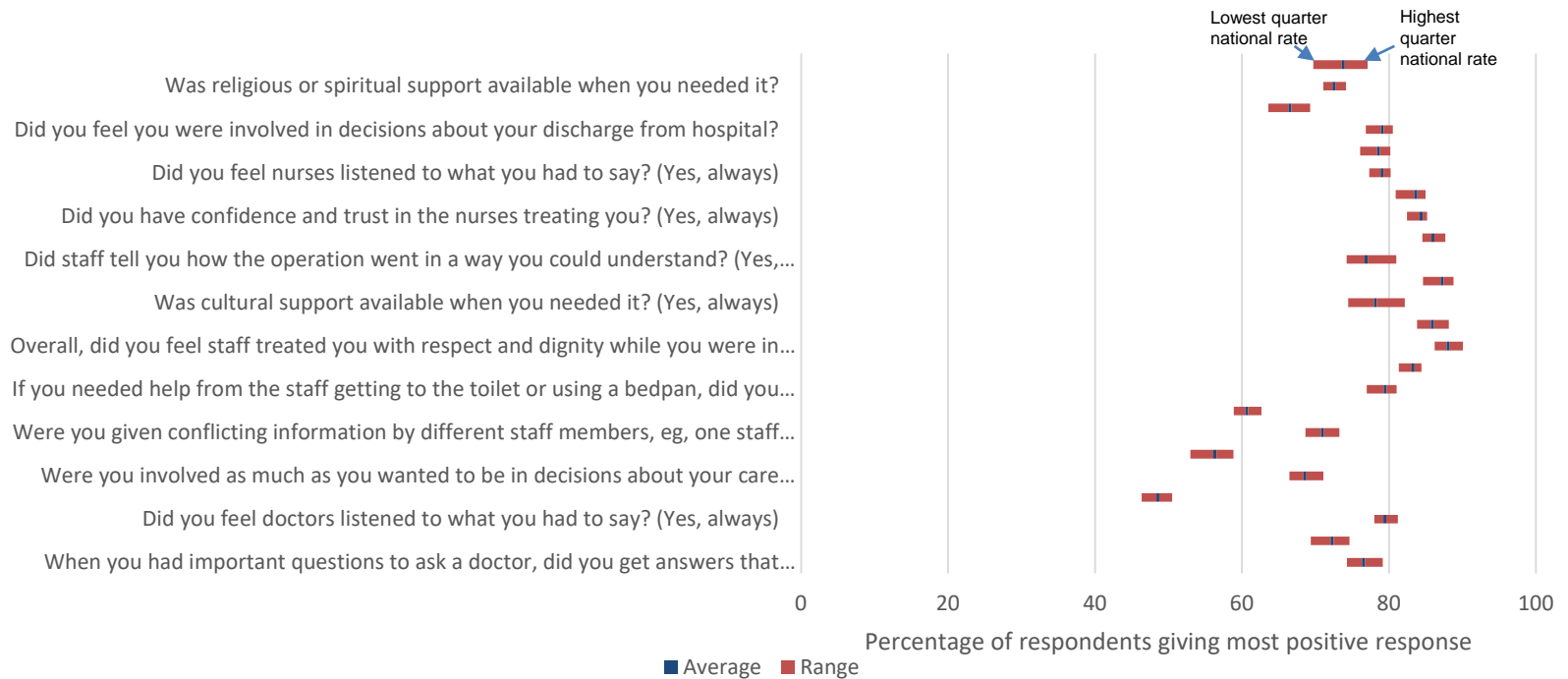
Domain	Mental health diagnosis	No mental health diagnosis
Communication	8.3	8.5
Coordination	8.2	8.5
Cost Barriers	7.9	8.5
Needs	8.6	8.8
Partnership	7.2	7.4

# Using these results to improve

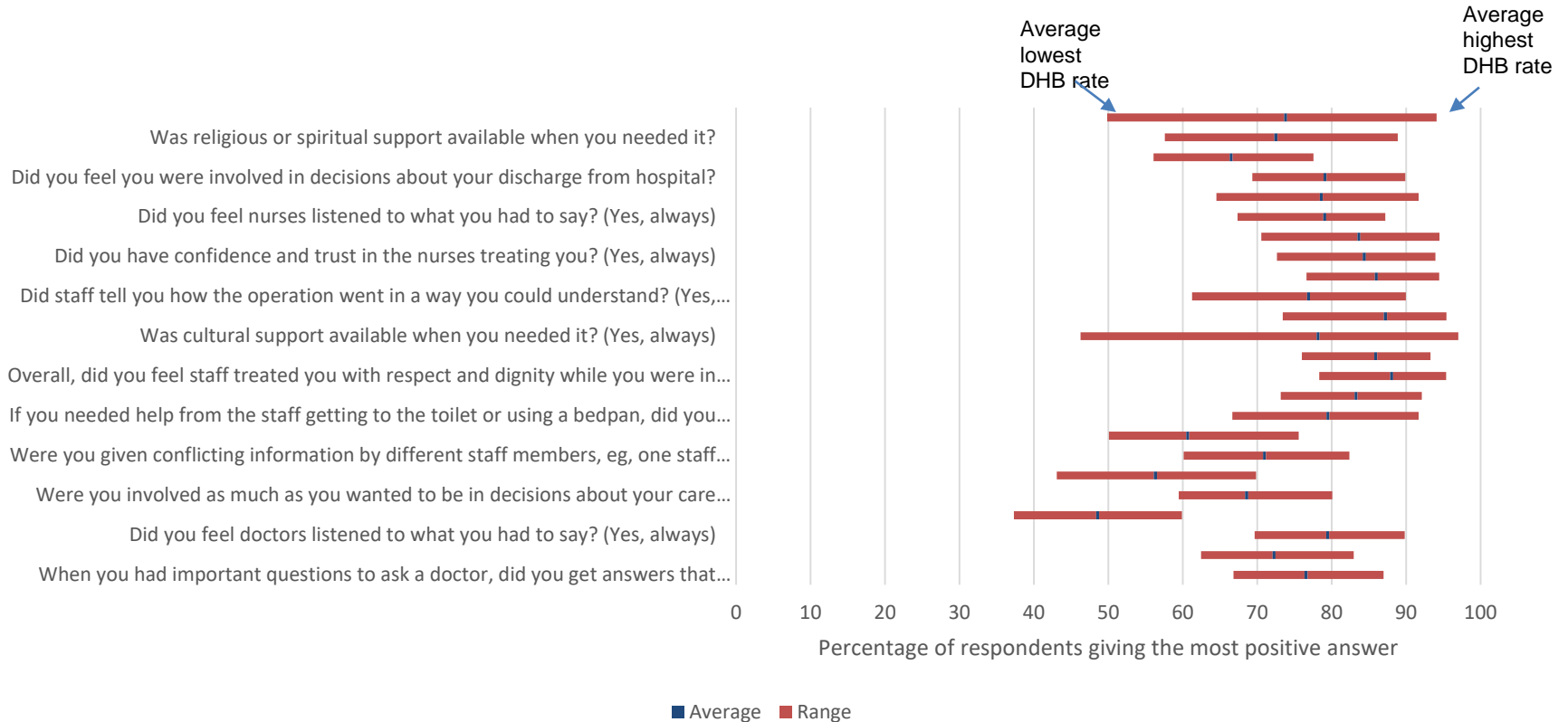




# Results for the inpatient experience survey have been remarkably consistent over three and a half years...



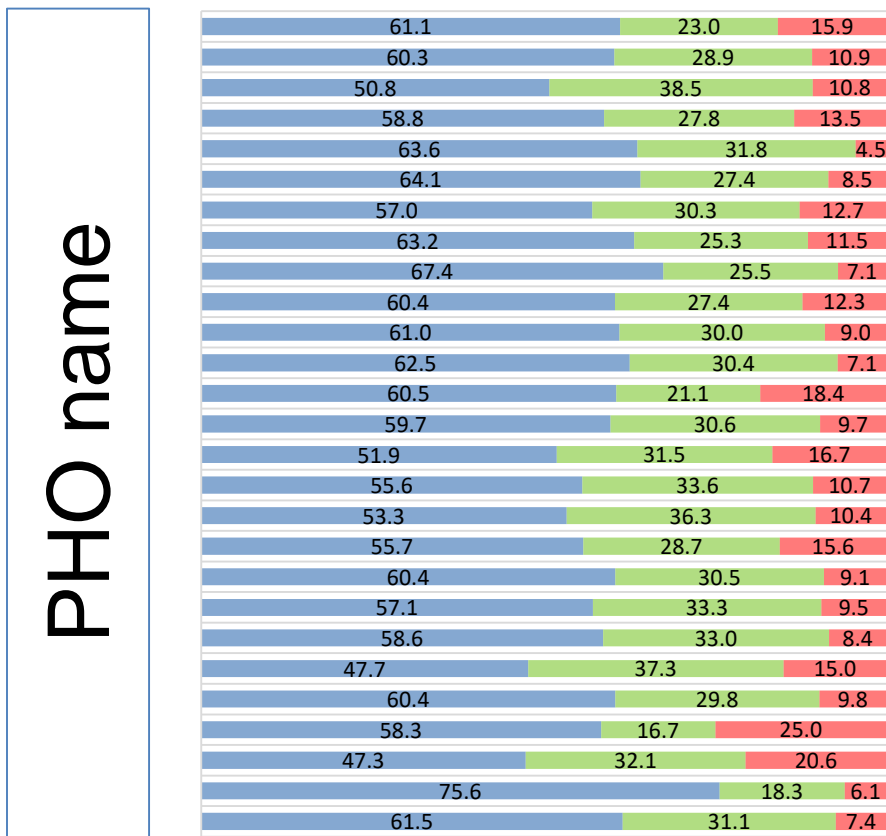
...but over that time, the variation between the best and worst scoring DHBs has been much greater



# Variation by question

Were the possible side effects of the medication explained in a way you could understand?

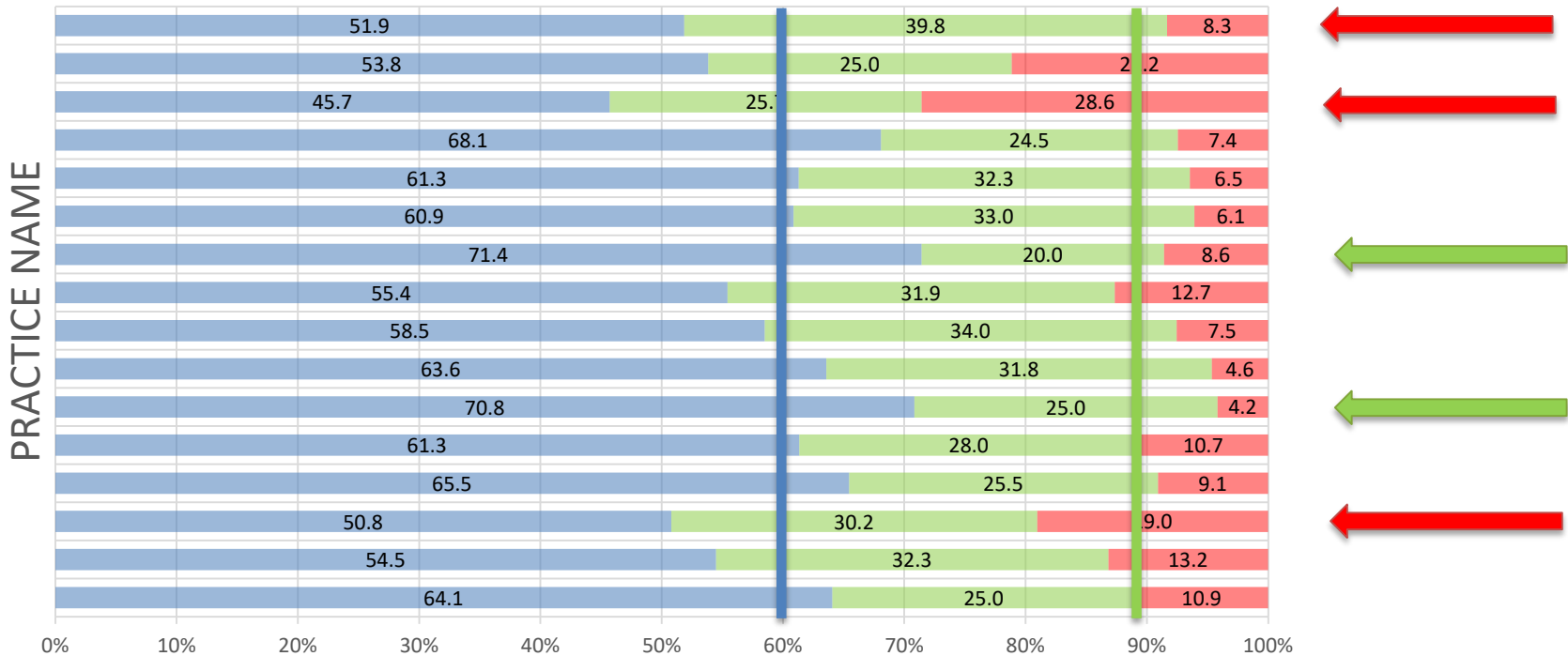
■ Yes definitely ■ Yes to some extent ■ No



# Drill down to practice or unit level

Were the possible side effects of the medication explained in a way you could understand?

■ Yes definitely   
 ■ Yes to some extent   
 ■ No



Nationally: 60% yes, 29% sometimes, 11% no

# Or select nationally low scoring questions (primary care)

Area	Question
Overall	Medication communication questions
	Care plans for patients with long-term conditions
	Responses to queries from patients
Equity	Cost barriers to access
	GP or nurse aware of medical history
	Involvement in decisions about care
	Explanation of test results
	Conflicting information from different healthcare professionals
Areas of wide variation	Medication communication questions
	Was the need for the x-ray, test or scan(s) explained in a way you could understand?
	Has a doctor ordered a test (e.g. blood test, x-ray, etc) that you felt you didn't need because the test had already been done?

# Conclusion

- The surveys contain a wealth of information
- Both absolute scores (distance from ideal) and relative scores (variation) are useful ways to identify opportunities for improvement

# Linking the data to improvement

Jane Cullen

# Framing the survey

- Indicator 9 Cornerstone & Foundation Standard: "The practice includes patients' input into service planning."
- Provided at no cost
- Can work with other tools



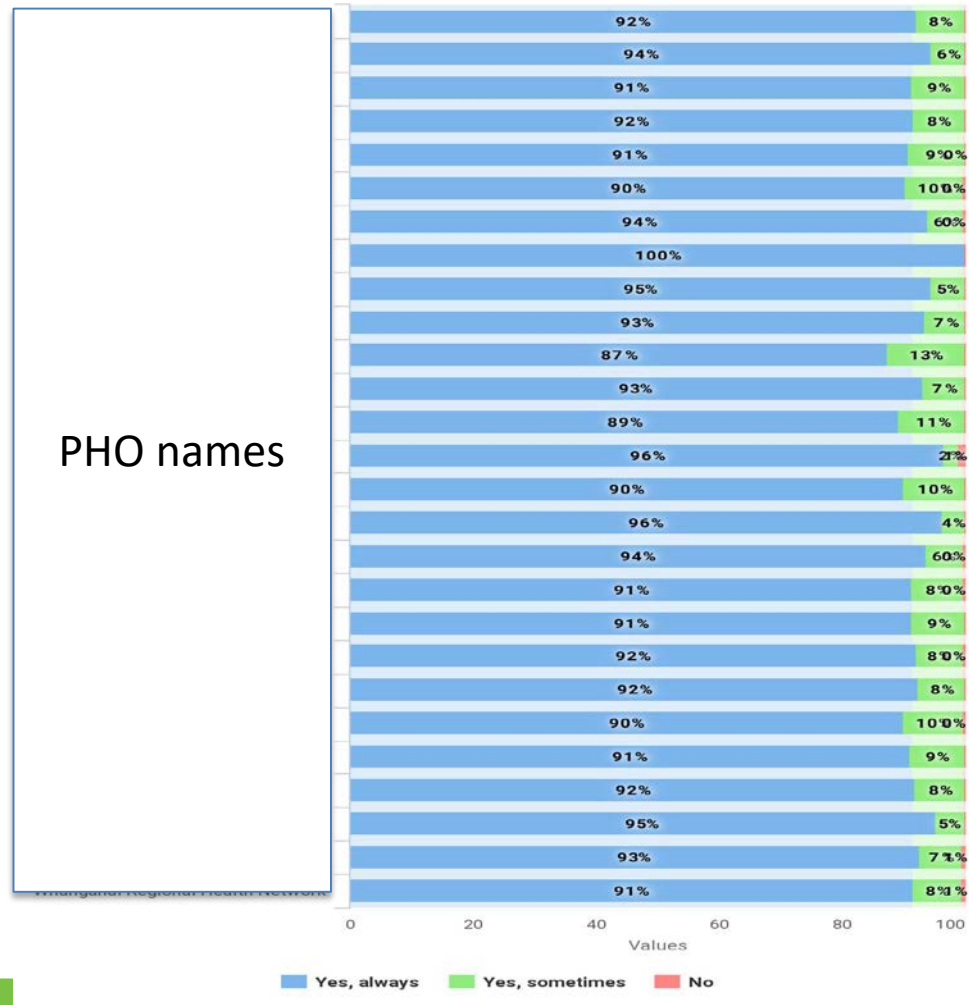


# Did you follow the instructions when you took the medication?

Yes always – ranged from 87% to 100% respondents

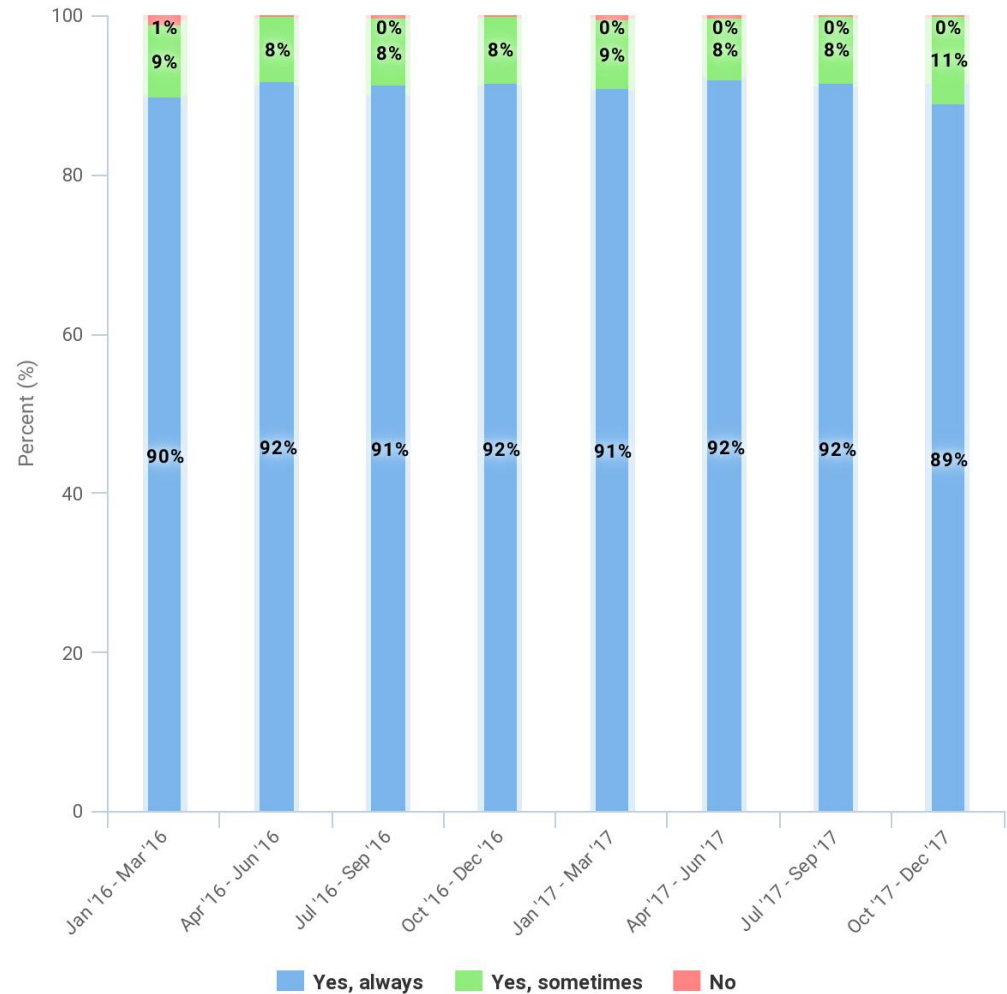
Yes, sometimes – 8.5%

No – 0.2%

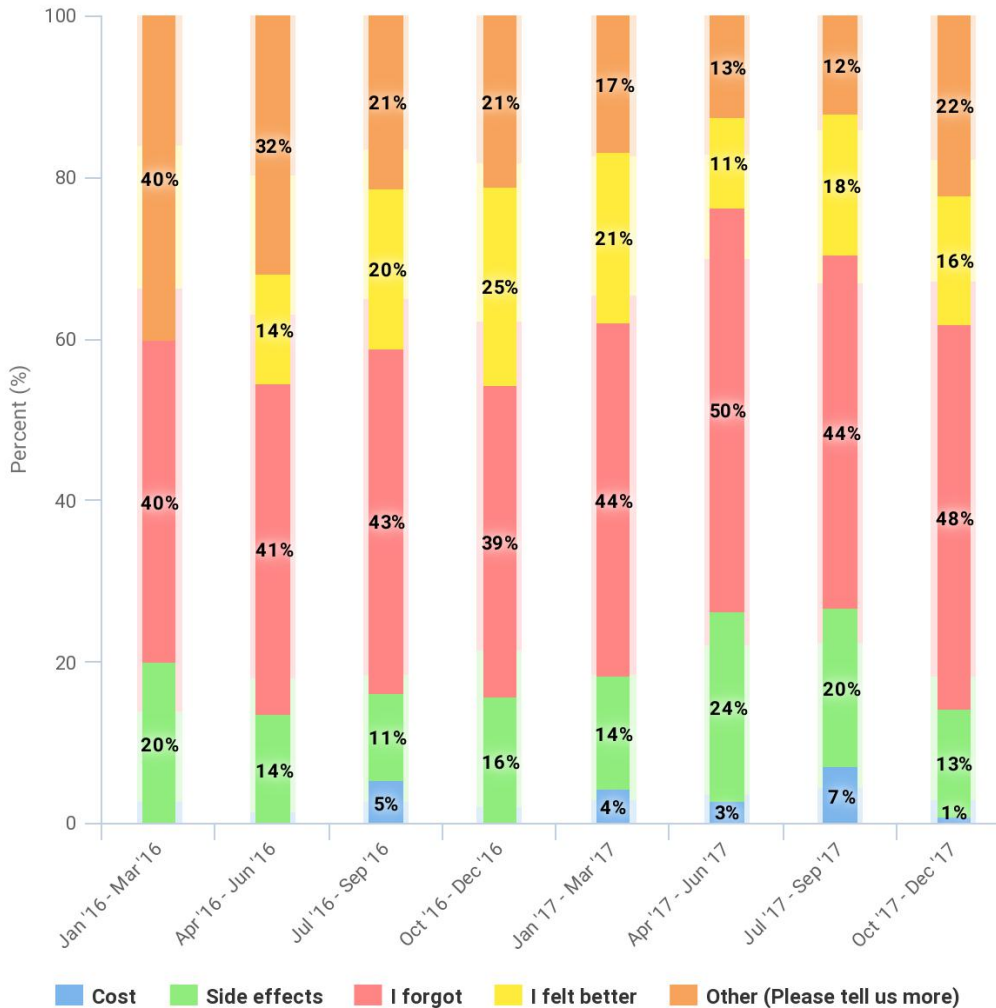


# Is the trend consistent over the year?

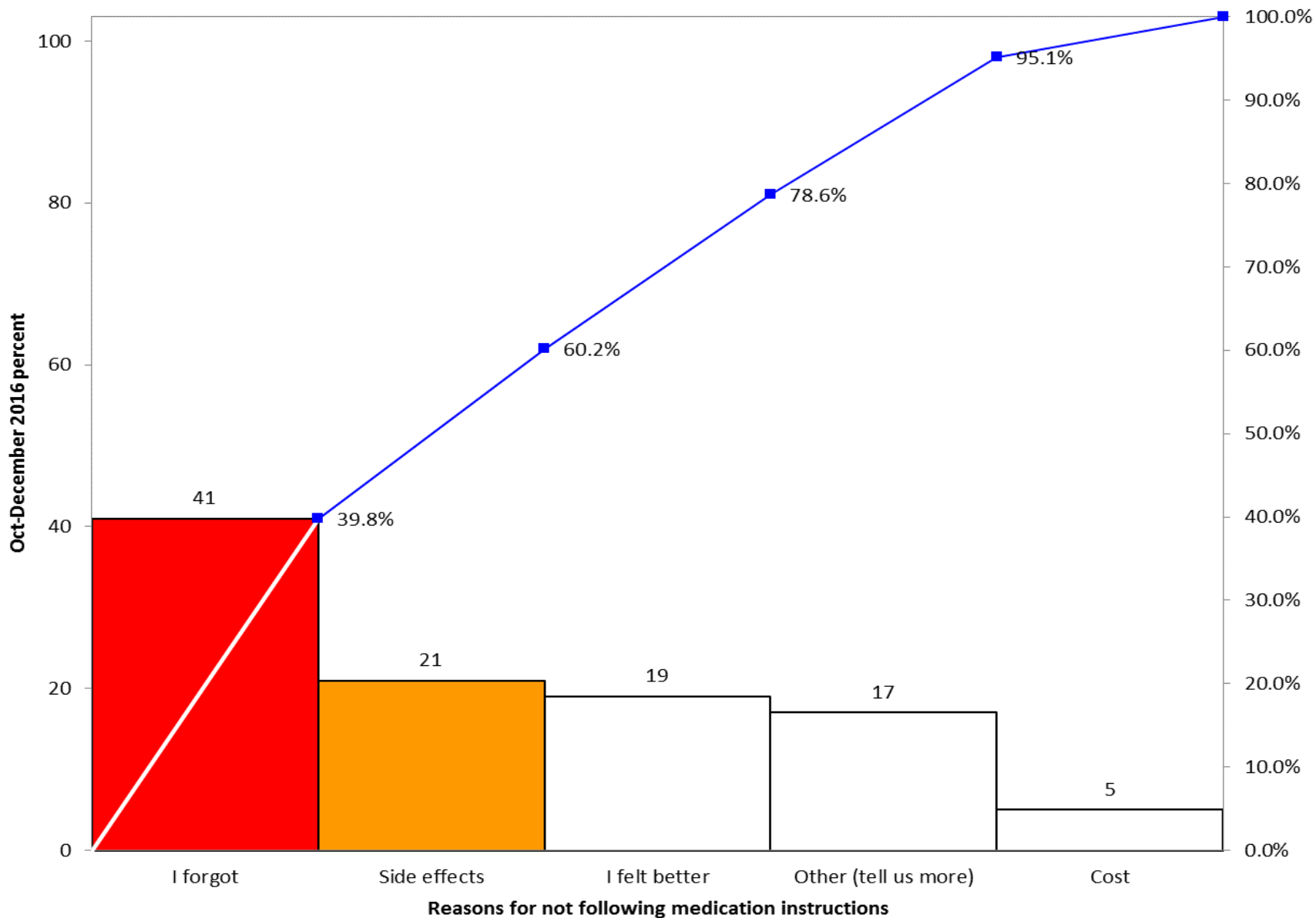
Over 8 quarters,  
between 8 – 11%  
respondents only  
followed instructions  
'sometimes'



# Why not?



# Pareto Chart - Reasons for not following medication instructions



# Survey comments

Was a bit wary of cartia a blood thinner so took it every second day instead of daily

side effects worse  
the cure

I got confused with the written instructions or

Timing on some of my meds can be challenging

**I WAS LAZY AND  
DIDNT BOTHER**

the bottle from pharmacy had different instructions from what the doctor said

I misread the instructions

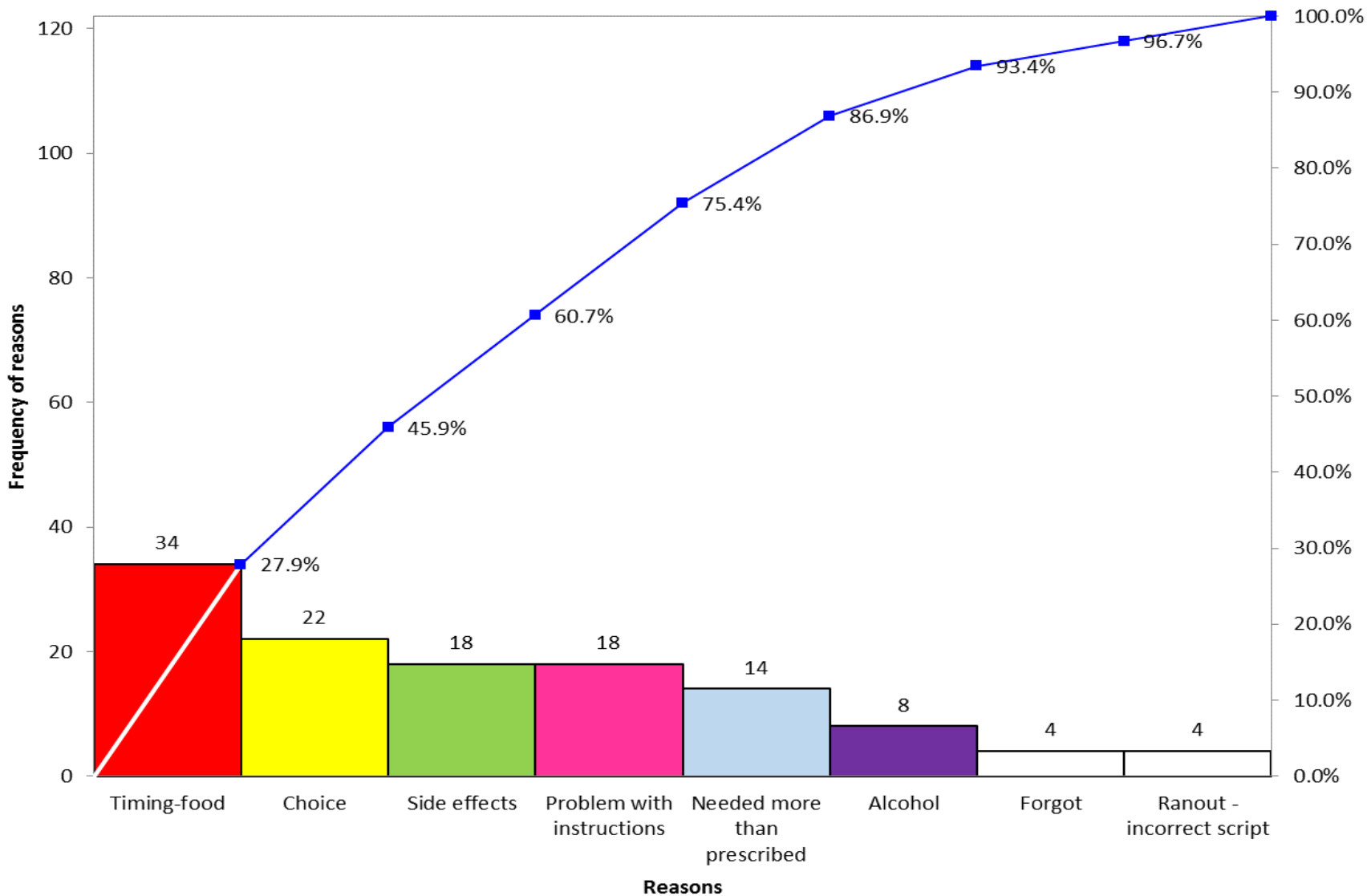
Never given instructions

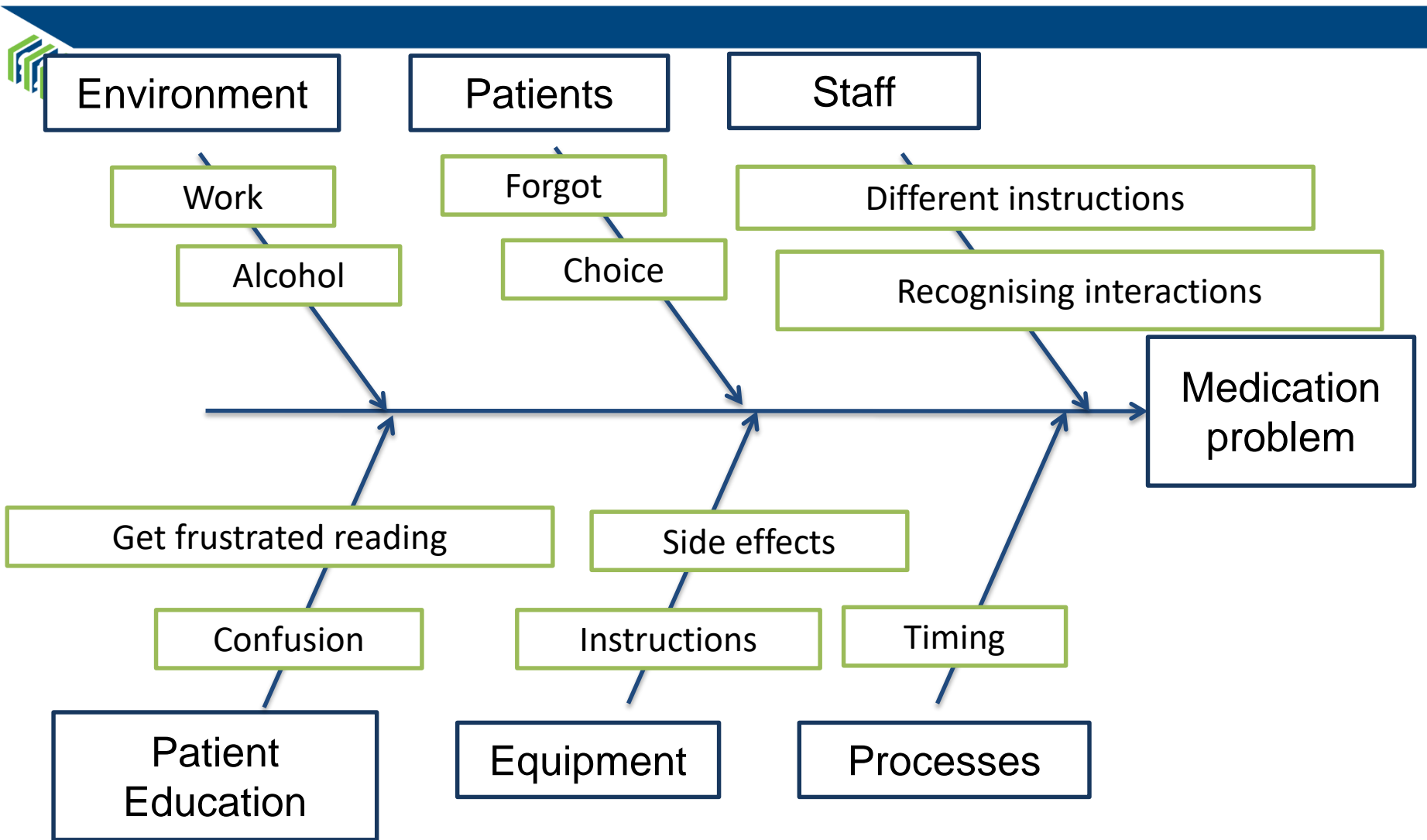
I need to have good explanation cos of reading - I get frustrated quickly

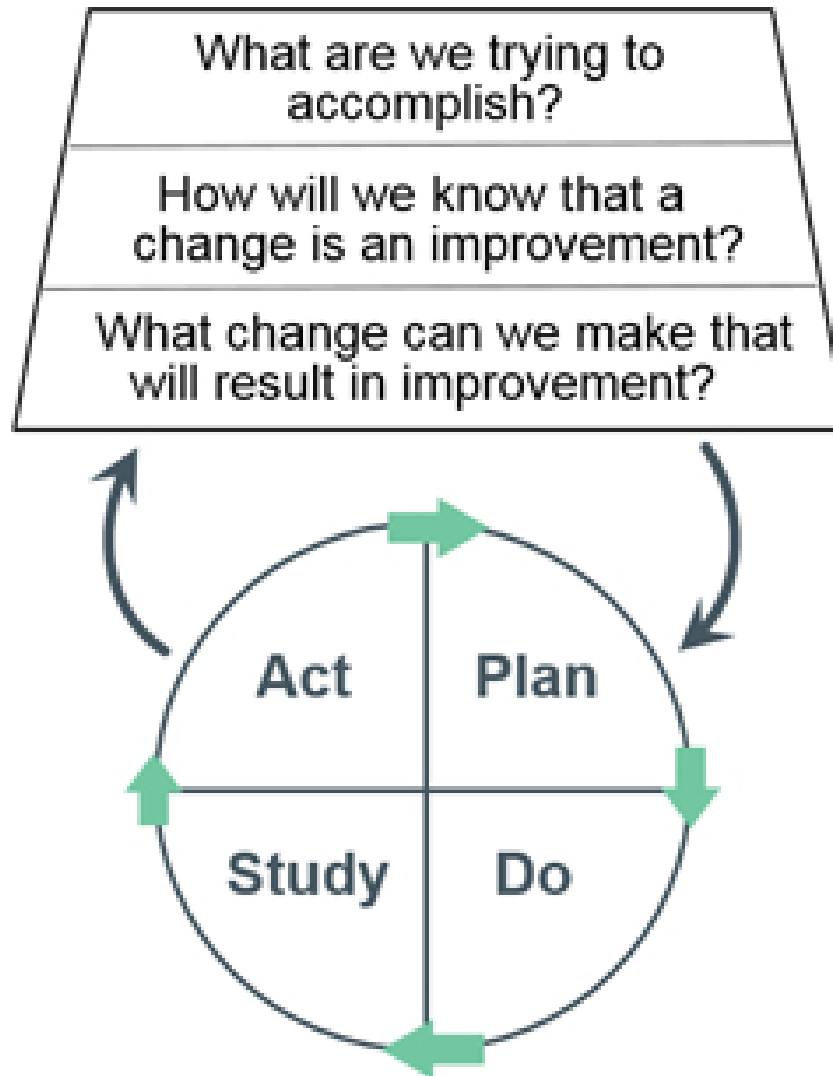
Didn't like taking the large tablets

morning possible

# Pareto Chart - Other reasons for not following medication instructions







Langley et al.  
*The Improvement Guide* 1996



Thank you