

# Measuring and improving the patient experience



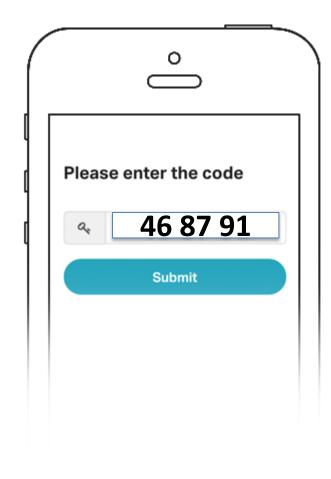


## What do you want to get out of this session?

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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.

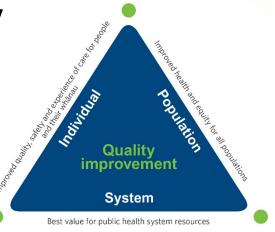
Lady Visitor. "OH, THAT'S YOUR DOCTOR, IS IT? WHAT SORT OF A DOCTOR, IS HE?"

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?

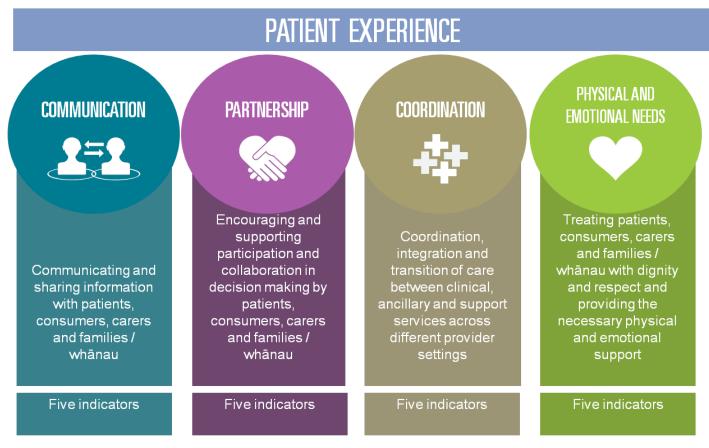
- Distinction between experience and satisfaction important
- Important dimension of health quality
- Doyle et al (2013)
  - Improved clinical effectiveness
    - Increased adherence to treatment
    - Better use of preventive services



- Better self-rated and objectively measured health status
- Impacts on resource use, hospitalisations and readmissions



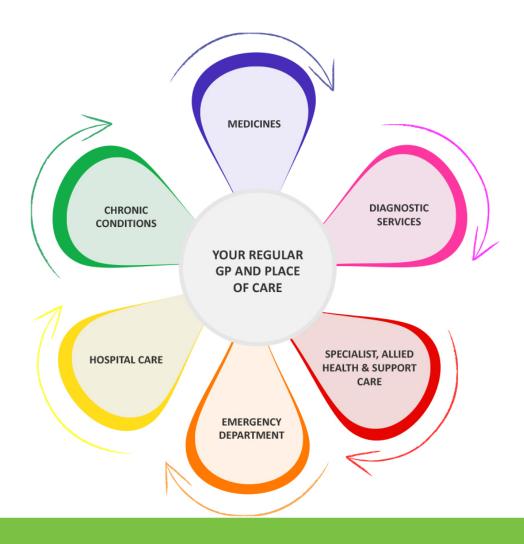
#### **Consumer Experience Domains**



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)

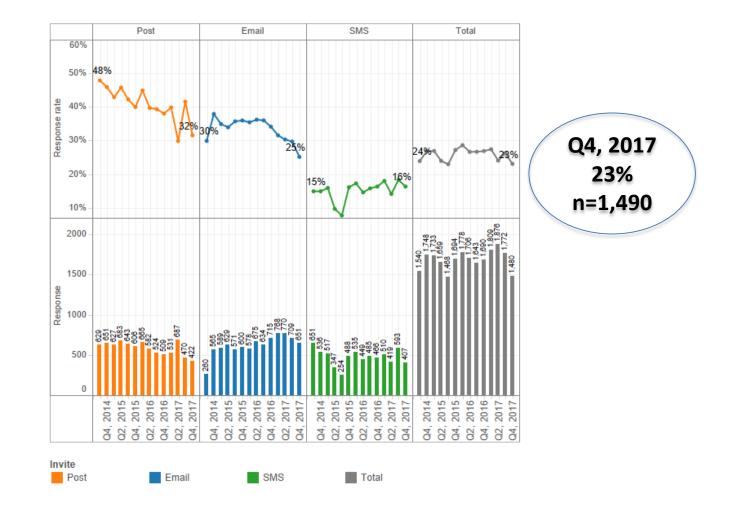


#### Reporting system

్రీ. Access and Wait Times >	COORDINATION	Ð	PARTNERSHIP	**	PHYSICAL & EMOTIONAL N		COMMUNICATION	(*•••
Medicines	8.6 National Average			7.6 National Average		.9 Average		8.5 National Average
맛 Diagnostic Services >	8.6			7.6	7.	.9		8.5
<sup>™</sup> Other Health Care     Professionals	User Filtered Average			User Filtered Average	User Filter	ed Average	ι	Iser Filtered Average
å Specialists →	8.1 Mäori National Average			<b>7.5</b> Māori National Average	<b>7.</b> Mãori Natio		м	8.4 äori National Average
Emergency Department >	0.6			7 /	-	•		0 F
🛱 Hospital Care >	8.6 Non Māori National Average			7.6 Non Mäori National Average		.9 Itional Average	Non	8.5 Māori National Average
Long term conditions >	PATIENT STORIES			PATIENT STORIES	PATIENT S	STORIES	P	ATIENT STORIES
🛋 Respondents >	Not really a need for one in my situation. GP n with my general health. The skin specialist for damage.		To get treatment with receive a private con	nin a reasonable time, it was necessary to sultation	have been complex and ongoing. their highly professional care and built a strong bond of trust.		should be noted in my no only.	tes that I'm autistic and to email me
	Once again, pleased with the level of care I rec that when there is waiting time this is unavoid		Yes have had the cor plans are new to me	dition for over 35 years and treatment	We had a really good GP and ther (heard that it was because she way work). Unfortunate that the two G	asn't given enough hours of		sn't really explained properly to me, the nurse who rang me and told the
	i do not know if they are in contact, as the my	$\sim$		d with the assistance I receive from my e the staff are all very friendly and helpful.	been anywhere near as good.	V Street since their naven t	Had blood tests, and only	found out the results when looked
	OVERALL GP/NURSE RATING		COORDINATION	I SUB-DOMAINS		SCORE SUMMAR	Y - ТОР V ВОТТОМ	
	8.9	BARRIERS	TO CARE	CONTINUITY 8.6		ttom PHO's INATION		op vs Bottom PHO's PARTNERSHIP
	National Average	National	Average	National Average	Auckland PHO Limit	9.1	Auckland PHO Limited	8.1
	0.0	8	.4	8.7	Midlands Health Ne	8.9	Procare Networks Li	7.9
	8.9	User Filter	ed Average	User Filtered Average	National	8.6	National	7.6
	User Filtered Average				Alliance Health Plus	8.6	Alliance Health Plus	7.6
	v	VORK ON'S - LOWEST	RATING QUESTION	S	WellSouth Primary Christchurch PHO L	7.2	Central Primary Hea Christchurch PHO Li	6.7
	SURVEY QUESTION	NATIONAL	FILTERED	RANGE (LOW/HIGH)	Top vs Bo	ttom PHO's IOTIONAL NEEDS	т	op vs Bottom PHO's COMMUNICATION
	When you ring to make an appointment how quickly do you usually get to see Your current GP?	5.0	4.6	2.0 - 6.6	PHYSICAL & EM	IOTIONAL NEEDS	Auckland PHO Limited	COMMUNICATION 9.1
	How long do you usually have to wait for your	6 0	/ Q	<u>/ 1 _ 7 0</u>	Midlands Health Ne	8.4	Midlands Health Net	8.7

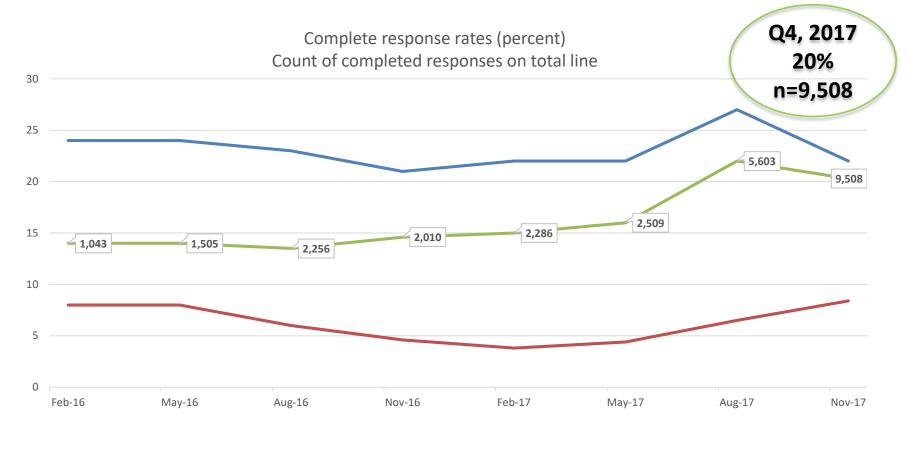


#### **Response rates: Inpatient survey**





#### Response rates: Primary care



Email SMS Total



#### 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





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n

#### Scoring mechanism

- Most positive category scores 10
- Middle category scores 5
- Least positive scores zero

	Score /10	pprox % 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	



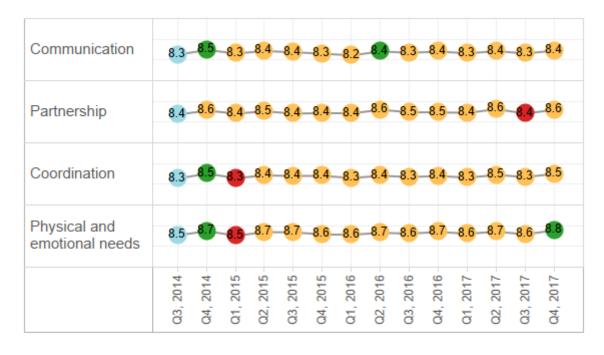
### Key findings

#### Adult inpatient experience survey





## National average scores by domain, 2014–17



#### Compared with previous round

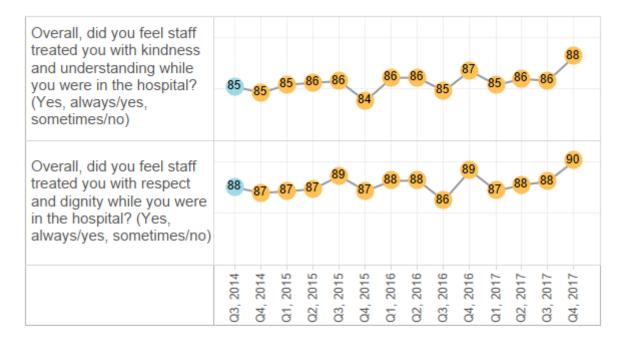
Start

About the same Higher

Lower



#### **Highest-scoring questions**



#### Compared with previous round

Start

About the same





#### Lowest-scoring questions

Did a member of staff tell you about medication side effects to watch for when you went home? (Yes, completely/yes, to some extent/no)	47-47-48-49-49-49-46-50-49-49-47-50-47-50
Did the hospital staff include your family/whānau or someone close to you in discussions about your care? (Yes, always/yes, sometimes/no)	55-55-55-54-53- <sup>58-56-57-55-55-58-59-57-58</sup>
Do you feel you received enough information from the hospital on how to manage your condition after your discharge? (Yes, definitely/yes, to some extent/no)	59- <mark>61-59-60-61-59-59-61-61-61-60-61-61-63</mark>
	a3, 2014 - a4, 2015 - a1, 2015 - a2, 2015 - a3, 2015 - a3, 2016 - a1, 2016 - a3, 2016 - a3, 2016 - a3, 2017 -

#### Compared with previous round

Start

About the same





### Key findings

#### Primary care patient experience survey





#### Domain scores Q1 2016 – Q4 2017





### 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

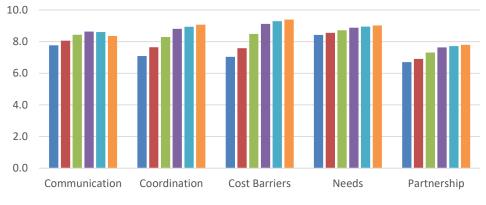
Question	Māori	Pacific	Asian	European	Other
In the last 12 months was there a time	28	28	20	18	30
when you did not visit a GP or nurse					
because of cost?					
Has cost stopped you from picking up a	23	21	11	7	15
prescription?					

• 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



■ 15-24 ■ 25-44 ■ 45-64 ■ 65-74 ■ 75-84 ■ 85+



#### 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

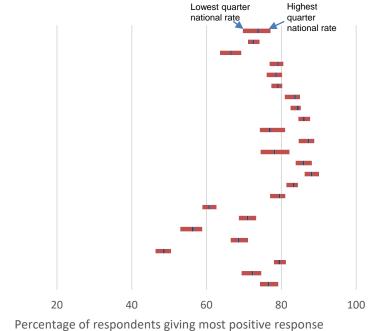




#### Using these results to improve



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



Was religious or spiritual support available when you needed it? Did you feel you were involved in decisions about your discharge from hospital? Did you feel nurses listened to what you had to say? (Yes, always) Did you have confidence and trust in the nurses treating you? (Yes, always) Did staff tell you how the operation went in a way you could understand? (Yes,... Was cultural support available when you needed it? (Yes, always) Overall, did you feel staff treated you with respect and dignity while you were in... If you needed help from the staff getting to the toilet or using a bedpan, did you... Were you given conflicting information by different staff members, eg, one staff... Ud you feel doctors listened to what you had to say? (Yes, always) When you had important questions to ask a doctor, did you get answers that...

Average Range

0

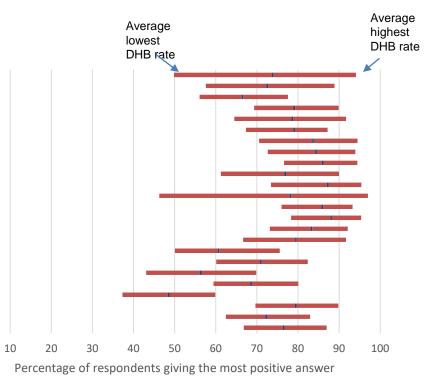


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## ...but over that time, the variation between the best and worst scoring DHBs has been much greater

Was religious or spiritual support available when you needed it? Did you feel you were involved in decisions about your discharge from hospital? Did you feel nurses listened to what you had to say? (Yes, always) Did you have confidence and trust in the nurses treating you? (Yes, always) Did staff tell you how the operation went in a way you could understand? (Yes,... Was cultural support available when you needed it? (Yes, always) Overall, did you feel staff treated you with respect and dignity while you were in... If you needed help from the staff getting to the toilet or using a bedpan, did you... Were you given conflicting information by different staff members, eg, one staff... Were you involved as much as you wanted to be in decisions about your care... Did you feel doctors listened to what you had to say? (Yes, always) When you had important questions to ask a doctor, did you get answers that...

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Average Range



#### Variation by question

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

PHO name

-		
61.1	23.0	15.9
60.3	28.9	10.9
50.8	38.5	10.8
58.8	27.8	13.5
63.6	31.8	4.5
64.1	27.4	8.5
57.0	30.3	12.7
63.2	25.3	11.5
67.4	25.5	7.1
60.4	27.4	12.3
61.0	30.0	9.0
62.5	30.4	7.1
60.5	21.1	18.4
59.7	30.6	9.7
51.9	31.5	16.7
55.6	33.6	10.7
53.3	36.3	10.4
55.7	28.7	15.6
60.4	30.5	9.1
57.1	33.3	9.5
58.6	33.0	8.4
47.7	37.3	15.0
60.4	29.8	9.8
58.3	16.7 2	5.0
47.3	32.1	20.6
75.6	18.	3 6.1
61.5	31.1	7.4

## 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 51.9 39.8 8.3 25.0 53.8 2.2 25. 28.6 45.7 68.1 24.5 7.4 **PRACTICE NAME** 61.3 32.3 6.5 60.9 33.0 6.1 71.4 20.0 8.6 55.4 31.9 12.7 58.5 34.0 7.5 63.6 31.8 4.6 70.8 25.0 4.2 28.0 61.3 10.7 65.5 25.5 9.1 9.0 50.8 30.2 32.3 54.5 13.2 64.1 25.0 10.9 0% 10% 20% 40% 50% 60% 80% 30% 70% 90% 100%

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%

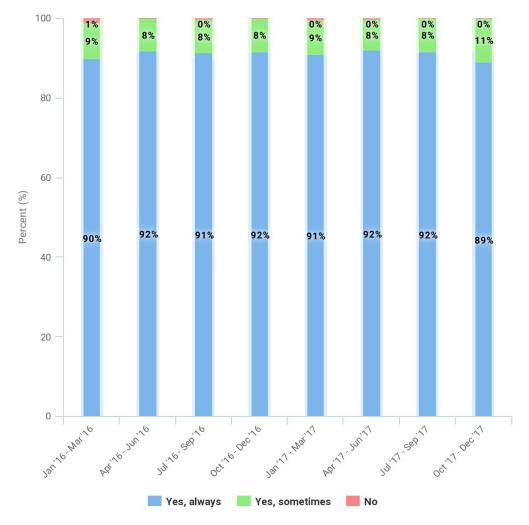
No – 0.2%

	92%	8%
	94%	6%
	91%	9%
	92%	8%
	91%	9%0%
	90%	108%
	94%	60%
	100%	
	95%	5%
	93%	7%
	87%	13%
	93%	7%
	89%	11%
PHO names	96%	21%
	90%	10%
	96%	4%
	94%	60%
	91%	890%
	91%	9%
	92%	810%
	92%	8%
	90%	109%
	91%	9%
	92%	8%
	95%	5%
	93%	7%%
	91%	8%1%
0	20 40 60	80 100
	Values	



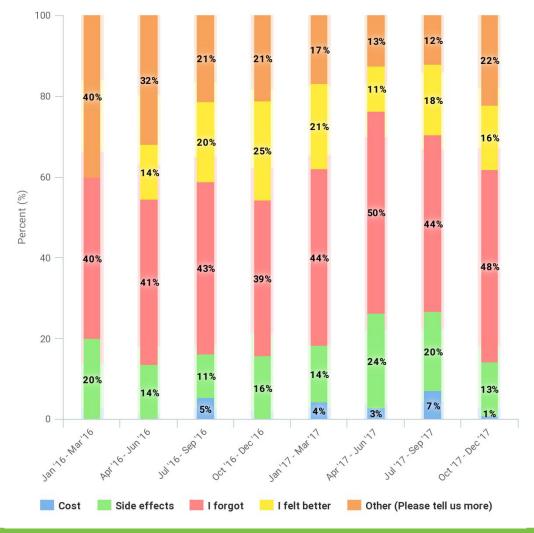
#### Is the trend consistent over the year?

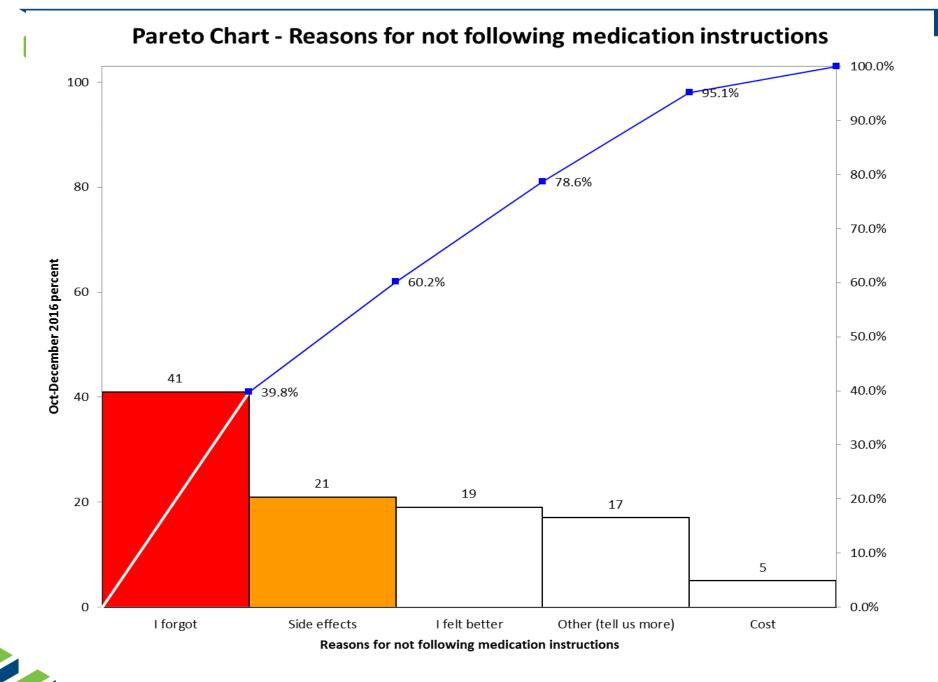
Over 8 quarters, between 8 – 11% respondents only followed instructions 'sometimes'





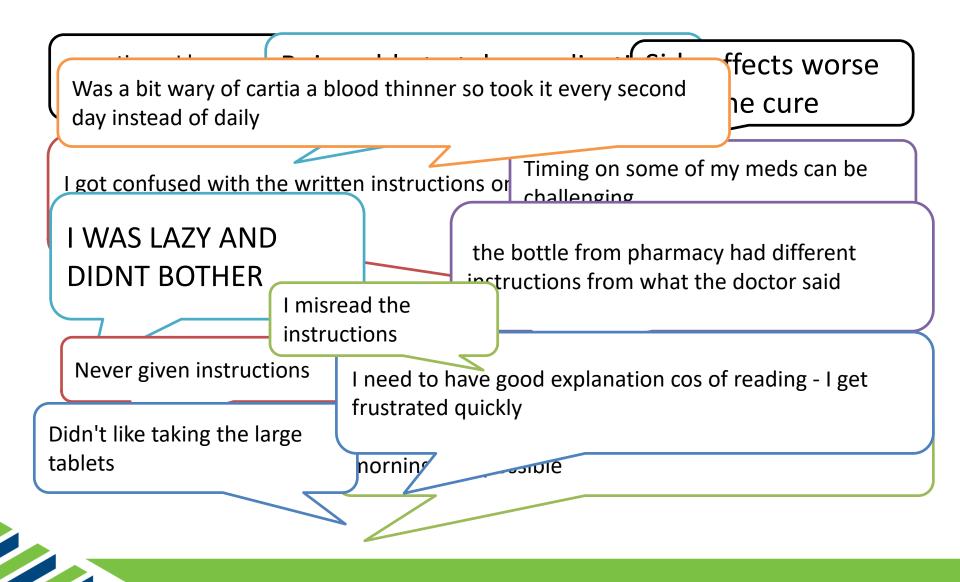
## Why not?



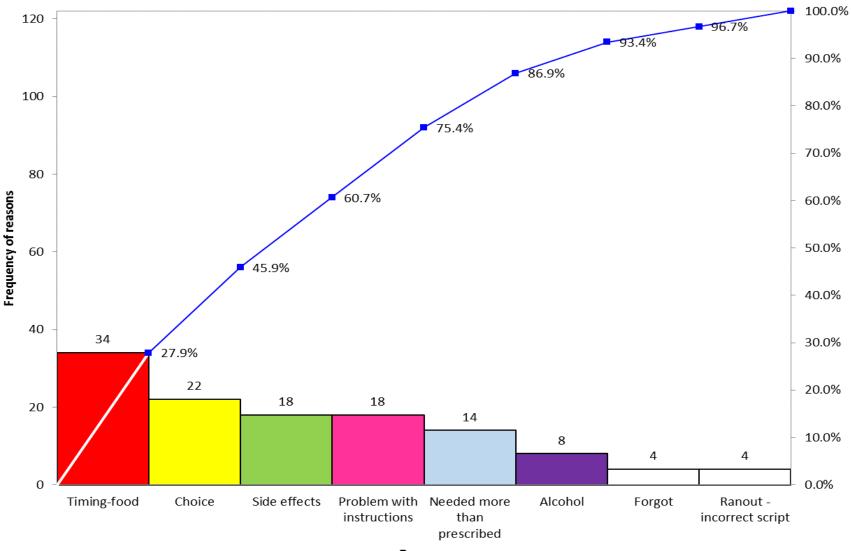




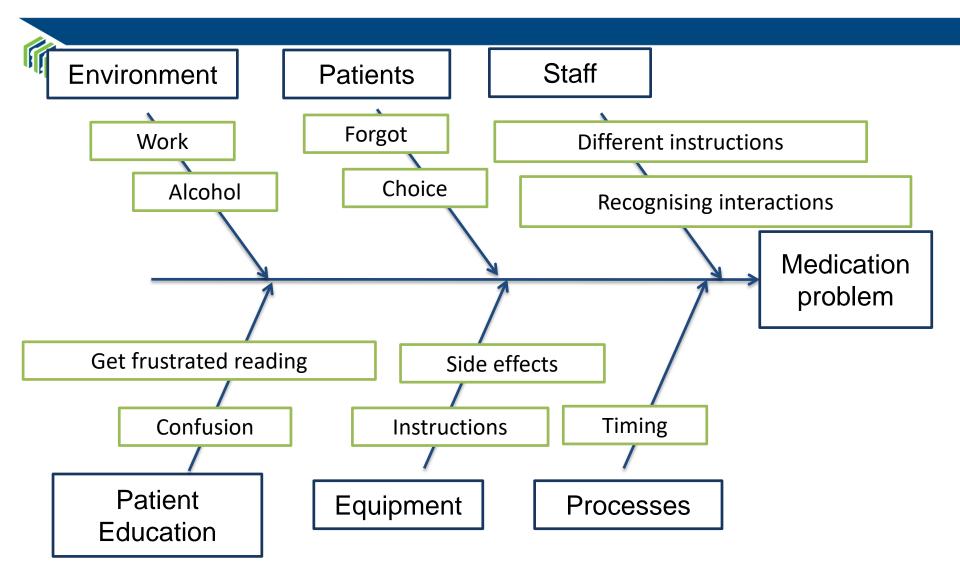
### Survey comments



#### Pareto Chart - Other reasons for not following medication instructions



Reasons

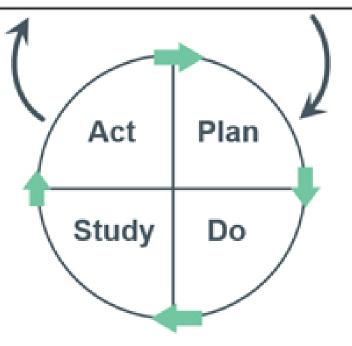




What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?



Langley et al. *The Improvement Guide* 1996



# Thank you

