Translating Patient Experience into Health System Improvement

UK Case Studies and enabling technologies
- ‘MES Experience’ & ‘PanSensic’

Dr Avnesh Ratnanesan CEO, Energesse
Partnering with Consumers

Standard 2

The Partnering with Consumers Standard:
Leaders of a health service organisation implement systems to support partnering with patients, carers and other consumers to improve the safety and quality of care. Patients, carers, consumers, clinicians and other members of the workforce use the systems for partnering with consumers.
CHALLENGES MANAGING PATIENT EXPERIENCE IN AUSTRALIA

• Managers have variable understanding of best practices to manage and improve PX

• No standards metrics for measuring PREMs and PROMs

• Managers unaware of importance or ability to measure ‘soft’ measures e.g. staff attitude

• Long-term benefits, not always financially quantifiable e.g. patient satisfaction, preventing lawsuits

• Feedback action loop not completed due to resistant culture, management capability or technology gaps
UK CASE STUDIES

1. UK NHS leads by 3-5 years - Mid-Staffordshire crisis showed disconnect between management, front line staff & patients

2. Leeds NHS Trust and Bradford Teaching Hospital NHS Trust

3. Standard PX metrics incorporated in surveys – Family and Friends Test

4. Multi-lingual approach utilised to increase engagement – Urdu, Slovak, Punjab, Czech

5. Traditional paper-based surveys combined with online platform data collection (MES Experience)
MES EXPERIENCE – DIGITAL SURVEY & ANALYTICS PLATFORM

- **Survey design tool** – build your own surveys, unlimited volume
- **Survey library** – one place to manage all surveys
- **Real time Reports** from Board to Ward – ‘pain points’ from patient perspective including point of care
MES EXPERIENCE – MULTICHANNEL DATA COLLECTION

- Online
- Text Message (SMS)
- Email
- Kiosk and Tablet
- Automated Telephone Surveys
- Paper Surveys
PATIENT CENTRED KPIs
MEASURE PATIENT EMOTIONS AND STAFF ATTITUDES
PATIENT CENTRED KPIs
MEASURE COMPASSION AND COMMUNICATION

Patients View of Staff Compassion

Patients View of Communication %

CUSTOMER-CENTRED HEALTHCARE. EXPERIENCED. DIFFERENTLY.
Monitor performance across ward, department & hospital levels
Resolve issues with ‘Plan - Do – Study - Act’ approach
RESULTS

1. 26,000 responses collected since the introduction of MES Experience in Feb 2014

2. Trust’s response rate went from 5% to 20% per month

3. Collected experiences from hard-to-reach groups:
   a. 21 different ethnicities represented
   b. Over 3,500 responses from patients with disabilities
   c. 50% women and 33% men (17% N/A)

4. MES Experience data increased staff buy-in for measuring patient experience, with the positive feedback from patients
CONCLUSIONS

1. Methodology for collecting experiences and question format is critical i.e. open ended vs. close ended questions

2. Analyse data into **actionable** insights for management

3. **Transparently** highlight feedback and improvements to drive culture change

4. ‘Early warning system’ to reduce systemic quality & safety errors and potential lawsuits
LEARNINGS FOR AUSTRALIAN HEALTHCARE MANAGERS

1. Use a systematic ‘data-driven/evidence-based’ process for collecting, analysing and managing Patient Experience (NSQHS Standard 2)

2. Automated surveys and analytics technologies provide fast, objective and actionable measurements (including ‘soft’ measures e.g. compassion)

3. Implement service improvements integrating patient-centered perspective

4. Accountable internal champion to ensure accurate and timely reporting e.g. Patient Experience Manager
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Patient Experience Australia

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Bernadette Brady  Consultant, Partnering with Patients

The compassion gift

Gifts of compassion enhance the patient experience as this article shows

Compassionate care is a crucial component of care
kevinmd.com • I remember when my best friend was in the hospital thirty years ago and I brought her 3 year old daughter to visit. My friend could n...
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SMS 0438 614 233
(Full Name & E-mail)

avnesh@energesse.com
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