National Patient Experience Survey

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Tracy O’Carroll, Manager, National Patient Experience Survey Programme

June Boulger, National Lead for Patient and Public Partnership, HSE
“You see the world differently by looking through a different lens; by seeing care through the eyes of patients”

Carol Munt, NHS Patient Leader
What is a Patient

A patient is the most important person in the Institution - In person or by mail.

A patient is not dependent on us - We are dependent on them.

A patient is not an interruption of our work - It is the purpose of it.

The patient is not an outsider to our business - They are our business.

The patient is not someone to argue or match wits with.

The patient is a person and not a statistic.

It is our job to satisfy them.

~William E. Lower, M.D.
The Cleveland Clinic Foundation
February 1921
What are we capturing with a Patient Experience Survey

The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

(The Beryl Institute)
Objective of NPE Survey Programme

• Improve future planning and delivery of healthcare services

• Develop and build quality and safety initiatives

• Improve Patient experience

• Shape national and local policy

• Allow comparisons and benchmarking of service delivery both locally and nationally
What is success?

To be successful in the new era of health reform, organizations will have to take engagement to a new level and consider patients central to the care Team.

2014
How does patient experience fit into the overall healthcare picture? Patient Experience Journal
Karen Luxford BSc(Hons), PhD, FAIM, FAAQHC, Director, Patient Based Care, Clinical Excellence Commission, NSW, Australia
Sue Sutton RN, PhD, FHIMSS, President & CEO, Tower Strategies, ssutton@towerstrategies.com
Ultimately, the patient benefits
Benefits:

**HSE:**
The survey results help identify areas for improvement in patient care.

**Department of Health:**
The survey results inform national policy and planning.

**HIQA:**
The survey results inform quality improvement and regulatory programmes.
Why patient experience?

Patient experience goes beyond patient satisfaction and “making patients happy”

Patient experience asks detailed questions about specific aspects of patients’ experience will point at specific ways in which the delivery of health care can be improved.
AN EXAMPLE OF A PATIENT JOURNEY

Patients emotional state

Hospital appointment

- at home
- journey and arrival
- waiting
- clinical consultations/interventions
- in bed on a ward
- moving around the hospital
- discharge and leaving

- Difficulty parking
- Can’t find the dept
- Happy to wait for 30 mins but now I’ve had to wait for 1 hr
- Enough time to ask questions
- Need for privacy on a mixed ward
- How far through the hospital? What will the scan be like? Getting settled into another ward.
- How to get home. Right medication - clear instructions?
The NPE Survey questionnaire

The NPE Survey questionnaire consists of a total of 61 questions:

- 58 structured questions
  - closed tick-box responses

- 3 free flow questions/written responses
  - e.g. positive experiences, areas for improvement
Who took part?

18 +

>24 hrs in hospital

May 2017

Address in RoI
Engagement with Hospital Staff

7 staff information sessions were held in January and February 2017.

6 sessions of training on the online dashboard were organised for staff.

6 teleconferences with PAS officers prior to the Testing Phase.
Communication

37 hospital visits by HIQA and HSE representatives

1 national advertisement campaign on local and national radio stations

5 national press releases

22 targeted regional press releases

41 radio interviews across Ireland
Promotion within hospitals

- Napkins
- Information Leaflets
- Posters
- Banners
- Table top stands
- Discharge Packs
- Dedicated Website
- Social Media

@NPESurvey  /NPESurvey
26,635 people eligible to participate

Response rate: 51%

No. of surveys returned:
- Online: 1126
- By post: 12,077

No. of reminders:
- First reminder: 20,637
- Second reminder: 18,317
What now?

1 National Report

39 Hospital Reports

6 Hospital Group Reports
Tell me and I forget.
Teach me and I remember.
Involve me and I learn.

BENJAMIN FRANKLIN
Responding to the results of the National Patient Experience Survey Programme
“Collecting data on patient experience is not enough”
Together is better
Engaging staff on the frontline
Workshops hosted by each Hospital Group
The establishment and the role of the HSE Oversight Group Patient Experience, Acute Hospital Services:

1. The development of an agreed health service improvement plan designed to improve patient experience across acute services
2. Strengthen policy and planning based on empirical evidence gathered from the NPES
3. Strengthen and improve organisational reputation and promote a constructive understanding of patient experience across the Irish Healthcare System
4. Identify resource needs to improve patient experience
5. Ensure that Patient Experience becomes a core component of governance and accountability at every level of the organisation
Working together to identify solutions
Essential Elements of the Strategy for the Co-ordinated Response to the findings

✓ Strong, committed senior leadership
✓ Dedicated champions at every level
✓ Active engagement of patients and families
✓ Clear improvement goals, in response to the findings of the NPES
✓ Focus on the workforce and staff well-being
✓ Building staff capacity
✓ Adequate resourcing
✓ Governance and accountability for improving patient experience at every level
✓ Evaluation of effectiveness

Coulter A et al BMJ 2014, 308: 225 (adapted)
Measurement is Not Enough
Demonstrating that we are listening, responding, improving

• QI plans published after the NPES findings are published, describing a co-ordinated response to the findings at every level:
  • National
  • Hospital Group
  • Hospital

• Promotion of the HSE response to the findings amongst patients and the public, to demonstrate our commitment to listening, responding and improving patient experience
Thank you