We have Patient Experience data ... Now what?

Katie Doan
Patient Experience Program Coordinator
Power of patient exp data

- Low engagement
- Defensive but curious
- Isolated cases
- Relevance

Call to action
Would you recommend RMH to a relative or friend?

Yes

Time

81%

84%

88%
The RMH Post Discharge Patient Experience Survey

19. Did a member of staff tell you about medication side effects to be aware of when you went home?
   - Yes, completely
   - Yes, to some extent
   - No
   - I didn't need any medicines

20. Did a member of staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
   - Yes, completely
   - Yes, to some extent
   - No

21. Do you think the bathrooms were kept clean and tidy?
   - Yes, always
   - Yes, sometimes
   - No

22. Would you recommend The Royal Melbourne Hospital to a relative or friend?

   No
   ![Smiley faces rating scale from 1 to 10]

23. Is there anything else you would like to tell us?
Data available at the point of care
Got the Patient Experience data .... what next?
Org-wide effort = everybody wins
Spotlight on Discharge

- RMH Pt Exp data
- VHES Transition Index

The transitions index is shown below followed by the four questions that contribute to the index.

- Positive: 70%
- Pos. over time: M14, D14, S15, J16
- Pos. comparison: June 2016 69.6% (n=108.5), March 2016 65.8% (n=53.5), June 2015 75.9% (n=123), State 75.4% (n=6467)
Achieving a shared goal
Multidisciplinary team effort

Nursing
Pharmacy
Medical
Allied Health
Ward level data is powerful

50% improvement!

... all it took was a letter
Medications information

- Room for improvement + best performing
- Pharmacists to have accountability for leading change
- Consumer focus groups
- Health literacy approach
Engaging Doctors

• Medical Unit data is powerful
• VHES peer comparison is powerful
• One on one conversations
• Rigour of data
Your say matters

- In all ward areas
- Public spaces
- Internet
- Intranet
- Social media

“I will have the information I need when I leave hospital”
Outpatients Transformation 2014-17

• Project Goals:
  – Improve patient experience
  – Ensure efficient, financially viable OP services
  – Reduce variation in access

  – KPI: OP Patient Experience survey
Patient Experience Feedback

Charts-Tables

Percentage of 'Green' Responses

Question: Would you recommend The Royal Melbourne Hospital Outpatients to a relative or friend?

<table>
<thead>
<tr>
<th>Location</th>
<th>AM M</th>
<th>PM M</th>
<th>AM F</th>
<th>PM F</th>
<th>AM T</th>
<th>PM T</th>
<th>AM W</th>
<th>PM W</th>
<th>Mon</th>
<th>Tue</th>
<th>Wed</th>
<th>Thu</th>
<th>Fri</th>
<th>Overall</th>
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<tbody>
<tr>
<td>Centre-Main Reception</td>
<td>77%</td>
<td>79%</td>
<td>88%</td>
<td>80%</td>
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<td>91%</td>
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<td>South-Main Reception</td>
<td>82%</td>
<td>78%</td>
<td>80%</td>
<td>80%</td>
<td>64%</td>
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<td>66%</td>
<td>94%</td>
<td>73%</td>
<td>100%</td>
<td>85%</td>
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</tbody>
</table>

Adult Specialist Clinics - April - June 2016

Overall Experience and Key Aspects of Care

The VHES Adult Specialist questionnaire seeks to discover the experience of people, 16 and over, who have had an experience at a specialist clinic. Potential respondents are randomly selected from people who had an appointment at a Specialist Clinic in the preceding month.

This section features the overall experience question, and the three key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult specialist category.

Adult Specialty Clinics - Overall Experience Question

- 69. Overall, how would you rate the care you received at the clinic?

- 69. Overall, how would you rate the care you received at the clinic?

- June 2016 90.3% (n=405)
  - State 92.2% (n=8900)
One-on-One Conversations
Focus for 2017

• Building staff capacity
• Fully automated data collection and reporting in real-time
• Embedding VHES in IRIS*
• Benchmarking with VHES peers
Thank you

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• liz.virtue@mh.org.au