

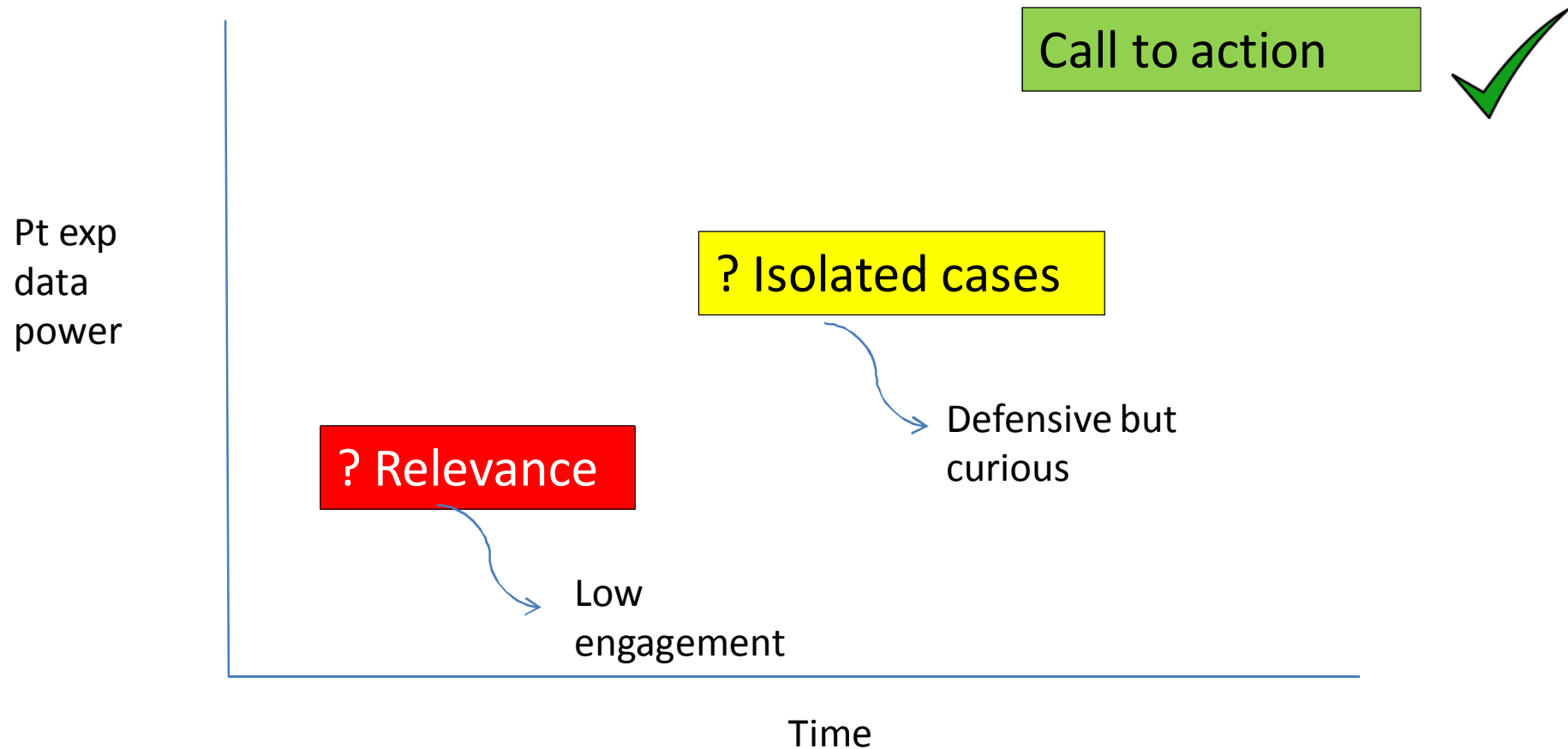


The Royal
Melbourne Hospital

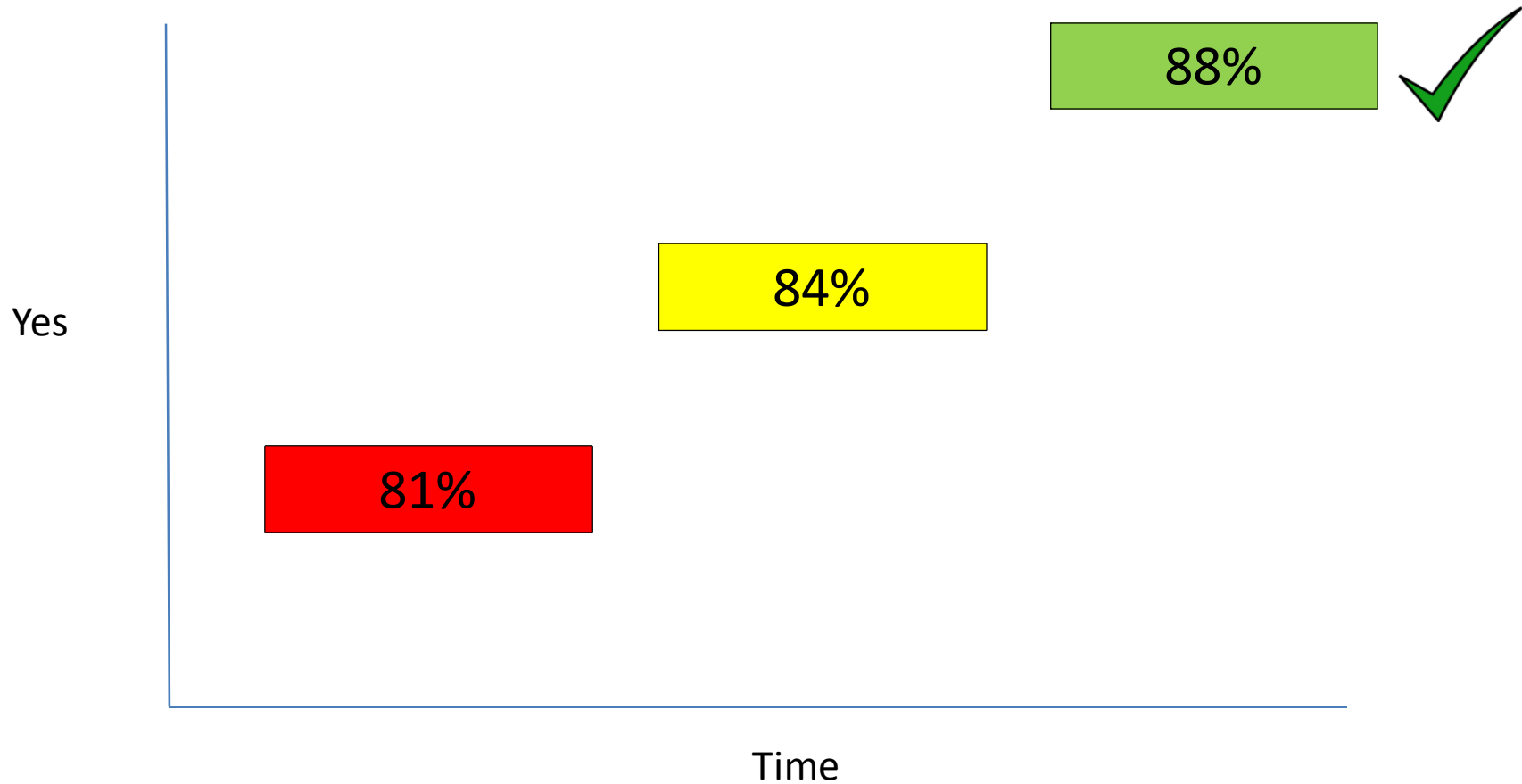
We have Patient Experience data ... Now what?

Katie Doan
Patient Experience Program Coordinator

Power of patient exp data





Would you recommend RMH to a relative or friend?




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

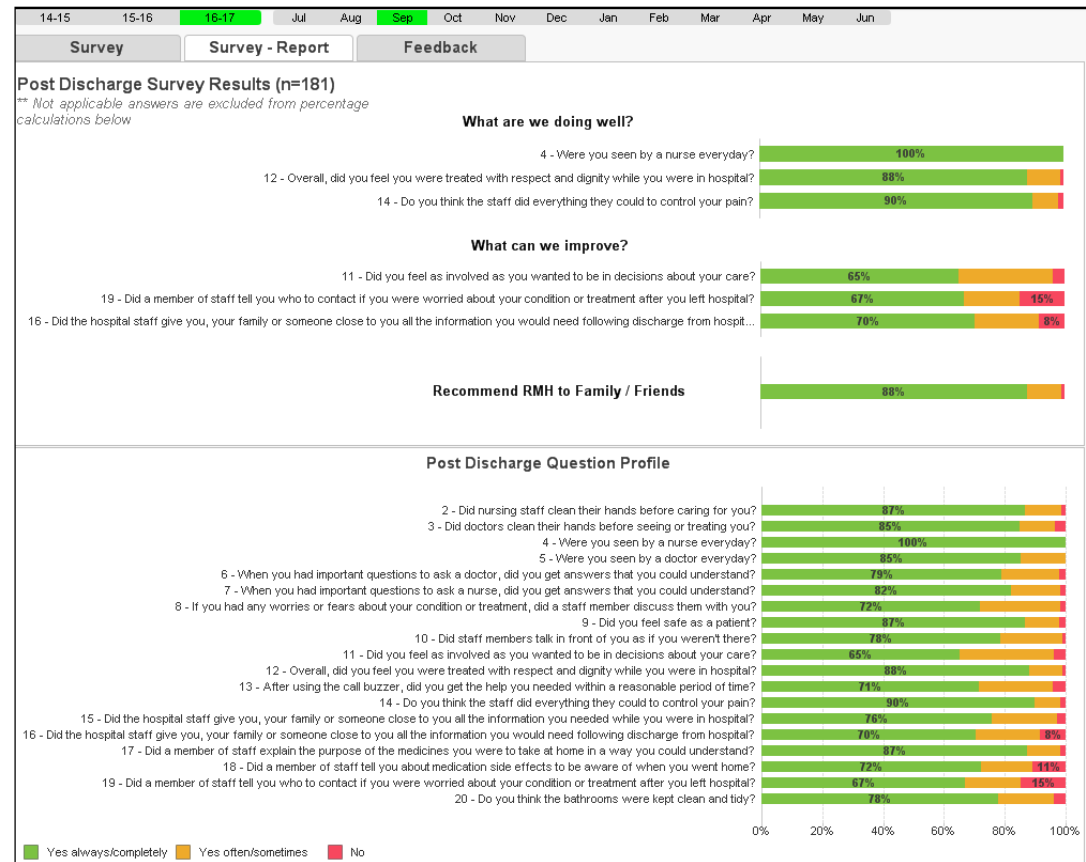
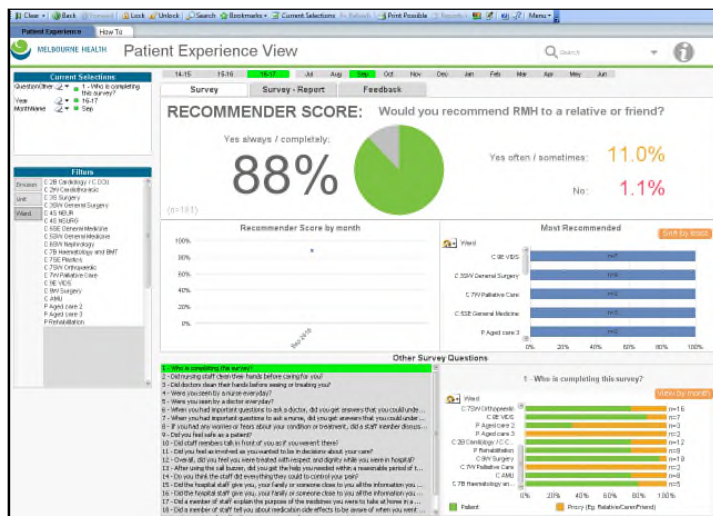
***22. Would you recommend The Royal Melbourne Hospital to a relative or friend?**

No Yes

 1  2  3  4  5  6  7  8  9  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

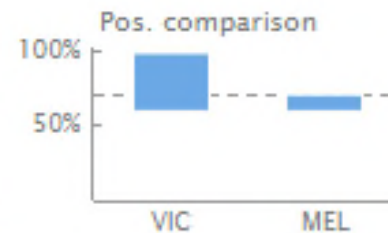
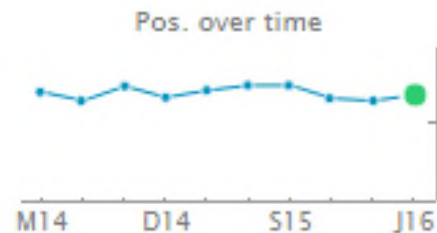
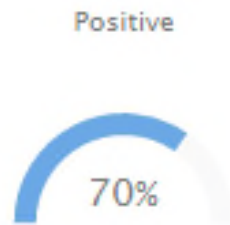


Spotlight on Discharge



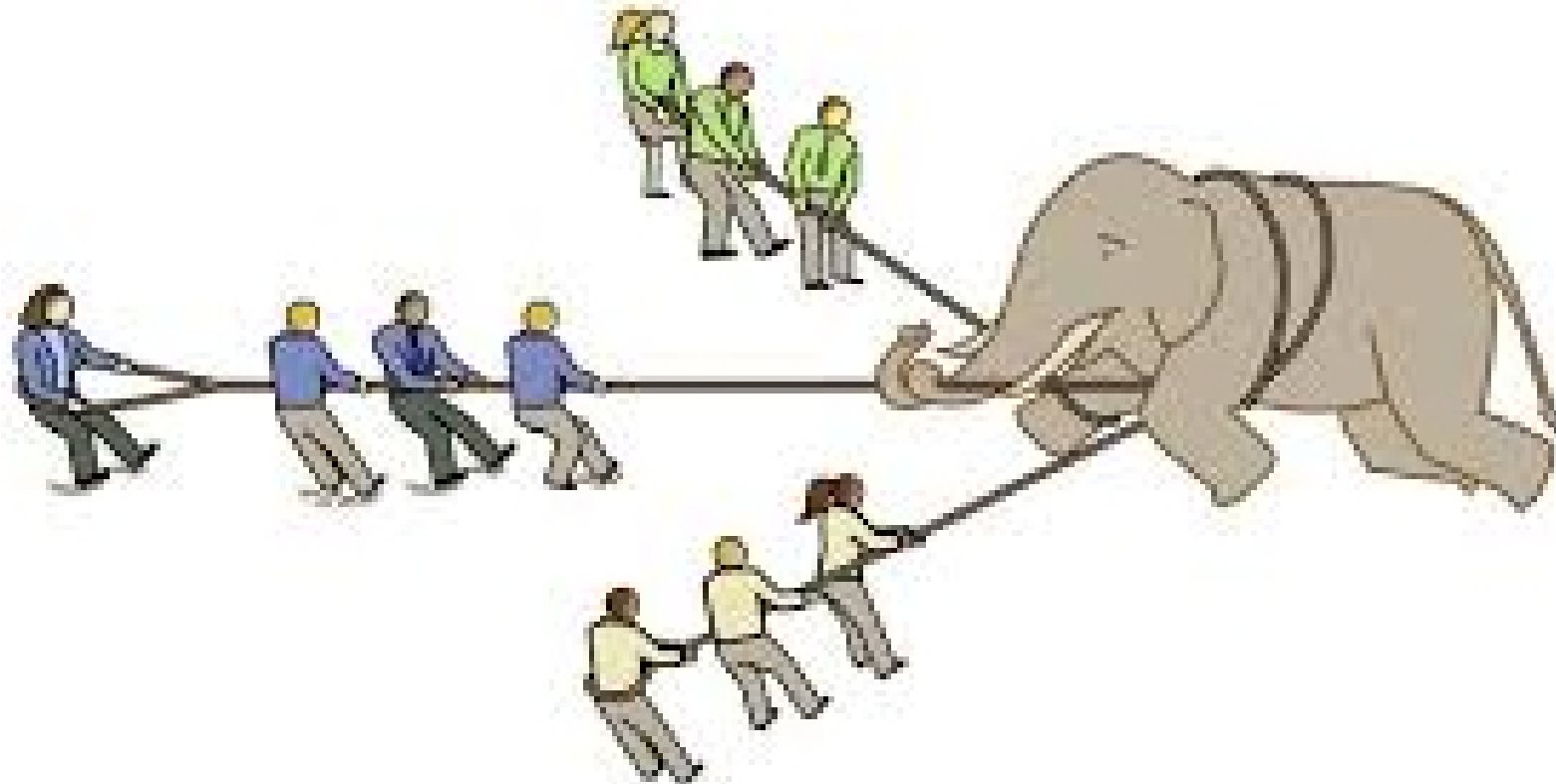
- RMH Pt Exp data
- VHES Transition Index

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

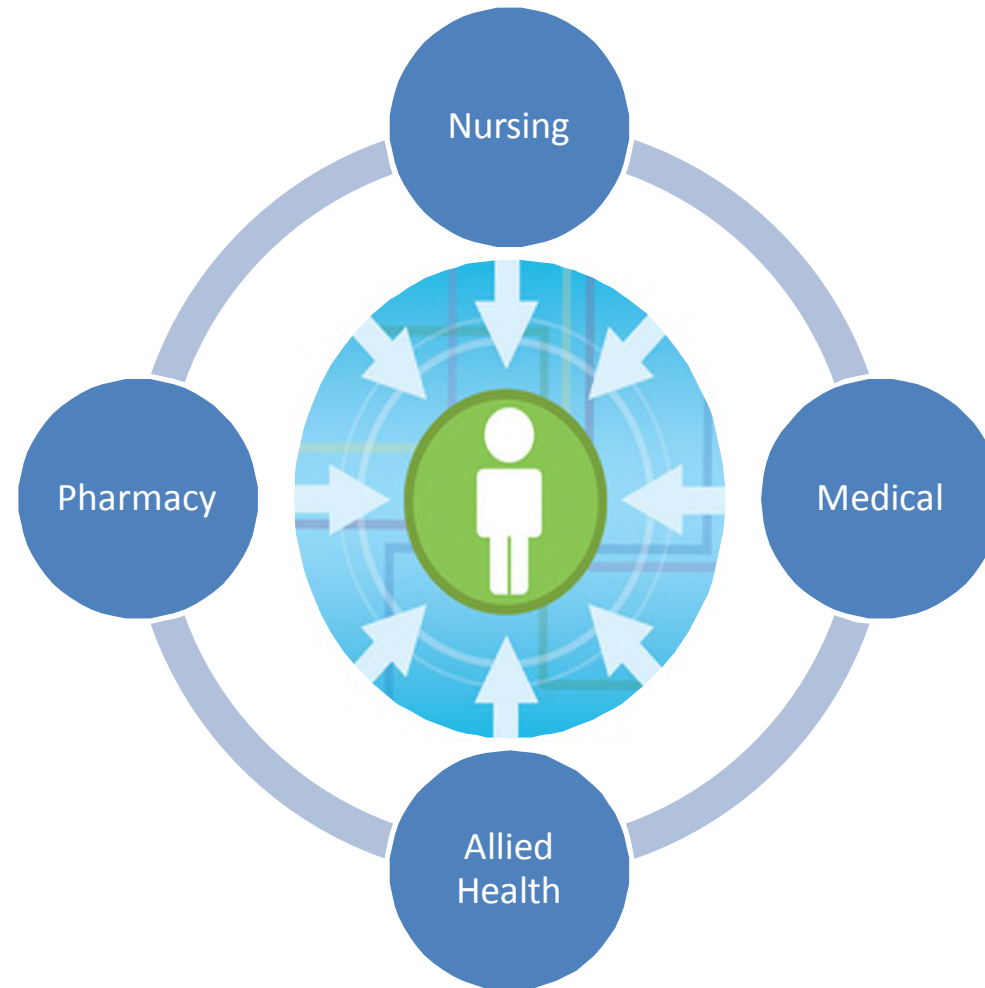


June 2016 69.6% (n=108.5)
March 2016 65.8% (n=53.5)
June 2015 75.9% (n=123)
State 75.4% (n=6467)

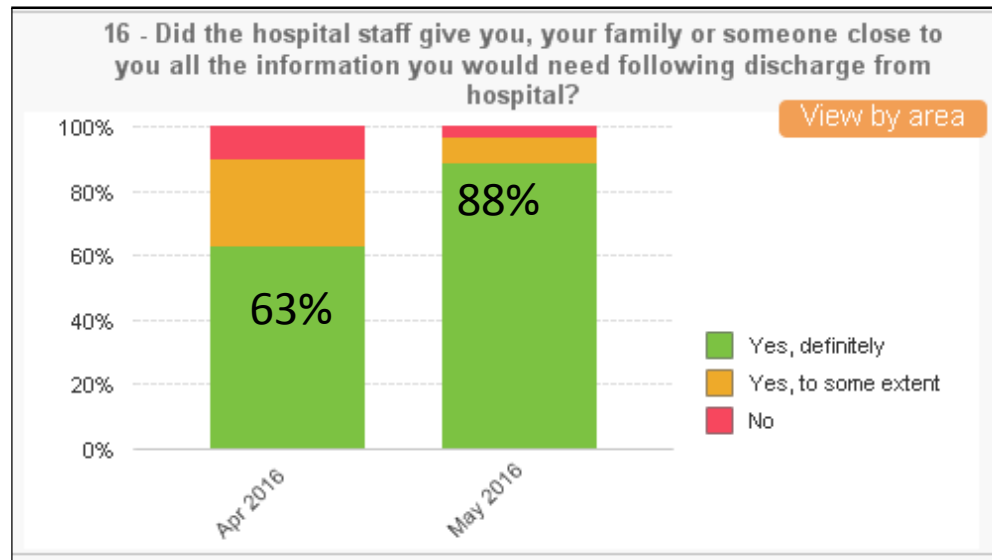
Achieving a shared goal



Multidisciplinary team effort



Ward level data is powerful



Wards 5SW, 3S and 9E

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

You said.

We did.



"I will have the information I need when I leave hospital"

You said...

After being discharged from hospital, I often have questions about my follow-up care.

We did...

All patients now receive a discharge information sheet, which answers the most common questions.



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

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

Select Patient/Proxy: Both Patient or Proxy

Specialty: All Specialties

Percentage of 'Green' Responses

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

Location	Day of the Week and Time Period										Overall
	Mon		Tue		Wed		Thu		Fri		
	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	
1 Centre - Main Reception	77%	79%	85%	80%	82%	86%	86%	80%	91%	83%	83%
1 South - Main Reception	82%	78%	87%	80%	84%	80%	81%	83%	83%	85%	83%
1 South East Infill	83%	72%	90%	73%	86%	86%	85%	82%	80%	89%	83%
1 West - Dental Reception	88%	60%	94%	73%	100%	86%	84%	81%			86%
1 West - Fracture Reception	76%	74%	79%	70%	68%	74%	77%	74%	69%	83%	73%
1 West - Podiatry Reception	100%	100%	83%	67%		100%			75%		90%

Note: if blank n=0.

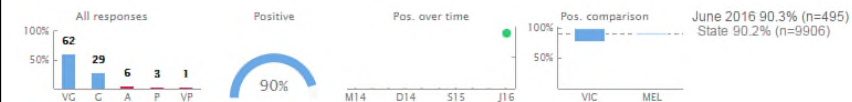
Adult Specialist Clinics - April - June 2016

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.

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



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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