CREATING EXCEPTIONAL EXPERIENCES

Patient and Consumer Experience

VHES FORUM
November 2016
Patient and consumer experience is…

- All aspects of an experience
- Looking internally as well as listening to our patients
- To make improvements we need to know where to focus our effort
- Analyse all data points
- Quantitative and qualitative data
Everything looked good on paper

- 93% of patients rated their overall hospital experience as either 'very good' or 'good'*
- 94% staff agree my organisation provides high quality services to the Victorian Community**
- Highest employee engagement scores
- The clinical data and graphs all looked good
BUT THE QUANTITATIVE DATA DIDN’T TELL THE WHOLE STORY...
Using all information available enhances understanding

Robust understanding on experience and areas for focus

Voices
- Patient stories
- Staff stories
- Verbatim commentary

Clinical Data
- Clinical effectiveness
- Clinical Risk

Patient Experience Data
- VHES Results
- Consumer Advocate Complaints
Our patient stories are gifts
When we have the whole story action can be taken

Patient Voice
Vanessa’s interview provided the deep insight on the powerful effects of her emotional and physical experience.

Perineal trauma project formed to review and improve this type of experience.

Clinical Data
Quality data showed us that we were having less incidents like Vanessa’s.

Patient Experience Data
Trends through complaints highlighted that when incidents like Vanessa’s occurred it had significant negative effects on a patient.
The Women’s **RAISE the bar** principles

**Responsive**
I expect to be respected and treated as an individual. I will be asked what is most important to me and my care team will work with me to achieve my goals.

**Accessible**
I can find and access the care and services I need when I need them. I do not want to wait for my care. While you can’t eliminate wait times completely, timely access is what I need.

**Integrated**
I can expect my care journey to be seamless. You will ensure my story travels with me across different staff and departments.

**Safe**
I expect you to ensure I am cared for in clean comfortable surroundings, that my pain is manageable and that you will do everything possible to alleviate my fear and anxiety.

**Effective**
I want to feel supported and confident to make decisions, you will help me manage my physical and emotional comfort including listening to me first then offering advice, information and expertise.
Vanessa’s Story and our VHES data

VHES QUESTION:

Overall, did you feel you were treated with respect and dignity?

Vanessa’s voice

I felt the staff dismissed the severity of my situation

Responsive

Throughout your maternity experience, did you feel listened to and understood?

I felt that no one was listening to me, my concerns and my fears

Responsive

After the birth of your baby, were you given the information or explanations you needed?

I had little understanding or information about what had happened to me

Accessible

Did you receive sufficient information about any medication you were given while in hospital (e.g. purpose, side effects and how to administer the medication)?

The reasons for my physical pain and the related medication was not explained to me in a way I could understand

Safe

Do you feel you got enough emotional support from hospital staff during your stay?

Only the Physio team considered my emotional state and what other support I may have needed

Effective

Sometimes one member of staff will say one thing about your care and another will say something quite different. Did this happen to you?

The care and information I was receiving was not consistent or coordinated

Integrated
Vanessa’s story had profound impact

- Heard by many different staff
- Retold to multiple audiences
- Critical questions being asked
- Started real action!
- Aligned our experience data
Tangible outcomes

- Improvements to care provided after birth
- Earlier and additional emotional counsel
- Earlier access to specialised physio
- Regular reporting and analysis of data
Some of our challenges so far

- Timeliness of feedback (3-6 month lag).
- Initial focus on Adult Inpatient, now ramping up broader focus with maternity and specialist clinics.
- Some early teething issues with Maternity data volumes.
- Comparing results across survey types.
- Comparing results across campuses.
- Communication meaningful to frontline
Thank you