

Hearing the patient's voice: Insights from the National Patient Experience Survey

Dr Conor Foley

Senior Analyst

National Patient Experience Survey

We're committed to excellence in healthcare

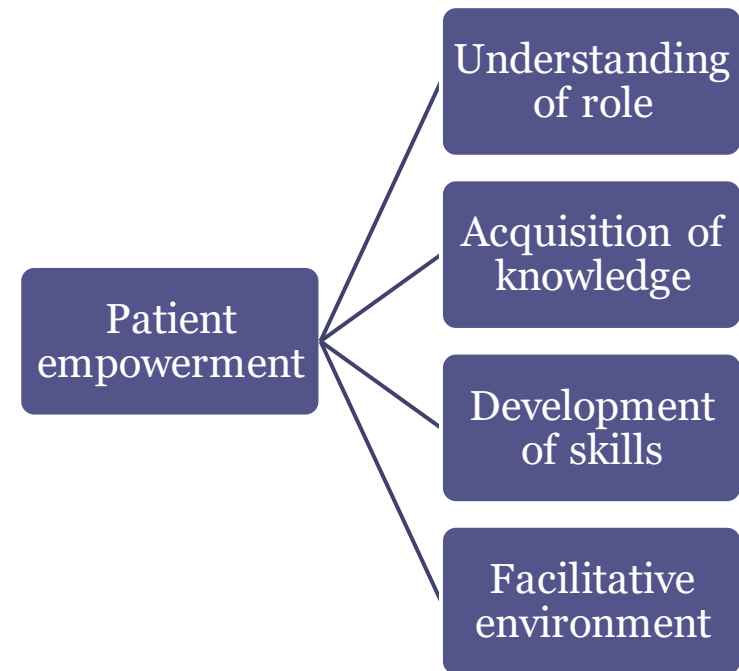
Patient Experience and Empowerment

Patient Experience:

- *“The sum of all interactions, shaped by an organisation’s culture, that influence patient perceptions, across the continuum of care”¹*
- Good indicator of quality, helps identify areas needing improvement²⁻⁵

Patient Empowerment:

- *“a process through which people gain greater control over decisions and actions affecting their health”⁶*



We're committed to excellence in healthcare

Patient Empowerment and the NPE Survey

Survey
administration:

- Design and implementation
- Governance and advisory groups
- Reporting

Empowerment
in hospital care:

- Questions covering aspects of empowerment
- Understanding, acquisition of knowledge, skills, facilitative environment

We're committed to excellence in healthcare

The National Patient Experience Survey

- Partnership between HIQA, DoH and HSE
 - Putting patients at the centre of regulation, policy and care provision.
 - Inaugural survey: Adult (>18 years) inpatients in acute hospitals

Survey
development

Intl.
review

Focus
groups

Delphi
study

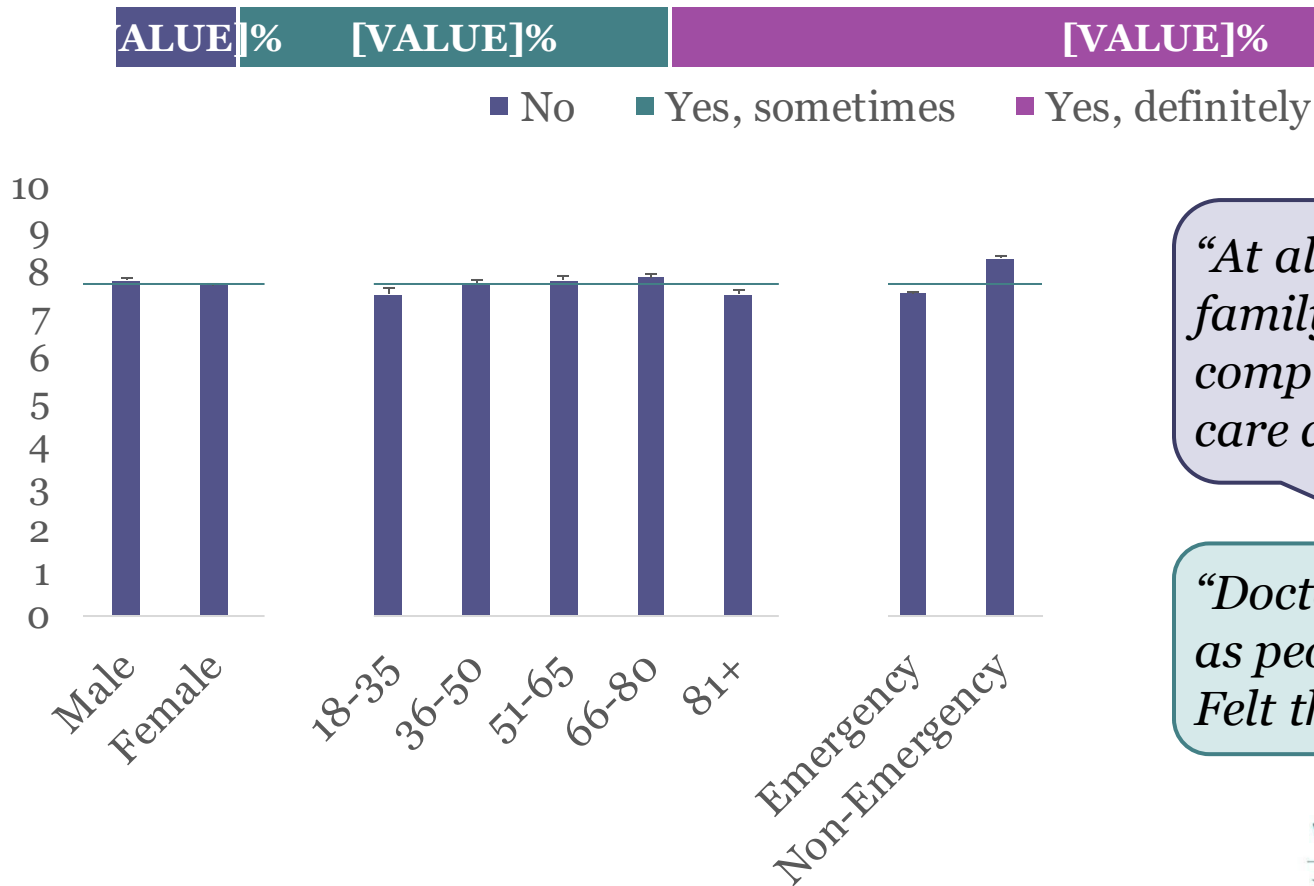
Picker
review

Cog.
interviews

- Final instrument:
 - 61 questions across 5 stages of care.
 - Admission, Care on the ward, Examinations, Discharge, Other aspects of care
 - 58 tick-box, 3 open-ended
- 13,706 responses (51% response rate)
 - Approx. 20,000 qualitative comments

We're committed to excellence in healthcare

Q24 - Were you involved as much as you wanted to be in decisions about your care and treatment?

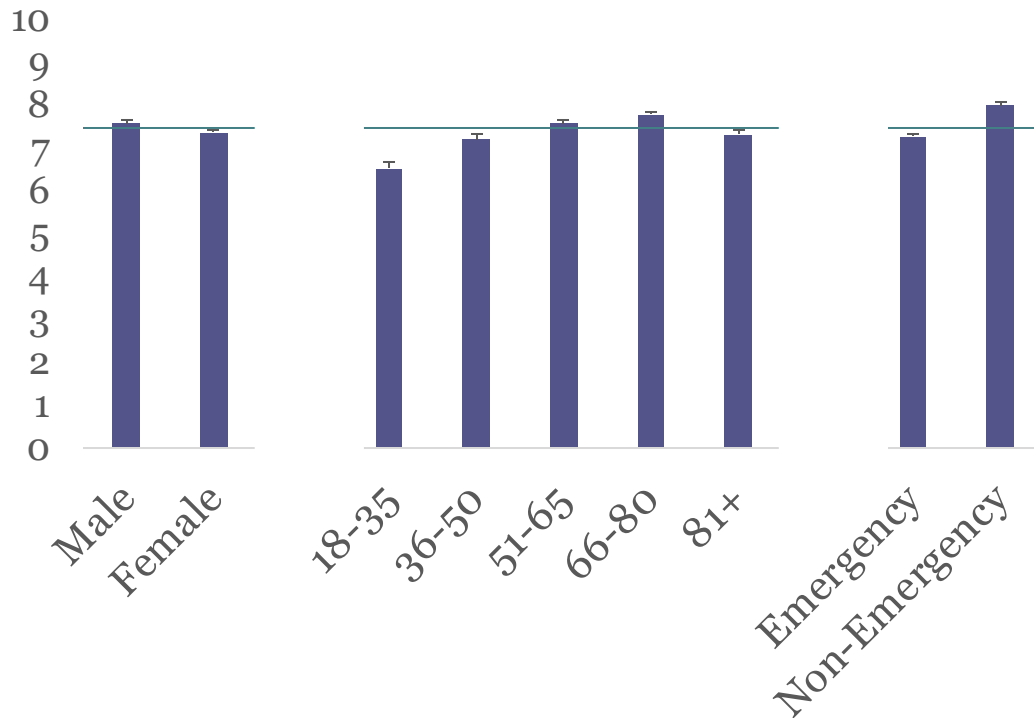


“At all times either I or my family member was completely involved in my care decisions.”

“Doctors talking to patients as people, not as illnesses. Felt they didn't involve me”

We're committed to excellence in healthcare

Q21 - Did you feel you had enough time to discuss your care and treatment with a doctor?



“Doctors should spend more time discussing details with patients and give patients more opportunities to ask questions.”

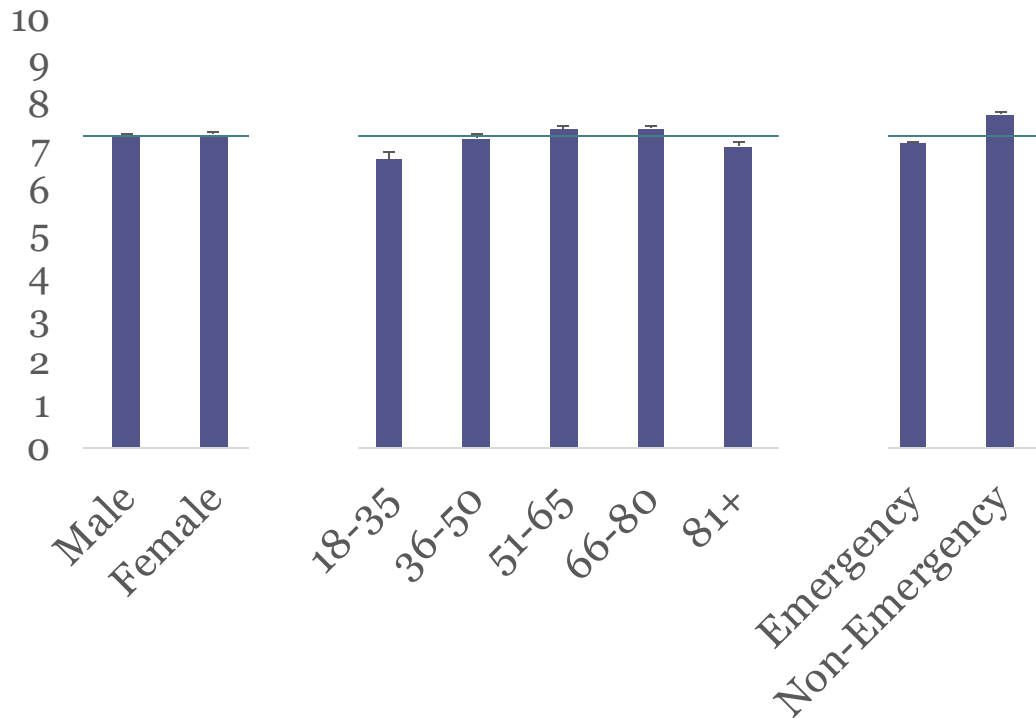
“They took extra time with me so I could understand everything that was happening with my treatment and operation.”

We're committed to excellence in healthcare

Q40 - Did you feel you were involved in decisions about your discharge from hospital?



■ No ■ Yes, to some extent ■ Yes, definitely



“Discharge was awful. My next of kin wasn't notified at all. Here's your bags and good luck, basically”

“On the day of discharge I was asked if I was happy to go home and if not, I was welcome to stay another day or two as the problem wasn't gone completely”

We're committed to excellence in healthcare

Comparing hospital types

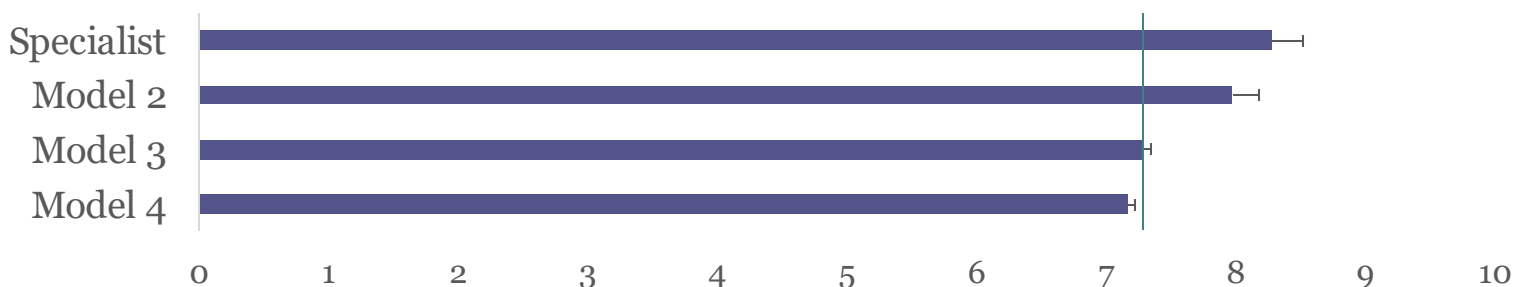
Q24 –
Involvement
in decisions



Q21 –
Time to
discuss care



Q40 –
Involvement
in discharge



We're committed to excellence in healthcare

Conclusions

- Patient involvement in NPE Survey hugely beneficial across multiple aspects.
- Survey yielded valuable insights into patient involvement/empowerment.
- 2017 results suggest most patients feel involved and empowered but many do not.
 - Issues with understanding, knowledge, skills and environment.
 - Hospital context very influential.
- Quality improvement initiatives underway to address patient feedback.
 - Local focus, national coordination



We're committed to excellence in healthcare

What's next?

- 2018 inpatient survey is live!
 - Includes 16 and 17 year olds.
- Expansion to maternity sector is next
 - Criteria for further expansion
- Competency centre development
- Academic call
 - €50,000 funding for secondary analysis of qualitative data
 - Applications by 31/8/18
 - See patientexperience.ie for more

Tell us about your experience!

Rachel Flynn, Director of the National Patient Experience Survey

Participate in the National Patient Experience Survey and help us to make hospital care better.

To find out more visit: www.patientexperience.ie
email: info@patientexperience.ie
or call: 1800 314093 (Freephone).

National Patient Experience Survey

We're committed to excellence in healthcare



National Patient Experience Survey

The National Patient Experience Survey

Call for proposals –
Secondary analysis of
qualitative data

We're committed to excellence in healthcare

Thank you!

References

1. The Beryl Institute. Defining Patient Experience. 2016 [cited 2017, 06 July]. Available from: <http://www.theberylinstitute.org/?page=definingpatientexp>.
2. Coulter A, Cleary PD. Patients' Experiences With Hospital Care In Five Countries. Health Affairs. 2001;20(3):244-52.
3. Luxford K, Sutton S. How does patient experience fit into the overall healthcare picture? Patient Experience Journal. 2014;1(Inaugural issue).
4. Anhang Price R, Elliott MN, Zaslavsky AM, Hays RD, Lehrman WG, Rybowski L, et al. Examining the Role of Patient Experience Surveys in Measuring Health Care Quality. Medical care research and review : MCRR. 2014;71(5):522-54.
5. Coulter A, Fitzpatrick R, Cornwell J. The point of care - Measures of patients' experience in hospital: purpose, methods and uses. The King's Fund, 2009
6. Health promotion glossary. Geneva: World Health Organization; 1998.

We're committed to excellence in healthcare