

Lessons learned from implementing the National Patient Experience Survey

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Background

The National Patient Experience Survey is a new nationwide survey in Ireland, developed as a partnership initiative between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health.

The aim of the programme is to understand the experience of patients. Their feedback will be used to inform the future planning, design and delivery of patient-centred care in Irish hospitals through the development of quality improvement plans at hospital, hospital group and national level.

Strategic planning and stakeholder engagement with hospital staff, patients and the general public were key elements in the design, development and implementation of this programme to ensure high participation rates across all participating hospitals and hospital groups. In order to support hospital staff, a guidance document was developed to standardise the processes around identifying eligible patients, submitting the datasets, and reviewing death notifications.

Challenges

Challenges in relation to IT infrastructure, for example, variations between systems:

- local variations in the use of IT systems, particularly in the reporting of Patient Administration System (PAS) data across participating hospitals.
- the national death register in Ireland could not be used to conduct a review of death notifications as the data was not available within the time needed to distribute the surveys.
- as a start-up programme, all survey infrastructure was developed for the first time.

Lessons learned

□ Early engagement with hospital staff is critical to the success of the survey.

For the patient:

- the importance of regular engagement between hospital staff and patients to understand patients' viewpoints.
- the importance of the development of quality improvements to current services and also new initiatives to improve patient experience.

For the hospitals:

- the need to standardise IT infrastructure and processes across the health system.
- the need for timely data from National Data Collections, such as national death records.

For the partner organisations:

- the significance of adopting a partnership approach to leverage change.
- the importance of strategic stakeholder engagement.

Stakeholder engagement

51% response rate

37 hospital visits

HIQA and HSE representatives visited each of the participating hospitals to meet with staff and patients.

7 staff information sessions

to promote awareness of the survey and to engage with hospital staff.

6 training sessions for the online facility

to demonstrate the use of the National Patient Experience Survey reporting dashboard, which allowed hospital management to monitor real-time feedback submitted by respondents.

2 communications workshops

to engage with management on methods to promote the survey in their own hospital.

1 dedicated website

www.patientexperience.ie

1 media campaign

549 Twitter followers
41 radio interviews
1 national radio ad campaign
27 press releases

Ongoing email and Freephone support

Next steps

- reports will be developed for publication in December 2017.
- a review of governance structures and processes will take place.
- the development and design of the National Patient Experience Survey 2018 will commence.
- quality improvement plans will be developed in hospitals in response to the survey findings in 2017.



References

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2. Health Information and Quality Authority. International Review on Patient Experience Surveys. 2016. Available at <https://www.patientexperience.ie/about-the-survey/survey-questionnaire/>.