

Patients Voices are Heard

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Overview

Patient experience is a range of interactions between patients and their healthcare setting. Healthcare setting or system will encompass physicians, nurses, hospital administration and all other staff directly or indirectly involved in the care of the patient. The patient's perspective is becoming increasingly valued amongst established and reputed healthcare organizations. The patient's opinion is considered by measuring patient experience, which is an integral part of every healthcare provider's improvement strategy. This can be achieved through surveys. The Results of patient experience surveys can be utilized as indicators of performance in healthcare in order to provide high standard quality care possible to the patient.

Aim

Patient experience survey conducted in AWH was utilized to create and develop appropriate action plans according to the concerns raised; as a result of its interpretation and analysis. Biannual surveys were conducted, and a final report was disseminated to start actions on the potential areas of concern/ improvement.

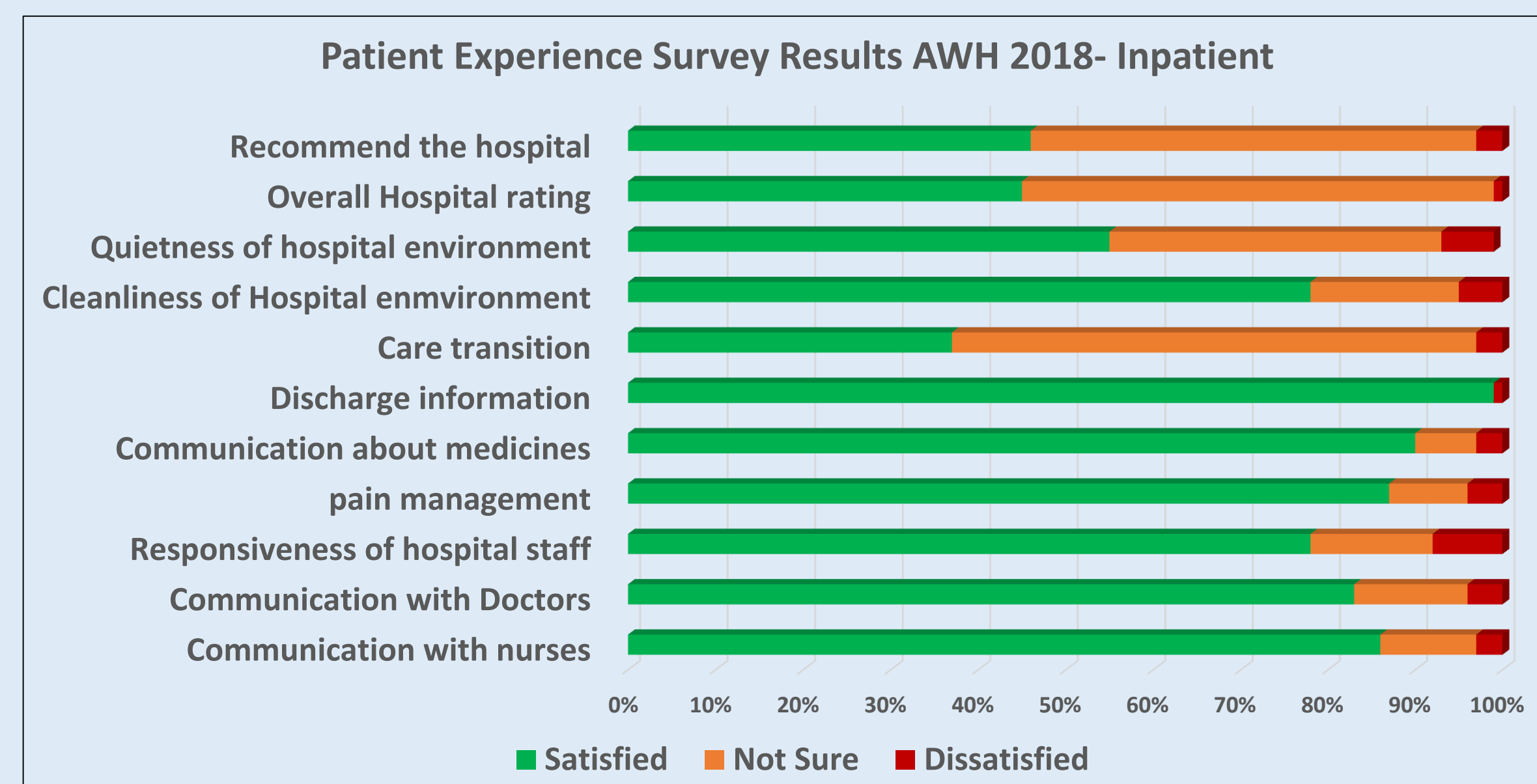
Methodology

Biannual surveys were conducted, and a final report was disseminated to start actions on the potential areas of concern/ improvement. A deeper analysis and scrutinization of results lead to improvement initiatives in the Outpatient as well as Inpatient setting. Data was aggregated from January to December 2018.

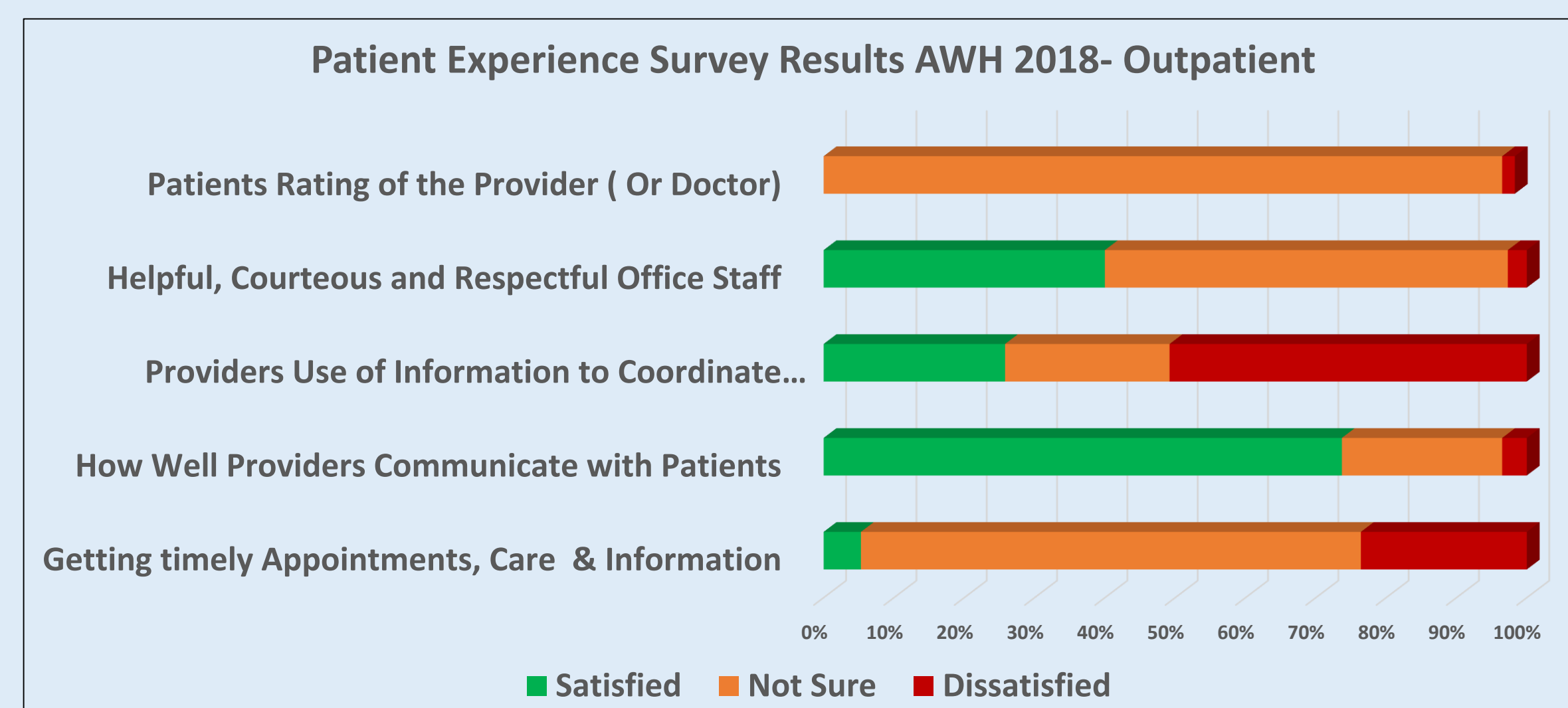
The patient experience survey model is based upon the patient-centered care concept. Patient-centered care is defined as "care that is respectful of and responsive to individual patient preferences, needs, and values, and ensures that patient values guide all clinical decisions while directing organizational policies, decisions, and investments"

Results

In Inpatient settings 11 categories were surveyed. Overall score was 71%. Analysis of the data revealed the lowest scoring domain being care transition. Highest scoring domain was Discharge information provision. Action plans were implemented to ensure the improvement in quality of care delivered to patients. A clear protocol was developed for multidisciplinary team approach and transfer of specialty

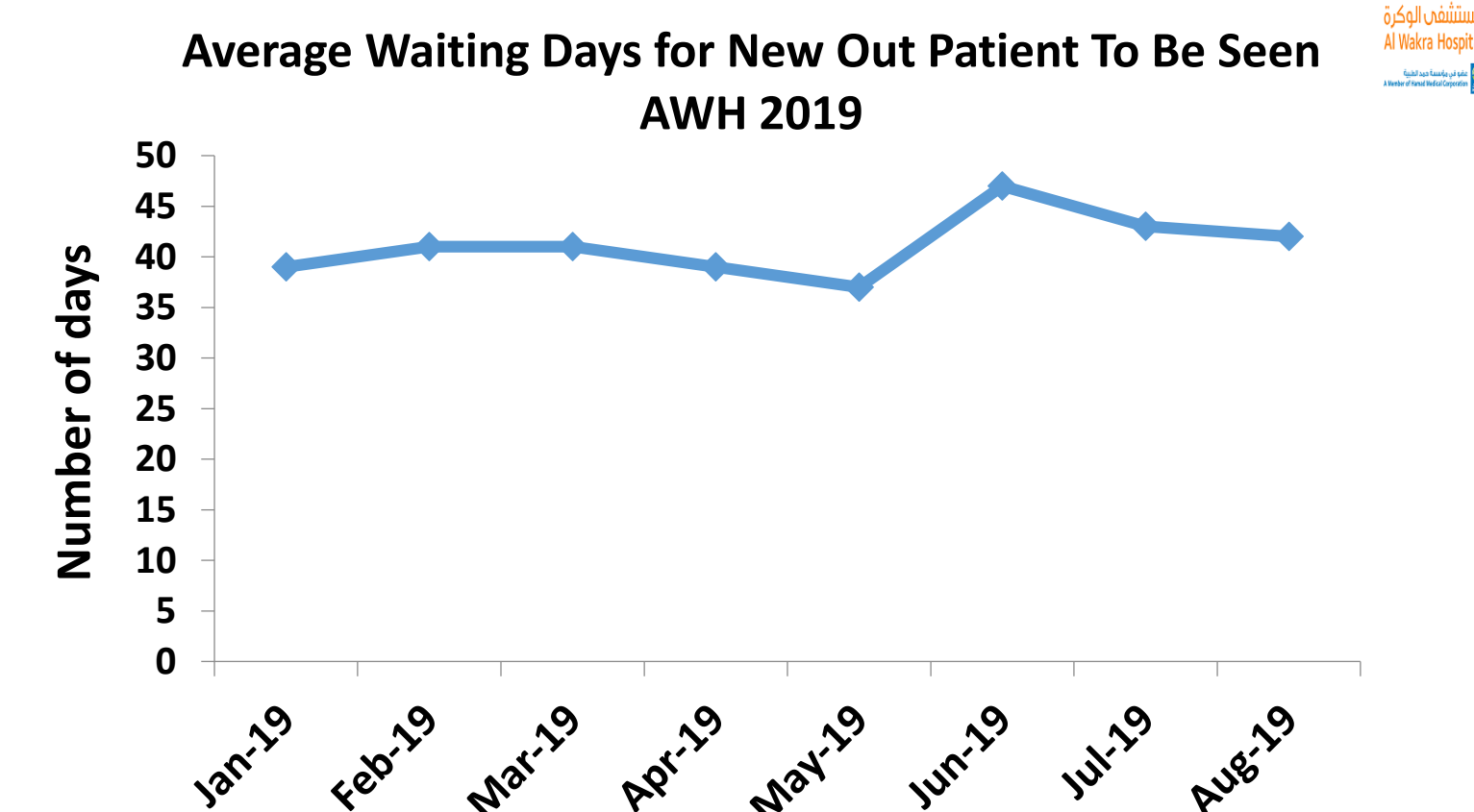


In Outpatient setting patient experience was measured in 5 dimensions. Overall outpatient experience score was 36 %. Survey results revealed lowest scoring domain to be getting timely appointments, care and information. Highest scoring domain was patient's rating of the doctor or provider. In collaboration with the Outpatient, Capacity Management, Quality and patient safety and multi-disciplinary team involvement actions plans were formulated



Improvement Initiatives & Conclusion

In order to adopt a robust approach for quality improvement it was added as a key performance indicator of improvement in outpatient departments quality measures. . It was observed that there is a 36-40 days waiting period between referral to Patient being seen on average. However; our National and HMC target is 28 waiting days for Non-Qatari and 14 days for Qatari patients. Data is still being monitored and analyzed on a monthly basis. In addition to that an OPD Management committee was formulated which is comprised of multi-disciplinary team members and will be leading the above improvement initiative. The committee meets on adhoc basis.



References

- Ministry of Public Health, Qatar Health Service Performance Agreement (HSPA), Patient Experience Survey.
- IOM 2001