

# Patient Experience Measurement as a Driver for Improvement: Creating Feedback Loops

**Gary F. Teare**  
**CEO HQC**

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# Our Mission

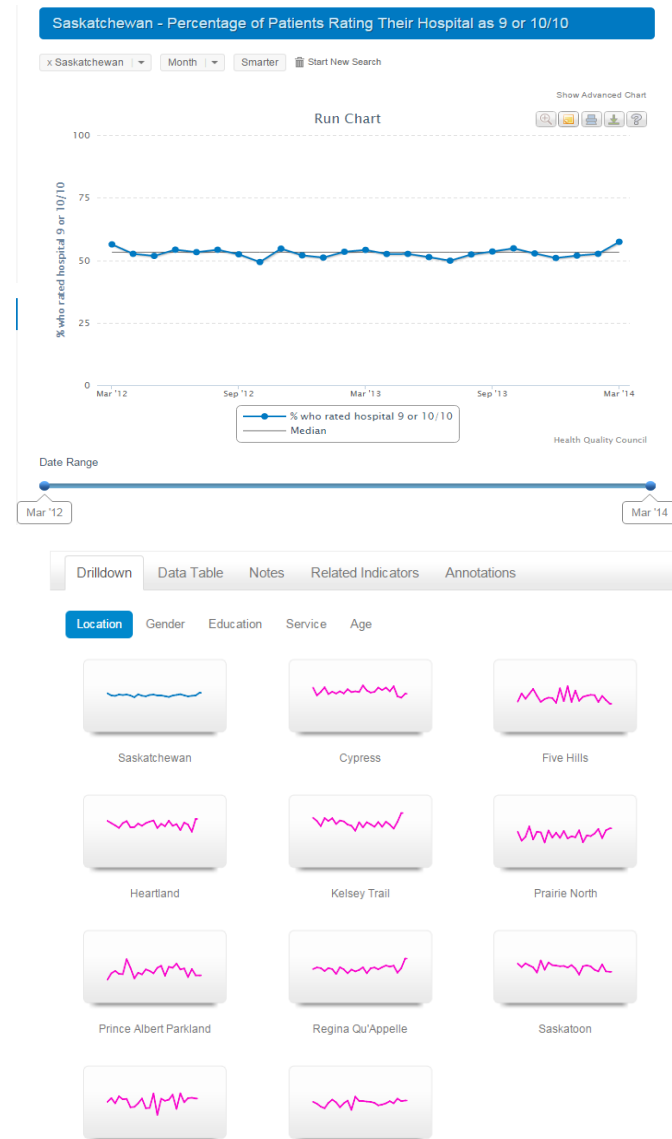
To ***ACCELERATE*** improvement  
in the quality of health care  
in Saskatchewan

- Capability building
- Measurement/Reporting
- Research



# Patient Experience Measurement in Saskatchewan

- **HCAHPS-based mail survey**
- **Region-level, cross-sectional survey 2005**
- **Continuous surveying, monthly reporting, 2007-2014**
- **Hospital-level**
- **Online reporting, 2011+**



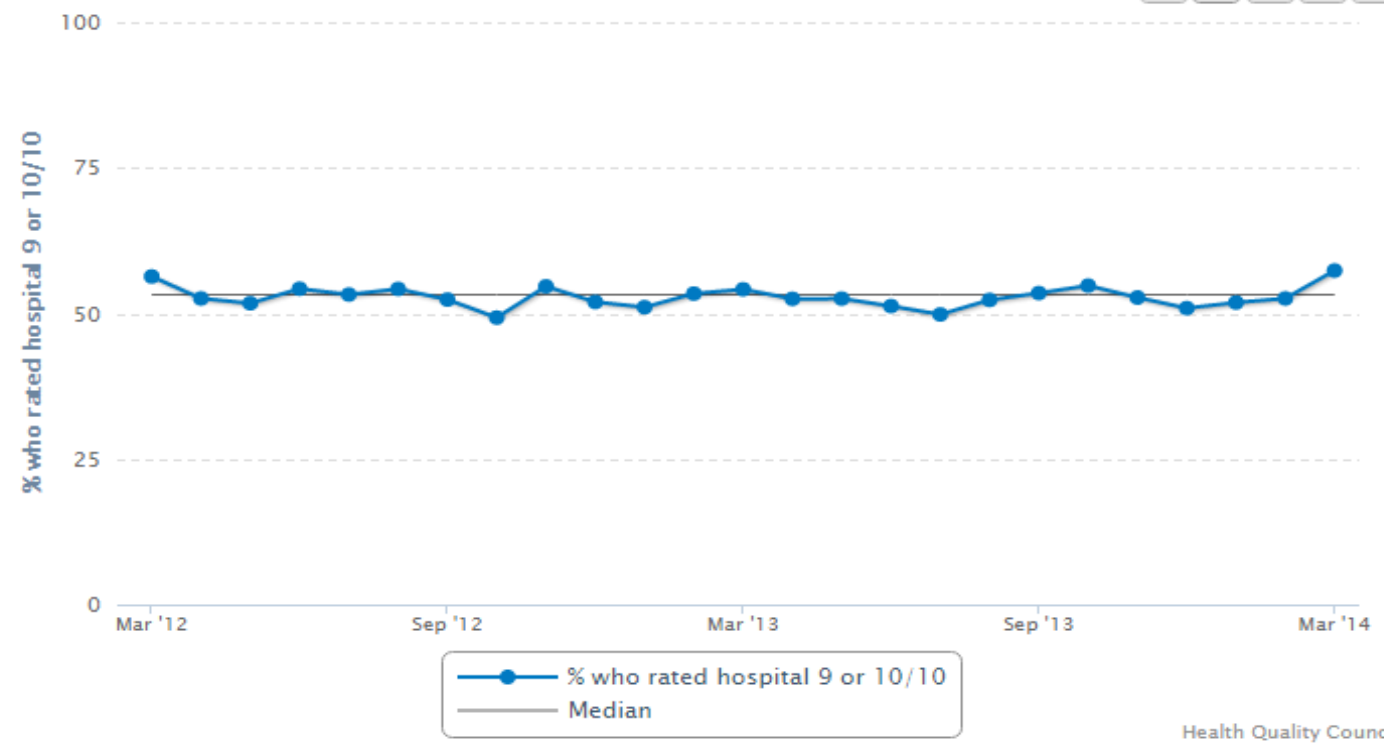


## Saskatchewan - Percentage of Patients Rating Their Hospital as 9 or 10/10

x Saskatchewan | Month | Smarter | Start New Search

Show Advanced Chart

### Run Chart



Health Quality Council

Date Range



# Lessons learned...

- **Timely, local data needed**
  - Timely = daily or weekly
  - Local = unit/clinic/team level

**....but practicalities of timely, local data collection, analysis, reporting are a real challenge!**



# Patient Experience Survey Toolkits Hospital Units and Primary Care

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Unit-level Acute Care  
Patient Experience  
Survey:  
Getting Started

February 2015  
Survey Toolkit

## Unit-level Acute Care Patient Experience Survey

This patient experience survey provides us with valuable information about how you feel about our services. We will not be able to identify you by your survey responses. Results of this survey will be used by your care team, the health region, and the Saskatchewan Health Quality Council to understand and improve your care experience.

If you have any questions or comments as you fill in the survey, please feel free to ask a member of your care team. If you have questions about how your survey responses will be used, please contact the Saskatchewan Health Quality Council at 1-866-668-6966.

Your participation is voluntary. You may withdraw from responding to the survey questions for any reason at any time. By completing and handing in this survey, you are providing consent to participate in the survey and let us use your responses as outlined above.

- During this hospital stay, were you treated with courtesy and respect?  
 Always  Usually  Sometimes  Never
- During this hospital stay, was information about your health and care explained in ways you understand?  
 Always  Usually  Sometimes  Never
- When you were given medicines, were you told what the medicines was for?  
 Always  Usually  Sometimes  Never  Not applicable
- Were you involved in your care and care decisions to the degree you wished to participate?  
 Always  Usually  Sometimes  Never
- Was your family/support person invited to participate in your care and care decisions to the degree you wanted them involved?  
 Always  Usually  Sometimes  Never  Not applicable
- During this hospital stay, did doctors, nurses, and other hospital staff do everything they could to help you with your pain?  
 Always  Usually  Sometimes  Never  Not applicable
- During this hospital stay, were your room and bathroom kept clean?  
 Always  Usually  Sometimes  Never
- During this hospital stay, were you satisfied with the food (for example, healthy, tasty, right temperature, and variety)?  
 Always  Usually  Sometimes  Never  Not applicable
- During this hospital stay, has anyone talked to you about what to happen with your health and care before you can leave the hospital?  
 Yes  No

PLEASE DO NOT STAPLE AND DO NOT FOLD

0418

Provider Name: \_\_\_\_\_  
Clinic Name: \_\_\_\_\_  
Health Region: Unaffiliated

Primary Health Care Patient/Client Experience - PHC Short Survey  
Version 2.0

This patient experience survey provides us with valuable information about how you feel about our services. We will not be able to identify you by your survey responses. Results of this survey will be used by your care team, the health region, and the Saskatchewan Health Quality Council to understand and improve your care experience.


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Your participation is voluntary. You may withdraw from responding to the survey questions for any reason at any time. By completing and handing in this survey, you are providing consent to participate in the survey and let us use your responses as outlined above.

Please place an X in the appropriate box for each question.

- Did you see the doctor/care provider that you wanted to see today?  
 No  Yes  It did not matter who I saw today
- Considering only your preferences, was today your first choice of day to see your doctor/care provider?  
 No, I wanted a different day  Yes, today was my day of choice  
 No, I was not offered a choice  The day did not matter to me
- Using any number from 0 to 10, where 0 is the worst clinic/program possible and 10 is the best clinic/program possible, what number would you use to rate this clinic/program?

Help us get **Better** at what we do.



We want to continuously improve the care we provide to you.

*Tell us what you think... really!*

**How can you help?**  
If you are given a short survey about today's visit, please take a few minutes to fill it in.

**How will the survey results be used?**  
*In our clinic/centre, the results will tell us:*

- where we are doing well and where we can improve.
- if YOU think the changes we are trying are making things better.

*In our province:*

- combined survey results from clinics/health centres across the province will tell us all if we are making progress toward targets our health system has set for improving care for patients like you.

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Primary Health Care  
Patient Experience  
Survey

Toolkit

Putting Patients First  
Continuously improving the care experience of patients, families, and providers

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# Tools to tackle the challenges of local, timely patient experience surveying

- **Standardized, brief survey tools**
- **Survey toolkits – A-Z “how to” guides**
- **Online and paper data collection options**
- **Assistance with data entry/analysis/reporting**
  - Teleform and HQC analysts for paper-based
  - Survey Monkey analytics for online
- **Online reporting of results**  
( [www.qualityinsight.ca](http://www.qualityinsight.ca) )



You can lead a horse to water...



Hot tip: he has to be *THIRSTY*



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## For Patients' Sake

Patient First Review Commissioner's Report  
to the Saskatchewan Minister of Health



Tony Dagnone, CM, FCCHE  
Commissioner, Patient First Review

October 2009



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### Prince Albert Parkland getting better at making health care better

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In 2012, the province embarked on a journey to **dramatically increase capability** in health care to make patient and family centred Improvements

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# Building capability for rapid improvement in health care

- **Advanced, practical training of nearly 300 senior leaders and physicians in concepts and tools of lean for health care improvement**
- **Use of “Strategy Deployment” (hoshin kanri) to plan and deploy for improvement across entire health system, on shared provincial goals**
- **Module-based “just-in-time” training of local unit managers on key elements of managing for improvement (LILT program)**



# Leaders in Lean Training (LILT)

**Traditional and ‘flipped classroom’ approaches**

**Target audience: direct care managers/leaders**

**Online modules:**

- **Daily Visual Management (Visual Workplace)**
- **5S and Kanban Ready (Supplies management)**
- **Value Stream Mapping I and II**
- **Kaizen Event Process and Sustaining Improvement**
- **Standard Work and PDCA**
- **Visual Control and Management**



# LILT Module: Daily Visual Management

***By the end of this module, you will be able to:***

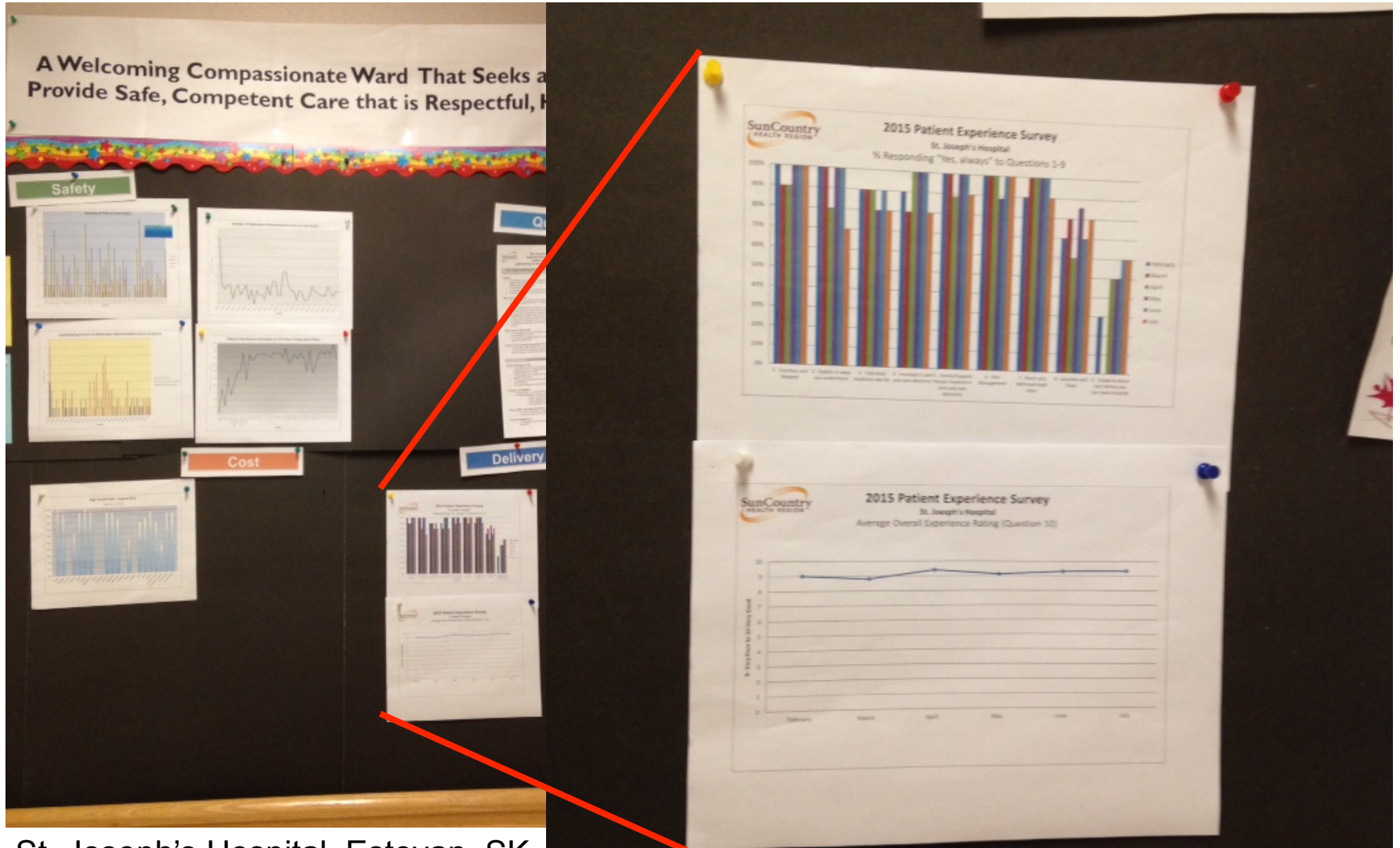
- Demonstrate that the **visibility wall and staff huddles** are a regular and meaningful part of your area's daily management routine.
- Select appropriate measures and targets for your DVM wall.
- Facilitate data collection on the gemba.
- Identify meaningful ways to display data.
- Analyze data and identify opportunities for improvement.
- Engage staff in wall huddles, including safety huddles, with a focus on **problem-solving and coaching**.
- Develop and implement standard work for DVM.

***As result of completing this module, you will have:***

- A DVM board in your area.
- Identified measures specific to your area with a process for data collection.
- Identified measures that align with overall corporate objectives and measures.
- Successfully implemented daily huddles and safety huddles.
- If not already in place, **standard work developed** for:
  - Updating the DVM board
  - Board huddles
  - Tracking and testing improvement ideas



# Use of patient survey data in hospital unit daily/weekly huddles



St. Joseph's Hospital, Estevan, SK



# Use of patient survey data in hospital unit daily/weekly huddles



# Variety of patient feedback tools

- **The short, standardized survey not the only method hospital units are using**
  - Daily ‘stick tallies’ or other simple visual methods
  - Leader rounding – patient conversations
- **Some regions have internal capacity for analysis/reporting or using online survey tool with analytics**



# http://hqc.sk.ca/saskatchewan/patient-surveying/

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## Measuring the patient experience

Our health care system can learn a lot from patients. One way to find out what's working well and where we can do better is to simply ask them.

Since 2007, the Health Quality Council has been supporting our system partners in surveying patients about their health care experiences, first in acute care, and then in emergency departments and primary health care clinics and doctors' offices.

We continue to work with the health system to develop, administer, analyze, and report on patient experience surveys in multiple care settings. Below are the current survey initiatives being supported by HQC.

### Acute care unit-level survey

The unit-level acute care patient experience survey is a standardized questionnaire that captures the experience of care from the point of view of the patient. The Saskatchewan Health Quality Council (HQC) has collaborated with representatives of health organizations across the province in a Patient Experience Survey (PES) Advisory Group to inform the development and pilot testing of this survey.

The survey has been designed for individual acute care units to implement on their own as part of their efforts to improve patient experience; because it is standardized, it can also be used by entire facilities or health regions as part of a coordinated strategy. Units that participate in the survey can submit their completed surveys once per month to the Health Quality Council, who will analyze the results and produce graphs and tables that the unit can use for improvement. Interested in having your acute care unit participate in the survey?

1. Read the [Survey Toolkit](#). You can download the following resources which you will see in the toolkit appendices:

- [Worksheet](#) to assist you in planning the collection of surveys on your acute care unit.
- [Form](#) to help you track daily for each month the number of completed surveys you have.
- [Poster](#) for your unit that helps explain to patients and families the purpose of the survey.
- [Cards](#) that serve as a reminder of survey response options. This is helpful if a Patient and Family



Who can I talk to at HQC about patient surveying in Saskatchewan?

Contact Tracey Sherin

306-688-8810 ext 167

[tsherin@hqc.sk.ca](mailto:tsherin@hqc.sk.ca)

Primary Health Care Patient Surveying Toolkit



Learn more about using patient feedback to improve your practice and increase patient and staff satisfaction ratings.

Updated August 2014

[Download Toolkit](#)

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# Questions, Comments, Discussion

