

# Mesurer l'expérience patient pour favoriser l'amélioration : créer des boucles de rétroaction

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30 octobre 2015

SASKATCHEWAN  
**HEALTH  
QUALITY**  
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# Notre mission

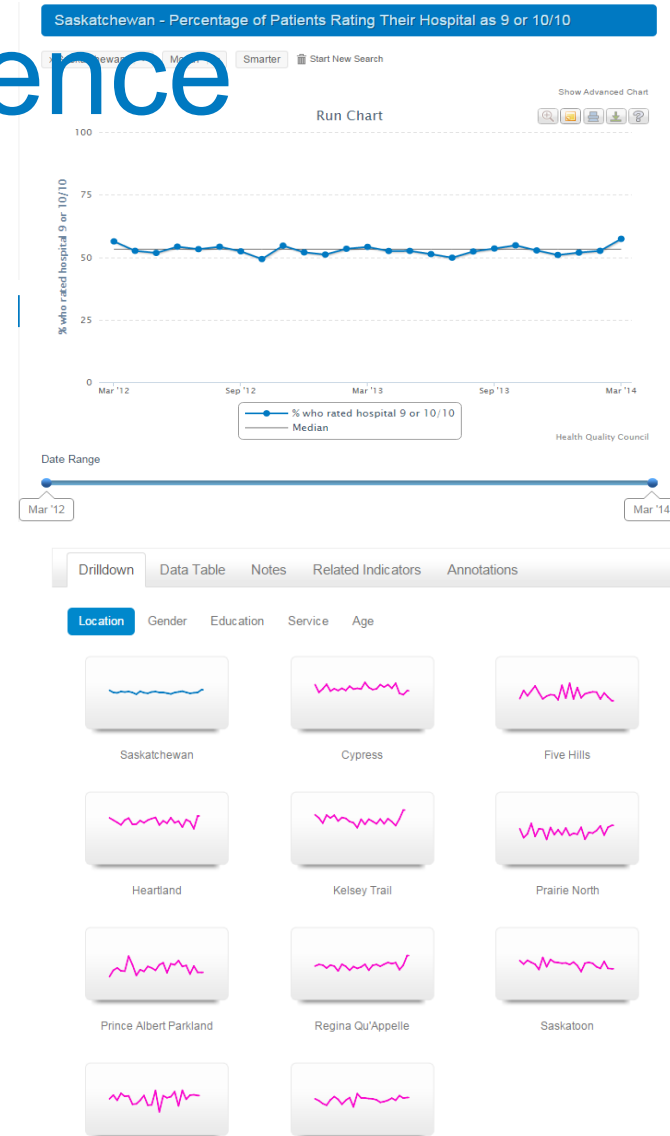
## ***ACCÉLÉRER* l'amélioration dans la qualité des soins de santé en Saskatchewan**

- Renforcement de la capacité
- Mesure / diffusion
- Recherche



# Mesure de l'expérience patient en Saskatchewan

- **Sondages postaux HCAHP**
- **Sondage régional transversal en 2005**
- **Sondages réguliers, rapports mensuels, 2007-2014**
- **Diffusion en ligne dans les hôpitaux, 2011+**



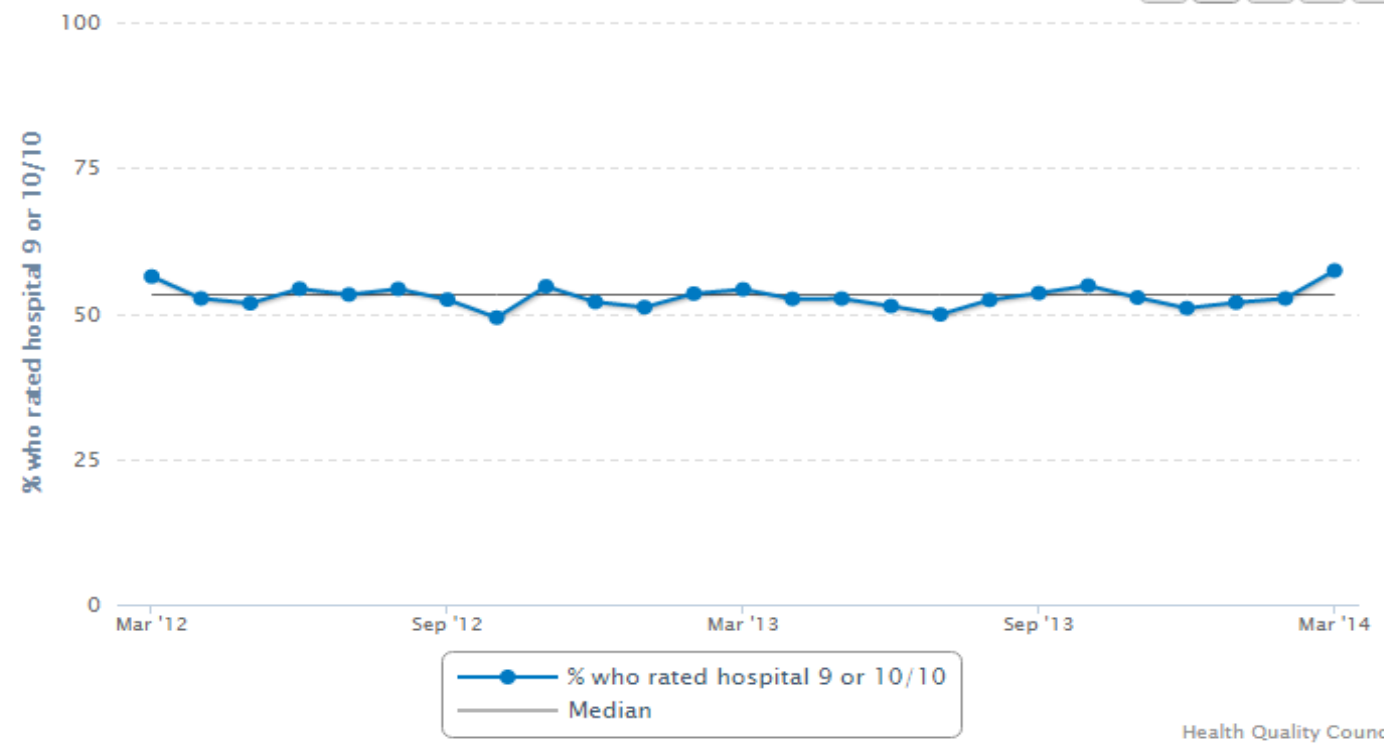


## Saskatchewan - Percentage of Patients Rating Their Hospital as 9 or 10/10

x Saskatchewan | Month | Smarter | Start New Search

Show Advanced Chart

### Run Chart



Health Quality Council

Date Range



# Leçons apprises...

- **Besoin de données ponctuelles et locales**
  - Données ponctuelles = quotidiennes ou hebdomadaires
  - Données locales = unité/clinique/équipe

**... mais dans la pratique, la collecte, l'analyse et la diffusion de données ponctuelles et locales constituent un grand défi!**



# Trousses de sondage sur l'expérience patient Unités hospitalières et soins primaires

# Better

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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 medicine, were you told what the medicine 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 has 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.

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.

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?  
0 1 2 3 4 5 6 7 8 9 10

Help us get *Better* at what we do.



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

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



Continuously improving the care experience of patients, families, and providers.

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# Des outils pour relever les défis de la collecte de données locales et ponctuelles sur l'expérience patient

- **Outils uniformisés pour de brefs sondages**
- **Trousses de sondage – Leur emploi de A à Z**
- **Options de collecte de données en ligne et sur papier**
- **Assistance avec la saisie, l'analyse et la diffusion des données**
  - Scaneurs Teleform et analystes de HQC pour les sondages papier
  - Logiciel Survey Monkey pour les sondages en ligne
- **Diffusion des résultats en ligne ([www.qualityinsight.ca](http://www.qualityinsight.ca))**



You can lead a horse to water...



Petit conseil : il doit avoir *SOIF*



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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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En 2012, la province lançait un programme visant à renforcer de façon spectaculaire sa capacité en soins de santé pour apporter des améliorations centrées sur le patient et la famille.

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# Renforcer la capacité pour accélérer les améliorations dans les soins

- **Formation pratique avancée de près de 300 leaders et médecins en concepts et outils LEAN en vue d'améliorer les soins**
- **Utilisation d'une stratégie de déploiement (hoshin kanri) pour planifier et déployer l'initiative d'amélioration dans l'ensemble du système de santé en réponse à des objectifs provinciaux communs**
- **Formation en juste-à-temps des responsables d'unités locales sur des éléments clés de la gestion de l'amélioration (leaders de la formation LEAN)**



# Leaders de la formation LEAN

**Classes traditionnelles et classes inversées**

**Public cible : responsables de soins directs/leaders**

**Modules en ligne :**

- **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**



# Module « Daily Visual Management » (tableau de gestion quotidienne)

**À la fin de ce module, vous serez en mesure de faire ce qui suit :**

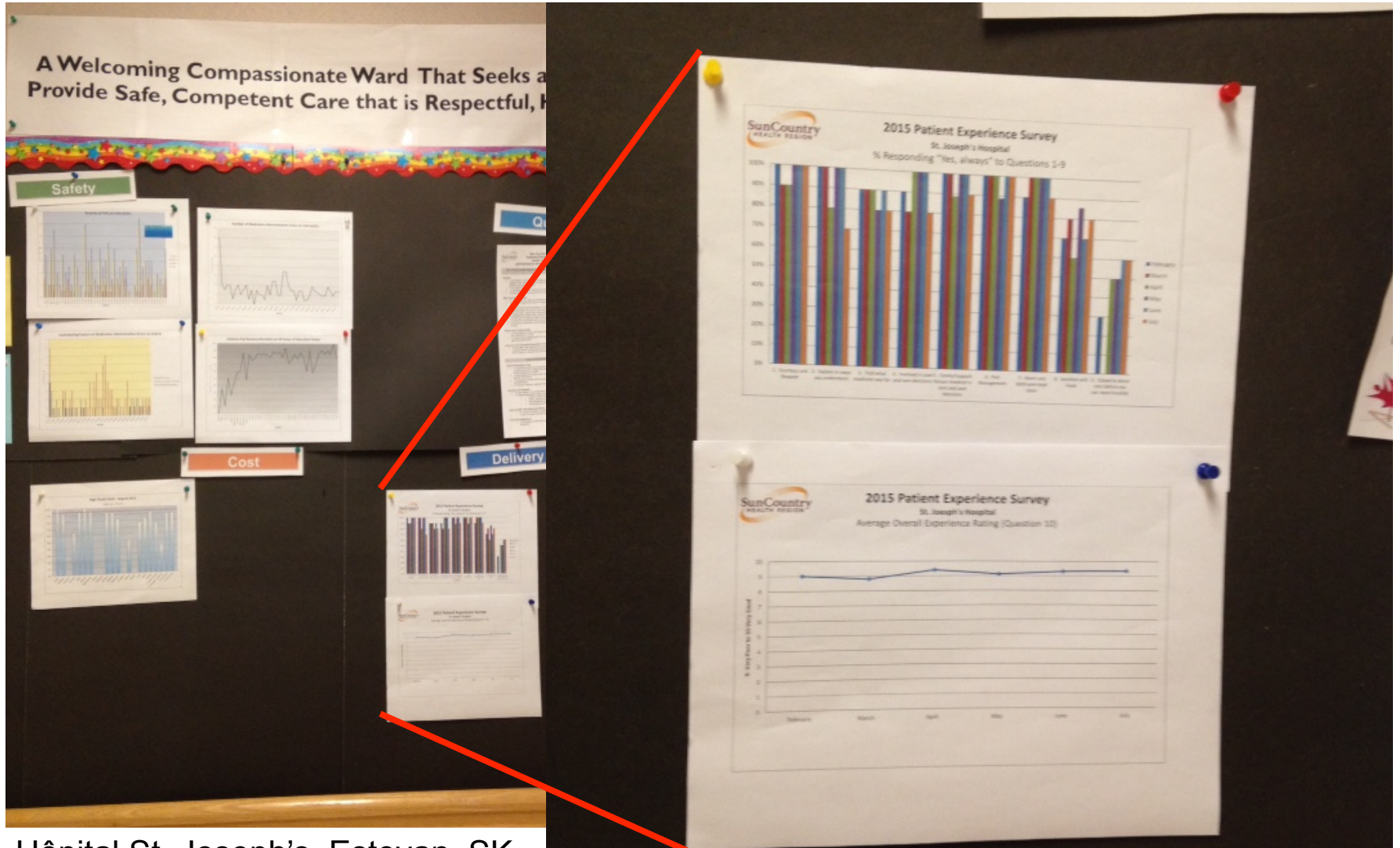
- Démontrer que le tableau géant (**visibility wall**) et les caucus occupent une place importante dans la gestion quotidienne du secteur.
- Sélectionner les mesures et les cibles appropriées pour le tableau de gestion quotidienne.
- Faciliter la collecte de données visant à saisir la réalité (gemba).
- Déterminer des moyens significatifs d'afficher l'information.
- Analyser les données et cerner les occasions d'amélioration.
- Faire participer le personnel aux caucus, en mettant l'accent sur la **résolution de problème et le coaching**.
- Élaborer et mettre en œuvre des normes pour le tableau de gestion.

**À la fin du module, vous aurez accompli ce qui suit :**

- Un tableau de gestion quotidienne dans votre secteur.
- Élaboration de mesures propres à votre secteur et d'un processus pour la collecte de données.
- Élaboration de mesures harmonisées aux objectifs et mesures de l'ensemble de l'organisation.
- Mise en œuvre réussie des caucus quotidiens et des caucus de sécurité.
- Si ce n'est pas déjà accompli, des **normes visant** :
  - Mise à jour du tableau de gestion quotidienne
  - Caucus du conseil
  - Suivi et évaluation des idées d'amélioration



# Utilisation des données de sondage auprès des patients dans les caucus quotidiens et hebdomadaires des unités



Hôpital St. Joseph's, Estevan, SK

## Utilisation des données de sondage auprès des patients dans les caucus quotidiens et hebdomadaires des unités



# Outils de rétroaction à l'usage des patients

- **Le bref sondage normalisé n'est pas la seule méthode qu'utilisent les unités hospitalières**
  - Système de pointage ou d'autres méthodes visuelles simples
  - Rondes – conversations avec les patients
- **Certaines régions ont une capacité interne d'analyse et de diffusion, ou utilisent des outils de sondage et d'analyse en ligne**



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



## 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](#)





# Questions et commentaires

