



# Patient Experience Measurement: Facilitating feedback and follow-up

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# Our Current Procedure\*

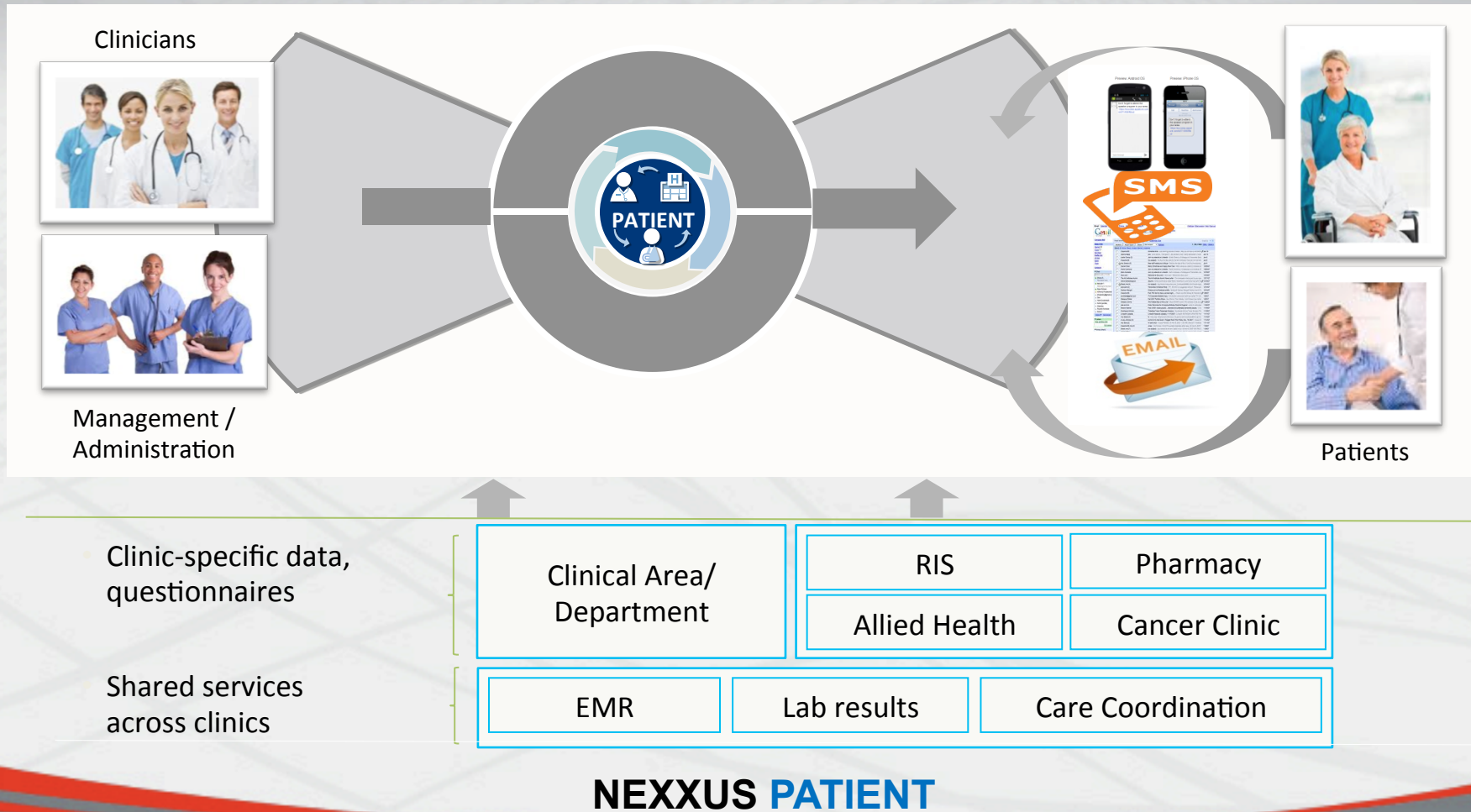
- Survey sent by mail
- Continuous sampling
- Patients discharged between 48 hours and six weeks (42 calendar days) are randomly sampled
- A second questionnaire is sent to patients who did not respond to the first questionnaire, approximately 21 calendar days after the first mailing.
- Data collection must be closed out for a sampled patient by six weeks (42 calendar days) following the mailing of the first questionnaire.

1. CAHPS® Hospital Survey (HCAHPS) Quality Assurance Guidelines Version 10.0 March 2015

# Needed Improvements

- Decrease the time required to provide feedback to frontline teams
- Reduce staff time and effort to field the HCAHPS with patients
- Contribute to create a positive patient experience with the improved quality of the communications program of the clinic

# Patient-Centric Approach to Patient Communications and Outreach



# Screenshot – Outreach/ Communications Programs

Outreaches > Journeys >

## Pain Management Starter Kit

6 Incomplete **DRAFT** Status

Menu

Launch

### Journey Overview Edit

Journey Name:  
**Pain Management Starter Kit**

Opt-In Topic:  
**General Communications**

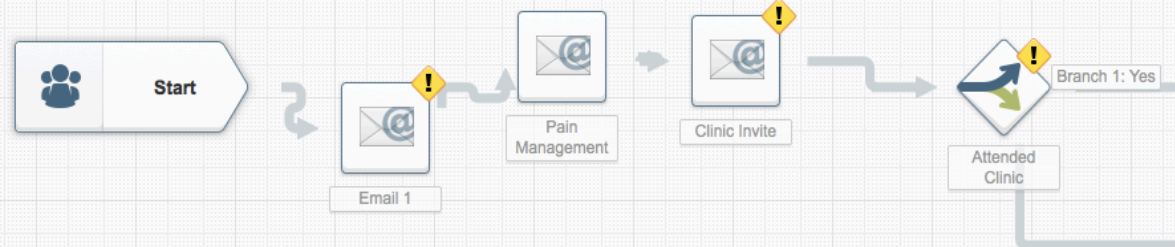
Who Owns This Journey:  
**Jason Yen**

Who Else Can Edit This Journey:

Launched:

Created:  
**27/09/2014**

Last Updated:  
**18 minutes ago**



Help Feedback News English

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# Moving forward

- The solution will be piloted in two clinics
- The outcomes of the pilot will be evaluated
- Recommendations formulated to the organization