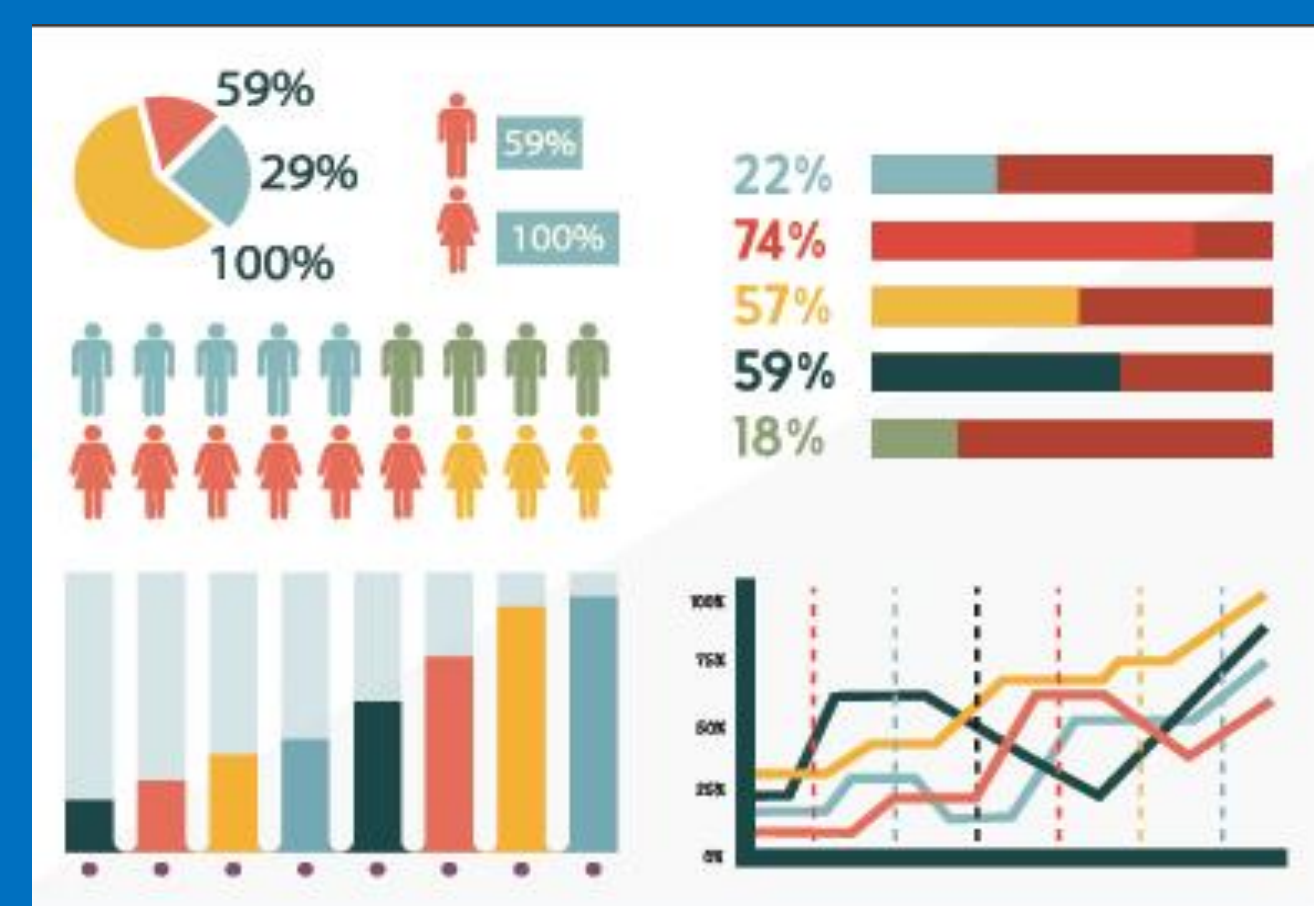


Translating Patient/Family Experience Data for Pre-Post Quality Care Improvement: An Alberta Health Services (AHS) Pilot

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1 AIM

To explore with local site health care teams how to gather and/or translate patient and family experience data to inform their rapid feedback and longer-term quality improvement plans and continuous evaluation.



2 JOURNEY

Pilot site: Unit X at Royal Alexandra Hospital

Pilot Participants: Unit manager, staff & clinicians along with patients and families on unit (point-in-time).

Data Accessed:

- Existing data in AHS (Tableau – e.g. HCAHPS, Patient Complaints)
- New patient/family & staff/clinician data gathered via online surveys on iPads.

Actions:

- Analyze existing AHS data.
- Identify areas needing improvement.
- Develop Plan-Do-Study-Act improvement activity.
- Re-assess with patients/families & staff/clinicians on unit – rapid feedback of results.
- Determine difference that improvement made (Pre-Post comparison).



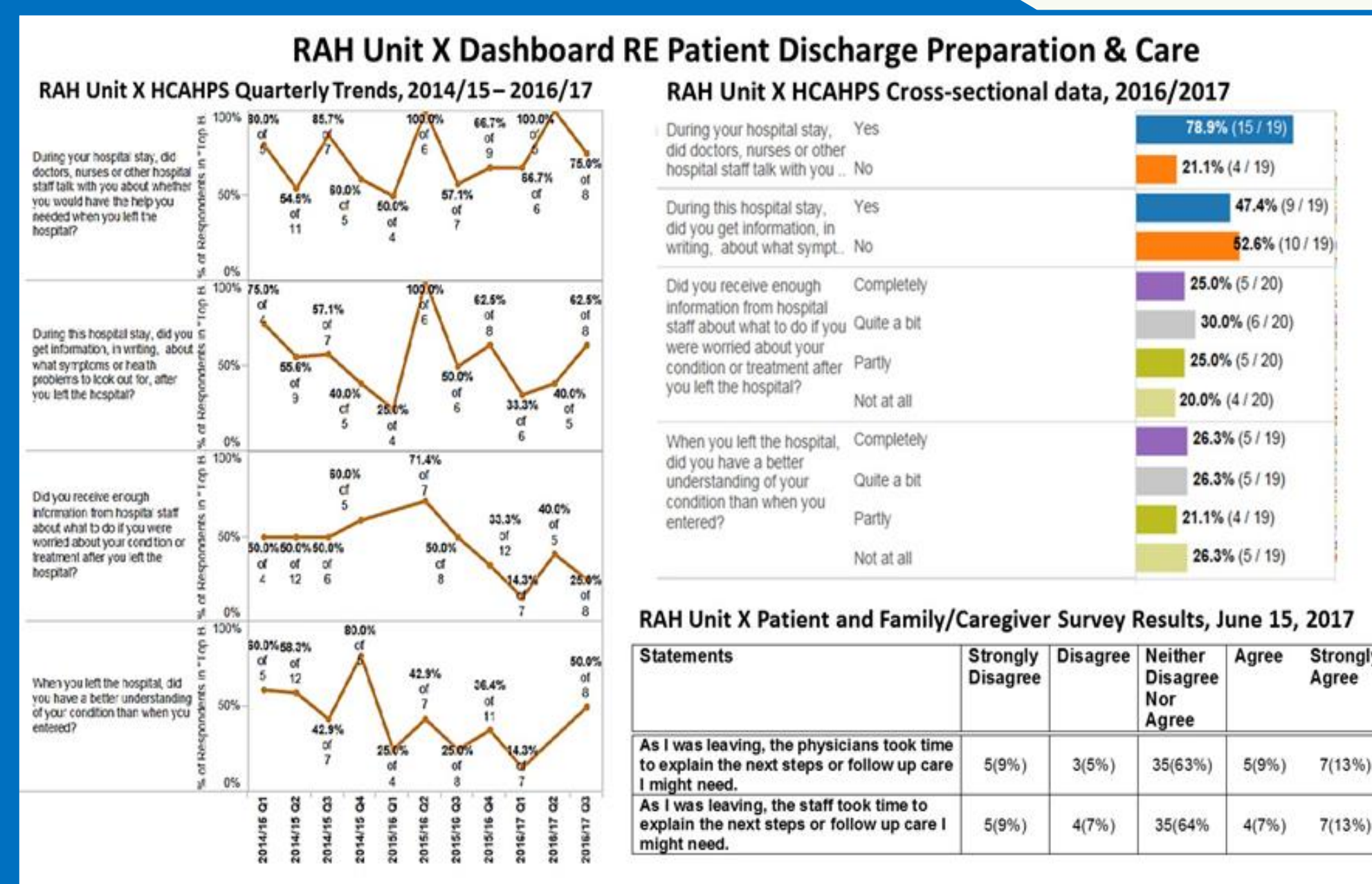
3 FINDINGS

Initial Responses: Existing AHS data presented on Dashboard showing:

- ↑ # pt. complaints;
 - ↑ # areas needing improvement
- Poor communications, response to patient needs & discharge planning.

1st PDSA activities – intent to improve communications, response to patient needs & discharge process (information, planning, etc.) with 55 patients/families, 14 staff and 2 physicians.

Perceptions & experiences of patients & families, staff & clinicians are re-assessed. Follow up response rate: 32 patients & families ; 10 staff/ 2 physicians



5 LESSONS

Several Lessons Learned:

- Importance of existing AHS trend data.
- Need for mentoring & supporting unit staff/clinicians to access & use existing data.



- Need to include staff/clinicians as well as patient/family experiences for unit PFCC & quality improvements.

- Measuring impact of quality improvement interventions requires Pre and Post measurement for comparison.
- Monitoring progress of quality PFCC improvements with RAH Unit X staff/clinician & patients/families is ongoing



4 IMPACT

For Patients/Families: ↑ positive experiences with “being treated with respect & dignity, responded to promptly, & having concerns/complaints addressed”.



For Unit manager/staff/clinicians:

- ↑ capacity to find and use AHS data to drive improvement actions – development of PDSA strategies.
- ↑ positive experiences with engagement of patients/families.
- Making meaningful linkages – e.g. between patient/family experiences & improvement actions.



Improve Patient & family experiences

Continuous PDSA improvement actions

- Staff empowered to voice concerns regarding “lack of team work”, “poor inter-staff communication”, time taken to address patient concerns.