

Patient Experience

**Hamilton Niagara Haldimand Brant (HNHB)
Local Health Integration Network (LHIN)
Quality and Safety Committee**

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What is Patient Experience?

- Concept often discussed with little more explanation than the term itself
- Different than patient engagement, patient centred care- more of an outcome
- Widely divergent views about components and span
- Influenced by clinical care, support services, organizational environment and culture, observation of others' experiences

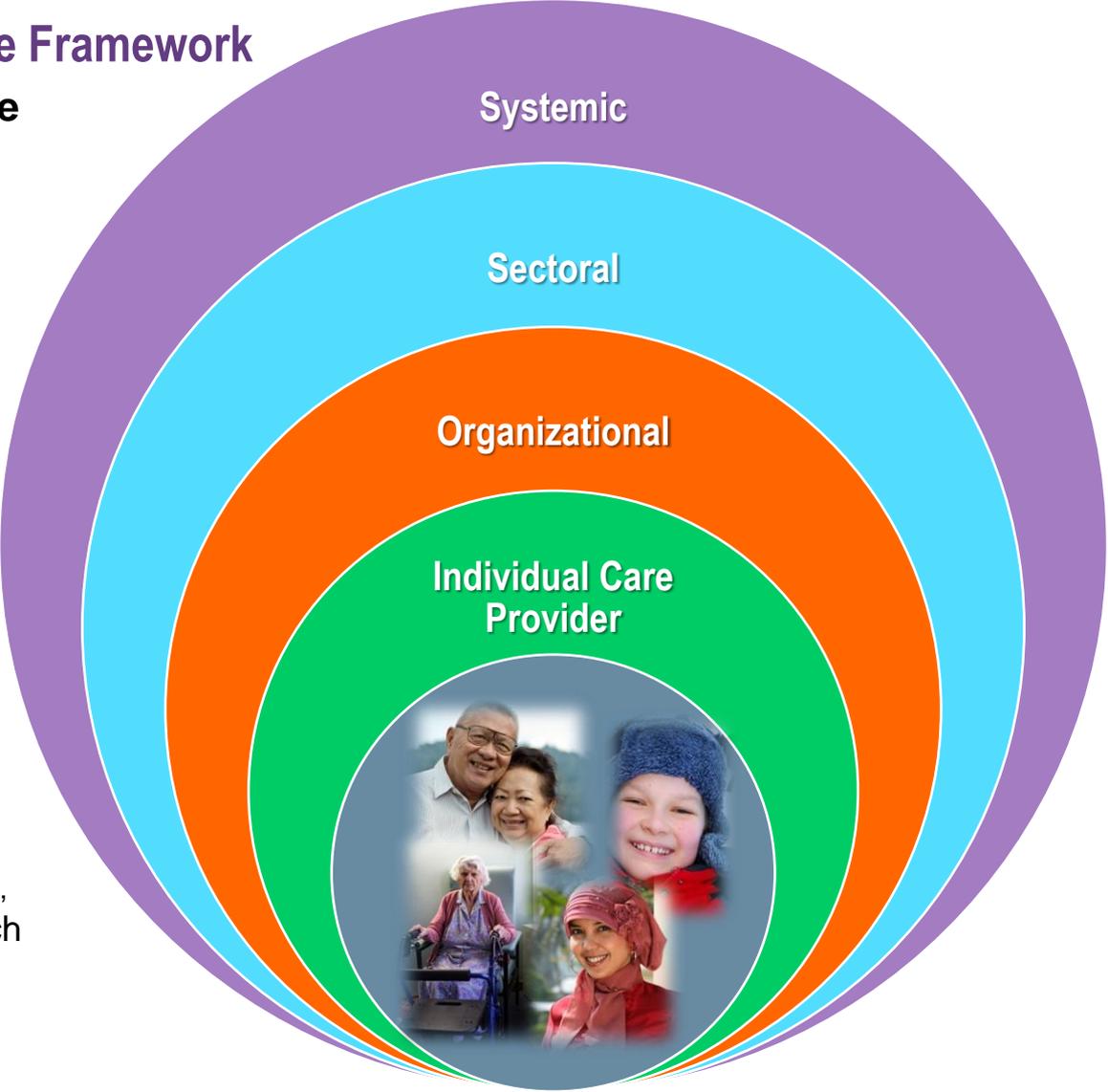
“The sum of all interactions, shaped by an organization’s culture, that influence patient perceptions, across the continuum of care” The Beryl Institute

HNHB LHIN Patient Experience Framework

Domains of Patient Experience

- Care outcomes
- Timely access to care
- Respect
- Shared decision making
- Communication
- Coordination of care transitions
- Involvement of family and friends
- Continuity of care
- Physical comfort
- Accessible environment
- Efficient processes
- Emotional support

Strength of Structural Support (e.g. policies, tools, strategic priorities) and Direct Influence (e.g. relationships, culture, environment) vary across levels but each contributes to overall experience



Enhancing patient experience at each level:

- *Commit
- *Understand
- *Collaborate
- *Improve

Commit

- Recognize patient experience as a fundamental priority
- Acknowledge contribution and influence of patient experience at all levels (individual, organizational, sectoral, systemic)
- Identify alignment with mission, vision, values and strategic directions

Understand

- Develop sustainable method to regularly collect information about patient experience
- Mixed methods approach to balance standardized questions/processes with population - or issues-based questions/processes
- Analyze and interpret findings

Elements

Collaborate

- Engage patients and families to validate understanding of the experience
- Share results and patient experience stories regularly
- Partner with patients and families to identify improvement opportunities
- Actively seek and leverage opportunities to work in partnership with other providers and organizations to enhance the patient experience across the continuum

Improve

- Develop initiatives and projects to measurably improve patient experience
- Build on best available evidence regarding patient experience
- Apply quality improvement tools with rigour to ensure successful implementation
- Monitor process and outcomes regularly

Current Patient Experience Activities

Framework Element	System Examples	Sector Examples	Organization Examples	Individual Examples
Commit	<ul style="list-style-type: none"> Strategic goal “dramatically improve patient experience through quality, integration, and value” Identified by Quality Guidance Council as area of focus Included as explanatory indicator in SAA 	<ul style="list-style-type: none"> OMA endorsement of Patients Canada 	<ul style="list-style-type: none"> To provide an excellent patient experience for all (HHSC) We believe in providing an exceptionally caring, warm and friendly experience for patients and their families.... (NGH) 	<ul style="list-style-type: none"> Personal philosophy of care Respect for personhood, shared decision making, open communication etc.
Understand	<ul style="list-style-type: none"> Patient Experience surveys Data submitted from all sectors regarding overall satisfaction and involvement in care 	<ul style="list-style-type: none"> Association based Patient Satisfaction survey NRC Picker Patient Satisfaction survey Ontario Perceptions of Care survey (MH&A) 	<ul style="list-style-type: none"> Program/unit based surveys or patient interviews 	<ul style="list-style-type: none"> Ask patients directly about care experience and how it could be improved
Collaborate	<ul style="list-style-type: none"> Citizens’ Reference Panels 	<ul style="list-style-type: none"> Change Foundation PATH program 	<ul style="list-style-type: none"> Patient and Family Advisory Councils Resident Councils (LTC) 	<ul style="list-style-type: none"> Develop a plan in partnership with patient and/or family to improve experience
Improve	<ul style="list-style-type: none"> Activities to improve key indicators (e.g. access, continuity) 	<ul style="list-style-type: none"> Facilitate easier navigation to services with single point of contact- 310-CCAC 	<ul style="list-style-type: none"> Specific initiatives based on results of surveys/interviews- improve waiting experience through more info and comfortable environment 	<ul style="list-style-type: none"> Purposeful hourly rounds Inclusion of family/friends in care

HNHB SAA Patient Experience Obligation for 2015-16

- Patient/client reported feedback is an important component of measuring and improving the patient/client experience. Health Service Providers (HSPs) are required to report patient experience indicators for fiscal year 2015-16 (or the most recent 12-month period available) as part of 2015-16 Q4 Supplementary Reporting. Reporting will reflect two elements of the patient/client reported experience: overall patient/client satisfaction and involvement in decisions about care. HSPs should report on the questions that are most similar to the following:
 - Overall satisfaction: **“Overall, how would you rate the care and services you received?”**
 - Involvement in decisions about care: **“Were you involved in decisions about your care as much as you wanted to be?”**

	Measure	Survey Question	Reporting Period	Data Source	Denominator – total # of respondents	Result (%)
Satisfaction	Percent of individuals who responded positively to the question regarding overall satisfaction					
Involvement in Care	Percent of individuals who responded positively to the question regarding involvement in decisions about care					

Next Steps

- Quality Guidance Council work plan being developed
- Model the framework at the LHIN and reference in plans and other documents
- Engage with organizations seeking guidance to address patient experience
- Align supplementary reporting indicators on patient experience