

Hearing the patient's voice: Insights from the National Patient Experience Survey

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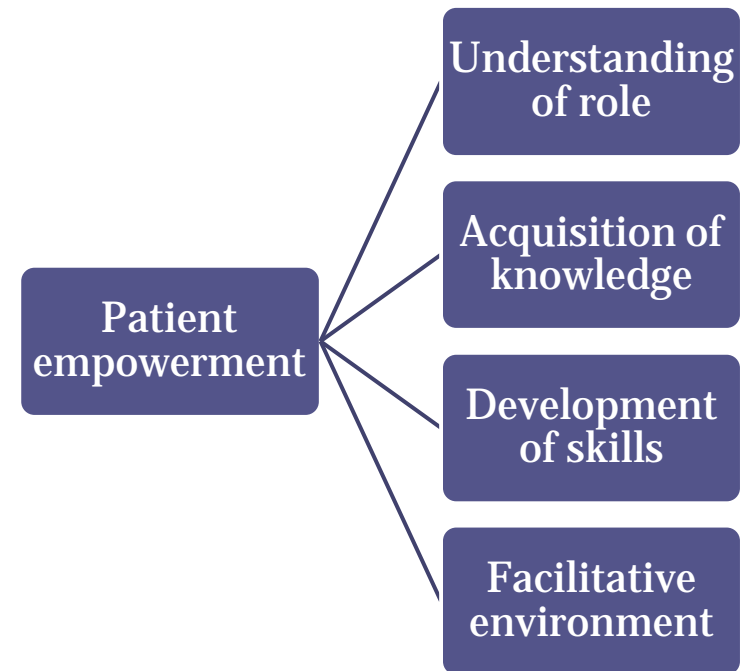
Patient Experience and Empowerment

Patient Experience:

- *“The sum of all interactions, shaped by an organisation’s culture, that influence patient perceptions, across the continuum of care”¹*
- Good indicator of quality, helps identify areas needing improvement²⁻⁵

Patient Empowerment:

- *“a process through which people gain greater control over decisions and actions affecting their health”⁶*



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Patient Empowerment and the NPE Survey

**Survey
administration:**

- Design and implementation
- Governance and advisory groups
- Reporting

**Empowerment
in hospital care:**

- Questions covering aspects of empowerment
- Understanding, acquisition of knowledge, skills, facilitative environment

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The National Patient Experience Survey

- Partnership between HIQA, DoH and HSE
 - Putting patients at the centre of regulation, policy and care provision.
 - Inaugural survey: Adult (>18 years) inpatients in acute hospitals

Survey
development

Intl.
review

Focus
groups

Delphi
study

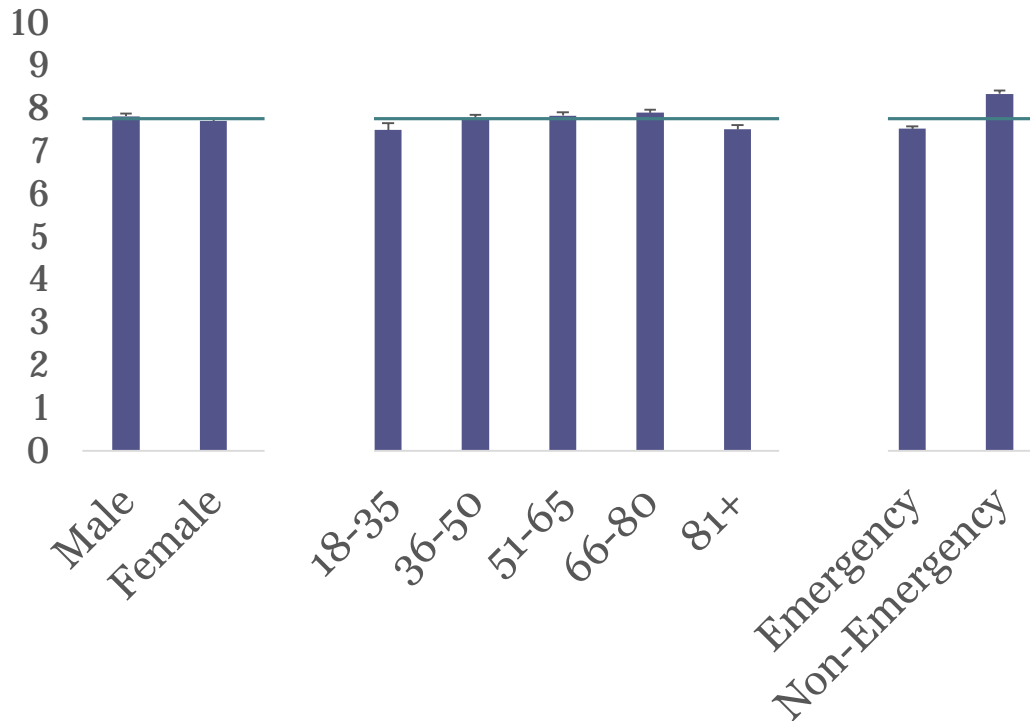
Picker
review

Cog.
interviews

- Final instrument:
 - 61 questions across 5 stages of care.
 - Admission, Care on the ward, Examinations, Discharge, Other aspects of care
 - 58 tick-box, 3 open-ended
- 13,706 responses (51% response rate)
 - Approx. 20,000 qualitative comments

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Q24 - Were you involved as much as you wanted to be in decisions about your care and treatment?

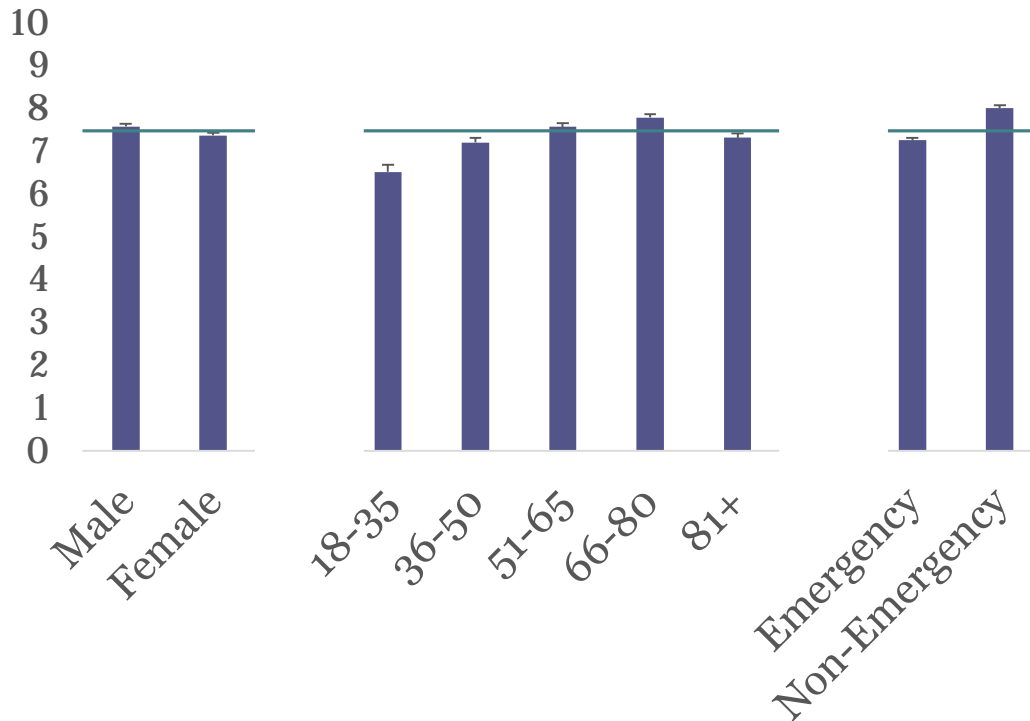


“At all times either I or my family member was completely involved in my care decisions.”

“Doctors talking to patients as people, not as illnesses. Felt they didn't involve me”

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Q21 - Did you feel you had enough time to discuss your care and treatment with a doctor?

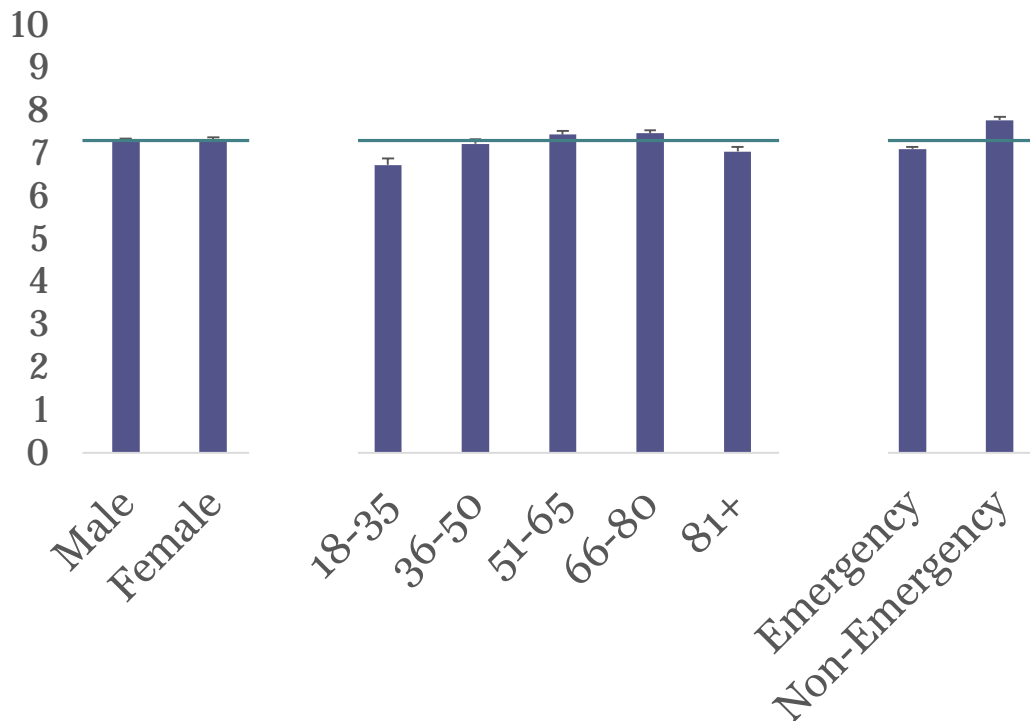


“Doctors should spend more time discussing details with patients and give patients more opportunities to ask questions.”

“They took extra time with me so I could understand everything that was happening with my treatment and operation.”

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Q40 - Did you feel you were involved in decisions about your discharge from hospital?



“Discharge was awful. My next of kin wasn't notified at all. Here's your bags and good luck, basically”

“On the day of discharge I was asked if I was happy to go home and if not, I was welcome to stay another day or two as the problem wasn't gone completely”

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Comparing hospital types

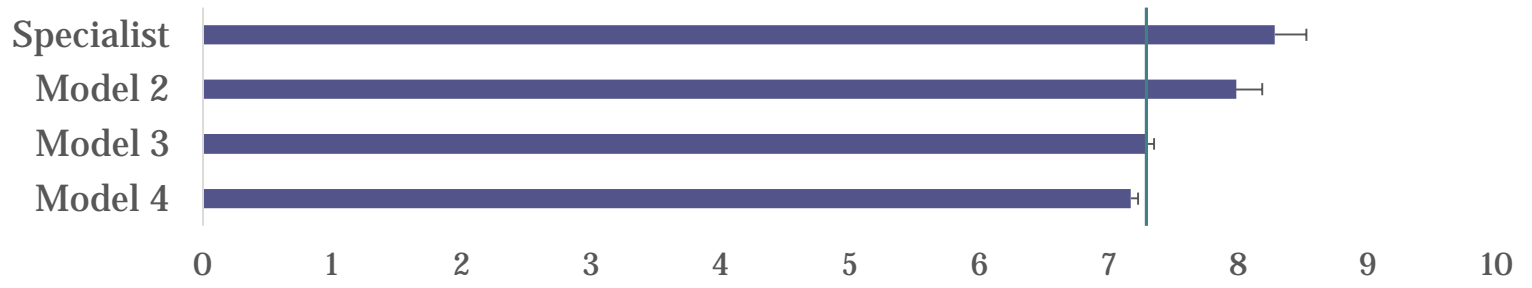
**Q24 –
Involvement
in decisions**



**Q21 –
Time to
discuss care**



**Q40 –
Involvement
in discharge**



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Conclusions

- Patient involvement in NPE Survey hugely beneficial across multiple aspects.
- Survey yielded valuable insights into patient involvement/empowerment.
- 2017 results suggest most patients feel involved and empowered but many do not.
 - Issues with understanding, knowledge, skills and environment.
 - Hospital context very influential.
- Quality improvement initiatives underway to address patient feedback.
 - Local focus, national coordination



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What's next?

- **2018 inpatient survey is live!**
 - Includes 16 and 17 year olds.
- **Expansion to maternity sector is next**
 - Criteria for further expansion
- **Competency centre development**
- **Academic call**
 - €50,000 funding for secondary analysis of qualitative data
 - Applications by 31/8/18
 - See patientexperience.ie for more



Tell us about your experience!

Rachael Flynn, Director of the National Patient Experience Survey

Participate in the National Patient Experience Survey and help us to make hospital care better.

To find out more visit: www.patientexperience.ie
email: info@patientexperience.ie
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Call for proposals – Secondary analysis of qualitative data

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Thank you!

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