MONITORING OF PATIENT EXPERIENCE AT SPECIALIST OUTPATIENT CLINICS VIA THE SOC PATIENT FEEDBACK DASHBOARD

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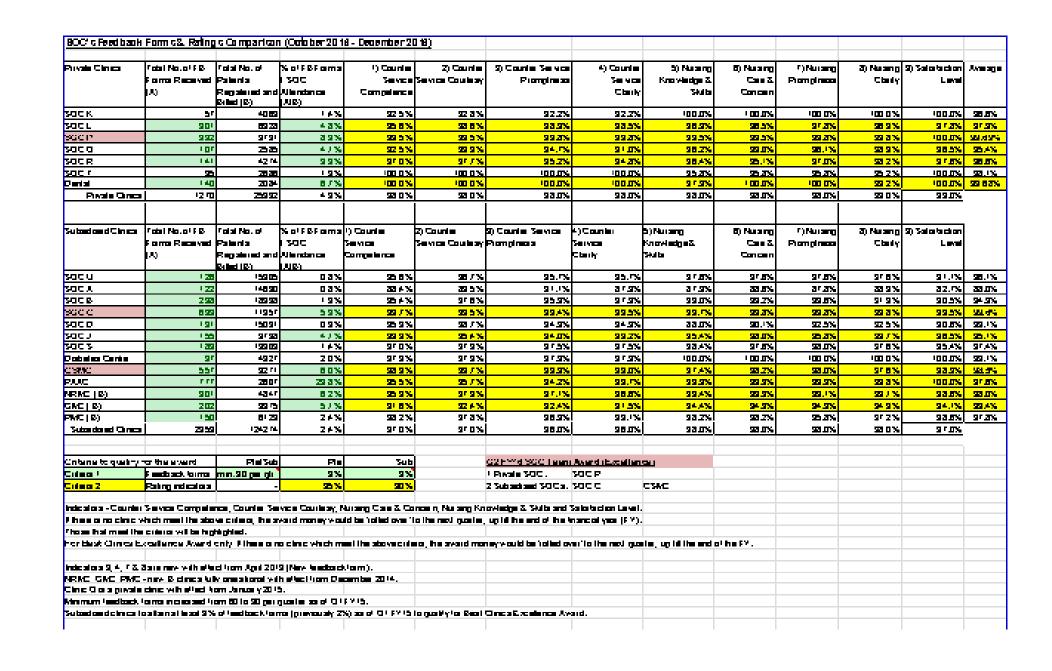
Aim

To enable periodic monitoring of patient experience at specialist outpatient clinics via a visualisation dashboard, based on the new patient feedback forms, for improving patient satisfaction.

Our goal was to design, build and maintain a dynamic Patient Feedback dashboard at zero cost for development. This is to ensure a sustainable model with no dependency on IHIS support and/or vendors, and also to strengthen user and stakeholder DIY data visualisation capabilities. Additionally, the dashboard should enable productivity gains for the data team towards monthly report generation.
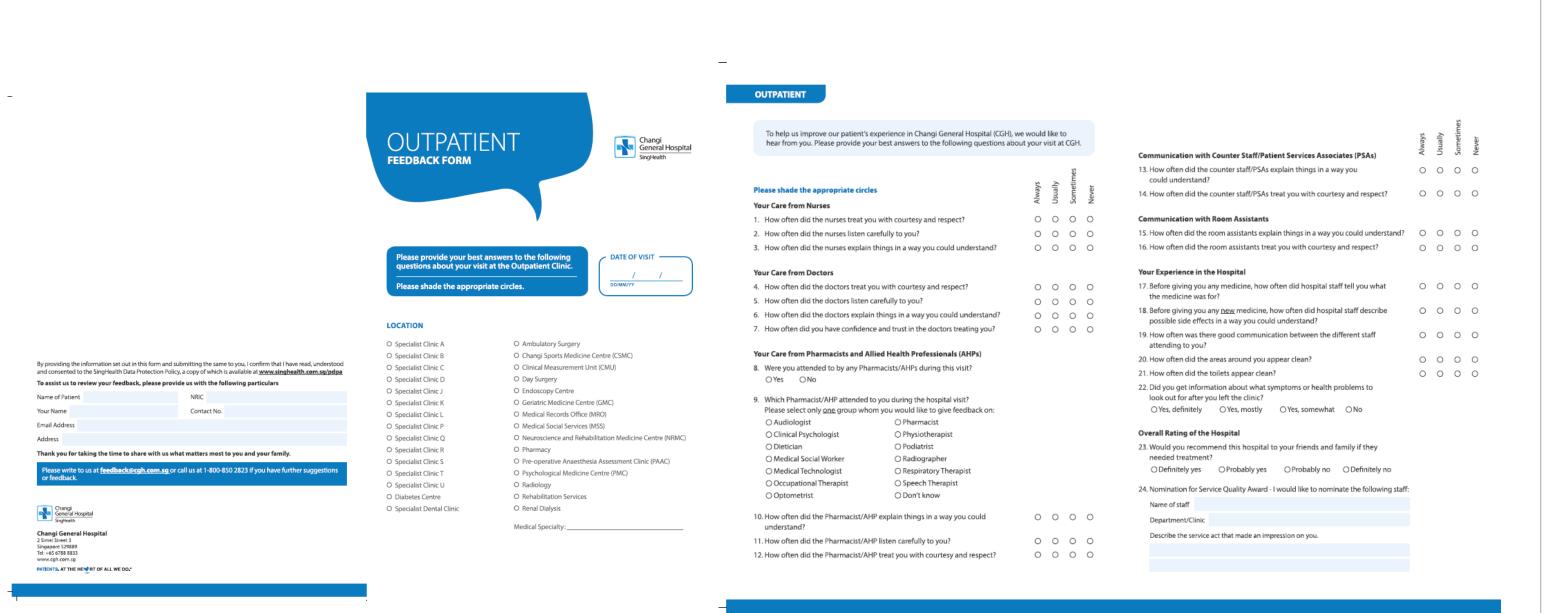
Changes (Methods)

Patient Experience is a crucial component in our journey towards care excellence. Monthly data extraction and consolidation of monthly patient feedback reports for Specialist Outpatient Clinics was a time consuming effort for DMI team.

2017 SOC Report

The first step towards creating a capability to design and build visualisation in-house was stakeholder and management support, and identifying their needs accurately.

Data integration from source systems, refreshing weekly using the Tableau visualisation tool, created this visual interface within few months. Patient feedback text data (complaints and compliments) are now specified to each speciality, location and the individual case level which allow users and respective stakeholders to review and take action at the point of care. Weekly and monthly updates to the dashboard are done quickly by the in-house data team and data can be accessed by authorised staff via a secure sharepoint platform.
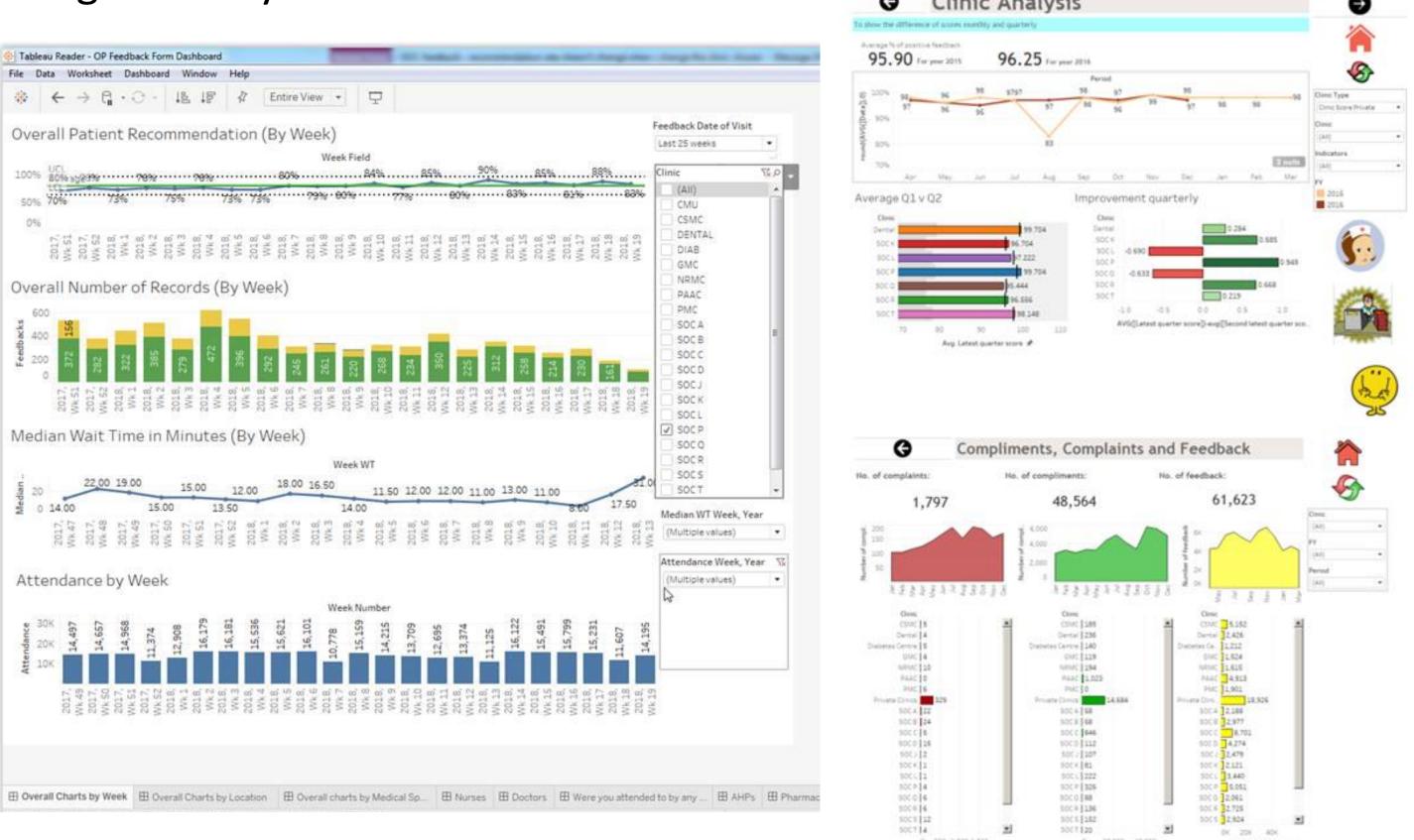

It was also important to align with the reporting needs across the cluster and ensure the weekly review duration is aligned for comparative studies. The new patient feedback form (aligned with SHS template) was rolled out in Q3 FY17 and the data fields captured were different from the existing feedback form, thus requiring a calibration of the reporting formats.

Measures (Results , Outcomes and Figures)

The new patient feedback dashboard allows for quicker update of weekly data, with significant time savings of 40 manhours per month. This has enabled quicker production of monthly reports and faster action for service improvement.

Valuable feedback from all stakeholders and data owners to continually improve their dashboards has helped our team to remain on track on the objectives and minimise divergence from user needs.

Estimated cost savings of S$50,000 for this project via cost avoidance towards IHIS effort. This dashboard is vendor independent and fully user configurable by trained users.

Enhancement of this visual tool to incorporate Inpatient and the Emergency department feedback datasets is currently in progress.

Future Plans:

We observed the zeal and strong desire to learn new visual analytics tools across all departments. Plans to ensure sustainability of the in-house dashboard development model include periodic skills training on data mining and visualisation for authorised user staff. As user base increases, it is also important to graduate the visual tool to a server version to enable ease of access and faster reproduction of reports.

Conclusion

Optimising the data mining effort and automating monthly SQ reports, resulted in productivity gains for DMI team and improved user satisfaction. Periodic review of patient experience is key for strengthening our patient experience framework.

Overall annualised FTE savings realised in FY17 was **0.3 FTE** for DMI team and with no capital cost incurred to design and build this tool. Dynamic visualisation with drill down features enables quick user insights, improves effectiveness of service quality reviews.

Design and build of monthly service quality and patient experience dashboard facilitates prompt management oversight and identifying areas for improvement.