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# Understanding Patient Experience with Enhanced Feedback Forms & Dashboard Reporting

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## INTRODUCTION

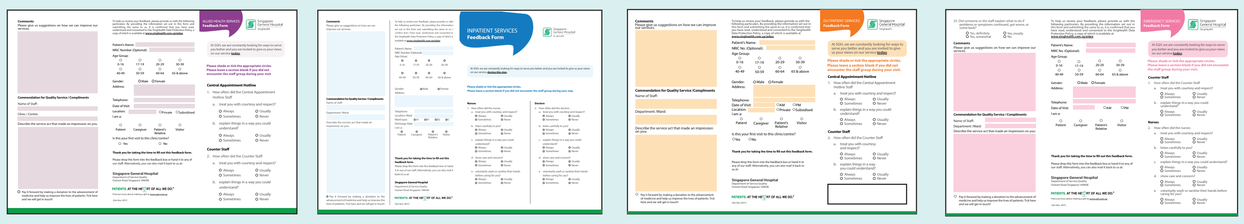
The method of survey has been used by many industries to better understand consumer satisfaction and feedback. Following the revamp of the Ministry of Health (MOH) Patient Survey from one that focus on satisfaction to one that is geared towards patient experience, SingHealth institutions also took conversation on possible new feedback forms. This resulted in a series of patient feedback forms modelled after the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey used in USA being introduced in SGH starting from end 2017.

## AIM

With the data collected from the new feedback forms, it is timely to enhance the SGH monthly Service Level Tracking (SLT) reports. These reports allow internal stakeholder to identify service strengths and gaps and provide the basis for continuous improvement. As these data also serve as input to the hospital balance scorecard, it is important to ensure that reports are useful, accessible and easy to understand.

## METHODOLOGY

The patient feedback forms are designed with unique patient journeys in SGH and filled up by about 5% of total hospital attendances.
Each form contains a series of attributes to evaluate a patient's experience with the hospital. Results are integral to provide the hospital with a loopback on patient sentiment.
With the rollout, new forms were designed to include the Allied Health Professionals and Pre-operating Admitting Services (POAS). A forward looking view was taken so that the new POAS form can be used in the future Elective Care Centre (ECC).
With the form change, the monthly SLT reports are reviewed and enhanced to keep them relevant.

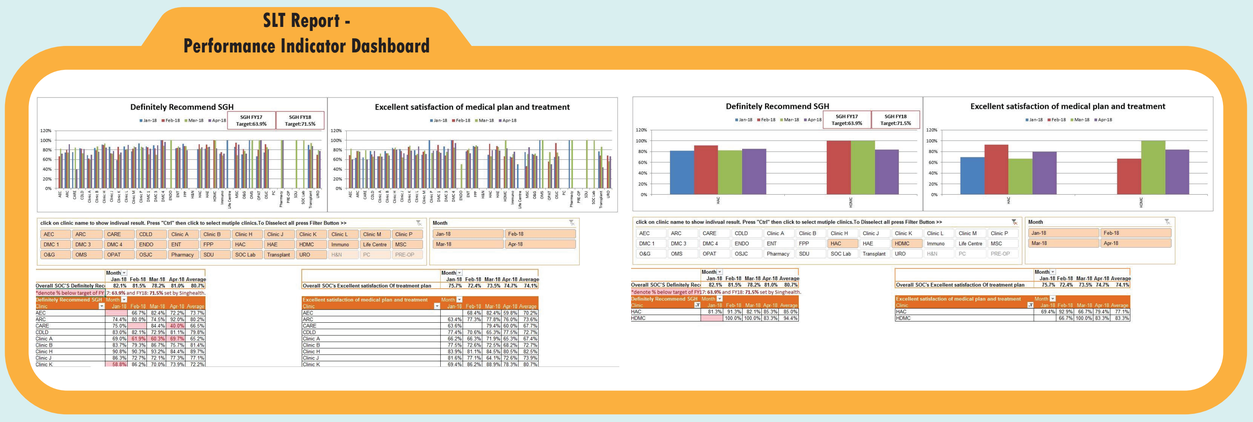


## RESULTS

**The following were achieved after enhancement of the SLT reports:**

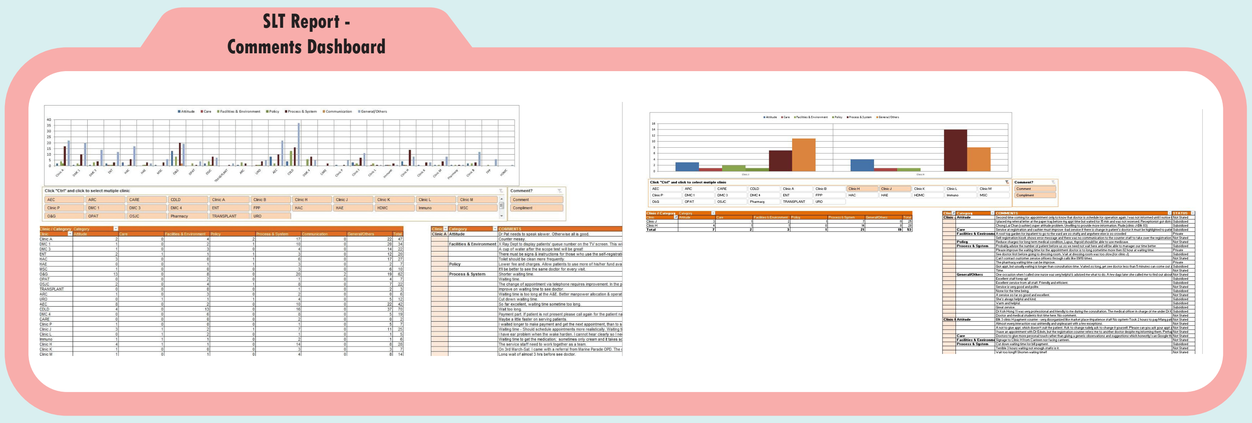
- Use of built-in functionality in Microsoft Excel coupled with Visual Basic for Application (VBA) programming to create interactive dashboards for trending analysis
- Categorization of patient verbatim to give overview of issues faced by patients in clinic/ward
- Provision of a user guide on Infopedia for the new interactive dashboards

**SLT Report - Performance Indicator Dashboard**



The new SLT report aims to give stakeholders an overview of their clinic/ward performance over time and vis-à-vis the others. This can be achieved via this dashboard which shows both graphical and numerical views of top box rating in percentage for two questions in the feedback forms. The two questions covered are 1) Willingness to recommend SGH to others and 2) Satisfaction rating of the medical plan and treatment received from doctor. Question 1 is in particular important as it is a tier 1 key performance indicator that is tracked on cluster level.

**SLT Report - Comments Dashboard**



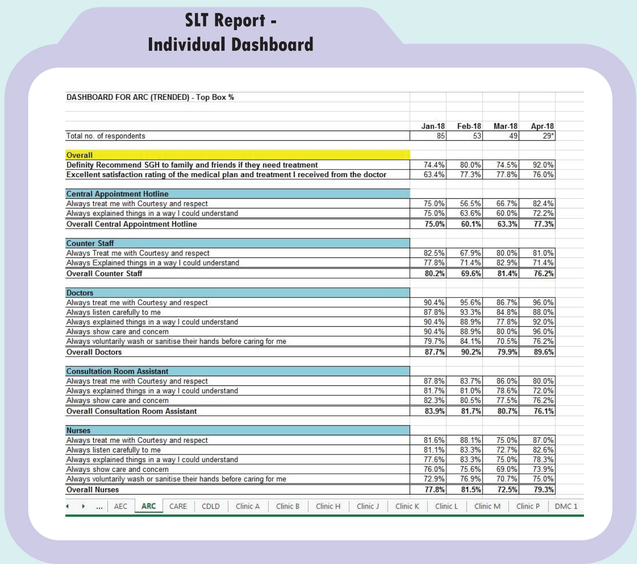
Patient verbatim from the feedback forms are now classified into common categories aligned to what the hospital is tracking in terms of patient complaints. Stakeholders are able to quickly see what the issues patients faced in their clinic/ward are about and the proportion of each. The new dashboard allows stakeholders to filter by categories and read individual comments to have a more detailed understanding of the issue.

## CONCLUSION

Using built-in functionality in Microsoft Excel for dashboard creation coupled with VBA which is embedded in the same program to process the data, stakeholders get a comprehensive, easy-to-use yet familiar Excel interface to gain insights and monitor their unit performance

While we strive to provide internal stakeholders with accurate and timely reports each month, we will keep in mind to continue improving our deliverables and the insights to our stakeholders.

**SLT Report - Individual Dashboard**



DASHBOARD FOR ARC (TRENDED) - Top Box %

| | Jan-18 | Feb-18 | Mar-18 | Apr-18 |
|---|---|---|---|---|
| Total no. of respondents | 85 | 53 | 49 | 29* |
| **Overall** | | | | |
| **Definity Recommend SGH to family and friends if they need treatment** | 74.4% | 80.0% | 74.5% | 92.0% |
| **Excellent satisfaction rating of the medical plan and treatment I received from the doctor** | 63.4% | 77.3% | 77.6% | 76.0% |
| **Central Appointment Hotline** | | | | |
| Always treat me with Courtesy and respect | 75.0% | 56.5% | 66.7% | 82.4% |
| Always explained things in a way I could understand | 75.0% | 63.6% | 60.0% | 72.2% |
| **Overall Central Appointment Hotline** | **75.0%** | **60.1%** | **63.3%** | **77.3%** |
| **Counter Staff** | | | | |
| Always Treat me with Courtesy and respect | 82.5% | 67.9% | 80.0% | 81.0% |
| Always Explained things in a way I could understand | 77.8% | 71.4% | 82.5% | 71.4% |
| **Overall Counter Staff** | **80.2%** | **69.6%** | **81.4%** | **76.2%** |
| **Doctors** | | | | |
| Always treat me with Courtesy and respect | 90.4% | 95.6% | 86.7% | 96.0% |
| Always listen carefully to me | 87.8% | 93.3% | 84.8% | 88.0% |
| Always explained things in a way I could understand | 90.4% | 88.9% | 77.8% | 92.0% |
| Always show care and concern | 90.4% | 88.9% | 80.0% | 96.0% |
| Always voluntarily wash or sanitise their hands before caring for me | 79.7% | 84.1% | 70.5% | 76.2% |
| **Overall Doctors** | **87.7%** | **90.2%** | **79.9%** | **89.6%** |
| **Consultation Room Assistant** | | | | |
| Always treat me with Courtesy and respect | 87.8% | 83.7% | 86.0% | 80.0% |
| Always explained things in a way I could understand | 81.7% | 81.0% | 78.6% | 72.0% |
| Always show care and concern | 82.3% | 80.5% | 77.5% | 76.2% |
| **Overall Consultation Room Assistant** | **83.9%** | **81.7%** | **80.7%** | **76.1%** |
| **Nurses** | | | | |
| Always treat me with Courtesy and respect | 81.6% | 88.1% | 75.0% | 87.0% |
| Always listen carefully to me | 81.1% | 83.3% | 72.7% | 82.6% |
| Always explained things in a way I could understand | 77.6% | 83.3% | 75.0% | 78.3% |
| Always show care and concern | 76.0% | 75.6% | 69.0% | 73.9% |
| Always voluntarily wash or sanitise their hands before caring for me | 72.9% | 76.9% | 70.7% | 75.0% |
| **Overall Nurses** | **77.8%** | **81.5%** | **72.5%** | **79.3%** |

AEC | ARC | CARE | CDLD | Clinic A | Clinic B | Clinic H | Clinic J | Clinic K | Clinic L | Clinic M | Clinic P | DMC 1

Individual clinic/ward dashboards that used to be tedious and manual to prepare each month can now be done accurately and quickly with the use of VBA programming.