Enhancing Patient Experience with the Introduction of Senior Patient Experience Network (SPEN)

Ref no: SHM_PE0065

**Background**

Official complaints often start as an enquiry or a simple concern. However, when left unanswered, it could escalate into a complaint that requires more resources to manage. To counter such occurrences, we leveraged on a ground-up approach to address concerns on the ground early and in a timely fashion.

The Senior Patient Experience Network (SPEN) was set up in July 2018 comprising of former Senior Nurse Manager (SNM) Mentors, leverages on the wealth of their experiences and close working relationships with clinical leaders.

**Objective**

The network aims to address potential issues on the ground, minimising escalation into official complaints.

**Methodology and Implementation**

**Senior Patient Experience Manager’s workflow**

![Workflow of SPEN](image)

**Walkabout** - The SPEMs address ground concerns by making rounds of an assigned area. This method is known as "walkabout". Each manager is assigned to different patient care areas and would proactively engage patients and family to address enquiries and concerns.

**Engagement** - SPEMs actively engage patients and their family. Together with feedback data, the engagement serves as an important record of our patients’ voice in SGH, enabling us to identify trends and pain points.

**SGH Feedback (website)** - With their nursing specialty, the SPEMs also assist the feedback officers in the management of complex cases which involves nursing care.

**Results**

**Resolution of Patient Concerns & Cases**

<table>
<thead>
<tr>
<th>Year/Source of feedback</th>
<th>Walkabout (Potential feedback)</th>
<th>SGH Feedback</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018 (Jan – Dec)</td>
<td>336</td>
<td>324</td>
<td>660</td>
</tr>
<tr>
<td>2019 (Jan – Mar)</td>
<td>261</td>
<td>260</td>
<td>521</td>
</tr>
<tr>
<td>Total</td>
<td>597</td>
<td>584</td>
<td>1181</td>
</tr>
</tbody>
</table>

*Note: Please note that recording of engagement data only started on 21 January 2019, hence there are insufficient data points to draw conclusion on engagement numbers.

**Time Spent Translates to Positive Patient Engagement**

Apart from resolving issues, SPEMs record their engagement by recording the numbers of engagements with patient/family.

- SPEN achieved a high engagement number at 6318 and 766.71 hrs time spent (Chart 6).
- With time spent on understanding concerns and answering to enquiries in a timely fashion, potential feedback are mitigated at early stages, reducing escalation into a complaint.

With promptness in attending to the concerns raised within the assigned area, advantage of close working relationships with clinical leaders and relevant nursing knowledge, SPEMs are able to nip potential feedback issues in the bud, reducing escalation of cases into official complaints. This is evident from the high resolution rate of 97.8% in SPEM walkabout, which is the SPEMs’ specialty.

**Conclusion**

With a high resolution rate of 97.8% and a near equal split between those received via walkabout and SGH Feedback, the network has been effective in addressing potential issues on the ground, minimising escalation into official complaints. With the continuous feedback and engagement, we are looking forward to even more successful outcomes in the future.

*Note: Please note that recording of engagement data only started on 21 January 2019.*