



Using Hospital Consumer Assessment Of Healthcare Providers & Systems To Measure Key In-patient Experience Touch-points For Improvement

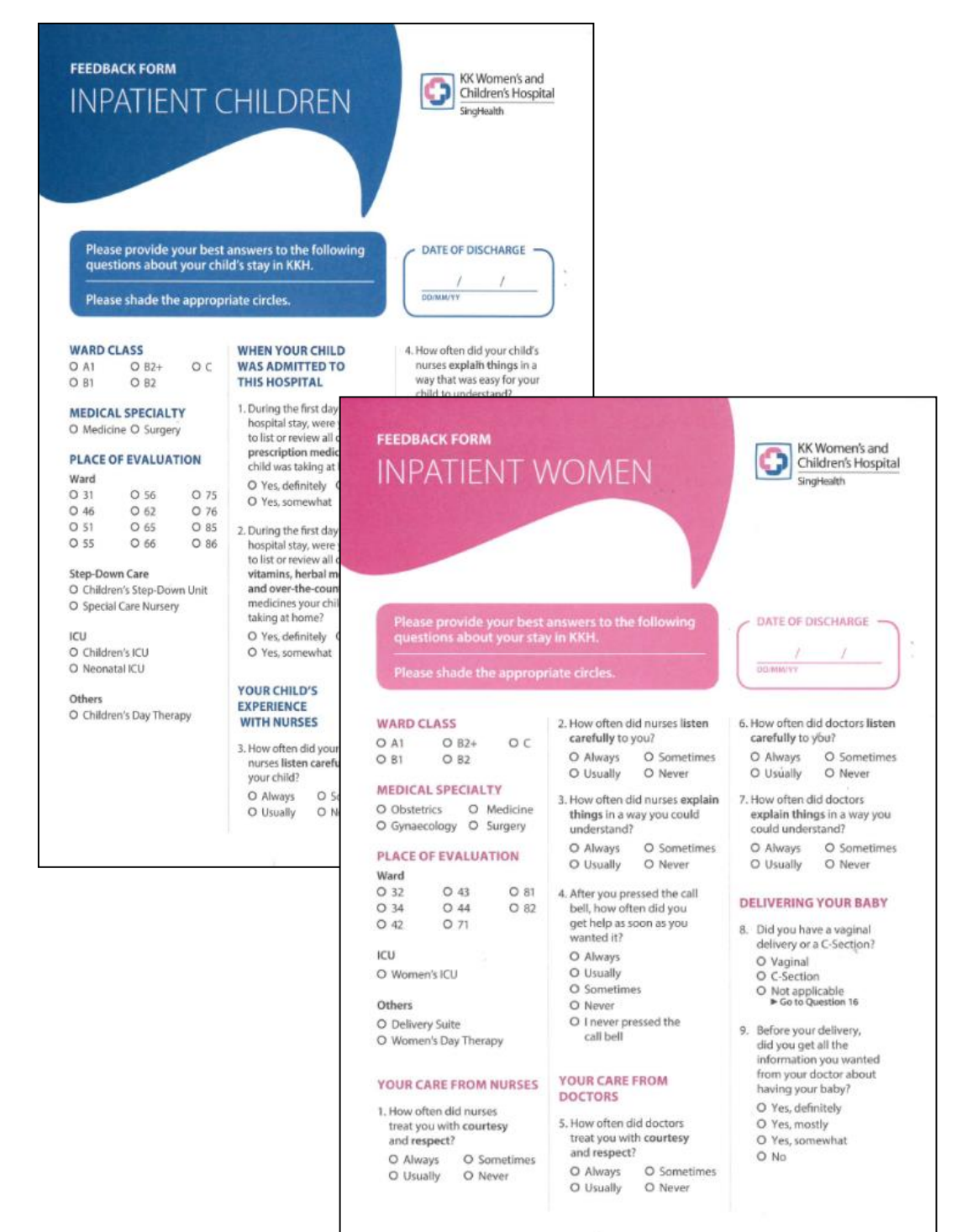
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Background

KK Women's & Children's Hospital (KKH) has been monitoring patient satisfaction indicators for several years. With the increasing knowledge about health care, patients have begun to demand for higher standards from the healthcare sectors. Hence, the information gained from patient satisfaction surveys was inadequate for us to identify our patients' needs and expectations.

Our team recommended the adoption of validated survey instruments, namely the Hospital Consumer Assessment Of Healthcare Providers & Systems (HCAHPS) Surveys, as a crucial first step towards measuring patient experience of key touch-points. With new meaningful patient experience data, we can then enhance patient experience through identified opportunities and gaps. At the same time, we can benchmark against overseas hospitals and explore the best practices for adoption. The aim of this project is to utilise the HCAHPS surveys to identify the important issues and opportunities to improve our patients' experience.



Methodology

Stakeholders contributing to different segments of our patients' care were gathered to discuss, evaluate and put together our KKH's Patient Experience Surveys.

Pilot run of the new surveys was carried out in 3 wards on 22 Aug 2016. During the pilot phase, process issues were identified and addressed. Series of briefing and focus group meetings were conducted to promote open discussion with the ground staff before the full implementation at hospital level. Story-telling was also employed to ignite the emotional buy-in from the staff. With much preparation, the hospital-wide implementation commenced on 17 Oct 2017. Throughout the full implementation, feedbacks were consistently obtained alongside with support from the project team through our purposeful clinical rounds.



Result

The numbers of returned survey forms we had received far exceeded our expectations. This is a testament to the loyalty of our patients and commitment of our staff to enhance our patients' experience. Our project team analysed the feedbacks received and identified key elements influencing patient experience through the relationship studies. Our project team is in the process of communicating the findings to different division and initiating best practices to narrow the service gaps.

Conclusion

Using validated survey instruments, namely HCAHPS, along with data analysis have proven to be useful for our hospital in identifying interventional measures. We were delighted and encouraged with the high engagement level during the implementation of our KKH Patient Experience Surveys. Our project team will definitely explore further on how we can leverage on this engagement for the next phase of implementation of best practices.