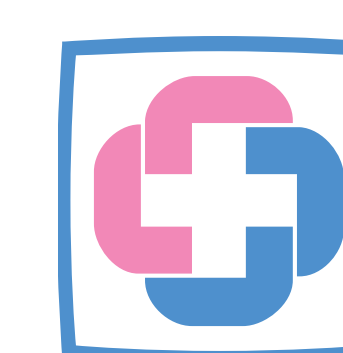




Singapore Healthcare  
Management 2019

# VALIDATED PATIENT EXPERIENCE DATA DRIVES BETTER CARE & ENGAGEMENT OUTCOMES



KK Women's and  
Children's Hospital  
SingHealth

John Wong<sup>1</sup>, Amos Lim<sup>1</sup>,  
Wong Kin Ling<sup>2</sup>, Steven Chew<sup>3</sup>,

<sup>1</sup>Office of Patient Experience, <sup>2</sup>Division of Nursing, <sup>3</sup>Environmental Svs

## Background

Since October 2016, KK Women's and Children's Hospital (KKH) has received 180,299 validated patient experience survey forms covering Inpatient, Outpatient and Children's Emergency. Leveraging on the wealth of patient experience data, our Office of Patient Experience (OPE) published weekly reports covering all patient fronting areas have helped our staff to monitor and to improve on the care and engagement with our patients and their caregivers.

## Methodology

### Adoption of validated Patient Experience surveys

- Validated Patient Reported Experience Measures (PREMs) surveys like HCAHPS are used.
- Workgroups formed of multi-disciplinary staff put together six survey forms for relevance and buy-in.

### Weekly reports with statistical tool covering all patient fronting areas

- Re-design workflow to facilitate the change of reports frequency from monthly to weekly.
- Control charts are used for every measure.

### Train HODs and staff on how to use reports and interpret results

- Training roadshows for head of departments /managers/staff on how to use the patient experience reports and to interpret results and trends in control charts.
- Promote transparency – reports available to all staff

### Regular monitoring of trends/improvement initiatives

- Proactive engagement with head of department /managers when positive or negative trends occurs.
- Promote the use of patient experiences results to track the effectiveness of improvement initiatives.

### Tracking of divisions/departments' performance and initiatives outcome

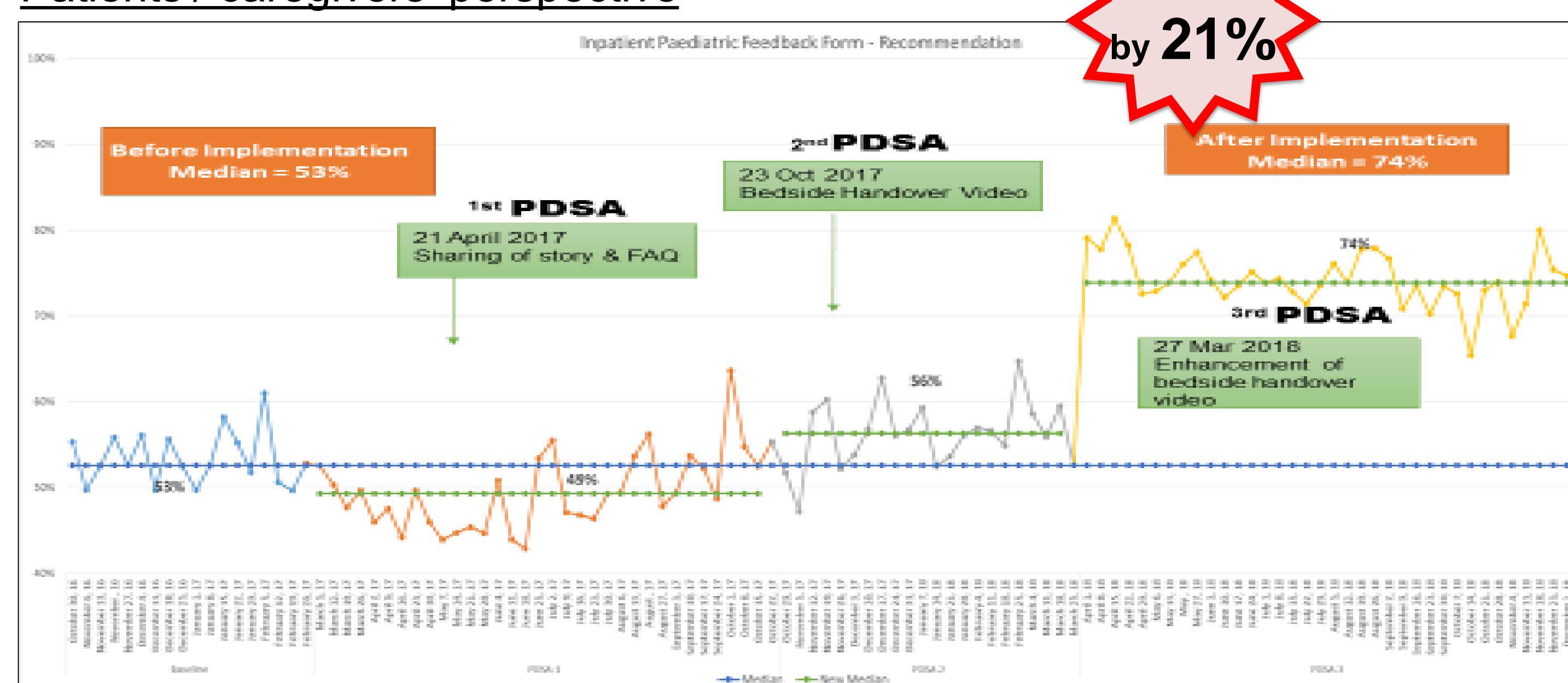
- Include patient experience indicators into divisions' balanced scorecard.
- Quarterly KPIs review inclusive of patient experience indicators with top management.

## Results

### Impact on Patient Safety & Patient Experience

Our inpatient children recommendation result used to be the lowest within the hospital. Our nursing colleagues decided to improve our patient/caregiver experience and revamped their bedside handover which led to significant improvement upon its full implementation.

#### Patients'/ caregivers' perspective



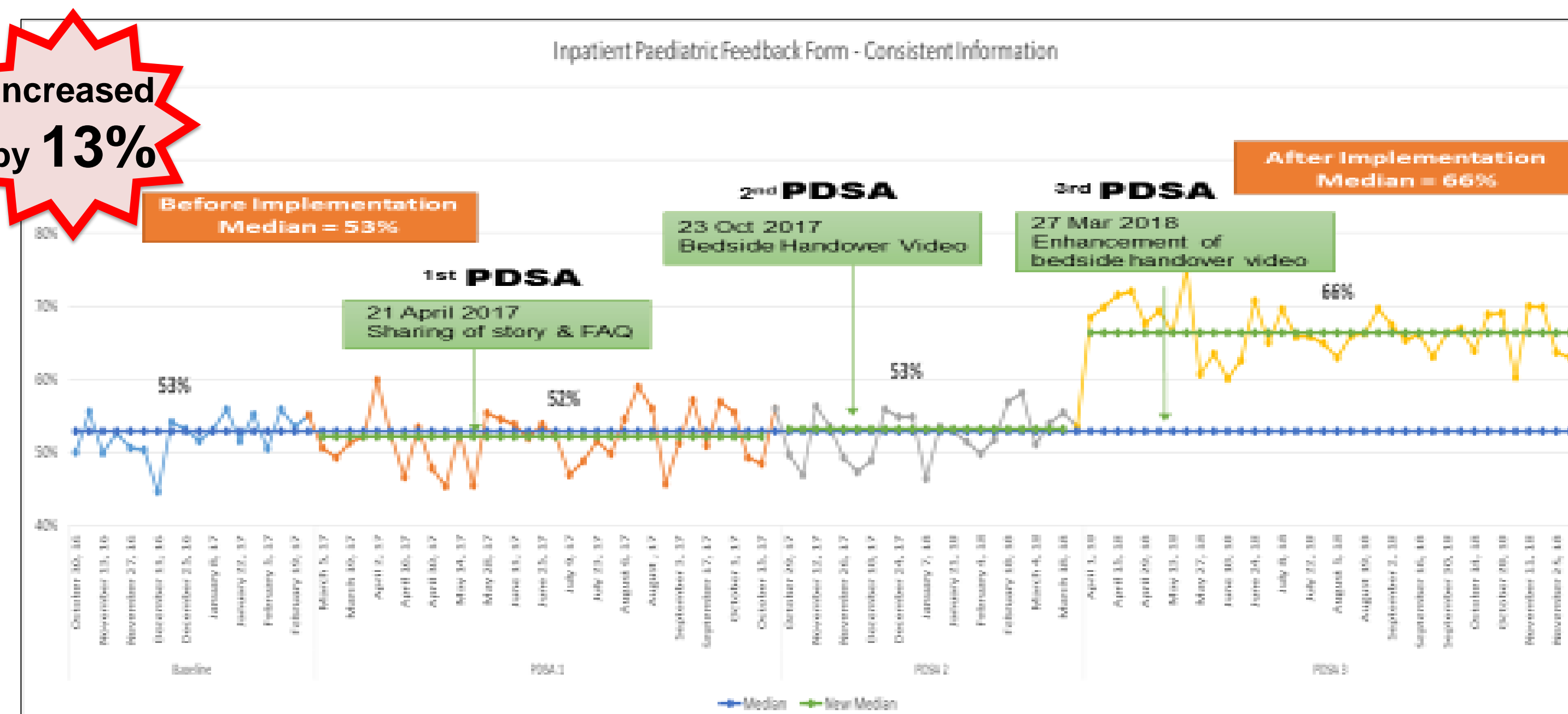
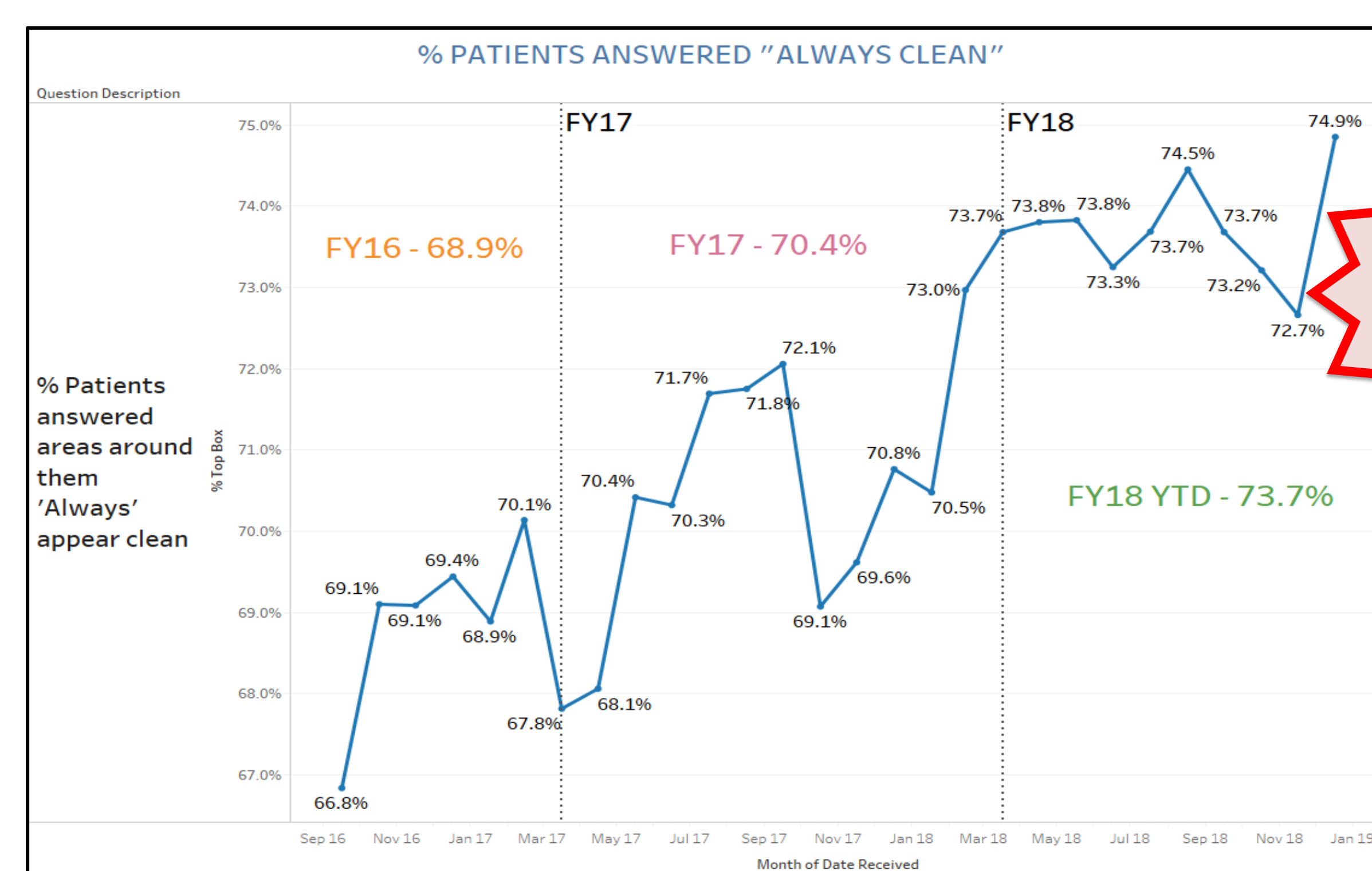
*I agree with the fact that parents are allowed to hear the passing report from the AM staff to the PM staff. This assures parents that all information are true & to be cared for ... Overall I will always put my trust in KKH.*

~ Caregiver's feedback ~



Patient verbatim feedback has also clearly demonstrated that bedside handover can help instil confidence and trust of caregivers towards nurses.

### Impact on Hospital Environment



Due to this established consistent process, there was an increase of 13% from 53% to 66% on 'Always' providing 'Consistent Information' to the caregiver.

## Conclusion

Using validated PREMs surveys and frequent publishing of the results using control charts will enable trained staff to proactively identify positive or negative trends resulting in consistent care and experience delivery. By taking targeted actions or improvement initiatives based on identified needs through data analysis, we can see measurable improvements in our care delivery outcome and engagement with our patients and caregivers. Overall, we have seen an improvement of 8% in patients definitely recommending KKH since we started the journey.