Inpatient Experience Survey

This month we will be focusing on what creates the very best experience for our patients, i.e. the difference between very good care, and excellent care. Already 41% of our patients rate their care and treatment as excellent. A further 39% rate their experience as very good.

What can we learn from those who rate our care and treatment as excellent? How can we improve our ratings?

To receive very good ratings it appears that patients expect:

- warm, kind, supportive care;
- competent care;
- to have their questions answered;
- staff to be helpful;
- to be treated with courtesy and respect.

Where patients do not receive this level of care they are more likely to rate our performance as poor, fair or good.

Those who rated our care and treatment as excellent said that staff:

- responded to them individually and understood their needs, i.e. what matters most to them;
- interacted with them in a warm and friendly manner;
- were caring and kind towards them and showed compassion;
- appeared to be genuinely concerned and interested in their welfare and wellbeing;
- took time and did not rush;
- were helpful;
- were respectful and respected their privacy and ensure noise was kept to a minimum.

These patients felt staff genuinely cared about their wellbeing. They felt as if they and their loved ones mattered.

“We feel very much valued and cared for as a person.”

“(The nurse’s) care and dedication was superb. She not only treated me with great attention to detail and empathy, but also answered my wife’s questions with great reassurance. It became clear during her shifts, that she treated all her patients with this regard. Please pass on my comments to her supervisor or manager.”

Importantly, many of the patients who rated their care as excellent had excellent care from each and every member of the CM Health team. Everyone worked together to provide great care. The experiences these patients describe are how we would like to be treated and how we would hope our loved ones would be treated. As one patient said:

“The care I received was excellent from beginning to end... the care from everyone - from doctors, nurses to cleaners and tea ladies was excellent. Keep up the great work.”

David Hughes
Deputy Chief Medical Officer
PATIENT VOICES

Rated overall care excellent
“The nurses were uniformly professional, caring and empathetic even when busy—they deserve a pat on the back for providing this level of care in very busy stressful circumstances. The consultants were outstanding.”

“The care shown by the nurses was of the highest. In many other countries, a person would only get this level of treatment in a private hospital. I’ve been in one last year, and Middlemore came out tops for me, especially when it comes to the level of treatment. Thank you”

“Doctors were very diligent and kept in regular communication with me and with each other.”

Rated overall care very good:
“The team listened to what my needs were and I felt empowered and hopeful about my health challenges”

“Always double checking how I feel mentally which made me feel more comfortable.”

“The care that I received in the Emergency department was excellent. The nurse was a great communicator as well as compassionate and caring.”

Rated overall care good
“Overall care was good. Good practices to make my care safe. This was well delivered. A smile speaks many languages please encourage your staff to continue this small action as it make a patients day. Appreciate the care I received.”

“[The result of surgery] is better than expected - especially not having any pain which was my main worry. Also I quite enjoyed the food - the sandwiches were very nice.”

Rated overall care fair
“I never got to see the doctors who carried out my surgery during few days stay in the hospital. I wanted to ask them directly how my surgery went…”

Rated overall care poor
“The nurse on the Sunday morning was the most wonderful nurse...She was the only person who made me feel like a human being.”

“Staff were polite. That’s all. I am still in the same pain.”

What matters to patients
Most patients rate Counties Manukau Health’s performance highly (between 8 and 10) on the dimensions they consider important. Overall, the things patients say Counties Manukau Health does best are giving them confidence in their treatment and care (81%) and treating them with compassion, dignity and respect (81%). Similarly, patients also rate highly the way Counties Manukau Health helps to control pain and nausea (75%) and enable support from whānau, family and friends (75%).

The graph below ranks the dimensions of care in order of what matters most to patients and shows how we are doing on each of those dimensions. The percentages of patients who say that each dimension makes a difference are listed next to each.

Overall care and treatment
Over 1,400 patients to date have completed the survey (as of 31st March 2015.) Most patients to date rate the care and treatment at Counties Manukau Health positively, with an average of 81 per cent rating it very good or excellent. Eight per cent of patients, however, rate their care as poor or fair.
Excellence

Last month an analysis of feedback from over 1000 patients found, perhaps unsurprisingly, that patients who have their individual needs met were much more likely to rate their experiences positively. This month we are are focusing on what distinguishes excellent care from very good care.

Why does this matter?

A systematic review of evidence on the links between patients experience and clinical safety and effectiveness published in the British Medical Journal (BMJ Open 2013;3) found consistent and positive associations between patient experience, patient safety and objectively measured health outcomes.

They concluded that clinicians should resist side-lining patient experience as subjective or divorced from the “real clinical work of measuring safety and effectiveness”.

The authors support the case for patient experience to be seen as one of the three pillars of quality healthcare, alongside patient safety and clinical outcomes.

"The weight of evidence across different areas of healthcare indicates that patient experience is clinically important."

So what does excellent care look like to patients?

When we examine the comments from those who rate their care and treatment as excellent closely, we see some common and distinct themes emerging. These insights can be used to further improve our performance.

Overall excellence ratings

On average, just under half of Counties Manukau Health’s patients (44%) rate our performance as excellent. Overall, our excellent ratings have been trending upwards since August 2014.

Inpatients that rated CM Health’s overall performance as excellent (%) by division

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Medical services n=353; Surgical and Ambulatory n=835; Women’s Health n=311; Kidz First n=52. The differences between service groups are small but significant (p< .05).

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A closer look at excellence

In total almost one thousand (928) patients have rated their care and treatment as very good (449) or excellent (479). What differentiates excellent from very good care? How can we lift our ratings from very good to excellent?

Positive comments

Focusing on what matters to patients

One third (33%) of patients commented that their overall care was excellent, compared with 21% who rated their care as very good. These patients were more likely to rate their care as excellent in the three areas that mattered to them.

Staff care

One-quarter (25%) of patients who rated their care as excellent noted that staff genuinely seemed to care about their wellbeing and were friendly, caring and supportive towards them. This compares with 22% who rated their care as very good. The difference is small but significant.

Professional and polite

Patients who rated their care excellent were more likely to comment that staff were professional, polite and competent (8%) than those who rated their care as very good (3%)

Areas to improve

Noise

Patients who rated their care as excellent were less likely to comment on noise (3%) than patients who rated their care as very good (7%). Noise was from patients, family members, nurses private conversations, drip alarms etc

Discharge process and information

Only 3% of patients who rated their care as excellent commented on improvements in discharge process and procedures, compared with 7% of those who rated their care as very good. Of particular concern was delays.

“Everything went well expect for the discharge. I waited 3.5 hours in the discharge area before anything was signed off to let me go... it was very frustrating.”

Staff busy and rushed

Patients who rated their care as excellent were less likely to comment that staff were rushed (2%) than patients who rated their care as very good (5%).

“Nurses bedside manner. Seem to always be in a rush.”

Overshadowing excellent care

Just as acts of kindness can lift patients’ experience of care, one rude or interaction can overshadow otherwise excellent care.

“Overall excellent care, except for a rude nurse.”

“The surgeon did not introduce themselves to me at all. I do not know who did my surgery.”

ACTIONS

HOW TO LIFT OUR PERFORMANCE FROM VERY GOOD TO EXCELLENT

Overall patients who rated their care as very good or excellent commented that:

• Staff were friendly, kind and supportive 22%
• Staff were helpful 8%
• Staff were professional and polite 6%
• Their questions were answered 5%

They were also likely to make suggestions for improvements on:

• Food 11%
• Housekeeping issues 8%
• Noise 5%
• Information 5%
• Discharge information and procedures 5%

What can we do to improve?

• To lift our care from very good to excellent patients are asking us to:
  • Understand their needs and what matters most to them
  • Interact with them in a warm and friendly, but professional manner
  • Show kindness and compassion – small acts count
  • Show you are genuinely interested in their welfare and wellbeing
  • Take time ‘ Be respectful – keep noise to a minimum.

Stories of change

We would like to understand any changes that are being made as a result of the findings. We would like to share these stories. Please let us know:

• How you are using this information;
• What actions you are taking as a result of this feedback; and

If you notice any changes as a result of these actions.

Please send your stories to the Consumer Experience Coordinator, Lyndee.Allan@middlemore.co.nz

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