



Why Safety and Quality is important to consumers

Pip Brennan, Executive Director,
Health Consumers' Council (WA) Inc.

Acknowledgement of Traditional Owners

We acknowledge the Whadjuk Noongar people who are the Traditional Owners of this Land and pay respect to all Elders past, present and future. We extend our respect to all other Aboriginal and Torres Strait Islander Cultures.





THE BERYL
INSTITUTE

Patient Experience is...
the
HUMAN EXPERIENCE

www.theberylinstitute.org

TRANSPARENCY

What is happening?
Individually, at the service level, at the system level

PARTNERSHIP

Patients, consumers & carers included in decision making, service & system design

BEING HEARD

Being listened to, time for conversations and to asking questions, developing positive change from being heard

EQUITY

Avoiding stereotypes, respecting individuality and culture

SAFETY

That I and my carers feel that I'm safe, that I'm treated by competent clinicians, that I know my patients feel safe

CHOICE

I know the options and I'm empowered to make informed choices

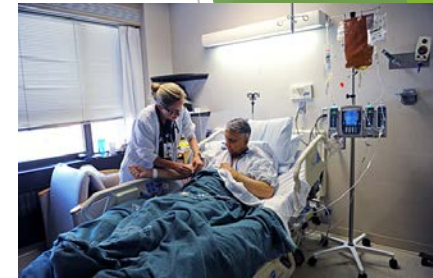
PERSON CENTRED

That I feel like a person not a number, that a holistic and family focused approach is taken



1. Person centred

For individuals, patients and families
For health practitioners
In health care organizations
In health systems



World Health Organisation

http://www.wpro.who.int/health_services/people_at_the_centre_of_care/definition/en/

alamy stock photo



EVERY SURGEON
CARRIES
WITHIN HIMSELF
A SMALL CEMETERY,
WHERE FROM
TIME TO
TIME HE GOES
TO PRAY
-RENE LERICHE



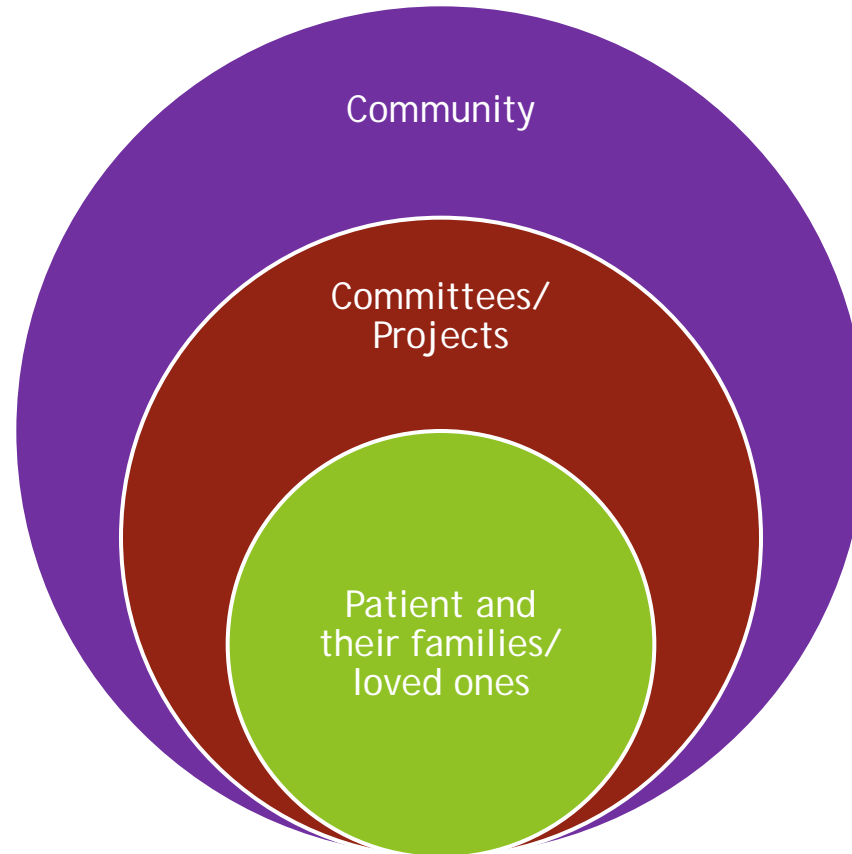
Permanent, life-altering consequences

2. Choice

'Informed consent' sounds so easy in principle - the surgeon explains the balance of risks and benefits, and the calm and rational patient decides what he or she wants - just like going to the supermarket and choosing from the vast array of toothbrushes on offer.

Henry Marsh, *Do No Harm: Stories of Life, Death and Brain Surgery*
p.36

3. Partnership



4. Being Heard

Health care practitioners may be experts about medical treatments, but patients are experts about their own lives. Patients clearly have the capacity to report on quality indicators that matter to them. This is the cornerstone of a patient-centred health care system, as opposed to a solely technically-centred system.

Patient's Experiences - Top Heavy with Research Literature Review 2013

<http://www.research-matters.com.au/publications/PatientsExperiencesReview.pdf>

4. Being Heard

What is your understanding of the situation and its potential outcomes?

What are your fears and what are your hopes?

What are the trade-offs you are willing, and not willing to make?

► Atul Gawande, *Being Mortal* p.259

5. Safety

- ✓ Patient care errors are handled appropriately in my work area;
- ✓ This health service does a good job of **training** new and existing staff;
- ✓ I am **encouraged** by my colleagues **to report** any patient safety concerns I may have
- ✓ The **culture** in my work area makes it easy to learn from the errors of others;
- ✓ Trainees in my discipline are adequately **supervised**;
- ✓ My **suggestions about patient safety** would be **acted upon** if I expressed them to my manager;
- ✓ Management is driving us to be a safety-centred organisation;
- ✓ I would **recommend a friend or relative** to be treated as a patient here.

► Stephen Duckett Indicators - Staff Engagement Survey

6. Equity

Evidence also indicates that patients' experiences are influenced by socio-demographic factors. This raises an interesting question: Does this reflect different expectations among different types of patients? Or do different types of patients within the same health service receive different types of care?

Patient's Experiences - Top Heavy with Research Literature Review 2013

6. Equity

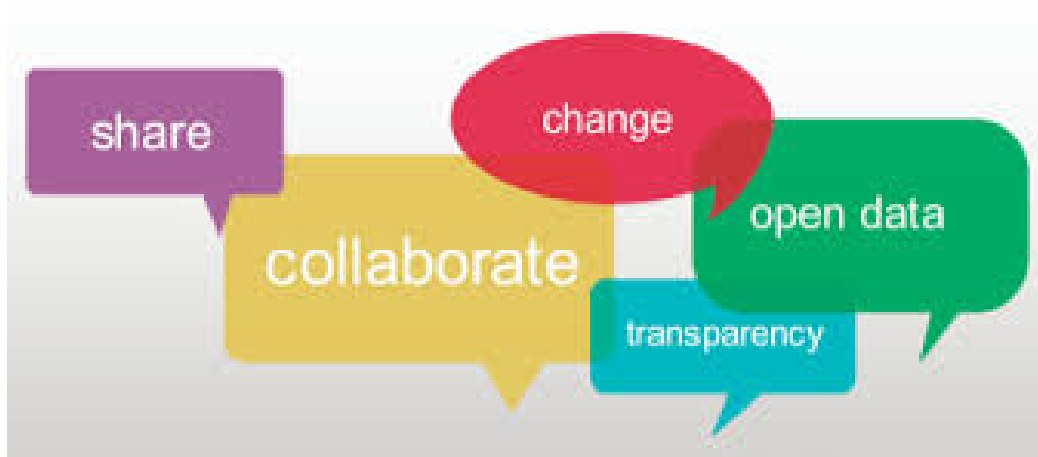
Patient Experience in Health Survey

“The sample frame included the following exclusions:

1. Aboriginal patients
2. Requiring an interpreter”

<http://ww2.health.wa.gov.au/~media/Files/Corporate/Reports%20and%20publications/Population%20surveys/2007-Measuring-Patient-Satisfaction-in-Western-Australia-Overview-2005-2006.ashx>

7. Transparency



“Comparative data on hospitals leads to improvements in quality and safety. Public reports need to be preceded by private reporting and services provided with a chance to improve. Area Health service information is useless, hospital information is useful.”

Stephen Duckett presentation

7. Transparency - low hanging fruit

“The HSPR contains the following S&Q elements (excluding patient experience and outcome linked access measures (e.g. rate of community follow up within first seven days of discharge from psychiatric admission):

- i. Unplanned return to theatre
- ii. Death in low mortality DRGs
- iii. Rate of SAC1 reporting received with 28 days
- iv. Healthcare-associated Staphylococcus aureus bloodstream infection
- v. Unplanned readmissions of patients (specific procedures)
- vi. In-hospital mortality rates (specific conditions)
- vii. Hand hygiene compliance
- viii. Hospital standardised mortality ratio
- ix. Rate of total hospital readmissions within 28 days”

Review Of Safety and Quality in the WA health system, 2017

<http://ww2.health.wa.gov.au/~media/Files/Corporate/general%20documents/Review%20of%20Safety%20and%20Quality/Review-of-safety-and-quality.ashx>

Patient Opinion - people speak up about safety

PATIENT OPINION
AUST
BE HEARD.

Share your experiences of Australian health services, *good* or *bad*.
We pass your stories to the right people to make a difference.

[Information for staff](#)

[Home](#) [Tell your story](#) [About us](#)

[Search](#) Search for stories about...
eg Royal Brisbane Hospital, heart surgery, depression, 2250

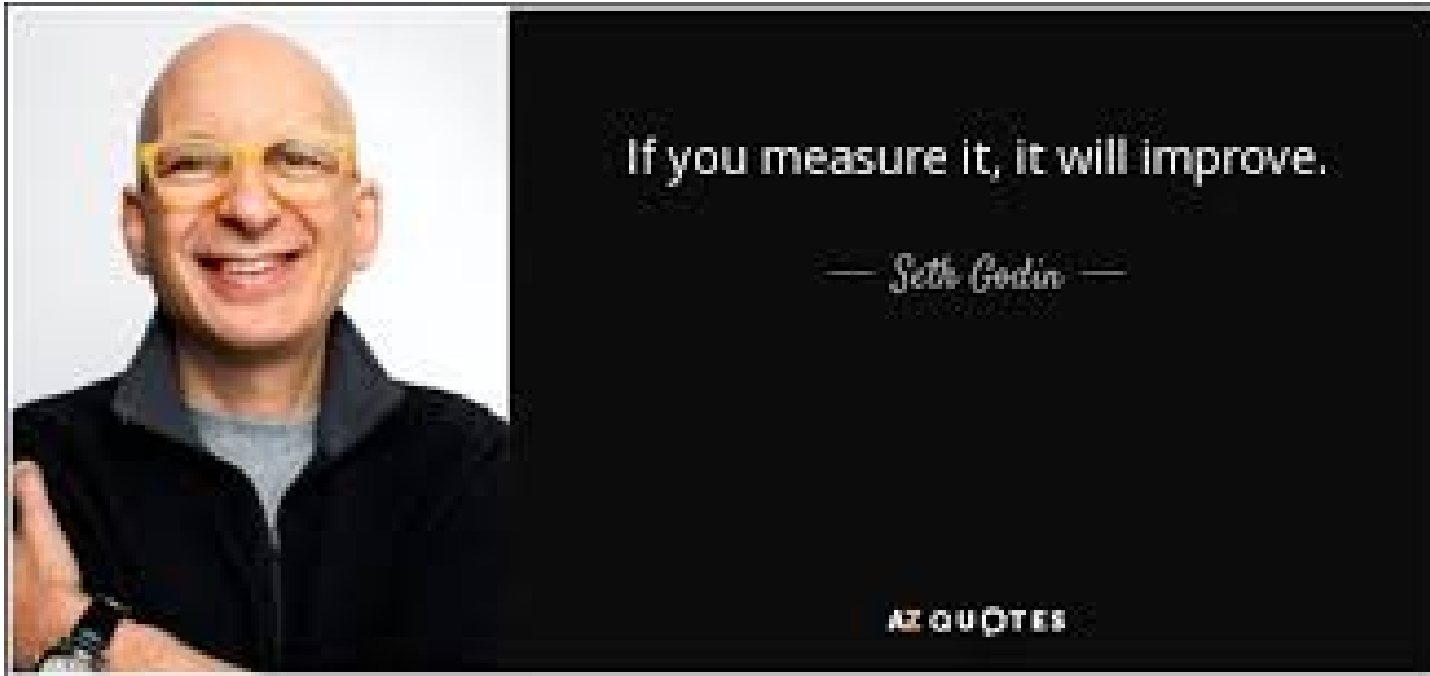
"Dangerous levels of doctor fatigue"

STORY HAS A RESPONSE

This story has had [4 responses](#)

The screenshot shows the Patient Opinion Australia website. At the top left is the logo 'PATIENT OPINION AUST BE HEARD.' To the right is a mission statement: 'Share your experiences of Australian health services, good or bad. We pass your stories to the right people to make a difference.' Below this is a navigation bar with buttons for 'Home', 'Tell your story', and 'About us'. A search bar is located below the navigation, with a magnifying glass icon and the text 'Search for stories about...' and an example 'eg Royal Brisbane Hospital, heart surgery, depression, 2250'. To the right of the search bar is a button for 'Information for staff'. Below the search bar is a section for a story titled '"Dangerous levels of doctor fatigue"'. To the right of the story title is a section titled 'STORY HAS A RESPONSE' which includes a row of four icons (a clock, a speech bubble, a speech bubble with a checkmark, and a speech bubble with a checkmark) and the text 'This story has had 4 responses'.

So What and How to Measure? A Consumer perspective



If you measure it, it will improve.

— Seth Godin —

AZ QUOTES

Patient Satisfaction vs Experience

Experience measures can produce comparatively more robust data, as **satisfaction** is a highly subjective and unclear concept, and because it can be difficult for patients to judge what a reasonable benchmark for satisfaction is.

Review Of Patient Experience And Satisfaction Surveys Conducted Within Public and Private Hospitals In Australia, 2012

<https://www.safetyandquality.gov.au/wp-content/uploads/2012/03/Review-of-Hospital-Patient-Experience-Surveys-conducted-by-Australian-Hospitals-30-March-2012-FINAL.pdf>

Patient surveys - Press Ganey

Where we need to focus

Your feedback has revealed a consistent theme: ***We need to keep you and your family better informed.***

We have developed our top ten areas that we will focus on to improve your experience, and have included our current score so you can see how we're tracking in these key focus areas:

Communicate and connect

- Response to concerns and complaints
- Communication between doctors and nurses
- Information to family about condition and treatment
- Time doctor spends with you.

Patient centred care

- Staff addressed patients emotional needs
- Nurses effort to include you in decisions
- Comfort of visitors.

Patient understanding and information

- Instructions for care at home
- Nurses kept you informed
- Doctors kept you informed.



Patient Experience in Health Survey

Table 3 Domains of health care as ranked by patients

	ALL SURVEY TYPES	ADULT OVERNIGHT	CHILD OVERNIGHT	MATERNITY
Time and attention paid to patients' care	7	7	7	6
Information and communication	6	6	5	5
Meeting personal as well as clinical needs	4	5	6	4
Getting into hospital	5	4	4	N/A ¹¹
Involved in decisions about care and treatment	3	3	3	3
Continuity of care	2	2	2	2
Food and residential aspects	1	1	1	1

<http://ww2.health.wa.gov.au/~media/Files/Corporate/Reports%20and%20publications/Population%20surveys/2007-Measuring-Patient-Satisfaction-in-Western-Australia-Overview-2005-2006.aspx>

There is some evidence that data collected at the level of individual teams, and **close to the time when the care was experienced**, may have the greatest impact on services.

Patient's Experiences - Top Heavy with Research Literature Review 2013

<http://www.research-matters.com.au/publications/PatientsExperiencesReview.pdf>

Patient Experience Trackers et al - live, real-time data

Patient Experience Trackers

PRINCESS MARGARET HOSPITAL - Paediatrics - Patient

PLEASE TAKE A MOMENT TO PROVIDE US WITH YOUR FEEDBACK

Did you feel that your child's care was delivered in an organised way?

Were you involved in decisions about your child's care and treatment as much as you wanted to be?

How would you rate the level of teamwork amongst the staff that provided care to your child?

Have you been informed of your child's estimated date of discharge?

Did you see staff clean their hands before and after treating your child?

Thank you for your feedback

 Government of Western Australia
Department of Health
Child and Adolescent Health Service

ustralia

 Child and Adolescent Health Service

Patient Experience Indicators

- ✓ Real-time Patient experience
- ✓ Friends and Family Test
- ✓ Patient Led Assessment of the Care Environment (PLACE)
- ✓ Patient Opinion watchers
- ✓ DATIX/CFM complaints data quarterly reporting

Review Of Safety and Quality in the WA health system, 2017

http://ww2.health.wa.gov.au/~/_/media/Files/Corporate/general%20documents/Review%20of%20Safety%20and%20Quality/Review-of-safety-and-quality.ashx

Patient Reported Outcome Measures

S&Q assurance reporting should cover clinically-reported and **patient-reported outcomes**, patient safety, workforce, staff and patient experience and provider governance metrics. These should be consistent across all providers of publicly-funded care.

Review Of Safety and Quality in the WA health system, 2017

http://ww2.health.wa.gov.au/~/_/media/Files/Corporate/general%20documents/Review%20of%20Safety%20and%20Quality/Review-of-safety-and-quality.ashx

Selected Mental Health Safety and Quality Indicators

- ✓ Documented evidence of a physical examination and physical health assessment in a mental health inpatient at time of discharge
- ✓ Health of the nation outcome scale (HoNOS)
- ✓ Readmission within 30 days
- ✓ Your Experience of Service Survey
- Care opinion?

Review Of Safety and Quality in the WA health system, 2017

<http://ww2.health.wa.gov.au/~media/Files/Corporate/general%20documents/Review%20of%20Safety%20and%20Quality/Review-of-safety-and-quality.ashx>

Final reflection



Health Consumers Council WA
08 9221 3422 1800 620 780

pip.brennan@hconc.org.au
www.hconc.org.au



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH