

Evaluating and Using Patient Experience – where have we got to?

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Areas to cover:

- About Picker Institute Europe
- Why experiences matter
- How to measure patient experience
- The UK experience
- Some other European countries
- The improvement agenda
- Where next?

An international charity dedicated to ensuring the highest quality health and social care for all

Our work is underpinned by a commitment to the Picker Institute principles of person centred care and our core aims are to:

- Influence policy and practice so that health and social care systems are always centred around people's needs and preferences;
- Inspire the delivery of the highest quality care, developing tools and services which enable all experiences to be better understood; and
- Empower those working in health and social care to improve experiences by effectively measuring and acting upon people's feedback.



Experiences matter...

- Because “to measure is to know” & “if you cannot measure it, you cannot improve it”¹
- To see “through the patient’s eyes”²
- To “put patients at the heart of healthcare”³
- “Patient experience is the most powerful lever [for choice and quality] and will be used for service improvement”⁴

1. Lord Kelvin, 1883

2: Gerteis, M., 1993

3. NHS Plan, 2001

4: Lord Darzi, 2008



Darzi, A. (2008a). Quality and the NHS next stage review. *Lancet*, 371(9624), 1563.

Darzi, A. (2008b). *High quality care for all: NHS next stage review final report*. London: Department of Health.



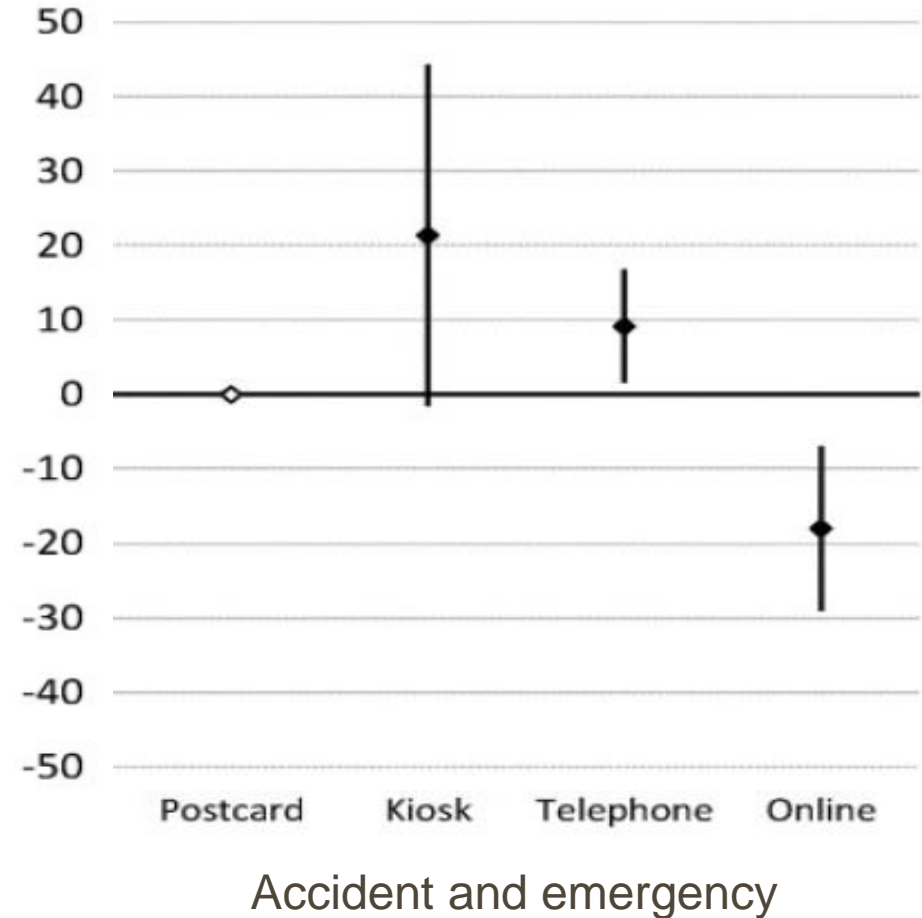
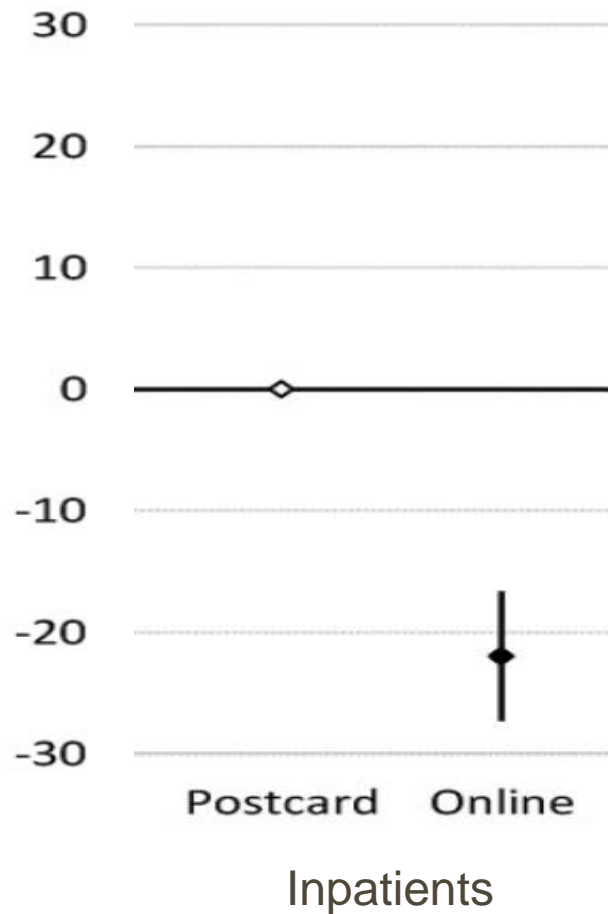
Darzi, A. (2008a). Quality and the NHS next stage review. *Lancet*, 371(9624), 1563.

Darzi, A. (2008b). *High quality care for all: NHS next stage review final report*. London: Department of Health.

Survey 'Modes'



Friends & Family Test: Mode Effects



NHS Inpatient Survey: History

- 2001/02: first National Inpatient Survey
- 2005: adopts current timings, becomes annual
- 2016 is the 12th year of the annual survey
- Has been used in...
 - Star ratings, performance ratings, etc
 - Care Quality Commission surveillance and monitoring
 - National Statistics
 - NHS Outcomes Framework
 - Payments to hospitals via national and local CQUINs
 - Local service improvement initiatives
 - Public information via NHS Choices

NHS Inpatient Survey: Methods

- Run as a 'devolved survey': centrally co-ordinated, but locally administered
- Standardised postal survey methodology
- Patients selected via pseudo-random sampling (1,250 consecutive discharges per hospital trust)
- Local and national reporting
- Sophisticated analysis of performance, taking account

Some Highlights from European Countries

Germany

- Charter of Rights
- No national surveys
- Institute of Quality Assurance
- 182 indicators required from hospitals

Italy

- Rights base approach
- Patient satisfaction indicators
- Patchy implementation and performance

Highlights II

The Netherlands

- Clear rights set out
- National Health Care Institute
- Planetree
- High satisfaction

Spain

- Framework of rights
- Regional variation
- Quality plan
- Avedis Donabedian Institute

Patient experience is related to...

- Better staff experience¹
- Higher clinical effectiveness & better patient safety²
- Lower complication rates³
- Reduced likelihood of adverse drug events⁴
- But also distinct:
 - “Although there are associations between clinical quality and measures of patient experience, the 2 domains ... remain predominately distinct”⁵

1 Raleigh, V. S., Hussey, D., Seccombe, I., & Qi, R. (2009). Do associations between staff and inpatient feedback have the potential for improving patient experience? An analysis of surveys in NHS acute trusts in England. *Quality and Safety in Health Care*, 18(5), 347–354. <http://doi.org/10.1136/qshc.2008.028910>

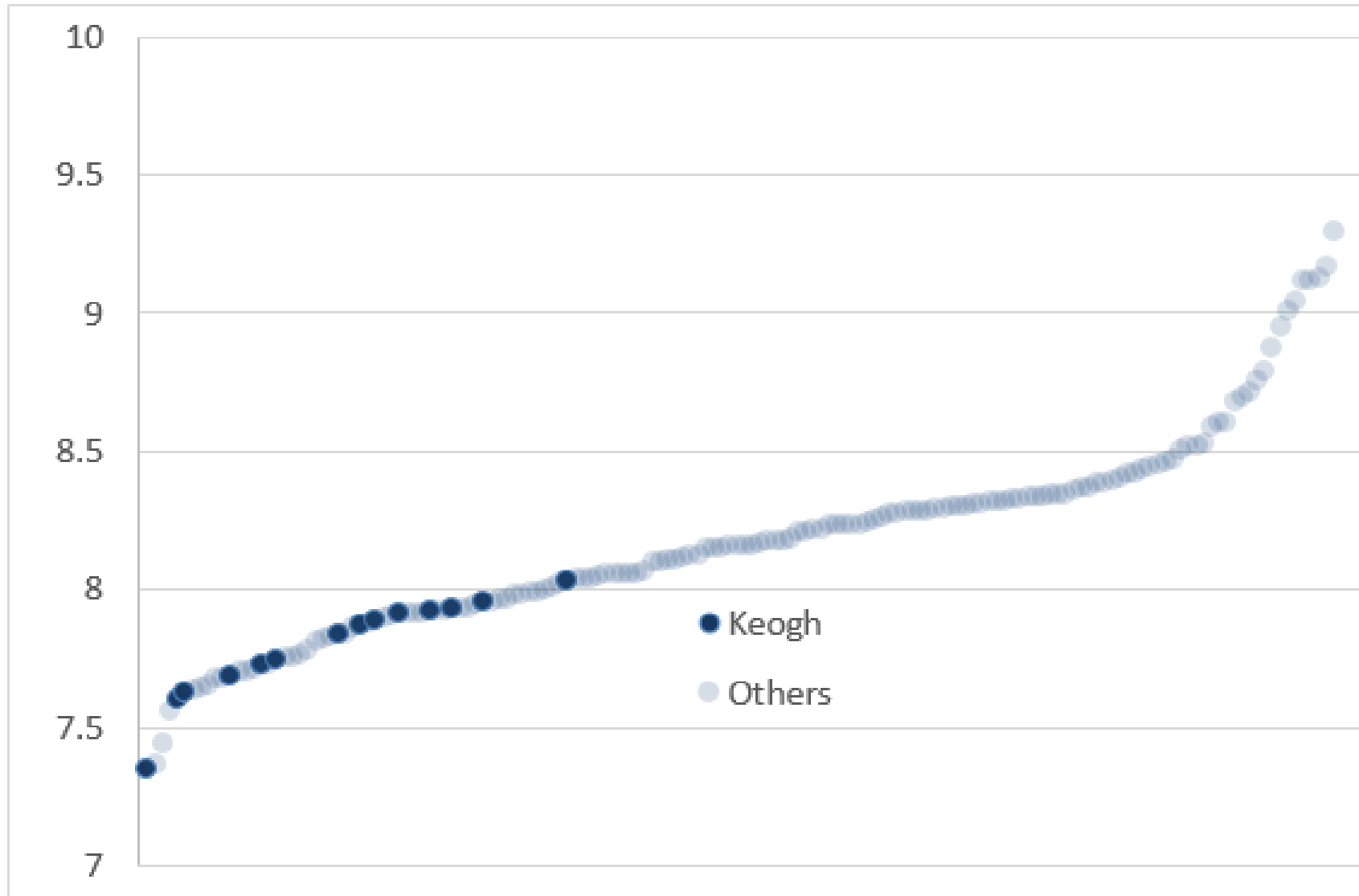
2 Doyle, C., Lennox, L., & Bell, D. (2013). A systematic review of evidence on the links between patient experience and clinical safety and effectiveness. *BMJ Open*, 3(1). <http://doi.org/10.1136/bmjopen-2012-001570>

3 Black, N. (2014). Relationship between patient reported experience (PREMs) and patient reported outcomes (PROMs) in elective surgery. *BMJ Qual Saf*, 23(7), 534.

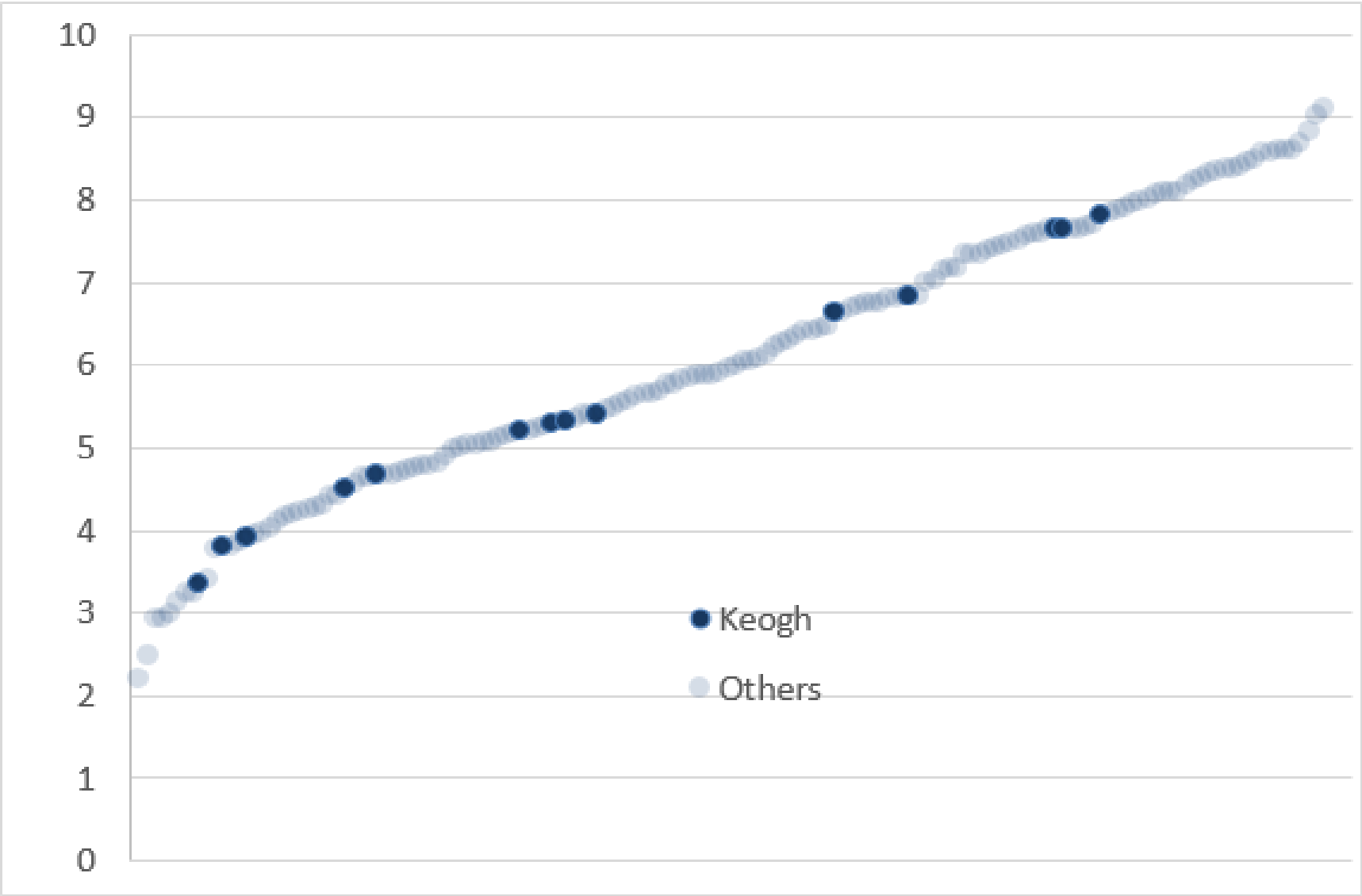
4 Forster, A. J., Murff, H. J., Peterson, J. F., Gandhi, T. K., & Bates, D. W. (2005). Adverse Drug Events Occurring Following Hospital Discharge. *Journal of General Internal Medicine*, 20(4), 317–323. <http://doi.org/10.1111/j.1525-1497.2005.30390.x>

5 Llanwarne, N. R., Abel, G. A., Elliott, M. N., Paddison, C. A. M., Lyratzopoulos, G., Campbell, J. L., & Roland, M. (2013). Relationship Between Clinical Quality and Patient Experience: Analysis of Data From the English Quality and Outcomes Framework and the National GP Patient Survey. *The Annals of Family Medicine*, 11(5), 467–472. <http://doi.org/10.1370/afm.1514>

When you had important questions to ask a doctor, did you get answers that you could understand?



Did you receive copies of letters sent between hospital doctors and your family doctor (GP)?

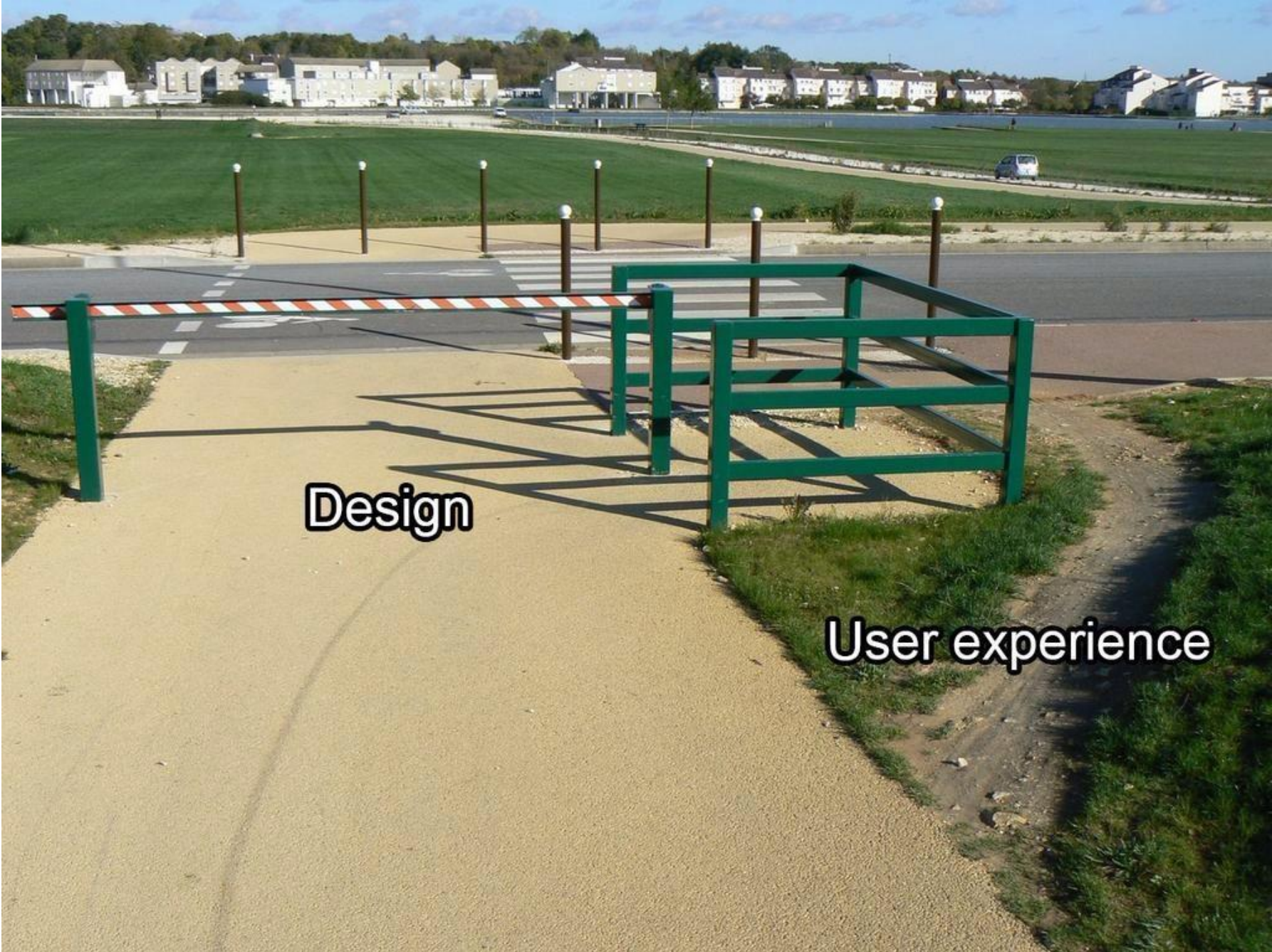


Transactional vs. Relational Aspects of Care

- There have been significant increases in transactional elements of care often driven by national initiatives
- We are very effective at changing processes e.g. privacy, single sex accommodations, letters etc.
- **BUT** process changes do not always lead to the behavioural changes affecting the areas that matter most to patients

Recent patient experience surveys suggest some common key improvement challenges:

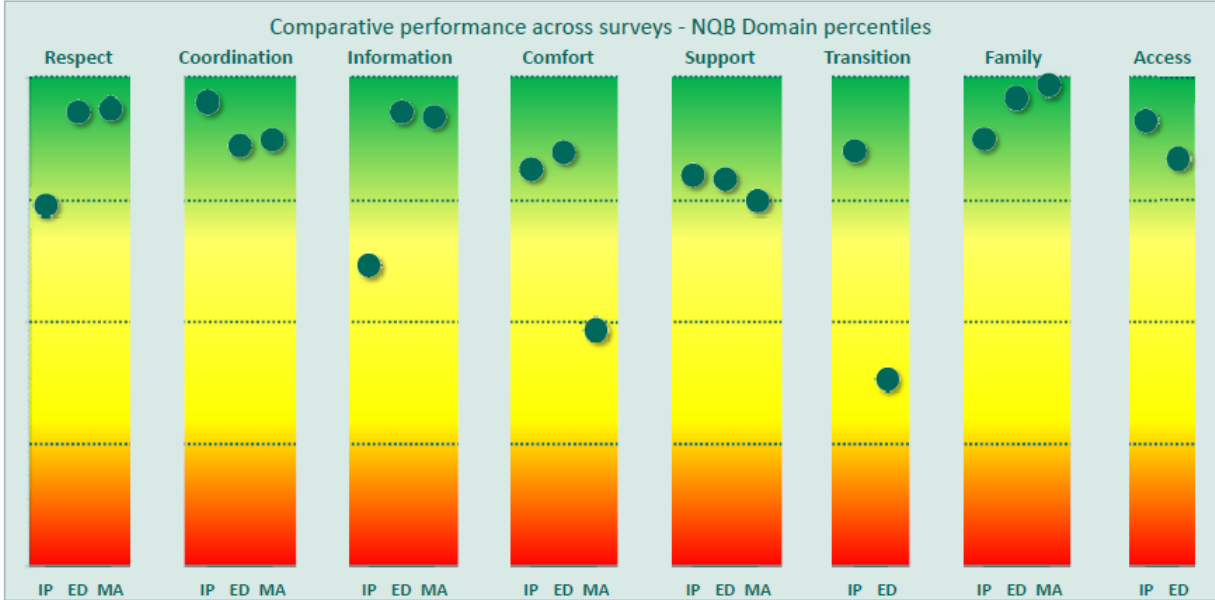
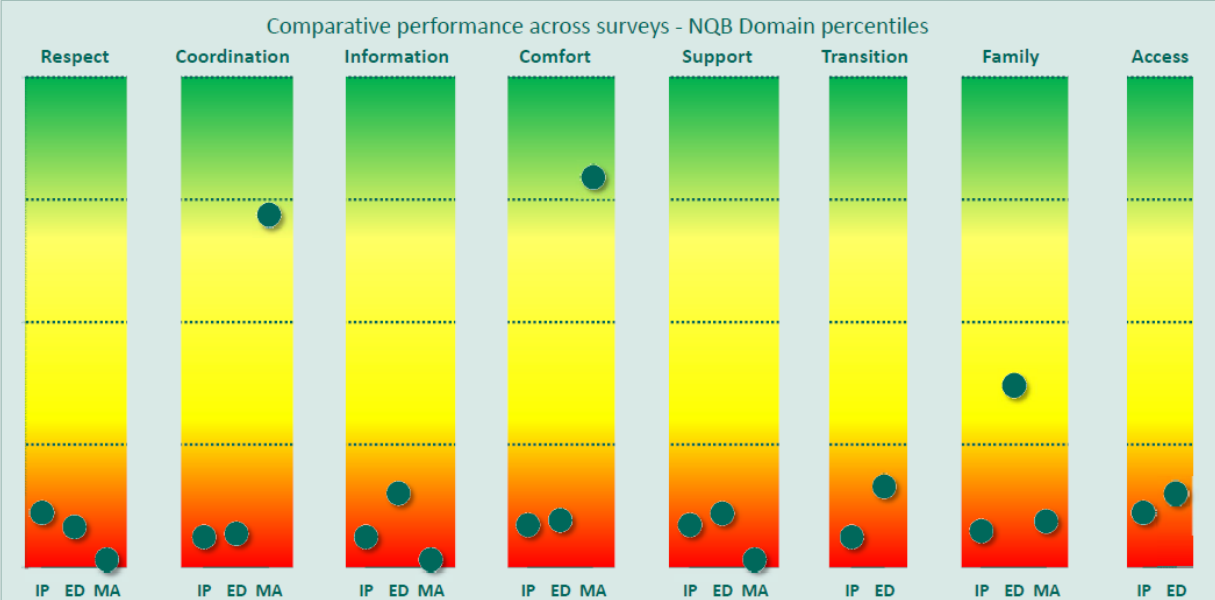
- Involvement in decisions
- Communication
- Information and care planning at point of discharge



Design

User experience

A focus on experiences can unlock potential to improve care quality



Key issues for the future

- Digital feedback
- Real time
- What future for surveys?
- Using data for improvement – triangulation
- Staff and public understanding of what data means
- Big data management
- Information governance

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