

An aerial photograph of the Hospital Clínic in Barcelona, showing its large, multi-story building complex surrounded by dense urban development. The text is overlaid on this image.

Patient experience: The lever to improve care

Joan Escarrabill, MD PhD

Chronic Care Program.

Hospital Clínic (Barcelona)

Master Plan for Respiratory Diseases (PDMAR) & Home
Respiratory Therapies Observatory (ObsTRD). FORES.

Ministry of Health (Catalonia)

The Art of Medicine

The shift to personalised and population medicine

J A Muir Gray. Lancet 2013;382:200-1

Paradigm shifts

Decisions for the patient, **without** the patient



Effectiveness



Quality



Safety



Value

The driver is the patient,
not the doctor



From the
patient's
perspective

What Is Value in Health Care?

Michael E. Porter, Ph.D.

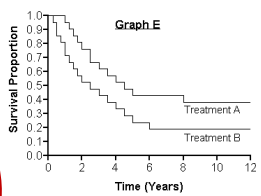
[NEJM 2010;363:2477-81](#)

$$\text{Value} = \frac{\text{Outcomes}}{\text{Cost}}$$

Value \neq Satisfaction

Outcomes that mattered to patients

Clinical status



Survival curve



VS

Functional status

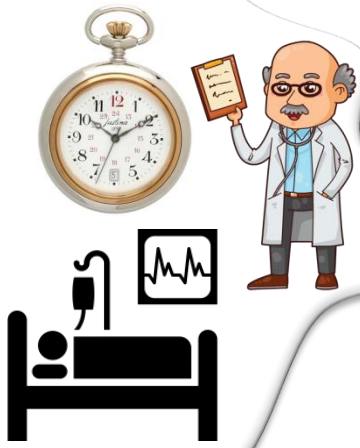


Disabilities / Disutilities



Cognitive disorders

Time

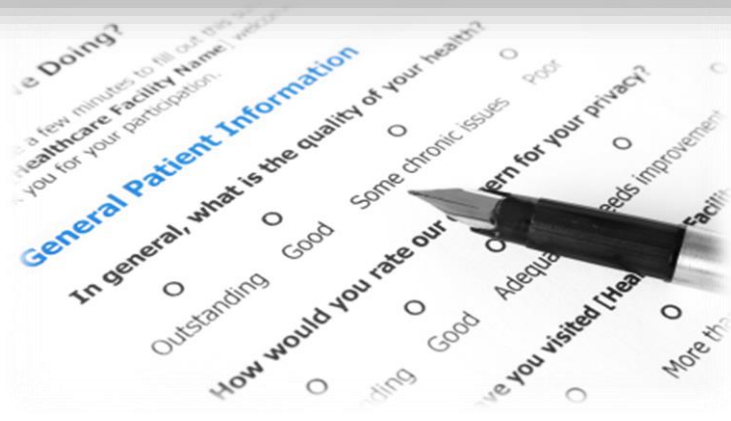


Full health care process (medical conditions),
not isolated procedures

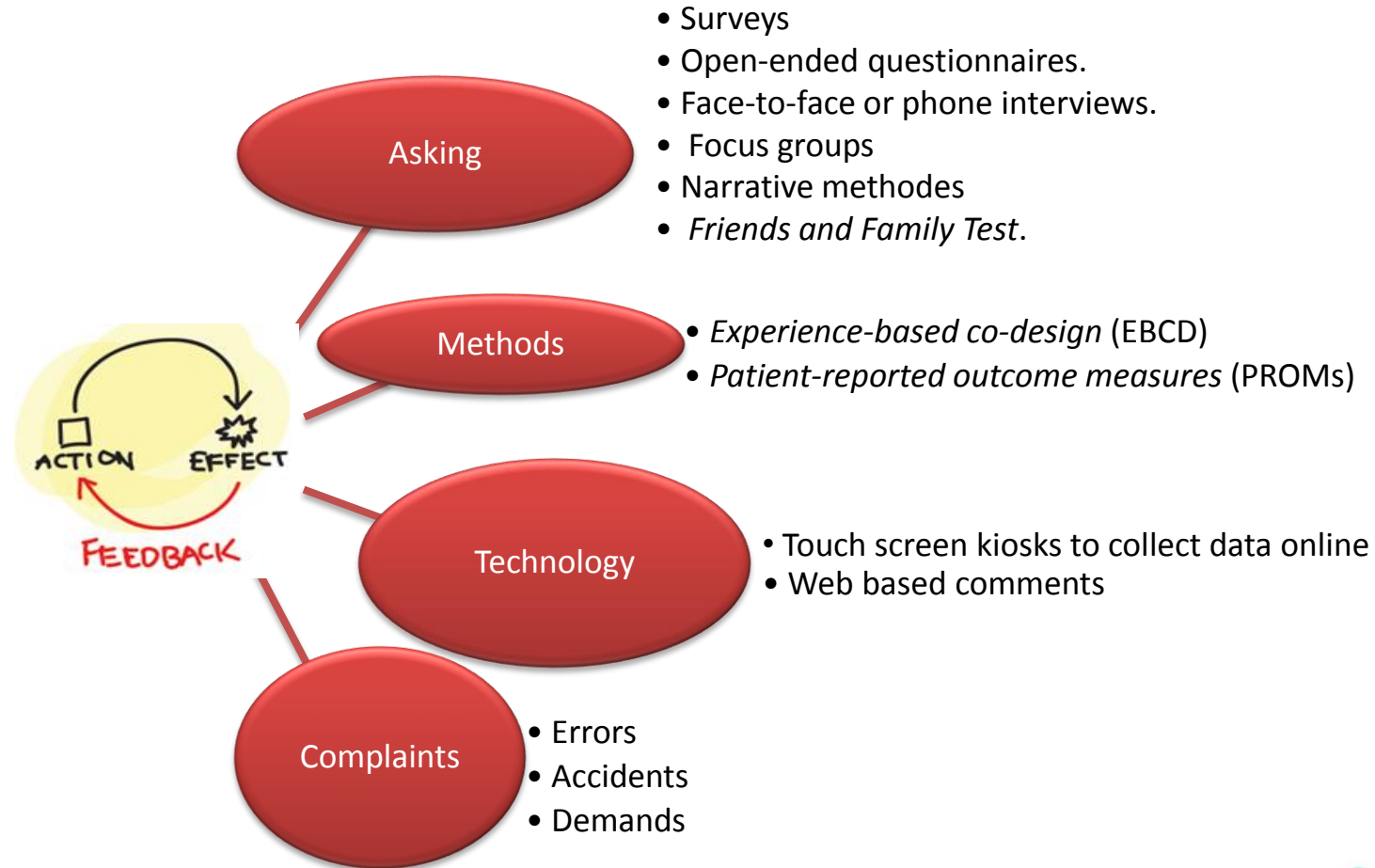




across the **continuum** of care.

[illegible]

Collecting patients' feedback



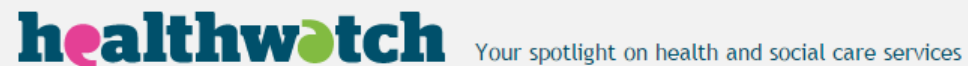
Web based comments



www.patientopinion.org.uk/



www.nhs.uk/Pages/HomePage.aspx



www.healthwatch.co.uk/

iWantGreatCare
The trusted site for healthcare reviews

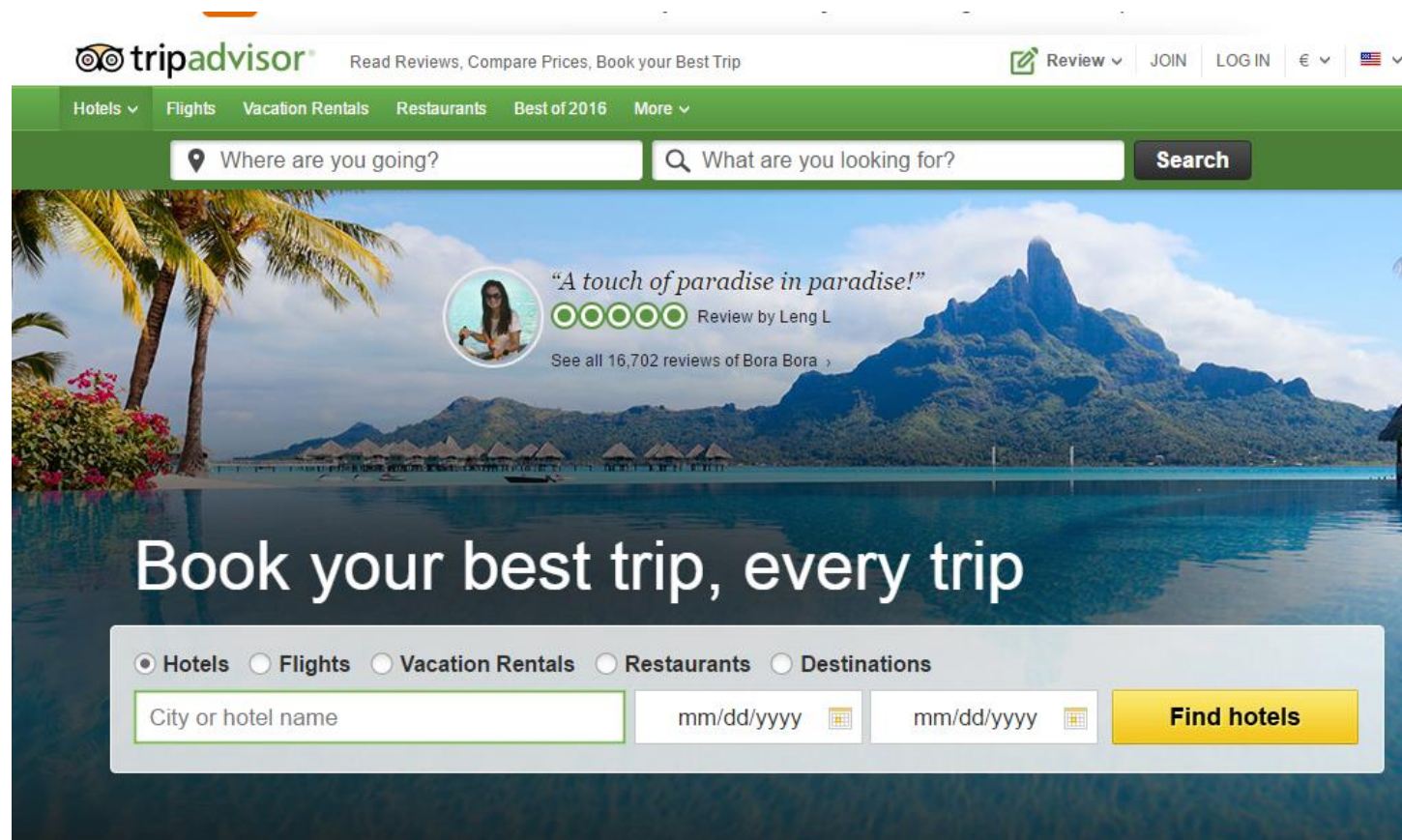
Ratings and reviews from patients like you
www.iwantgreatcare.org

Witnesses to poor care being denied right to complain



We have found that 1 in 3 hospitals are failing to listen to concerns raised by visitors, contractors and other 'citizen whistleblowers'.

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Yelp Reviews Of Hospital Care Can Supplement And Inform Traditional Surveys Of The Patient Experience Of Care

Health Affairs 2016;34: 697–705

Group Health Cooperative - Capitol Hill Campus



Pragnesh P.

Seattle, WA

2 friends

38 reviews



Share review



Compliment



Send message



3/8/2016



Updated review



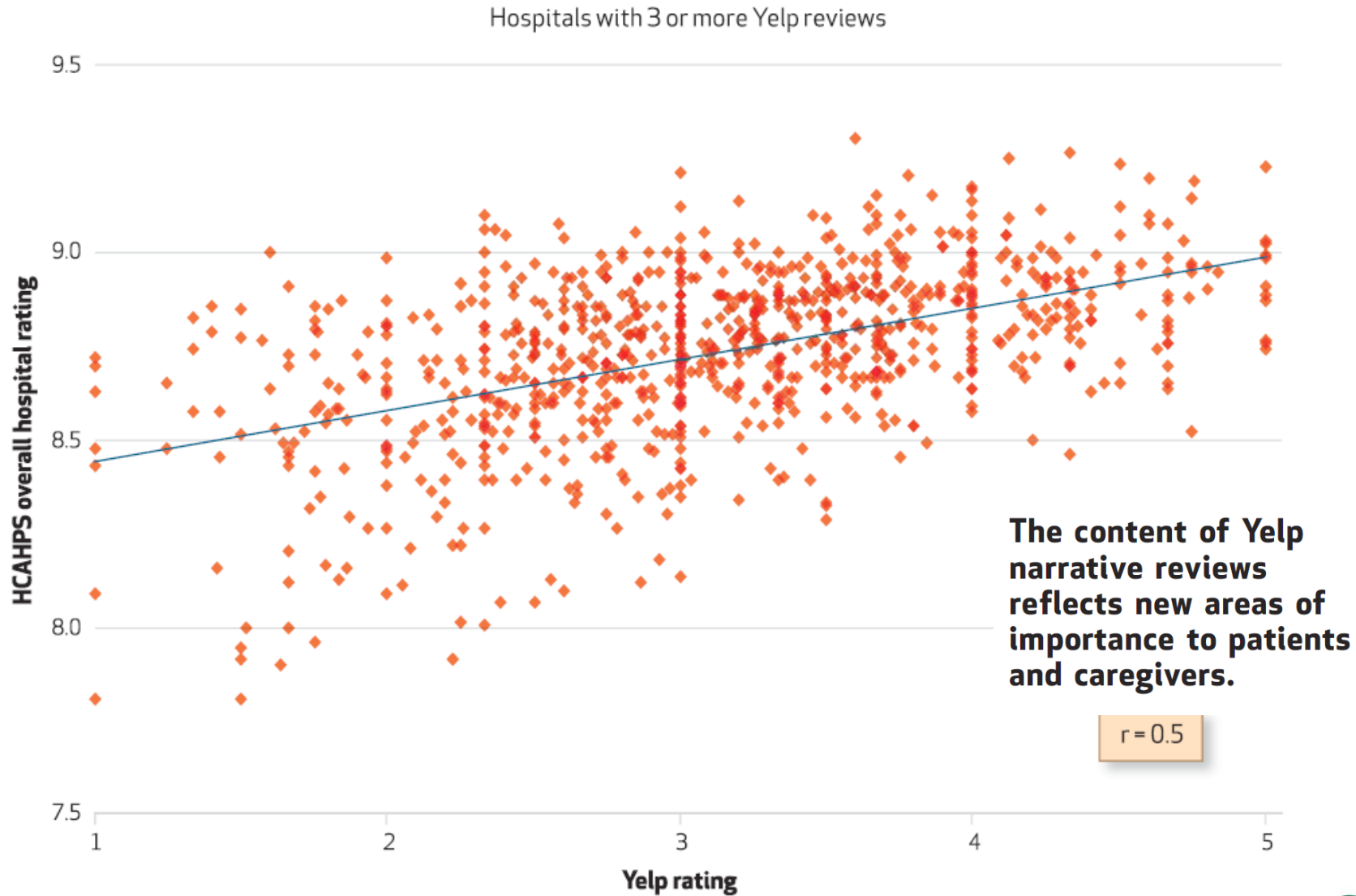
2 check-ins

Extremely caring medical professionals and administrative staff. They are also current with new medications and supportive of clinical trials and medical marijuana. Generally easy to get appointment. Good value for insurance premium.

The content of Yelp narrative reviews reflects new areas of importance to patients and caregivers.



Mean Yelp review ratings correlated with HCAHPS survey overall hospital ratings, 2005-14



How can clinicians use the patient experience?

1

Quality (Value)



CAHPS® Hospital Survey

2

Service design



SPOTLIGHT: PATIENT CENTRED CARE

Patients and staff as codesigners of healthcare services

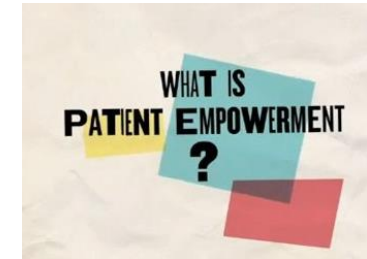


BMJ 2015;350:g7714

“...lack of evaluation of other approaches makes comparison difficult”

3

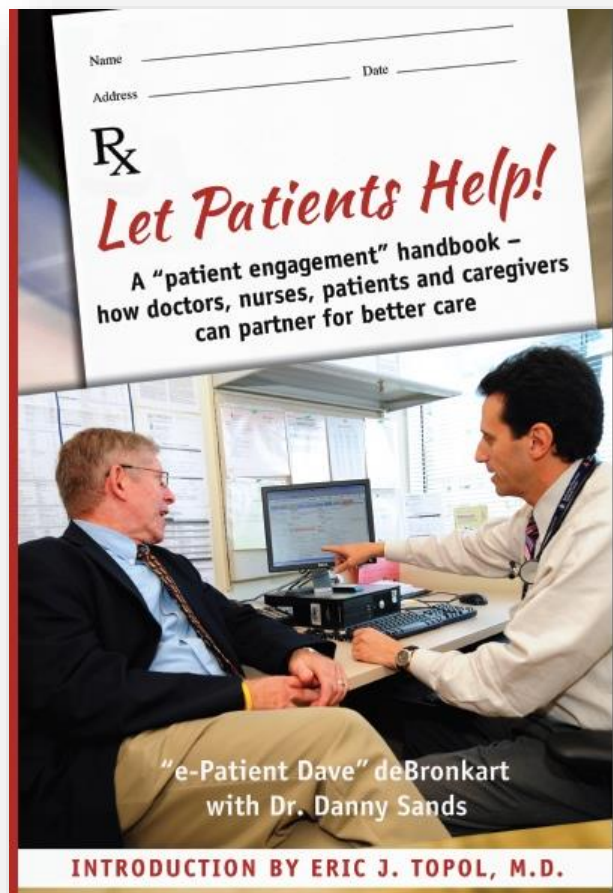
Patient empowerment



- Information
- Education
- Life style
- Shared decision
- ...

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The patient...



The most under-used **resource** in healthcare

The most under-used **member** of the healthcare team

Information



Medical record access



Tools



e-Patient Dave

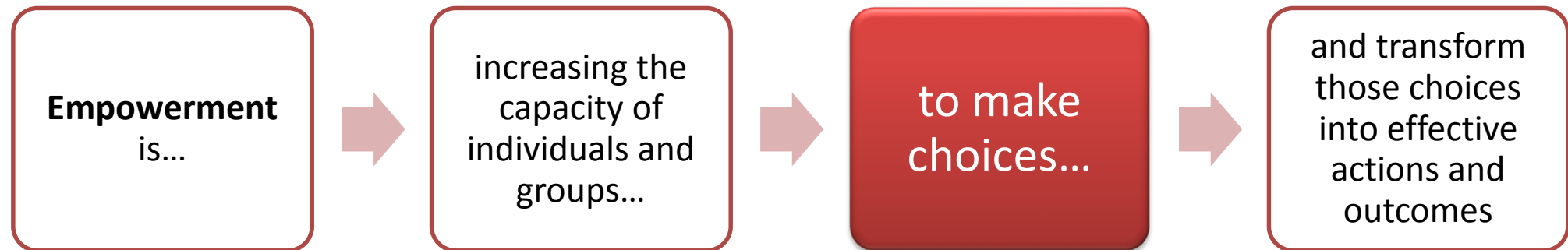
A voice of patient engagement

Home Courses Schedule Media For Patients Pt. Communities For Providers Videos Boards & Awards Testimonials Books About Contact

It's time to adopt a good working definition of empowerment.

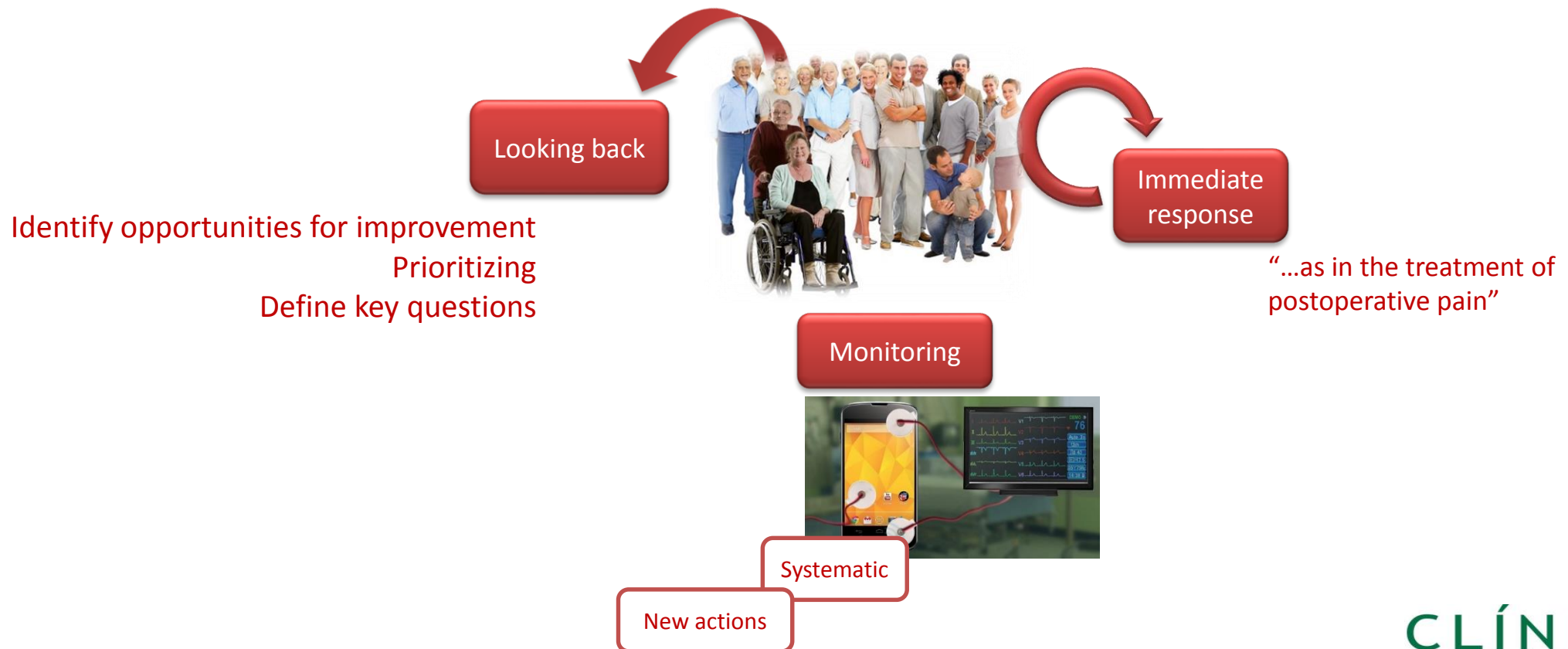
By e-Patient Dave

January 7th, 2016



“Collecting data on patient experience is not enough: they must be used to improve care”

A Coulter. BMJ. 2014;348:g2225



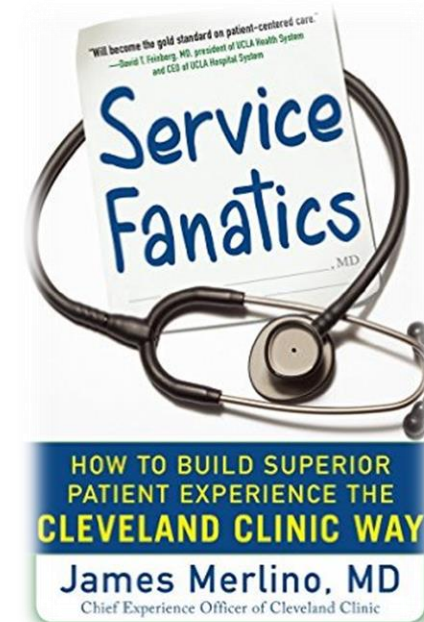


Safety

Excellence
Effectivity

Positive
experience

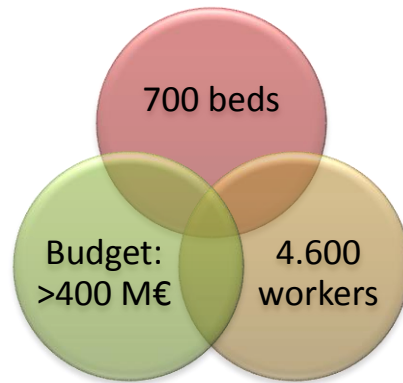
Why an University
Hospital is interested in
the patient experience?



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Hospital Clinic at a glance

40.964 admissions (2015)
21.017 major surgery procedures
122.668 A & E visits

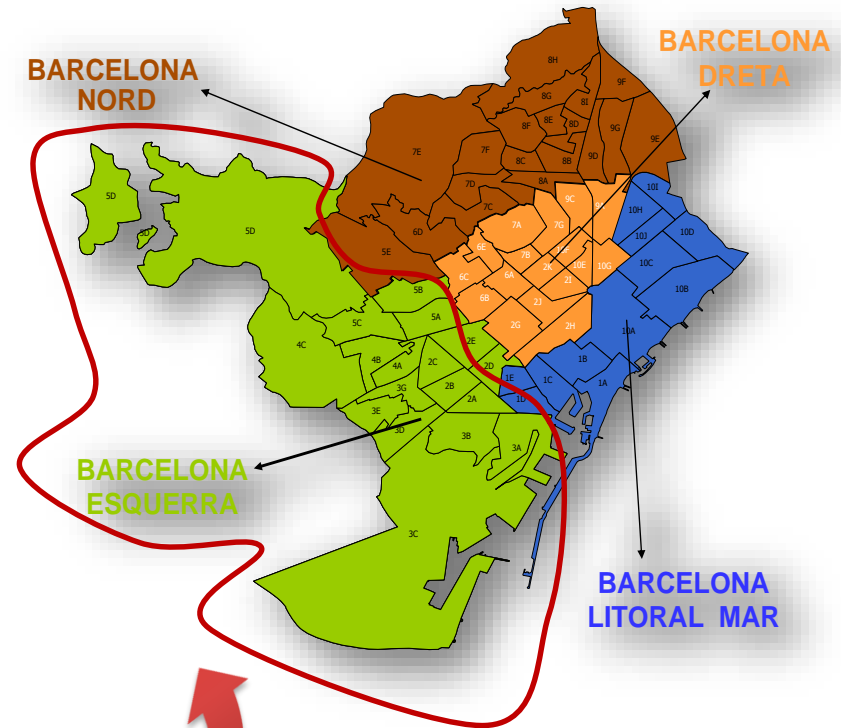


Dual Hospital

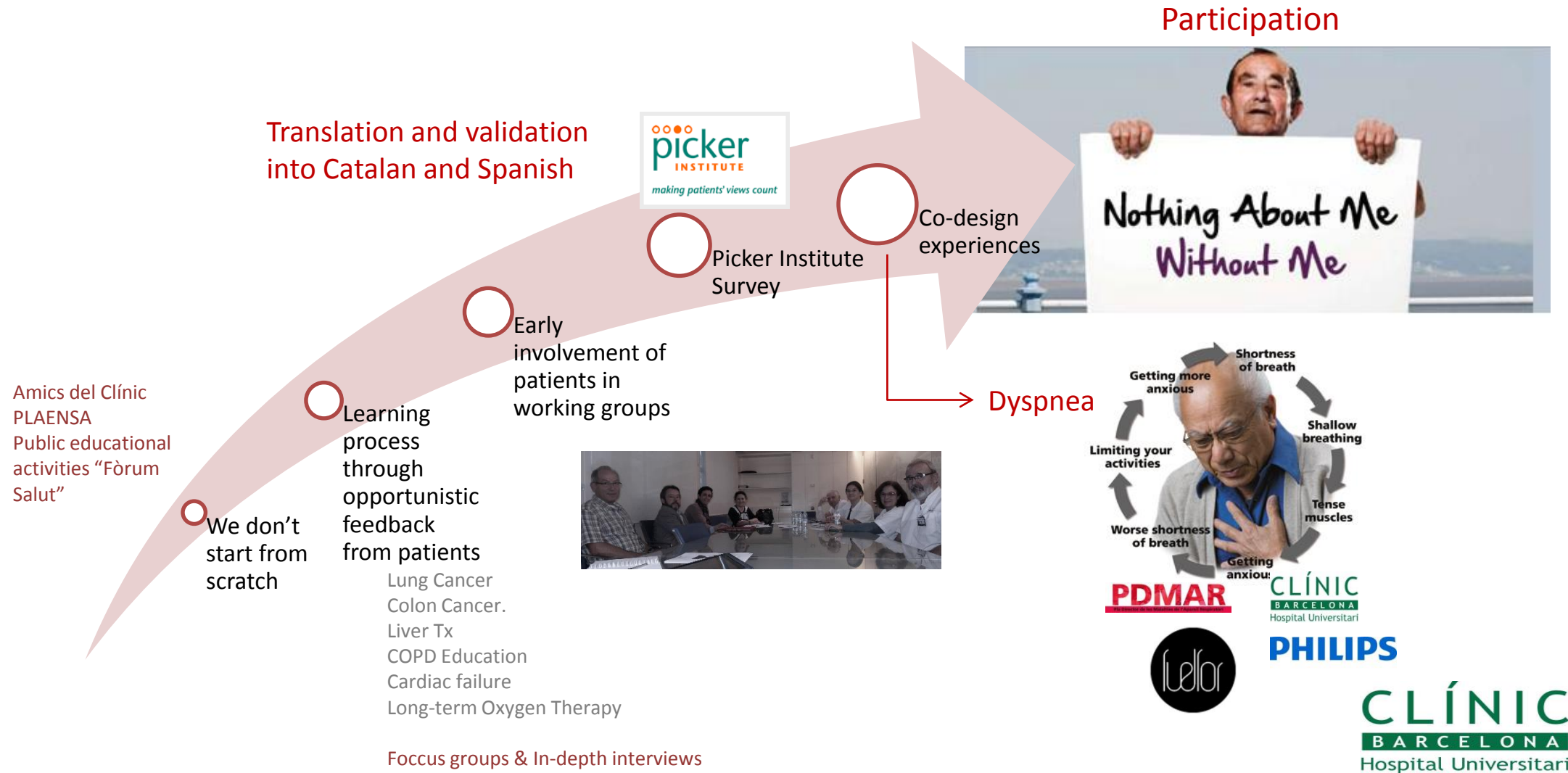


Community
Hospital
> 500.000 inhab

High-tech Hospital
> 7M inhab



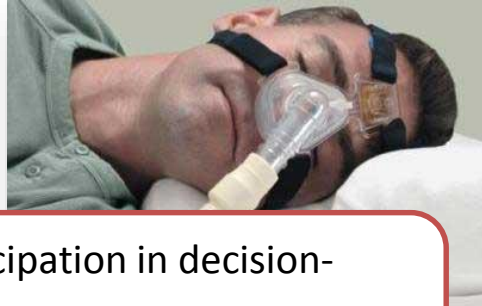
XPA at Hospital Clinic



Patient experience: focus groups



CPAP for sleep disorders



Low participation in decision-making
Good information from nurses



Long-term oxygen therapy



Psychological impact
Impact in daily life



Aproximación a la experiencia del paciente y sus cuidadores en la oxigenoterapia domiciliaria
Xavier Clèries ^a, Montserrat Solà ^b, Eusebi Chiner ^c, Joan Escarabill ^d en nombre del Grupo Colaborador del Año SEPAR 2014/2015 del Paciente Crónico y las Terapias Respiratorias Domiciliarias para la evaluación de la experiencia del paciente.

Arch Bronconeumol 2016



Continuous subcutaneous insulin infusion (CSII)

Improve educational strategy and adapt the pace of learning
Recommendations to manufacturers

Bariatric surgery



Psychological aspects
Adapt the educational programme to surgery time
Sedation in gastric endoscopy



New website design



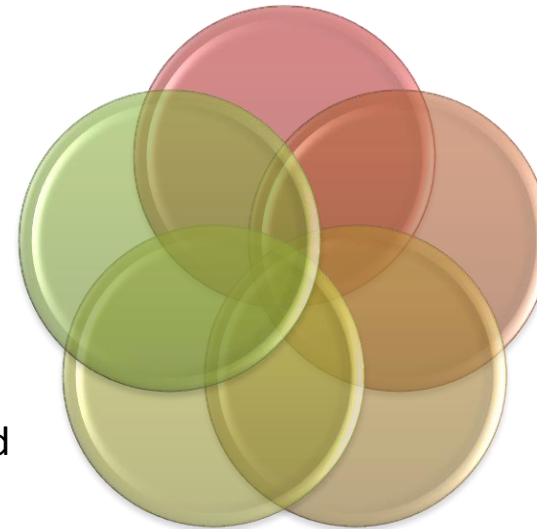
Information trusted
and “signed”

Translate news
and innovations
in an intelligible
way

The testimony of
patients is helpful
for others

Questions and
answers to
everyday
problems

Practical tools:
Appointment
changes,
consultation of
tests results ..



Foccus group
May 5th-6th 2015. Hospital Clínic

May 15th 2015

Patient Experience and Satisfaction with Inpatient Service: Development of Short Form Survey Instrument Measuring the Core Aspect of Inpatient Experience

Eliza L. Y. Wong^{1*}, Angela Coulter², Paul Hewitson², Annie W. L. Cheung¹, Carrie H. K. Yam¹, Siu fai Lui¹, Wilson W. S. Tam^{1,2a}, Eng-kiong Yeoh¹

PLOS ONE | DOI:10.1371/journal.pone.0122299 April 10, 2015

General Inpatient Questionnaire of the Care Quality Commission in England



Hong Kong Inpatient Experience Questionnaire (HKIEQ)

Short-form Hong Kong Inpatient Experience Questionnaire (SF-HKIEQ)

Beginning of the process

June 2015

Summer 2015

Fall 2015

1st. Quarter 2016



Authorization for the translation

Translation Catalan and Spanish. 2 people for each language

Retro-translation to English and discussion of discrepancies

Validation
875 e-mail
113 phone calls

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Cross-sectional study to evaluate psychometric properties

Inclusion criteria	Exclusion criteria
Age > 18 years	LOS < 24h
Hospital admission	A&E visits
March 10 th – April 10 th	Exitus

	Total sample (n=2010)
Gender (Female/Male %)	44,3% / 55,7
Age (years)	66 (52-76)
LOS (days)	5 (2-9)

	E-mail (n=875)	Phone (n=113)
Gender (Female/Male %)	45,3 % / 54,8%	47,0% / 53,0%
Age (years)	60 (46-70)	68 (57 – 78)
LOS (days)	4 (2-8)	7 (3-13)
Average response time (min)	9' 11"	7' 37"

Older & more severe

Cross-sectional study to evaluate psychometric properties (ii)



- 43.5% of admitted patients gave their e-mail
 - But in some cases, such as patients with hip fracture, this percentage is 10%
- 80 answers were collected in the first 45'
- 80% of answers were collected in the first 48 h after each email

Cross-sectional study to evaluate psychometric properties (iii)

	Correo electrónico catalán(n=211) ^a	Correo electrónico castellano(n=178) ^a	Teléfono castellano(n=56) ^b	
Cumplimentador^c				p = 0,01 ^e
Paciente	148 (70,1)	130 (73,0)	40 (71,4)	
Familiar/amigo	32 (15,2)	21 (11,8)	16 (28,6)	Caregiver plays a role
Ambos	24 (11,4)	20 (11,2)	0	
Ayuda profesional sanitario	0	0	0	
Valores perdidos	7 (3,3)	7 (3,9)	0	

Picker Patient Experience Questionnaire (PPE-15)

Response rate



44%

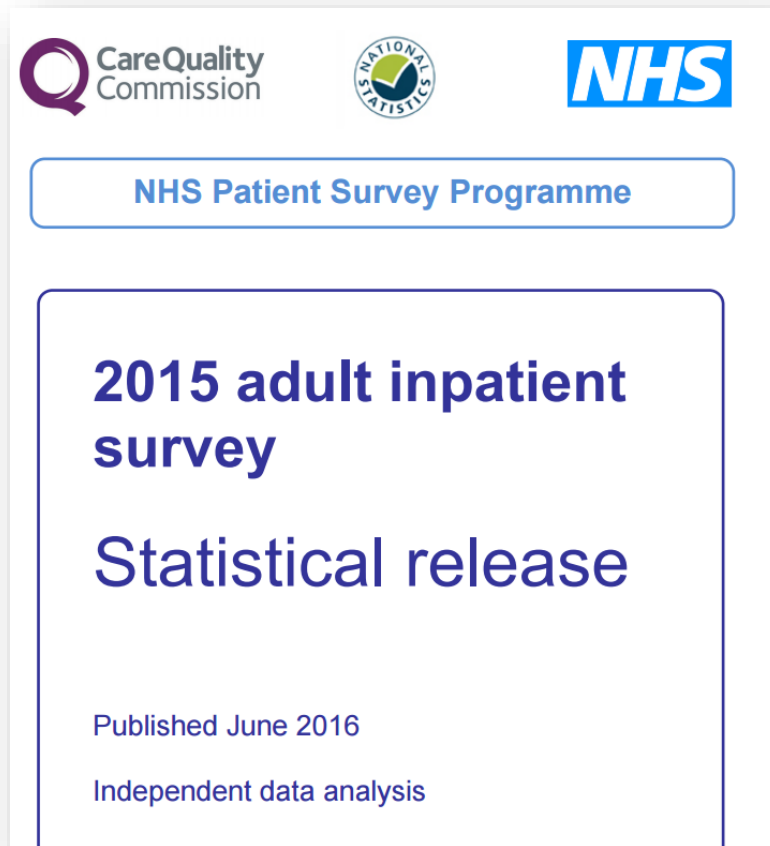


49%

Picker Patient Experience Questionnaire (PPE-15): Reliability

Ítem	Correo electrónico catalán		Correo electrónico castellano		Teléfono castellano	
	Ítem-test ^b	KR supr ^c	Ítem-test ^b	KR supr ^c	Ítem-test ^b	KR supr ^b
2	0,5954	0,8328	0,5873	0,8164	0,5776	0,7630
3	0,3217	0,8468	0,2572	0,8377	0,1347	0,7965
4	0,5771	0,8339	0,6315	0,8137	0,6338	0,7595
5	0,4059	0,8418	0,3517	0,8295	0,1606	0,7961
6	0,5243	0,8368	0,5623	0,8188	0,5260	0,7679
7	0,4745	0,8392	0,5605	0,8198	0,5921	0,7636
8	0,6892	0,8249	0,5913	0,8174	0,5689	0,7642
9	0,6727	0,8267	0,6209	0,8153	0,6682	0,7567
11	0,5707	0,8332	0,4371	0,8247	0,5032	0,7697
12	0,5027	0,8393	0,5589	0,8201	0,5321	0,7669
13	0,5915	0,8315	0,5136	0,8214	0,3539	0,7798
14	0,5653	0,8346	0,5653	0,8199	0,2853	0,7954
15	0,6431	0,8286	0,6358	0,8134	0,4953	0,7719
16	0,5923	0,8319	0,6279	0,8136	0,6936	0,7520
17	0,4972	0,8386	0,4603	0,8254	0,5479	0,7670
18	0,5663	0,8332	0,4869	0,8220	0,6940	0,7581

NHS: Inpatient survey 2015



NHS Inpatient Survey 2015:

The results show significant improvements, but the discharge process is still a problem

Sent by mail

Response rate: **47%**

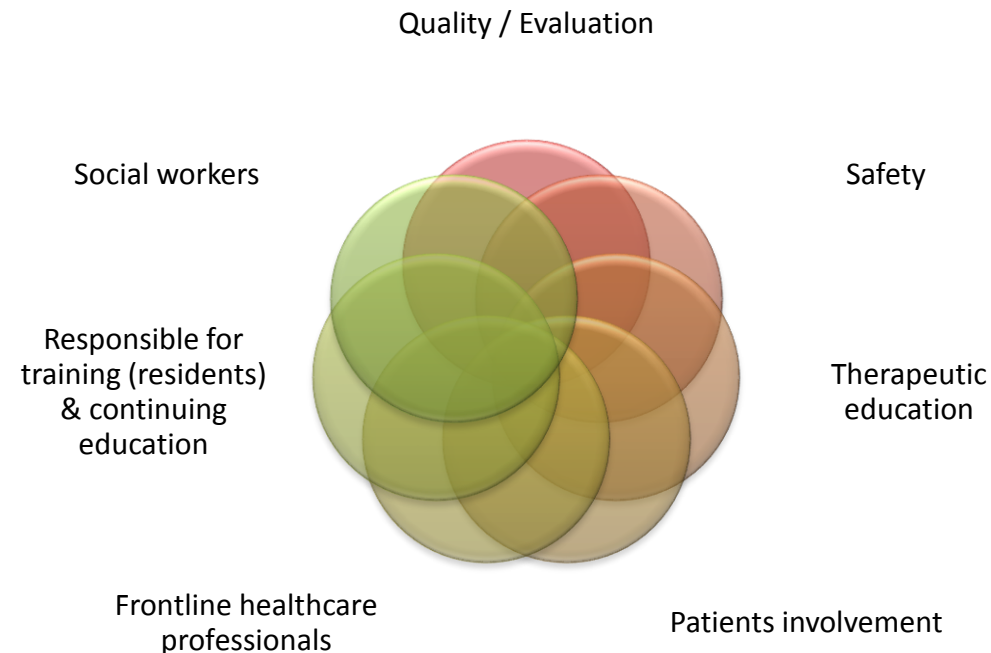
Some comparative data: NHS 2015 – Hospital Clínic

	NHS 2015	Hospital Clínic
Overall, did you feel you were treated with respect and dignity while you were in the hospital?	84%	84%
When you had important questions to ask a doctor, did you get answers that you could understand?	71%	71%
Were you involved as much as you wanted to be in decisions about your care and treatment?	60%	66%
Did a member of staff tell you about medication side effects to watch for when you went home?	41%	37%

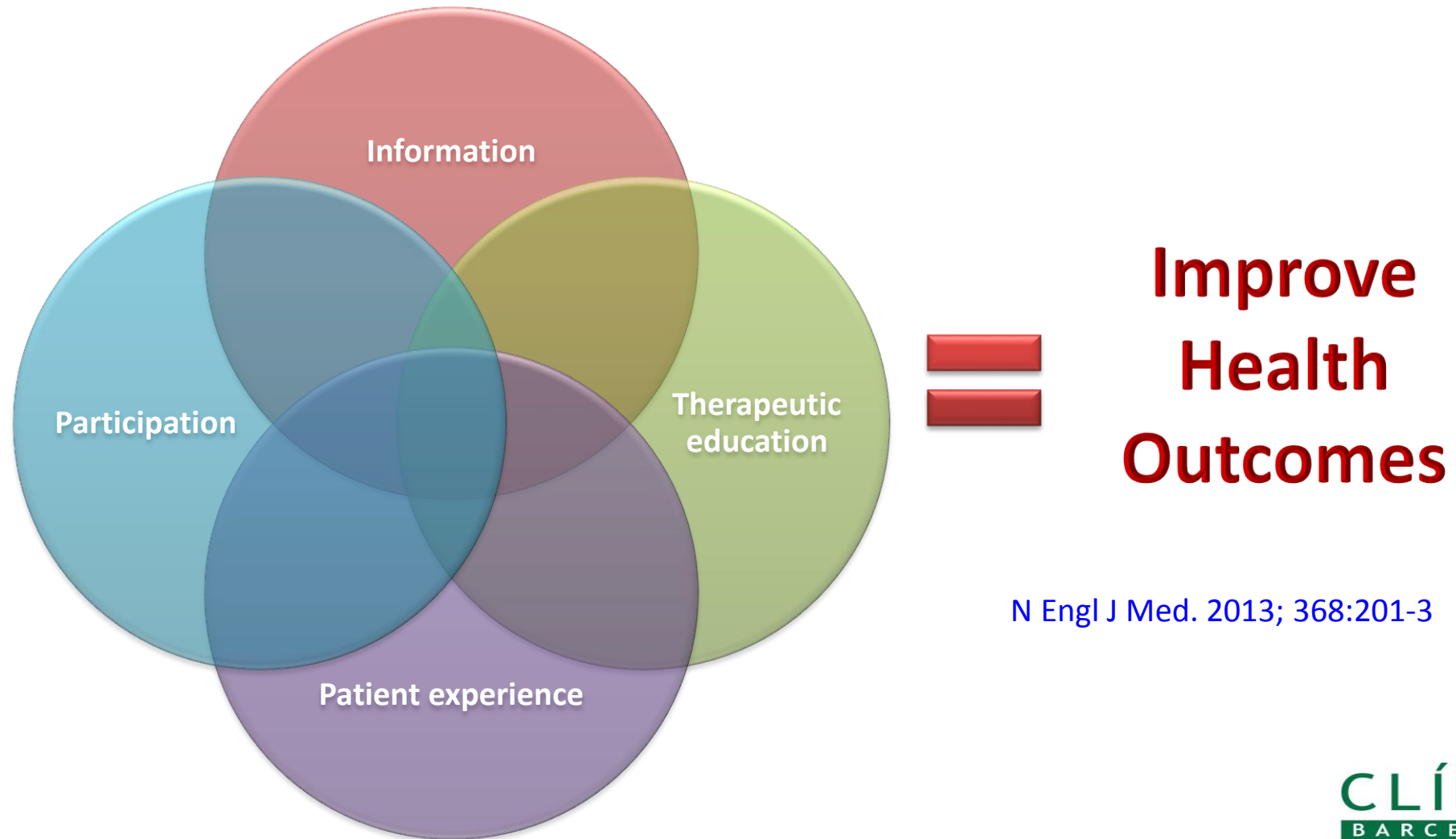
Patient Experience: the challenge

How is integrated in a systematic way the evaluation of the patient experience at the frontline of care?

Hospital Clínic tries to build a prototype of the implementation of the patient's experience with the participation of all stakeholders (including patients) in an Institute



Patient Experience: the context



N Engl J Med. 2013; 368:201-3



To take away

1

The paradigm is **VALUE**: Outcomes that mattered to patients

2

The feed-back of the patient is crucial: **patient experience**

3

The challenge is to integrate the voice of the patient in the care pathway



**Thank you very much for
your attention**

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