Patient experience: The lever to improve care

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Master Plan for Respiratory Diseases (PDMAR) & Home Respiratory Therapies Observatory (ObsTRD). FORES.
Ministry of Health (Catalonia)
Paradigm shifts

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

- Effectiveness
- Quality
- Safety
- Value

From the patient's perspective

The driver is the patient, not the doctor

**The Art of Medicine**
The shift to personalised and population medicine

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

\text{Value} \neq \text{Safety}

\text{Value in Health Care?}
Michael E. Porter, Ph.D.
NEJM 2010;363:2477-81
Outcomes that mattered to patients

Clinical status
- Survival curve
- Lab tests

Functional status
- Disabilities / Disutilities
- Cognitive disorders

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

A good car without wheels is useless
The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.

The Beryl Institute

Collecting patients’ feedback

- Asking
  - Surveys
  - Open-ended questionnaires.
  - Face-to-face or phone interviews.
  - Focus groups
  - Narrative methods
  - Friends and Family Test.

- Methods
  - Experience-based co-design (EBCD)
  - Patient-reported outcome measures (PROMs)

- Technology
  - Touch screen kiosks to collect data online
  - Web based comments

- Complaints
  - Errors
  - Accidents
  - Demands
Web based comments

www.patientopinion.org.uk/

www.nhs.uk/Pages/HomePage.aspx

www.iwantgreatcare.org

www.healthwatch.co.uk/

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

Group Health Cooperative - Capitol Hill Campus

Pragnesh P.
Seattle, WA
5 friends
38 reviews

3/8/2016 Updated review

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

Hospitals with 3 or more Yelp reviews

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

r = 0.5
How can clinicians use the patient experience?

1. Quality (Value)

2. Service design

3. Patient empowerment

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

"...lack of evaluation of other approaches makes comparison difficult"
The patient...

The most under-used resource in healthcare
The most under-used member of the healthcare team

Information
Medical record access
Tools
Empowerment is... increasing the capacity of individuals and groups... to make choices... and transform those choices into effective actions and outcomes.
“Collecting data on patient experience is not enough: they must be used to improve care”

A Coulter. BMJ. 2014;348:g2225

Identify opportunities for improvement
Prioritizing
Define key questions

Immediate response
“...as in the treatment of postoperative pain”
Why an University Hospital is interested in the patient experience?

- Safety
- Excellence
- Positive experience
- Effectivity

Service Fanatics
How to build superior patient experience the Cleveland Clinic Way
James Merlino, MD
Chief Experience Officer of Cleveland Clinic
Hospital Clinic at a glance

40,964 admissions (2015)
21,017 major surgery procedures
122,668 A & E visits

700 beds
Budget: >400 M€
4,600 workers

Dual Hospital

Community Hospital
> 500,000 inhabs

High-tech Hospital
> 7M inhabs
XPA at Hospital Clinic

Participation

Translation and validation into Catalan and Spanish

Amics del Clinic PLAENSA Public educational activities “Fòrum Salut”

We don’t start from scratch

Learning process through opportunistic feedback from patients

Early involvement of patients in working groups

Picker Institute Survey

Co-design experiences

Dyspnea

Foccus groups & In-depth interviews

- Lung Cancer
- Colon Cancer
- Liver Tx
- COPD Education
- Cardiac failure
- Long-term Oxygen Therapy

Nothing About Me Without Me
Patient experience: focus groups

CPAP for sleep disorders
- Low participation in decision-making
- Good information from nurses

Long-term oxygen therapy
- Improve educational strategy and adapt the pace of learning
- Recommendations to manufacturers

Continuous subcutaneous insulin infusion (CSII)

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

Arch Bronconeumol 2016
New website design

Translate news and innovations in an intelligible way

Questions and answers to everyday problems

Information trusted and “signed”

The testimony of patients is helpful for others

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

Foccus group
May 5th-6th 2015. Hospital Clinic
May 15th 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)

June 2015  Translation Catalan and Spanish. 2 people for each language
Summer 2015  Retro-translation to English and discussion of discrepancies
Fall 2015  Validation 875 e-mail 113 phone calls

Authorization for the translation
Cross-sectional study to evaluate psychometric properties

<table>
<thead>
<tr>
<th>Inclusion criteria</th>
<th>Exclusion criteria</th>
<th>Total sample (n=2010)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age &gt; 18 years</td>
<td>LOS &lt; 24h</td>
<td>Gender (Famale/Male %)</td>
</tr>
<tr>
<td>Hospital admission</td>
<td>A&amp;E visits</td>
<td>Age (years)</td>
</tr>
<tr>
<td>March 10&lt;sup&gt;th&lt;/sup&gt; – April 10&lt;sup&gt;th&lt;/sup&gt;</td>
<td>Exitus</td>
<td>LOS (days)</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>E-mail (n=875)</th>
<th>Phone (n=113)</th>
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</thead>
<tbody>
<tr>
<td>Gender (Famale/Male %)</td>
<td>45,3 % / 54,8%</td>
</tr>
<tr>
<td>Age (years)</td>
<td>60 (46-70)</td>
</tr>
<tr>
<td>LOS (days)</td>
<td>4 (2-8)</td>
</tr>
<tr>
<td>Average response time (min)</td>
<td>9’ 11”</td>
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</tbody>
</table>

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

Reminder 5 days after the first mail
Cross-sectional study to evaluate psychometric properties (iii)

<table>
<thead>
<tr>
<th>Cumplimentador</th>
<th>Correo electrónico catalán (n=211)</th>
<th>Correo electrónico castellano (n=178)</th>
<th>Teléfono castellano (n=56)</th>
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</thead>
<tbody>
<tr>
<td>Paciente</td>
<td>148 (70,1)</td>
<td>130 (73,0)</td>
<td>40 (71,4)</td>
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<tr>
<td>Familiar/amigo</td>
<td>32 (15,2)</td>
<td>21 (11,8)</td>
<td>16 (28,6)</td>
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<td>Ambos</td>
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<td>20 (11,2)</td>
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<tr>
<td>Ayuda profesional</td>
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<td></td>
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</tr>
<tr>
<td>sanitario</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Valores perdidos</td>
<td>7 (3,3)</td>
<td>7 (3,9)</td>
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</table>

* p = 0,01

Caregiver plays a role
Picker Patient Experience Questionnaire (PPE-15)

Response rate

44%

49%
Picker Patient Experience Questionnaire (PPE-15): Reliability

<table>
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<tr>
<th>Ítem</th>
<th>Correo electrónico catalán</th>
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<th>Teléfono castellano</th>
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<td>Ítem-test&lt;sup&gt;b&lt;/sup&gt;</td>
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<td>0,5873</td>
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<td><strong>0,2572</strong></td>
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<td>0,8386</td>
<td>0,4603</td>
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<tr>
<td>18</td>
<td>0,5663</td>
<td>0,8332</td>
<td>0,4869</td>
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</tbody>
</table>
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

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

Information

Participation

Therapeutic education

Patient experience

Improve Health Outcomes

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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