



Attitude



## New Year Resolutions

Is there anything you could start doing differently right now as a healthcare professional that might transform your patients' experiences?

The start of a new year is traditionally a time to reflect on how to do things differently in the future, and the smallest things – often easily rectified – can sometimes make the biggest difference to patients because they signal that staff care.

### At the level of the individual

- Ask what is the one thing you can do for your patient right now and how you will know when you have done it.

### At the level of the team, unit or department

- We need to have 'caring conversations' in hospitals among our teams. For this to happen we need to dedicate time and space in the working day to create a multidisciplinary forum for discussing the experience of giving care. Without these conversations, we cannot begin to understand team dynamics and how they impact on patients.
- Involve patients in some of these caring conversations; this will help to complete the bigger picture.

### At the level of the hospital or service

- Integrate feedback from patients about their experience into governance processes and board meetings.
- Do not form a committee; instead, start trying to improve patients' experience now. The drive to improve patients' experience may gather momentum through the commitment of teams and individuals dedicated to re-humanising healthcare and placing the patient at the centre of medical and nursing practice. Teams and individuals also need leaders who affirm compassionate and patient-centred values by modelling them throughout the organisation.

Jocelyn Cornwell, Senior Fellow, The Kings Fund (2017)

### BOPDHB Patient Experience Surveys

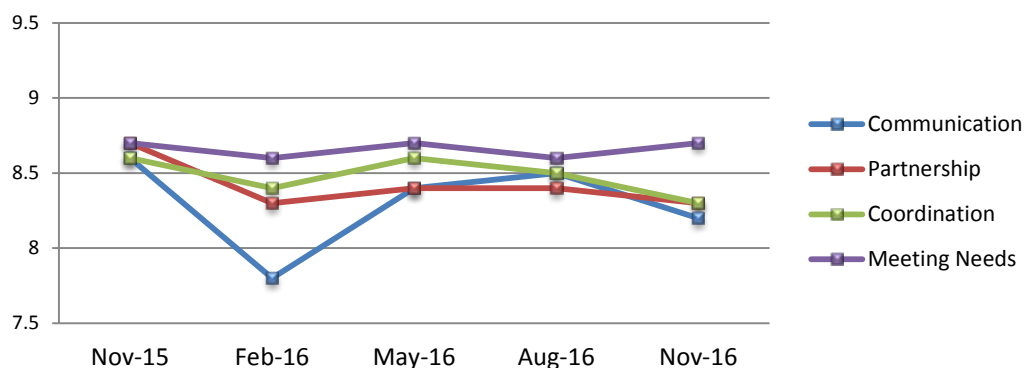
The quarterly national and the fortnightly BOPDHB Patient Experience Surveys have now been underway since August 2014.

The two surveys have informed us of the experiences of over 2000 people in the last 12 months, who were admitted to Tauranga and Whakatāne hospitals with at least one overnight stay.

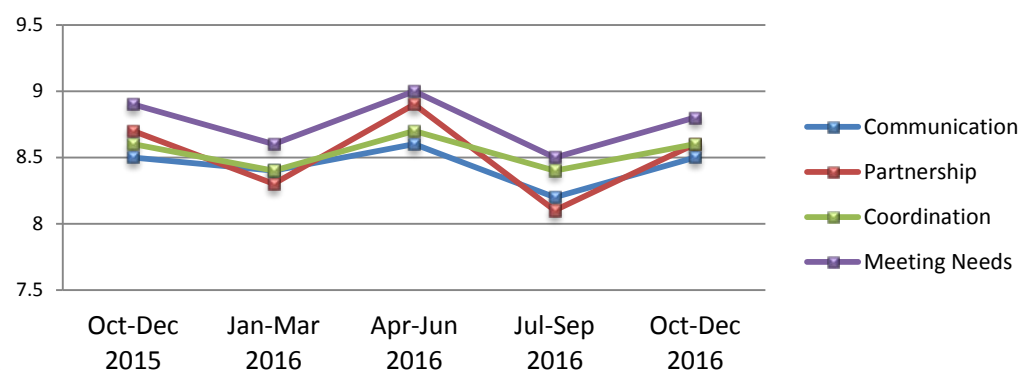
#### Overall Results:

Patients are asked to rate their experience on a scale of 1-10 and to enter comments which are a rich source of real time feedback.

Quarterly National Patient Experience Survey



BOPDHB Fortnightly Patient Experience Survey



# What is Patient Experience

To develop the definition of patient experience, the Beryl Institute formed a work group of patient experience leaders from a cross-section of healthcare organisations. The group shared perspectives, insights and backgrounds on what patient experience means to them and collaboratively created this definition. It provides a terrific starting point for the conversation around this important issue.

## Definition of Patient Experience

The sum of all **interactions**, shaped by an organisation's **culture**, that influence patient **perceptions** across the **continuum** of care.



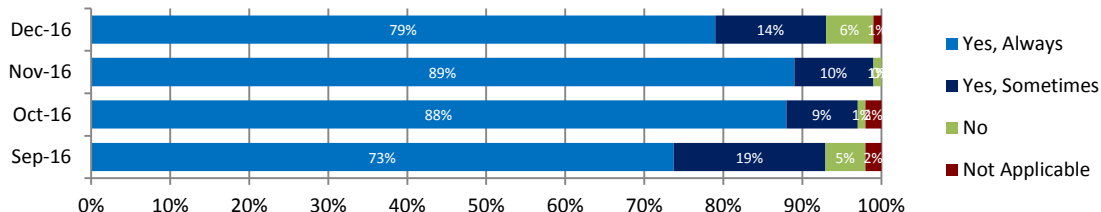
The Beryl Institute

Critical to the understanding and application of this definition is a broader explanation of its key elements:

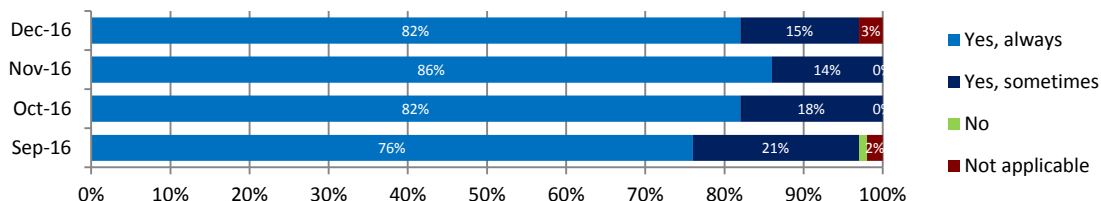
- **Interactions:** The orchestrated touch-points of people, processes, policies, communications, actions, and environment
- **Culture:** The vision, values, people (at all levels and in all parts of the organisation) and community
- **Perceptions:** What is recognised, understood and remembered by patients and support people. Perceptions vary based on individual experiences such as beliefs, values, cultural background, etc.
- **Continuum of Care:** Before, during and after the delivery of care

## Communication – “Listening”

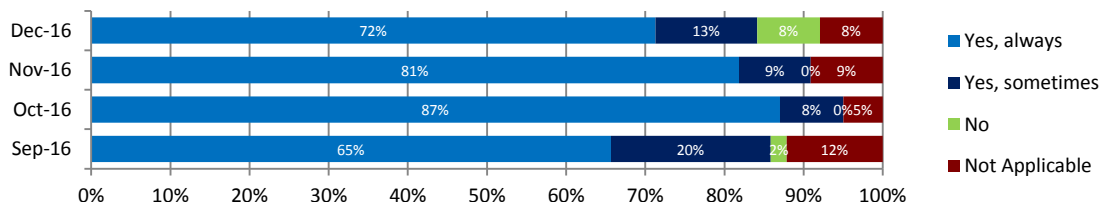
*Did you feel doctors listened to what you had to say?*



*Did you feel nurses listened to what you had to say?*



*Did you feel other members of your healthcare team listened to what you had to say?*



Keyword search of comments

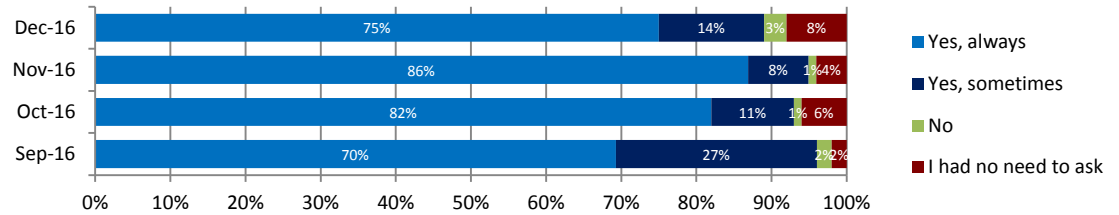
**“Listen”**



- Very thorough staff. They listened and communicated clearly and with compassion.
- My surgeon had a great way of explaining things in plain English. The doctors took time to talk and listen.
- No one was prepared to listen. I was shot down every time and my concerns were not listened to.
- The family conference was a fantastic opportunity for everyone to bring the family up to date, listen to their concerns and work out strategies to enable a safe discharge home. Have never experienced one before. The OT and Physio staff were excellent at listening to the challenges raised by my home environment and giving me exercises to help overcome those challenges when I got home. The House doctor was good at listening and clarifying. She did not waste time but also did not edge away as if she was rushing to the next patient. The consultant Dr [name removed] was right on the ball and able to explain things clearly in language I could understand.
- Listen to me in regards to pain relief, physio, personal hygiene, etc.
- They answered questions because they listened.
- Am very deaf and although this was explained not always listened to.
- The doctors that I dealt with were all very thorough with asking questions and giving me information. Trainee nurse was fabulous. Other nurses were good apart from one, not sure if she didn't understand me, or wasn't listening.
- Your staff need to listen more and not automatically assume they know what's right. Everyone is different.
- I was clear of what had happened to me, Doctor listened to me about controlling my diabetes myself.

## Communication – “Questions”

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



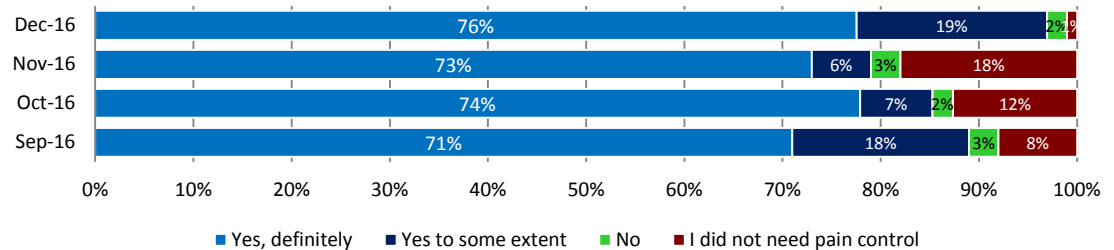
Keyword search of comments

**“Question”**



- Generally communication was clear when I had a question it was answered. The only time I felt it wasn't so good was just before I was rushed out for surgery and I was agreeing to all the risks that were involved. I wasn't quite capable of concentrating as I had lost blood and was feeling faint. Had to be asked I guess.
- Whatever question or need I had - they were all answered to my full satisfaction.
- Morning after surgery. First, my doctor I knew but not the others who were with him, no one introduces themselves. Second, in a four-bed room behind a curtain, the whole room is party to your conversation. The person involved with my discharge never introduced herself, “name”? “Doctor”? “Nurse”? I'm groggy from lack of sleep and after effects of anaesthetic, trying to think of questions and remember answers isn't easy. I came home unsure of what I could and couldn't do, and what to expect from results of surgery. More details on paper would be useful. I know everyone is different but in general. Felt rushed out, we need your bed time to go, in part I'm happy to go home for sleep but then you have time to think, what's going on here, is this normal. Any problems call your GP, which I did for reassurance.
- I have always found the doctors, nurses and other staff exemplary with their care and communication. I and my partner do ask a lot of questions and am always given an answer that we can understand, and is satisfactory.
- Unfortunately I am the type of person that has questions to ask after the doctor has left. The only time I saw Dr [name removed] was before my surgery. After my surgery I saw another doctor, can't remember his name, and he seemed quite busy and flustered and in a hurry, never explained my surgery to me except it went fairly routine, have no idea what that means.
- Questions were always answered with respect and patience.
- The staff especially on the ward were excellent. Any questions I had were answered clearly and in a timely manner, waking up after the operation and during the night gave me a feeling of support and helped me recover.

Do you think the hospital staff did everything they could to help control your pain?



Keyword search **“Pain”**



- I was just given drugs by the doctor without asking me if I had had them before. The day nurses were amazing the 11pm/7am was a grumpy old biddy who didn't like giving you the pain relief you were charted. I was getting paracetamol instead of tramadol. So consequently I was in loads of pain.
- I would have liked to have been better informed of the side effects of pain medication. The anaesthetist told me to make full use of the PCA but forgot to mention any side effects.
- I have a very high tolerance to pain killers, which left me in terrible pain for hours. As it seemed some nurses had their own belief on how much my condition was hurting me.
- All but one nurse was excellent (made me wait for pain relief and forgot to get me a toilet bottle).
- The pain was high enough to make me cry. I was moved to another ward, the pain became discomfort. I was treated as a person not just a patient. I was called by my first name. I was treated with compassion.
- Overall I was very impressed with the level of care I received at Tauranga Hospital and would like to thank everyone involved in my care for that. My only comment would be to please manage the constipation issues caused by the medication - that was an unnecessary unpleasant and painful experience to go through!
- Was given a list of drugs to get for pain relief, etc. but was not told how to take them, i.e. the different pain medication together or at four hourly intervals, etc. As I was in a lot of pain and my neighbour also gets a lot of pain he advised me on what to do and this seemed to work.
- Nurses were excellent. Doctor did not explain pain relief I took home the side effect was sick for two days till I stopped taking it.
- I felt I was not listened to. I almost felt sometimes that the nurses couldn't be bothered with me when I asked for pain relief. I felt that I was forced to go home even though I told the staff I didn't feel confident and well enough to go home.

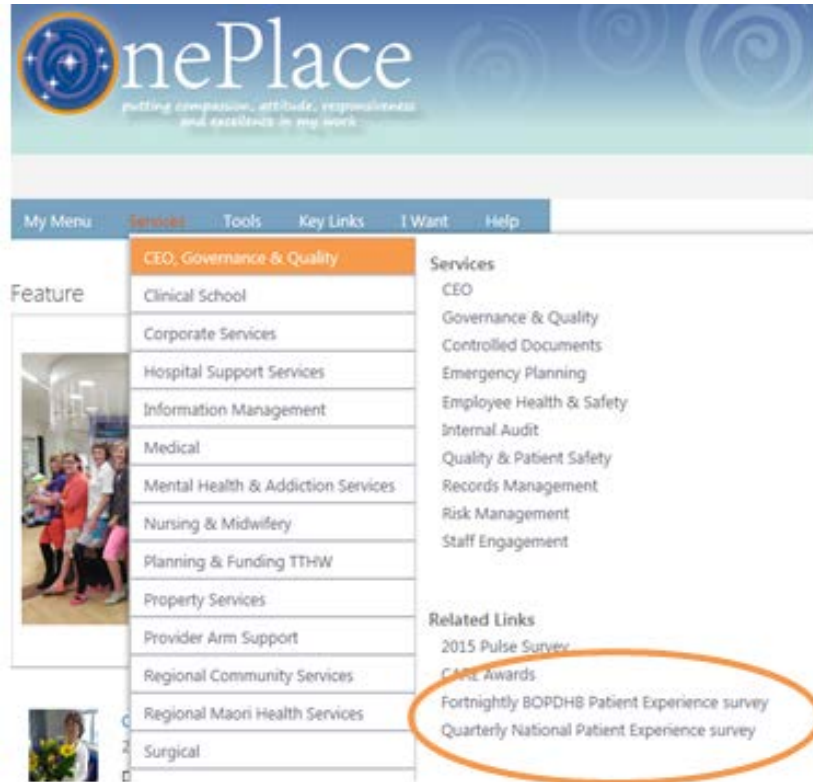
## Does your area look at your results and look for ways to improve your scores?

Do you have you a success story you would like to share, can others learn from things you have tried in your area of work?

If you have an idea, please talk to your manager, quality coordinator or the service improvement unit or look at the "[Projects and Quality Initiatives Toolkit](#)" page.

I would love to hear from any area that is planning a small test of change or has already done so, please contact me, I would love to help if I can.

Averil Boon, Programme Manager

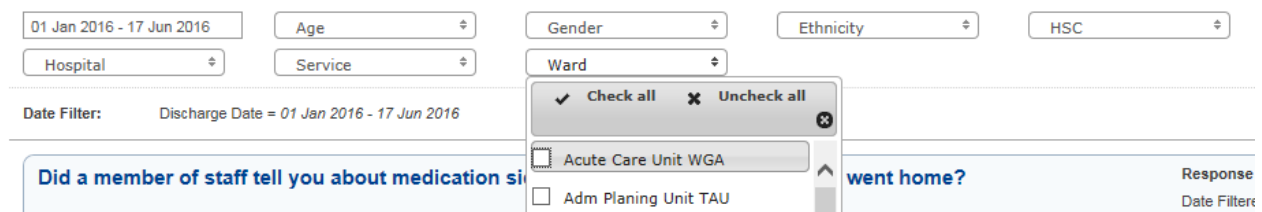


The Patient Experience Surveys are a goldmine of feedback that we can use to look at how we provide our services and identify opportunities to make improvements.

Choose either of the surveys from the OnePlace links (see image on left):

- Each domain heading has a separate menu below it that takes you to the individual questions and comments (see image on right).
- Use the menu on the left-hand side to choose the domains and questions.
- Use the filters across the top e.g. 'date range' and 'ward' or 'service' (see image below).
- Don't forget to click the 'Apply' button to display the filtered results.
- Filtered results will appear as slightly shaded alongside the whole organisation's results so you can compare.

Filtered results show comments for your area only and the 'Wordle' displayed on the right-hand side of the screen, shows the most commonly used words in the comments.



Contact your service's Quality Coordinator for help if needed!