



ACI NSW Agency
for Clinical
Innovation

Using Patient Experience Trackers to measure staff and patient experience

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ACI

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ACI

**Collaboration.
Innovation.
Better Healthcare.**



PETs



Patient Experience - CLD

PATIENTS	
1	I know the date I am expected to be discharged from hospital
2	I am aware of what needs to happen before I am discharged from hospital
3	I know who to ask if I have questions about my care in hospital
4	I receive daily updates from the team about my care in hospital
5	I am involved in the development of my discharge plan

Staff experience - CLD

STAFF	
1	I understand what is involved with criteria led discharge
2	I involve the patient/family in developing a management plan
3	Our team updates a patient's estimated date of discharge on admission and throughout the hospital stay
4	I know who to contact if I have concerns regarding a patient's discharge plan
5	Our team uses a transfer of care checklist when planning for a patients discharge

Reports (data)

Daily Feedback Report

Location: Pre

Template: CLD - Patient Feedback - NumPad

Date: 2 May 2014

NumPad: Wol



Q1: I know the date I am expected to be discharged from hospital

Ques. Score
33.3

D on D Change
N/A



Yes, 7, 29%
Unsure, 2, 8%
No, 15, 62%

Q2: I am aware of what needs to happen before I am discharged from hospital

Ques. Score
47.9

D on D Change
N/A

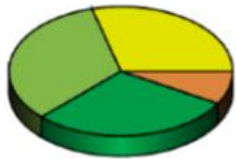


Yes, 8, 33%
Unsure, 7, 29%
No, 9, 38%

Q3: I know who to ask if I have questions about my care in hospital

Ques. Score
70.8

D on D Change
N/A

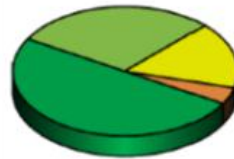


Always, 7, 29%
Mostly, 8, 33%
Sometimes, 7, 29%
Rarely, 2, 8%

Q4: I receive daily updates from the team about my care in hospital

Ques. Score
81.2

D on D Change
N/A



Always, 12, 50%
Mostly, 7, 29%
Sometimes, 4, 17%
Rarely, 1, 4%

Q5: I am involved in the development of my discharge plan

Ques. Score
39.6

D on D Change
N/A



Yes, 5, 21%
Unsure, 9, 38%
No, 10, 42%

Overall Feedback Score

54.6

Day on Day Change

N/A

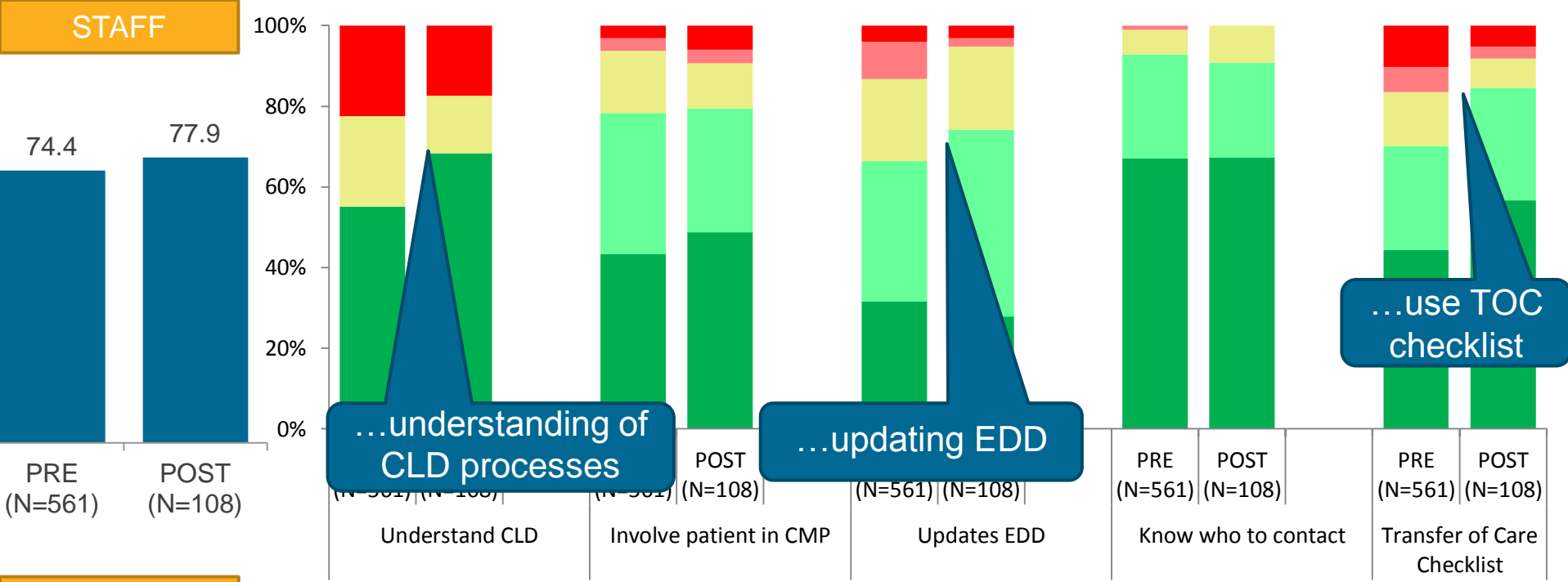
Number of Surveys

24

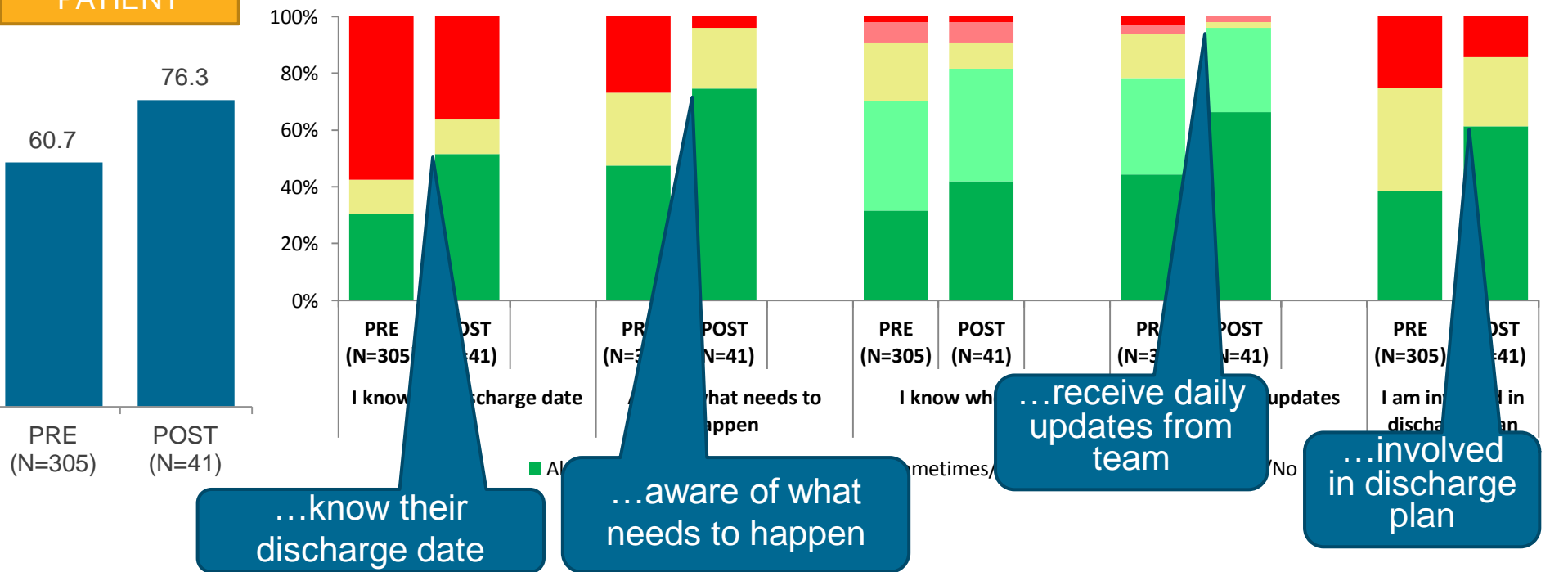
Day on Day Change

N/A

STAFF

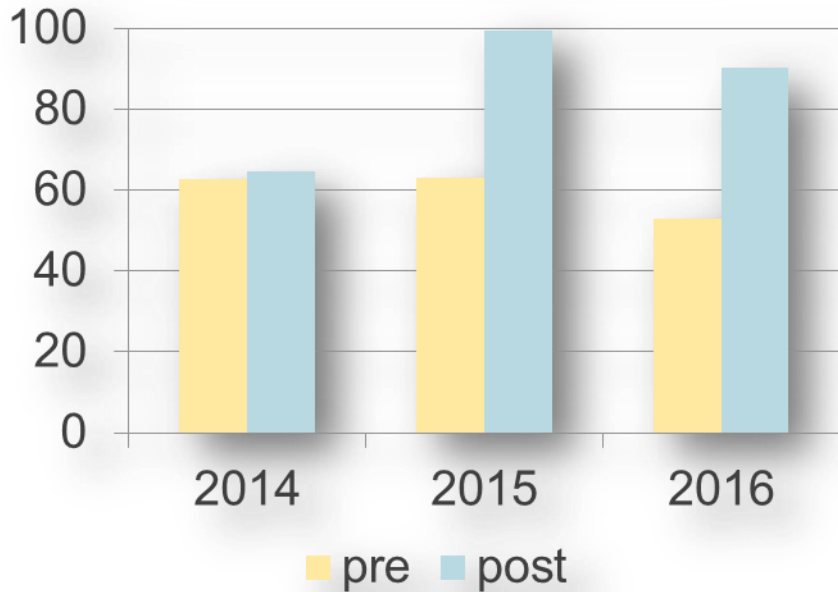


PATIENT



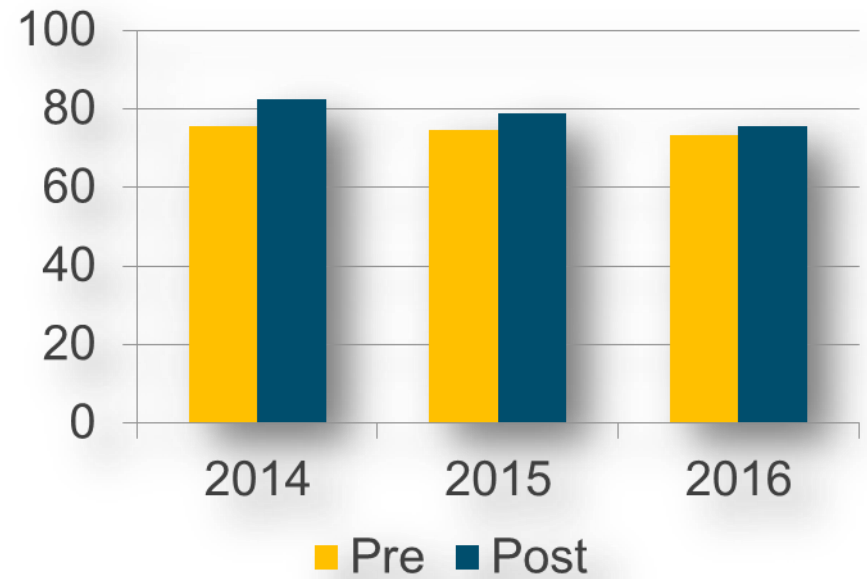
Patient

	Pre	Post
2014	403	22
2015	92	14
2016	10	56
Total	505	92



Staff

	Pre	Post
2014	544	40
2015	152	40
2016	32	53
Total	728	133



Strengths

Limitations

- Simple
- Quick
- Real time results
- Reports simple to interpret and compare

- 5 questions
- No free text
- Literacy (language)
- Upkeep (charging)

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