



# Taking Patient Experience Measures to Action: A Review of Best Practices



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## Background

In 2005, 2008 and 2011/2012 British Columbia undertook a survey of inpatients in acute care hospitals to solicit feedback about the care and services they received while in hospital. The standardized validated survey was mailed to randomly selected medical, surgical, maternity and pediatric inpatients discharged from hospitals throughout British Columbia.

Two Provincial Health Services Authority (PHSA) facilities were surveyed: BC Children's Hospital and BC Women's Hospital. The survey evaluated inpatients' experiences with acute care services across eight dimensions of care: access to care; emotional support; information and education; physical comfort; involvement of family; respect for patient preferences; continuity and transition; and coordination of care. Survey results highlighted both strengths and opportunities to improve the patient experience.

## Purpose

The purpose of this project was to find meaningful ways to disseminate the results of the most recent survey to internal stakeholders and to assist senior leaders and staff in actioning these results to create quality improvements in inpatient services.

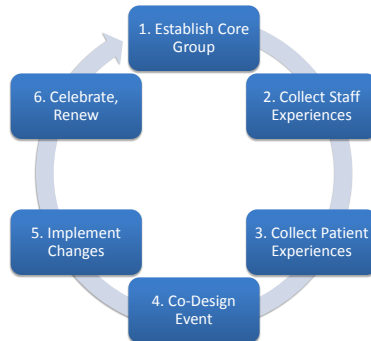
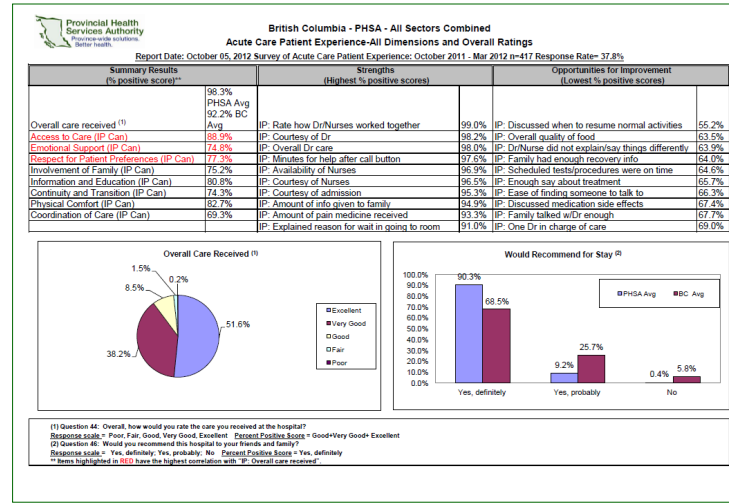


Figure 2. Experience-Based Co-Design: An method focusing on the patient experience that enables staff and patients to co-design care plans and pathways to improve patient experience<sup>1,5</sup>.



*“There is no silver bullet to achieve a better patient experience. Random acts of goodness alone will not create a positive patient experience. It’s not just rounding, after-discharge phone calls, or scripting for nurses—those are great tools and tactics, but if it doesn’t fit together as part of an integrated system, you’re not going to make or sustain the headway you want.”<sup>1</sup>*

## Next Steps

Moving forward, leaders and educators within surveyed areas will use the best practices presented by the students as guidelines to action the data presented in the 2011/2012 survey. Evaluation of this project will take place via agency initiative dashboards and results of the next iteration of the provincial acute inpatient survey.



Damien Hill, University of British Columbia Nursing Student; Stephanie Ngo, University of British Columbia Nursing Student; Lauren Hind, University of British Columbia Nursing Student

## References

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## Overview

Undergraduate nursing students conducted a literature review focusing on current research on best practices to improve patient experience. The literature review was conducted from two perspectives: (1) evidenced-based strategies utilized in Canada and abroad to generally improve patient experience, and (2) specific examples of patient experience improvement interventions that have been implemented in acute care environments. The literature review yielded best practice improvement tools and guidelines from the Institute for Healthcare Improvement (IHI) as well as research about the use of Experience-Based Co-Design from the National Health Service in the UK. The students presented the results of their literature review to key stakeholders from PHSA, BC Women's Hospital, and BC Children's Hospital, linking examples of best practices to key dimensions of care in the 2005, 2008, and 2011/2012 surveys. To further assist with integrating the survey results into current practices and operations, the students provided consultative services to unit level managers by contacting them to determine their program-specific needs for disseminating results to staff and planning for action. The students offered to develop program-specific tools as requested, such as graphs, slides, speaking notes, customized reports, and trended results.

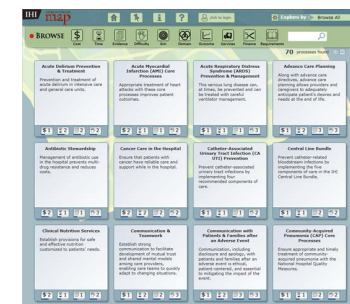


Figure 3. Example of IHI Improvement Map Tool Kit: An interactive, web-based tool designed to bring together the best knowledge available on the key process improvements that lead to exceptional patient care<sup>4</sup>.