Patient Experience Survey

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Overview

- Satellite Dialysis
- Patient population
- Patient experience
- Survey background and process
- Survey results
- Discussion
- Going forward

RMH Satellite Dialysis

Who are we?

- RMH has 3 metropolitan satellite centres located within 10 kms from Melbourne CBD

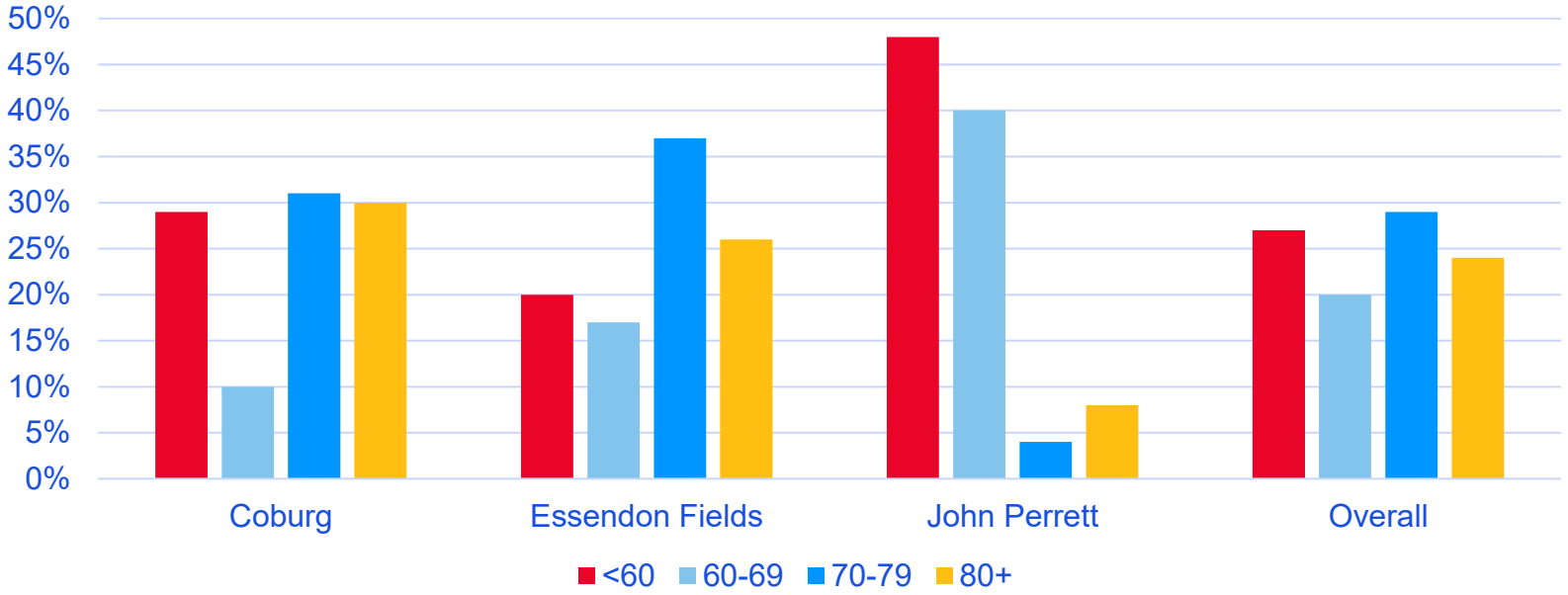


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RMH Satellite Dialysis – Patient population

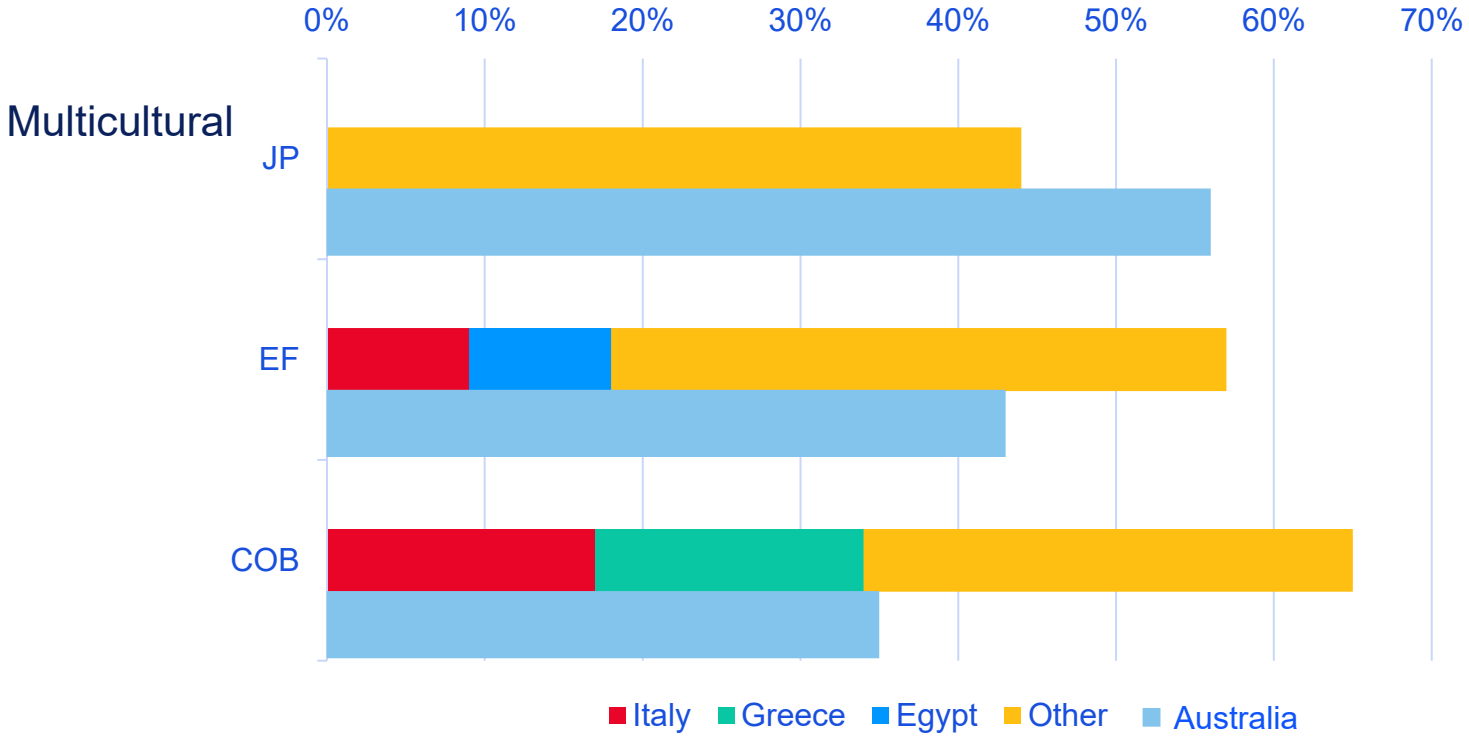
Who do we care for?

- Older, very multicultural population



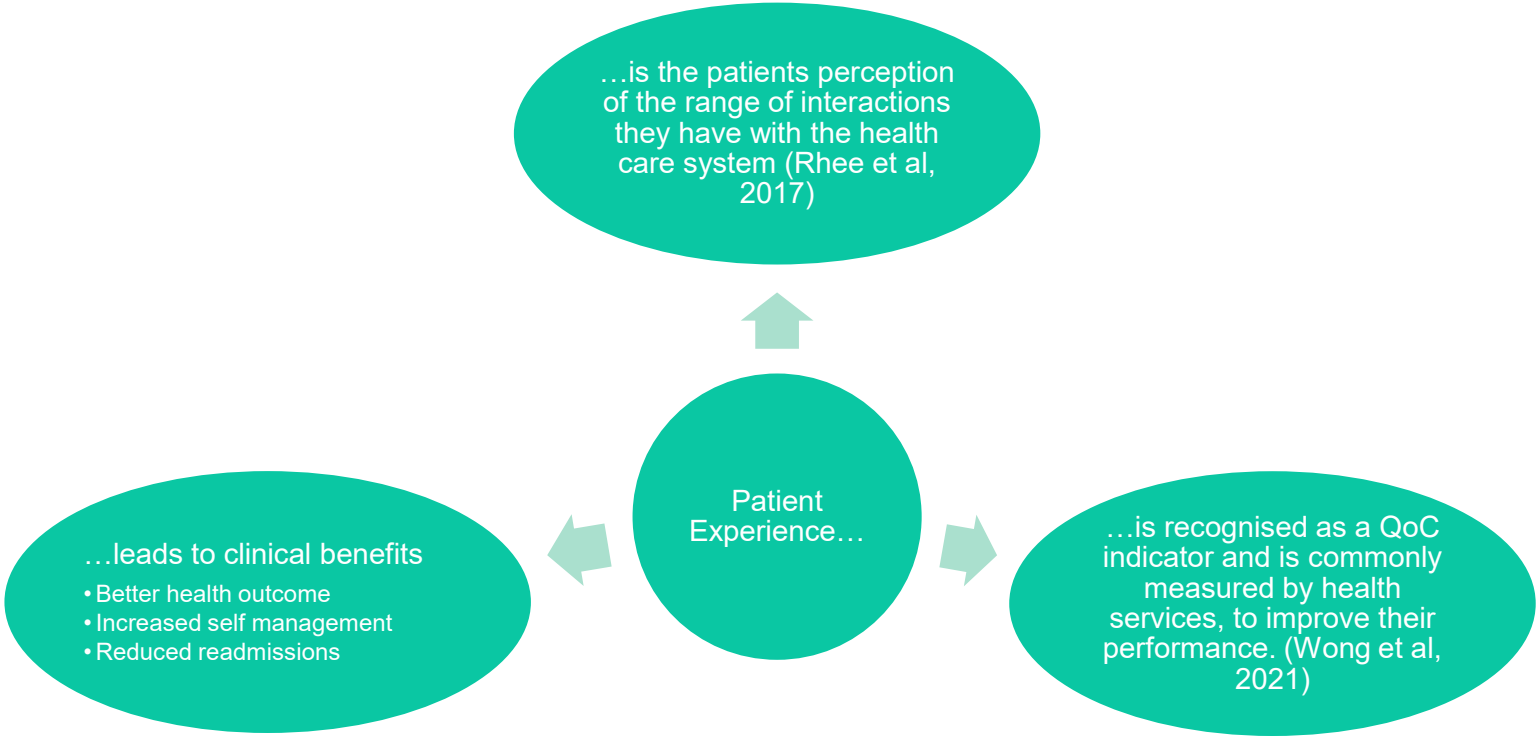
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RMH Satellite Dialysis – Patient population



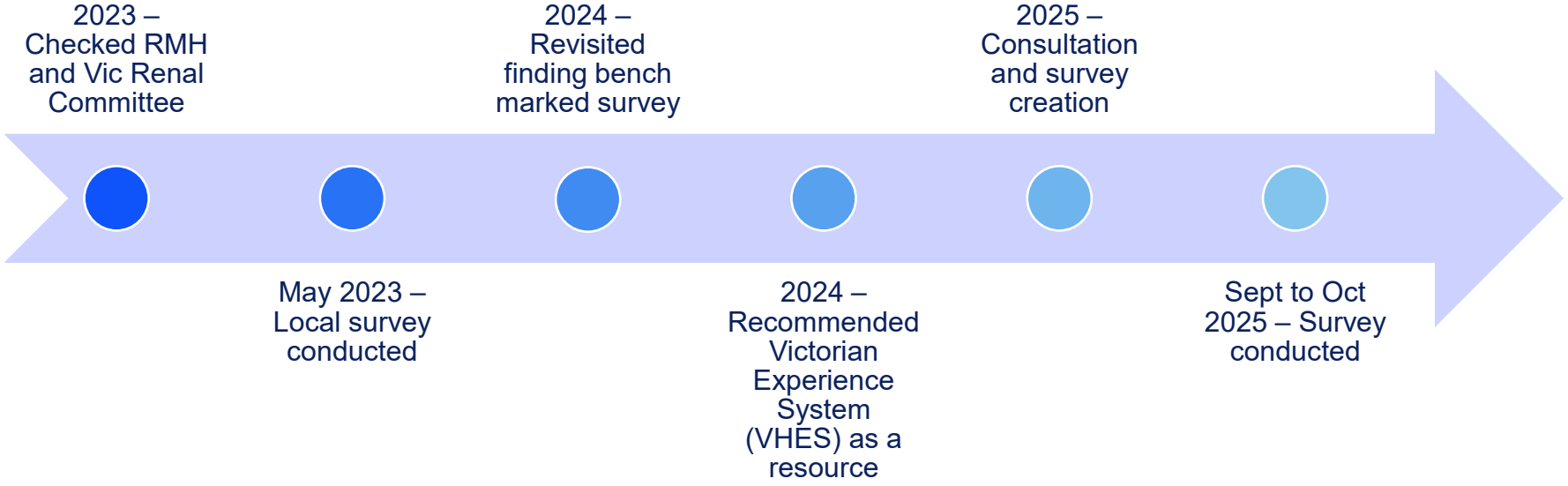
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Why ask patients about their experience?



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Patient Experience Survey Background



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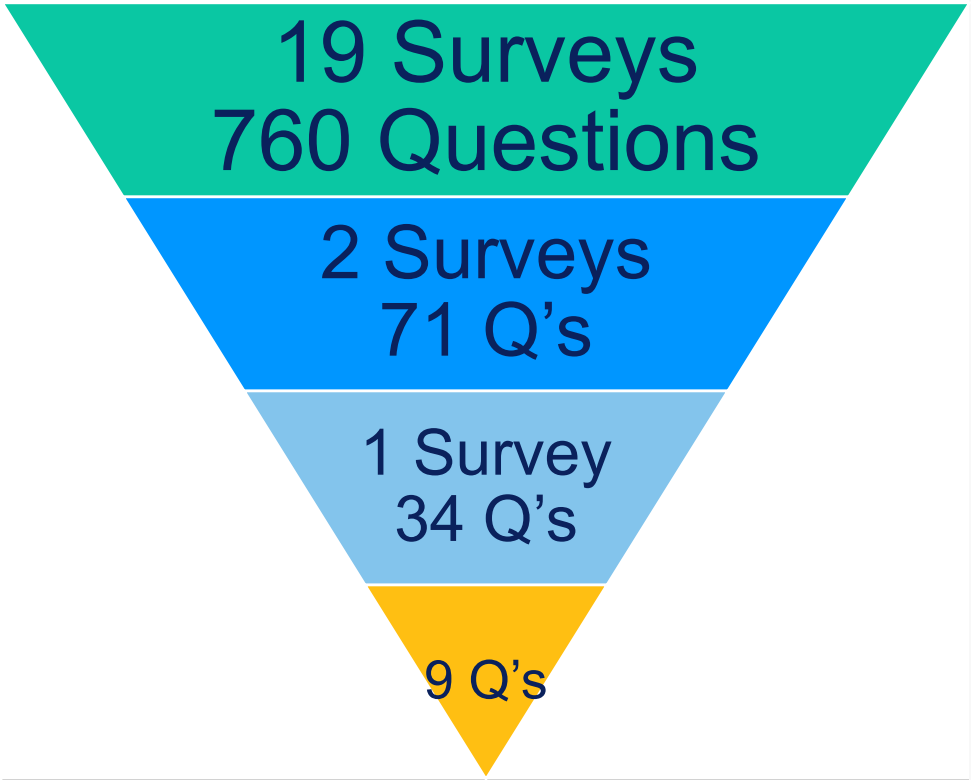
Victorian Healthcare Experience Survey

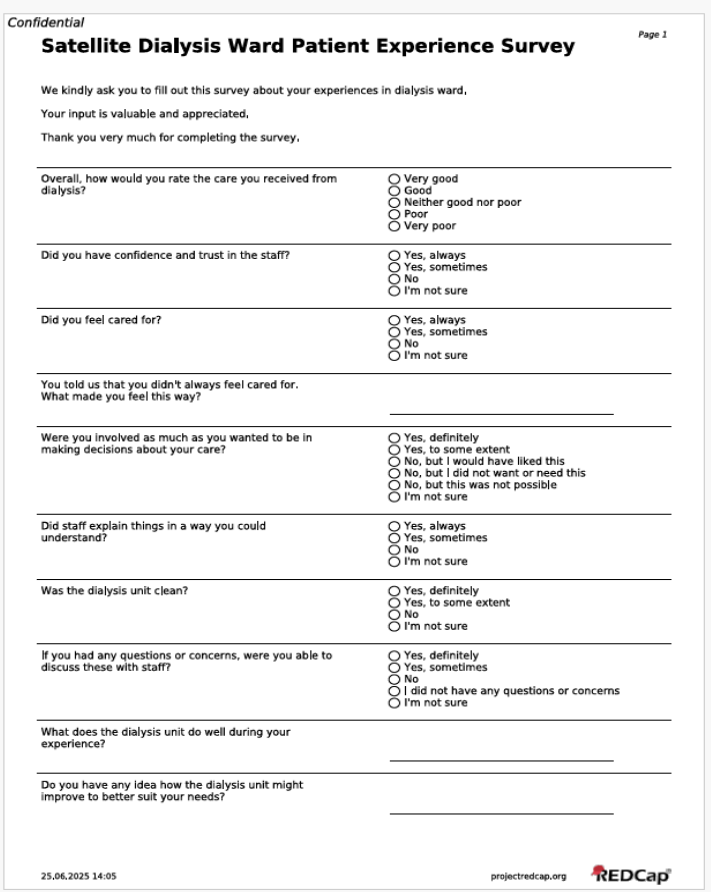
- System used by Hospitals and Vic Government to obtain feedback on health care provided in Victoria.
- Survey Adult and Paediatric patients across acute, outpatient, palliative care , ambulance and community settings
- Conduct 19 different surveys
- Since 2014 program has collected feedback from over 450K patients



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VHES





Confidential

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Satellite Dialysis Ward Patient Experience Survey

We kindly ask you to fill out this survey about your experiences in dialysis ward,

Your input is valuable and appreciated,

Thank you very much for completing the survey,

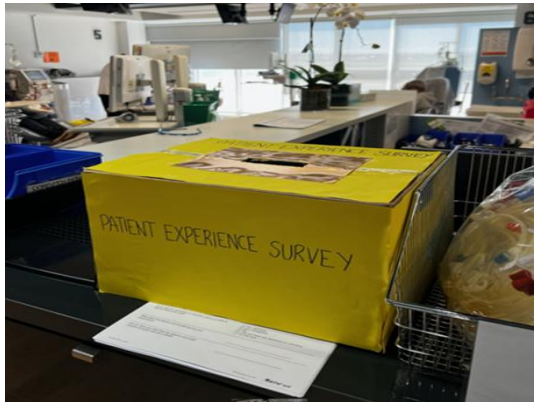
Overall, how would you rate the care you received from dialysis?	◯ Very good ◯ Good ◯ Neither good nor poor ◯ Poor ◯ Very poor
Did you have confidence and trust in the staff?	◯ Yes, always ◯ Yes, sometimes ◯ No ◯ I'm not sure
Did you feel cared for?	◯ Yes, always ◯ Yes, sometimes ◯ No ◯ I'm not sure
You told us that you didn't always feel cared for. What made you feel this way?	_____
Were you involved as much as you wanted to be in making decisions about your care?	◯ Yes, definitely ◯ Yes, to some extent ◯ No, but I would have liked this ◯ No, but I did not want or need this ◯ No, but this was not possible ◯ I'm not sure
Did staff explain things in a way you could understand?	◯ Yes, always ◯ Yes, sometimes ◯ No ◯ I'm not sure
Was the dialysis unit clean?	◯ Yes, definitely ◯ Yes, to some extent ◯ No ◯ I'm not sure
If you had any questions or concerns, were you able to discuss these with staff?	◯ Yes, definitely ◯ Yes, sometimes ◯ No ◯ I did not have any questions or concerns ◯ I'm not sure
What does the dialysis unit do well during your experience?	_____
Do you have any idea how the dialysis unit might improve to better suit your needs?	_____

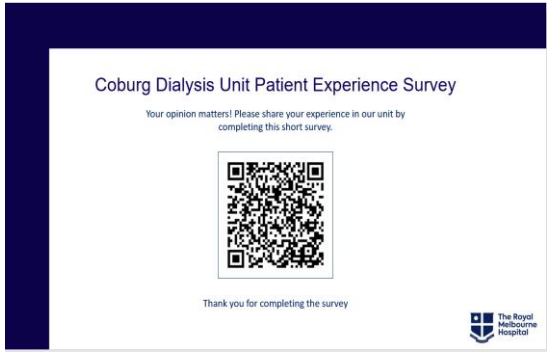
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Survey Process

- QR codes and hardcopy
- Drop off box system
- Handed a survey to every patient to take home
- Survey conducted for 4 weeks in Sept and Oct 25.
- Response Rate was 58% with almost all patients (> 90%) using paper survey and not QR codes





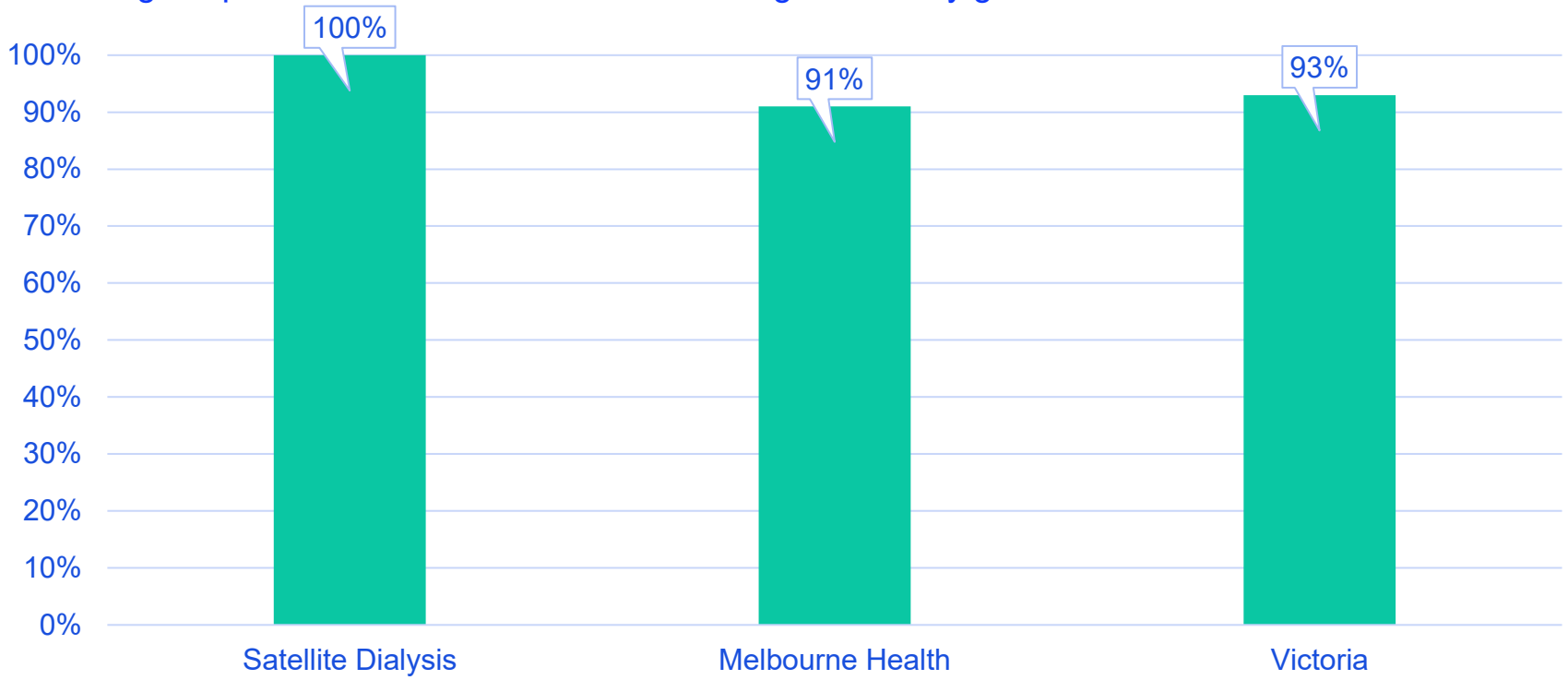
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Survey Results

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Overall, how would you rate the care you received from dialysis?

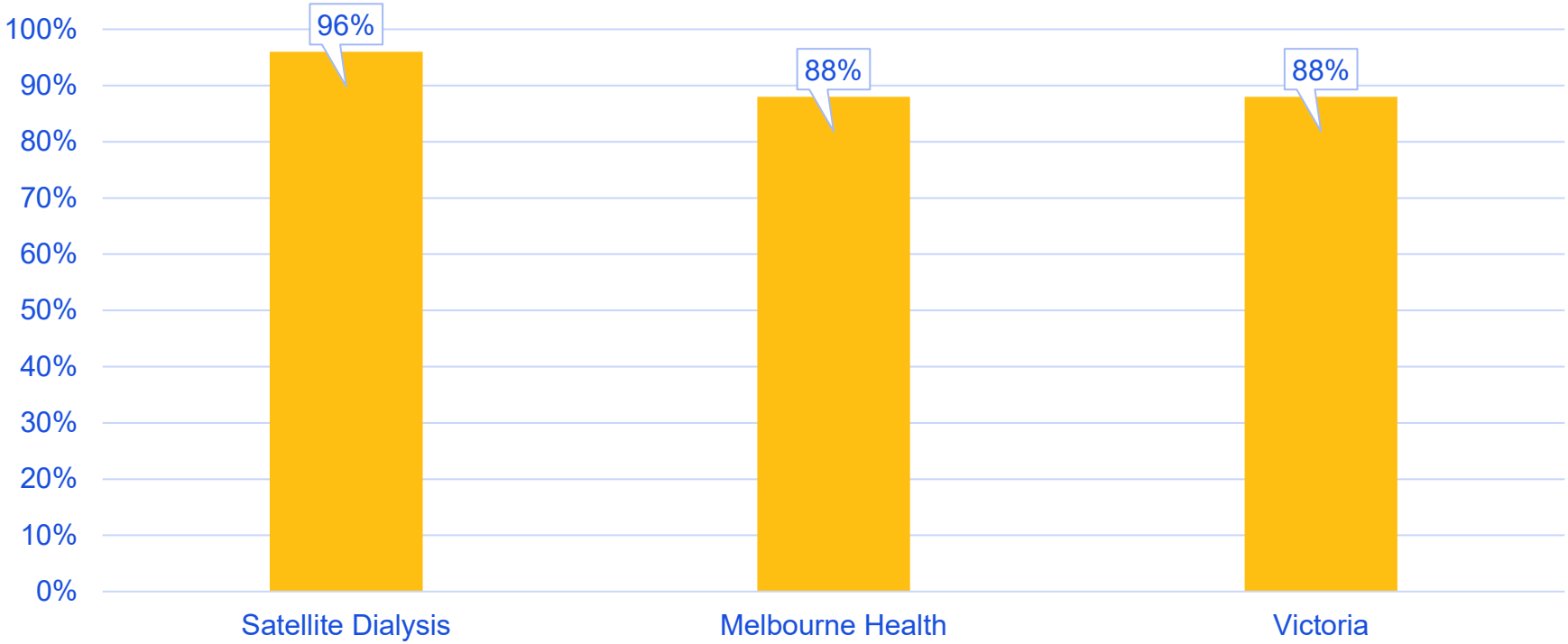
Percentage of patients who rated care received as good or very good



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Did you have confidence and trust in the staff?

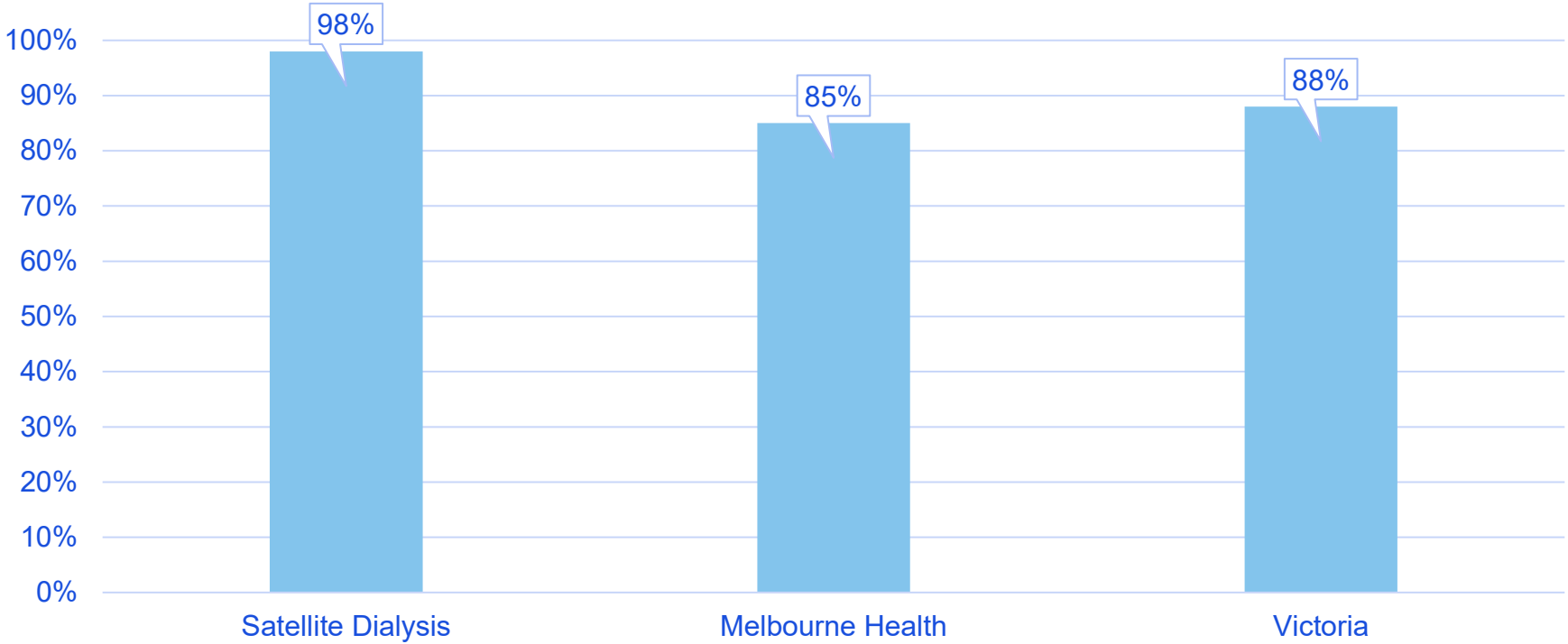
Patients who responded they always have confidence and trust



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Do you feel cared for?

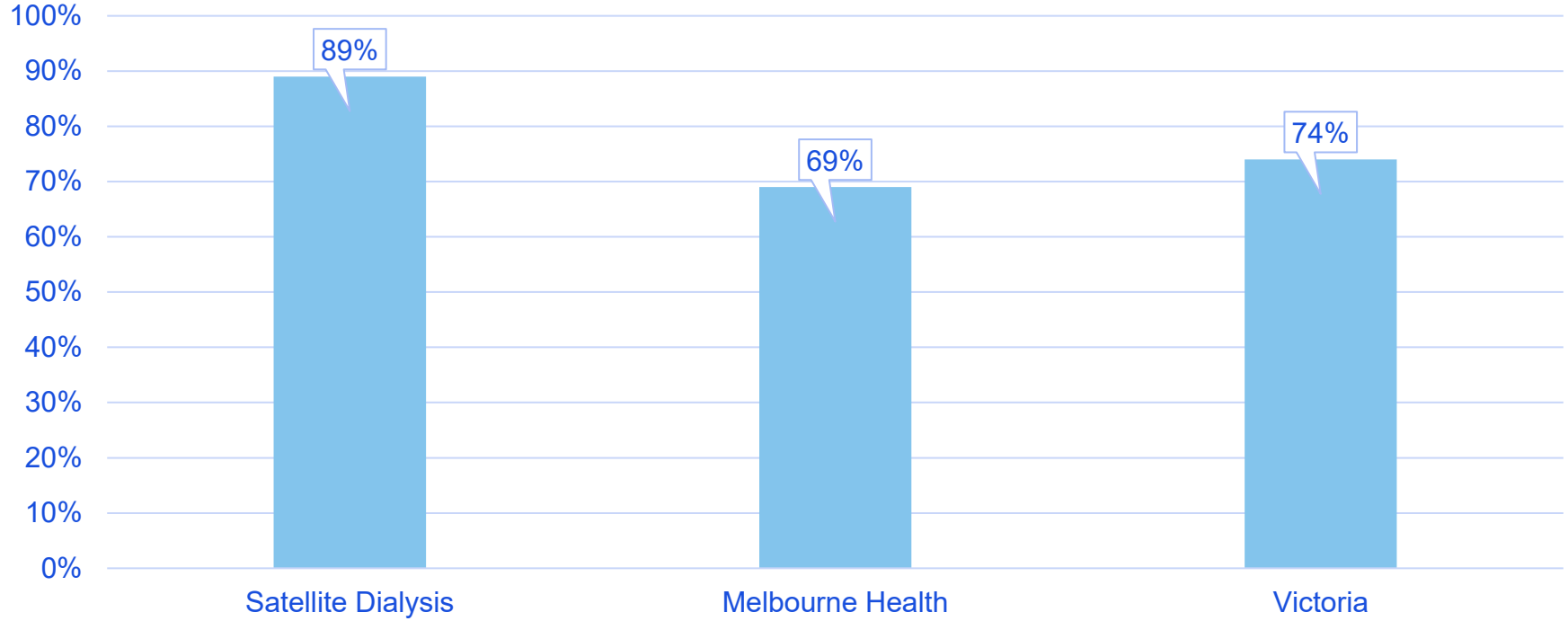
Patients who responded they always feel cared for



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Were you involved as much as you wanted to be in making decisions about your care?

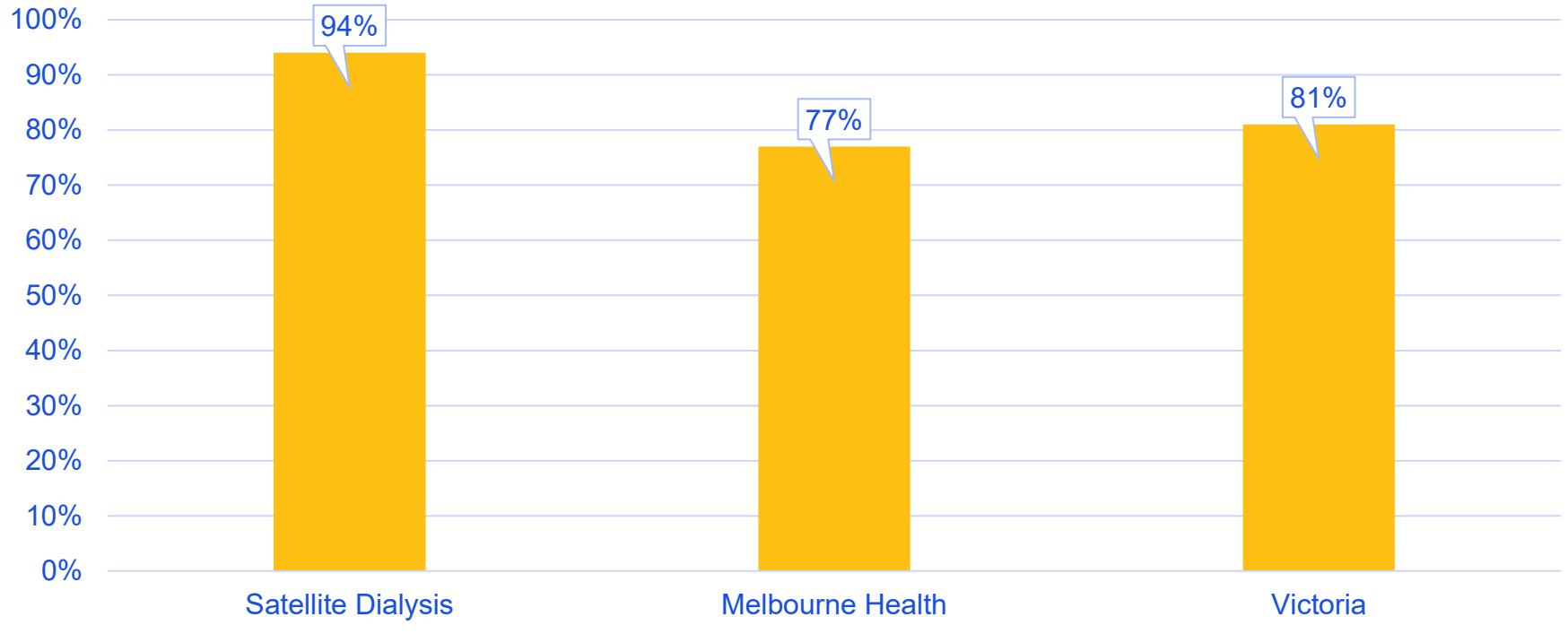
Patients who responded they were definitely involved in decisions about care



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Did the staff explain things in a way you could understand?

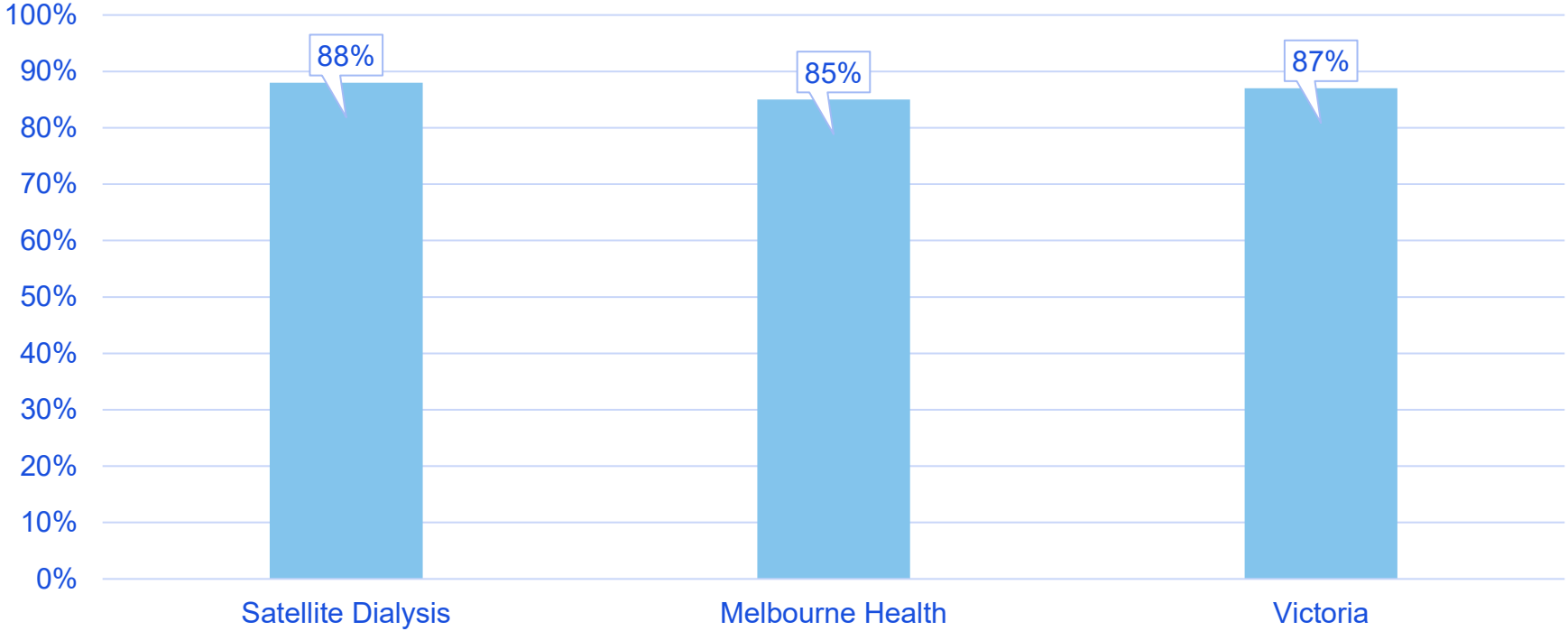
Patients who responded that staff always explained things in a way they could understand.



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Was the dialysis unit clean?

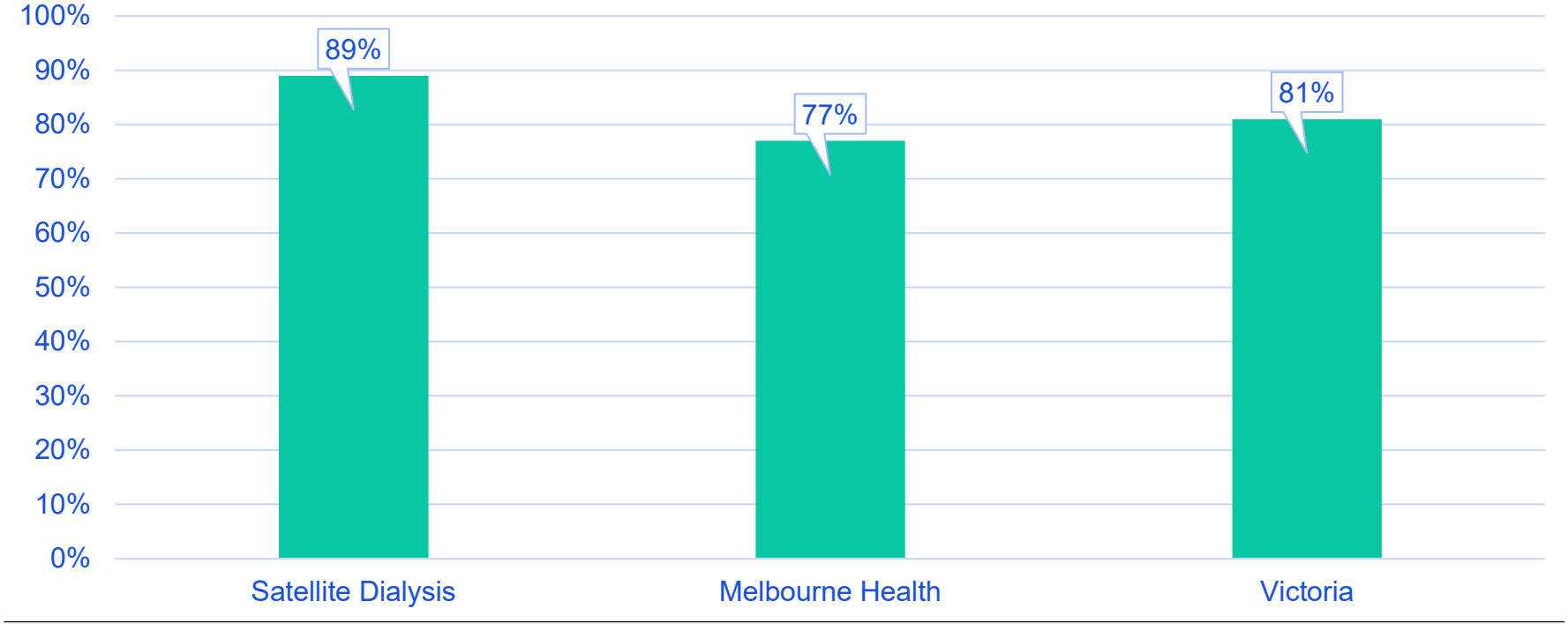
Patients who responded the dialysis unit was definitely clean



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If you had any questions or concerns, were you able to discuss these with staff?

Patients who responded yes definitely, they could discuss matters with staff



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What does the unit do well?

Staff
are very friendly, caring and helpful and supportive and kind.
Staff
are very attentive to the needs of patients.
I
love the banter and knowing that they care what is going on in my life
Staff
are friendly & caring & enjoy a chat & they are most proficient with the needles
Are
like family, very caring
Makes
me feel welcome and valued
Everyone
makes me feel welcome and just like home
I
don't know but I think they are perfect
Staff
are always ready to go the extra mile for everything you need



Old man clipart illustration psd, by Rawpixel (https://www.rawpixel.com/image/10162995/psd-face-person-art). In the public domain.

Do you have any idea how the unit might improve?

Sandwiches/food

More flexibility with start times

More technology i.e. Netflix
Getting more heat

All good, keep up the great service
No, I am happy the way it is
It seems pretty perfect to me
Very good



Question clipart psd, by Rawpixel (https://www.rawpixel.com/image/8933598/psd-person-cartoon-illustrations). In the public domain.

Discussion

What did we learn?

- Patients mostly have positive patient experience at dialysis
- Patient demographics is important in survey design.
- Don’t assume you know what patients think and want
- Don’t be afraid to ask about their experience and what they want

Going Forward

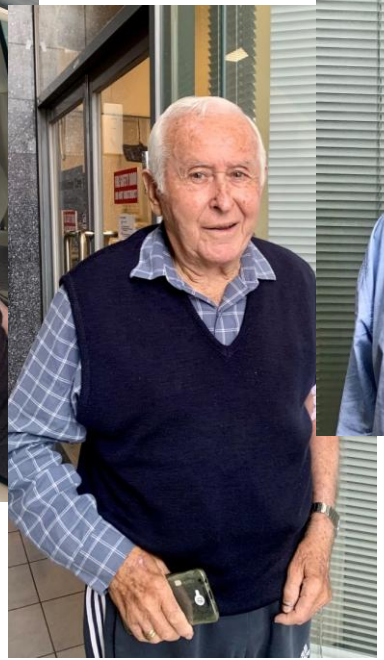
- Conducted surveys in other clinical areas such as home dialysis

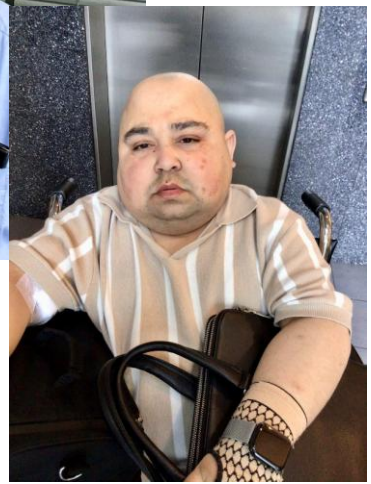
- Recently conducted survey of patient experience of the Outpatient Dialysis Clinics
- Response Rate of 70%
- Has provided information on how we are doing and what patients value in a clinic consultation

- Looking at UK PREMS survey's to see how that can be adapted and used within our satellite centres.

Coburg Patients





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Essendon Fields Patients



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John Perrett Patients



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Thank you to our staff!







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References

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Thank you

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