



Are you up to  
discovering  
the  
human  
connection!

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

The Beryl Institute

**Patient Experience Week, April 24 – 28, 2017** is an annual event to celebrate all healthcare staff impacting patient experience every day. Patient Experience Week provides a focused time for organisations to celebrate accomplishments, re-energise efforts and honour the people who impact patient experience every day. It is an opportunity for all staff to connect with patients as people first – to see the human connection.

*We are the patient experience.*

We all make a difference to patients and families in very many ways, big and small.



## Patient Experience Week, April 24 – 28, 2017

### Patient Experience Surveys

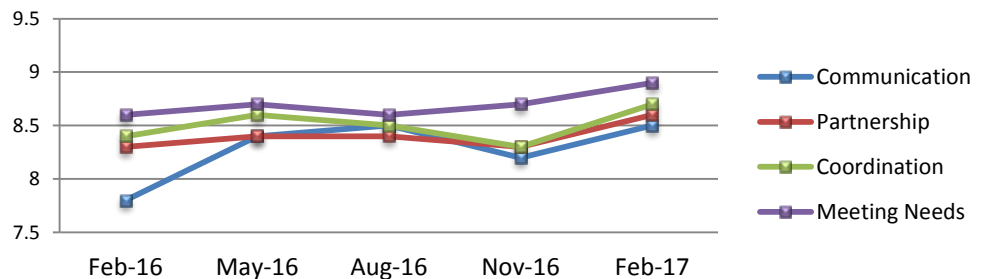
The quarterly national and the fortnightly BOPDHB Patient Experience Surveys have now been underway since August 2014.

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.

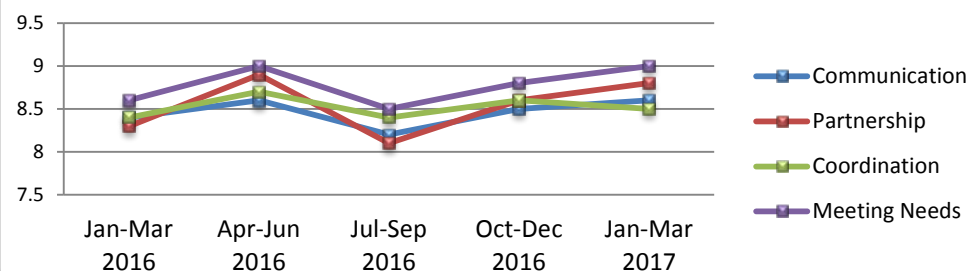
#### Overall Results:

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

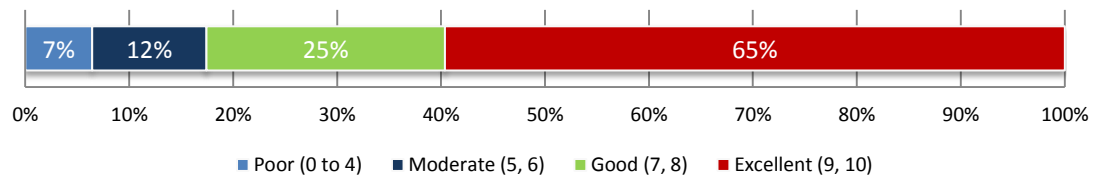


### BOPDHB Fortnightly Patient Experience Survey



## Communication

Overall, was communication with you...  
(Rating from 0 to 10, Poor to Excellent)

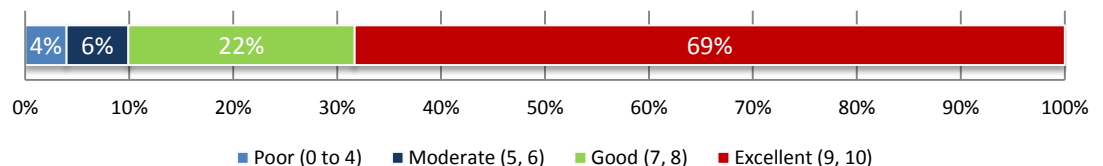


When we got it right, our patients' told us:

- Every member of staff was attentive, calm and helpful. They never gave the impression that they didn't have time for you.
- The doctor seemed to listen and they came back if they had any results.
- Staff members were always attentive. Also explanations were full and easily understood.
- If you needed anything at any time, help was a press of the buzzer away.
- Nurses took time to explain things, as did the junior doctors.
- From start to leaving hospital all staff were very caring, listened to what I had to say. Made my stay in hospital very comfortable.
- I saw a doctor every day they and all the others on the ward were exceptional in their care for me.
- Nurses particularly good at giving information. Felt very at ease asking questions.
- Communication from all staff was exemplary and when I was unsure I asked questions which were answered well.
- My operation, treatment and recovery were fully explained to me and went a long way to reassuring myself and my wife we were in good hands.
- Everyone explained things in terms that I could understand as not having been in hospital for 30 years.
- Friendly cooperative staff in every way. Explained what they were doing at all times.
- I can only congratulate all the medical personnel that worked with me. I could not fault my care at any juncture, everyone acted in a caring and professional manner with clear and concise explanations of my treatment from the initial diagnosis up until final discharge.
- Every single person who was involved with me in some way was excellent and made it a very calm and relaxing experience.
- I was interested in the medical understanding of my complaint and I kept asking till I really understood. They were very good and patient with me I thought, and I was grateful.
- They were never troubled to answer the dumb questions. They were always of a happy nature which made communication with staff that much easier.

## Partnership

Overall, was the way staff involved you in decisions about your care...  
(Rating from 0 to 10, Poor to Excellent)



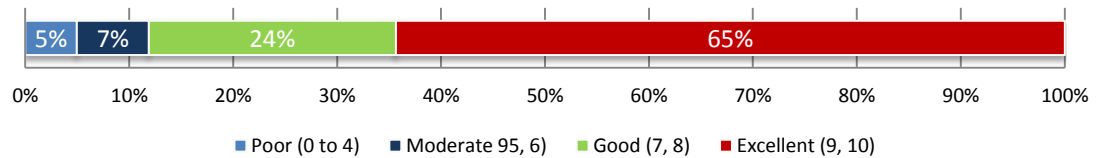
When we got it right, our patients' told us:

- The maximum score in each question is not an accident. I did not have one bad experience. Even when I vomited from motion sickness while being wheeled around was treated with gentleness and humour.
- They explained everything as it came up very good care.
- The staff on duty were ALL very helpful and made me feel at ease (as it was all foreign to me in hospital).
- Doctors and nurses always explained my treatment.
- They explained what to expect in the now and short and long-term future.
- As far as we are aware, we were completely involved in all discussions about his care.
- They were really good at involving me and always made sure I was okay with their plan of care. They would also involve my mum which was great and made sure she was okay with what they were doing as well.
- Everyone was so friendly just so good.
- Nothing was too much trouble, they were very thoughtful as I hadn't been in hospital before. Very thankful to them.
- Nurses and doctors approached me and discussed with me why they were planning treatments and when they would happen.
- Staff recognised my ability to self-manage my medical issues and were aware that I would seek help from the hospital and doctors should I feel that it was necessary.
- Everything was discussed with me and their recommendations were explained while we tried to find out what my medical situation was.
- They would always explain what was happening at all times and then would explain it to my husband when he came in each day.

## Coordination

Overall, was the co-ordination of care within hospital...?

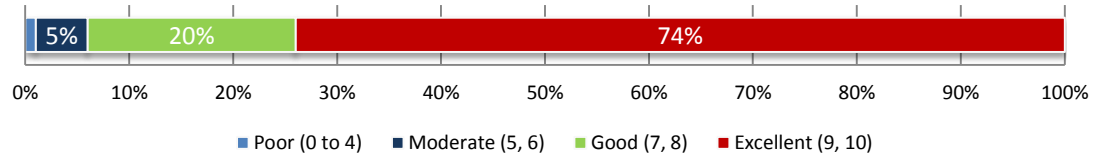
(Rating from 0 to 10, Poor to Excellent)



When we got it right, our patients' told us:

- Tops that's all I can say.
- The nursing staff were run off their feet but would always get there in the end.
- I got in earlier than expected for a angiogram and other procedures.
- There care was such as though you were their only patient so my care was 100%.
- Doctors took the time to acquaint themselves with my complex history. Advice was sought from Waikato Hospital and the possibility of a transfer discussed if need be. Nurses had also been informed of my particular needs and I felt that I was been treated fairly, honestly and with respect.
- Nurses seemed to fill in all the gaps and were very attentive, with pain relief and fluids, and regular monitoring.
- Coordination between coronary care and ward were excellent - phone and regular visits and ongoing monitoring.
- Obviously handovers were expertly passed on as new staff always knew where the last person left off.
- Staff members are very caring by looking at what they are doing I can tell that their number 1 priority is to make sure their patient is safe and make them feel welcome.
- From the minute I arrived for the op. I was greeted by nurses, who told me what to do in the initial stages ie gown on etc., I was told who would be seeing me next, who was doing the operation, roughly how long it would take etc. Then the operating surgeon came to talk to me after the op. etc. I think the coordination was excellent.
- From ED to my ward time, it was always a smooth transition and staff were more than aware if I had any issues with medication and care.
- Everyone always had the same knowledge in the care required.

## Needs



When we got it right, our patients' told us:

- My physical comfort was always foremost with the staff and I felt relaxed and well looked after.
- My needs were met and some nurses went out of their way to help me.
- I felt safe.
- Lovely to have family come and go for support at any time.
- Physiotherapy given every day with smiles and nurses and care givers were always there to listen and give hugs if really needed.
- Staff members always make sure that all my needs are satisfy always discuss everything to make sure I understand everything.
- After the first day I wanted to get up and shower instead of waiting till next day. Nurses did everything they could to get me up and feeling normal again. Which i really appreciated.
- Beautiful room, kind nurses that cared and informed doctors. Was very happy.
- I had the most amazing social worker, I would not have been able to go through this journey without her. Also the most amazing dietician I'm so grateful for all her hard work.
- I was never felt physically uncomfortable or emotionally distressed. The nurses were always available for my needs. They were marvellous.
- Nursing staff were very responsive on the rare occasions I rang my bell. Staff that bring meals and drinks were polite and friendly.
- The nurses and orderlies were magnificent. I was extremely impressed with the way I was treated and looked after.

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We all make a difference to patients and families in very many ways, big and small.

## How many responses do we get?

### Number of Respondents

Quarter 3 – 2016-2017		Jan 2017	Feb 2017	Mar 2017	Totals
Invited		435	627	180	842
Invited & started survey		107 (25%)	189 (30%)	44 (24%)	213 (25%)
Invited, started survey & completed survey		93 (21%)	158 (25%)	41 (23%)	192 (23%)

### Email addresses

*We need your help!*

Gathering patient emails and entering them into WebPas might be at the bottom of your priority list in your busy roles, but having an up-to-date patient email list will make a *huge* difference to many aspects of our business.

Collecting email addresses are becoming increasingly important and it won't be long before having a patient's email means you will be able to communicate without playing phone tag, send them info or reminders about appointments and keep them engaged in their care with health information resources. While a phone call can sometimes do the trick, email can be a much more efficient way to connect with your patient base and share important information.

Patients are now being asked their preferred method of contact and it is important that email addresses are entered accurately. If you are in a position to do so, please:

- Ask for email when a patient checks in
- Ask for email when you confirm an appointment
- Ask for email on Confidential Details forms
- Confirm a patient's email on a regular basis
- Flag patients whose emails bounce and follow up.

Increasing the number of accurate email addresses will also help increase the number of responses to our BOPDHB Patient Experience Survey.

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

Do you have 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.

01 Jan 2016 - 17 Jun 2016    Age    Gender    Ethnicity    HSC

Hospital    Service    Ward

Date Filter: Discharge Date = 01 Jan 2016 - 17 Jun 2016

Check all     Uncheck all

Acute Care Unit WGA    **went home?**    Response

Adm Planing Unit TAU    Date Filter

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