Implementation of Patient Experience Survey

Milijana Buzanin, RN, MN
Nurse Manager
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Overview

- Needs Assessment
- Initial Actions
- Partnership and Process Improvement
- Implementation
- Ambulatory Scorecard
- Implementation Discussion
- Success and Sustainability

Needs assessment

| Individual meetings with staff | Individual meetings with clinicians | Rudimentary patient survey |

Staff

- Ongoing rework
- Over worked
- No sense of purpose
- Varying procedures
- Inconsistent direction
- Everyone had a different workaround

Clinicians

- Concern with patient well being
- Waste of time d/t many no show
- Rework
- Loss of income

Patients

- Loss of continuity of care – feeling unwell
- Frustration with booking
- Long waiting times
- Long in clinic wait times
- Desire reminder calls

Initial Actions

- Create a consistent scheduling system

- Assess physicians' rescheduling practices

- Increase knowledge base regarding staffs' familiarity with scheduling practices, patients' needs, and common care plans for each patient population

Partnership and Process Improvement

- PMCC formed a partnership with Boston Scientific and MedAxiom
- An extensive examination ambulatory processes followed
- Patient Experience Survey
- An exhaustive search of an appropriate survey was conducted:
  - Health Quality Ontario (HQO) survey meant for primary care experience survey was an appropriate tool

HQO

"Primary care providers can measure their patients' experiences with the Primary Care Patient Experience Survey. Understanding patient perspectives can provide insight into current strengths and opportunities for improvement and inform the practice's annual Quality Improvement Plan."

https://www.hqontario.ca/Quality-Improvement/Our-Programs/Quality-Improvement-in-Primary-Care

Implementation

- 6 iPads – 4 stationary in the clinic, 2 mobile

- Volunteers and modified staff

- QR code link

- Storage of information

Patient Experience

- 99% patients would recommend our care – improvements over the last 2 years

- Patients gave us 4.7/5 regarding satisfaction with the clinicians

- Patients complimented staff care and desire to help

- 70% had a very good/excellent waiting time before seeing a practitioner

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Performance Measures

- No show rate
- Cancellation / rescheduling rate
  - By clinicians
  - By patients
- Referral turnaround time
- In clinic flow
  - Waiting time to see the practitioner
  - Start of clinic
  - End of clinic
- Total length of visit time vs. number of procedures

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Implementation

1. Establish reminder system

   ✓ No-show rate (poster presentation) 4.5%

2. Establish physician scheduling and rescheduling system

   ✓ Cancellation/rescheduling rate – Organization 5.4%

   ✓ Cancellation/rescheduling rate – Patient 11.3%

3. Establish triage of new patient referrals

   ✓ From referral request to appointment date

Clinic X	23 days
Clinic Y	133 days
Clinic Z	28 days

4. Tracking wait time during patients' clinic visit

   ✓ Average wait time from arrival to the first apt <15 min 83%

5. Update itinerary and wayfinding

   ✓ No patient leaves without a follow up appointment N/A

PMCC Ambulatory Clinic
Patient Experience Scorecard - Jan 2019

PMCC Ambulatory Metrics	TARGET	18-Mar	19-Jan
PATIENT EXPERIENCE			
No Show Rate	<5%	4.5%	5.6%
Cancellation/Reschedule Rate - Organization	<15%	5.4%	3.6%
Cancellation/Reschedule Rate – Patient	<15%	11.3%	9.0%
Clinic X - Referral Request to Appt Date		23	24
Clinic Y - Referral Request to Appt Date		132.7	75
Clinic Z - Referral Request to Appt Date		27.8	24
EFFICIENCY			
Average Wait time from Arrival to 1st Appt <15 min	100%	83%	78%
Start on Time	95%	94%	98%
Finish on Time	95%	76%	70%

Clinic Statistics		
Volume	FY1718	FY1819YTD
New Patients	33%	29%
Established Patients	67%	71%
Visit Time	137.9	138.3
Avg # of Procedures per Visit	2.4	2.5
# of ECGs	12,176	9,493
# of Echos	16,365	14,381
# of EP Device Vists	9,261	7,665
# of Lab Tests	8,413	8,965

Question	FY17	FY18
The length of time you had to wait in the reception/waiting area	68%	68%
The length of time you had to wait in the examination room before you spoke with the healthcare provider about the reason for your visit	43%	59%
Your overall experience speaking with the healthcare provider about the reason for your visit	87%	89%
Your overall experience with the visit you had with us	85%	86%

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Success and Sustainability

- Implemented ambulatory scorecard – monthly data

- Great patient feedback on our achievements

- Positive working environment

- Improved clinic philosophy

- Transferable to other ambulatory clinics

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Because technology alone is a poor substitute for experience

Acknowledgment

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