

Toronto Western Family Health Team (TW-FHT) Patient Experience Survey

October 22nd, 2013

4:00-4:45 am

Westin Harbour Castle, Toronto, ON

Presenter Disclosure

- **Presenters:** Dr. Lesley Adcock, Soumia Meiyappan, Miu Lin Wong

- **Relationships with commercial interests:**
 - **None to declare**

Objectives

- History of Survey
- Evidence
- Process
- Results
- Future Directions

Our Team

- Dr. Lesley Adcock, Staff Physician/Quality Improvement Lead
- Dr. Jeff Bloom, Family Physician-in-Chief
- Cara Fedick, Nurse
- Aynur Gurbanova, Executive Director
- Soumia Meiyappan, Research Associate
- Miu Lin Wong, Health Promotion Coordinator

Background

- Patient Experience Surveys
 - Normal part of outpatient hospital experience
 - Due in part to implementation of “Excellent Care for All Act” in 2010
 - Relatively new to primary care providers
 - Traditionally rely upon patient satisfaction surveys
 - Part of board reporting structure ie) hospital, FHT
 - Now part of mandated QIPs

1. How often are you involved to the extent that you want to be in decisions related to your care?
2. When you see your health care provider, how often do they or someone else in the office encourage you to ask questions?
3. When you see your health care provider, how often do they or someone else in the office spend enough time with you?

Background

- Learn from UK and US experiences
 - Value in asking patient experience vs satisfaction
 - Study in US Published in 2005
 - “Measuring Patient’s Experiences with Individual Primary care Physicians: Results of a Statewide Demonstration Project. Dana Gelb et al> Journal of General Internal Medicine. January 2005
 - Individual MD’s differ on measures, indicators such as communication quality, accessibility and coordination of care
 - Reports by 45 pt’s per MD- highly consistent and reliable data
 - Points to patient experience as an effective tool that can be used to improve quality of care

Responsibility of our Quality Committee

- Sub committee to review content and design
- Environmental scan
 - Incorporated modified questions from the Commonwealth Fund Patient Experience Survey & Picker Institute
 - Validated survey
 - Questions aligned with our FHT priorities
 - Focused on Access related questions
- Volunteers assist with distribution
- Research Associate collates and analyses data

Key Survey Components

- Meaningful to patients
- Relatively brief
- Items that did not direct responses
- Anonymity
- Plenty of room for comments
- Written in plain language
 - Moving toward translating into multiple languages representative of our patient population

Key Survey Components

- Did not try to focus on entire patient experience
 - Better served by focus groups
 - Focus on a particular aspect of the patient experience
 - (Access)
- In House Survey
 - Cost effective
 - Many On line survey tools i.e. Survey Monkey
 - Learning modules to help avoid leading questions and built in analysis

Short comings and future directions

- Paper based
 - Requires manual data entry
 - Time consuming
 - Move to online if resources available
- In person
 - Will not capture experience of those who did not attend clinic
 - Potentially positively skewed
 - Consider mail out to patients during their birth month

Short comings and future directions (cont.)

- Not multi lingual
 - Biased to English
 - Translating to other languages
 - Represented in our patient population
- One time per year
 - Season dependent issues will not be captured
 - Birth month mail-outs

Short comings and future directions (cont.)

- Survey fatigue
 - Limit to sampling a few patients a few key questions at a time

Previous Patient *Satisfaction* Survey

Part C: About THIS Visit to the Family Health Team

*** TO BE FILLED IN AFTER YOUR VISIT TODAY***

At your visit, please check (✓) all of Family Health Team members you met with today:

- | | | |
|---|---------------------------------------|---|
| <input type="checkbox"/> <u>staff</u> doctor | <input type="checkbox"/> nurse | <input type="checkbox"/> nurse practitioner |
| <input type="checkbox"/> <u>resident</u> doctor | <input type="checkbox"/> receptionist | <input type="checkbox"/> social worker |
| <input type="checkbox"/> <u>medical</u> student | <input type="checkbox"/> pharmacist | <input type="checkbox"/> <u>dietitian</u> |
| <input type="checkbox"/> other _____ | | |

For the following statements about your **visit today**, please **circle the number** that best describes how much you disagree or agree.

Please circle N/A if the statement does not apply to you.

1. After checking in, I was seen on time.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

2. I was treated in a polite and respectful manner by all of the staff at the Family Health Team.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

3. My care provider cleaned (washed or used hand gel) her or his hands before and after examining me.

- | | | | |
|-----------|----|-----|-----|
| a) Before | NO | YES | N/A |
| b) After | NO | YES | N/A |

4. My care provider(s) understood my health needs at this visit.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

5. My care provider(s) took time to talk to me about my health concerns.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

6. I felt comfortable enough with my care provider(s) to ask questions about my health and care.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

7. My care provider(s) and I were able to decide what was most important and deal with my health concerns.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

8. I understood the plan for my care at the end of my appointment.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

9. Because of this visit, I am confident that I am better able to take care of this health concern in the future.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

10. I was impressed with the care I received today and would recommend the Family Health Team to others.

1	2	3	4	5	6	7	N/A
Disagree	Strongly					Strongly	Agree

Part D: Since Becoming a Family Health Team...

1. I am aware that the Family Health Team has daily evening clinics.

NO	YES
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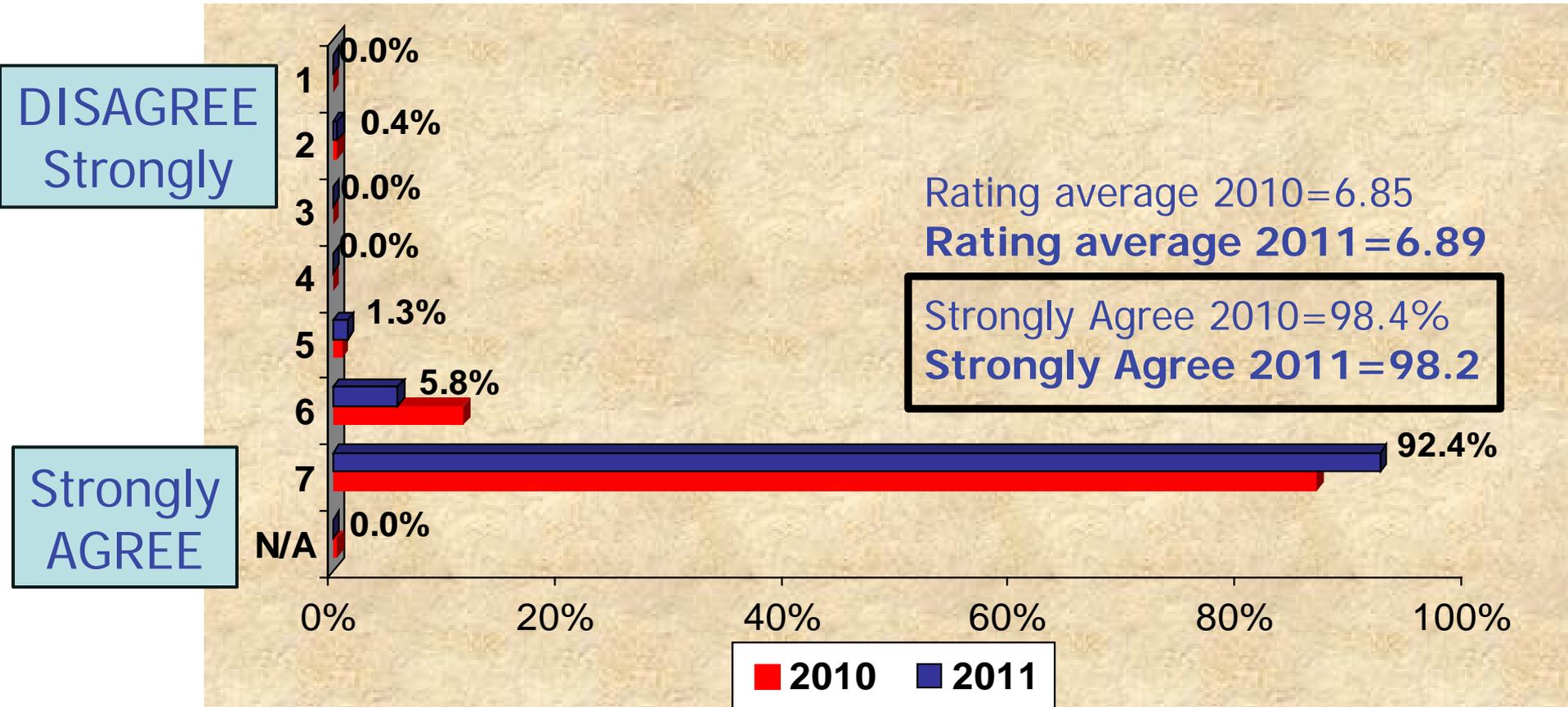
2. I am aware that the Family Health Team has an Urgent Care Clinic on Saturday mornings.

NO	YES
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3. I am aware that when the clinic is closed, I can call in and be linked to a team member by phone who will address my health concerns.

NO	YES
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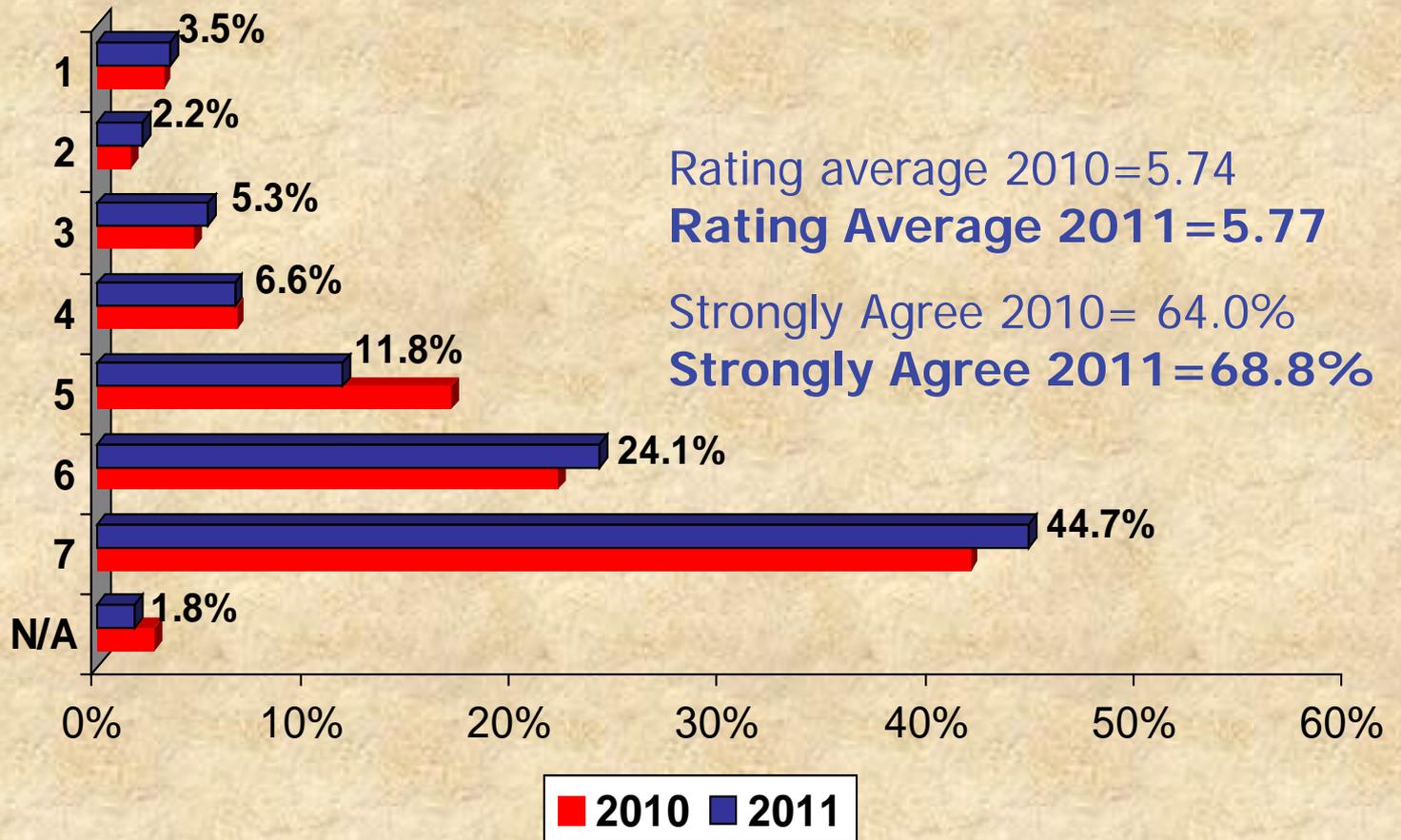
E.g. #1: About This Visit to the FHT Treated Politely & Respectfully



E.g. #2: PART E: About The FHT

When I call, I can get an appointment in a timely manner

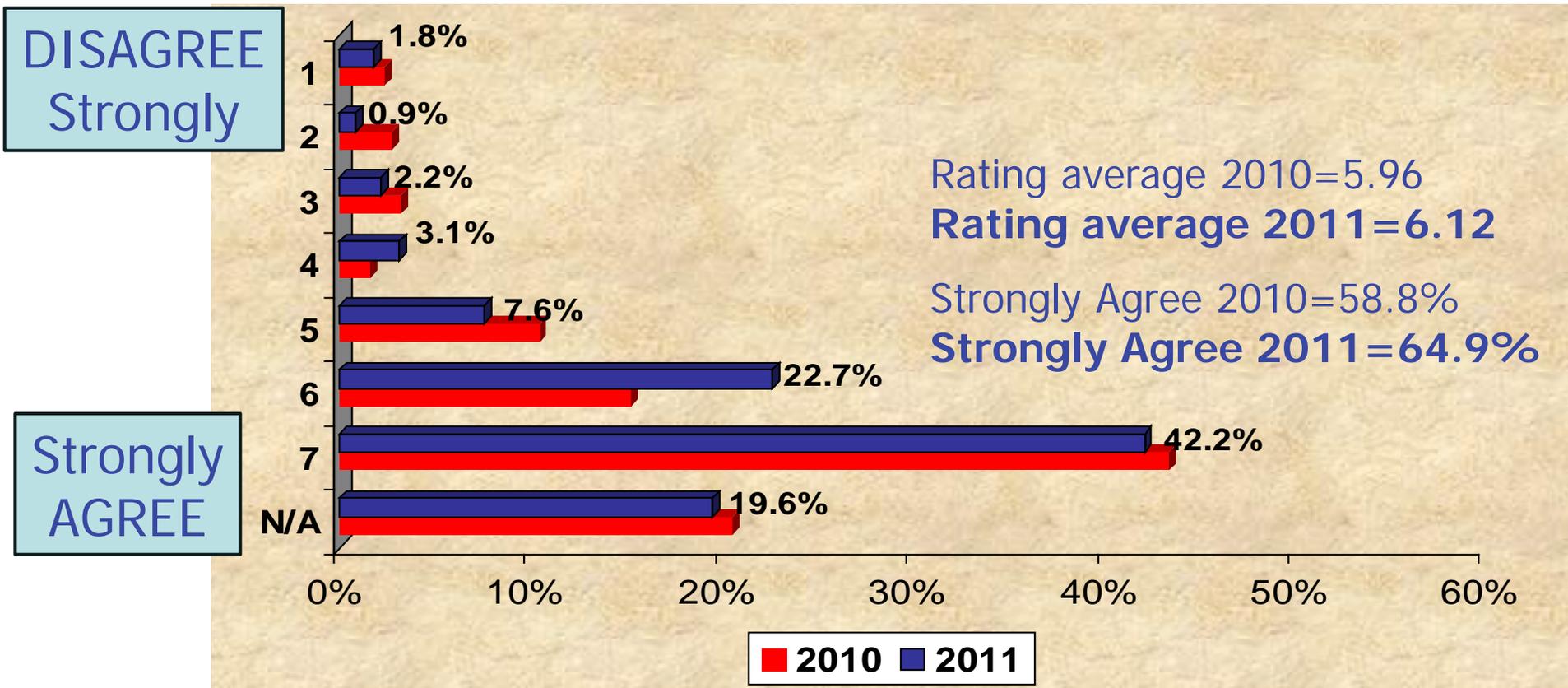
DISAGREE
Strongly



Strongly
AGREE

E.g. #3: PART E: About The FHT

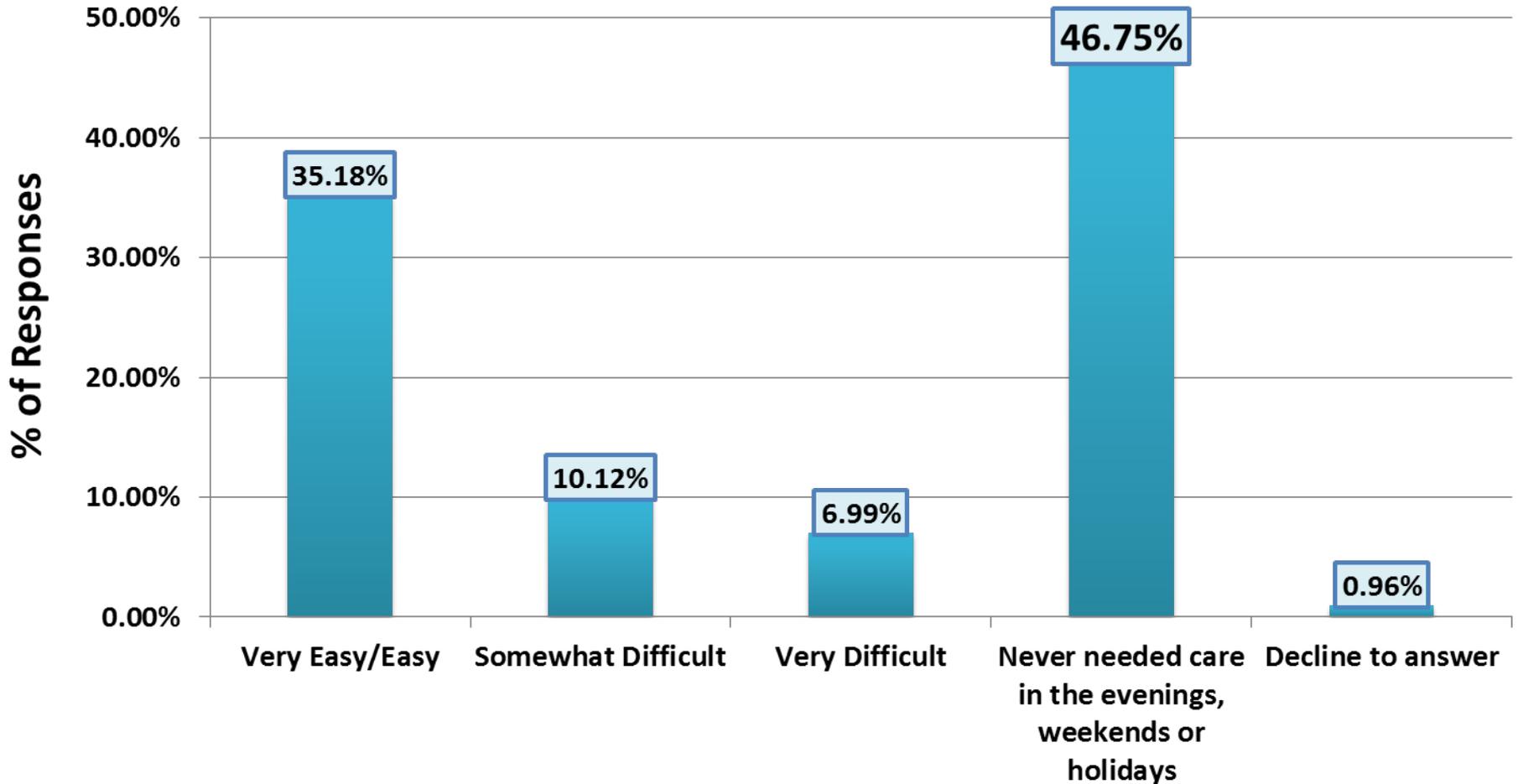
When I leave a message, my calls are returned in a timely manner



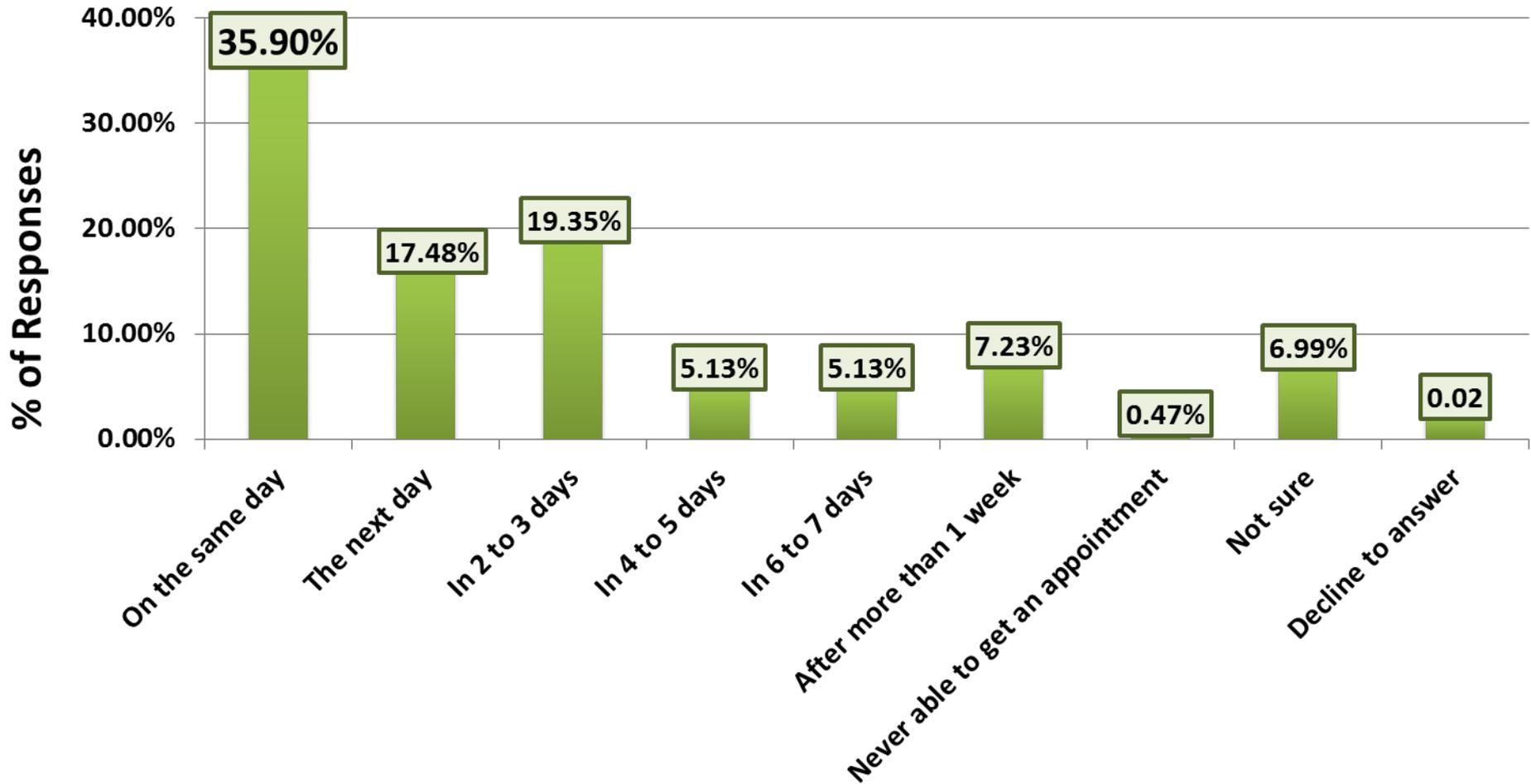
2012 Patient *Experience* Survey

FINDINGS

Last time when you needed medical care in the evening, weekend or holiday, **how easy or difficult was it to get care at our FHT** without going to the Emergency Department or walk-in clinic?

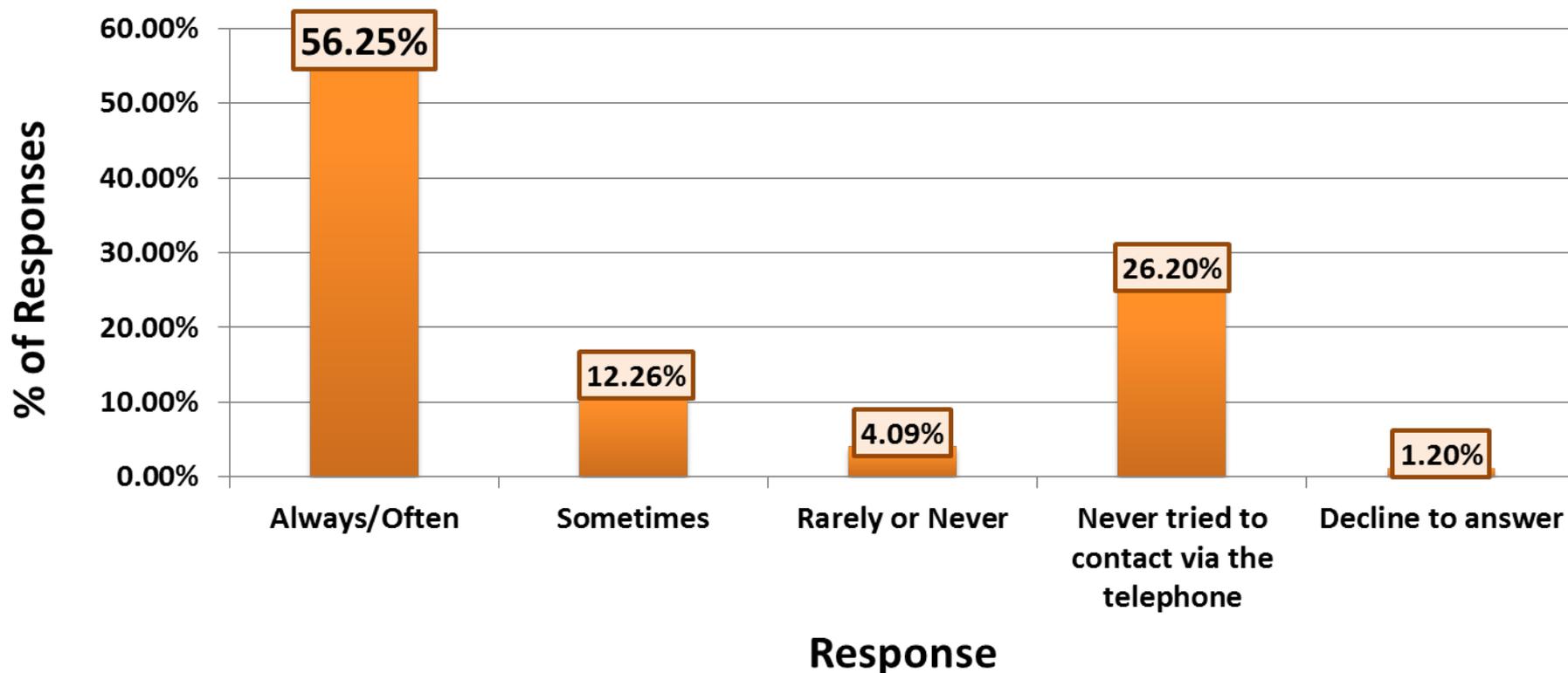


Last time that you were sick, **how quickly could you get to see or speak with a clinician in our FHT** (e.g. doctor/resident, nurse, dietitian, pharmacist, social worker) who could adequately address your needs?

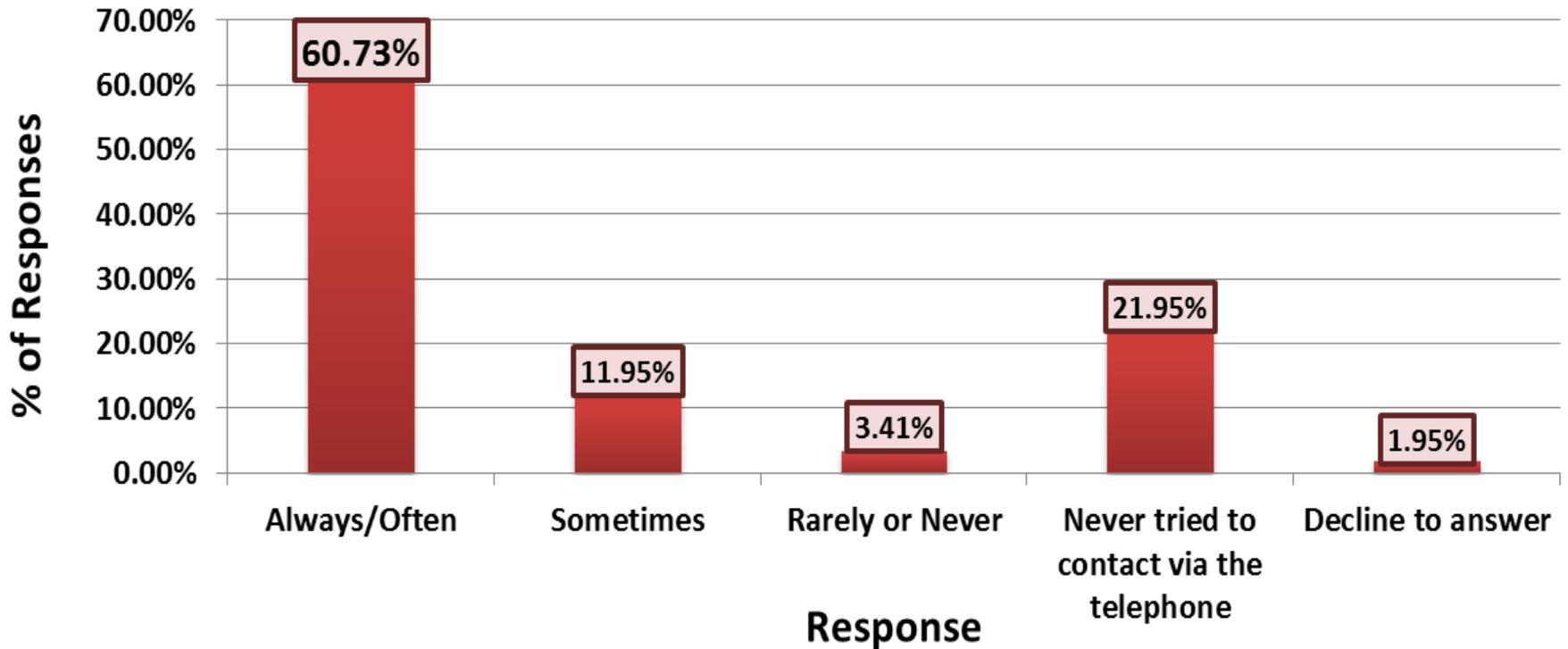


Response

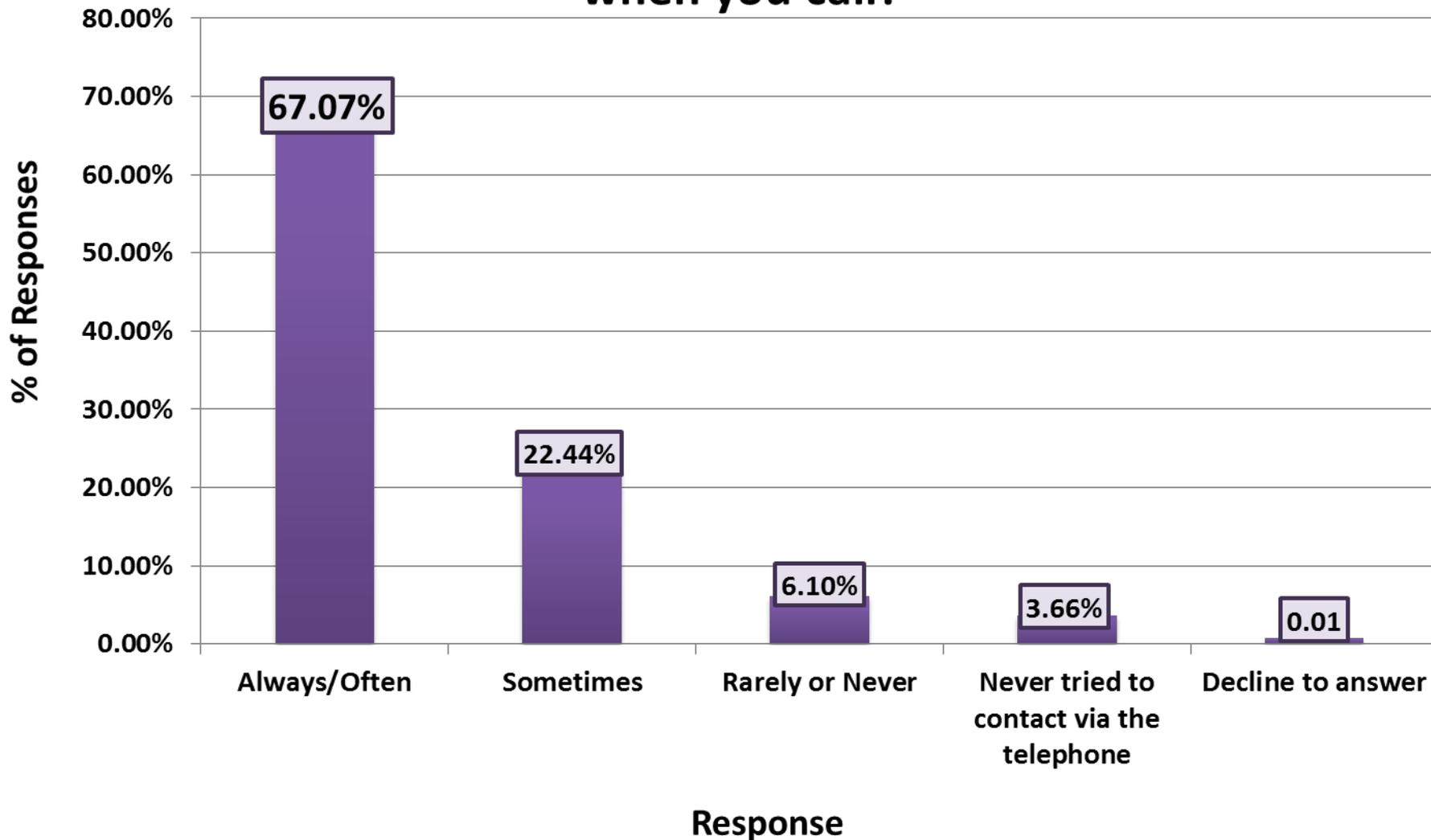
When you call our FHT with an **urgent** medical question or concern during regular practice hours **how often do you get an answer the same day?**



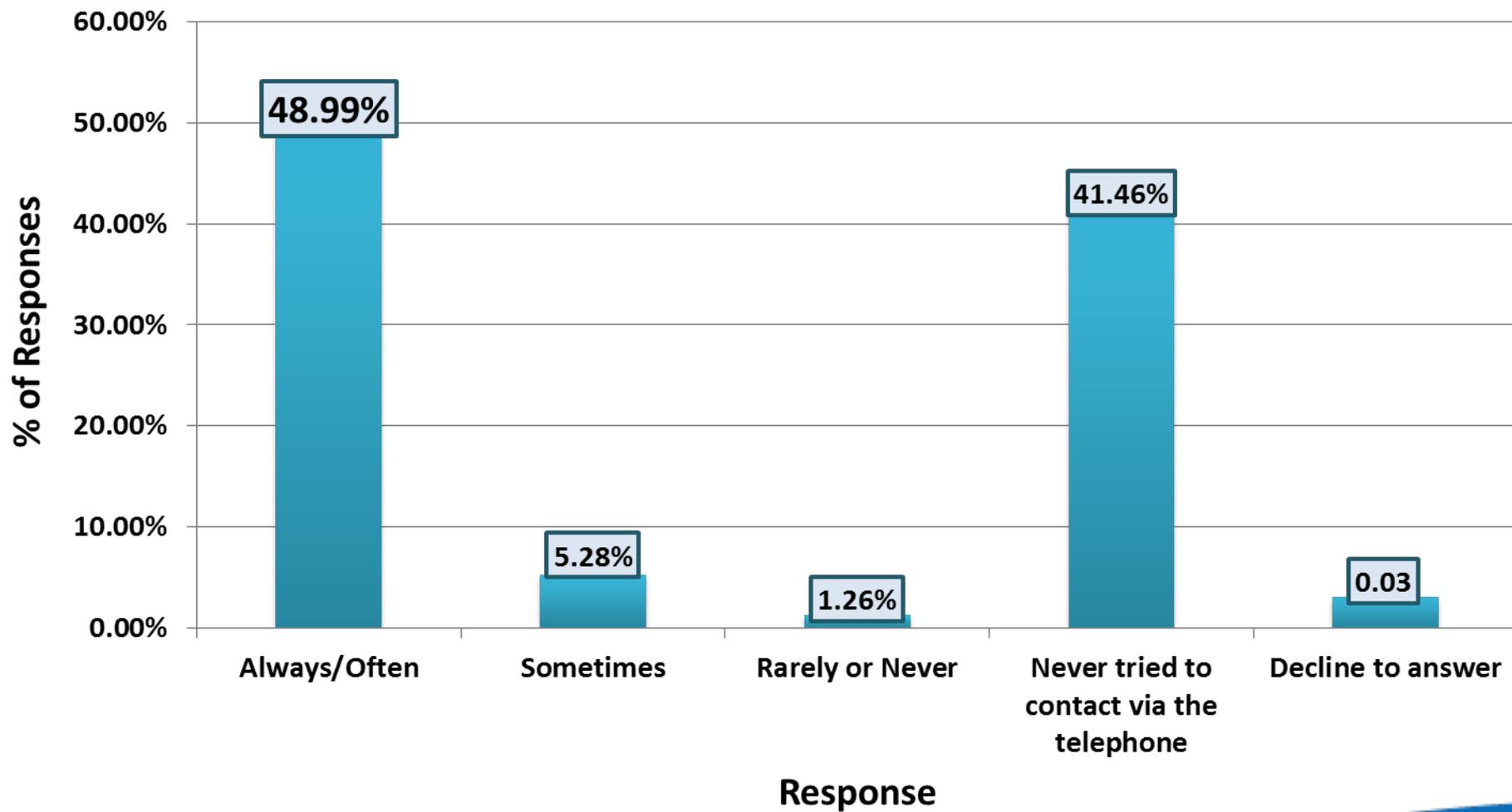
When you call your FHT with a **non-urgent** medical question or concern **how often is your question answered in a timely manner?**



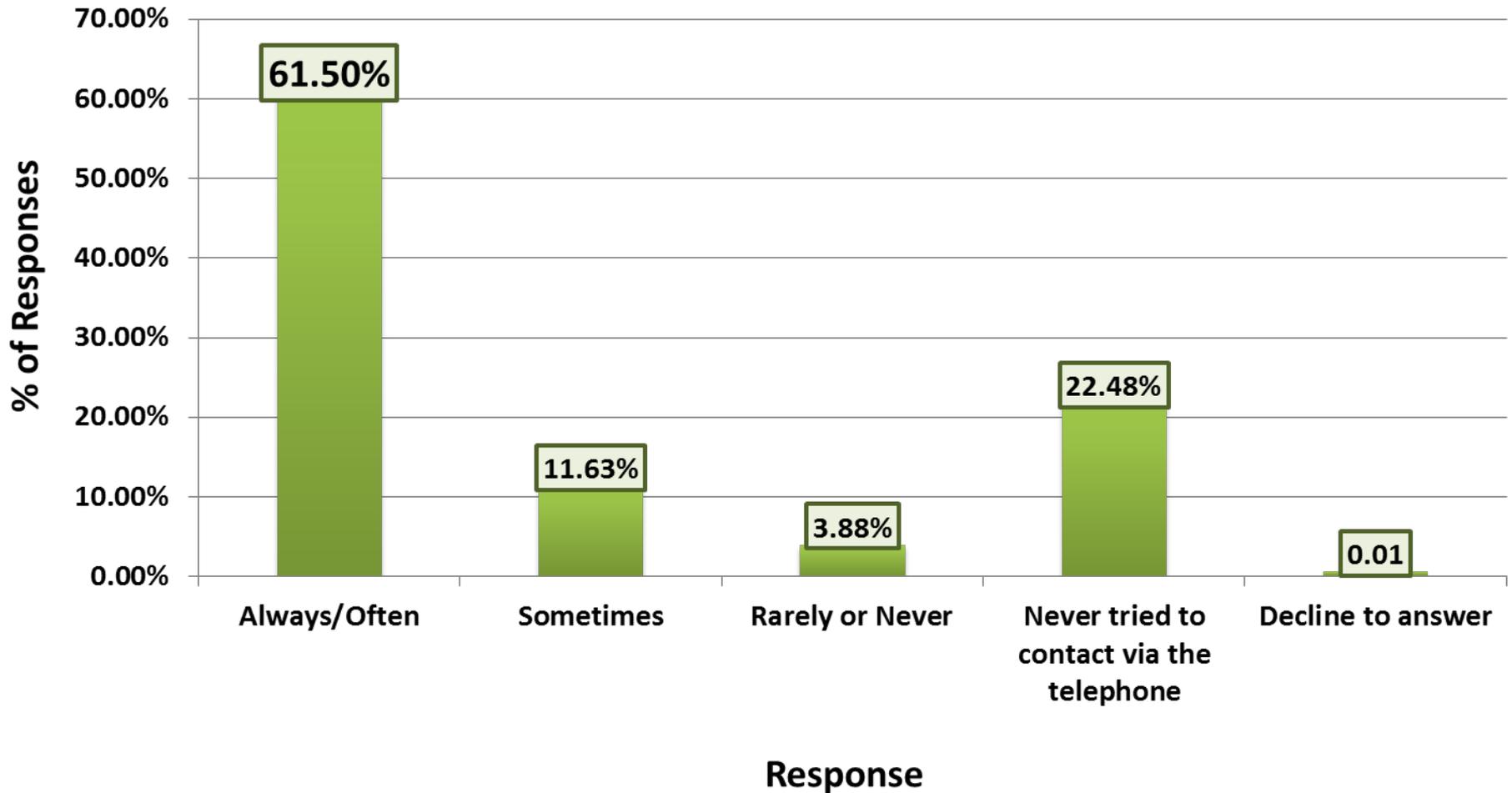
How often does reception pick up the phone when you call?



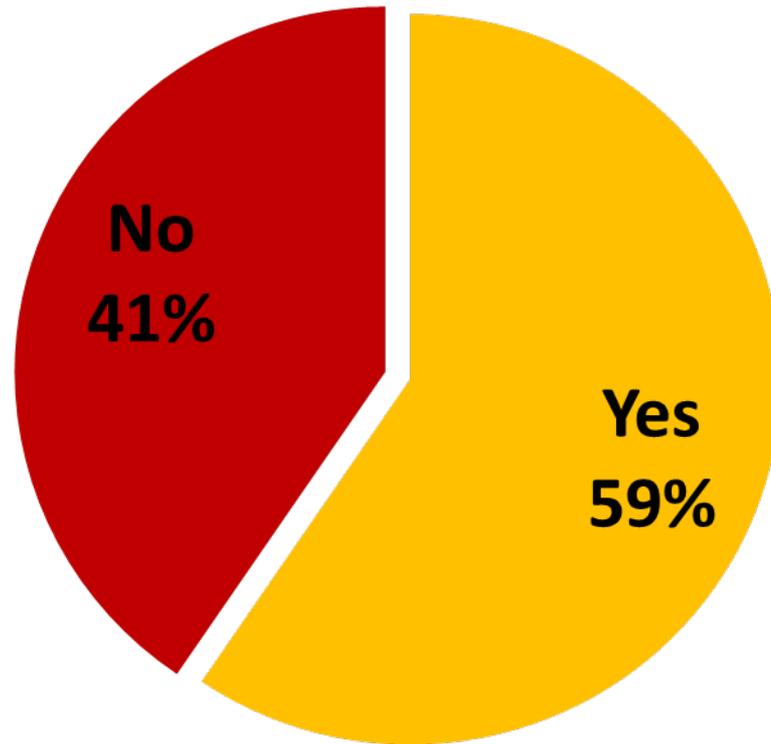
When you leave an **urgent message** with our receptionist (e.g. your child is sick and needs to be seen as soon as possible), **how often are your calls returned in a timely manner?**



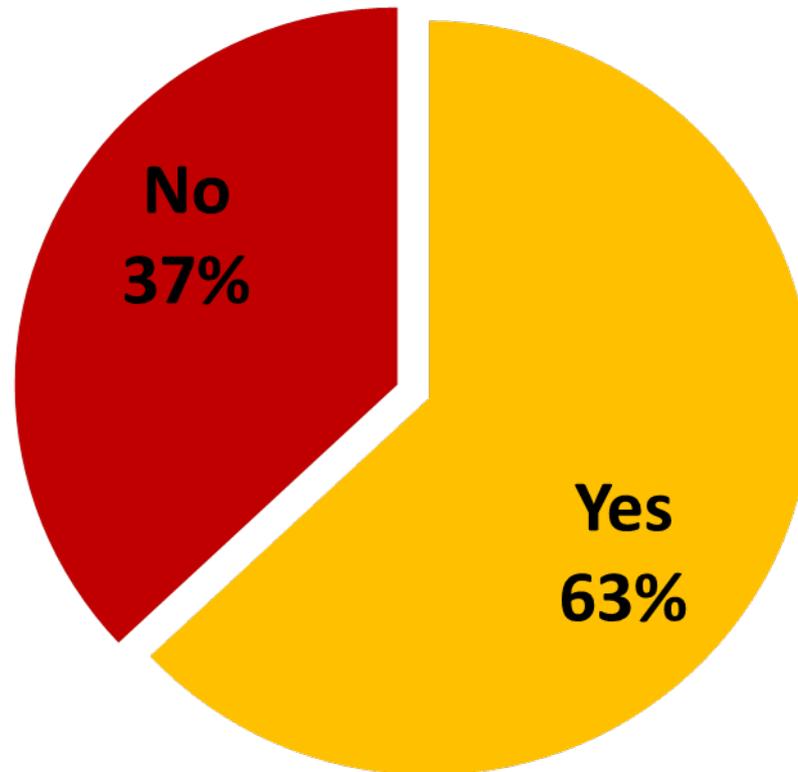
When you leave a **non-urgent message** with our receptionist, **how often are your calls are returned in a timely manner?**



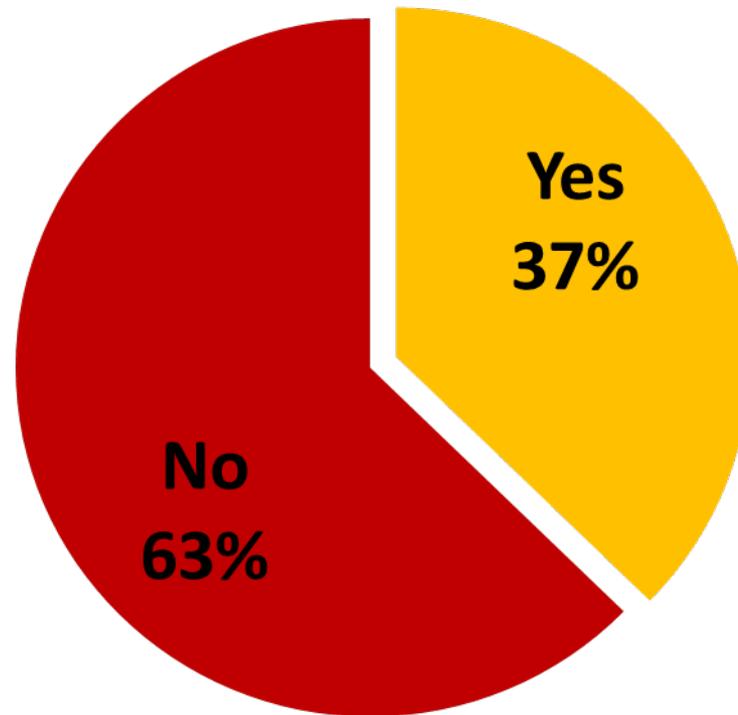
When you need to cancel your appointment,
do you know how to **leave a message on
our cancellation line?**



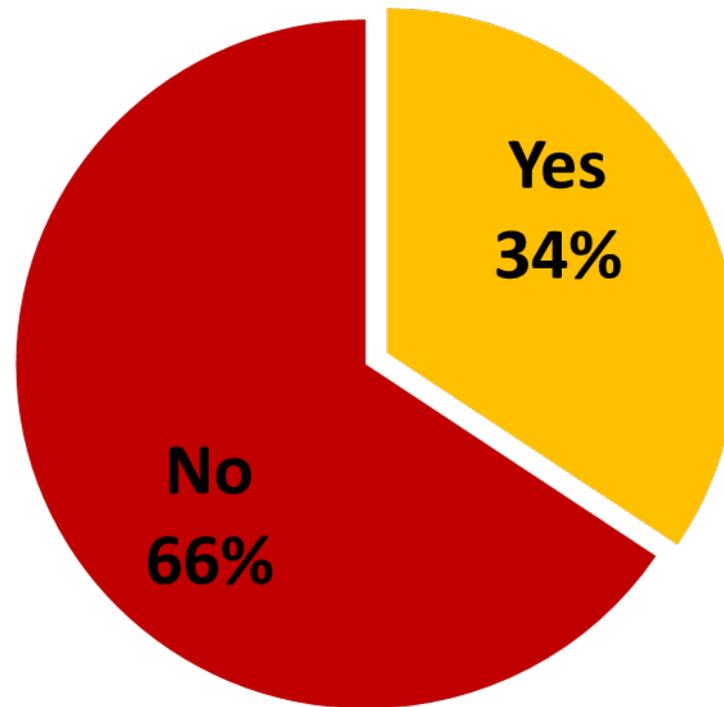
Did you know that our FHT has evening clinics?



Did you know that our FHT has an **Urgent Care Clinic on Saturday mornings?**



Did you know that that our FHT has an **after-hour telephone service** which can provide medical advice and contact the FHT physician on call, if required, to address your health concerns?



Qualitative Feedback: Positive

“[Reception]
Always pleasant
& helpful”

“I really loved being
treated and followed
by the NP. It's the best,
consistent care since I
started coming here.”

Dr. X is readily
available and very
helpful and
understanding.
She always finds
time for
appointments.

Qualitative Feedback: Patient Education Needed

"I don't ever bother to call after hours because I don't believe you serve patients then. I go to a walk in clinic."

"Did not know I could get care here on weekend or holiday. Have always waited or sought other service."

It is not clear to me how to book an appointment for Saturday mornings in an emergency situation. More evening slots would be helpful, too.

Future Directions

- 2013 Patient Experience Survey
 - Translation
 - Timing
 - Specific questions
 - Pros/Cons

Summary

- Learned a great deal of information about what we are doing well and what we could be doing better
- Catalyst for Quality Improvement Projects
 - Saturday Clinic
 - No Show rates
- Patient Centered
 - Patients feel part of the process and valued when asked questions regarding the quality of their care experience

Resources

<http://www.commonwealthfund.org>

http://www.health.gov.on.ca/en/legislation/excellent_care

<http://www.nhssurveys.org>

<http://www.pickereurope.org>

<http://www.ihi.org>