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<b>Agenda Item</b>	Real Time Patient Experience Survey (RTPES)
<b>Submitted By</b>	Linda Dempster, Vice President, Patient Experience
<b>Guests Participating</b>	None
<b>Time Required</b>	10 minutes
<b>Expected Outcome</b>	<input type="checkbox"/> Decision <input type="checkbox"/> Discussion <input checked="" type="checkbox"/> Information

Please accept this briefing note and presentation as an update for business arising from previous minutes - Fraser Health Patient Experience Survey

### **Background**

The Real Time Patient Experience Survey is an evidence informed way to gain patient, client, person in care, and family insights on the care experience in Fraser Health that launched in 2017 in the Acute Care setting. Developed by the Regional Patient and Family Advisory Council and informed by the best available literature and Fraser Health Data (PSLS, PSP, and PCQO), the likert scale and open ended questions are plain language and available in English, Cantonese, Mandarin, Korean, Arabic, and Pubjabi. In summer 2021, the Patient Experience Portfolio signed an Enterprise Wide Agreement with the developers (Crede Technologies) to use the RTPES across Fraser Health, as up until this time, it was available solely in Acute Care.

### **Assessment**

Prior to the COVID-19 Pandemic, patients and family members were actively recruited to complete the RTPES by acute care volunteers (or members of site administration), who would ask the potential respondents if they would like to participate in a short patient experience survey, and if, yes, would they like help to complete it. During the COVID-19 Pandemic, to elicit RTPES responses the Patient Experience Department pivoted to the use of QR codes, a passive approach to recruit respondents to complete the survey.

Table 1 provides the RTPES response context before, during and in recovery phase of the COVID-19 Pandemic (Total Number of Responses for the Acute Care Sites by Fiscal Quarter). There has been an uptick in the utilization of the survey in the recovery phase in particular in the tertiary sites. Priority for engagement is south and east areas of the region.

Table 2 shows the average score (out of four) for specific RTPES questions by fiscal quarter for each acute care site (Average Score for Select Real Time Patient Experience Survey Questions by Acute Care Site). The highest average rated responses in the last 3 quarters have been to the questions “how often do we treat you with courtesy and respect?” and “are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?” The question “how often do we remind you to clean your hands?” is the lowest average rated response of the 4 questions.

Managers and Directors can access the RTPES results using their login details, for real time patient experience data specific to their unit and to see data trends over time. With help from Systems Optimization, Clinical Quality Patient Safety and Crede Technologies Inc. (the developer), a Patient Experience Dashboard containing Real Time Patient Experience Survey Results is being created to support the use of data in health service planning, and quality, safety and experience improvement.

Negative results, specifically 'dissatisfied' or "very dissatisfied" quantitative likert scale responses and qualitative responses, are identified and reviewed by the RTPES Program Coordinator daily. These results are shared with the unit managers for review, follow up where possible and quality improvement. Examples of comments where the unit would benefit from quality improvement:

- Staff seem to be careless. They don't check on the patient unless you call them and most of the time they don't answer the call bell. Personal care is 0 here. If I don't advocate for my family member, nobody would even check. (Acute Care Medicine Unit)
- Most of the people don't tell their names, and I can't read their name tag. So I can't really recall the names (Acute Care Cardiac Unit)

Positive qualitative responses are available to the unit managers to share with named individuals and / or Point of Care Team for positive reinforcement.

- Pretty good, the process made me feel comfortable (Acute Care Surgical Unit)
- I'd like to thank all the nurses for there patience, friendliness and overall hard work they put in day in and day out. They always take the time to make you feel comfortable, safe and well taken care of overall! (Acute Care Medicine Unit)

### **Recommendation**

Support the active spread and integration of the RTPES throughout Fraser Health and embed RTPES data in system service planning, and quality and patient experience improvement initiatives.

That the Board Quality Performance Committee recommend to the Board of Fraser Health Authority that the Real Time Patient Experience Survey report be available to the public.

### **Timelines** (track progress)

The goal is to expand the RTPES across Fraser Health by March 2022.

Appendix A

Table 1: Total Number of Responses Before, During and in the Recovery Phase of the COVID-19 Pandemic																	
Fiscal Year	Number of Completed RTPES for Acute Care Sites															Total Number / Fiscal Quarter	Context
	ARH	BH	CGH	DH	ERH	FC	LMH	MMH	PAH	RCH	RMH	SMH					
Q3 2019/2020	111	513	15	26	0	0	185	0	0	117	40	70				1077	Pre COVID-19
Q4 2019/2020	72	312	0	13	5	0	60	0	10	117	11	26				626	Pre COVID-19
Q1 2020/2021	0	1	0	0	0	0	0	0	0	0	0	0				1	COVID-19
Q2 2020/2021	0	133	0	0	0	0	0	0	0	0	0	0				133	COVID-19
Q3 2020/2021	0	23	0	0	0	0	0	1	0	0	4	30				58	COVID-19
Q4 2020/2021	4	0	7	0	0	0	5	18	0	4	21	117				176	COVID-19
Q1 2021/2022	22	18	30	0	0	0	17	2	0	40	24	109				262	Recovery Phase
Q2 2021/2022	32	26	27	0	0	0	19	0	0	52	40	107				303	Recovery Phase
Q3 2021/2022	16	27	13	0	0	0	11	0	3	14	22	79				185	Recovery Phase
<b>Total Number / Acute Care Site</b>	<b>257</b>	<b>1053</b>	<b>92</b>	<b>39</b>	<b>5</b>	<b>0</b>	<b>297</b>	<b>21</b>	<b>13</b>	<b>344</b>	<b>162</b>	<b>538</b>				<b>2821</b>	

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Table 2: Average Score (out of 4.0) for Select Real Time Patient Experience Survey Questions by Acute Care Site

Quarter/FY	Item	Acute Care Sites													
		ARH	BH	CGH	DH	ERH	FC	LMH	MMH	PAH	RCH	RMH	SMH		
Q3 2019/2020	How often do we treat you with courtesy and respect?	3.7	3.7	3.7	3.8	0	0	3.6	0	0	3.8	3.7	3.6		
	How often do we keep you informed about your care?	3.4	3.4	3.0	3.1	0	0	3.2	0	0	3.7	3.5	3.1		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	3.8	3.7	3.5	3.4	0	0	3.4	0	0	3.9	4	3.6		
	How often do we remind you to clean your hands?	2.4	2.6	2.6	2.5	0	0	2.3	0	0	3.8	2.9	2.7		
Q4 2019/2020	How often do we treat you with courtesy and respect?	3.9	3.7	0	3.6	3.6	0	3.5	0	3.1	3.8	3.5	3.7		
	How often do we keep you informed about your care?	3.7	3.4	0	2.8	0	0	3.2	0	2.5	3.6	3.5	3.5		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	3.8	3.7	0	3.4	0	0	3.4	0	3.4	3.6	4	3.7		
	How often do we remind you to clean your hands?	2.8	2.8	0	2.6	0	0	2.5	0	2	3.5	2.6	2.4		
Q1 2020/2021	How often do we treat you with courtesy and respect?	0	4	0	0	0	0	0	0	0	0	0	0		
	How often do we keep you informed about your care?	0	0	0	0	0	0	0	0	0	0	0	0		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	0	3	0	0	0	0	0	0	0	0	0	0		
	How often do we remind you to clean your hands?	0	3	0	0	0	0	0	0	0	0	0	0		
Q2 2020/2021	How often do we treat you with courtesy and respect?	0	3.6	0	0	0	0	0	0	0	0	0	0		
	How often do we keep you informed about your care?	0	3.3	0	0	0	0	0	0	0	0	0	0		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	0	3.4	0	0	0	0	0	0	0	0	0	0		
	How often do we remind you to clean your hands?	0	2.6	0	0	0	0	0	0	0	0	0	0		
Q3 2020/2021	How often do we treat you with courtesy and respect?	0	3.7	0	0	0	0	0	0	0	0	3.8	3.6		
	How often do we keep you informed about your care?	0	3.4	0	0	0	0	0	0	0	0	3.3	3.4		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	0	3.6	0	0	0	0	0	0	0	0	3.5	3.2		
	How often do we remind you to clean your hands?	0	2.4	0	0	0	0	0	0	0	0	2.5	2.9		
Q4 2020/2021	How often do we treat you with courtesy and respect?	2.8	0	3.3	0	0	0	2.8	3.6	0	4	3.7	3.5		
	How often do we keep you informed about your care?	2.3	0	2.1	0	0	0	2.2	3.2	0	3.8	3.1	3.3		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	2.3	0	2.2	0	0	0	2.8	3.4	0	4	3.4	3.5		
	How often do we remind you to clean your hands?	2.3	0	1.3	0	0	0	1.4	3.1	0	2	2.4	2.9		
Q1 2021/2022	How often do we treat you with courtesy and respect?	3.4	2.8	3.2	0	0	0	3.9	3	0	3.8	3.2	3.3		
	How often do we keep you informed about your care?	2.9	2.6	2.9	0	0	0	3.5	3	0	3.5	2.7	3.2		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	3.1	2.9	3.2	0	0	0	3.9	4	0	3.5	3.4	3.4		
	How often do we remind you to clean your hands?	2.5	2.2	2.5	0	0	0	2.6	1	0	2.5	2.5	2.7		
Q2 2021/2022	How often do we treat you with courtesy and respect?	3.7	3.2	3.5	0	0	0	3.7	0	0	3.5	3.1	3		
	How often do we keep you informed about your care?	3.2	2.5	2.5	0	0	0	3.6	0	0	3.4	2.6	2.7		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	3.6	2.8	3.3	0	0	0	3.7	0	0	3.5	2.9	3		
	How often do we remind you to clean your hands?	2.9	2.5	2.0	0	0	0	3.1	0	0	2.6	2	2.5		
Q3 2021/2022 FYTD	How often do we treat you with courtesy and respect?	3.4	3.3	3.1	0	0	0	3.7	0	4	3.6	2.7	2.7		
	How often do we keep you informed about your care?	3.1	2.6	2.8	0	0	0	3.6	0	3.2	3.7	2.7	2.4		
	Are staff sensitive to your cultural values and those of your family (language, cultural traditions, and beliefs)?	3.6	3.2	3.0	0	0	0	3.7	0	4	3.7	2.6	2.8		
	How often do we remind you to clean your hands?	2.4	2.3	1.8	0	0	0	2.6	0	2.7	2.2	2.3	2		

# Real Time Patient Experience Survey (RTPES)

# Background: 2 surveys

## The Real Time Patient Experience Survey:

- Launched in 2017
- Informed by Evidence & Fraser Health Data
- Translated into: Arabic, Mandarin, Cantonese, Korean and Punjabi
- Multiple formats (QR code, paper, etc.)

**ACCESSIBLE**

**INCLUSIVE**

**SAFE**

## Patient Satisfaction Single Question Survey:

- Launched in Fall 2021 in CTiCs, UPCCs, Public areas within Acute Care

## The Real Time Patient Experience Survey:



Surrey Memorial Hospital

How is your experience on 5W Medicine today?

Please take our Real Time Patient Experience Survey

Let me tell you what I think



### Step 1. Using your smart device:

- Open the camera and hover over this Quick Response code, or
- Download a QR Code Reader app to your device then scan this code.



QR Code

### Step 2. Look for this message to appear. Tap the webpage link to start the survey.



### Step 3. Take the survey (about 5 minutes). Please leave out any personal information.

Any time you have an urgent question or concern about your current care, please speak with your care provider, patient care coordinator, or the unit manager.



Your feedback is valuable and helps us improve patient experience. Fraser Health is committed to Patient Family Centered Care.

Thank you!

November 19, 2020

## Patient Satisfaction Single Question Survey:

SMH



# Tell us about your care experience

Take the one-question satisfaction survey.



### Step 1. Using your smart device:

- Open the camera and hover over this Quick Response code
- OR
- Download a QR Code Reader app to your device then scan this code.

### Step 2. Look for this message to appear:

- Tap the webpage link to start the survey.



### Step 3. Take the survey (about 5 minutes). Please leave out any personal information.

Available in 中文 (简体), 中文 (繁體), 한국어 and বাংলা

Thank you

# Spread & Integrate Strategies

- ACTIVE patient survey recruitment using:
  - Volunteers, Students, Wayfinders, Patient Navigators
- Results add more information including qualitative for quality improvement
- Results are shared in multiple venues including HAMAC, Patient and Family Advisory Council mtgs for eg.
- To be built into FH Service Plan development





# Improvement in Action

- Survey results available 30 seconds after they've been submitted.
- Patient experience data (**Provincial, RTPES, and PCQO**) are added to Regional and Local Patient & Family Advisory Council agendas (**an Accreditation Requirement**)
- Positive qualitative responses are available to the unit manager for **positive reinforcement** of individuals and teams.
- Compared with provincial survey results such as Malatest, Patient-reported Experience Measures (PREMs) and Patient-reported Outcome Measures (PROMS)