#### **Corporate Listening**

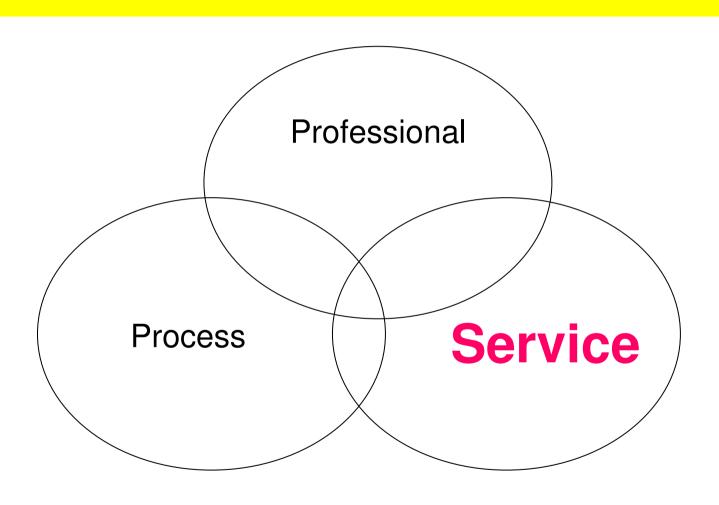
# Mediating towards Positive Patient Experience SPP-P1.23

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ACTIVE LISTENING

### Introduction: Quality



#### Patient Journey



Admission

Ward

Discharge

Post
Discharge

Waiting time

(Q1 - 11)

Communication of care

(Q12 - 39)

Plan

(Q40 - 44)

**Aftercare** 

(Q45 - 52)



**FACILITIES (HYGIENE)** 



#### Baseline PSS Key Findings released in June 2011

Low Score

Great Variation Max Score Desired

Counter-Intuitive

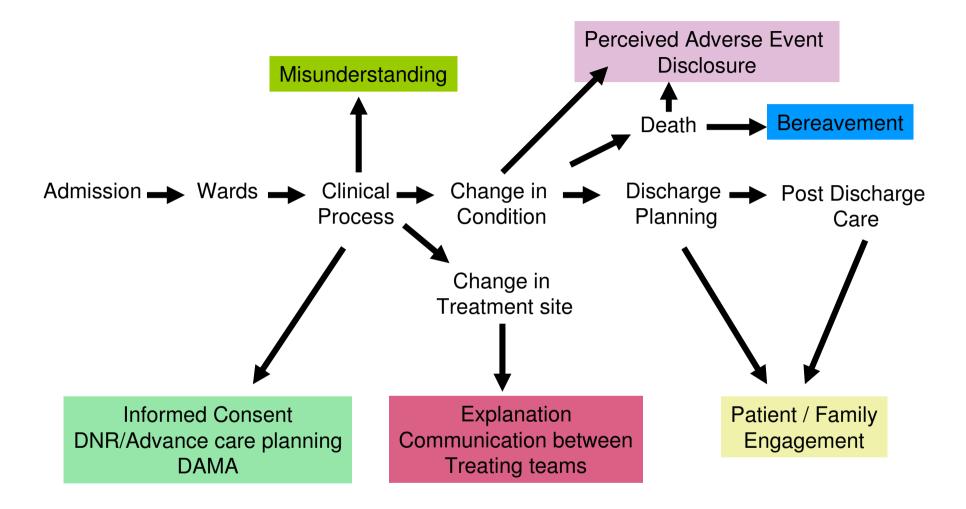
Opportunity to talk to doctor	Info - Infection control	Info - Medication	in clinical decision making for	
Info - Medication Side Effect	Info - Discharge (danger sign, contact person)	Info - Treatment		

Choice of food

Quality of food

Channel to express/complain

#### **Conflict Resolution, Complaint Management, Incident Management**



Positive Patient Experience: The Team Approach

#### Objectives: Mediation Skill Training

 To train mid level healthcare professionals in mediation so that such skills can be further propagated to the frontline in clinical practice, to minimize conflicts in the negative sense, and to enrich patient experience in the positive sense.



# Patient Experience Management 2013 From Complaint management to Positive Experience

Levels:	Negative	Experience —		ce —	Patient Engagement
Governmental	ADR for medical disputes		The '	Feel)	Humane society
Societal	Patient's right to complain	empathy □ □ ▼ interest ion		erest	Patient's right to satisfaction
Institutional	Governance, Data Mx Positive complaint Mx		D I A	common interes: p restoration	Patient satisfaction survey, CQI Patient / staffengagement
Clinical Facility	Active and proactive conflict resolution through team & PRO efforts	active listening,	T I O N	reframing, com relations hip res	Patient experience and Relational enhancement, Capacity building
Patient	Access to complaint channel and seek resolution	(0			Partnership in: doctor / patient communication, Informed choice
Staff	Capacity building: Communication Conflict resolution Incidental	Th	e "Sk	cill?	Treatment decisions, Support (substantial & emotional) for care and family / friends

## Methodology: Applied Mediation

	Laurald	LovelO	110
	Level 1	Level 2	Level 3
Title	Positive communication and mediation skills for day to day practice.	Applying mediation for Conflict Resolution	Strategic communication and mediation for Serious Adverse Event
Target	Frontline clinicians, nurses and allied health staff	Middle level management clinicians, nurses & allied health staff	<ul> <li>Senior members of Q&amp;S,         Patient Relation &amp; communication Team     </li> <li>Senior clinicians, nurses &amp; allied health staff</li> <li>Senior Hospital Management staff</li> </ul>
Duration	3-hour training	9-hour training	9-hour training
Teaching strategies	<ul> <li>Talk/ lecture</li> <li>Interactive scenario</li> <li>Q&amp;A</li> </ul>	<ul><li>Talk/ lecture</li><li>Role-play with debriefing</li></ul>	<ul> <li>Talk- lecture</li> <li>Role-play with debriefing</li> <li>Participant-led problem solving based on scenario</li> </ul>

#### Results

- 1) 180 of staff completed 40-hour mediation training from 2010
- 2) Annual Seminar on Complaint and Risk Management 2012: 800 participants with an average rating of 5.27 (against a maximum score of 6)
- 3) Short patient satisfaction survey focusing on relational aspects of care
- 4) Patient engagement study: a survey on doctors and nurses working in Departments of Medicine of public hospitals and discharged patients is being conducted



#### Conclusion

 Positive patient experience can be actualized by efforts into creating a caring healthcare profession.
 Mediation skills can play an important role in structured training for healthcare professionals which must parallel the importance of professional clinical

skills.

