

Corporate Listening

Mediating towards Positive Patient Experience

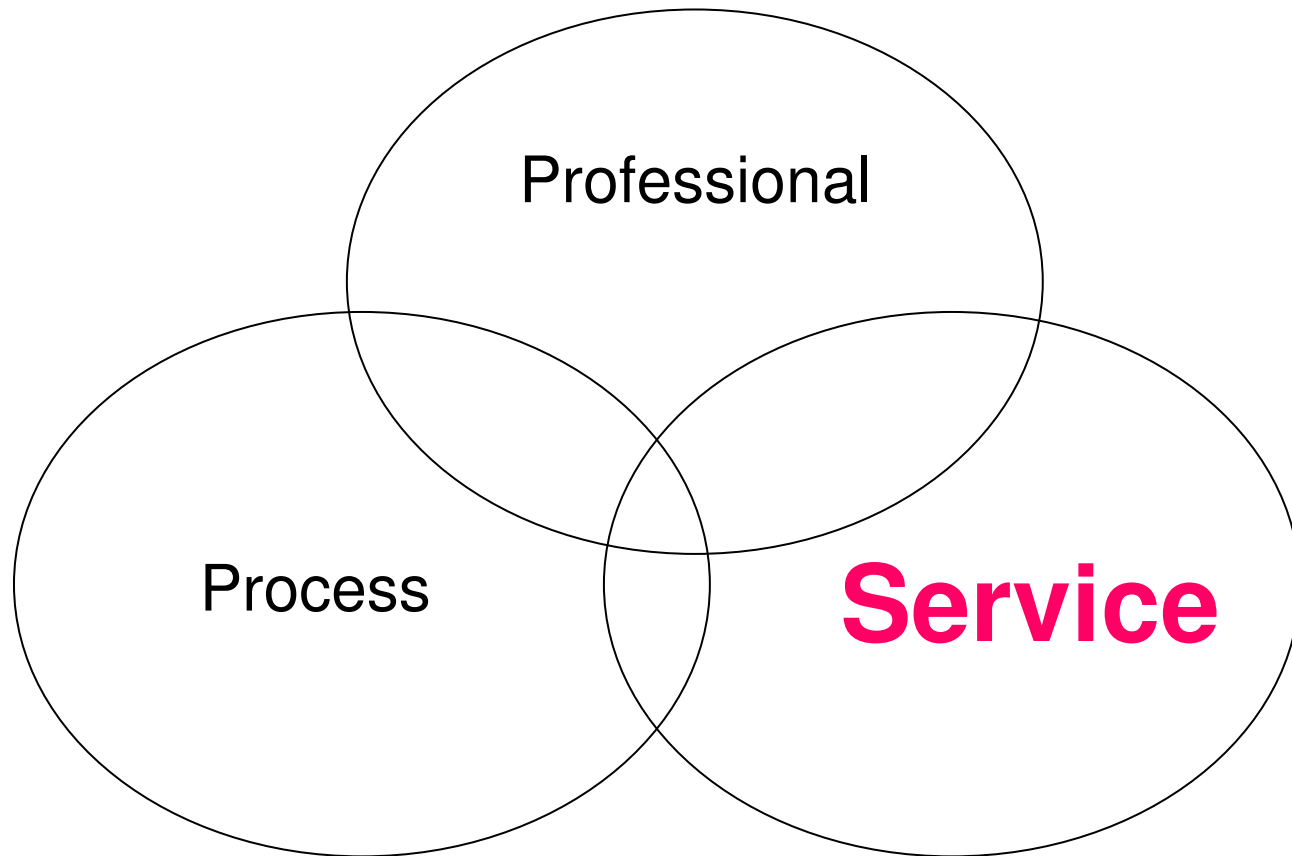
SPP-P1.23

D Dai, P Wong, K M Chow, K K Lai, K M Li, K S Liu, R
Liu, Y W Tsang, Y C Wun

Central Committee for Complaints Management and
Patient Engagement, Hospital Authority

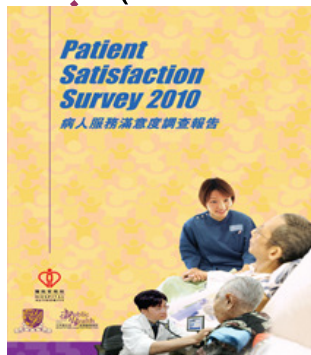
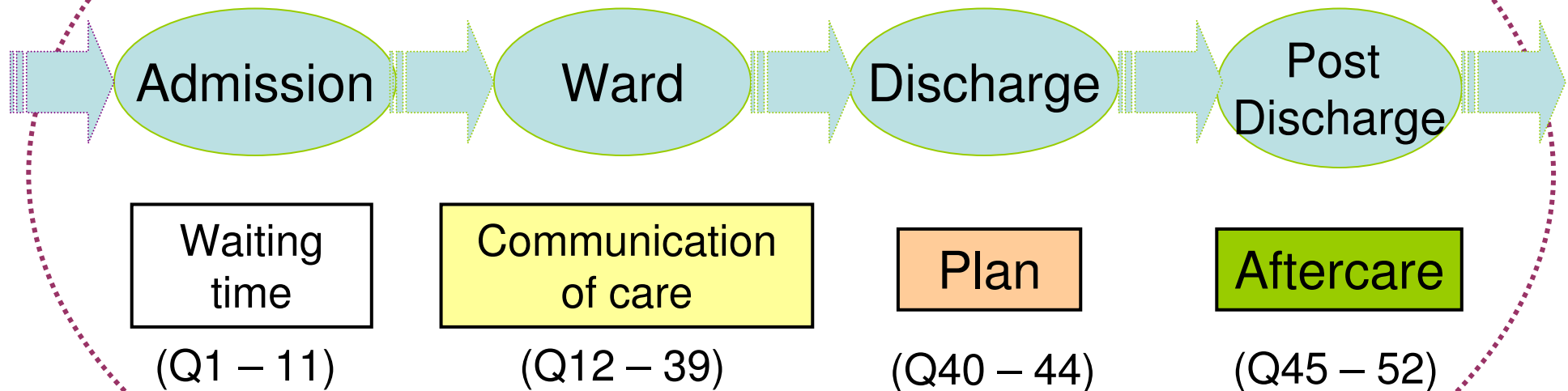
ACTIVE LISTENING

Introduction: Quality

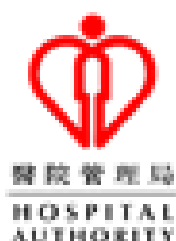


Patient Journey

AMBIENCE



FACILITIES (HYGIENE)



Baseline PSS Key Findings released in June 2011

Low Score

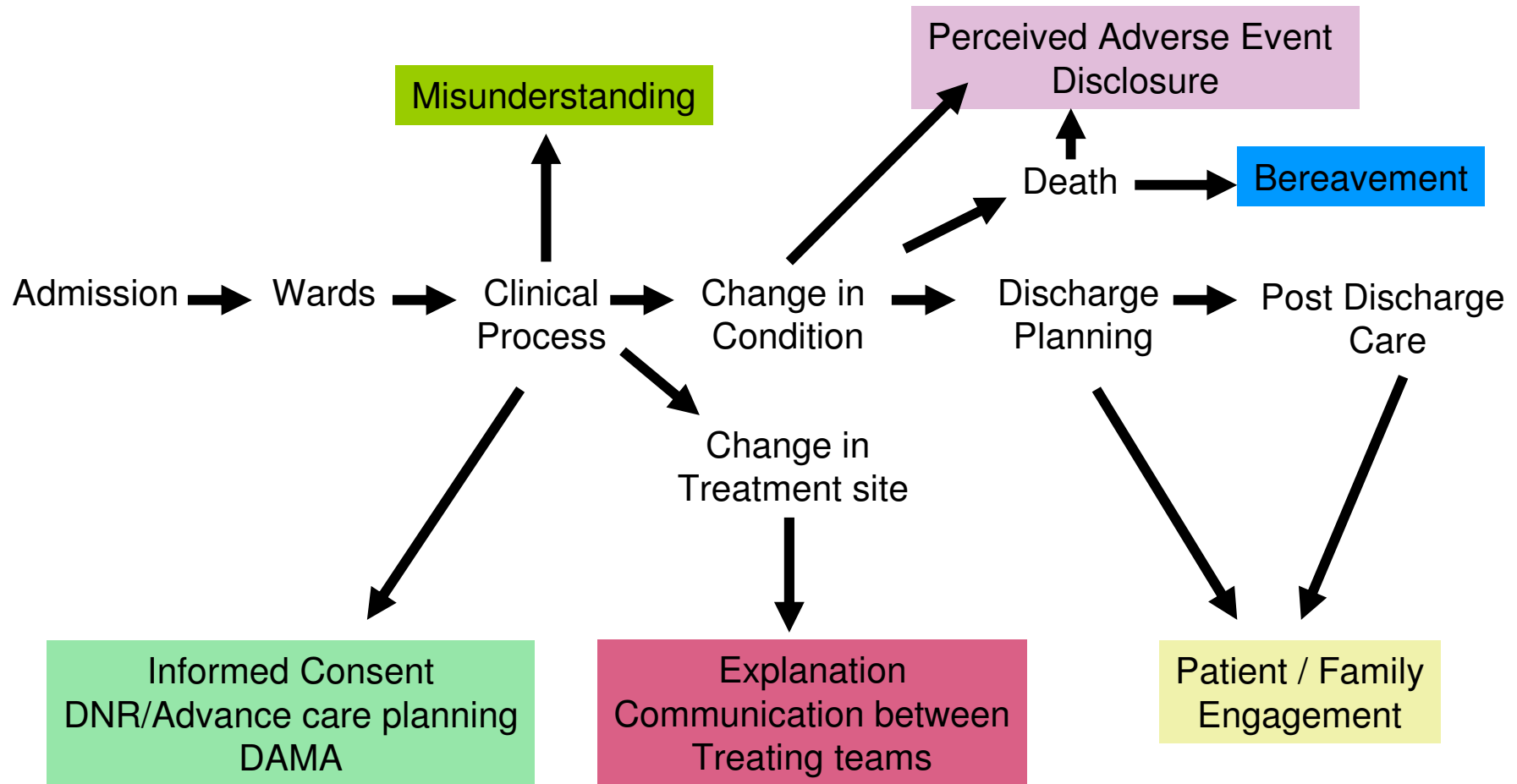
Great
Variation

Max Score
Desired

Counter-
Intuitive

Opportunity to talk to doctor	Info - Infection control	Info - Medication	Info – Involvement in clinical decision making for treatment or discharge
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

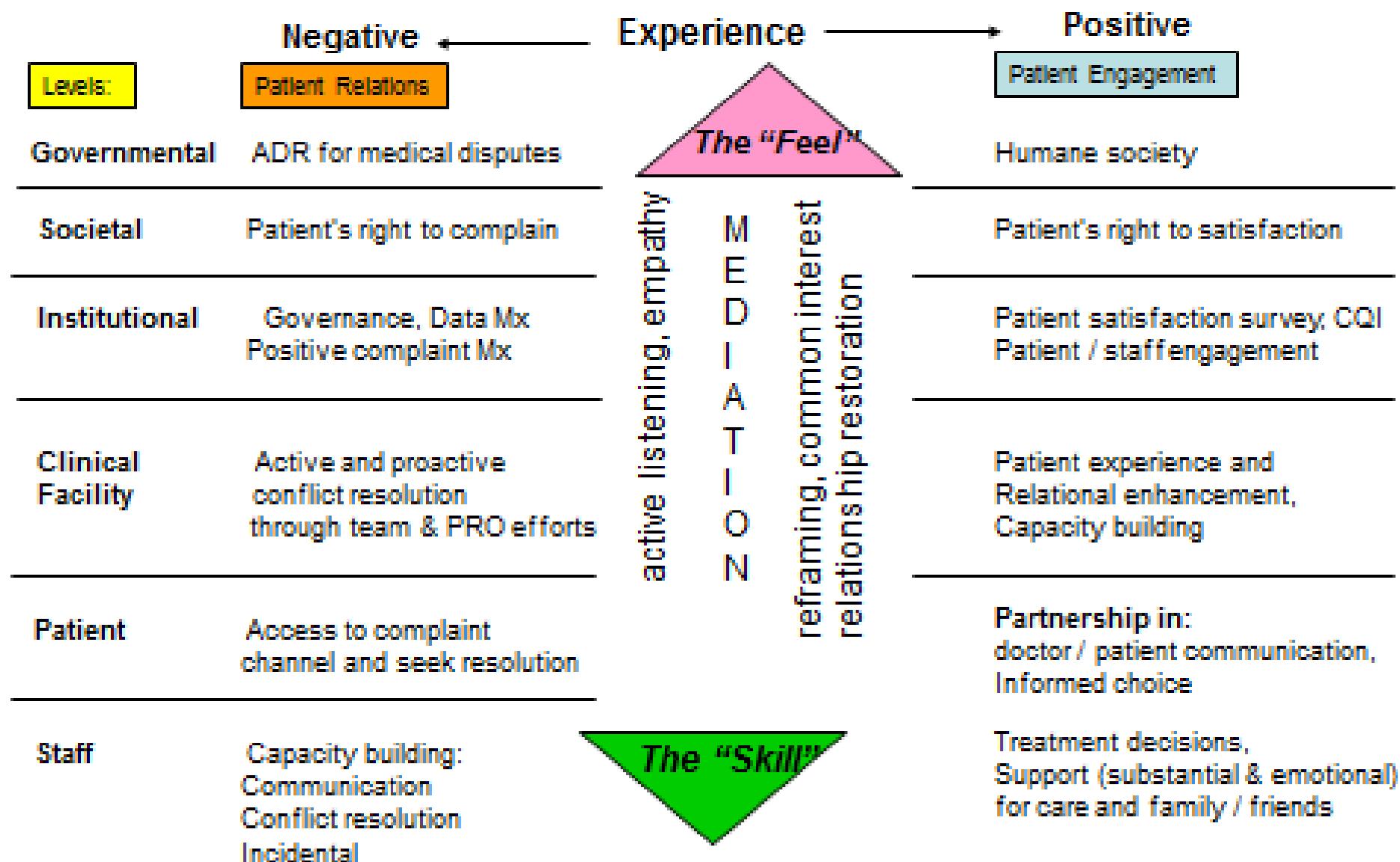
Objectives: Mediation Skill Training

- 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



Methodology: Applied Mediation

	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 style="list-style-type: none"> - Senior members of Q&S, Patient Relation & communication Team - Senior clinicians, nurses & allied health staff - Senior Hospital Management staff
Duration	3-hour training	9-hour training	9-hour training
Teaching strategies	<ul style="list-style-type: none"> - Talk/ lecture - Interactive scenario - Q&A 	<ul style="list-style-type: none"> - Talk/ lecture - Role-play with debriefing 	<ul style="list-style-type: none"> - Talk- lecture - Role-play with debriefing - Participant-led problem solving based on scenario

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.

