



What are the possible determinants of inpatient experience and satisfaction in public hospital?

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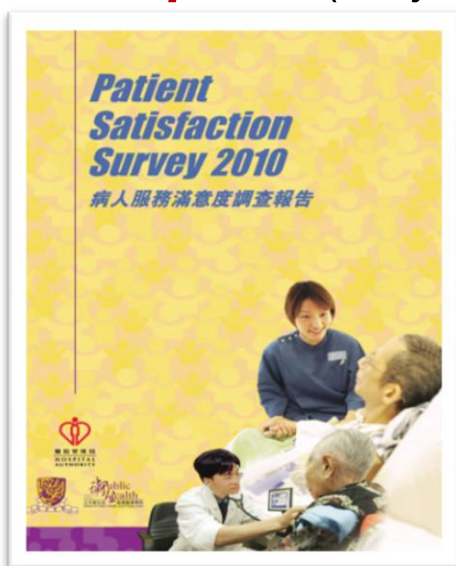
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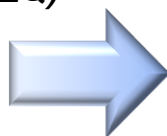


Study: Aim & Methods

- **Study Design:** Secondary data analysis
- **Aim:** Identify **possible determinants** of patient experience and satisfaction through the exercise of **Patient Experience Survey** in Hong Kong in 2010
- **Study population:** involve **5,030 patients from 25 public hospitals** (major acute and rehabilitation hospitals)



Instrument:
Hong Kong Inpatient
Experience Questionnaire
(HKIEQ)



Dimension Score Analysis (9 Aspects of Cares)

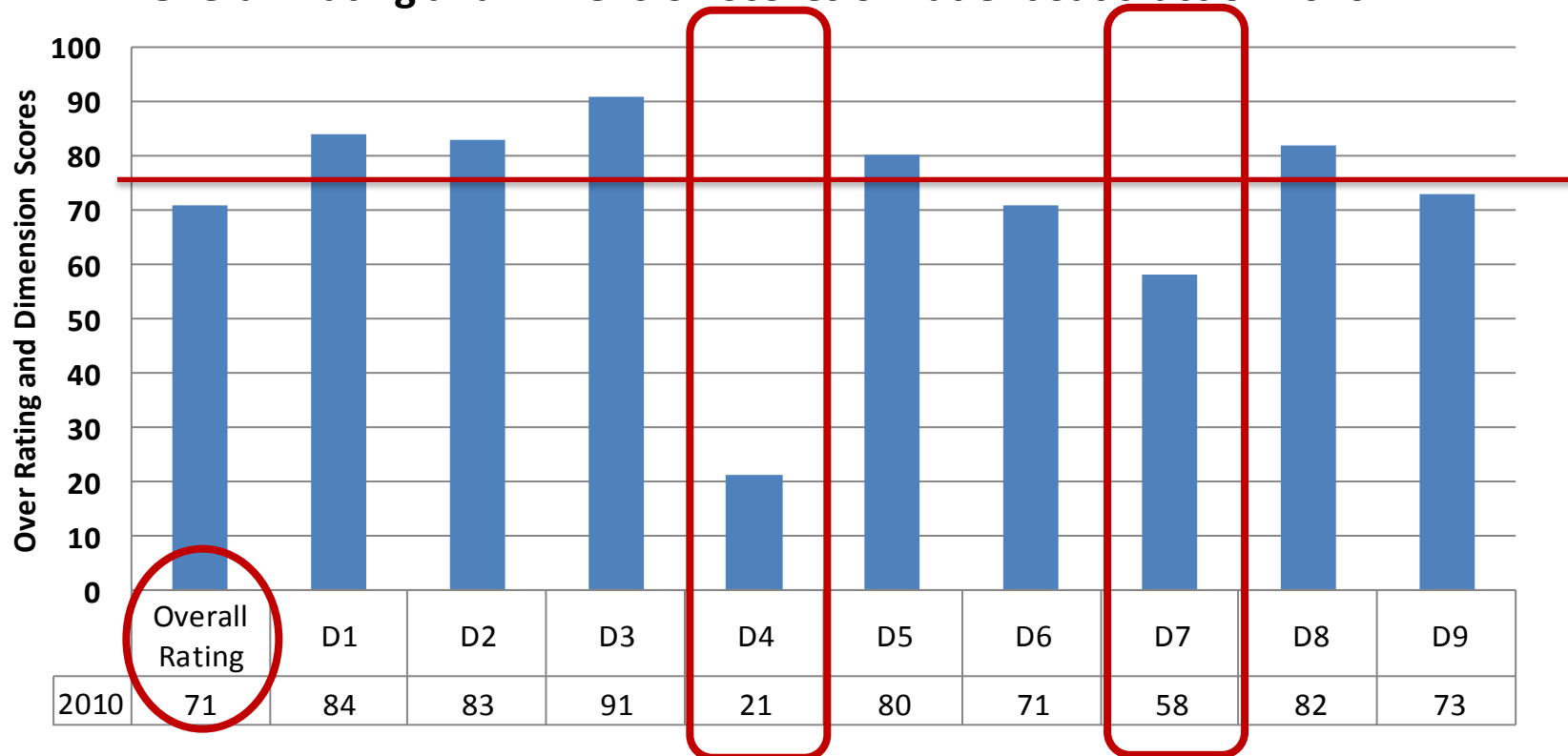
Dimensions	
D1	Access, Choice, Coordination
D2	Communication & Information
D3	Privacy
D4	Involvement in Decisions
D5	Physical Comfort & Pain Relief
D6	Environment & Facilities
D7	Involvement of Family and Friends
D8	Support for Self-care
D9	Care of Health Professional & Feedback Handling

Remark: Score range 0-100 where higher score means more positive hospital experience / higher level of satisfaction



Highlighted Findings

Overall Rating and Dimension Scores of Patient Satisfaction 2010



Patients had less positive inpatient experience in the aspect of patient engagement

➔ **Dimension 4 (D4) : Involvement in Decision**

➔ **Dimension 7 (D7): Involvement of Family and Friends**

Remark: Score range 0-100 where higher score means more positive hospital experience / higher level of satisfaction



Considering Factors

3 Categories of factors were considered to identify their association with patient engagement (D4 & D7)

1) Demographic Characteristics

- Age
- Gender

2) Socioeconomic Characteristics

- Education level
- Employment status
- Government financial allowance

3) Health status

- Chronic disease



Multivariate Analysis of Patient Engagement Aspects

	D4: Involvement in Decisions		D7: Involvement of Family & Friends	
	Coefficient (95% CI)	P-value	Coefficient (95% CI)	P-value
Age				
18-40	Reference Group		Reference Group	
40-60	-8.78	<0.000	0.21	0.908
61-80	-14.08	<0.000	6.24	0.017
80 & above	-17.84	<0.000	9.18	0.008
Education				
Primary or below	Reference Group			
Secondary	5.09	<0.000	---	---
Matriculation, Post-secondary, and Tertiary	13.07	<0.000		
Chronic Disease				
No	Reference Group		Reference Group	
Yes	1.96	0.031	-5.09	<0.000
Employment Status				
Full-time	---	---	Reference Group	
Non full-time			5.86	<0.000
Retired			4.48	0.055
Gender				
Male	---	---	Reference Group	
Female			-3.77	0.002

D4: Involvement in Decisions

Less positive experience in:

- Older
- Lower education Level
- Without chronic disease

Opposite
Experiences

D7: Involvement of Family/friends

Less positive experience in:

- Younger
- Full-time job
- Chronic disease
- female

Notes: Significant if the p value <0.05



Conclusions & Further Actions

- Qualitative and quantitative studies with patients and healthcare professions (doctors & nurses) are underway to **further explore underlying reason and challenges**
- **Tailor-made actions or strategies** for the specific groups of patients / staff are required to build trust and facilitate communication between patient and healthcare staff

Thank you very much!