Patient Experience and Satisfaction Survey in Hong Kong –
a tool to engage staff and patients for quality and patient-centred care

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1st Long Form Patient Experience and Satisfaction Survey (2010 PESS)
Long Term Corporate PESS Plan
endorsed by HA Board in Sept 2013

- **2011/12**: Public reporting of 1st Long Form Survey (using Long Form Questionnaire)
- **2012/13**: Follow-up Studies
  - (i) Secondary Data Analysis
  - (ii) Develop Short Form PESS Questionnaire (Tool)
  - (iii) Patient Engagement Study
- **2013/14**: Hospital-based PESS (Short Form Survey)
- **2014/15**: Specialty-based PESS (SOPC)
- **2015/16**: 2nd Long Form Survey
- **2016/17**: Specialty-based PESS
- **2017/18**: Hospital-based PESS (Short Form Survey)
- **2018/19**: Specialty-based PESS
- **2019/20**: 3rd Long Form Survey

5-Year PESS Service Plan
# Results of Patient Experience and Satisfaction Surveys

<table>
<thead>
<tr>
<th>Year</th>
<th>Confidence and Trust</th>
<th>Overall Care Received</th>
<th>Respect and Dignity</th>
<th>Care Received from Doctors, Nurses and HCAs</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>&gt;87%</td>
<td>80%</td>
<td>88%</td>
<td>80%</td>
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<td>(N= 5,030 )</td>
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<tr>
<td>2013</td>
<td>&gt;83%</td>
<td>76%</td>
<td>89%</td>
<td>&gt;81%</td>
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<tr>
<td>(N= 3,566)</td>
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Patient Engagement Study

High participation rate
- 410 doctors (55%)
- 2,300 nurses (62%)
- 1,000 patients (63%)
Patient Engagement Study

Elements of Good Patient Experience

- Information
- Express preference & informed choice
- Co-ordinated/continued care
- Dignity & respect
- Comfort
- Social, personal & psychological factors
- Opportunity to self manage

Patient

King’s Fund Report (2010)

1,000 Patients

Patient Centre Care = Fundamental human needs & supportive attitude

2,710 HA staff
- 410 Doctors
- 2,300 Nurses