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Medicine
HONG KONG

香港中文大學
CUHK
賽馬會公共衛生及基層醫療學院
The Jockey Club School of Public Health and Primary Care

HA Convention 2017

17 May 2017

Patient Experience & Satisfaction Survey: what have we learnt from patients?

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2017 Hospital Authority Convention 醫院管理局研討大會

16-17.5.2017 Hong Kong Convention & Exhibition Centre
香港會議展覽中心

Committees

Convention Main Focus

Convention Programme

Convention Speakers

Invitation of Abstract

專業為本
Professional Service

敬業樂業
Committed Staff

群策群力
Teamwork

以人為先
People-centred Care

核心價值

Qee © Toy2R

不單是指為病人提供最佳的服務，雖然這是我們的首要任務，它還確認在我們忙碌或病人要求過高時，仍須保持有一顆真切關懷的心，以及良好的雙向溝通。

Patient Satisfaction Survey 2010

病人服務滿意度調查報告



Hospital-based Patient Experience and Satisfaction Survey 2013

個別醫院病人體驗及服務滿意度調查報告



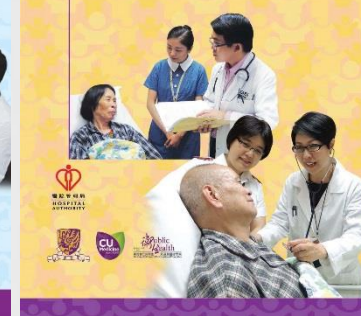
Patient Experience and Satisfaction Survey on Specialist Outpatient Service 2014

專科門診病人體驗及服務滿意度調查



Patient Experience and Satisfaction Survey on Inpatient Service 2015

住院病人體驗及服務滿意度調查



Patient Experience / Satisfaction Surveys

What have we learnt from patients?

25 hospitals
9,297 cases

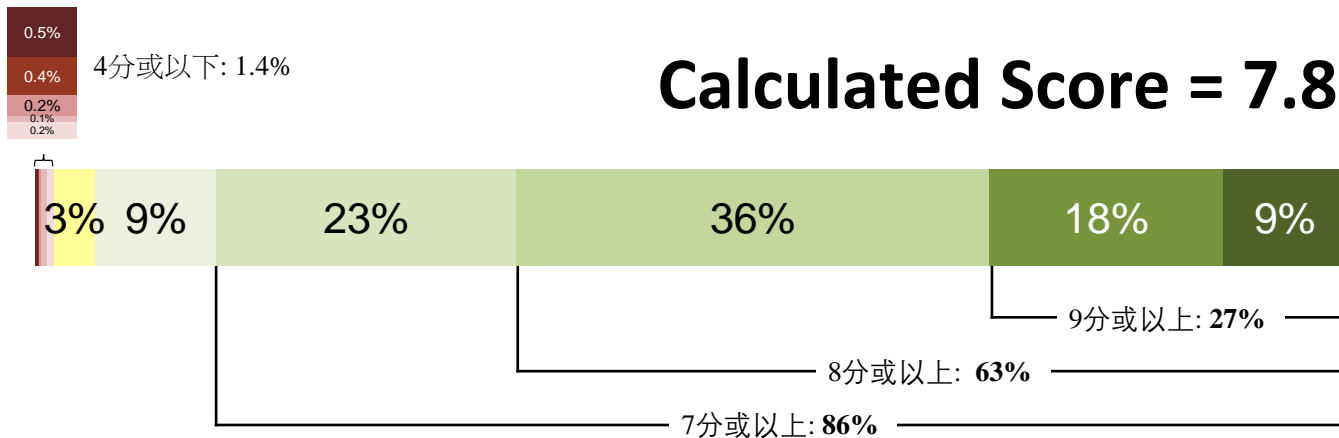
Patient Experience and Satisfaction Survey on Inpatient Service 2015

住院病人經驗及服務滿意度調查



Overall Patient Experience (Score 0-10)

Q22. 如果要你對**整體住院經驗**作出一個總評分，由 0(非常差的住院經驗) 到 10 (非常好的住院經驗)分，請問你會給予多少分？

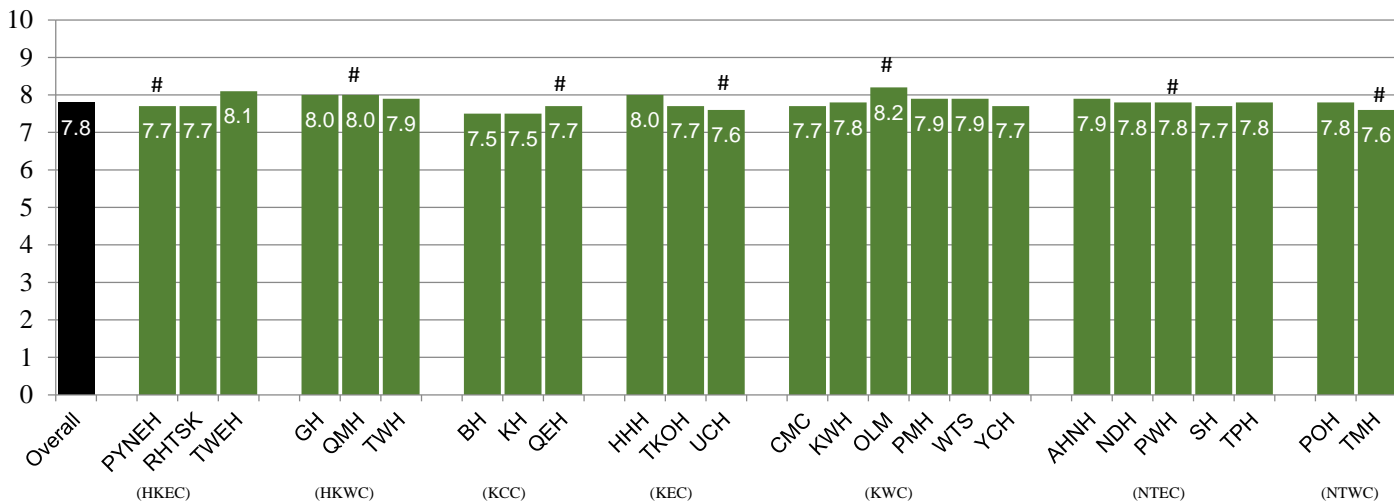


總評分: 0 1 2 3 4 5 6 7 8 9 10

Overall Patient Experience by Hospitals

Q22. 如果要你對**整體住院經驗**作出一個總評分，由 0(非常差的住院經驗) 到 10 (非常好的住院經驗)分，請問你會給予多少分？

平均分

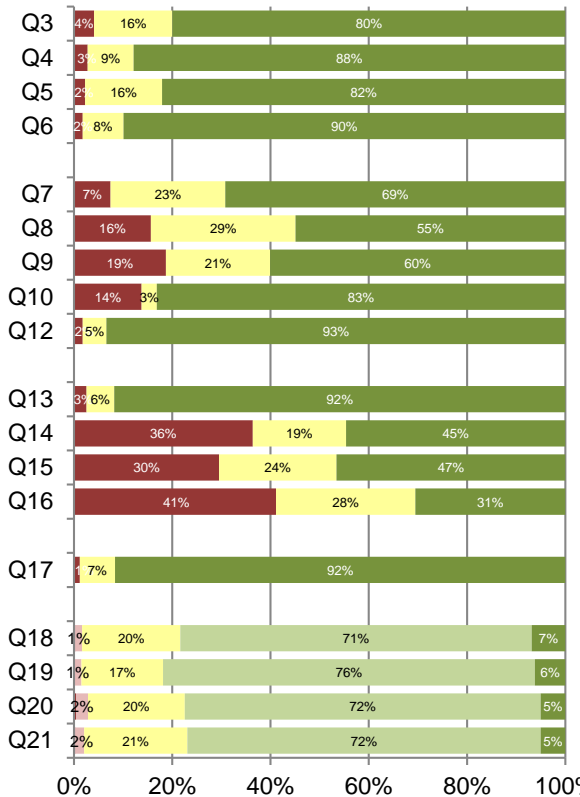


Calculated Score: 7.8, range 7.5-8.2

7 Major Acute Hospitals: range 7.6-8.0

Responses by Percentages (All Core Items)

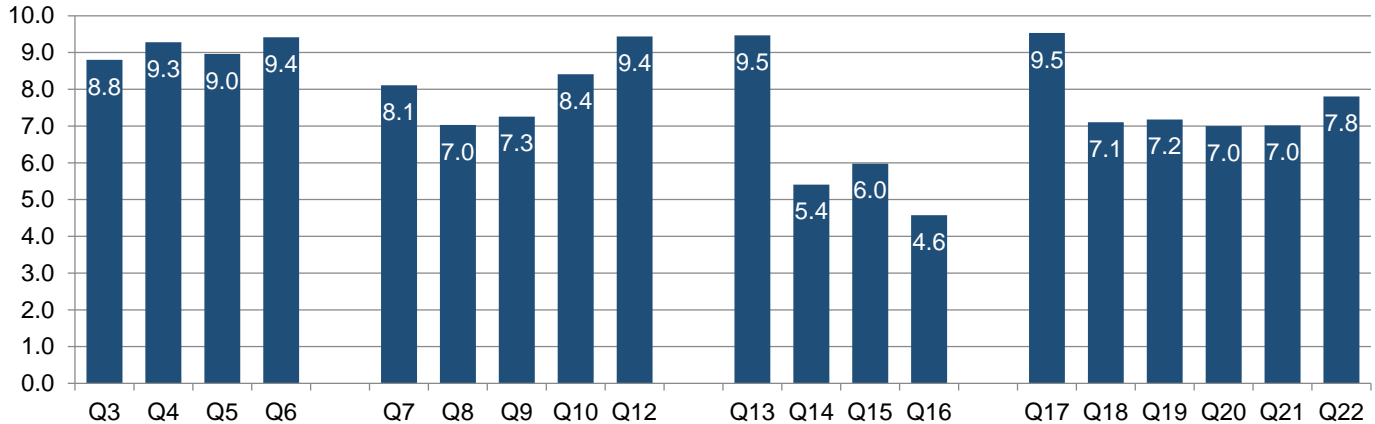
醫護人員	
Q03. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	
Q04. 你對診治你的醫生有沒有信心？	
Q05. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	
Q06. 你對照顧你的護士有沒有信心？	
病人的護理及治療	
Q07. 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？	
Q08. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	
Q09. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	
出院時提供的資訊	
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	
Q14. 醫護人員有沒有告訴你藥物的副作用？	
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？	
整體印象	
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	
Q18. 你怎樣評價醫生對你的治理？	
Q19. 你怎樣評價護士對你的護理 / 照顧？	
Q20. 你怎樣評價醫護助理對你的護理 / 照顧？	
Q21. 整體而言，你對你接受的診治及護理成績怎樣？	



(Q03 – Q17) ■ 沒有 ■ 間中有/ 有時候有/ 有, 某程度上/ 某一程度上有/ 某程度上有 ■ 經常有/ 一直都有/ 有, 十分清楚/ 絕對有/ 有, 十分清楚
 (Q18 – Q21) ■ 非常差 ■ 差 ■ 一般 ■ 好 ■ 非常好

Calculated Scores (All Evaluative Items)

平均分



醫護人員

- Q3 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？ (8.8)
- Q4 你對診治你的醫生有沒有有信心？ (9.3)
- Q5 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？ (9.0)
- Q6 你對照顧你的護士有沒有有信心？ (9.4)

病人的護理及治療

- Q7 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？ (8.1)
- Q8 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？ (7.0)
- Q9 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？ (7.3)
- Q10 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？ (8.4)
- Q12 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？ (9.4)

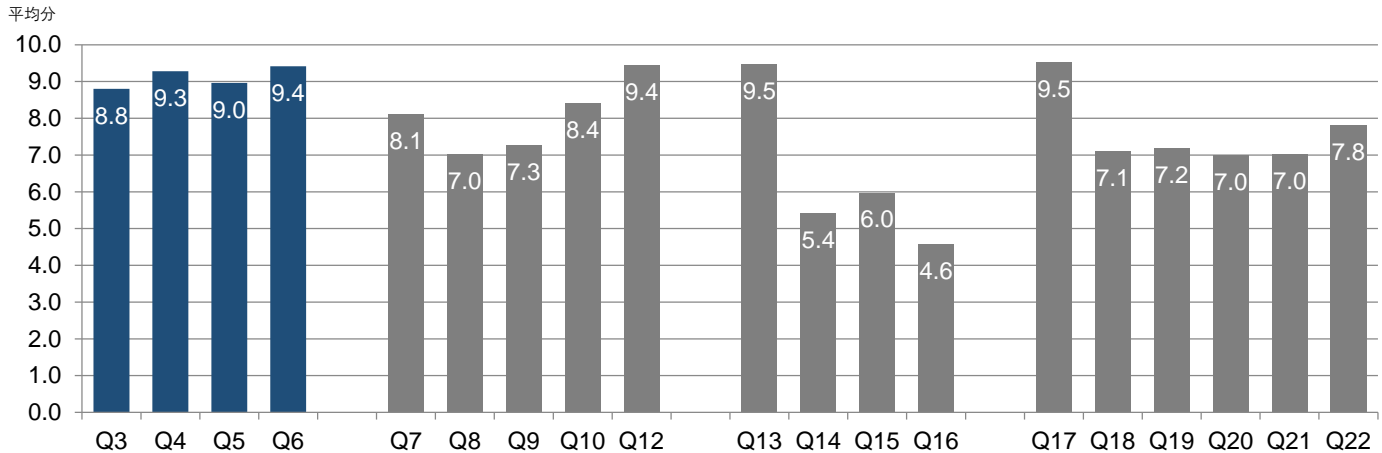
出院時提供的資訊

- Q13 醫護人員有沒有清楚教你而使你明白怎樣服藥？ (9.5)
- Q14 醫護人員有沒有告訴你藥物的副作用？ (5.4)
- Q15 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？ (6.0)
- Q16 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？ (4.6)

整體印象及 整體病人經驗

- Q17 總括而言，你覺得住院期間有沒有受到尊重？ (9.5)
- Q18 你怎樣評價醫生對你的治理？ (7.1)
- Q19 你怎樣評價護士對你的護理/照顧？ (7.2)
- Q20 你怎樣評價醫護助理對你的護理/照顧？ (7.0)
- Q21 整體而言，你對你接受的診治及護理成績怎樣？ (7.0)
- Q22 如果要你對整體住院經驗作出一個總評分，請問你會給予多少分？ (7.8)

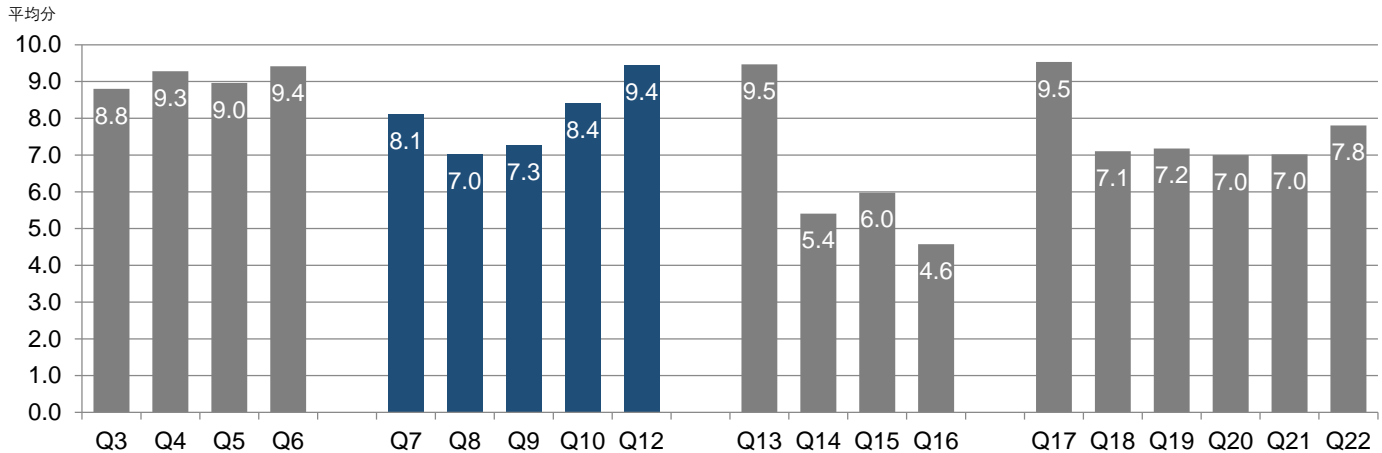
Calculated Scores (All Evaluative Items)



醫護人員

- Q3** 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？ **(8.8)**
- Q4** 你對診治你的醫生有沒有信心？ **(9.3)**
- Q5** 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？ **(9.0)**
- Q6** 你對照顧你的護士有沒有信心？ **(9.4)**

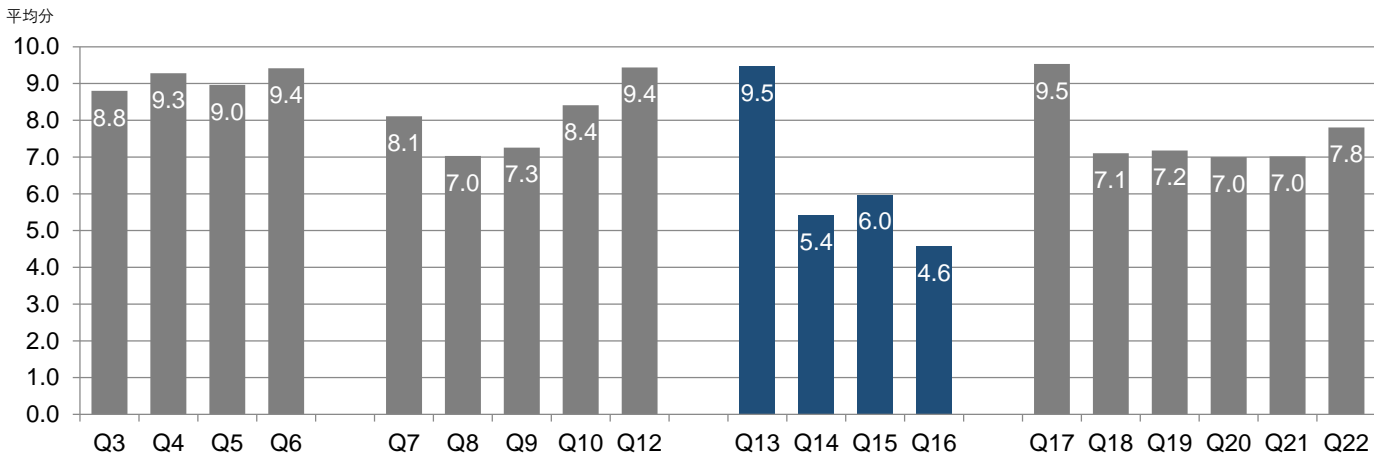
Calculated Scores (All Evaluative Items)



病人的護理及治療

- Q7** 醫護人員有沒有向你詳細解釋及使你明白你的情況、治療 / 手術的過程或結果？ (8.1)
- Q8** 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？ (7.0)
- Q9** 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？ (7.3)
- Q10** 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？ (8.4)
- Q12** 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？ (9.4)

Calculated Scores (All Evaluative Items)



出院時提供的資訊

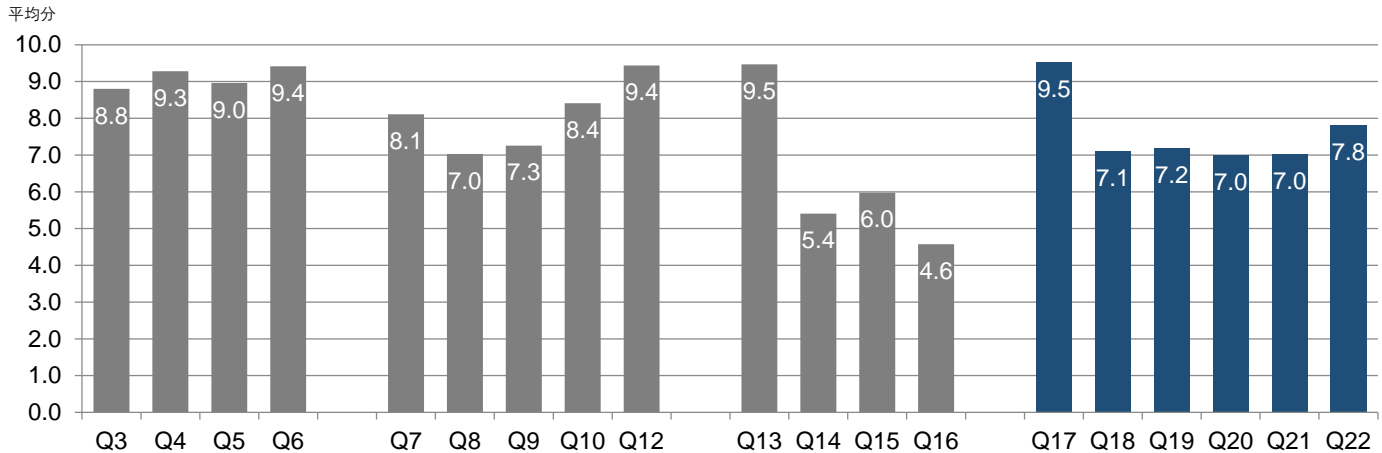
Q13 醫護人員有沒有清楚教你而使你明白怎樣服藥？ **(9.5)**

Q14 醫護人員有沒有告訴你藥物的副作用？ **(5.4)**

Q15 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？ **(6.0)**

Q16 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？ **(4.6)**

Calculated Scores (All Evaluative Items)



整體印象及 整體病人經驗

- | | | |
|------------|-------------------------------|--------------|
| Q17 | 總括而言，你覺得住院期間有沒有受到尊重？ | (9.5) |
| Q18 | 你怎樣評價醫生對你的治理？ | (7.1) |
| Q19 | 你怎樣評價護士對你的護理 / 照顧？ | (7.2) |
| Q20 | 你怎樣評價醫護助理對你的護理 / 照顧？ | (7.0) |
| Q21 | 整體而言，你對你接受的診治及護理成績怎樣？ | (7.0) |
| Q22 | 如果要你對整體住院經驗作出一個總評分，請問你會給予多少分？ | (7.8) |

HA Inpatient PESS 2015 Result Highlights (1)

- Overall patient experience was good and similar among hospitals (7.8, 7.5-8.2)
- Relatively better experience

Relatively High Scores (>8.5)	Score
醫護人員	
Q3. 當你有重要問題問醫生的時候，醫生有沒有向你提供清楚及使你明白的答案？	8.8
Q4. 你對診治你的醫生有沒有信心？	9.3
Q5. 當你有重要問題問護士的時候，護士有沒有向你提供清楚及使你明白的答案？	9.0
Q6. 你對照顧你的護士有沒有信心？	9.4
病人的護理及治療	
Q12. 你覺得醫護人員有沒有盡力去幫助你減輕痛楚？	9.4
出院時提供的資訊	
Q13. 醫護人員有沒有清楚教你而使你明白怎樣服藥？	9.5
整體印象及 整體病人經驗	
Q17. 總括而言，你覺得住院期間有沒有受到尊重？	9.5

HA Inpatient PESS 2015 Result Highlights (2)

➤ Suggested areas for further study and improvement (low scores / variations)

	Score	Range	Range difference
出院時提供的資訊			
Q14. 醫護人員有沒有告訴你藥物的副作用？	5.4	3.9 – 6.8	2.9
Q15. 醫護人員有沒有告訴你回家後仍小心注意什麼危險徵狀？	6.0	4.7 – 7.2	2.5
Q16. 醫生或護士有沒有向你家人或照顧你的人提供有關的資料去幫助你康復/照顧你？	4.6	0.6 – 7.1	6.5

病人的護理及治療

Q7. 醫護人員有沒有向你詳細解釋及使你明白你的情況治療 / 手術的過程或結果？	8.1	6.6 – 9.7	3.1
Q8. 假如你家人或照顧你的人希望與醫生交談，他們會不會有足夠機會這樣做？	7.0	5.9 – 9.0	3.1
Q9. 如果你對自己的病情或治療有焦慮或恐懼的時候，醫護人員有沒有就你的情況同你討論 / 安撫你？	7.3	5.6 – 9.4	3.8
Q10. 當醫護人員討論你的病情、治療或手術程序時，有沒有充分顧及你的私隱？	8.4	4.2 – 9.5	5.3

HA In-patient PESS 2015 - Overall Highlights

➤ Overall patient experience was good (7.8)

Good experience in

- Confidence and trust
- Respect and dignity
- Pain control
- Clear answers to important questions
- Information on taking medication

➤ Areas for improvement: information on leaving hospital

- Danger signs
- Side effect of medication
- Information on care and recovery.

➤ Variation of score with some items among some hospitals

Patient Experience and Satisfaction Survey on Inpatient Service 2015

住院病人經驗及服務滿意度調查



Hospital-based Patient Experience and Satisfaction Survey 2013

個別醫院病人經驗及服務滿意度調查報告



Patient Satisfaction Survey 2010

病人服務滿意度調查報告



Patient Experience / Satisfaction Surveys
What have we learnt from patients?

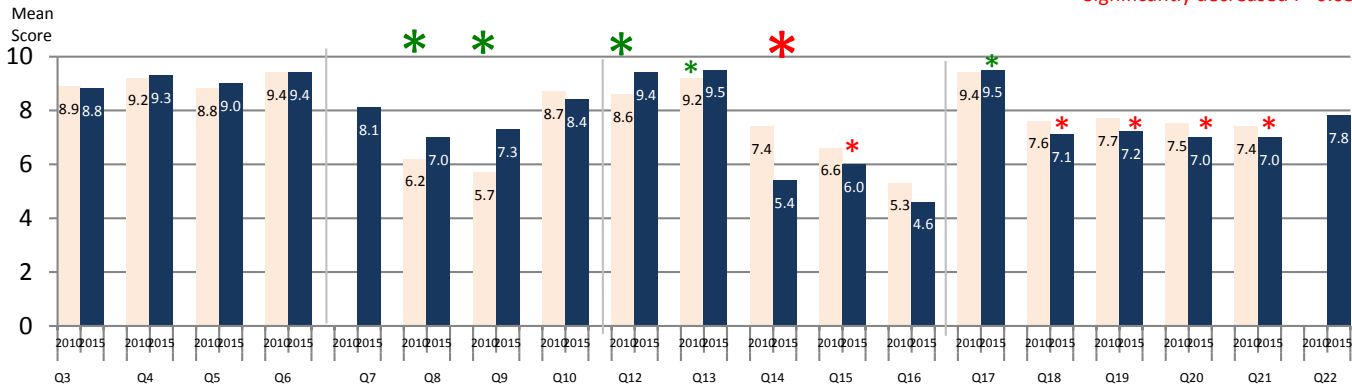
Positive / Impressive	Inpatient 2013 (out of 100)	Inpatient 2010 (out of 100)
<ul style="list-style-type: none"> Confidence and trust <ul style="list-style-type: none"> doctor: 90 other HCP: 93 	90 93	92 94
<ul style="list-style-type: none"> Respect and dignity 	93	94
<ul style="list-style-type: none"> Overall rating Overall experience 	72 80	74

Areas for improvement	Inpatient 2013 (out of 100)	Inpatient 2010 (out of 100)
• Opportunity to talk to doctor	54	
• Involvement in decision about care / treatment		16
• HC staff discuss / comfort worries or fears		57
Information on		
• medication side effects	43	
• danger signals to watch for		
• care and recovery	47	53
• contact information when they have worry		43

2010 (7 clusters) vs 2015 (25 hospitals)

* Significantly increased P<0.05

* Significantly decreased P<0.05



Patient Care and Treatment		
Q 8	If your family or someone else close to you wanted to talk to a doctor , did they have enough opportunity to do so?	+ 0.8*
Q 9	Whenever you got worries or fears about your illness or the treatment, did the healthcare workers discuss / comfort you about your condition?	+ 1.6*
Q 12	Did you think the hospital staff have done everything they could to help control your pain?	+ 0.8*

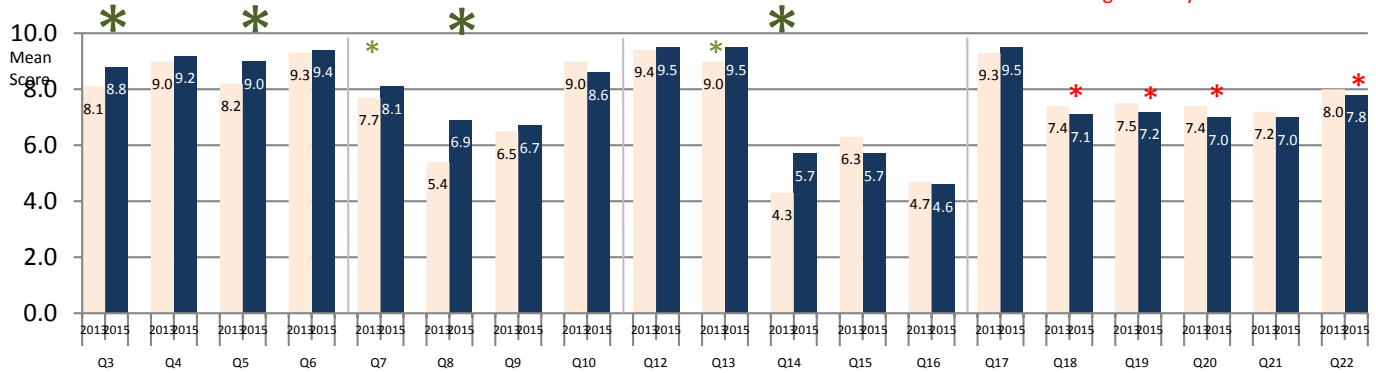
Information on Leaving Hospital		
Q 13	Were you told in clear and understandable way on how to take your medication?	+ 0.3*
Q 14	Did a member of staff tell you about medication side effects to watch for when you went home?	- 2.0*
Q 15	Did a member of staff tell you about any danger signals you should watch for after you went home?	- 0.6*

Overall Impression and Overall Patient Experience		
Q 17	Overall, did you feel you were treated with respect and dignity while you were in hospital?	+ 0.1*
Q 18	How would you rate the care you received from the doctors?	- 0.5*
Q 19	How would you rate the care you received from the nurses?	- 0.5*
Q 20	How would you rate the care you received from the HcAs?	- 0.5*
Q 21	Overall, how would you rate the care you received?	- 0.4*

2013 (7 major acute hospitals) VS 2015 (extracted 7 major acute hospitals)

* Significantly increased P<0.05

* Significantly decreased P<0.05



Hospital Staff	
Q3	When you had important questions to ask a doctor , did your doctor provide a clear and understandable answer to you? + 0.7*
Q5	When you had important questions to ask a nurse , did the nurse provide a clear and understandable answer to you? + 0.8*

Patient Care and Treatment	
Q7	Were you told the detailed aspects of your condition, treatment, operation or procedure and its results in a way you could understand? + 0.4*
Q8	If your family or someone else close to you wanted to talk to a doctor , did they have enough opportunity to do so? + 1.5*

Information on Leaving Hospital	
Q13	Were you told in clear and understandable way on how to take your medication? + 0.5*
Q14	Did a member of staff tell you about medication side effects to watch for when you went home? + 1.4*

Overall Impression and Overall Patient Experience	
Q18	How would you rate the care you received from the doctors? - 0.3*
Q19	How would you rate the care you received from the nurses? - 0.3*
Q20	How would you rate the care you received from the HCAs? - 0.4*
Q22	How would you rate the overall inpatient experience? - 0.2*

For better patient care,
engagement, partnership

**Provide important and
necessary information
on admission / treatment / discharge**

專業醫療 Professional Healthcare

以人為本 Person-centred Care

仁心仁術 Benevolent heart & Practice