



### Understanding in-patient experiences through doctor-led interviews

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#### Background

- Health professions know little about patients' experience during hospital stay
- To improve patient-centred care, patients should be engaged to provide feedback

#### Objectives

- To identify patient's concerns in care and treatment provided during hospitalization
- To involve doctors in understanding patient's experience

#### Survey Tool

- A standard Chinese questionnaire consisting of 86 questions modified from the "Adult inpatient survey" of National Patient Survey Programme, National Health Trust, UK developed by the Picker Institute.<sup>1</sup>
- Individual interviews by 3 non-medical doctors and 2 social workers

#### Target

- Patients with chronic illnesses
- Discharged from Adult medical wards, Pamela Youde Nethersole Eastern (PYNEH) in recent one month

Patient demographics	
Total no.	30
Age	Median 63 (27-84)
Sex	M : F = 24 : 6
Source of admission	AED : Elective = 26 : 4
Disease category	Renal : Respiratory : Cardiac 9 : 12 : 9

#### Overall Care and Advocacy

- 86.7% of patients rated the hospital as excellent/very good/good comparable to New South Wales, Australia.<sup>2</sup>
- 73.3% of patients will definitely recommend PYNEH to others.

	PYNEH	NSW (2009)	
	adult acute inpatient	all patients	Overnight Inpatients
Sample size	30	77,967	11,431
Overall care (Good/ v. good/excellent)	86.7%	90.7%	89.3%
Advocacy (definitely recommend)	73.3%	66.2%	64.3%

#### Best Dimensions of Care

- Responses from 86 questions are grouped and analysed in 8 dimensions
- 2 dimensions that patients are most satisfied (Figure 1.):
  - Respect for Patient Preferences and Privacy
  - Emotional Support

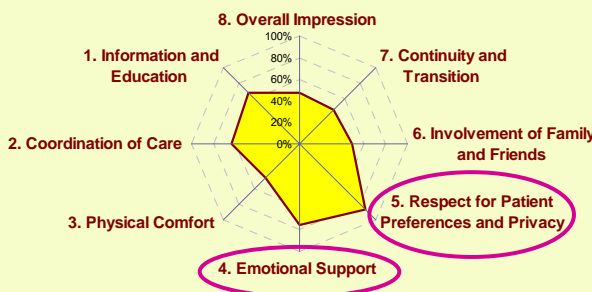


Figure 1. % of ideal responses

#### Problem Areas

- 15 questions identified as common problematic areas of care according to Picker Patient Experience-15 (PPE-15) are selected for further analysis.
- 4 worst areas of PYNEH are benchmarked with international studies.<sup>3</sup> (Figure 2)

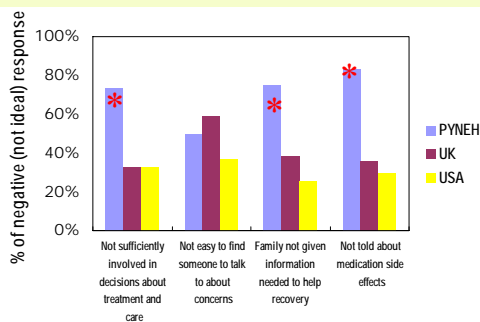


Figure 2. \*Problem areas identified by patients in PYNEH as particularly worse compared with other countries

#### Conclusions:

- Contrary to our expectation, patients felt that we have provided good emotional support but information and family involvement are inadequate.
- With these results, we understand our patients' concern so that more specific improvement measures can be implemented.
- Doctors participating in the interviews have unique experiences in understanding patients needs non-judgmentally which may be applied for quality improvement in their own clinical service.

#### References:

- NHS inpatient survey questionnaire [http://www.cqc.org.uk/\\_db/\\_documents/Questionnaire\\_for\\_the\\_2008\\_Inpatients\\_survey.pdf](http://www.cqc.org.uk/_db/_documents/Questionnaire_for_the_2008_Inpatients_survey.pdf)
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