



Service Priorities and Programmes
Electronic Presentations

Convention ID: 639

Submitting author: Ms Sharon Ka Lam LEE

Post title: Hospital Administrator II, Prince of Wales Hospital, NTEC

Using client's experience to improve quality of medical services

Ho SS(1), Lam OL(1), Tam V (2), Kong P(1), Yuen MK(1), Chiu M(2), Dai D(1)
(1) Members of Patient Relation and Engagement Committee, NTEC (2) Medical Social Work, AHNH

Keywords:

patient satisfaction survey
client's experience

Introduction

Interpersonal-based service encounters will affect the trust of the patients on our service and their satisfaction. It is important for the service provider and the customers to understand the need of each other.

Objectives

To examine client experience using patient satisfaction survey and group interview in order to improve quality of patient care.

Methodology

We collected information from two channels: 1) Patient satisfaction survey was done for in-patient discharges; 2) Information was gathered through face-to face interviews with representatives from patient groups regarding effectiveness, safety and patient orientation

Result

Results Data were collected from 2,437 in-patient respondents including medical, paediatrics, orthopaedics, psychiatry and mixed surgical ward of a community hospital using standard opinion survey from 1 Jan 2011 till 31 Dec 2012. The average percentage in rating "good" or "very good" was demonstrated in following aspects: 1) Provision of adequate information was 86.9%; 2) Staff performance was 94.7%; 3) Hospital facilities and environment was 85.5%; 4) Overall evaluation was 90.7%. Besides, we had received 980 written appreciations regarding staff and hospital services from the opinion survey. 191 suggestions for future improvement were also received from the survey regarding hospital facilities, catering service, staff attitude and clinical management. We held focus group interviews with 27 patients who were representatives from 3 patient support groups servicing 920 patients from different categories, viz renal, respiratory and stroke from Department of Medicine, AHNH. Open questions were asked during the interviews regarding how we could improve our services in various aspects. Conclusion Patient satisfaction survey and focus group interviews have provided useful information and valuable insight into refinement of existing items/services and construction of new items/services for improving our medical services