‘Translating Patient Experience into Health System Improvement’

UK Case Studies and the ‘MES Experience’ digital platform

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Executive Summary

Introduction to PX

The Technology platform – ‘MES Experience’

UK Implementation Case Studies

Learning Outcomes for Australia

Conclusion
Introduction to Patient Experience (PX)

Australian hospitals now accredited on PX

UK NHS precedes changes by 3-5 years due to Mid-Staffordshire crisis

£11mil investigation - disconnect between management, front line staff & patients

In Australia, managers uncertain of importance and best practices to collect, analyse, measure and improve PX

Innovative solutions enable ‘early warning systems’ and patient-centred improvements

*PHIAC, Operations of PHI Annual Report 2013-14
MES Experience – Digital Survey & Analytics platform

- **Survey design tool** – build your own surveys, unlimited volume
- **Survey library** – one place to manage all surveys
- **Real time Reports** from Board to Ward – ‘pain points’ from patient perspective
MES Experience – Multichannel Data Collection

- Online
- Text Message (SMS)
- Email
- Kiosk and Tablet
- Automated Telephone Surveys
- Postcards and Drop-boxes
Actionable insights from comments:

- Patient Emotions & Views of staff attitudes
- Staff compassion & Communications
Implementation - NHS Case Studies

1. Leeds NHS Trust and Bradford Teaching Hospital NHS Trust
2. Standard PX metrics incorporated in surveys
3. Increase patient response rates by 15%
4. Multi-lingual approach utilised – Urdu, Slovak, Punjab, Czech
5. Online and paper based survey results combined
Feedback translated into Management Priorities

Monitor trend data across ward, department & hospital levels critical

Resolve issues with ‘Plan - Do – Study – Act’ approach

*Sample analysis with PanSensic Emotional Lens
Learning Outcomes for Australian hospitals

1. Methodology for collecting experiences and question format is critical i.e. open ended vs. close ended questions

2. Analyse data into actionable insights for management

1. Transparently highlight feedback and improvements to drive culture change

2. Accountable internal champion to ensure solutions are aligned with outcomes.

3. Alleviation of concerns = ‘early warning system’ to reduce systemic quality & safety errors and potential lawsuits
Conclusions

1. Translating PX into actionable insights = grey, rapidly evolving field

2. Have a systematic strategy and ‘data-driven/evidence-based’ process for PX

3. Automated surveys and ‘big data’ technologies (e.g. MES Experience) are faster, more objective and cost-effective insights

4. Implement service improvements through a prioritisation process involving a multi-disciplinary team
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AREA TO FOCUS

Gather Research
Analyse Insights
Determine Strategies
Implement Projects

Organisation’s cycle