

Project Title

Digitalization of Patient Experience Survey

Project Lead and Members

Project lead: Law Yen Hoon

Project members: Eric Wie, Edwin Huong, Low Tat Foong, Pham Hong Nhi, Alison Sim,
Dr Angel Lee

Organisation(s) Involved

St. Andrew Community Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration, Nursing

Applicable Specialty or Discipline

Healthcare administrator

Project Period

Start date: Not applicable

Completed date: Not applicable

Aims

To achieve the following objectives by the end of Apr 2023:

- To reduce reliance on nursing manpower to solicit surveys on discharge day by 0.5 FTE.
- To improve service recovery time from more than 14 working days to less than 3 working days.
- To achieve a survey response rate of 20% for patients who are discharged home or to Intermediate Long Term Care (ILTC) with valid mobile numbers.

Background

- St. Andrew's Community Hospital (SACH) is a service under the St. Andrew's Mission Hospital group. SACH was setup to provide intermediate medical care for rehabilitation and sub-acute care to children, adults, and the elderly; including those with dementia or needing palliative care.
- While striving to provide the highest quality care and improve patient experience at the inpatient wards, SACH relied on the in-house paper Patient Satisfaction survey (PSS).
- However, the PSS instrument was manpower intensive and had become dated and improvement results had plateaued in recent years. The lead time for service recovery took longer than expected due to the delay in paperwork.
- There was a need for a more reliable and consistent method to guide improvement.

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Technology

Digitalisation, Automation

Care & Process Redesign

Productivity, Manhour Saving, Time Saving, Quality Improvement, Job effectiveness, Lean Methodology, Workflow Redesign

Keywords

Survey automation, patient experience, patient feedback, patient satisfaction

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ST. ANDREW'S COMMUNITY HOSPITAL

Digitalization of Patient Experience Survey

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1: Healthcare Performance & Innovation Office; 2: Group Information Technology; 3: Medical Services; 4: Nursing

1. Problem Statement

- St. Andrew's Community Hospital (SACH) is a service under the St. Andrew's Mission Hospital group. SACH was set up to provide intermediate medical care for rehabilitation and sub-acute care to children, adults, and the elderly; including those with dementia or needing palliative care.
- While striving to provide the highest quality care and improve patient experience at the inpatient wards, SACH relied on the in-house paper Patient Satisfaction Survey (PSS).
- However, the PSS instrument was **manpower intensive** and had become **dated** and **improvement results had plateaued** in recent years. **The lead time for service recovery took longer** than expected due to the delay in paperwork.
- There was a need for a more **reliable and consistent method to guide improvement**.

2. Project Aim

- To achieve the following objectives by the end of Apr 2023:
 - To reduce reliance on nursing manpower to solicit surveys on discharge day by **0.5 FTE**.
 - To improve **service recovery time** from more than 14 working days to **less than 3 working days**.
 - To achieve a **survey response rate of 20%** for patients who are discharged home or to Intermediate Long Term Care (ILTC) with valid mobile numbers.

3. Lessons Learnt

- Engagement sessions prior to launching ePES are essential to get **buy-in and alignment** on the new workflows. **Regular updates of ePES results** at the management meetings are essential to driving patient experience improvements continuously.
- As part of the PDCA cycle, the team proposed for our patients to leave the hospital with a positive note by introducing a **new inflight patient experience survey channel** from 1st Feb 2024. Patients/ NOKs can **provide feedback via a QR code in the wards**. **The new feedback channel allows us to close the gaps during the inpatient stay**.

4. Potential Solutions

- A new electronic Patient Experience Survey system (e-PES) using the validated HCAHPS Community Hospital survey instrument and workflows were implemented progressively to all rehabilitation wards by Jan of 2023, which was fully developed in-house with minimum cost (refer to Figure 1).

Electronic Patient Experience Survey (ePES)

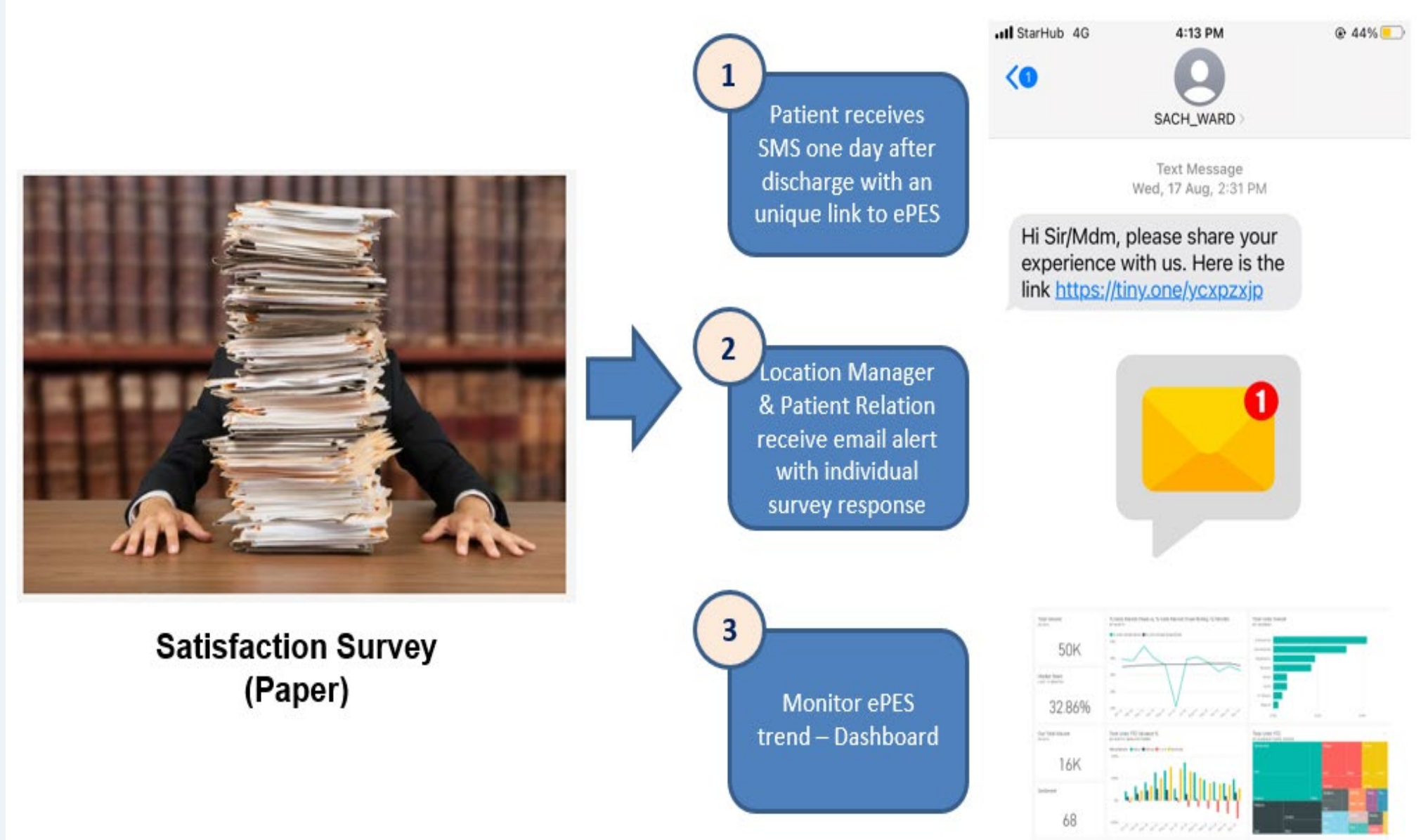


Figure 1. Conversion to electronic survey with real-time feedback to management and staff at form submission.

5. Outcome & Impact

- With the introduction of ePES, we eliminated the need for **0.6 Nursing FTE** to solicit paper PSS.
- Improved workflow (see Figure 2): The lead time for SACH to respond to a negative feedback **dropped from 8-24 working days to less than 3 working days**. A total of 7 negative feedback were addressed promptly since implementation.

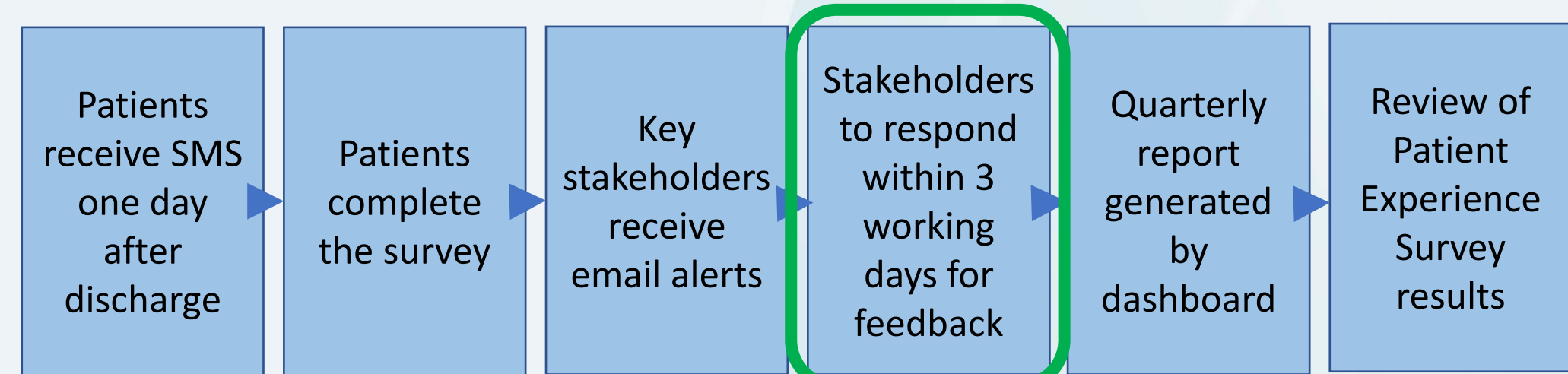


Figure 2. Improved workflow for survey solicitation

- Achieved a survey response rate of approximately 20%, without token of appreciation in 2024.

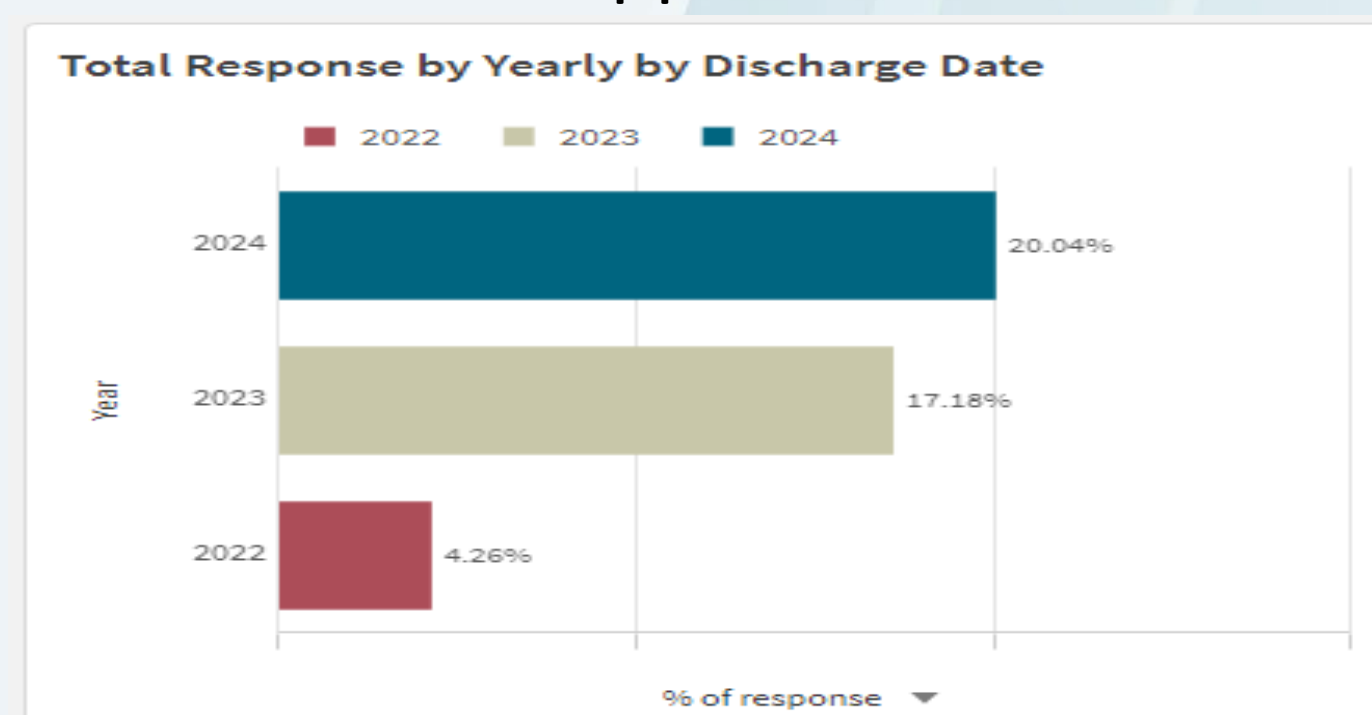


Figure 3. Survey Responses by Year (Discharge Date)