

Development and Results of a Patient Satisfaction Tool for the Reactivation Care Centres



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Lessons Learned

Developing and disseminating a standardized patient satisfaction survey within a multi-partner hospital site is achievable providing a collaborative environment engaging stakeholders to improve patient satisfaction.

Description

The continual commitment to providing exceptional care at Humber River Hospital is apparent through initiatives such as streamlining patient satisfaction surveys at the Reactivation Care Centres (RCC). The RCC structure of multiple hospital partners providing patient care in one building creates a unique environment when developing standardized approaches. Development of a patient satisfaction tool to meet expectations from all hospital partners enables gap identification, enhance decision-making, and meet patient expectations in relation to environmental standards and dietary options.

Actions Taken

Develop a satisfaction measurement tool in collaboration with partner hospitals, staff, patients, and families. Key consideration included age and cognitive level of the target population. The tool included limited number of questions with balanced rating systems and open-ended questions in plain language and paper based. The tool covers key areas of patient satisfaction.

Summary of Results

Survey was implemented on September 2021 and evaluation of engagement took place throughout September 2022. The project aim to engage 10% of the target population. The average engagement was 12.9%. Participants found the tool easy to use and comprehensive of all aspects of their experience. All key indicators evaluated on this tool had over 83% satisfaction rate. The goal is to increase engagement to 15% in the coming year and monitor feedback to drive quality improvement.

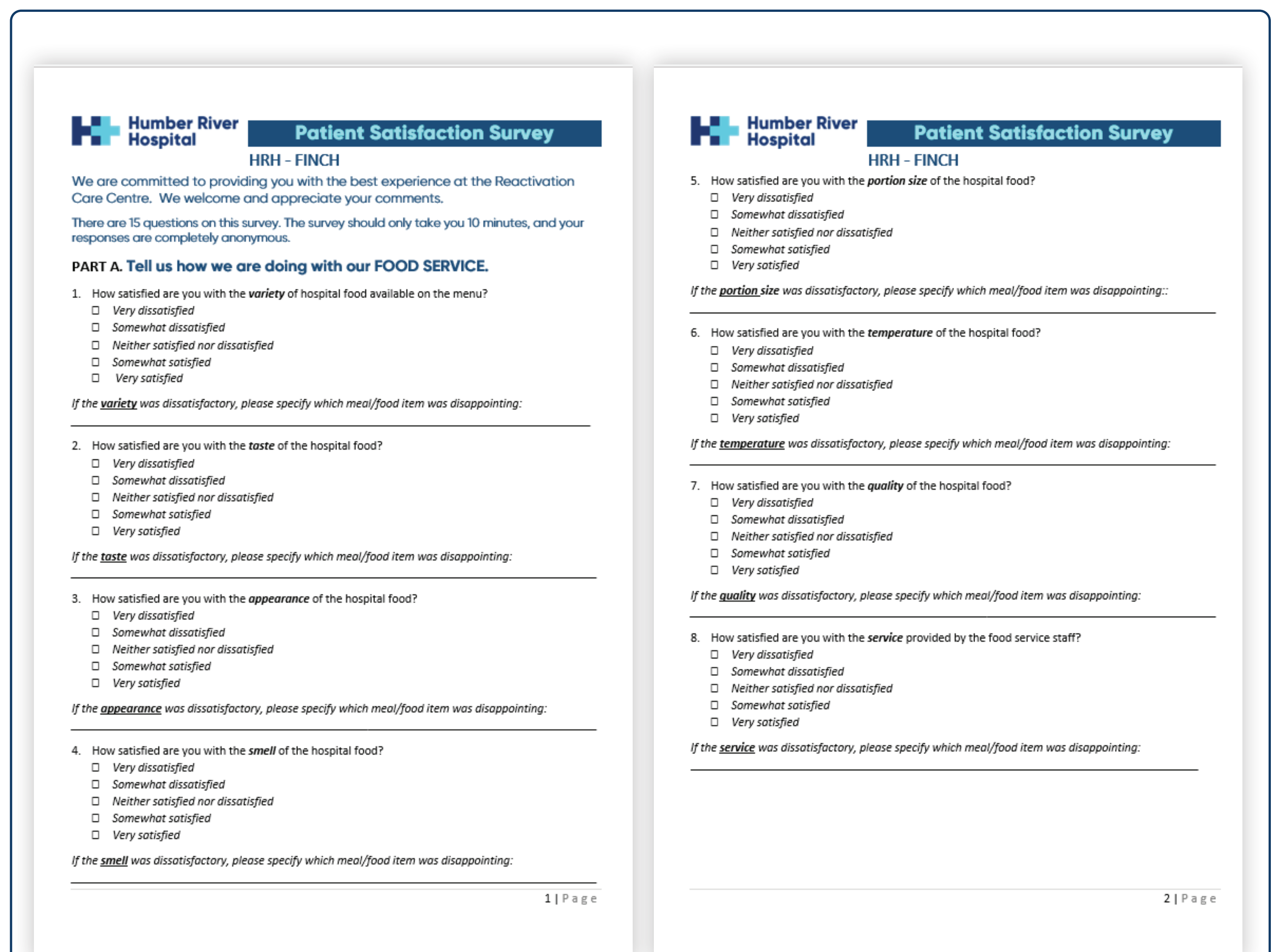
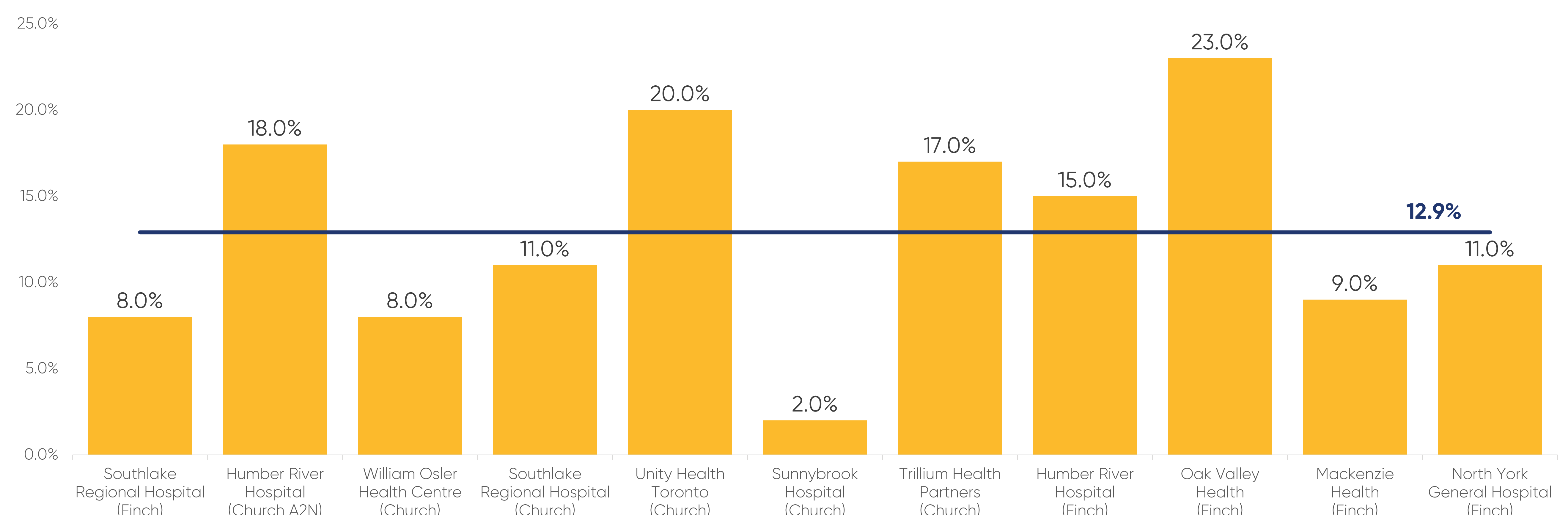


Figure 1. Patient Satisfaction Survey used by all RCC partner hospitals.

Figure 2. Patient Satisfaction Engagement Results from September 2021–September 2022 from all RCC partner hospitals. The average engagement was 12.9%.

Patient Satisfaction Engagement Results



References: Al-Abri, R. & Al-Balushi, A. (2014). Patient satisfaction survey as a tool towards quality improvement. Oman Medical Journal, 29(1), 3-7. doi: 10.5001/omj.2014.02. PMID: 24501659; PMCID: PMC3910415.