

DISSEMINATION OF PATIENT EXPERIENCE DATA FROM THE POST-DISCHARGE CALL CENTRE (PDCC)

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DESCRIPTION

Patient experience data provides a unique and valuable perspective to healthcare organizations. The Post Discharge Call Centre (PDCC) at Humber River Health (HRH) collects timely patient and family experience data using a standardized survey. This data is utilized in multiple areas throughout the organization and is reported to the Canadian Institute for Health Information (CIHI), in an effort to identify strengths and opportunities for improvement. The tailoring of patient experience data supports the dissemination of information to appropriate audiences to ensure that organizational operations are aligned with patient values.

OBJECTIVE

To tailor and streamline the sharing of patient experience data throughout Humber River Health.

ACTIONS TAKEN

Multiple reports were created to visualize data in formats best suited for the intended audience. The automation of multiple reports facilitates the timely delivery of reports to aid in decision-making and improved understanding of patient experiences.

Reoccurring Reports generated include:

- PDCC Unit Quality Dashboard for Inpatient Units
- Comments Report for Unit Managers
- Dashboard Metrics for Senior Leadership Team and Board of Directors
- ARAMARK Report for Support Services Leadership
- CIHI Data submission for external organizations on a national level.

SUMMARY OF RESULTS

Patient experience data is used throughout HRH at multiple organizational levels to identify strengths and opportunities for improvement. HRH currently generates 18 PDCC Unit Quality Dashboard reports. Patient experiences are also shared in Comment Reports to with a total of 21 different reports being disseminated. Comments Reports are shared with leadership teams across the organizations in various departments such as: medicine, surgery, emergency, pharmacy, information technology, and support services.

LESSONS LEARNED

Dissemination of patient experience data through multiple channels allows for the streamlining of information transfer to appropriate stakeholders.

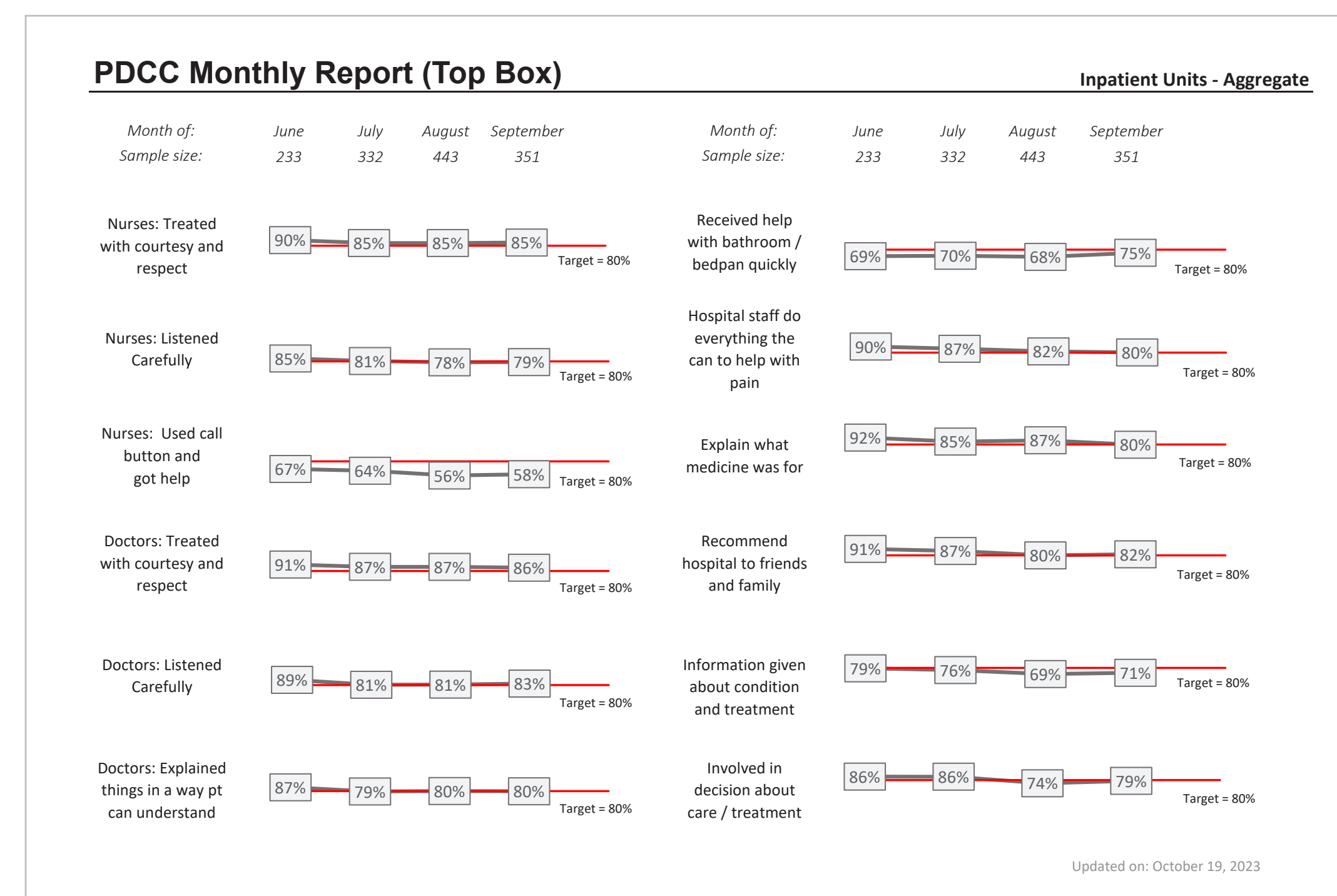


Figure 1. PDCC unit level report generated with aggregate scores for HRH, key questions selected from the larger survey and showcased on monthly report. This report is included as part of the larger quality dashboard on various inpatient and outpatient setting.

Figure 2. The PDCC Comments Report Tool is used to generate Comments Reports for all applicable areas throughout HRH. This tool promotes the efficient dissemination of reports.

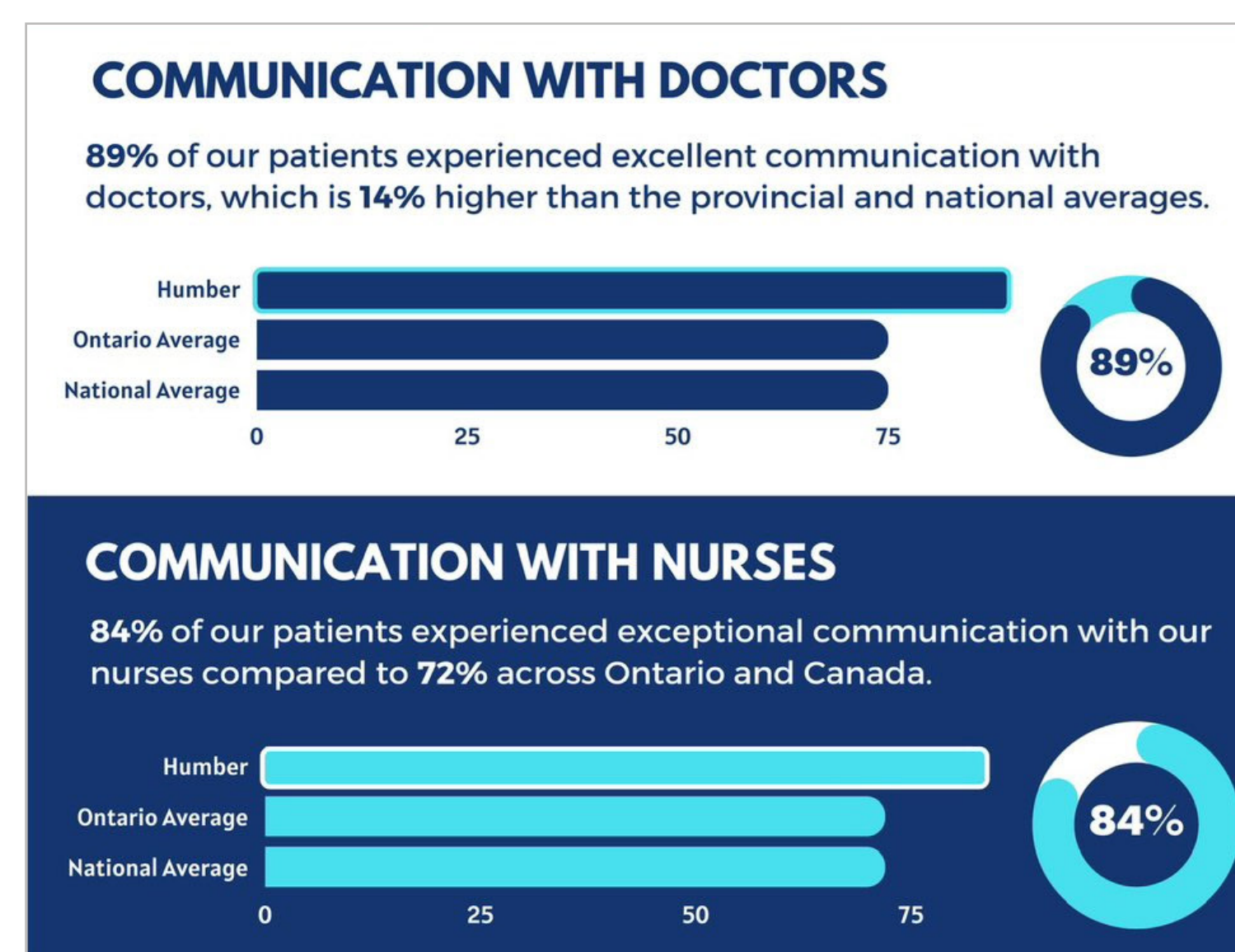
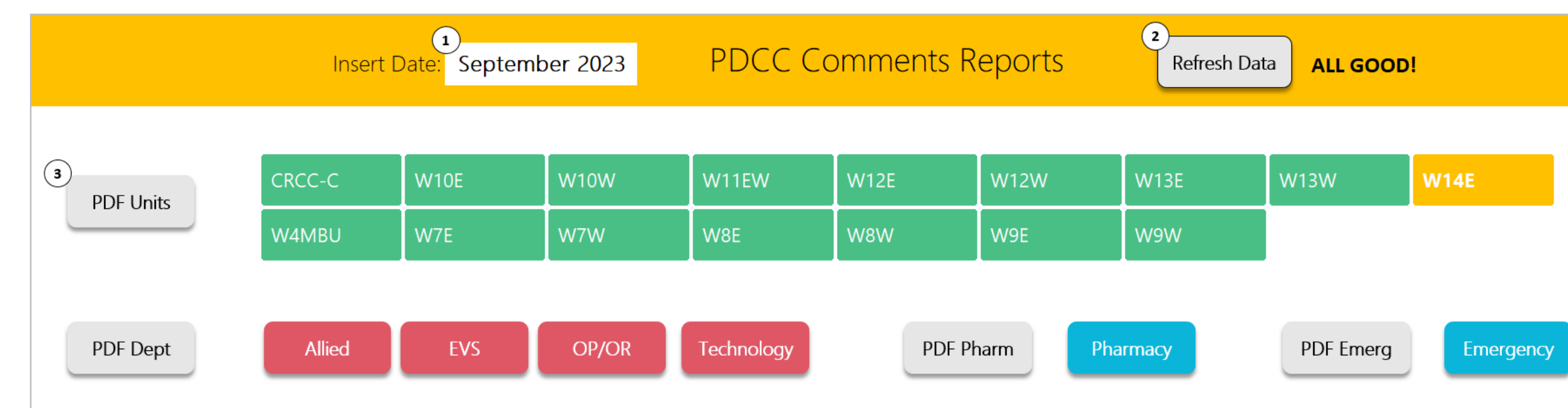


Figure 3. Infographic highlighting positive patient experience metrics from CIHI regarding communication is shared publicly. For both metrics, HRH has been performing above both provincial and national averages.