

Exploring the patient's experience of receiving clinical care from clinicians with the use of mobile technology at the bedside

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The Patient Experience



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What's happening around us?

- World wide gap in research literature
- Limited research around patient experience
- Increased use of technology
- Patient satisfaction is linked with improved health outcomes



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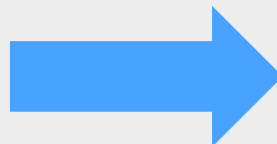
Canterbury Hospital



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Study Approach

1. Questionnaires



2. Patient Interviews



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The Questionnaire



Questionnaire about technology at your bedside

Dear patient
Nowadays in our hospitals, there is a lot of computer technology and mobile devices placed at the patient's bedside. We are interested to find out a little about what our patients think and feel about this. Please answer as many questions as you can. If you don't wish to answer one, just leave it blank. We'll use the information gained from the questionnaire to help with planning a care environment which best suits our patients. Please be assured that the questionnaire is completely anonymous – it's only your views and responses we're looking for, not your identity. Once you've completed it, please seal it into the envelope provided and one of our staff will collect it.
Best regards, Fran O'Brien, Director of Nursing and Midwifery, Canterbury Hospital

Your personal contact with the clinical staff

Please indicate how strongly you agree or disagree with the following statements:

I felt personally acknowledged by the nurses

I felt personally acknowledged by other staff

I was happy with the amount of face to face time I had with the nurses

I was happy with the amount of face to face time I had with other staff

Your rating (please circle appropriate number):

1-----2-----3-----4-----5

Strongly disagree Neutral Strongly agree

Please give any feedback you can about your personal contact with the clinical staff:

Computers and electronic devices at the bedside

Please indicate how strongly you agree or disagree with the following statements:

My bedside had a lot of electronic devices

Your rating (please circle appropriate number):

1-----2-----3-----4-----5

Strongly disagree Neutral Strongly agree

Your medical records

Please indicate how strongly you agree or disagree with the following statements:

I feel happy that my medical records are stored electronically, rather than on paper

I am concerned about who has access to my electronic medical records

Your rating (please circle appropriate number):

1-----2-----3-----4-----5

Strongly disagree Neutral Strongly agree

Please give any feedback you can about having your medical record stored electronically:

Your care overall

Please indicate how strongly you agree or disagree with the following statements:

I felt that the nurses were responsive to my needs

The nurses listened to my concerns

I felt that my care was **centred** on me as a person

I felt that I was treated with respect

I am satisfied with the level of care I received

Your rating (please circle appropriate number):

1-----2-----3-----4-----5

Strongly disagree Neutral Strongly agree

Please give any feedback you can about your care, overall:

A little about you



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The Interview

Did you notice the presence of technology at your bedside?

How has bedside mobile technology enhanced the care you received?

Can you talk about the level of communication you have with clinical staff?

Q: Can you talk about anything you've noticed regarding how bedside mobile technology has impacted on staff?

Q: Do you feel that the use of bedside mobile technology has in any way de-personalised your experience/hospital stay?

Can you say how the use of bedside mobile technology affected your care?

How has bedside mobile technology hindered the care you received?



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The Preliminary Data

- 3 Wards approached; antenatal/ postnatal, surgical and a medical ward
- 82 questionnaires were completed.
- 15 patient interviews were recorded



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Results from Questionnaires



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Where to from here?



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Thank you



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