

Respectful communication and genuine engagement

Effective leadership and empowered staff

Personalised, individual care

Consistent delivery, quality and safe care

Transforming Your Experience: Engaging staff in using patient experience data

Patient Experience Symposium, 2019

We Care

Natalie Wilson
Director, Transforming Your Experience
South Western Sydney Local Health District

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NSW Health
South Western Sydney Local Health District

Leading care, healthier communities

Respectful communication and genuine engagement

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Our care is always safe,
high quality
and personalised.

Our staff are supported
and empowered
to achieve their full potential .



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Safety

High Quality Care

Patient Experience

Staff Experience

Each of the areas in the triangle effect our ability to provide high quality care

- ☐ Patient Experience
- ☐ Staff Experience
- ☐ Safety

We need to address all of these areas to transform our organisation

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Patient Stories

Complaints & Compliments

Unit/service specific surveys

YES (Mental Health)

PREM's and PROMS


BHI

Patient Experience

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My Experience Matters


- A 15 question patient survey tool developed to provide real time information on patient experience.
- Based on a core set of questions from the BHI patient survey, and includes free text
- Questions developed and tested with consumers in SWSLHD
- Currently rolled out across all **inpatient** units in SWSLHD (85units)



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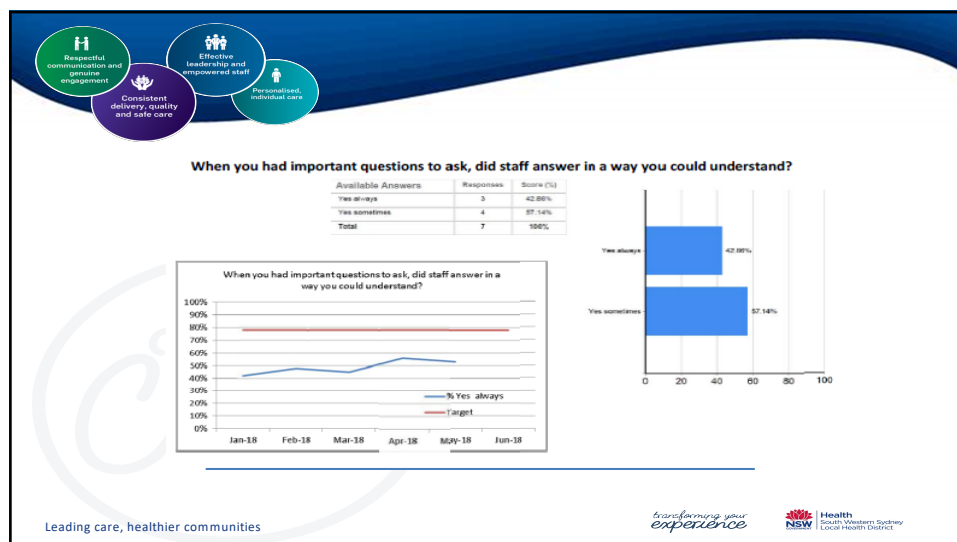


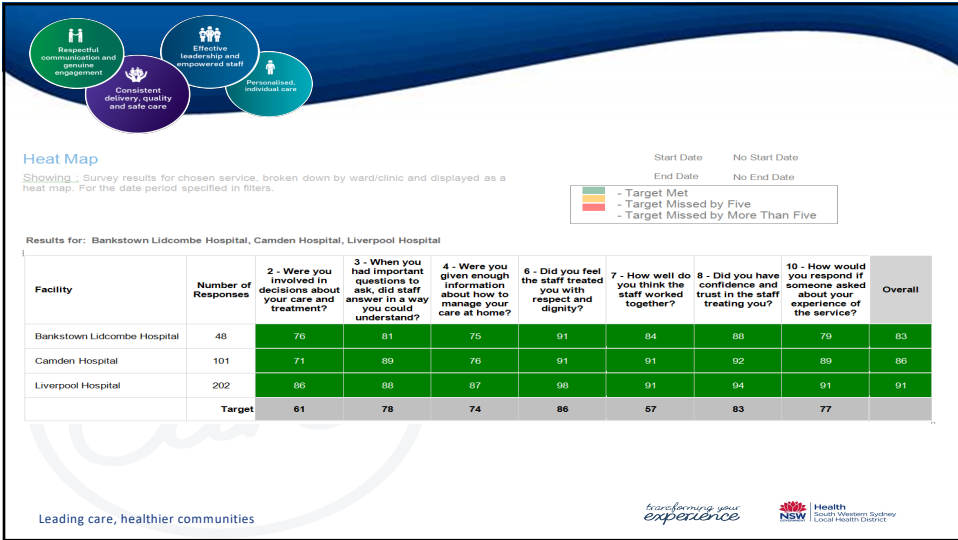
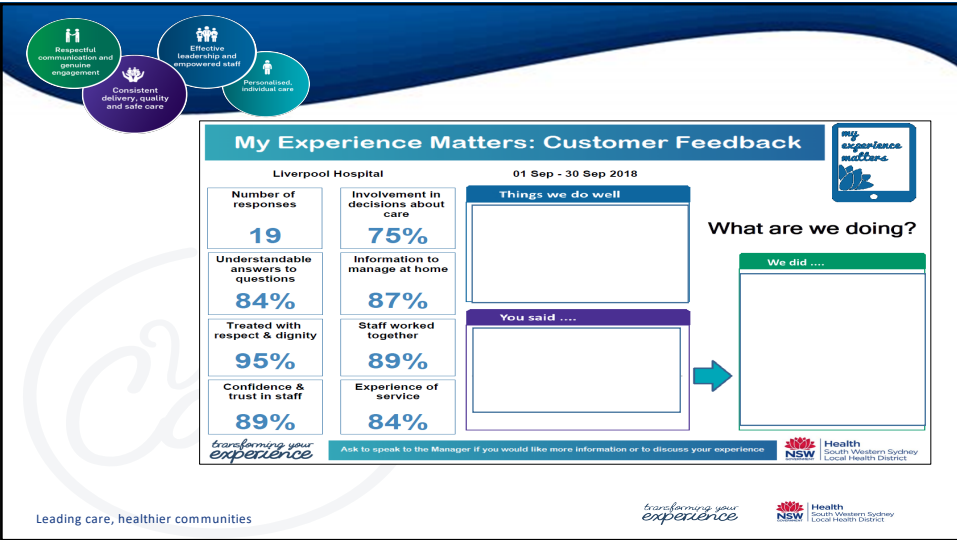
- I pads- supported by volunteers and students
- Kiosks, postcards & posters - QR code and internet portal
- Investigating the options to use SMS for community services


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Results to date

- 2,900 MEM surveys have been collected to date (Inpatient units, Cancer therapy services)
- Overall trending above the target (BHI state average)
- Increase manager engagement - wanting more surveys completed for their inpatient units
- Staff engagement - using the data to develop action plans at unit level
- Increased awareness about importance of patient experience data

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Challenges

- Sustainable system to support survey uptake
- Ensure that managers have the capacity and skills to use the information and develop service improvements
- Develop a system that supports the recording of actions /service improvements, and that supports shared learning

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Future plans

- Explore opportunity for SMS messaging for community services
- Develop process to support translated surveys for our CALD populations
- Development of a staff experience survey to support staff engagement

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Acknowledgements:

Energesse

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