

# Listening to patients and carers to improve experience and service

## *Patient Reported Experience Measures (PREMs)*

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## The power of listening

‘The most basic of all human needs is the need to understand and be understood.

The best way to understand people is to listen to them.’

*Ralph G. Nichols*



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Patient Reported Experience measures (PREMs) are fundamental to providing a person-centred health care system.

- NSW Agency for Clinical Innovation. Patient Reported Experience Measures: Guide. Chatswood: ACI; 2018
- Anhang Price, Rebecca et al. "Examining the role of patient experience surveys in measuring health care quality" Medical care research and review : MCRR vol. 71,5 (2014): 522-54.



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## Case for change



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## Clinical Practice Improvement Project (CPI)

### AIM Statement

By the end of 2018, 100% of clients accessing the pilot areas will be offered the opportunity to provide Patient Reported Experience Measures (PREMs) feedback.



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## What will success look like?

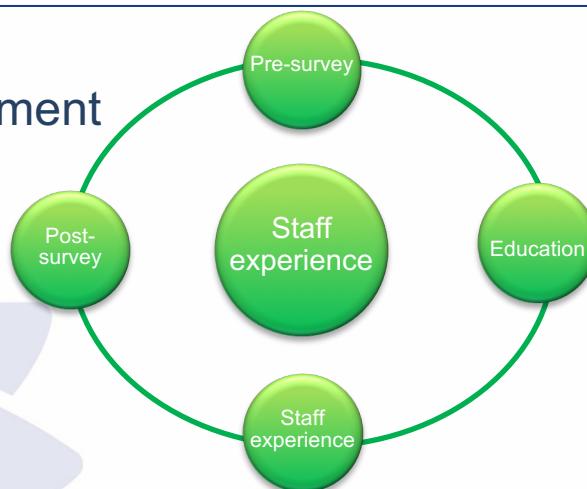
- Trust and rapport
- Engaged Consumers
- Value of PREMs
- Transferable and adaptable
- Sponsorship
- Accreditation criterion



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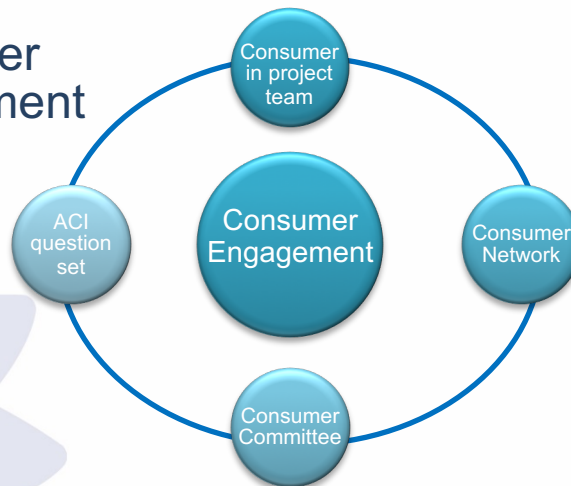
Staff  
engagement



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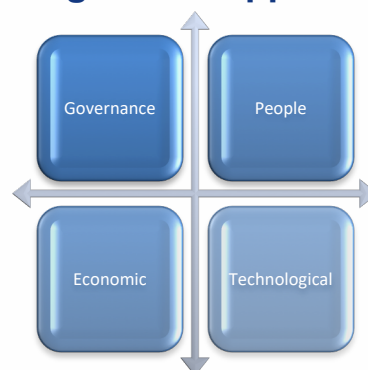
Consumer engagement



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## Challenges and Opportunities



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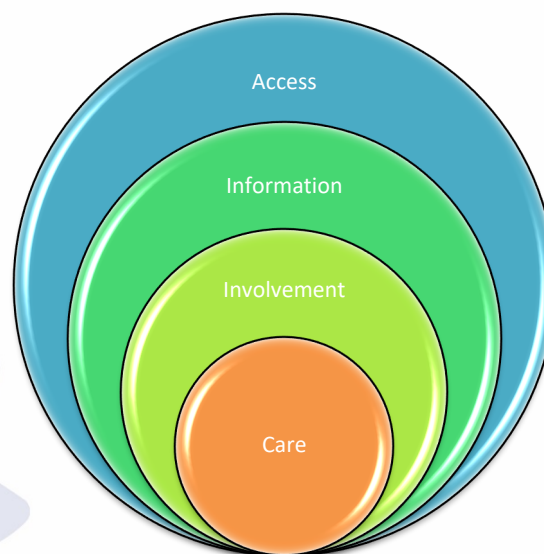
It is about the process of listening, acknowledging and taking action on the results. Not about the tool.

Real-time mediation  
Relationships  
Key messages



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Do you have any questions?



## Acknowledgement

CCLHD:

- Consumer and Community Engagement Committee
- Consumer Network
- Project areas
- Nutrition Services
- Oral Health Service

- Wyong Maternity Unit
- Community Health Nursing
- Allied Health Community Team
- Clinical Governance Unit



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