

*MYSTERY OBSERVER TOOL*

*FOR WA COUNTRY HEALTH  
SERVICE SITES*

Developed by  
Health Consumers' Council WA  
&  
Funded by  
WA Country Health Service

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## WESTERN AUSTRALIAN COUNTRY HEALTH SERVICE

### MYSTERY OBSERVER TOOL

#### **Purpose**

The purpose of this exercise is to obtain 'mystery' feedback on the services offered by WA Country Health Services. The observations we are asking you to make will provide a valuable snapshot of services from a consumer perspective and assist in determining whether the health facility has a culture of offering consumer friendly services.

#### **Objectives**

The objectives are to assess information received, courtesy of staff, ease of access to facilities, the standard of reception areas and information materials. It is helpful to do the audit from the viewpoint of a consumer who is unfamiliar with the health service and perhaps is under stress.

The information that is collected will be made available to the health service for them to use as part of their quality improvement activities

#### **Protocols**

- Observe privacy of staff and health consumers
- Show respect for staff and health consumers
- The service will be informed that mystery observation exercises are being conducted by members of the District Health Advisory Council but will not know the exact time and who will be doing it.
- If you have made an appointment as part of this exercise that you do not intend to keep please ensure that you cancel it either at the end of the transaction or later.

\* Consumers in this context mean patients, visitors, family members and carers.

#### **Questions and Observations**

The attached sheets provide details of the observation activities you are being asked to carry out. The observation activities include both telephone and on-site actions. A briefing session will be held with observers to ensure they understand the rationale for the questions asked and the key things to look for.

#### **Rating Scale**

Each criteria has three boxes – Yes, No and N/A. If you think the standard has been met tick the Yes box, if you think that it has not been met tick the No box and if it is not applicable to the situation tick the N/A box. There is a separate page with a comments section. Please provide additional information in this section about the interaction. Comments may include information about how busy the department was, how you felt about the whole experience etc. Please refer to the sample form for an example of comments to make.

# SAMPLE FORM

## WESTERN AUSTRALIAN COUNTRY HEALTH SERVICE

### MYSTERY OBSERVER FEEDBACK FORM

Please refer to instructions before answering this form.

**SECTION ONE:** Telephone call to WACHS Health Service Site

**TASK ONE:** To make a telephone call to a health service facility during normal business hours to obtain information about visiting hours

CRITERIA	YES	NO	N/A
The call was answered within three (3) rings	X		
The call was answered with the following: Greeting Name of health facility Name of person answering the phone	X X X	X	
The phone was answered by an actual person not a recorded message	X		
The person answering the telephone was: Pleasant Unhurried Clear Understandable	X X X X		
The person answering the telephone listened to what you were saying	X		
If you were placed on hold were you asked/informed that you were being placed on hold		X	
Was music/information played while you were on hold?	X		
If you were on hold for a period of time did staff check back with you regularly?		X	
Did you obtain the required information?	X		
Did the conversation close on a positive note with: The staff member making sure that you were happy with the information/service received The staff member said the appropriate goodbye	X X		

# *Sample Form*

## **COMMENTS ON INTERACTION**

I rang the hospital to find out about visiting hours. The telephone was answered on the second ring. The person answering the phone gave the name of the hospital and their name but did not say 'Good Morning' or any other greeting.

The telephone was answered by an actual person not a recording.

The staff person answering the phone spoke in a clear, pleasant unhurried voice and I was able to easily understand what she was saying. I felt that the person on the phone was listening to what I was saying.

However, I was placed on hold without being asked or informed that this was going to happen. Information about the hospital services was played while I was on hold. I was on hold for several minutes and the staff person did not check back with me at all during this time.

I was given the information about visiting hours that I had made the call for. The call ended on a pleasant note. The staff person confirmed that I was satisfied with the information received and wished me a good day.

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### MYSTERY OBSERVER FEEDBACK FORM

Please refer to instructions before answering this form.

**SECTION ONE:** Telephone call to WACHS Health Service Site

**TASK ONE:** To make a telephone call to a health service facility during normal business hours to obtain information about visiting hours

CRITERIA	YES	NO	N/A
The call was answered within three (3) rings			
The call was answered with the following: Greeting Name of health facility Name of person answering the phone			
The phone was answered by an actual person not a recorded message			
The person answering the telephone was: Pleasant Unhurried Clear Understandable			
The person answering the telephone listened to what you were saying			
If you were placed on hold were you asked/informed that you were being placed on hold			
Was music/information played while you were on hold?			
If you were on hold for a period of time did staff check back with you regularly?			
Did you obtain the required information?			
Did the conversation close on a positive note with: The staff member making sure that you were happy with the information/service received The staff member said the appropriate goodbye			

## WESTERN AUSTRALIAN COUNTRY HEALTH SERVICE

### MYSTERY OBSERVER FEEDBACK FORM

Please refer to instructions before answering this form.

**SECTION ONE:** Telephone call to WACHS health service

**TASK TWO:** To make a telephone call during business hours for an x-ray appointment

CRITERIA	YES	NO	N/A
The call was answered within three (3) rings			
The call was answered with the following: Greeting Name of health service Name of person answering the phone			
The phone was answered by a person not a recording			
The person answering the phone was: Pleasant Unhurried Clear Understandable			
The person answering the phone listened to what I was saying			
If you were placed on hold were you asked/informed that you were being placed on hold?			
Was music/information played while you were on hold?			
If you were on hold for a period of time did staff check back regularly with you?			
Were you given a choice of appointment times?			
Did you receive an appointment time that was convenient for you?			
Were you given clear and understandable information about the appointment including: Day and date Time Place			
Did you receive clear instructions on where to go?			
Were you satisfied in general with your experience?			

## WESTERN AUSTRALIAN COUNTRY HEALTH SERVICE

### MYSTERY OBSERVER FEEDBACK FORM

Please refer to instructions before answering this form.

#### SECTION TWO: On-site visit to health service

CRITERIA	YES	NO	N/A
<u>Finding the venue</u> Clearly marked from the street Entrance to car park clearly identified Entrance for facility clearly identified			
<u>Car Park</u> Entrance clearly signed Sufficient spaces available Sufficient disability parking spaces available Disability parking convenient to entrance Clean Free from obstacles/obstructions			
<u>Entrance</u> Clearly identified Free from obstruction			
<u>Reception</u> Clearly identified Seating available Privacy provided			
<u>Receptionist</u> Acknowledgement/greeting Eye contact Smile Good posture Develops rapport/builds relationship			
<u>Information</u> Requests for information responded to promptly & courteously Public Hospital Charter displayed Posters and Brochures easy to access, up to date, relevant & in good condition Information on how to get to wards/departments is: Easy to locate Has clear pathways (e.g. there are coloured lines to follow or signs at places where there are different directions to take)			

