

# PATIENT EXPERIENCE WEEK INITIATIVES

WA COUNTRY HEALTH SERVICE | PRIMARY HEALTH & ENGAGEMENT

katie.jones@health.wa.gov.au | www.wacountry.health.wa.gov.au

PATIENT OPINION AUSTRALIA TOOL



PATIENT EXPERIENCE WEEK (PXW)

Community Conversation & Leadership Breakfast

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#hccpxw #WhatMatters2U



Government of Western Australia  
WA Country Health Service

## Our Patient Experience initiative is...

In December 2015, the WA Country Health Service (WACHS) began implementing Patient Opinion, an anonymous, online, and independently moderated consumer feedback platform ([www.patientopinion.org.au](http://www.patientopinion.org.au)) as an accessible and responsive tool for Western Australian country consumers to share their health care stories, and for its services to listen, learn and improve from the experiences of its vastly dispersed consumers and communities. Now in 2017, Patient Opinion is used across all seven WACHS Regions and by Central Office leadership.

## What difference has this made?

The project has been innovative in that, as a WA first, it allows:

- consumer feedback to be anonymous;
- for the health service response is public (contributing to greater transparency of the service);
- consumers to provide feedback on their health service experience based on what is important to them, not based on health service data collection/survey needs;
- for an avenue to collect and use positive feedback from consumers (previously not well sought or documented);
- WACHS to demonstrate improvements based on PO stories shared by our consumers.

Improvements made to WACHS services as a result of stories shared by country consumers via Patient Opinion include:

- Repairs to health service facilities that impacted on patient comfort and amenity at Broome Hospital
- Implementation of a clear, informative process to inform patients of their private room options on admission at WACHS Kimberley hospitals.
- Improvements to discharge summaries and communications with GPs at Albany Health Campus
- Appointment of a permanent Ultrasonographer at Esperance Hospital to reduce appointment waitlists
- A review of chemotherapy treatment options for Kimberley patients in collaboration with metropolitan hospitals to reduce the need for patient travel.
- Installation of signage to ensure disabled facilities at Albany Health Campus are free of equipment or



obstacles at all times.

- New processes and guidelines for staff at Exmouth Hospital to ensure the provision of appropriate antenatal care.
- Manual handling training for WACHS Kimberley staff to include how to move a patient into an ambulance to reduce patient discomfort.
- Promotion of cultural awareness and training, and the use of interpreters to all visiting/locum staff.

## A lesson that can help others...

Don't be afraid to take the risk and engage on-line with consumers! Consumer and community engagement is about going to where our consumers are and creating "comfortable spaces" for them to talk with us and provide feedback. We must provide multiple avenues for consumers to do this, with on-line platforms being just one of those ways.