

PATIENT EXPERIENCE WEEK INITIATIVES

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PATIENT EVALUATION OF HEALTH SERVICES (PEHS) PROGRAM



PATIENT EXPERIENCE WEEK (PXW)
Community Conversation & Leadership Breakfast
Perth WA | April 27-28 2017
#hccpxw #WhatMatters2U



Government of **Western Australia**
Department of **Health**

Our Patient Experience initiative is...

Since 2002, the Patient Evaluation of Health Services (PEHS) program has measured patient experience and satisfaction in the WA Health system. Over 8,000 patients across more than 50 hospitals are interviewed via telephone each year about their health care experiences.

The PEHS program is designed to reflect what matters most to patients. At the beginning of each survey patients are asked to rank seven aspects of healthcare (e.g. information and communication, continuity of care) in order of importance. Patients are then asked a series of questions about their health care journey, also based on these seven aspects of healthcare. The rankings are used to weight the responses so that the patients' determination of what is important guides the results. The PEHS program offers patients the opportunity to provide feedback on what aspects of healthcare are most important to them, what WA Health is doing well and where WA Health can make improvements to the patient experience across the system. Customised reports are provided to each hospital so that improvements can also be made at the local level.



What difference has this made?

The survey results have been used to gain an understanding of the consumer experience in the WA health system and identify areas for improvement. Some examples of how WA Health has used the results include:

- To measure the impact of system-wide changes in service delivery on patient experience e.g. Four Hour Rule
- Kununoppin Hospital displays the Aboriginal flag, a reconciliation statement and Aboriginal art to help patients feel more welcome.
- King Edward Memorial Hospital amended outpatient appointments and improved the appearance of the waiting room.
- Princess Margaret Hospital developed a business case to create a hospital handbook which ensures that patients/carers receive all information in one booklet.

A lesson that can help others...

Stakeholder engagement during the survey development process was essential to creating meaningful questions, which have produced reliable and representative data. Initial question development for the PEHS program took place over five years and involved literature reviews, patient focus groups, and engagement with the Health Consumers' Council (WA), Office of the Health Review and other stakeholders to ensure that questions captured areas of importance to health consumers.

The PEHS program consistently achieves high response rates, indicating that patients are willing to respond to surveys they judge to be relevant and important. Patient responses to the PEHS survey indicate that time staff spent on patient care, meeting the patient's personal as well as clinical needs, clear communication and getting into hospital easily are the most important aspects of healthcare to patients.