

PATIENT EXPERIENCE WEEK INITIATIVES

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PERIPARTUM SATISFACTION TOOL



PATIENT EXPERIENCE WEEK (PXW)

Community Conversation & Leadership Breakfast

Perth WA | April 27-28 2017

#hccpxw #WhatMatters2U



Our Patient Experience initiative is...

The Peripartum Satisfaction Tool was developed to be a simple effective tool for measuring intrapartum "Patient Satisfaction" using 3 parameters:

1. "Felt well informed due to good communication";
2. "Treated with respect at all times";
3. And "Felt safe".

Patients had to mark their satisfaction of the care provided on these 3 parameters on a 5point scale with smiley faces (Likert Scale) described as of strongly agree, mostly agree, unsure, mostly disagree and strongly disagree.

The simplicity of the tool was the most important as we had a significant group of patients who come from culturally and linguistically diverse settings, whose first language was not English.

What difference has this made?

- Helped us gauge our level of care as perceived by the patients from all backgrounds
- Identified the need to improve communication during interventions like emergency caesarians and instrumental deliveries.
- We plan to use this on a larger scale after translating into various languages to gain a deeper understanding of the perception of our Intrapartum and Postpartum care.



A lesson that can help others...

Getting the tool ready involved interactions between multiple disciplines and was an enriching experience to see the different perspectives of patient satisfaction amongst different disciplines.

The comments section from patients revealed interesting little stories of how happy our patients were with the care provided Intrapartum. The response was overwhelmingly positive and encouraging. In face of increasing trend of criticism of practices and predominantly negative feedback from patients, this response is refreshing and reaffirms our principles of providing effective evidence based, patient centred intrapartum care.