



# NSHA Patient Experience 2017-18 Strategic Plan Measures

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Prepared on: January 22, 2019

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## Executive Summary

Person-centred, high-quality, safe and sustainable health and wellness is at the heart of NSHA. Effective understanding of the experiences of those we serve is necessary in order to achieve this. Client experience data can be used to improve person-centred care, increase safety, use resources more wisely, and ensure we meet the expectations of our client's and their families.

Accreditation Canada requires an assessment of client experience at minimum once every four years. In 2016-17, NSHA completed our first patient experience survey for six programs specifically: Acute Care Inpatient, Acute Care Ambulatory, Mental Health & Addictions inpatient and outpatient, Long-term Care, Cancer Care: NRCC Ambulatory Oncology, and Primary Health Care. NSHA results were calculated for three strategic measures including:

- *overall patient experience*
- *being consulted in decision making in their care and health service*
- *culturally sensitive care*

### Methods

NSHA results were calculated by deriving a composite score. Individual indicator scores were calculated as the number of positive responses divided by the total number of valid responses within each indicator (See Appendix 1- Table 1.1 for survey questions and 1.2 for Scale Types and Positive Response Options). If there was more than one indicator per measure within a program area, a straight average was calculated of the two. The overall score for each strategic plan measure is an average across the six program areas.

### Results

Overall, the combined scores for each measure represent high levels of positivity, with two out of the three measures exceeding the target of 90% from 10796 completed surveys. The NSHA results are summarized below and details for each strategic measure are outlined on pages 4-6. See Appendix 2 – Tables 2.1 for program-specific measure scores 2.2 for sample sizes.

Strategic Plan Measure	NSHA Composite Score
Overall patient experience	88.4%
Consulted in decision-making in their care and health service	91.7%
Culturally sensitive care	93.9%

### What are we doing about this?

Results from the Patient Experience Survey will be shared with NSHA Teams, Committees and Councils to inform targeted action plans to address areas for continued quality improvement. Numerous initiatives are currently underway to enhance patient experience such as:

- Broad initiatives are in place to include patients and family on NSHA Teams, Committees and Councils to ensure that the patient voice is heard, and used to improve overall experience.'
- NSHA has established a patient, family and public advisory council, a joint council for patients, family and public representation to engage and plan together to enhance the experience of care in NSHA.
- NSHA has also developed a Patient Feedback Line, it is a 1-800 number that patients and families can use across NSHA, and it is directly linked to designated staff in all zones.
- The 'Patient Voice' initiative has been successfully implemented, and recognized by Accreditation Canada as a Leading Practice. This initiative sees audio clips of patient stories available on NSHA's intranet for use by staff, management and physicians as an additional means of integrating patient experience into planning and decision making.
- In Eastern Zone, electronic Patient Experience Kiosks were set up in three hospitals to allow the provision of real time patient experience feedback.

## Strategic Measures

### Overall Patient Experience

#### Why is it important?

Person-centred, high-quality, safe and sustainable health and wellness is at the heart of NSHA. Effective understanding of the experiences of those we serve is necessary in order to achieve this. Patient experience data can be used to improve person-centred care, increase safety, use resources more wisely, and ensure we meet the expectations of our patient's and their families.

Accreditation Canada requires an assessment of patient experience at minimum once every four years.

#### What is being measured?

This indicator measures results of patient experience surveys completed by a sample population. The questionnaires focus on assessing patient experiences or interactions with the health system. This indicator measures the percentage of positive response related to the overall experience of health service

#### What do we intend to achieve?

Patient experience and public engagement are priorities for NSHA. NSHA has set a goal to enhance our patient's experience of care and engagement in health service decision-making. NSHA has set a performance target of 90% for positive responses on the overall experience of services.

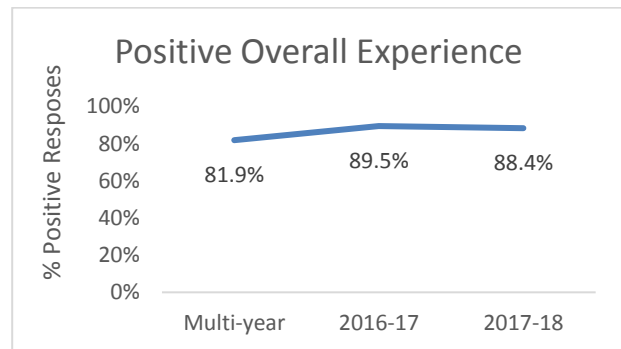
#### How are we doing?

NSHA undertook its second patient experience survey in the 2017-18 fiscal year. Results of the survey showed that 88.4% of patients rated their overall experience of care positively. This is a decrease of 1.1% from the previous year remains just below the 90% target.

#### What are we doing about this?

Results from the Patient Experience Survey will be shared with NSHA Teams, Committees and Councils to inform targeted action plans to address areas for continued quality improvement.

**Current Performance: 88.4%**  
Previous Performance: 89.5% (multi-year)



Broad initiatives are in place that actively include patients and family on NSHA Teams, Committees and Councils to ensure that the patient voice is heard, and used to improve overall experience.

NSHA has established a patient, family and public advisory council, a joint council for patients, family and public representation to engage and plan together to enhance the experience of care in NSHA.

NSHA has also developed a Patient Feedback Line, it is a 1-800 number that patients and families can use across NSHA, and it is directly linked to designated staff in all zones.

The 'Patient Voice' initiative was successfully implemented and recognized by Accreditation Canada as a Leading Practice. This initiative sees audio clips of patient stories available on NSHA's intranet for use by staff, management and physicians as an additional means of integrating patient experience into planning and decision making.

In Eastern Zone, electronic Patient Experience Kiosks were set up in three hospitals to allow the provision of real time patient experience feedback.

## Patient Experience – Decision Making

### Why is it important?

NSHA’s vision is one of healthy people, healthy communities – for generations. Part of this vision means engaging patients, families and communities in the decisions that affect them, including direct involvement in clinical decisions affecting them.

### What is being measured?

This indicator measures results of patient experience surveys completed by a sample population. The questionnaires focus on assessing patient experiences or interactions with the health system. This indicator looks at the percentage of patients responding positively to survey questions on being consulted in decision making in their care and health service.

### What do we intend to achieve?

NSHA will improve decision making processes, health outcomes and patient experiences through:

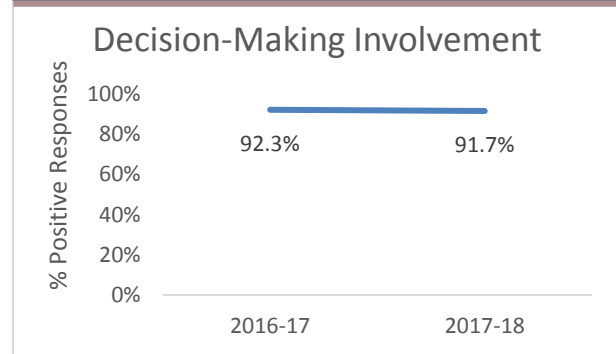
- Empowering patients to build the knowledge, skills, and confidence to manage their own health
- Facilitating stronger relationships between patients and their health care providers
- Enabling patients to identify opportunities for improvements in their care early in the process, contributing to better risk management and increased safety

NSHA aims to achieve a 90% positive response rate on survey question(s) relating to shared/involved decision making.

### How are we doing?

NSHA undertook its second patient experience survey in the 2017-18 fiscal year. Results of the survey showed that 91.7% of patients responded positively to survey questions related to being consulted in decision making. This is a minor drop in performance (-0.6%) from the previous survey cycle, but still exceeds the target of 90%.

**Current Performance: 91.7%**  
Previous Performance: 92.3%



### What are we doing about this?

Results from the Patient Experience Survey will be shared with NSHA Teams, Committees and Councils to inform targeted action plans to address areas for continued quality improvement.

Broad initiatives are in place to actively include patients and family on NSHA Teams, Committees and Councils to ensure that the patient voice is heard, and used to improve overall experience.

NSHA has implemented a Language Services Program that provides translation and interpretation services to improve the health services experience for all Nova Scotians, including the ability to actively participate in care decisions.

### NSHA Strategy Development for People Centered Care

People centered care is defined as *“an approach that guides all aspects of planning, delivering and evaluating services. The focus is always on creating and nurturing mutually beneficial partnerships among the organization’s staff and the clients and families they serve. Providing client- and family-centred care means working collaboratively with clients and their families to provide care that is respectful, compassionate, culturally safe, and competent, while being responsive to their needs, values, cultural backgrounds and beliefs, and preferences.”*

NSHA is following the “Priority Process” as a guide developed by Accreditation Canada. The second phase is to engage frontline staff and managers in “Direct Care engagement” This review is to assess how clients and families are included and acknowledged as active participants with monitoring progress on perception of the role and level of engagement in our clients own care and care planning.

## Patient Experience – Culturally Sensitive Care

### Why is it important?

NSHA strives to ensure appropriate treatment and care for the diverse people we serve. Ensuring cultural sensitivities are taken into account can improve the patient's experience with the service(s) provided. A growing body of literature suggests that a better patient experience is associated with improved outcomes, processes, and patient safety (Doyle, Lennox, & Bell, 2013).

### What is being measured?

This indicator assesses the degree to which patients/patients feel that NSHA provides culturally sensitive care. This information is gained through patient experience surveys using the question (or similar variant) listed below:

- Survey Question: "The hospital staff took my cultural values and those of my family or caregiver into account"

Currently, this survey is deployed in five program areas: Acute Care; Mental Health and Addictions, Ambulatory Care, Primary Health Care, Long Term Care and Cancer Care.

### What do we intend to achieve?

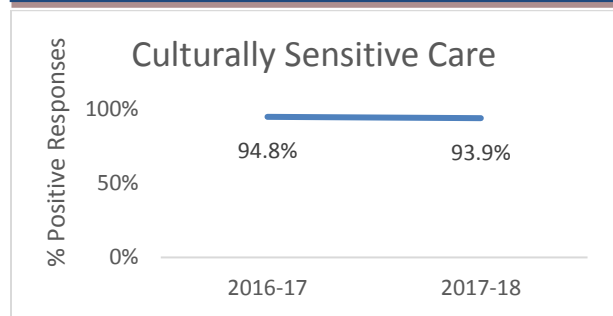
Respect is one of NSHA's five core values. NSHA aims to provide ready access to cultural sensitive and appropriate health services to improve the experience of care for the diverse populations NSHA serves.

NSHA has set a target that 90% of patients will respond positively to survey questions relating to culturally sensitive care.

### How are we doing?

NSHA undertook its second patient experience survey in the 2017-18 fiscal year. 93.9% of patients responded positively on questions related to the receipt of culturally sensitive care, suggesting this to be a strength within the organization. This is a minor drop in performance (-0.9%) from the previous survey cycle, but still exceeds the target of 90%.

**Current Performance: 93.9%**  
Previous Performance: 94.8%



### What are we doing about this?

The provision of culturally sensitive care is a priority for NSHA. Responses from the Patient Experience Survey specific to Culturally Sensitive Care will be used to identify areas to target for continued improvement.

NSHA has implemented a Language Services Program that provides translation and interpretation services to facilitate health services for all Nova Scotians.

The implementation of the Family Presence Policy contains provisions that specifically address cultural diversity. There are broad initiatives under way to include patients and families on NSHA Team, Committees and Councils.

Nova Scotia Health Authority (NSHA) and the IWK Health Centre developed the first collaborative Provincial Diversity and Inclusion Framework. The framework highlights the following five areas of focus and attention:

- Culturally competent, person-centred and family-centred care and services
- Diverse Workforce
- Engagement and partnership with diverse communities
- Organizational leadership, decision-making and policy
- Equity through data collection and research

Through the development of a provincial diversity and inclusion framework for NSHA and the IWK, it is intended to support the effort to enable sustainable diversity resources and initiatives throughout the province

## APPENDIX 1

**Table 1.1 Indicator Composition of each Strategic Plan Measure** (See table 1.2 for scale details)

Strategic Plan Measure	Acute Care Inpatient and Ambulatory	Mental Health and Addictions	Cancer Care	Long Term Care	Primary Health Care
<i>Overall experience of care</i>	<sup>a</sup> Using any number from 0 to 10, where 0 is the worst...and 10 is the best...rate this hospital during your stay.	<sup>a</sup> Inpatient - Using any number from 0-10, where 0 is the worst...and 10 is the best...rate your experience with this hospital.	<sup>e</sup> Overall, how would you rate the quality of care at XX in the past 6 months.	<sup>a</sup> Using any number from 0 - 10 where 0 is the worst...10 is the best...rate this home.	<sup>a</sup> Using any number from 0 - 10 where 0 is the worst...10 is the best...rate this clinic
	<sup>f</sup> Would you recommend this hospital to your friends and family?	<sup>a</sup> Outpatient - Using any number from 0-10, where 0 is the worst...and 10 is the best...rate your experience with this program or service.	<sup>f</sup> Would you recommend the health care providers at XX to your family and friends.		<sup>f</sup> Would you recommend this clinic to your family and friends
<i>Consulted in decision-making in their care and health service</i>	<sup>b</sup> The hospital staff consulted me or my family or caregiver in making decisions about my care.	<sup>b</sup> Inpatient - The staff consulted me or my family or caregiver in making decisions about my care?	<sup>f</sup> Were you involved in decisions about your care much as you wanted?	<sup>b</sup> I am involved in decisions about my care.	<sup>c</sup> How good was the health care provider at involving you in decisions about your care?
		<sup>b</sup> Outpatient - The staff consulted me or my family or caregiver in making decisions about my care?	<sup>h</sup> How much opportunity did your care providers give your family or friends to be involved in your care and treatment?		
<i>Culturally sensitive care</i>	<sup>b</sup> The hospital staff took my cultural values those of my family or caregiver into account.	Questionnaire changes in 2018 - omitted this dimension	Not applicable	<sup>b</sup> Staff took my cultural values and those of my family and/or caregiver into account	<sup>b</sup> Staff took my cultural values and those of your family or caregiver into account.
		Questionnaire changes in 2018 - omitted this dimension	Not applicable		

**Table 1.2: % Survey Scale Details**

<i>Scale Types and Options</i>	<i>Positive Response Options</i>
<sup>a</sup> 0-10	8 + 9 + 10
<sup>b</sup> Strongly disagree; Disagree; Agree; Strongly agree	Strongly agree + Agree
<sup>c</sup> Very poor; Poor; Fair - neither good nor bad; Good; Very good	Good + Very good
<sup>d</sup> Yes, definitely; Yes, probably; Maybe, not sure; No, not really; No, definitely not	Yes, definitely + Yes, probably
<sup>e</sup> Poor; Fair; Good; Very Good; Excellent	Good + Very good + Excellent
<sup>f</sup> Definitely no; Probably no; Probably yes; Definitely yes	Definitely yes + Probably yes



## APPENDIX 2

**Table 2.1 Strategic Plan Measure Scores**

Strategic Plan Measure	NSHA Composite Score	Acute Care Inpatient	Acute Care Ambulatory	Mental Health & Addictions	Cancer Care	Long Term Care	Primary Health Care
Overall patient experience	88.4%	89.2%	89.4%	84.3%	95.8%	80.7%	91%
Consulted in decision-making in their care and health service	91.7%	87.3%	94%	84.2%	96.6%	93.4%	94.8%
Culturally sensitive care	93.9%	89%	93.4%	n/a	n/a	98%	95%

**Table 2.2 Sample Sizes and Response Rates**

Strategic Plan Measure	Acute Care Inpatient	Acute Care Ambulatory	Mental Health & Addictions	Cancer Care	Long Term Care	Primary Health Care	NSHA Total
Total Surveys Mailed	10200	7829	Administered in house	1500		Administered in house	+ administered in house
Total Surveys Returned	3323	2149	3842*	804	179	1351	11648
Response Rate	32.6%	27.4 %	n/a	53.6%		n/a	n/a

\*2 waves of surveys distributed