

Training Module on Patient Feedback

TEAM 4

Reviewed by
Dr. Lallu Joseph
Secretary General
CAHO

Members

- 1. Dr. Deelip Singh**
- 2. Dr. Vaibhav**
- 3. Dr. Reshmi**
- 4. Ms. Surbhi**
- 5. Mr. Juned**

Training Module on Patient Feedback

“Stories from patients are inspiring, insightful, humbling, uplifting, reassuring and above all remind us of why we are here.”

[Liz Goldie, Partners in Care Programme, 2014]

Training Policy

❖ To be done for

- ✓ Nursing
- ✓ Patient coordinators
- ✓ Admin Staff

❖ Frequency

- ✓ 3 Monthly Nursing
- ✓ 3 Patient Coordinators
- ✓ 6 Admin Staff

What patient expect

- ❖ fast access to reliable health advice
- ❖ effective treatment delivered by trusted professionals
- ❖ participation in decisions and respect for preferences
- ❖ clear, comprehensible information and support for self-care
- ❖ attention to physical and environmental needs
- ❖ emotional support, empathy and respect
- ❖ involvement of, and support for family and carers
- ❖ continuity of care and smooth transit

What patient Feedback & why it is important

- ❖ Measuring patients' experiences of care and treatment highlights areas that need to improve to provide a patient-led healthcare service
- ❖ Getting patient feedback can highlight features of our practice that may cause difficulty for patients and help you identify areas for improvement.



Capture the experience

Tools to help people tell their stories



Understand the experience

Tools for understanding patient and staff experiences



Improve the experience

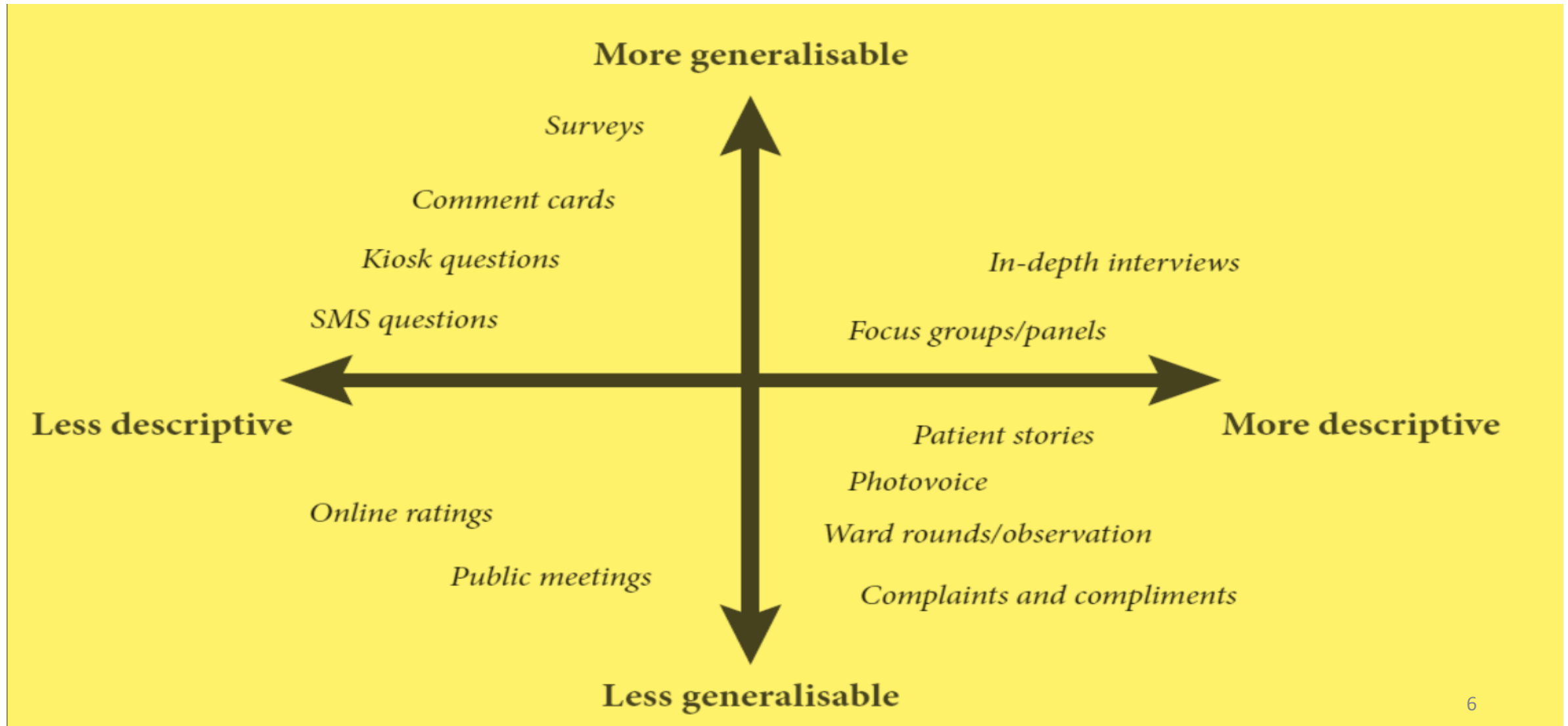
Tools to turn experience into action



Measure the improvement

Tools for evaluating and measuring the improvement

Ways of capturing Patient feedback



How our organisation captures it

- ❖ Structured way - Questionnaire based form
- ❖ Unstructured ways (SUGGESTION, COMPLAINT, RATINGS, REVIEWS & TESTIMONIALS)

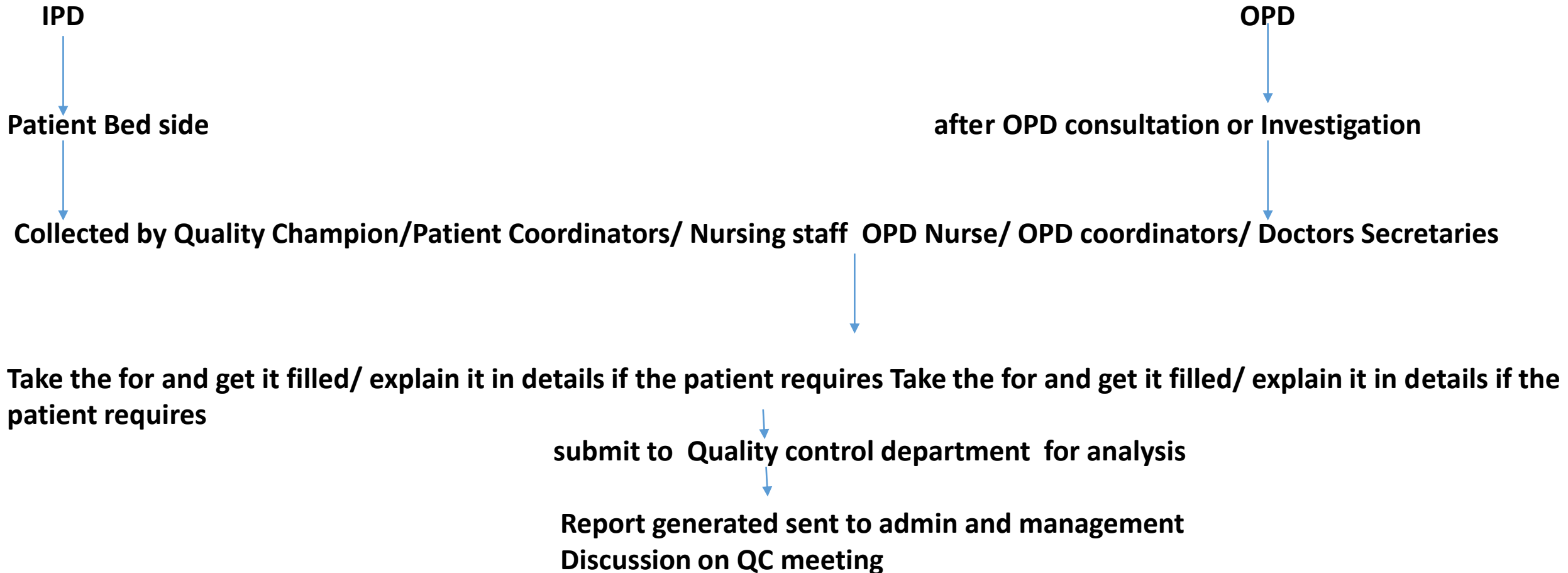
Were all areas its getting captured

- ✓ IPD
- ✓ OPD
- ✓ Camping

Who captures it

- ✓ Patient care coordinators, Nurses, Admin staff
- ✓ OPD staff
- ✓ PRO

Capturing patient feedback (structured ways)



Unstructured ways of getting feedback

- ❖ Patient suggestion & complaint box
- ❖ Reviews/testimonials writings & ratings on hospital website
- ❖ Surveys during camping done by hospitals by PRO

Questionnaire format – OPD patient feedback

S.No.	QUESTION	EXCELLENT	GOOD	AVERAGE	POOR	MEAN
1	Waiting time at OPD.					
2	The amount of the time spent with the doctor.					
3	The doctor's instruction regarding medication, treatment and follow up care.					
4	How do find our diagnostic services.					
5	Timely completion of your necessities.					
6	Cleaning less in our hospital.					
7	How do you find our Billing process.					
8	Overall opinion about the hospital.					
9	Assistance of PRO.					
10	Availability of wheelchair or stretcher.					
11	Availability of lift.					
12	Comfort ability in waiting area, drinking water availability, chair availability, washroom availability.					
13	Attitude\politeness\helpfulness of the Hospital staff.					

Questionnaire format – IPD patient feedback

S.No	QUESTION	EXCELLENT	GOOD	AVERAGE	POOR	MEAN
1	Availability of doctors as and when required.					
2	Treatment and cure.					
3	Revisit, homecare and medicine.					
4	Waiting time for tests & procedures.					
5	Waiting time for reports.					
6	Availability of nursing staff as and when required.					
7	Medication is given timely.					
8	Explanation of treatment in easy words.					
9	Interest and response time shown by nursing staff.					
10	Room and bed is prepared on admission.					
11	Timely completion of your necessities.					
12	Quality of food and services.					
13	Co-operation and behavior of housekeeping staff.					
14	Cleanliness.					
15	Overall opinion about hospital.					
16	Overall opinion about billing process.					
17	Attendor's stay facility at the time of admission.					
18	Availability of pure drinking water.					
19	Availability of ward boy or patient assistant to guiding or scooting wheelchair.					

Thank you




Announce
your
presence



Welcome
the patient



Ask if there
is anything
the patient
needs



Review what
was done
and explain
when the
next service
will be



Exit with a
kind word