

Real-time registration, analysis and evaluation of Survey of patient satisfaction

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Fakta

- Odense University Hospital Svendborg Sygehus, treats patients from the island of Funen for many common illnesses
- The University Hospital also treats patients from other Danish regions and in some cases from abroad for more complicated treatments such as.: Cardiovascular disease, cancer and replantations of fingers, hands, etc.

Facts:

- Number of employees in 2008: approx. 10,000
- Number of admissions in 2008: approx. 100,000
- Number of outpatients visits in 2008: approx. 811,000


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2 hypothesis are presented in the pilot project:

- The department of orthopaedics surgery achieve greater academic output through the implementation of electronic surveys, as all the answers immediately will be aggregated.
- This process gives a substantial labor-saving power in the organization using an electronic questionnaire completed by PDA.


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Planning and implementation

- The survey of patient satisfaction is mainly used for departments of outpatients and the bed section. The PDA is very flexible to use - whether it is a clinic or a ward.
- The survey took place in the autumn 2008 and the period for getting the data was 1 week in the outpatient clinic (involving 500-600 patients) and afterwards 1 week in the bedding section (involving 30-60 patients)
- The questionnaire is in a handheld computer (PDA) and the patient choose possibilities by a simple click on the screen.
- For every question the patient can choose between 5 smiles. The smiles vary from very happy to very unhappy. The patient also provided background data such as age, sex, and whether it was the patient him-/herself who answered the questionnaire, or whether it was an interpreter, member of staff, relative or others.
- The data is encrypted and sent daily from the PDA through the Internet to a web server, where the processing and presentation of data will be done simultaneously.

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Lessons from the questionnaire survey


Positive experience

- The department of orthopaedic surgery achieves an effective work-saving process with rapid processing of data and daily presentation of the results.
- The quick result of the questionnaire survey gives job satisfaction and the desire to provide more of the things that are important for the patients.
- Employees and managers in the outpatients' clinic have had daily reflection meetings where they can compare the days events and the data from the survey.
- Managers and employees can repeat the survey as often as requested.
- A bottom-up project requires a high employee involvement.
- Almost all patients can answer questions on a PDA.

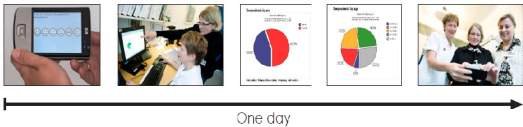
Negative experience

- Used mainly in smaller surveys

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Real-time registration, analysis and evaluation in one day



One day

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