


## Improving quality of health care by focusing on patient's experiences

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### Problem

- Patients were not fully satisfied with the customer services

### Strategy for change

- Implementation of a digital questionnaire
- Multidisciplinary workgroup on every ward
- Every visit the patient gets a login code
- Computers are available
- Every week the ward manager screens the results and takes immediate action if necessary
- The workgroup:
  - analyzes the results every 2-3 weeks, formulates interventions and takes action
  - informs ward staff and patients



### Results

- Almost all wards have implemented the system.
- The average response on the ward is 22 percent.
- Improvements are made on aspects of service quality.

An example:

*Did you know at all times which nurse was responsible for your care?*

Period	Always	Mostly	Sometimes
01-03-2009 until 31-05-2009	20%	40%	40%
01-06-2009 until 31-08-2009	74%	26%	0%

### Lessons learnt

- Patient experiences gives more information for improvement than patient satisfaction
- Commitment of the management and a dedicated multidisciplinary workgroup is essential
- Quick actual results motivates to take actions to improve
- Continuous attention is necessary to stimulate frontline staff to give patients a login code

