

216: Monitoring patients satisfaction on a daily basis using Statistical Process Control Method.

Authors:

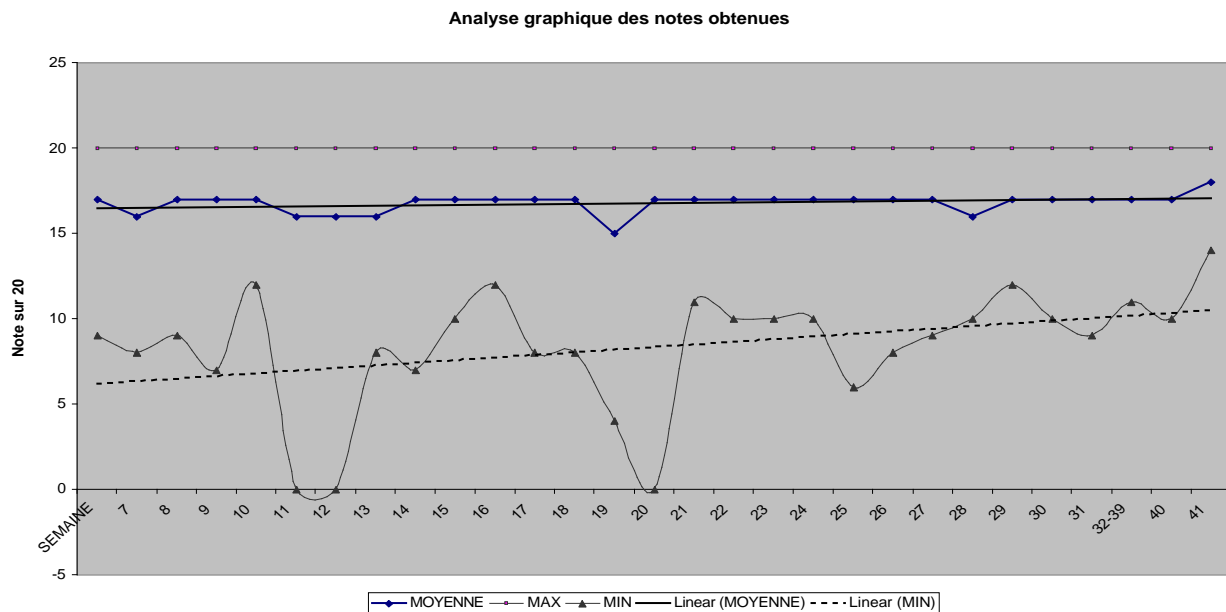
Pochtier J., Boudon-Rivet L., Gouin P., Baudry V., Magueres G.

Objective:

To implement a simple patient satisfaction measurement system allowing a quick feedback to professionals.

Method:

At the Centre Hospitalier Général de Dreux, the patient satisfaction questionnaire (PSQ) was adapted by asking patients to value their stay. The question asked is "How would you rate your stay out of 20 from a global perspective (on a scale ranging from 0 to 20?)" Beside this, around 30 short questions were asked to identify opportunities for improvement. Those are more specific questions and deal with specific aspects of the care or the stay; such as access, room, pain management, delay, meals... The professionals give questionnaire when the patient leaves the hospital and patients turn it back in a special box near the exit. Analysis is made using a simple Excel spreadsheet on a weekly basis and graphs are used to show trends. Statistical Process Control (SPC) methods were used mainly to identify variations.



Results:

The implementation of the new questionnaire was easy and we found that patients understand well the notation system. They like it because it gives them the opportunity to make an appreciation without judging professionals. More than 99% of questionnaires have good correlation between the global note and the answers of specific questions. The analysis of the questionnaire, using only the notation system, is very simple and quick. This allows us to provide a feedback to the units on a weekly basis. The results have shown a mean around 17 with a minimum of 0 and a maximum of 20. Using SPC method, we are able to analyze graphs of units or for the entire hospital. According to Special Cause rules, we try to identify shifts, patterns, trends or points outside limits on each graph during this 8 months period. If action is needed, we analyze the answers of questionnaires in more detail (the specific questions), during the concerned period. This is very helpful for the definition of adapted actions. We plan to provide the results of analysis on a poster format so professionals could post it in their unit, visible to patients to help to increase the number of PSQ filled by patients. We expect, by providing feedback on a weekly basis, to change mentality among professionals: they will look at the result with a prospective view rather than a retrospective one, as it was before the implementation of the new questionnaire. Our indicator to measure this change is the rate of PSQ filled compared to the number of patients hospitalized.

Conclusion:

A global rating system may be a good tool to monitor Patient Satisfaction. It helps to monitor patient satisfaction, to identify its variations and to react quickly to variations when needed. This simple system is a very helpful tool to change professionals attitude, from the "Have we been good when we took care of our last patient?" mentality toward the "How could we be good for the next patient?"'s one.