

ADDITION OF POST-DISCHARGE CALL CENTRE REPORTING MEASURES TO COLLECT TARGETED PATIENT FEEDBACK

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DESCRIPTION

The Post-Discharge Call Centre (PDCC) at Humber River Health (HRH) is a central point in collecting and disseminating patient experience feedback across the organization. In 2024, new monthly reports were identified to address individual department needs and collect patient experience data for areas that were not previously reported on, such as Mother-Baby Unit and Infection Prevention and Control (IPAC). Furthermore, reports, such as the Discharge Feedback Summary Report and Best Practice Spotlight Organization (BPSO) Report, collect data to track progress of key indicators, in line with HRH strategic initiatives. These measures were implemented to gain a holistic understanding of the patient care provided at HRH with the expansion of additional units.

OBJECTIVE

To tailor and streamline the dissemination of patient experience data throughout HRH.

ACTIONS TAKEN

In collaboration with key stakeholders, new monthly reports were created to target data collection tailored for patient feedback regarding relevant internal departments. Additionally, the inclusion of a new question on the survey: "What could have been improved to ensure you left with a better understanding of your care and treatment?", supported in capturing potential gaps in discharge feedback. The new reports enable for increased dissemination of valuable patient-reported feedback, and furthers HRH's organizational objectives and measured indicators. The three new monthly reports generated include:

- Mother Baby Unit Report
- Hand Hygiene Report
- Discharge Feedback Summary Report

PDCC Hand Hygiene Results

Question: During this hospital stay, how often did healthcare workers and/or doctors clean their hands with soap and water or hand sanitizer before providing care to you?

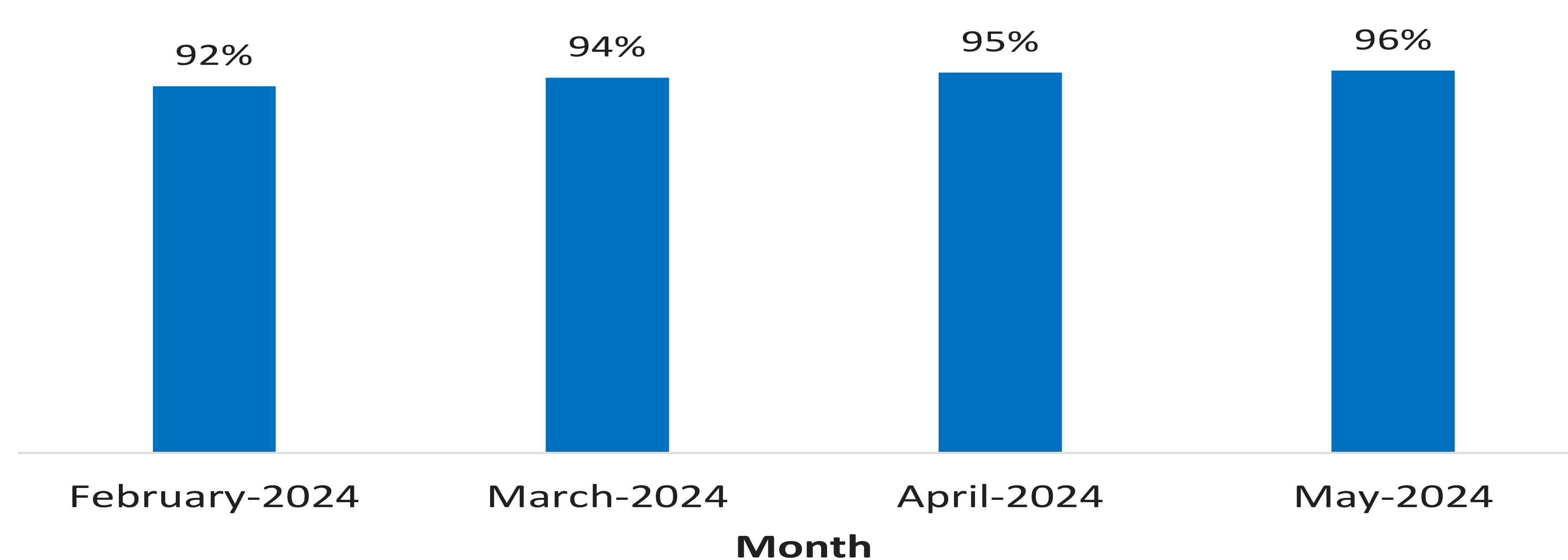
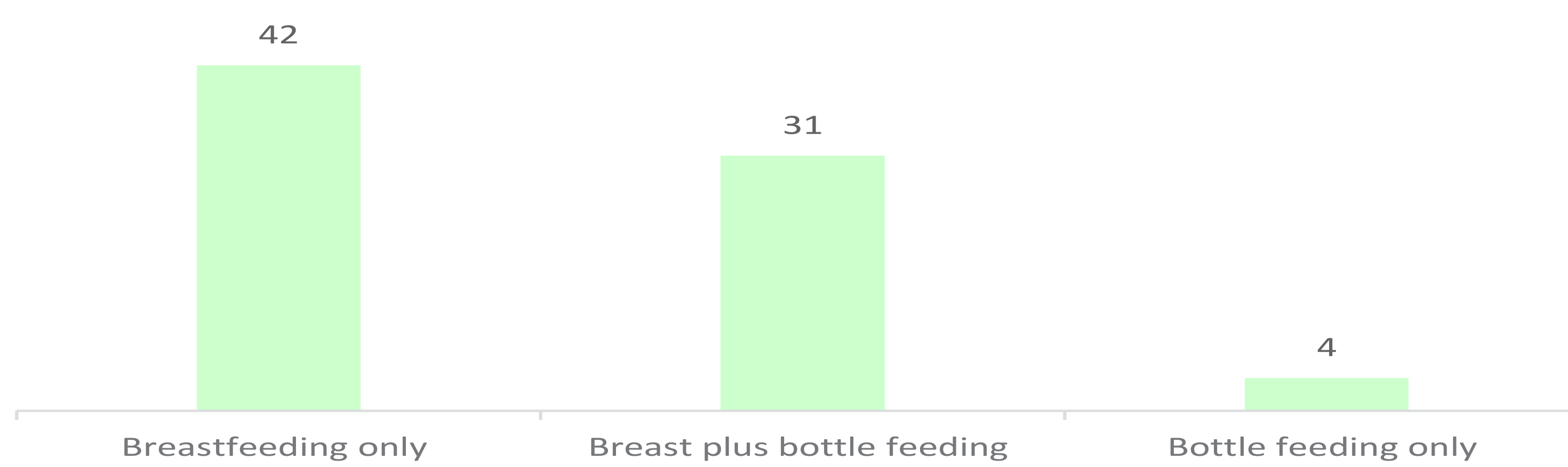


Figure 1. The Hand Hygiene report captures patient's feedback by asking the question: "During this hospital stay, how often did healthcare workers and/or doctors clean their hands with soap and water or hand sanitizer before providing care to you?" This report is shared with relevant stakeholders throughout the hospital.

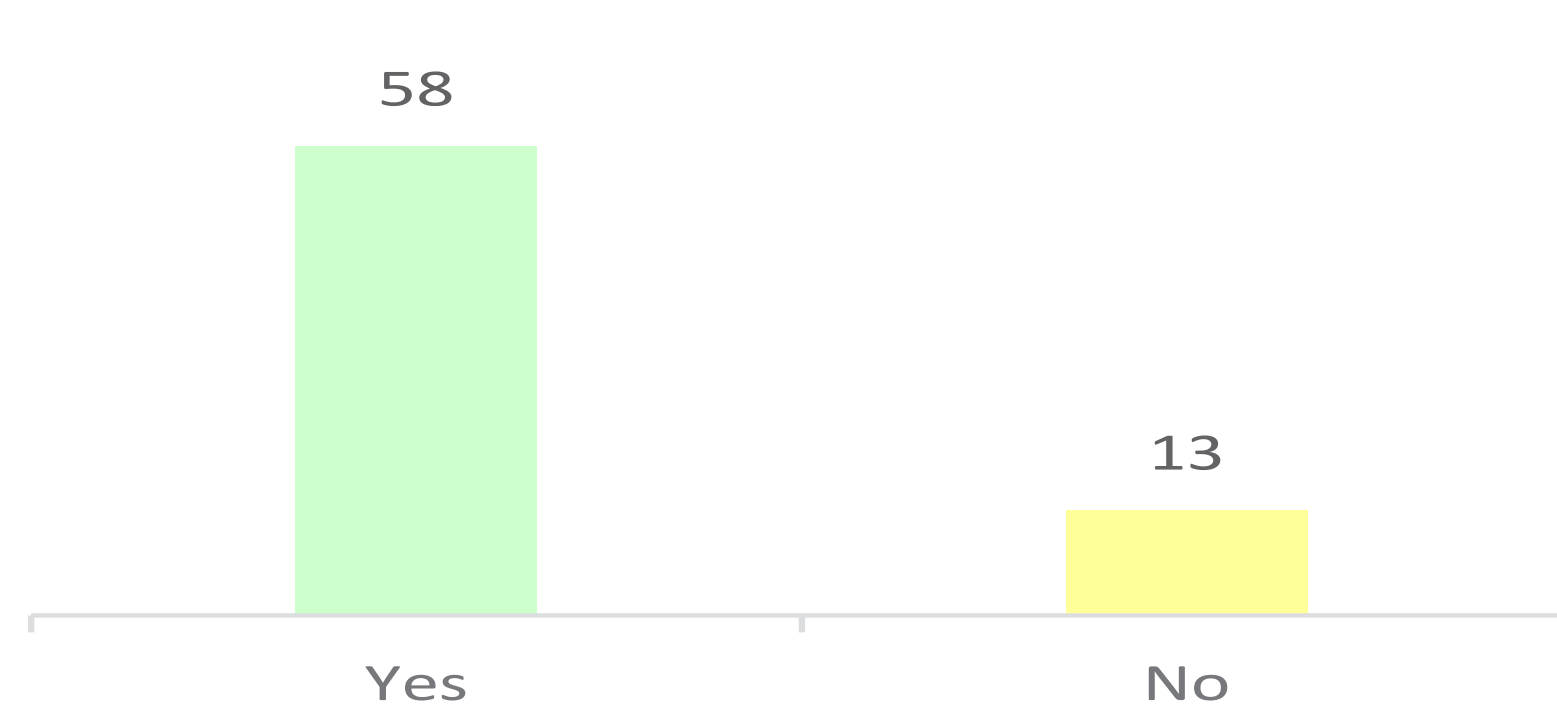
Mother and Baby Breastfeeding Survey

August 2024

Q1) What was your feeding plan before you had your baby?



Q2) Given support with breastfeeding your baby at the hospital?



Q3) Were you able to achieve your feeding goals by discharge?

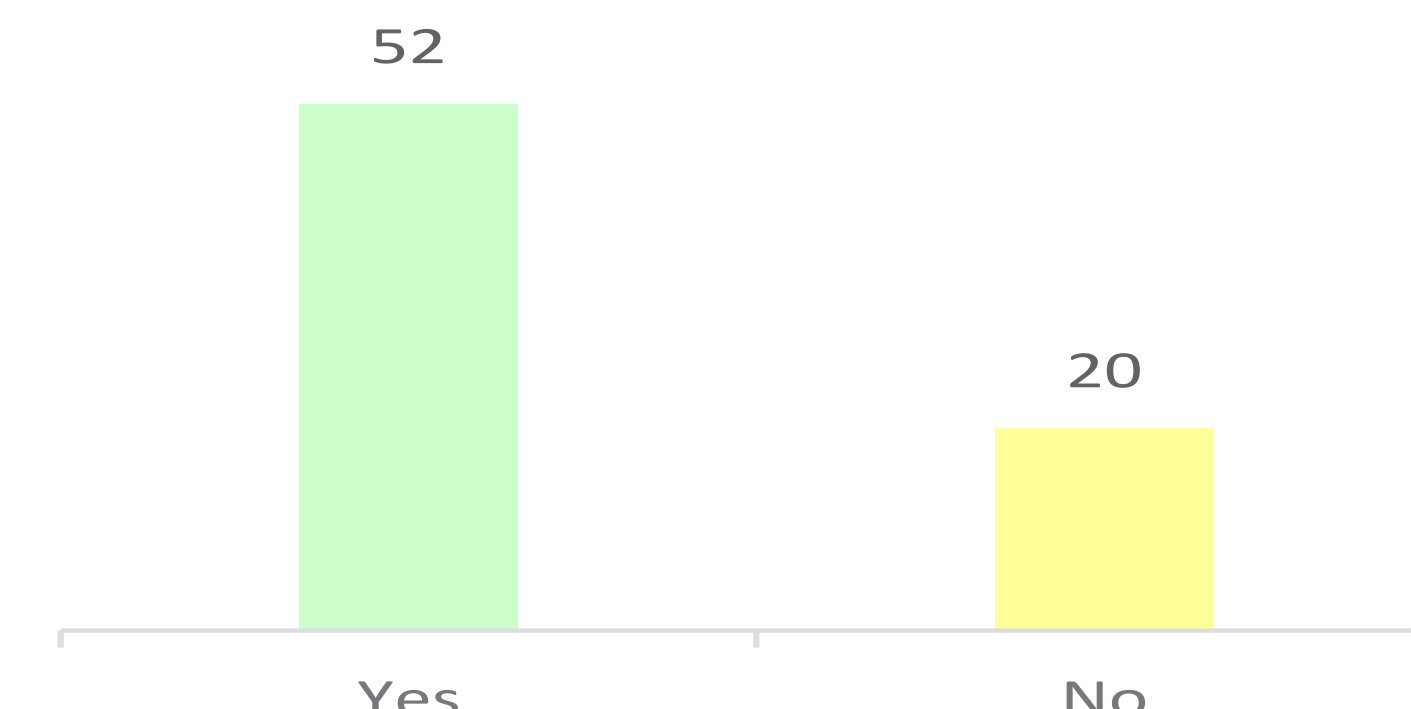


Figure 2. The Mother and Baby Breastfeeding survey captures patient-reported feedback regarding their childbirth experience at HRH. The survey utilizes tailored questions to capture experiences of these patients. The results of the survey is generated into this report and is shared with relevant stakeholders throughout HRH.

SUMMARY OF RESULTS

HRH generates three new monthly PDCC reports, in addition to the 21 recurring reports disseminated to the leaders throughout the organization. The addition of the Discharge Feedback Summary Report has resulted in a more thorough understanding of patient experience across the organization and noted a positive increase in trends over time.

LESSONS LEARNED

The addition of new reporting measures, aligning with HRH's strategic goals, allows the closed loop communication through timely follow-up as needed.

