

Background

Rationale

The use of patient feedback and experience measures are well established pillars to achieving quality healthcare.

Despite this understanding, patient experience indicators, data collection processes and utilization continue to be suboptimal.

 **COVID-19 provided a rapid uptake of virtual care practices, including email communication, that has awarded new and innovative ways in which to connect with patients.**

History

In 2018, the Guelph FHT formed its first **Patient and Family Advisory Committee (PFAC)**.



Guelph FHT Patient and Family Advisory Committee (PFAC) - December 2022

Methods

Forms of patient engagement utilized

- Collaboration with PFAC to identify survey improvements
- One-time transactional feedback through the dissemination of the electronic survey

Quality Improvement (QI) Team

Frameworks utilized to perform:

- Gap analysis
- Change idea generation
- Plan-Do-Study-Act (PDSA) cycles:
 1. Knowledge-to-Action
 2. Model for Improvement

Goals

- Greater patient and provider participation
- Enhance patient experience data quality and utilization

Results

Survey Structure Changes



Reduced number of survey questions



Addition of appointment booking experience questions



Improved language simplicity

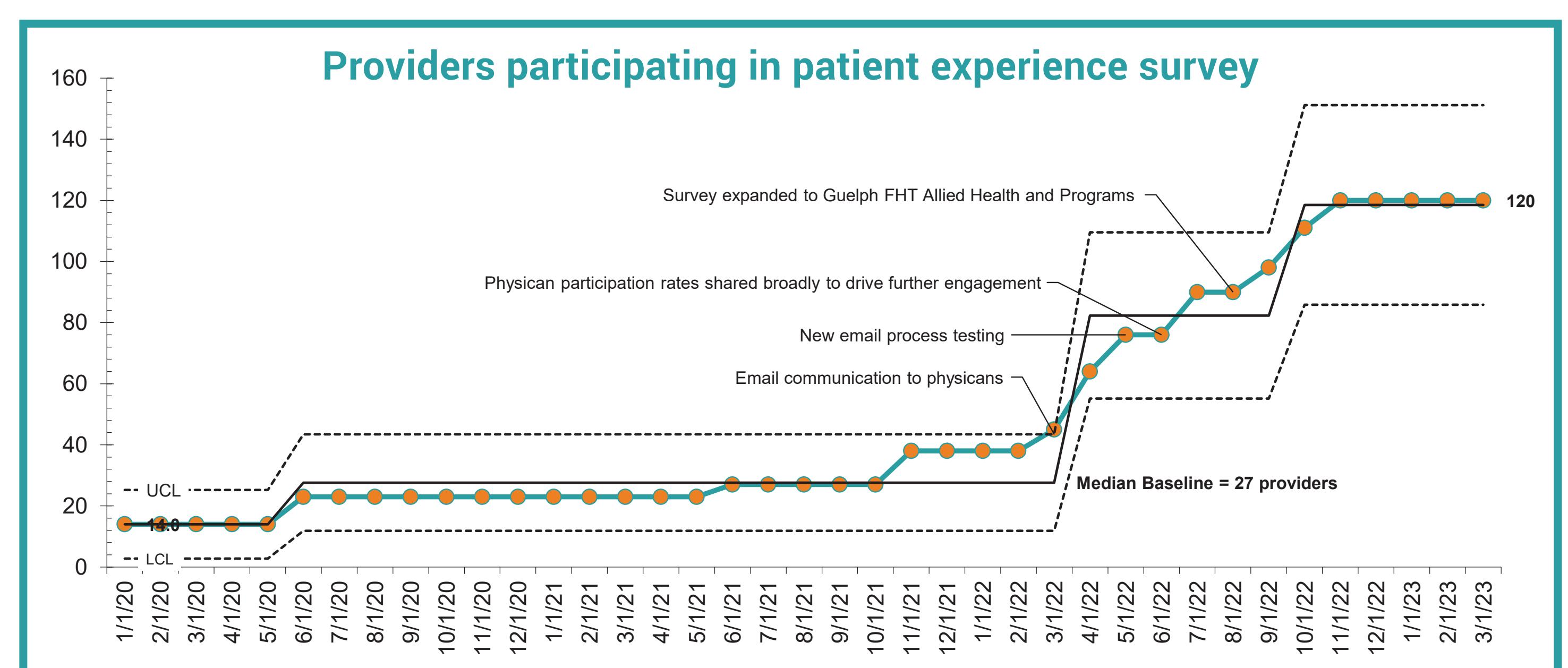


Addition of extended demographic questions for subgroup analysis

Outcome Measures

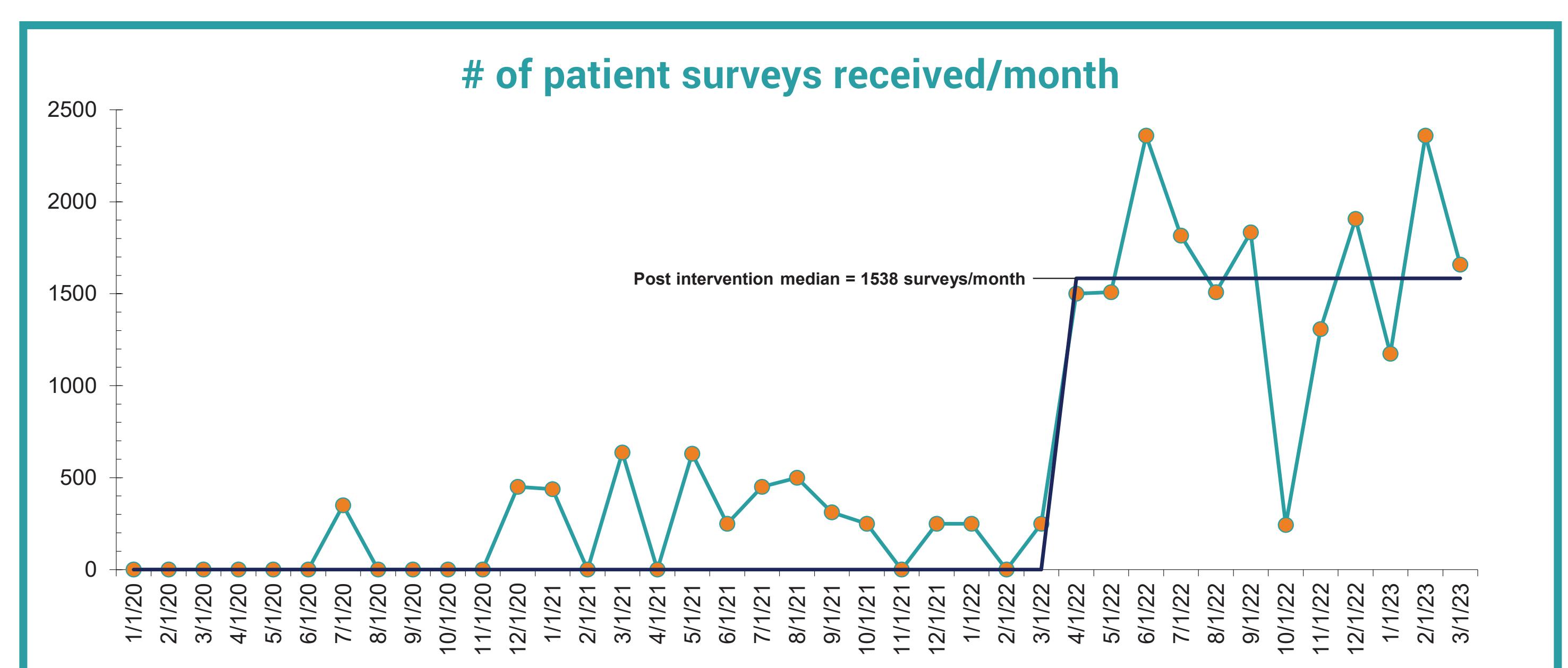
Physician, Nurses, and Allied Healthcare Professional Participation:

- **Increase of 344%** from median baseline
- 120 Physicians, Nurses and Allied Healthcare professionals participating



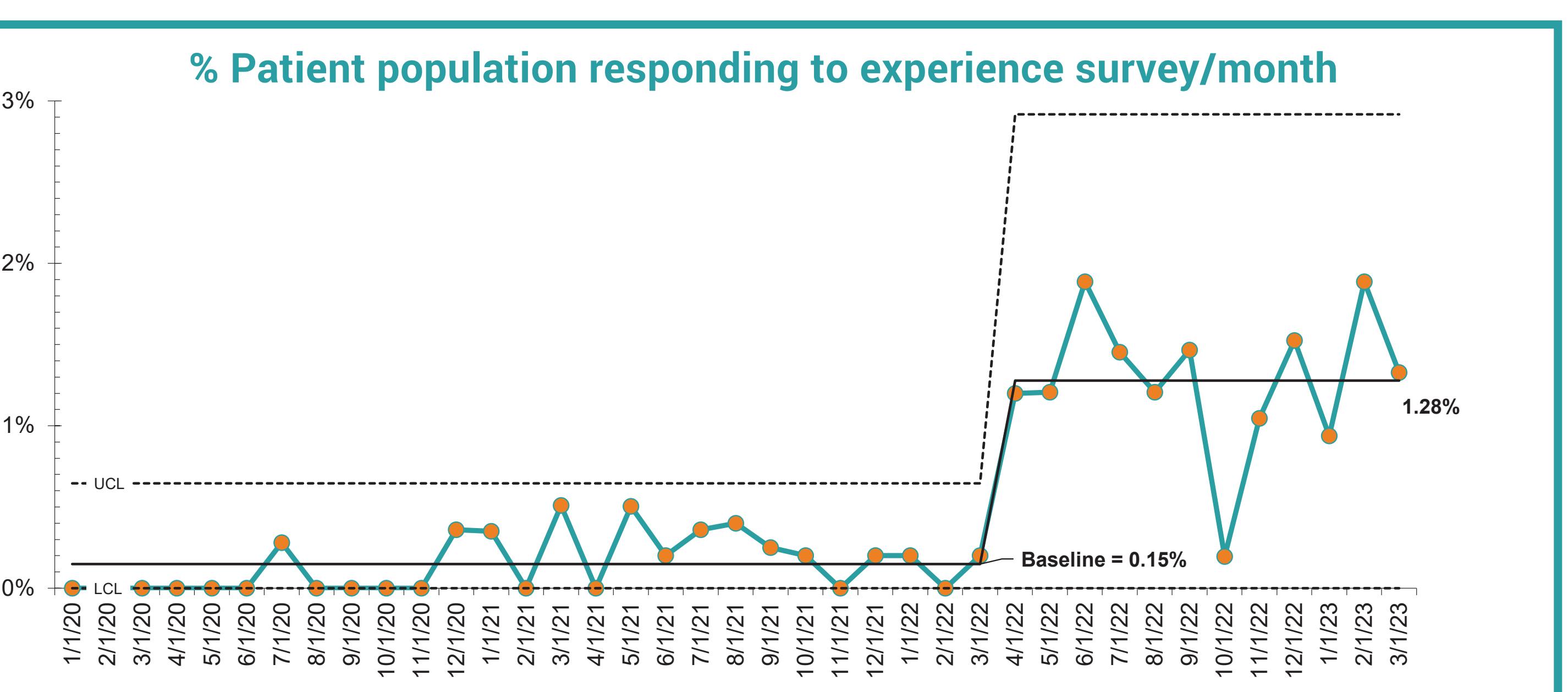
Patient Survey Completion Rates:

- Completion rate **increased by 30%** (from April 2022 to March 2023)



Patient Survey Response Rates:

- Response rate **increased by 36%** to a total of **17,150 patients** (from April 2022 to March 2023)



Healthy Equity:

- **Increased health equity** data analytics
- Survey offered in 10 different languages
- Survey response 10.8% from marginalized groups and 89.9% from non-marginalized

Survey Data Utilization:

- Previously used by 2 clinical teams
- **Now used by 25 clinical teams**

Discussion

Quality Improvement Team

- Led implementation of the PFCC BPG
- BPSO and QI team collaboration lead to important improvements to both clinical and overall Guelph FHT:
 - Data performance
 - Graphic design for easy interpretation
 - Categorization of patient comments

Provider Engagement

- Early provider engagement and ongoing design process improved communication strategies
- Patient involvement increased provider willingness to recommend survey to patients, facilitating greater patient response rates

Elements of Care Delivery

- New survey questions about Care Access (including appointment booking and after-hours care) highlighted areas for improvement

Marginalized Groups

- Increased volume of data and patient descriptors have increased the ability to identify meaningful variations across clinic sites, discipline teams and patient populations

We want to HEAR from you!

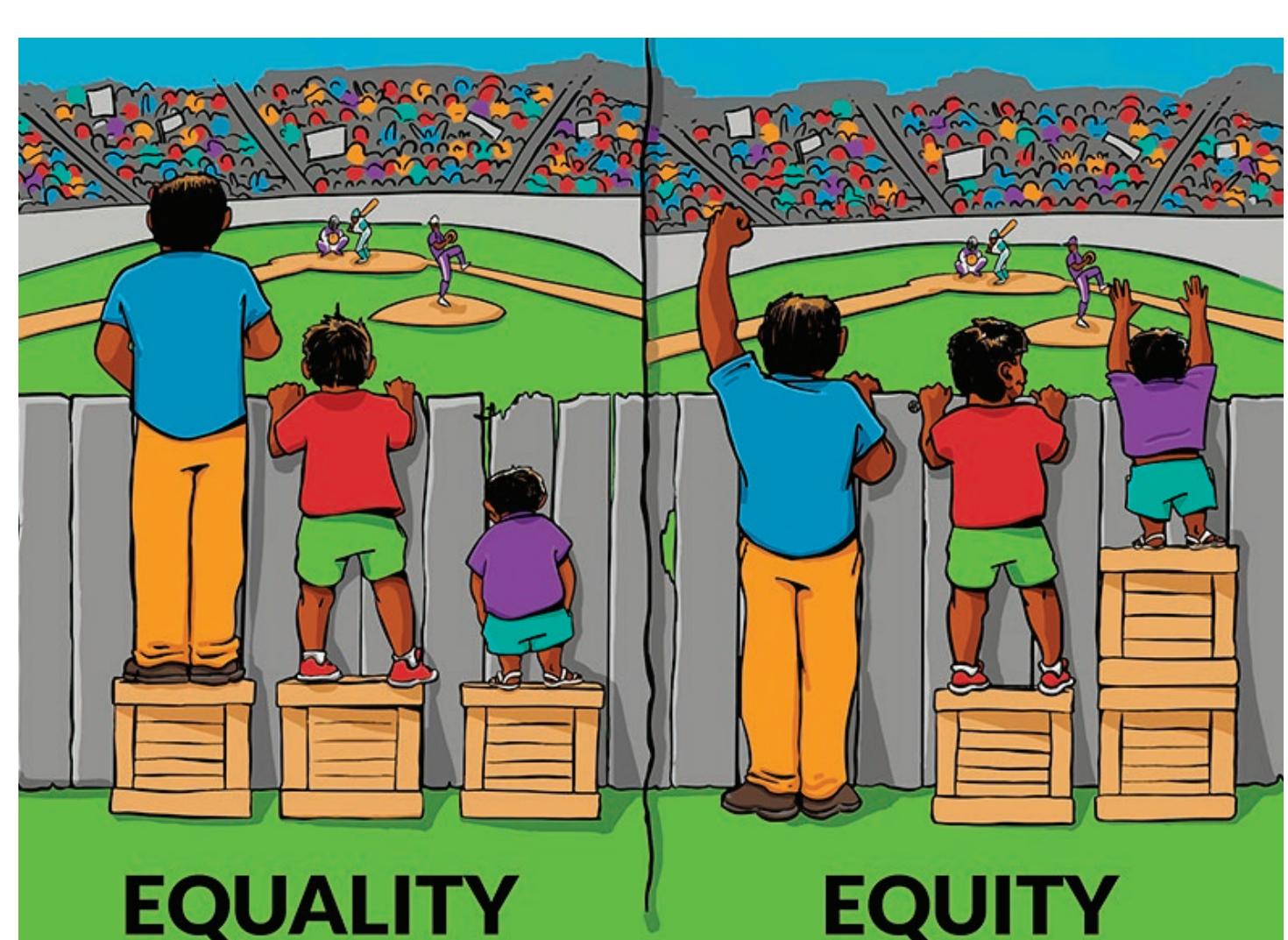
Is your Family Doctor in Guelph?
Many of the doctors in Guelph are part of the Guelph Family Health Team.

Take our Patient Survey at www.guelphfht.com

Survey is NOW AVAILABLE in multiple languages!



Social media graphic promoting the addition of multiple languages to patient survey.



Future Direction

Incorporate survey result variations to better identify health equity issues.

