



ST. ANDREW'S COMMUNITY HOSPITAL

Digitalization of Patient Experience Survey

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1. Problem Statement

- St. Andrew's Community Hospital (SACH) is a service under the St. Andrew's Mission Hospital group. SACH was set up to provide intermediate medical care for rehabilitation and sub-acute care to children, adults, and the elderly; including those with dementia or needing palliative care.
- While striving to provide the highest quality care and improve patient experience at the inpatient wards, SACH relied on the in-house paper Patient Satisfaction Survey (PSS).
- However, the PSS instrument was **manpower intensive** and had become **dated** and **improvement results had plateaued** in recent years. **The lead time for service recovery took longer** than expected due to the delay in paperwork.
- There was a need for a more **reliable and consistent method to guide improvement**.

2. Project Aim

- To achieve the following objectives by the end of Apr 2023:
 - To reduce reliance on nursing manpower to solicit surveys on discharge day by **0.5 FTE**.
 - To improve **service recovery time** from more than 14 working days to **less than 3 working days**.
 - To achieve a **survey response rate of 20%** for patients who are discharged home or to Intermediate Long Term Care (ILTC) with valid mobile numbers.

3. Lessons Learnt

- Engagement sessions prior to launching ePES are essential to get **buy-in and alignment** on the new workflows. **Regular updates of ePES results** at the management meetings are essential to driving patient experience improvements continuously.
- As part of the PDCA cycle, the team proposed for our patients to leave the hospital with a positive note by introducing a **new inflight patient experience survey** channel from 1st Feb 2024. Patients/ NOKs can **provide feedback via a QR code in the wards**. **The new feedback channel allows us to close the gaps during the inpatient stay**.

4. Potential Solutions

- A new electronic Patient Experience Survey system (e-PES) using the validated HCAHPS Community Hospital survey instrument and workflows were implemented progressively to all rehabilitation wards by Jan of 2023, which was fully developed in-house with minimum cost (refer to Figure 1).

Electronic Patient Experience Survey (ePES)

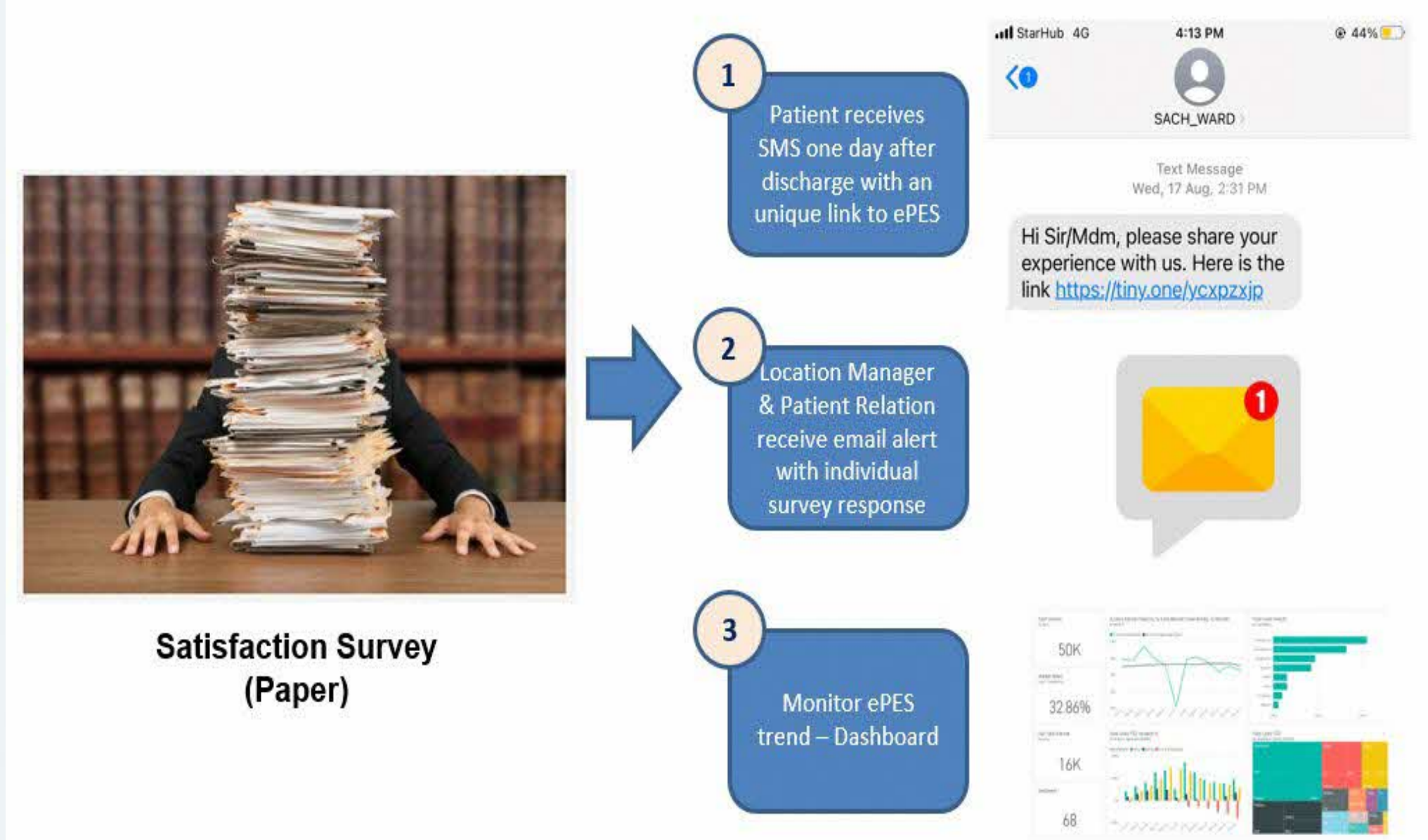


Figure 1. Conversion to electronic survey with real-time feedback to management and staff at form submission.

5. Outcome & Impact

- With the introduction of ePES, we eliminated the need for **0.6 Nursing FTE** to solicit paper PSS.
- Improved workflow (see Figure 2): The lead time for SACH to respond to a negative feedback **dropped from 8-24 working days to less than 3 working days**. A total of 7 negative feedback were addressed promptly since implementation.

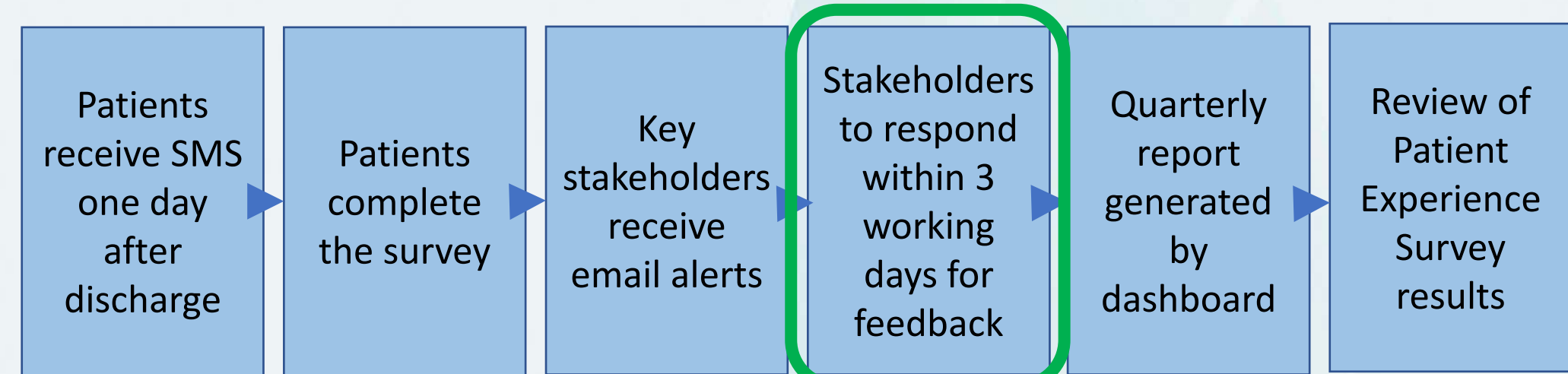


Figure 2. Improved workflow for survey solicitation

- Achieved a survey response rate of approximately 20%, without token of appreciation in 2024.

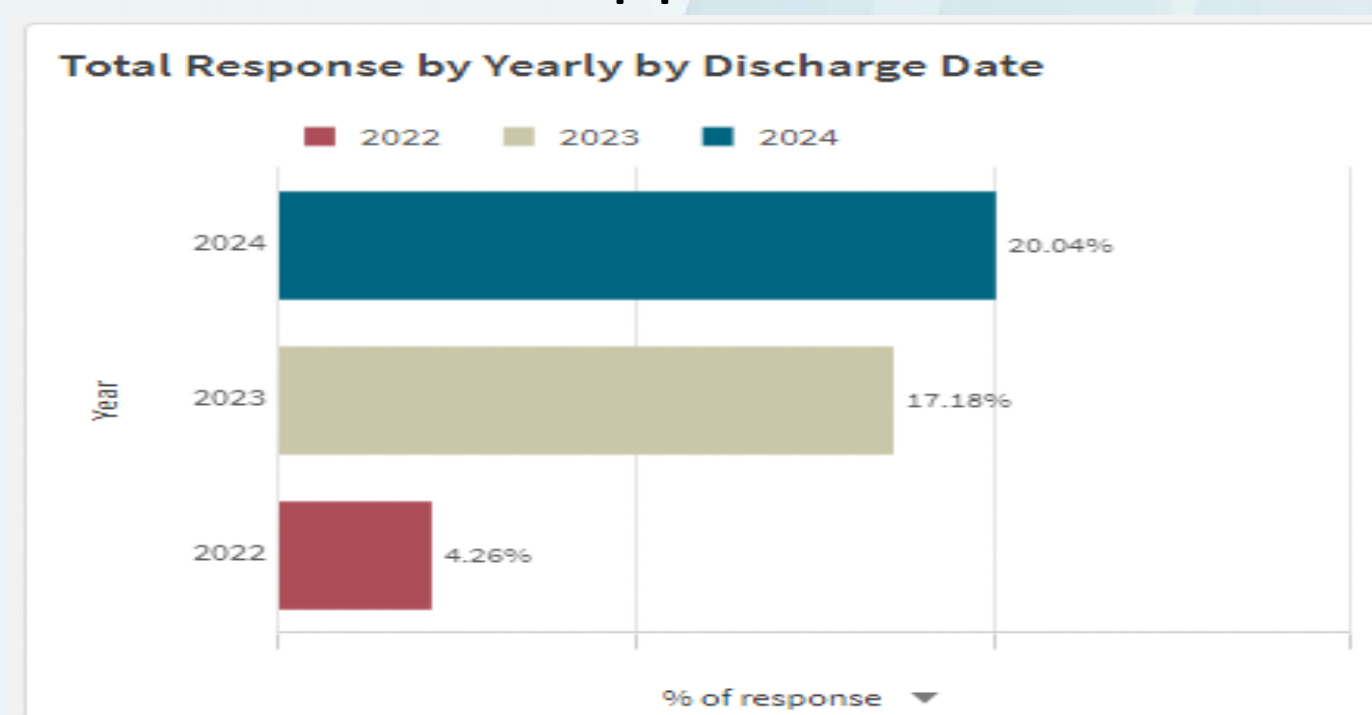


Figure 3. Survey Responses by Year (Discharge Date)