

## Topic:

### Patient Experience Survey

### Local Health Involvement Group Report to the Board of Directors

Highlights from the  
Community

Winter 2019



## Meeting Details

Local Health Involvement Group (LHIG) members from across the region participated in a joint meeting with members from the Patient Experience LHIG and the the Regional LHIG (English). The group reviewed the most recent regional results from the Patient Experience survey.

Ales Morga, Regional Director - Planning & Evaluation for Southern Health-Santé Sud presented the results from the last year. This survey takes place across all acute care sites and gives the organization a wealth of information from patients.

For the first time, LHIG members met using TeleHealth. The group participated from two locations to reduce the amount of travel required by members. One participant responded to the change by saying,

*"Utilizing TeleHealth is a good idea and may help with participation in the meetings".*

## Transformation Update

Jane Curtis, CEO of Southern Health-Santé Sud provided a update to the Local Health Involvement Group in regards to Health System Transformation.

Clinical & Preventative Services Planning Teams are all very active in their planning. The complete plan is due for submission to government April 2019.

A wide variety of other projects are currently underway in the province related to HR practices, Supply Management, Information and Communication Technology, etc.

The best source of current information can always be found at <https://www.gov.mb.ca/health/hst/>

## Consultation

Background about the Provincial Patient Experience Acute Care survey was presented along with regional results and key findings. The Canadian Institute for Health Information. (CIHI) provides the compilation and analysis for all regions in Manitoba.

### In reviewing the results, LHIG members noted:

- Overall, more positive scores than expected
- Does a high rating mean it is no longer a priority for the region?
- It appears that communication and information is still where the scores are lowest- there is definitely room for improvement here.
- Can facilities/sites compare their results? - can the information be broken down in other ways such as by certain populations to compare results?
- Who gets to see these results? Will it be used to make improvements?
- Provincial averages are helpful but targets would be even better.

### Public Reporting

In the next few months, all regions in Manitoba will be required to share survey results publicly on their websites. LHIG members were shown a mock up of what was proposed and feedback was collected in regards to design, content and user-friendliness. Feedback will be shared with the provincial network responsible for public reporting.

### In reviewing the mock-up, LHIG members noted:

- Symbols and colors need to be clearer for the public so results don't get mis-interpreted.
- Explanation of the symbols is not user-friendly. More work needs to be done here.
- Consider adding provincial targets for each indicator on the right of the results. This will help visualize how regions are doing compared to the target and allow us to track progress over the years.
- Consider changing the indicators regularly to reflect some of the improvement work being undertaken.