

# Closing the Loop: Working Together

Feedback from the Board of Directors  
to Local Health Involvement Groups

Theme: Patient Experience Survey

Winter 2019 Consultation



## What We Heard ...

- The Board of Directors, staff and the public have a valuable resource in the Patient Experience Survey.
- After several years of collecting data, it is more important than ever that this information is analyzed and used to help make decisions.
- Public reporting of survey results is a good thing- it will allow for greater accountability and transparency.
- The results were not always what was “expected”. We can’t just assume we know what patients need and want.
- Ongoing engagement efforts are required to track trends and to see if we are on target with improvement efforts.
- We need to be clear about how we want to address some of the less-favorable results.
- Communication and information-sharing continue to be issues of concern for patients.
- Now that these surveys are completed across the province, we need to compare similar sites and learn from positive initiatives being undertaken.
- Reporting results is not enough. We need to make sure we are tracking trends, setting targets and making improvements where needed and informing the public.
- When reporting the results on our website, we need to make sure the public can understand the symbols and targets easily. There should be some way to describe planned improvements or achievements.

## Current Information

### CURRENT STATE

Site-level, **regional and provincial** Patient Experience Survey Results are being shared across the organization through Leadership Teams. Surveys continue to be distributed and collected. The provincial working group responsible for public reporting of the results is finalizing details and each region will have results posted by the end of 2019. The work being done regionally and provincially will be linked **nationally** through the Canadian Institute for Health Information.

### FUTURE STATE

The public will have the ability to access regional results on regional health authority websites.

Improving the patient experience will continue to be a focus in healthcare. The results from this ongoing survey will be used as a critical indicator of how well our system is doing in this regard.

## Board Commitment

**As a Board, we have set the strategic direction to “Pursue sustainability through a diligent focus on continuous program and service review and evaluation.” We acknowledge that patients and families are partners in improving care. As such, we passionately pursue our mandate of community engagement through as many avenues as possible.**

Because of the LHIG consultations, as a Board, we commit to:

- reviewing and monitoring Patient Experience Survey (regional and provincial) results and progress on improvement plans on a regular basis

- passing along LHIG feedback in the development of future website reporting to the provincial working group to ensure it's meaningful for all stakeholders

As a Board of Directors, we value the time and commitment contributed by our Local Health Involvement Groups. We hope that your participation is as meaningful to you as it is to us. As partners, we can truly help achieve our vision of:

Together leading the way for a healthier tomorrow.