To help organizations improve the services they provide, hospitals in Ontario are required to collect patient satisfaction data as part of the Excellent Care for All Act (ECFAA).

Niagara Health (NH), uses a volunteer administered, electronic inpatient survey to collect data on patient satisfaction to allow for real-time responses and action.

To meet funding and legislative requirements it is necessary for this survey to meet the Accreditation Canada Dimensions.

Making changes to the current survey that reflect the needs of volunteers, hospital staff and Accreditation Canada will create a more synergistic process and allow for increased credibility and utility of the survey.

### Table 1. NH Electronic Inpatient Satisfaction Survey

<table>
<thead>
<tr>
<th>Question Number</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Did a doctor or nurse explain your care in a way you could understand?</td>
</tr>
<tr>
<td>2</td>
<td>When you use the call button, is the wait time usually reasonable?</td>
</tr>
<tr>
<td>3</td>
<td>Were you involved in decisions about your care as much as you wanted to be?</td>
</tr>
<tr>
<td>4</td>
<td>Overall, how would you rate the care you received at the hospital?</td>
</tr>
<tr>
<td>5</td>
<td>Would you recommend this hospital to your friend and family?</td>
</tr>
</tbody>
</table>

### Table 2: Accreditation Canada Dimensions and Accompanying NH Survey Questions

<table>
<thead>
<tr>
<th>Accreditation Dimension</th>
<th>Survey Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Respecting client values, expressed needs and preferences</td>
<td>Were you involved in decisions about your care as much as you wanted to be?</td>
</tr>
<tr>
<td>2. Sharing information, communication and education</td>
<td>Did a doctor or nurse explain your care in a way you could understand?</td>
</tr>
<tr>
<td>3. Coordinating and integrating services across boundaries</td>
<td>To Be Added: Was your estimated date of discharge explained in a way you could understand?</td>
</tr>
<tr>
<td>4. Enhancing quality of life in the care environment and in the activities of daily living</td>
<td>When you use the call button, is the time you wait usually reasonable?</td>
</tr>
</tbody>
</table>

### PROCESS MAP

- Unit: Autogenerated patient survey list is printed daily to each unit with exclusion criteria applied
- Charge Nurse: The list is reviewed by the nurse who manually eliminates patients who they feel should not be surveyed
- Volunteers: Arrive at the unit with the electronic tablet, collect the lists and conduct the surveys via tablet
- Clinical Manager: Will receive notifications of negative responses and must follow up within 24 hours

### AIM STATEMENT

This project aims to improve the overall process of the electronic inpatient survey and to ensure it meets accreditation standards by the next cycle in 2019.

### PDSS CYCLES 2017-2018

1. Environmental Scan
2. Volunteer Shadow
3. Sampled Patients Database
4. Volunteer Satisfaction Survey
5. Test Question for Experience Dimension #3
6. Interview Stakeholders: Managers, Charge Nurses, Volunteers
7. Second Round of Testing Question for Dimension #3
8. Meet with ICT to prioritize changes
Next PDSS: Implement First Round of ICT changes

### BASELINE DATA: Volunteer Satisfaction Survey

Volunteers Felt Satisfied With
- “I feel like I understand my role in the overall survey process” (M=4.7)
- “After my initial training, I felt confident in my ability to conduct the in-house patient survey” (M=4.7)

Improvements Could Be Made Upon
- “I receive enough information about the results” (M=2.7)
- “The electronic survey is easy for me to use” (M=3.9)

### QUALITATIVE DATA: Key Notes from Stakeholder Interviews to Determine ICT Changes

Managers
- Increased accessibility of the portal with options to print out specific departmental reports
- Modify call bell question so that it is a better indicator of the care environment

Charge Nurses
- Remove manually eliminated names from the autogenerated list to eliminate repetitive work

Volunteers
- Relocation of MRN entry on electronic survey for improved conversational flow with patients
- Change font size of survey for increased readability

### CONCLUSIONS/NEXT STEPS

- Baseline data suggested changes could be made to increase the utility of the survey for all parties
- The next PDSS cycles will include prioritizing the ICT changes to help volunteers, managers and frontline staff in addition to adding the newly tested question to ensure the survey meets the third Experience Dimension for Accreditation Canada.