Outline of Presentation – closing the loop

• **You are your health service** – the national healthcare charter

• **Your Service Your Say** – Patient Feedback about their Experience

• **You Said We Did** – demonstrating that we are listening, responding, improving
Documents referred to in this presentation
The National Healthcare Charter

- The Department of Health together with the HSE in 2008 committed to the development of a National Healthcare Charter
  - Identified as a strategic goal of the National Strategy for Service User Involvement 2008-2013

- Developed in partnership with key stakeholders
  - Public consultation
  - Consultation with community and hospital services nationally
  - Review of international evidence and health care charters in other jurisdictions
  - Review of complaints received and patient feedback about their experience
  - Support from professional and regulatory bodies
  - Support from trade unions and Health Services Partnership Forum
National Healthcare Charter

you and your health service

What you can expect

Our services are organised to ensure equity of access to public health and social care services.

We treat people with dignity, respect and compassion. We respect diversity of culture, beliefs and values in line with clinical decision making.

We provide services with competences, skill and care in a safe environment, delivered by trusted professionals.

We listen carefully and communicate openly and honestly, and provide clear, comprehensive and understandable health information and service.

We involve people and their families and carers in shared decision making about their healthcare. We take account of people’s preferences and values.

We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We maintain strict confidentiality of personal information.

Our services promote health, prevent disease and support and empower those with chronic disease to self-manage their condition.

We welcome your complaints and feedback about care and services, we will investigate your complaints and work to address your concerns.

What you can do to help

Keep appointments and let us know if you cannot attend. Let us know if you have any special needs such as alternative methods of communication.

Treat staff and other patients with dignity, respect and consideration.

Support us to deliver safe and effective services, e.g. if you think that a member of a healthcare team has forgotten to wash their hands, give them a gentle reminder.

Help us to promote clear communication and information, if there is something that you do not understand, let us know and we will explain better.

Ask questions and become more actively involved in decision making about your care.

Support health services to safeguard patient confidentiality and privacy.

Learn more about what you can do to improve your health, ask your healthcare provider for information about healthy living and about what support services are available in your community, ask your healthcare professional to help you to set goals for improving your health.

Your feedback matters - tell us about your experience so that we can have your concerns addressed.

Get involved:

Find out about how you can get involved in improving health services in Ireland.

The HSE is actively inviting service users to get involved in patient safety and quality improvement initiatives. To find out more contact the National Advocacy Unit, HSE.

National Advisory Service, HSE
Quality & Patient Safety Directorate
Health Service Executive, 268 House
Millennium Park, Dublin 8, Ireland
Tel: (01) 500 450
Email: yoursay@hse.ie
www.hse.ie

Contact the HSE
Information Line:
Call-save 1850 24 1850
(Monday to Saturday
8.00am to 8.00pm)
National Healthcare Charter

- Statement of commitment stating what you can expect and what you can do to help. It outlines eight principles:
  - Access
  - Dignity and respect
  - Safe and effective services
  - Communication and information
  - Participation
  - Privacy
  - Improving Health
  - Accountability

- Promoting the concept of partnership and recognises the shared expertise which exists between patients and clinicians and the different roles and responsibilities

- Outlines supporting arrangements for partnership recognising the role of carers, families and advocates

- Applies to all public health and social care services
It’s Safe to Ask
promoting shared decision making, promoting safety

• Questions to ask your healthcare provider
  • Provides space to write down responses / ideas / suggested options
  • Aid to supporting self management

• Suitable for all healthcare settings hospitals, surgeries, community services, out-patient clinics
Your Service Your Say
Patient Feedback
Patient feedback

• Under utilised resource, the importance of balanced feedback
• Will become the greatest source of intelligence on performance
• Examples of best practice, Mercy University Hospital Cork
  – Insight 07’ report on patients experience
  – Revised patient feedback leaflet seeking balance
    1. What worked well
    2. What could we improve on
    3. What should always happen every-time you or others use this service “always events”
• You said We did –demonstrating that we are listening, making changes and profiling improvement
Measuring patient experience

- OECD health indicators on patient experience
- Need for a prescribed plan for all services
  - Currently being developed in partnership with international leaders in the field
  - Lack of consistency in approach and methods across the system
  - The need for a central hub to manage data collection and analysis and to support services to translate data into quality improvement
- Challenges
  - Resources and expertise
  - Need to support all services to accurately triangulate data on patient experience and translate this into quality improvement
  - Cultural change which welcomes feedback from patients and values patients as partners
Measuring patient experience

National Healthcare Charter
you and your health service

What you can expect

Access
Our services are organised to ensure equity of access to public health and social care services.

Dignity and Respect
We treat people with dignity, respect and compassion with clinical decision making.

Safe and Effective Services
We provide services with competence, skill and care in a safe environment, delivered by trusted professionals.

Communication and Information
We listen carefully and communicate openly and honestly, and provide clear, comprehensive and understandable health information and advice.

Participation
We involve people and their families and carers in shared decision making about their healthcare. We take account of people's preferences and values.

Privacy
We will do our best to ensure that you have adequate personal space and privacy when you use our health services. We maintain strict confidentiality of personal information.

Improving Health
Our services promote health, prevent disease and support and empower those with chronic disease to self-manage their condition.

Accountability
We welcome your complaints and feedback about care and services, we will investigate your complaint and work to address your concerns.

What you can do to help

Keep appointments and let us know if you cannot attend. Let us know if you have any specific needs such as alternative methods of communication.

Treat staff and other patients with dignity, respect and consideration.

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Ask questions and become more actively involved in decision making about your care.

Support health services to safeguard patient confidentiality and privacy.

Learn more about what you can do to improve your health, ask your healthcare provider for information about healthy living and about what support services are available in your community, ask your healthcare professional to help you to set goals for improving your health.

Your feedback matters - tell us about your experience so that we can take your comments onboard.

Contact the HSE
Information Line:
Call-save 1850 24 1850
(Monday to Saturday
8.00am to 8.00pm)
Methods of feedback

- Call centre (reception or waiting room)
- Staff contact
- Customer services or Patient Advice and Liaison Service (PALS)
- Opinion formers (friends, family, media, etc.)
- Correspondence
- Internet
- Communications (publications, events, PR, marketing)
- Partners and Intermediaries (Advocacy services, e.g., the Independent Complaints Advocacy Service (ICAS), advice services, e.g., Citizens Advice Bureau, patient and user organisations)
- Service quality (speed, politeness)
### Health check

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<thead>
<tr>
<th>Question</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>Is your organisation good at letting people know you are listening and want to know what they think?</td>
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<td>If you have a reception or waiting area, is there a poster or video that asks for people’s views?</td>
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<td>When someone first makes contact with your service, do you explain how they can offer feedback or complain?</td>
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<td>Do you have a suggestions box with pens and forms for people to complete?</td>
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<td>Do you regularly ask people who use your service about their experiences of the care you provide?</td>
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<tr>
<td>If anyone working in your service was asked about your complaints process, would they be able to explain the basic system and tell the service user where they could get more information and support?</td>
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<td>Is the information you provide accessible to all the people who use your services? For example, if someone does not speak English fluently, would they still be able to complain?</td>
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<tr>
<td>Is it clear to everyone working in your service, and the people who use it, what changes you have made in light of ideas or comments you have received?</td>
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<td>Has your organisation ever run, or been part of, a campaign to get people to give their views?</td>
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<td>Do you use other sources of information about people’s experiences to help improve your service such as surveys and consultations?</td>
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A commitment by the organisation to collecting and using patient feedback can deliver some powerful messages to stakeholders.

**To patients and service users it says:**
we need and value your views on how we are doing
we are actively looking at how we are doing, and striving to do better
we look at your comments regularly and give a quick response to your opinions
we are open and honest, showing you how we have responded to your feedback
we will keep you informed about how other patients experienced care here.

**To staff it says:**
we believe that your satisfaction with your work is key to giving patients and service users a positive experience of care
we will involve you in designing systems to gather and respond to feedback
we will support you to improve services, building our reputation as a high-quality service provider.

**To health and social services partners and local patient and public groups it says:**
we take quality seriously
we are committed to reporting on the quality of our services, as part of our accountability to you and the community
we can show you how patient feedback has delivered better care, and better patient outcomes.
You said we did
We are listening, responding, improving
<table>
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<tr>
<th>YOUR SERVICE YOUR SAY</th>
<th>YOU SAID WE DID</th>
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<tbody>
<tr>
<td><strong>What patients said about their experience</strong></td>
<td><strong>What we are doing to make things better</strong></td>
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**Patient feedback**

*I hope that the relevant authorities will take note of my complaint and take appropriate action to relieve the problems in A&E. I believe that for each person who makes the effort to complain, there are probably 10 others who are simply do not know how or where to complain, or are too busy caring for their sick relatives*.

**Staff engagement**

*The whole system needs to be shaken up. Perhaps a good place to start would be by asking the staff on the ground what changes could be made for patient care and safety*.

**Patient feedback**

*The Emergency Medicine Programme is taking patient feedback seriously. A system of gathering patient feedback systematically and using it to inform quality improvement and to evaluate progress is being planned in 2012*.

**Staff engagement**

*Staff engagement is at the core of improving emergency services in Ireland. Frontline ED staff are developing solutions to improve patient care and safety in EDs through the EMP*.
You said we did

Staff working in EDs across Ireland will be expected to review what patients have said about their local ED, discuss this feedback at team meetings, agree and implement quality improvement plans based on what is important to patients who use their services. The leaflet entitled “tell us... your feedback” will be available in all EDs inviting patients’ to give feedback about their experience.

In order for patients to have confidence that ED teams are listening and taking feedback on board a programme entitled you said... we did demonstrating how patient feedback is used to inform quality improvement will be promoted on www.hse.ie
A consistent and recognisable message
Transforming the dynamic – how we can make it happen

- Advocacy Unit will help support implementation of the National Health Care charter
  - Low cost no cost solutions for various levels in the organisation
    - One to one level
    - Ward, service, department level
    - Organisational and regional level
- Help you measure patient experience
- Help set structures for collective involvement of patients locally
- Help build capacity, training for staff and service users to work in partnership
- Develop advocacy services
- Help identify ways of working in partnership with local communities
- Train staff in open communication skills following an adverse event
- Develop patient empowerment resources and literature

Contact the National Advocacy Unit, HSE
Director Greg Price
Contact:

The National Advocacy Unit, Quality and Patient Safety Directorate
Oak House
Millennium Park
Naas
Co. Kildare

045-880400

yoursay@hse.ie / june.boulger2@hse.ie