

Capturing the Voice of the Patient

Target: Improve the Patient Experience in Inpatient and Ambulatory Settings by
Reliably Collecting, Interpreting and Disseminating Patient Feedback

TAP TO GO BACK
TO KIOSK MENU

Introduction

BIDMC gathers insights from patients to understand their experiences within our organization. In FY18 we received over 17,000 patient surveys from a variety of services - inpatient, outpatient services, doctor/clinic visits, ambulatory procedures and rehabilitation services. We know that by listening and understanding the patient voice, we can maximize our improvement efforts. When managers, staff and leaders have an awareness and understanding of the patient voice they are better able to design patient centered data driven improvement initiatives.



Our Aim

The Office of BIDMC Experience aims to maximize the patient voice in order to improve patient experience in all settings. We look to provide easy access to data and resources to managers, staff and leaders across the organization.



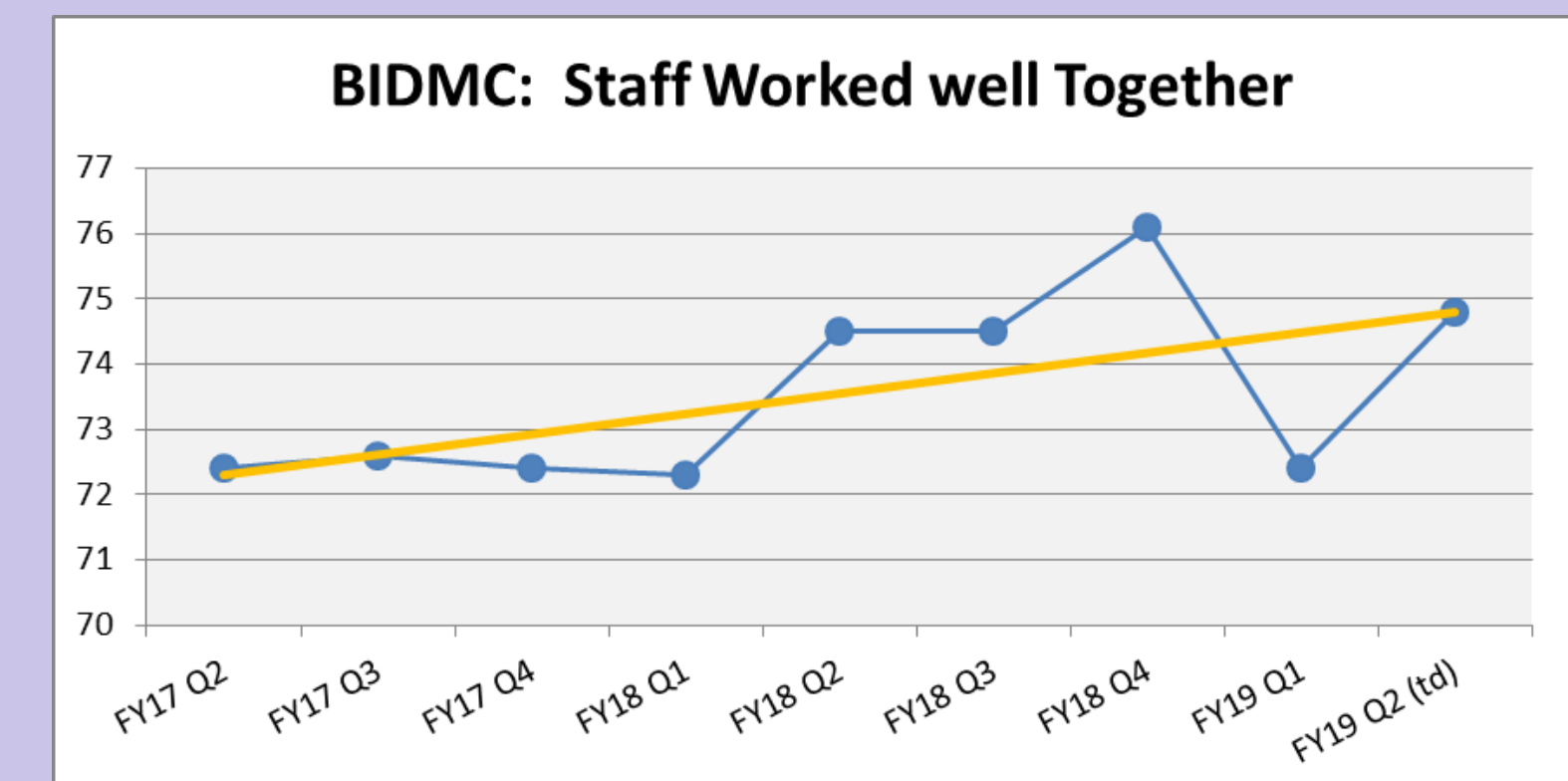
Providing department specific, reliable and easy-to-read data allows managers and leaders the opportunity to understand and use the information to design effective improvement efforts.

Project Sponsors: Marsha Maurer, SVP, CNO; Sam Skura, SVP

Project Leads: K. Sulmonte, E. Volpe, S. Calderon, R. Blair, C. Clark

Progress

Maximizing the patient voice helps to align organizational efforts. “Staff worked together” positive trend.



Access

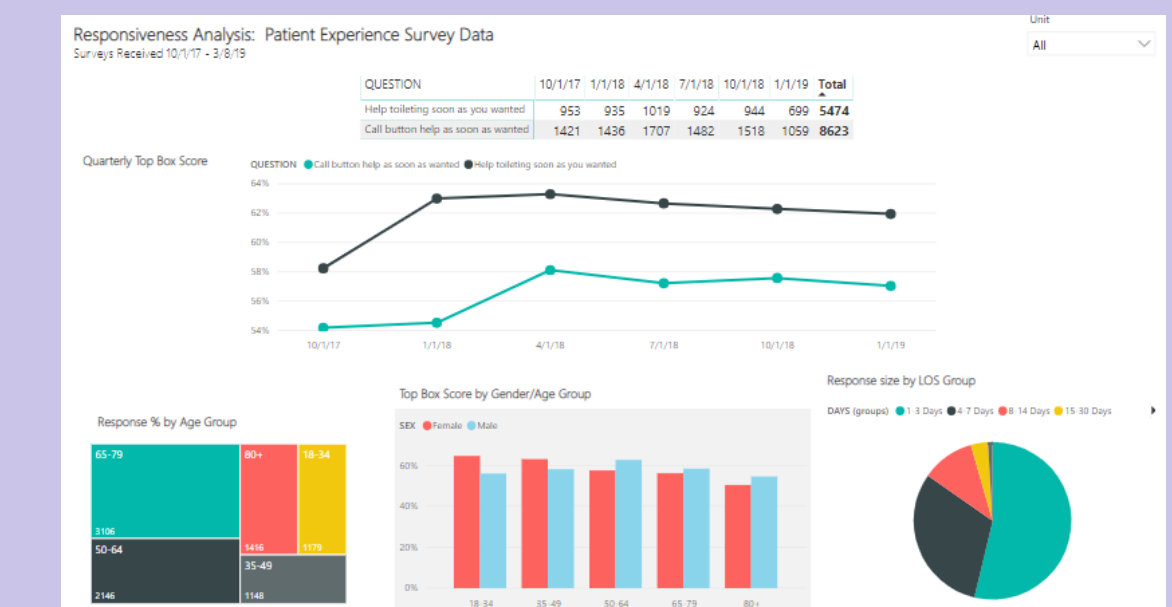
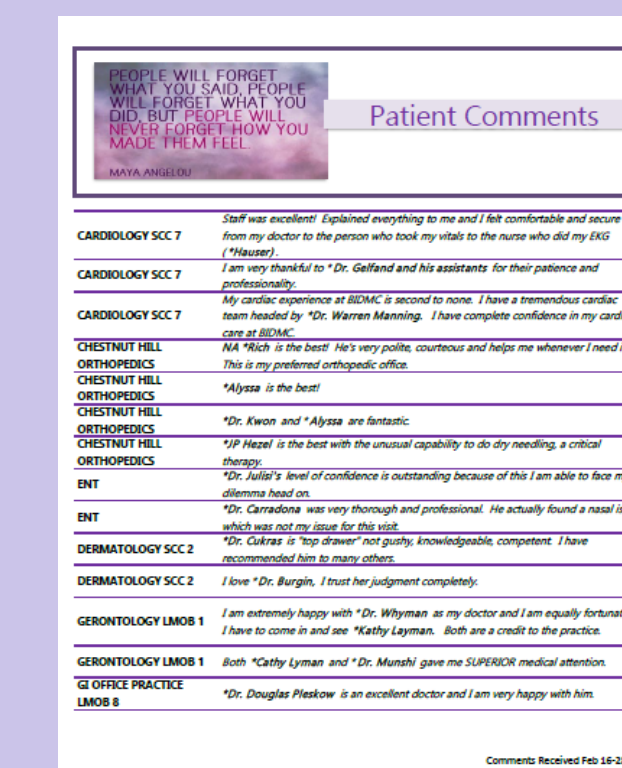
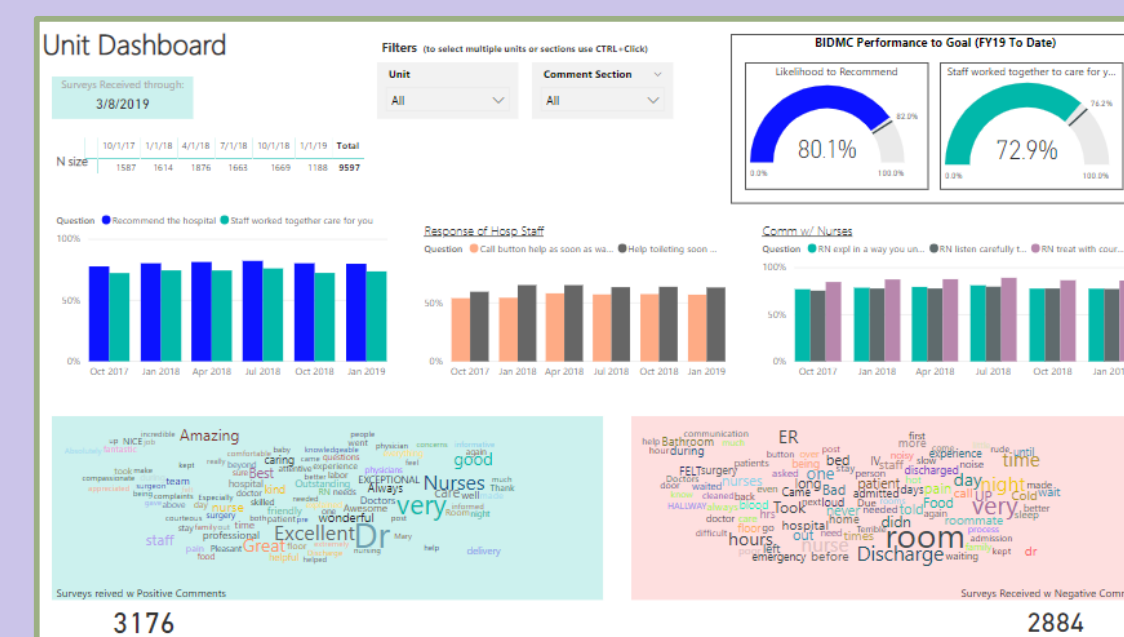
- Shared Drive
- Quarterly Reports
- Comment Reports
- Bi monthly Positive Comments w/ Staff Names
- Performance Manager Dashboards

Education/Interpretation

- Monthly Drop In Sessions
- Meeting Presentations
- FAQs and Common Definitions
- Improvement Resources

Support

- Organizational Goal Analysis and Goal Setting support
- Service Specific reporting – Food Services, Spiritual Care
- Organizational Analysis
- Ad Hoc Requests



Next Steps

The Office of BIDMC Experience continues to aim at maximizing the Patient Voice. Areas we are reviewing for additional support are:

- Partnership with targeted areas (Units/Dept/Clinics) to support their use of data to guide and monitor improvement efforts
- Expand the use of e-surveying to all ambulatory clinics to increase the responses and voices we are gathering
- Investigate ways to expand the use of patient comments (e.g. sentiment analysis)
- Continue to identify other areas to survey (Urgent Care, Emergency Dept, Etc.)

For more information, contact : cclark8@bidmc.harvard.edu