

2013 Statewide Emergency Department Patient Experience Survey Bulletin — 1st Edition

2013 Statewide Emergency Department Patient Experience Survey (EDPES)

The Patient Safety Unit (PSU) is undertaking a statewide patient experience survey of patients admitted to public hospital Emergency Departments (ED) in May and June 2013, with telephone surveying being undertaken after this period.

The survey will provide hospital specific overviews of patient experience and satisfaction within the ED to identify areas of excellence and areas for improvement, to inform the development of initiatives to improve the patient experience.

The 2013 EDPES will also assist in assessing improvement initiatives instigated locally from the 2011 EDPES, given the 2013 and 2011 EDPES tools are similar.



Survey method

The survey will be conducted via Computer Assisted Telephone Interviews (CATI) with a randomly selected sample of patients.

The telephone interview process was chosen to conduct the survey as response rates tend to be higher with this method, so the results from the survey group should be more representative of all ED patients.

Why conduct a survey?

Some of the reasons why the EDPES is conducted include:

- **Optimising our patients' experiences** is a key component in delivering quality health care. We need to find out about our patients' experiences so we can prioritise where any changes may be needed, and then develop plans to improve the quality of our services.
- Research has shown that **staff are happier** and have increased job satisfaction when patients are happier.
- It will assist with meeting some of the **National Safety and Quality Health Service Standards**
- There is a **National and State-wide focus** on improving access to and flow through the ED. The EDPES enables assessment of the **quality of care** patients experience in their journey through the ED.

Quality Improvement Payment

A Quality Improvement Payment in the 2013-14 Performance Framework is linked to measures from the survey. Hospitals select 2 measures from those listed below, which they wish to improve:

- Patients who had to wait to be examined were told how long they might have to wait to be examined – target 40%
- Patients who had to wait to be examined were told why they had to wait – target 40%
- Patients who were discharged from the ED were given written or printed information about their condition or treatment – target 60%
- Patients who were discharged from the ED were advised who to contact if they were worried about their condition or treatment after leaving the ED – target 90%.



How will survey results be made available?

Data collected from the interview process will be analysed and hospital-based reports will be distributed to each hospital by the end of 2013. Key survey findings will also be published on the Hospitals Performance website.

In addition, the statewide report will be published on the Department of Health's internet site.



Tips-Feedback Consent Indicator

To ensure the validity of survey results, we need to select from as many patients as possible, however patients who refused to give consent to be contacted for feedback are excluded from the survey. Facility staff will be receiving their Consent for Feedback rates to implement any actions needed before the 1st May 2013.

EDPES Project Team

Posters promoting the survey will be distributed to facilities soon.

If you have any enquiries about the EDPES please contact:
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