

PSYCHIATRIC EMERGENCY  
SERVICES (PES) PATIENT  
EXPERIENCE SURVEY

PRE-QUALITY INTERVENTION



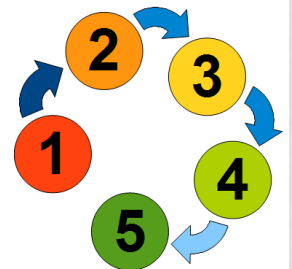
# OBJECTIVE

- To use the experience of patient's in Psychiatric Emergency Service (PES) of St. Joseph's Healthcare Hamilton to identify the effectiveness of targeted quality interventions on improving the patient experience.



# METHOD

- We focused solely on patient experience, as captured by a survey. The survey asked patients to report their demographics, diagnosis, whether or not they had been kept in seclusion, and then how they rated their experience along eight dimensions, based on the work of Rush et al. (2013) and Wong & Haggerty (2013). We surveyed a convenience sample of patients as they were discharged from the PES, or if they had been admitted from the PES, as they were discharged from our inpatient service. We then made changes in the department to target areas that patients gave low ratings to. A stage II survey was then completed post change implementation.



# BACKGROUND

1. The primary objective of this research was to use a survey to elicit patient's experiences of care and perceptions of our PES, to identify where the service is working well and where improvements may be required for patient safety and care (Brickell et al., 2009; Trout et al., 2000).
2. Secondary objectives of this research were to establish key features of patient care that enhance patient experience in PES. These objectives are outlined within the context of the SJHH PES structure and mode of delivery of care, which may differ from other hospitals' Psychiatric Emergency care models.

# TWO-STAGE STUDY

- A two stage study was conducted: a pre-quality intervention stage (I) and a post-quality intervention stage (II). The same survey was used for both of these study stages. The stage I surveys were analyzed to identify the areas of care that patients gave low ratings. The low/poor ratings were identified as areas in the department that required quality improvement interventions. Interventions were put in place and then stage II survey collection period was conducted.



# QUALITY IMPROVEMENT CHANGES

- Installation of clocks in Zone 1 & 2
- Comfort Cart
- PES Patient and Family Information Pamphlet
- Medication Health Teaching Cards
- IAP RN

# RESULT

- After these changes were put in place in the department, the second stage of the study was initiated. This stage was performed in an identical format to stage I



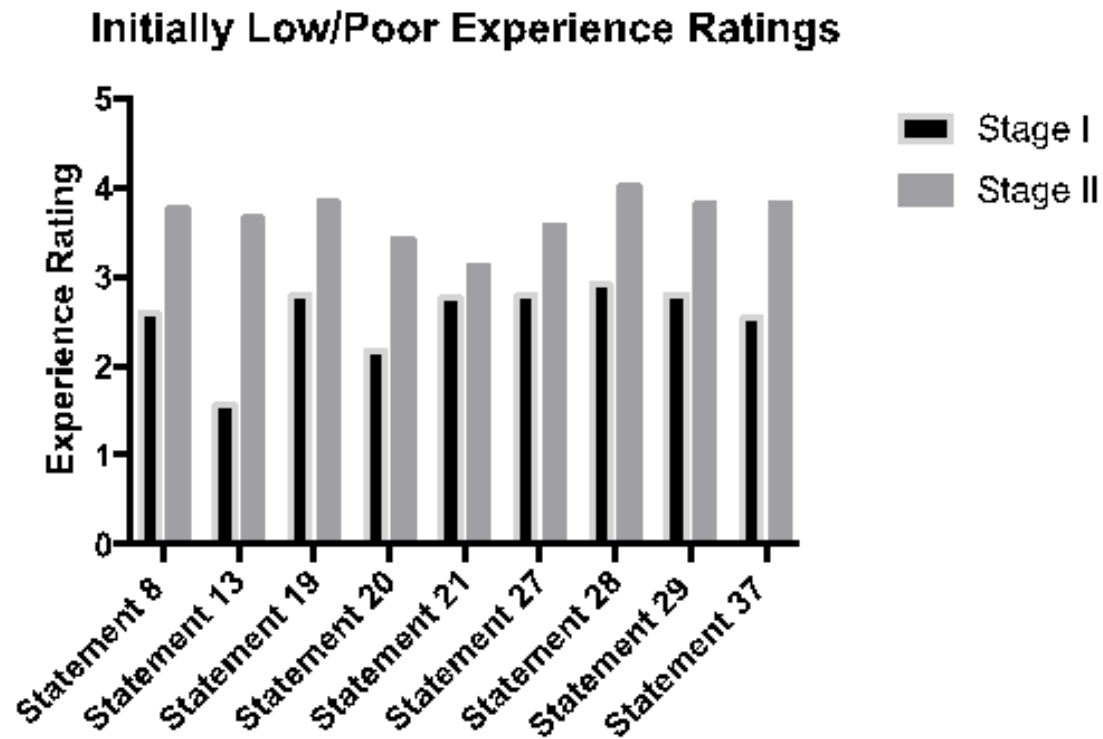
# CHANGES

- Most of the changes made in PES following the analysis of the stage I results, were minor cost and time initiatives. Yet, each alteration made a significant impact on the patient's experience. This can influence their willingness to return to PES, seek psychiatric related support in the future, be responsive to treatment, or refer friends or family to PES.





# INITIALLY LOW/POOR RATINGS



**Figure 4.** Represents the statements that participants rated as low/poor experience (Likert Scale <3) after analysis of stage I (n=120) results. There was a significant difference between the mean ratings in stage I and Stage II ( $P < 0.0001$ ).

Question/ Statement #	Mean stage I	Mean Stage II	P value	Difference	SE of Difference
13. The environment accommodated my disability-related needs.	1.555	3.727	<.001	-2.173	0.2852
37. I noticed staff wash or disinfect their hands before caring for me.	2.536	3.859	<.001	-1.322	0.2248
8. My family/support persons were involved in decisions about my care as much as they wanted.	2.582	3.905	<.001	-1.323	0.2348
2. My care took into account my needs related to my language, culture or race.	2.955	4.214	<.001	-1.26	0.225
20. I was told about possible medication side effects in a way that I could understand.	2.164	3.458	<.001	-1.294	0.2323
28. Staff told me about services and support available outside of PES.	2.909	4.06	<.001	-1.151	0.229
19. The staff clearly explained the purpose of my medications.	2.791	3.892	<.001	-1.102	0.2246
29. I was told whom to contact if I had a problem or crisis after leaving.	2.8	3.878	<.001	-1.078	0.2325
30. I understand the treatment plan for after I leave PES.	2.991	4	<.001	-1.009	0.2201
34. I was able to see other staff when I wanted.	3.318	4.066	<.001	-0.7479	0.1676
35. The staff confirmed who I was before giving me medications, treatments, counselling or tests.	3.245	4.094	<.001	-0.8483	0.2005
27. I was involved as much as I wanted in planning my discharge.	2.782	3.702	<.001	-0.9206	0.2385
36. Both me and my family did not suffer personal injury or harm which resulted from a medical error or mistake.	3.645	4.273	<.001	-0.6273	0.1706
17. The staff explained my treatment options.	3.445	4.009	<.001	-0.5637	0.1626
18. I understood my treatment plan.	3.445	4.019	<.001	-0.5732	0.1659
14. I knew who to talk to if I had questions or concerns.	3.355	3.893	<.001	-0.5383	0.1609
3. I felt comfortable asking questions about my treatment (medications, counselling, etc.)	3.555	4.075	.002	-0.5202	0.1632
33. I was able to see a psychiatrist.	3.573	4.101	.002	-0.5282	0.1699

Question/ Statement	<b>Eight Dimensions of Care</b>	<b>Mean Stage I</b>	<b>Mean Stage II</b>
	<b>Patient Relationship</b>		
1	My individual needs, preferences, and values were respected during my treatment.	3.727	4.027
2	My care took into account my needs related to my language, culture, or race.	2.955	4.214
3	I felt comfortable asking questions about my treatment (medications, counselling...).	3.555	4.075
4	I was involved as much as I wanted in decisions about my treatment.	3.355	3.777
5	I feel that the staff supported my immediate concerns.	3.709	3.973
6	I was given reassurance about my ability to alleviate my immediate concerns.	3.436	3.853
7	The staff helped me deal with my immediate concerns.	3.718	3.912
8	My family/support persons were involved in decisions about my care as much as they wanted.	2.582	3.905
	<b>Environment</b>		
9	I had enough privacy in PES.	3.709	3.938
10	I felt safe in PES.	3.782	3.92
11	PES was clean.	3.8	3.918
12	I found PES welcoming, inclusive, and comfortable (waiting room, entrance, décor).	3.2	3.438
13	The environment accommodated my disability-related needs.	1.555	3.727

Question/ Statement	<b>Eight Dimensions of Care</b>	<b>Mean Stage I</b>	<b>Mean Stage II</b>
	<b>Information/Rights</b>		
14	I knew who to talk to if I had any questions or concerns.	3.355	3.893
15	I felt comfortable asking questions about my treatment and support, including medication.	3.591	4.018
16	When I asked a question, I could understand the answers provided.	3.764	4.157
17	The staff explained my treatment options.	3.445	4.009
18	I understood my treatment plan.	3.445	4.019
19	The staff clearly explained the purpose of my medications.	2.791	3.892
20	I was told about possible medication side effects in a way that I could understand.	2.164	3.458
21	My rights under the Mental Health Act were explained in a way that I could understand.	2.764	3.133
	<b>Stigma</b>		
22	As a person living with a mental illness, I was treated with dignity and respect in PES.	3.682	4.115
23	The staff helped me feel that there was nothing shameful about having problems with mental health.	3.664	4.054
	<b>Outcome</b>		
24	I feel better prepared to deal with emergency problems.	3.491	3.92
25	I feel more ready to participate in my daily activities.	3.245	3.673
26	Overall, I was helped by PES.	3.773	4.088

Question/ Statement	<b>Eight Dimensions of Care</b>	<b>Mean Stage I</b>	<b>Mean Stage II</b>
	<b>Continuity</b>		
27	I was involved as much as I wanted in planning my discharge.	2.782	3.702
28	Staff told me about services and support available outside of PES.	2.909	4.06
29	I was told whom to contact if I had a problem or crisis after leaving.	2.8	3.878
30	I understand the treatment plan for after I leave PES.	2.991	4
	<b>Access to Care</b>		
31	The admission process was organized.	3.555	3.982
32	I did not have to wait a long time to get seen.	3.027	3.45
33	I was able to see a Psychiatrist.	3.573	4.101
34	I was able to see other staff when I wanted.	3.318	4.066
	<b>Patient Safety</b>		
35	The staff confirmed who I was before giving me medications, treatments, counseling or tests.	3.245	4.094
36	Both me and my family did not suffer personal injury or harm which resulted from a medical error or mistake.	3.645	4.273
37	I noticed staff wash or disinfect their hands before caring for me.	2.536	3.859

SURVEY  
QUESTIONS/RESULTS

