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## CONFERENCE ABSTRACT

### The Australian Hospital Patient Experience Question Set – early adoption

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**Introduction & Aim:** This paper describes early adoption of the Australian Hospital Patient Experience Question Set (AHPEQS) and use of a real-time dashboard to drive improvements in patient experience at ward level.

**Method/Change:** In January 2018, Healthscope implemented the AHPEQS survey tool, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC), across their 43 hospitals nationwide. Healthscope was the first Australian healthcare provider to fully adopt and implement the AHPEQS across multiple sites.

In preparation for the national rollout of the AHPEQS across their facilities, Healthscope consulted with staff and patients, conducted a roadshow of education workshops at each hospital, procured a software platform with customised interactive dashboards, and designed procedure manuals for administration, analysis and interpretation of AHPEQS data.

Nurse Managers use the dashboard at ward level to view real-time quantitative and qualitative feedback from patients and make changes to improve patient experience. The survey and dashboard is a key component of Back to Bedside, Healthscope's change management strategy targeting consistent person-centred care through system and behavioural change.

**Outcomes:** As of June 2019, the hospital group had received over 100,000 completed responses to the AHPEQS from patients. Over the past 2 years, the group has seen a rise in the core overall measure of over 10 points.

Establishment of a core patient experience indicator (overall rating of the quality of treatment and care), clearly communicated at all levels and reported through to Executive and Board, has been critical for the successful rollout of the AHPEQS. This core measure provides a patient evaluation of the integrated treatment and care provided by the hospital.

Although the survey tool is only 12 questions and therefore shorter than other instruments, one key advantage is the richness of data obtained from comments made by patients. This provides local managers with information that is key to making targeted quality improvements in integrated care, while the focus on overall rating provides the quantitative monitoring required for benchmarking over time and with peers.

**Conclusion:** The Australian Hospital Patient Experience Question Set is an effective survey tool for driving and communicating changes and continuous improvement in patient experience.

