

Experience counts

THE Ministry of Health(MOH) conducted the Patient Experience Survey (PES) in 2017 to measure patient experience in public healthcare institutions (PHIs).

The survey hopes to assess the patient's care experience, identify healthcare system gaps and provide feedback to enhance the quality of healthcare services. It also seeks to obtain a national set of baseline patient experience ratings.

How does patient satisfaction differ from patient experience?

According to the Beryl Institute, [patient experience](#) is the sum of all interactions, shaped by an organisation's culture, that influence patient perceptions, across the continuum of care.

[Patient satisfaction](#) examines

whether patient expectations about a health encounter were met. Two patients who received the same care but have different expectations about delivery may give different satisfaction ratings.

Patient experience on the

other hand, involves finding out whether something that should have happened in a healthcare setting actually happened, or how often it happened.

By looking at patient experience, one can assess if patients are receiving care that is respectful of their needs, preferences and values.

Composite Overall Score



How did NHG fare?

The 2017 PES measured patient experience in a variety of settings including inpatient, emergency department, specialist outpatient, polyclinic and community hospitals. More than 4,400 patients and caregivers from NHG institutions were interviewed, most of them over the phone.

Overall, NHG achieved a composite overall score of 87.9 per

cent, comparable with the National composite overall score (see bar chart).

How is the composite score derived?

The composite overall score is derived by weighting each measure such as communication with nurses, by pre-defined weights for each setting.

Patient-mix adjustments were also done to take into account the differences in patient profiles across different institutions. This is done by first understanding how patient profile affects the PES measure scores. A corresponding adjustment is then made to the respective PES measure scores.

NHG scored on par with National levels across settings. For outpatient, NHG achieved the

highest score.

The best practice area for NHG appears to be on communication with nurses, with relatively better scores on this measure across three settings - outpatient, polyclinic and community hospital.

The survey also highlighted areas of strengths and gaps (see next page).

What is next?

NHG will be studying the results and working with Finance and Operations so that staff can better provide advice to patients on medical bills, which had been identified as an area for improvement.

A Community of Practice, funded and coordinated by MOH, will be set up for learning and improvement. The platform

will help institutions decide on key focus areas, identify common areas to work on and design solutions. ↪



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Examples of PES 2017 questions

※ Advice on medical bills

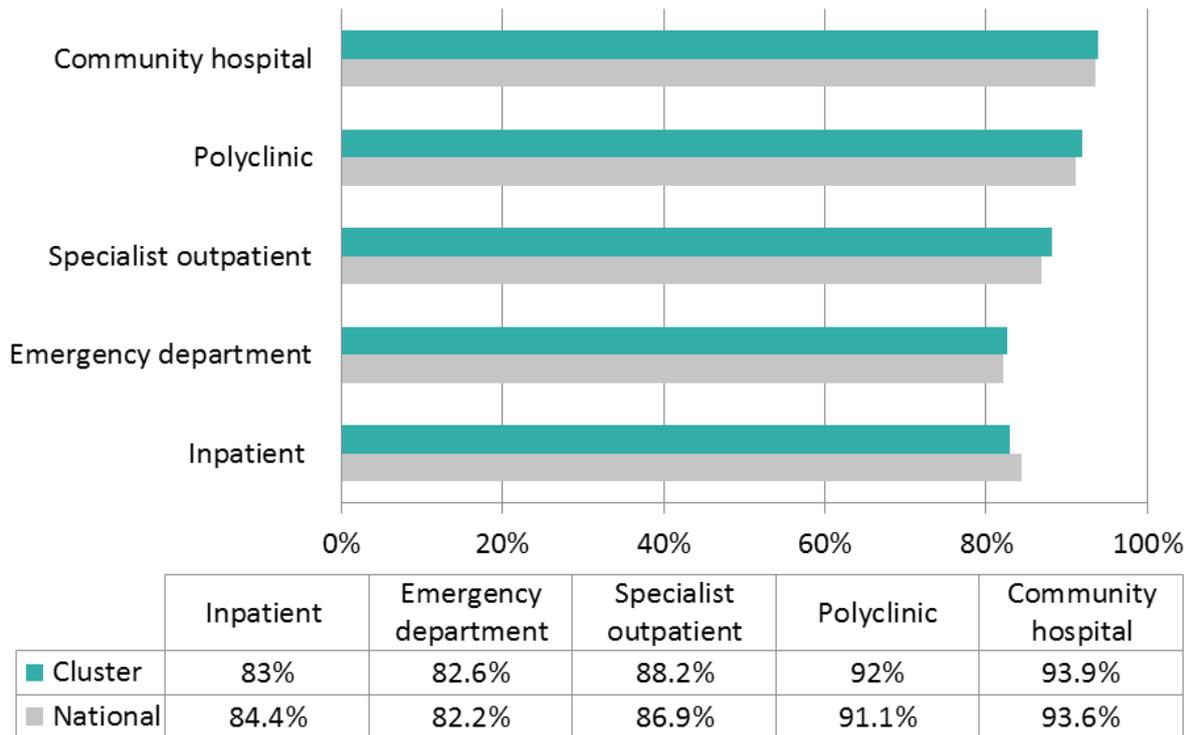
1.	The staff explained clearly the available schemes and subsidies for payment. Would you say you...	a. Strongly disagree b. Disagree c. Agree d. Strongly agree e. Not applicable f. Don't know
2.	Did the staff provide a good understanding of who to approach, if further financial assistance was required?	a. No b. Yes c. Did not need financial assistance d. Don't know
3.	The staff explained clearly the estimated bill amount for the ward type you chose. Would you say you... *Only applicable for inpatient and community hospital settings	a. Strongly disagree b. Disagree c. Agree d. Strongly agree e. The staff did not explain the medical bills to me f. Don't know

※ Team-based care

1.	Thinking of all the hospital/clinic/polyclinic/community hospital* staff who attended to you, how often did they work well together to provide you with care and treatment? *Type of staff depends on setting	a. Never b. Sometimes c. Usually d. Always e. Don't know
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PES results at a glance

PES 2017 NHG composite overall scores across settings



Overall NHG areas of strength



Communication with nurses/doctors/allied health staff



Communication about medicine



Waiting times



Empowerment/care transition



Team-based care

Overall NHG areas for improvement



Willingness to recommend - outpatient and inpatient



Advice on medical bills - polyclinics, inpatient and community hospital

