

A REVIEW OF PATIENT, RESIDENT AND FAMILY (CONSUMER) QUESTIONNAIRES AT CABRINI

What was the issue?

Cabrini collects patient, resident and family feedback through a number of mechanisms, one of which is questionnaires administered by local wards and departments. Through collecting local evidence for Standard 2, Partnering with Consumers in 2013 it became apparent that there was a need to review the process for developing, administering and reporting the results of consumer questionnaires managed at a local level.

In 2013 there was no policy or procedure to guide staff in the design of consumer questionnaires, there was also no consistent system in place to authorise and record questionnaires that were being developed and then administered at a local level across each of the six clinical sites.

It was noted that the local questionnaires were of varying quality depending on the experience of the staff member or department that created them. Results, recommendations and records of improvements were commonly held at a local level by area managers and were not consistently being communicated throughout the organisation meaning that there was considerable duplication and a lost opportunity for both shared learning and research activities.

What approach did you take?

1. Develop a Consumer Questionnaires Policy
The purpose of the policy was to outline Cabrini's approach to developing, administering and recording the results of consumer questionnaires. The policy was designed to ensure that:
 - All questionnaires aimed at patients and their families are ethical, appropriate and administered in line with the principles of patient and family centred care
 - All consumer facing questionnaires are presented in Cabrini's approved presentation style
 - Participation by patients and families in the development of questionnaires targeted at consumers is required
 - Records of questionnaires administered to consumers will be maintained by Cabrini centrally by the Patient Experience team
 - Ethics approval is obtained for patient questionnaires where required
2. Develop resources for staff
 - Patient Experience in consultation with the Cabrini Research Institute and Marketing and Community Relations developed an appendix to accompany the policy to assist staff in the development and administration of ethical and appropriate consumer questionnaires
 - Patient Experience developed a Surveying Guide to assist volunteers who administer consumer experience surveys

- The Patient Experience Program Manager is available for consultations with staff who are considering developing a consumer questionnaire, the Cabrini Institute is also available for staff who are looking to administer a consumer questionnaire as part of a broader research project
- 3. Build a central repository and reporting system for consumer questionnaires
- All new and revised consumer questionnaires are now logged with Patient Experience who maintain a library of questions and results on Cabrini's online Audit and Survey Program

What was the outcome?

- ✓ Increased staff awareness and confidence in involving consumers and carers in quality improvement, design and redesign projects
- ✓ Improved use of consumer and carer experience data to inform improvement initiatives
- ✓ Reduction in questionnaire duplication and promotion of shared learning between Cabrini sites and services
- ✓ Central repository of consumer and carer experience data that can be used for the purposes of reporting, communication, research, accreditation and quality and business activities all of which contribute to improving the patient and family experience at Cabrini Health

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