Improving Patient Experience through Meaningful Partnerships

A Focus on UHN’s Virtual Patient Focus Group

Kerseri Scane
Manager Patient Partnerships
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Patient Partner Program

Patient Relations

Virtual Patient Focus Group (VPFG)
Why Did We Build The Virtual Patient Focus Group?

• UHN wanted to provide a method of engagement that:
  
  – Brings many perspectives to a question, issue or quality improvement project
  
  – Gives patients and caregivers the chance to give their opinion quickly and easily from anywhere
  
  – Is anonymous
  
  – Meets the need of patients and caregivers who do not want to commit to a comprehensive engagement program
The Virtual Patient Focus Group

Building the Program
- Patients and caregivers are recruited from Patient Relations, Programs and Units across UHN
- Patients and caregivers are invited to become part of an online forum

Administration of Surveys
- Programs & stakeholders develop the survey
- Patients & caregivers respond to surveys 1/month on questions and issues related to proposed changes in care, practice and service
- Members are given one week to respond
- Results are summarized and sent to patients and caregivers and to the program
What We Found Since 2007

Members
- Members represent all UHN Sites
- Toronto General Hospital
- Toronto Western Hospital
- Princess Margaret Hospital
- Toronto Rehab Institute

Surveys
- Since 2007
- 2750 responses to surveys

Content of Surveys
- Pain management
- UHN Purpose & Values
- Visiting hours
- Infection control
- Education
- Space design
- Electronic documentation
- Discharge process
Why It Matters

Partnership Leads to Better Patient Experience

Patients and Caregivers + Hospital Leaders and Staff = Partnership Leads to Better Patient Experience