

PATIENT SATISFACTION **SURVEY**

**E Dannie, E Olavarria,
S Nallamuthu, AM Dovertas**

A Nicol

IMPERIAL COLLEGE HEALTH CARE

NHS TRUST

HAMMERSMITH HOSPITAL

LONDON UK

Introduction

- **Acquired JACIE accreditation in 2007**
- **JACIE standards require regular audits in stem cell transplant units**
- **Monitor performance**
- **Ensure and maintain transplant quality**

WHAT IS JACIE?

- **Joint Accreditation Committee of the International Society of Cellular Therapy and the European Group for Blood and Marrow Transplantation**
- **Non profit body established in 1998**

Aim of JACIE

- **Via accreditation**
 - All stem cell unit within Europe to achieve a certain defined level of standards
 - Promote quality of medical practice
 - Promote quality of laboratory practice
- **Licence to practice**
- **Movement towards global accepted standard incorporating NICE, EU directives, HTA, etc...**

JACIE Accreditation







HAMMERSMITH HOSPITAL TRANSPLANT PROGRAMME

- **140 Transplants performed per year**
- **Allografts (40-60 per year)**
 - Sibling donor
 - Unrelated donor
 - Haplo-identical donor
 - Cord blood
- **Autografts (70-90 per year)**

DISEASES

TRANSPLANTED

- Acute leukaemias : AML/ALL
- Chronic leukaemias: CML/CLL
- Other myeloproliferative disorders: Myelofibrosis
- Lymphomas: HD/NHL
- Bone marrow failure: MDS/AA
- Myelomas
- Cutaneous T-cell Lymphomas
- Germ cell tumours
- Other solid tumours
- Liver disease
- Diabetes

workload

- **Clinics**
 - 30 clinics weekly
 - both red and white cell disorders
 - appx. 4000 patients seen weekly
- **Day care**
 - appx. 20 patients daily
- **Apheresis**
 - 20 patients per week

Staff

- **Medical**

 - 18 consultants (Red, White, Paeds)**

 - 9 SPR's**

 - 5 SHO's**

- **Nursing**

 - 13 qualified nurses**

 - 1 phlebotomist**

 - full supporting admin**

Aims of the study

- Requirement as part of the JACIE standard
- Monitor our standard of patient satisfaction
- Emphasis on the pre and post transplant outpatient care
- Identify areas where patients felt improvements can be made
- Introduce changes to improve quality

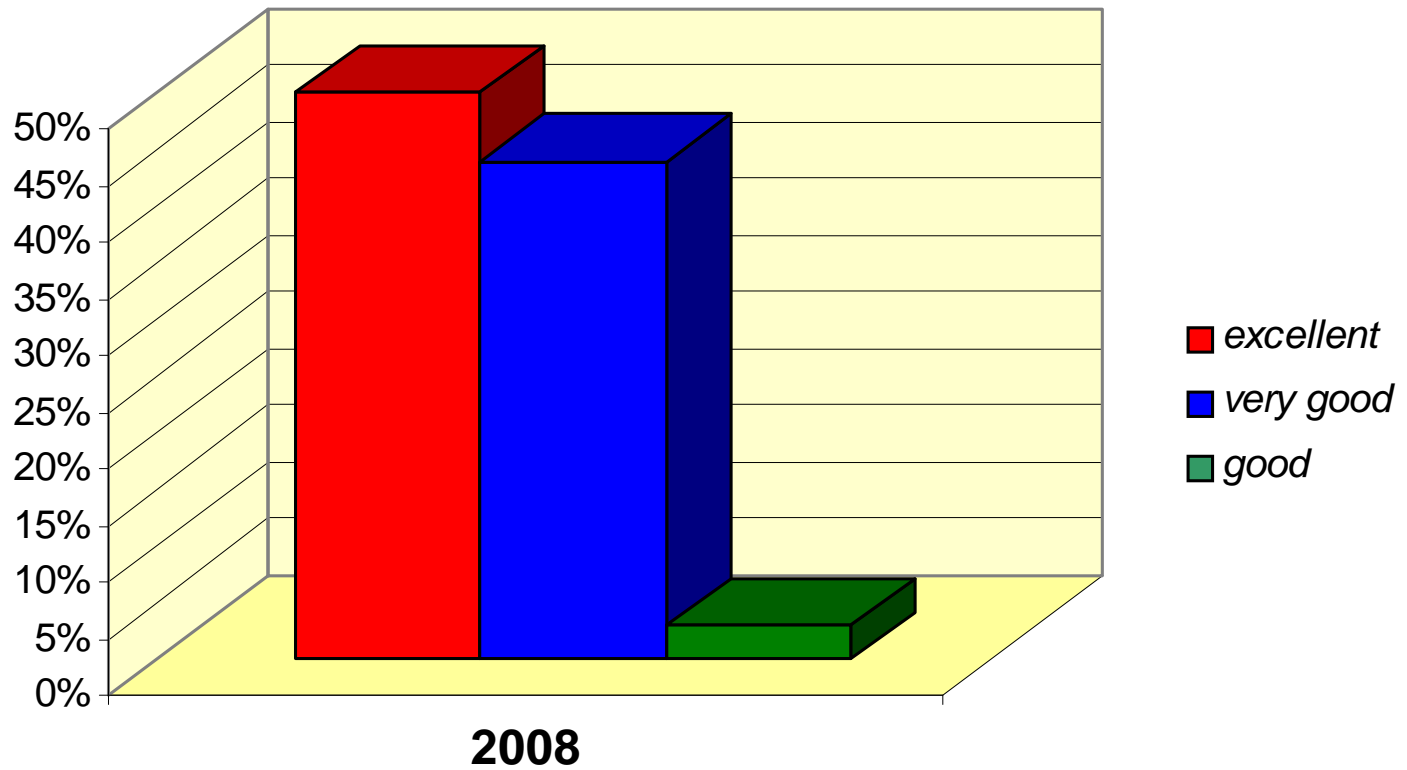
Method

- Over a two week period
- Patients attending OPD and day care were asked to complete a questionnaire about their satisfaction with the care they received
- Patients were approached by an independent member of staff not working in OPD or day care
- They were not present during the completion of the questionnaire but were available to clarify queries
- Data was collected anonymously and compared with a similar study performed in 2006

SURVEY SAMPLE

- 98 patients approached
- 93 completed the questionnaire
- 5 patients refused

Experience in Haematology Outpatients



Waiting time to see nurse/doctor

**41% saw their
nurse promptly**


**50% saw their
doctor promptly**

Named Nurse/Named Physician

90% of patients in clinic knew who their physician was

50% of patients knew who their named nurse was

Explanation by named nurse

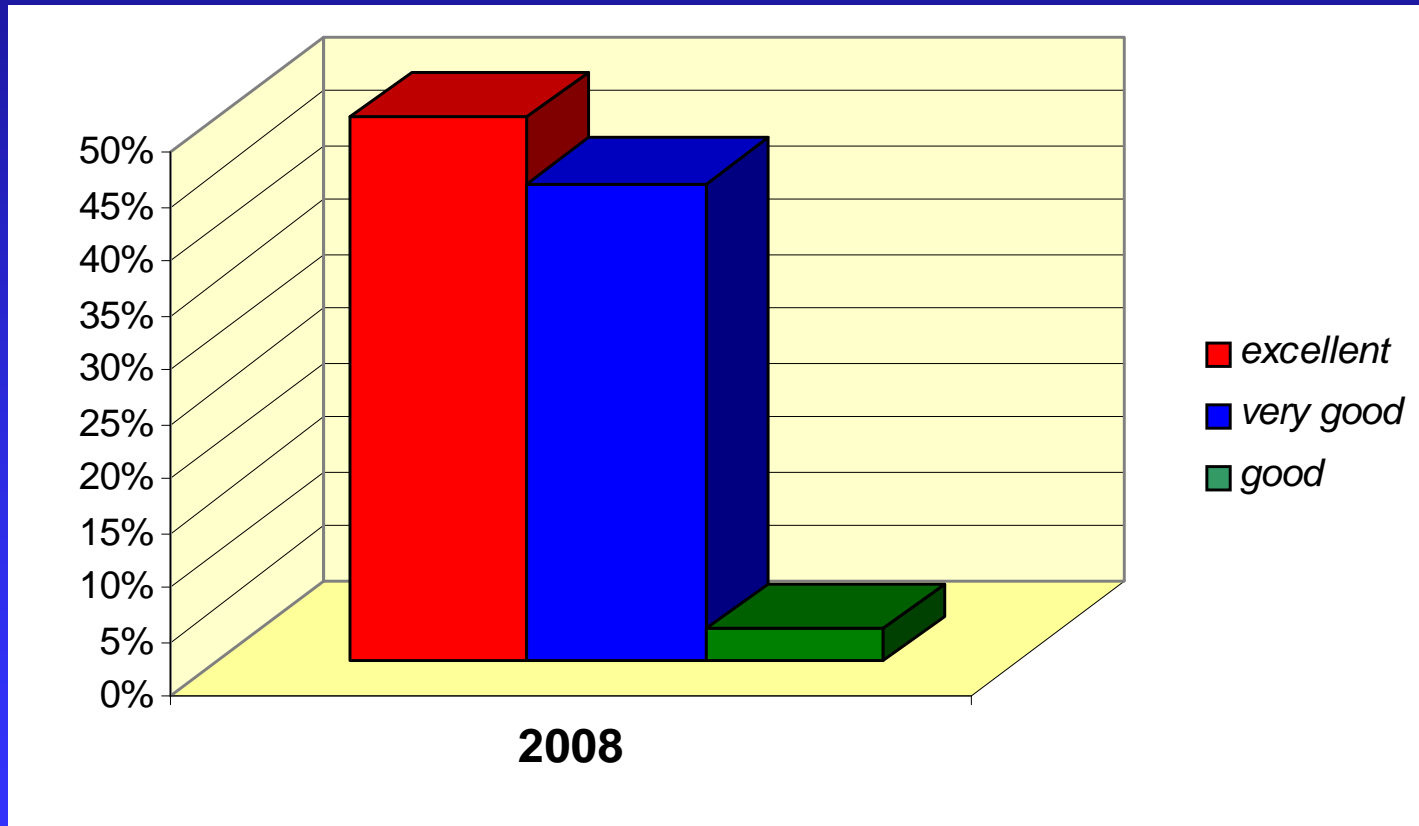


**83% satisfied
with explanation
by nurse**



**100% satisfied with
explanation by doctor**

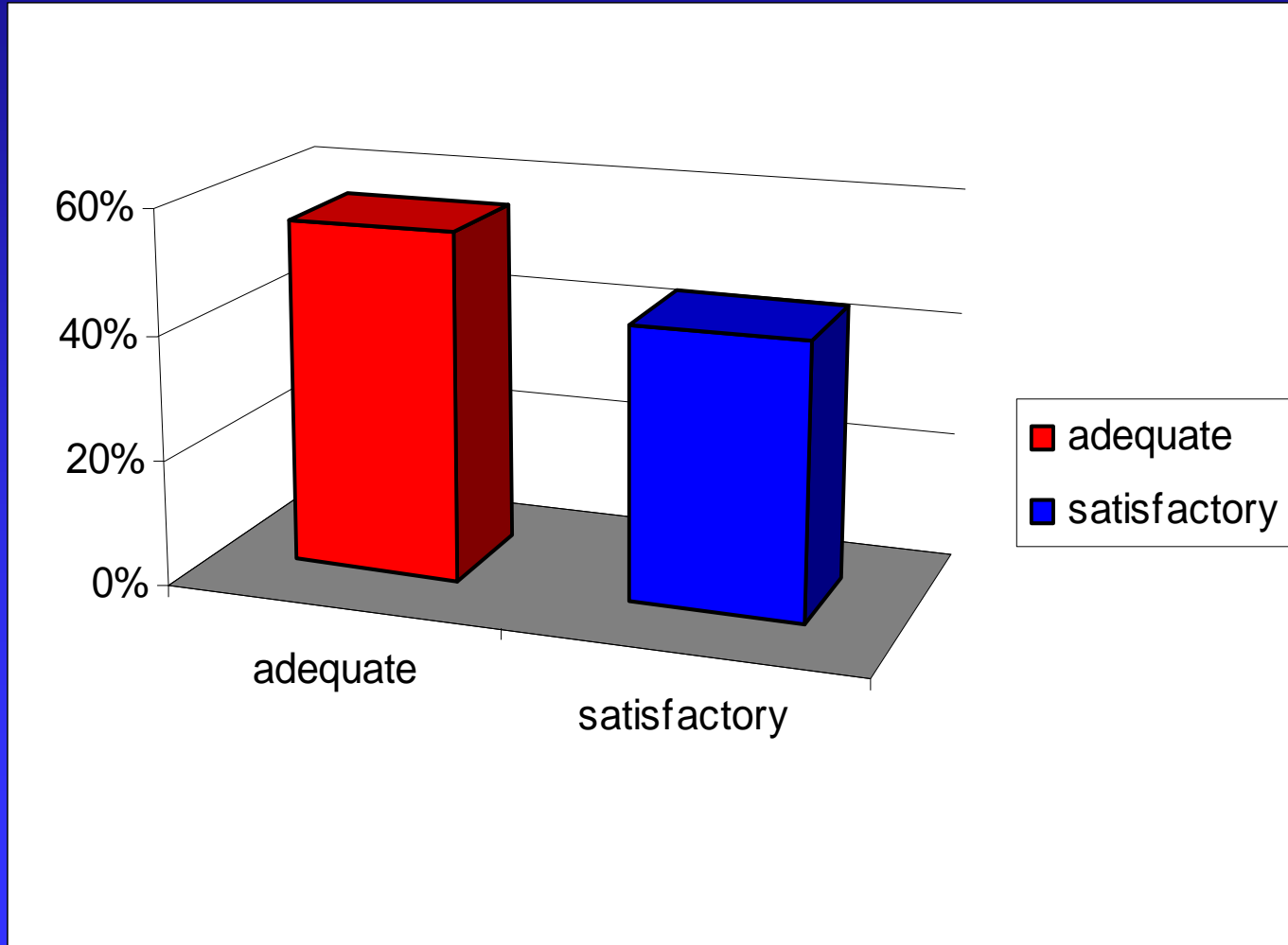
Overall experience at transplant workup



Transplant Work up

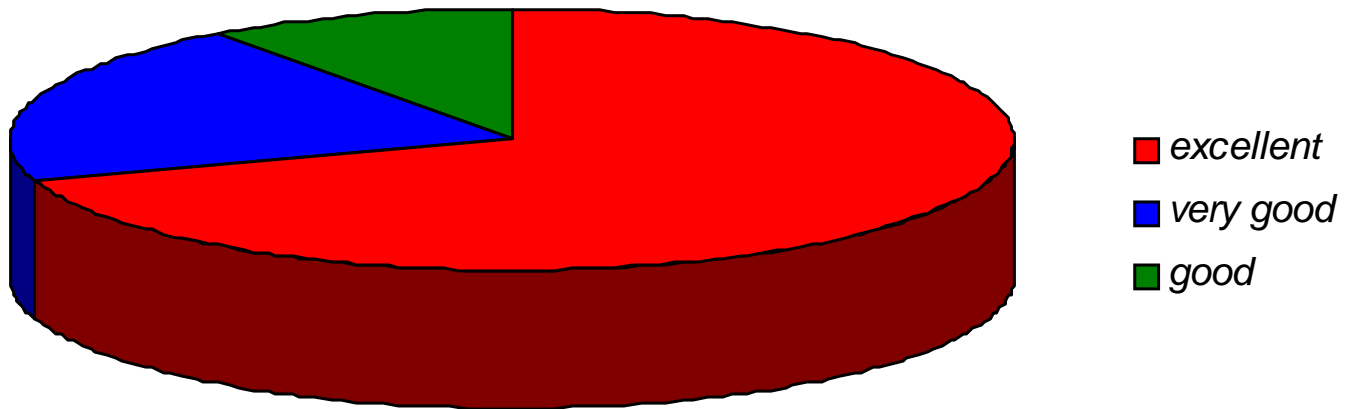
**97% satisfied
with information
and care received
at transplant work up**

Signing of consent

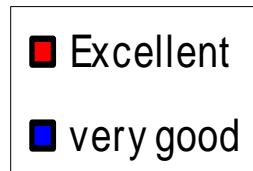
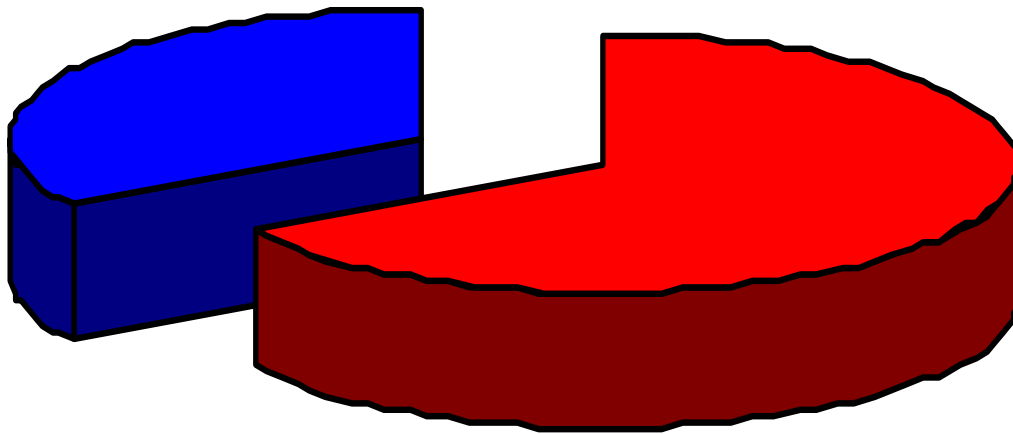


Experience in Day care

2008



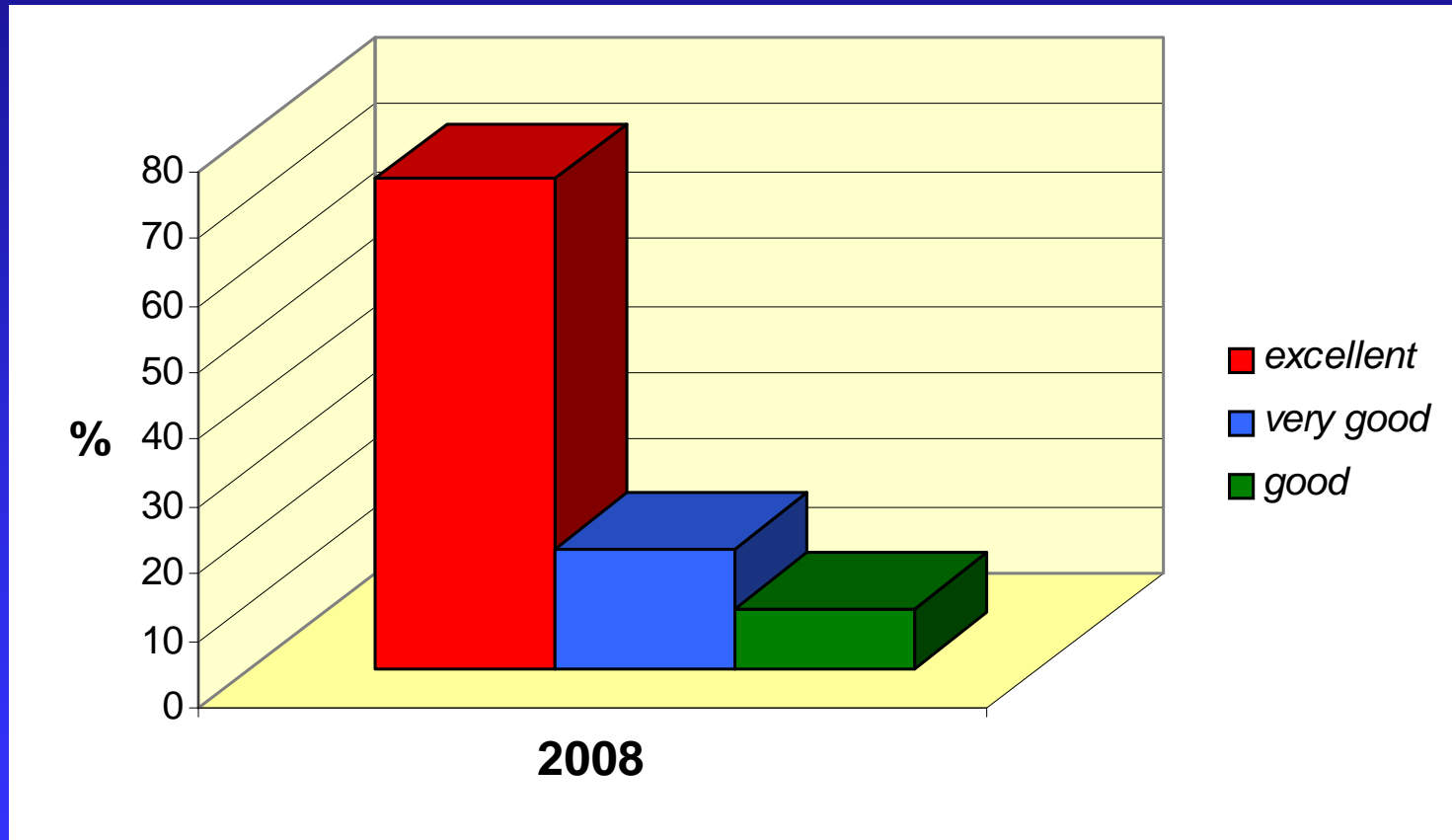
Post transplant care



Communication

**76% said it was easier
to communicate with
nurses**

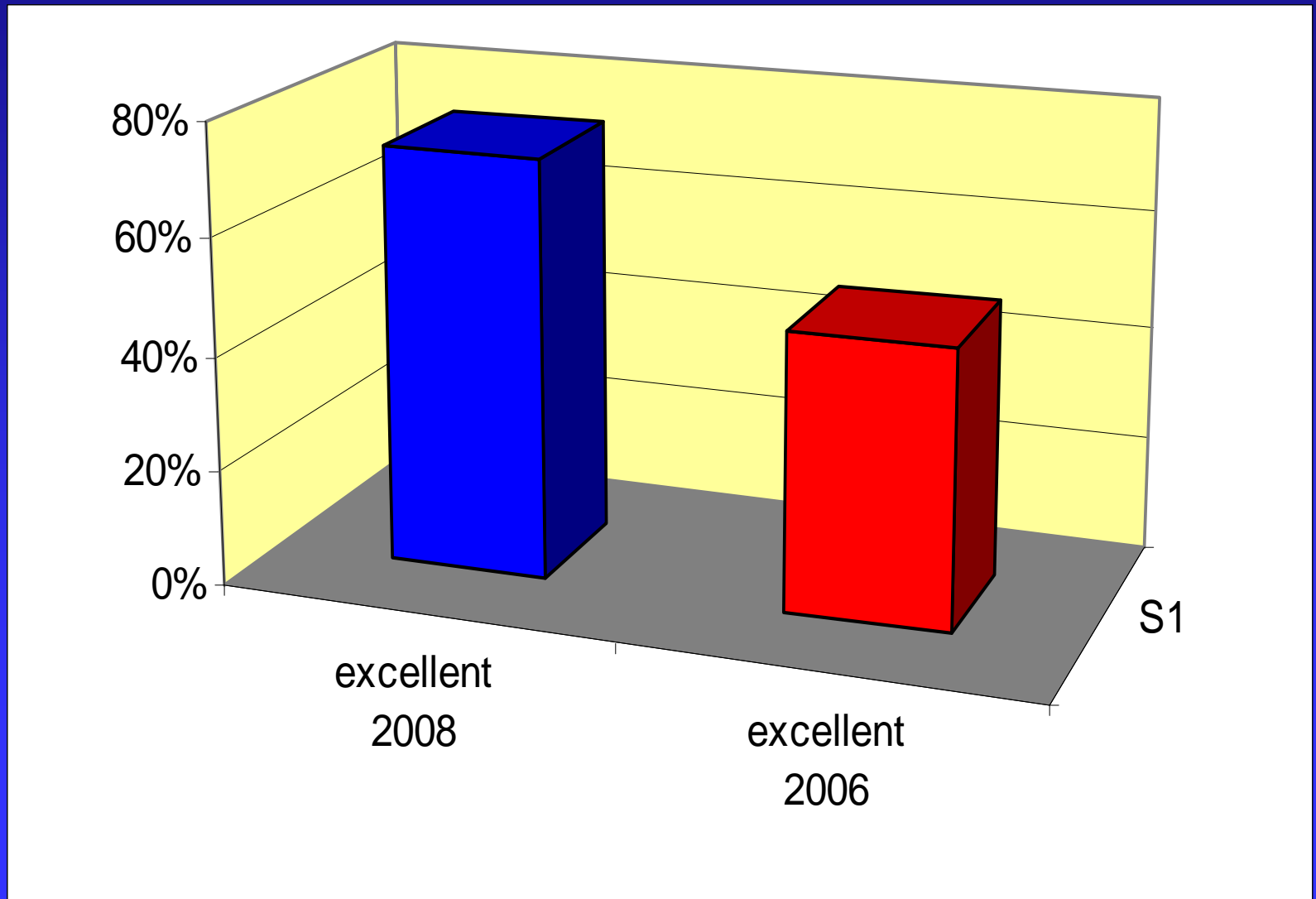
RESULT: overall experience



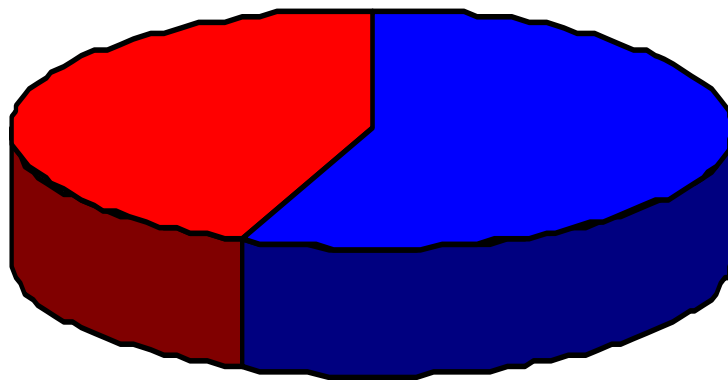
Summary

- Over a two week period in 2008
- 93 patients completed a questionnaire in respect to the quality of care they received in the haematology outpatient and day care
- Done both as a JACIE requirement and to monitor performance improvement
- Ensure transplant quality

Comparative overall experience

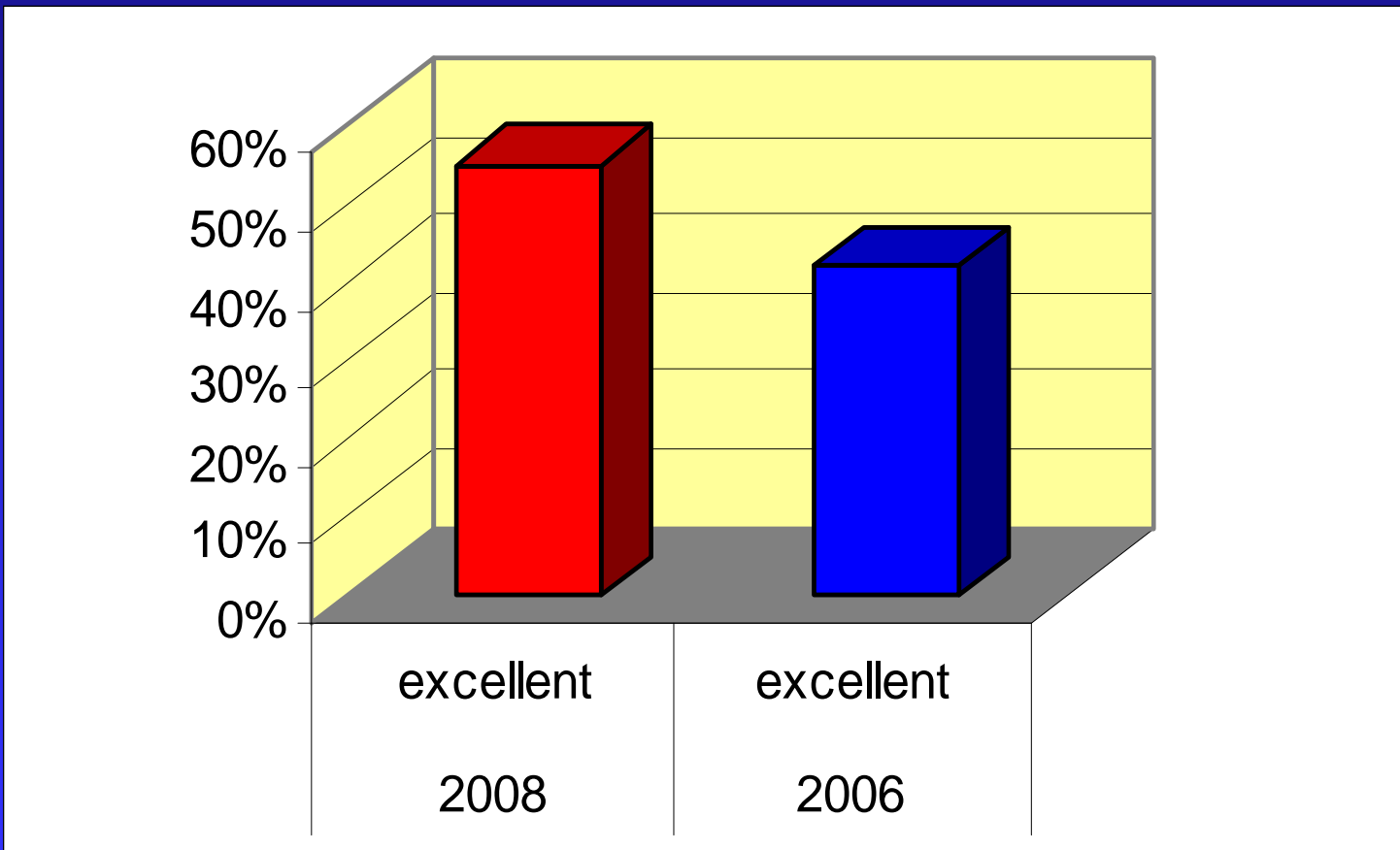


Comparative differences: Diagnosis and treatment



■ 2008 excellent
■ 2006 excellent

Comparative experience in day care



Conclusion

- The result of the survey indicated that 73% of patients in 2008 rated their care as excellent compared to 46% in 2006
- This survey highlights the importance of collaboration with patients in order to enhance their experience during transplant
- It stresses the benefits of adhering to JACIE standards
- Emphasises the fact that regular audits are a useful in assessing performance in order to improve quality

Future

Improve
quality of
care

?Assign a named
nurse / key
worker to all
patients planned
for stem cell
transplant

Reduce waiting times.
?Assigned named nurse to
clinic / day care and at
transplant workup

Review working pattern
Increase staffing levels
Increase telephone clinics
Appointments of clinical nurse
specialist

Nursing

- **Nurses play a pivotal role in improving the quality of care patients receive**
- **Continued nurse education is vital**
- **Opens up new avenues for specialist nursing post and training**
- **Fertile field for nursing research**

FORWARD PLANNING

- Full JACIE re-inspection Jul 2010
- First health Care institute in the UK (imperial Health Care College)
- Recruiting into disease specific CNS posts
- On going audits
- Reviewing and writing new SOPs
- New Datix clinical incidence quality management system
- Electronic quality management system Q-PULSE
- Consent procedure updated to meet HTA requirements
- Reviewing daycare operations and working hours
- Change from Directorates to CPGs
- HTA Inspection in Feb 2010
- E- Rrostering
- E- Prescribing (chemo)

AUDITS

- QOL
- Availability of infection markers pre PBSC harvest
- Target cell dose and mobilisation failures
- Engraftment rates
- Disease specific transplant outcomes
- Central line insertion
- Infection rates
- Hand cleansing audits
- Health and safety audits
- Clarity of instructions in case notes and drug charts
- Waiting times

JACIE DEBATE

FOR

- **Accredibility**
- **Tools for training**
- **Documents readily accessible to staff**
- **Ongoing audits**
- **Improvement on current system**
- **Minimising errors**
- **Improved customer satisfaction**
- **Training records** (nursing and medical)
- **Ownership**
- **Quality assurance manager**

AGAINST

- **Time and effort**
- **Costs**
- **Stress**
- **Writing new SOPs and updating**
- **Lack of commitment**
- **Re-accreditation**

HTA Approval



- **PATIENT SATISFACTION SURVEY - WARDS**

- We would like to invite you to participate on this survey. We are always trying to improve our services and we know how important it is to listen to our patients. This is a very simple questionnaire that should not take more than five minutes to complete. Please, rest assured that all information will be treated as confidential and carefully analysed. Thank you for your collaboration.

- Please, circle as appropriate

- **OUT PATIENTS DEPARTMENT – DAY CARE UNIT**

- How would you rate your overall experience in the out-patients department?

- Excellent Very good Good
 Satisfactory Poor

- How would you rate your overall experience as a patient in the day care unit?

- Excellent Very good Good
 Satisfactory Poor

- Do you feel that the waiting time to see the nurses is satisfactory?

- Yes, I see them promptly Most times Not always No, it
takes too long

- Do you feel that the waiting time to see the doctors is satisfactory?

- Yes, I see them promptly Most times Not always No, it
takes too long

- Do you have any concerns about seeing different doctors each time?

- I see the same doctor No, I don't mind
Yes, I have concerns

