



Patient Experience

*Improving Patient Experience
through Meaningful Partnerships*



A Focus on UHN's Virtual Patient Focus Group



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ACCREDITATION
CANADA
Better Quality. Better Health.



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



>200 Members

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



92 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



Patients and Caregivers



Hospital Leaders and Staff



**Partnership Leads to Better
Patient Experience**