



## **PACE Exchange Scenario Two: A Measure of Quality**

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The majority of hospitals conduct 'patient experience' surveys. You, in your leadership role, have been tasked with trending the results and sharing these with your teams. Some results are very positive however, a few common themes that emerge include:

1. Frontline staff not communicating effectively
2. Frontline staff not addressing concerns of the patient and family
3. Wait times are noted to be unacceptable despite being average in the province

**You are tasked with creating an action plan to the address these concerns.**

<b>1. Discuss the case in your group and identify the issue.</b> lack of communication		
<b>2. If we could improve the situation, what specifically would you like to improve?</b> educate staff and patients on how to communicate better		
<b>3. How would we enact this improvement? (identify three key actions and consider what you will do, when, who will be engaged and how?)</b>		
<b>3a) Action 1: What you will do?</b> have a committee to look at the issues of communications		
<b>When?</b> immediately	<b>Who will you engage?</b> staff i.e, nurses, doctors, physios, dieticians, families and patients, etc.	<b>How?</b> in person or remotely
<b>3b) Action 2: What you will do?</b> analyses of results and plan of action and implementation i.e. develop communication tools/resources in multiple languages such as handouts, emails, websites, materials		
<b>When?</b> ASAP	<b>Who will you engage?</b> staff - nurses, doctors, physios, dieticians, statistics team, family and patients, etc.	<b>How?</b> patient experience survey
<b>3c) Action 3: What you will do?</b> evaluation of the results		
<b>When?</b> following 60 days of using the tools	<b>Who will you engage?</b> the staff, families and patients	<b>How?</b> patient experience survey
<b>4. How will we measure success?</b> comparing the two client surveys		



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**Thank you for lending your voice to the PACE Forum!**