



# HITH Specific Patient Satisfaction Assessment

**Cabrini Private Hospital, Malvern, Victoria  
Dr Jamie McDonald**

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**Please email a copy to: [kate.tynan@healthroundtable.org](mailto:kate.tynan@healthroundtable.org)**



# Key Problem

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- Patient satisfaction is an important outcome metric used in the allocation of resources in health services around the world.
- High scores on these metrics has become an important goal of care and a requirement of **Standard 2, Partnering with Consumers**, in the NSQHS.
- Little weight is given to in-house non-validated measures of patient satisfaction by health executives
- These measures also inhibit benchmarking against similar services.
- A literature review found no validated instrument
- Press Ganey has post acute services as comparator's and low numbers

# Aim of this innovation

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- The research addressed the question ‘Does this satisfaction survey accurately and reliably capture the perceptions of patients discharged from a HITH service in regard to their satisfaction with their care?’
- To validate an instrument that can be shared by HITH services in Australia.
- Mixed Method design
  - Quantitative arm surveyed HITH society members “experts”
    - Quantitative validity index (Using ratings of item relevance by content experts)
  - Qualitative arm surveyed HITH service patients “consumers”
    - Patient surveys

# Findings

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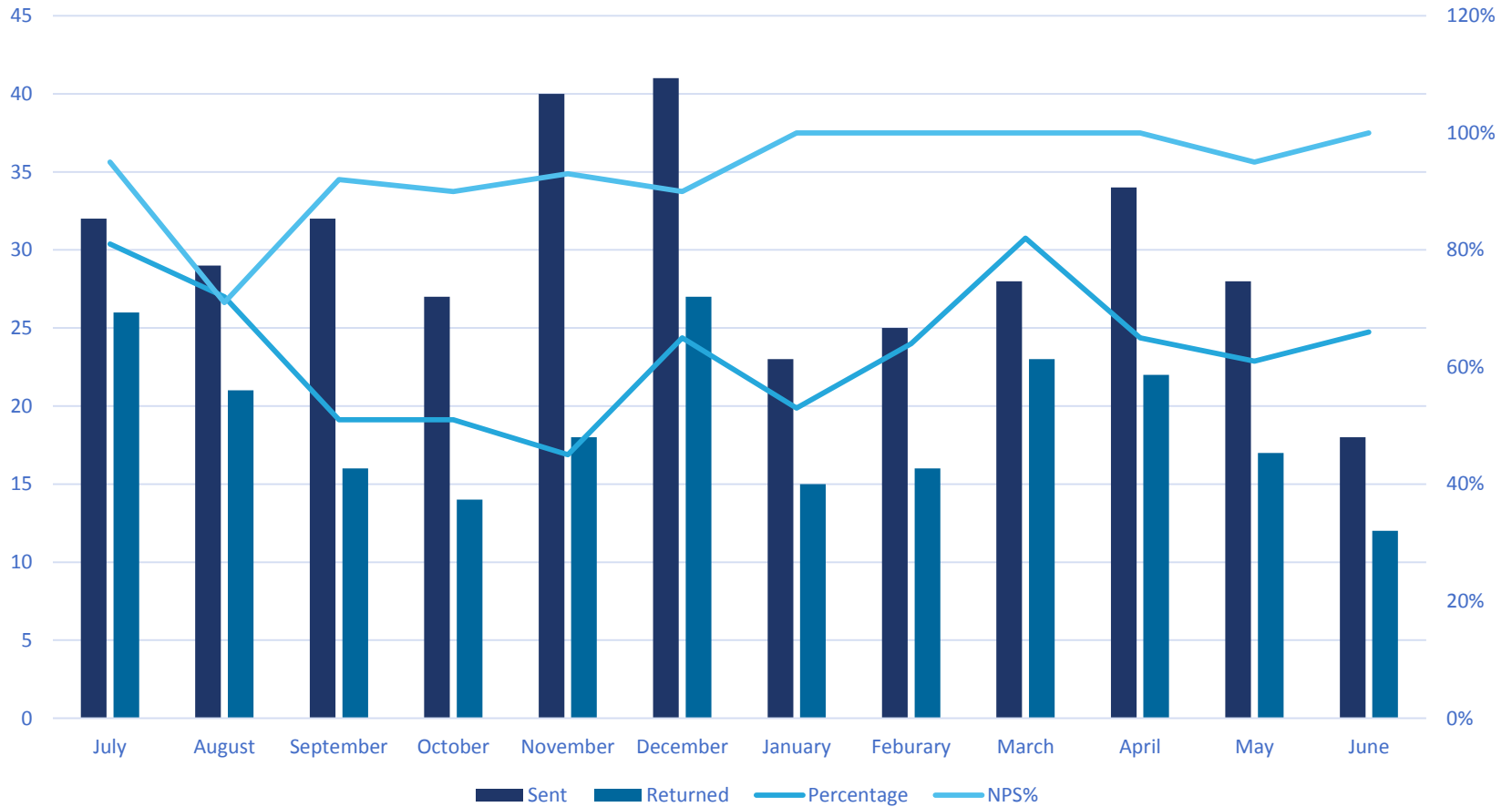
- Both phases of the study supported the validity of the HITH-specific patient satisfaction survey.
- Areas requiring further study and development were identified which included testing in public HITH services, and enhancement of the survey to meet the linguistically diverse Australian population.
- Future research could be undertaken to ensure linguistic and diversity appropriateness and psychometric properties for a wider HITH population.

# Phase 1 Content validity Index scores

Questions	Essential	Useful but not essential	Not necessary	I-CVI
1: How would you rate the Hospital in the Home Staff on Friendliness?	7	1	0	<b>.875</b>
2: How you would rate the Hospital in the Home Staff on Patience?	7	1	0	<b>.875</b>
3: How would you rate the Hospital in the Home Staff on responsiveness?	8	0	0	<b>1.0</b>
4: How would you rate the Hospital in the Home Staff on empathy?	8	0	0	<b>1.0</b>
5: How would you rate the Hospital in the Home Staff on clear communication?	8	0	0	<b>1.0</b>
6: How would you rate the Hospital in the Home Staff on clinical knowledge?	8	0	0	<b>1.0</b>
7: How would you rate the Hospital in the Home Staff on appropriate care?	7	1	0	<b>.875</b>
8: How would you rate our unit's teamwork?	7	1	0	<b>.875</b>
9: How likely is that you would recommend our service to your family or friend?	8	0	0	<b>1.0</b>
10: Please rate our Hospital in the Home staff on arriving at the arranged time?	8	0	0	<b>1.0</b>
<b>S-CVI/Ave=.95</b>				

# Outcomes so far

2016 2017 Survey returns



# Innovation Title: HITH Specific Patient Satisfaction Assessment

## Health Service Cabrini Health

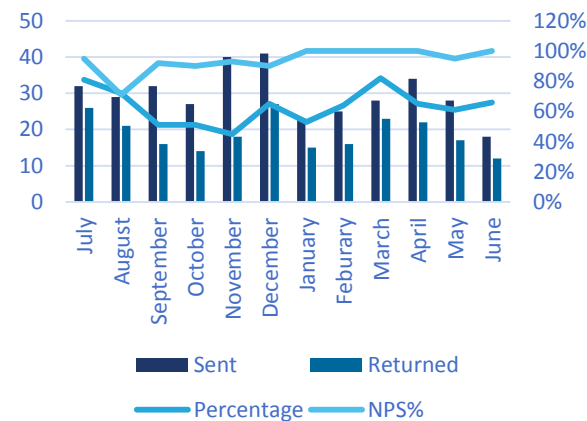


Problem: No validated survey available to measure patient satisfaction in the Hospital in the Home Setting

Solution: Validate instrument through mixed method research project and share the instrument with like services around Australia and encourage benchmarking of results

Results: Survey sent by mail to all overnight patients in our Hospital in the Home Unit Return rate of 63% in last financial year and a NPS of 94%. The instrument has been shared with 3 other HITH services, however as of yet we have yet to compare and use as a benchmark

2016 2017 Survey returns



Name and Contacts:



# Lessons Learnt

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- HITH services have always made claims that patient's like being treated at home, but until now we could never really prove it.
- We now have a peer reviewed, validated HITH specific patient satisfaction questionnaire to help hospital administrators assess the quality aspects of their service to address with future planning needs and to comply with the national standards.
- A peer reviewed, validated HITH specific patient satisfaction survey offers an opportunity for services to benchmark and compare outcomes at state and federal levels.
- For more information Contact: Dr Jamie McDonald
- Tel: (03) 9508 1745



