



# Collective consumer feedback analysis and improvement prioritization

**Barwon Health**

**Presenter: Lisa Course and Kylie Hayter**

**HRT1615 'Creating a high-reliability safety culture'**

**Patient Safety Improvement Group Workshop**

**19-20 October**

**Melbourne**



# Key Problem

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- Outdated consumer feedback system which did not allow capture of all sources of feedback
- Limited capacity to audit feedback
- No links to outcome or action



# Aim of this innovation

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## Consumer Feedback Management System

- All feedback sources
- Meaningful taxonomy
- Electronic data collection system
- Complaints Assessment Rating
- Real time monitoring and reporting
- Links to feedback outcome / action



# Baseline Data

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- Built a fit for purpose Consumer Feedback Management System
- Created meaningful taxonomy
- Complaints Assessment Rating

## Review

- Qualitative data file
- Quality Coordinators

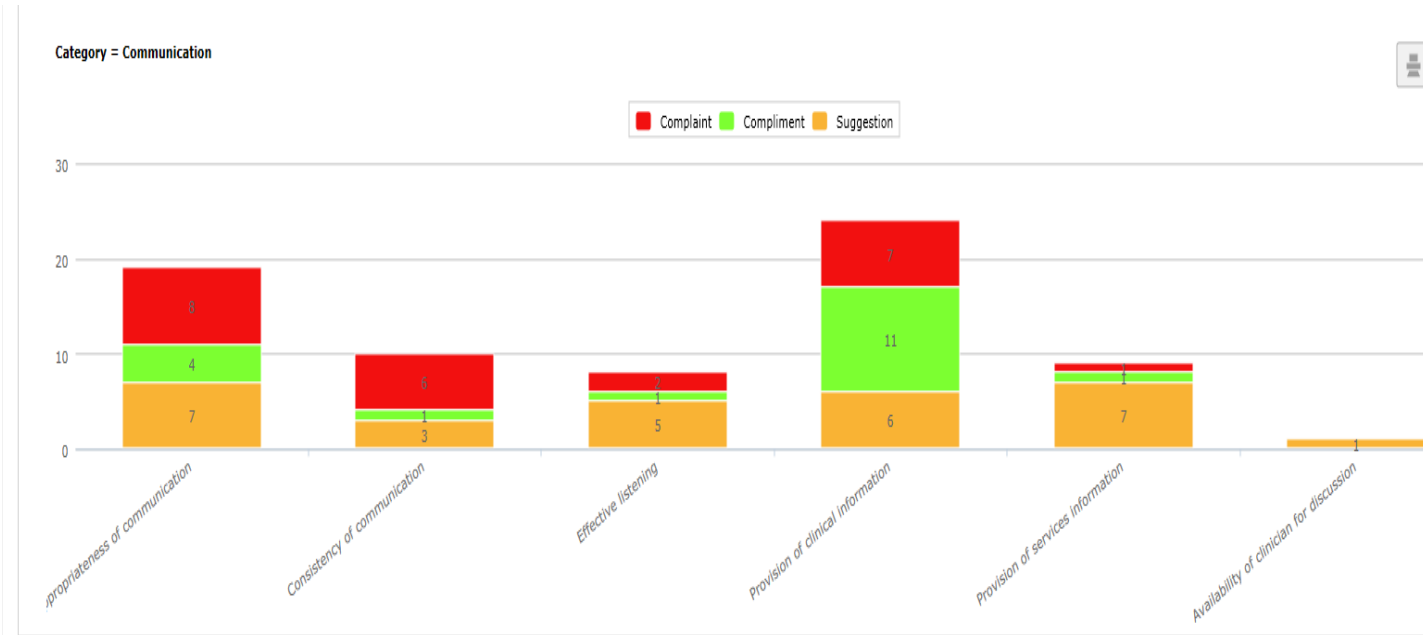
## Code

- Feedback taxonomy
- XML file upload

## Report

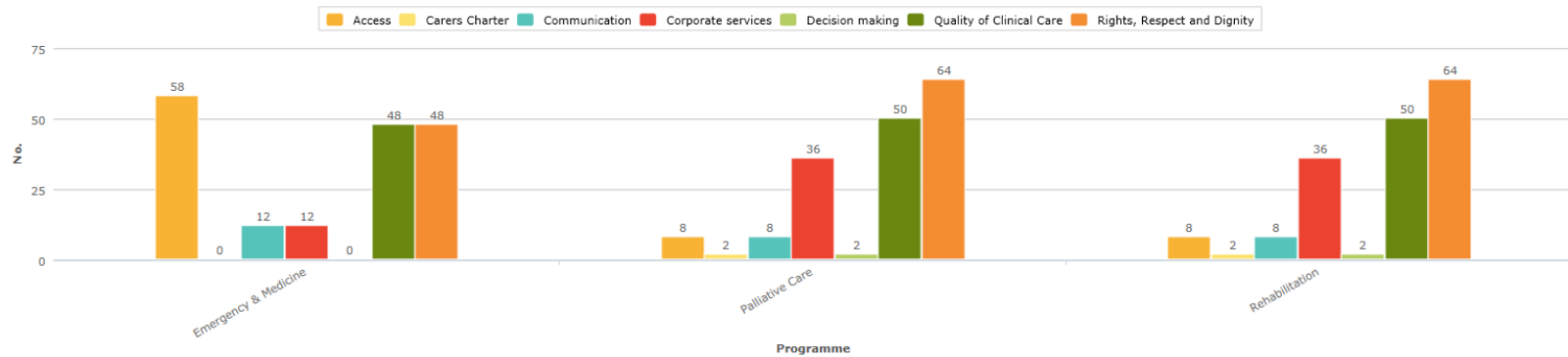
- Org, service & program levels
- QI recommendations

# Key Changes Implemented



- Consumer Feedback overview
- Complaints - Feedback Categories
- Days in System
- Administration Demographic Details
- HCCC
- Consumer Survey Results
- Board Walkaround
- KPI Charts
- KPI Tables

## VHES Categories by Programme

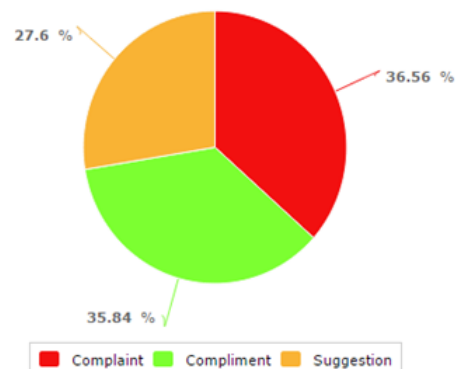


# Key Changes Implemented

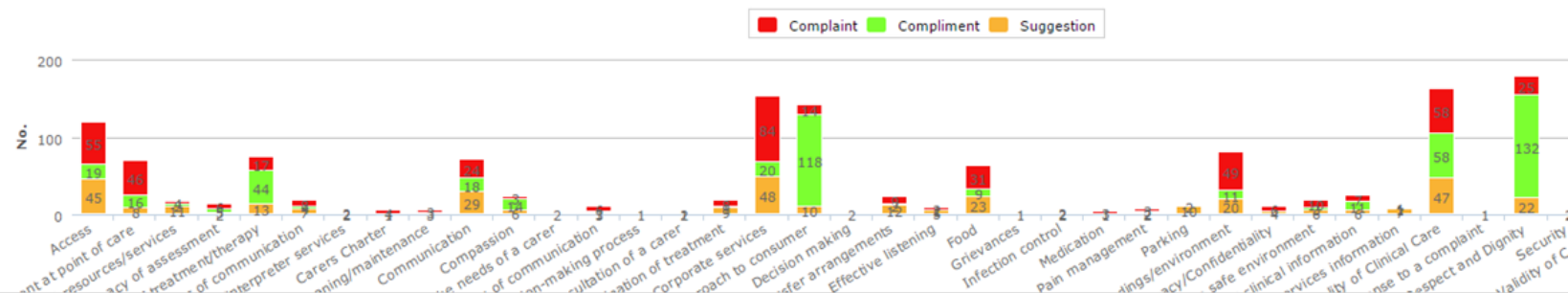


## VHES qualitative data – all categories

Consumer Survey - Type of Feedback



Consumer Survey - Feedback Category



# Key Changes Implemented

VHES Survey results - top 3 issues



Survey Results	Qualitative Data
<b>Communication</b> provision of clinical information (discharge summaries)	<b>Access</b> parking (ED)
<b>Communication</b> service information (about hospital stay before arrival)	<b>Quality Clinical Care</b> care coordination
<b>Decision making</b> consultation & involvement in decision-making (family participation in discharge planning)	<b>Corporate</b> food

# Outcomes so far

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Real time data collection

Greater capacity to collect compliments and other sources of feedback

Better understanding of feedback themes

Capacity to target resources and implement strategies

Data can be monitored at an organizational, program and departmental level



# Lessons Learnt

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- Early days
- Different data sources give different information
- Qualitative data just as important as survey results

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