

Background

Patient Experience

- The sum of all interactions that influences patient perceptions across the continuum of care¹
- Important comparative measure of health care systems' performance²
- Integral to providing patient- and person-centered care³

Patient-reported experience measures (PREMs)⁴

- Gather information directly from patients
- Capture patients' perspectives on their health care
- Focus on specific aspects of the process of care

Quality improvement (QI) initiatives to improve patient experience

- Aim to address deficiencies identify by PREMs
- Use PREM tools to assess their effectiveness

Purpose

- To identify published and unpublished evidence on initiatives aimed to improve patient experience
- To identify areas of the initiatives' and programs' focus and their overall impact on patient experience
- To review their methods, measurement tools and results

Methodology

Study Design: A scoping review

Sources of Evidence:

- **Databases:** MEDLINE (Ovid); Evidence Based Medicine (EBM) Reviews; HealthStar; PsycINFO; PubMed, PubMed Central, CINAHL, MEDLINE (Ebsco), Psychology & Behavioral Sciences, Turning Research into Practice (TRIP) Database, EMBASE, Web of Science
- **Grey Literature:** Alberta Health Services (AHS) Website, Google, Google Scholar, Open Archives Initiative (OAIster), Canadian Cancer Society, American Society of Clinical Oncology (ASCO), and European Society for Medical Oncology (ESMO) websites
- **Hand search of reference list of review articles**

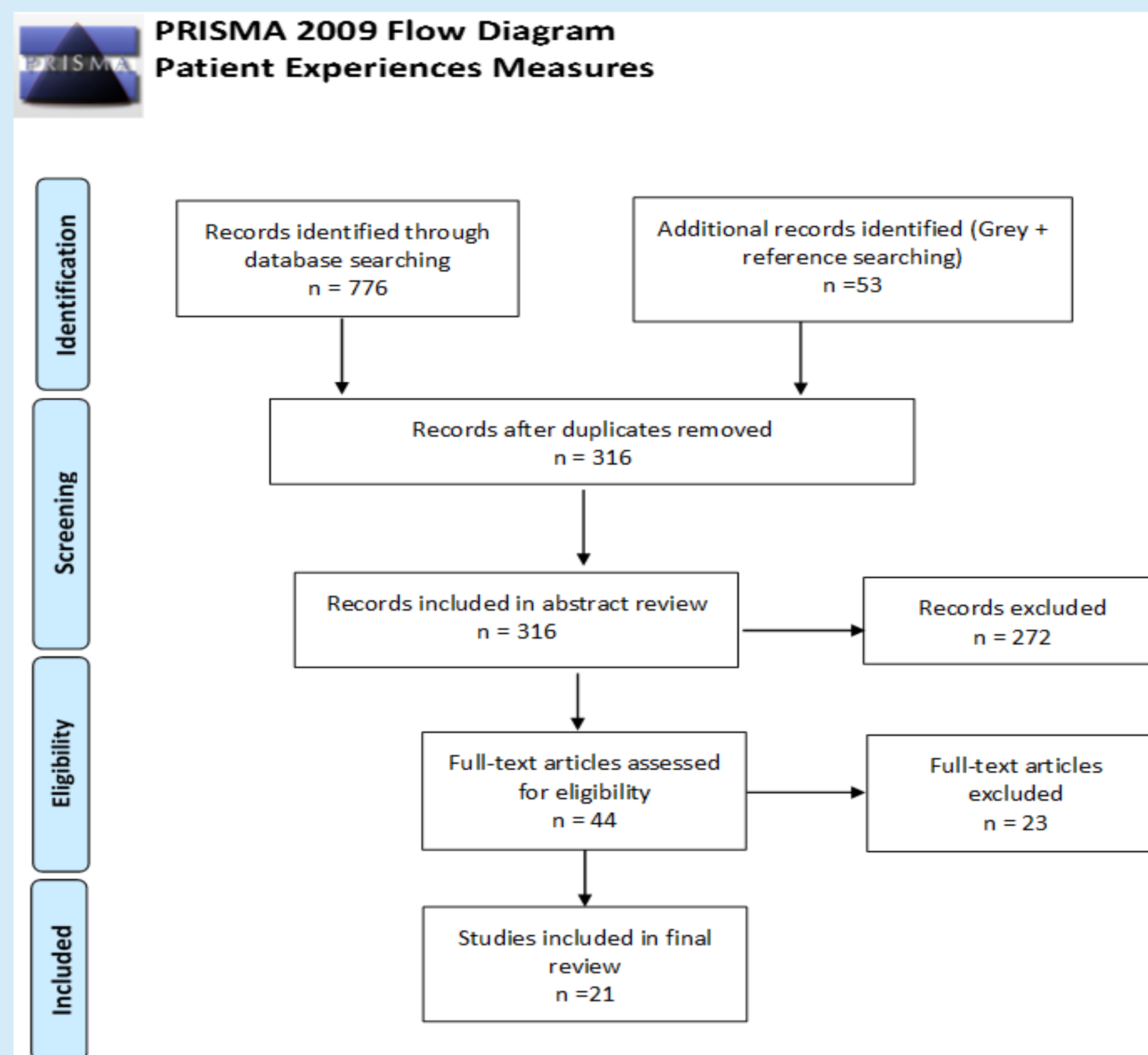
Inclusion Criteria:

- Original articles
- Publication years 1998 – 2018
- English language
- Studies a)evaluating an intervention or programmatic/systematic change aimed to improve patient experience and b)measured by a specific PREM tool
- No age restriction
- Health care and oncology specifically
- Exclusion – studies reporting on patient satisfaction only

- Data extraction and analysis performed independently by two researchers

Results

Figure 1. PRISMA Flow Diagram



Reasons for exclusion from full text review (n=23):

- Baseline PREM assessment with no intervention (n=13)
- Development/testing of a specific PREM tool (n=8)
- Context too specific/outside of scope (n = 2)

Table 1. Included Study and Study Patient Characteristics

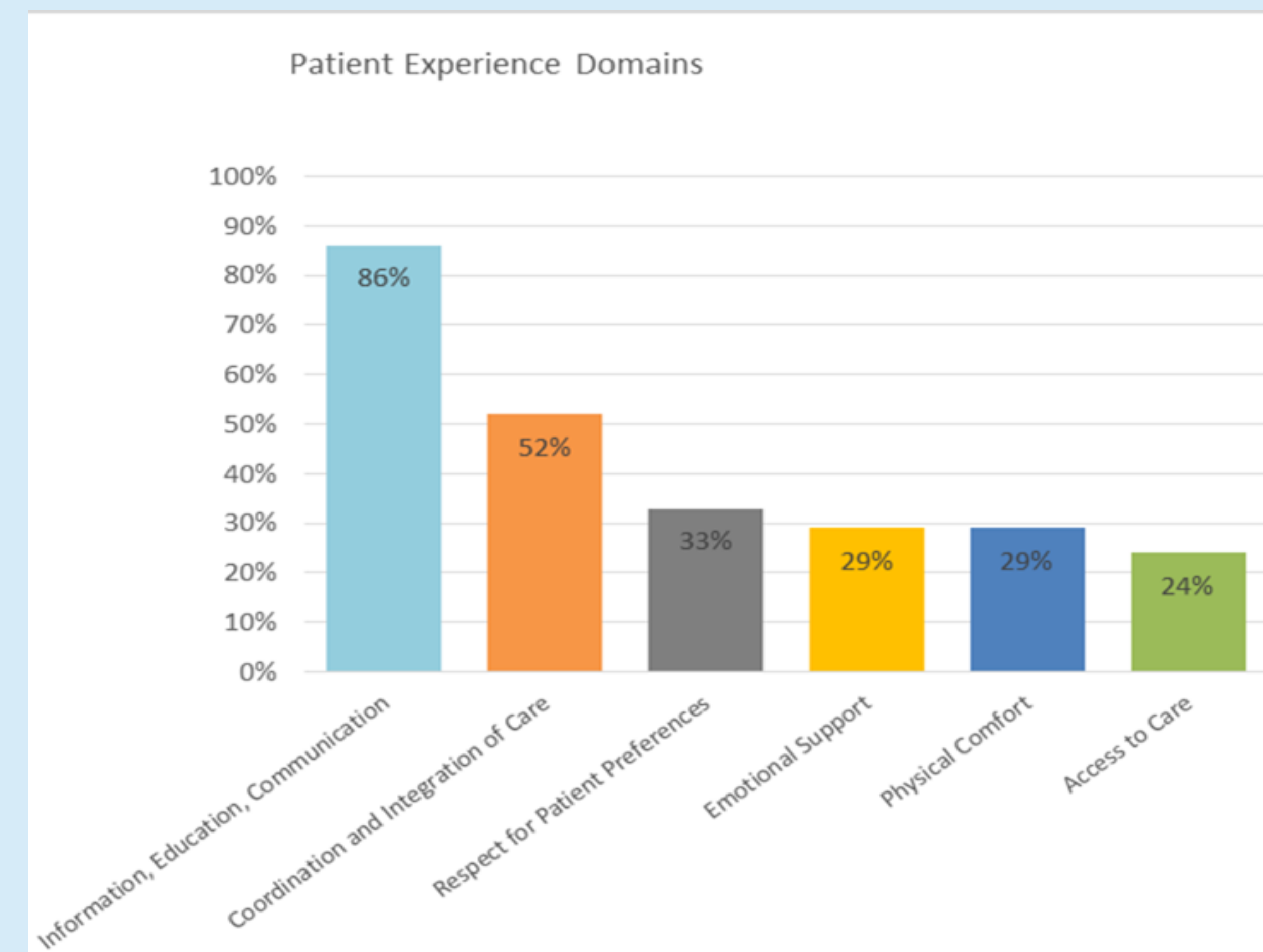
Characteristic	No. (%) of 21 Studies
Type of study	Journal Article 20 (95%)
	Web Report 1 (5%)
Publication dates	1998 - 2002 0 (0%)
	2003 - 2007 1 (5%)
	2008 - 2012 2 (10%)
	2013 - 2018 18 (85%)
Country of origin	USA 11 (52%)
	UK 5 (23%)
	Norway 2 (10%)
	Bangladesh 1 (5%)
	Belgium 1 (5%)
	Denmark 1 (5%)
Population	Adults 19 (90%)
	Children 2 (10%)
Types of studies	Quality improvement (QI) initiative 8 (38%)
	Randomized control trial (RCT) 6 (28%)
	Mixed methods study 3 (14%)
	Repeated cross-sectional study 2 (10%)
	Non-randomized RCT 1 (5%)
	National QI initiative 1 (5%)
Areas of health care	Hospital inpatients 5 (24%)
	Surgery 4 (19%)
	Internal medicine 2 (11%)
	Oncology 2 (11%)
	Primary care 1 (5%)
	Psychiatry 1 (5%)
	Orthopedics 1 (5%)

Assessment tools:

- Questionnaires - 16 (76%)
 - 88% used validated questionnaires
- Interviews - 2 (10%)
- Combined - 3 (14%)

Results

Figure 2. Patient Experience Domains Targeted by the Included Studies



Types of interventions:

- Specific: n = 12 (57%)
- Programmatic/multimodal: n = 9 (43%)

Effect of interventions:

- Positive: n = 17 (81%)
 - Included all specific intervention studies
- Neutral: n = 3 (14%)
- Mixed: n = 1 (5%)

Discussion

- The effect of specific interventions aimed to improve patient experience appears to be positive
- Limited data on the effect of programmatic initiatives and the interventions' factors that drive the improvement in patient experience

Conclusions

- Specific interventions to improve patient experience have positive effect but the evidence on their benefit on specific domains of PREMs is limited
- More initiatives are needed to evaluate and understand impact of programmatic initiatives on patient experience and person-centered care

References

1. The Beryl Institute: Defining the patient experience <http://theberylinstitute.org/?page=definingpatientexp>
2. OECD Health Care Quality Indicators – Responsiveness and Patient Experiences <http://www.oecd.org/els/health-systems/hcqi-responsiveness-and-patient-experiences.htm>, accessed on August 4, 2019
3. CIHI: Patient experience <https://www.cihi.ca/en/patient-experience>, accessed on May 2, 2019
4. Miller, D., et al., *Patient-Centered Care and Patient-Reported Measures: Let's Look Before We Leap*. The Patient-Centered Outcomes Research, 2014: p. 1-7.

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