

### Aim

*The aim of our project is to measure patient experience at the Virtual Fracture Clinic (VFC) in Our Lady Of Lourdes Hospital through patient engagement*

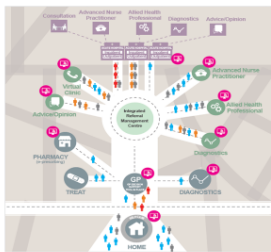
### Context / Background

The HSE framework for improving quality 2016<sup>1</sup> identifies person and family engagement as one of the 6 drivers for improving quality of service provision

*'Engagement builds a culture of listening to and learning from the care experiences of patients and their families. Focusing and delivering on the outcomes that matter to patients can only be achieved through meaningful engagement and partnership with patients, carers and their families'* (HSE 2016)

Virtual Clinics have been identified as part of the Strategy for the Design of Integrated Services 2016-2020<sup>2</sup> Thus engagement with this group of patients is timely. We aim to measure patients experience and satisfaction with the VFC which was launched in February 2017

**Figure 1: Future Outpatient Services**



### What are we trying to accomplish?

Demonstrate the benefits and effectiveness of virtual clinics against physical attendance at an Outpatient Clinics

S.M.A.R.T. Objectives:

**Mid March** - Engage with key stakeholders to secure buy in for the project. Map the journey through the virtual fracture clinic from the patients perspective and the perspective of staff

**Mid April** - Design an information letter and survey pack for relevant staff and patients<sup>3</sup>

**May** - Launch the survey – phone interviews to take place

**June** - Analyse Data and collate report with recommendations

### What We Did



#### Plan

1. Engage with key stakeholders to secure buy in for the project
2. Consult with Lead of VFC to agree the process

#### Do

1. Map the patient journey through the virtual fracture clinic from the patient's perspective and the perspective of staff
2. Designed a patient information leaflet and survey pack which was disseminated to all patients attending VFC for month of May
3. Conducted telephone survey with 50 patients

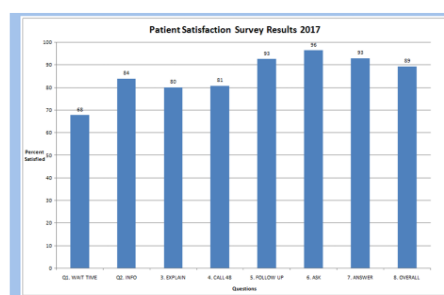
#### Check/Act

1. Analysis and collation of data from telephone survey
2. Make recommendations to Lead of VFC
3. Feedback to senior management with a view to the role out of VFC to other specialties within the hospital and wider hospital group

#### Challenges Encountered:

- Deciding on the most appropriate method of patient engagement for the setting – real time v right time survey<sup>4</sup>, postal v phone survey etc.
- Stakeholder engagement - dealing with opposition to our plan

**Figure 2: Survey Results:**



### What We Achieved

We achieved our S.M.A.R.T. objectives through engagement with key stakeholders, designing a patient survey pack, and completing the survey. We have established that Virtual Clinics are preferable from a patient's perspective as opposed to a physical attendance at an Outpatient Clinic. We have determined levels of patient satisfaction as well as tracking achievement of KPIs such as timeframes met in the delivery of care

#### Key Recommendations / Outstanding Actions

- Our findings support the roll out of virtual clinics as per the strategy for the design of integrated services
- We are currently in the process of compiling a report on our findings which will be sent to key stakeholders

### Key Learning

- Key stakeholders buy in is essential
- Detailed analysis of patient engagement methods is vital, not every method is suited to every care setting
- It is vital for us to be flexible to respond to challenges as they arise and to revise our plan accordingly
- Use our networking skills – draw on the knowledge and experience of others

### Team

Brid Griffin, Jackie Rooney, Sinéad Fee, Emily Maguire, Helena Keegan.

### Acknowledgements

Ms. Rosaleen Cafferty  
Ms. Áine Davern/Mr. Ian McGovern  
Ms. Margaret Boland  
Ms. Caitriona Crowley  
Ms. Miriam Kelly  
Ms. Louise O'Hare

### References

- <sup>1</sup>H.S.E. Framework for Improving Quality in our Health Service
- <sup>2</sup>OSPIP Strategy 2016-2020
- <sup>3</sup>Staff Guide Using Patient Feedback to Improve Healthcare Services.
- <sup>4</sup>NHS Lanarkshire