



香港中文大學  
The Chinese University of Hong Kong



香港中文大學醫學院  
Faculty of Medicine  
The Chinese University of Hong Kong



醫院管理局  
HOSPITAL  
AUTHORITY

# What did we learn from the Patient Experience Surveys conducted by the Hospital Authority?

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The Chinese University of Hong Kong

**International Forum on Quality and Safety in Healthcare, Hong Kong  
28 August 2024**

# Hospital Authority, Hong Kong

- HA was established in 1990 under the Hospital Authority Ordinance
- A statutory body tasked to manage all public hospitals and institutions

## Managing Public and Patient Feedback in HA

- HA's Quality Improvement Standard stated that ...

*“Facing the ever increasing public expectation and utilization of public health services, HA needs to maintain a comprehensive understanding of the public opinion and feedback of its services and policies .... To **tap patient and public views**, .... then will **collate and analyze** the results with a view to consider them and/or implement them for **improvement of services, for formulation of policies.**”*

# The Journey of Patient Surveys in HA

- In 2006, HA had....



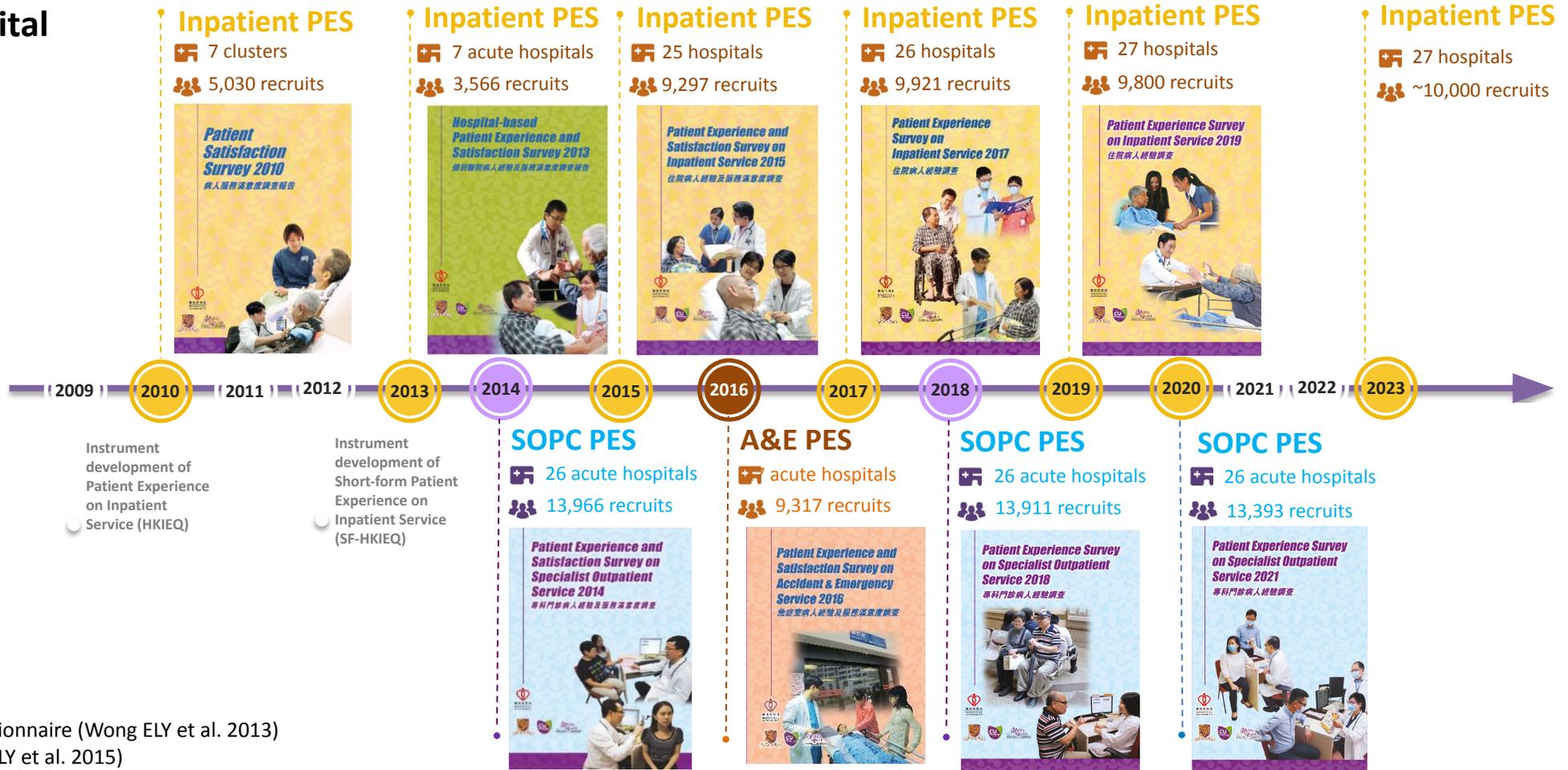
- An internal audit revealed that ...

- all hospitals have *mechanisms in place* to ensure improvement actions are taken based on the feedback collected
- the overall arrangements for gaining and utilizing patient feedback, and their effectiveness, however, *vary considerably across clusters/hospitals*
- the patient survey questionnaires and methods used for collecting patient feedback by HA's hospitals are *not sufficiently standardized to permit comparative benchmarking*

HA to develop a set of standardized survey tools and analysis methods, preferably be comparable to international standard...

# Patient-Reported Experience Measures (PREMs) in Hong Kong

## Patient Experience Survey in Hospital Authority



### Validated Instruments

Inpatient Experience Questionnaire (Wong ELY et al. 2013)

Short Form-HKIEQ (Wong ELY et al. 2015)

Specialist Outpatient Experience Questionnaire (Wong ELY et al. 2019)

Accident & Emergency Experience Questionnaire (Wong ELY et al. 2023)

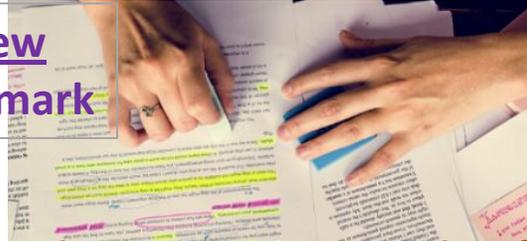


**Working together with healthcare users to  
co-design  
Patient-Reported Experience Measures**



# Tool Development for Patient-Reported Experience Measures (PREMs)

## 1. Literature Review International Benchmark



Academic Team & Hospital Staff



## 2. Stakeholder Interview Local Context

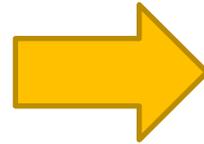


Service Users



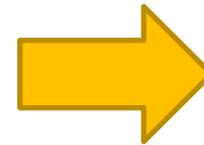
Patient Groups

## 3. Cognitive Interview & Pilot Survey Comprehensiveness & Clarity



### PRE-TESTING & PILOT TESTING

Fundamentals of Questionnaire Validation Process



## 4. Psychometric Analysis with Theoretical Framework Validity & Reliability



### Principles of Person Centred Care (PCC)

- Emotional support  
Empathy and respect
- Involvement in  
Decisions and respect  
for preferences
- Attention to physical  
And environmental  
needs
- Involvement and  
Support for  
family and carers
- Clear information,  
communication and  
support for self-care
- Effective treatment by  
trusted professionals
- Fast access to reliable  
healthcare advice
- Continuity of care and  
Smooth transitions

Wong ELY et al. 2013, 2015, 2019, 2023

# First Hong Kong Inpatient Experience Survey in Public Hospitals

Study period: Jun – Oct 2010  
 Responses: ~5,000 patients  
 Number of Involved hospitals: 25

 Positive Experience

 Less Pleasant Experience

Waiting Time to Ward



1. Hospital Admission



**Overall Experience**  
7.4/10

- Storage for Belongings
- Handwash Reminder
- Food Choice & Quality
- Environment Cleanliness



2. Hospital Environment and Facilities

- Staff Self-introduction
- Clear and understandable answers



3. Hospital Staff

6. Overall Impression



- Respect & Dignity
- Privacy
- Confidence in Staff
- Channels for Feedback/Appreciation/Complaint

5. Discharge



- Medication Usage/Purpose
- Discharge Procedure
- Follow-up Support
- Patient Involvement in Discharge
- Medication Side-effect
- Danger Signals to Watch For
- Contact Points

4. Patient's Care and Treatment



- Family/Caregiver Opportunity to Talk to Doctor
- Pain Relief
- Patient Involvement in care/ treatment decision
- Explanation on Condition/Treatment

# Highlighted Area for Improvement

## One of Picker's Person-Centered Care Principle



Clear information, communication & support for self-care

- **Medication Side-effect**
- **Danger Signals to Watch for**

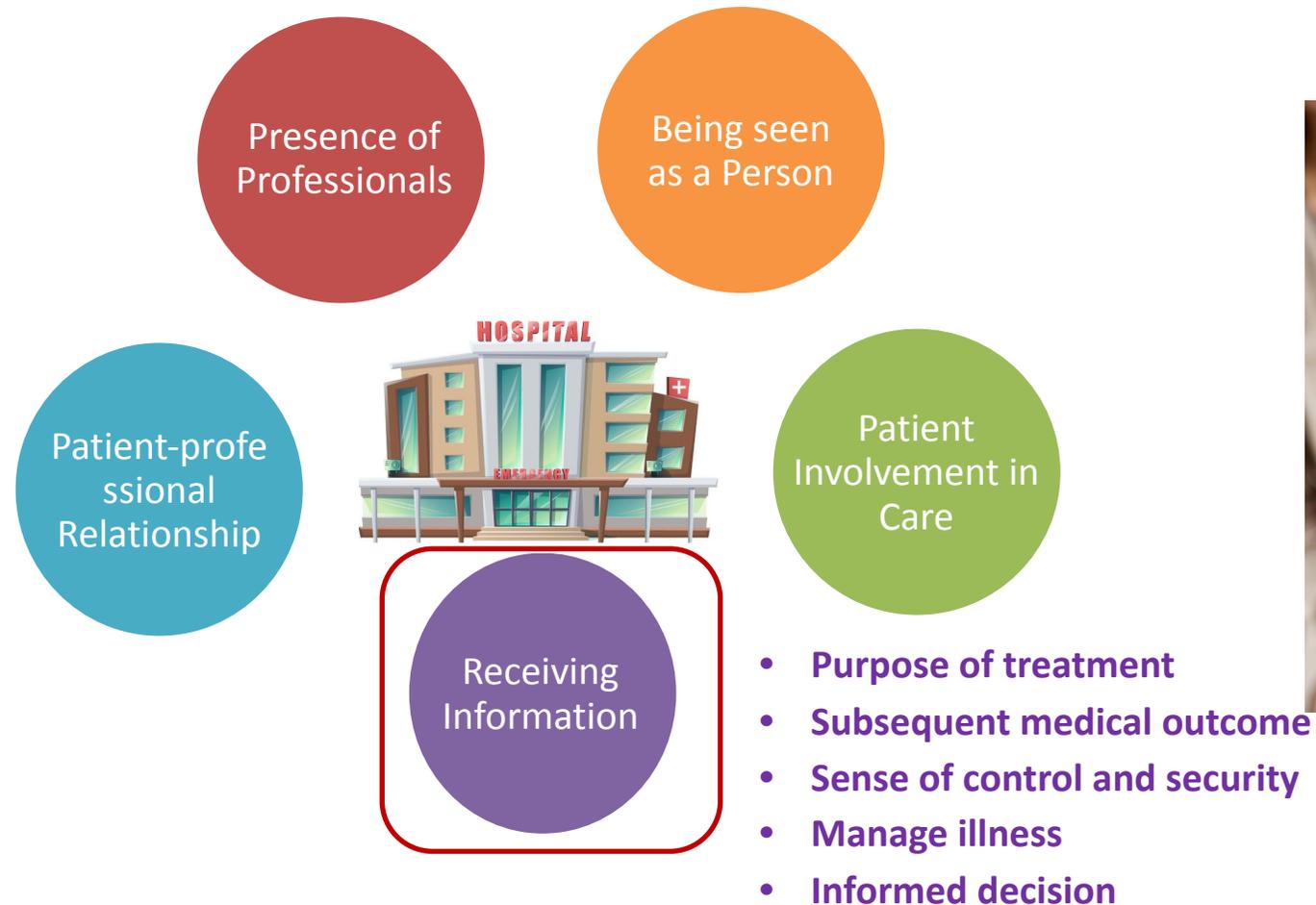
**Patient Experience Survey (Survey in 2010, 2013, 2015, 2017)**

- **Lower scores consistently, particularly in older adults**
- **Similar findings in outpatient experience survey**
- **Similar findings in patients experience survey in NHS, China**



# Top 5 Patient Concerns in Hospital Setting

Systematic Review based on 10 qualitative studies published between 2010-2020:



Havana et al. 2023

# Importance of Medication Information

- Why and How should I take medication?
- Any possible side effects in multiple medications?
- Any danger signals to watch for and seek immediate healthcare?



**Medication-related readmission**  
 □ **40% potentially preventable**

35%  
prescribing  
errors

35%  
non-adher  
ence

30% transition errors



Uitvlugt et al. 2021

**Patient Education/Communication**

↓ **30-45%**



hospital  
readmissions

Becker et al. 2021  
 Dautzenberg et al. 2021

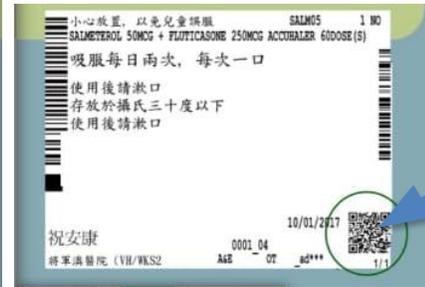
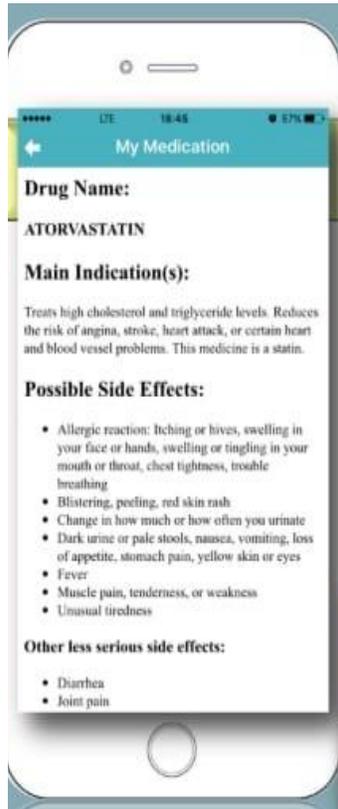


**Working together with healthcare professionals to  
co-design healthcare service  
based on Patient-Reported Experience Measures**



# Usual Practice: Dissemination of Medication Information

## QR code medication information reading system

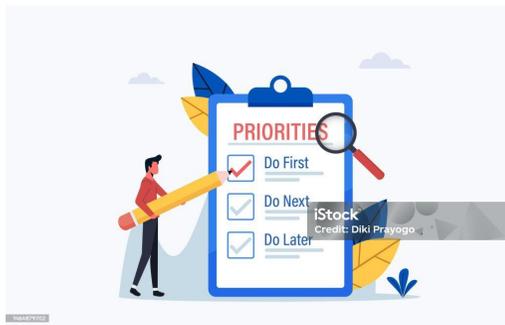


### Reasons of not reading it:

- too long / it takes too much time (27%);
- letters are too small to read (23%);
- worrisome/frightening information (20%);
- too technical (18%).

**Legibility of medication information urgently needs to be improved?**

# Patient Reported Experience Measure-driven intervention: Salient Medication Reminder (SMR)



## Priority for Action

### Discharge information for Geriatric Medicine

- Medication side effect
- Danger Signal



## Taskforce Set-up

### Key stakeholders to set the scope of medication entities for medication reminders

- HCP: Doctor, Nurse, Pharmacist
- Patient Representatives
- Information Technology
- Academic on Patient Experience



## Salient Medication Reminder (draft)

### 911 Statements of medication reminder from 50 drug entities

- 80% of discharge medication in Geriatric Medicine
- Incident Reports



## Salient Medication Reminder (final)

### 80 statements of medication reminder from 44 drug entities

- Delphi survey
- 13 consultants or associate consultants

Wong ELY et al. 2021

## 80 statements of Salient Medication Reminder (SMR)

- 44 drug entities under 24 drug classes
- important medication side effects & danger signs to watch for

(1) Corticosteroids	(13) ACE inhibitors
(2) Antiplatelet agents	(14) Angiotensin-II receptor antagonist
(3) Vitamin K antagonist	(15) Nitrates
(4) Insulins	(16) Beta-adrenoceptor-blocking agents
(5) HMG-CoA reductase inhibitor	(17) Alpha-adrenoceptor-blocking agent
(6) P2Y12 antagonists	(18) Thrombin inhibitors
(7) Biguanides	(19) Factor Xa inhibitor
(8) Calcium channel blockers	(20) Biguanides
(9) Penicillin	(21) Sulphonylureas
(10) Selective beta-2 agonists	(22) Xanthine oxidase inhibitor
(11) Antimuscarinic agent	(23) Cardiac glycoside
(12) Loop diuretics	(24) Antihistamines

printed on the Post-Discharge Information Summary (PDIS)

### Example

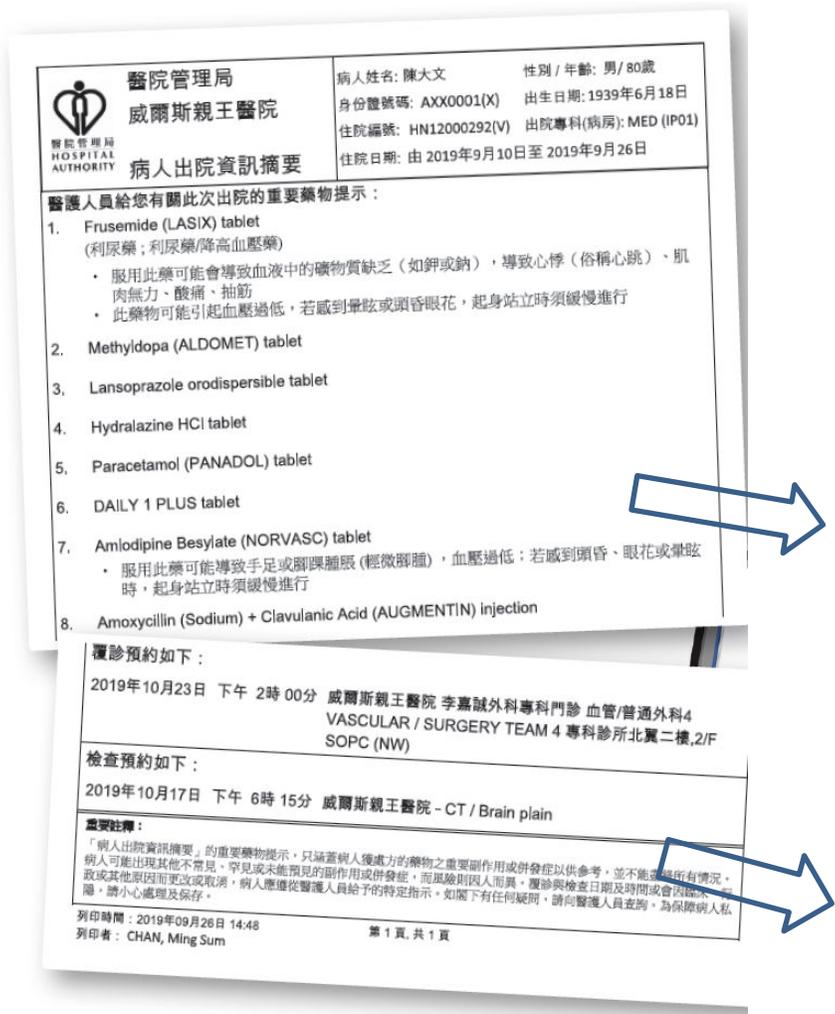
 <p>醫院管理局 HOSPITAL AUTHORITY</p>	<p>醫院管理局 威爾斯親王醫院</p> <p>病人出院資訊摘要</p>	<p>病人姓名: 禰港仔      性別 / 年齡: 男 / 67歲</p> <p>身份證號碼: E399XXX(X)      出生日期: 1951年10月10日</p> <p>住院編號: HN18137532(M)      出院專科(病房): MED (10A)</p> <p>住院日期: 由 2018年10月7日 至 2018年10月12日(預計)</p>
	<p>醫護人員給您有關此次出院的重要藥物提示:</p> <ol style="list-style-type: none"> <li> <p>Amlodipine Besylate (NORVASC) tablet</p> <ul style="list-style-type: none"> <li>• 服用此藥可能導致手足或腳踝腫脹(輕微腳腫), 血壓過低; 若感到頭昏、眼花或暈眩時, 起身站立時須緩慢進行</li> </ul> </li> <li> <p>Frusemide (LASIX) tablet</p> <ul style="list-style-type: none"> <li>• 服用此藥可能會導致血液中的礦物質缺乏(如鉀或鈉), 導致心悸(俗稱心跳)、肌肉無力、酸痛、抽筋</li> <li>• 此藥物可能引起血壓過低, 若感到暈眩或頭昏眼花, 起身站立時須緩慢進行</li> </ul> </li> </ol>	

### Amlodipine Besylate (NORVASC) tablet

- Possible limb swelling and low blood pressure; may feel dizzy, rise slowly

wong ELY et al. 2021

# Salient Medication Reminder (SMR) in Post-discharge Information Summary (PDIS)



### Coverage of Medication Entities

- 80% Discharge from Geriatric Medicine
- Incident Reporting

### User-friendly:

- SMR was autogenerated from the medication database and integrated into the electronic clinical system of PDIS for print-out

**Section 1: Salient Medication Reminder (SMR):**  
List of discharge medications with the **relevant side effects and warning signs** to watch for, in a **simple language** and a **bigger font size**

**Section 2: Appointments:**  
List of all future **HA outpatient follow-up appointments and tests** with date, time, and venue

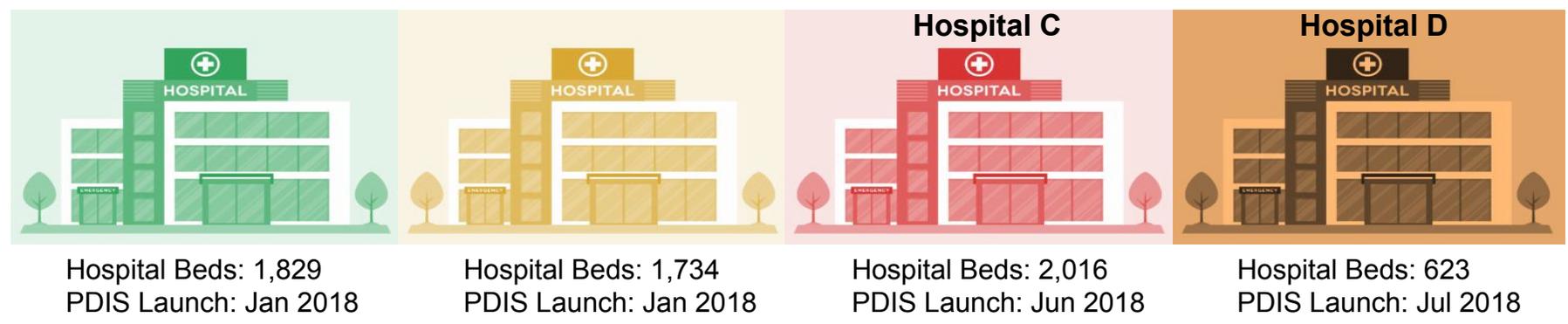
# Implementation of PDIS



- Patients  $\geq$  65 years
- Discharged from the Geriatric and Medicine Departments



## Stepped-wedge Design



Patient Perspective



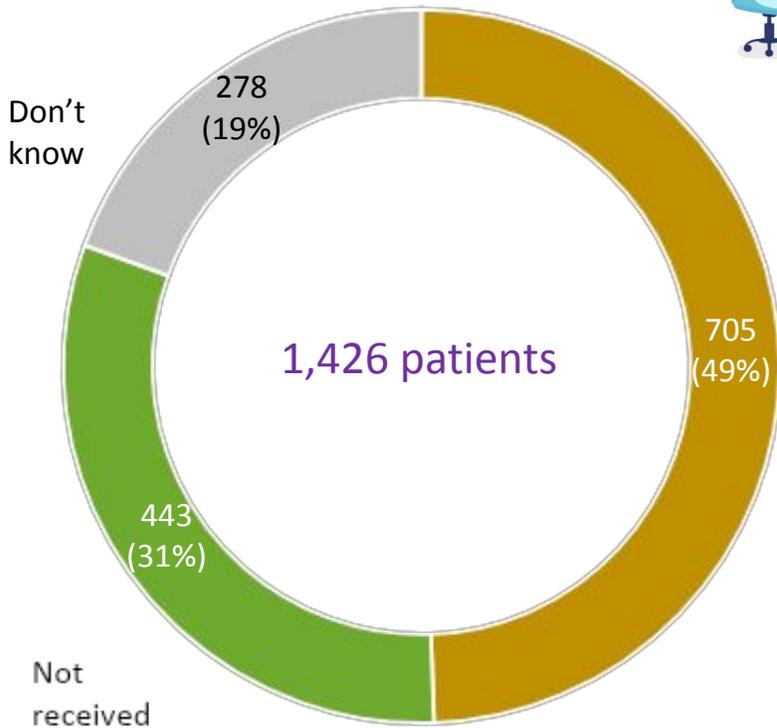
Evaluation  
(6-12 m after PDIS)



Staff Perspective

# PDIS Evaluation from Patients

## Received PDIS



**56%** Healthcare professionals explained PDIS

**Receive**  
 Patients: 68% (477/705)  
 Caregivers: 32% (228/705)

**74%** Patients read PDIS



### Self-care

Can the discharge information provided by the hospital help you to **manage your health or illness** in a better way?

### Caregiver Support

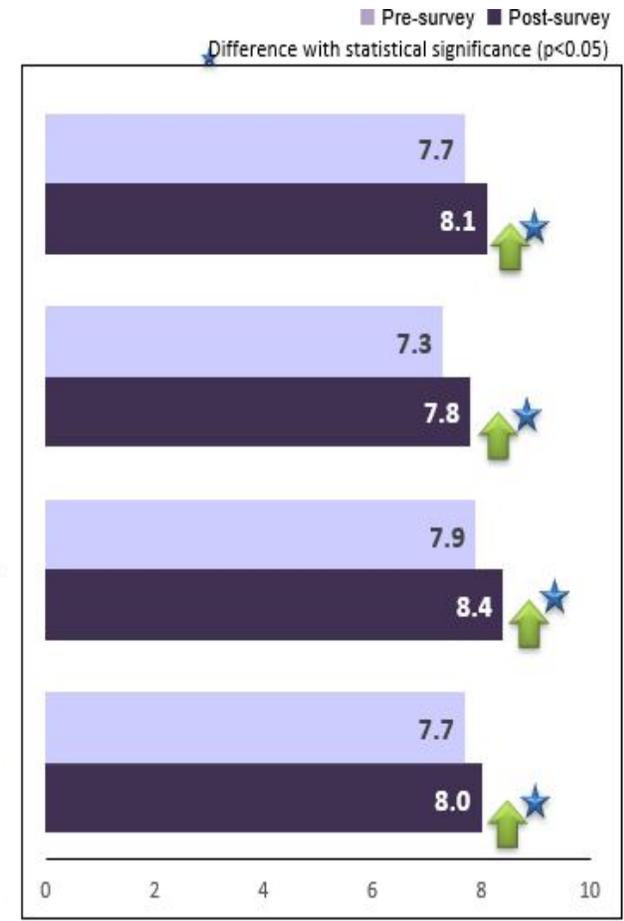
Does the hospital provide the discharge information **helpful to your family/ caregivers**?

### Discharge Information

How would you rate the given **discharge information** (including the information for drugs and follow-up appointments)?

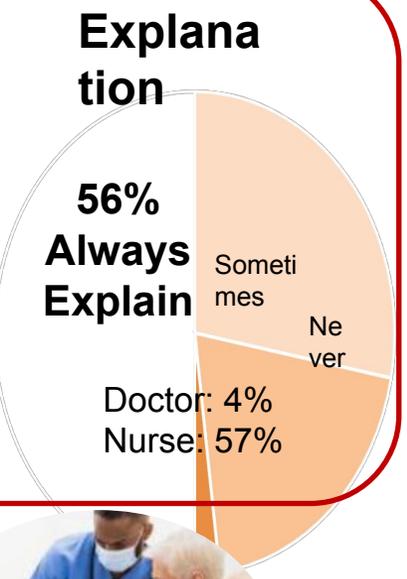
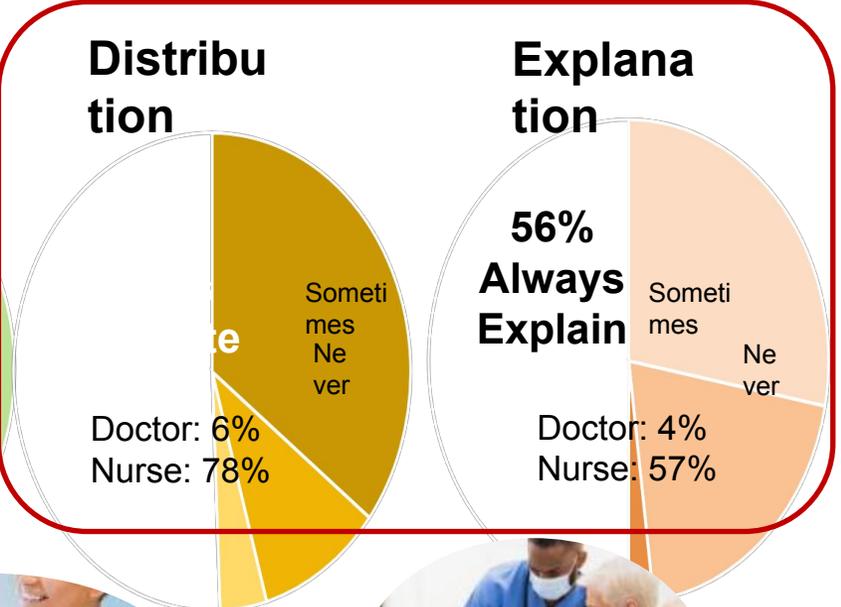
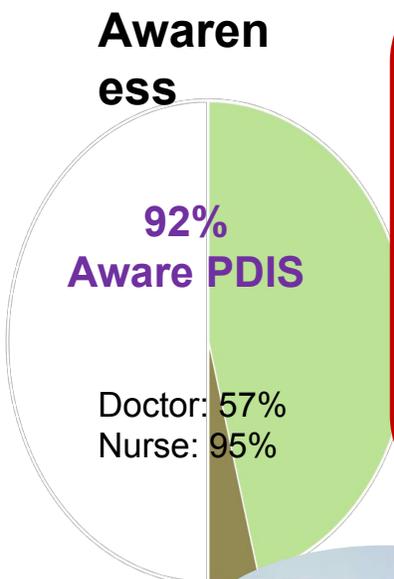
### Overall Experience

Overall, how would you rate the **inpatient experience**?



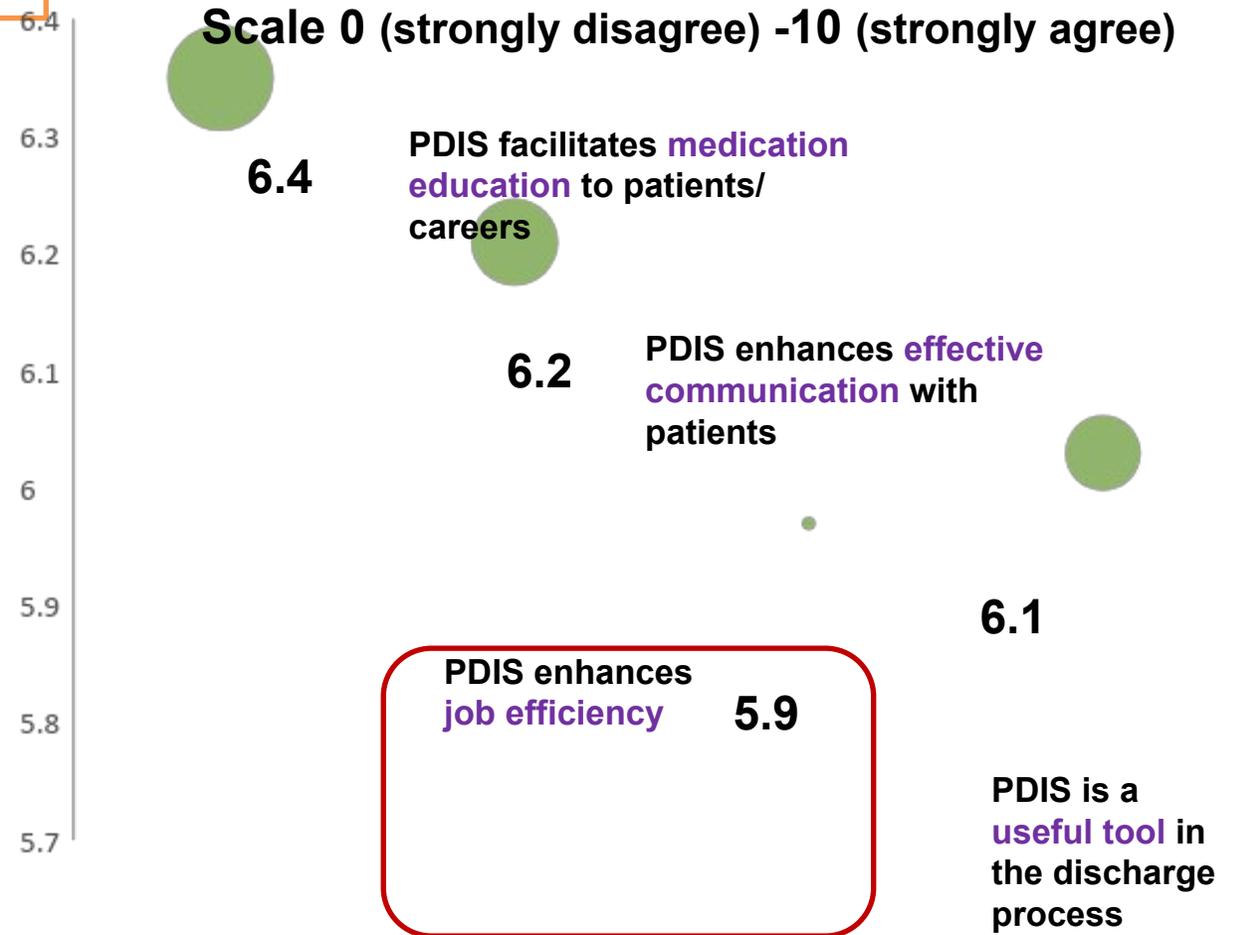
# PDIS Evaluation from Staff

**Total: 1375**  
(Doctor: 159; Nurse: 1,216)



## Perceived Benefit from PDIS

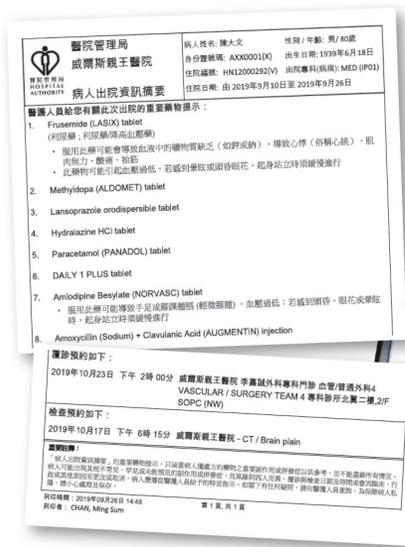
Scale 0 (strongly disagree) -10 (strongly agree)



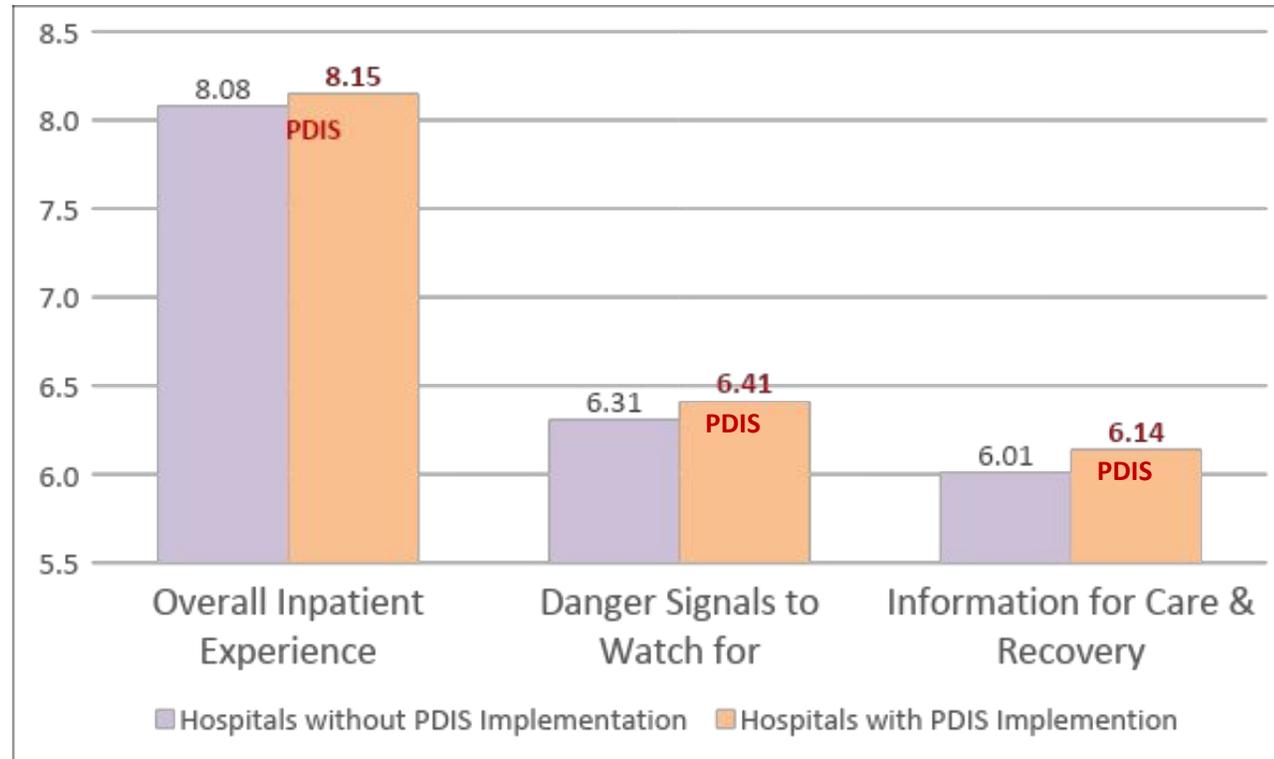
# Hospitals with PDIS vs Hospitals without PDIS

(2019 Inpatient Experience Survey)

Medicine Specialty



## Implementation of PDIS (2017-2018)



Implementation Science identify barriers & enablers to disseminate PDIS in staff

Wong et al. 2021  
Wang DY, Wong et al. 2024

# Latest Development of PDIS based on PERMs

## Pilot Scheme □ Recurrent Programme (Geriatric & Medicine Ward in all Public Hospitals)

1/ Hospital Authority  
病人出院資訊摘要

病人姓名: 徐大提 性別/年齡: 男/30歲  
 身份證號碼: MXX1918(X) 出生日期: 1991年6月16日  
 住院編號: HN21003840(W) 出院專科(病房): MED (SA)  
 住院日期: 由 2021年6月21日

醫護人員給您有關此次出院的重要藥物提示:

1. Gentamicin Sulphate injection
2. Morphine Sulphate prolonged release tablet
3. Simvastatin tablet  
 服用此藥物可能造成肝臟問題、肌肉病變、橫紋肌溶解症(肌肉傷害); 可能導致肌肉疼痛、壓痛或虛弱無力。
4. Free
5. Paracetamol (PANADOL) tablet  
 成人每日勿超過八粒。  
 六至十二歲小童每日勿超過四粒。
6. Aspirin tablet  
 (抗血小板凝結藥; 通常用作止痛劑、解熱藥和消炎藥)  
 服用此藥可能導致吐血、嘔吐物呈現咖啡色、血尿、黑便; 若有哮喘、腎臟問題、潰瘍病史, 請諮詢醫生。
7. Tadalafil (Free Goods) tablet

QR code: 享健康「智」輕鬆 Health in Your Hand  
 請掃描二維碼, 立即下載HA Go  
 Please scan the QR code and download HA Go now.

覆診預約如下:  
 2021年 7月28日 上午 9時 00分 虛癡醫院 牛頭角賽馬會普通科門診 高血壓營養師輔導  
 Hypertension Dietitian Counsel 牛頭角定安街80號三樓

檢查預約如下:  
 2022年 2月11日  
 2022年 7月

重要提醒:  
 病人出院資訊摘要  
 病人可能因誤用藥物  
 致或其非預期副作用  
 傷, 請小心處理。

列印時間: 2021年  
 列印者: Wong, J.



## Choice for Electronic & Printed Information (Mobile Apps – HA Go)



## Expanding to Outpatient Setting



# Patient-Reported Experience Measure-Driven Intervention

## Salient Medication Reminder in Post-discharge Information Summary

1/1 page(s)	病人姓名: 佘大雄 性別/年齡: 男 / 30歲 身份證號碼: M00K1918(0) 出生日期: 1991年6月16日 住院編號: HN21003840(W) 出院專科(填滿): MED (SA) 住院日期: 由 2021年6月21日
<b>病人出院資訊摘要</b>	
醫護人員給您有關此次出院的重要藥物提示:	
1.	Genitamicon Sulphate injection
2.	Morphine Sulphate prolonged release tablet
3.	Simvastatin tablet

### Printed Information

6.	Aspirin tablet 請吞服小瓶裝膠囊; 通常用作止痛劑、解熱劑和消炎劑。 服用此藥可能導致出血、嘔吐物呈現咖啡色、血尿、黑便; 若有任何嚴重情況, 請諮詢醫生。
7.	Tasadayl (Free Goods) tablet



### Electronic Information



### AGE



### LANGUAGE



### DISABILITY



Enable Me, 2024

# Salient Medication Reminder Post-discharge Information Summary



**Platform to pass information /  
communicate with patients**



**Patients' potential to take care of  
themselves in community**



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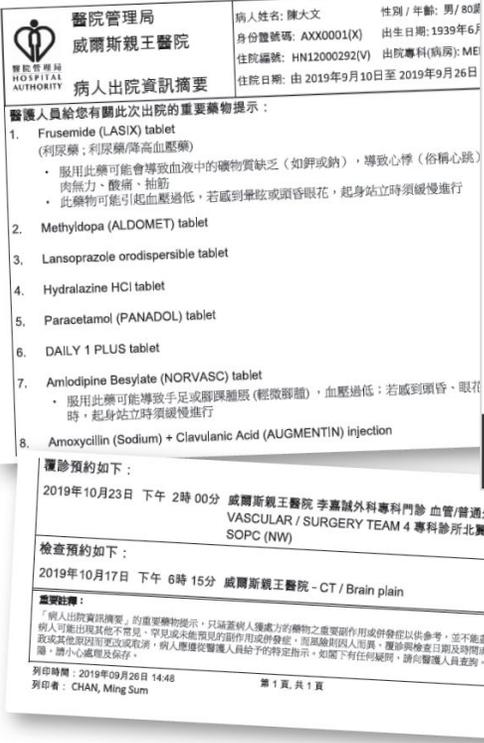


醫院管理局  
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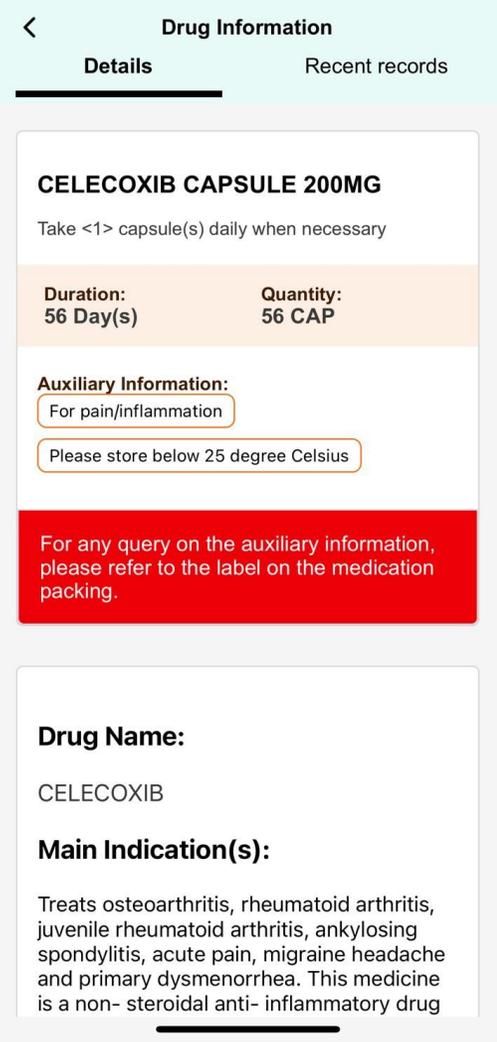
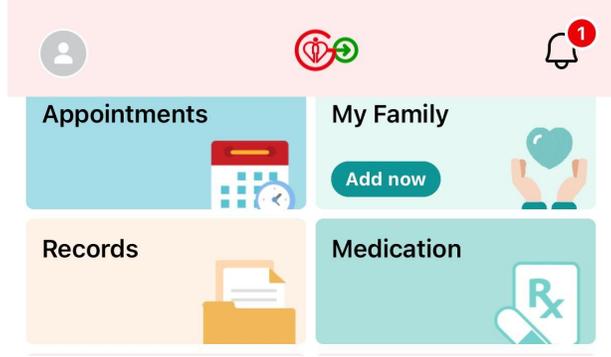
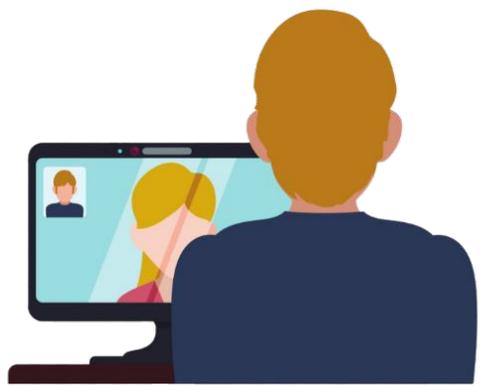
# Way Forward



該記錄僅供參考。如有任何疑問，請諮詢你的醫護以獲取詳細信息。



## Tele-health pharmacy services



## Clinical pharmacist services

# Is the Current Patient Experience Survey Exercise enough?



## Patient Experience Survey (Aggregated)

- Directions and priorities for improvement

## 2-tier Approach

**Systematic and comprehensive surveys**  
by an external agency  
in the scheduled period

**Short surveys**  
via HA Go on new  
service/programme or  
after the patients  
discharge



**Patient Narratives (Individual)**  
- provide more valuable insights into patient experience than check-box responses to standard questions on patient satisfaction surveys. People make sense of their experiences in narratives that they construct out of “what actually happened” from their perspective. “

**RETHINK** patient's needs ... Not only body function...but also human function

**REFOCUS** their obstacle to live with disease in community

**REDESIGN** the care with their community





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**THANK YOU VERY MUCH!**