What matters to you is not what matters to Isobel

• Paul Fake – Executive Director, Quality Improvement and Innovation

• Emily Powell – Clinical Quality Improvement Manager
Free to patients

Responded to 57,300 emergencies.

Attended more than 200 cardiac arrests, 5,000 falls, and 1,650 road accidents.

Answered 114,300 111 calls for help.

Covered 2.5 million kilometres!

Saved 3,555 people a trip to the hospital through over the phone advice and referrals.

We are the ones. 111
Experience or satisfaction?

• Terms are confusing and used interchangeably
• We are still measuring patient satisfaction
• Our high survey scores are misleading
Why measure patient experience?

Patient experience: Driving outcomes at the heart of healthcare

Jason A. Wolf, PhD
The Beryl Institute / Patient Experience Journal, jason.wolf@berylinstitute.org

2016

Patient experience with emergency department (ED) care is an expanding area of focus, and recent literature has demonstrated strong correlation between patient experience and hospital goals. The objective of this study was to perform a systematic review of existing literature to:

- Open

Conclusions: The data presented display that patient experience is positively associated with clinical effectiveness and patient safety, and support the case for the inclusion of patient experience as one of the central pillars of quality in healthcare. It supports the

TED talk worth hearing

FRED LEE

We are the ones. 111
The Challenge

Uncomfortable

Defensive

Public Image

Threatened
“I’ve learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel”

Maya Angelou
Why measure patient experience?
What is the matter with you?
Ask us some questions, and help us find some answers