

Patient Engagement Holiday Café

Saturday, December 10th, 2016



Introduction

In December 2016, the Windsor Family Health Team hosted a Patient Engagement Holiday Café as an enhanced way to incorporate the voices of patients into the decisions that will affect their care. Seeking input from patients -beyond the traditional survey method- will provide an important source of insight and ideas for quality improvement efforts and result in meaningful changes to health care services.

Process

Patients were recruited through various avenues. The Café was advertised in the waiting room, on the TV screen, through Facebook and patients were contacted who had expressed interest in participating in a focus group, through the Be Well survey.

The Manager of Quality, Experience and Patient Safety contacted interested patients and also coordinated and facilitated the event with the assistance of two Social Workers, one Nurse, one Nurse Practitioner and two Quality Improvement Decision Support Specialists. The Patient Engagement Holiday Café took place on Saturday December 10th between 12-2pm in the Windsor Family Health Team community room. Although 15 participants had signed up, only 9 participants attended and one participant responded to the questions via email. The incentives consisted of two gift baskets, three Tim's Cards and parking tokens.

Five stations were set up each posing one of the following questions:

Question 1 (Part 1): Where do you currently access information about the Windsor Family Health Team? What can we do to make information more accessible?

Question 1 (Part 2): What are the two most common/important pieces of information you seek out?

Question 2: We lease this space and we have the option- at the end of our lease- to stay or relocate. If we stayed here, what would you like to see to ensure your needs are met?

Question 3: When you come in for a visit, what do you find we are doing well? What do you think we can improve?

Question 4: How often do you go to a walk-in clinic? Why do you go there instead of here?

Question 5: With respect to the programs offered: What programs should we be offering? What would motivate you most to participate in one of our programs?

Results

Questions were designed to generate responses that will identify gaps in processes and services. Although the questions were designed to cover various domains, responses tended to overlap. Four major themes emerged from our analysis of the responses.

Theme 1: Use of Technology to Enhance Integration and Communication

Participants requested the Windsor Family Health Team leverage technology, such as emailing, website and other online tools to:

- Allow online appointment booking
- Newsletters (email and in print form)
- Online events calendar or website for workshop/program availability
- Urgent care availability
- Updating patients on provider coverage and availability- hours and changes
- Appointment reminders- text, email, automated message (48-72 hours in advance)
- Better promote Facebook
- Leverage email, texting capabilities for automated appointment reminders
- Leverage Facebook to communicate clinic hours, updates and events
- Leverage phone technology/capabilities for automated phone messages and updates when patient on hold
- Website/ Facebook- should have someone available to update and respond to questions and comments (not health related)
- Free access to wi-fi to pull information up on phone (if they want to visit the website/FB)
- Procedure and precaution for symptoms ie. Flu symptoms
- Health and treatment options on FB/website
- Open access hours should be promoted and update online
- Notify what precautions patients should take if they have condition “X”- just enough information to guide them in the right direction.
- Reminder calendar that automatically goes to patient after they have booked appointment

Theme 2: Health Care Services and Program Offerings -Patients value having access to a variety of services and programs

Health Care Services:

- Appreciate access to pharmacy, lab, dietitian, social worker
- Adding xray, ultrasound, EKG would be ideal
- Someone to demonstrate exercise routines
- Someone to review medications

Programs and Workshops:

- Exercise programs
- Tai Chi
- Mindfulness/ holistic based prevention
- Arthritis Fibro
- Cooking classes-cooking for kids
- Food related
- Women's health
- Hormone health
- Medication class
- Cold/virus information sessions
- Drop-in grief support
- Pain management
- Foot care
- Head trauma
- Naturopath
- Support groups
- Diverticulitis
- Time management classes

Theme 3: Quality customer service- Patients want friendly and accessible service

- Patients feel they are processed/seen quickly
- Wait time is reasonable- respected for the most part
- Staff are friendly and not intimidating

- Prompt at serving patients
- Sense the ‘teamwork’ approach
- Cleanliness
- Grab bar near some chairs to assist patients with limitations
- Designate specific seating area for patients to minimize spread of infection
- Patients appreciate when staff smile and make eye contact, rather than staring at the computer screen, upon checking in. This helps put patients at ease.
- Combined appointments with multiple providers- Physician and Social Worker
- Dr. Coates very thorough
- Like the code of ethics on our wall
- Our approach make patients feel empowered to make decisions

Theme 4: Access- Improvements from parking, to appointment booking and availability.

- Same day/ next day urgent appointments and Dr. Peterson’s open access are great
- Wait times are reasonable
- Urgent care availability
- More accessible and regulated parking. Designated parking for moms with children.
- More parking spaces, especially accessibility spots.
- Free parking spaces
- Parking availability short during peak hours
- Not enough accessibility spots
- Bus route
- Saturday hours needed (could reduce walk in clinic visits)
- Could all physicians provide open access
- Ticket dispenser or booth at entrance to avoid getting out of car to pay
- People generally like the location, but don’t like parking options
- First hour free

Exit Survey Responses

The Exit Survey was divided into 2 parts. Part I asked five questions and Part II asked two questions (see Appendix A). Below are the responses.

Patients heard about this event through:

WFHT Staff	89%
Phone	22%
Email	11%
TV in Waiting Room	11%
Recommended by friend who recruits doctors for area	11%

The participants responded 100% to each of the remaining questions on the survey:

1. Thought the event objective and details were clear and were promoted effectively
2. Found the location and atmosphere appropriate for this event
3. Found the rotation times to be adequate for information exchange
4. Overall rating of this event
5. Would come again for future patient engagements

77% said they would be interested in being a Patient Experience Representative

Appendix A

Part I

Patient Engagement Holiday Café Exit Survey

1. How did you hear about this event:

Windsor Family Health Team Staff

TV Screen in Waiting Room

Facebook

Flyer

Other _____

Scale of 1-Lowest to 5-Highest

2. I thought the event objective and details were clear and were promoted effectively

1 2 3 4 5

3. I found the location and atmosphere appropriate for this event

1 2 3 4 5

4. I found the rotation times to be adequate for information exchange

1 2 3 4 5

5. Overall rating of this event

1 2 3 4 5

Part II

Patient Engagement Holiday Café Exit Survey

1. I would come again for future patient engagements

Yes

No

2. I would be interested in being a Patient Experience Representative.

**Patient representative would be engaged by Windsor FHT- two to four times a year- to speak on behalf of other patients on issues related to patient needs, concerns and barriers and offer ideas for future patient engagement sessions.*

Yes

No

Name: _____

Phone Number: _____

Email: _____