

Improving Patient Satisfaction at Discharge at West Parry Sound Health Centre

- **Organization:** West Parry Sound Health Centre
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Overview

The initiative, titled “Improving Patient Satisfaction at Discharge,” was launched with the primary objective of enhancing patient satisfaction and ensuring that individuals felt adequately supported with the necessary resources at the time of discharge. The project focused on a thorough review of discharge documentation and strengthening data collection processes to inform practice. Staff engagement was central, with a strong commitment to preparing patients for their transition from hospital to home. The introduction of the Patient Navigator role proved especially impactful, patients appreciated the human engagement and the interaction allowed for candid, robust feedback from patients to drive improvement efforts. The initiative is ongoing, with continuous efforts to identify and implement further improvements for sustained positive outcomes. The priority issue addressed was patient experience, measured by the percentage of respondents who felt they received enough information about post-discharge concerns.

Key Elements of Initiative

Change Ideas Tested or Implemented

- Implementation of the Qualtrics Survey
- Discharge documentation review
- Discharge follow-up phone calls (within 24–48 hours of discharge)

Team Members Involved

- Patient Navigator
- Nursing & Allied Health care teams
- Administration/IT team



Target Population

- Patients discharged at higher risk, and as many discharged patients as possible

Objective of Change Ideas

- Connect with patients (especially high risk) to ensure they received adequate information at discharge
- Patient Navigator supported patients with referrals and guidance to services, delivered patient survey and collected additional feedback
- Implementation of the Qualtrics patient survey for benchmarking and streamlined delivery

Measurement Progress

- Review of survey results (quantitative and qualitative) recorded by the Patient Navigator
- Monitoring of survey results delivered via Qualtrics

Implementation Experience: Successes & Challenges

Results/Early Wins

- Patient Navigator discharge calls were highly successful, with positive patient feedback
- Patients appreciated human engagement and support, and were connected to additional resources as needed

Challenges:

- Difficulty reaching discharged patients via email (lack of email addresses or reluctance to share)
- Concerns about legitimacy of email-based surveys (perceived as spam), low uptake of electronic survey completion

Solutions:

- Introduction of QR codes and tablets for in-person survey completion
- Use of follow-up phone calls for feedback and support (completed by Patient Navigator)

Enabling Factors:

- Team-based approach and collaborative dynamic
- Staff commitment to excellence in patient-centred care
- Multidisciplinary collaboration (nursing, rehab, social work, discharge planning)
- Engagement of the Patient Navigator role

Advice for Other Teams

- Personal, human connection through follow-up calls is key to building trust and eliciting meaningful feedback (through patient navigator)
- Multidisciplinary team approach to discharge process and document review

Future Steps & Sustainability

- Building on the Work:
 - Continue to expand inpatient survey responses
 - Implement tablets in clinical areas and QR codes in patient handbooks
 - Further develop the Patient Navigator role and expand data collection
 - Ongoing tweaks to the discharge process based on patient feedback
- Embedding into Practice:
 - Incorporated into routine workflows and ongoing quality improvement efforts
 - Regular review of patient feedback (surveys, calls, case reviews)
- Use of readmission and outcome data to identify gaps and guide improvements

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