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Introduction

A review of the models of care in four Urgent Care Centres (UCCs) identified information about patient experience as a gap. Investigation of viable options to capture feedback concluded that SMS text message would be a low cost and efficient method of sending a patient experience monitor to patients. There was also an indication that it would yield a higher response rate than traditional mail out surveys or e-mail surveys.

Aim

This project aimed to implement an efficient and effective way to capture patient feedback after they attended an UCC.

Survey Questions

* 1. How would you rate the care you received at the Urgent Care Centre?

- Poor Care
- Fair Care
- Good Care
- Very Good Care
- Excellent Care

* 2. How did you know about the Urgent Care Centre service?

- Always knew the service was available
- GP told me to come to the Urgent Care Centre
- Family or friends told me about the service
- I saw a media advertisement about the Urgent Care Centre
- I searched on the internet
- I saw the service on Facebook
- Other (please specify)

3. Would you like to add anything else about your visit and/or family member's visit at the Urgent Care Centre? Optional

Conclusion

The SMS patient experience survey provided important data of patient's experiences of UCC care and allowed for initiation of recommendations for quality improvements. This process has potential to be replicated at other rural UCC services.

Results:

45%
response rate

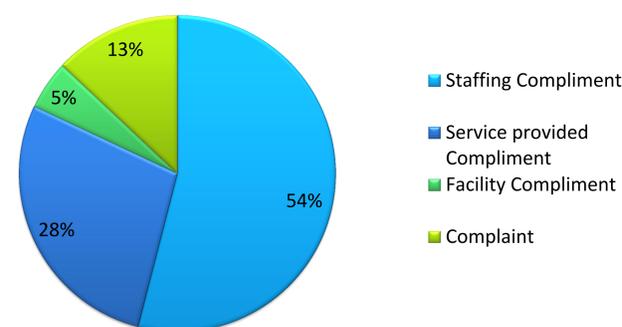


463 patients
completed the
survey



209 patients made
a comment about
their Urgent Care
experience

Comments from Urgent Care Survey



Method

The Project Team developed a detailed guideline for administering the survey to patients taking into account relevant Privacy Law and industry practice. Clear patient inclusion and exclusion criteria were defined. Implementation of the Patient Experience Monitor was centrally co-ordinated by the Project Team and consistent across all partner sites. Paper based surveys (with reply paid envelopes) were also provided as an option for patients. An SMS web-texting service (Message Media) was commissioned to send the text messages and message templates were customised for each health service. The survey involves three areas for feedback.

Acknowledgments

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