

# Patient-Centred Measurement in British Columbia: Statistics without the Tears Wiped Off

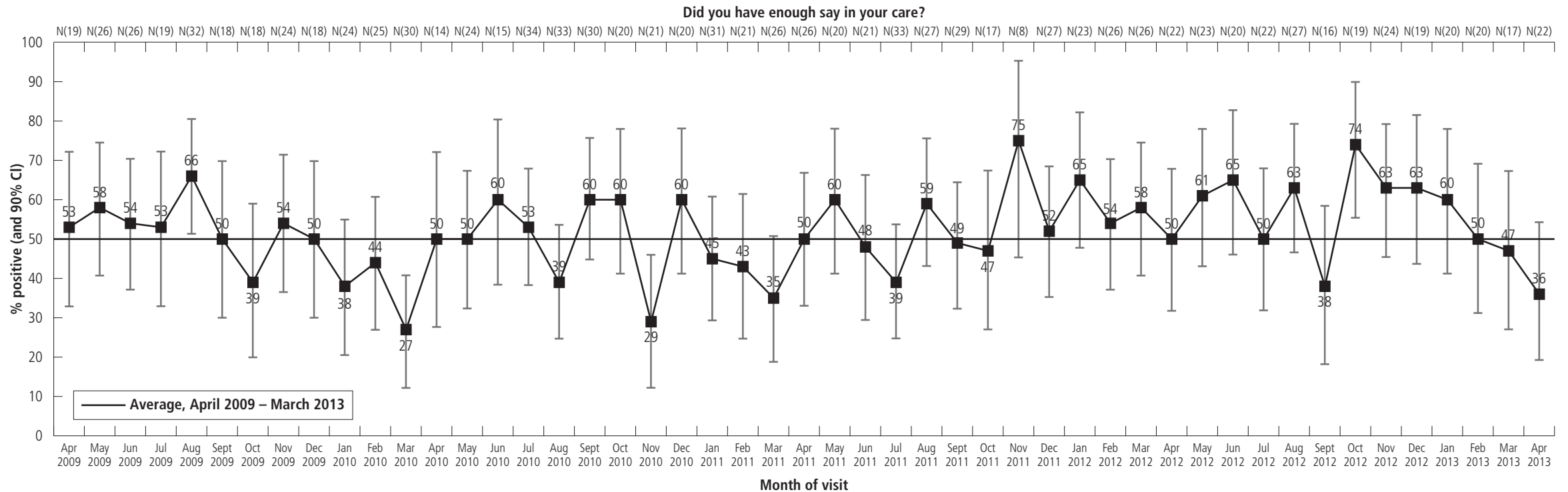
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**Figure 1. Integrated quantitative and qualitative monthly report with annotations**

**(XX HA) XXXX Hospital**

**This report was created on Monday, July 22, 2013**

**BC ED Patient Experience – Monthly Results**



**Comment [LP1]:**

**OBSERVATIONS:** The score in April represents the fifth consecutive data point (Nov and Dec count as one as their scores are identical) where the scores have decreased from the previous month. This is indicative of a new **NEGATIVE** trend – a sustained change over time – and started as early as Nov/Dec 2012.

**QUESTIONS:** Increasing patient involvement in care is often a focus of patient-centred care, but can be very challenging to integrate in an ED setting. Does your ED have any current (or past) initiatives that attempt to tackle this aspect of care? If so, why do you think it did not have the intended effect on patient experience? Moving forward, what are some manageable changes that can be introduced by your team that can impact this area of patient experience?

**Patient Comment:** “The biggest concern was that I explained I had two issues that needed to be looked at, and the entire medical staff refused to look at the second one, and considered my visit complete after the first issue was treated. This was a sign that no one was listening to what my actual issues were, they just wanted to process me and get me out the door in a timely manner. Thank you.”