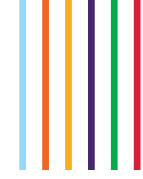


Unlocking Patient and Consumer Experience in SWSLHD

Natalie Wilson
Director Transforming Your Experience
South Western Sydney Local Health District

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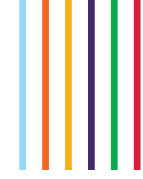




What is patient experience?

” the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions, across the continuum of care”.

The Beryl Institute



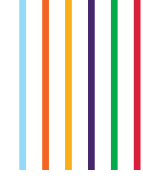
Why patient experience is important

Positive patient experience

- Better outcomes overall
- Less like to be re-admitted
- Less likely to have complications post care
- Better adherence to medical advice

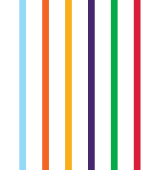
How we collected patient experience





My Experience Matters

- In-time, all services
- At a unit level
- Aggregate the data to a Facility level and organisation level.
- Standardised
- Quantitative data
- Qualitative data
- In 9 languages + English
- Vulnerable communities



My Experience Matters Outcomes

- Over 100,000 surveys submitted.
- Improvements at local level and organisation wide.
- Trended improvements in patient experience and engagement
- Staff more engaged with patient experience data





Embedding My Experience Matters

- Processes and structures
- Measure, monitoring and reporting
- Leadership
- Training and education
- Accountability
- Stakeholder engagement
- Resources
- Adaptable

Lessons Learned

Find the value add for staff
Share successes and challenges
Give autonomy to units in how they collect surveys
Make collection as easy as possible
Share the outcomes with teams including compliments and recognition
Reflect and review





**South Western Sydney
Local Health District**