



**BCKD<sub>19</sub>**  

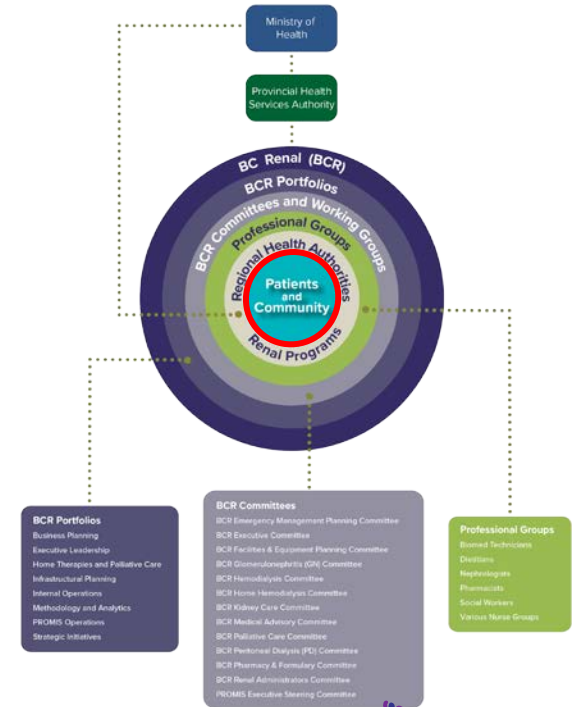
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**BC KIDNEY DAYS**

**Measuring Kidney Care Experience in BC**

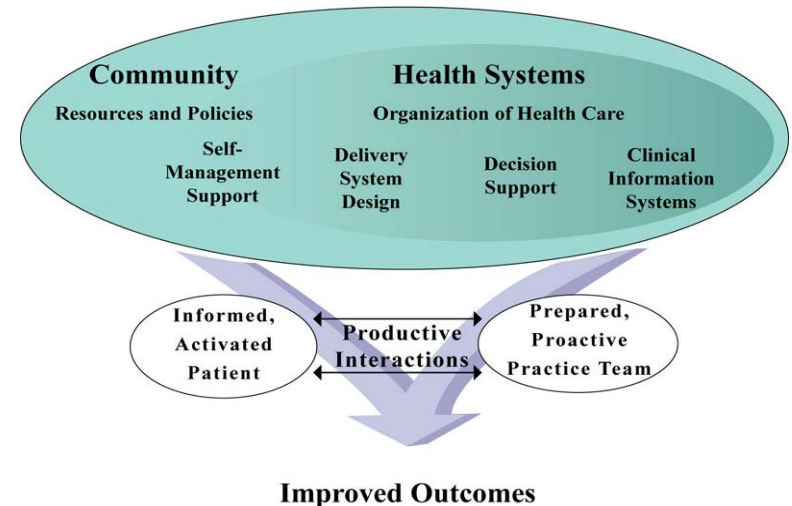
# Why do we measure patient experience?

- Patient Experience = unique and vital aspect of health care quality
- Measure quality of care from patient perspective
- Incorporate patient voice to enhance accountability and support improvements for person-centred care



# How do we measure patient experience?

- Patient Assessment of Chronic Illness Care (PACIC)
  - Measures aspects of quality consistent with the Chronic Care Model
  - Emphasizes self-management support based on patient-health care team interactions
- 20 questions in 5 subscales
  - Patient Activation
  - Delivery System/ Decision Support
  - Goal Setting/ Tailoring
  - Problem Solving
  - Follow-up



# How did we conduct the patient experience survey?

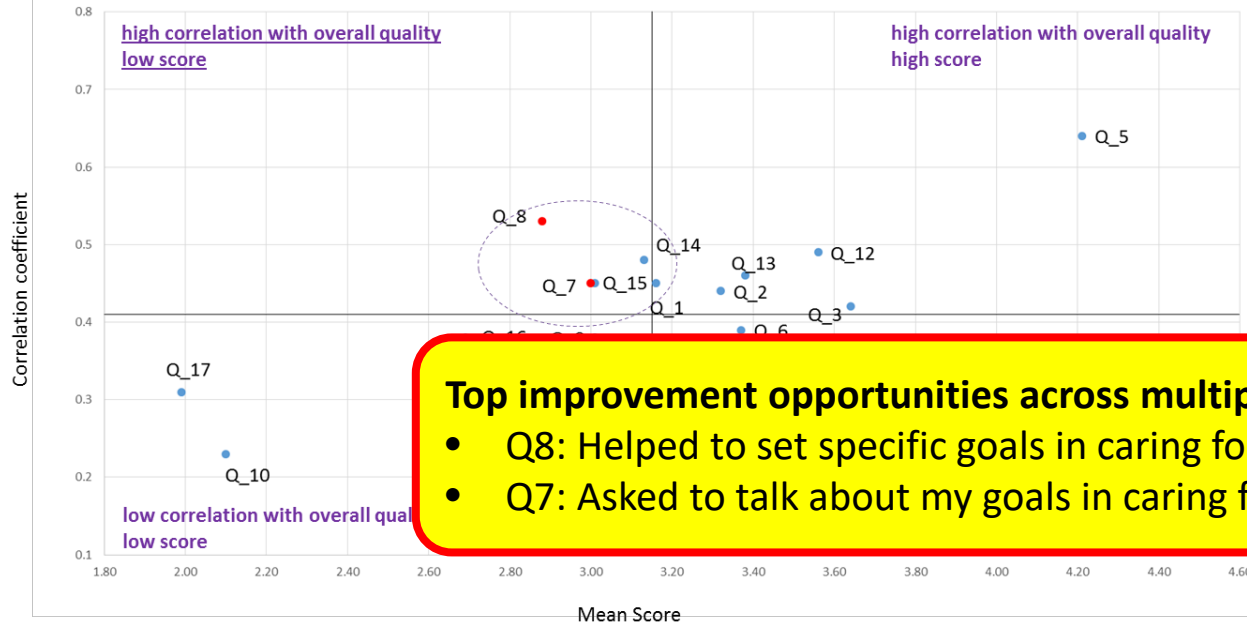
- PACIC was administrated 3 times in past decade
- All patients actively receiving care at a kidney clinic or dialysis in the five health authority renal programs were sent survey by mail
- Extensive coding - by modality\*, health authority and facility
- Anonymous responses
- 2016 survey was fully administered by BC Renal
  - Data collection
  - Analysis
  - Reporting—modality and HA
    - <http://www.bcrenalagency.ca/health-info/disease-system-statistics>
  - Action planning
    - Strategic planning in provincial committees and health authorities
    - Province-wide effort



\* modality: non-dialysis, hemodialysis, peritoneal dialysis, home hemodialysis etc.

# Improvement opportunity: Patient goal-setting

## RESULTS



## NEEDS IMPROVEMENT



Goal-setting with Patients

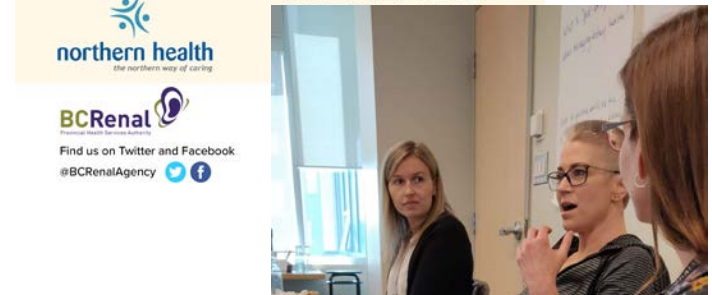
### Top improvement opportunities across multiple modalities and programs:

- Q8: Helped to set specific goals in caring for my condition.
- Q7: Asked to talk about my goals in caring for my condition.

# Province-wide action planning

- Focus groups of frontline clinicians, patients and families to better understand and discern what we could do to improve patient goal-setting
- Seven focus groups in five health authorities
- Next steps
  - Collate and analyze findings from focus groups in all renal programs
  - Plan for collective actions to improve patient goal-setting as a provincial renal community
  - Roll out and verify change in next survey

**Ask, listen and do what matters is rooted in partnerships**





# Thank you!

Helen Chiu

[hchiu@bcpra.ca](mailto:hchiu@bcpra.ca)

604.802.8400