

## KPI Advisory Group : Patient Experience KPI Subgroup

The KPI Advisory Group considered the Briefing paper developed by the Patient Experience KPI Subgroup on October 11<sup>th</sup> 2017 and following discussion it was proposed that the **Person-centred Practice KPI survey** should be carried out within **Mental Health Services** commencing October 2018

The Patient Experience KPI Subgroup reconvened on 29<sup>th</sup> May 2018 and develop the following proposed phased approach.

### 1. Selection of participating areas for Phase One:

Inclusion criteria for the areas to be surveyed will need to be agreed for those individuals who are acutely ill and require care as follows:

Inclusion Criteria for Phase 1
Mental Health settings to include
<ul style="list-style-type: none"><li>• Psychiatric Intensive care Units ( PICU)</li><li>• Acute in patient</li><li>• Addiction detoxification units</li><li>• ?? others</li></ul>

### 2. Selection of participating areas for Phase 2:

Additional consideration to be given following Phase 1 to testing within the specific groups including those individuals who are under 18, over 65 and within Forensic, Low secure units and Prison health care

### 3. Selection of Participants

- Adults over 18 years of age on discharge from the selected areas
- All patients, carers or significant others who **consent** to participate
- All patients, carers or significant others **willing and able** to complete the survey

### 4. The approaches to data collection using the iMPAKT APP from the KPI work (**iMPAKT: Implementing and Measuring Person-centredness using an APP for Knowledge Transfer**)

### 5. The protocol for completing the survey is outlined in the following flow chart over leaf , this will need to be reviewed in light of the revised services to be surveyed

### Process using iMPAKT App

- 1) Approach participant 24hours prior to discharge when possible
- 2) Provide information on the purpose of the survey and what it will entail (e.g. The 8 questions to be completed anonymously)
- 3) Prior to discharge, confirm willingness to complete the survey
- 4) Offer a quiet area to complete the survey using an iPad, or offer assistance as required
- 5) Check if any questions or concerns

### 6. Advantages and challenges of using the IMPAKT APP

Advantages	Challenges
<ul style="list-style-type: none"><li>• Live data</li><li>• Quick and easy to complete</li><li>• Attractive to IT literate (Generation Z)</li><li>• Easy to analyse data</li><li>• Secure data storage</li></ul>	<ul style="list-style-type: none"><li>• IT department permissions</li><li>• Access to /lack of IT equipment</li><li>• Maintenance of equipment</li><li>• IT infrastructure – Wi-Fi issues</li></ul>

### 7. Additional considerations:

- Consider the number of responses from each area to ensure reliability of data (suggest as many surveys responses as there are beds within the unit as the minimum number per area)
- Confirm number of areas which would meet the inclusion criteria for each Trust