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Improving Sleep Services through Addressing the Feedback Collected from Patient Satisfaction Survey in KH RMD

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Introduction

The sleep laboratory in Department of Respiratory Medicine(RMD) of Kowloon Hospital(KH) provides diagnostic and therapeutic interventions for patients with sleep related breathing disorders. Studies found that patient satisfaction survey helps service improvement.

Objectives

1. To evaluate patient's satisfaction towards sleep services of KH RMD; 2. To identify service gap; 3. To form a platform to encourage patient feedback; 4. To act as part of continuous quality improvement initiative in KH RMD

Methodology

In 2013, a patient satisfaction survey was first conducted to assess patients' satisfaction towards sleep services in KH RMD. Patients admitted to sleep laboratory were invited to participate. Thirteen questions were set to assess their experiences in sleep clinic and sleep laboratory, and to rate our staff's overall performance. Patients were asked to rank their experiences into five categories: "very satisfied", "satisfied", "acceptable", "unsatisfied", and "very unsatisfied". Their feedback provided information on areas that need service improvement. Interventions were implemented accordingly. After two years, another survey using identical set of questionnaire was conducted for comparison.

Result

Twenty-six patients and sixty-five patients were admitted to our sleep laboratory in September/October 2013 and June to August 2015 respectively. Response rate was 100%. Their baseline characteristics were comparable. Results from 2013 survey showed that information provided to our patients was suboptimal. Some of them were

unsatisfied with the physical environment of sleep laboratory. In response to their feedback, videos and pamphlets were prepared for patient education. Individual counseling was provided by a dedicated nurse-led sleep clinic. Physical environment of sleep laboratory was enhanced. With these measures, good improvement in patients' satisfaction towards sleep laboratory environment(14%) was shown by 2015 survey. Twenty-five percent more patients and 18% more patients were more satisfied with the washroom cleanliness and room temperature respectively. An average of 6.4% more patients were more satisfied with the information we provided. About 10.5% more patients were more satisfied with the professionalism of our staff. Overall satisfaction towards our sleep services improved from 88% to 97%. Improvement in sleep services in KH RMD over the last three years was demonstrated, largely attributed to our staff's efforts in addressing patient's feedbacks. This survey would be repeated periodically. Other sleep centers in Hong Kong were recommended to launch similar survey to achieve service improvement.