

INTRODUCING



REAL TIME FEEDBACK 2015





Who are we?

Public policy surveying – design/ test / implement / analyse

Last 4 national health surveys

Currently NZ Health Survey, 20,000 houses per year, next 4-7 years, NZ Crime and Safety Survey

Research / evaluation

Mainly HRC/MoH funded investigations e.g. Evaluation of Primary Health Care Strategy, Nursing Outreach, Māori Provider Development Scheme

HealthStat primary health care intelligence

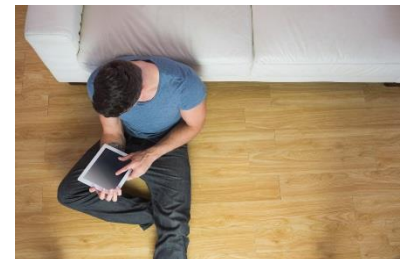
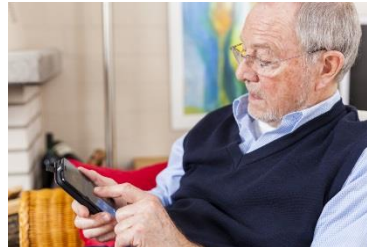
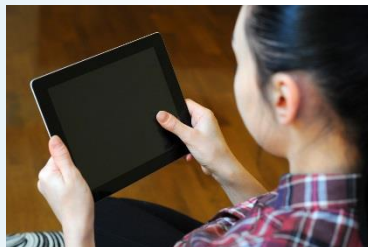
Clients: ACC, national influenza surveillance, MoH programme monitoring – National Depression Initiative, PHOs and DHBs

HDC Pilot Programme 2014

Develop an electronic survey system
to allow consumers of mental health/addiction
services to provide feedback in real time

6mths data collection - 7 sites, 35 devices, 2300 results

- Counties Manukau DHB
- Waikato DHB
- Northland DHB
- Waitemata DHB
- Odyssey House –youth services
- Youth Horizons youth services
- Turuki Primary Healthcare



Project Governance

Advisory group monthly meetings representation included...

- Mental Health Commissioner
- HDC staff and administrator
- Mental health clinicians and service provider managers, including representation from the pilot sites
- Consumer consultant/advisor
- Family/whānau advisors
- IT subject matter expert
- The Ministry of Health
- The Health Quality and Safety Commission (HQSC).
- CBG representatives
- Evaluators

Programme of background
research and literature
review

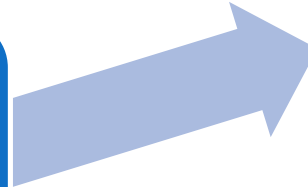
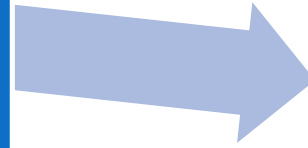
Consultation with...

- Providers
- Consumer and family groups at pilot sites
- AG / HDC / CBG expertise

Continued feedback
Site visits/workshops
throughout leading to
further question
modifications-simplified

Question
Design

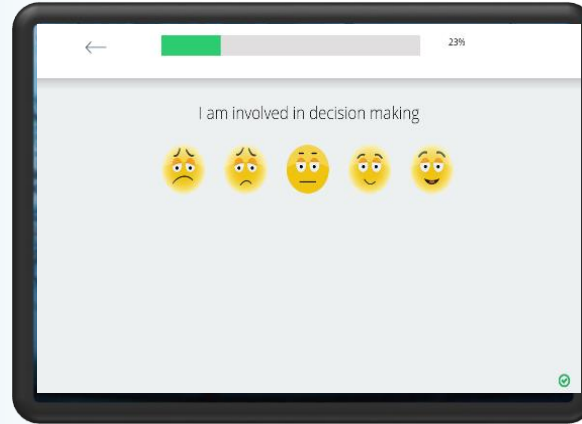
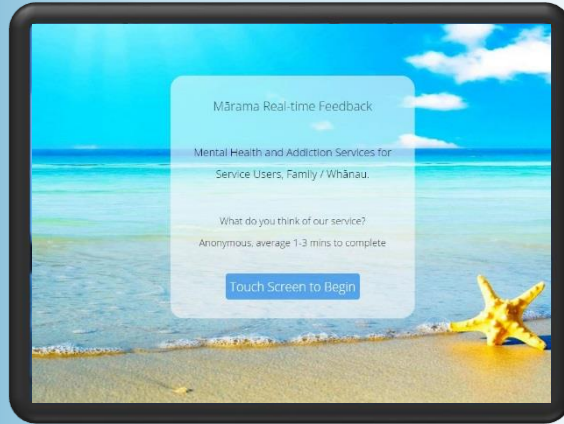
Opportunity for further
feedback and
modifications in 2015



Core set of questions with a small number of customisable questions provides...

- Benchmarking against other service providers over time
- Tracking local issues unique to service
- Flexibility to include own logo, edit title text to align with their service identity





- Touch screen devices
- Seven questions asking to rate experience
- 3 demographic questions
- Complete as service user or support person
- Takes about 3 min
- No identifying info asked
- Free text option

7 Different Languages

- English
- Māori
- Tongan
- Samoan
- Chinese
- Korean
- Hindi



Core Questions

- I feel respected
- I am involved in decision making
- The people I see communicate with each other when I need them to
- My family / whanau are given information and encouraged to be involved
- I have the support I need for the future
- Our plan is reviewed regularly
- I would recommend this service to friends and family if they needed similar care or treatment
- Is there anything you want to say about your recent experience with the service or anything you think we can improve on?

Additional Questions

- My culture and beliefs are respected and acknowledged
- Family relationships are improving as a result of ...
- How long have you been involved in ...
- I can access support to help me be involved with education or work
- I have my appointments within a reasonable time frame
- Our plan is reviewed regularly and our needs are addressed
- Which team are you here to see?
- My expectations are being met

Learnining from Pilot / Evaluation

Approaches to collecting feedback

- Influenced by service and physical location
- Before or after appointment?
- Active invites (Consider confidentiality/privacy)
- Passive engagement

Inconsistent approach from admin staff due to...

- High work load/other priorities
- Fear of approaching distressed/angry people
- Uncertainty - how often to ask same people
- Fear of devices being damaged or stolen



- Limited Wi-Fi access –periodically or real time
- Collects data offline
- Availability of support - provider IT teams
- Ownership of devices

Recommendations

- Use of volunteers in busy reception areas- nominating days to staff
- A site champion/device ownership at service level
- Training and support on how to ask for feedback - incl admin/reception
- Guidelines- who to ask, how, when and how often
- Support of management -info is disseminated constructively and gets provider buy-in
- Involve local IT teams at implementation

Recommendations

- Cheaper devices to reduce concerns around theft (consider environment)
- Fixed stands- (limits privacy and flexibility)
- Access to results/changes made
- An effective governance structure that looks at how to use the information to drive change
- Use of additional questions to get more service specific feedback

Recommendations

- All pilot sites wanted to continue with RTF
- Managers and providers mostly positive about potential to increase quality of care

Consumers, family/whānau ...

- Generally positive and enjoyed using the devices
- Enthusiastic about access to results
- Liked simplicity of the 'smiley-face' response options
- Liked the length of the survey

National Roll Out - Commitments

HDC in collaboration with CBG have committed to...

- DHB's invited to join as a priority group, NGO partners encouraged
- Host two national workshops
- Work with the MoH in their intent to replace the DHB Consumer Satisfaction Survey
- Service/survey improvement
 - Text feedback
 - Further software and analytics development

National Roll Out - Site License

- What is a 'site'?
- Use of Marama RTF survey software
- Access to Survey Designer
- Data collection from 5 devices
- One survey- HDC RTF question set

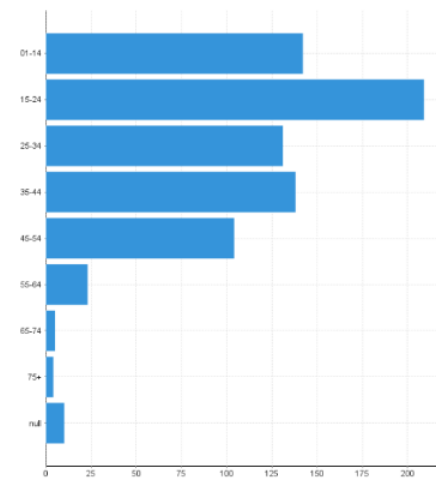
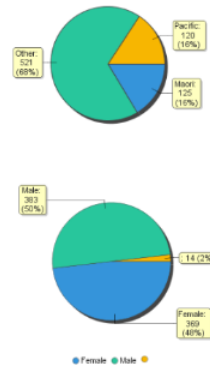


National Roll Out - Site License

- html code for embedding reports in third party applications or websites
- Marama RTF live results dashboard
- Set of organisational detailed reports- BI tool for developing own reports



This report shows the number of clients completing patient satisfaction surveys, regardless of what service they used in your organisation. Scroll down for all ethnicities.



National Roll Out – Raw text data

Role	Edit/Create reports	Distribute reports	View Reports	Access question raw data (excl text)	Access text feedback raw data
Designer	✓	✓	✓	✓	✗
Editor	✗	✗	✓	✓	✓
Viewer	✗	✗	✓	✗	✗

Training and Support

- DHB visit
- 'How to' videos
- Live and recorded webinars demonstrating BI tool for the analytics/survey designer
- Resources- including leaflets, posters, bank of questions
- 0800 support
- Work with key individual at each site to ensure able to use the software and are able to load and run the survey/s (train the trainer)
- Sites are responsible for own wider staff training



Mārama Real-time Feedback

Mental Health and Addiction Services for
Service Users, Family / Whānau.

What do you think of our service? Anonymous,
average 1-3 mins to complete

Touch Screen to Begin



Log In

Forgot Password

Sign Up

Please provide account details

Email

Password

Log In



Active Survey



My Account



Survey Mode

There is no active survey loaded on this device

Please enter the Survey ID and password to download a survey

Download

Downloading Survey



97%

Thanks for waiting

Cancel Download



Active Survey



My Account



Survey Mode

Survey ID cbghdc is active

There are no responses stored offline on this device

User Device Name:

device1

Reporting Group:


Inpatient ▼

Device Name:

GT-P5210 439af586eb2e7495

Save Settings

Deactivate Survey



Log In

Forgot Password


Sign Up


Please provide account details


Email

Password

Log In

Active Survey

My Account

Survey Mode


There is no active survey loaded on this device


Please enter the Survey ID and password to download a survey


Survey ID

Password

Download

Active Survey

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