




Te Tāhū Hauora
Health Quality & Safety
Commission

Understanding patient experience



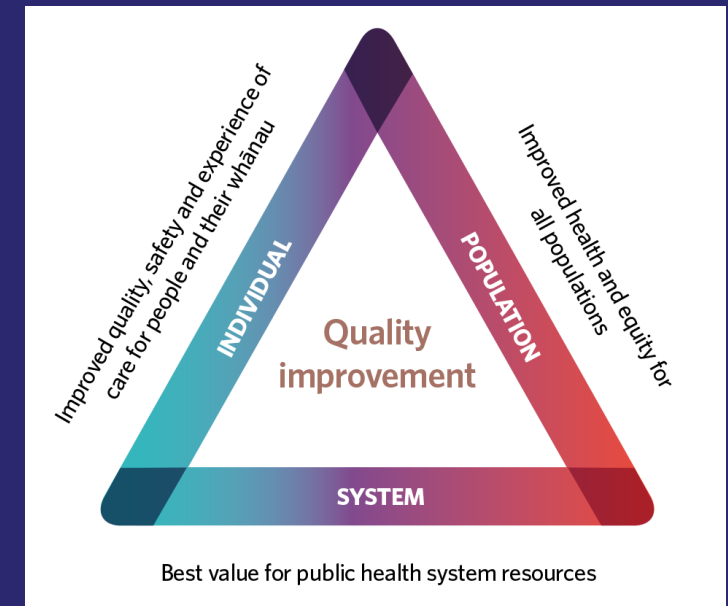
What is patient experience?

Patient experience: What did or didn't happen during the visit, eg, medicines were explained in a way they could understand.



Why measure patient experience?

- Important dimension of health quality
- Improved clinical effectiveness
 - increased adherence to treatment
 - better use of preventive services
- Better health status
- Impacts on hospitalisations and re-admissions.



Resources

- Publicly available reporting: <https://www.hqsc.govt.nz/our-data/patient-experience/survey-results/>
- From PES to PDSA – Workbook: Using adult primary care patient experience survey data for quality improvement: <https://www.hqsc.govt.nz/resources/resource-library/from-pes-to-pdsa-workbook-using-adult-primary-care-patient-experience-survey-data-for-quality-improvement/>
- Measuring culturally safe care through the patient experience surveys: <https://www.hqsc.govt.nz/resources/resource-library/measuring-culturally-safe-care-through-the-patient-experience-surveys/>

