

Background

- ❖ Patient feedback, including both concerns and compliments, is an underutilized but valuable source of data in the ambulatory care setting that has the potential to enhance healthcare quality and safety^{1,2}.
- ❖ Analyzing both types of data can provide a patient-centered perspective on the practices and behaviors essential for establishing a resilient healthcare system².
- ❖ Within the province of Alberta, patients can direct their concerns to Alberta Health Services (AHS)³ or through the Patient Concerns Resolution Process (PCRP)⁴, which is available to patients, family members, and the general public.

Aim

- ❖ Examine the extent of patient experience feedback related to ambulatory physicians and identify existing practices perceived positively and those that are experienced negatively by patients.
- ❖ This study will contribute to a better understanding of patients' feedback involving physicians in the ambulatory care setting and to inform the development of improvement strategies that benefit both patients/families and physicians.

Methods

- ❖ 757 anonymous concern reports and 166 anonymous commendation reports for 6 years [2017-2022] were reviewed, representing the 5 Alberta health zones.
- ❖ University of Alberta Health Research approved study Ethics Ref: Pro00133040
- ❖ Explanatory Mixed Methods Design
- ❖ **Quantitative data collection:** Anonymous AHS patient concerns and commendation quantitative data accessible via an AHS Tableau dashboard was accessed by a data analyst and placed into a password protected Excel document.
- ❖ **Qualitative data collection:** Based on the findings from the quantitative data review, textual concerns and commendations comments from patients were requested for the ambulatory care setting that involve physicians only and were provided by a data analyst in a password protected Excel document. A content analysis, using the Healthcare Complaints Analysis Tool (HCAT)^{1,2} was used to categorize the textual data, developing themes.
- ❖ **Integration:** Integrate and comparison of the emerged concerns and compliment themes.

Data Analysis

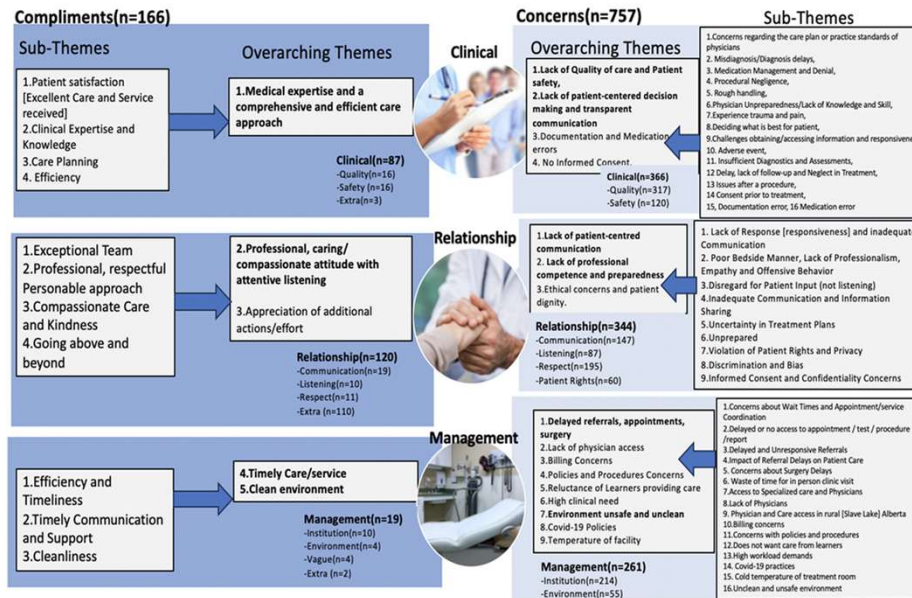
- ❖ **Quantitative data analysis:** Descriptive statistics completed using Excel version 2013 to generate summaries (total, percentages, median, and averages) and visualizations
- ❖ **Qualitative data analysis:** Patient feedback narratives were reviewed independently by two members of the study team using a content analysis approach. After independent review, researcher met to discuss and agree upon codes using consensus from which sub-themes were determined.
- ❖ The Healthcare Complaints Analysis Tool (HCAT)^{1,2} was employed to categorize the textual data.
- ❖ Developed sub-themes were grouped to develop over-arching themes. All researchers reviewed, minor word adjustments made, resulting in the final over-arching themes.

Results

QUANTITATIVE DATA						
	Number of Feedback reports received 2017-2022	Number of Reports included in analysis	Number of ambulatory care centres involved	Pre covid feedback total (2017-2019)	Post covid feedback total (2020-2022)	% increase from pre to post covid
Concern	777	757	53	439	338	-23%
Compliment	166	166	29	54	112	48%

QUALITATIVE DATA			
	HCAT Domain	Number of Sub-themes	Overarching themes
Concern	Clinical	16	1. Lack of quality of care and patient safety 2. Lack of patient-centered decision making and transparent communication 3. Documentation and medication errors 4. No Informed Consent
	Relationship	9	1. Lack of patient-centred communication 2. Lack of professional competence and preparedness 3. Ethical concerns and patient dignity
	Management	16	1. Delayed referrals/appointments/surgery 2. Lack of physician access 3. Billing concerns 4. Policies and procedures concerns 5. Reluctance of learners providing care 6. Environment unsafe and unclean 7. High clinical need 8. Covid-19 policies 9. Temperature of facility
Compliment	Clinical	4	1. Medical Expertise and a comprehensive and efficient care approach
	Relationship	4	1. Professional, caring/compassionate attitude with attentive listening 2. Appreciation of additional actions/effort
	Management	3	1. Timely care/service 2. Clean environment.

Data Integration



- ❖ More concerns were collected than compliments, suggesting that patients are more inclined to share concerns than compliments.
- ❖ Data integration highlighted that patients generally refer to the presence or absence of key behaviors - see box below, regardless of if the feedback is a concern or commendation.

Key Behaviors

- ❖ Respecting and acknowledging patient time and dignity
- ❖ Providing patient centered communication with active listening
- ❖ Demonstrating professional competence

Next Steps

- ❖ Overarching themes developed from subthemes that were compared and combined can be utilized as the basis for developing possible actionable interventions to be implemented into daily patient care
- ❖ Recommend streamlining data collection, ensuring a consistent collection, analysis, and integration of patient feedback data.

References

- Gillespie, A., & Reader, T. W. (2016). The Healthcare Complaints Analysis Tool: development and reliability testing of a method for service monitoring and organisational learning. *BMJ Quality & Safety*, 25(12), 937-946.
- Gillespie, A., & Reader, T. W. (2021). Identifying and encouraging high-quality healthcare: an analysis of the content and aims of patient letters of compliment. *BMJ Quality & Safety*, 30(6), 484-492.
- <https://www.albertahealthservices.ca/about/patientfeedback.aspx>
- <https://www.ombudsman.ab.ca/patient-concerns-resolution-process/>

Limitations

- ❖ 20 concerns were not included in our analysis for reasons including: duplicate entries, entries with no concern or compliment content.
- ❖ 18 reports had no specified location
- ❖ Feedback data collection differed across time: concerns and compliments prior to 2019 were summarized by the transcriptionist, whereas starting in 2020, concerns and compliments were transcribed verbatim.
- ❖ Some feedback reports were categorized at time of collection as a concern or compliment but contained both types of content