

# MISSED OPPORTUNITIES



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## Or, how we DIDN'T involve patients in our patient experience surveys

Understanding patient experience is a key component of our evaluation work in primary health care, helping us to understand patient perspectives on access to care, self-management and patient centeredness. These topics are important pillars of the **patient's medical home model**.

Through surveying patients on their experiences in primary health care, whether in PCN-run clinics or family physician clinics, we hoped to **learn from their perspectives** and help to **drive improvement** within those practice settings.

With a group of PCN evaluators, we developed and later modified surveys to address different dimensions of patient experience. We used paper or tablets, and reported results back to PCN leadership and staff, member physicians and staff working in their clinics. We met our sample size goals in most settings, and the **results have been used** to make changes in PCNs and clinics.

While we are also patients, we acknowledge that we cannot eliminate our evaluator perspectives and take a purely patient-focused view of surveying patient experience. We want to share the opportunities we **MISSED** to involve patients in this process.

### Missed opportunities to involve patients

01

#### Developing the survey

What topics matter to patients?

02

#### Choosing administration methods

Are patients comfortable doing surveys in waiting rooms? Using tablets? Would they prefer email or phone surveys?

03

#### Reviewing survey results

How can information be presented to patients meaningfully? What information is most important?

04

#### Making recommendations for action

What do patients think should be done?

### WHAT ELSE ARE WE MISSING?

What are some other ways we can involve patients?

