

Leveraging consumer feedback to enhance medicines management service delivery

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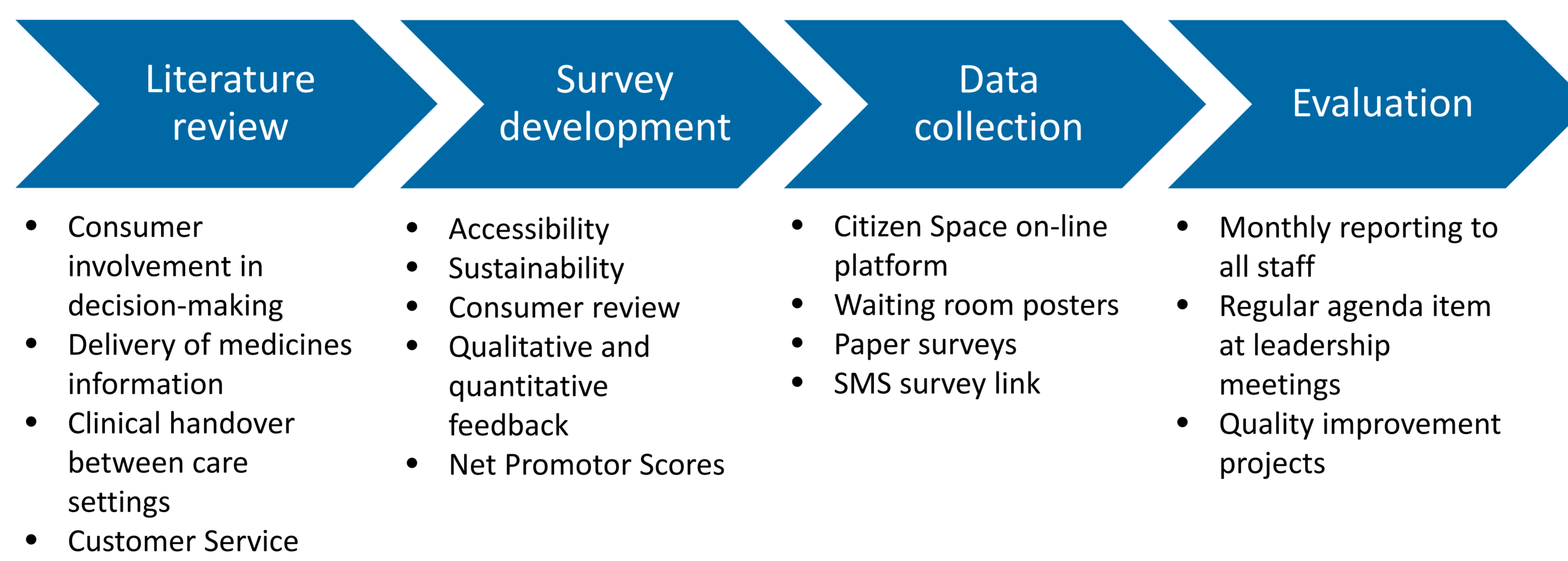
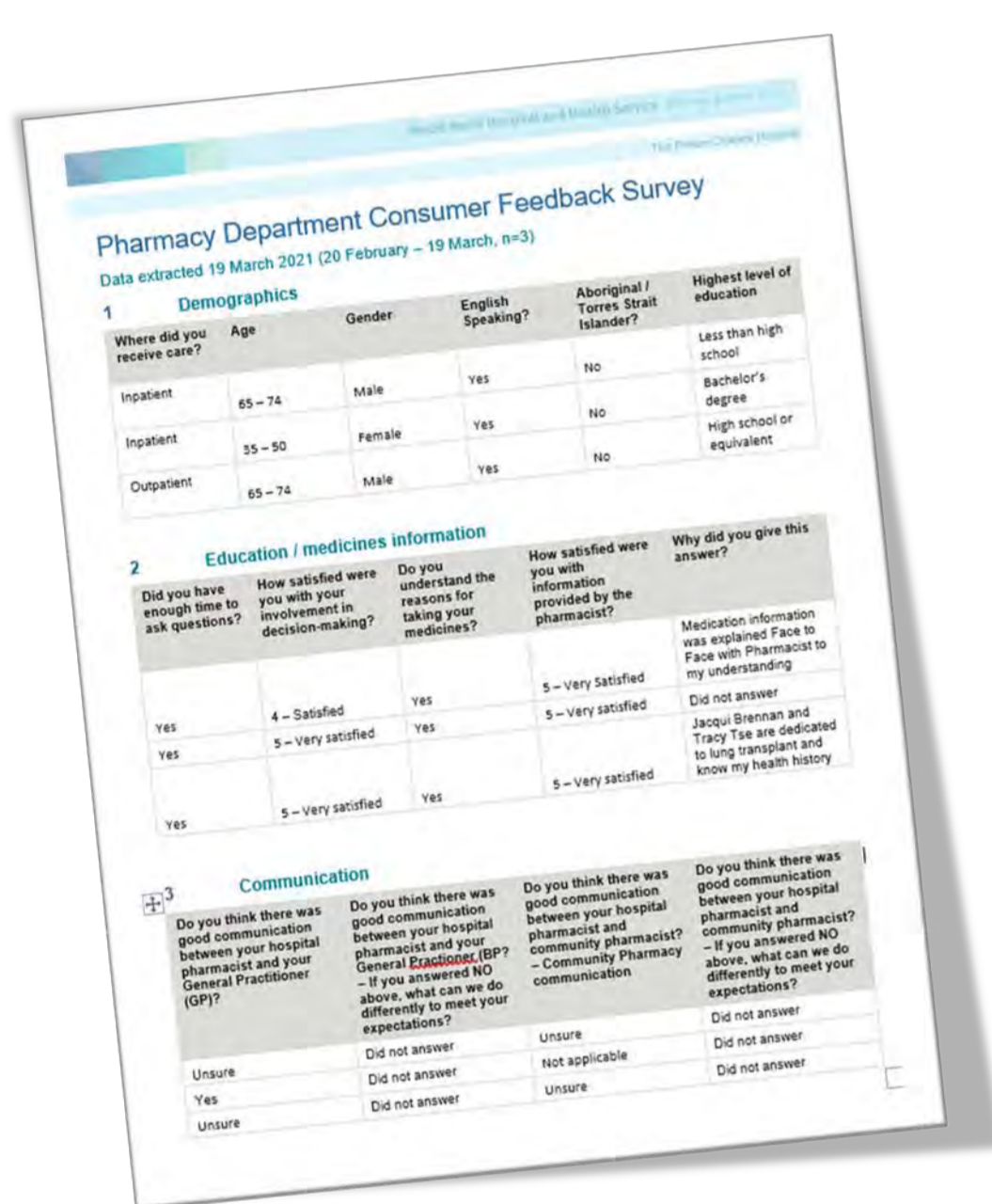
Background

Consumer feedback is critical to quality improvement in healthcare. The Prince Charles Hospital (TPCH) pharmacy department desired a sustainable, evidence-based feedback mechanism to leverage consumer partnerships for medicines management service improvement.

Aims

1. To develop and implement a sustainable and evidence-based consumer feedback mechanism
2. To leverage consumer opinion to identify service improvement opportunities
3. To use consumer feedback to measure performance over time

Methods

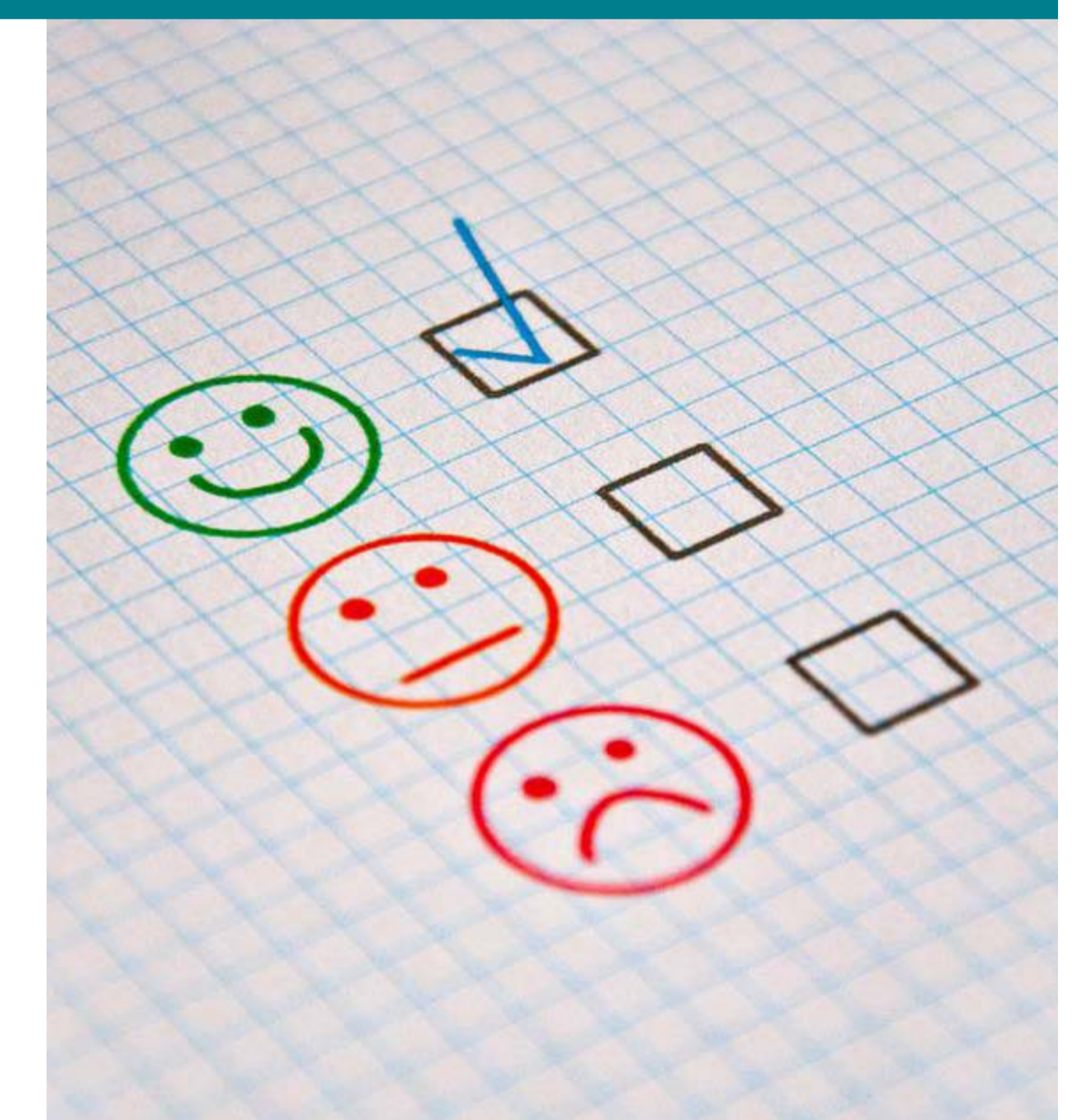


- Consumer involvement in decision-making
- Delivery of medicines information
- Clinical handover between care settings
- Customer Service

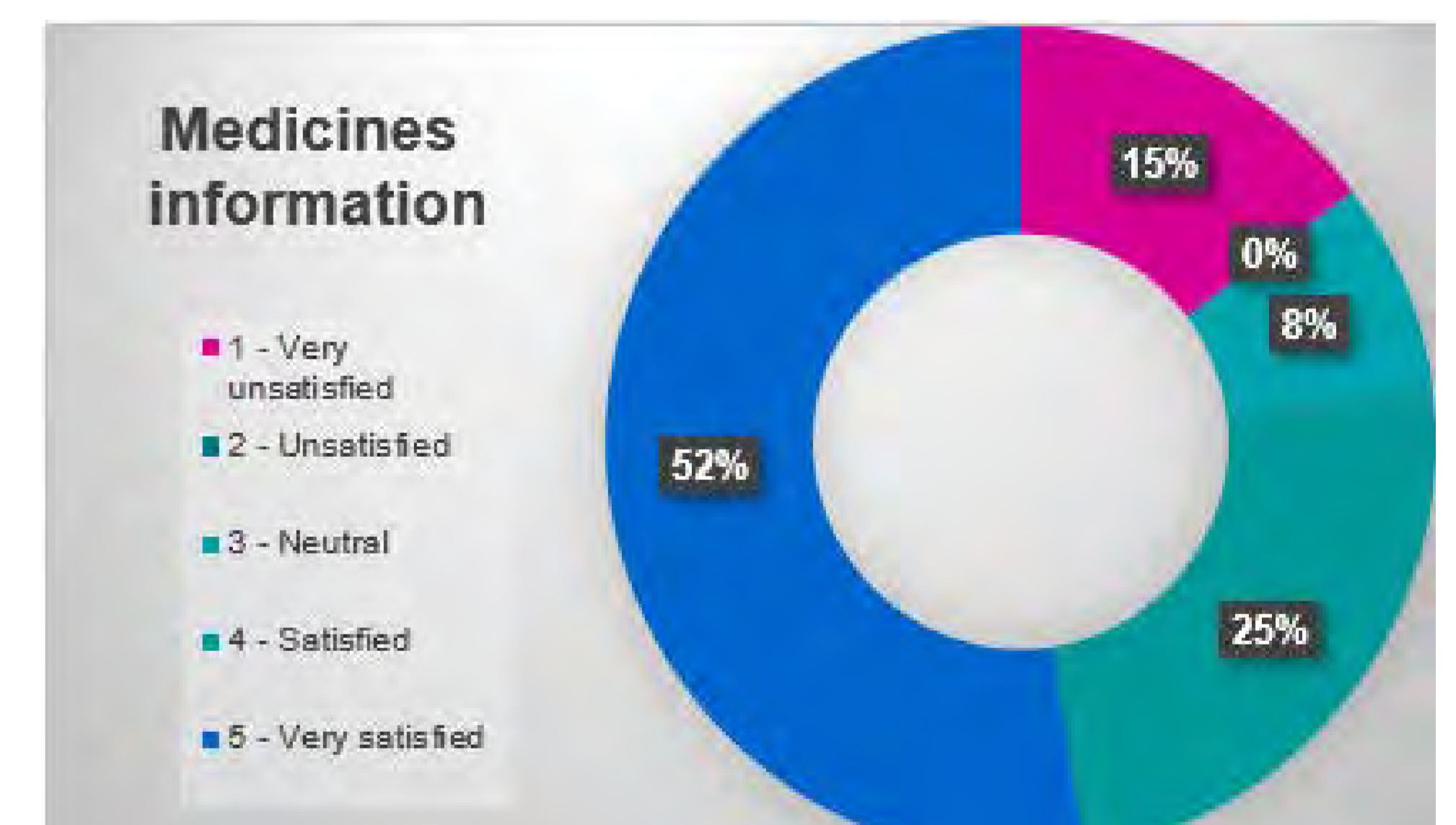
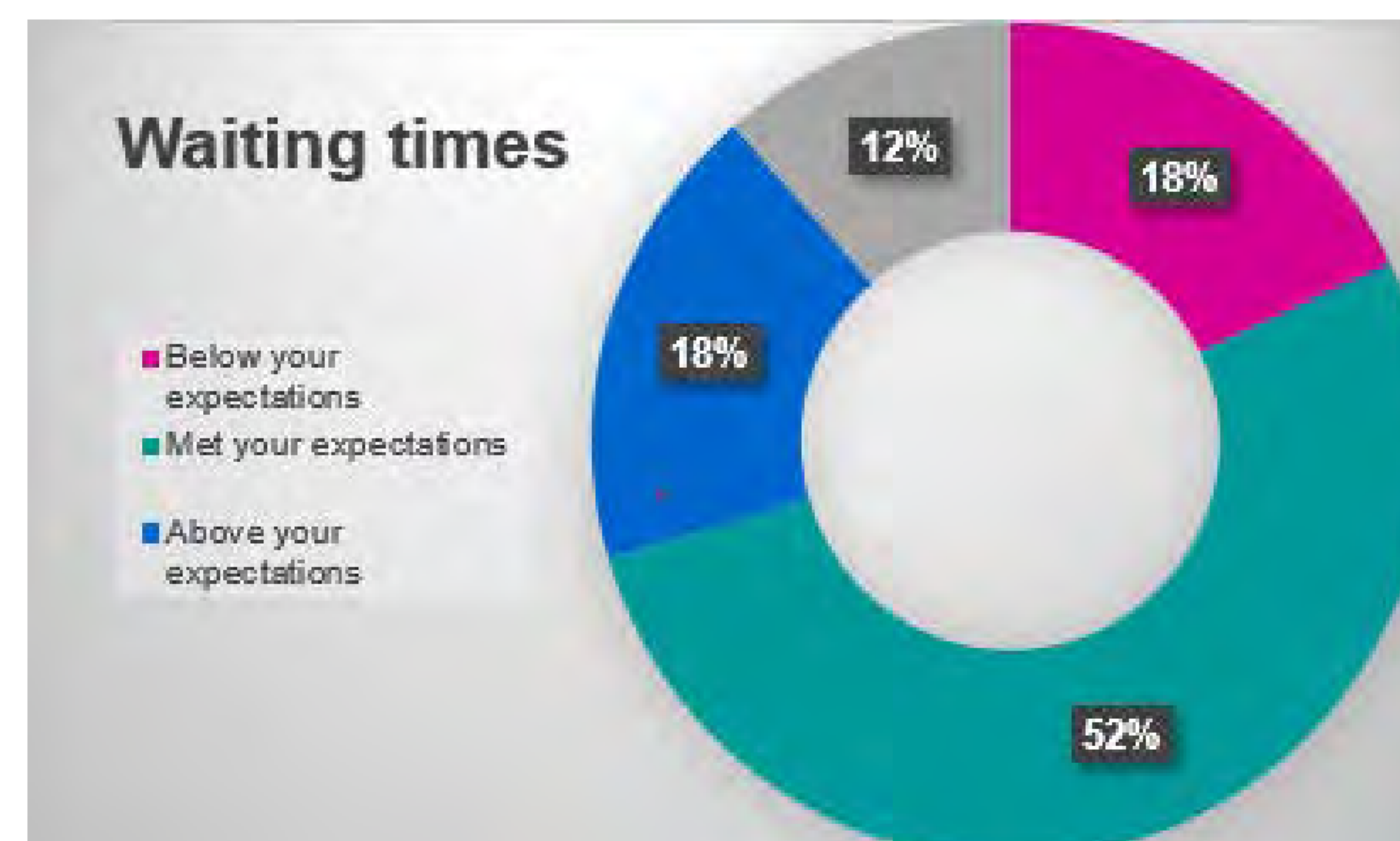
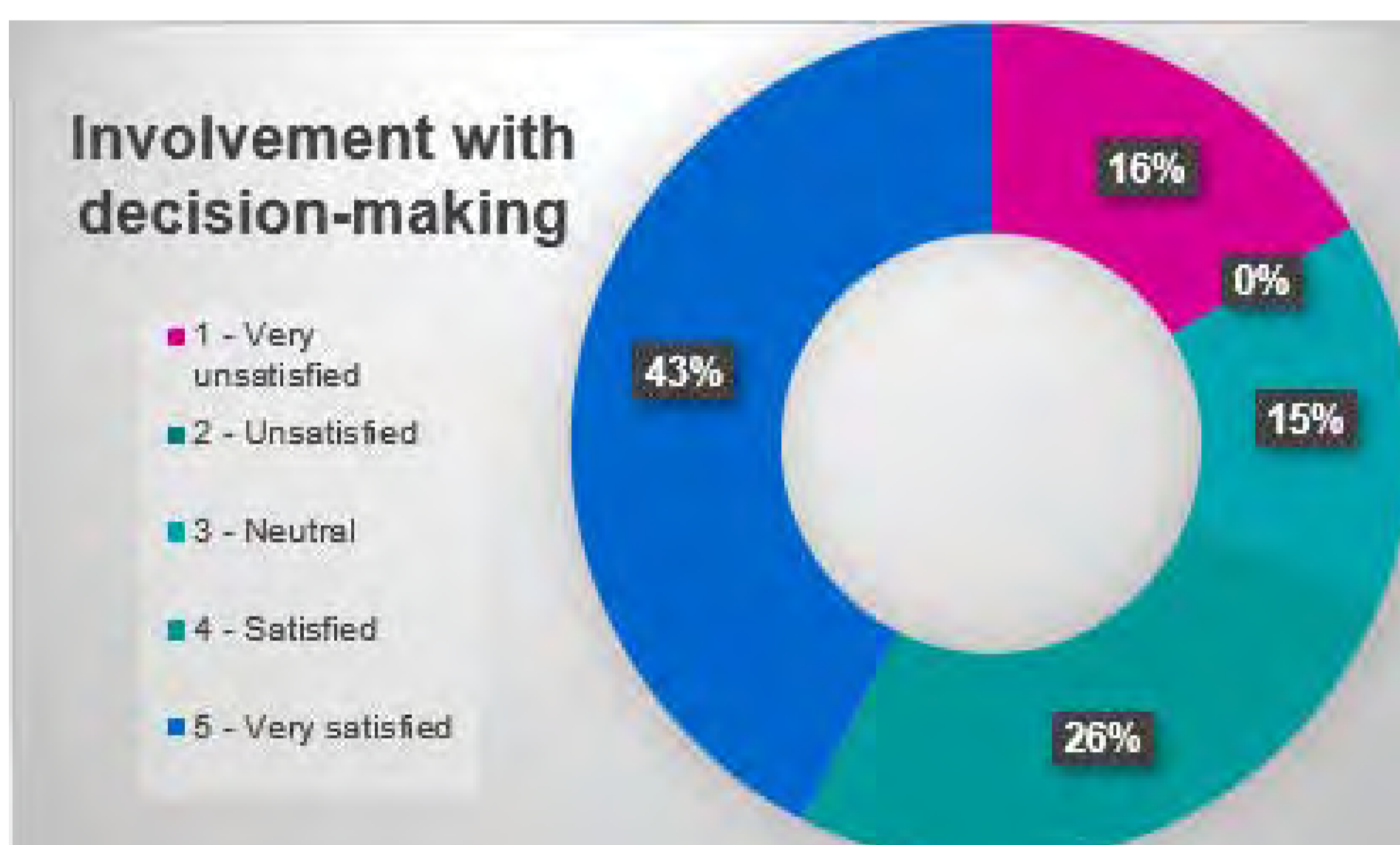
- Accessibility
- Sustainability
- Consumer review
- Qualitative and quantitative feedback
- Net Promoter Scores

- Citizen Space on-line platform
- Waiting room posters
- Paper surveys
- SMS survey link

- Monthly reporting to all staff
- Regular agenda item at leadership meetings
- Quality improvement projects

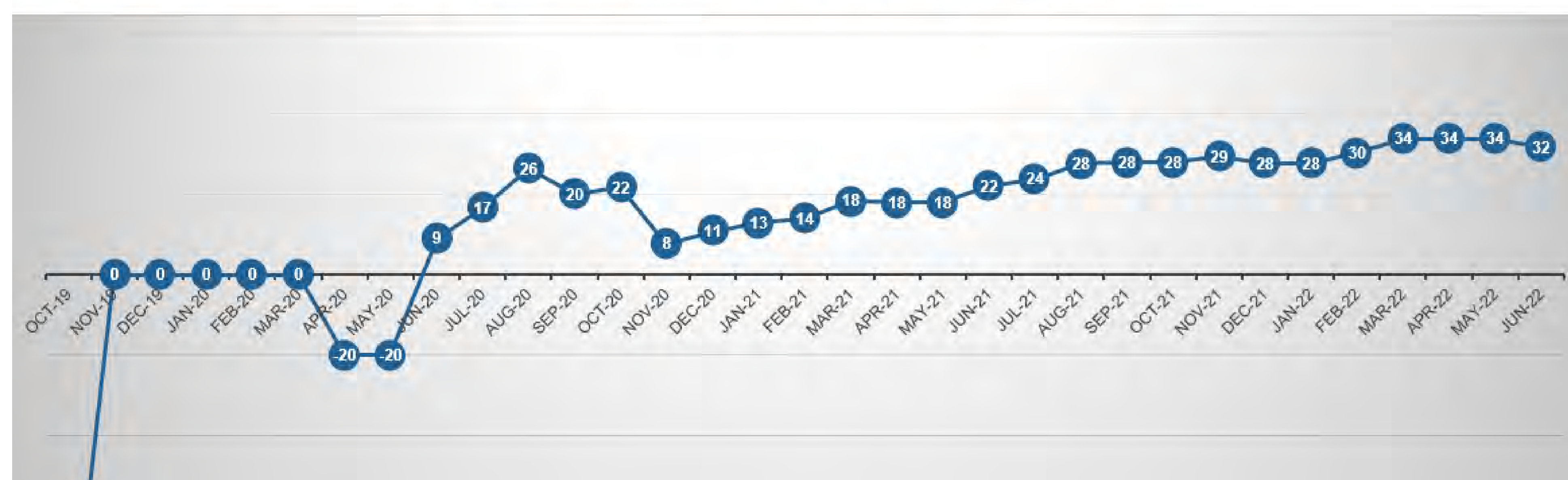


Results



TPCH Pharmacy Net Promoter Score

62 surveys completed since July 2019



Service improvements inspired by consumer feedback

- SMS prescription notification system
- Phone auto-attendant updated to better direct phone calls
- Prescription collection processes refined to confirm receipt of all required medicines

Conclusion

Consumer feedback mechanisms provide valuable opportunities for service improvement and feedback on staff performance. On-line platforms provide cost-effective and sustainable infrastructure however this needs to be partnered with ongoing investment by departmental leadership to evaluate results and drive service improvement.

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