LUP - The National Danish Survey of Patient Experiences

May 19 2014
The main objective of LUP

- To provide an input for improving patients’ experiences at ward, hospital, regional and national level. This is done by:
  - Collecting data on patient experiences on specific topics
  - Benchmarking results among comparable department
  - Systematically monitoring the development in patient experiences over time
LUP – History in short

• The government and the Danish regions agreed in 2000 on performing a national questionnaire based survey among patients in all hospitals every second year

• The survey is headed by a Steering Committee with representatives from the five regions, Danish Regions and the Ministry of the Health and Prevention

• Change from 2009
  • Reporting on ward level breaking results down to unit level
  • Survey every year

• Change from 2014
  • Inclusion of inpatients with short time stay (less than 24 H)
  • Questionnaires and reporting split between acute and scheduled inpatients
Survey principles and methods

- Patients give feedback on their latest contact with the hospital – visit or admission
- Postal questionnaire but possible to answer online
- Questionnaires and reporting are divided into three patient groups with separate questionnaires: Outpatients, Scheduled inpatients and Acute inpatients
- Up till 400 patients from each ward - depending on flow
- Battery of approx. 40 questions in every questionnaire – whereof approx. 20 are the same across the three patient target groups
- Five questions for every patient target group can be replaced every year
Survey topics

- Staff attitude and service
- Information
- Waiting time
- Contact and coordination of care
- Patient involvement
- Discharge
- Intersectorel collaboration
- Overall impression of hospital visit
Results for each ward

- Figures and tables showing the results compared to other wards and the year before
- Written comments from the patients – much valued
National report

• Overall results, benchmark, comparisons to the year before

• Each year three special themes to give knowledge or inspiration eg patient involvement, patient safety, coorporation with family and relatives,
Results 2014

- Overall impression good or very good –
- Inpatients 92 % - Outpatients 96 %
- Almost status quo compared to 2012 on most questions
- Regional differences in results and even more at hospital and ward level
Results 2013 - room for improvement

- Not enough written information
- No special contact responsible for patient
- Not sufficient information about the influence of diet, smoking, alcohol and exercise on wellbeing
- The way staff handle situation when patient experience error(s)
Inpatients – good og very good overall impression of stay – LUP 2010-12
Patients good and very good impression of outpatient visit – LUP 2010-12
National Surveys of Patients and their Relatives in Danish Psychiatry
Background

There has been National Surveys of Patients and their Relatives in Danish Psychiatry since 2005.
The purpose of the surveys

• Produce knowledge about both the patients and their relatives’ assessments of psychiatric treatment

• Identify areas where quality can be improved for local units

• Enable benchmarking within regions and across

• Enable benchmarking over time
Method

• The surveys cover all patients and their relatives for the period of investigation.

• Specific questionnaires have been developed for each area to suit the different treatment courses and settings. When possible the same questions are asked across the surveys.

• Questionnaires are distributed to patients when they have face to face contact with the staff.

• If the patients accept, a questionnaire is sent by post to one or two of their relatives.

• Local coordinators arrange information meetings with local staff and answer questions about the surveys.

• The local units fill in a registration form for every patient, whether they participate or not unless they are excluded.
The questionnaires

The construction of the questionnaires is a result of different perspectives on quality: patient and relative views, professional recommendations and standards from the Danish model for accreditation in healthcare.

The questionnaires contain:
• 20-25 close-ended items
• a few questions about the respondents’ socio-demographic background/diagnosis
• 2-4 open-ended questions.
• The 5 Danish regions are able to ask up to 4 questions of regional interest.
The questionnaires

The items in the questionnaires cover relatively few but important aspects of treatment, contact and information. The following themes are covered:

Information/ involvement
• Information, Involvement, Communication

Organization

• Consistency of process, External cooperation

Treatment

• The treatment offer, Treatment effect, Coping/psychoeducation, Somatic diseases, Coercion, Errors (adverse events), Support for relatives

• Overall satisfaction
### Number of responses and response rates in 2013

<table>
<thead>
<tr>
<th>2013</th>
<th>Number of responses</th>
<th>Response rate</th>
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<tbody>
<tr>
<td>In-patients (adults)</td>
<td>1929</td>
<td>65</td>
</tr>
<tr>
<td>Out-patients (adults)</td>
<td>5579</td>
<td>58</td>
</tr>
<tr>
<td>In-patients (children)</td>
<td>187</td>
<td>66</td>
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<tr>
<td>Out-patients (children)</td>
<td>1354</td>
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<tr>
<td>Parents (Children, in-patients)</td>
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<td>48</td>
</tr>
<tr>
<td>Parents (Children, out-patients)</td>
<td>1402</td>
<td>45</td>
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<tr>
<td>Total</td>
<td>10590</td>
<td>54</td>
</tr>
</tbody>
</table>
Results

• The results are published in local reports, hospital reports and regional reports for each area. In addition, a national report which look at patterns across surveys. The national report has between 2-3 new thematic chapters every year.

• The reports do not come with recommendations, so the regions follow up on the results themselves.
Results

The patients and their relatives are asked about their overall satisfaction/impression.

- Out-patients (adults): 96% (2013, n=10286), 95% (2012, n=10342)
- In-patients (adults): 89% (2013), 90% (2012)
- Parents (children, outpatients): 94% (2013), 94% (2012)
- In-patients (children): 71% (2013)
- Parents (children, in-patients): 87% (2013)
Results

Perception of self-rated stress due to being a relative to a psychiatric patient

The relatives are asked “How stressed do you feel because of the patient’s illness and problems”. The majority of the relatives feel stressed to some degree. Only between 3 and 6 percent do not feel stressed at all.

“It is difficult to keep a job. It is hard to maintain a social network, to keep the family together with ‘weekend children’. It is complicated to make the outside world understand. Lack of energy in everyday life. We feel mentally exhausted. Everything goes into planning and structuring. No spontaneity. Always have a plan B if something is not working.”

(Parent, child outpatient)
Find more LUP at:

[www.patientoplevelser.dk]
Further information

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Homepage: www.psykiatriundersogelser.dk. Online access to the reports and results (in Danish):

The surveys are arranged and financed in cooperation between the five Danish regions. Public Health and Quality Improvement, Central Denmark Region, is responsible for implementation.