

Measuring Patient Experience in Mental Health Services in K.S.A

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Abstract

Background: It is sad to see that even though the prevalence, importance and magnitude of impact of mental health issues on the wellbeing of the society is medically and scientifically proven, mental health is unfortunately marginalized and underestimated by the medical society as it is not taken in consideration during the development of any quality measures. In the last 10 years, the focus has changed from measuring patients' satisfaction of health care to measuring the full experience of the patient in health care. Now there is a worldwide spread of realization that patients' side of the story is not optional anymore and that is essential to achieving high quality care.

Patients provides a complementary point of view to the of clinicians regarding health care, providing special data and views into both the humanity of care (such as dignity and respect, privacy, meeting information needs, waiting and delays, and cleanliness of facilities) and the effectiveness of health care in the form of outcomes and results. applying the traditional methods of patient experience measurement doesn't give accurate results due to the nature of mental illness and the effects it has on the nature of the patient and his behavior.

Methods: A retrospective and comparison study is going to be used to find a trustable and comprehensive methods that can provide correct and clear results when measuring patient experience in mental health services.

This study is operating under the hypothesis that using the quantitative data collection and analysis methods are not dependable when applied to measuring mental health patients experience.

Results: The generated data analysis resulted in the creation of a numerical baseline regarding the measurement of patient experience in Eradah mental health complex - eradah services, leading to the creation of 3 improvement projects that focuses on enhancement of the therapeutic environment leading to a significant 30% increase in patient satisfaction.

Discussion and Conclusion: To measure the patient experience in mental health a combination of quantitative and qualitative approach - mixed method- should be used in the form of using simple survey and giving an actual voice to the patients by implementing (patients interviews - Patient panels- Patient stories - Ward rounds - Patient Advice and Liaison Services feedback - Complaints and compliments). The patient experience department staff plays a curtail role in improving the patient experience in mental health as they take the voice of an advocate for the patients when performing the ward rounds.

Keywords: *Patient Experience; Mental Health Services; K.S.A*

Introduction

In the last 10 years, the focus has changed from measuring patients' satisfaction of health care to measuring the full experience of the patient in health care. Now there is a worldwide spread of realization that patients' side of the story is not optional anymore and that is essential to achieving high quality care.

Patients provides a complementary point of view to the of clinicians regarding health care, providing special data and views into both the humanity of care (such as dignity and respect, privacy, meeting information needs, waiting and delays, and cleanliness of facilities) and the effectiveness of health care in the form of outcomes and results [1-6].

What is patient experience?

Patient experience embodies all the deferent interactions that the patient and/or his family had with the health care system, inclusive of all their health care providers aspects such as involvement in health plans, and doctors, nurses, and staff practices and behaviors, patient experience also inclusive to other aspects of health care delivery that are important to patients and highly taken in consideration when seeking to receive care, such as getting timely appointments, easy access to information, and good communication with health care providers.

Gaining understanding to patient experience is crucial to moving to a patient-centered care. By looking at various aspects of patient experience, we can assess which extent are patients receiving the care that is respectful of and responsive to individual patient preferences, needs and values. Evaluating patient experience along with other components such as effectiveness and safety of care is essential to providing a complete picture of health care quality.

How is patient experience measured?

There is no standardized instrument to measure patient experience. Most health systems currently use quantitative data collection methods such as (Surveys - Comment cards - Kiosk questions - online feedback) putting in mind the ability of generalization of the analyses results of that data.

The Ministry of Health in Saudi Arabia uses The Press Ganey Survey to measure the patient experience in the hospitals related to the ministry.

problem statement

Overview

It is sad to see that even though the prevalence, importance and magnitude of impact of mental health issues on the wellbeing of the society is medically and scientifically proven, mental health is unfortunately marginalized and underestimated by the medical society as it is not taken in consideration during the development of any quality measure. Keeping in mind that this misunderstanding created a gap in accessing and understanding the care experiences of those living with a mental health condition can be a challenging process, which often means such experiences go unheard and underrepresented.

During the trial of implementation for the measurement of patient experience in mental services in Eradah Complex - eradah services (addiction treatment) the patient experience department in the complex quickly realised that the use of a system that is designed for general health services is not giving the expected results when applied to the mental health settings.

This realization came to light with first 50 patients that were discharged during the trail as the system depends on contacting the patient after he is discharged from the facility and collect the quantitative data of his experience with the facility through conducting a survey coffering all points of interest for the organization then analysing the data and processing it into the needed information. The response rate was very poor as it did not exceed 20% as only 20 patients accepted to take the survey among those patients 50% (10 pa-

tients) completed the survey giving reliable data while the other participating patients were as following 30% (6 patients) gave biased data 20% (4 patients) did not complete the survey due to the length of the survey.

The results of the trail of implementing the quantitative style of measuring patients experience to the mental health services facilities strongly suggest the need to find a different approach that can overcome the downfalls of the quantitative approach had with measuring patients experience in mental health services.

Research question/hypothesis

Due to such a fact the mental health services that is under MOH in Saudi Arabia was semi excluded from patient experience program and the equality of the mental health patient and his right to receive the same attention to his experience as other patients was jeopardized. The need for this research that operates under the hypothesis that the quantitative data collection and analysis methods are not dependable when applied to measuring mental health patients experience arise to provide the mental health services in Saudi Arabia with valuable information regarding patient experience in mental health facilities. Using a mix method that deals with qualitative and quantitative data covering a broader spectrum of data giving a higher reliability to measuring of patient experience in mental health.

Objectives and Aims

Overall objective

- The main objective of the study is to create a dependable method for measuring patient experience in mental health facilities with great accuracy and data dependency.
- The other objective is to publish that method and hopefully generalize it on mental health services facilities in Saudi Arabia.
- The final objective is creating a safe and secure environment for the patients that respects his autonomy and his rights to be involved in his treatment decisions.

Specific aims

During the implementation of this project we hope to achieve the following aims:

1. Analyze the weaknesses of using the Press Gainy system and explain the need for a new approach. That is accurate and dependable.
2. Create a base of reference data that will help in understanding the needs of the patients in a better way.
3. Improving the quality of life for the patients by listening to them.

What to do

Through the understanding of the limitations that faces the patients cognitive and behavioral capacity and the understanding of the conflict it has with the quantitative approach of patient experience measurement in mental health care. A combination of quantitative and qualitative approach - mixed method- was taken in the form of using simple survey and giving an actual voice to the patients by implementing (patients interviews - Patient stories - Ward rounds - Complaints and compliments).

In this method the members of the patient experience department in the organization take on the role of patients advocate and becomes the patients voice through implementing environmental rounds where they check for any inconvenience that have a negative effect on the patient. During the round interviews with the patients using open ended questions generating qualitative data that helps the staff to get a higher insight on the patient experience. A simple survey form is also used to collect quantitative data.

Research Design and Methods

Overview

This research project will be conducted as a retrospective and comparison study style where we will collect data regarding the patients experience from the point of entry until the point of discharge from the facility. The study will be conducted on 2 groups in the same time.

The 1st group will be the data of the patients that were discharged from the facility and have been contacted for measuring of the experience they had in the complex using the quantitative method (press gainy) and the 2nd group will be the data of the patients that goes through a mix method that covers all aspects of the data. This method uses bot quantitative data using a simple survey accompanied with a method used to quantitative data the is done through interviews and physical ground rounds reports.

Population and study sample

The population: All admitted patients in to Eradah mental health complex (eradah services).

Study samples: This study has 2 study samples: sample 1: the patients that were discharged from the facility and contacted to apply press gainy survey.

Sample size and selection of sample

- Sample 1 consist of 100 patients that are discharged and can be contacted directly.
- Sample 2 consist of 100 patients are hospitalized in the complex - eradah services and can go under the mix method of assessment for patient experience.

Sources of data

Patients call logbook - patients experience staff ground round reports- survey cards - patients interview reports - departmental quarterly reports - patient’s complaints quarterly reports.

Time frame

Task	Team member	Time
Collect sample 1 data	Waseem Al-Khalidi, Bandar Al-Lihyani	1 month
Analyse sample 1 data	Nisrin Marayn, Nada Al-Adwani	1 month
Implement mix method and collect sample 2 data	Aiman Al-Ghdaani, Bahijah Al-Obaidi, Hatem Al-Harbi, Mohamed Al-Thaqafi	3 months
Analyse sample 2 data	Bader Al-Thaqafi, Sabriah Al-Sadi	3 months
Data comparison and statistical analyses	Mahdi Al-Yami, Saud Al-Harbi	1 month
Filing, typing and logistics	Meshal Al-Houmady	3 months

Data management

Stage 1:

- a) Collecting the data regarding the patients of sample 1 from patients calls logbook.
- b) Analyse the data to understand the downfalls of using the quantitative method.

Stage 2:

- a) Collecting of sample 2 patients regarding the implementation of the mix method.
- b) Analyse the data to understand the effect of using the mix method on improving the patient experience in the organization.

Stage 3: Set a comparison between the 2 methods.

Results and Discussion

Data analysis

Sample 1

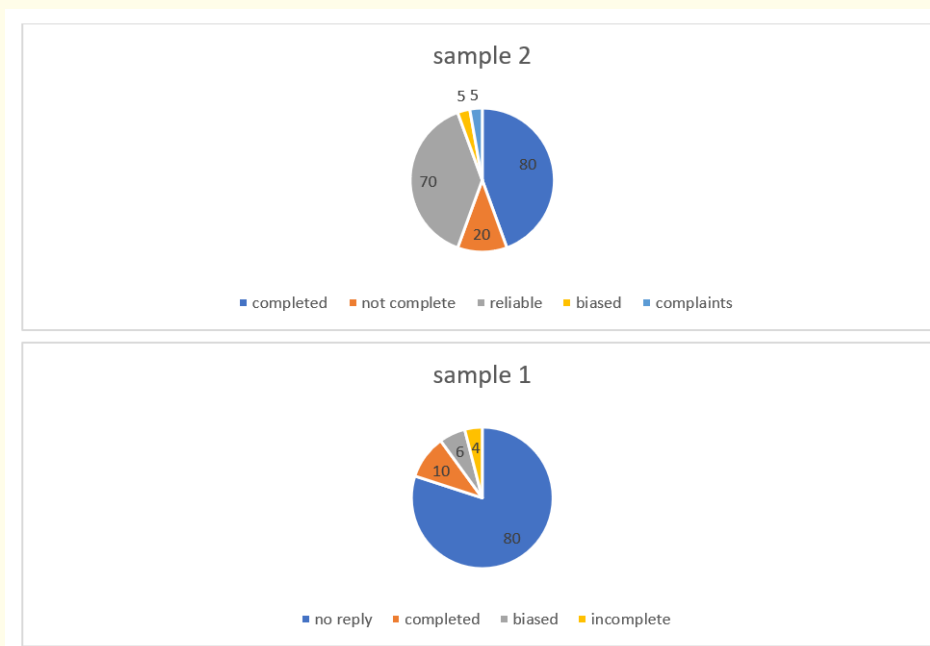
Patients that have been discharged and later contacted by the patient experience department to apply the quantitative method (press Gainy) on them.

Sample	Size	Response	Completed	Incomplete	Reliable Data	Biased Data
1	100	20	10	4	10	6

Sample 2

Patients that are admitted to the complex Eradah services and go under the mix method.

Sample	Size	Completed	Not respond	Reliable data	Biased data	Complaints
2	100	80	20	70	5	5



Data comparison

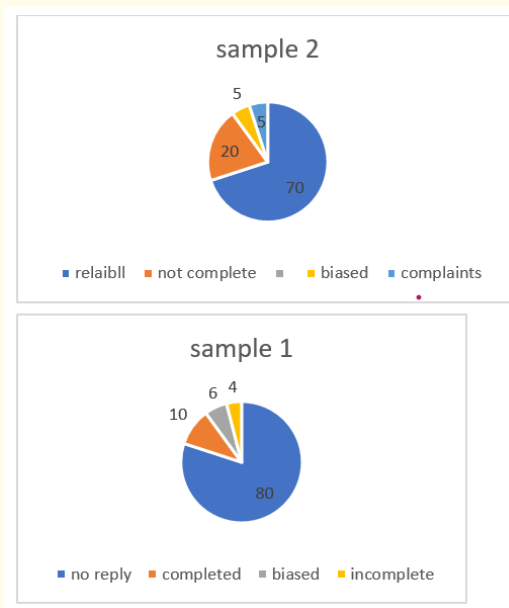
By comparing the data of sample 1 and sample 2 clearly shows that implementing the quantitative style alone to measure patient experience in mental health services does not give promising results.

As the response rate to the call off the hospital was low 20% and only 50% of them completed the survey properly while the, response to the mixed method was the total opposite as the response rate to the mix data was 80%. That clearly proves that using the mix method is the right choice for measuring the patient experience in mental health.

Sample	Size	Response	Completed	Incomplete	Reliable data	Biased data
1	100	20	10	4	10	6
2	100	80	70	5	70	5

table d

The comparison table clearly shows that the use of the mix method elevated the response on all aspects and that is displayed very clearly on the pie charts.



Why doesn't the quantitative method perform well when used to measure patient experience in mental health?

Through the analyses of the psychosocial data by the psychologists and social workers of the research team and they found the following reasons.

Obstacles	Related factors	Analysis
Low response rate after discharge	- Nature of illness - Stigma	- Patient stability and awareness are weak - Many patients don't want to be associated with mental health
Biased or missing data	- Prolonged length of stay - Type of admission	- Prolonged length of stay endangers the integrity of the data as it becomes based on recent events and not the full stay - Patients that undergo force admission are biased
Reaching the patient after discharge	Nature of illness	Negligence is a common sign of mental illness

Final Conclusion

Measuring the patient experience in mental health facilities using the same method that is used in general hospitals doesn't work. To measure the patient experience in mental health a combination of quantitative and qualitative approach - mixed method- should be used in the form of using simple survey and giving an actual voice to the patients by implementing (patients interviews - Patient panels- Patient stories - Ward rounds - Patient Advice and Liaison Services feedback - Complaints and compliments). The patient experience department staff plays a curtail role in improving the patient experience in mental health as they take the voice of an advocate for the patients when performing the ward rounds.

Points to Take into Account:

- Mental patients may go under forced admission and that causes biased judgment so measuring their experience should be done after they become fully self-aware.
- Mental health patients usually have long periods of stay and that could result in biased judgment so they should be interviewed several times during the hospitalization.

Templets Used

م	مكتب التنويم	موافق بشد	موافق	لا اعلا	غير موافق	غير موافق بشد
1	شرح لي موظف التنويم الاقرارات ونمذج التنويم					
2	عاملتي موظف مكتب التنويم باحترام					
3	وجدت مدة الانتظار مناسبة مع إجراءات التنويم					
التمريض						
4	حافظ الممرض على خصوصيتي					
5	تعامل الممرض لي جيد					
6	حرص الممرض على إعطائي الدواء في موعده					
7	أخذ الممرض العينة بهارة					
الطبيب						
8	حافظ الطبيب على خصوصيتي					
9	إجاب الطبيب على اسألتي بطريقة واضحة					
10	وجدت الثقة والمصداقية في الطبيب					
11	تعامل الطبيب جيد					
اعضاء الفريق المعالج						
12	الاحصائي النفسي يستمع لي ويتفهم حالتي					
13	الاحصائي الاجتماعي يستمع لي ويتفهم حالتي					
14	المرشد الديني يستمع لي ويتفهم حالتي					
15	مرشد التعافي يستمع لي ويتفهم حالتي					
الخدمات الاخرى						
16	لوجيات الغذائية متنوعة وجيده					
17	وجدت غرفة التنويم نظيفة					
18	بشكل عام انا راضي عن الخدمات المقدمة لي بالمستشفى					

اسنلا	ني عفايلا	ج حانج	2 ب حانج	ب حانج	أ حانج	ةئفلا
						ةم اةل اةل ا
						ةي اذ غل ا ت ا ب ج و ل ا
						ي ج ا ل ا ج م ا ن ر ب ل ا
						ي ض ا ي ر ل ا ط ا ش ن ل ا
						ة ف ا ق ث ل ا و ه ي ف ر ت ل ا
						ي ض ر م ل ا ت ا ظ ح ل م

Practical Results

The use of mix method resulted in to 3 improvement projects.

Project	Details	Impact
Improving the therapeutic environment of the adolescent ward	Introduce changes to the recreational activities in the ward	Increased patients satisfaction by 30%
Enhance patient benefit of the therapeutic program	Reactivation of the evening program	Expected to improve patients results by 20%
Enhance patients comfort	Furniture change in wards seating areas	Increased patients satisfaction by 10%

Strengths of the Study:

- It is done by a multi-disciplinary specialized team
- Reliable sources of data
- Direct contact to patients
- Can be generalized on mental health facilities in Saudi Arabia.

Weaknesses of the Study:

- There is nothing found in the literature
- Was conducted on addiction patients only.

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