

St Vincent's  
*Experience*  
Program

## **Creating an Exceptional Experience @ SVHA**

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# St Vincent's Health Australia

Australia's largest not-for-profit health and aged care provider



## Our SERVICES



# Exceptional Experience is at the heart of SVHA's strategy

## Strategy on a page

### Our guiding compass

**Mission** We express God's love through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.



**Vision** Outstanding care from outstanding people when and where you need it.



**Values** Compassion / Integrity / Justice / Excellence



**"Even when you are the best, you desire to be more... to go beyond!"**

*Venerable Mary Aikenhead, founder of the Sisters of Charity*

### Our objectives

#### Strengthening acute hospital and aged care



##### Key activities

- Re-define core hospital model
- Drive scale in aged care including responses to homelessness
- Develop precinct strategies for Darlinghurst and Fitzroy
- Master plan for each campus
- Finalise clinical centres of excellence
- Optimise acute hospital and aged care operating and service models

#### Taking care to the community



##### Key activities

- Re-define pre- and post-hospital acute care model
- Establish clinical centres of excellence for care in the community services
- Expand telehealth services
- Implement one operating model for care in the community
- Tailor solutions for the care of vulnerable groups
- Develop specialist disability accommodation and supported living service offering
- Develop new community aged care products and services

#### Expanding ambulatory care



##### Key activities

- Maximise ambulatory care in current acute hospital environment
- Prototype and scale ambulatory day centres
- Optimise ambulatory care operating model

#### Driving digital care



##### Key activities

- Create a single Longitudinal Digital Health Record for the benefit of patients and clinicians
- Enhance patient safety with clinical decision-making across the continuum of care with real-time information, alerts, data analytics and AI
- Empower patients and aged care consumers through digitalisation
- Implement best practice corporate systems and network infrastructure

### What makes us unique

#### Mission in practice



Evidenced in interactions, services integration of our Catholic ethics advocacy, and being at the forefront of health policy

##### How we measure success

*Increased services to target groups*

#### Person centred care



Provision of respectful, compassionate, culturally safe and competent care for all

*Patient and resident feedback*

#### Clinical Excellence



Known for delivering the best clinical outcomes

*Zero harm to patients and residents*

#### Research leadership



A global leader in research excellence

*Hospital research rankings*

#### Outstanding People



The best place to work for outstanding people

*People survey feedback*

#### Operational excellence



Efficient facilities and continuous productivity improvement

*Achieving net profit ratios*



St Vincent's Health Australia recognises the Traditional Owners/Custodians of the land on which its many sites are located. We pay our respects to Elders past and present and welcome all Aboriginal and/or Torres Strait Islander people to our place of care.

# Exceptional Experience

## Strategic journey



**The concept of person-centred care is well accepted but there is always more we can do to sustainably shift the dial**



# 2015

SVHA Board and Trustees ratify enVision2025.

The person-centred care principles are developed by a representative group of 70+ staff from across the organisation:

WE FEEL WELCOME  
WE FEEL VALUED  
WE FEEL SAFE

# 2016

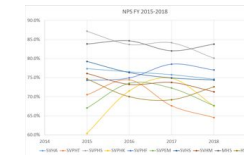
Inspired by You single brand, and organisational priorities:

- Inspired to Care
- Inspired to Serve
- Inspired to Shine
- Inspired to Lead

**Inspired to Care**  
program developed  
to...*"provide support for  
facilities to assist them  
to embed the  
person-centred care  
principles required to  
provide a consistently  
great care experience  
to every patient and  
every resident, every  
time"*

2018

Performance has been inconsistent and improvement is often unsustained.



## 2019-22

Introduction of real time NPS measurement of patient/resident experience at Group, facility, and ward levels.

Enabling the setting of improvement targets so as to be 'best in industry'/'best in world' in patient care

Refresh of Inspired to Care program.

## TO 2025

All of us are truly fuelled by our mission to serve the poor and vulnerable with compassion, justice, integrity and excellence.

Our patients, residents,  
family and staff feel truly  
welcome, valued, and  
safe.

We are world leaders in  
person centred care.

NPS score of 80



# The SVHA Exceptional Experience Strategy

Patients are our purpose. Residents are our reason.

## Our Exceptional Experience Strategy will set St Vincent's apart from our competitors through

1. Exceptional people
2. Exceptional, safe, and welcoming facilities
3. Co-designing the care journey with patients, residents and their families

Patients can expect that the St Vincent's Exceptional Experience will be consistent at each facility – encompassed by our culture, reputation, and strength of brand



# Creating the St Vincent's Exceptional Experience

## Our patients and residents

### Our patients can help us get there

We commit to *listening* to the patient and resident voice by inviting consumers to partner at all levels:

- Shared goals of care
- Co-design
- Governance

We seek to *hear* from patients, residents and their families about their attitudes and expectations of our service delivery, care delivery and staff through:

- Consumer forums
- Focus groups for feedback
- Real-time consumer feedback
- Trained consumer representatives



# How will we know if we are providing an exceptional experience?



# How will we know if we are providing an exceptional experience?





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**Hearing the patient voice  
in new ways**

# Hearing the patient voice in new ways

## Where we started

- Sampled survey
- Overnight admitted inpatients
- Paper surveying
- Up to 90 questions
- One language
- Quarterly pdf reports

# Hearing the patient voice in new ways

## Where we started

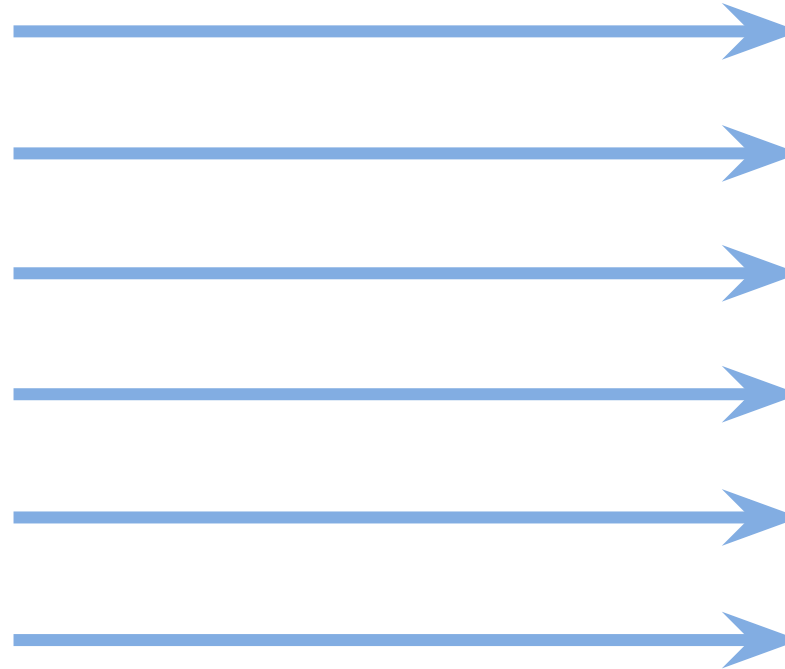
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# Hearing the patient voice in new ways

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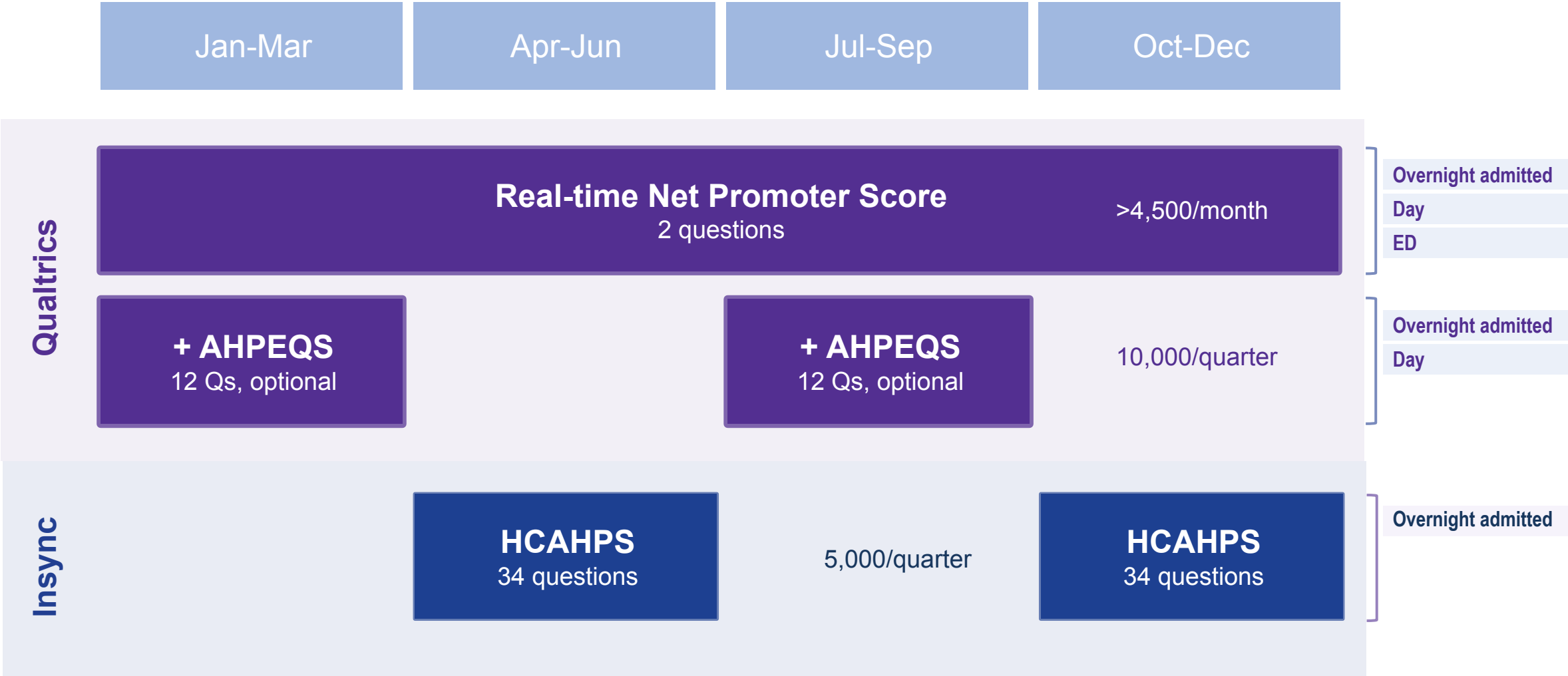


## A new direction

- Census survey
- More patients
- More survey modes
- Fewer questions
- More languages
- More immediate, accessible, and actionable data

# SVHA patient experience surveying

A new approach





# Real-time Net Promoter Score survey

## NPS question

If your friends or family needed similar health care or treatment, how likely would you be to recommend St Vincent's?

## Free text question

What is the most important reason for your score?

## Response scale

0-10

## Score

Number ranging from -100 to +100

## Calculation

% of Promoters minus % Detractors

## Languages


SVHA's top 10 languages

If your friends or family needed similar health care or treatment, how likely would you be to recommend St Vincent's? (0 to 10 scale)

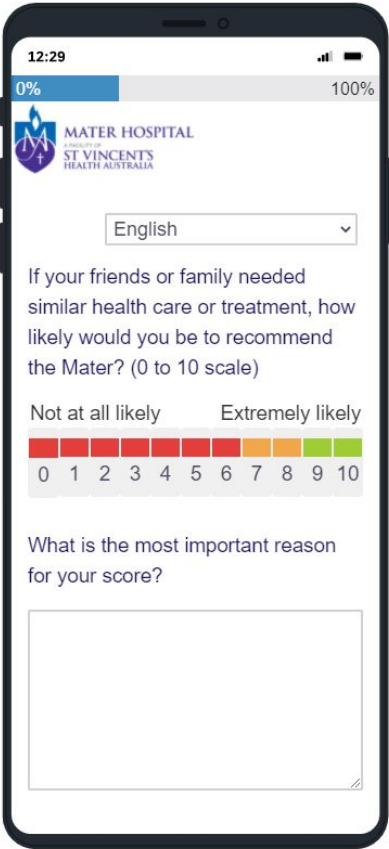
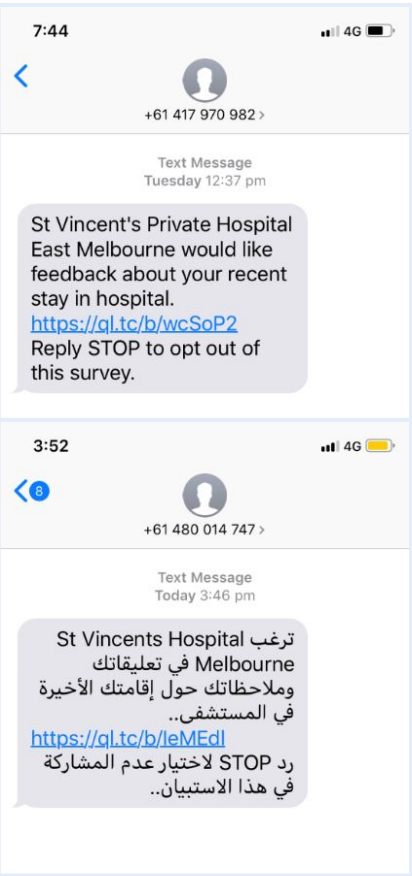
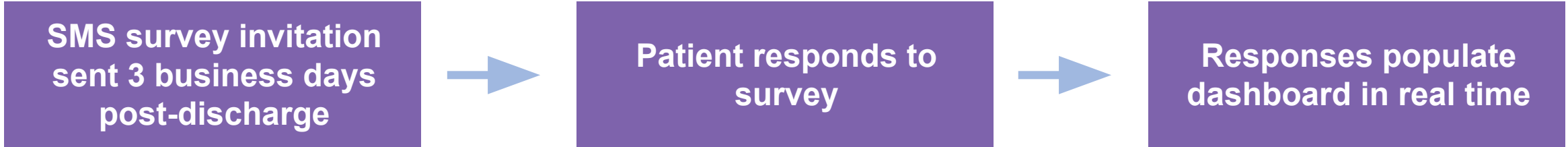
Not at all likely Extremely likely

0	1	2	3	4	5	6	7	8	9	10
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**Detractor** **Passive** **Promoter**



# Real-time Net Promoter Score survey



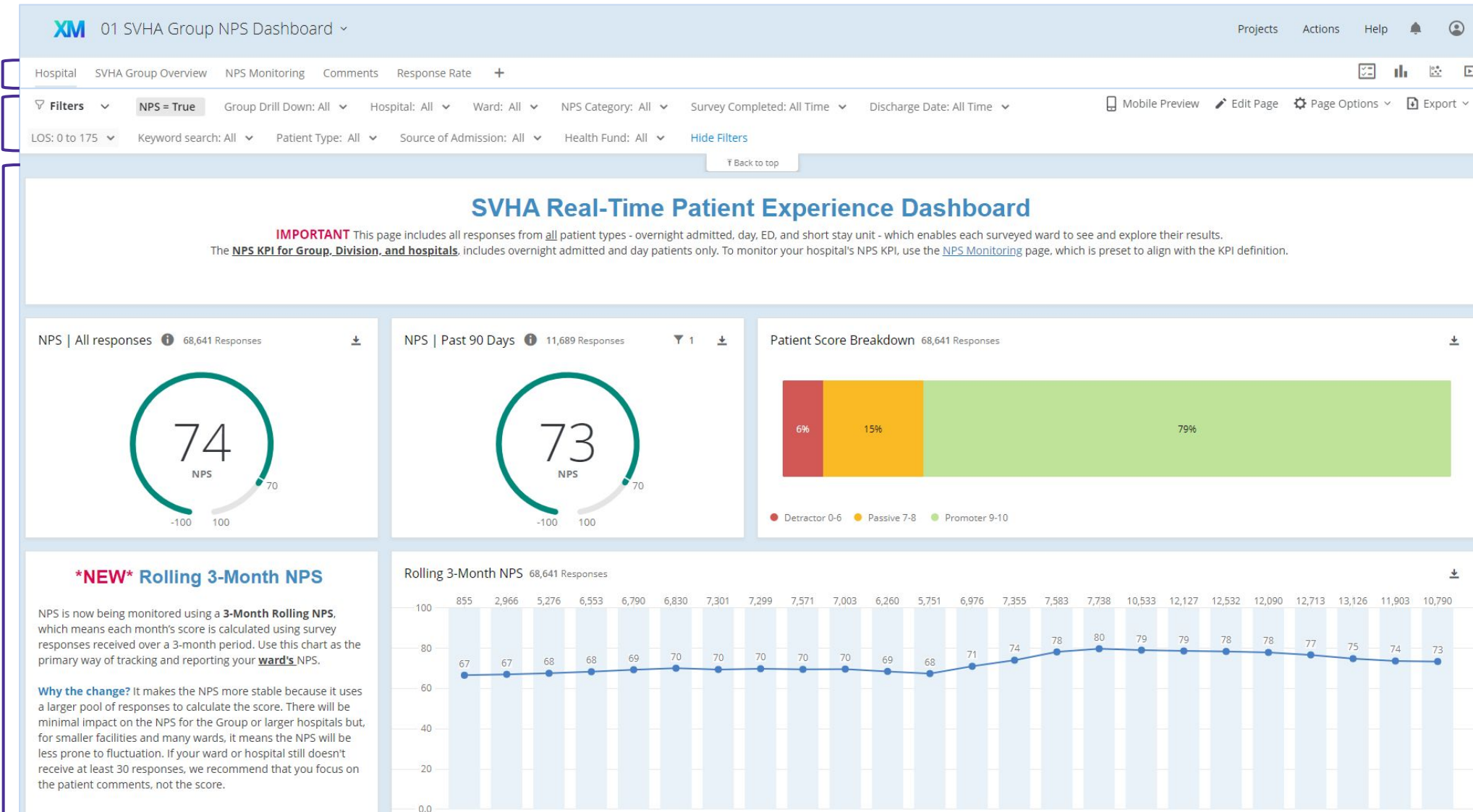
# Net Promoter Score dashboard

## Results in real time. Engagement from Board to ward.

Dashboard pages

Filters – hospital, ward, etc

Dashboard includes multiple widgets and a live comments feed



# More than a number

## Hearing the voice of the patient in real-time

All comments 137,479

Q2 - What is the most important reason for your score?

10 SVPHS  
ACC • 2 minutes ago

Kindness efficiency and professionalism every where we went as we arrived from [redacted] for new team to treat cancer - Dr [redacted] and team. Responsiveness , incredible

9 SVPHT  
DAU • 4 minutes ago

The nursing staff are excellent

10 SVPHS  
6 • 4 minutes ago

A professional, consistent and reliable service

9 SVHM  
MTC • 5 minutes ago

Friendly and knowledgeable staff

7 SVHM  
DP1 • 14 minutes ago

My stay was fine

All comments 137,479

Q2 - What is the most important reason for your score?

10 SVPHEM  
MUR • 2 hours ago

the nurses were so lovely , made you feel so comfortable , everything was so nice and clean , I would highly recommend St Vincent's.

5 MNS  
MAG • 3 hours ago

Being rushed around because my Dr had finished previous surgeries quicker than expected and unfortunately the staff on the surgery level had not informed the check-in staff that the Dr was waiting for me. I arrived at 11.45 am and it took 30 mins to check in!

10 SVHM  
EMG • 3 hours ago

Staff empathy and helpfulness

10 SVHS  
VHITH • 3 hours ago

Super good care

10 SVHM  
7W • 3 hours ago

Care from nurses .

All comments 137,479

Q2 - What is the most important reason for your score?

10 SVPHEM  
MRU • 2 days ago

The staff were outstanding

10 SVHM  
EOU • 2 days ago

Each and every person that attended to me went above and beyond my expectations. They need to have their pay increased by allot to compensate for the amount they do. Our thank you is just not enough for all they do for ud

9 SVPHS  
8 • 2 days ago

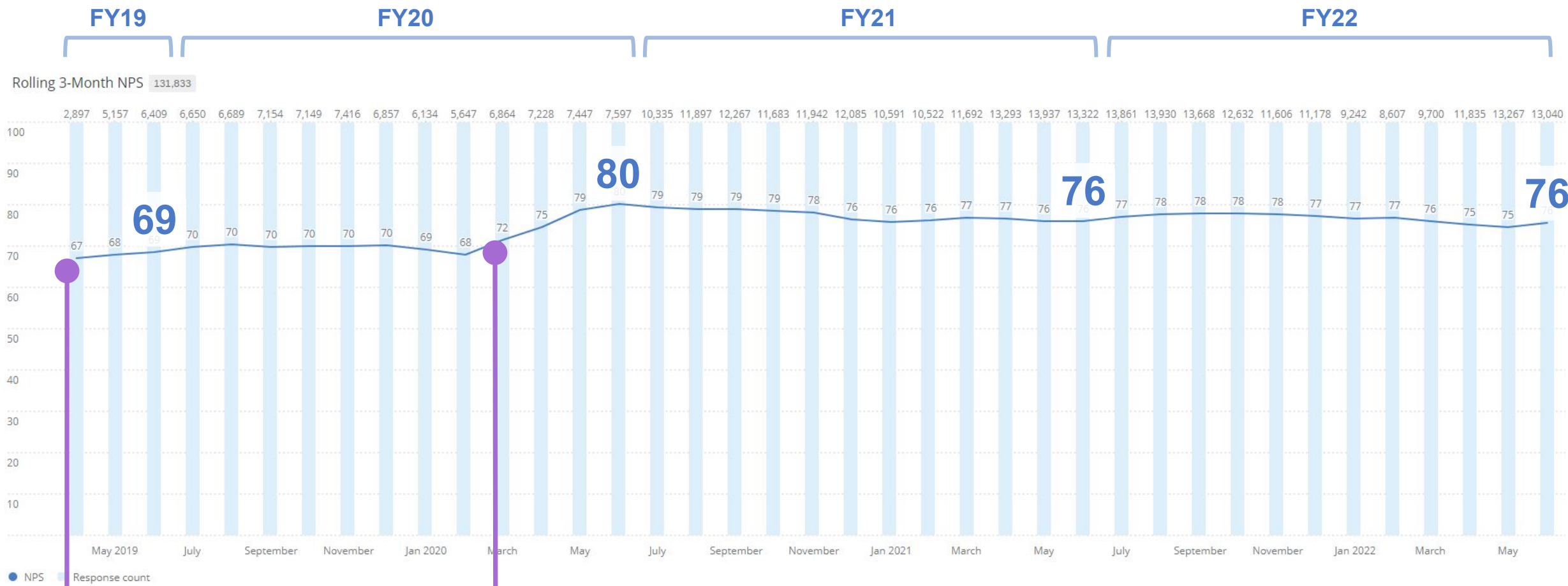
You have the best nursing staff nursing aids and even cleaners I have experienced. So professional, so caring,. The whole team including physios etc could not be faulted

10 SVPHS  
RHI • 2 days ago

From admission to discharge my care was flawless. From catering staff, cleaners, nursing, physio and specialist staff everyone went above and beyond to keep me safe.

# NPS Trend 2019-2022

## Sustained improvement



**MARCH 2019**  
Real-time surveying of overnight admitted inpatients begins in March 2019

**MARCH 2020**  
Day procedure/ treatment patients added to surveyed population. Accounts for 2-3 points of NPS improvement

**2020-2021**  
Surveying of SVHA public hospital ED patients is implemented in a staged way, in 2020-21. Results are monitored separately and are not included in NPS KPI



