Title page

Measurement resources

Patient Experience

Question: Are you satisfied with the hospital service?   
patient experience can be measured by assessing the perceptions of patients who are discharged from the hospitals. The best measure of examining patient experience is to measure patient satisfaction. This can be done by using quantitative survey that will estimate responses of patients by using a Likert scale. The ranks will be assigned according to the choices made by patients. Follow-up interviews are used in which patients express their narratives about hospital visit and services. The questions will determine patient perceptions, preferences and needs (LaVela, 2014).   
Wait time for an ointment in a pediatric clinic?  
Question: How long you had to wait for the ointment?

The wait time can be measured by assessing estimating the time spent by each patient before receiving ointment in a pediatric clinic. A scale is created that will include different times (less than 2 minutes, 2-5 minutes, 6-9 minutes, 10 or more). This will allow estimating the average wait time spent by patients for ointment.   
Ambulatory/Office-Based Care

Question: How long did the staff take to respond you when you called ambulance?

Ambulatory-based care can be measured by identifying the quality indicators. The indicator used for evaluating performance in the ambulatory care is the response time of staff. Delay in response due to high patient turnover or lack of staff reflects low-performance of the ambulatory care. Timely response of the staff and ambulance depicts quality performance. The scale will rank the response time by calculating time; the team responded in 5 minutes, 6-10 minutes, 11-15 minutes or over 15 minutes. The average response time will be calculated by asking the patients to choose the appropriate option based on their experience with ambulance care.   
What is the length of time between being put into an exam room and the doctor coming into the room?  
Question: How long did the doctor took to visit you?

The indicators used for evaluating the length of time of doctor’s arrival also will rely on measuring the time. The patients will be asked when did the doctor responded (in 15 minutes, 16-20 minutes, 21-25 minutes or over 25 minutes). The average time will be used for estimating the time.   
Hospital Inpatient  
Question: Are you satisfied with the inpatient care?

The Likert scale can be sued for examining the views pf the patients about the quality of care. They will be given options (Strongly agree, Agree, Neutral, Disagree, Strongly disagree).   
Wait time for radiology diagnostic test?  
Question: How long you had to wait for diagnostic test?

The question will estimate the average time spent by the patient for the diagnostic tests. This will include different time options including; less than 15 minutes, 16-25 minutes, 26-35 minutes, more than 35 minutes.   
Hospital Outpatient  
Question: Are you satisfied with the outpatient care?

Again Likert scale will be used for determining the satisfaction of the patients associated with the outpatient (Holmboe, et al., 2010). They will choose the value on the scale based on their experience.   
What is a response to patient questions post-surgery?

Question: How long you had to wait for post survey?

The question will inquire the average time spent by the patients for survey. They will be asked to choose from the options, less that 30 minutes, 30-45 minutes, more than 45 minutes. In larger patients select the option of 30 minutes the response time will be satisfactory but as the time increases the quality will be declined.

References

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