



GET TO KNOW HEALTH PEI'S PATIENT EXPERIENCE TEAM

Patient Experience is an important part of the quality of health care one receives. It is everything from a patient's communication with health care providers, to their ability to get a timely appointment, to receiving information about their care. The **Patient Experience Team** is tasked with enhancing the way in which a patient /client /resident /family experiences their care journey and how they interact with Health PEI.

Members of the **Patient Experience Team** include:

- ◆ Director of Patient Experience
- ◆ Patient Experience Manager
- ◆ Provincial Patient Navigators
- ◆ Patient Relations Intake Coordinator
- ◆ Administrative staff

PATIENT EXPERIENCE TOOLS/RESOURCES:

- **Health PEI Patient/Family Public Feedback Portal** – allows individuals to submit both concerns and compliments to help Health PEI continuously improve the quality of programs and services.
- **Health PEI Patient and/or Family Experience Feedback Policy** – Outlines the roles and responsibilities of Health PEI staff when responding to and following up on patient and/or family feedback.
- **Provincial Safety Management System (PSMS)** – Allows managers and/or designates to review and respond to feedback and to document follow-up. The PSMS system also allows for data collection and report creation to monitor policy compliance with patient feedback files.
- **Patient Satisfaction Surveys** – Most Quality Improvement Teams help their programs distribute patient satisfaction surveys to gather first-hand information about the services they provide.

For more information, please contact Kimberly Hagan, Director of Patient Experience, at kahagan@ihis.org