



SHORTLISTED

St Vincent's Health Australia

Data-Driven Improvement: Supporting Staff to Improve Patient Safety and Experience

Summary

St Vincent's Health Australia (SVHA) implemented a real-time patient experience dashboard to empower staff in improving patient care. This initiative integrates patient feedback directly into daily safety huddles, shifting the focus from target-driven metrics to actionable insights. By providing access to verbatim patient comments and Net Promoter Scores (NPS) within days of discharge, staff can identify and address care gaps promptly. As a result, patient experience scores improved across both public and private hospitals, enhancing overall care quality and strengthening staff engagement in continuous improvement.

The Challenge

Despite St Vincent's commitment to patient-centered care, prior patient feedback systems were under utilised due to:

- **Limited Accessibility:** Feedback was available only to 500 staff via a separate login, reducing engagement.
- **Delayed Insights:** Patient experience data was not readily available to frontline teams in real time.
- **Lack of Integration in Daily Practice:** Feedback was not systematically incorporated into staff routines for improvement.

The goal was to provide real-time, accessible data to frontline teams, enabling them to integrate patient voice into everyday decision-making and quality improvements.



The Solution

A structured, data-driven approach was implemented across SVHA's two public hospitals and ten private hospitals:

- **Unified Dashboard Access:** All staff can now access a centralised dashboard via any St Vincent's computer.
- **Real-Time Patient Feedback:** Verbatim comments and NPS scores are updated within 3-4 days post-discharge.
- **Integration into Daily Safety Huddles:** Staff use patient insights to drive local improvements in care quality.

Results and Next Steps

The initiative led to significant improvements in patient experience and care quality:

- **NPS Improvement:** Overall acute hospital NPS rose from 71 to 79 in 2024, which is a 17% improvement for patients admitted through the Emergency Department, and a 21% improvement for elective surgical patients in our public hospitals.
- **Enhanced Staff Engagement:** Frontline teams actively use feedback to refine care processes, fostering a culture of continuous improvement.

- **Global Benchmark Success:** SVHA's private hospitals ranked in the top 20% worldwide, while public hospitals entered the top 50%.
- **Scalability:** The project is expanding to capture patient voices in National Clinical Trials, aligning with governance frameworks for continuous quality improvement.

St Vincent's Health Australia's commitment to real-time data-driven care has redefined patient experience management, ensuring sustained improvements in healthcare delivery.