

The Veneto Region Pilot Survey: Veneto compared to England.

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What does the Picker Institute do?

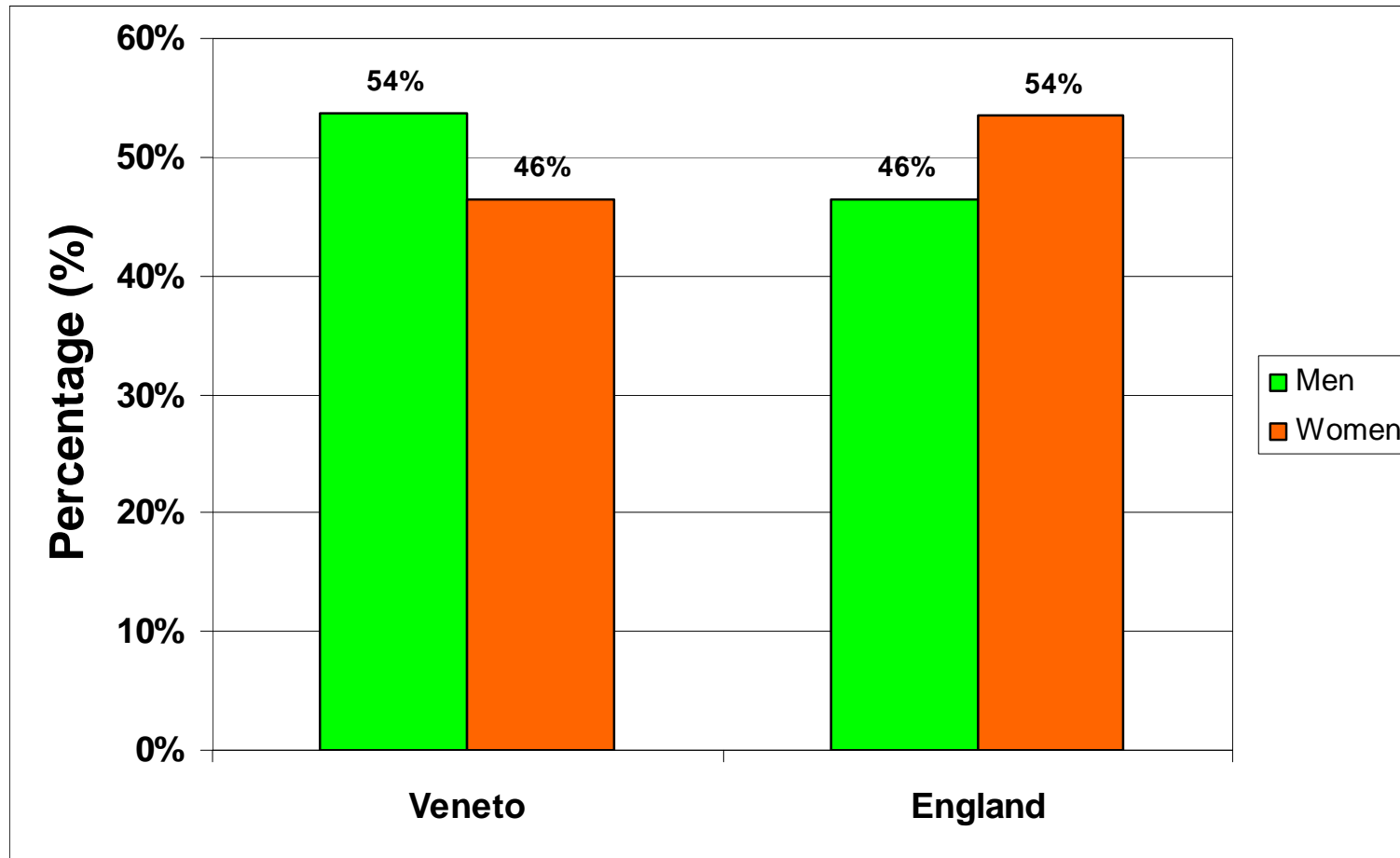
- Research and evaluate staff and patients' experience
- Lead initiatives that make improvements happen
- Build evidence to inform health policy



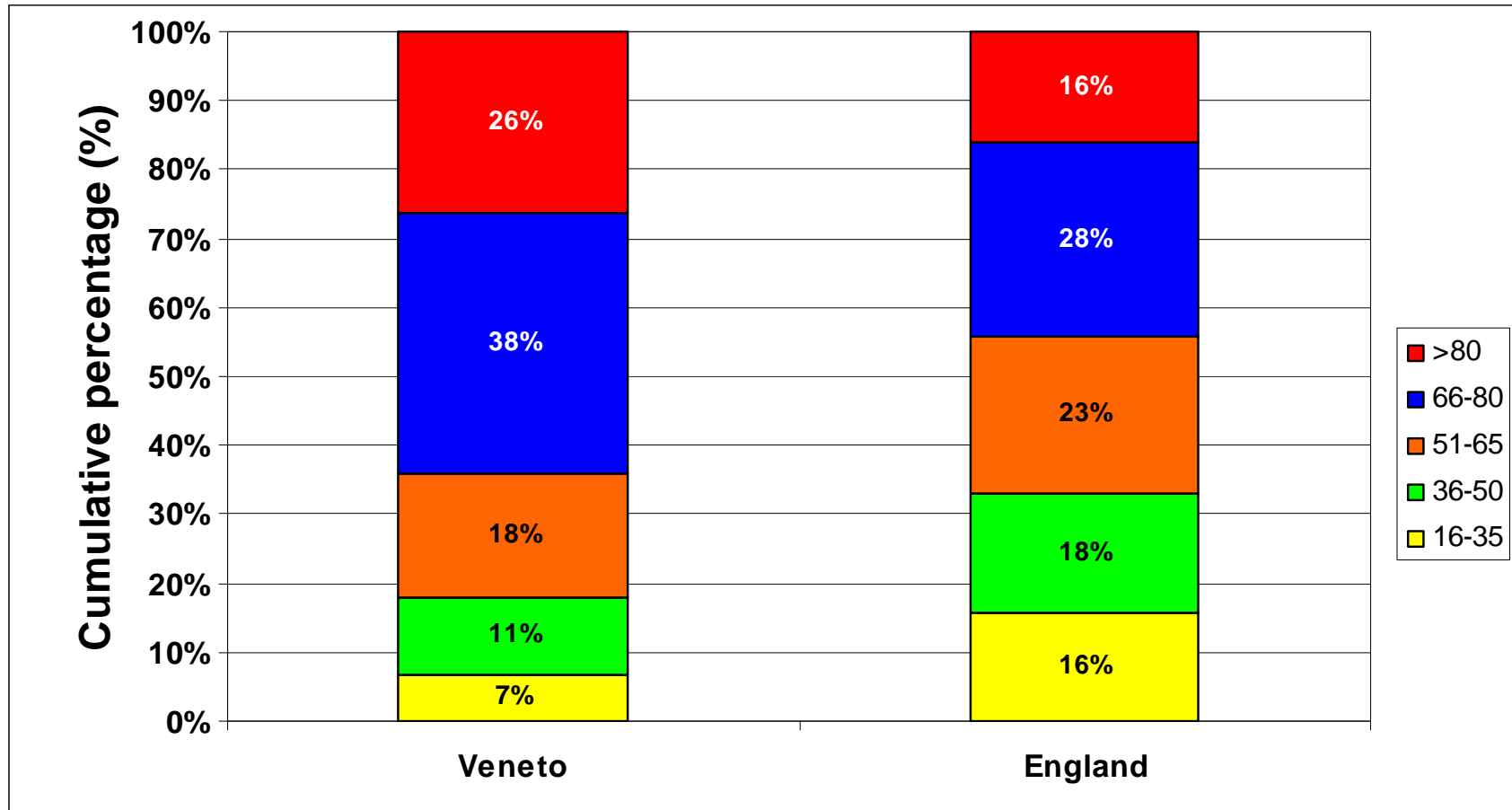
• **‘Making patients’ views count’**

Sample comparison

Sample composition: Sex

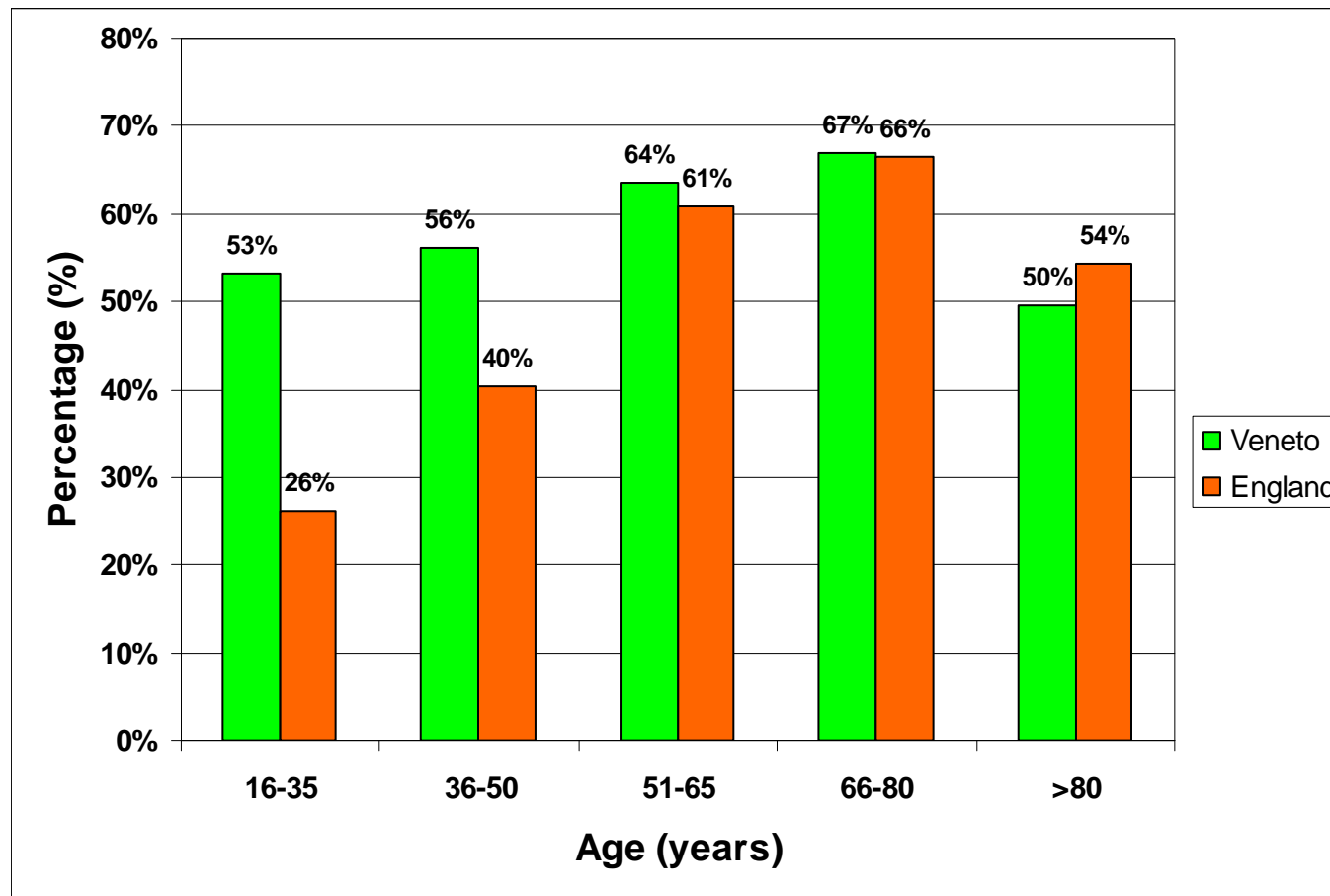


Sample composition: Age

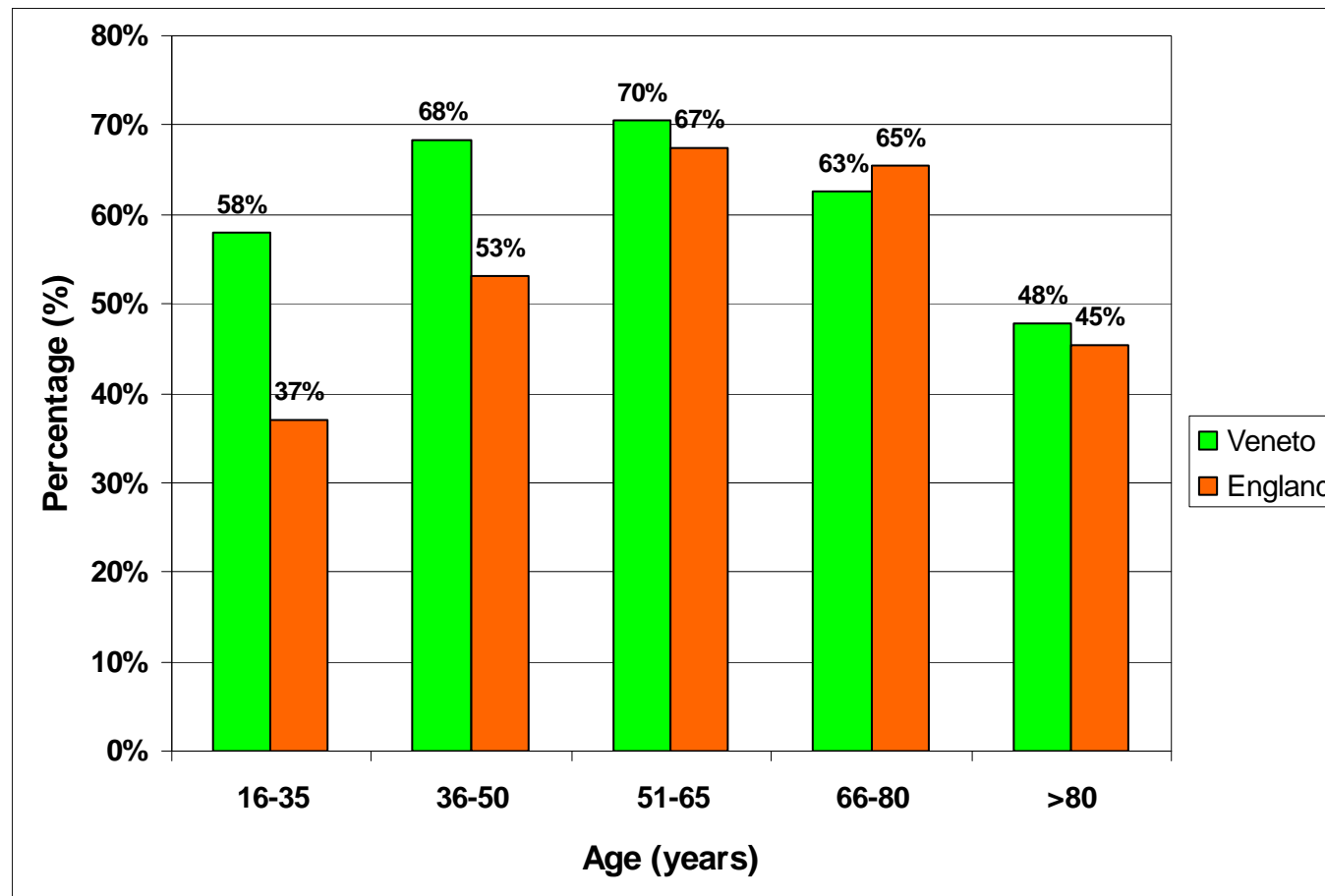


Respondent comparison

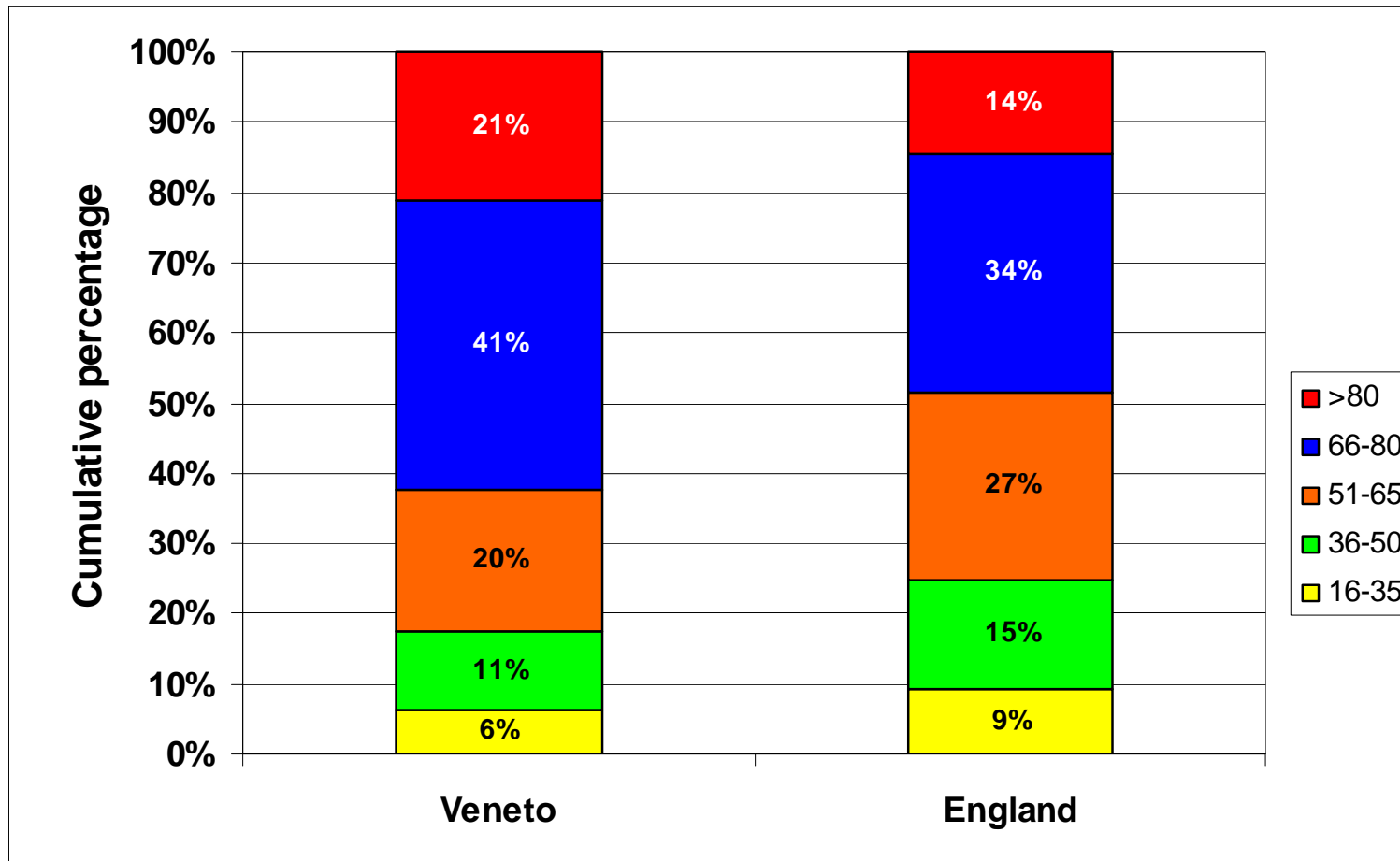
Response rate by age: Men



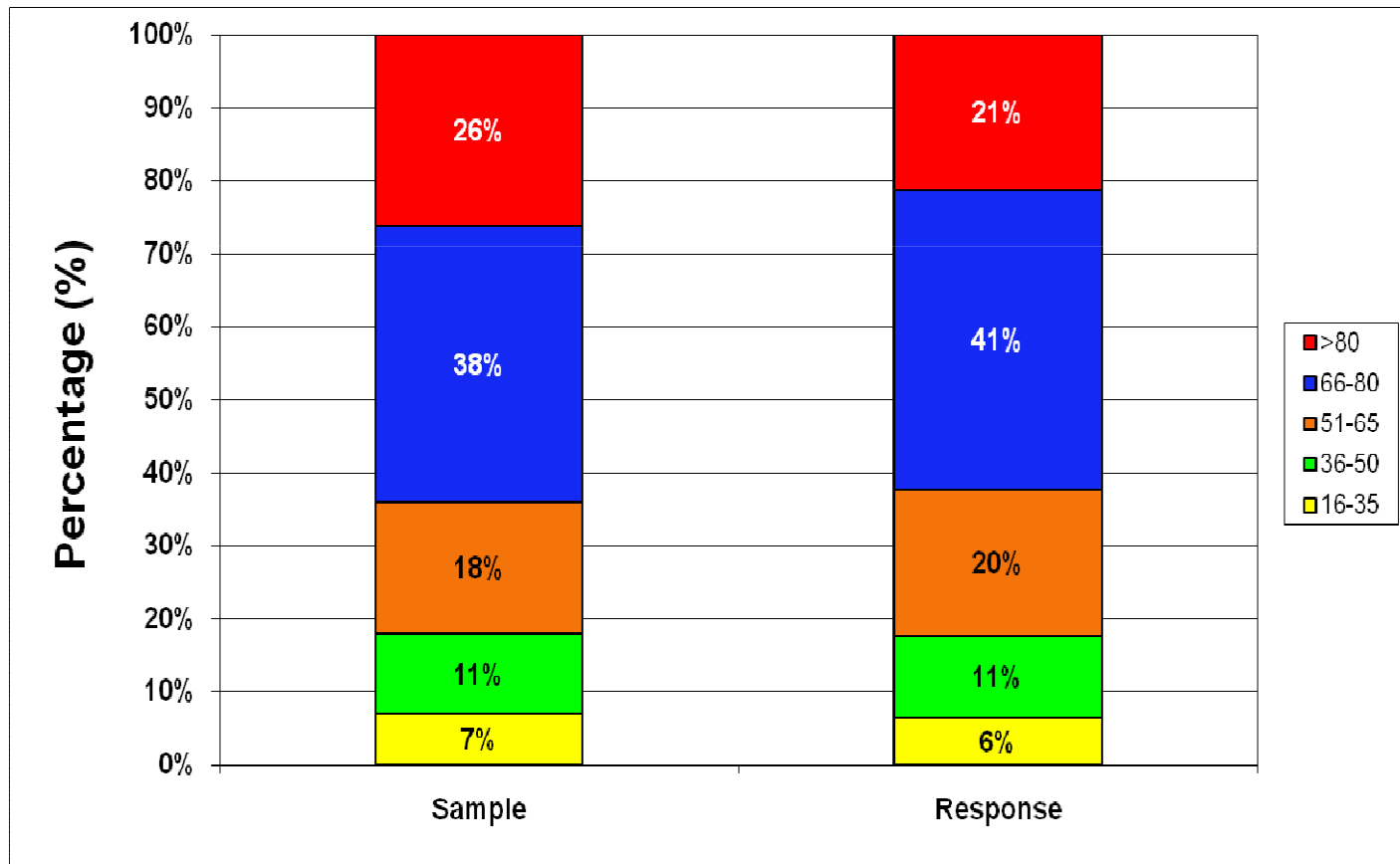
Response rate by age: Women



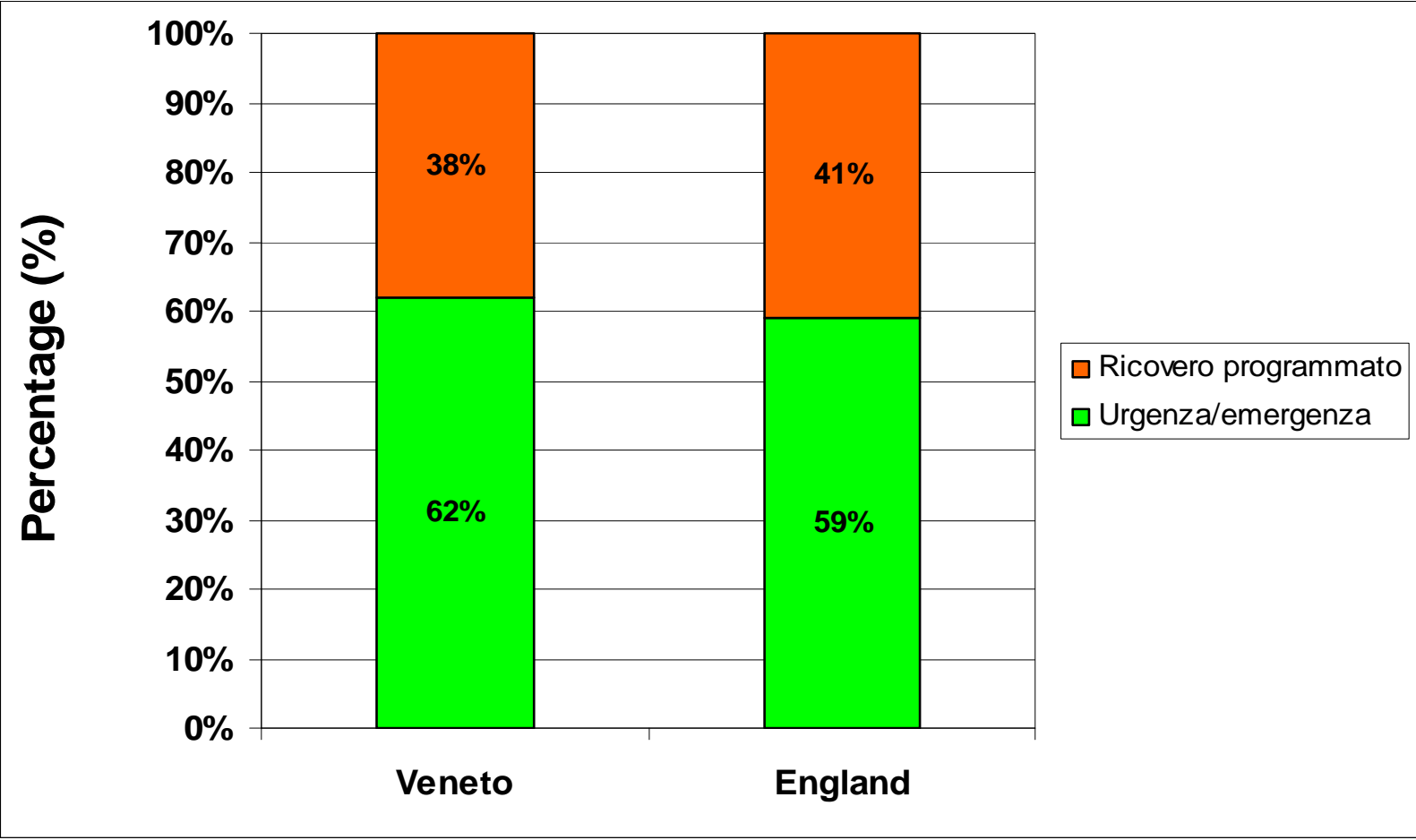
Respondent composition: Veneto vs. England



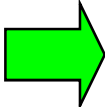
Sample vs. respondent composition in Veneto



Respondent composition: Emergency vs. Planned



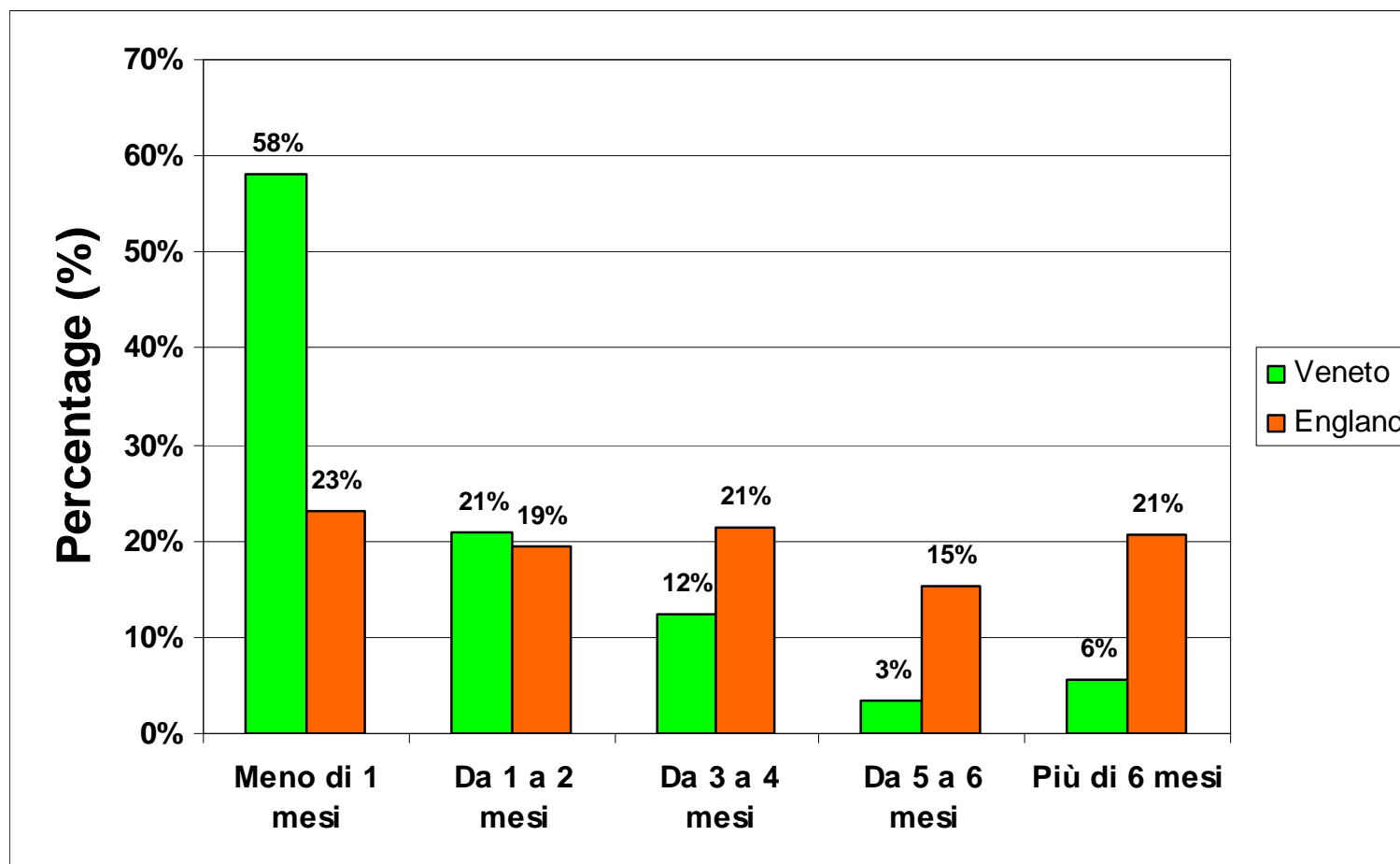
Summary

- High response rate (65%)
 - Little evidence of non-response bias
-  Postal methodology effective in Italy

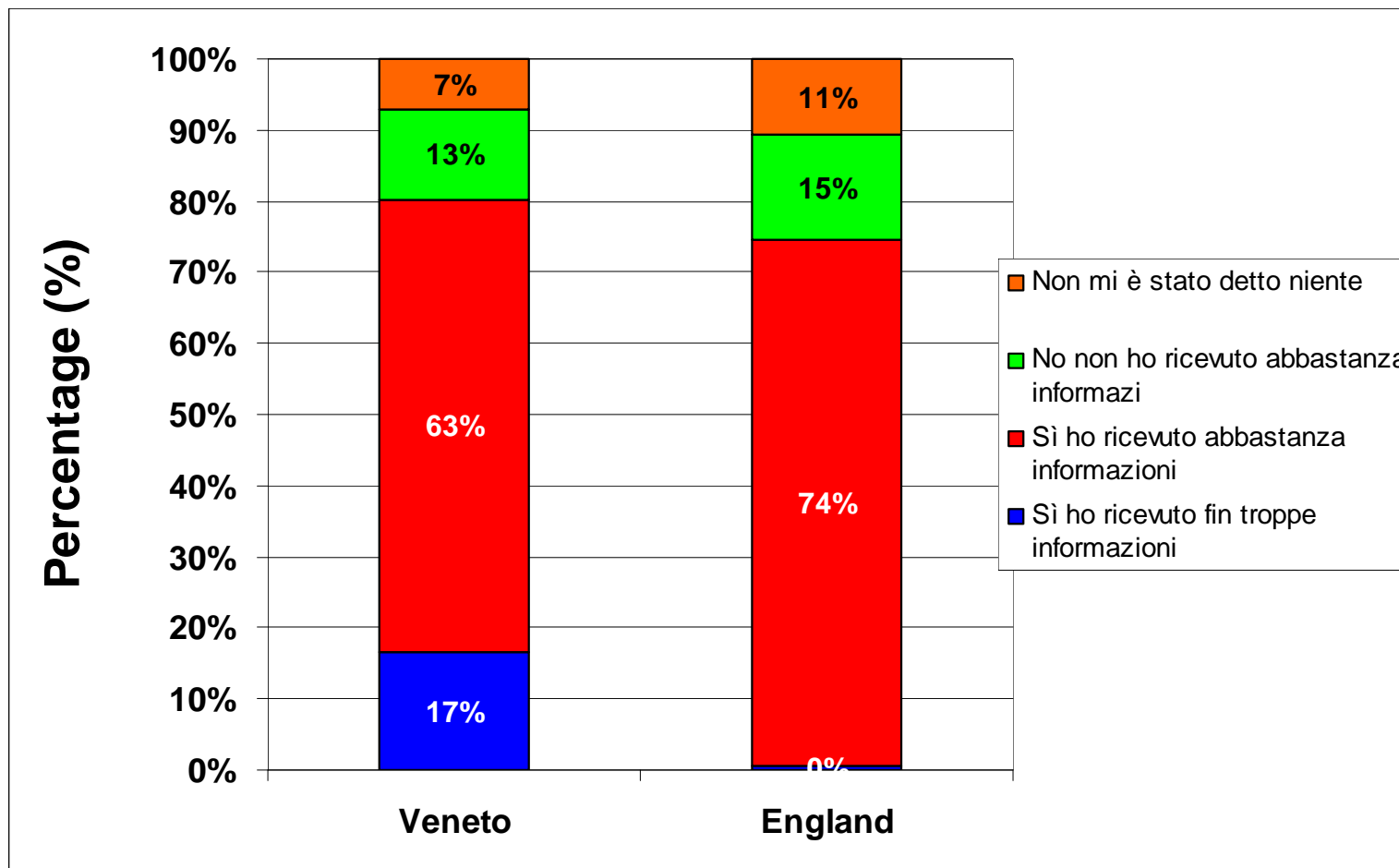
International comparison of survey results :

Veneto region and England

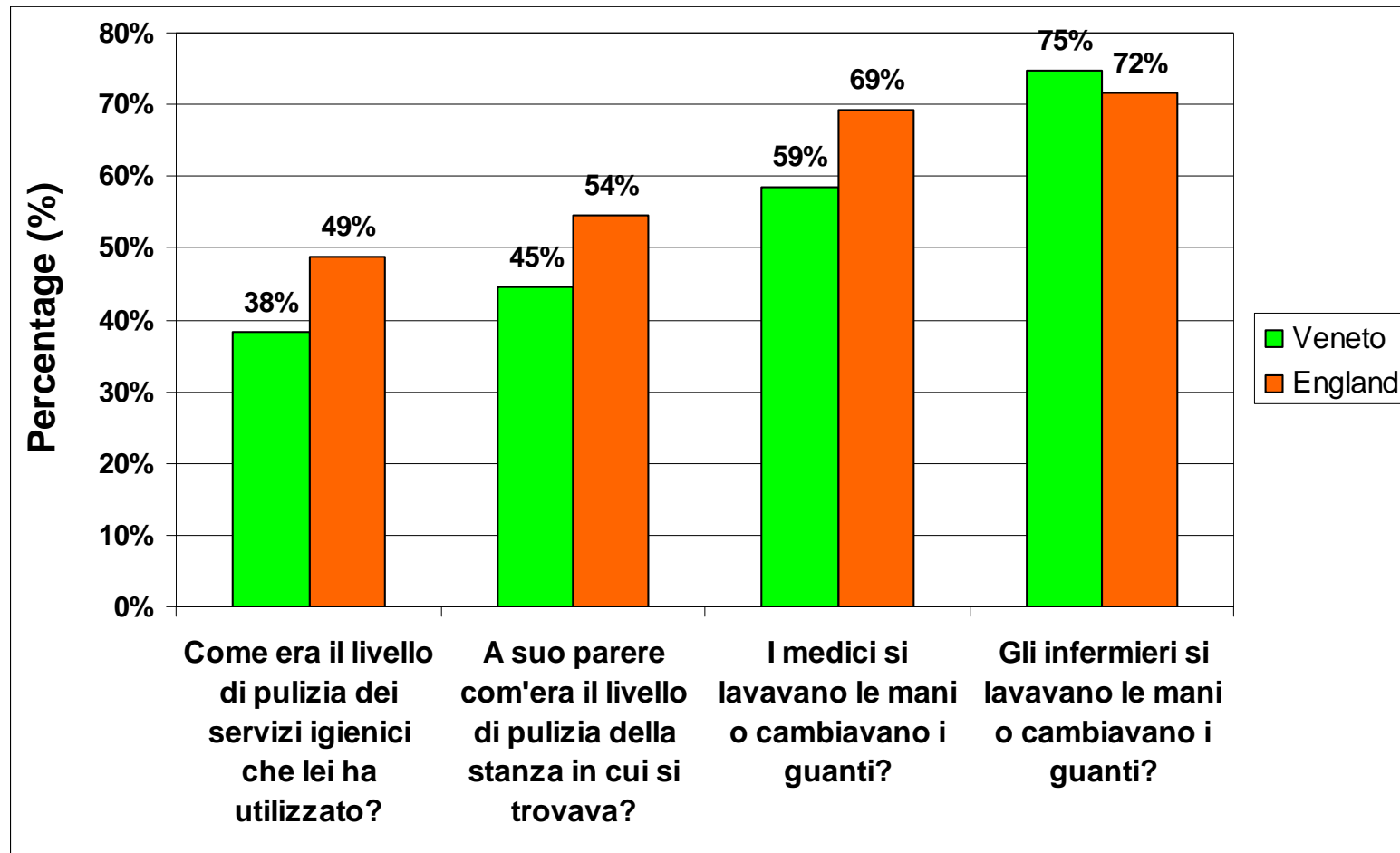
Waiting times for a planned admission



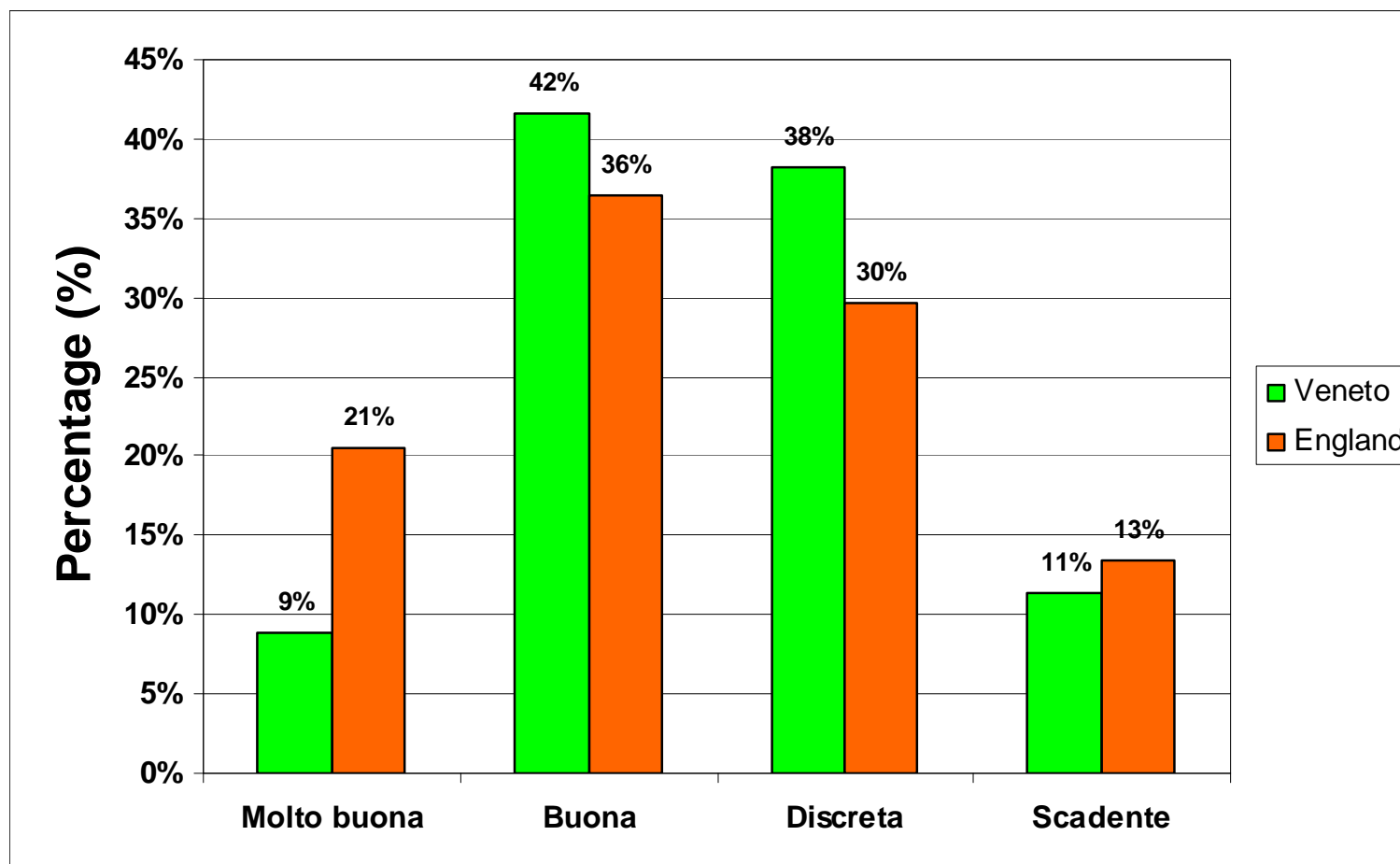
Information in the Pronto Soccorso



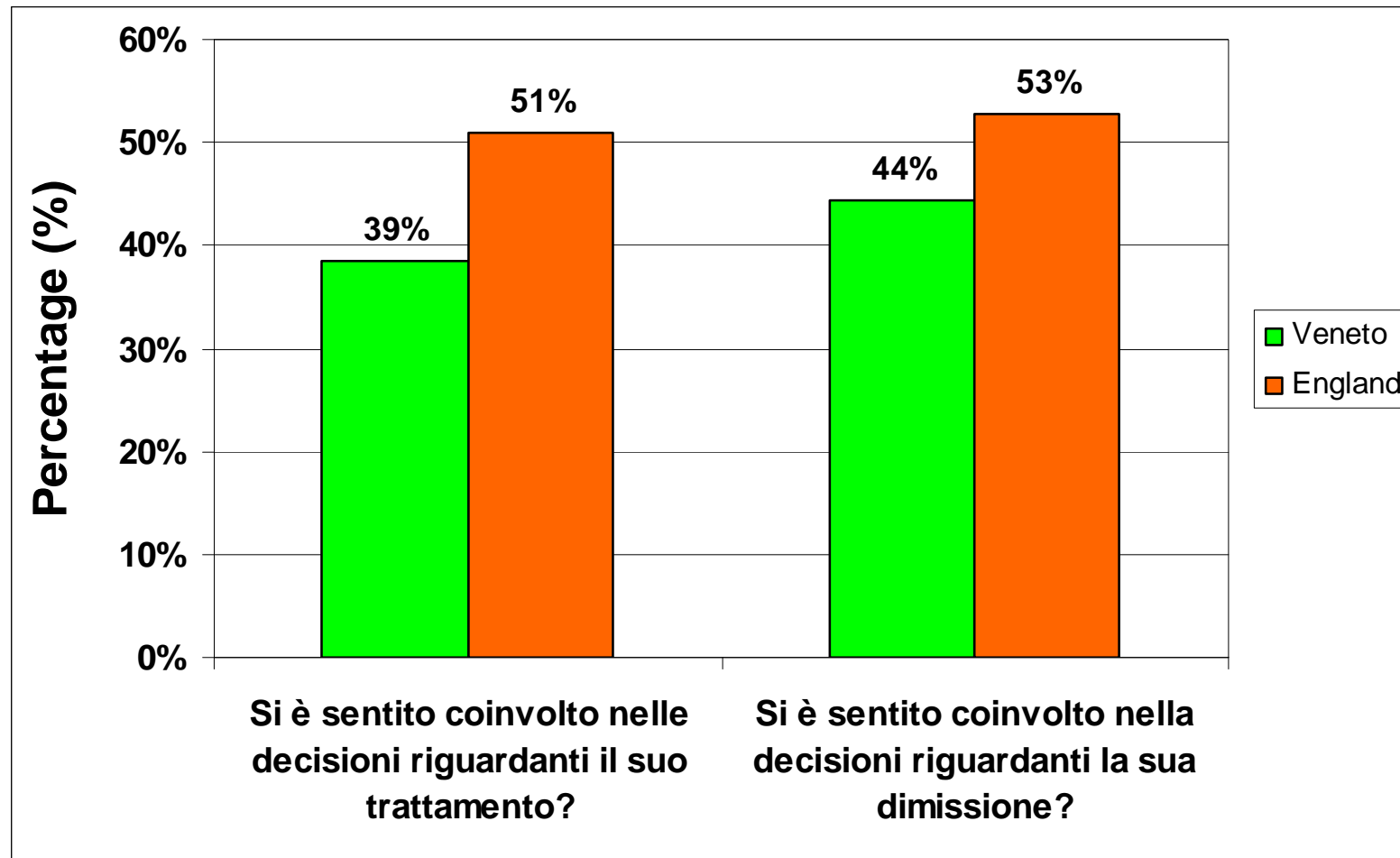
Cleanliness and hand washing: most positive responses



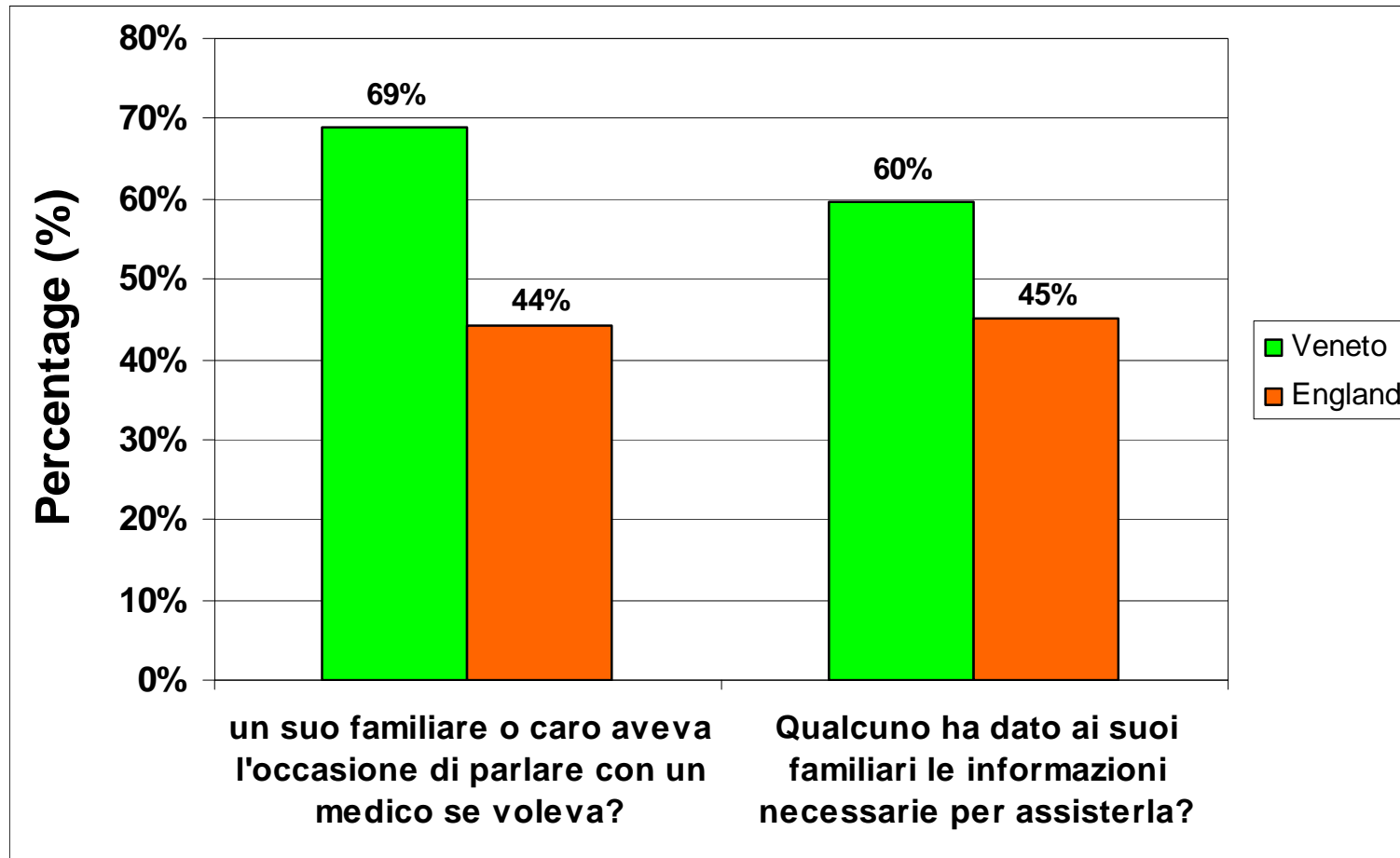
Hospital food



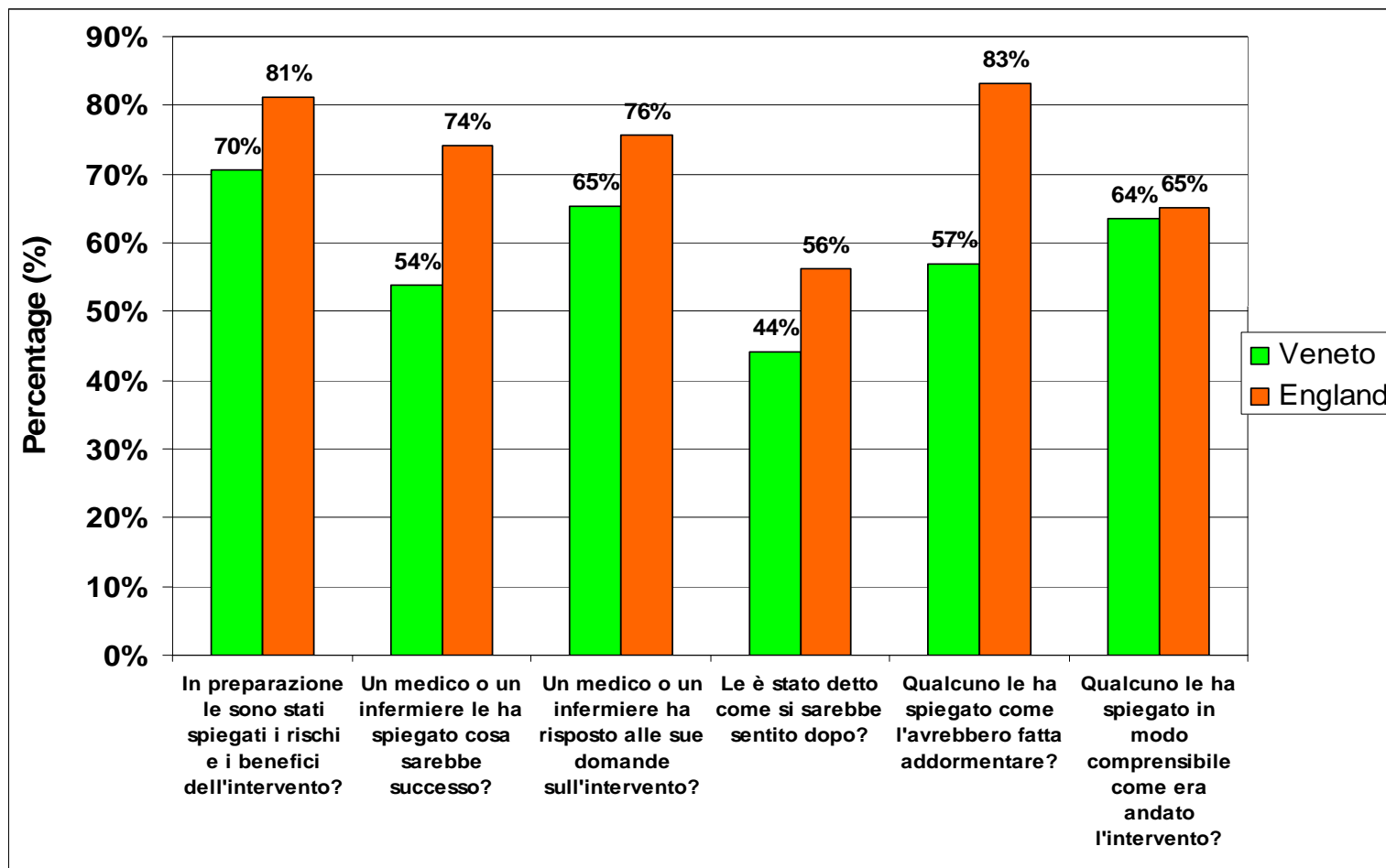
Patient involvement: “Sì assolutamente”



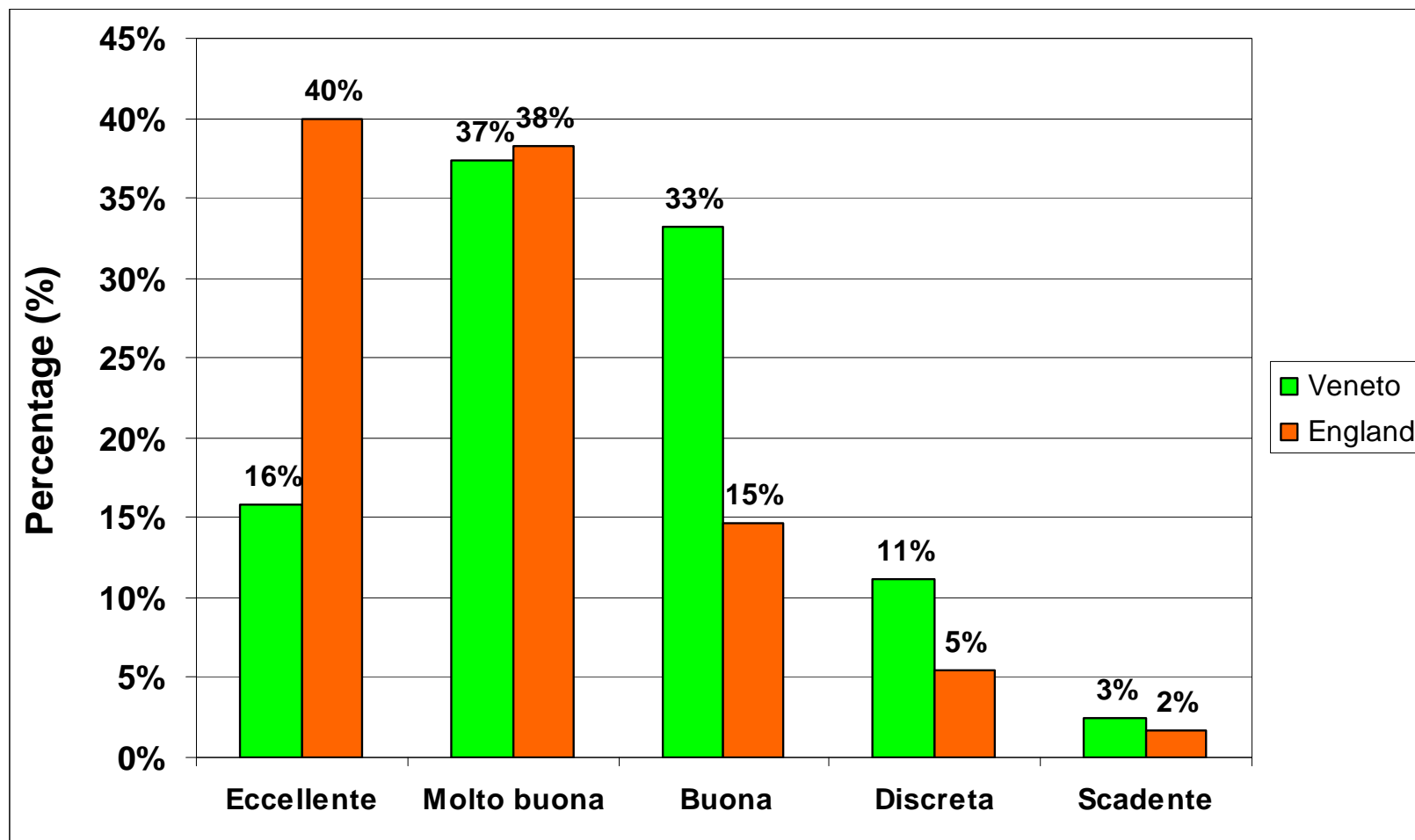
Family involvement: “Sì assolutamente”



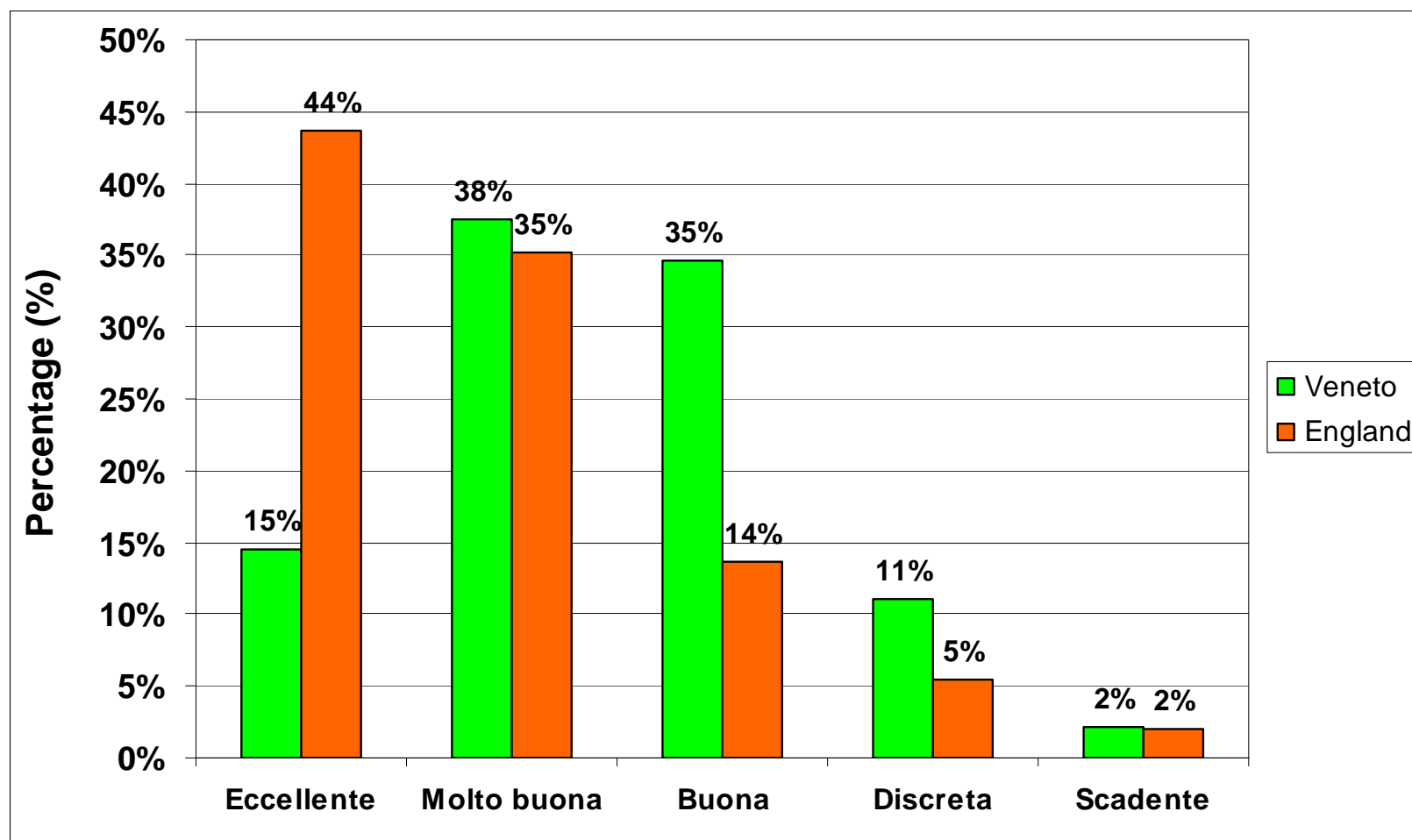
Operations and Procedures: “Sì in modo completo”



Come giudica la collaborazione tra medici e infermieri?



Come giudica nel complesso l'assistenza che ha ricevuto?



Issues raised by the pilot

Questionnaire redesign

- Scales for quality of care i.e. “excellente”, need to be revised for Italy
- Some question and response wording can be improved e.g. ‘procedures’
- Optimise questionnaire length

Feedback from pilot hospital sites

- Results being used to plan areas for improvement



making patients' views count

Any Questions?