Patient Reported Experiences of their Treatment and Recovery at the Severe Burn Injury Unit, Royal North Shore Hospital

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Introduction

Patients' perceptions of their care is an important factor in recovery. It can influence engagement and compliance.

Background

Patients' recovery is not necessarily linked to severity of injury. This project was developed through clinician / consumer collaboration and strong consumer engagement.

Aim

To design a burns specific Patient Reported Experience Measure (PREM) that captures patient's experience of their treatment and recovery.

Methodology

A mixed method (two phased) approach, using qualitative and quantitate data collection was adopted. **Phase 1:** Qualitative data was collected through focus groups (n=4) and semi-structured interviews (n=3) with ex burn patients. This data was used to adapt Bobrovitz et al's PREM (2016, 2018) into a burns-specific PREM. **Phase 2:** B-PREM is accessible via REDCap, ipad or papercopy. Every patient (age >18) admitted is asked to complete the survey upon discharge and at 6 weeks follow up.

Qualitative

Consumers shared what was important to them during their recovery:

It was important that staff communicated regularly and consistently.

Consumers shared how vulnerable they felt in hospital.

Consumers identified a big discrepancy in acute vs. post-discharge support.

"The most important aspect, to me, would have to be…understanding or at least knowing what the hell was going on…" – Burn survivor

Quantitative

Patients are asked to rate their overall care and list the best and worst aspects of their care.

Did you understand about your injuries?

Did you feel your concerns were responded to? Were you offered emotional support?

Did you feel prepared for discharge?

Results

Phase 1: The following themes emerged: safety/trust, communication and understanding.

Preliminary data suggests patients feel empowered and heard when asked about their actual experiences.

Significance

Clinician/consumer collaboration and bringing patients' voices to the forefront improves holistic integrated burns care.

Discussion

This type of data can be used for research, quality improvement and staff performance evaluation.

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