

Background

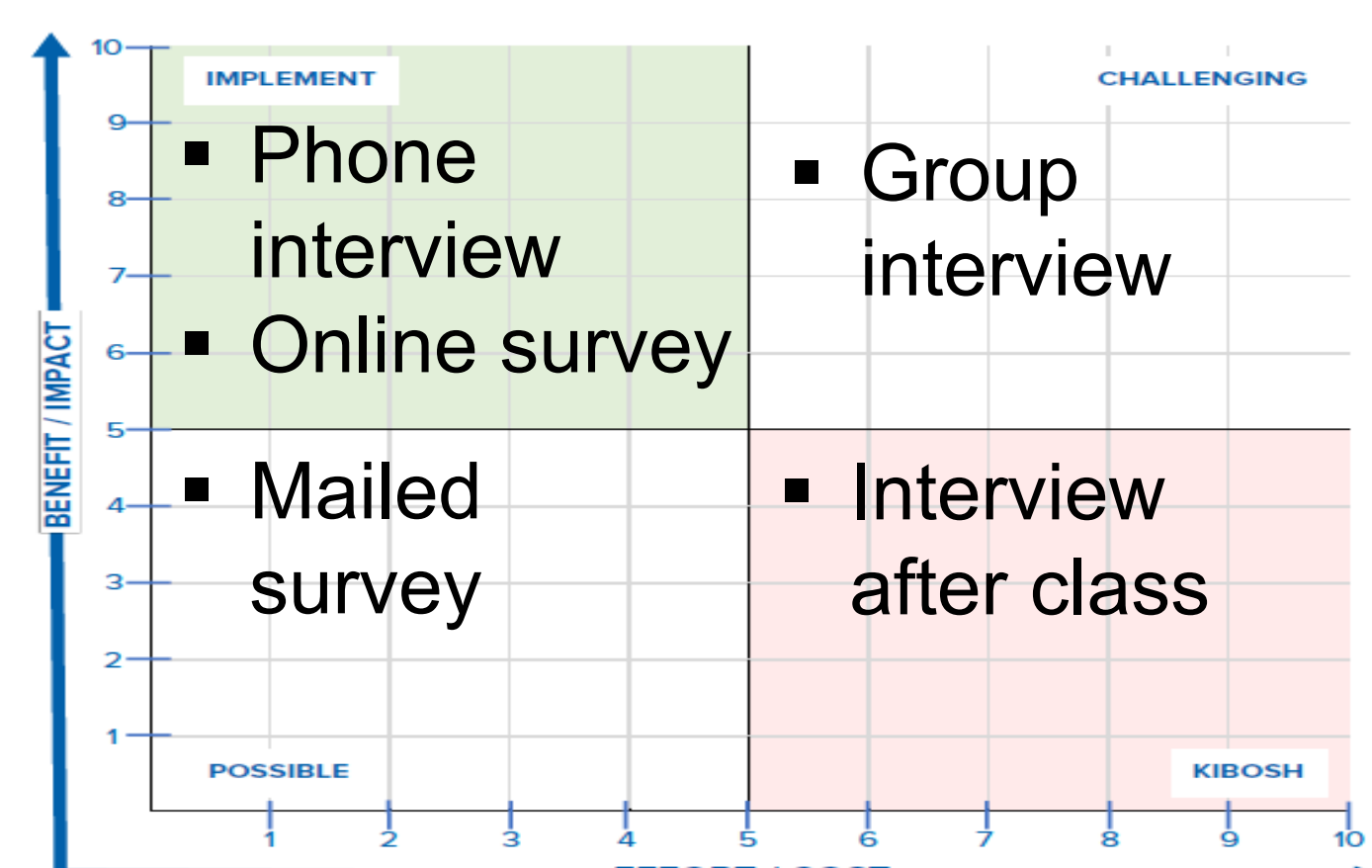
- HME offers self-management classes for UC Davis patients, staff, and retirees
- Class topics include diabetes, weight management, heart health, tobacco cessation, stress, chronic pain, and more!
- Due to COVID-19, HME converted 20 in-person classes to virtual classes
- Patient experience feedback on virtual classes was needed for quality improvement
- These findings may be considered by teams collecting patient experience feedback for quality improvement

Purpose

- To identify a process to obtain participant feedback on virtual class experience

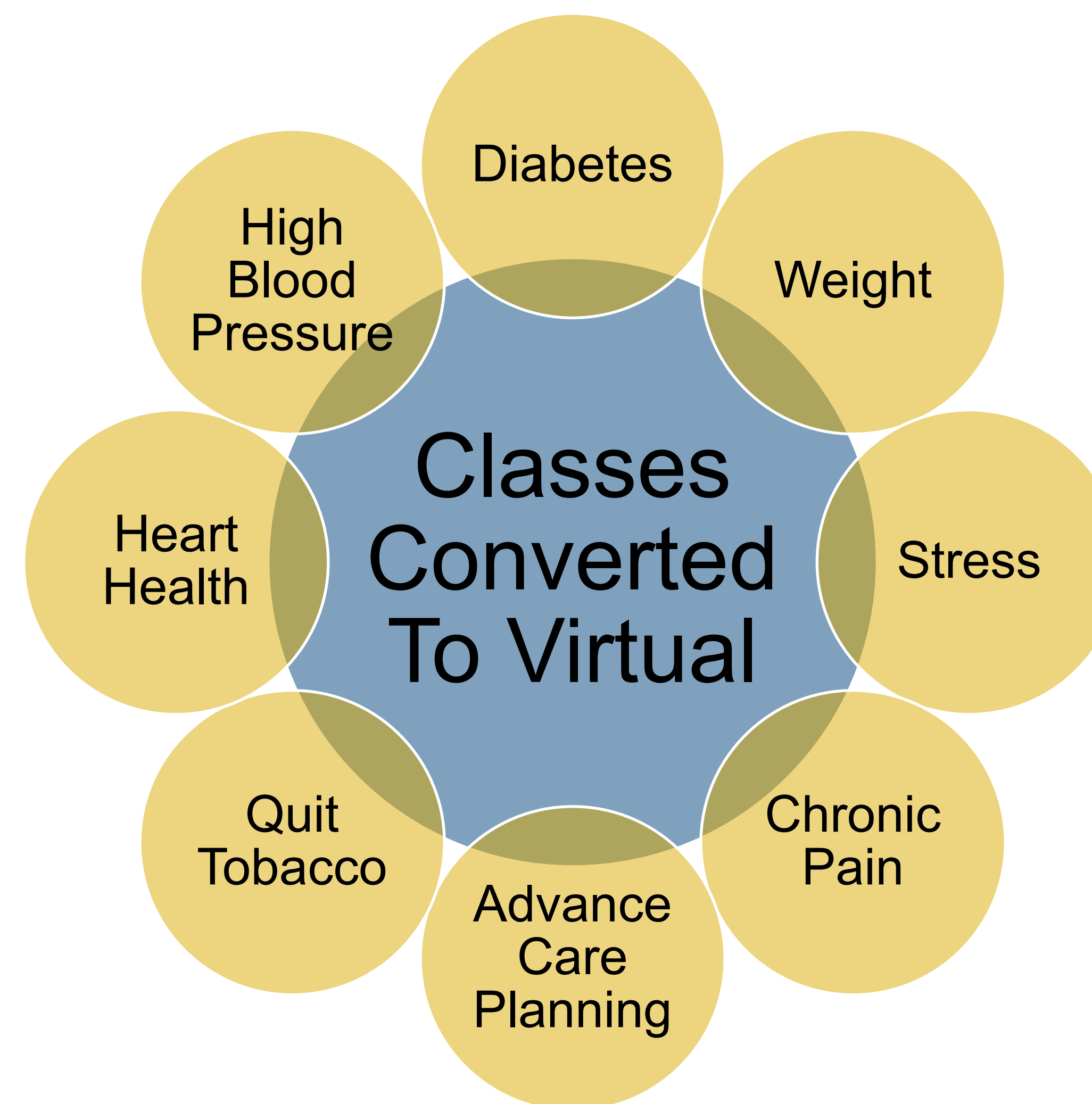
Methods

- HME Team brainstormed feedback methods using A3 process and developed survey questions

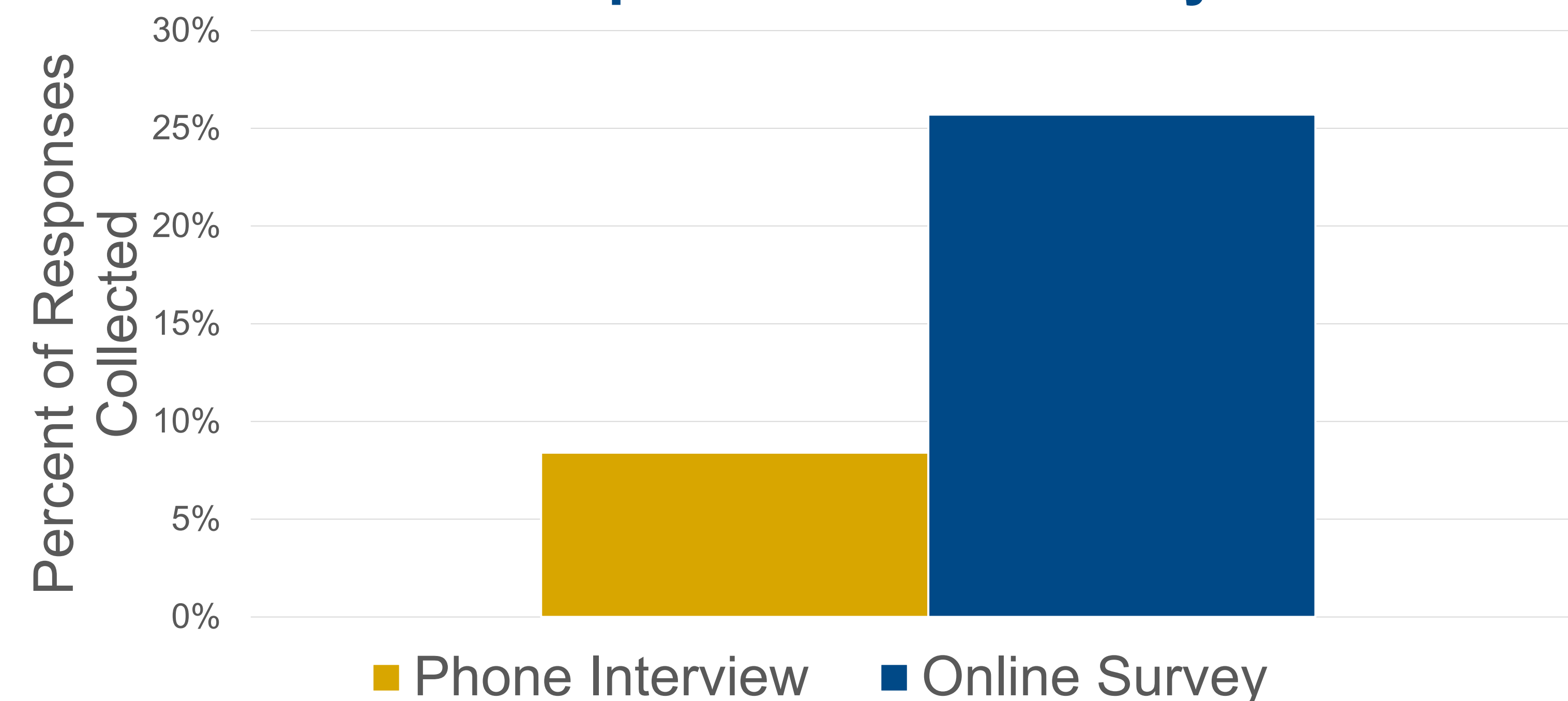


- Feedback methods prioritized:
 - Class participant phone interviews:
 - Conducted by Education Coordinator and Social Work Intern
 - Participants from March - Sept. 2020
 - Online survey after class:
 - Converted phone interview questions to online REDCap survey
 - Starting December 2020, online survey automatically opens in browser after completing class

Results



Responses Collected By Method



Class Participant Phone Interviews

- Quantitative Results
 - 82 of 483 participants called for interview (16.9%)
 - Feedback obtained from 41 of 483 participants (8.4%)
- Qualitative Results
 - Time consuming for staff
 - Challenging to reach participants by phone
 - Not sustainable or scalable to meet demand of multiple classes offered per week

Online Survey After Class

- Quantitative Results
 - All online participants were offered the survey
 - Feedback obtained from 85 of 331 participants (25.7%)
- Qualitative Results
 - HIPAA compliant
 - Required less staff time

Conclusions

- Online survey after class benefits compared to phone interviews:
 - Higher reach rate and response rate
 - Better received by class participants
 - Offered similar depth of information as phone interview
 - Less time consuming for staff
- Online surveys may be a tool to consider for patient feedback initiatives
- Limitations: Low response rate for both surveys and interviews may not represent all participant experiences, limiting generalizability of findings

Next Steps

- HME plans to continue using online surveys to collect patient feedback on virtual classes. If response rate remains low, HME will consider these strategies to increase completion rate:
 - Class time to complete
 - Survey link in chat box
 - Emphasize value and use of responses

Authors

- Leta Lemos, MPH
- Andrea Quinonez, PhD, MSN, RN, PHN
- Marie Barone, RD, CDCES, CSOWM
- Cari Shulkin, MSN, CTTS
- Gabrielle Burt, RN, BSN, CDCES
- Nicole Hansen, MSN, RN, NEA-BC

Acknowledgements

- Monica Padilla, Education Coordinator
- Jolanna Jaan Francisco Araujo, Social Work Intern
- Dusten Hickman, Quality Assurance Analyst