

# **The Veneto Region Pilot Survey: Veneto compared to England.**

**Caroline Powell  
Picker Institute Europe**

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# What does the Picker Institute do?

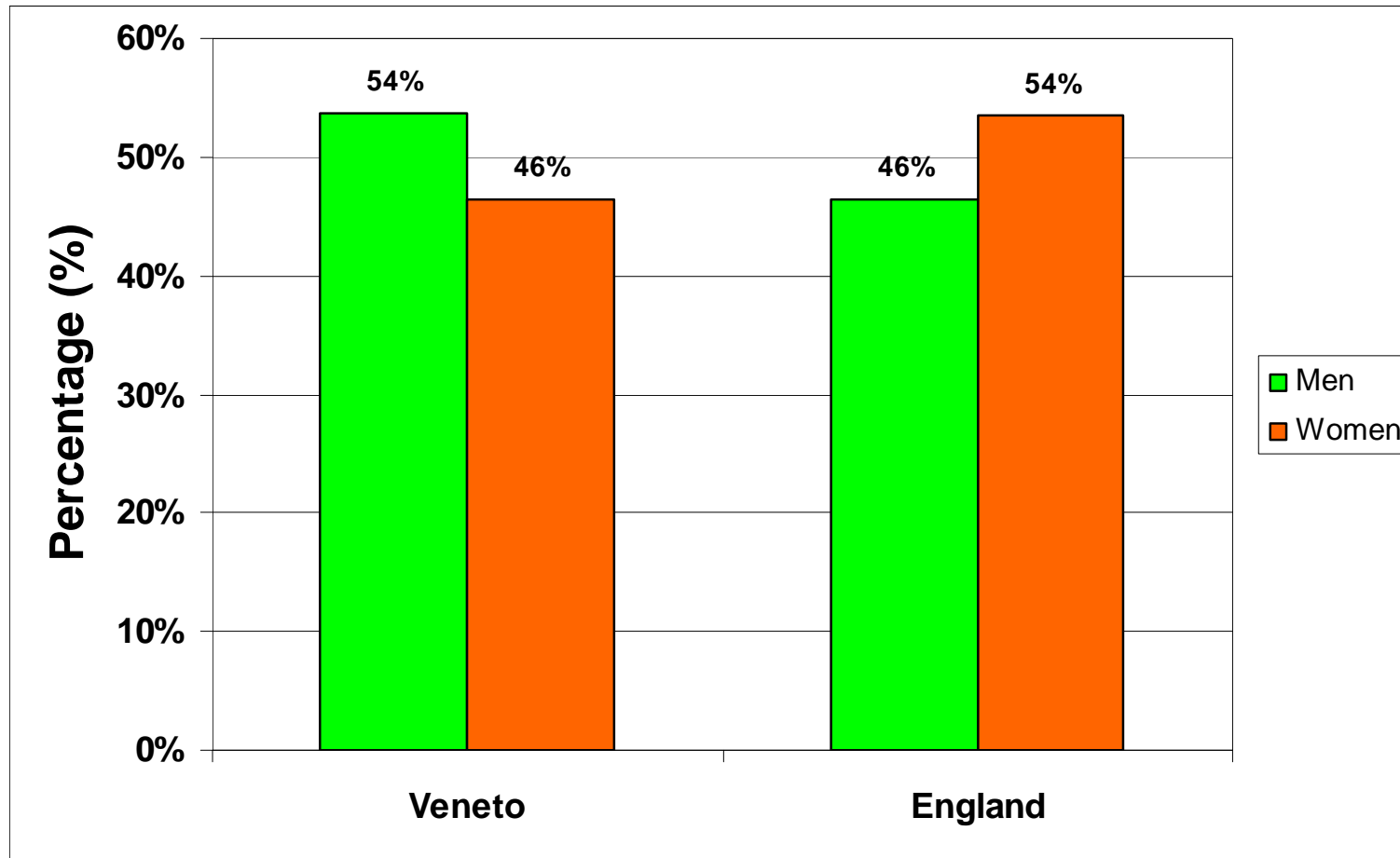
- Research and evaluate staff and patients' experience
- Lead initiatives that make improvements happen
- Build evidence to inform health policy



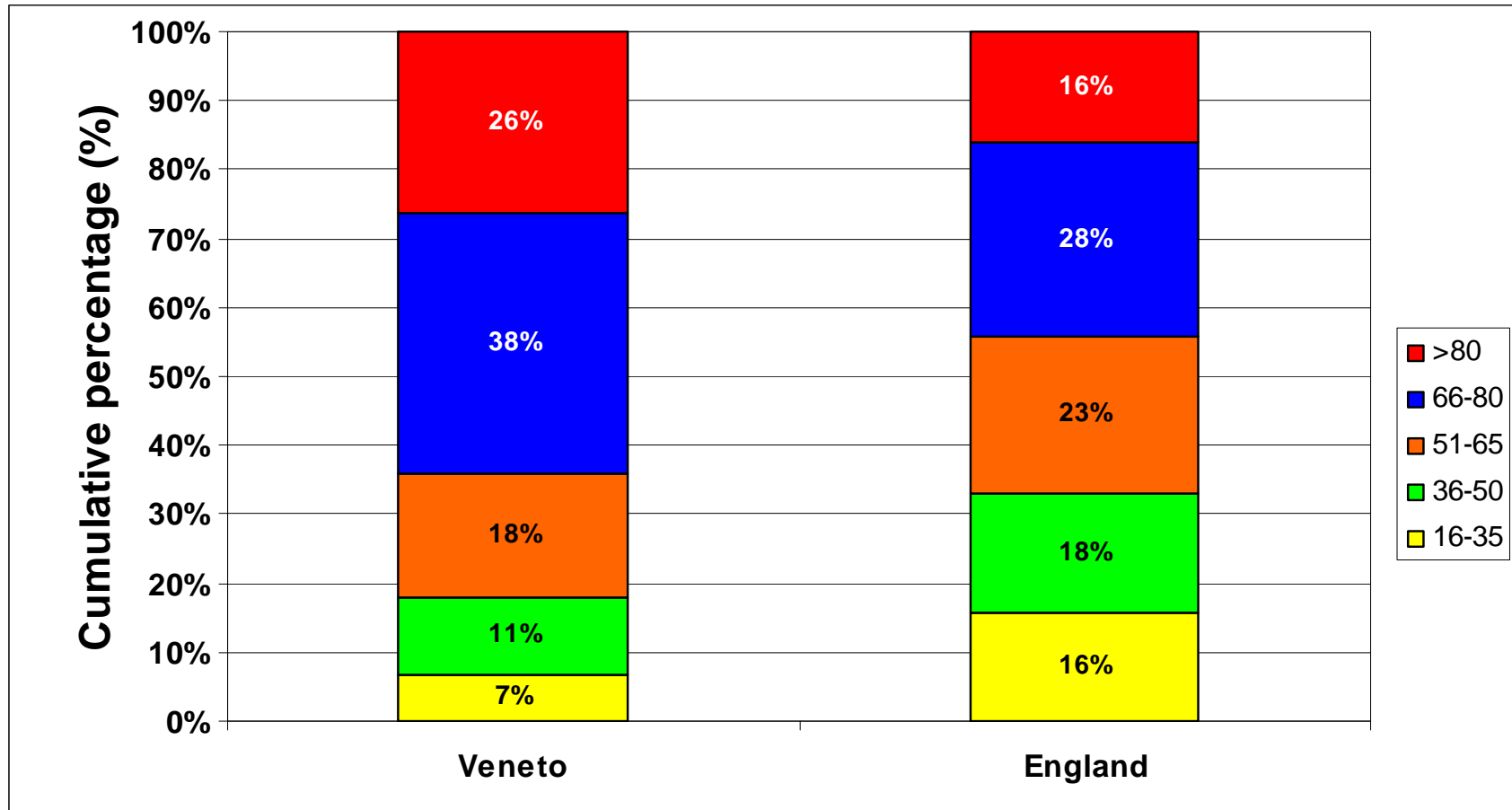
• **‘Making patients’ views count’**

# Sample comparison

# Sample composition: Sex

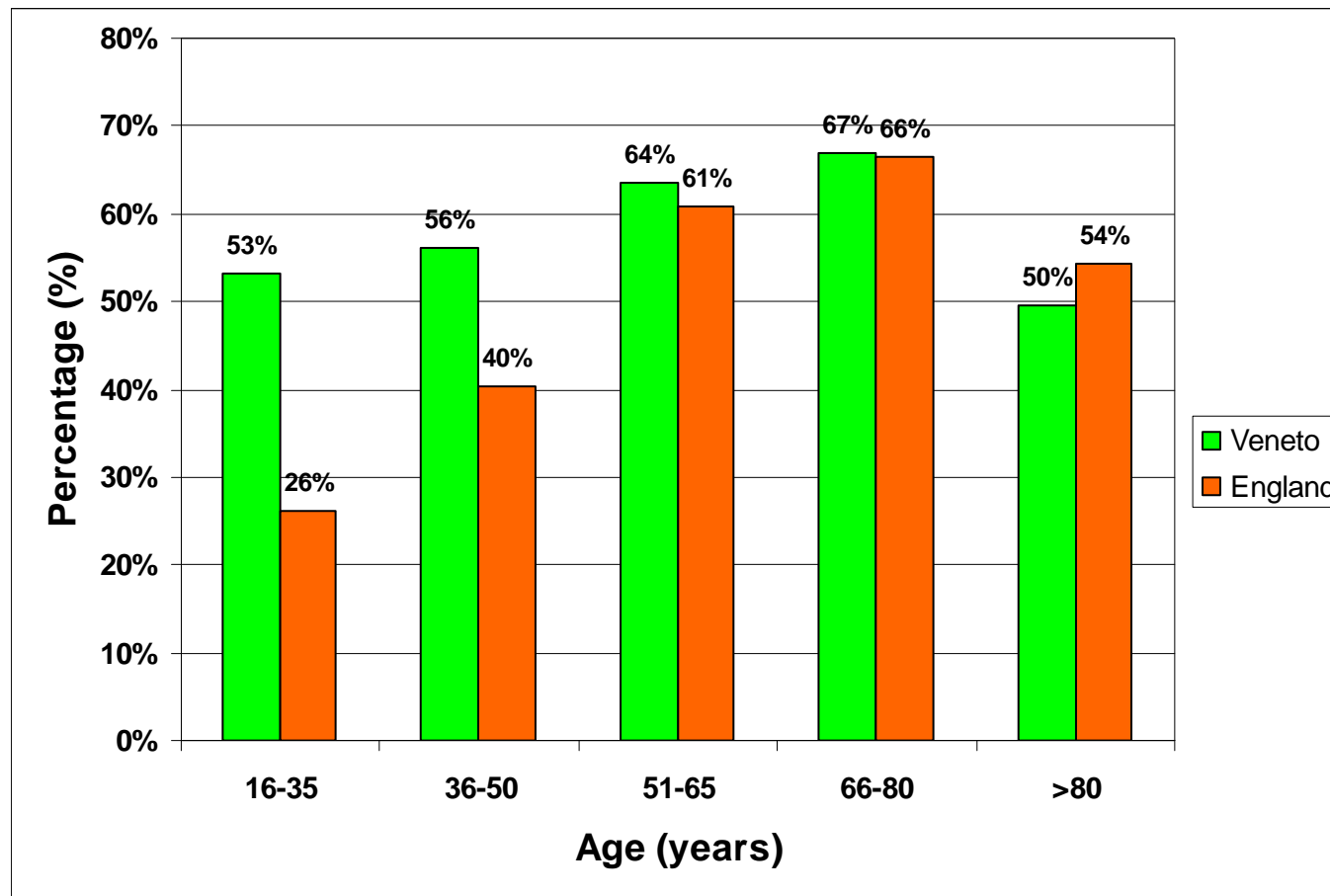


# Sample composition: Age

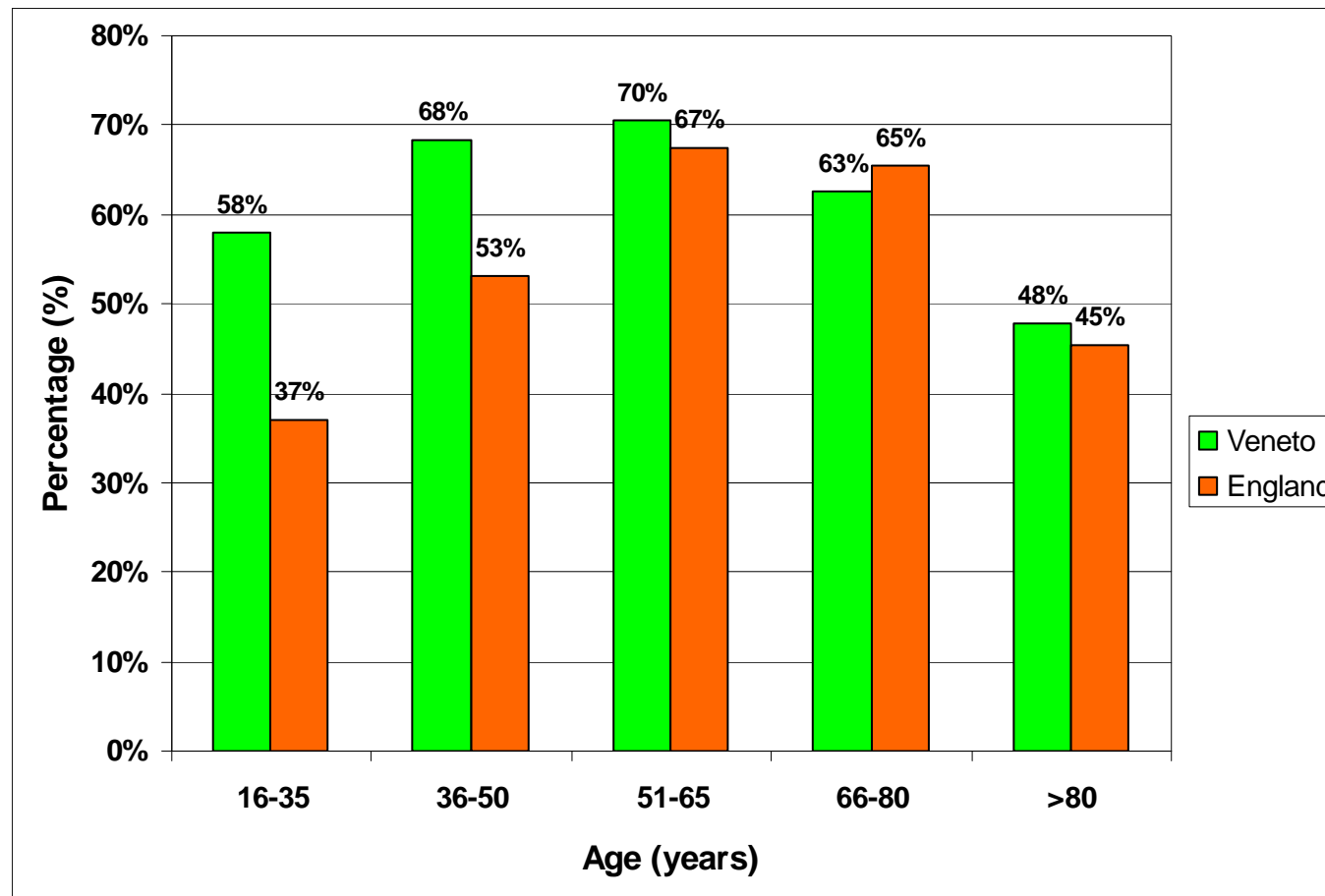


# Respondent comparison

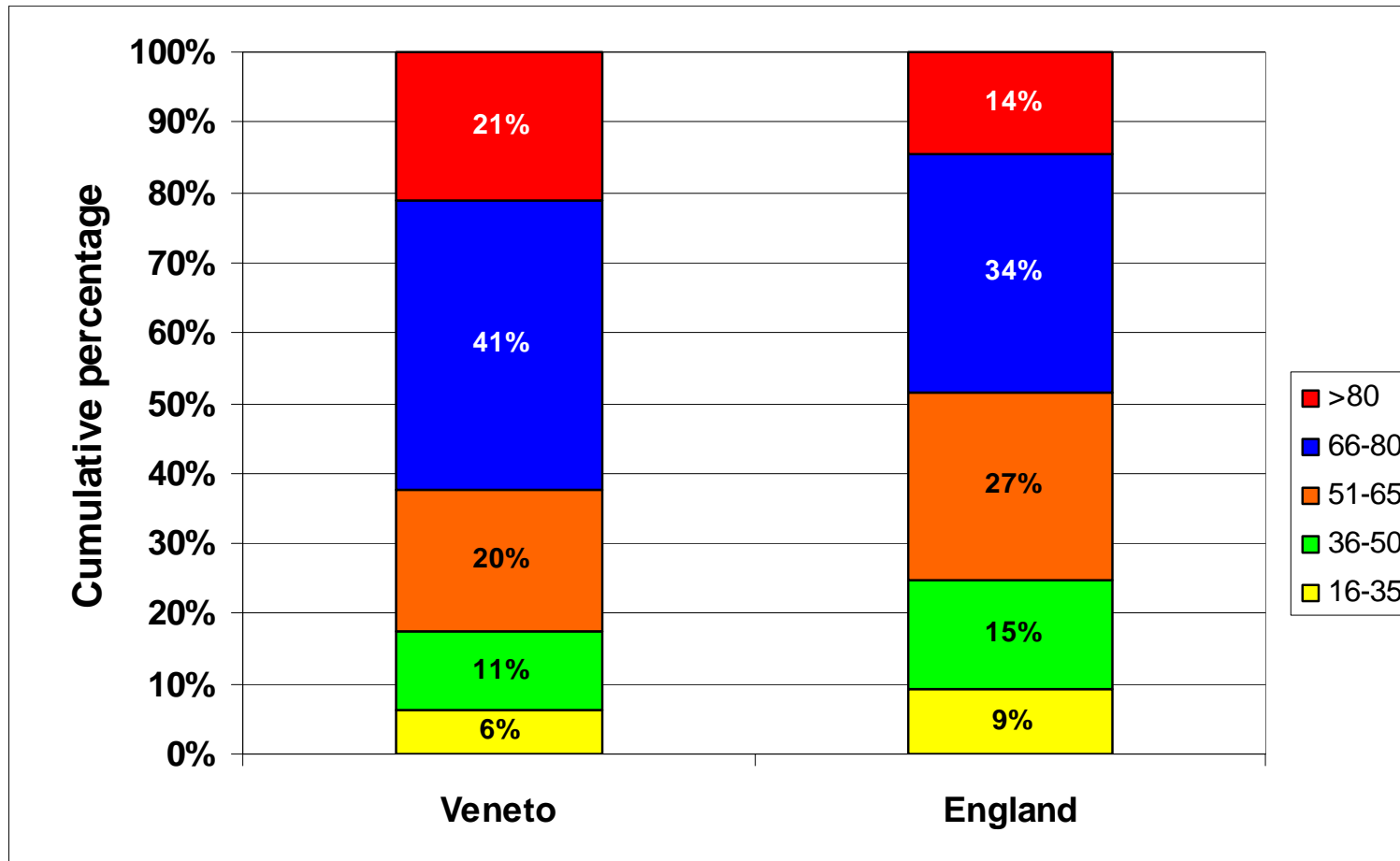
# Response rate by age: Men



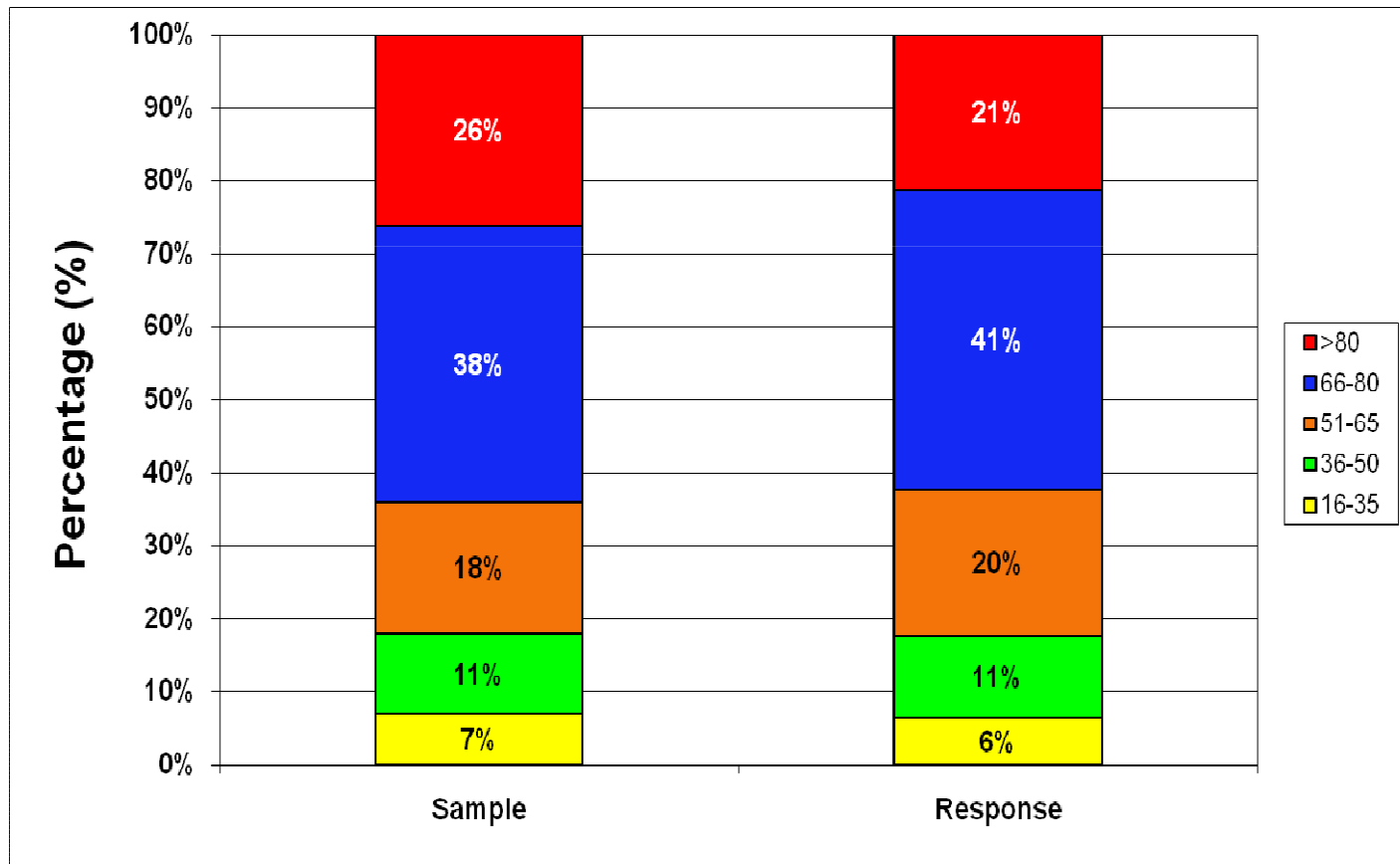
# Response rate by age: Women



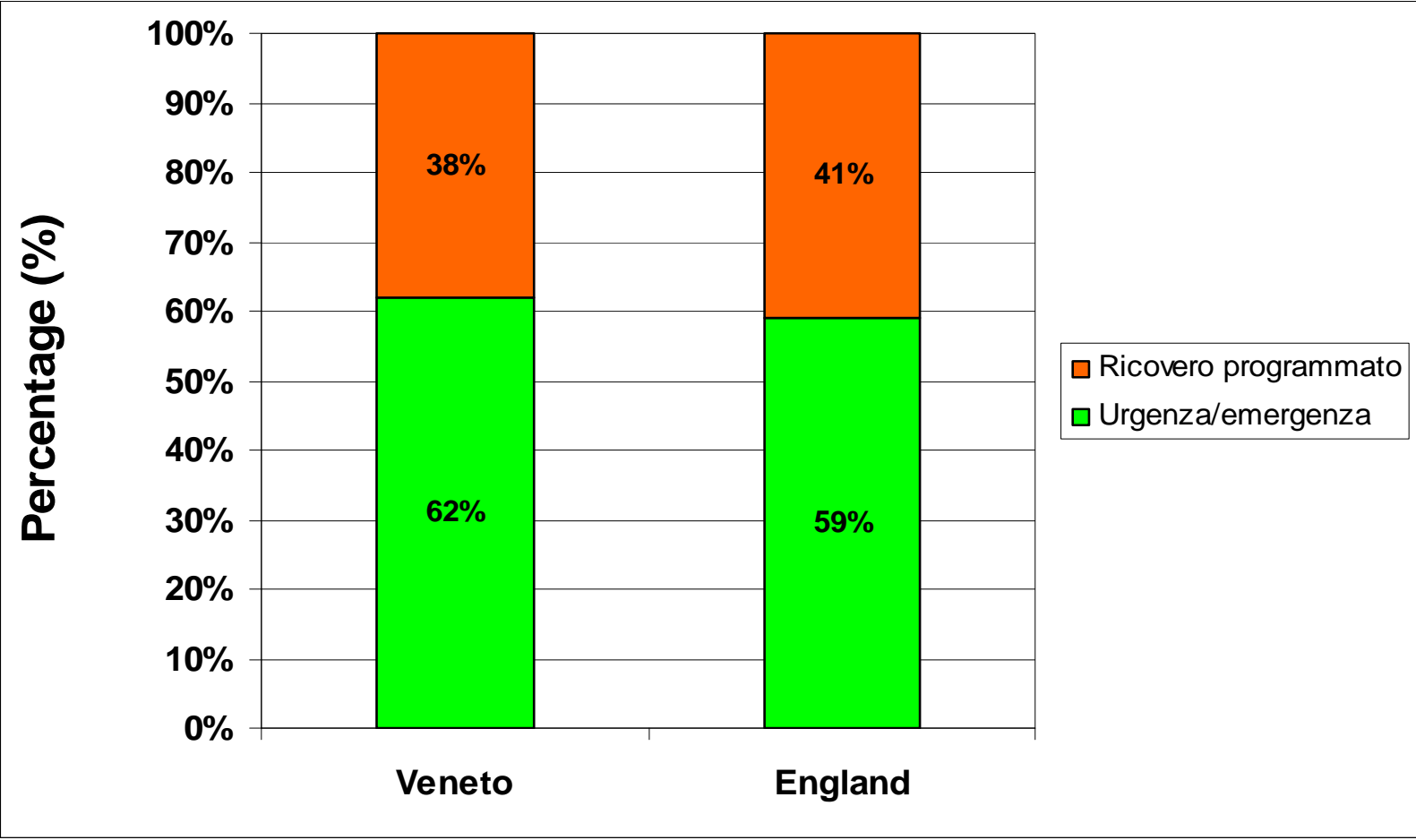
# Respondent composition: Veneto vs. England



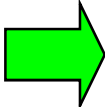
# Sample vs. respondent composition in Veneto



# Respondent composition: Emergency vs. Planned



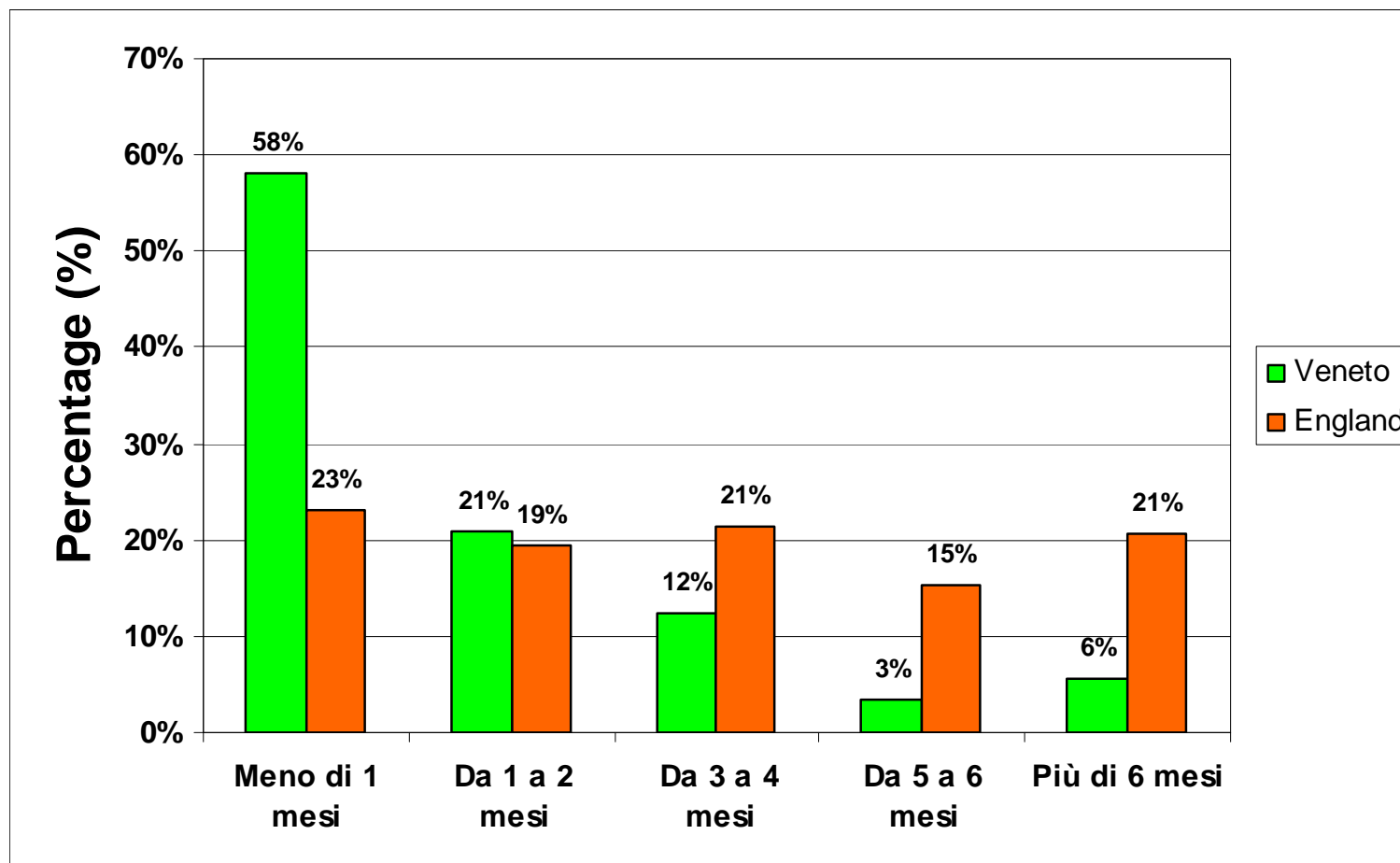
# Summary

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

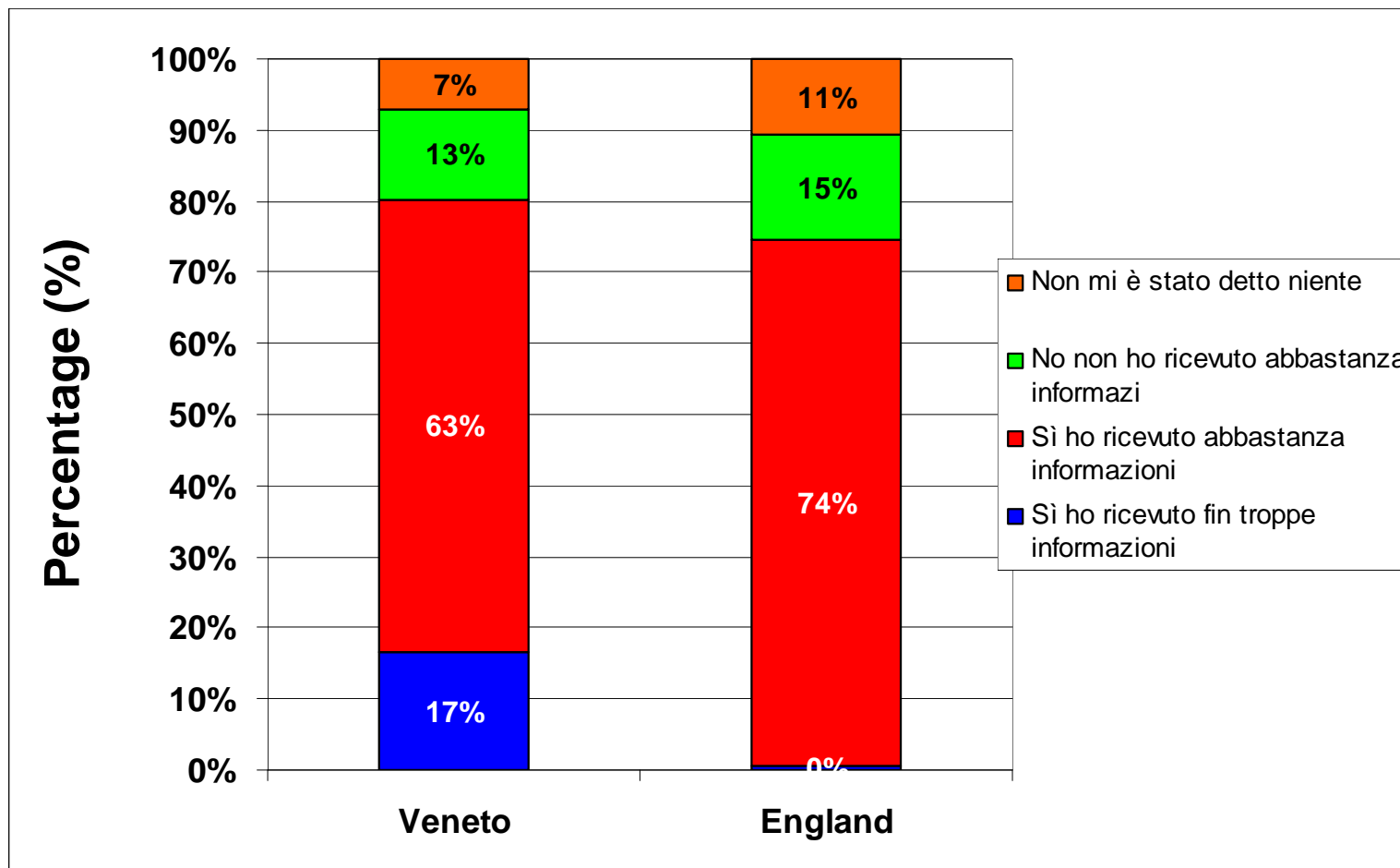
# **International comparison of survey results :**

## **Veneto region and England**

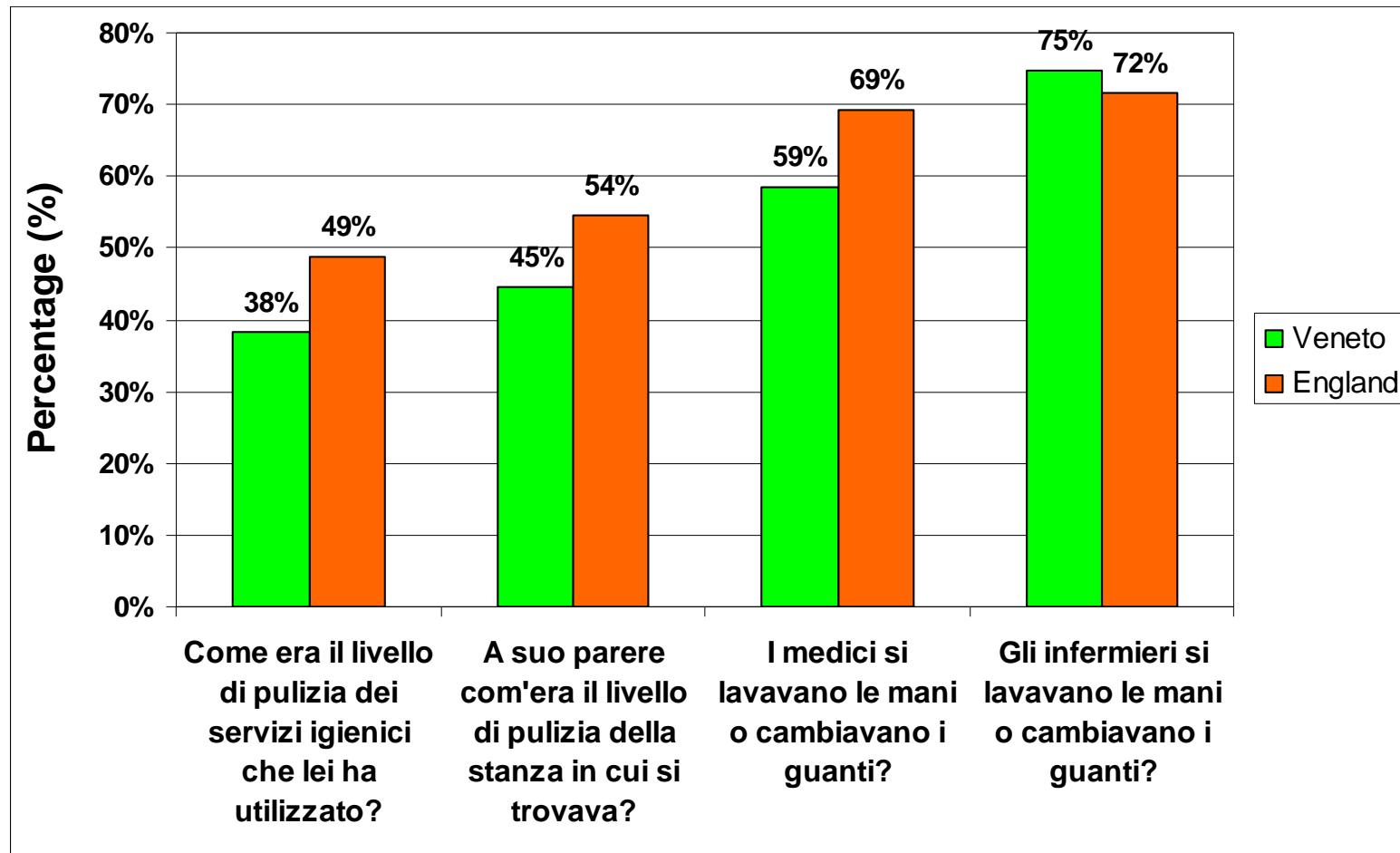
# Waiting times for a planned admission



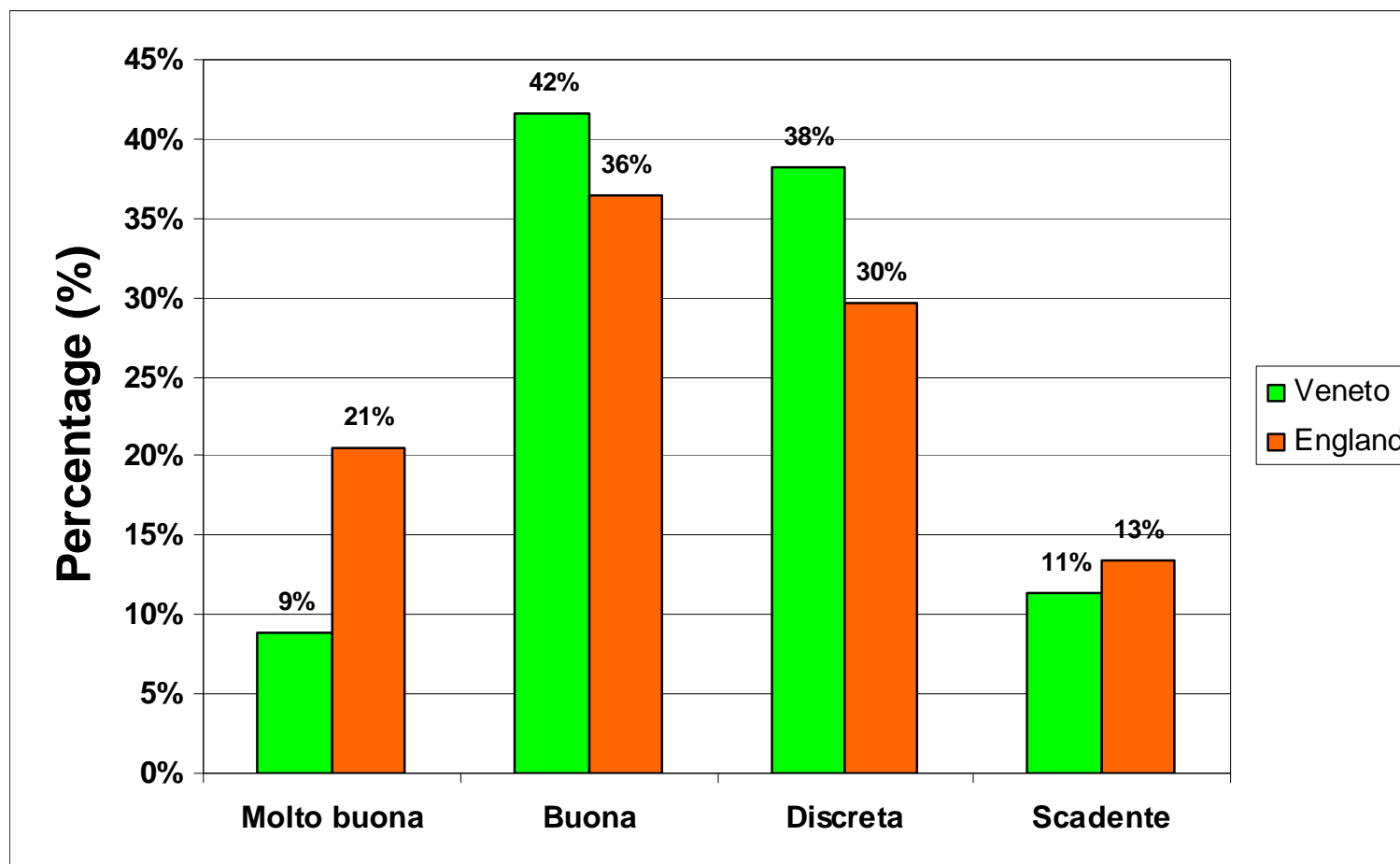
# Information in the Pronto Soccorso



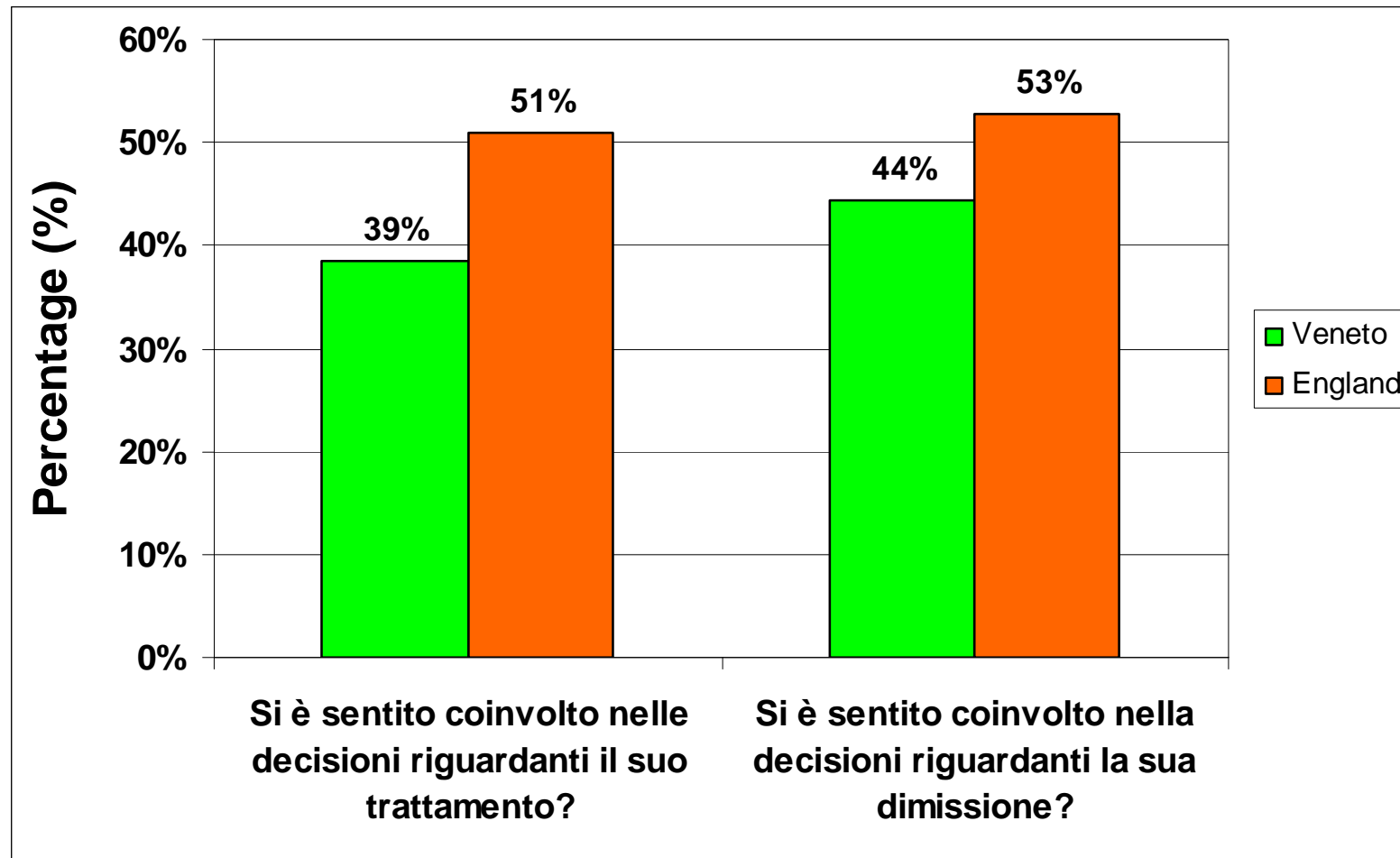
# Cleanliness and hand washing: most positive responses



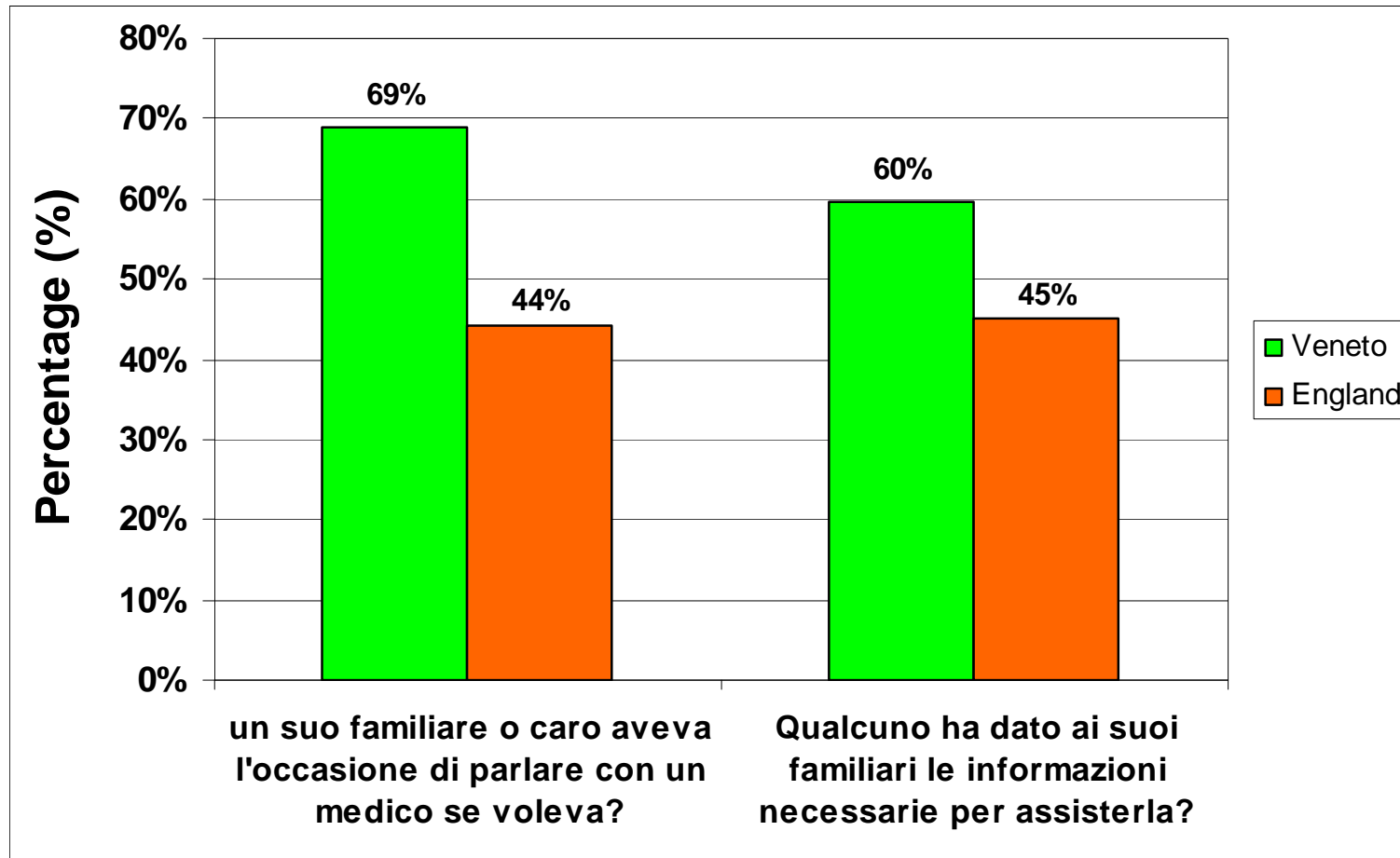
# Hospital food



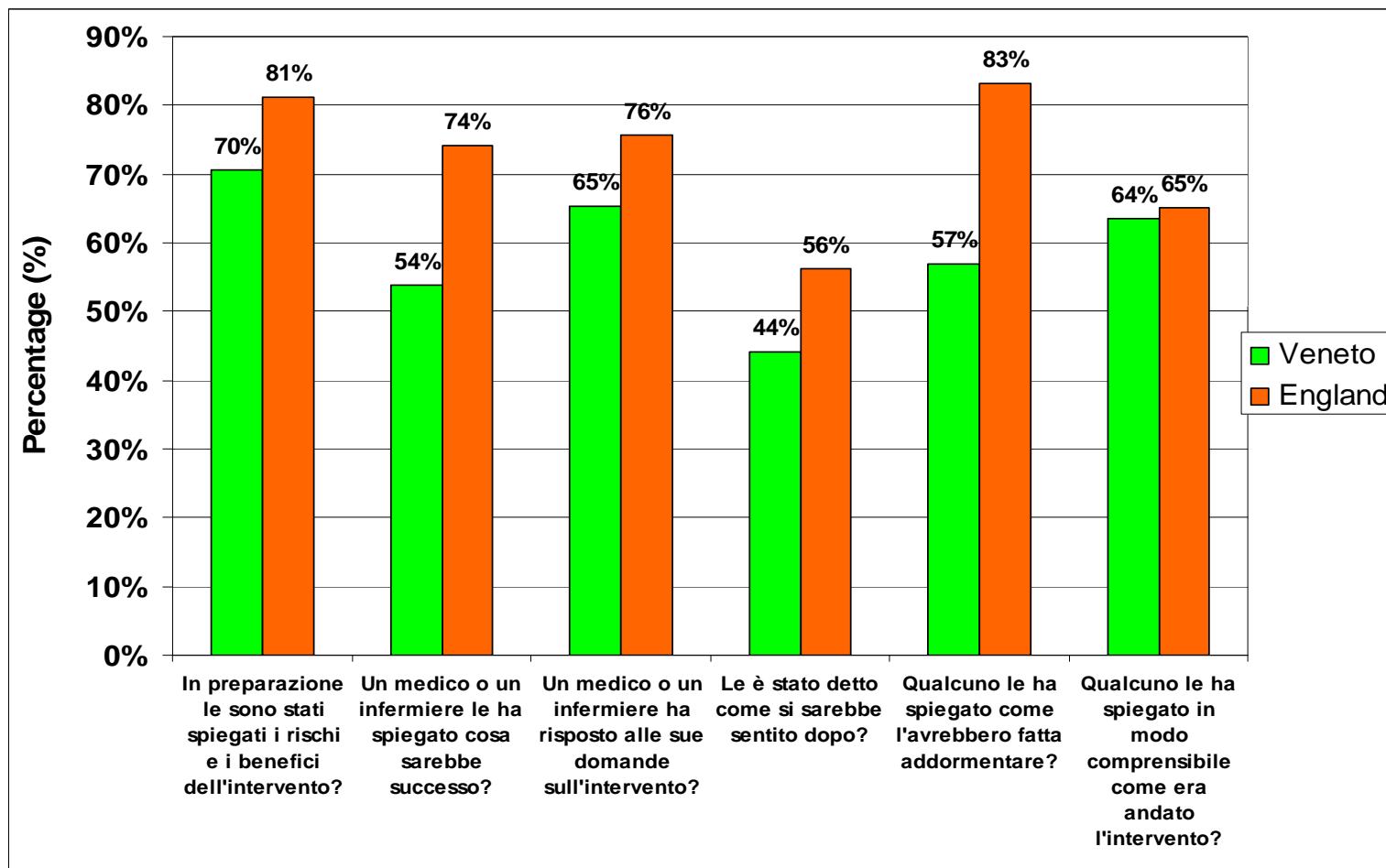
# Patient involvement: “Sì assolutamente”



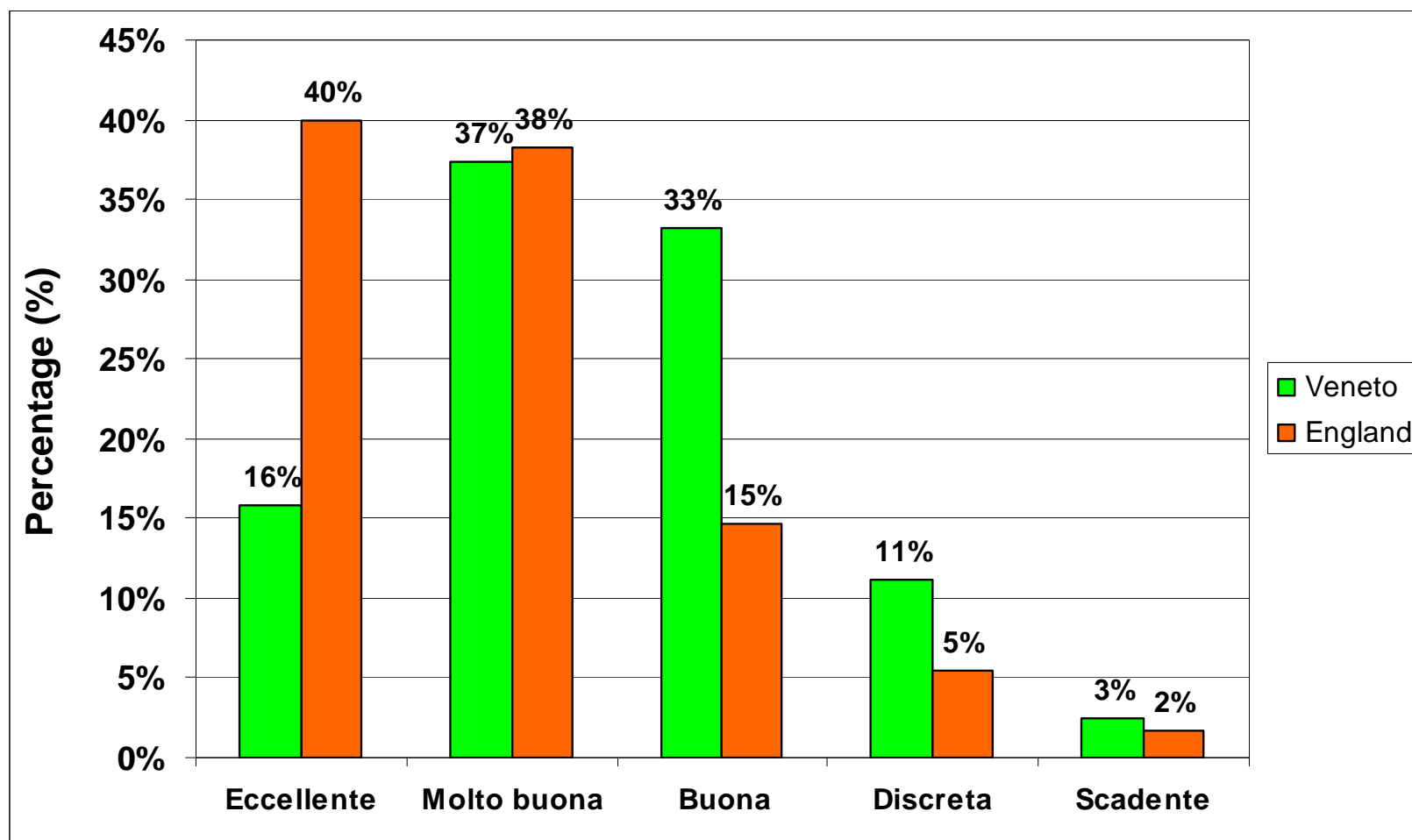
# Family involvement: “Sì assolutamente”



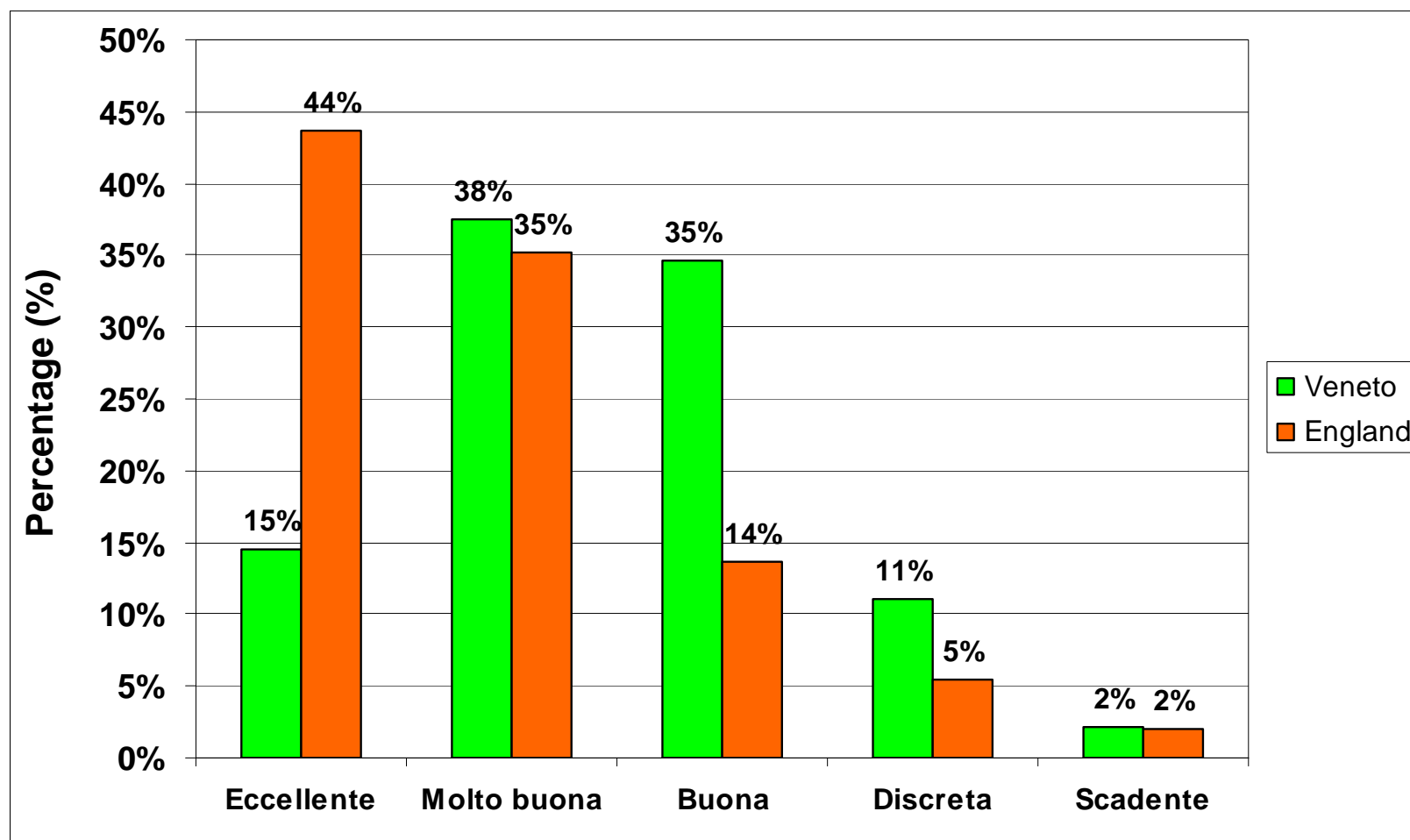
# Operations and Procedures: “Sì in modo completo”



# 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?