

# Assessing Patient Experience with Cardiovascular Diseases Using the PREMs Tool

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## Introduction

The concept of patient-centered care has gained significant prominence in recent years, with growing evidence supporting its effectiveness within healthcare systems (Yu et al., 2023). Measuring and understanding patient experiences has become essential for advancing patient-centered care, and substantial efforts are now dedicated to delivering high-quality, patient-focused services (De Rosis, Cerasuolo & Nuti, 2020).

Patient Reported Experience Measures (PREMs) capture patients' perspectives on healthcare services, enabling policymakers to assess overall patient experience, focus on critical aspects of care, identify gaps, and develop effective action plans to improve healthcare quality. This study investigates patient experiences with healthcare services using PREM tool and identify various gaps in patient care.

## Method

To study patient experiences with healthcare services, both quantitative and qualitative data were collected. The study took place in 2021 and included 20 patients from the Cardiology and Cardiothoracic departments of a hospital in Attica region-Greece. Data were gathered through individual interviews with patients. The questionnaire used was adapted to the Picker Patient Experience questionnaire (PPE-15) and was focused on 7 major dimensions (information and education, coordination of care, physical comfort, emotional support, respect for patient preferences, continuity and transition, and overall impression).

## Results

The majority of patients were male (65%) and over the age of 65 (70%).

Overall, in all these dimensions the patients were rather satisfied with the healthcare services provided.

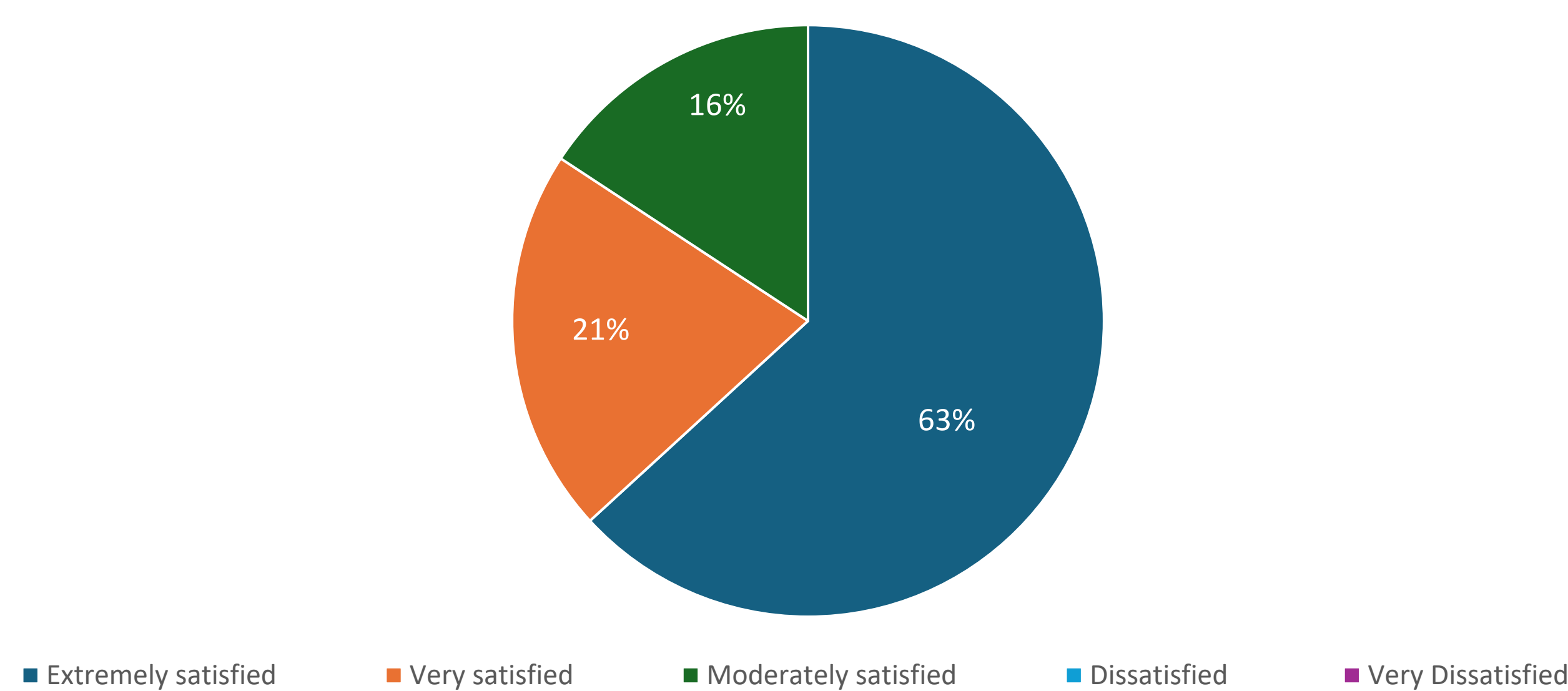


Figure 1. Patient Satisfaction with Hospital Distance and Accessibility

However, 16% of patients were moderately satisfied with the distance and access to the hospital.

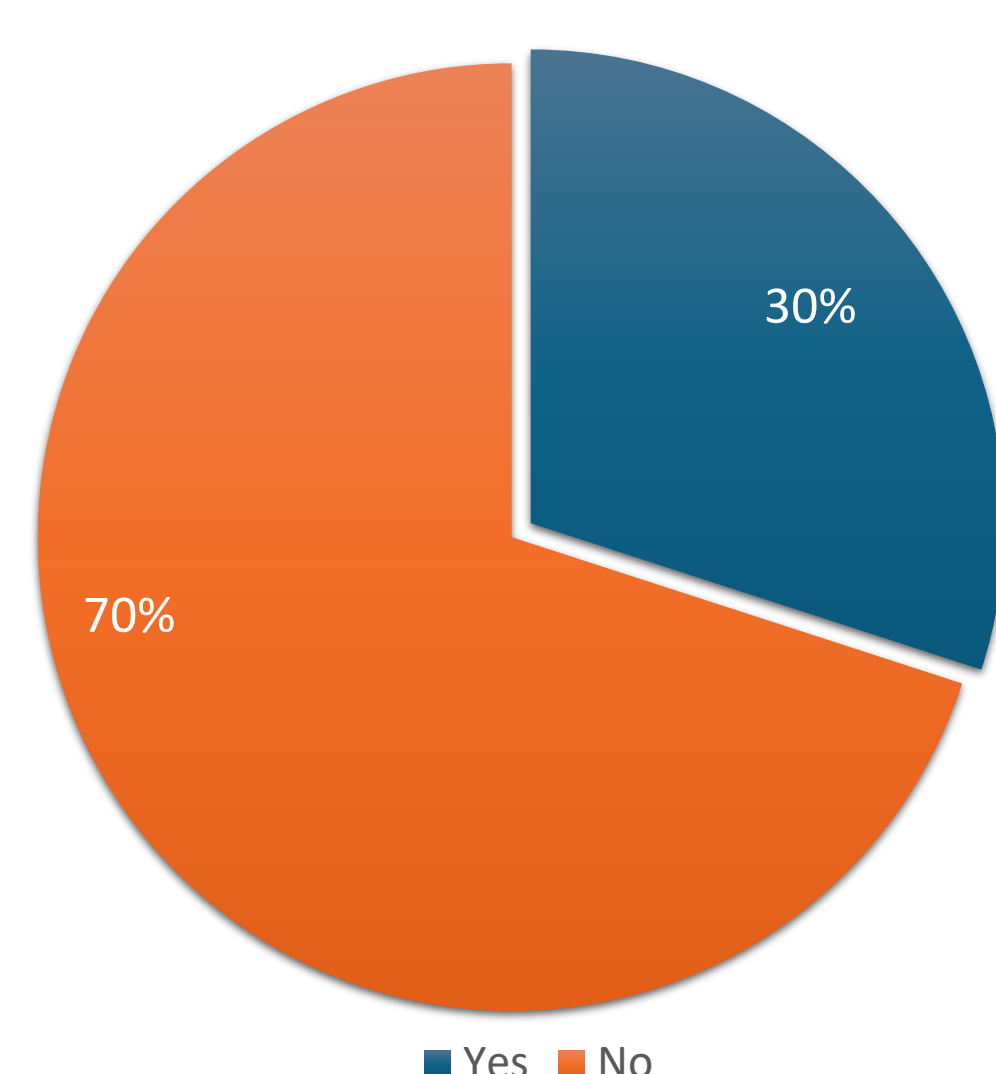


Figure 2. Presence of Pain During Hospital Stay

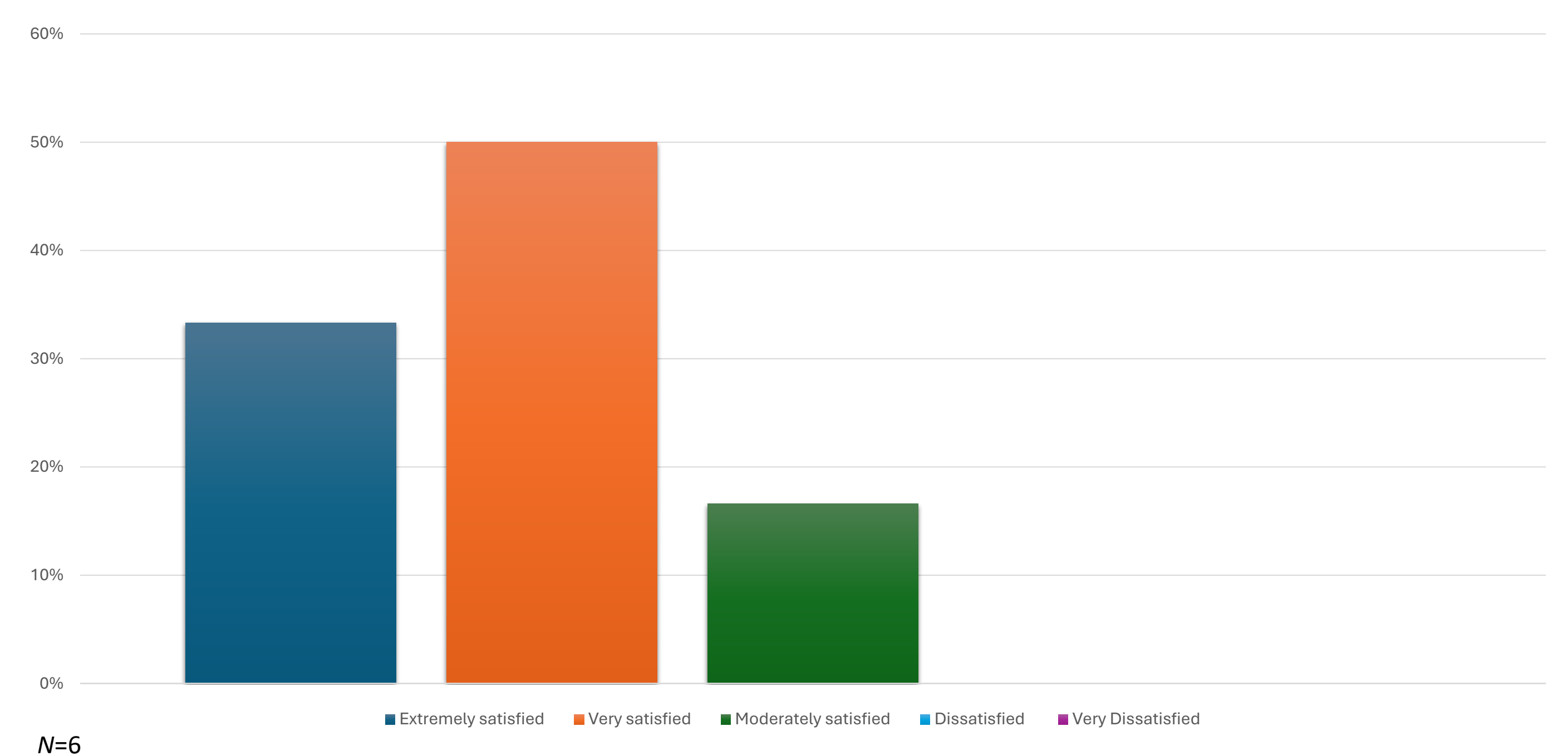


Figure 3. Satisfaction with Hospital Staff Efforts to Control Pain

Also, 30% experienced pain during their stay with 16% rating staff efforts to manage pain as moderate.

Adverse event	N	%
Hygiene	1	16,6%
Communication with hospital staff	1	16,6%
Noise levels	2	33%
Staff behavior	1	16,6%
Waiting time	1	16,6%
Total	6	100%

N=6

Table 1. Occurrence of an adverse event in the hospital

Additionally, 6 incidents were noted that disturbed or displeased the patients during their stay in the hospital (e.g. communication with the hospital staff, etc.). Interviews revealed additional negative factors affecting patient experiences: travel to the hospital, noise levels, non-compliance with hygiene and COVID-19 precautionary measures, a need for more information from doctors about the procedures, and staff rudeness and inadequacy.

## Conclusions

The simultaneous use of quantitative and qualitative methods to investigate patient experiences can lead to more comprehensive conclusions on this complex subject, enhancing research quality. In-depth exploration of patient experiences has the potential to shift focus toward more patient-centered services, which can elevate healthcare systems.

Measuring patient experience through PREMs can provide valuable insights into service quality and help identify issues in the healthcare services. In-depth exploration of patient experiences can shift the focus toward more patient-centered services, empowering the healthcare systems.

## References

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