

Evaluating Patient Experience at the Kelowna General Hospital (KGH) Outpatient Parenteral Antimicrobial Therapy (OPAT) Clinic

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Background

- Kelowna General Hospital (KGH) Outpatient Parenteral Antimicrobial Therapy (OPAT) Clinic established February 2022
- Interior Health (IH) Senior Executive Team outlined 20 performance indicators to assess program success, including an evaluation of patient experiences at the clinic
- Better patient experiences are associated with improved clinical outcomes, safer care, and better workforce experience

Objectives

- Describe patients' experiences of care at the KGH OPAT clinic using the National Health Services (NHS) Patient Experience Framework to code and categorize data into themes
- To identify opportunities to improve systems and processes in the KGH OPAT clinic

Methods

Design

- Prospective, qualitative descriptive study

Setting and Sampling

- KGH OPAT Clinic
- Consecutive sample recruited between Jan 3 to Mar 31, 2023

Inclusion Criteria

- Adult patients >18 years old who received ≥2 doses of parenteral antimicrobials at the KGH OPAT clinic
- Active telephone number
- Ability to speak English

Exclusion Criteria

- Patients ultimately not enrolled in KGH OPAT clinic
- Unable or unwilling to provide written informed consent

Data Collection

- Baseline demographics extracted from medical record
- One-on-one, semi-structured phone interviews, 20 to 30 minutes in length using interview guide developed by study investigators
- Audio recorded interviews transcribed by one study investigator

Data Analysis

- Independent coding and thematic analysis of data performed in duplicate using Nvivo 12
- Theory informed inductive approach using a preliminary coding manual derived from the NHS Patient Experience Framework

Results

Table 1. Demographics (n=7)

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Age (years); median (range)	58 (40-80)
Male sex; n (%)	4 (57)
Days of OPAT; median (range)	16 (3-66)
Infection; n (%)	
Cellulitis	4 (57)
Urinary tract infection	2 (29)
Osteomyelitis	1 (14)
Antimicrobial(s); n (%)	
Ertapenem	3 (43)
Cefazolin + PO probenecid	2 (29)
Ceftriaxone	1 (14)
Ceftriaxone + PO SMX/TMP	1 (14)

Table 2. Positive Contributors to Experience

NHS Domains	Themes *	Representative Quotes
N/A	Positive interactions with staff	"They were just awesome, they made you feel comfortable and they were caring."
Co-ordination and integration of care	Location of OPAT clinic	"It was far far more pleasant than having to go to Emerg or having to stay in the hospital so I think overall it's a very successful program." "Having the option to go to OPAT was far better because at least I could go home and not take up a bed right."
Access to care	Punctuality	"I thought it was very efficiently run. You know there were no delays or anything like that. I didn't have to wait when I arrived everything was ready to go."
Respect for patient views	Patient oriented experience	"Yeah I think the overall... customer experience or patient experience was very unique. Something I've never had at the hospital."

*In order of relative importance based on richness of patient responses

Table 3. Opportunities for Improvement

NHS Domains	Themes	Representative Quotes
Transition and continuity	Follow-up with OPAT clinic	"It's almost like once you're done there you're out of their system of care and you're pushed on to the community care...you think they would maybe follow up because they're the ones I've been seeing...they saw it from Day One and they could tell me if I'm good."
Co-ordination and integration of care	Call bells in OPAT clinic rooms RN administered home IV program	"They're right over there with the door shut and you have an IV going and there's no call button...a call button would be really good." "I think that the next best thing would be if the nurses were able to come to my house to administer the antibiotic...that would be wonderful."
	Ultrasound machine in OPAT clinic	"Sometimes I would stay there for a half hour to an hour longer for somebody to come to do a new IV for me because they couldn't find my vein. But once the nurse came down with the ultrasound they would find it right away."
	More accessible parking	"They need more parking...there's plenty of times that... you had to be there a half an hour before to find parking."
Information, communication, and education	Education regarding adverse events	"The only thing that would have been helpful is that no one told me that one of the side effects of taking the antibiotic was that I would be extremely tired...that information would have been helpful from the beginning."

Limitations

- Lower than anticipated recruitment resulted in small sample size
- Closed-ended questions resulted in limited data; richer data was obtained from open-ended questions
- Participants may have been subject to social desirability bias
- OPAT clinic staff were aware of the study, raising the potential for performance bias
- Time constraints of interview precluded in depth exploration of additional aspects of OPAT clinic care

Conclusions

- Majority of patients expressed high levels of satisfaction with their experience at the KGH OPAT clinic
- Positive interactions with OPAT clinic staff and efficient organization of care were key contributors to patient satisfaction
- Next steps could entail a quality improvement initiative to assess feasibility of implementing recommendations