

Centre for Healthcare Redesign

Patient Experience Trackers (PETs)

The Patient Experience Tracker (PET) is a small electronic hand held device which is used to collect Patient feedback at the point of care. The device can have up to 5 customised questions with multiple choice answers. Patients can respond to each question by the press of a button. It is fast and effective way to collect patient feedback and measure patient experience. The de-identified data from the devices is collated every day and the reports are sent back via email to nominated staff overnight. The reports are presented in graphical form which is easy to interpret and provides information to act on in 'Real Time'. A weekly and monthly summary report is also available.

The PETs are very easy to implement and can be used by health practitioners at all levels. They have been used in NSW since 2009 providing staff with very informative real time data on patient experience. The devices can also be used to collect feedback on staff experience.



PETs are available to you!

In order to assist LHDs to deliver patient centred care, the Agency for Clinical Innovation (ACI) is offering these devices to interested LHDs/facilities/wards for 8-12 weeks to measure patient experiences. The devices are available for use at no cost to the facilities. Training on the use of the devices, assistance with the selection of the questions are provided. PETs will be delivered to you for use within two weeks of finalising the questions. Call to book now!

For more information contact:

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Please ask the staff how you can participate.



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