



## 1.1 Average percentage of positive patient-reported experience in maternity, C/D bed or daycare (QP13)

### 1.1.1 Documentation sheet

<b>Description</b>	Average percentage of positive patient-reported experience in maternity, C/D bed or daycare (%)
<b>Calculation</b>	Numerator: Number of positive patient-reported experiences in maternity, C/D bed or daycare Denominator: Number of patient-reported experiences in maternity, C/D bed or daycare Population: All general hospitals participating voluntarily in the P4P programme granting them a specific budget based on results of quality indicators
<b>Rationale</b>	<p>In 2015, the Belgian federal government and federated entities agreed on a joint plan to develop an integrated and people-centred care system with a focus on people with chronic diseases.<sup>1</sup> Since 2018, this plan has included the financing of various pilot projects around patient empowerment, carers' support, case management, concentration and coordination. The government is currently developing a new inter-federal plan for integrated care. This plan should become the driving force behind a transition widely supported by the various competent authorities and the care and welfare sectors.</p> <p>Patient satisfaction is also increasingly taken into account in the financing of care in Belgium, in particular through the integration of patient-reported experience measures (PREMs) in the Pay for Performance (P4P) programme of hospitals (see below) based on existing initiatives of VIKZ (using the survey "Vlaamse PatiëntenPeiling" developed by VPP), BSM, PAQS (Plateforme pour l'Amélioration continue de la Qualité des soins et de la Sécurité des patients) and Santhea.</p> <p>In P4P, quality is assessed by the authorities based on indicators regarding their structure, process and results (accreditation process, incident notification, patient-reported experience measurement, clinical processes and outcomes). In 2017–2018, 94% of hospitals participating in the P4P programme (96 out of 102) collected PREMs.<sup>2</sup> Patient-reported outcome measures (PROMs) has not been measured for P4P purposes.</p> <p>The P4P granting represents a limited part of the hospital's budget.</p>
<b>Data source</b>	Data on patient-reported experiences has been collected in P4P since 2018 from various partner organisations. These partners differ between the regions and encompass a different number of hospitals. All Flemish hospitals are partnered with the Vlaams Patiëntenplatform (VPP) for measuring patient experiences in line with the Vlaams Indicatorenproject (VIP <sup>2</sup> ). In Wallonia and Brussels, hospitals collaborate with BSM, PAQS, Santhea for measuring patient experiences.
<b>Technical definitions</b>	<p>Because these different organizations use a variety of questionnaires and different scales to determine patient satisfaction, the percentage of positive responses was calculated to address some methodological differences. A positive experience score is defined for each scale as follows:</p> <ul style="list-style-type: none"><li>• 2-point scale: 2</li><li>• 3-point scale: 3</li></ul>



- 4-point scale: 3 or higher
- 5-point scale: 4 or higher
- 10-point scale: 7 or higher
- 11-point scale: 8 or higher

Each hospital was required to collect a minimal number of questionnaires in order to obtain points in the P4P-program. Furthermore, for each P4P-program year, this minimal number could differ and was different for each service. It should also be noted that some hospitals, when not meeting the minimal number of required questionnaires, did not provide us with any information.

C/D service:

- 2018 - minimum of 300 questionnaires
- 2019 - minimum of 125 questionnaires
- 2020 - minimum of 250 questionnaires
- 2021 - minimum of 125 questionnaires
- 2022 - minimum of 125 questionnaires

Maternity ward:

- 2021 - minimum of 50 questionnaires
- 2022 - minimum of 50 questionnaires

Day hospital :

- 2022 - minimum of 125 questionnaires

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<b>International comparability</b>	No comparison
<b>Limitations</b>	See technical definition section
<b>Dimension</b>	Quality, People-centred care
<b>Related indicators</b>	None
<b>Reviewer</b>	Annemie Vlayen

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### 1.1.2 Results

Overall, **the majority of the patients reported positive experiences in Belgian hospitals** (91.5% positive score in 2022). The experience is better in maternity wards (97.7%) than in C/D beds (96.2%) and in day care (80.6%). The experience is more or less the same in Wallonia (92.1%) and Flanders (92.0%) but less positive in Brussels (86.7%)(Table 1).

In maternity wards, the frequency of the positive experience is quite similar by region but Brussels reported less positive experience in C/D beds and daycare than Flanders and Wallonia (Table 1).

It is difficult to assess the trend over time because the indicators (and the way in which they are measured) are different from one year to the next (Table 2), but we have observed a predominantly positive experience that has been maintained over the years (Table 1).

**Table 1 – Average percentage of positive experience in maternity, C/D bed or daycare, by region (2018-2022)**

		2018	2019	2020	2021	2022
<b>Belgium</b>	Day care	NA	NA	NA	NA	80.6*
	C/D Ward	91.9	94.5	94.9	95.9	96.2
	Maternity	NA	NA	NA	97.5	97.7
	Total	91.9	94.5	94.9	96.7	91.5
<b>Brussels</b>	Day care	NA	NA	NA	NA	72.4*
	C/D Ward	87.7	89.1	87.9	91.3	90.5
	Maternity	NA	NA	NA	96.6	97.2
	Total	87.7	89.1	87.9	93.9	86.7
<b>Flanders</b>	Day care	NA	NA	NA	NA	80.2*
	C/D Ward	96.6	96.7	96.9	97.6	97.4
	Maternity	NA	NA	NA	98.1	98.4
	Total	96.6	96.7	96.9	97.9	92.0
<b>Wallonia</b>	Day care	NA	NA	NA	NA	83.3*
	C/D Ward	87.0	93.7	94.3	94.9	95.6
	Maternity	NA	NA	NA	97.5	97.4
	Total	87.0	93.7	94.3	96.2	92.1

NA = Not available; Positive score = Average recommendation and satisfaction positive score; \*Average costs, discharge, identification, stay and treatment positive score



**Table 2 – Average percentage of positive experience in maternity, C/D bed or daycare, by satisfaction and recommendation score, by region (2018-2022)**

			2018	2019	2020	2021	2022
<b>Belgium</b>	Day care	Average costs	NA	NA	NA	NA	47.0
		Discharge	NA	NA	NA	NA	93.0
		Identification	NA	NA	NA	NA	77.4
		Stay	NA	NA	NA	NA	90.1
		Treatment	NA	NA	NA	NA	95.3
	C/D Ward	Recommendation	91.7	94.3	95.0	96.1	96.5
		Satisfaction	92.1	94.7	94.9	95.7	95.9
	Maternity	Recommendation	NA	NA	NA	97.7	97.6
		Satisfaction	NA	NA	NA	97.3	97.7
	<b>Brussels</b>	Day care	Average costs	NA	NA	NA	NA
Discharge			NA	NA	NA	NA	79.4
Identification			NA	NA	NA	NA	73.6
Stay			NA	NA	NA	NA	78.7
Treatment			NA	NA	NA	NA	89.4
C/D Ward		Recommendation	86.9	87.9	87.0	91.4	91.5
		Satisfaction	88.5	90.4	88.9	91.2	89.5
Maternity		Recommendation	NA	NA	NA	97.1	97.5
		Satisfaction	NA	NA	NA	96.2	97.0
<b>Flanders</b>		Day care	Average costs	NA	NA	NA	NA
	Discharge		NA	NA	NA	NA	94.3
	Identification		NA	NA	NA	NA	76.7
	Stay		NA	NA	NA	NA	91.0
	Treatment		NA	NA	NA	NA	96.0
	C/D Ward	Recommendation	97.7	97.4	97.6	98.2	97.9
		Satisfaction	95.6	96.0	96.1	97.0	96.8
	Maternity	Recommendation	NA	NA	NA	98.8	98.8
		Satisfaction	NA	NA	NA	97.4	97.9
	<b>Wallonia</b>	Day care	Average costs	NA	NA	NA	NA
Discharge			NA	NA	NA	NA	92.4
Identification			NA	NA	NA	NA	79.4
Stay			NA	NA	NA	NA	89.3
Treatment			NA	NA	NA	NA	94.8
C/D Ward		Recommendation	85.4	93.0	93.9	94.8	95.5



	Satisfaction	88.6	94.5	94.7	95.0	95.6
Maternity	Recommandation	NA	NA	NA	97.4	97.0
	Satisfaction	NA	NA	NA	97.6	97.8

NA = Not available

### Keypoints

- Overall, the majority of the patients reported positive experiences in Belgian hospitals (91.5% positive score in 2022).
- The experience is better in maternity wards (97.7%) than in C/D beds (96.2%) and in day care (80.6%).
- The evolution of patient-reported experiences as reported in P4P over time showed a slight positive trend that has been maintained over the years, although there is a variability of results for the different included items.

### References

1. SPF Santé publique - Sécurité de la Chaîne alimentaire et Environnement. Plan conjoint en faveur des malades chroniques. Des soins intégrés pour une meilleure santé. Belgique: 2015. Available from: <https://www.health.belgium.be/fr/sante/organisation-des-soins-de-sante/reseaux-de-soins/maladies-chroniques/soins-integres-en-faveur#consultation>
2. SPF santé publique - Sécurité de la chaîne alimentaire et Environnement. Programma Pay for Performance (P4P) voor algemene ziekenhuizen [Web page]. Brussels; 2023 [cited 6 September 2023]. Available from: <https://www.health.belgium.be/nl/programma-pay-performance-p4p-voor-algemene-ziekenhuizen>