NEDERLANDSE FEDERATIE VAN UNIVERSITAIR MEDISCHE CENTRA

umcnl

Patient Experience Monitor (PEM) embedded in Dutch University hospitals

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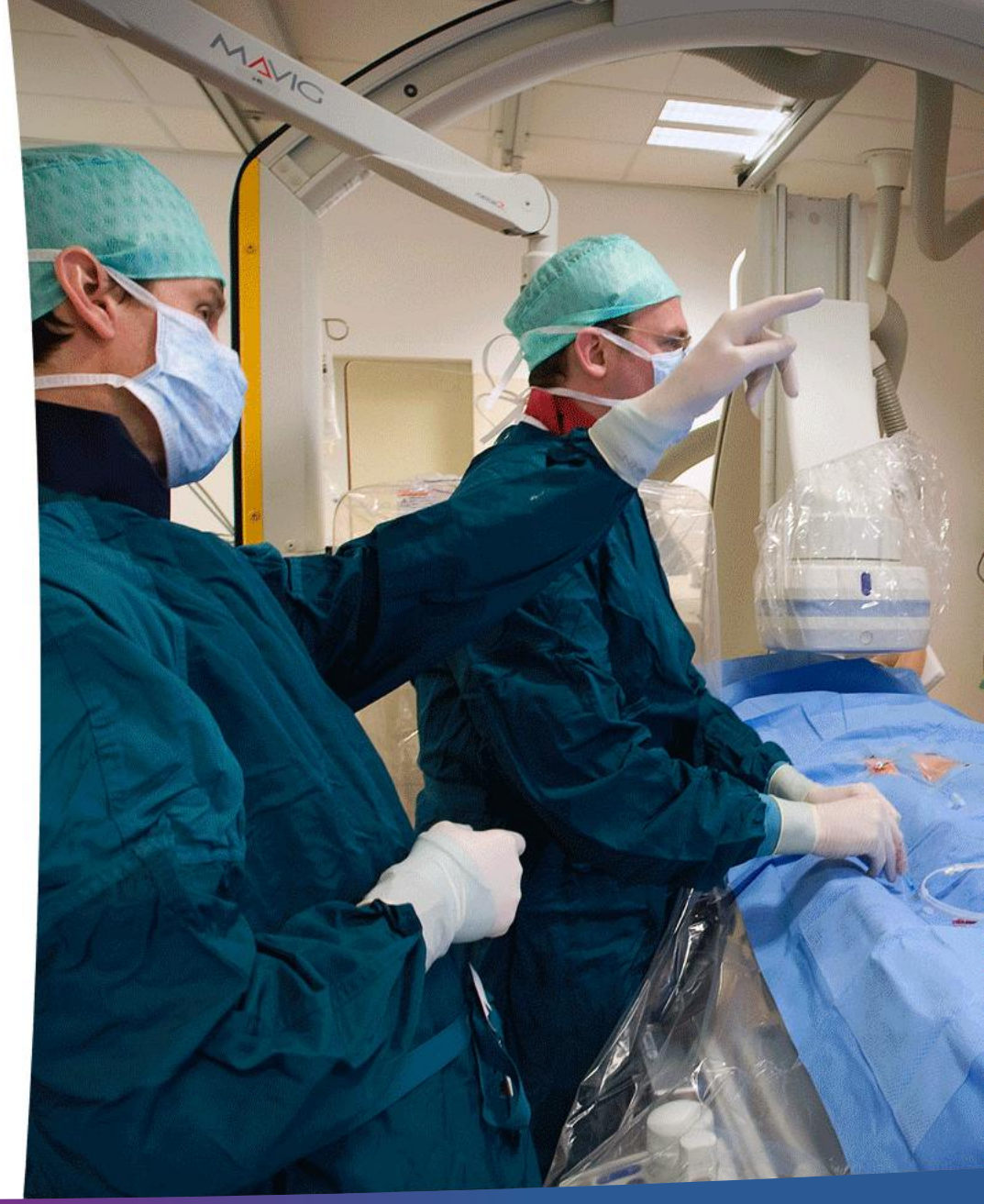


New name

New logo

November 2025

NFU – DUTCH FEDERATION OF UNIVERSITY MEDICAL CENTRES

- NFU represents 7 UMC’s
- Together >80,000 professionals
- Highly specialised patient care, research & education
- National & international collaboration
- Innovations in quality, safety & patient-centred care

EXAMPLE OF INNOVATION: PATIENT EXPERIENCE MONITOR (PEM)

Nationwide initiative since 2019

Continuous measurement of patient experiences

Shared learning & transparency

Person-centred themes (e.g. trust, communication, shared decision-making)

Accesible for **limited health literacy levels** (Pharos)

Inclusive design: short, accesible questionnaires

Core set questionnaires: adult IP + OP, children IP + OP and A&E

Real-time dashboard enables staff to quickly take action based on patient input

Translation in progress to reach a broader population

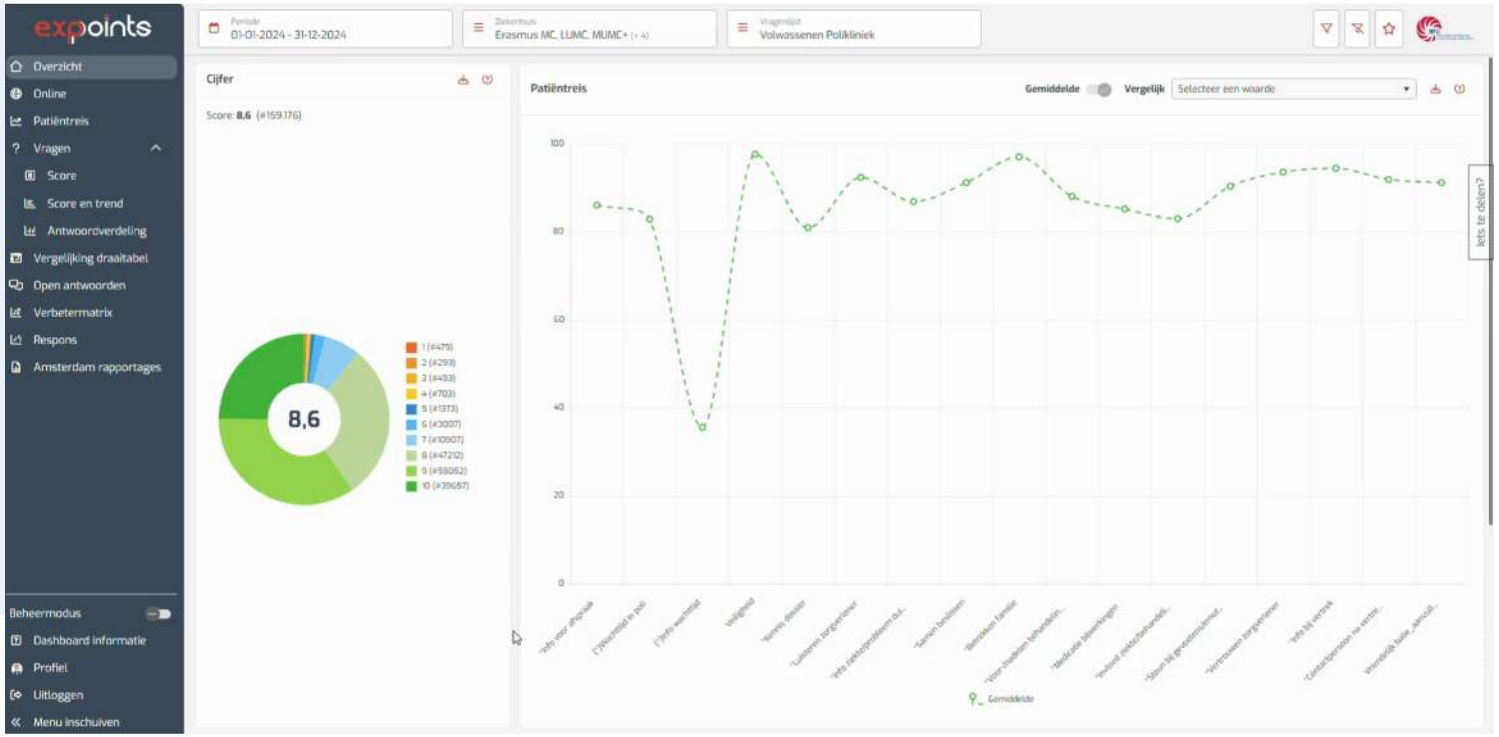
Supports **quality improvement** (national, UMC and department level)

PEM REAL-TIME DASHBOARD

Closed and **open-ended answers** are visible in a structured, real-time dashboard

Since 2019, more than 1.5 million patients participated

Video real-time dashboard



DEVELOPMENT OF NEW PEM QUESTIONNAIRES

Challenge existing PREMs: often too long, complex or lacking impact

How PEM addresses these issues:

- **Standardisation**
- **Inclusivity**
- Practical use for improvement
- Based on **Picker Principles** of Person-Centred Care
- **Short, accessible questionnaires** validated with patients

PubMed®

Advanced

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Patient Relat Outcome Meas. 2020 Nov 30:11:221-230. doi: 10.2147/PROM.S274015. eCollection 2020.

Patient Experience Monitor (PEM): The Development of New Short-Form Picker Experience Questionnaires for Hospital Patients with a Wide Range of Literacy Levels

Carla M Bastemeijer [1], Hileen Boosman [2], Linda Zandbelt [3], Reinier Timman [4], Dolf de Boer [5], Jan A Hazelzet [1]

Affiliations + expand

PMID: 33312007 PMCID: PMC7725101 DOI: 10.2147/PROM.S274015

Abstract

Purpose: Several patient-reported experience measures (PREMs) were developed through the years. These questionnaires are frequently found to be inappropriate for people with lower literacy levels. This paper describes the development of patient experience questionnaires for hospital patients with a wide range of literacy levels, while enabling the potential for quality improvement.

Methods: Mixed methods were used to adapt Picker Institute patient experience questionnaires: selection of items and adaptation towards language level B1 (the language level of which patients can express their own opinion and describe experiences, events and expectations) by expert panels, usability tests with patients, analysis of psychometric properties and member checking. A theory-

For more information, see article:
Patient Experience Monitor (PEM): The Development of New Short-Form Picker Experience Questionnaires for Hospital Patients with a Wide Range of Literacy Levels – PubMed

DEVELOPMENT OF NEW PEM QUESTIONNAIRES

Multi-step development process

Patients

Participated in **focus groups** & **cognitive interviews**

Ensured questions were **clear, relevant & accessible** for diverse **literacy levels**

Expert panel

Healthcare providers, translators, quality managers, staff advisors from UMCs, **questionnaire experts,** representative from **Pharos**

Picker Institute

Final selection of questions translated back to English **and approved by Picker Institute**

Further methodological details are available in the academic article referenced in slide 4.

PEM IMPACT & BEST PRACTICES

Impact since implementation

Measurable outcomes & rich insights
Trough collecting & using patient feedback (closed and open questions)

Annual national benchmark report
Variation, best practices & improvement areas

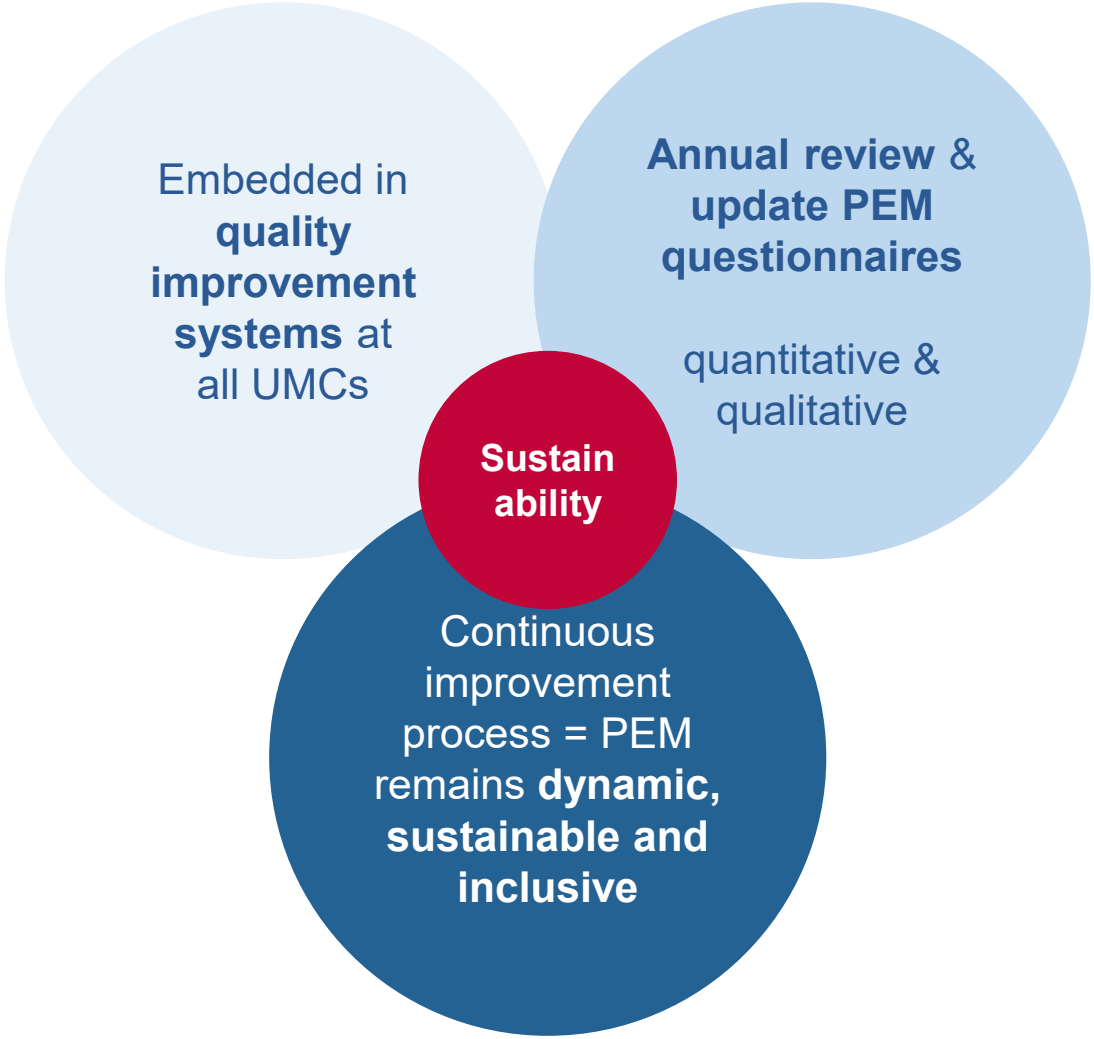
Best practices

Improved communication on waiting times in Radboud UMC, Amsterdam UMC & Erasmus UMC

Development of text mining tool for large volume of responses to open-ended questions

"Ask what matters, listen to what matters, do what matters."

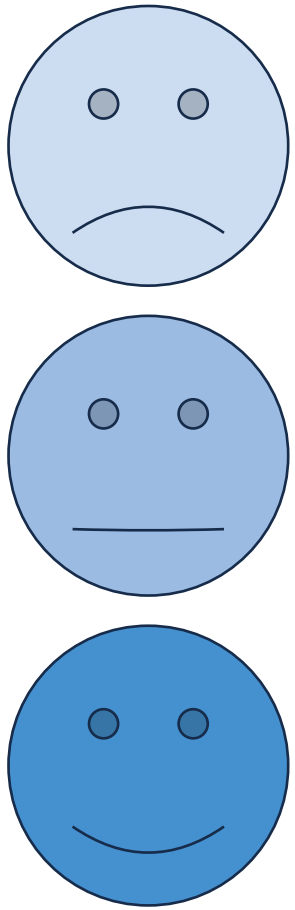
PEM SUSTAINABILITY



PEM FUTURE SUCCESS

Future priorities

- Boosting response rates
- Translating questionnaires for diversity of patient population
- Improving text mining & real-time dashboard
- Creating a question library
- Driver for quality improvement initiatives



AWARENESS & ENGAGEMENT

Active promotion across UMC's

via Intranet, newsletters and reports & leadership presentations

Results integrated in strategic quality reports

Real-time dashboard accessible to all staff

Annual symposium for PEM coordinators → shared learning

RELEVANCE TO OTHER GROUPS

- **Scalable & transferable** beyond UMCs
- **In 2024: cooperation** between NFU (university hospitals) and NVZ (general hospitals)
- Adopted by **33 general hospitals** (in addition to 7 UMC's)
- **Growing impact** across Dutch healthcare system

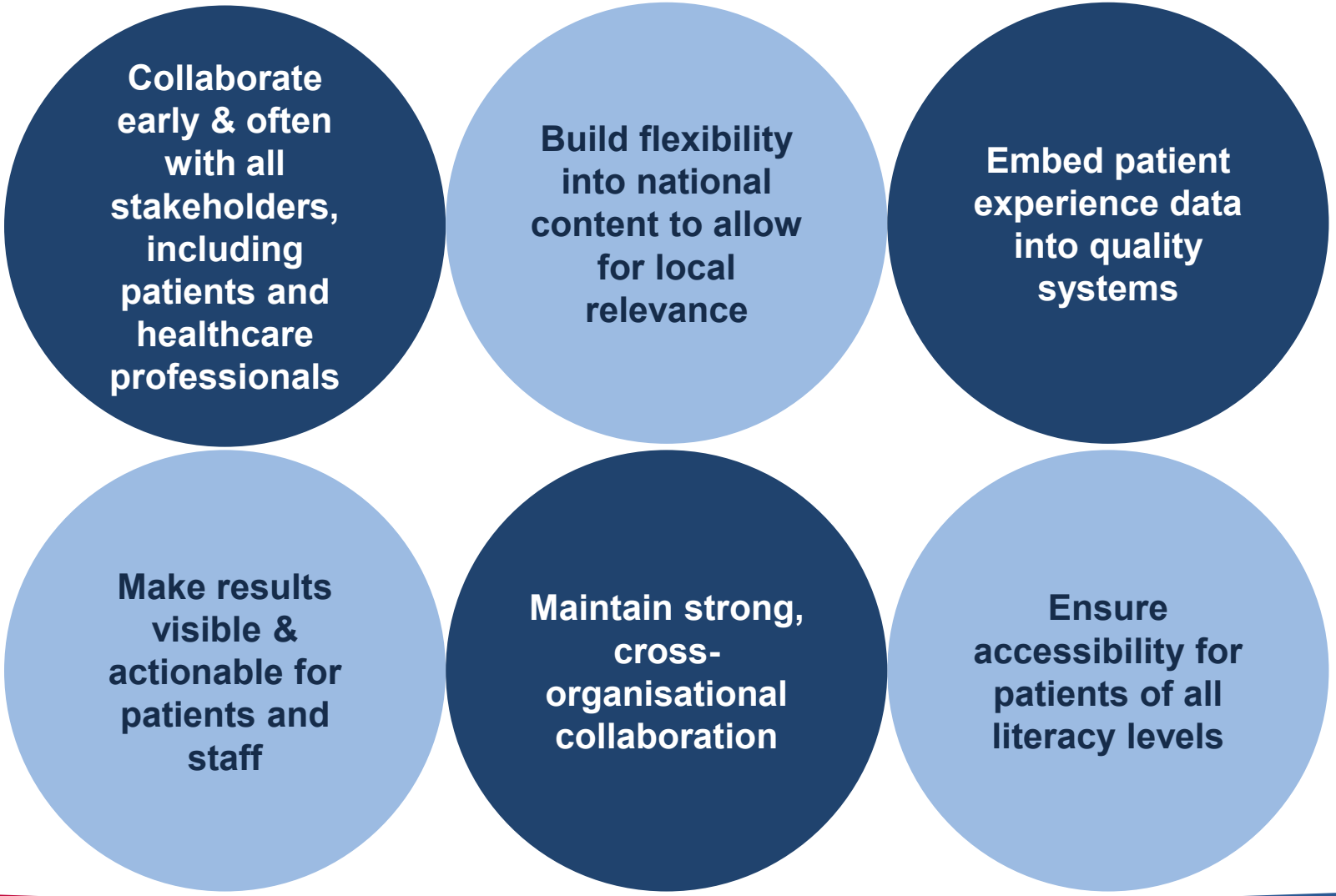
NFU
NEDERLANDSE FEDERATIE VAN UNIVERSITAIR MEDISCHE CENTRA

NVZ Nederlandse Vereniging van Ziekenhuizen

WHAT MAKES PEM STAND OUT

- National scale & reach
- Inclusive design
- Real-time insights
- Standardised core + locally relevant questions
- Co-created with patients & professionals
- Fosters continuous improvements

KEY LEARNING POINTS



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Thank you for your attention!

Are there any questions?