

ojo_2021_what_matters_most_to_patients_on_the_core_determinants_of_patient_experience_from_free_text_feedback

Year

2021

Author(s)

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Title

What matters most to patients? On the Core Determinants of Patient Experience from Free Text Feedback

Venue

ICIS

Topic labeling

Manual

Focus

Secondary

Type of contribution

Novel approach

Underlying technique

Two phase approach (Manual labeling, Manual labeling assisted by associated documents)

Topic labeling parameters

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Label generation

the process of topics labelling was carried out iteratively:

1. two experts (with deep knowledge of the domain) independently labelled the topics to produce the first version of labels based on top weighted keywords (STM model outcome)
2. experts discussed the labels and resolved differences in labelling
3. the experts independently refined topic labels based on the computationally guided deep reading of 20 of the most representative (or exemplar) comments of the topics
4. experts discussed to align the refinements done in the previous step by jointly reading and analysing most representative comments
5. experts agreed on the final set of topic labels and described the topics.

Topic Labels	Topic Description	Topic Labels	Topic Description
TANGIBLE	<i>Cronbach's Alpha= 0.70, TTP=11.10%</i>	RESPONSIVENESS	<i>Cronbach's Alpha= 0.56, TTP=32.00%</i>
Hospital hygiene	Hygiene of hospital's premises and equipment	Organization of care process	Patient care in the ward, the organization and sufficient number of the medical staff
Hospital facilities (beds)	Patient conditions on the ward, privacy and comfort of beds, patients in trolley	Hospital environment standards	Level of hospitals standards (cleanliness, living conditions, equipment)
Hospital management & care	Coordination of care, treatment, diagnosis. Procedure's clearness	Waiting time	Problems with the time and conditions of waiting for a doctor's appointment
Nursing staff attitude	Nurses attitude towards patients	Care team responsiveness	Hospital staff kindness and friendliness
Professional practices	Overall experience in medical professional practices	Hospital service experience	General experience of hospital staying (efficiency, quality and speed of service)
RELIABILITY	<i>Cronbach's Alpha= 0.71, TTP=28.10%</i>	Timely service	Care and follow up rapidness
Care team professionalism	Staff professionalism and working in teams	Hospital care experience	General experience of hospital staying (patient care, treatment, communication)
Maternity Mishaps	Patient's experience associated with maternity mishaps	ASSURANCE & EMPATHY	<i>Cronbach's Alpha= 0.70, TTP=29.00%</i>
Procedure & Surgery	The organization and holding of medical operations and follow-up care	Nursing care & attention	Medical staff care and personal attention to patients
Medical tests	The quality of the conduct and interpretation of medical tests	Communication from doctor	The level of doctor's respect and openness, politeness to patients
Administrative side of the hospital, costs	Administrative issues in the hospital, additional fees (for treatment, parking)	Communication with patient/family	Problems with communication between doctor and a patient's family
Care & treatment in emergency	The level of professionalism, speed of decision-making and care in emergency	Maternity ward care	Midwives' professionalism and care in the maternity ward
Staffing situation	The quality and organization of staff work, staff overloading, staffing issues	Infant care assurance	Communication issues, a sense of confidence and security of patient children
Dementia care	Experience in the care and treatment of patients with brain diseases	Staff attitude	The attitude of the hospital staff towards the patients, the degree of respect and attention
Older patient care	Elderly care issues	Patient care and safety	Patient safety and compassion during care
Acute care	Quality of decision making and treatment outcomes for acute diseases	Procedure and treatment	Procedure and treatment quality
Table 2. Results of Mapping Topics to SERVQUAL Model			

Motivation

Topic modeling

STM

Topic modeling parameters

Nr of topics: 10 to 100

Nr. of topics

30

Label

Manually assigned single or multi word labels

Label selection

Two candidate labels per topic per stage, see `label generation`

Label quality evaluation

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Assessors

Two experts

Domain

Paper: Health

Dataset: Health

Problem statement

Free-text feedback from patients is increasingly used for improving the quality of healthcare services and systems. A major reason for the growing interest in harnessing free-text feedback is the belief that it provides richer information about what patients want and care about. The use of computational approaches such as structural topic modelling for analysing large unstructured textual data such as free-text feedback from patients has also been gain traction lately. However, its use for generating insights is constrained by the apparent lack of statistical rigour and explanatory capability required for credible evidence in decision making. From the theoretical perspective, theory- building from unstructured textual data is also currently problematic in IS and health service research. This study presents an approach to address this challenge by integrating text analytics, predictive and quantitative models as part of a computational grounded theory approach to determine factors that significantly determine overall patient experience.

Corpus

Origin: ratemyhospital.ie

Nr. of documents: 5220

Details:

- free-text comments from the period 1st December 2010 till 31st December 2019

Document

comment in the dataset + (1) comment rating (from 0 to 5.5); and (2) comment date

Pre-processing

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