"What if patient-reported measures could not only describe care, but actually drive it?"

Why nursing care experience matters now more than ever

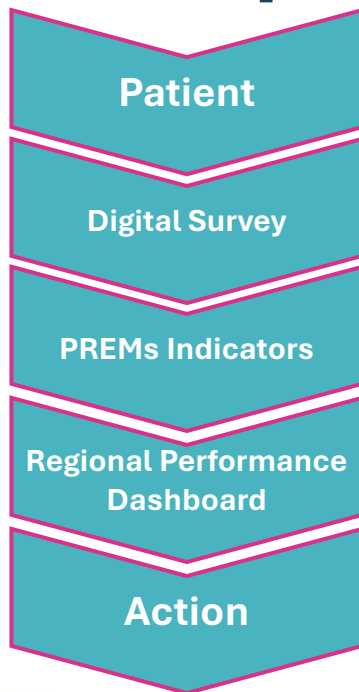- Health systems face
burnout, constraints, and growing inequity.

- Patient satisfaction is a compass
but experience with care is the map.

Satisfaction & Experience
Process & Outcome

- In Tuscany was created an Observatory
to listen, measure, and act.

OECD, 2021; De Rosis et al., 2020; Karaca & Durna, 2019

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The PREMs Observatory: from feedback to performance governance

Patient

Digital Survey

PREMs Indicators

Regional Performance Dashboard

Action

- Digital, continuous, standardized survey system.

- Patient-reported data integrated into performance management.

- Applied yearly across all 47 regional public hospitals.

Nuti & Vainieri, 2012; De Rosis et al., 2020

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How is nursing care linked to satisfaction?

- **RQ1:** *Which nursing care dimensions relate to satisfaction?*

- **RQ2:** *How do these associations change from 2019 to 2023?*

Methods:
Correlation analysis
Linear regression
Wilcoxon test

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Teamwork is the strongest predictor of satisfaction

- Teamwork–Overall Evaluation
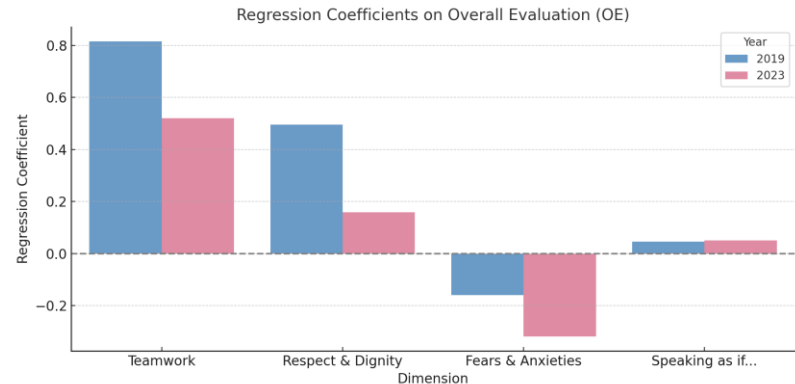
  2019: r=0.98; 2023: r=0.96

- Respect & Dignity

  strong but variable

- Fears & Anxieties

  significant but weaker

- Overall Evaluation ↑ (p=0.03)

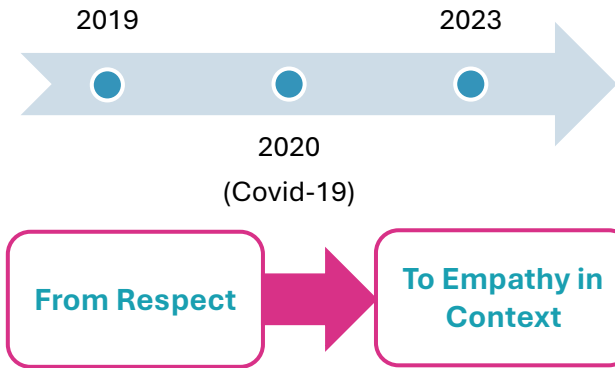- Willingness to Recommend ↓ (p=0.07)

Regression Coefficients on Overall Evaluation (OE)

*higher values indicate stronger association with satisfaction. Negative values imply inverse relationship.

Not just what matters— but when it matters

2019

2023

2020

(Covid-19)

From Respect → **To Empathy in Context**

- '*Speaking as if patient wasn't present*' becomes significant in 2023.

- Shift from general respect to contextual empathy.

- COVID context influenced recommendation rates.

Gilmore et al., 2020; De Rosis & Spataro, 2022

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Patient experience as management tool

Governance

📈 PREMs guide real-time quality improvement.

Indicator

👥 Teamwork is a measurable performance driver.

Resilience

🎯 Listening enables system resilience and adaptation.

De Rosis & Nuti, 2016; OECD, 2021

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HEALTH SCIENCE

From listening ... to leading: Making patient voice count

✓ Structured patient experience measures are strategic assets in nursing care performance management.

✓ Tuscany offers an example of the real-life managerial implications of measuring and using nursing care PREMs indicators

If we really want healthcare
to be people-centered,
then it must be performance-driven
by people's experience.

THANK YOU

Making Patient Measures Count:
Bridging Patient-Reported Nursing Care Indicators and Health System Performance for People-centered Management in Tuscany

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