

## **Users' experience with healthcare services: practices from Tuscany hospitals**

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### **Abstract**

Measuring and monitoring healthcare services' user experience is crucial to understand what to improve and what works. Many healthcare organizations collect data about user experience, but their use is rare, particularly in the daily practice for service quality improvement actions. Our aim is to collect and analyse practices of using patients' experience data.

The research is performed between 2021 and 2022 and is based on a multiple case study within the real-world setting of patient-reported experience measures (PREMs) Observatory in Tuscany (Italy). We collected information about data use through mixed methods (survey, explorative workshop, interviews). The cases show a PREMs use for accountability and transparency, service improvement, and patient experience improvement. Facilitators are mainly related to professional, organizational and data-related factors.

This study shows that PREMs-based actions can support healthcare organizations in improving services and co-creating sustainable solutions with users.

The literature emphasized barriers in using patient data. This research identifies and provides preliminary evidence about cases of "positive deviance". Sharing practices encourages knowledge exchange and allows professional-level processes of value co-creation.

### **Key Words**

user experience; patient-reported experience measures; practices; healthcare services; multiple case study