

Supplementary File 4: Patient experience defined by included studies

Author (year) Country	Patient experience definition
Bos et al (2012) The Netherlands	<i>It is preferable to measure patients' experiences rather than their satisfaction, as they have shown to be more objective and to yield more detailed information for quality improvement. One theory is that satisfaction is a multi-dimensional concept, partly based on expectations and personal preferences. (pg 2)[58]</i>
Bos et al (2016) The Netherlands and UK (England)	<i>The questionnaire seeks to measure patients' experiences rather than their satisfaction. Satisfaction is based on two components: expectations (or 'needs') and experiences. Expectations are related to personal preferences, which make quality of care difficult to measure. Therefore, it is preferable to measure experiences, which have been shown to be more objective and to yield more detailed information for quality improvement. (pg 774)[61]</i>
Lenz et al (2017) Canada	<p>Authors defined the domains addressed by the HQCA ED patient experience survey:</p> <ol style="list-style-type: none"> 1. <i>Staff Care: how well ED staff discussed and explained a patient's medical condition, plan, and results. How well they listened to patients' concerns. How much did patients trust their physicians and feel that they were involved in decision-making.</i> 2. <i>Pain Management: how effectively and efficiently pain was managed by ED staff.</i> 3. <i>Discharge Communication: how well staff discussed discharge plans, follow-up care, danger signs to be aware of, and how well they addressed any concerns prior to discharge.</i> 4. <i>Respect: how respectful were staff of patients and their families.</i> 5. <i>Medication Communication: how effectively medication use, and side effects were explained to patients.</i> 6. <i>Wait Time and Crowding: how did wait time and crowding influence the patient experience. (pg 374)[66]</i>
Murrells et al (2013) UK (England)	<p><i>...patient experience is commonly considered to be shaped by the behaviours and actions of healthcare staff including showing compassion, empathy and responsiveness to a patient's needs, values and preferences. It is also seen to relate to aspects of patient's physical needs and comfort, as well as emotional support, such as relieving fear and anxiety. A further aspect is 'seeing the patient as an individual person' and involving them and their families or carers in decisions about their own treatment or care. A patient's experience has also been linked to organisational factors, including service co-ordination and integration of care.</i></p> <p><i>A good patient experience is therefore multidimensional concerning first, 'functional' aspects of care (such as arranging the transfer of patients to other services, administering medication and helping patients to manage and control pain), 'transactional' aspects of care (in which the individual is cared 'for', e.g., meeting the preferences of the patient as far as timings and locations of appointments are concerned) and 'relational' aspects of care (where the individual is cared 'about', e.g., care is approached as part of an ongoing relationship with the patient). (pg 2)[97]</i></p>
Swalmeh et al (2018) Republic of Ireland	<i>Surveying patient experience identifies service improvement, an activity that requires specific data about what happened, not just data on whether patients were satisfied with what happened... patient experience surveys ask patients questions about what occurred during their healthcare experience ... examples include: 'When you had important questions to ask a doctor, did you get answers you could understand?' ... questions can elicit responses that provide information identifying where in the process problems may reside and what can be done to improve patient care. (pg 3)[86]</i>

HQCA = Health Quality Council of Alberta; ED = Emergency Department