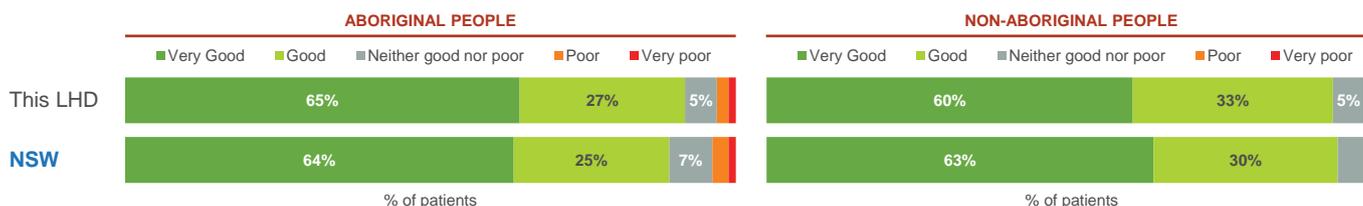


Illawarra Shoalhaven LHD

	ABORIGINAL PEOPLE	NON-ABORIGINAL PEOPLE
Number of residents	13,576	382,362
Surveys sent	685	3,268
Surveys returned	174	1,407
Response rate	25%	48%
Respondents per 100 hospitalised patients†	12	3

Overall, how would you rate the care you received while in hospital?



At a glance

Aboriginal people make up approximately 3% of all residents in Illawarra Shoalhaven LHD.

Completed questionnaires were received from 174 Aboriginal patients (approximately 12% of all adult admitted Aboriginal patients in 2014).

In Illawarra Shoalhaven LHD, Aboriginal patients were less positive by 10+ percentage points for 12 survey questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on communication - particularly with family members, time waited in the emergency department, and politeness of emergency department staff.

There was a 17 percentage point gap for the question on whether family members were given the right amount of information. Murrumbidgee LHD had a gap of 24 percentage points for this question.

In Illawarra Shoalhaven LHD do Aboriginal and non-Aboriginal patients' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Questions with the biggest gaps

1. Family or someone close given 'right amount' of information about condition or treatment
2. Time spent in the emergency department was 'about right'
3. Emergency department staff were 'always' polite and courteous
4. Time waited to be admitted to hospital was 'about right'
5. 'Always' got the opportunity to talk to a doctor when needed

Do Aboriginal patients' experiences of care differ from Aboriginal patients elsewhere in NSW?

48%

of Aboriginal patients in Illawarra Shoalhaven LHD said the time they waited to be admitted to hospital was 'about right'

Compared with 69% of Aboriginal patients in NSW

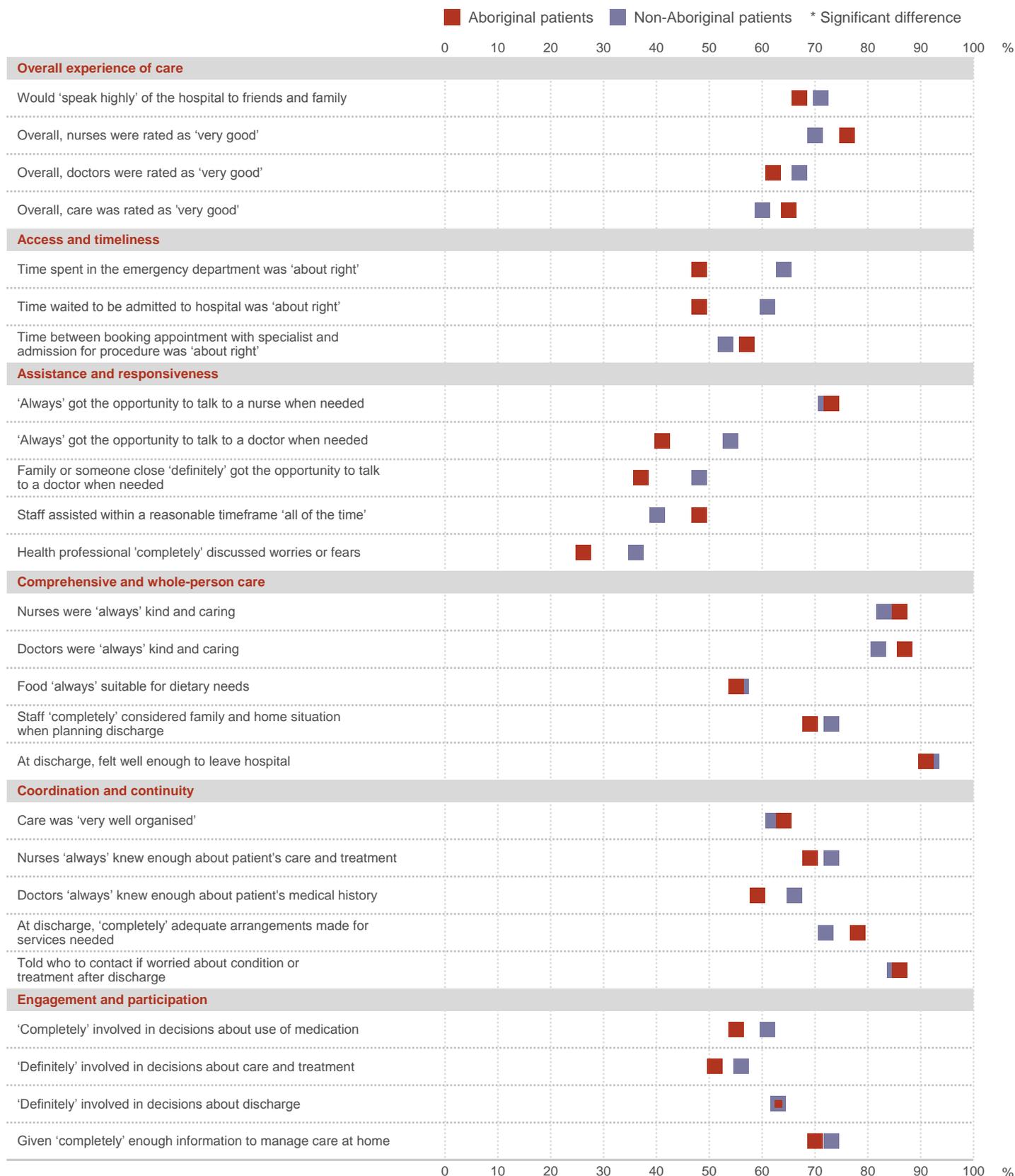
Results at a glance: Aboriginal and non-Aboriginal patients

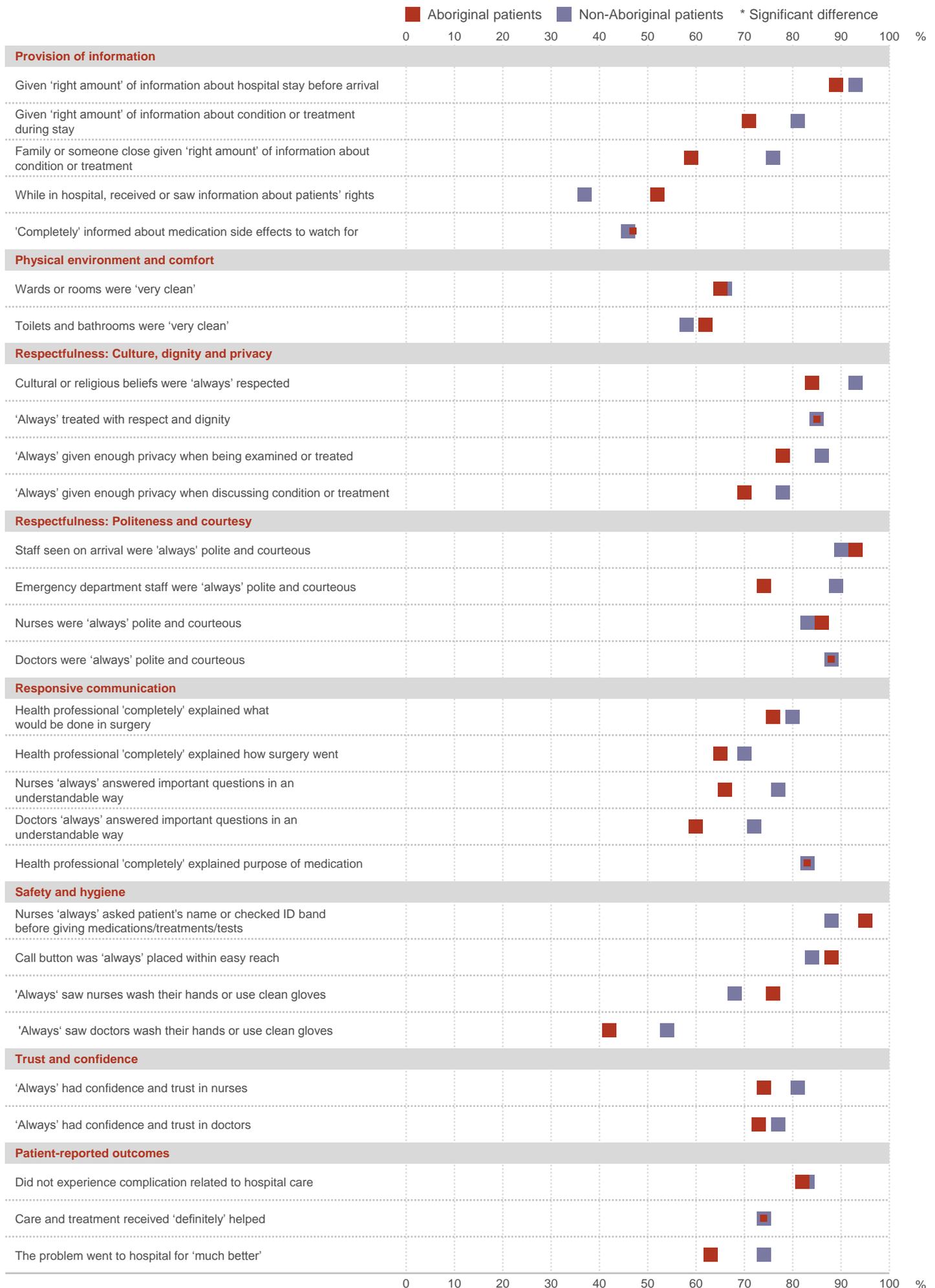
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Illawarra Shoalhaven LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

Figure 1 LHD results for all questions, most positive response category: Aboriginal and non-Aboriginal patients





Results at a glance: Aboriginal patients only

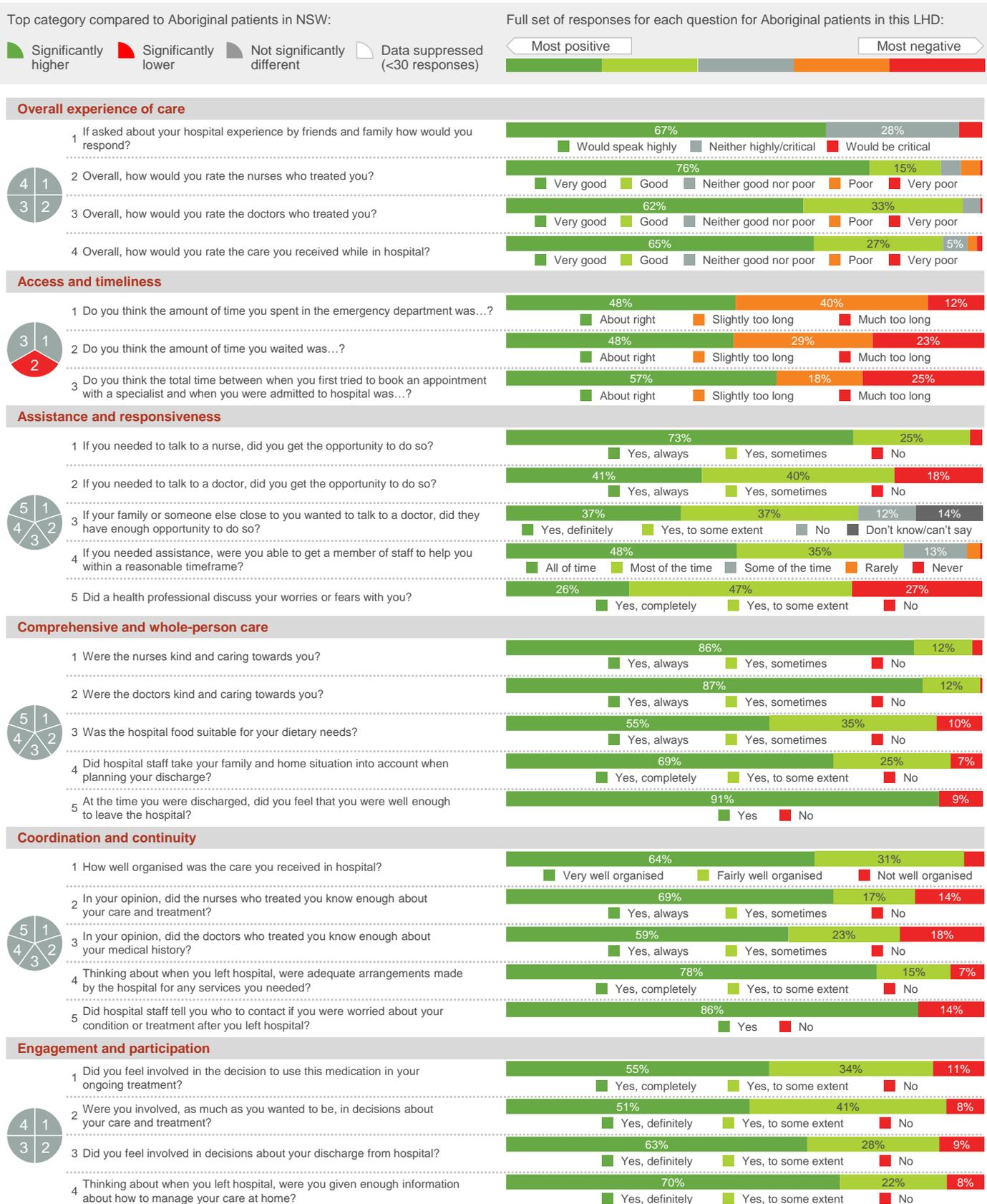
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Illawarra Shoalhaven LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

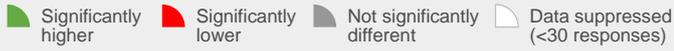
from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

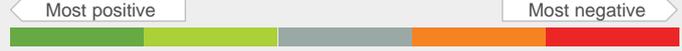
Figure 2 LHD results for all questions, all responses: Aboriginal patients



Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



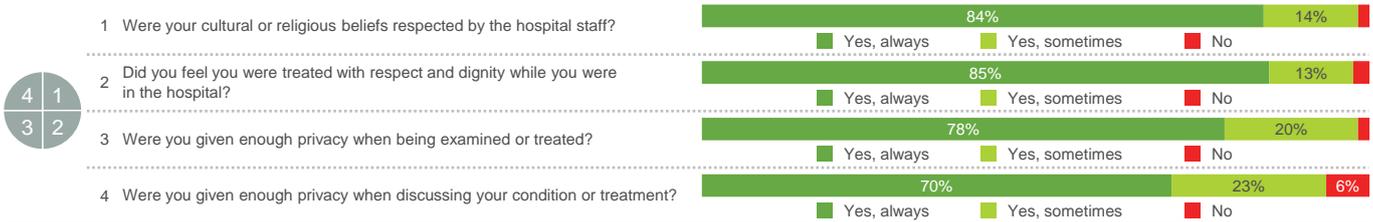
Provision of information



Physical environment and comfort



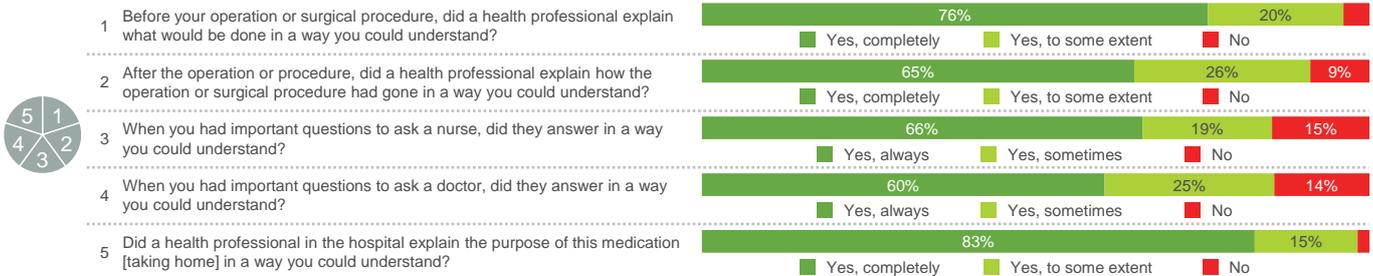
Respectfulness: Culture, dignity and privacy



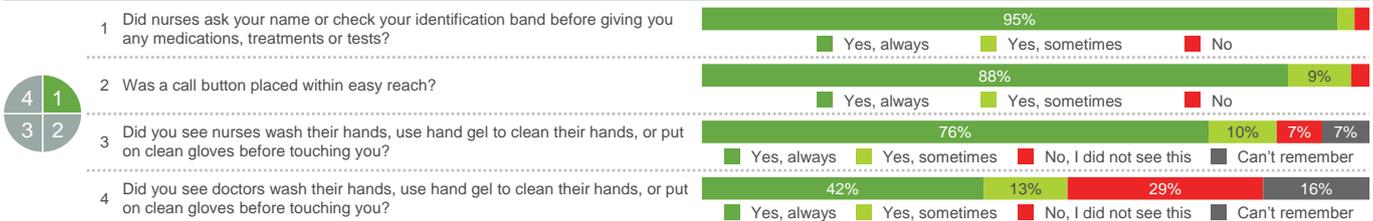
Respectfulness: Politeness and courtesy



Responsive communication



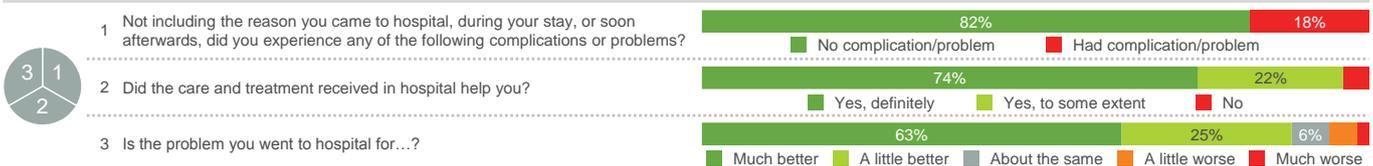
Safety and hygiene



Trust and confidence



Patient-reported outcomes



About the report

This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people*. The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

[†] Estimated coverage of adult admitted patients in 2014 within the survey scope.

[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

More information about the oversampling of Aboriginal patients and the methods used to gather and analyse the survey data can be found in the *Technical Supplement – Adult Admitted Patient Survey 2014* available at bhi.nsw.gov.au