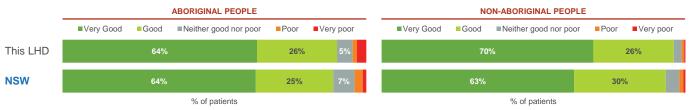


Central Coast LHD

	ABORIGINAL PEOPLE	NON-ABORIGINAL PEOPLE
Number of residents	11,834	319,173
Surveys sent	752	2,367
Surveys returned	198	1,003
Response rate	26%	47%
Respondents per 100 hospitalised patients [†]	14	2

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



At a glance

Aboriginal people make up approximately 4% of the residents in Central Coast LHD.

Completed surveys were received from 198 Aboriginal patients (approximately 14% of adult admitted Aboriginal patients in 2014).

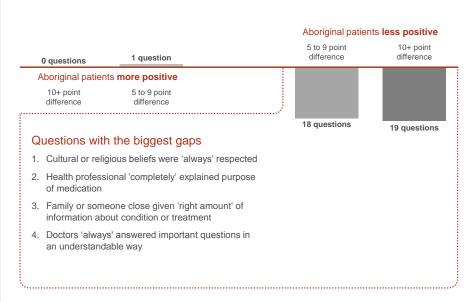
In Central Coast LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for **19** questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on respect, and on communication.

There was an **18** percentage point gap for the question on whether cultural and religious beliefs were always respected. No LHD had a larger gap for this question.

In Central Coast LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

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



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

There were **NO** questions for which Aboriginal patients in Central Coast LHD were less positive than 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 Central Coast 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

	0	Aborigin 10	20	30	40	50	60	70	80	90	100
Overall experience of care	0	10	20	30	40	50	60	70	80	90	100
Would 'speak highly' of the hospital to friends and family											
Overall, nurses were rated as 'very good'											
Overall, doctors were rated as 'very good'											
Overall, care was rated as 'very good'											
Access and timeliness											
Time spent in the emergency department was 'about right'											
Time waited to be admitted to hospital was 'about right'											
Time between booking appointment with specialist and admission for procedure was 'about right'											
Assistance and responsiveness											
'Always' got the opportunity to talk to a nurse when needed											
Always' got the opportunity to talk to a doctor when needed											
Family or someone close 'definitely' got the opportunity to talk to a doctor when needed											
Staff assisted within a reasonable timeframe 'all of the time'											
Health professional 'completely' discussed worries or fears											
Comprehensive and whole-person care											
Nurses were 'always' kind and caring										*	
Doctors were 'always' kind and caring											
Food 'always' suitable for dietary needs											
Staff 'completely' considered family and home situation when planning discharge											
At discharge, felt well enough to leave hospital											
Coordination and continuity											
Care was 'very well organised'											
Nurses 'always' knew enough about patient's care and treatment											
Doctors 'always' knew enough about patient's medical history											
At discharge, 'completely' adequate arrangements made for services needed											
Told who to contact if worried about condition or treatment after discharge											
Engagement and participation											
Completely' involved in decisions about use of medication											
Definitely' involved in decisions about care and treatment											
Definitely' involved in decisions about discharge											

		-				-	patients	-			
Provision of information	0	10	20	30	40	50	60	70	80	90	100
Given 'right amount' of information about hospital stay before arrival										in 1	
Given 'right amount' of information about condition or treatment during stay											
Family or someone close given 'right amount' of information about condition or treatment								I			
While in hospital, received or saw information about patients' rights											
'Completely' informed about medication side effects to watch for											
Physical environment and comfort											
Wards or rooms were 'very clean'											
Toilets and bathrooms were 'very clean'											
Respectfulness: Culture, dignity and privacy											
Cultural or religious beliefs were 'always' respected											*
'Always' treated with respect and dignity											
'Always' given enough privacy when being examined or treated											
'Always' given enough privacy when discussing condition or treatment											
Respectfulness: Politeness and courtesy											
Staff seen on arrival were 'always' polite and courteous											
Emergency department staff were 'always' polite and courteous											
Nurses were 'always' polite and courteous										*	
Doctors were 'always' polite and courteous											
Responsive communication											
Health professional 'completely' explained what would be done in surgery											
Health professional 'completely' explained how surgery went											
Nurses 'always' answered important questions in an understandable way											
Doctors 'always' answered important questions in an understandable way								*			
Health professional 'completely' explained purpose of medication											
Safety and hygiene											
Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests				• • • • •					- - - - - - - - - - - - - - -		
Call button was 'always' placed within easy reach											
'Always' saw nurses wash their hands or use clean gloves											
'Always' saw doctors wash their hands or use clean gloves											
Trust and confidence											
'Always' had confidence and trust in nurses											
'Always' had confidence and trust in doctors										*	
Patient-reported outcomes											
Did not experience complication related to hospital care											
Care and treatment received 'definitely' helped									*		
The problem went to hospital for 'much better'									*		

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 Central Coast 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

o categ		
	gory compared to Aboriginal patients in NSW:	Full set of responses for each question for Aboriginal patients in this LHD:
Signi	ificantly 📄 Significantly 📄 Not significantly 📄 Data suppressed	Most positive Most negative
highe		
verall	I experience of care	
	If asked about your hospital experience by friends and family how would you	73% 20%
	1 respond?	Would speak highly Neither highly/critical Would be critical
	O Constall how would use ante the surgest whettered use 2	71% 21%
- 1	2 Overall, how would you rate the nurses who treated you?	Very good 🧧 Good 📕 Neither good nor poor 📕 Poor 📕 Very poor
2		61% 30% 6%
	3 Overall, how would you rate the doctors who treated you?	📕 Very good 📕 Good 📕 Neither good nor poor 📕 Poor 📕 Very poor
	4 Overall, how would you rate the care you received while in hospital?	64% <u>26%</u> 5%
		Very good 🧧 Good 🔳 Neither good nor poor 📕 Poor 📕 Very poor
ccess	s and timeliness	
	1 Do you think the amount of time you spent in the emergency department was?	64% 28% 9
	· ; : ; ;	About right Slightly too long Much too long
1	2 Do you think the amount of time you waited was?	67% 19% 14%
2	· · · · · · · · · · · · · · · · · · ·	About right Slightly too long Much too long
	³ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was?	51% 30% 19%
		About right Slightly too long Much too long
ssista	ance and responsiveness	
	1 If you needed to talk to a nurse, did you get the opportunity to do so?	72% 27%
		Yes, always Yes, sometimes No
	2 If you needed to talk to a doctor, did you get the opportunity to do so?	45% 45% 10 Yes, always Yes, sometimes No
χ_2	3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?	35% 31% 29% Yes, definitely Yes, to some extent No Don't know/can't s
3	If you needed assistance, were you able to get a member of staff to help you	42% 44% 9%
	4 in you needed assistance, were you able to get a member of star to help you within a reasonable timeframe?	All of time Most of the time Some of the time Rarely Neve
		39% 28% 33%
	5 Did a health professional discuss your worries or fears with you?	Yes, completely Yes, to some extent No
ompro	ehensive and whole-person care	
	1 Were the nurses kind and caring towards you?	77% 19%
		Yes, always Yes, sometimes No
	2 Were the doctors kind and caring towards you?	81% 14%
	· · ·	
		Yes, always Yes, sometimes No
$\wedge 2$	3 Was the hospital food suitable for your dietary needs?	45% 43% 12°
3^2		45% 43% 12° ▲ Yes, always Yes, sometimes No
3^2	Did hospital staff take your family and home situation into account when	45% 43% 129 Yes, always Yes, sometimes No 64% 27% 9
3 2	4 Did hospital staff take your family and home situation into account when planning your discharge?	45% 43% 12' Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No
32	Did hospital staff take your family and home situation into account when	45% 43% 12' Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No
3 ² 3 ^{ordin}	Did hospital staff take your family and home situation into account when planning your discharge? At the time you were discharged, did you feel that you were well enough to leave the hospital?	45% 43% 12' Yes, always Yes, sometimes No 64% 27% 2 Yes, completely Yes, to some extent No 86% 14%
3 ² oordii	 ⁴ Did hospital staff take your family and home situation into account when planning your discharge? ⁵ At the time you were discharged, did you feel that you were well enough to leave the hospital? 	45% 43% 12 Yes, always Yes, sometimes No 64% 27% 2 Yes, completely Yes, to some extent No 86% 14%
3 ²	 ⁴ Did hospital staff take your family and home situation into account when planning your discharge? ⁵ At the time you were discharged, did you feel that you were well enough to leave the hospital? nation and continuity 1 How well organised was the care you received in hospital? 	45% 43% 12' Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No 86% 14% Yes No 61% 32%
3 ²	Did hospital staff take your family and home situation into account when planning your discharge? At the time you were discharged, did you feel that you were well enough to leave the hospital? Ination and continuity How well organised was the care you received in hospital?	45% 43% 12' Yes, always Yes, sometimes No 64% 27% S Yes, completely Yes, to some extent No 86% 14% Yes No
3 ² bordin	 ⁴ Did hospital staff take your family and home situation into account when planning your discharge? ⁵ At the time you were discharged, did you feel that you were well enough to leave the hospital? nation and continuity 1 How well organised was the care you received in hospital? 	45% 43% 12' Yes, always Yes, sometimes No 64% 27% S Yes, completely Yes, to some extent No 86% 14% Yes No
3 ² pordiu	Did hospital staff take your family and home situation into account when planning your discharge? At the time you were discharged, did you feel that you were well enough to leave the hospital? Ination and continuity How well organised was the care you received in hospital? I how well organised was the care you received in hospital? Inyour opinion, did the nurses who treated you know enough about your care and treatment? Inyour opinion, did the doctors who treated you know enough about	45% 43% 12' Yes, always Yes, sometimes No 64% 27% 3 Yes, completely Yes, to some extent No 86% 14% Yes No 61% 32% Very well organised Fairly well organised Not well organise 69% 23% 14%
3 ²	Did hospital staff take your family and home situation into account when planning your discharge? At the time you were discharged, did you feel that you were well enough to leave the hospital? Ination and continuity How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment?	45% 43% 12' Yes, always Yes, sometimes No 64% 27% S Yes, completely Yes, to some extent No 86% 14% Yes No 61% 32% Very well organised Fairly well organised Not well organised 69% 23% 14% Yes, always Yes, sometimes No
2 2 2 2 2 2 3 2	 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? ination and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made 	45% 43% 12° Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No 86% 14% Yes No 61% 32% Very well organised Fairly well organised Not well organise 69% 23% Yes, always Yes, sometimes No 54% 30% 15% Yes, always Yes, sometimes No 71% 19% 1
$\frac{1}{3}^2$	4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? ination and continuity 1 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?	45% 43% 12' Yes, always Yes, sometimes No 64% 27% 3 Yes, completely Yes, to some extent No 86% 14% Yes No 61% 32% Very well organised Fairly well organised Not well organised 69% 23% 30% Yes, always Yes, sometimes No 54% 30% 15% Yes, always Yes, sometimes No
3 2 pordin	 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? ination and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? a Did hospital staff tell you who to contact if you were worried about your 	45% 43% 12° Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No 86% 14% Yes No 61% 32% Yes No 61% 32% Yes, always Yes, sometimes Yes, always Yes, sometimes Yes, always Yes, sometimes Yes, always Yes, sometimes Yes, completely Yes, to some extent Yes, completely Yes, to some extent Yes, completely Yes, to some extent
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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**