

# Errata

## The Insights Series – Healthcare in rural, regional and remote NSW

The Bureau of Health Information has made a correction to the publication *The Insights Series – Healthcare in rural, regional and remote NSW*.

On page 119, Appendix 2, the Adult Admitted Patient Survey 2015 results incorrectly listed the question ‘Always’ saw nurses and doctors wash their hands or use clean gloves as an aspect of care related to trust and confidence. The question should have been ‘Always’ had confidence and trust in nurses.

### Adult Admitted Patient Survey 2015

Aspect of care	Question	NSW	Central Coast	Far West	Hunter New England	Illawarra Shoalhaven	Mid North Coast	Murrumbidgee	Nepean Blue Mountains	Northern NSW	Northern Sydney	South Eastern Sydney	South Western Sydney	Southern NSW	St Vincent's Health Network	Sydney	Western NSW	Western Sydney
Overall experience	Overall, care in hospital was 'very good'	65	66	60	70	65	74	68	63	72	69	65	57	73	68	63	72	55
	Would 'speak highly' of the hospital to friends and family	78	80	73	78	74	83	77	73	82	79	79	74	83	86	82	81	72
Access and timeliness	Time from arrival until taken to room/ward was 'about right'	79	83	87	88	80	82	81	68	81	77	77	76	87	84	72	85	73
	Time waiting (from first tried booking appointment with specialist) to be admitted was 'about right'	64	60	59	63	62	56	63	60	64	73	67	56	59	74	71	63	64
	Discharge was not delayed	80	75	82	82	79	81	84	80	84	77	80	79	87	76	83	83	77
Physical environment and comfort	Wards or rooms were 'very clean'	68	73	61	73	71	76	63	62	77	71	62	64	74	75	64	76	56
	Toilets and bathrooms were 'very clean'	60	61	59	66	66	72	59	51	71	63	56	53	70	69	53	70	49
Communication and information	Doctors 'always' answered important questions in an understandable way	76	72	70	77	73	79	73	74	78	80	76	73	82	82	78	79	70
	Given 'right amount' of information about condition or treatment during stay	85	82	81	85	83	86	85	80	88	86	86	84	88	87	87	86	83
	'Completely' informed about medication side effects to watch for	52	51	54	54	51	50	51	45	57	50	52	54	55	49	54	57	51
Respect and dignity	'Always' given enough privacy when being examined or treated	87	89	86	89	86	90	85	84	88	89	87	84	90	88	89	88	84
	'Always' treated with respect and dignity	87	88	84	88	86	92	87	86	89	89	87	84	91	90	87	89	81
Engagement and participation	'Definitely' involved in decisions about care and treatment	60	59	60	63	58	64	60	56	67	61	60	58	66	62	61	65	53
	'Completely' involved in decisions about discharge	64	67	63	70	62	72	74	66	71	63	63	57	73	63	63	71	57
Comprehensive and whole-person care	Doctors were 'always' kind and caring	87	86	83	86	84	90	86	85	87	89	88	87	90	88	89	89	84
	Nurses were 'always' kind and caring	85	90	84	87	84	91	86	84	89	87	84	81	91	88	82	87	80
Coordination and continuity	Health professionals worked together in 'very good' way	55	55	54	60	52	62	55	49	62	54	56	49	61	57	56	62	48
	Told who to contact if worried about condition or treatment after discharge	86	83	87	88	86	88	87	84	89	85	86	86	89	82	88	86	84
	Care was 'very well organised'	65	70	64	69	61	73	65	59	70	67	63	60	71	69	65	71	56
Assistance and responsiveness	Staff assisted within a reasonable timeframe 'all of the time'	44	46	52	51	43	48	46	38	52	43	44	40	53	44	41	50	38
	Staff 'definitely' did everything they could to help manage pain	77	76	73	80	74	82	77	72	82	79	78	73	82	78	79	79	72
Safety and hygiene	'Always' saw nurses wash their hands or use clean gloves	59	59	61	62	61	64	61	56	62	51	59	61	62	59	62	64	54
	'Always' saw doctors wash their hands or use clean gloves	49	45	50	49	47	49	48	42	49	41	51	53	50	51	56	52	48
Trust and confidence	'Always' had confidence and trust in doctors	82	76	75	83	79	84	83	77	82	83	82	79	86	87	88	85	78
	'Always' saw nurses wash their hands or use clean gloves	84	86	81	87	85	89	86	81	88	85	84	80	89	85	82	86	78
Patient reported outcomes	No reported complication or problem during or shortly after stay	85	84	84	85	83	86	86	84	84	86	84	84	86	81	86	87	85
	Care and treatment received 'definitely' helped	78	78	69	78	75	79	75	75	78	79	80	77	80	81	80	80	76

LHD result, relative to NSW: ■ Significantly higher ■ Significantly lower ■ No significant difference

Should read:  
'Always' had  
confidence and  
trust in nurses

This change was made and a new version of the document (first published on 10 November 2016) was published on the BHI website on 20 January 2017.