



Results from the 2018 patient survey

Adults admitted to hospital

We heard from more than 17,000 people about their experiences in NSW public hospitals in 2018

Adults admitted to hospital receive a wide range of services, including medical and surgical care. Safe, high-quality care is responsive to patients' needs, minimises complications, involves patients and their families in decision-making, and supports the safe transition to home.

The survey results reflect the experiences of 17,805 adults admitted to one of 77 NSW public hospitals in 2018. Results for these hospitals are available in the Supplementary Data Tables and on the Bureau of Health Information (BHI's) interactive data portal, Healthcare Observer. This report highlights key findings in relation to patients' experiences across a range of aspects of care and shows variation across hospitals.

Overall ratings of care: Almost all patients (94%) rated their care as either 'very good' (67%) or 'good' (27%). Around eight in 10 patients (79%) said they would 'speak highly' of the care they received and 93% gave a positive rating ('very good' or 'good') when asked how well health professionals worked together (pages 2–3).

Experiences of care: Six in 10 patients (60%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment,

and eight in 10 patients (81%) said health professionals 'always' explained things in a way they could understand (pages 4–5).

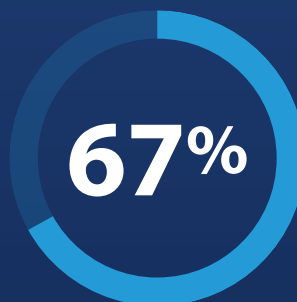
Patient engagement at discharge: More than six in 10 patients (66%) said they were 'definitely' involved as much as they wanted to be in decisions about their discharge. Around seven in 10 patients (73%) said they felt they were given 'completely' enough information to manage their care at home (pages 6–7).

Outcomes of care: Almost eight in 10 patients (79%) said the care and treatment they received 'definitely' helped them. Around one in 10 patients (9%) said that in the month following discharge they went to an emergency department (ED) or were readmitted to hospital because of complications related to the care they received (pages 8–9).

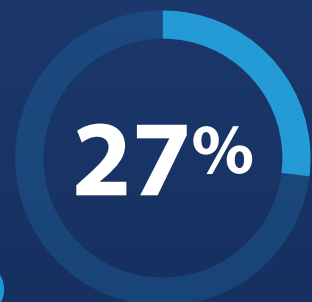
Differences in ratings of care by patient group: People aged 18–34, women, those who speak a language other than English at home and people with a postgraduate level of education tended to have less positive experiences of care (pages 10–11).

Overall, patients rated their care in public hospitals as

'very good'



'good'



Overall ratings of care

Overall ratings of care reflect general measures of patient satisfaction about their experiences during a hospital stay.

Almost all NSW adults admitted to a public hospital in 2018 (94%) said overall, the care they received was 'very good' (67%) or 'good' (27%) (Figure 1a). For patients who said 'very good', results ranged from 53% to 86% across hospitals (Figure 2a).

Almost eight in 10 patients (79%) said they would 'speak highly' of the care they received if asked by family and friends (Figure 1b). Across hospitals, results ranged from 64% to 93% (Figure 2b).

When asked to rate how well health professionals worked together, six in 10 patients (61%) said 'very good' (Figure 1c). Results ranged from 51% to 84% across hospitals (Figure 2c).

More than seven in 10 patients (72%) rated their doctors as 'very good' – up from 69% in 2017.

Similarly, more than seven in 10 patients (76%) rated their nurses as 'very good' – up from 71% in 2017.

Ensuring that all patients have positive experiences of care is a high priority for healthcare providers. There is evidence that some patient groups (for example, men and older people) tend to respond more positively to surveys. This means that hospitals with higher proportions of patients with these characteristics tend to have higher patient experience ratings.

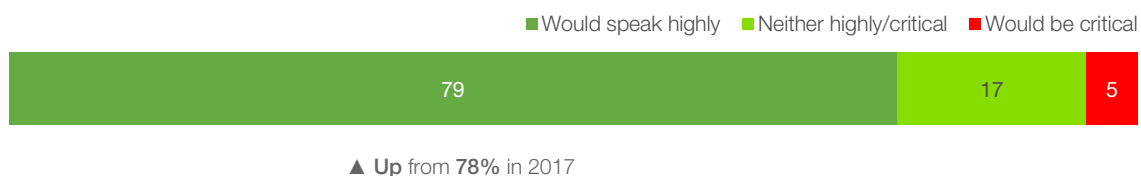
To enable fairer comparisons across hospitals, BHI has taken the characteristics of patients in each hospital (including age, sex, education level and language) into account. Therefore, when a hospital is flagged as having a significantly higher or lower result than NSW, this is more likely to reflect differences in patient experiences and less likely to reflect differences in the hospital's patient mix. For further details, please see the survey's Technical Supplement at bhi.nsw.gov.au

Figure 1 Percentage of patients in NSW, all response categories, 2018

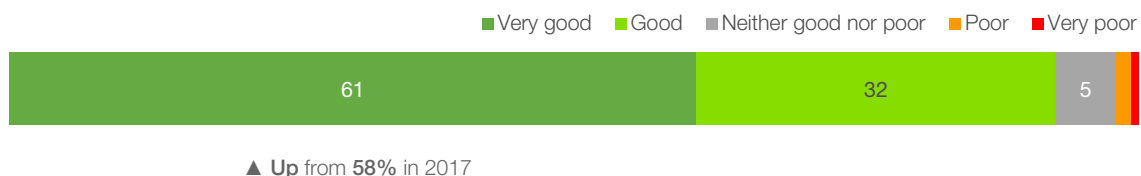
a. Overall, how would you rate the care you received while in hospital?



b. If asked about your hospital experience by friends and family how would you respond?



c. How would you rate how well the health professionals worked together?



Note: Results may not add up to 100% due to rounding.

More than seven in 10 patients said they would rate the doctors and nurses as 'very good'.



Best part of care...

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Every nurse and doctor I encountered was very good, knowledgeable, cared about me and wanted me to be better.

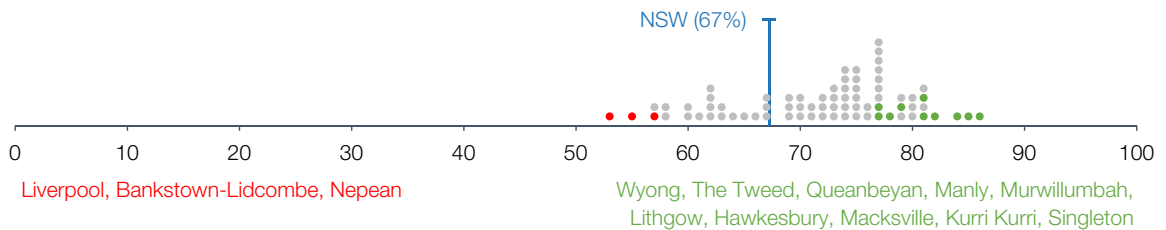
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In the figures below, each dot represents an individual hospital's result. After accounting for patient characteristics, hospitals whose results are significantly different from NSW are listed below the graph in order from lowest to highest. Detailed results for all hospitals are available in **Healthcare Observer** and the Supplementary Data Tables at bhi.nsw.gov.au

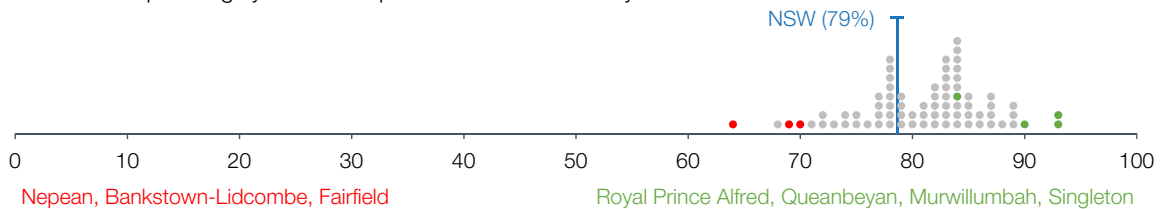
Figure 2 **Percentage of patients in each hospital who selected the most positive response category, 2018**

Hospital result relative to NSW public hospitals: ● Significantly lower ● Not significantly different ● Significantly higher

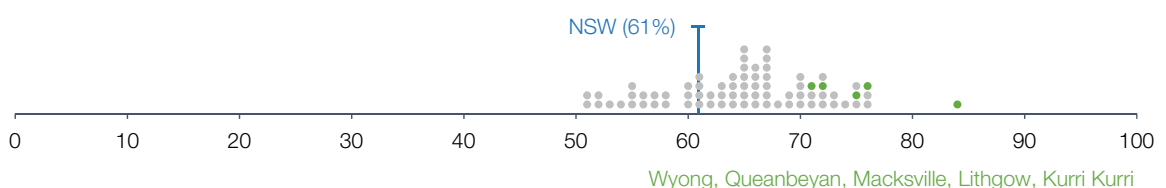
a. Overall, hospital care was 'very good'



b. Would 'speak highly' of the hospital to friends and family



c. Rated health professionals working together as 'very good'



Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (including age, sex, education level and language spoken at home) have been taken into account.

Experiences of care

Adult patients who were admitted to hospital shared their experiences about a range of aspects of their care, including how involved they were in decisions about their care and treatment and how health professionals treated them.

More than nine in 10 patients (92%) wanted to be involved in decisions about their care and treatment. Of those patients, 60% said they were 'definitely' involved as much as they wanted to be (Figure 3a). Across hospitals, results ranged from 51% to 80% (Figure 4a).

Around eight in ten patients (81%) said health professionals 'always' explained things in a way they could understand. There were no hospitals that had significantly higher or lower results for this measure (Figure 4b).

Three-quarters of patients (75%) said the nurses who treated them 'always' knew enough about their care and treatment (Figure 3c). Across hospitals, results ranged from 67% to 92% (Figure 4c).

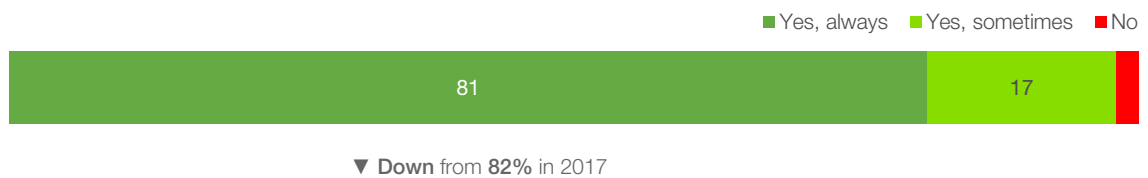
Results are available in **Healthcare Observer** and the Supplementary Data Tables for the 77 hospitals where enough responses were received to report results. Visit bhi.nsw.gov.au

Figure 3 **Percentage of patients in NSW, all response categories, 2018**

a. Were you involved, as much as you wanted to be, in decisions about your care and treatment?*



b. Did the health professionals explain things in a way you could understand?



c. Did the nurses who treated you know enough about your care and treatment?



*Based on responses from 92% of patients excluding those who did not want or were too unwell to be involved in decisions about their care and treatment. Note: Results may not add up to 100% due to rounding.



More than eight in 10 patients (86%) said they were 'always' treated with respect and dignity.

What could improve...

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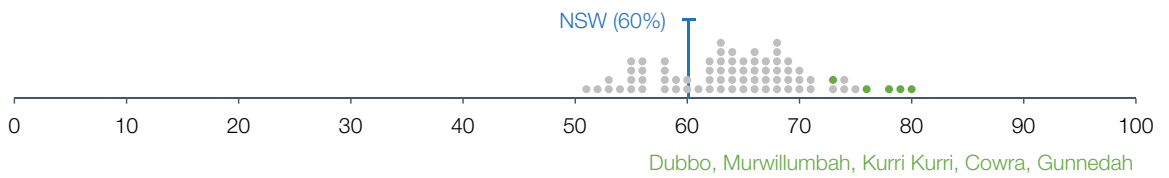
When the doctors came in the morning to check on me I felt like sometimes they ignored my questions.

”

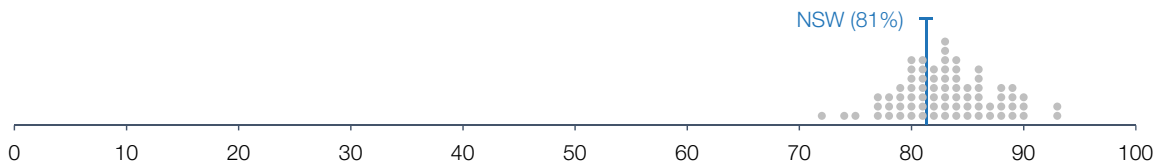
Figure 4 Percentage of patients in each hospital who selected the most positive response category, 2018

Hospital result relative to NSW public hospitals: ● Significantly lower ● Not significantly different ● Significantly higher

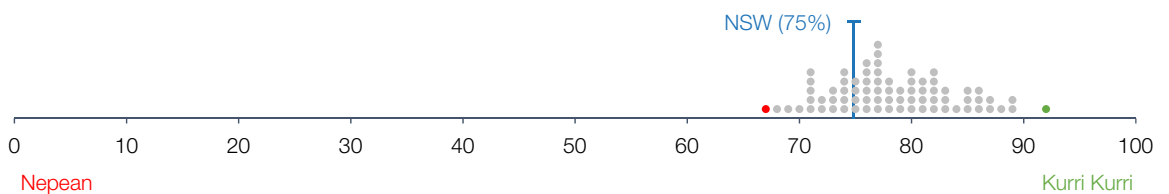
a. 'Definitely' involved in decisions about treatment and care



b. Health professionals 'always' explained things in an understandable way



c. Nurses 'always' knew enough about care and treatment



Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (including age, sex, education level and language spoken at home) have been taken into account.

Patient engagement at discharge

The survey also captured patients' experiences when leaving hospital, including how well prepared they felt to manage their condition at home.

Around nine in 10 patients (91%) said they wanted to be involved in decisions about their discharge. Of those patients, 66% said they 'definitely' felt involved (Figure 5a). This result ranged from 56% to 86% across hospitals (Figure 6a).

Another nine in 10 patients (92%) said they needed information about how to manage their care at home. Of these patients, 73% said they were given 'completely' enough of this information (Figure 5b). Hospital results ranged from 67% to 93% (Figure 6b).

Many patients need support from family and friends to manage their ongoing care. Three-quarters of patients (75%) said they had a family or home situation that needed to be considered when planning their discharge. Of these patients, 75% said staff 'completely' took their situation into account (Figure 5c). Across hospitals, this ranged from 64% to 90% (Figure 6c).

There were no hospitals that had significantly higher or lower results for these engagement at discharge measures.

Figure 5 Percentage of patients in NSW, all response categories, 2018

a. Did you feel involved in decisions about your discharge from hospital?*



Unchanged from 2017

b. Were you given enough information about how to manage your care at home?***



▼ Down from 74% in 2017

c. Did hospital staff take your family and home situation into account when planning your discharge?***



▲ Up from 74% in 2017

*Based on responses from 91% of patients who said they wanted to be involved in decisions about their discharge.

**Based on responses from the 92% of patients who said they needed information about how to manage their care at home.

***Based on responses from the 75% of patients who said they had a family or home situation to consider.

Note: Results may not add up to 100% due to rounding.

Of the 48% of patients prescribed a new medication to take home...



said health professionals 'completely' explained its purpose



said health professionals 'completely' explained possible side effects

What could improve...



No-one really spoke to me after I woke up from the procedure other than to give me painkillers and to give me my discharge letter.

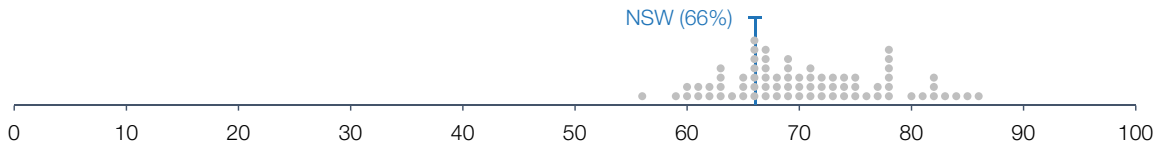


Figure 6

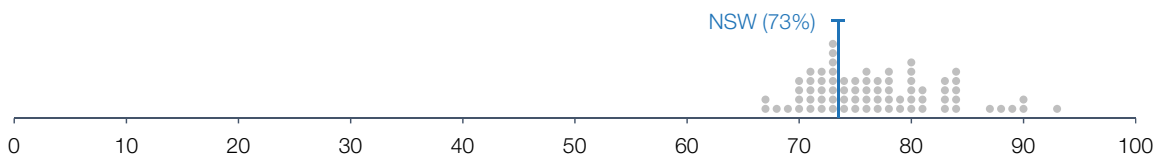
Percentage of patients in each hospital who selected the most positive response category, 2018

Hospital result relative to NSW public hospitals: • Significantly lower • Not significantly different • Significantly higher

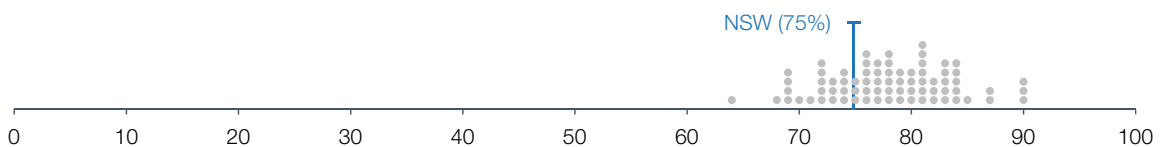
a. 'Definitely' felt involved in decisions about discharge



b. Given 'completely' enough information to manage care at home



c. Staff 'completely' took family and home situation into account at discharge



Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (including age, sex, education level and language spoken at home) have been taken into account.

Outcomes of care

Patient surveys capture patients' perspectives on health outcomes that matter to them and the impact healthcare has on important aspects such as their pain, mobility and quality of life.

Almost eight in 10 patients (79%) said the care and treatment they received 'definitely' helped them (Figure 7a).

Patients may experience problems during or shortly after a hospital stay. More than one in 10 patients (14%) said they experienced at least one problem or complication related to their stay (Figure 7b).

Of the nine issues listed, the most common problems or complications reported by patients were infections (5%), complications from surgery (3%), negative reactions to medication (3%) and other complications (3%).

Around half of patients who said they experienced a problem or complication (52%) said staff were 'completely' open with them about it (data not shown).

In the month following discharge, almost one in 10 patients (9%) said they were readmitted to hospital or went to an emergency department because of problems or complications related to the care they received (Figure 7c).

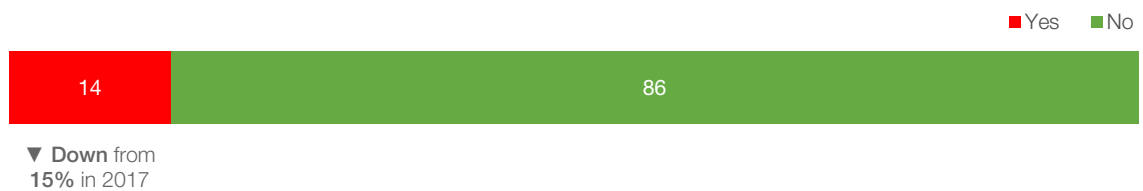
Results are provided without hospital comparison for outcomes of care questions. Patients with more complex conditions are likely to have less positive outcomes, and surveys do not contain the information required to fully account for this complexity.

Figure 7 Percentage of patients in NSW, all response categories, 2018

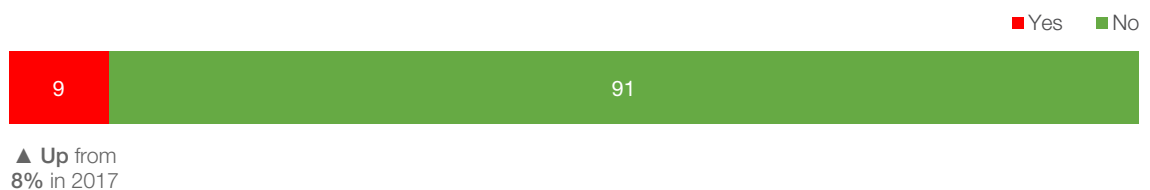
a. Did the care and treatment received in hospital help you?



b. Experienced complication or problem during or shortly after hospital stay



c. In the month following your discharge, did you go to an emergency department or were you readmitted to hospital because of complications related to the care you received?



Note: Results may not add up to 100% due to rounding.

Around half of patients who said they experienced a problem or complication said staff were 'completely' open with them about it.



Best part of care...

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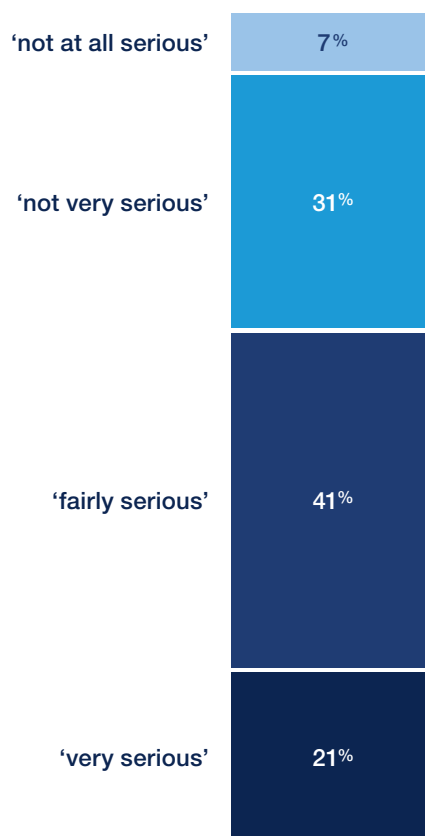
I experienced a complication from my procedure the following day – the care provided to rectify the complication was the best part.

”

Patients with a problem or complication said they experienced one or more of the following:

	2017	2018
Any problem or complication	15%	14%
Infection	5%	5%
Uncontrolled bleeding	1%	1%
Negative reaction to medication	3%	3%
Complication from surgery	3%	3%
Complication from tests/x-rays/scans	1%	1%
Blood clot	1%	1%
Pressure wound	1%	1%
Fall	1%	1%
Other complication	3%	3%

...and they rated the seriousness as:



Differences in ratings of care by patient group

The survey results show that some patient groups tended to report less positive experiences of care. These variations in reported experiences may reflect differences in their expectations of care or in the way they respond to survey questions. However, they may also reflect differences in the quality of the care they received. In either case, an awareness of these differences may help health professionals tailor their care for people in these groups.

The percentage of patients in each selected patient group who rated their overall care as ‘very good’ ranged from 58% of patients aged 18–34 years, to 70% of male patients and those with less than a Year 12 education (Figure 8).

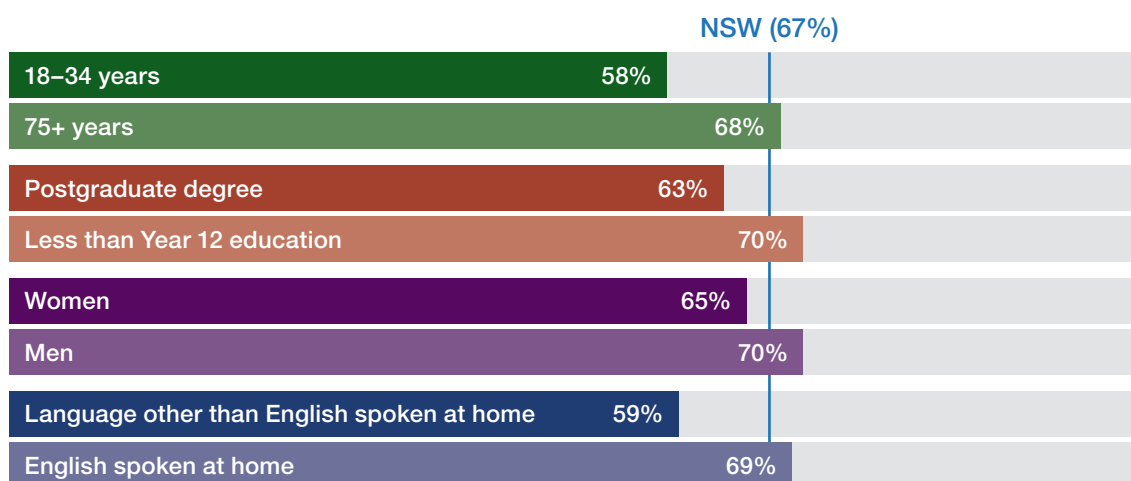
The percentage of each patient group who said they were ‘always’ treated with respect and dignity

ranged from 80% of patients aged 18–34 years, to 88% of men, those aged 75+ years and those with less than a Year 12 education (Figure 9).

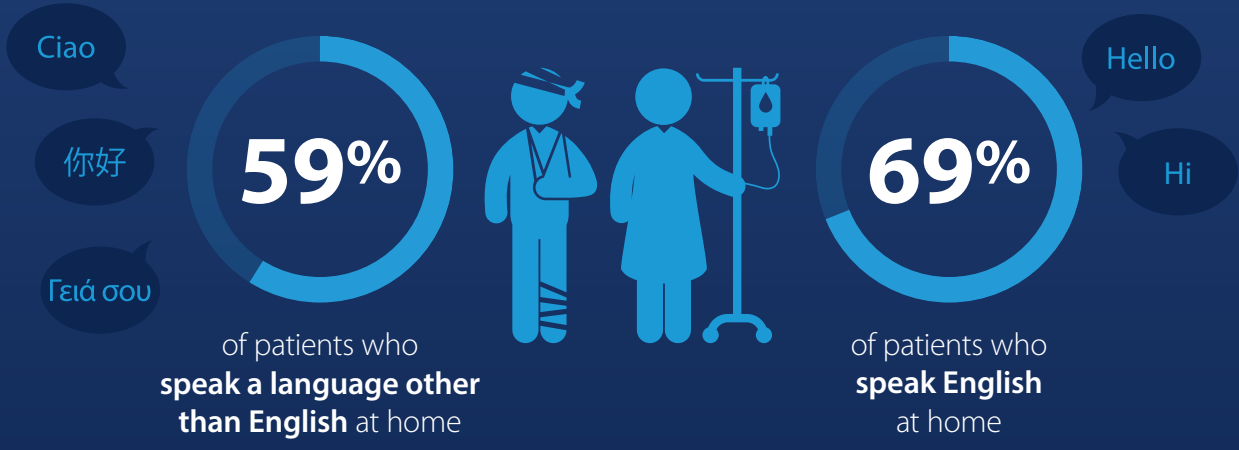
The percentage of patients who said they were given ‘completely’ enough information to manage their care at home ranged from 62% of those aged 18–34 years, to 78% of those with less than a Year 12 education (Figure 10).

Across all three of these measures, people aged 75+ years reported more positive experiences than those aged 18–34 years; men reported more positive experiences than women; and people with less than a Year 12 education reported more positive experiences than those with a postgraduate degree.

Figure 8 Percentage of selected patient groups who rated overall care as ‘very good’, NSW, 2018



Overall care was rated as 'very good' by



“ The nurse who took care of me before and after the surgery was very caring and made my hospital experience a comfortable one. She respected my culture and was very kind to my caregiver. ”

Figure 9 Percentage of **selected patient groups** who said they were 'always' treated with respect and dignity, NSW, 2018

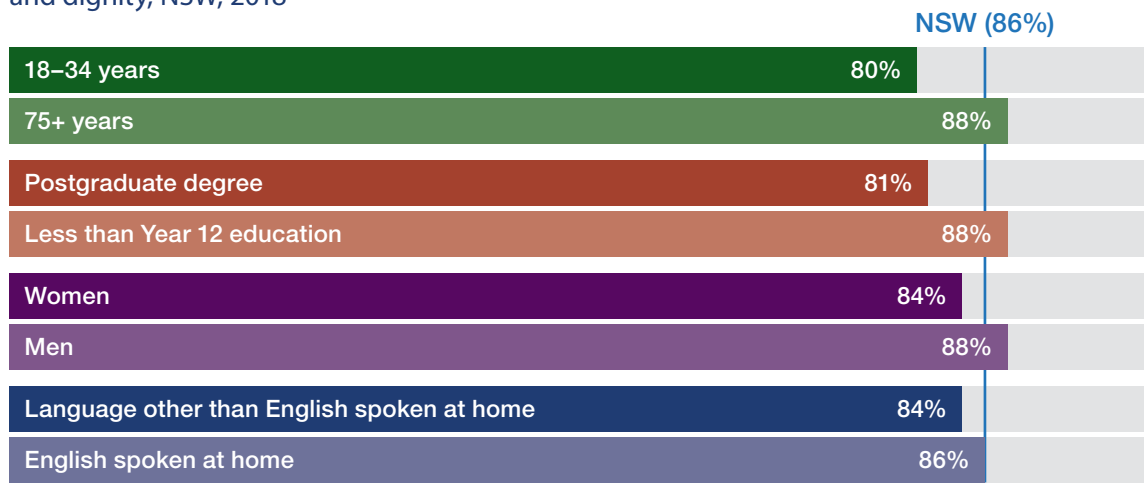
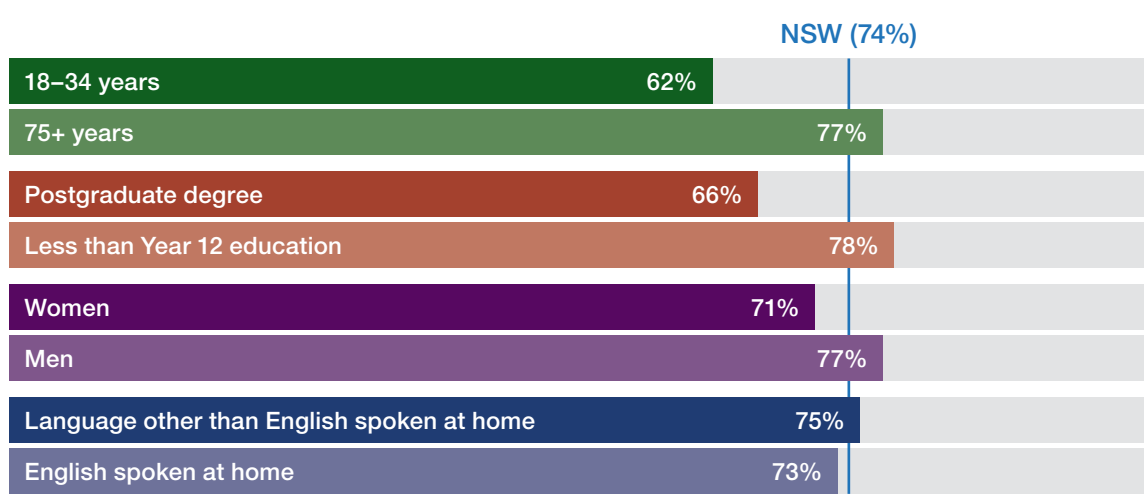


Figure 10 Percentage of **selected patient groups** who said they were given 'completely' enough information about how to manage their care at home following discharge, NSW, 2018



Healthcare Observer

Healthcare Observer is the Bureau of Health Information (BHI's) online interactive data portal which lets you explore and download information about the performance of the NSW healthcare system.

Full results from the Adult Admitted Patient Survey 2018 are available at bhi.nsw.gov.au/Healthcare_Observer



Adult Admitted Patient Survey



Emergency Department Patient Survey



Outpatient Cancer Clinics Survey



Admitted Children and Young Patients Survey



Maternity Care Survey



Rural Hospital Adult Admitted Patient Survey



Rural Hospital Emergency Care Patient Survey

NSW Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as accessibility and timeliness, the physical environment of the hospital, safety and hygiene, communication and information, and whether they were treated with respect and dignity.

Further information about our surveys can be found at bhi.nsw.gov.au/nsw_patient_survey_program

About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, in order to inform actions to improve healthcare and strengthen accountability.

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