

Rural Hospital Adult Admitted Patient Survey 2019

Development Report

January 2020

BUREAU OF HEALTH INFORMATION

Level 11, 67 Albert Avenue
Chatswood NSW 2067
Australia
Telephone: +61 2 9464 4444
bhi.nsw.gov.au

© Copyright Bureau of Health Information 2020

This work is copyrighted. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from the Bureau of Health Information.

State Health Publication Number: (BHI) 200013-1

Suggested citation:

Bureau of Health Information. Development Report – Rural Hospital Adult Admitted Patient Survey 2019. Sydney (NSW): BHI; 2020.

Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

Published January 2020

The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Background

In 2019, the Bureau of Health Information (BHI) revised the Small and Rural Hospitals Survey 2016 to ensure it captured information relevant to regional and rural local health districts (LHDs). The following LHDs were considered to be regional and rural for the purposes of this survey:

- Northern NSW
- Far West
- Hunter New England
- Murrumbidgee
- Mid North Coast
- Southern NSW
- Western NSW
- Illawarra Shoalhaven.

The name of the survey was subsequently changed to the Rural Hospital Adult Admitted Patient Survey.

Survey development method

The survey went through the following development stages:

- 1) review of key literature
- 2) stakeholder engagement
- 3) historical data analysis.

Review of key literature

A rapid literature review was performed to inform the content of the Rural Hospital Adult Admitted Patient Survey 2019 questionnaire. The aim of the review was to identify any:

- important issues and/or areas of unmet need for rural patients
- existing surveys or research on rural healthcare and patients (especially in NSW) to identify relevant topics and questions for inclusion.

The search was restricted to English-language papers, articles and reviews published since August 2014 (when the last literature review was conducted to develop the 2016 survey).

BHI also reviewed its other surveys, as well as those from other jurisdictions, to identify questions that may be included.

Following the literature review, four specific topics relevant to rural patients were identified:

- accessibility challenges
- telehealth services
- continuity of care
- workforce issues.

Outcome of review of key literature

No comparable surveys focused on capturing patient experiences in rural health facilities were found. However, by reviewing surveys from other jurisdictions, BHI was able to identify questions encompassing topics relevant to rural healthcare and patients.

Stakeholder engagement

BHI engaged with a number of key stakeholders and experts to identify relevant questions and topics for inclusion in the Rural Hospital Adult Admitted Patient Survey 2019.

Survey contacts at each LHD were asked to rate the relative importance of each Adult Admitted Patient Survey (AAPS) 2019 question (low/medium/high) and indicate which questions they used for audit and/or performance measurement purposes. This was to identify the 'core' questions across NSW admitted patient surveys. It was particularly relevant as around 80% of the questions in the Small and Rural Hospitals Survey 2016 were identical or directly comparable to questions in AAPS 2019.

In July 2019, BHI invited regional and rural LHD chief executives to nominate representatives for BHI's Rural Advisory Committee (RAC). This committee also included the rural health leads from the Agency for Clinical Innovation (ACI) and NSW Ministry of Health. The purpose of the RAC was to inform the development of the Rural Hospital Adult Admitted Patient Survey 2019.

The following activities took place to inform the development of the Rural Hospital Adult Admitted Patient Survey 2019:

- RAC members were emailed a spreadsheet that listed the Small and Rural Hospitals Survey 2016 questions, plus any additional admitted patient questions from AAPS 2019 not asked in the most recent rural survey. Members were asked to rate the importance of the questions (low/medium/high) and indicate which questions were currently being used for audit/performance measurement.
- Based on information collected from the literature review and stakeholder engagement activities, a draft Rural Hospital Adult Admitted Patient Survey 2019 questionnaire was prepared. RAC members were asked to review and provide feedback using a pro forma template. A teleconference was held in August 2019 to discuss this feedback and any other comments arising from the draft questionnaire.
- This feedback resulted in the drafting of the penultimate questionnaire. RAC members were engaged individually to ensure the questions met the needs of the rural facilities.

In September 2019, the regional and rural LHD chief executives were engaged to review and comment on the penultimate questionnaire. These comments were used to draft the final questionnaire.

Outcome of stakeholder engagement

This stakeholder engagement process helped identify the core questions that needed to be retained in the Rural Hospital Adult Admitted Patient Survey 2019.

Together, BHI and the RAC were able to identify the following rural-specific topics for inclusion in the final survey:

- accessibility challenges
- transfer from another healthcare facility
- expenses
- telehealth services
- continuity of care
- health outcomes
- workforce issues.

The proposed topics were discussed with the regional and rural LHD chief executives at the September Regional and Rural Senior Executive Forum. The resulting final questions in the Rural Hospital Adult Admitted Patient Survey 2019 were reviewed by the RAC to ensure they captured the survey's objectives.

Historical data analysis

BHI analysed the Small and Rural Hospitals Survey 2016 data to assess question quality and questionnaire design, including:

- response patterns for each question, such as rates of item non-response (not answering a question when they should have), invalid responses (selecting more than one answer to a single response question or answering a question they should have skipped) and non-specific responses, such as 'don't know', 'can't remember' or 'not applicable to me'
- ceiling and floor effects of response categories (responses where almost all patients were very positive or very negative, with little variation between hospitals) using the scored mean, standard deviation and skewness of responses
- correlations between questions (using the most positive response option) to understand if any questions appear to be duplicating the same aspect of care (using the Pearson method).

Patient comments from the 2015 and 2016 surveys were also reviewed to identify any areas of interest or topics of concern regarding rural admitted patient experiences.

Outcome of historical data analysis

The historical data analysis determined which sections and questions from the Small and Rural Hospitals Survey 2016 could be removed to make space for new topics and questions in the Rural Hospital Adult Admitted Patient Survey 2019.

Themes identified in the comments further confirmed the inclusion of the seven new rural-specific topics.

The final Rural Hospital Adult Admitted Patient Survey 2019 questionnaire was reviewed and signed off by BHI's Chief Executive.

Overview of changes

A short summary of amended questions and sections is outlined below. Details of changes are explained in the following section.

New questions (in 2019 questionnaire)

- Q1–3, Q6, Q12, Q17–18, Q20–21, Q25–30, Q36, Q39, Q42, Q45, Q47, Q54–56, Q62, Q64.

New sections (in 2019 questionnaire)

- Accessibility
- Health Professionals
- Transfer from Another Healthcare Facility
- Telehealth.

Deleted questions (in 2016 questionnaire)

- Q1, Q8–9, Q13, Q18, Q21, Q27–30, Q35, Q39–41, Q52, Q59, Q61–64, Q66, Q71–72, Q74–76, Q84, Q86.

Deleted sections (in 2016 questionnaire)

- Before Arriving at this Hospital
- Arriving at this Hospital
- Food
- Doctors
- Nurses
- Pain
- Visits to Other Healthcare Facilities.

Modified questionnaire content

- Modified questions and/or response options:
 - Q7–9, Q11, Q13, Q16, Q19, Q23–24, Q31, Q33–35, Q38, Q40–41, Q43–44, Q46, Q48–53, Q59–60, Q63, Q65, Q67.
- Modified formatting to questions and/or response options:
 - Q4–5, Q10, Q14–15, Q57, Q61, Q66.
- Modified sections:
 - The Hospital Ward or Room
 - Your Treatment and Care
 - Complications
 - Leaving Hospital (Discharge)
 - Overall
 - Your Comments.

Details of changes

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q1	n/a	n/a	Deleted Was your stay in the hospital named on the cover of this booklet planned in advance or an emergency?	This information is available in the administrative data and was removed to make space for new questions.
n/a	Q1	What is the distance between your home and the hospital? <ul style="list-style-type: none"> • 100km or less • 101–250km • 251–500km • More than 500km • Don't know/can't remember 	New	This question was included as part of the new 'Accessibility' section to understand the distance patients would need to travel between their home and the rural hospital. It was also considered to be a good 'opening' question for the survey as most patients will be able to answer this question and it does not contain any filter instructions.
n/a	Q2	If you came to the hospital from home, did you have any difficulties organising transport to the hospital? <ul style="list-style-type: none"> • Yes • No • I didn't come to the hospital from home 	New	This question was included as part of the new 'Accessibility' section to see if patients travelling to rural hospitals from their homes experienced any difficulties organising transport. It would also indicate the proportion of patients who did not go to rural hospitals from their home.
Q8	n/a	n/a	Deleted How clean were the wards or rooms you stayed in while in this hospital?	Q8 and Q9 from the 2016 questionnaire were replaced with a version that combined the two (Q3 in 2019 questionnaire).
Q9	n/a	n/a	Deleted How clean were the toilets and bathrooms that you used while in this hospital?	Q8 and Q9 from the 2016 questionnaire were replaced with a version that combined the two (Q3 in 2019 questionnaire).

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q3	How clean were the areas (e.g. room, toilet) you used during your stay at the hospital? <ul style="list-style-type: none"> • Very clean • Fairly clean • Not very clean • Not at all clean 	New	This question was created to combine Q8 and Q9 from the 2016 questionnaire.
Q12	Q4	Were you given enough privacy when being examined or treated?	Reformatted question Removed the underline from 'examined or treated'	Since this is the only question on privacy in the 2019 questionnaire, 'examined or treated' does not need to be emphasised.
Q13	n/a	n/a	Deleted Were you given enough privacy when <u>discussing</u> your condition or treatment?	The 2016 questionnaire included two privacy questions — one asking about visual privacy and one about auditory privacy. Breaches of visual privacy are usually of greater concern to patients so this question was removed to make space for other questions.
Q33	Q5	Was a call button placed within easy reach?	Question moved Moved from 'Your Treatment and Care' to 'The Hospital Ward or Room'	This question was moved to provide space for new questions and to better support the flow of the questionnaire.
Q18	n/a	n/a	Deleted Were you treated by a doctor during your stay in this hospital?	The 'Doctors' section in the 2016 questionnaire was deleted and replaced with 'Health Professionals' in the 2019 questionnaire. As a result, this question was no longer needed.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q21	n/a	n/a	Deleted In your opinion, did the doctors who treated you know enough about your medical history?	This question was removed due to stakeholder feedback. There were concerns that it was difficult to answer as patients may interpret questions from health professionals as reflecting a lack of knowledge about their condition, rather than the standard procedure of checking details.
n/a	Q6	Did the health professionals introduce themselves to you? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	New	This question was added in response to stakeholder feedback and for consistency with other BHI patient surveys.
Q19/Q22	Q7	If you needed to talk to a health professional, did you get the opportunity to do so? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I didn't get the opportunity • I had no need to talk to a health professional 	Modified question and response option 'Doctor/nurse' changed to 'health professional' 'Did not' was shortened to 'didn't'	To reduce the number of questions, those asked in both the 'Doctors' and 'Nurses' sections of the 2016 questionnaire were combined to encompass all health professionals. This also expanded the scope of these questions to include any health professional, which was seen as more appropriate for rural settings. The wording of this response option was modified to be consistent with the other response options in the questionnaire.
Q20/Q23	Q8	When you had important questions to ask a health professional, did they answer in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I didn't get answers I could understand • I didn't ask any questions 	Modified question and response option 'Doctor/nurse' changed to 'health professional' 'Did not' was shortened to 'didn't'	These two existing questions were combined to shorten the questionnaire and to keep question and response wording consistent with the rest of the questionnaire.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q24	Q9	In your opinion, did the health professionals who treated you know enough about your care and treatment?	Modified question 'Nurses' changed to 'health professionals'	This change expanded the scope of this question to include any health professional, which was seen as more appropriate for rural settings.
Q36	Q10	Did you have confidence and trust in the health professionals treating you?	Question moved Moved from 'Your Treatment and Care' to 'Health Professionals'	This question was moved to provide space for new questions and to better support the flow of the questionnaire.
Q10/Q11	Q11	Did you see the health professionals wash their hands, or use hand gel to clean their hands, before touching you? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I didn't see this • Can't remember 	Modified question and response option 'Doctors/nurses' changed to 'health professionals' 'Did not' was shortened to 'didn't' 'I was not treated by a doctor' option deleted	These two existing questions were combined to shorten the questionnaire and to keep question and response wording consistent with the rest of the questionnaire. This option was no longer required.
n/a	Q12	In your opinion, were there enough health professionals on duty to care for you in the hospital? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	New	One of the topics of interest for rural healthcare was workforce issues, and its impact on delivering health services in rural communities. This question, sourced from AAPS 2013, was included to address this.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q25	Q13	<p>Did the health professionals ask your name or check your identification band before giving you any medications, treatments or tests?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, they didn't ask my name or check my identification band • Not applicable to my situation • Don't know/can't remember 	<p>Modified question and response option</p> <p>'Nurses' changed to 'the health professionals'</p> <p>'Did not' was shortened to 'didn't'</p>	<p>These two existing questions were combined to shorten the questionnaire and to keep question and response wording consistent with the rest of the questionnaire.</p>
Q37	Q14	<p>Were the health professionals kind and caring towards you?</p>	<p>Question moved</p> <p>Moved from 'Your Treatment and Care' to 'Health Professionals'</p>	<p>This question was moved to make space for new questions and to better support the flow of the questionnaire.</p>
Q38	Q15	<p>Overall, how would you rate the health professionals who treated you?</p>	<p>Question moved</p> <p>Moved from 'Your Treatment and Care' to 'Health Professionals'</p>	<p>This question was moved to make space for new questions and to better support the flow of the questionnaire.</p>
Q26	Q16	<p>During your stay in the hospital, how much information about your condition or treatment was given to you?</p> <ul style="list-style-type: none"> • The right amount • Too much • Not enough • Not applicable to my situation 	<p>Modified question and response options</p> <p>'This hospital' changed to 'the hospital'</p>	<p>The question wording was changed for grammatical reasons and to align with the BHI style guide.</p> <p>The order of the response options was modified to be consistent with the other response options in the survey – the positive response option now appears first.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q17	How much information about your condition or treatment was given to your family, carer or someone close to you? <ul style="list-style-type: none"> • The right amount • Too much • Not enough • It wasn't necessary to provide information to anyone else • Don't know/can't say 	New	This question was added following stakeholder feedback that there was interest in understanding the level of involvement patients wanted for their family/caregivers.
n/a	Q18	Did the health professionals explain things in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	New	This question was added to ensure all eight of the state-wide Patient-Reported Measures questions were included. These will initially be implemented for assessment of the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.
Q32	Q19	Did you ever receive contradictory information about your condition or treatment from the health professionals?	Modified question 'Conflicting' changed to 'contradictory' 'The' added before 'health professionals'	Wording was changed for consistency with other BHI patient survey questionnaires. The question wording was changed for grammatical reasons and to align with the BHI style guide.
n/a	Q20	I was involved as much as I wanted in making decisions about my treatment and care... <ul style="list-style-type: none"> • Always • Mostly • Sometimes • Rarely • Never 	New	This question was added to ensure all eight of the state-wide Patient-Reported Measures questions were included. These will initially be implemented for assessment of the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q21	My views and concerns were listened to... <ul style="list-style-type: none"> • Always • Mostly • Sometimes • Rarely • Never • Didn't apply 	New	This question was added to ensure all eight of the state-wide Patient-Reported Measures questions were included. These will initially be implemented for assessment of the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.
Q27	n/a	n/a	Deleted Did you have worries or fears about your condition or treatment while in this hospital?	This question was removed and replaced with the new questions (Q20 and Q21 in the 2019 questionnaire) that will be used as part of the state-wide Patient-Reported Measures approach, which will initially be implemented for the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.
Q28	n/a	n/a	Deleted Did a health professional discuss your worries or fears with you?	This question was removed and replaced with the new questions (Q20 and Q21 in the 2019 questionnaire) that will be used as part of the state-wide Patient-Reported Measures approach, which will initially be implemented for the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q29	n/a	n/a	Deleted Were you involved, as much as you wanted to be, in decisions about your care and treatment?	This question was removed and replaced with the new questions (Q20 and Q21 in the 2019 questionnaire) that will be used as part of the state-wide Patient-Reported Measures approach, which will initially be implemented for the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.
Q30	n/a	n/a	Deleted If your family or someone else close to you wanted to talk to a health professional, did they get the opportunity to do so?	This question was removed due to stakeholder feedback and was replaced by the new Q17 in the 2019 questionnaire.
Q35	n/a	n/a	Deleted Were you ever treated unfairly for any of the reasons below?	This question was removed as the data analysis of the 2016 survey indicated that 7% of patients missed this question.
Q39	n/a	n/a	Deleted While in this hospital, did you receive or see any information about how to comment or complain about your care?	This question was removed as the data analysis of the 2016 survey indicated that 23% of patients missed this question.
Q40	n/a	n/a	Deleted During your stay in this hospital, did staff assist you when you needed help for any of the following?	This question was removed due to stakeholder feedback and to make space for new questions.
Q41	n/a	n/a	Deleted Were you ever in any pain while in this hospital?	This question was removed along with the 'Pain' section heading to make room for new questions.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q34	Q23	Did you feel you were treated with respect and dignity while you were in the hospital?	Modified question 'this hospital' changed to 'the hospital'	The question wording was changed for grammatical reasons and to align with the BHI style guide.
Q42	Q24	Do you think the health professionals did everything they could to help manage your pain? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't have any pain while in hospital 	Modified question and response option 'hospital staff' changed to 'health professionals' New response option added: 'I didn't have any pain while in hospital'	The wording of this question was modified to be consistent with other questions in the questionnaire. This question was taken from the 'Pain' section and as the filter question was also removed, a new response option ('I didn't have any pain while in hospital') was added to allow respondents to 'opt out' if the question was not relevant to them.
n/a	Q25	While in hospital, did you have any tests, operations or procedures? <ul style="list-style-type: none"> • Yes • No Go to Q28 	New	This question was added due to stakeholder feedback and is a modified version of a question in AAPS 2019.
n/a	Q26	Did health professionals explain <u>what would happen during</u> your tests, operations or procedures in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I didn't get any explanation • I didn't want or need an explanation • Don't know/can't remember 	New	This question was added due to stakeholder feedback and is a modified version of a question in AAPS 2019.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q27	Did health professionals explain the <u>results or outcome</u> of your tests, operations or procedures in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I didn't get any explanation • I didn't want or need an explanation • Don't know/can't remember 	New	This question was added due to stakeholder feedback and is a modified version of a question in AAPS 2019.
n/a	Q28	Were you transferred <u>to</u> the hospital from a larger regional or metropolitan hospital? <ul style="list-style-type: none"> • Yes • No Go to Q31 • Don't know..... Go to Q31 	New	A new section was added – 'Transfer from Another Healthcare Facility' – as stakeholders have an interest in understanding the outcomes of such transfers.
n/a	Q29	In your opinion, did this transfer happen at the right time for you? <ul style="list-style-type: none"> • Yes • No, too early • No, too late • Don't know/can't remember 	New	A new section was added – 'Transfer from Another Healthcare Facility' – as stakeholders have an interest in understanding the outcomes of such transfers.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q30	In your opinion, did the transfer benefit you? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • Yes, I was closer to home and/or family • Yes, I/family members saved travel time • Yes, I saved money • Yes, it benefitted my health • Yes, it benefitted me in other ways • No, I didn't benefit from the transfer • Don't know/can't remember 	New	A new section was added – 'Transfer from Another Healthcare Facility' – as stakeholders have an interest in understanding the outcomes of such transfers.
Q49	Q31	Not including the reason you went to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • An infection • Uncontrolled bleeding • A negative reaction to medication • A complication as a result of a test, operation or surgical procedure • A blood clot • A pressure wound or bed sore • A fall • Any other complication or problem • <u>None</u> of these Go to Q34 	Modified question and response option 'Came' changed to 'went' 'Complications as a result of an operation or surgical procedure' and 'Complications as a result of tests, X-rays or scans' changed to 'A complication as a result of a test, operation or surgical procedure'	The wording was changed for grammatical reasons and to align with the BHI style guide. These two response options were combined into one for consistency across the questionnaire. It was also further modified to align with the other response options in the question, which all refer to single events.
Q51	Q33	In your opinion, were the health professionals open with you about this complication or problem?	Modified question 'Members of the hospital staff' changed to 'the health professionals'	The wording was modified to be consistent with other questions in the questionnaire.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q52	n/a	n/a	Deleted At the end of your stay in this hospital, where did you go?	This was removed as it was a filter question that was no longer needed.
Q59	n/a	n/a	Deleted Did a health professional in this hospital explain the <u>purpose</u> of this medication in a way you could understand?	This was removed as the data analysis of the 2016 survey indicated that more than half of patients missed this question.
Q61	n/a	n/a	Deleted Did you feel involved in the decision to use this medication in your ongoing treatment?	This was removed as the data analysis of the 2016 survey indicated that more than half of patients missed this question.
Q62	n/a	n/a	Deleted Did you experience any of the following problems regarding your medication?	This was removed as the data analysis of the 2016 survey indicated that 6% of patients missed this question.
Q63	n/a	n/a	Deleted On the day you left this hospital, was your discharge delayed?	This was removed as it was a filter question that was no longer needed.
Q64	n/a	n/a	Deleted How long was the delay?	This was removed as the data analysis of the 2016 survey indicated that only a small subset of patients answered this question.
Q66	n/a	n/a	Deleted What were the main reasons for the delay?	This was removed as the data analysis of the 2016 survey indicated that only a small subset of patients answered this question.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q53	Q34	<p>Did you feel involved in decisions about your discharge from the hospital?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, I didn't feel involved • I didn't want or need to be involved 	<p>Modified question and response option</p> <p>'This hospital' changed to 'the hospital'</p> <p>'Did not' was shortened to 'didn't'</p>	<p>The wording was changed for grammatical reasons and to align with the BHI style guide.</p> <p>The wording of this response option was modified to be consistent with the other response options in the questionnaire.</p>
Q55	Q35	<p>Did hospital staff take your family and home situation into account when planning your discharge?</p> <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, staff didn't take my situation into account • It wasn't necessary • Don't know/can't remember 	<p>Modified response options</p> <p>'Did not' was shortened to 'Didn't'</p> <p>'Was not' was shortened to 'wasn't'</p>	<p>The wording of these response options were modified to be consistent with the other response options in the questionnaire.</p>
n/a	Q36	<p>If you went home after being discharged from the hospital, did you have any difficulties organising transport home?</p> <ul style="list-style-type: none"> • Yes • No • I didn't go home after my discharge 	<p>New</p>	<p>This question was included to see if patients travelling home from rural hospitals experienced any difficulties organising transport. It would also indicate the proportion of patients who did not go home after their discharge.</p>
Q60	Q38	<p>Did a health professional in the hospital tell you about medication <u>side effects</u> to watch for?</p>	<p>Modified question</p> <p>'This hospital' changed to 'the hospital'</p>	<p>The wording was changed for grammatical reasons and to align with the BHI style guide.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q39	Did the hospital staff give you a document summarising the care you received in the hospital (e.g. a copy of the letter to your GP, a discharge summary)? <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	This question was added following stakeholder feedback and for consistency with other BHI patient surveys.
Q57	Q40	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left the hospital?	Modified question 'the' added before 'hospital?'	The wording was changed for grammatical reasons and to align with the BHI style guide.
Q65	Q41	If your discharge was delayed, did a member of staff give you a reason? <ul style="list-style-type: none"> • Yes • No • My discharge wasn't delayed 	Modified question and response option 'Did a member of staff explain the reason for the delay?' changed to 'If your discharge was delayed, did a member of staff give you a reason?' New response option added: 'My discharge wasn't delayed'	Q65 from the 2016 questionnaire was retained due to stakeholder feedback but it was modified as the original filter question (Q63) was removed from the 2019 questionnaire.
n/a	Q42	At the time you were discharged, did you feel that you were well enough to leave the hospital? <ul style="list-style-type: none"> • Yes • No 	New	This question was added as it is one of the questions that makes up the Patient Engagement Index, which is used as a key performance indicator in the service level agreements between NSW Health and local health districts.
Q54	Q43	Thinking about when you left the hospital, were you given enough information about how to manage your care at home? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, I wasn't given enough information • I didn't want or need this type of information 	Modified question and response options 'This hospital' changed to 'the hospital' 'Was not' was shortened to 'wasn't' 'Did not' was shortened to 'didn't' 'Want or' added before 'need' 'Information' added after 'enough'	The wording was changed for grammatical reasons and to align with the BHI style guide. The wording of these response options were modified to be consistent with the other response options in the questionnaire. The wording was modified to increase clarity and readability.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q56	Q44	Thinking about when you left the hospital, were adequate arrangements made by the hospital for any services you needed (e.g. equipment, home care, community care, follow-up appointments)? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, arrangements weren't adequate • These services aren't offered in the area • I didn't need any services 	<p>Modified question and response options</p> <p>'This hospital' changed to 'the hospital'</p> <p>Service examples added '(e.g. equipment, home care, community care, follow-up appointments)'</p> <p>'Were not' was shortened to 'weren't' 'Are not' was shortened to 'aren't'</p> <p>'It was not necessary' changed to 'I didn't need any services'</p>	<p>The wording was changed for grammatical reasons and to align with the BHI style guide.</p> <p>Stakeholder feedback indicated that the question wording would benefit from the inclusion of examples to explain what is meant by 'services'.</p> <p>The wording of these response options were modified to be consistent with the other response options in the questionnaire.</p> <p>The response option was changed to increase clarity and readability.</p>
n/a	Q45	After you left the hospital and went home, were the healthcare professionals you saw in your rural community up-to-date about the care you received in the hospital? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No • Don't know/can't remember • I didn't see a health professional after leaving the hospital 	New	This question was added to better understand the level of continuity of care patients experience in rural communities. It is a modified version of a question from the Agency for Clinical Innovation 'Improving the Rural Patient Journey' questionnaire.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q67	Q46	How much money (that you will not get back) did you pay for expenses related to your hospital stay (e.g. parking, transport, accommodation for those accompanying you)? <ul style="list-style-type: none"> • Zero (\$0) • \$1 to less than \$100 • \$100 to less than \$1000 • \$1000 or more • Don't know/can't remember 	<p>Modified question and response options</p> <p>Expense examples changed</p> <p>New response options for option one and two</p>	<p>This change was introduced to clarify the types of expenses the question is asking about.</p> <p>The response options were modified to be consistent with other BHI patient surveys.</p>
n/a	Q47	<p><u>During the past 12 months</u>, was there a time when you skipped a medical test, treatment, or follow-up appointment that was recommended by a health professional because of the cost?</p> <ul style="list-style-type: none"> • Yes • No • Not applicable 	New	This question was added to better understand the impact of cost on continuity of care patients experience in rural communities and is a modified version of a question from the 2017 Commonwealth Fund International Health Policy Survey of Older Adults.
Q68	Q48	Overall, how would you rate the care you received while in hospital?	<p>Modified question</p> <p>'This' removed before 'hospital'</p>	The wording were changed for grammatical reasons and to align with the BHI style guide.
Q69	Q49	How well organised was the care you received in hospital?	<p>Modified question</p> <p>'This' removed before 'hospital'</p>	The wording were changed for grammatical reasons and to align with the BHI style guide.
Q70	Q50	<p>If asked about your hospital experience by friends and family how would you respond?</p> <ul style="list-style-type: none"> • I would speak highly of the hospital • I would neither speak highly nor be critical • I would be critical of the hospital 	<p>Modified response options</p> <p>'This hospital' changed to 'the hospital'</p>	The wording was changed for grammatical reasons and to align with the BHI style guide.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q71	n/a	n/a	Deleted Did you want to make a complaint about something that happened in this hospital?	This question was removed following stakeholder feedback and to make space for new questions.
Q72	n/a	n/a	Deleted Why didn't you make a complaint?	This question was removed following stakeholder feedback and to make space for new questions.
Q73	Q51	Did the care and treatment received in the hospital help you?	Modified question 'The' added before 'hospital'	The wording was changed for grammatical reasons and to align with the BHI style guide.
Q74	n/a	n/a	Deleted Is the problem you went to hospital for...?	This question was removed following stakeholder feedback and to make space for new questions.
Q75	n/a	n/a	Deleted In the <u>week before</u> your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?	This question was removed following stakeholder feedback, which indicated it was of low importance and was not used for audit purposes.
Q76	n/a	n/a	Deleted About <u>one month after</u> your discharge from hospital, how difficult was it for you to carry out your normal daily activities?	This question was removed following stakeholder feedback, which indicated it was of low importance and was not used for audit purposes.
Q77	Q52	<u>In the month</u> following your discharge, did you go to an <u>emergency department</u> because of complications related to the care you received?	Modified question 'In the month' underlined	This formatting change was made to highlight the important components of the question.
Q78	Q53	<u>In the month</u> following your discharge, were you <u>re-admitted</u> to any hospital because of complications related to the care you received?	Modified question 'In the month' underlined	This formatting change was made to highlight the important components of the question.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q54	<p><u>In the three months</u> after your discharge from the hospital, were you provided with any telehealth service(s)?</p> <ul style="list-style-type: none"> • Yes • No Go to Q57 • Don't know/can't remember Go to Q57 	New	A new 'Telehealth' section was added following stakeholder feedback that they are keen to understand the usage and impact of telehealth services for patients who use rural hospitals.
n/a	Q55	<p>In your opinion, did you benefit from the telehealth service(s)?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Yes, I was able to access a type of healthcare that isn't available where I live • Yes, I received advice to help me manage my condition • Yes, it benefitted my health • Yes, I was closer to home and/or family • Yes, I/family members saved travel time • Yes, I saved money • Yes, I didn't have to take as much time off work as I would have with a face-to-face consultation • Yes, it benefitted me in other ways • No, I didn't benefit from the telehealth service(s) 	New	Q55 and Q66 form part of the new 'Telehealth' section and are based on questions sourced from the 'Generic Video Call Evaluation Survey' and the 'Hunter New England Local Health District Clinical Telehealth Patient Survey'.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q56	Overall, how would you rate the telehealth service(s) as a means of receiving healthcare? <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	New	Q55 and Q66 form part of the new 'Telehealth' section and are based on questions sourced from the 'Generic Video Call Evaluation Survey' and the 'Hunter New England Local Health District Clinical Telehealth Patient Survey'.
Q79	57	What year were you born? Write in (YYYY)	Modified instructions Changed all upper case of 'Write in' to lower case	The text was amended to align with the BHI style guide.
Q81	Q59	What is the highest level of education you have <u>completed</u> ? <ul style="list-style-type: none"> • Less than Year 12 or equivalent • Completed Year 12 or equivalent • Trade or technical certificate or diploma • University degree • Postgraduate/higher degree 	Modified response option 'Post graduate' changed to 'postgraduate'	This change was made to align with the BHI style guide.
Q82	Q60	Which language do you mainly speak at home? <ul style="list-style-type: none"> • English..... Go to Q61 • A language other than English What is that language? Please write below.	Modified response options Changed instructions from 'Please write in the language' to 'What is that language? Please write below' 'Go to Q61' instruction added to 'English'	This change was introduced to clarify the response option instruction. 'Go to Q61' instruction was introduced as the new questions (Q59–60) added in 2019 were only applicable to the cohort of patients who said they spoke a language other than English at home.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q83	Q61	Are you of Aboriginal origin, Torres Strait Islander origin, or both? <ul style="list-style-type: none"> • Yes, Aboriginal • Yes, Torres Strait Islander • Yes, both Aboriginal and Torres Strait Islander • No Go to Q63 	Instructions added to response option Directional arrow for options one to three 'Go to Q63' instructions added to 'No'	The directional arrow and the 'Go to Q63' instruction were introduced as the new question (Q62) added in 2019 is only applicable to the cohort of patients who identify themselves as Aboriginal/Torres Strait Islander or both.
n/a	Q62	Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in the hospital? <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	This question was added for consistency with other BHI patient surveys.
Q84	n/a	n/a	Deleted In general, how would you rate your health?	This question was removed following stakeholder feedback and to make space for new questions.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q85	Q63	<p>Which, if any, of the following longstanding health conditions do you have (including age-related conditions)?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease) • A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis) • An intellectual disability • A mental health condition (e.g. depression) • A neurological condition (e.g. Alzheimer's, Parkinson's) • Any other longstanding health condition • <u>None</u> of these Go to Q65 	<p>Modified question and response options</p> <p>Changed 'long-standing' to 'longstanding'</p> <p>Added a dash in between 'age' and 'related'</p> <p>Added 'health' between 'longstanding' and 'conditions'</p> <p>Added examples of 'a longstanding physical condition' (e.g. arthritis, spinal injury or multiple sclerosis)</p> <p>Replaced 'A learning disability' with 'An intellectual disability'</p> <p>Directional arrow added to options one to seven; 'Go to Q65' instruction added to '<u>None</u> of these'</p>	<p>This change was made to align with the BHI style guide.</p> <p>This change was introduced to clarify the type of 'longstanding condition'.</p> <p>Specific examples were provided for 'longstanding physical condition' to explain what might constitute such a condition.</p> <p>'Intellectual disability' is the preferred term to use in Australia.</p> <p>A directional arrow and 'Go to Q65' instruction were introduced as the new question (Q64) added in 2019 is only applicable to the cohort of patients who have longstanding health conditions.</p>
n/a	Q64	<p>Does this condition(s) cause you difficulties in your day-to-day activities?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	New	This question was added for consistency with other BHI patient surveys.
Q86	n/a	n/a	<p>Deleted</p> <p>Who completed this survey?</p>	This question was removed following stakeholder feedback and to make space for new questions.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q87	Q65	<p>The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your healthcare information will allow us to better understand how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p>	<p>Modified question</p> <p>Amended 'health care' to be one word.</p> <p>Removed 'for the two years before and after your visit' from between 'information' and 'will' in the first paragraph</p> <p>Added 'of' after 'health' and 'by' after 'health services' in the first paragraph</p>	<p>This question was modified for consistency with other BHI patient surveys.</p>
Q88	Q66	<p>What was the <u>best part</u> of the care you received in the hospital?</p>	<p>Reformatted and modified question</p> <p>'Best part' underlined</p> <p>'Received while in this hospital?' changed to 'received in the hospital?'</p>	<p>The formatting change was made to highlight the important component of the question.</p> <p>The question wording was changed for grammatical reasons and to align with the BHI style guide.</p>
Q89	Q67	<p>What <u>most needs improving</u> about the care you received in the hospital?</p>	<p>Modified question</p> <p>Question in the 2016 questionnaire: What part of your care provided by this hospital most needs improving?</p>	<p>The original question was reworded to better highlight the important component of the question.</p>

Section 2016	Section 2019	Updated section (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q2–5	n/a	n/a	Heading and questions deleted Before Arriving at this Hospital	This section was removed due to stakeholder feedback and to make room for new sections/questions.
n/a	Q1–2	Accessibility When completing the questionnaire, please think about your visit to the hospital named in the covering letter.	New section heading and questions	Accessibility issues was identified as a topic of interest for rural healthcare, and the questions in this section ask patients about how they accessed the rural hospital.
Q6–7	n/a	n/a	Heading and questions deleted Arriving at this Hospital	This section was removed due to stakeholder feedback and to make room for new sections/questions.
Q8–13	Q3–5	The Hospital Ward or Room For the following questions, please think about the time from when you arrived at your ward or room until you left the hospital named in the covering letter.	Modified heading and description added Changed from 'The Hospital and Ward' to 'The Hospital Ward or Room'	The wording was modified for increased clarity and a description was added to add context to the questions.
Q14–17	n/a	n/a	Heading and questions deleted Food	This section was removed following stakeholder feedback and to make room for new sections/questions.
Q18–21	n/a	n/a	Heading deleted, questions modified and moved to 'Health Professionals' section Doctors	The 'Doctors' and 'Nurses' sections were removed and replaced with an overall 'Health professionals' section. Questions that were similar across the two were kept and modified to say 'health professionals' instead of 'doctors/nurses'.

Section 2016	Section 2019	Updated section (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q22–25	n/a	n/a	Heading deleted, questions modified and moved to 'Health Professionals' section Nurses	The 'Doctors' and 'Nurses' sections were removed and replaced with an overall 'Health professionals' section. Questions that were similar across the two were kept and modified to say 'health professionals' instead of 'doctors/nurses'.
n/a	Q6–15	Health Professionals For the following questions, please think about all the health professionals who treated or examined you at the hospital, including doctors, nurses and other health professionals.	New heading with modified questions	This section replaced the previous 'Doctors' and 'Nurses' sections.
Q26–40	Q16–27	Your Treatment and Care	Description deleted For the following questions, please think about all the health professionals who treated or examined you in the hospital named on the cover of this booklet, including doctors, nurses and others.	Description deleted to help create space in the survey.
Q41–42	n/a	n/a	Heading deleted Pain	This section was removed due to stakeholder feedback. The one question that was retained was moved to the 'Your Treatment and Care' section).
Q43–48	n/a	n/a	Heading and questions deleted Visits to Other Healthcare Facilities	This section was removed due to stakeholder feedback and to make room for new sections/questions.
n/a	Q28–30	Transfer from Another Healthcare Facility	New heading and questions	One of the identified topics of interest for rural healthcare, the questions in this new section look at transfers from other larger facilities to rural ones and the impact this has on patient experience.

Section 2016	Section 2019	Updated section (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q49–51	Q31–33	Complications For the following questions, please think about the hospital named in the covering letter.	Description added	This description was added to remind respondents to relate their responses back to the original hospital mentioned in the cover letter.
Q52–66	Q34–45	Leaving Hospital (Discharge) For the following questions, please think about when you were discharged, that is when you left the hospital named in the covering letter to go home or to another facility.	Heading and description modified Changed 'Leaving this Hospital' to 'Leaving Hospital (Discharge)' Modified description wording	This heading was changed for consistency with other BHI patient survey questionnaires. The description was amended to reflect the heading change and explain the term 'discharge'.
Q68–72	Q48–50	Overall	Description deleted Please answer the following question about your overall experience at the hospital named on the cover of this booklet.	The description was deleted to help create space in the survey.
n/a	Q54–56	Telehealth	New heading and questions	Telehealth was identified as a topic of interest for rural healthcare, and the questions in this section explore the potential usage of telehealth services post-discharge and the impact this has on patient experience.
Q88–89	Q66–67	Your Comments	Heading modified 'Final' removed from heading	Asking respondents to provide comments determined to be more appropriate than asking for 'final' comments.