
NSW Health Patient Survey 2009 Statewide Report

This report summarises findings from the NSW Health Patient Survey, covering seven patient categories across the vast majority of public healthcare facilities in NSW. Surveyed patients were treated in February 2009. This report is supported by reports issued for each of nine NSW Area Health Services, including Children's Hospital at Westmead, and reports issued for each facility in NSW where sample size permits, breaking down response by patient category and comparing results with peer facilities across the State.

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NSW HEALTH

2009 NSW State Report

Executive Summary

Introduction

The NSW State Plan commits NSW Government agencies to delivering services of the highest quality within available resources. Services must be designed around the needs of the customers, to ensure those services meet their needs.

Government agencies are expected to regularly measure and report on customer experience of government services. In response to this, since 2007 NSW Health has conducted a comprehensive statewide Patient Survey to gain information from patients about their experiences with public health care services.

The survey is one of several strategies being used by NSW Health to gain a complete picture of patient and carer experience for the purposes of health service improvement. Other strategies include the NSW Health Survey Program, patient and carer interviews, and other service-specific surveys like MH-COPES (a survey of mental health clients in NSW).

This report of the statewide results for the 2009 NSW Health Patient Survey is complemented by Area Health Service reports, as well as facility reports which contain detailed results for specific services.

The public health organisations that participated in the survey included the eight Area Health Services across NSW and the Children's Hospital at Westmead. NSW Justice Health and the NSW Ambulance Service were not included because they carry out separate customer surveys and benchmarking activities with other like-organisations.

Surveys were posted throughout NSW, to patients who were classified within one of the following patient categories:

Patient Categories:

- Overnight Inpatients (OI);
- Day only Inpatients (DI);
- Paediatric Inpatients (PI);
- Adult Rehabilitation Inpatients (RI);
- Non-admitted Emergency Patients (EP);
- Outpatients (OP); and
- Community Health Clients (CH)

Patients in each category received a questionnaire which asks questions about eight Core Dimensions of Care valued by patients:

- Access to Care;
- Coordination of Care (including integration);
- Information and Education;
- Physical Comfort;
- Emotional Support (including alleviation of fear and anxiety);
- Family and Friends;
- Continuity and Transition; and
- Respect for Patient Preferences (including values and expressed needs).

Source: Picker Institute

In 2009, 216,071 self-completion questionnaires (including Cancer inpatients and outpatients) were posted to patients across the state of NSW who had received treatment during February, 2009. An effective response rate of 38.4% was achieved, or 77,967 patients completed and returned the questionnaires.

Respondents to the 2009 NSW Health Patient survey comprised:

	Sample Size	Percentage (%)
Males	29,679	40.8
Females	42,434	59.2
0-19 Years	11,953	16.4
20-39 Years	12,571	17.3
40-59 Years	16,807	23.1
60+ Years	31,389	43.2
English speaking background	63,751	90.5
Non-English Speaking Background	5,126	9.5
Aboriginal and Torres Strait Islander	1,569	2.1
Non Aboriginal/Torres Strait Islander	70,375	97.9

This Executive Summary contains:

- 2009 results for patients treated across NSW
- Comparisons between the 2009 ratings received across each of the eight Area Health Services within NSW (only in cases where the sample size achieved was greater than 30 completed questionnaires).
- Summary Findings for each NSW patient category
- Comparisons across 2007, 2008 and 2009 in chart
- Discussion of the significant differences between 2009 ratings and ratings received in the benchmark survey (2007).
- A definition page which reflects how terms are used throughout the report

The Chapters in this Report contain:

Information on each patient category showing the individual measures that most strongly influence the overall rating of care patients give to a service. These are reported as key drivers of overall care.

Note: In 2009, four (4) measures related to hand hygiene were included in all patient category questionnaires, with the exception of Cancer Outpatients. These measures were included to gain a comprehensive understanding of how hand hygiene behaviour affects the patient / carer experience and to identify and evaluate areas of hand hygiene improvement to enhance patient care. These measures were not included in the 2007 and 2008 survey.

Note: Cancer inpatients and outpatients are not discussed in this report. Cancer inpatients and outpatients are discussed in the Cancer Institute NSW statewide report and individual facility reports. In addition, mental health inpatients were surveyed in 2007 only and are not represented in 2008 and 2009. The 2007 data represented in this 2009 report, does not include mental health inpatients. Responses from the 2007 mental health patients have been removed from the 2007 scores, to allow for accurate comparisons with 2008 and 2009 data.

Definitions

Overall Care:	A measure of overall experience of care. In this report it is the proportion of patients who scored the care they received as good, very good or excellent. It gives a high level picture of how patients perceive their care.
Advocacy:	A high level measure relating to overall experience of care. In this report it is the proportion of patients who indicated that they would definitely recommend the hospital or facility to their family and friends.
Core Dimensions of Care:	There are eight Core Dimensions of Care defined by NRC Picker. Each dimension is made up of specific measures valued by patients receiving health care. The scores for measures (questions) are grouped together to form a score for each dimension.
Key Driver:	A measure (question) that strongly influences the rating of Overall Care (medium to high correlation). Focusing service improvement activity on key drivers with low positive scores can positively influence how patients rate their overall care.
Significant difference:	A statistical term which is used in this report to identify when a change in a score is very unlikely to be due to chance. In statistical terms it means a significant difference between ratings on two variables (measures), at a level of $p < .05$ and at a 95% confidence interval
Best performing patient category:	This means that the patients answering in a particular category (e.g. Overnight Inpatients) rated their experience of care (measure) higher than any other patient category. This can be reported at a state level, AHS level or facility level.
Best performing AHS:	The Area Health Service with the highest proportion of patients who indicated they received a positive experience when compared to all other Area Health Services on the measure of Overall Care.
Best performing facility:	The facility/service with the highest proportion of patients who indicated they had a positive experience, when compared to all other facilities within their own peer group, on Overall Care.
Areas to maintain:	A key driver which has received a score above average in that peer group. Efforts to maintain or improve performance on this measure should assist in maintaining or increasing overall positive experience with care.
Areas to improve:	A key driver that receives a low score (below average rating in that peer group). Efforts to improvement on this measure should assist in increasing overall positive experience with care.

Summary of 2009 Key Findings for NSW and Area Health Services

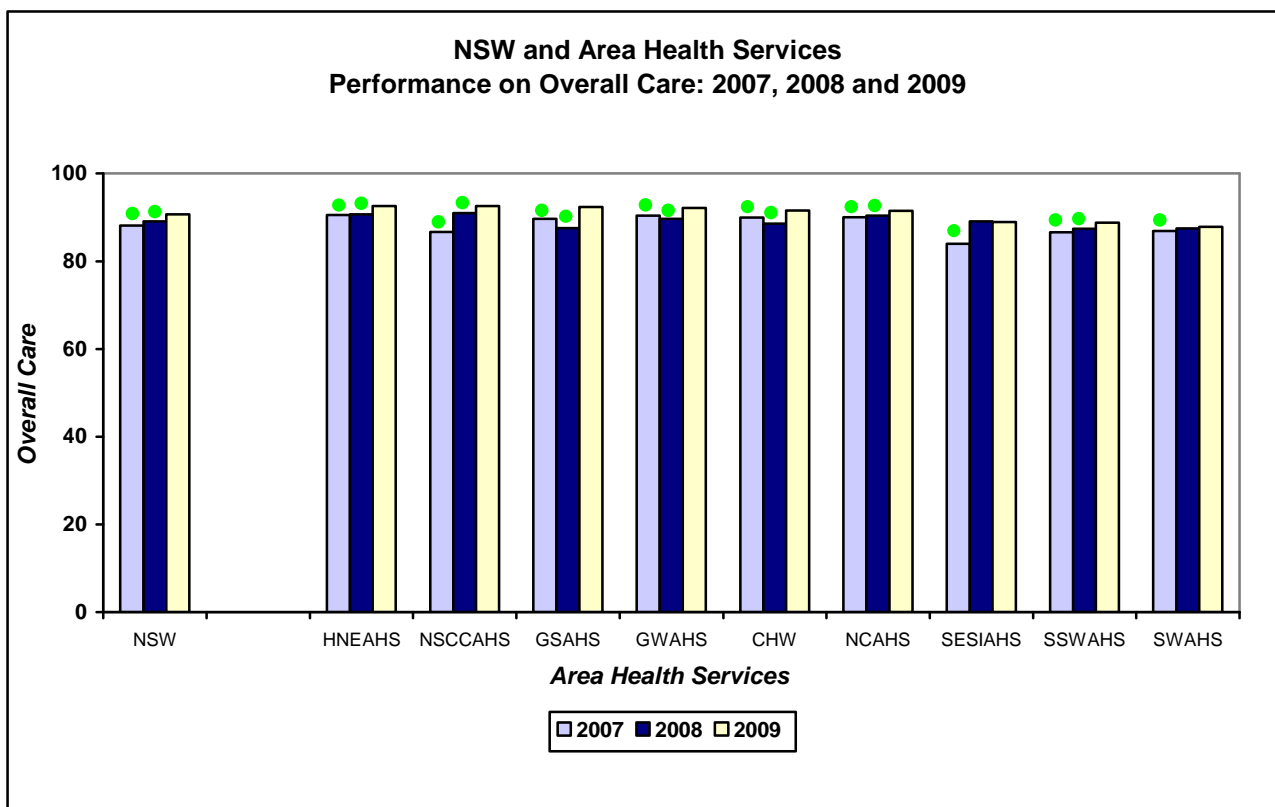
Ratings of Overall Care: NSW

In 2009, 90.7% of patients rated Overall Care as good, very good or excellent. This rating is significantly higher than in 2007 (88.2%).

Ratings of Overall Care: Area Health Services

In 2009, the top three performing Area Health Services for Overall Care were:

- Hunter New England Area Health Service (92.6%);
- North Sydney Central Coast Area Health Service (92.6%); and
- Greater Southern Area Health Service (92.4%).



* A green dot (●) indicates that the current rating (2009) is significantly higher than the previous rating (2007 or 2008)

* A red square (■) indicates that the current rating (2009) is significantly lower than the previous rating (2007 or 2008)

Ratings of Overall Care: NSW Patient Categories – Top Three Performers

In 2009, the top three performing patient categories within NSW, on Overall Care, were:

- Community Health (95.5%);
- Day Only Inpatients (94.5%); and
- Paediatric Inpatients (93.2%).

2009 Comparison with 2007

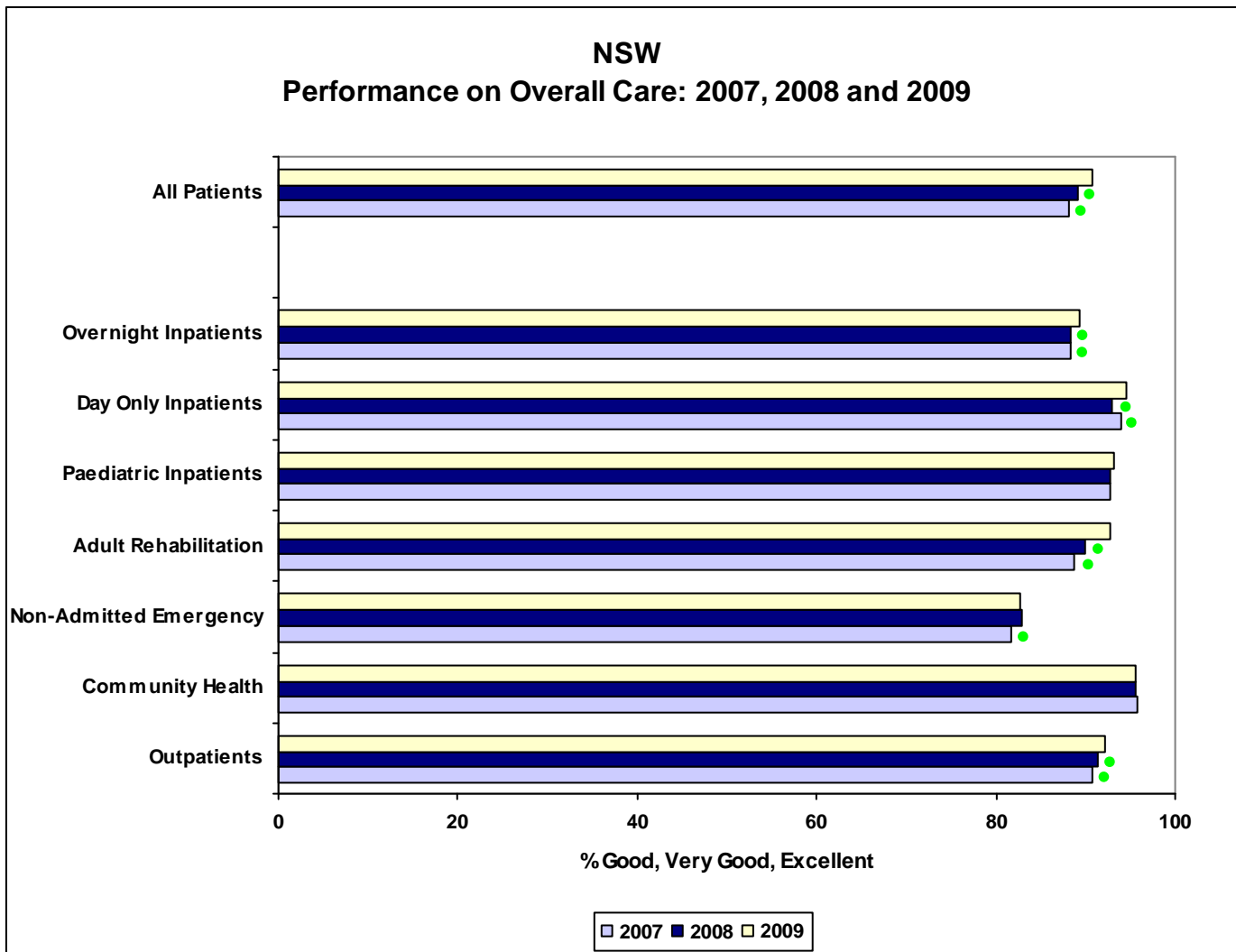
Performance on Overall Care in the following patient categories has increased significantly since 2007:

Patient Category	2007 (%)	2009 (%)
Overnight Inpatients	88.3	89.3
Day Only Inpatients	93.9	94.5
Adult Rehabilitation Inpatients	88.8	92.8
Non-Admitted Emergency Patients	81.7	82.6
Outpatients	90.7	92.2

Performance on Overall Care in the following patient categories was similar (no significant change) from 2007 to 2009:

Patient Category	2007 (%)	2009 (%)
Paediatric Inpatients	92.8	93.2
Community Health Clients	95.8	95.5

In 2009, no patient category rated Overall Care significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008

* A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

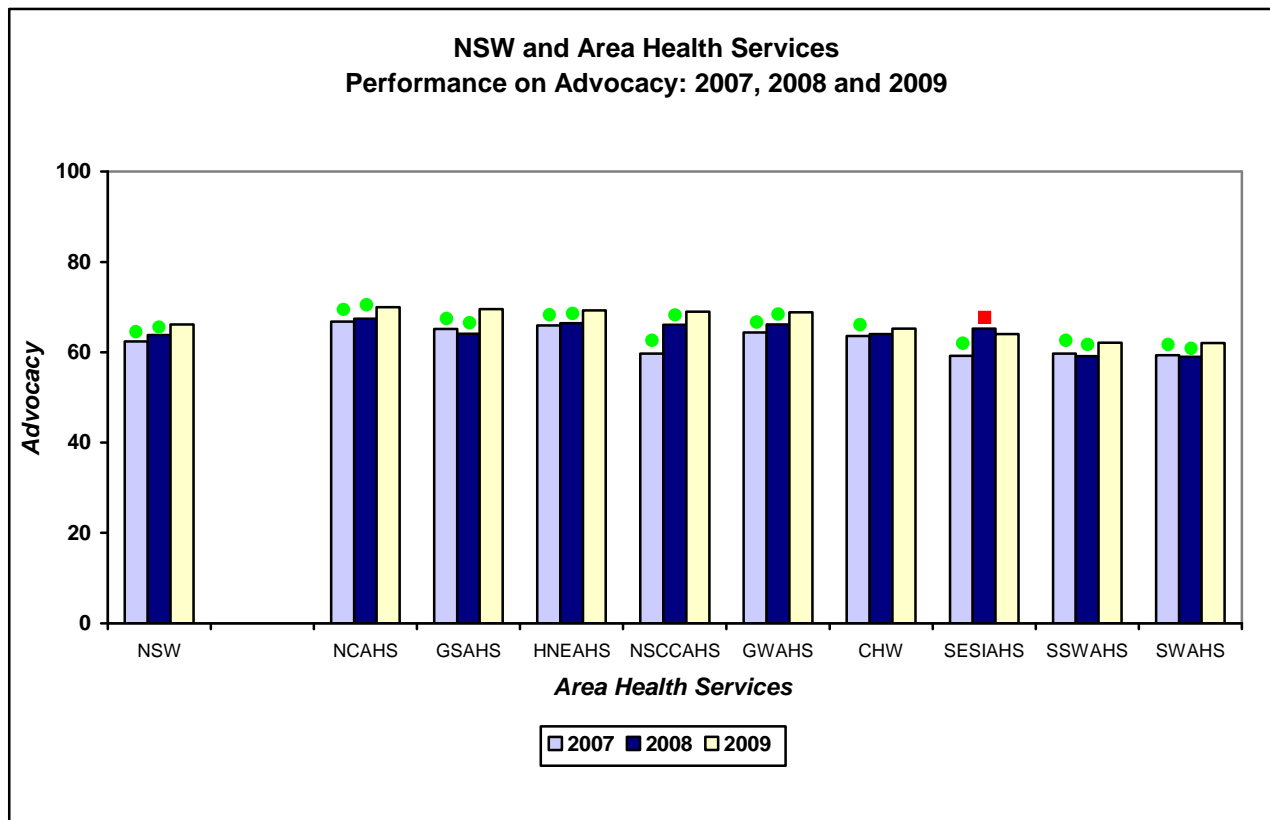
Ratings of Advocacy: NSW

In 2009, 66.2% of NSW patients indicated that they would *definitely* recommend the health service to friends and. This rating is significantly higher than in 2007 (62.4%).

Ratings of Advocacy: Area Health Services

In 2009, the top three performing Area Health Services for Advocacy were:

- North Coast Area Health Service (70%);
- Greater Southern Area Health Service (69.6%); and
- Hunter New England Area Health Service (69.3%).



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* A red square (■) indicates that the current rating (2009) is significantly lower than the previous rating (2007 or 2008)

Ratings of Advocacy: NSW Patient Categories – Top Three Performers

In 2009, the top three performing patient categories within NSW, on Advocacy, were:

- Community Health Clients (78.6%);
- Day Only Inpatients (73.6%); and
- Paediatric Inpatients (66%).

2009 Comparison with 2007

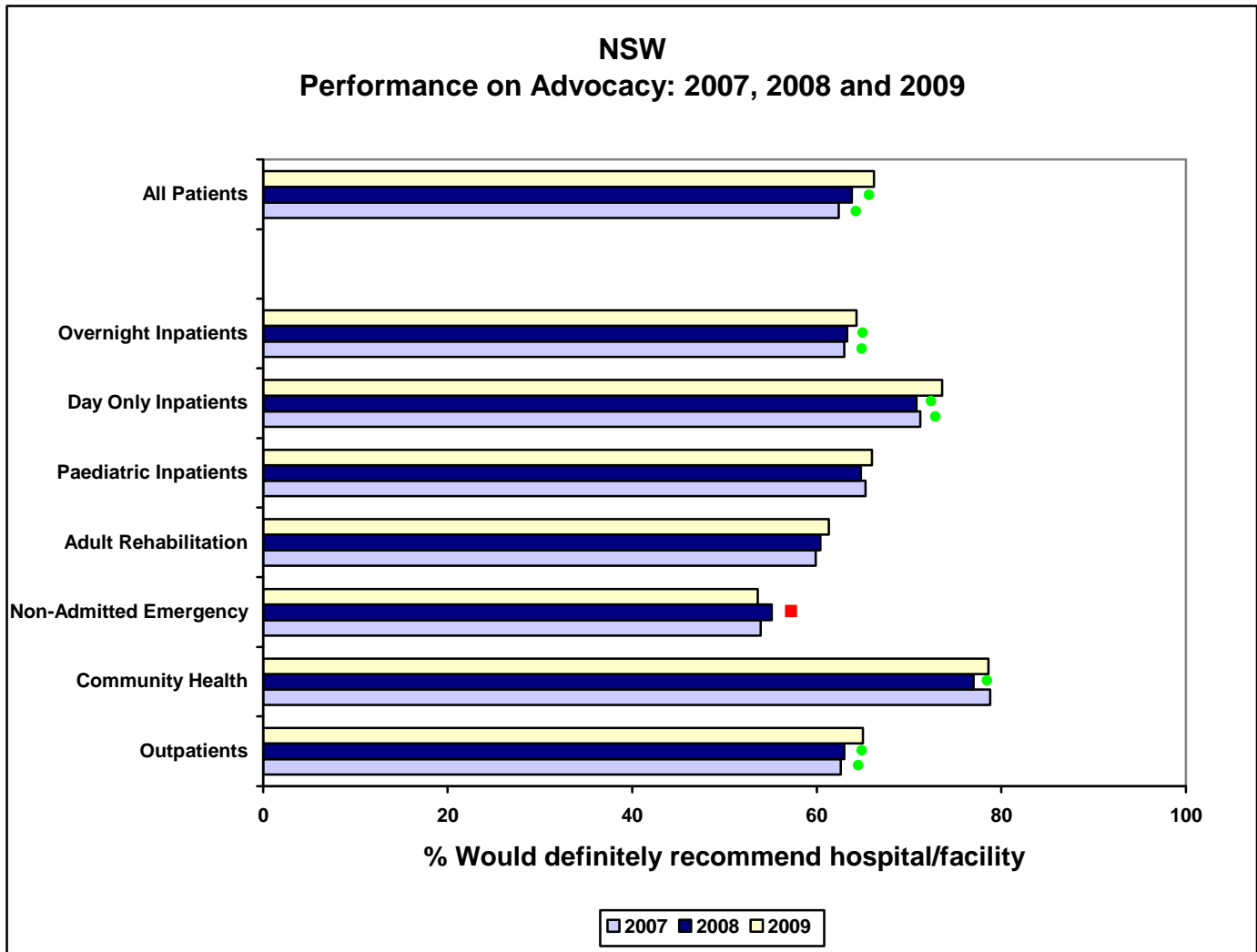
Performance on Advocacy in the following patient categories has *increased* significantly since the baseline survey:

<i>Patient Category</i>	<i>2007 (%)</i>	<i>2009 (%)</i>
Overnight Inpatients	63.0	64.3
Day Only Inpatients	71.2	73.6
Outpatients	62.6	65.0

Performance on Advocacy in the following patient categories was *similar* (no significant change) across the baseline survey (2007) and 2009:

<i>Patient Category</i>	<i>2007 (%)</i>	<i>2009 (%)</i>
Paediatric Inpatients	65.3	66.0
Adult Rehabilitation Inpatients	59.9	61.3
Non-Admitted Emergency Patients	53.9	53.6
Community Health Clients	78.8	78.6

In 2009, no patient category rated Advocacy significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008
 * A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

Ratings of Core Dimensions of Care: NSW –Top Three Performers

In 2009, the Core Dimensions of Care that patients rated most highly were:

- Respect for Patient Preferences (76.9%);
- Coordination of Care (73.5%); and
- Access to Care (73.3%).

2009 Comparison with 2007

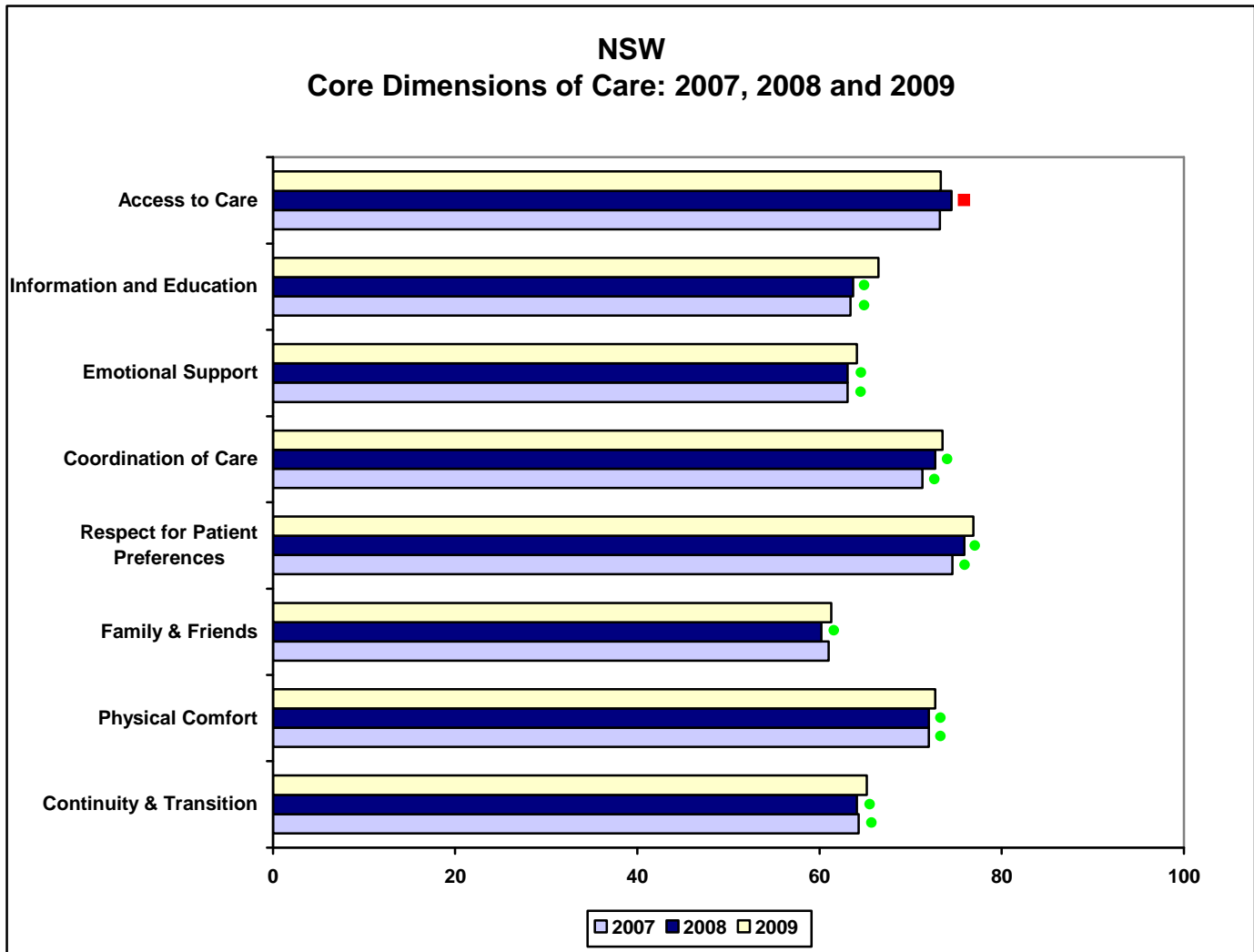
In 2009, patient ratings on the following Core Dimensions of Care have *increased* significantly since 2007:

<i>Core Dimension of Care</i>	<i>2007 (%)</i>	<i>2009 (%)</i>
Information and Education	63.4	66.5
Emotional Support	63.1	64.1
Coordination of Care	71.3	73.5
Respect for Patient Preferences	74.6	76.9
Physical Comfort	72.0	72.7
Continuity and Transition	64.3	65.2

In 2009, patient ratings indicate that performance on the following Core Dimensions of Care were *similar* (no significant change) across the baseline survey (2007) and 2009:

<i>Core Dimension of Care</i>	<i>2007 (%)</i>	<i>2009 (%)</i>
Access to Care	73.2	73.3
Family and Friends	61.0	61.3

In 2009, there were no Core Dimensions of Care rated significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008

* A red square (■) indicates that 2009 rating is significantly lower than 2007 or 2008

Important Considerations for NSW

NSW Health should seek to maintain high performance on the following Core Dimensions of Care because patients value these issues and they are highly correlated with Overall Care. They are, in order of priority:

Areas to Maintain

- Coordination of Care; and
- Respect for Patient Preferences.

NSW Health should seek to improve lower performance on the following Core Dimensions of Care because patients value these issues and they are highly correlated with Overall Care in the eyes of NSW patients. They are, in order of priority:

Areas to Improve

- Emotional Support;
- Family and Friends; and
- Information and Education.

Summary of 2009 Key Findings for NSW**Overview of Measures Related to Gender**

Compared to the 2009 NSW average, male patients reported higher than average positive ratings on Overall Care, Advocacy and all Core Dimensions of Care.

Female patients reported lower than average positive ratings on Overall Care, Advocacy and all Core Dimensions of Care.

Overview of Measures Related to Age

Compared to the 2009 NSW average, patients aged between 0 and 59 years reported lower than average positive ratings on Overall Care, Advocacy, and almost all Core Dimensions of Care.

Patients aged 60 years and above, reported higher than average positive ratings on all measures.

Overview of Measures Related to Language Spoken At Home

In 2009, patients who speak a language other than English at home reported lower than average positive ratings on Overall Care, Advocacy, and all Core Dimensions of Care, when compared to the 2009 NSW average.

In contrast, patients who speak English at home reported higher than average positive ratings on these measures.

Overview of Measures related to Patient Payment Type (Public/Private)

In 2009, public patients generally reported positive ratings that did not differ significantly from the 2009 NSW average. On the Core Dimensions of Care: Access to Care, Emotional Support, Respect for Patient Preferences and Physical Comfort, public patients reported higher than average positive ratings.

In contrast, private patients reported lower than average ratings than on Overall Care, Advocacy and two Core Dimensions of Care: Coordination of Care and Continuity of Care.

Overview of Measures Related to Background (Aboriginal and Torres Strait Islanders)

Compared to the 2009 NSW average, Aboriginal and Torres Strait Islander patients gave lower than average ratings on Overall Care, Advocacy and all Core Dimensions of Care.

In contrast, patients who are non-Aboriginal or Torres Strait Islander higher than average positive ratings on Overall Care and the Core Dimension of Care: Respect for Patient Preferences. Ratings received from non-Aboriginal or Torres Strait Islander patients, on all other measures, were similar to the 2009 NSW average.

Summary: 2009 Key Findings for Overnight Inpatients

1 Sample Size 2007, 2008 and 2009: NSW Overnight Inpatients

A sample of 11,431 Overnight Inpatients across NSW participated in the 2009 NSW Health Patient Survey. More patients returned surveys in 2009 than in 2007, where 10,649 patients participated. In 2008, a sample of 11,275 patients participated in the survey.

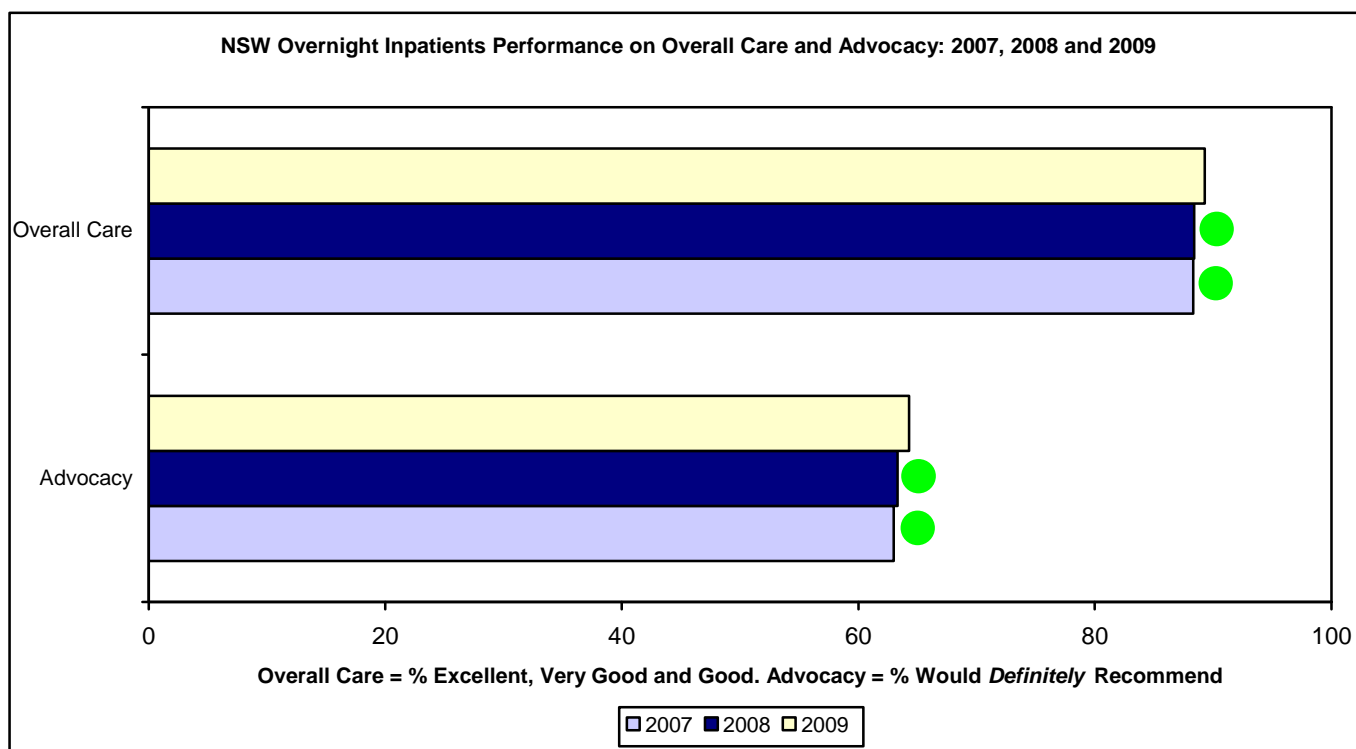
1.1 Ratings of Overall Care and Advocacy: NSW Overnight Inpatients

In 2009, 89.3% of NSW Overnight Inpatients rated the overall care that they received as good, very good or excellent. In addition, 64.3% of NSW Overnight Inpatients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated the following measures significantly *higher* than in 2007:

Measure	2007 (%)	2009 (%)
Overall Care	88.3	89.3
Advocacy	63.0	64.3

In 2009, there were no measures rated significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008

* A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

1.2 Core Dimensions of Care: NSW Overnight Inpatients

In 2009, no Core Dimensions of Care were strongly correlated (>0.5) to positive ratings on Overall Care for NSW Overnight Inpatients. All Core Dimensions of Care had a low correlation with positive ratings on Overall Care (<0.5).

In 2009, ratings on the Core Dimensions of Care: Emotional Support, Information and Education, Respect for Patient Preferences, and Physical Comfort; were significantly above the ratings received in 2007. Ratings on the Core Dimension of Care: Continuity and Transition; were significantly below the ratings received in 2007. Ratings on the remaining Core Dimensions of Care were similar across 2007 and 2009.

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

1.3 Key Drivers of Overall Care: NSW Overnight Inpatients

The individual measures that strongly influence the patients' ratings of Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW overnight inpatients were (in descending order of highest correlation):

- doctors and nurses working well together;
- patients being treated with respect and dignity;
- the availability of nurses;
- confidence and trust in nurses; and
- the health care provider understanding the patient's condition

In 2009, ratings on all top 5 key drivers were significantly higher than in 2007.

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

1.4 Important Measures for NSW Overnight Inpatient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Overnight Inpatients are:

Areas to Maintain

- doctors and nurses working well together;
- patients being treated with respect and dignity;
- the availability of nurses;
- confidence and trust in nurses; and
- staff doing everything they can to control the patient's pain.

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Overnight Inpatients are:

Areas to Improve

- the health care provider understanding the patient's condition
- nurses discussing anxieties and fears with patients
- nurses answering a patient's questions in a manner that they can understand
- making it easy for patients to find someone to talk to
- providing patients with help to get to the bathroom when they need to.

For further detail on future considerations see the Opportunity Matrix for NSW Overnight Inpatients in Chapter 5 of this report.

Summary: Day Only Inpatients

2 Sample Size 2007, 2008 and 2009: NSW Day Only Inpatients

8,805 Day Only Inpatients across NSW participated in the 2009 NSW Health Patient Survey. This is larger than the number of patients that participated in 2007 where 8,396 patients participated. In 2008, a sample of 8,086 patients participated in the survey.

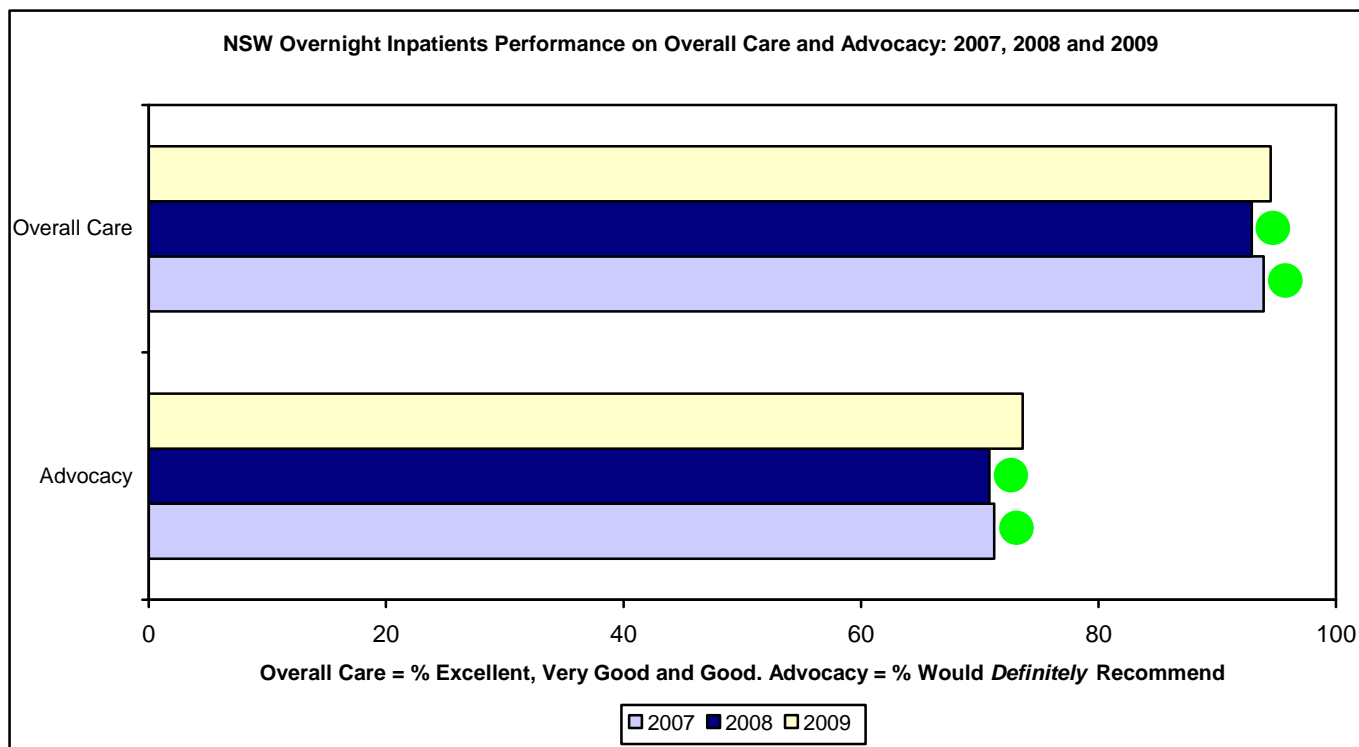
2.1 Ratings of Overall Care and Advocacy: NSW Day Only Inpatients

In 2009, 94.5% of NSW Day Only Inpatients rated the overall care that they received as good, very good or excellent. In addition, 73.6% of NSW Day Only Inpatients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated the following measures significantly *higher* than in 2007:

Measure	2007 (%)	2009 (%)
Overall Care	93.9	94.5
Advocacy	71.2	73.6

In 2009, there were no measures rated significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008

* A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

2.2 Core Dimensions of Care: NSW Day Only Inpatients

In 2009, the Core Dimension of Care that was strongly correlated (>0.5) to positive ratings on Overall Care for NSW Day Only Inpatients was:

- Coordination of Care.

In 2009, ratings on the Core Dimensions of Care: Coordination of Care, Emotional Support, Information and Education, Physical Comfort and Respect for Patient Preferences; were significantly higher than the ratings received in 2007. Ratings on the Core Dimensions of Care: Continuity and Transition, and Access to Care; were similar across 2007 and 2009.

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

2.3 Key Drivers of Overall Care: NSW Day Only Inpatients

The individual measures that strongly influence the patients' ratings on Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW Day Only Inpatients were (in descending order of highest correlation):

- an organised hospital or department;
- patients being treated with respect and dignity;
- making it easy for patients to find someone to talk to about their concerns;
- staff doing everything they can to control the patient's pain;
- confidence and trust in nurses.

In 2009, ratings on all top 5 key drivers were significantly higher than ratings received in the baseline survey (2007).

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

2.4 Important Measures for NSW Day Only Inpatient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Day Only Inpatients are:

Areas to Maintain

- an organised hospital or department;
- patients being treated with respect and dignity;
- confidence and trust in nurses;
- doctors and nurses working well together; and
- the availability of nurses;

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Day Only Inpatients are:

Areas to Improve

- making it easy for patients to find someone to talk to about their concerns;
- staff doing everything they can to control the patient's pain;
- staff doing everything they can to control the patient's nausea;
- providing patients with enough information about their condition or treatment (emergency department); and
- the nurses discussing anxieties and fears regarding the patient's procedure

For further detail on future considerations see the Opportunity Matrix for NSW Day Only Inpatients in Chapter 6 of this report.

Summary: Paediatric Inpatients

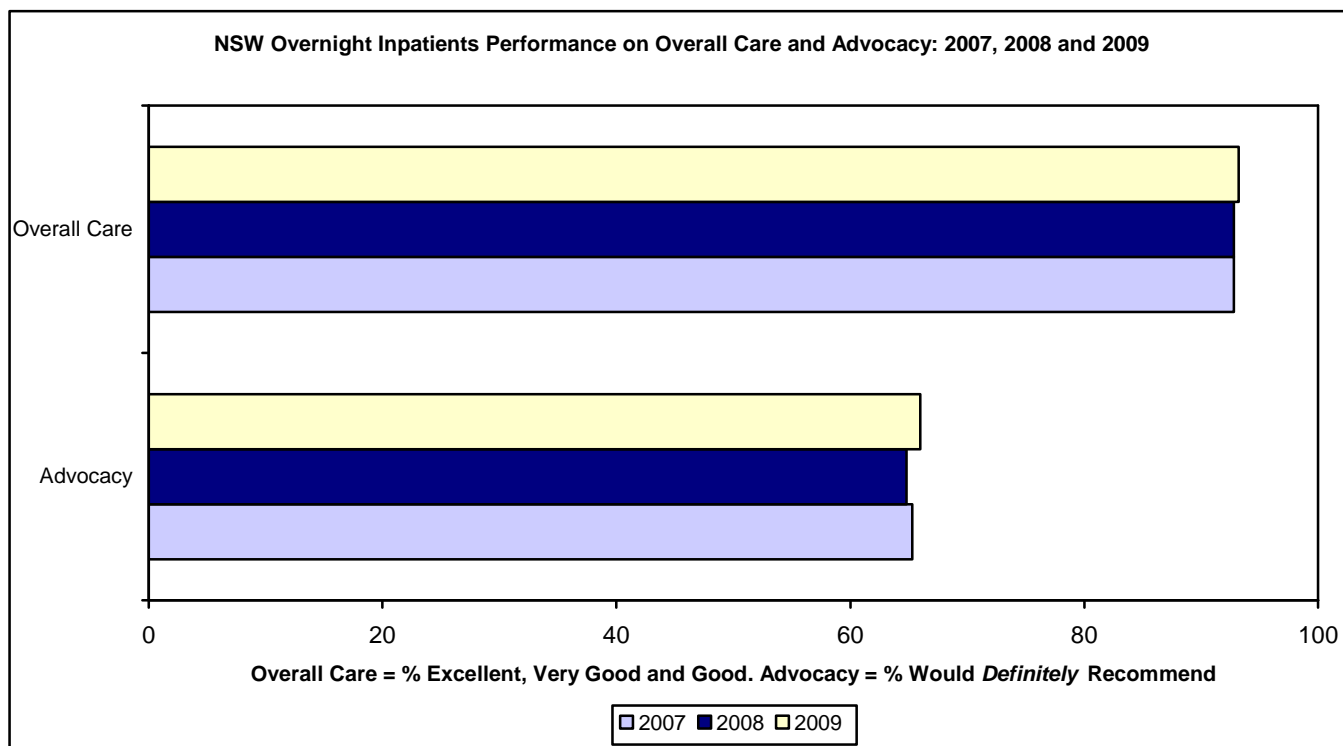
3 Sample Size 2007, 2008 and 2009: NSW Paediatric Inpatients

A sample of 2,252 Paediatric Inpatients across NSW participated in the 2009 NSW Health Patient Survey. A similar number of patients completed the survey in 2007, where 3,147 patients participated. In 2008, a sample of 2,965 patients participated in the survey.

3.1 Ratings of Overall Care and Advocacy: NSW Paediatric Inpatients

In 2009, 93.2% of NSW Paediatric Inpatients rated the overall care that they received as good, very good or excellent. In addition, 66% of NSW Paediatric Inpatients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated Overall Care and Advocacy *similar* (no significant change) across the baseline survey (2007) and 2009



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008
 * A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

3.2 Core Dimensions of Care: NSW Paediatric Inpatients

In 2009, the Core Dimension of Care that was strongly correlated (>0.5) to positive ratings on Overall Care for NSW Paediatric Inpatients was:

- Respect for Patient Preferences.

In 2009, ratings on the Core Dimensions of Care: Respect for Patient Preferences, and Information and Education; were significantly above the ratings received in 2007. Ratings on the remaining Core Dimensions of Care were similar across 2007 and 2009.

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

3.3 Key Drivers of Overall Care: NSW Paediatric Inpatients

The individual measures that strongly influence the patients' ratings on Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW Paediatric Inpatients were (in descending order of highest correlation):

- staff doing everything to control the child's (patient's) pain;
- nurses paying attention to the parent or carer's suggestions about caring for their child (patient)
- treating the child (patient) with respect and dignity;
- doctors and nurses working well together; and
- the health care provider understanding the child's (patient's) condition

In 2009, ratings on the following key drivers were significantly higher than ratings received in the baseline survey (2007): nurses paying attention to the parent or carer's suggestions about caring for their child (patient); treating the child (patient) with respect and dignity; and doctors and nurses working well together. Ratings in the remaining top 5 key drivers were similar across 2007 and 2009.

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

3.4 Important Measures for NSW Paediatric Inpatient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Paediatric Inpatients are:

Areas to Maintain

- staff doing everything they can to control the child's (patient's) pain;
- nurses paying attention to the parent or carer's suggestions about caring for their child (patient);
- treating the child (patient) with respect and dignity;
- doctors and nurses working well together; and
- confidence and trust in nurses.

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Paediatric Inpatients are:

Areas to Improve

- the health care provider understanding the child's (patient's) condition;
- making it easy for parents or carers to find someone to talk to about their concerns;
- the availability of nurses;
- organised care (emergency department); and
- staff paying enough attention to the parent or carer's experience with their child (patient).

For further detail on future considerations see the Opportunity Matrix for NSW Paediatric Inpatients in Chapter 7 of this report.

Summary: Adult Rehabilitation Inpatients

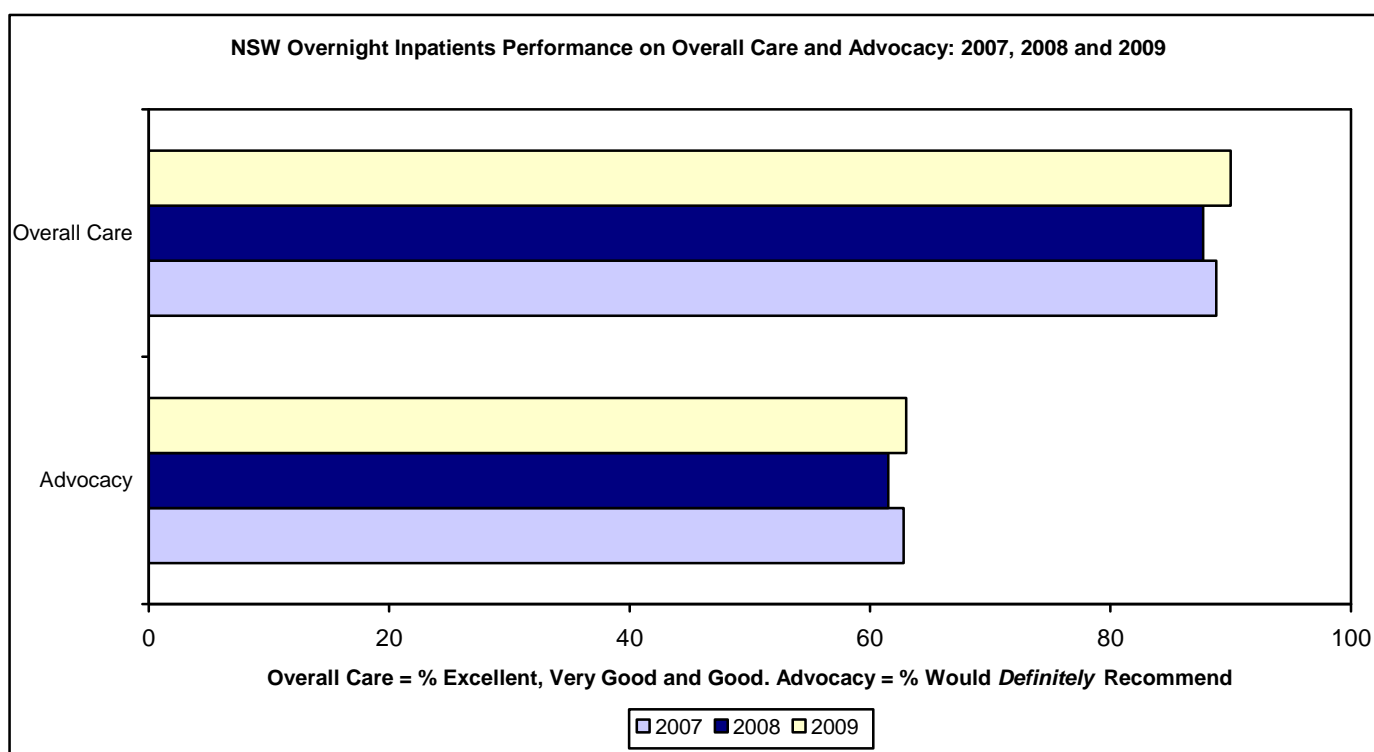
4 Sample Size 2007, 2008 and 2009: NSW Adult Rehabilitation Inpatients

A sample of 592 Adult Rehabilitation Inpatients across NSW participated in the 2009 NSW Health Patient Survey. More patients returned surveys in 2007, where 731 patients participated. In 2008, a sample of 493 patients participated in the survey.

4.1 Ratings of Overall Care and Advocacy: NSW Adult Rehabilitation Inpatients

In 2009, 92.8% of NSW Adult Rehabilitation Inpatients rated the overall care that they received as good, very good or excellent. In addition, 61.3% of NSW Adult Rehabilitation Inpatients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated Overall Care and Advocacy *similar* (no significant change) across the 2007 baseline survey and 2009 survey.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008

* A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

4.2 Core Dimensions of Care: NSW Adult Rehabilitation Inpatients

In 2009, there were no Core Dimensions of Care that were strongly correlated (>0.5) to positive ratings on Overall Care for NSW Adult Rehabilitation Inpatients. All Core Dimensions of Care had a low correlation with Overall Care.

In 2009, ratings on the following Core Dimensions of Care were significantly above the ratings received in 2007: Respect for Patient Preferences, Information and Education, Physical Comfort, Coordination of Care, and Access to Care. Ratings on the remaining Core Dimensions of Care were similar across 2007 and 2009.

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

4.3 Key Drivers of Overall Care: NSW Adult Rehabilitation Inpatients

The individual measures that strongly influence the patients' ratings on Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW Adult Rehabilitation Inpatients were (in descending order of highest correlation):

- patients being treated with respect and dignity;
- courteous admission staff;
- confidence and trust in the psychologist;
- rehabilitation doctors discussing anxieties and fears with the patient; and
- staff giving patients enough information about their rights and responsibilities.

In 2009, ratings on all top 5 key drivers were significantly higher than ratings received in the baseline survey (2007).

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

4.4 Important Measures for NSW Adult Rehabilitation Inpatient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Adult Rehabilitation Inpatients are:

Areas to Maintain

- patients being treated with respect and dignity;
- courteous admission staff;
- confidence and trust in the psychologist;
- staff working well together; and
- confidence and trust in therapists

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Adult Rehabilitation Inpatients are:

Areas to Improve

- rehabilitation doctors discussing anxieties and fears with the patient;
- staff giving patients enough information about their rights and responsibilities;
- staff explaining rehabilitation therapy to patients in a manner that they can understand;
- confidence and trust in rehabilitation doctors; and
- nurses answering a patient's question in a manner that they can understand

For further detail on future considerations see the Opportunity Matrix for NSW Adult Rehabilitation Inpatients in Chapter 8 of this report.

Summary: Non-Admitted Emergency Patients

5 Sample Size 2007, 2008 and 2009: NSW Non-Admitted Emergency Patients

A sample of 21,548 Non-Admitted Emergency Patients across NSW participated in the 2009 NSW Health Patient Survey. More patients completed the survey in 2007, where 19,100 patients participated. In 2008, a sample of 24,638 patients participated in the survey.

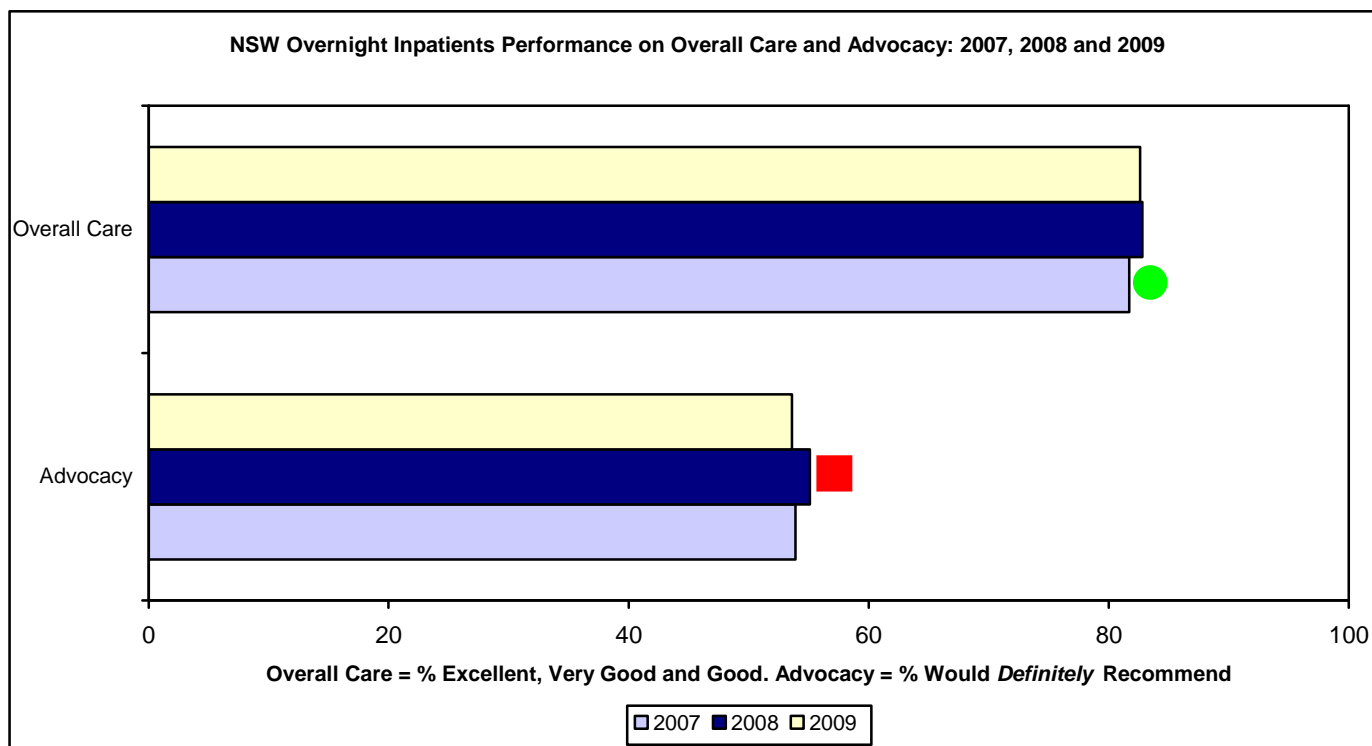
5.1 Ratings of Overall Care and Advocacy: NSW Non-Admitted Emergency Patients

In 2009, 82.6% of NSW Non-Admitted Emergency Patients rated the overall care that they received as good, very good or excellent. In addition, 53.6% of NSW Non-Admitted Emergency Patients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated the following measures *higher* than in 2007:

Measure	2007 (%)	2009 (%)
Overall Care	81.7	82.6

Patients rated Advocacy *similar* (no significant change) across the 2007 baseline and 2009 survey. In 2009, there were no measures rated significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008
 * A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

5.2 Core Dimensions of Care: NSW Non-Admitted Emergency Patients

In 2009, the Core Dimensions of Care that were strongly correlated (>0.5) to positive ratings on Overall Care for NSW Non-Admitted Emergency Patients were:

- Access to Care; and
- Emotional Support.

In 2009, ratings on the Core Dimensions of Care: Physical Comfort, and Respect for Patient Preferences; were significantly above 2007. Ratings on the Core Dimension of Care: Coordination of Care; and Continuity and Transition; were significantly below the ratings received in 2007. Ratings on the remaining Core Dimensions of Care were similar across 2007 and 2009.

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

5.3 Key Drivers of Overall Care: NSW Non-Admitted Emergency Patients

The individual measures that strongly influence the patients' ratings on Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW Non-Admitted Emergency Patients were (in descending order of highest correlation):

- patients receiving complete care (emergency department);
- the availability of doctors;
- staff providing patients with an explanation of what was done to them in the emergency department;
- organised care; and
- doctors and nurses working well together (emergency department).

In 2009, ratings on all the following key drivers were significantly higher than ratings received in the baseline survey (2007): patients receiving complete care (emergency department), the availability of doctors, staff and providing patients with an explanation of what was done to them in the emergency department. In 2009, ratings on the key driver: organised care; were significantly lower than the ratings received in the baseline survey (2007). Ratings on the remaining key drivers did not differ across 2007 and 2009.

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

5.4 Important Measures for NSW Non-Admitted Emergency Patient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Non-Admitted Emergency Patients are:

Areas to Maintain

- patients receiving complete care (emergency department);
- the availability of doctors;
- staff providing patients with an explanation of what was done to them in the emergency department;
- doctors and nurses working well together (emergency department)
- courteous staff (emergency department); and

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Non-Admitted Emergency Patients are:

Areas to Improve

- organised care;
- satisfactory waiting time in the emergency department;

- allowing patients to have enough say about their care (emergency department)
- staff doing all that they can to control the patient's pain (emergency department); and
- patients receiving enough information about their condition and treatment

For further detail on future considerations see the Opportunity Matrix for NSW Non-Admitted Emergency Patients in Chapter 9 of this report.

Summary: Community Health Clients

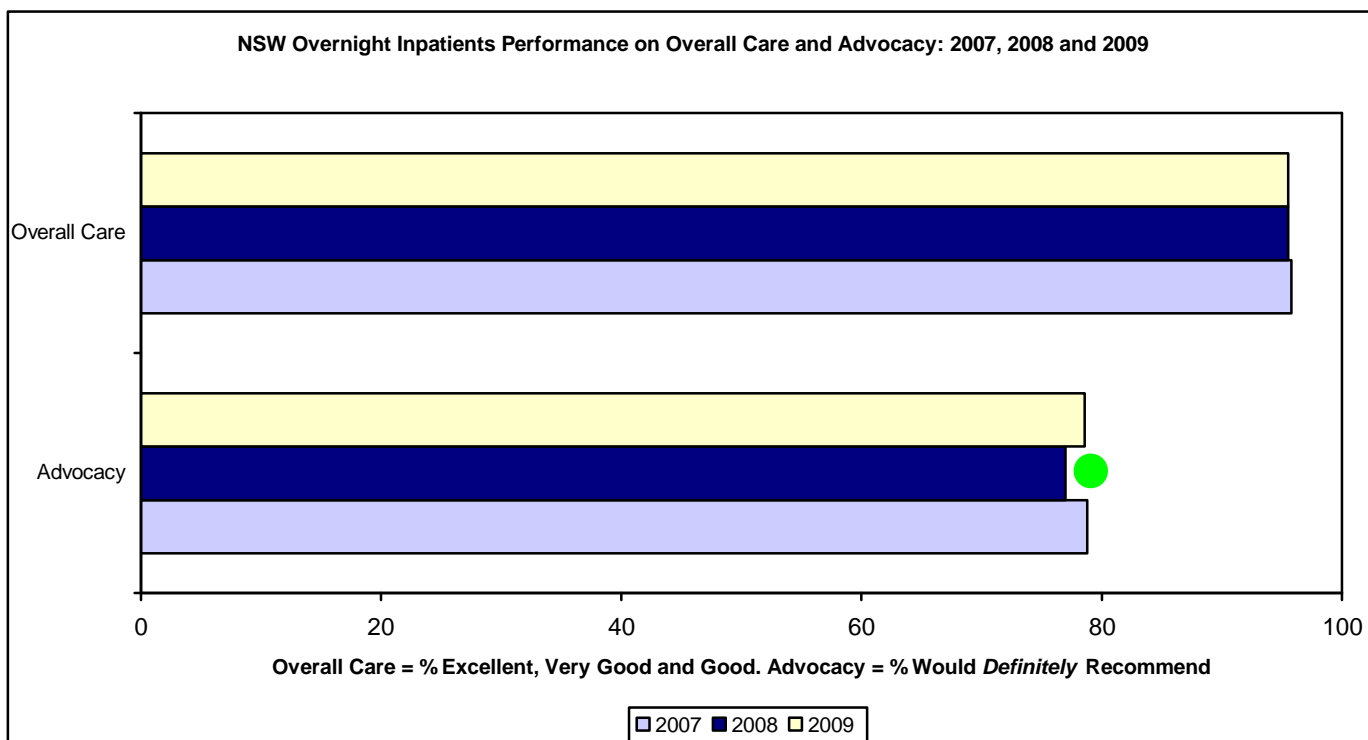
6 Sample Size 2007, 2008 and 2009: NSW Community Health Clients

A sample of 15,119 Community Health Clients across NSW participated in the 2009 NSW Health Patient Survey. Not as many patients completed the survey in 2007, where 10,818 patients participated. In 2008, a sample of 13,172 patients participated in the survey.

6.1 Ratings of Overall Care and Advocacy: NSW Community Health Clients

In 2009, 95.5% of NSW Community Health Clients rated the overall care that they received as good, very good or excellent. In addition, 78.6% of NSW Community Health Clients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated Overall Care and Advocacy similar (no significant change) across the 2007 baseline and 2009 survey.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008
 * A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

6.2 Core Dimensions of Care: NSW Community Health Clients

In 2009, there were no Core Dimensions of Care that were strongly correlated (>0.5) to positive ratings on Overall Care for NSW Community Health Clients. All Core Dimensions of Care had a low correlation with Overall Care ($<.05$).

In 2009, ratings on the Core Dimension of Care: Coordination of Care; were significantly above the ratings received in 2007. Ratings on the Core Dimensions of Care: Respect for Patients Preferences, and Continuity and Transition; were significantly below the ratings received in 2007. Ratings on the remaining Core Dimensions of Care were similar across 2007 and 2009.

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

6.3 Key Drivers of Overall Care: NSW Community Health Clients

The individual measures that strongly influence the patients' ratings on Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW Community Health Clients were (in descending order of highest correlation):

- staff responding quickly to the patient's request for pain medicine;
- a well organised community health centre;
- health care professionals providing patients with an explanation about the cause of their problems in a manner that they can understand;
- providing patients with complete care for their problem; and
- confidence and trust in the health care professionals.

In 2009, ratings on the following key drivers were significantly higher than in 2007: a well organised community health centre, and providing patients with complete care for their problem.

In 2009, ratings on the following key drivers were significantly lower than in 2007: health care providers providing an explanation about the cause of the patient's problems in a manner that they can understand, and confidence and trust in the health care professionals.

Ratings on the remaining key drivers were similar across 2007 and 2009.

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

6.4 Important Measures for NSW Community Health Patient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Community Health Clients are:

Areas to Maintain

- providing patients with complete care for their problem;
- providing patients with a satisfactory explanation about their treatment;
- health care professionals working well together;
- staff listening to what the patient has to say; and
- treating patients with respect and dignity.

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Community Health Clients are:

Areas to Improve

- staff responding quickly to the patient's request for pain medicine;
- a well organised community health centre;

-
- health care providers providing patients with an explanation about the cause of their problems in a manner that they can understand;
 - confidence and trust in the health care professionals; and
 - allowing patients to have enough say about their care.

For further detail on future considerations see the Opportunity Matrix for NSW Community Health Clients in Chapter 10 of this report.

Summary: Outpatients

7 Sample Size 2007, 2008 and 2009: NSW Outpatients

A sample of 13,811 Outpatients across NSW participated in the 2009 NSW Health Patient Survey. More patients completed the survey in 2007, where 16,601 patients participated. In 2008, a sample of 14,103 patients participated in the survey.

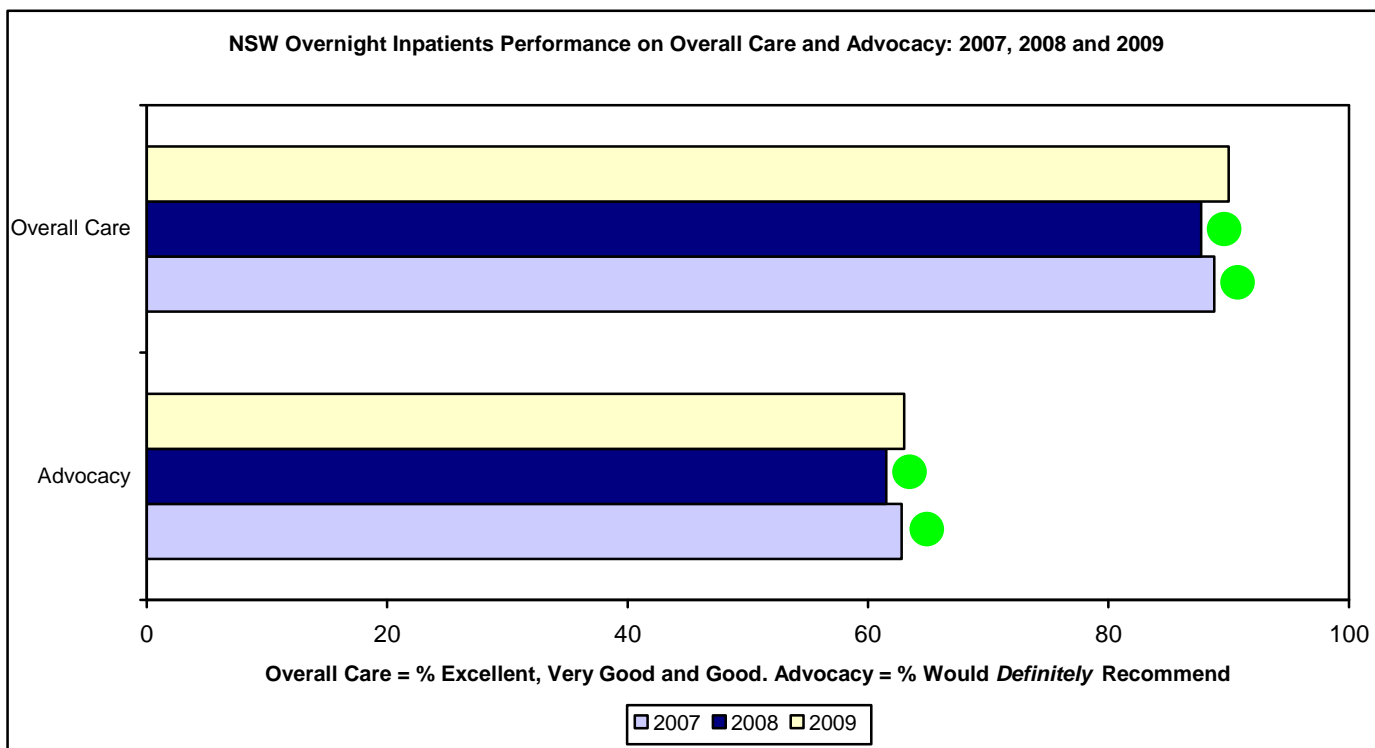
7.1 Ratings of Overall Care and Advocacy: NSW Outpatients

In 2009, 92.2% of NSW Outpatients rated the overall care that they received as good, very good or excellent. In addition, 65% of NSW Outpatients indicated that they would *definitely* recommend the hospital or facility to their family and friends.

Patients rated the following measures *higher* than in 2007:

Measure	2007 (%)	2009 (%)
Overall Care	90.7	92.2
Advocacy	62.6	65.0

In 2009, there were no measures rated significantly lower than in 2007.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008
 * A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

7.2 Core Dimensions of Care: NSW Outpatients

In 2009, there were no Core Dimensions of Care that were strongly correlated (>0.5) to positive ratings on Overall Care for NSW Outpatients. All Core Dimensions of Care had a low correlation with Overall Care ($<.05$).

In 2009, ratings on all Core Dimensions of Care were significantly above the ratings received in 2007, with the exception of Continuity and Transition (ratings similar across 2007 and 2009).

Note: To see whether the Core Dimensions of Care in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

7.3 Key Drivers of Overall Care: NSW Outpatients

The individual measures that strongly influence the patients' ratings on Overall Care are reported as *key drivers*.

In 2009, the **top 5 key drivers** of positive overall care for NSW Outpatients were (in descending order of highest correlation):

- a well organised service or clinic;
- providing patients with complete care for their problem;
- health care professionals working well together;
- staff providing patients with an explanation about what was done to them; and
- staff doing everything they can to control the patient's pain.

In 2009, ratings on all top 5 key drivers were significantly higher than ratings received in the baseline survey (2007).

Note: To see whether the key drivers in 2009 vary to 2007 and 2008, refer to the 2007 and 2008 reports.

7.4 Important Measures for NSW Outpatient service providers

This section reports the *key drivers* of Overall Care. *Areas to Maintain* indicate where ratings were above average and *Areas to Improve* indicate where ratings were below average.

The measures on which NSW should maintain high performance, because of a high correlation with Overall Care and *strong* performance in the eyes of NSW Outpatients are:

Areas to Maintain

- providing patients with complete care for their problem;
- health care professionals working well together;
- staff providing patients with an explanation about what was done to them;
- confidence and trust in health care professionals; and
- courtesy of the health care professionals.

The measures on which NSW should improve performance, because of a high correlation with Overall Care and *poor* performance in the eyes of NSW Outpatients are:

Areas to Improve

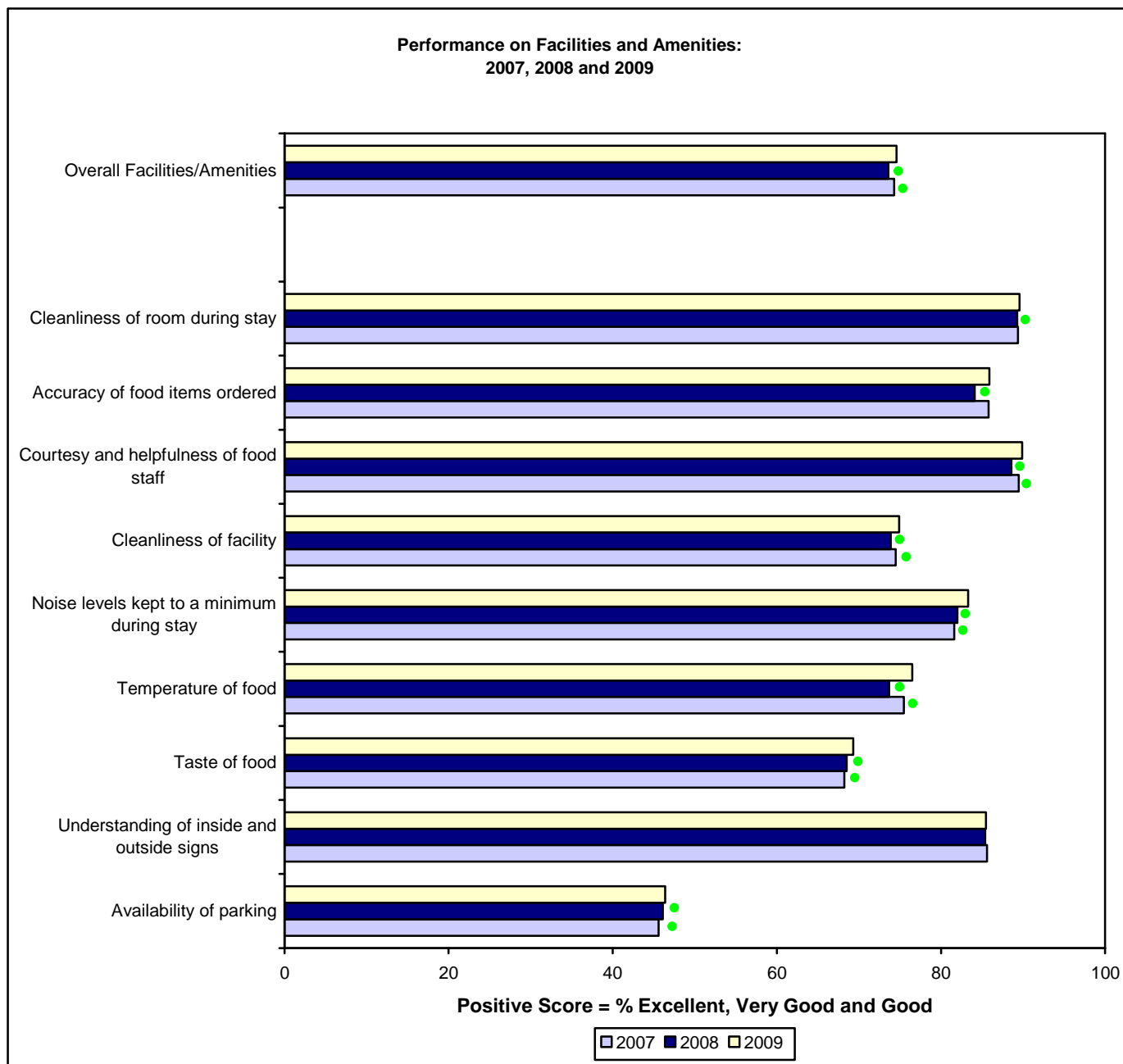
- a well organised service or clinic;
- staff doing everything they can to control the patient's pain
- allowing patients to have enough say about their care;
- staff explaining to patients the cause of their problem in a manner that they can understand; and
- providing patients with enough information about their condition or treatment

For further detail on future considerations see the Opportunity Matrix for NSW Outpatients in Chapter 11 of this report.

Summary of 2009 Key Findings for NSW Facilities and Amenities

In 2009, none of the measures relating to patient experience with health care service facilities and amenities were strongly correlated (>0.5) to positive ratings on Overall Care for NSW patients.

NSW received ratings that increased significantly across 2007 and 2009 on the following measures: a clean facility; noise levels being kept to a minimum during the patient's stay; courteous and helpful food staff; satisfactory taste of the food; satisfactory temperature of the food; and the availability of parking. Ratings were similar across 2007 and 2009 on the remaining measures of facilities and amenities.



* A green dot (●) indicates that the 2009 rating is significantly higher than 2007 or 2008

* A red square (■) indicates that the 2009 rating is significantly lower than 2007 or 2008

Conclusion

The conclusions in this report have been generated from the 2007 first (baseline) wave and the 2008 and 2009 waves of the NSW Health Statewide Patient Survey. NSW Health plans to continue this survey, so that trends in patient experiences can be monitored over time. The goal is to continue working on the priority areas for action across the system, and to focus improvement initiatives and service delivery redesign to better meet the needs of patients. The aim of the 2009 survey is to add depth and insight to the planning process from 2007 and 2008. Past experience has shown that significant movements in key patient indicators should not be expected until the third or fourth year of the survey, by which time entrenched weaknesses will have become apparent. The annual NSW Health Statewide Patient Survey should be seen as a key monitoring tool in NSW Health's continuous improvement process.

NSW HEALTH 2009
Introduction and Methodology

Introduction and Methodology

In 2007, NSW Health conducted its first state wide Patient Survey to gain information from patients across NSW about their experiences with health care services. The public health organisations that participated in the survey covered the eight Area Health Services and Children's Hospital at Westmead. The survey was repeated again in 2008. In 2009, NSW Health continued the survey with the aim of confirming previous findings, as well as documenting any improvements in health care delivery.

NSW Health has worked collaboratively with the Cancer Institute NSW to also include a cancer journey survey administered to oncology outpatients. The Cancer Care Survey was conducted at 16 nominated sites across NSW and captured in detail the experience of patients with cancer. These findings are published separately by the Cancer Institute NSW.

In May 2009, 216,071 surveys were posted to patients across NSW, who received inpatient and non-inpatient services in eight service categories (including oncology) during February, 2009. As a total of 7,235 questionnaires remained unopened and were 'returned to sender', and a further 5,899 were not completed because the recipient considered him or herself 'out-of-scope' (see discussion below) for the survey, an effective response rate of 38.42% was achieved, or 77,967 completed and returned questionnaires.

Each state, area health service and facility report excludes the 3,655 completed 'cancer care' questionnaires and 754 'boost' cancer inpatient questionnaires, meaning that the results presented in these reports are based on a total of 73,558 completed surveys across the remaining seven patient categories. Details on the total mailings, questionnaire returns and response rates achieved for each patient category are reported in Table 1 for the state of NSW. Each table also presents the 'raw' and 'effective' response rates for each patient category. 'Raw' response rates are the proportion of completed questionnaires out of all mailed questionnaires. 'Effective' response rates are the proportion of completed questionnaires out of all the mailed questionnaires subtracting the number of questionnaires that were 'return to sender' (RTS) and out of scope.

Table 1: Total Mailings, Questionnaire Returns and Response Rates by Patient Category for NSW, 2009

Service Category	Total Mailed	In Scope	Return to sender (RTS)	In Scope – RTS	Complete	Last Return Date	% Complete/ Total Mailed (Raw Response Rate)	% Complete/ In Scope	% Complete/ (In Scope – RTS) (Effective Response Rate)
Cancer Overnight Inpatients*°	2051	1973	48	1925	1013	24 July 09	49.4%	51.3%	52.6%
Overnight Inpatients	26017	25791	824	24967	11431	24 July 09	43.9%	44.3%	45.8%
Day only Inpatients	18458	18310	417	17893	8805	24 July 09	47.7%	48.1%	49.2%
Non-admitted Emergency Patients	70893	70239	2764	67475	21548	24 July 09	30.4%	30.7%	31.9%
Non-admitted Outpatients	38052	36538	1091	35447	13811	24 July 09	36.3%	37.8%	39.0%
Paediatric Inpatients	6208	6205	163	6042	2252	24 July 09	36.3%	36.3%	37.3%
Adult Rehabilitation Inpatients	1708	1677	84	1593	592	24 July 09	34.7%	35.3%	37.2%
Community Health Patients	45384	42698	1740	40958	15119	24 July 09	33.3%	35.4%	36.9%
Cancer Care 'journey' Patients*	7820	7241	119	7122	3655	24 July 09	46.7%	50.5%	51.3%
Total	216071	210172	7235	202937	77967	24 July 09	36.1%	37.1%	38.4%

*Note: Reported separately in Cancer Institute NSW State wide and individual nominated (or participating) facility reports.

°Note: Includes 16 nominated 'boost' sites and Cancer Inpatients identified within 'Overnight Inpatient' sample.

These response rates were achieved through the use of a three stage research process:

1. 27 May: Mailing of one of eight specially designed Picker/NRC questionnaires, including a personalised covering letter and a postage-paid envelope, to a list of patient names and contact details which had been randomly selected from lists generated by NSW Health for participating facilities within each patient category; a sheet containing a one paragraph description of the survey in twenty languages was included in the initial mailing pack to encourage the participation of patients from culturally and linguistically diverse backgrounds. Non-admitted emergency patients were provided with the opportunity to complete the survey online.
2. 10 June: Mailing of reminder postcards to all patients encouraging them to complete the questionnaire. The postcard thanked patients who had already returned the questionnaire.
3. 1 July: Mailing of 161,191 reminder questionnaire packs, containing an identical copy of the original questionnaire, another postage-paid envelope, and a reminder letter, to patients who had not returned a completed questionnaire within five weeks of the initial mailing; and
4. 24 July: Final return date for completed questionnaires.

The sample drawn for the survey is a stratified random sample from all facilities offering services in the eight patient categories during the month of February 2009.

A population matrix of individual patients treated in each patient category at each facility is constructed, where a patient treated on more than one occasion is calculated as only one patient. Taking in to consideration a target number of responses required to yield results of high statistical accuracy, an appropriate mail quantity is determined (taking in to consideration the expected response rate), which is drawn randomly from the available population. For larger facilities, a relatively small proportion of the population is sufficient to generate samples that permit adequate statistical accuracy. At smaller facilities, the entire population of patients in a particular category may be selected.

A sample weighting process is required to ensure that the sample is a true reflection of the population of patients. The weighting process involves weighting the achieved responses for each patient category, based on actual facility population numbers.

Throughout the two month period that the NSW Patient Survey was being conducted, Ipsos operated a free-call 1800 'telephone' hotline for patients receiving the questionnaire pack to call if needed. 8,431 calls were received by this 'hotline' from patients and their relatives or carers across NSW. Almost half the calls (47.30%) were classified to be terminations from participation in the survey (due to the patient being too sick, deceased, 'out-of-scope' or refusing to participate); trained telephone operators encouraged the remaining callers to complete and return a questionnaire, either by assisting them to answer particular questions or by allaying fears that may have been raised (concerning eligibility, privacy, confidentiality of the information provided, etc). In addition, 251 patients called the toll free Healthcare Interpreter Service, operated by Hunter New England AHS, where they were assisted to participate in the NSW Health Patient Survey in 24 different languages.

The eligibility ('in-scope') criteria for each patient category were as described in Table 2 below.

Table 2: Eligibility Criteria for Participation in the 2007 NSW Health Patient Survey by Patient Category

Patient Category	Definition
Overnight Inpatients (OI)	Acute Care (Overnight) – Includes all overnight inpatient admissions - excluding children under 17 years, newborns, mental health, and rehabilitation
Day only Inpatients (DI)	Acute Care (Same day) – Includes all day only inpatient admissions - excluding children under 17 years, newborns, mental health, and rehabilitation
Paediatric Inpatients (PI)	Inpatient services for children under 17 years - includes overnight and same day, excludes children and adolescents admitted to a mental health unit
Adult Rehabilitation Inpatients (RI)	Adult Rehabilitation Inpatients – sub/non-acute inpatients flagged as rehab (17 years and over) (exclude palliative care, maintenance, GEM, psychogeriatric)
Non-admitted Emergency Patients (EP)	Emergency Department (non-admitted) – all presentations to the emergency department (excluding admitted patients)
Non-admitted Outpatients (OP)	Hospital Outpatients – non-admitted patients in a hospital setting, includes specialty/procedural clinics (e.g. diabetes, gastro, respiratory, cardiology) and allied health, excludes mental health outpatients + services provided in community health settings
Community Health Patients (CH)	Community Health – all non-hospital services, including home visits, clinics, etc, that is not included in the above categories
Cancer Care 'journey' Patients (CC)	Cancer Care Services – non-admitted patients attending oncology outpatient clinics providing medical oncology, chemotherapy, radiation oncology, haematology services excluding non-cancer related haematology (includes children and adolescents)

In addition, it was decided to exclude several patient groups from participation in the 2007, 2008 and 2009 Patient Survey. These included patients treated for child protection issues, sexual assault and domestic violence (to protect their personal safety).

The *NSW Hospital Peer Groups – Listing 2006/07* as defined by NSW Health was used to assign facilities to peer groups for benchmarking comparative data in all patient categories with the exception of the Community Health category.

For the Community Health survey category, facilities or services reporting community health NAPOOS data to NSW Health for 2006/7 were grouped into peer groups based on NAPOOS activity. A small number of facilities/services were assigned to an 'Ungrouped' group, these being specialist units with insufficient peers and only limited comparisons can be made within this group.

This report should be read in conjunction with the Area Health Service (AHS) reports and the individual facility or service reports which have been separately prepared. A facility or service report has been automatically generated for all NSW Health facilities or services for which thirty or more completed questionnaires were returned for at least one patient category. In addition, 'small site' summary reports or chapters are being prepared for facilities or services for which between 20 and 29 completed questionnaires were returned for one or more patient categories.

NSW HEALTH 2009
How to Read this Report

Overview

This report is designed to present the results of the 2009 NSW Health Patient Survey in an actionable format through which areas of strength and areas for improvement can be identified at the statewide, area health service and facility/service levels. The design of the report is such that it provides an overview of the state's performance across, as well as within, up to seven patient categories – Overnight Inpatients (OI); Day only Inpatients (DI); Paediatric Inpatients (PI); Adult Rehabilitation Inpatients (RI); Non-admitted Emergency Patients (EP); Non-admitted Outpatients (OP); and Community Health Patients (CH). Looking across patient categories allows us to recognise the better performing patient categories, as well as to identify areas that are unique to each category and where additional attention should be directed. Comparison information is presented throughout the report to allow us to assess performance against the NRC Canadian Average, the NSW state average, performance in the benchmark survey (2007) and 2008, the AHS average and the peer group average, where applicable.

This chapter provides an overview of the structure of the 2009 NSW Health Patient Survey result chapters and guidelines on how to read these chapters and interpret the results. The structure of this report is intended to guide the reader through the results of the NSW Health Patient Surveys with the goal of identifying key areas where focused improvement efforts are likely to be associated with improvements in the patient experience. This report also identifies areas of strong performance to help highlight best practices that may be used to inform services where patients have reported lower levels of performance.

Structure of Patient Category Results Chapters

The survey results are presented in separate chapters for each patient category.

Each patient category chapter contains:

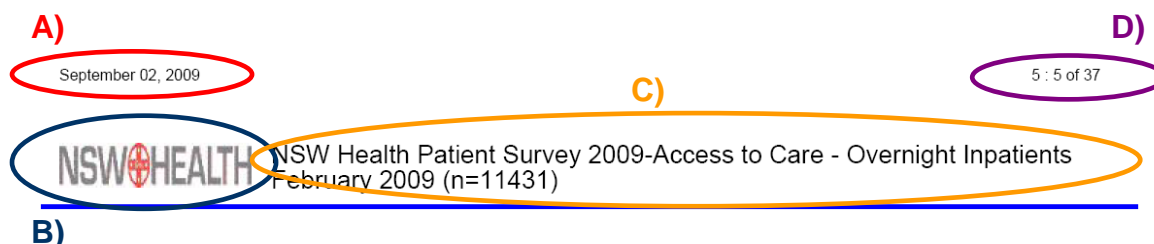
1. An overview of the Dimensions of Patient-centred Care (Core Dimensions of Care) within the patient category that indicates which dimensions had stronger associations with the overall care rating, as assessed by patients;
2. A 'key driver analysis' designed to identify the individual measures (questions) with the highest correlation with the overall care rating given by patients;
3. An 'opportunity matrix' designed to identify measures of top priority and high priority, based on their high correlation with the overall care rating given by patients;
4. A detailed view of each Core Dimension of Care that presents all the measures (questions) within the Dimension, the performance of each measure, and the relative importance of each measure against the overall care rating;
5. A section, when applicable, that presents the results of items related to but not included within a Dimension (Supplementary Dimensions of Care);
6. General information about the patients;
7. General information about the patients' visit;
8. Performance by main patient sub-groups (demographic and self-assessed health status); and/or
9. Summary indicators of performance across facilities, where at least thirty completed questionnaires were returned by patients in that category.

The following section provides an overview on how to read patient category chapters and interpret the survey results.

Page Headings

The **page headings** included on each page provide quick, detailed information about the type, length, and general nature of each page. Figure 3.1 and the corresponding legend provide a brief description of a typical page heading.

Figure 3.1



A) Report Date: This shows the date the report was created by NRC Picker, and appears on every page.

B) Logo: The NSW Health logo is displayed in the top left hand corner of every page.

C) General Attributes: The general attributes list the details of the Action Plan report. The first line lists the type of survey (*NSW Health Patient Survey 2009*) as well as the title of the current page (*Access to Care*) and the patient category being reported (*Overnight Inpatients*). In addition, the time frame of the survey (*February 2009*), and also the sample size (*n=11,431*) for the patient category are reported.

D) Page Progression: The top right corner lists both the number of the current chapter (5) and page (5) of the total number of pages in the chapter (37).

Sample Size

The overall sample size for the survey is provided at the top of each page within the report, the actual sample size will vary by question and Dimension due to individual respondents opting to answer or not answer specific questions in the survey.

Positive Scores

A positive rating is a proportion (%). Positive ratings show the proportion of respondents who gave an 'ideal' response to a question(s) that make up a Dimension of Care. An example of an 'ideal', *positive* response option is provided in Figure 3.2.

Figure 3.2

37. Did you feel like you were treated with respect and dignity while you were in the hospital?	← Positive rating (Yes, always)
<input type="checkbox"/> Yes, always	
<input type="checkbox"/> Yes, sometimes	
<input type="checkbox"/> No	

If the report shows a positive rating of 65.0% for this question, it means 65.0% of the respondents chose the positive response option "Yes, always".

Note: The positive rating calculation does not include "not-applicable" responses in the total count (base). For example, for a question where 80 respondents out of 100 respondents indicated an 'ideal' response and an additional five respondents indicated the question did not apply to them, the Positive Score would be calculated as 80 respondents out of 95 respondents (effective base) reported positive ratings (84.2%).

A positive rating for a Dimension of Care is the proportion of positive responses across *all* the questions in the Dimension, relative to the total number of responses across *all* the questions in the Dimension. A sample case is shown here in Figure 3.3.

Figure 3.3

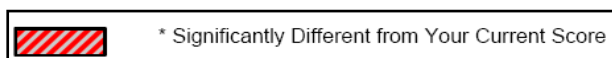
	# of Positive Responses	# of Total Responses (n-Size)	Positive Score
Question 1	21	28	75.0%
Question 2	20	23	87.0%
Question 3	23	29	79.3%
Question 4	16	20	80.0%
Total for Dimension	80	100	80.0%

Statistical Significance

Significant commonly means large, important or essential. However, in statistics the term *significant* means something very different—ergo *statistically significant* rather than just *significant*. Statistical significance refers to whether we can say *with confidence* that the difference between two scores is a true difference; that is, it is not due to chance (Figure 3.4)

The phrase “with confidence” references the *confidence level* at work in statistical significance testing. The confidence level refers to the amount of error we are willing to tolerate when making inferences from our data. In statistics, a *95% confidence level* is a widely accepted standard of precision. A *95% confidence level* means that there is only a 5% chance we are wrong about an inference. In terms of statistically significant differences, this means there is a 5% chance the difference *is* due to chance. Significance testing is performed (at the 95% confidence level) to compare the state's performance on a Dimension or measure (question) against the NRC Canadian Average, the NSW state average, the AHS average, the rating received in the benchmark survey (2007) and 2008, and the facility peer group average, where applicable. This comparative information is used to identify areas where performance is significantly better or worse than the comparison average (e.g. Canadian, NSW state, etc.).

Figure 3.4



Patient category chapters denote statistically significant differences in two ways. In vertical bar graphs (for a definition refer to the section below), a statistically significant difference is represented by striped red bars (Figure 3.4). In horizontal measure bars (for a definition refer to the section below) and breakouts, statistically significant differences are denoted by up (↑) or down (↓) arrows (Figure 3.5).

Figure 3.5

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Up or down arrows will be placed next to a score if that score is significantly higher (up-arrow) or significantly lower (down-arrow) than the total statewide score for that measure. For example, if the 2009 statewide positive rating is 61.2%, the positive rating for the 2007 benchmark survey is 64.7% (with a down-arrow), and the positive rating for the 2008 survey is 58.4% (with an up-arrow), this indicates that the 2009 statewide score is significantly lower than the 2007 benchmark survey and significantly higher than the 2008 survey.

Correlation

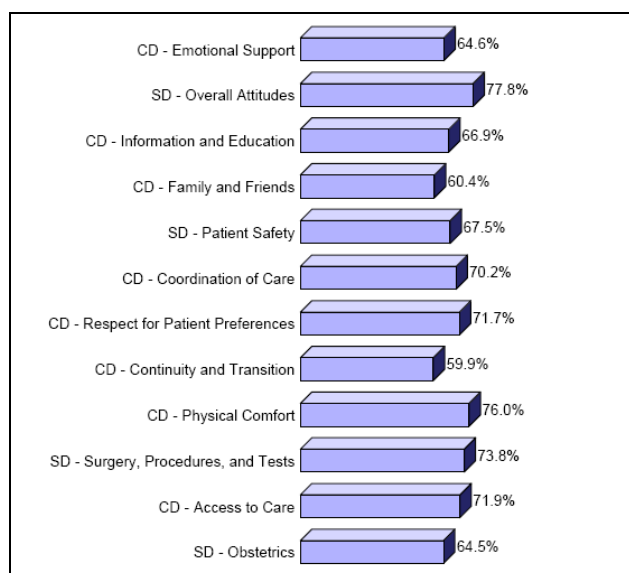
Correlation is a statistical technique used to show whether and how strongly variables are related. The result of a correlation is called the *correlation coefficient* (or *r* value). This coefficient ranges from -1.0 to +1.0. The closer the *r* value is to +1.0 or -1.0, the closer the variables are related. The highest correlated survey items with the overall care rating are known as *key drivers*. The threshold is set at 0.5, so the highlighted measures show a stronger relationship; these items are highlighted in green in each patient category of this report.

When Dimensions of Care and measures (individual questions) are presented using horizontal bars and scores, the order of the bars represents the relative strength of the association between the Dimension or measure and the Overall Care rating. As such, Dimensions or measures at the top of the list have relatively *stronger* associations with the Overall Care rating, than do Dimensions or measures at the bottom of the list.

Dimensions of Care

A Dimension of Care is a group of two or more survey questions that form a conceptual theme. There are eight different Core Dimensions of Care (CD) as originally identified by the Picker Institute. These are shown in the excerpt from the NSW Patient Survey shown in Figure 3.6. Also shown are four Supplementary Dimensions of Care (SD). The Core Dimensions have been found, from extensive research with patients, to be important to most patient categories, while the Supplementary Dimensions focus on particular patient groups, specific aspects of treatment, or overall patient attitudes.

Figure 3.6



Not every Dimension is applicable to every patient category. Further, the number and type of questions that make up a Dimension may differ depending on the patient category being reported, however, they still relate to a common theme. Patient category chapters are organised around Dimensions. Positive scores for Dimensions will typically be reported on the initial page or early on in the chapter, with ensuing pages providing a 'drill down' look at the individual question results within each Dimension.

Key Drivers

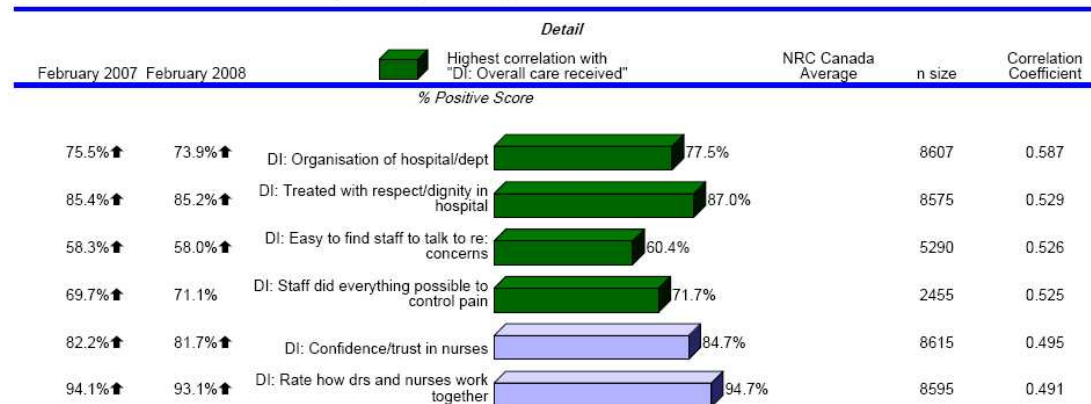
For all patient categories, a ‘key driver analysis’ has been conducted and reported in each chapter. This table lists the individual measures, in order of their correlation with the Overall Care rating. The measure with the highest correlation coefficient is listed first, the second highest correlation listed second, etc (Figure 3.7). So the ‘key drivers’ of overall care from the patients’ perspectives are the measures listed at the top of the table. Those highlighted in green have a correlation coefficient of 0.5 or above. Individual filter questions, and those measuring ‘hospital amenities’, ‘overall impressions’ and patient ‘background characteristics’ are excluded from the ‘key driver analyses’. Feedback received from the open response question included on each questionnaire is also excluded.

Figure 3.7

September 02, 2009

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NSW HEALTH NSW Health Patient Survey 2009-Key Drivers - Day Only Inpatients
February 2009 (n=8805)



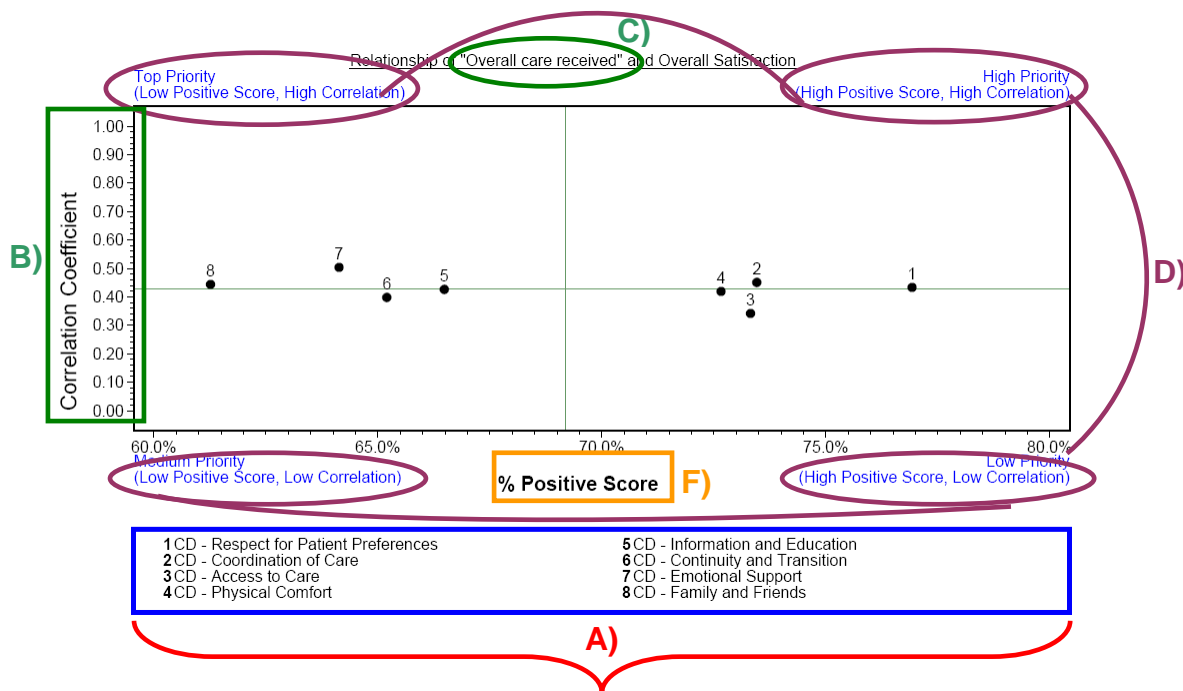
Horizontal Measure Bars

The majority of data provided in the patient category chapters is displayed in horizontal measure bars. The length of the bar corresponds to the rating—the higher the rating, the longer the bar. Individual measure bars are blue by default, but **green bars** (refer to Figure 3.7) indicate items that are highly correlated to the overall indicator – the rating of Overall Care. Green bars indicate a correlation coefficient of at least 0.5 between the two variables. Individual measure bars do not report the full text of the questions asked in the survey, but rather an *abbreviated report text*.

Opportunity Matrix

The Opportunity Matrix, also known as *quadrant analysis*, is the most informative and complex graphic presentation of data on an Action Plan Report. The Opportunity Matrix plots each Core Dimension of Care, or measure (question), based on two factors. The first factor, the correlation coefficient, determines the position along the vertical (“y”) axis. A correlation shows the strength and direction of a relationship between two things. For instance, in the example below (Figure 3.8), a specific Dimension’s relationship to Overall Care. The second factor, the positive rating (the proportion of patients that indicated an ‘ideal’ response), determines the position along the horizontal (“x”) axis.

Figure 3.8



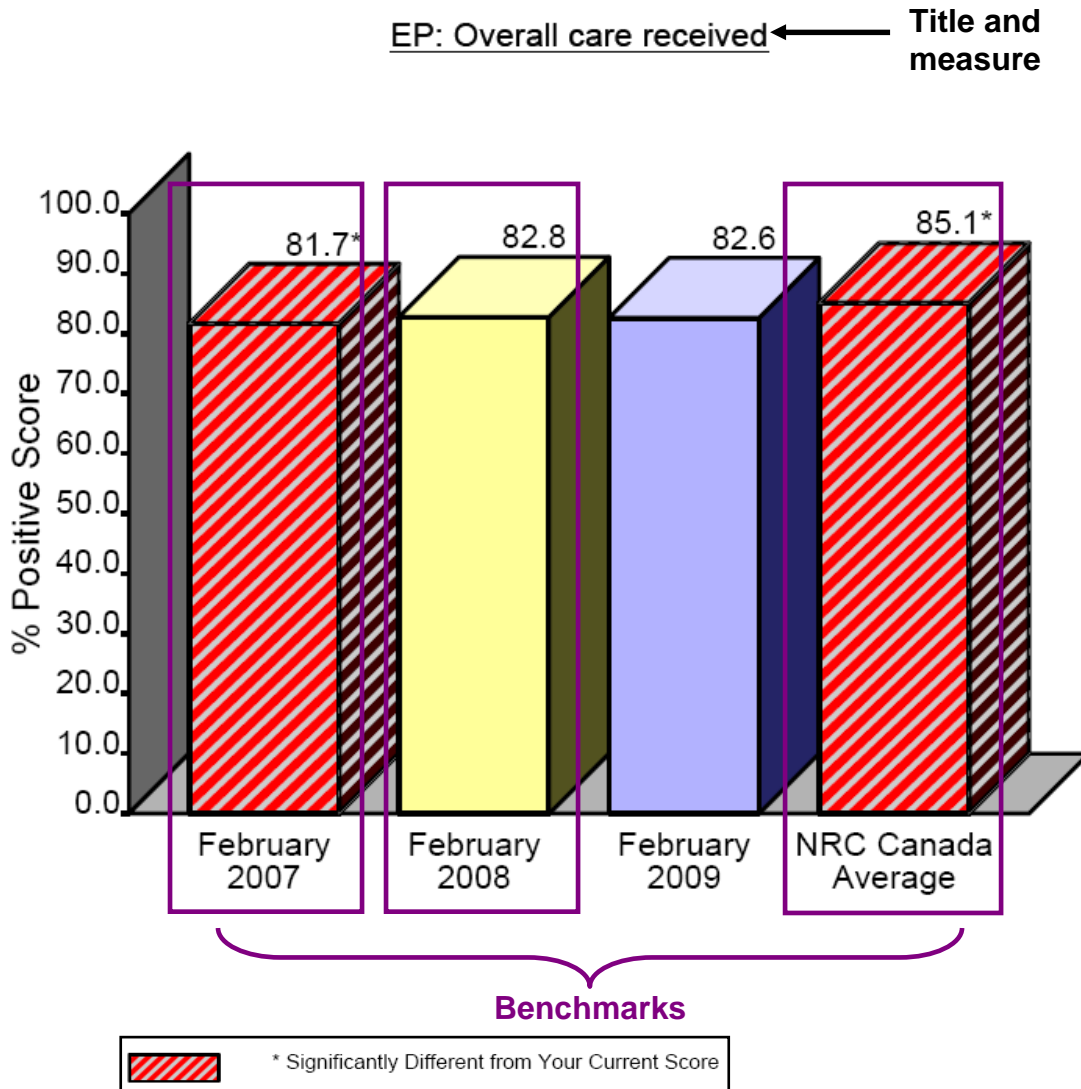
The following is an explanation of the Opportunity Matrix represented in Figure 3.8:

- A) Legend:** The legend lists all of the items included in the priority matrix. Each Dimension or measure is numbered to correspond to a data point in the matrix above.
- B) Y-Axis:** "Correlation Coefficient": The vertical, or "y"- axis of the opportunity matrix shows the range of correlation values. The value of a correlation coefficient for a Dimension or measure determines the vertical position of its respective data point on the matrix
- C) Overall Indicator:** The overall indicator, listed in underlined text above the opportunity matrix, is the question to which the Dimensions or measures shown in the legend (A) are being correlated. The overall indicator is generally an overall rating of care of the State, AHS or facility/service. Knowing the correlation between a Dimension or measure and an overall care indicator is valuable in deciding where to focus improvement efforts.
- D) Priority Quadrants:** The opportunity matrix is divided into quadrants, labeled and described as top, high, medium and low priority. Top priority items are those which have a high correlation to the overall indicator (C), and a low positive score: in other words; areas that have a high impact on a patient's overall impression where you are not performing well. The Dimensions which fall into the top priority quadrant are key areas where focusing improvement efforts are most likely to result on an improved score on the overall indicator. Improvement efforts focused on top priority items should impact the score of the overall indicator the most, followed by high, then medium, and finally low priority measures.
- E) Crossbars:** The crossbars create the quadrants of the opportunity matrix. The vertical crossbar is located at the position along the x-axis where the *average positive score* of all measures listed in the legend (A) would fall. Data points to the right of the vertical crossbar have a higher than average score, while those to the left have a lower than average score. The horizontal crossbar is located at the position along the y-axis where the *average correlation* to the overall indicator of all items listed in the legend would fall. Data points above the horizontal crossbar have a higher than average correlation to the overall indicator, while those below have a lower than average correlation.
- F) X-Axis:** "Positive Score": The horizontal, or "x"-axis of the opportunity matrix lists the type and range of possible scores. The higher a Dimension's or measure's score, the farther right along the x-axis a data point will fall.

Vertical Bar Graphs

Patient category chapters typically contain vertical bar graphs used to display patient experience data visually. Figure 3.9 labels the various parts of a vertical bar graph from Chapter 5. The title at top reflects the Dimension or measure (question) for which the graph is displaying data. Beneath the title is the indicator of positive scoring. Each vertical bar will be labeled along the horizontal or “x-” axis. The vertical bars represent positive ratings available under various circumstances for comparison, e.g. previous year positive ratings or international benchmarks.

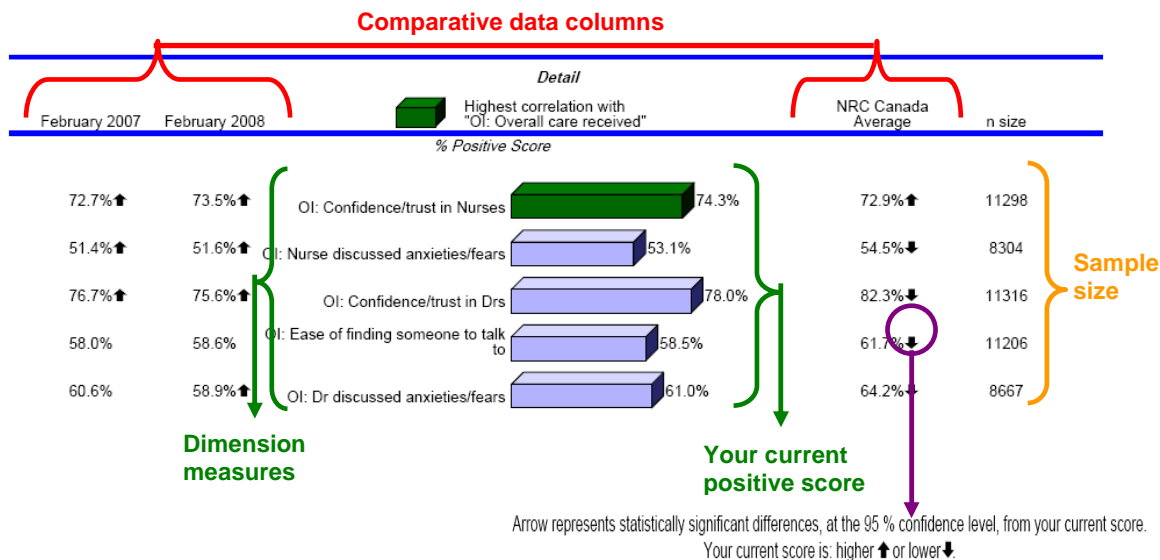
Figure 3.9



Comparative Data

Comparative data are shown in a variety of ways (Figure 3.10). Some are broadly defined benchmarks, such as the *NRC Canada Average*, shown throughout each patient category chapter. Other comparison options offer more specific information such as the rating received in *February 2007* (benchmark survey) and *February 2008* (year two of the survey). Comparative data columns are to the left and right of the horizontal measure bars, showing the positive ratings (%).

Figure 3.10 outlines the common features of horizontal measure bars and comparative data columns.

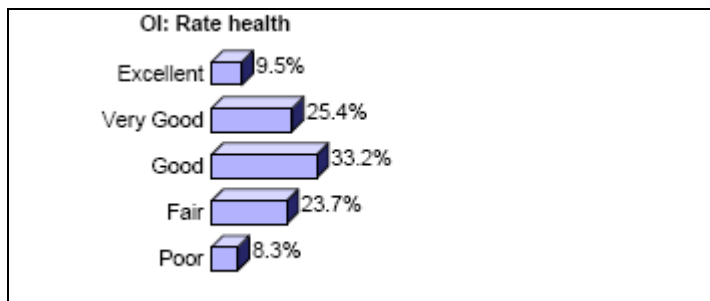


Comparative data are only provided if the sample size is >= 30 respondents. Otherwise comparative data fields are left blank.

Frequency Breakouts

Frequency breakouts show the percentage of respondents who chose a particular response option. Frequency breakouts are only able to be provided for individual questions. Each patient category chapter provides frequency breakouts for some questions to enable further analysis of results. Frequency breakouts are also provided for those questions which do not have positive score definitions. An example of a question that does not have a positive score definition is the "Rate Health" question from the NSW State report (Figure 3.11). None of the response options for this question indicate a problem in the care received by the patient. Frequency breakouts are useful in understanding the demographic makeup of the patients responding to the surveys, as well as certain response patterns.

Figure 3.11



NRC Canadian Benchmarks

NRC Canadian comparison data is generated from facilities across Canada. The 'NRC Canada Average' is an accumulated score of the comparable survey items in a time period from 2006 to 2009. The 'NRC Canada Average' is based on the question responses from those units that use the same question wording and response scales as employed in NSW. Where available, reliable comparisons are made to positive scores reported by patients treated in Canadian public facilities and services.

There are only publicly operated hospitals and health facilities in Canada. This is why Canada has been chosen as the benchmark country for NSW Health. Comparative data from Canada reported in the NSW Health State Report is comprised of the following:

Patient Categories covered*:

- Overnight Inpatients: 163 Hospitals
- Paediatric Inpatients: 47 Hospitals
- Non-Admitted Emergency: 111 Emergency Rooms

States and number of facilities included:

- Alberta (18 facilities, all Oncology)
- British Columbia (114 facilities, covering 110 ED and 39 Oncology)
- Manitoba (1 Oncology facility)
- New Brunswick (1 facility, 1 IP, 1 ED and 1 Oncology)
- Nova Scotia (2 Oncology facilities)
- Ontario (112 facilities, covering 99 IP, 41 Paediatric, 94 Same Day and 23 Oncology)
- Saskatchewan (65 facilities, covering 65 IP and 5 Paediatric)
- Yukon (1 facility, 1 IP, 1 Paediatric, 1 Same Day)

Survey Sample numbers by sector:

Sector	Sampled	Non-delivered	Returns	Response Rate
Emergency Room	486432	24365	144366	31%
Oncology	44939	1280	26414	61%
Inpatient	461785	17761	218742	49%
Maternity	34898	1154	16530	49%
Paediatrics	34506	1416	12815	39%
Day Surgery	86008	1725	40593	48%

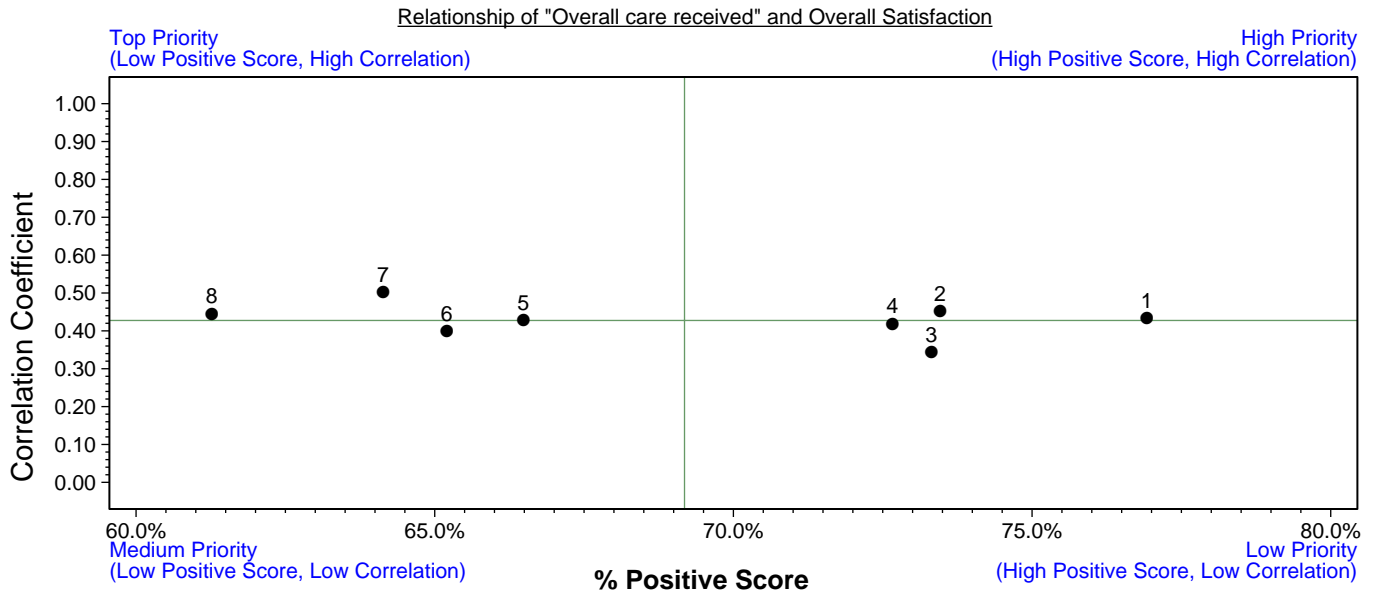
Note:

1) Due to the recent introduction of the *HCAHPS* common measurement system introduced to measure patient experience across hospitals in North America, irrespective of which vendor is collecting patient feedback, NRC questionnaires have been gradually converted from use of the traditional Picker three-point to the new four-point rating scales. This has reduced the number of questionnaires that are administered in North America that are directly comparable with those used in NSW. Hence there are many measures collected across patient categories in NSW that cannot validly be compared with Canadian benchmarks.

2) The Community Health questionnaire used in NSW is not administered in Canada, and there are no hospitals in which the Adult Rehabilitation or Outpatients questionnaires are administered. The 'Cancer Journey' questionnaire is administered in eighty facilities across Canada but is reported separately for NSW in the Cancer Statewide Report prepared for the Cancer Institute NSW.



NSW Health Patient Survey 2009-CHAPTER 4: Picker Dimensions of Care
 Opportunity Matrix
 February 2009 (n=73558)



- | | |
|--|----------------------------------|
| 1 CD - Respect for Patient Preferences | 5 CD - Information and Education |
| 2 CD - Coordination of Care | 6 CD - Continuity and Transition |
| 3 CD - Access to Care | 7 CD - Emotional Support |
| 4 CD - Physical Comfort | 8 CD - Family and Friends |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Overview of Measures - Statewide - Measures by Gender February 2009 (n=73558)

Detail

February 2007	February 2008	February 2009	Males	Females
<i>% Positive Score</i>				
88.2%↑	89.1%↑	Overall care received (%Good/ VGood/Exc) 90.7%	91.1%↓	90.4%↑
39.7%↑	41.2%↑	Overall facility rating (%9/10) 42.3%	43.2%↓	41.6%↑
62.4%↑	63.8%↑	Would recommend (%Yes, definitely) 66.2%	67.9%↓	65.0%↑
76.5%↑	76.9%↑	Availability of Drs (%Good/VGood/ Exc) 77.7%	78.3%↓	77.2%↑
81.5%↑	81.2%↑	Availability of Nurses (%Good/ VGood/Exc) 82.2%	83.6%↓	81.1%↑
50.0%↑	50.6%	Nurses discussed anxieties/fears (%Yes, completely) 50.9%	51.1%	50.6%
73.5%↑	73.5%↑	Confidence/trust in Nurses (%Yes, always) 74.2%	76.8%↓	71.9%↑
64.9%↑	66.4%↑	Enough say about treatment (%Yes, always) 68.9%	69.1%	68.7%
73.2%	74.5%↓	CD - Access to Care 73.3%	73.9%↓	72.9%↑
63.4%↑	63.7%↑	CD - Information and Education 66.5%	67.2%↓	65.9%↑
63.1%↑	63.1%↑	CD - Emotional Support 64.1%	66.2%↓	62.4%↑
71.3%↑	72.7%↑	CD - Coordination of Care 73.5%	74.8%↓	72.5%↑
74.6%↑	75.9%↑	CD - Respect for Patient Preferences 76.9%	77.4%↓	76.5%↑
61.0%	60.2%↑	CD - Family and Friends 61.3%	65.3%↓	58.2%↑
72.0%↑	72.0%↑	CD - Physical Comfort 72.7%	74.2%↓	71.5%↑
64.3%↑	64.1%↑	CD - Continuity and Transition 65.2%	67.4%↓	63.4%↑

February 2007	February 2008	Gender	n size
43.0%↓	41.5%↓	Male 40.8%	29679
57.0%↑	58.5%↑	Female 59.2%	42434

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Overview of Measures - Statewide - Measures by Age February 2009 (n=73558)

Detail

February 2007	February 2008	February 2009	Ages 0 - 19	Ages 20 - 39	Ages 40 - 59	Ages 60+
<i>% Positive Score</i>						
88.2%↑	89.1%↑	Overall care received (%Good/VGood/Exc) 90.7%	89.8%↑	85.3%↑	89.7%↑	94.1%↓
39.7%↑	41.2%↑	Overall facility rating (%9/10) 42.3%	33.4%↑	27.5%↑	39.6%↑	54.4%↓
62.4%↑	63.8%↑	Would recommend (%Yes, definitely) 66.2%	60.8%↑	53.3%↑	63.6%↑	75.9%↓
76.5%↑	76.9%↑	Availability of Drs (%Good/VGood/Exc) 77.7%	73.2%↑	68.5%↑	78.0%	83.8%↓
81.5%↑	81.2%↑	Availability of Nurses (%Good/VGood/Exc) 82.2%	82.2%	76.9%↑	81.4%↑	85.5%↓
50.0%↑	50.6%	Nurses discussed anxieties/fears (%Yes, completely) 50.9%	48.5%↑	47.9%↑	51.2%	53.5%↓
73.5%↑	73.5%↑	Confidence/trust in Nurses (%Yes, always) 74.2%	70.5%↑	64.1%↑	73.2%↑	81.7%↓
64.9%↑	66.4%↑	Enough say about treatment (%Yes, always) 68.9%	67.4%↑	61.8%↑	66.2%↑	74.3%↓
73.2%	74.5%↓	CD - Access to Care 73.3%	74.1%↓	70.4%↑	72.1%↑	75.0%↓
63.4%↑	63.7%↑	CD - Information and Education 66.5%	61.7%↑	58.8%↑	64.4%↑	73.9%↓
63.1%↑	63.1%↑	CD - Emotional Support 64.1%	60.2%↑	55.1%↑	62.8%↑	71.3%↓
71.3%↑	72.7%↑	CD - Coordination of Care 73.5%	68.5%↑	62.0%↑	72.9%↑	81.0%↓
74.6%↑	75.9%↑	CD - Respect for Patient Preferences 76.9%	77.1%	70.3%↑	75.1%↑	81.0%↓
61.0%	60.2%↑	CD - Family and Friends 61.3%	46.2%↑	49.1%↑	56.6%↑	68.1%↓
72.0%↑	72.0%↑	CD - Physical Comfort 72.7%	67.5%↑	67.0%↑	72.1%↑	78.0%↓
64.3%↑	64.1%↑	CD - Continuity and Transition 65.2%	62.4%↑	58.9%↑	64.7%↑	69.2%↓

February 2007	February 2008	Age	n size
18.1%↓	19.7%↓	Ages 0 - 19 16.4%	11953
19.1%↓	18.4%↓	Ages 20 - 39 17.3%	12571
23.3%↓	23.0%	Ages 40 - 59 23.1%	16807
39.4%↑	38.9%↑	Ages 60 and over 43.2%	31389

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Overview of Measures - Statewide - Measures by Language February 2009 (n=73558)

Detail

February 2007	February 2008	February 2009	English at Home	Other than English at Home
<i>% Positive Score</i>				
88.2% [▲]	89.1% [▲]	Overall care received (%Good/VGood/Exc) 90.7%	91.4% [▼]	85.8% [▲]
39.7% [▲]	41.2% [▲]	Overall facility rating (%9/10) 42.3%	44.3% [▼]	28.6% [▲]
62.4% [▲]	63.8% [▲]	Would recommend (%Yes, definitely) 66.2%	67.5% [▼]	55.9% [▲]
76.5% [▲]	76.9% [▲]	Availability of Drs (%Good/VGood/Exc) 77.7%	78.4% [▼]	71.9% [▲]
81.5% [▲]	81.2% [▲]	Availability of Nurses (%Good/VGood/Exc) 82.2%	82.9% [▼]	77.6% [▲]
50.0% [▲]	50.6%	Nurses discussed anxieties/fears (%Yes, completely) 50.9%	51.7% [▼]	44.1% [▲]
73.5% [▲]	73.5% [▲]	Confidence/trust in Nurses (%Yes, always) 74.2%	75.8% [▼]	62.5% [▲]
64.9% [▲]	66.4% [▲]	Enough say about treatment (%Yes, always) 68.9%	70.5% [▼]	58.8% [▲]
73.2%	74.5% [▼]	CD - Access to Care 73.3%	73.8% [▼]	68.9% [▲]
63.4% [▲]	63.7% [▲]	CD - Information and Education 66.5%	67.3% [▼]	60.2% [▲]
63.1% [▲]	63.1% [▲]	CD - Emotional Support 64.1%	65.0% [▼]	57.6% [▲]
71.3% [▲]	72.7% [▲]	CD - Coordination of Care 73.5%	74.9% [▼]	63.5% [▲]
74.6% [▲]	75.9% [▲]	CD - Respect for Patient Preferences 76.9%	78.6% [▼]	64.4% [▲]
61.0%	60.2% [▲]	CD - Family and Friends 61.3%	61.4%	57.3% [▲]
72.0% [▲]	72.0% [▲]	CD - Physical Comfort 72.7%	73.3% [▼]	68.5% [▲]
64.3% [▲]	64.1% [▲]	CD - Continuity and Transition 65.2%	65.5% [▼]	61.9% [▲]

February 2007	February 2008	Language	n size
91.7% [▼]	90.7% [▼]	English at Home 90.5%	63751
8.3% [▲]	9.3% [▲]	Other than English at Home 9.5%	5126

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Overview of Measures - Statewide - Measures by Payment Type February 2009 (n=73558)

		<i>Detail</i>		Public/ Medicare Patients	Private Patients	Other Patients
February 2007	February 2008	February 2009				
<i>% Positive Score</i>						
88.2%↑	89.1%↑	Overall care received (%Good/ VGood/Exc)	90.7%	90.8%	89.9%↑	90.8%
39.7%↑	41.2%↑	Overall facility rating (%9/10)	42.3%	42.3%	38.4%↑	45.0%↓
62.4%↑	63.8%↑	Would recommend (%Yes, definitely)	66.2%	66.3%	64.5%↑	65.5%↑
76.5%↑	76.9%↑	Availability of Drs (%Good/VGood/ Exc)	77.7%	77.7%	78.6%↓	76.9%
81.5%↑	81.2%↑	Availability of Nurses (%Good/ VGood/Exc)	82.2%	82.5%	81.8%	80.7%↑
50.0%↑	50.6%	Nurses discussed anxieties/fears (%Yes, completely)	50.9%	51.5%↓	50.6%	45.1%↑
73.5%↑	73.5%↑	Confidence/trust in Nurses (%Yes, always)	74.2%	74.3%	74.6%	72.4%↑
64.9%↑	66.4%↑	Enough say about treatment (%Yes, always)	68.9%	69.0%	67.2%↑	70.2%↓
73.2%	74.5%↓	CD - Access to Care	73.3%	72.3%↑	77.6%↓	77.2%↓
63.4%↑	63.7%↑	CD - Information and Education	66.5%	66.5%	66.9%	65.2%↑
63.1%↑	63.1%↑	CD - Emotional Support	64.1%	64.2%	65.1%↓	61.6%↑
71.3%↑	72.7%↑	CD - Coordination of Care	73.5%	73.5%	71.4%↑	75.2%↓
74.6%↑	75.9%↑	CD - Respect for Patient Preferences	76.9%	76.7%	77.4%↓	78.1%↓
61.0%	60.2%↑	CD - Family and Friends	61.3%	61.0%	61.3%	62.4%
72.0%↑	72.0%↑	CD - Physical Comfort	72.7%	72.6%	73.3%↓	71.9%
64.3%↑	64.1%↑	CD - Continuity and Transition	65.2%	65.8%↓	61.9%↑	62.0%↑
February 2007	February 2008	Payment Type		n size		
83.2%	82.7%↑	Public or Medicare patient	83.1%	58213		
9.0%↓	8.8%	Private Patient	8.8%	7412		
7.9%↑	8.5%↓	Other	8.1%	5817		

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Overview of Measures - Statewide - Measures by Background February 2009 (n=73558)

Detail

February 2007	February 2008	February 2009	ATSI	Non-ATSI
<i>% Positive Score</i>				
88.2%↑	89.1%↑	Overall care received (%Good/VGood/Exc) 90.7%	85.2%↑	90.8%↓
39.7%↑	41.2%↑	Overall facility rating (%9/10) 42.3%	39.9%↑	42.3%
62.4%↑	63.8%↑	Would recommend (%Yes, definitely) 66.2%	58.6%↑	66.4%
76.5%↑	76.9%↑	Availability of Drs (%Good/VGood/Exc) 77.7%	73.2%↑	77.8%
81.5%↑	81.2%↑	Availability of Nurses (%Good/VGood/Exc) 82.2%	78.2%↑	82.4%
50.0%↑	50.6%	Nurses discussed anxieties/fears (%Yes, completely) 50.9%	46.0%↑	51.0%
73.5%↑	73.5%↑	Confidence/trust in Nurses (%Yes, always) 74.2%	66.6%↑	74.3%
64.9%↑	66.4%↑	Enough say about treatment (%Yes, always) 68.9%	61.9%↑	69.1%
73.2%	74.5%↓	CD - Access to Care 73.3%	70.6%↑	73.4%
63.4%↑	63.7%↑	CD - Information and Education 66.5%	58.0%↑	66.7%
63.1%↑	63.1%↑	CD - Emotional Support 64.1%	58.4%↑	64.2%
71.3%↑	72.7%↑	CD - Coordination of Care 73.5%	66.9%↑	73.6%
74.6%↑	75.9%↑	CD - Respect for Patient Preferences 76.9%	70.0%↑	77.1%↓
61.0%	60.2%↑	CD - Family and Friends 61.3%	61.5%	61.1%
72.0%↑	72.0%↑	CD - Physical Comfort 72.7%	65.2%↑	72.8%
64.3%↑	64.1%↑	CD - Continuity and Transition 65.2%	61.3%↑	65.3%






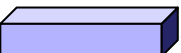
February 2007	February 2008	Background	n size
97.5%↑	97.4%↑	No 97.9%	70375
2.3%↓	2.4%↓	Yes, Aboriginal 2.0%	1455
0.2%	0.2%↓	Yes, Torres Strait Islander 0.1%	114

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Overview of Measures - Statewide - Overall Indicators

February 2009 (n=73558)

		<i>Detail</i>				
February 2007	February 2008	 Highest correlation with "Overall care received"	NRC Canada Average	n size	Correlation Coefficient	
<i>% Positive Score</i>						
76.5% [↑]	76.9% [↑]	Availability of Drs (%Good/VGood/Exc) 	77.7%	75.7% [↑]	36937	0.546
81.5% [↑]	81.2% [↑]	Availability of Nurses (%Good/VGood/Exc) 	82.2%	81.1% [↑]	41281	0.531
73.5% [↑]	73.5% [↑]	Confidence/trust in Nurses (%Yes, always) 	74.2%	72.4% [↑]	41419	0.521
64.9% [↑]	66.4% [↑]	Enough say about treatment (%Yes, always) 	68.9%	59.3% [↑]	69081	0.508
50.0% [↑]	50.6%	Nurses discussed anxieties/fears (%Yes, completely) 	50.9%	51.5% [↓]	26006	0.495

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009

↑ Significantly Higher Than All NSW Health Patients
 ↓ Significantly Lower Than All NSW Health Patients

Overall Indicators

	Overall care received (%Good/ VGood/ Exc)	Overall facility rating (%9/ 10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/ VGood/ Exc)	Availability of Nurses (%Good/ VGood/ Exc)	Nurses discussed anxieties/ fears (%Yes, completely)	Confidence/trust in Nurses (%Yes, always)	Enough say about treatment (%Yes, always)
All NSW Health Patients	90.7%	42.3%	66.2%	77.7%	82.2%	50.9%	74.2%	68.9%
Measures by Admitted Patients	91.6%↑	44.0%↑	67.4%↑	79.6%↑	85.0%↑	56.6%↑	77.9%↑	67.2%↓
--Overnight Inpatients (OI)	89.3%↓	40.5%↓	64.3%↓	77.4%	81.7%↓	53.1%↑	74.3%	54.3%↓
--Day Only Inpatients (DI)	94.5%↑	53.7%↑	73.6%↑	84.9%↑	89.5%↑	64.4%↑	84.7%↑	90.3%↑
--Paediatric Inpatients (PI)	93.2%↑	36.7%↓	66.0%	75.6%↓	87.2%↑		76.5%↑	
--Adult Rehabilitation Inpatients (RI)	92.8%↑	31.2%↓	61.3%↓	80.7%↑	85.0%↑		75.2%	50.5%↓
Measures by Non-Admitted Patients	90.5%↓	41.9%↓	65.9%↓	75.4%↓	79.7%↓	46.5%↓	70.7%↓	69.3%↑
--Non-Admitted Emergency Patients (EP)	82.6%↓	31.0%↓	53.6%↓	75.4%↓	79.7%↓	46.5%↓	70.7%↓	59.7%↓
--Community Health Patients (CH)	95.5%↑	55.3%↑	78.6%↑					78.8%↑
--Outpatients (OP)	92.2%↑	39.4%↓	65.0%↓					68.9%
Measures by Area Health Services								
--Greater Southern Area Health Service	92.4%↑	47.7%↑	69.6%↑	81.2%↑	85.5%↑	55.3%↑	78.9%↑	74.3%↑
--Greater Western Area Health Service	92.2%↑	46.9%↑	68.9%↑	81.6%↑	83.9%↑	52.2%	76.7%↑	73.7%↑
--Hunter New England Area Health Service	92.6%↑	47.7%↑	69.3%↑	79.8%↑	84.9%↑	54.8%↑	78.0%↑	72.9%↑
--North Coast Area Health Service	91.5%↑	47.0%↑	70.0%↑	79.6%↑	84.5%↑	55.7%↑	79.3%↑	71.0%↑
--Northern Sydney Central Coast AHS	92.6%↑	43.2%↑	69.0%↑	77.4%	81.6%↓	50.1%	75.9%↑	71.5%↑
--South Eastern Sydney Illawarra AHS	89.0%↓	38.7%↓	64.0%↓	76.8%↓	81.8%	50.5%	73.7%	63.5%↓
--Sydney South West Area Health Service	88.8%↓	38.1%↓	62.1%↓	76.4%↓	79.2%↓	47.2%↓	68.5%↓	65.5%↓
--Sydney West Area Health Service	87.9%↓	37.8%↓	62.0%↓	74.0%↓	79.9%↓	47.1%↓	70.0%↓	65.9%↓
--The Children's Hospital at Westmead	91.6%↑	33.2%↓	65.3%	71.7%↓	82.3%	43.1%↓	65.4%↓	64.9%↓



NSW Health Patient Survey 2009

↑ Significantly Higher Than All NSW Health Patients
 ↓ Significantly Lower Than All NSW Health Patients

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Physical Comfort	CD - Continuity and Transition
All NSW Health Patients	73.3%	66.5%	64.1%	73.5%	76.9%	61.3%	72.7%	65.2%
Measures by Admitted Patients	71.0%↓	71.1%↑	69.5%↑	71.6%↓	76.9%	61.3%	75.8%↑	63.3%↓
--Overnight Inpatients (OI)	71.5%↓	68.3%↑	65.9%↑	70.7%↓	72.1%↓	61.2%	76.2%↑	59.7%↓
--Day Only Inpatients (DI)	70.0%↓	78.7%↑	75.7%↑	78.2%↑	84.8%↑		78.1%↑	73.2%↑
--Paediatric Inpatients (PI)	71.5%↓	69.5%↑	75.0%↑	64.6%↓	83.2%↑		68.6%↓	58.2%↓
--Adult Rehabilitation Inpatients (RI)	76.4%↑	66.2%	67.7%↑	76.0%↑	65.2%↓	63.0%	66.1%↓	54.2%↓
Measures by Non-Admitted Patients	77.8%↑	64.8%↓	59.4%↓	74.2%↑	76.9%		68.9%↓	66.1%↑
--Non-Admitted Emergency Patients (EP)	77.8%↑	53.9%↓	59.4%↓	66.2%↓	74.8%↓		69.4%↓	59.7%↓
--Community Health Patients (CH)		77.9%↑		83.9%↑	85.8%↑		69.9%↓	72.7%↑
--Outpatients (OP)		71.8%↑		75.0%↑	68.9%↓		66.3%↓	68.2%↑
Measures by Area Health Services								
--Greater Southern Area Health Service	73.5%	70.0%↑	68.1%↑	77.3%↑	81.5%↑	68.7%↑	76.4%↑	65.8%
--Greater Western Area Health Service	74.3%↑	69.8%↑	66.9%↑	76.6%↑	81.0%↑	65.8%↑	75.5%↑	67.7%↑
--Hunter New England Area Health Service	75.3%↑	69.5%↑	66.8%↑	78.1%↑	80.7%↑	64.7%↑	74.0%↑	67.3%↑
--North Coast Area Health Service	73.0%	68.1%↑	67.8%↑	75.9%↑	80.3%↑	65.6%↑	76.3%↑	67.2%↑
--Northern Sydney Central Coast AHS	74.2%↑	68.0%↑	64.1%	75.3%↑	79.7%↑	58.4%↓	72.2%	62.9%↓
--South Eastern Sydney Illawarra AHS	73.5%	63.7%↓	63.5%↓	70.5%↓	73.9%↓	60.5%	73.3%↑	63.9%↓
--Sydney South West Area Health Service	71.9%↓	64.8%↓	60.9%↓	70.2%↓	71.8%↓	57.7%↓	69.4%↓	64.9%
--Sydney West Area Health Service	71.6%↓	62.9%↓	60.3%↓	69.9%↓	72.4%↓	56.3%↓	70.7%↓	64.3%↓
--The Children's Hospital at Westmead	72.6%	63.8%↓	60.6%↓	65.2%↓	70.2%↓	66.7%	63.4%↓	66.1%↑

Overnight Inpatients (OI)

-- Core Dimensions of Patient-centred Care : Overnight Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the eight dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Family and friends : Patients continually addressed the role of family and friends in the patient experience, and often expressed concern about the impact illness has on family and friends. Family dimensions of patient-centred care were identified as follows:

- * Providing accommodations for family and friends;
- * Involving family and close friends in decision making;
- * Supporting family members as caregivers; and
- * Recognizing the needs of family and friends.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.


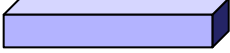
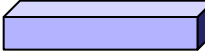
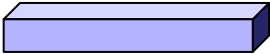
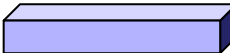
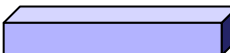

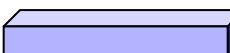
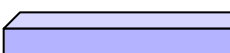
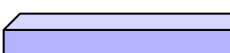

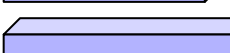

-- Supplementary Areas of Patient-centred Care : Overnight Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Obstetrics :** aspects of the patient experience specifically related to the childbirth experience.
- * **Patient Safety :** critical aspects of health care that directly impact the physical safety of patients during their encounter with health care providers.
- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2009-Summary of Dimensions of Care - Overnight Inpatients February 2009 (n=11431)

		<i>Detail</i>			
February 2007	February 2008	 Highest correlation with "OI: Overall care received"		NRC Canada Average	n size
<i>% Positive Score</i>					
64.7% [▲]	64.6% [▲]	CD - Emotional Support	 65.9%	68.3% [▼]	11403
61.0%	60.2% [▲]	CD - Family and Friends	 61.2%		9539
77.8% [▲]	77.7% [▲]	SD - Overall Attitudes	 78.6%	71.9% [▲]	11412
67.2% [▲]	66.8% [▲]	CD - Information and Education	 68.3%	76.1% [▼]	11147
67.5% [▲]	67.4% [▲]	SD - Patient Safety	 68.8%		11347
60.7% [▼]	59.6%	CD - Continuity and Transition	 59.7%	61.7% [▼]	10939
70.3%	70.2%	CD - Coordination of Care	 70.7%	75.0% [▼]	11413
70.9% [▲]	71.6%	CD - Respect for Patient Preferences	 72.1%	77.3% [▼]	11367
75.5% [▲]	76.0%	CD - Physical Comfort	 76.2%	87.7% [▼]	10551
63.3%	64.6%	SD - Obstetrics	 63.5%		1559
74.9%	73.7%	SD - Surgery, Procedures, and Tests	 74.5%		4812
71.4%	71.6%	CD - Access to Care	 71.5%		11367

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Key Drivers - Overnight Inpatients February 2009 (n=11431)

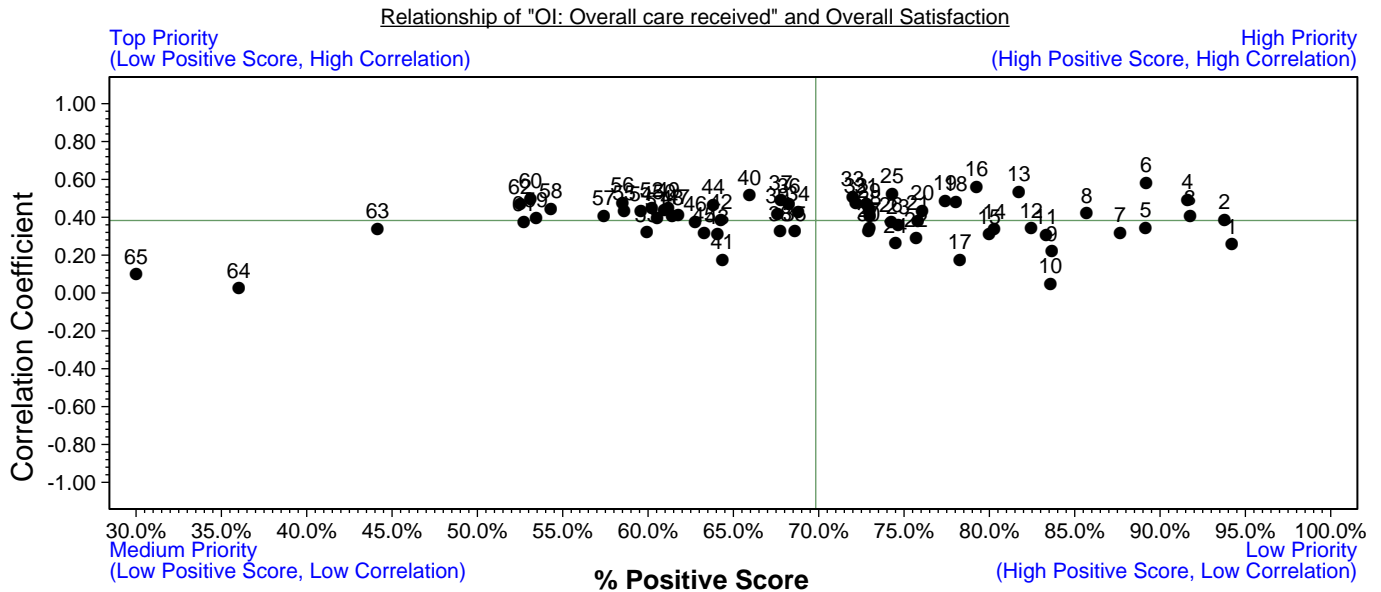
Detail

February 2007	February 2008	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
87.8%↑	87.4%↑	OI: Rate how Drs/Nurses worked together	93.0%↓	11099	0.581
77.5%↑	77.8%↑	OI: Treated you w/respect/dignity	81.5%↓	11266	0.560
80.6%↑	80.5%↑	OI: Availability of Nurses	87.6%↓	11226	0.536
72.7%↑	73.5%↑	OI: Confidence/trust in Nurses	72.9%↑	11298	0.524
64.7%↑	63.5%↑	OI: Provider understood condition completely		11027	0.516
70.6%↑	72.7%	OI: Did everything to control pain	76.9%↓	6942	0.509
51.4%↑	51.6%↑	OI: Nurse discussed anxieties/fears	54.5%↓	8304	0.496
90.7%↑	91.1%↑	OI: Courtesy of Nurses	93.4%↓	11272	0.492
66.1%↑	66.8%↑	OI: Nurse answered questions understandably	69.1%↓	10420	0.490
76.5%↑	76.1%↑	OI: Availability of Drs	85.1%↓	11200	0.486
76.7%↑	75.6%↑	OI: Confidence/trust in Drs	82.3%↓	11316	0.483
58.0%	58.6%	OI: Ease of finding someone to talk to	61.7%↓	11206	0.475
72.1%	71.9%	OI: Comfortable asking questions during stay		11179	0.474
68.4%	68.2%	OI: Got help getting to bathroom when needed	68.0%	6924	0.470
72.6%	72.4%	OI: Care received in ED was very organised		7155	0.470

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Opportunity Matrix - Overnight Inpatients February 2009 (n=11431)



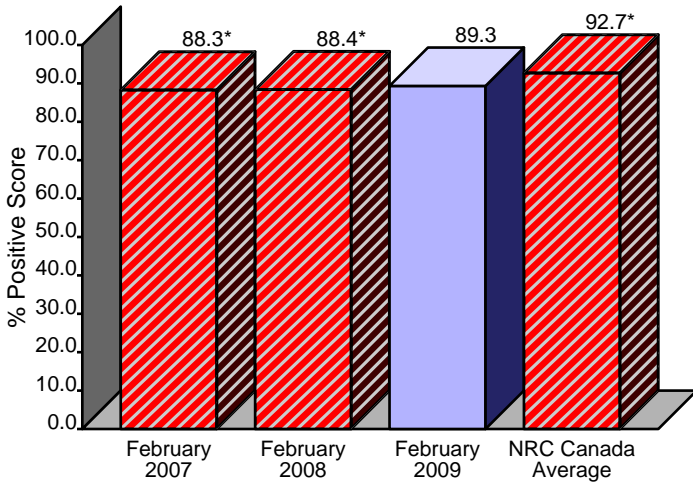
- | | |
|---|--|
| 1 OI: Minutes for help after call button | 34 OI: Dr answered questions understandably |
| 2 OI: Courtesy of admission | 35 OI: Staff explained reason for delay in going to ward/room |
| 3 OI: Courtesy of Drs | 36 OI: Got help getting to bathroom when needed |
| 4 OI: Courtesy of Nurses | 37 OI: Nurse answered questions understandably |
| 5 OI: Amount of pain medicine received | 38 OI: Family had to be sure needs were met |
| 6 OI: Rate how Drs/Nurses worked together | 39 OI: Patients had enough privacy during visit |
| 7 OI: Minutes taken to get pain medicine | 40 OI: Provider understood condition completely |
| 8 OI: Amount of info given to family | 41 OI: One Dr in charge of care |
| 9 OI: Received right amount of pain medicine | 42 OI: Staff explained when patients were allowed to go home |
| 10 OI: Admission date changed by hospital | 43 OI: Dr/Midwife discussed pain control options |
| 11 OI: Risks/benefits were explained by surgeon | 44 OI: Explained test results understandably |
| 12 OI: Knew who to call for help after leaving | 45 OI: Enough say in labour pain control |
| 13 OI: Availability of Nurses | 46 OI: Got info about feeding your baby |
| 14 OI: Surgeon answered questions understandably | 47 OI: Nurses said what meds they were giving |
| 15 OI: Nurse didn't talk in front of pts as if they weren't there | 48 OI: Scheduled tests/procedures were on time |
| 16 OI: Treated you w/respect/dignity | 49 OI: Family given information to help recovery |
| 17 OI: Feelings about time on waiting list | 50 OI: Dr discussed anxieties/fears |
| 18 OI: Confidence/trust in Drs | 51 OI: Discussed medication side effects |
| 19 OI: Availability of Drs | 52 OI: Pts were given enough info re their rights/responsibilities |
| 20 OI: Discussed purpose of home meds | 53 OI: Surgeon/Nurse explained how you would feel |
| 21 OI: Providers/staff washed/cleaned hands before care | 54 OI: Patients received enough info in ED re condition/treatment |
| 22 OI: Nurses checked ID band before meds/procedure | 55 OI: Got info about caring for your baby |
| 23 OI: Results explained understandably | 56 OI: Ease of finding someone to talk to |
| 24 OI: Drs talked in front of you | 57 OI: Family had opportunity to talk w/Dr |
| 25 OI: Confidence/trust in Nurses | 58 OI: Enough say about treatment |
| 26 OI: Providers/staff washed/cleaned hands after care | 59 OI: Discussed danger signals to watch for |
| 27 OI: Dr/Nurse explained things differently | 60 OI: Nurse discussed anxieties/fears |
| 28 OI: Dr/Midwife answered questions understandably | 61 OI: Discussed when to resume normal activities |
| 29 OI: Admission process was very organised | 62 OI: Nurses responded quickly to call button |
| 30 OI: Pts didn't wait an unnecess long time to go to ward/room | 63 OI: Told how it would feel after delivery |
| 31 OI: Care received in ED was very organised | 64 OI: Time waited to be admitted |
| 32 OI: Comfortable asking questions during stay | 65 OI: Patients were given choice of admission dates |
| 33 OI: Did everything to control pain | |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

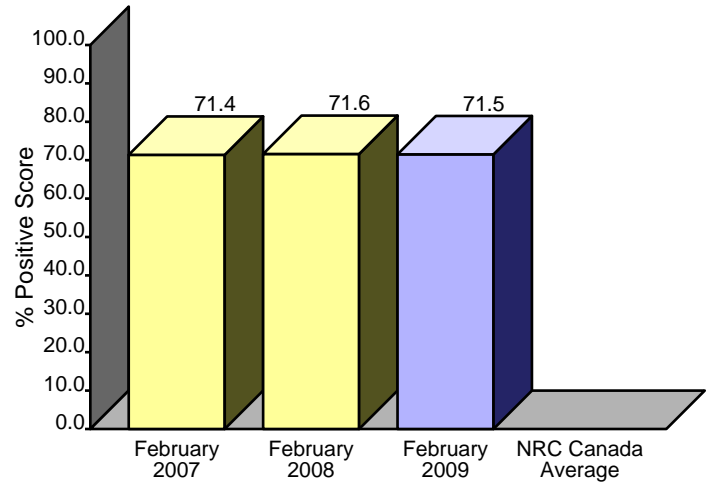
Your current score is: higher \uparrow or lower \downarrow .

NSW HEALTH NSW Health Patient Survey 2009-Access to Care - Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

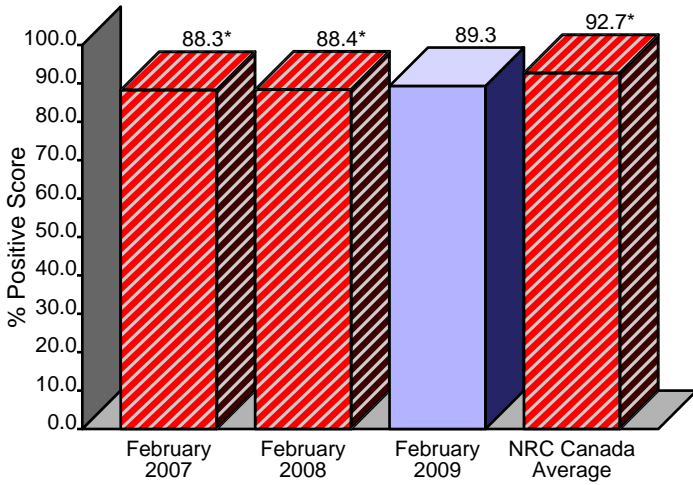
February 2007	February 2008		NRC Canada Average	n size
80.6%↑	80.5%↑	OI: Availability of Nurses	81.7%	11226
76.5%↑	76.1%↑	OI: Availability of Drs	77.4%	11200
79.8%↓	77.6%	OI: Feelings about time on waiting list	78.3%	3424
31.9%↓	31.5%↓	OI: Patients were given choice of admission dates	30.0%	3320
85.3%↓	83.7%	OI: Admission date changed by hospital	83.6%	3506
39.7%↓	36.0%	OI: Time waited to be admitted	36.0%	3049

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

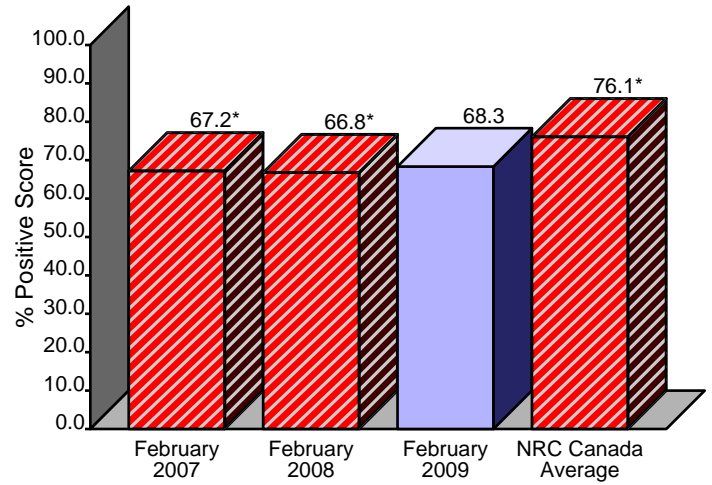


NSW Health Patient Survey 2009-Information and Education - Overnight Inpatients February 2009 (n=11431)

OI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Description	February 2009	NRC Canada Average	n size
66.1%↑	66.8%↑	OI: Nurse answered questions understandably	67.8%	69.1%↓	10420
68.0%↑	66.6%↑	OI: Dr answered questions understandably	68.8%	72.7%↓	10267
67.9%	67.0%↑	OI: Staff explained reason for delay in going to ward/room	68.6%	86.6%↓	4753

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Overnight Inpatients February 2009 (n=11431)

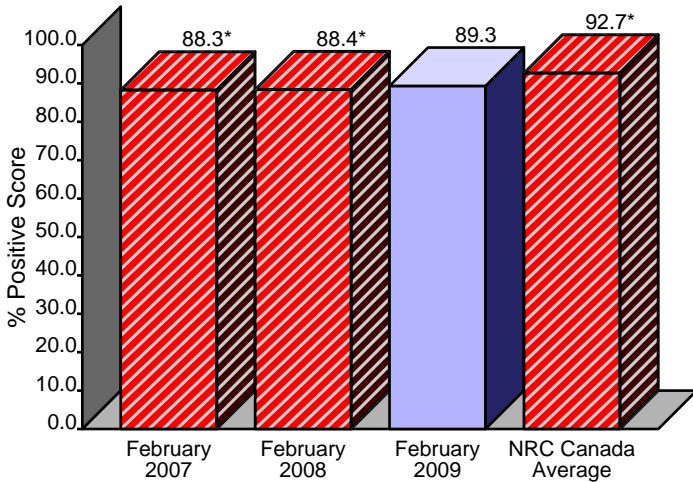
Detail

February 2007	February 2008		NRC Canada Average	n size
OI: Patients received enough info in ED re condition/treatment				
1.7%	1.3% ↑	Did not want information		98
56.9% ↑	57.2% ↑	Yes, definitely		3806
32.1% ↓	32.0% ↓	Yes, somewhat		1971
9.3%	9.5% ↓	No		568
OI: Explained test results understandably				
11.0%	9.9% ↑	No tests were done	10.5%	1256
57.5%	57.4%	Yes, completely	60.7% ↓	6443
25.1% ↑	25.7%	Yes, somewhat	23.6% ↑	2863
6.3%	7.0% ↓	No	5.1% ↑	683

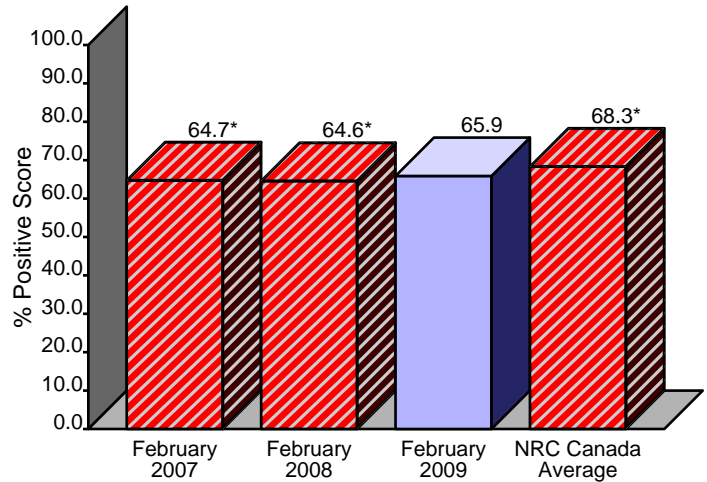
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

NSW HEALTH NSW Health Patient Survey 2009-Emotional Support - Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail

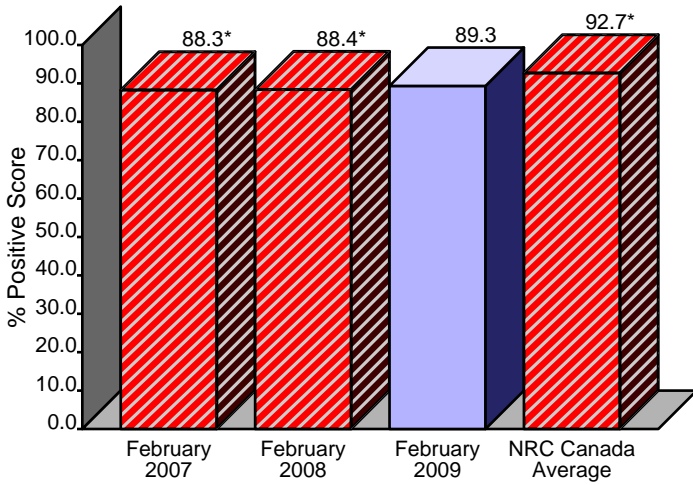
February 2007	February 2008	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
72.7%↑	73.5%↑	OI: Confidence/trust in Nurses 74.3%	72.9%↑	11298
51.4%↑	51.6%↑	OI: Nurse discussed anxieties/fears 53.1%	54.5%↓	8304
76.7%↑	75.6%↑	OI: Confidence/trust in Drs 78.0%	82.3%↓	11316
58.0%	58.6%	OI: Ease of finding someone to talk to 58.5%	61.7%↓	11206
60.6%	58.9%↑	OI: Dr discussed anxieties/fears 61.0%	64.2%↓	8667

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

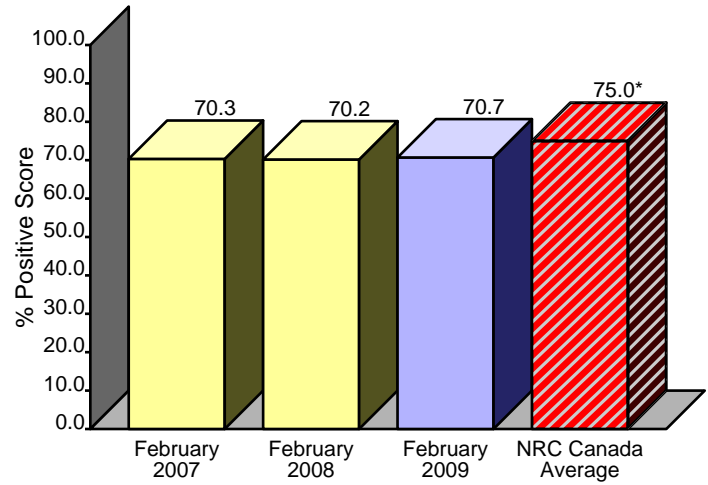


NSW Health Patient Survey 2009-Coordination of Care - Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score




February 2007	February 2008	Description	February 2009	NRC Canada Average	n size
72.6%	72.4%	OI: Care received in ED was very organised	72.8%		7155
72.3% [▲]	71.8% [▲]	OI: Admission process was very organised	73.0%	77.9% [▼]	11197
61.0%	61.5%	OI: Scheduled tests/procedures were on time	61.4%	69.2% [▼]	9664
72.1% [▲]	73.2%	OI: Dr/Nurse explained things differently	73.0%	78.8% [▼]	11205
73.2%	71.6% [▲]	OI: Pts didn't wait an unnecess long time to go to ward/room	72.9%	73.1%	11200

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Overnight Inpatients February 2009 (n=11431)

Detail

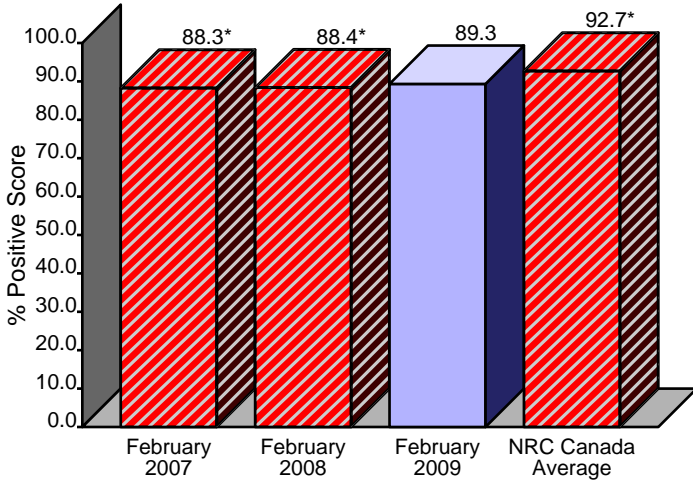
February 2007	February 2008		NRC Canada Average	n size
OI: One Dr in charge of care				
65.1%↓	64.1%	Yes 	72.2%↓	7400
20.1%	20.0%	No 	14.2%↑	2205
14.8%↑	15.8%	Not sure 	13.6%↑	1716

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

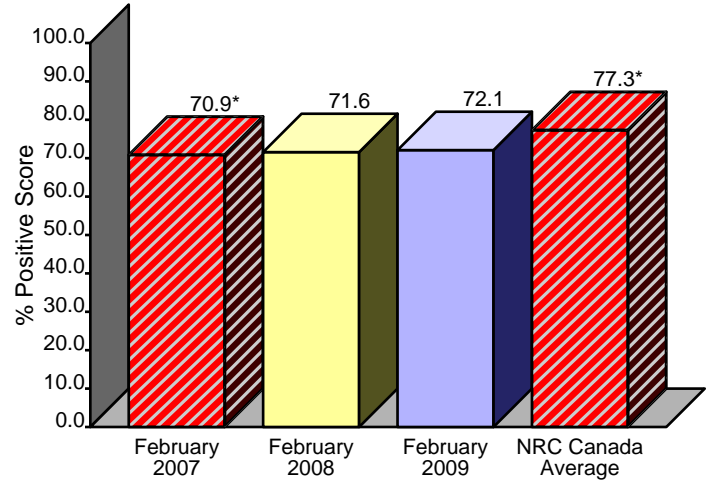


NSW Health Patient Survey 2009-Respect for Patient Preferences -
Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Description	% Positive Score	NRC Canada Average	n size
77.5%↑	77.8%↑	OI: Treated you w/respect/dignity	79.3%	81.5%↓	11266
53.0%↑	53.5%↑	OI: Enough say about treatment	54.3%	55.6%↓	11037
79.4%↑	80.3%	OI: Nurse didn't talk in front of pts as if they weren't there	80.0%	85.2%↓	11263
73.1%↑	74.3%	OI: Drs talked in front of you	74.5%	86.3%↓	11237

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences - Overnight Inpatients
February 2009 (n=11431)

Detail

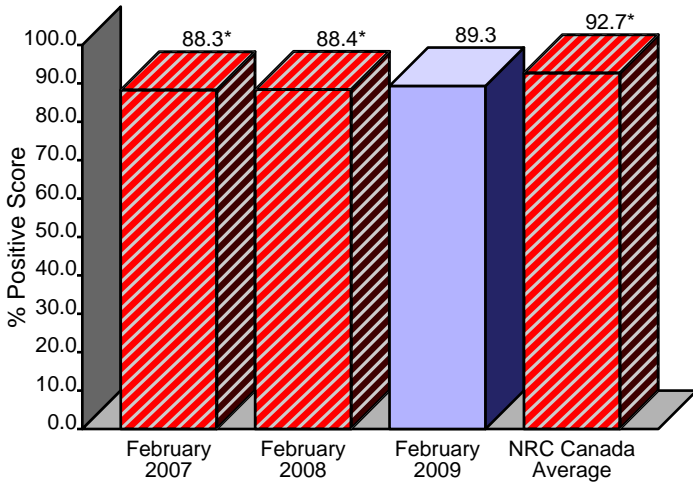
February 2007	February 2008		NRC Canada Average	n size
OI: Patients had enough privacy during visit				
65.8% [↑]	66.3% [↑]	Yes, always	67.6%	7687
24.5% [↓]	23.9% [↓]	Yes, sometimes	23.0%	2525
9.7%	9.8%	No	9.4%	1036
OI: Pts were given enough info re their rights/responsibilities				
60.7%	59.3% [↑]	Yes, completely	60.2%	6827
26.1%	26.2%	Yes, somewhat	26.5%	2877
13.1%	14.5% [↓]	No	13.3%	1422

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].

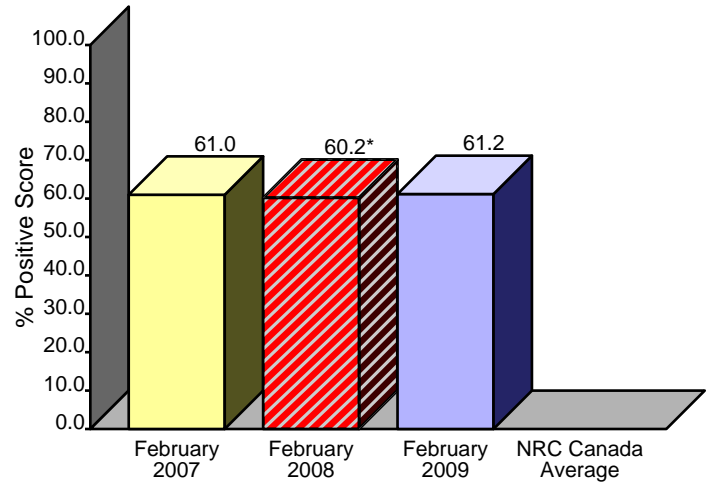


NSW Health Patient Survey 2009-Family and Friends - Overnight Inpatients February 2009 (n=11431)

OI: Overall care received

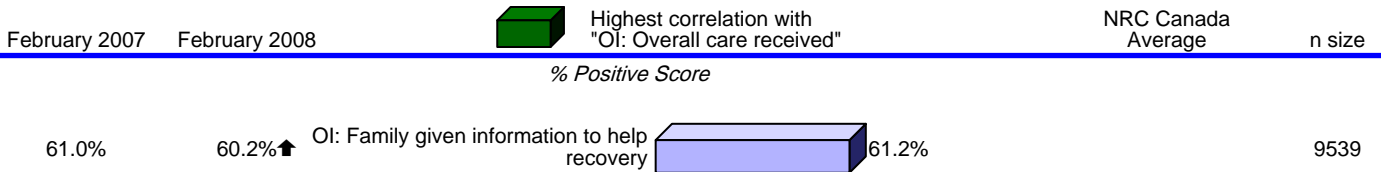


CD - Family and Friends



* Significantly Different from Your Current Score

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Family and Friends - Overnight Inpatients February 2009 (n=11431)

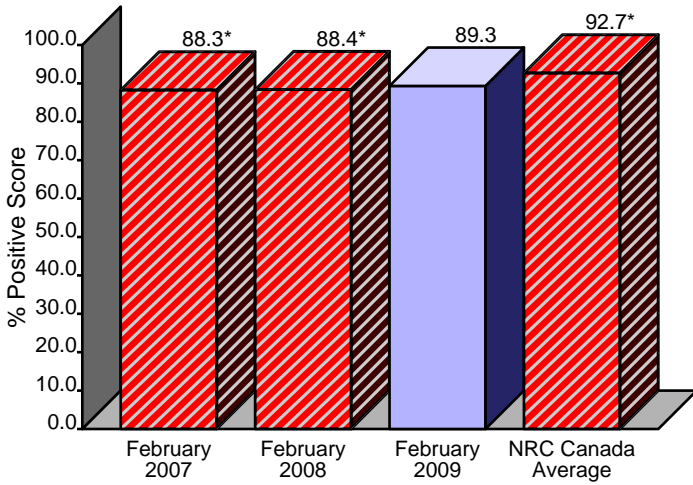
Detail

February 2007	February 2008		NRC Canada Average	n size
OI: Amount of info given to family				
12.4% [▲]	13.6%	No family or friends involved	13.4%	1499
11.7%	10.8% [▲]	Family did not want or need information	11.7%	1369
0.6% [▲]	0.8%	Too much	0.8%	78
61.5%	60.8% [▲]	Right amount	61.7%	6896
13.8% [▼]	13.9% [▼]	Not enough	12.4%	1359
OI: Family had opportunity to talk w/Dr				
10.2% [▲]	11.2%	No family or friends were involved	7.7% [▲]	1244
36.9%	37.1%	Yes, definitely	48.5% [▼]	4167
22.7%	21.8% [▲]	Yes, somewhat	20.9% [▲]	2454
16.3% [▼]	16.9% [▼]	No	10.4% [▲]	1690
14.0%	13.0% [▲]	Family did not want or need to talk	12.6% [▲]	1589

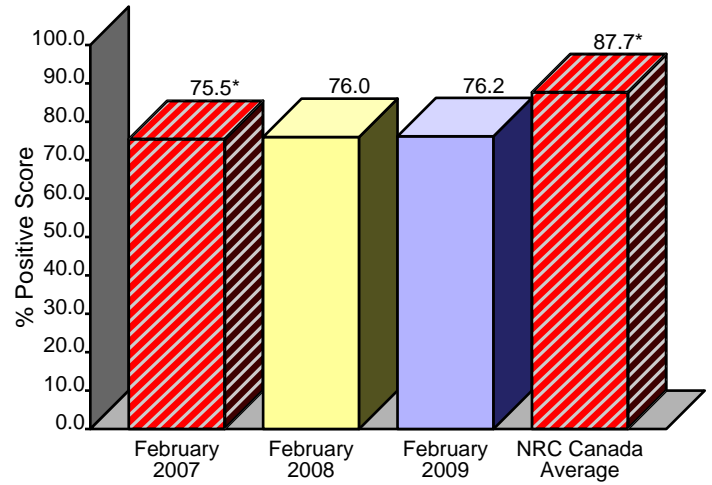
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].

NSW HEALTH NSW Health Patient Survey 2009-Physical Comfort - Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Description	% Positive Score	NRC Canada Average	n size
70.6%↑	72.7%	OI: Did everything to control pain	72.0%	76.9%↓	6942
68.4%	68.2%	OI: Got help getting to bathroom when needed	68.3%	68.0%	6924
51.5%↑	52.1%	OI: Nurses responded quickly to call button	52.5%		8808
87.0%↑	88.2%↑	OI: Amount of pain medicine received	89.2%	91.3%↓	6821
87.1%	86.4%↑	OI: Minutes taken to get pain medicine	87.7%	87.7%	4738
94.4%	94.5%	OI: Minutes for help after call button	94.2%	94.6%↓	8434

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Physical Comfort - Overnight Inpatients February 2009 (n=11431)

Detail

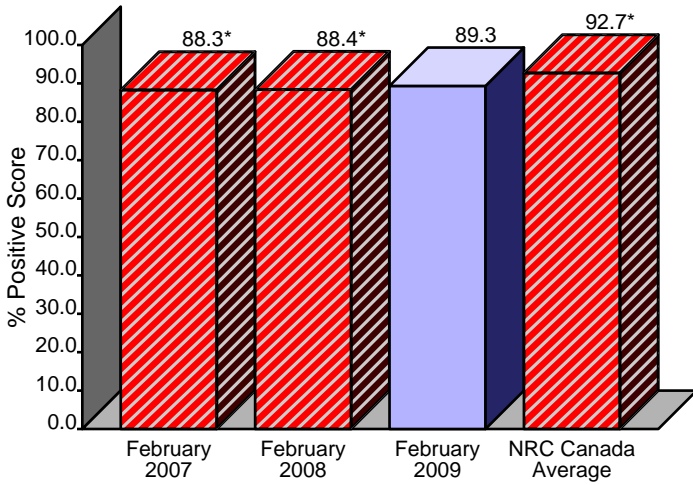
February 2007	February 2008		NRC Canada Average	n size
OI: Had pain				
68.7%↓	66.9%	Yes		7363
31.3%↑	33.1%	No		3689
OI: Pain severe/moderate/mild				
45.9%↓	46.5%↓	Severe	43.5%↑	3099
45.2%	44.0%↑	Moderate	48.0%↓	3177
8.9%	9.5%	Mild	8.5%↑	645
OI: Request pain medicine				
72.5%↓	69.9%↑	Yes		4977
27.5%↑	30.1%↓	No		1985
OI: Used machine for pain medicine				
22.0%↓	17.7%↑	Yes		1409
78.0%↑	82.3%↓	No		5602

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

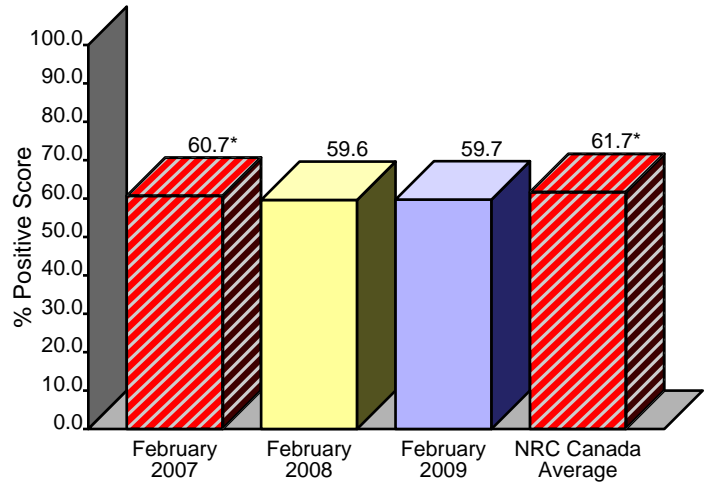


NSW Health Patient Survey 2009-Continuity and Transition - Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Description	Score	NRC Canada Average	n size
76.1%	75.4%	OI: Discussed purpose of home meds	76.1%	78.5%↓	7985
61.8%↓	60.8%	OI: Discussed medication side effects	60.5%	63.9%↓	9040
55.0%↓	53.8%	OI: Discussed danger signals to watch for	53.4%	57.2%↓	10420
53.7%↓	52.3%	OI: Discussed when to resume normal activities	52.7%	50.2%↑	10464

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - Overnight Inpatients February 2009 (n=11431)

Detail

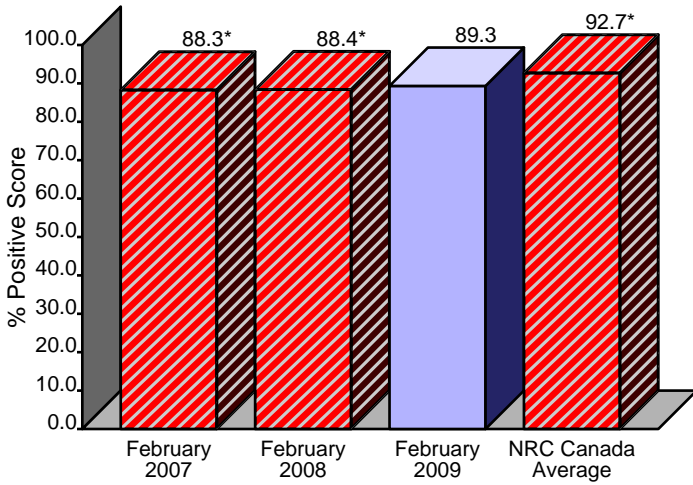
February 2007	February 2008		NRC Canada Average	n size
OI: Staff explained when patients were allowed to go home				
62.0%↑	62.2%↑	Yes, completely	64.3%	6903
29.2%↓	29.5%↓	Yes, somewhat	28.2%	2988
8.8%↓	8.3%↓	No	7.5%	801
OI: Knew who to call for help after leaving				
83.3%↓	82.1%	Yes	82.5%	8901
16.7%↑	17.9%	No	17.5%	1777

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

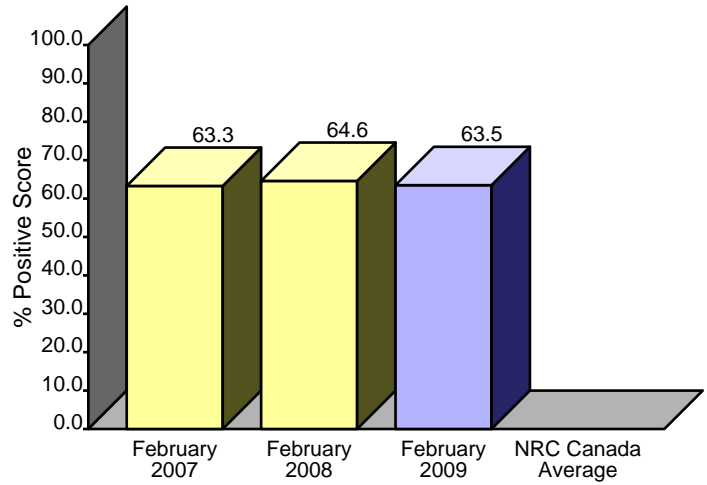


NSW Health Patient Survey 2009-Questions About Obstetrics - Overnight Inpatients February 2009 (n=11431)

OI: Overall care received



SD - Obstetrics



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Question	% Positive Score	n size
58.8%	61.2% ↓	OI: Got info about caring for your baby	58.6%	1432
76.2% ↓	74.3%	OI: Dr/Midwife answered questions understandably	73.0%	1398
60.9%	64.2%	OI: Got info about feeding your baby	62.8%	1403
42.4%	46.1%	OI: Told how it would feel after delivery	44.1%	1442
63.7%	65.3%	OI: Enough say in labour pain control	63.3%	1426
63.7%	64.2%	OI: Dr/Midwife discussed pain control options	64.1%	1427
83.1%	81.6% ↑	OI: Received right amount of pain medicine	83.7%	1095

February 2007 February 2008

NRC Canada Average

n size

OI: First childbirth experience

February 2007	February 2008	Response	% Positive Score	n size
44.8% ↓	45.2% ↓	Yes	40.0%	653
55.2% ↑	54.8% ↑	No	60.0%	983

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About Obstetrics - Overnight Inpatients (continued)
February 2009 (n=11431)

Detail

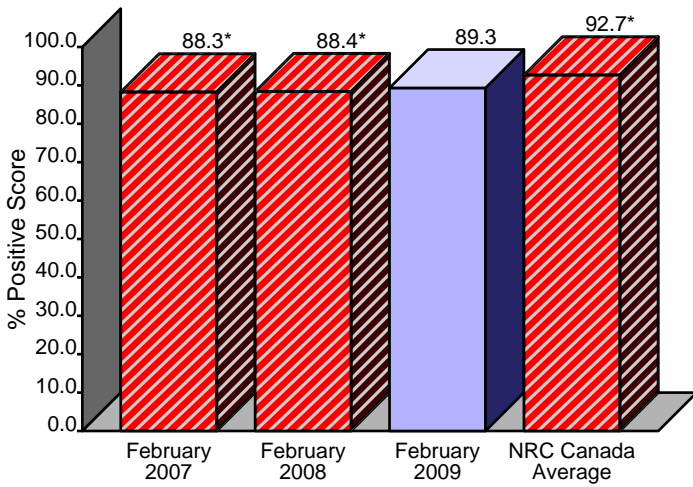
February 2007	February 2008		NRC Canada Average	n size
OI: Vaginal delivery/C-section				
71.8%↓	72.4%↓	Vaginal	68.9%	1033
28.2%↑	27.6%↑	C-Section	31.1%	454

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

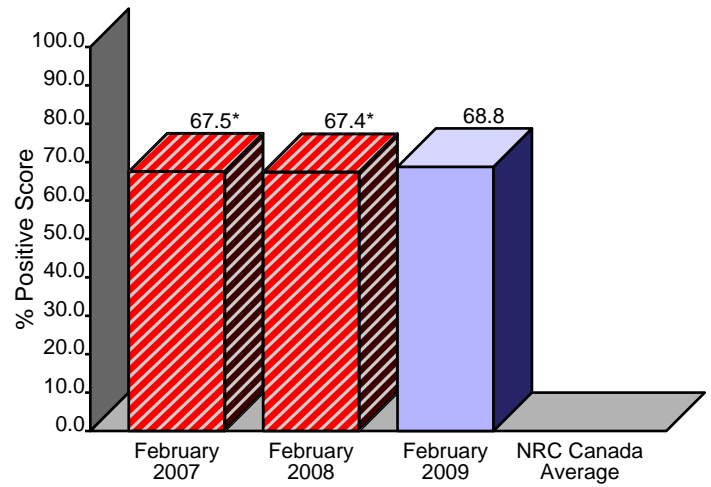


NSW Health Patient Survey 2009-Questions About Patient Safety - Overnight Inpatients February 2009 (n=11431)

OI: Overall care received



SD - Patient Safety



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
64.7%↑	63.5%↑	OI: Provider understood condition completely	65.9%	11027
72.1%	71.9%	OI: Comfortable asking questions during stay	72.2%	11179
60.7%↑	60.4%↑	OI: Nurses said what meds they were giving	61.8%	10383
67.3%	67.3%	OI: Family had to be sure needs were met	67.7%	9330
72.5%↑	73.4%↑	OI: Nurses checked ID band before meds/procedure	75.7%	11093

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Patient Safety - Overnight Inpatients
February 2009 (n=11431)

Detail

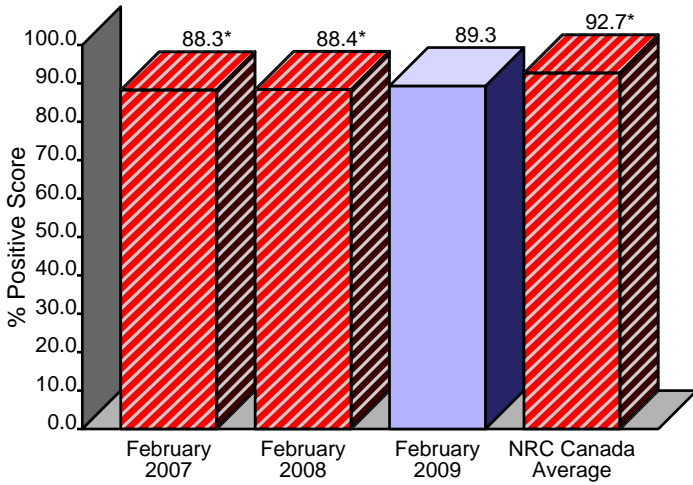
February 2007	February 2008	NRC Canada Average	n size
OI: Hand basin/alcohol hand wash available			
	Yes	80.7%	8893
	No	19.3%	2218
OI: Providers/staff washed/cleaned hands before care			
	Unsure	29.4%	3291
	Yes, always	53.6%	6026
	Yes, sometimes	14.7%	1610
	No, never	2.4%	262
OI: Providers/staff washed/cleaned hands after care			
	Unsure	43.2%	4845
	Yes, always	42.2%	4733
	Yes, sometimes	11.9%	1300
	No, never	2.7%	300
OI: Reminded staff about hand washing			
	Yes	4.6%	481
	No	95.4%	10701

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

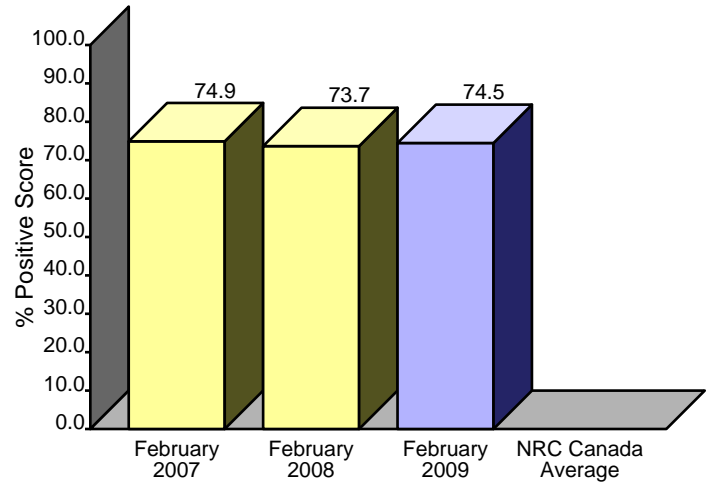


NSW Health Patient Survey 2009-Questions About Surgery, Procedures, and Tests - Overnight Inpatients February 2009 (n=11431)

OI: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail



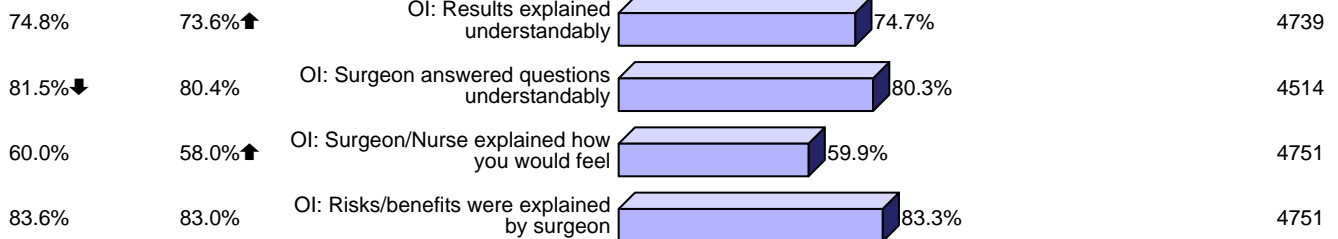
Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

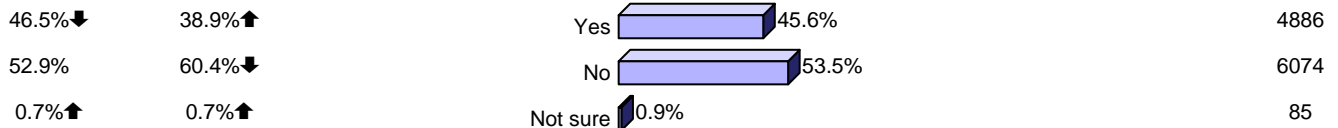


February 2007 February 2008

NRC Canada Average

n size

OI: Surgery at the hospital

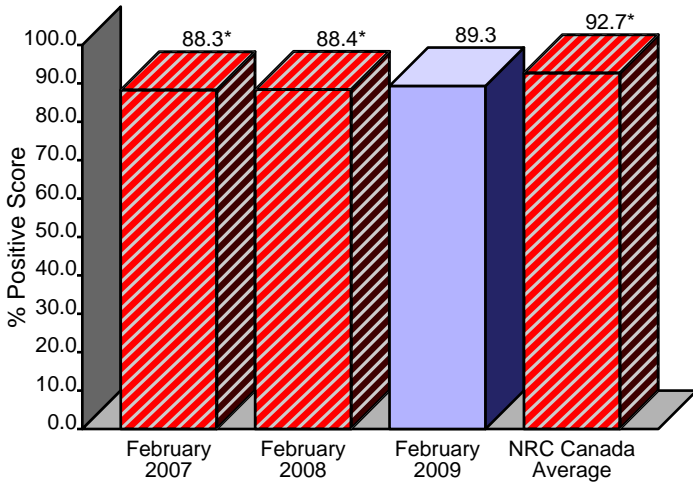


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.

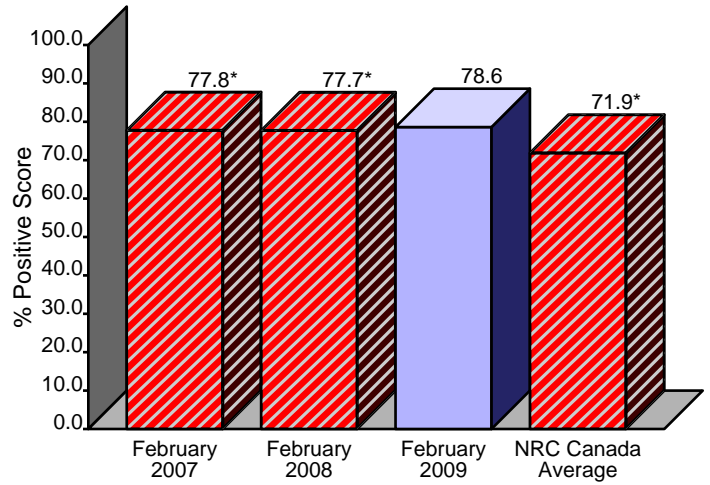


NSW Health Patient Survey 2009-Questions About Overall Attitudes -
Overnight Inpatients
February 2009 (n=11431)

OI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Question	% Positive Score	NRC Canada Average	n size
63.0%↑	63.3%↑	OI: Patients would definitely recommend hosp to family/friends	64.3%	71.9%↓	11126
40.1%	40.3%	OI: Rate Hospital	40.5%		11084
87.8%↑	87.4%↑	OI: Rate how Drs/Nurses worked together	89.2%	93.0%↓	11099
90.7%↑	91.1%↑	OI: Courtesy of Nurses	91.6%	93.4%↓	11272
91.2%↑	90.8%↑	OI: Courtesy of Drs	91.8%	95.5%↓	11261
92.8%↑	92.9%↑	OI: Courtesy of admission	93.8%		11244



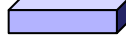



















Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.





NSW Health Patient Survey 2009-Questions About the Patients - Overnight Inpatients February 2009 (n=11431)

Detail

February 2007	February 2008		NRC Canada Average	n size
OI: Rate health				
10.0%	9.6% ↑	Excellent  10.0%	10.0%	1126
25.0% ↓	25.6% ↓	Very Good  24.2%	25.6% ↓	2723
33.2% ↑	33.1% ↑	Good  34.2%	34.4%	3743
23.3%	23.6%	Fair  23.3%	22.2% ↑	2562
8.5%	8.2%	Poor  8.3%	7.8% ↑	917
OI: Number of days stayed in bed due to illness or injury				
20.4% ↓	18.3% ↑	More than ten days  19.3%		2078
15.9% ↑	16.3% ↑	None  19.5%		2139
8.6%	8.9% ↓	One day  8.5%		937
10.8% ↓	11.3% ↓	Two days  10.2%		1154
8.9% ↑	10.2% ↓	Three days  9.4%		1030
8.6% ↑	8.9%	Four days  9.2%		1014
17.5% ↓	16.7% ↓	Five-to-seven days  15.6%		1728
9.3% ↓	9.3% ↓	Eight-to-ten days  8.4%		943
OI: Number overnight/longer stays in the last 6 months				
60.7% ↑	61.8%	Only this time  62.2%		6938
22.7% ↓	22.3%	This time and one other  22.0%		2464
16.7% ↓	15.9%	This time and more than one other time  15.8%		1753
OI: Treated as a:				
76.2% ↓	71.5% ↑	Public or Medicare patient  73.0%		8141
17.4% ↑	20.6% ↓	Private patient/claiming against private health insurance  20.0%		2243
0.7%	0.8%	WorkCover patient  0.8%		89
3.8% ↑	4.9% ↓	Department of Veterans Affairs (DVA) patient  4.3%		487
0.6%	0.6%	Something else  0.5%		61
1.3%	1.6% ↓	Not sure  1.4%		151

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009-Questions About the Patients - Overnight Inpatients (continued) February 2009 (n=11431)

Detail

February 2007	February 2008		NRC Canada Average	n size
OI: Highest level of education completed				
4.6%▲	5.2%	Post graduate / higher degree	5.2%	511
9.4%▲	10.0%▲	University graduate	11.0%	1119
20.7%▲	21.3%	Trade or technical certificate or diploma	21.8%	2288
16.8%	16.5%	Completed Year 12 at secondary school	16.6%	1721
48.5%▼	47.0%▼	Less than Year 12 at secondary school	45.4%	4819
OI: Aboriginal or Torres Strait Islander background				
98.3%	98.0%	No	98.2%	10957
1.5%▲	1.8%	Yes, Aboriginal	1.7%	192
0.2%	0.2%	Yes, Torres Strait Islander	0.2%	17
OI: Language normally spoken at home				
90.6%	90.5%	English	90.3%	9903
1.2%▼	1.2%▼	Italian	0.8%	75
1.1%▼	1.0%	Greek	1.0%	83
0.5%▲	0.6%	Spanish	0.6%	55
0.2%	0.2%	Croatian	0.3%	23
0.3%	0.2%▲	Serbian	0.3%	31
1.4%	1.3%	Arabic	1.3%	112
0.6%	0.7%	Cantonese	0.6%	53
0.7%	0.5%▲	Mandarin	0.6%	60
0.5%	0.7%	Vietnamese	0.6%	51
0.1%▲	0.2%	Korean	0.2%	22
2.8%▲	3.1%	Other	3.3%	298
OI: Gender				
41.9%▲	42.8%	Male	43.1%	4782
58.1%▼	57.2%	Female	56.9%	6483

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009-Questions About the Patients - Overnight Inpatients (continued)
February 2009 (n=11431)

Detail

February 2007	February 2008		NRC Canada Average	n size
OI: Age group				
0.0% ▲	0.1%	Up to 9 years	0.0%	6
0.0% ▼	0.0%	10 to 14 years	0.0%	0
1.4%	1.5% ▼	15 to 19 years	1.3%	141
9.0% ▼	7.6% ▲	20 to 29 years	8.4%	930
12.6% ▼	12.4%	30 to 39 years	12.1%	1374
10.5% ▼	10.0% ▼	40 to 49 years	9.0%	1029
13.9% ▼	13.8% ▼	50 to 59 years	12.7%	1415
18.0%	17.9%	60 to 69 years	18.2%	2046
19.8% ▲	20.2% ▲	70 to 79 years	20.9%	2364
14.9% ▲	16.5% ▲	80 years or older	17.3%	1992

OI: Patient completed this survey				
80.7% ▲	80.5% ▲	Yes - I completed the survey myself	82.2%	9305
10.2%	10.5%	Yes - but I completed the survey with the help from someone	10.1%	1080
9.0% ▼	9.0% ▼	No - someone completed this survey for me	7.8%	838

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Your current score is: higher **▲** or lower **▼**.



NSW Health Patient Survey 2009-Questions About the Visits - Overnight Inpatients
February 2009 (n=11431)

Detail

February 2007	February 2008		NRC Canada Average	n size
O1: Type of admission in February				
65.0%↑	72.6%↓	Emergency or urgent	67.0%	7275
31.0%↓	24.2%↑	Waiting list or planned in advance	29.5%	3220
4.0%↓	3.2%↑	Something else	3.5%	390

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Overnight Inpatients

February 2009 (n=11431)

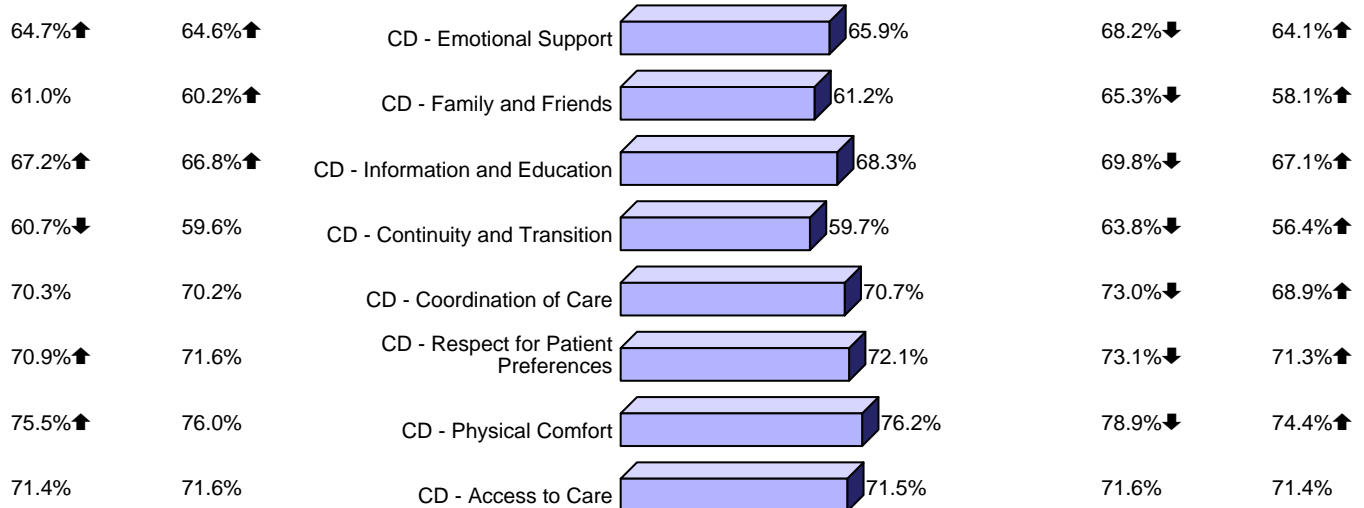
Detail



Highest correlation with "OI: Overall care received"

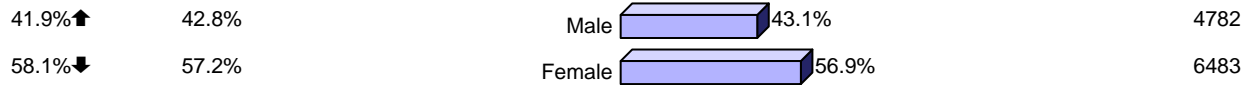
February 2007 February 2008 Males (OI) Females (OI)

% Positive Score



February 2007 February 2008 n size

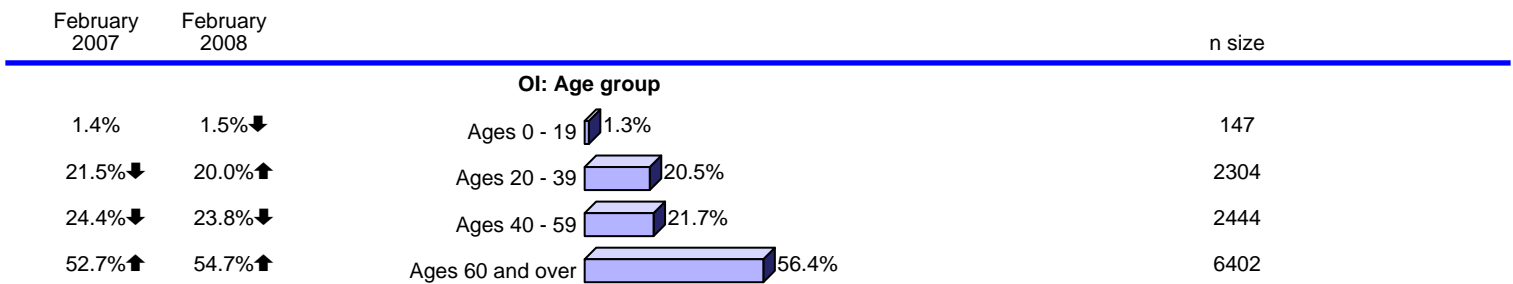
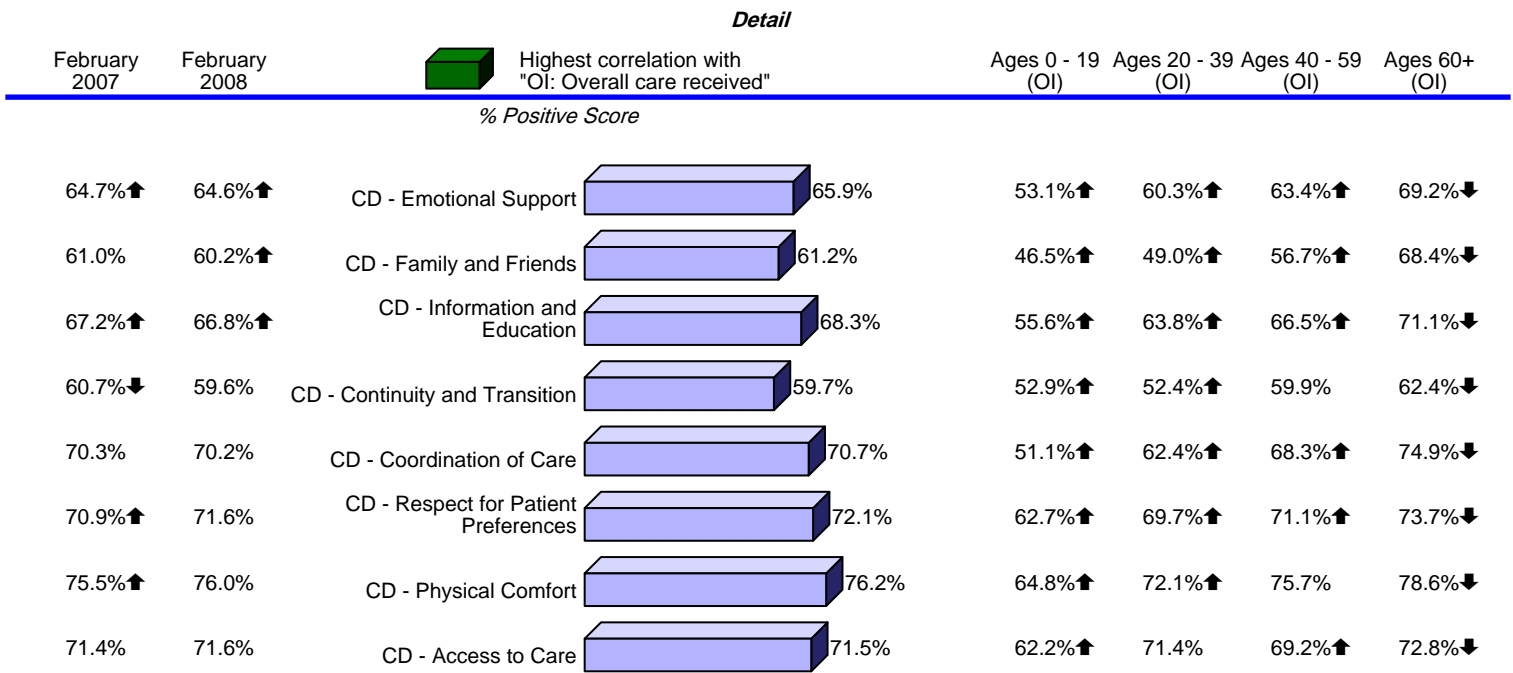
OI: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2009 (n=11431)



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Overnight Inpatients (continued)

February 2009 (n=11431)

Detail



Highest correlation with "OI: Overall care received"

Only this time (OI) One other time (OI) Two or more other times (OI)

February 2007 February 2008

% Positive Score

February 2007	February 2008		% Positive Score	Only this time (OI)	One other time (OI)	Two or more other times (OI)
64.7%↑	64.6%↑	CD - Emotional Support	65.9%	67.7%↓	64.8%↑	60.4%↑
61.0%	60.2%↑	CD - Family and Friends	61.2%	61.8%	59.8%↑	59.8%
67.2%↑	66.8%↑	CD - Information and Education	68.3%	70.2%↓	67.1%↑	63.0%↑
60.7%↓	59.6%	CD - Continuity and Transition	59.7%	61.1%↓	58.4%↑	55.9%↑
70.3%	70.2%	CD - Coordination of Care	70.7%	73.0%↓	69.4%↑	64.1%↑
70.9%↑	71.6%	CD - Respect for Patient Preferences	72.1%	74.4%↓	70.3%↑	65.8%↑
75.5%↑	76.0%	CD - Physical Comfort	76.2%	77.7%↓	76.0%	71.3%↑
71.4%	71.6%	CD - Access to Care	71.5%	71.3%	71.7%	72.3%

February 2007 February 2008

n size

OI: Number overnight/longer stays in the last 6 months

60.7%↑	61.8%	Only this time	62.2%	6938
22.7%↓	22.3%	This time and one other	22.0%	2464
16.7%↓	15.9%	This time and more than one other time	15.8%	1753

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2009 (n=11431)

		<i>Detail</i>					
February 2007	February 2008	Highest correlation with "OI: Overall care received"		Poor/Fair Health Rating (OI)	Good Health Rating (OI)	Very Good Health Rating (OI)	Excellent Health Rating (OI)
<i>% Positive Score</i>							
64.7% [▲]	64.6% [▲]	CD - Emotional Support	65.9%	60.1% [▲]	66.3%	70.2% [▼]	71.6% [▼]
61.0%	60.2% [▲]	CD - Family and Friends	61.2%	58.5% [▲]	61.8%	62.4% [▼]	63.5% [▼]
67.2% [▲]	66.8% [▲]	CD - Information and Education	68.3%	62.8% [▲]	68.9%	72.4% [▼]	74.2% [▼]
60.7% [▼]	59.6%	CD - Continuity and Transition	59.7%	55.0% [▲]	60.3%	63.8% [▼]	63.8% [▼]
70.3%	70.2%	CD - Coordination of Care	70.7%	66.7% [▲]	71.4%	73.3% [▼]	74.1% [▼]
70.9% [▲]	71.6%	CD - Respect for Patient Preferences	72.1%	66.7% [▲]	71.7%	76.6% [▼]	79.1% [▼]
75.5% [▲]	76.0%	CD - Physical Comfort	76.2%	72.2% [▲]	77.2% [▼]	78.9% [▼]	78.5% [▼]
71.4%	71.6%	CD - Access to Care	71.5%	68.9% [▲]	70.7%	73.2% [▼]	75.6% [▼]

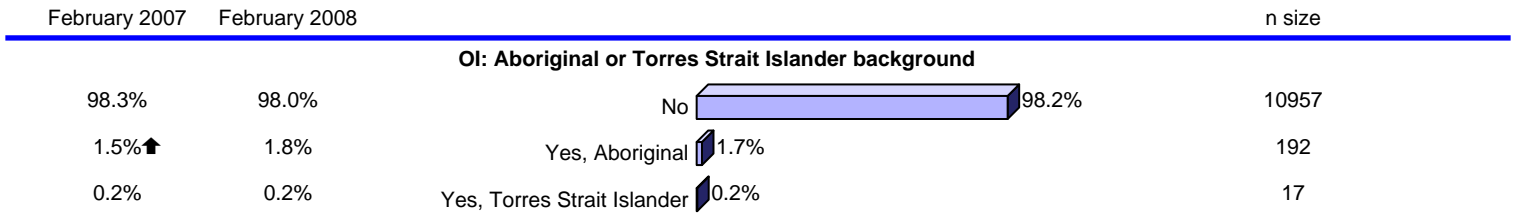
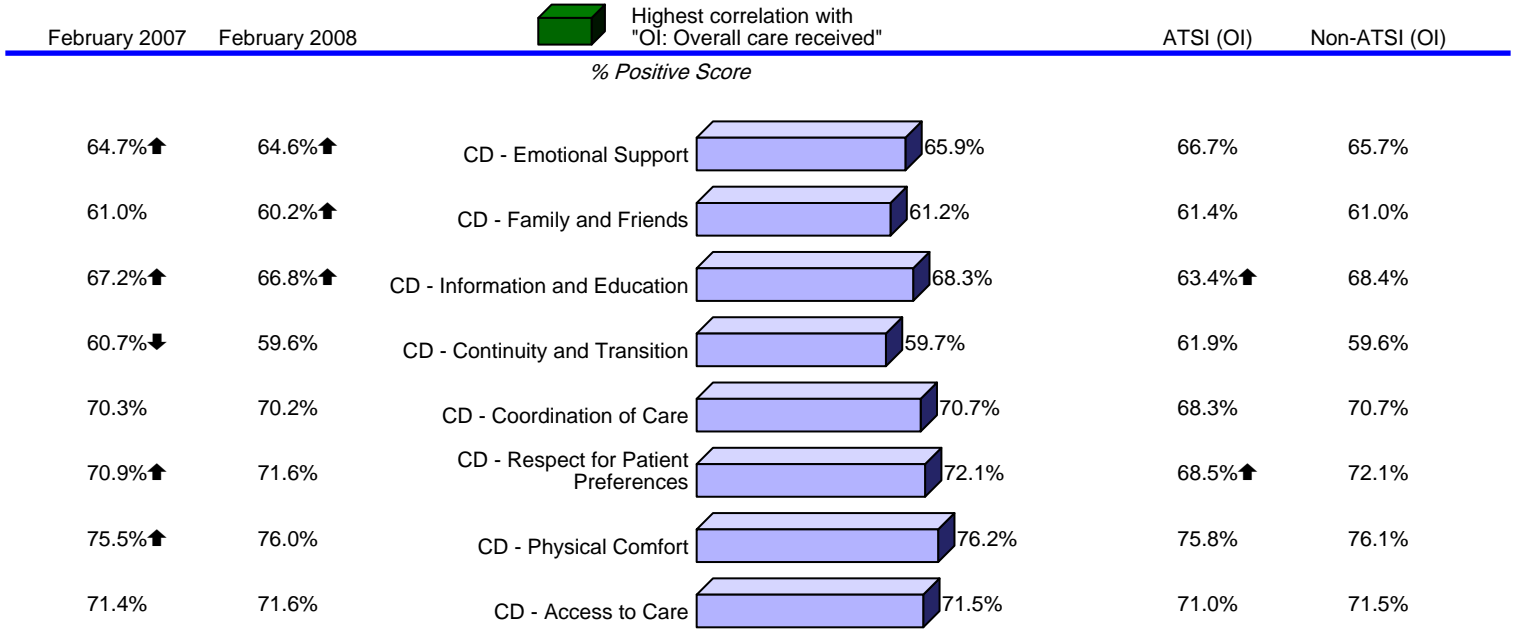
February 2007	February 2008			n size
OI: Rate health				
10.0%	9.6% [▲]	Excellent Health Rating	10.0%	1126
25.0% [▼]	25.6% [▼]	Very Good Health Rating	24.2%	2723
33.2% [▲]	33.1% [▲]	Good Health Rating	34.2%	3743
31.8%	31.8%	Poor/Fair Health Rating	31.6%	3479

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Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Overnight Inpatients (continued)
February 2009 (n=11431)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (OI)
 ▼ Significantly Lower Than NSW Average (OI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (OI)	89.3%	40.5%	64.3%	77.4%	81.7%	74.3%	53.1%	54.3%
-Greater Southern Area Health Service	90.9%▲	42.8%▲	64.0%	82.0%▲	84.4%▲	80.2%▲	56.7%▲	57.8%▲
-Greater Western Area Health Service	90.2%	41.9%	62.3%▼	82.4%▲	83.4%▲	78.0%▲	57.0%▲	56.2%
-Hunter New England Area Health Service	90.3%▲	40.9%	64.6%	79.7%▲	84.2%▲	77.4%▲	54.4%	56.5%▲
-North Coast Area Health Service	92.7%▲	45.3%▲	70.7%▲	79.7%▲	85.5%▲	80.5%▲	60.2%▲	57.3%▲
-N Sydney/Central Coast AHS	89.4%	37.0%▼	60.1%▼	73.5%▼	78.8%▼	74.3%	50.8%▼	54.2%
-SE Sydney/Illawarra AHS	90.3%▲	42.9%▲	68.6%▲	76.3%▼	82.7%	74.2%	54.8%▲	52.8%▼
-Sydney South West AHS	87.0%▼	38.5%▼	62.1%▼	76.8%	77.9%▼	67.6%▼	47.5%▼	52.0%▼
-Sydney West Area Health Service	86.0%▼	37.6%▼	62.7%▼	73.3%▼	81.8%	70.9%▼	52.1%	51.9%▼

▲ Significantly Higher Than NSW Average (OI)
 ▼ Significantly Lower Than NSW Average (OI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (OI)	71.5%	68.3%	65.9%	70.7%	72.1%	61.2%	76.2%	59.7%
-Greater Southern Area Health Service	75.0%▲	72.1%▲	71.1%▲	75.3%▲	76.8%▲	68.1%▲	79.5%▲	61.9%▲
-Greater Western Area Health Service	74.9%▲	71.0%▲	69.2%▲	75.3%▲	76.0%▲	65.6%▲	78.0%▲	62.2%▲
-Hunter New England Area Health Service	72.0%	70.8%▲	68.2%▲	72.9%▲	75.1%▲	64.6%▲	78.8%▲	62.5%▲
-North Coast Area Health Service	72.3%	72.1%▲	70.3%▲	74.4%▲	76.0%▲	65.9%▲	80.6%▲	61.5%▲
-N Sydney/Central Coast AHS	70.3%	67.7%	63.9%▼	70.5%	71.8%	58.3%▼	74.1%▼	55.4%▼
-SE Sydney/Illawarra AHS	71.4%	68.7%	66.3%	69.6%	71.8%	60.5%	76.9%	60.7%
-Sydney South West AHS	70.2%▼	65.1%▼	61.5%▼	66.9%▼	67.6%▼	57.4%▼	72.0%▼	58.1%▼
-Sydney West Area Health Service	70.1%	64.1%▼	63.3%▼	67.5%▼	67.9%▼	56.6%▼	75.7%	58.8%



NSW Health Patient Survey 2009-Peer Best Matrix - Overnight Inpatients February 2009 (n=11431)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES	FAMILY AND FRIENDS
Principle Referral Group A (A1a)	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	Concord Repatriation General Hospital	Concord Repatriation General Hospital	Concord Repatriation General Hospital	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St George Hospital	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst
	80.3%	94.7%	74.3%	62.2%	74.1%	68.2%	71.7%	78.8%	72.7%	66.5%
	264	262	271	262	270	268	263	219	268	209
	SESAHNS	SESAHNS	SSWAHS	SSWAHS	SSWAHS	SESAHNS	SESAHNS	SESAHNS	SESAHNS	SESAHNS
Principle Referral Group B (A1b)	Gosford Hospital	Gosford Hospital	Nepean Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital
	62.9%	90.9%	71.0%	60.1%	71.1%	66.4%	68.9%	76.2%	70.4%	60.8%
	267	263	165	262	272	273	266	257	270	222
	NSCCAHS	NSCCAHS	SWAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS
Ungrouped Acute (A3)	Royal Hospital for Women	Royal Hospital for Women	Royal Hospital for Women	RPAH Institute of Rheumatology & Orthopaedics	RPAH Institute of Rheumatology & Orthopaedics	Sydney / Sydney Eye Hospital	RPAH Institute of Rheumatology & Orthopaedics	RPAH Institute of Rheumatology & Orthopaedics	RPAH Institute of Rheumatology & Orthopaedics	RPAH Institute of Rheumatology & Orthopaedics
	83.6%	96.2%	76.9%	68.3%	81.0%	73.0%	76.1%	83.8%	81.7%	74.6%
	213	209	214	76	77	30	75	75	77	63
	SESAHNS	SESAHNS	SESAHNS	SSWAHS	SSWAHS	SESAHNS	SSWAHS	SSWAHS	SSWAHS	SSWAHS
Major Metropolitan (B1)	Mount Druitt Hospital	Sutherland Hospital	Manly District Hospital	Mount Druitt Hospital	Mount Druitt Hospital	Mount Druitt Hospital	Sutherland Hospital	Mount Druitt Hospital	Mount Druitt Hospital	Sutherland Hospital
	74.0%	92.0%	76.9%	72.5%	77.4%	70.7%	74.5%	85.3%	77.3%	70.0%
	77	50	160	73	80	80	47	74	80	40
	SWAHS	SESAHNS	NSCCAHS	SWAHS	SWAHS	SWAHS	SESAHNS	SWAHS	SWAHS	SESAHNS
Major Non-Metropolitan (B2)	The Tweed Hospital	The Tweed Hospital	Manning Hospital - Taree	Manning Hospital - Taree	Manning Hospital - Taree	Manning Hospital - Taree	Manning Hospital - Taree	Manning Hospital - Taree	Manning Hospital - Taree	Manning Hospital - Taree
	74.6%	94.4%	73.0%	65.6%	75.8%	72.0%	73.1%	81.9%	76.9%	71.2%
	283	286	185	178	187	187	182	171	186	153
	NCAHS	NCAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS
District Group 1 (C1)	Belmont District Health Service	Goulburn Base Hospital	Goulburn Base Hospital	Goulburn Base Hospital	Goulburn Base Hospital	Goulburn Base Hospital	Goulburn Base Hospital	Grafton Base Hospital	Grafton Base Hospital	Goulburn Base Hospital
	78.0%	98.9%	82.3%	71.7%	82.5%	78.5%	76.9%	84.6%	83.9%	83.3%
	141	89	89	87	89	89	87	84	87	78
	HNEAHS	GSAHS	GSAHS	GSAHS	GSAHS	GSAHS	GSAHS	NCAHS	NCAHS	GSAHS



NSW Health Patient Survey 2009-Peer Best Matrix - Overnight Inpatients February 2009 (n=11431)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES	FAMILY AND FRIENDS
District Group 2 (C2)	Murwillumbah District Hospital	Murwillumbah District Hospital	Singleton District Health Service	Cessnock District Health Service	Forbes District Hospital	Forbes District Hospital	Forbes District Hospital	Forbes District Hospital	Cessnock District Health Service	Cessnock District Health Service
	87.7%	97.3%	85.0%	72.4%	88.4%	82.7%	84.3%	90.9%	84.2%	80.4%
	73	73	50	60	39	39	37	31	64	51
	NCAHS	NCAHS	HNEAHS	HNEAHS	GWAHS	GWAHS	GWAHS	GWAHS	HNEAHS	HNEAHS
Community Acute With Surgery (D1a)										

Day Only Inpatients (DI)

-- Core Dimensions of Patient-centred Care : Day Only Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

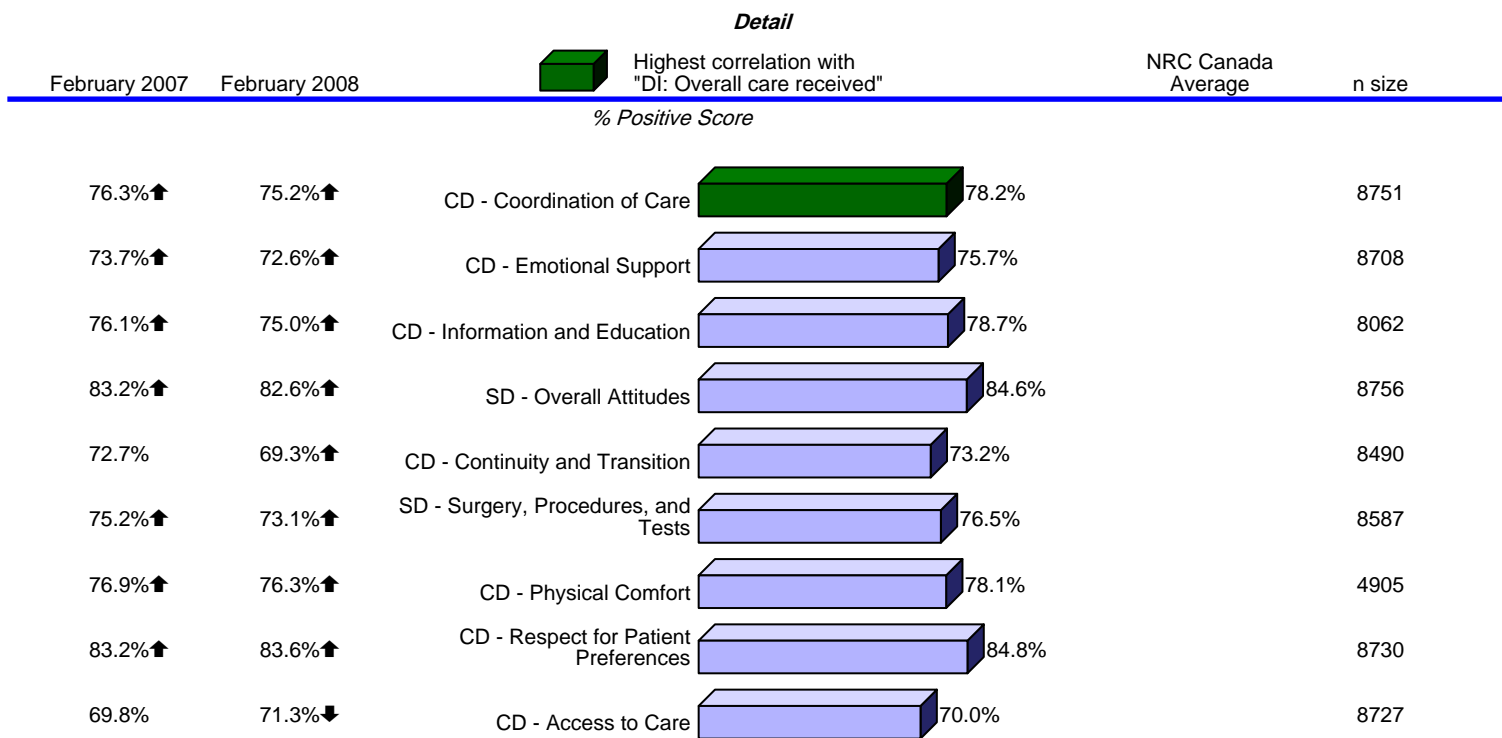
-- Supplementary Areas of Patient-centred Care : Day Only Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2009-Summary Dimensions of Care - Day Only Inpatients February 2009 (n=8805)



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



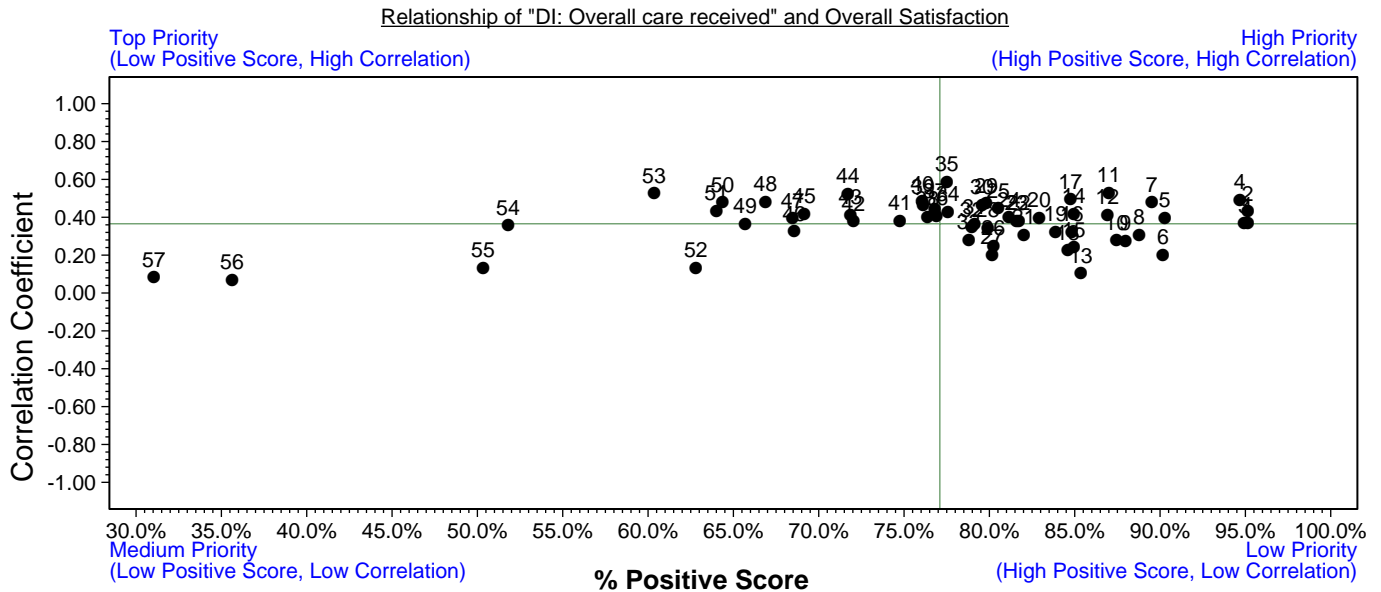
NSW Health Patient Survey 2009-Key Drivers - Day Only Inpatients February 2009 (n=8805)

		<i>Detail</i>		NRC Canada Average	n size	Correlation Coefficient
February 2007	February 2008	Highest correlation with "DI: Overall care received"				
<i>% Positive Score</i>						
75.5%↑	73.9%↑	DI: Organisation of hospital/dept	77.5%		8607	0.587
85.4%↑	85.2%↑	DI: Treated with respect/dignity in hospital	87.0%		8575	0.529
58.3%↑	58.0%↑	DI: Easy to find staff to talk to re: concerns	60.4%		5290	0.526
69.7%↑	71.1%	DI: Staff did everything possible to control pain	71.7%		2455	0.525
82.2%↑	81.7%↑	DI: Confidence/trust in nurses	84.7%		8615	0.495
94.1%↑	93.1%↑	DI: Rate how drs and nurses work together	94.7%		8595	0.491
73.1%↑	71.7%↑	DI: Staff did everything possible to control nausea	76.1%		2976	0.485
67.4%	64.8%↑	DI: Enough info in ER re: condition/treatment	66.9%		1958	0.480
62.0%↑	61.9%↑	DI: Nurse discussed anxieties/fears re: procedure	64.4%		4684	0.479
87.7%↑	87.6%↑	DI: Rate availability of nurses	89.5%		8585	0.479
76.5%↑	76.3%↑	DI: Nurse answered questions understandably	79.8%		7174	0.474
75.6%	75.1%	DI: Organisation of Emergency Care	76.1%		2555	0.467
77.2%↑	76.6%↑	DI: Organisation of admission process	79.6%		8629	0.465
80.9%	77.5%↑	DI: Explained purpose of new medicine	80.5%		3775	0.448
74.4%↑	73.7%↑	DI: Got bathroom help in time	76.8%		2968	0.444

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Opportunity Matrix - Day Only Inpatients February 2009 (n=8805)



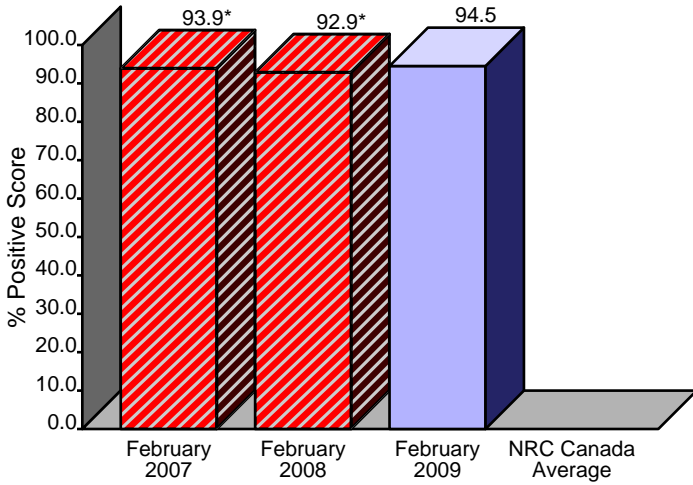
- | | |
|---|---|
| 1 DI: Rate courtesy of drs | 30 DI: Organisation of admission process |
| 2 DI: Rate courtesy of nurses | 31 DI: Providers/staff washed/cleaned hands after care |
| 3 DI: Rate courtesy of admission staff | 32 DI: Dr explained anaesthesia/pain control |
| 4 DI: Rate how drs and nurses work together | 33 DI: Had questions that were not discussed |
| 5 DI: Enough say about care | 34 DI: Dr answered questions understandably |
| 6 DI: Time waited for help after call button | 35 DI: Organisation of hospital/dept |
| 7 DI: Rate availability of nurses | 36 DI: Enough privacy during visit |
| 8 DI: Told how to prepare for tests | 37 DI: Got bathroom help in time |
| 9 DI: Dr explained why tests were needed | 38 DI: Procedure results explained understandably |
| 10 DI: Amount of pain medicine received | 39 DI: Organisation of Emergency Care |
| 11 DI: Treated with respect/dignity in hospital | 40 DI: Staff did everything possible to control nausea |
| 12 DI: Confidence/trust in drs | 41 DI: Told when you could resume usual activities |
| 13 DI: Admission date changed by hospital | 42 DI: Explained danger signals to watch for at home |
| 14 DI: Rate availability of drs | 43 DI: Given info re: patients rights/responsibilities |
| 15 DI: Told when to expect test results | 44 DI: Staff did everything possible to control pain |
| 16 DI: Knew who to call for help after leaving | 45 DI: Involves in care decisions as wanted |
| 17 DI: Confidence/trust in nurses | 46 DI: Waited too long for start of procedure |
| 18 DI: Waited too long to schedule procedure | 47 DI: Dr discussed anxieties/fears re: procedure |
| 19 DI: Given reason for delay in procedure start | 48 DI: Enough info in ER re: condition/treatment |
| 20 DI: Explained when allowed to go home | 49 DI: Told how you feel after procedure |
| 21 DI: Nurses talked as if patient wasn't there | 50 DI: Nurse discussed anxieties/fears re: procedure |
| 22 DI: Providers/staff washed/cleaned hands before care | 51 DI: Explained side-effects of new medicine |
| 23 DI: Dr explained risks/benefits of procedure | 52 DI: Staff helped make arrangements for another visit |
| 24 DI: Drs answers re: procedure were understandable | 53 DI: Easy to find staff to talk to re: concerns |
| 25 DI: Explained purpose of new medicine | 54 DI: Minutes taken to get pain medicine |
| 26 DI: Dr talked as if patient wasn't there | 55 DI: Had to repeat info during admission |
| 27 DI: Feelings about wait time for admission | 56 DI: Length of time waited for admission |
| 28 DI: Test results explained understandably | 57 DI: Given choice of admission dates |
| 29 DI: Nurse answered questions understandably | |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

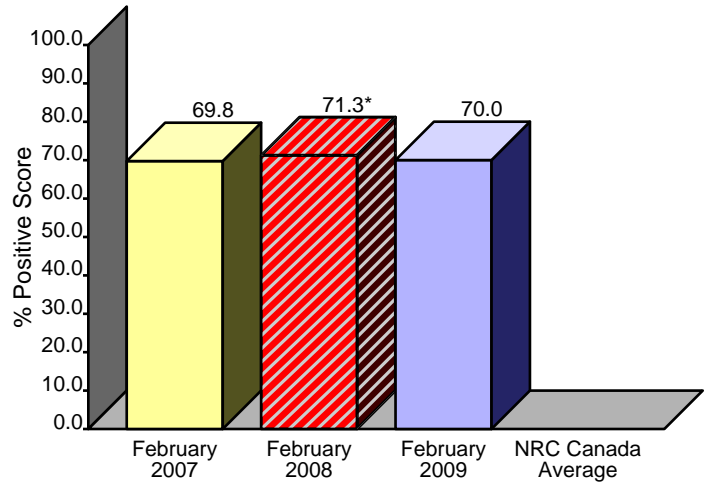
Your current score is: higher \uparrow or lower \downarrow .

NSW HEALTH NSW Health Patient Survey 2009-Access to Care - Day Only Inpatients
February 2009 (n=8805)

DI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Detail	% Positive Score	n size
87.7%↑	87.6%↑	DI: Rate availability of nurses	89.5%	8585
83.5%↑	82.6%↑	DI: Rate availability of drs	84.9%	8538
79.1%↑	78.8%↑	DI: Feelings about wait time for admission	80.2%	6610
85.3%	84.6%↑	DI: Admission date changed by hospital	85.4%	6733
30.4%	34.2%↓	DI: Given choice of admission dates	31.0%	6450
39.1%↓	40.2%↓	DI: Length of time waited for admission	35.6%	6365

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Access to Care - Day Only Inpatients February 2009 (n=8805)

Detail

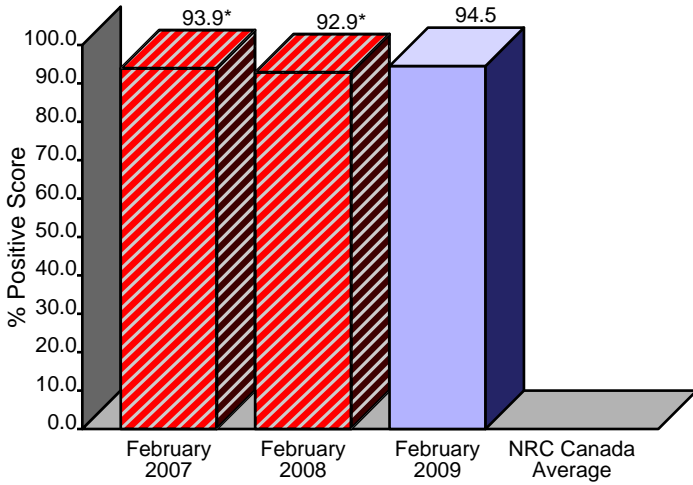
February 2007	February 2008		NRC Canada Average	n size
DI: Waited too long for start of procedure				
10.7%↓	9.7%	Yes, definitely	9.3%	755
23.3%↓	22.7%	Yes, somewhat	22.1%	1884
66.0%↑	67.6%↑	No	68.6%	5949
DI: Waited too long to schedule procedure				
17.3%↓	16.5%↓	Yes	15.4%	689
82.7%↑	83.5%↑	No	84.6%	3821

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

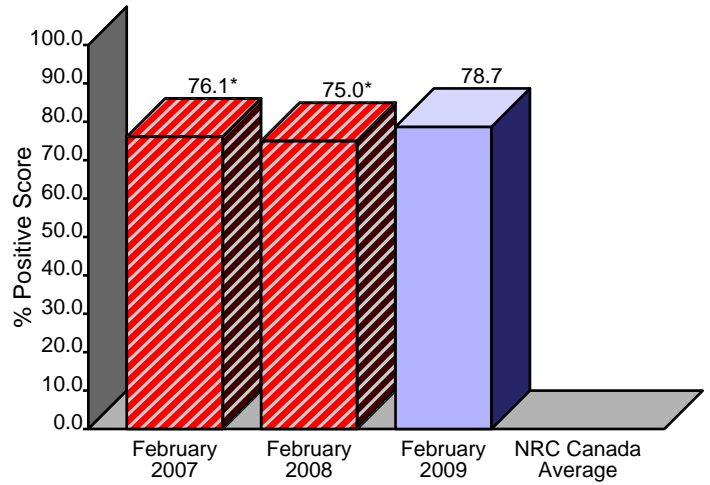


NSW Health Patient Survey 2009-Information and Education - Day Only
 Inpatients
 February 2009 (n=8805)

DI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
76.5%↑	76.3%↑	DI: Nurse answered questions understandably	79.8%	7174
75.8%↑	73.7%↑	DI: Dr answered questions understandably	77.6%	7253

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Day Only Inpatients February 2009 (n=8805)

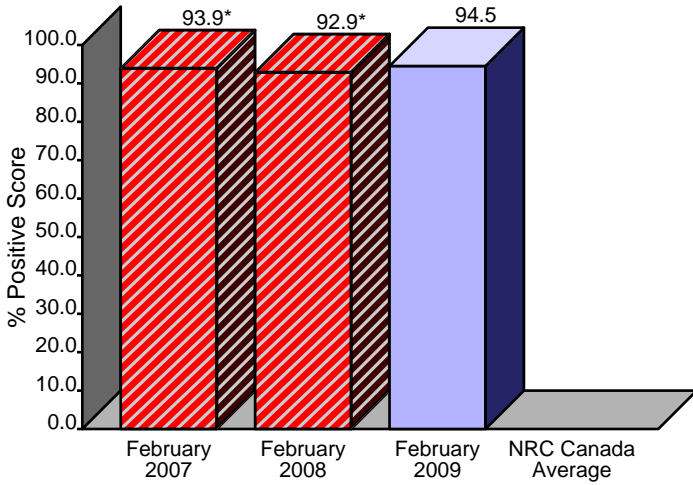
Detail

February 2007	February 2008		NRC Canada Average	n size
DI: Told when to expect test results				
84.8%	83.8% [↑]	Yes	84.9%	3879
15.2%	16.2% [↓]	No	15.1%	671
DI: Dr explained why tests were needed				
86.9% [↑]	86.2% [↑]	Yes, completely	88.0%	4053
10.5%	11.4% [↓]	Yes, somewhat	9.8%	441
2.5%	2.3%	No	2.2%	99
DI: Given reason for delay in procedure start				
26.1%	25.7%	Yes	25.6%	2020
17.7% [↓]	17.2% [↓]	No	16.1%	1275
56.2% [↑]	57.1% [↑]	Procedure started on time	58.3%	4737
DI: Procedure results explained understandably				
76.2%	73.7% [↑]	Yes, completely	76.4%	6399
19.1%	21.2% [↓]	Yes, somewhat	18.8%	1504
4.7%	5.1%	No	4.8%	382
DI: Told how to prepare for tests				
88.0% [↑]	86.8% [↑]	Yes, completely	88.8%	4102
9.8% [↓]	10.1% [↓]	Yes, somewhat	8.9%	397
2.2%	3.1% [↓]	No	2.3%	98
DI: Enough info in ER re: condition/treatment				
1.0% [↑]	1.4% [↑]	Did not want information	2.3%	44
5.2%	3.3% [↑]	Did not use emergency room	5.4%	118
63.2%	61.8%	Yes, definitely	61.7%	1324
21.9%	25.4% [↓]	Yes, somewhat	23.1%	484
8.7% [↓]	8.1%	No	7.5%	150

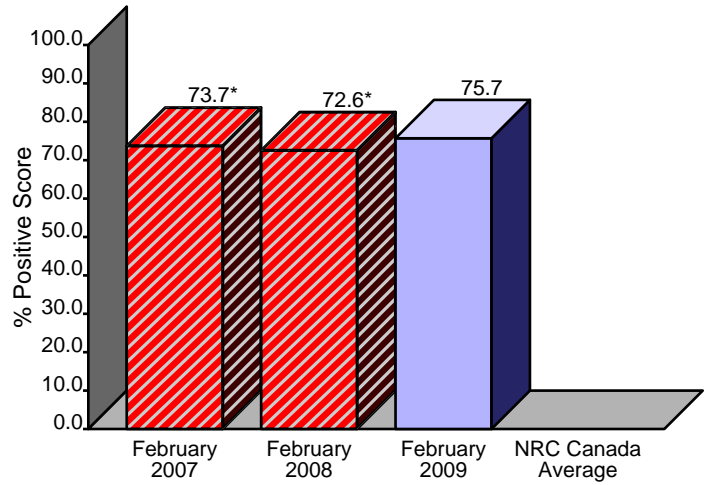
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].

NSW HEALTH NSW Health Patient Survey 2009-Emotional Support - Day Only Inpatients
February 2009 (n=8805)

DI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail

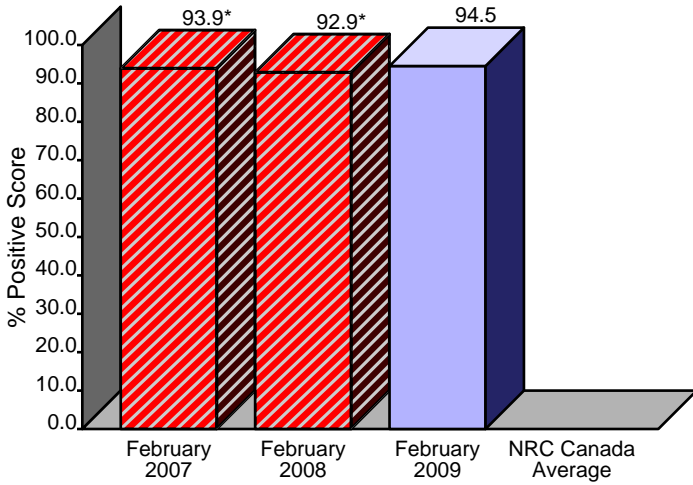
February 2007	February 2008	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
58.3%↑	58.0%↑	DI: Easy to find staff to talk to re: concerns 60.4%	60.4%	5290
82.2%↑	81.7%↑	DI: Confidence/trust in nurses 84.7%	84.7%	8615
62.0%↑	61.9%↑	DI: Nurse discussed anxieties/fears re: procedure 64.4%	64.4%	4684
86.1%↑	83.6%↑	DI: Confidence/trust in drs 86.9%	86.9%	8590
66.4%↑	65.5%↑	DI: Dr discussed anxieties/fears re: procedure 68.5%	68.5%	5068

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

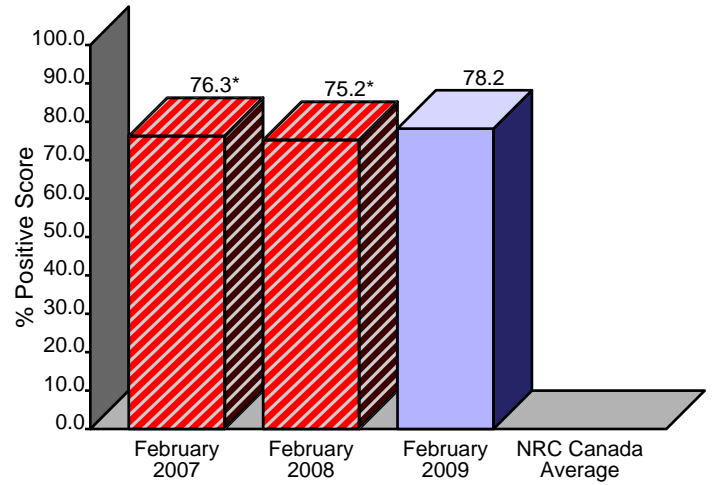


NSW Health Patient Survey 2009-Coordination of Care - Day Only
 Inpatients
 February 2009 (n=8805)

DI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
75.5%↑	73.9%↑	DI: Organisation of hospital/dept	77.5%	8607
75.6%	75.1%	DI: Organisation of Emergency Care	76.1%	2555
77.2%↑	76.6%↑	DI: Organisation of admission process	79.6%	8629

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Day Only Inpatients
February 2009 (n=8805)

Detail

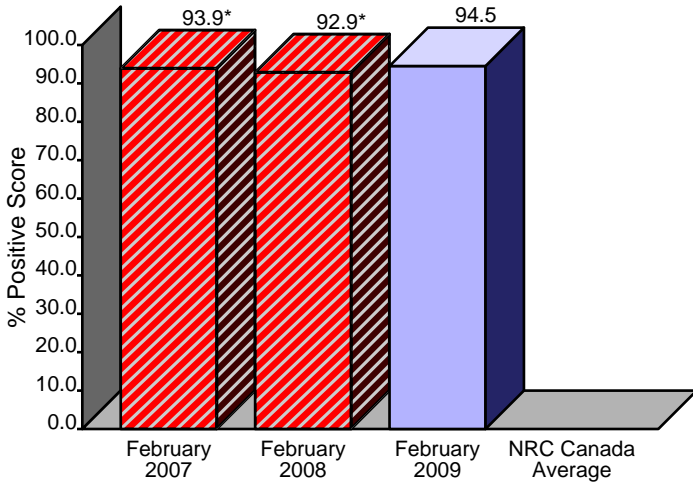
February 2007	February 2008		NRC Canada Average	n size
DI: Had to repeat info during admission				
50.8%	50.7%	No	50.3%	4349
49.2%	49.3%	Yes	49.7%	4221

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher or lower .

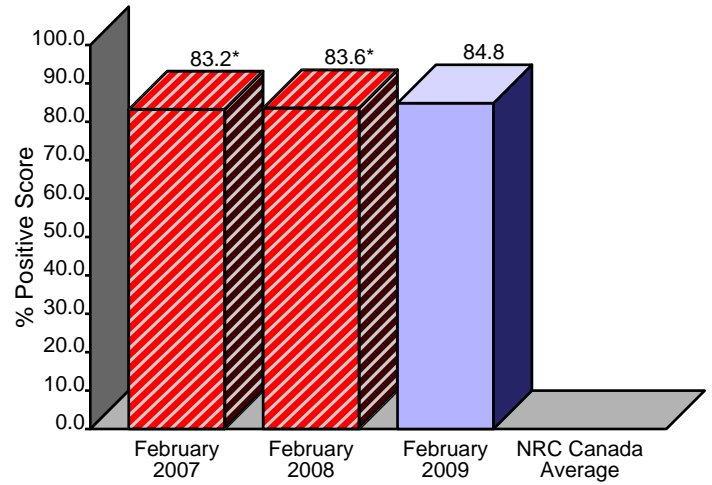


NSW Health Patient Survey 2009-Respect for Patient Preferences - Day Only Inpatients
February 2009 (n=8805)

DI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

NRC Canada Average

n size

February 2007 February 2008

% Positive Score

February 2007	February 2008	Detail	% Positive Score	n size
85.4%↑	85.2%↑	DI: Treated with respect/dignity in hospital	87.0%	8575
89.0%↑	89.6%↑	DI: Enough say about care	90.3%	8360
80.1%↑	80.6%↑	DI: Nurses talked as if patient wasn't there	82.0%	8584
78.5%↑	79.1%↑	DI: Dr talked as if patient wasn't there	80.2%	8541

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences - Day Only Inpatients February 2009 (n=8805)

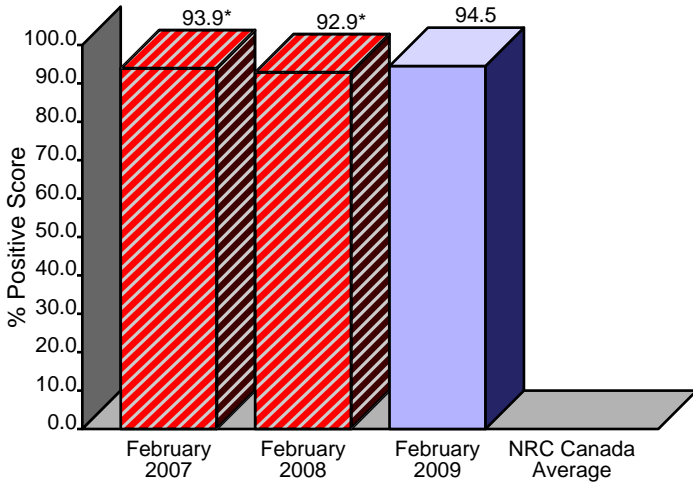
Detail

February 2007	February 2008		NRC Canada Average	n size
DI: Enough privacy during visit				
74.1% [↑]	74.2% [↑]	Yes, always	76.9%	6620
19.9% [↓]	19.6% [↓]	Yes, sometimes	18.3%	1513
6.0% [↓]	6.2% [↓]	No	4.8%	400
DI: Given info re: patients rights/responsibilities				
70.1% [↑]	67.9% [↑]	Yes, completely	71.9%	6183
20.1% [↓]	20.9% [↓]	Yes, somewhat	19.3%	1593
9.8% [↓]	11.2% [↓]	No	8.8%	699
DI: Involves in care decisions as wanted				
67.2% [↑]	65.8% [↑]	Yes, definitely	69.1%	5903
23.2% [↓]	24.8% [↓]	Yes, somewhat	22.1%	1821
9.7% [↓]	9.4% [↓]	No	8.7%	705

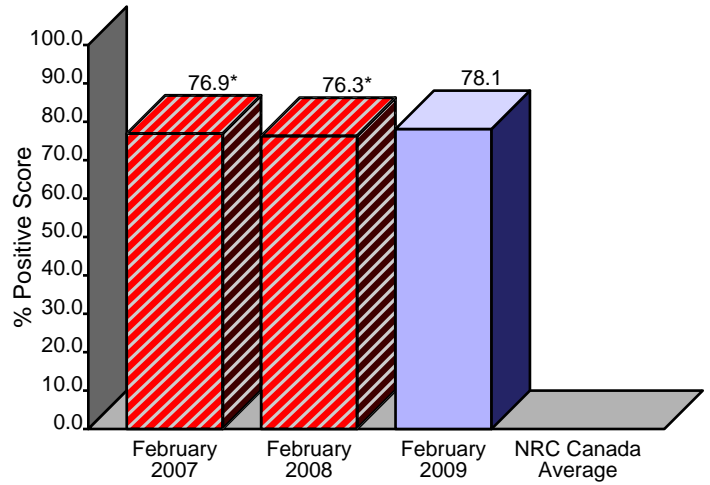
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].

NSW HEALTH NSW Health Patient Survey 2009-Physical Comfort - Day Only Inpatients
February 2009 (n=8805)

DI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
69.7%↑	71.1%	DI: Staff did everything possible to control pain	71.7%	2455
74.4%↑	73.7%↑	DI: Got bathroom help in time	76.8%	2968
52.6%	50.8%	DI: Minutes taken to get pain medicine	51.8%	1450
85.0%↑	84.9%↑	DI: Amount of pain medicine received	87.4%	2329
91.1%↓	90.1%	DI: Time waited for help after call button	90.2%	2995

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Physical Comfort - Day Only Inpatients February 2009 (n=8805)

Detail

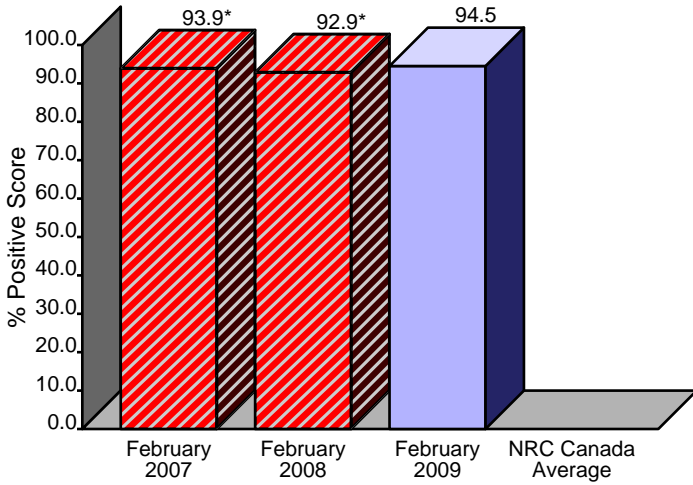
February 2007	February 2008		NRC Canada Average	n size
DI: Request pain medicine				
60.3%	61.6%↓	Yes	59.9%	1520
39.7%	38.4%↑	No	40.1%	1022
DI: Staff did everything possible to control nausea				
60.3%↑	59.8%↑	I had no nausea or upset stomach	63.4%	5393
29.0%↓	28.8%↓	Yes, completely	27.8%	2292
8.7%↓	9.4%↓	Yes, somewhat	7.1%	557
2.0%↓	1.9%	No	1.7%	127
DI: Had any pain				
35.4%↓	39.3%↓	Yes	33.1%	2673
64.6%↑	60.7%↑	No	66.9%	5761
DI: Level of pain				
0.4%	0.4%	I had no pain	0.4%	9
17.4%	15.0%↑	Mild	18.4%	461
49.9%	46.9%↑	Moderate	51.1%	1296
32.3%↓	37.7%↓	Severe	30.1%	763

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

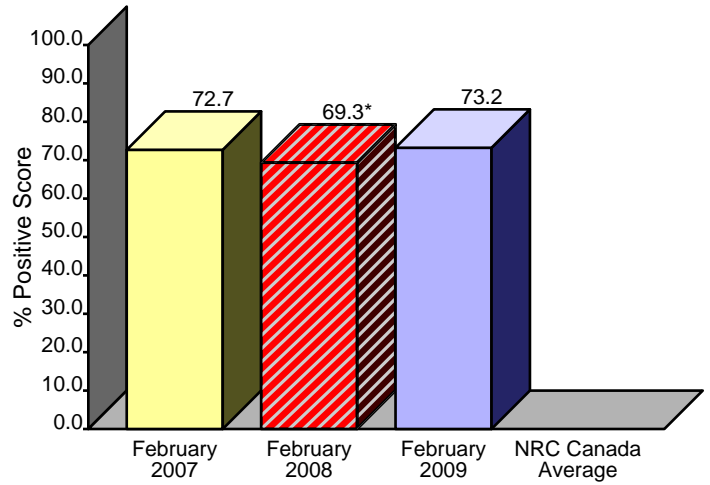


NSW Health Patient Survey 2009-Continuity and Transition - Day Only
 Inpatients
 February 2009 (n=8805)

DI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

NRC Canada Average

n size

February 2007 February 2008

% Positive Score

February 2007	February 2008	Detail	NRC Canada Average	n size
80.9%	77.5%↑	DI: Explained purpose of new medicine	80.5%	3775
63.7%	60.1%↑	DI: Explained side-effects of new medicine	64.0%	3202
73.8%↑	70.2%↑	DI: Told when you could resume usual activities	74.8%	8319
71.4%	68.4%↑	DI: Explained danger signals to watch for at home	72.0%	8340

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - Day Only Inpatients February 2009 (n=8805)

Detail

February 2007	February 2008		NRC Canada Average	n size
DI: Explained when allowed to go home				
82.4%	79.4% ↑	Yes, completely	82.9%	7138
13.9%	16.0% ↓	Yes, somewhat	13.4%	1096
3.7%	4.6% ↓	No	3.7%	291
DI: Staff helped make arrangements for another visit				
65.4% ↓	61.7% ↑	Yes	62.8%	5302
8.8%	9.6% ↓	No	8.4%	693
25.9% ↑	28.7%	No other visit was needed	28.8%	2456
DI: Knew who to call for help after leaving				
83.6% ↑	82.3% ↑	Yes	84.8%	7276
7.9% ↓	9.1% ↓	No	7.3%	598
8.5% ↓	8.7% ↓	Not sure	7.8%	650

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009-Measures Related to Patient Safety -
Day Only Inpatients
February 2009 (n=8805)

Detail

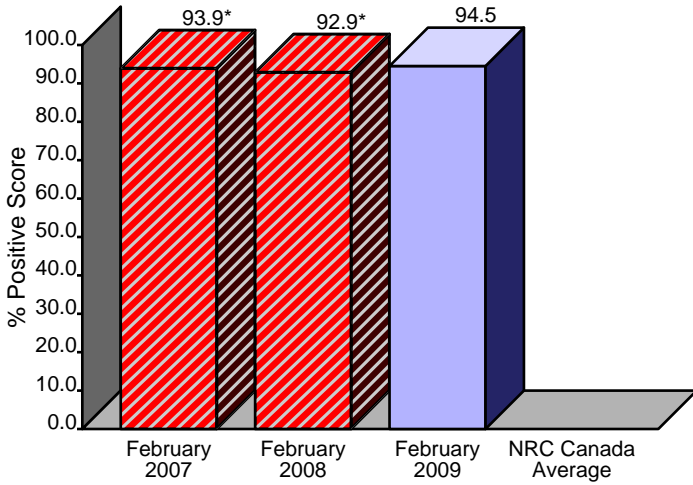
February 2007	February 2008	NRC Canada Average	n size
DI: Hand basin/alcohol hand wash available			
	Yes	82.6%	2059
	No	17.4%	428
DI: Providers/staff washed/cleaned hands before care			
	Unsure	31.6%	819
	Yes, always	55.9%	1412
	Yes, sometimes	10.5%	262
	No, never	2.0%	50
DI: Providers/staff washed/cleaned hands after care			
	Unsure	43.4%	1123
	Yes, always	44.8%	1133
	Yes, sometimes	9.7%	245
	No, never	2.1%	52
DI: Reminded staff about hand washing			
	Yes	5.9%	141
	No	94.1%	2420

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

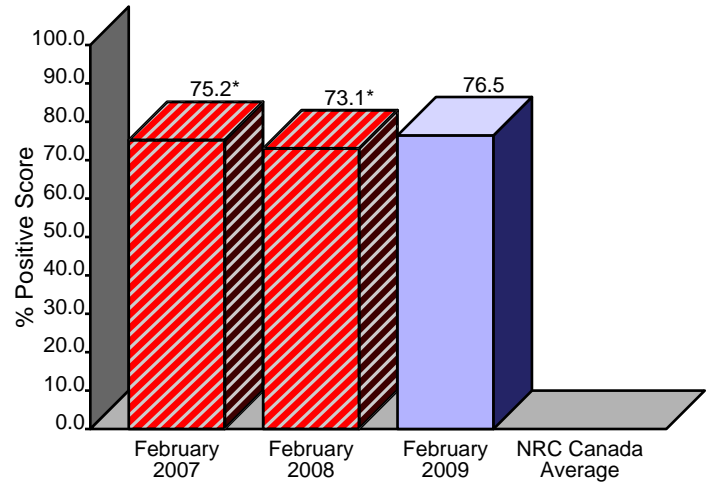


NSW Health Patient Survey 2009-Questions About Surgery, Procedures, and Tests - Day Only Inpatients February 2009 (n=8805)

DI: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

February 2007	February 2008		NRC Canada Average	n size
---------------	---------------	--	--------------------	--------

% Positive Score

80.3% [↑]	77.7% [↑]	DI: Drs answers re: procedure were understandable	81.1%	7312
80.6% [↑]	78.5% [↑]	DI: Dr explained risks/benefits of procedure	81.6%	7798
63.4% [↑]	62.2% [↑]	DI: Told how you feel after procedure	65.7%	8358
79.4%	76.2% [↑]	DI: Test results explained understandably	79.9%	4464

February 2007	February 2008		NRC Canada Average	n size
---------------	---------------	--	--------------------	--------

DI: Dr explained anaesthesia/pain control

13.0% [↑]	19.7% [↓]	Does not apply	14.7%	1199
67.4%	60.9% [↑]	Yes, completely	67.4%	5762
13.2% [↓]	13.1% [↓]	Yes, somewhat	12.4%	1021
6.3% [↓]	6.3% [↓]	No	5.5%	457

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009-Questions About Surgery, Procedures, and Tests - Day Only Inpatients (continued)
February 2009 (n=8805)

Detail

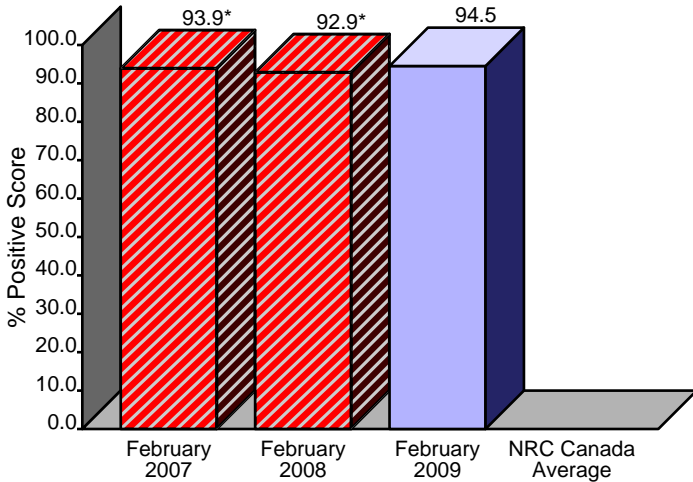
February 2007	February 2008		NRC Canada Average	n size
DI: Had questions that were not discussed				
39.0%	38.2% [▲]	Did not have any questions	39.3%	3344
47.3%	47.5%	No	47.8%	4025
13.7% [▼]	14.3% [▼]	Yes	12.9%	1064

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].

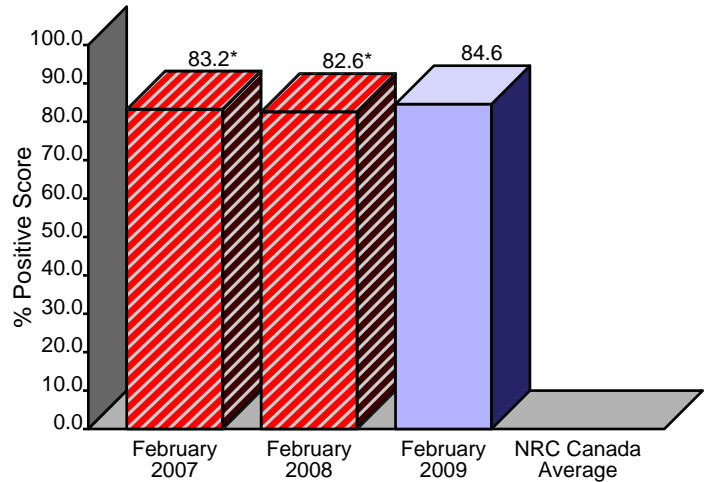


NSW Health Patient Survey 2009-Questions About Overall Attitudes - Day Only Inpatients
February 2009 (n=8805)

DI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
51.0%↑	50.1%↑	DI: Rate hospital/department	53.7%	8489
71.2%↑	70.8%↑	DI: Would recommend hospital/department	73.6%	8580
94.1%↑	93.1%↑	DI: Rate how drs and nurses work together	94.7%	8595
93.9%↑	93.9%↑	DI: Rate courtesy of nurses	95.1%	8605
94.5%↑	93.1%↑	DI: Rate courtesy of drs	95.1%	8582
94.2%↑	93.8%↑	DI: Rate courtesy of admission staff	94.9%	8656

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Day Only Inpatients February 2009 (n=8805)

Detail

February 2007	February 2008		NRC Canada Average	n size
DI: Rate health				
7.0%↓	6.8%↓	Poor	6.2%	489
21.3%	21.2%	Fair	21.0%	1760
36.5%	36.1%	Good	36.6%	3137
26.6%↑	26.9%	Very Good	27.5%	2386
8.6%	9.0%	Excellent	8.8%	746
DI: Days in bed due to illness/injury in Feb				
46.5%↑	43.4%↑	None	49.0%	4290
17.4%↓	16.6%↓	One day	15.9%	1349
9.7%	10.2%	Two days	9.8%	821
6.1%	6.5%↓	Three days	6.1%	487
4.2%	4.4%↓	Four days	3.8%	328
6.6%	7.6%↓	Five-to-seven days	6.6%	536
3.0%↓	3.5%↓	Eight-to-ten days	2.6%	211
6.4%	7.8%↓	More than ten days	6.2%	486
DI: Number of times in hosp overnight or longer				
67.1%	66.1%↑	Only this time	67.3%	5348
19.5%	19.9%	This time and one other	19.6%	1530
13.4%	14.0%↓	This time and more than one other time	13.1%	971
DI: Patient classification				
84.2%↓	78.9%↑	Public or Medicare patient	82.9%	7159
11.8%↑	15.3%↓	Private patient/claiming against private health insurance	13.5%	1139
0.6%	0.7%↓	WorkCover patient	0.4%	36
1.9%	2.8%↓	Department of Veterans Affairs (DVA) patient	1.7%	153
0.6%	0.6%	Something else	0.5%	36
1.0%	1.5%↓	Not sure	0.9%	73

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Day Only
 Inpatients (continued)
 February 2009 (n=8805)

Detail

February 2007	February 2008		NRC Canada Average	n size
DI: Level of education completed				
49.6%↓	48.2%	Less than Year 12 at secondary school	48.0%	3968
17.3%	15.6%↑	Completed Year 12 at secondary school	16.6%	1336
20.4%↑	21.8%	Trade or technical certificate or diploma	21.4%	1744
8.3%↑	9.2%	University graduate	9.4%	741
4.4%	5.1%↓	Post graduate / higher degree	4.7%	362
DI: Aboriginal or Torres Strait Island background				
98.1%↑	98.2%	No	98.4%	8468
1.7%↓	1.6%	Yes, Aboriginal	1.5%	123
0.2%	0.2%	Yes, Torres Strait Islander	0.2%	15
DI: Language spoken at home				
89.2%↑	91.0%	English	90.8%	7523
1.2%	1.2%	Italian	1.2%	81
1.3%	1.1%	Greek	1.3%	92
0.8%	0.7%↑	Spanish	0.9%	61
0.4%	0.3%	Croatian	0.3%	23
0.3%	0.2%	Serbian	0.2%	18
1.4%↓	1.3%	Arabic	1.2%	80
1.0%↓	0.7%	Cantonese	0.7%	50
1.0%↓	0.7%	Mandarin	0.7%	49
0.5%	0.4%	Vietnamese	0.5%	33
0.4%↓	0.3%↓	Korean	0.2%	13
2.6%↓	2.0%	Other	2.2%	154
DI: Gender				
44.7%↑	46.7%	Male	45.9%	3875
55.3%↓	53.3%	Female	54.1%	4637

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Day Only
 Inpatients (continued)
 February 2009 (n=8805)

Detail

February 2007	February 2008		NRC Canada Average	n size
DI: Age Category				
0.0% [▲]	0.0% [▲]	Up to 9 years	0.1%	7
0.0%	0.0%	10 to 14 years	0.0%	1
0.9% [▲]	1.2%	15 to 19 years	1.1%	85
6.0% [▼]	5.5% [▼]	20 to 29 years	5.0%	424
8.9%	9.2%	30 to 39 years	8.9%	740
12.0%	12.0%	40 to 49 years	11.7%	981
16.5%	16.3%	50 to 59 years	16.3%	1418
21.4%	21.6%	60 to 69 years	21.7%	1948
23.3% [▲]	22.6% [▲]	70 to 79 years	24.6%	2158
10.8%	11.6% [▼]	80 years or older	10.6%	923

DI: Patient completed survey				
84.9% [▲]	84.9% [▲]	Yes - I completed the survey myself	86.5%	7523
8.1% [▼]	8.4% [▼]	Yes - but I completed the survey with the help from someone	7.3%	599
7.0% [▼]	6.7%	No - someone completed this survey for me	6.3%	507

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 Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Questions About the Visits - Day Only
 Inpatients
 February 2009 (n=8805)

Detail

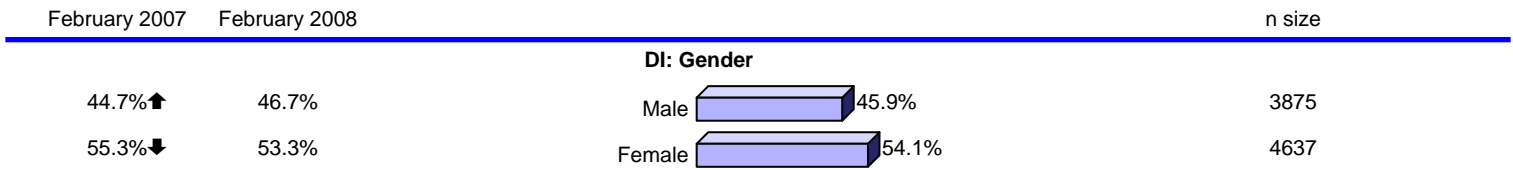
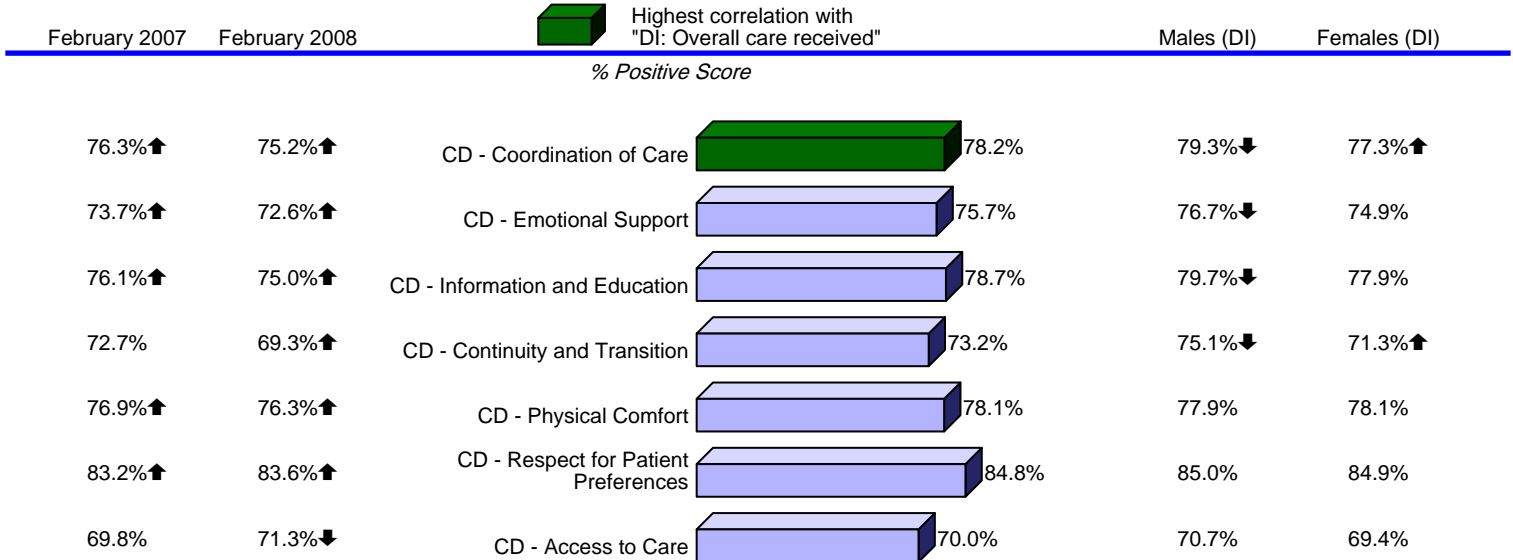
February 2007	February 2008		NRC Canada Average	n size
DI: Had tests before admission				
60.1%↓	52.7%↑	Yes	58.7%	4953
39.9%↑	47.3%↓	No	41.3%	3534
DI: Feb day admission was planned or emergency				
20.1%↓	34.1%↓	Emergency or urgent	18.6%	1425
75.9%↑	62.7%↑	Waiting list or planned in advance	77.8%	6566
4.0%	3.3%↑	Something else	3.6%	285

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Day Only Inpatients February 2009 (n=8805)

Detail

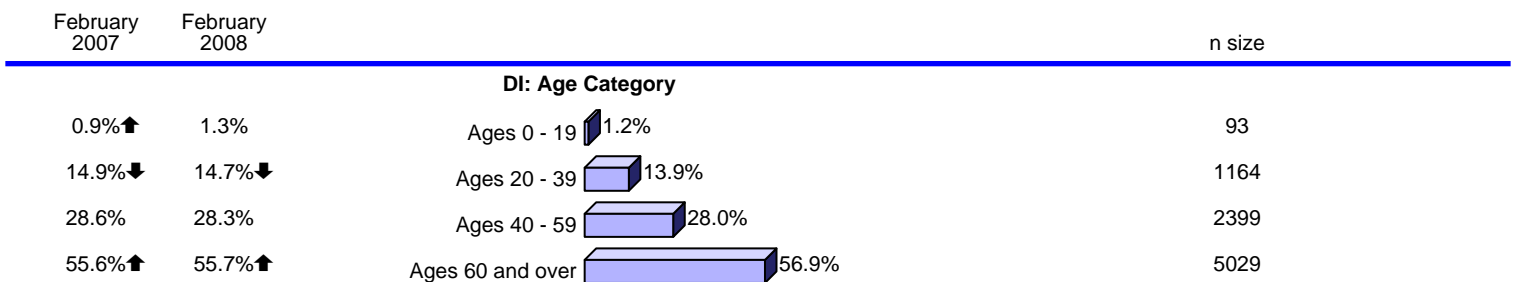
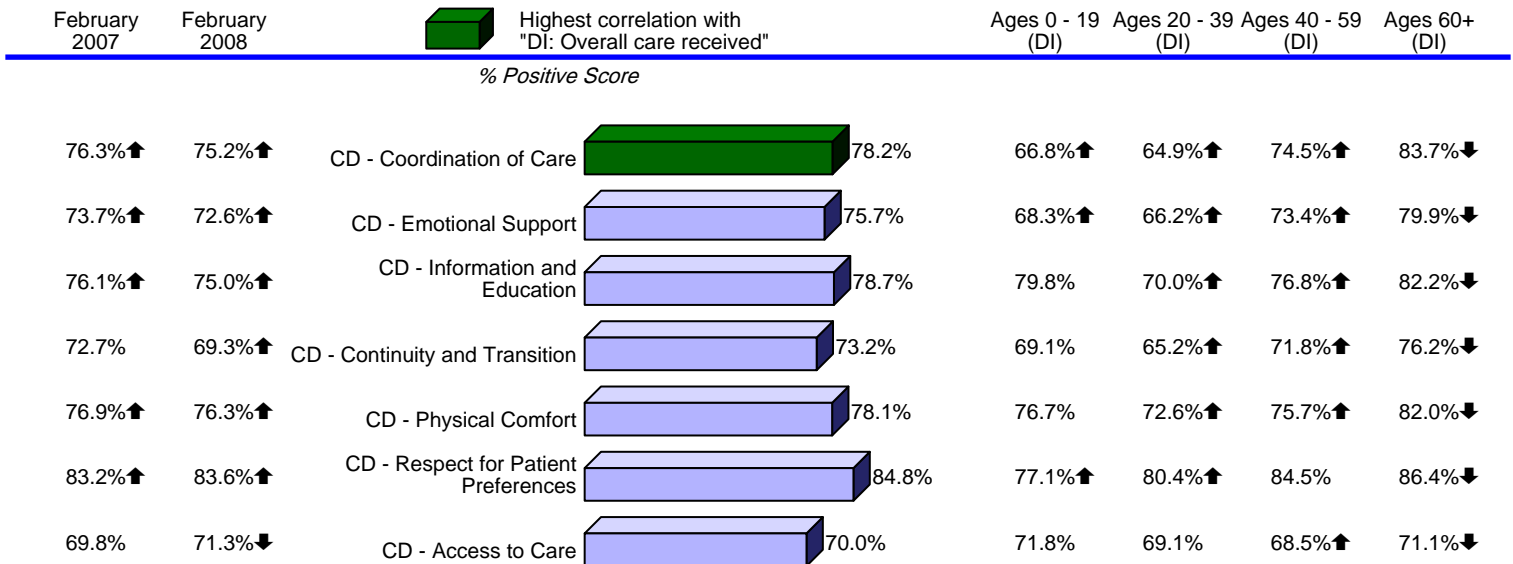


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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2009 (n=8805)

Detail

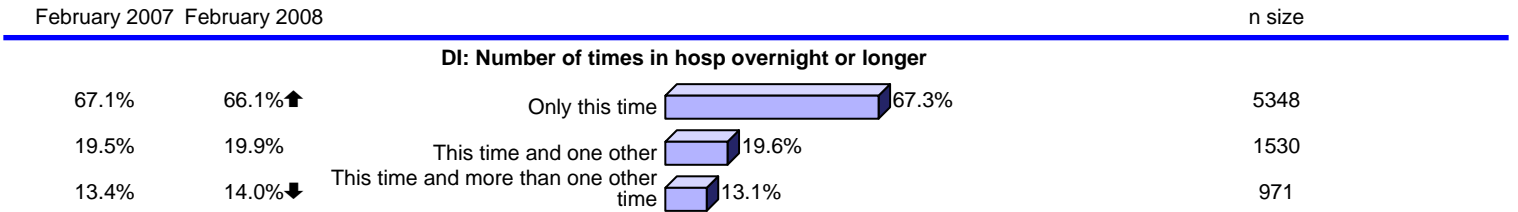
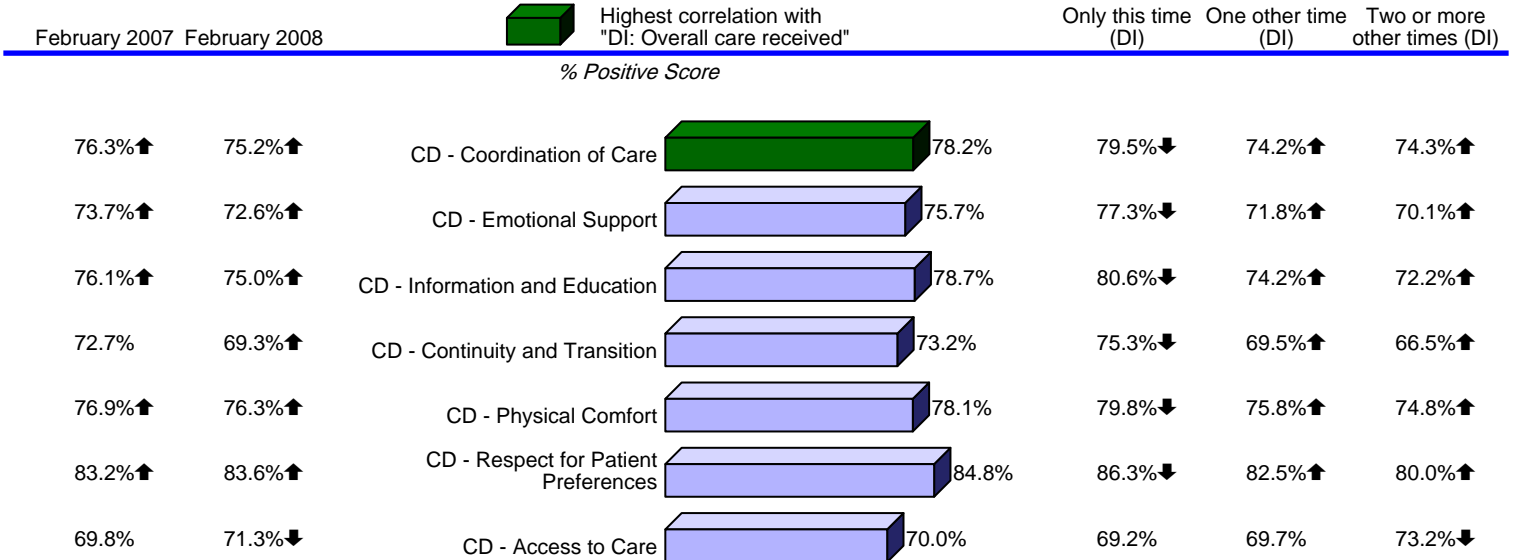


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2009 (n=8805)

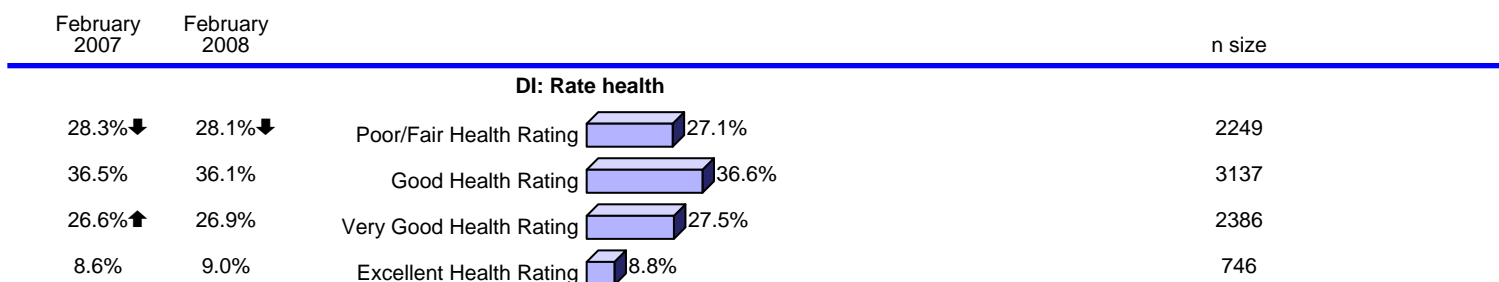
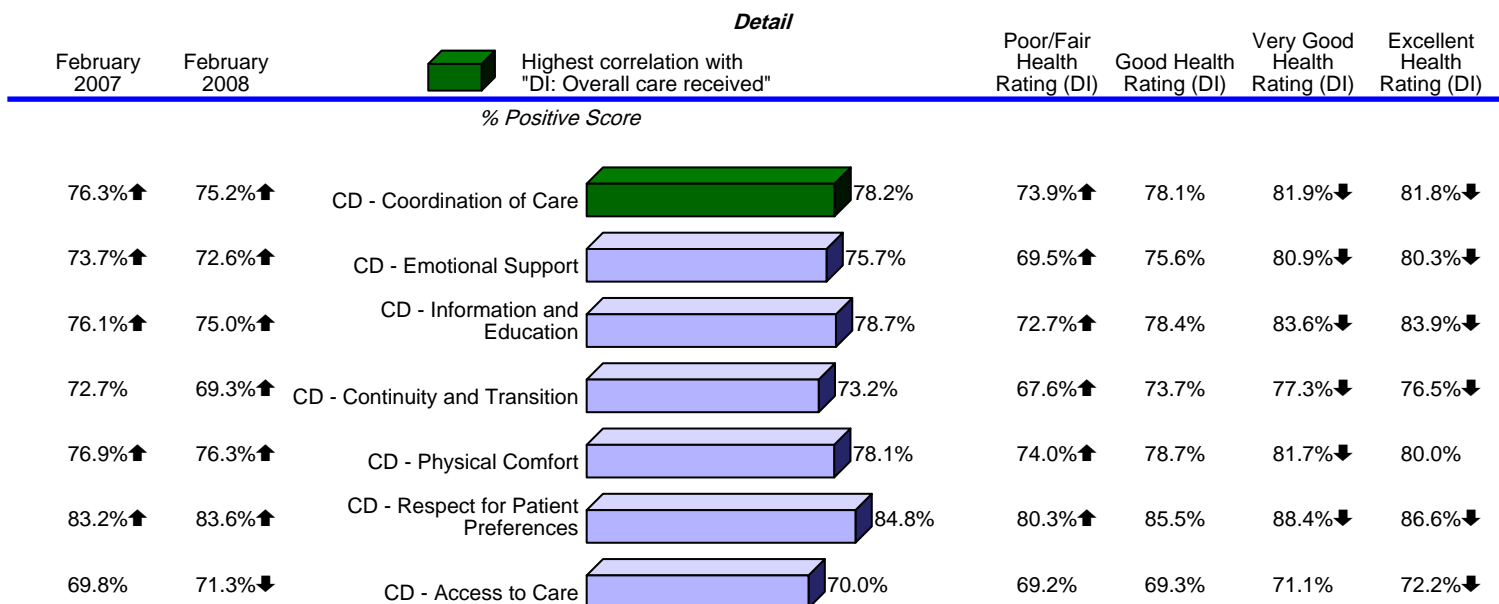
Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2009 (n=8805)

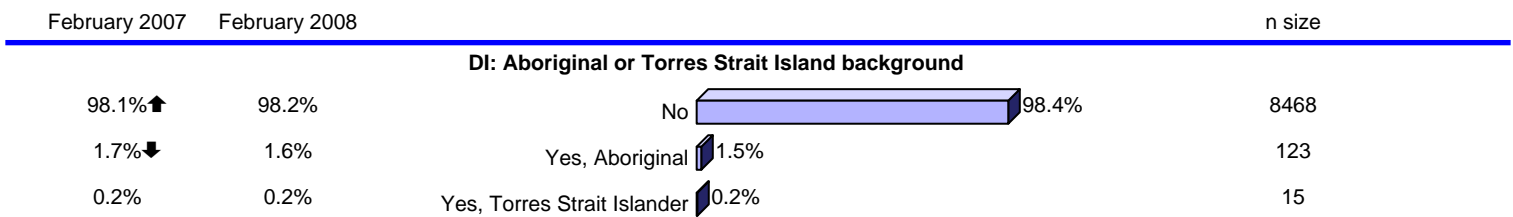
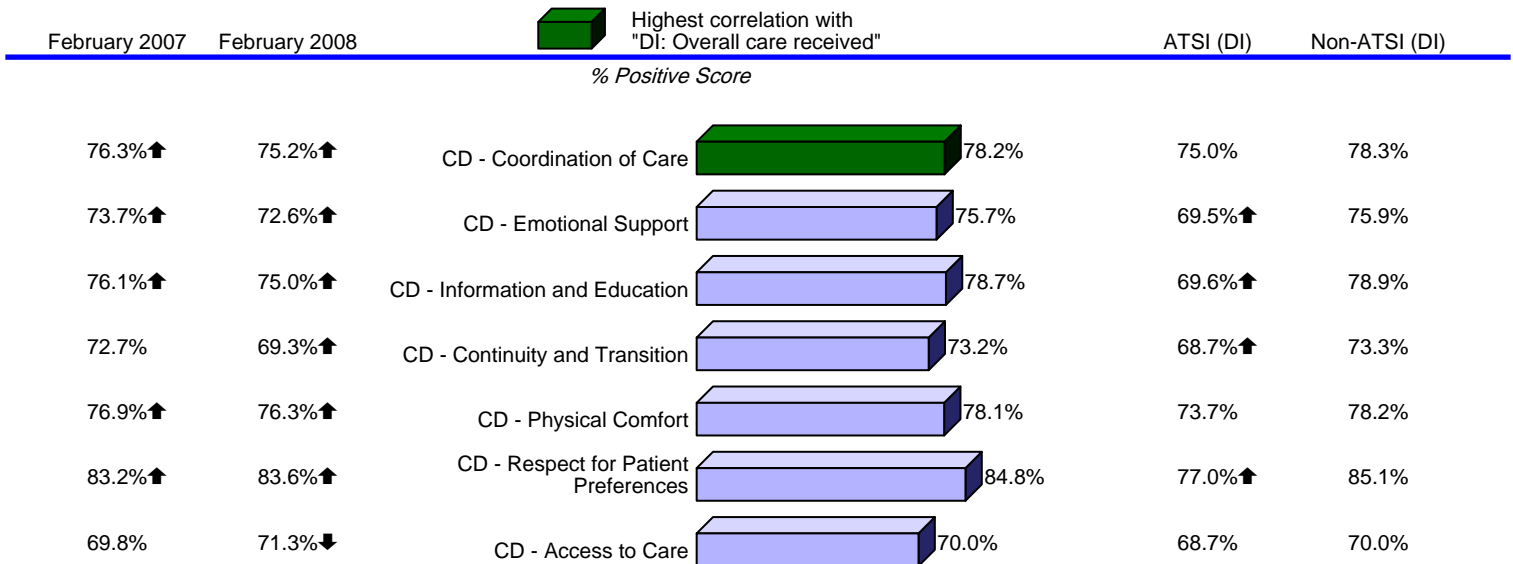


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2009 (n=8805)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (DI)
 ▼ Significantly Lower Than NSW Average (DI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (DI)	94.5%	53.7%	73.6%	84.9%	89.5%	84.7%	64.4%	90.3%
-Greater Southern Area Health Service	96.3%▲	56.8%▲	73.9%	85.5%	92.2%▲	90.3%▲	70.3%▲	93.6%▲
-Greater Western Area Health Service	95.6%	52.8%	71.4%	84.3%	92.6%▲	89.5%▲	63.4%	92.4%▲
-Hunter New England Area Health Service	95.4%	61.0%▲	76.4%▲	85.6%	90.6%	87.3%▲	67.2%▲	93.7%▲
-North Coast Area Health Service	97.1%▲	61.8%▲	80.9%▲	85.2%	93.3%▲	91.2%▲	71.9%▲	93.1%▲
-N Sydney/Central Coast AHS	94.6%	49.9%▼	70.0%▼	84.9%	89.0%	84.1%	60.3%▼	90.0%
-SE Sydney/Illawarra AHS	94.7%	53.0%	76.0%▲	85.3%	87.7%▼	84.4%	62.9%	88.4%▼
-Sydney South West AHS	92.7%▼	48.5%▼	69.6%▼	83.9%	86.4%▼	78.1%▼	61.3%▼	87.2%▼
-Sydney West Area Health System	91.6%▼	49.4%▼	71.6%▼	85.1%	89.0%	80.7%▼	62.0%	88.1%▼



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (DI)
 ▼ Significantly Lower Than NSW Average (DI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (DI)	70.0%	78.7%	75.7%	78.2%	84.8%	78.1%	73.2%
-Greater Southern Area Health Service	68.4%	83.3%▲	80.0%▲	81.0%▲	88.6%▲	80.7%▲	74.8%
-Greater Western Area Health Service	69.7%	82.6%▲	78.7%▲	79.9%	87.9%▲	79.5%	74.8%
-Hunter New England Area Health Service	69.4%	81.7%▲	78.4%▲	82.4%▲	88.0%▲	80.6%▲	77.1%▲
-North Coast Area Health Service	68.1%▼	82.9%▲	80.9%▲	85.3%▲	88.6%▲	84.0%▲	78.6%▲
-N Sydney/Central Coast AHS	72.1%▲	78.0%	73.9%▼	78.4%	85.1%	77.0%	69.9%▼
-SE Sydney/Illawarra AHS	69.9%	77.2%▼	74.9%	75.5%▼	83.1%▼	78.4%	73.0%
-Sydney South West AHS	70.7%	73.5%▼	71.2%▼	74.6%▼	80.6%▼	74.7%▼	69.9%▼
-Sydney West Area Health System	71.3%	77.4%	73.8%▼	74.1%▼	82.5%▼	75.6%▼	71.8%



NSW Health Patient Survey 2009-Peer Best Matrix - Day Only Inpatients February 2009 (n=8805)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	Prince of Wales Hospital	St Vincent's Hospital, Darlinghurst
	89.1%	96.5%	78.6%	74.8%	86.0%	78.9%	81.2%	81.5%	88.0%
	257	260	261	256	262	262	246	181	262
	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Principle Referral Group B (A1b)	Nepean Hospital	Nepean Hospital	Nepean Hospital	Bankstown - Lidcombe Hospital	Nepean Hospital	Nepean Hospital	Gosford Hospital	Nepean Hospital	Nepean Hospital
	80.0%	95.1%	76.6%	70.7%	78.9%	77.1%	79.7%	78.2%	89.7%
	80	82	82	247	81	82	232	54	82
	SWAHS	SWAHS	SWAHS	SSWAHS	SWAHS	SWAHS	NSCCAHS	SWAHS	SWAHS
Ungrouped Acute (A3)	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle
	90.8%	100.0%	79.3%	83.8%	93.9%	87.6%	89.3%	94.2%	94.7%
	76	76	77	74	77	77	70	33	76
	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS
Major Metropolitan (B1)	Ryde Hospital	Ryde Hospital	Sutherland Hospital	Mount Druiitt Hospital	Ryde Hospital	Ryde Hospital	Mount Druiitt Hospital	Ryde Hospital	Mount Druiitt Hospital
	79.8%	100.0%	78.9%	83.5%	90.7%	84.8%	88.5%	92.3%	92.5%
	84	83	44	88	84	84	84	37	89
	NSCCAHS	NSCCAHS	SESIAHS	SWAHS	NSCCAHS	NSCCAHS	SWAHS	NSCCAHS	SWAHS
Major Non-Metropolitan (B2)	Lismore Base Hospital	Shoalhaven and District Memorial Hospital	The Maitland Hospital	Lismore Base Hospital	Shoalhaven and District Memorial Hospital	Shoalhaven and District Memorial Hospital	Shoalhaven and District Memorial Hospital	Shoalhaven and District Memorial Hospital	Shoalhaven and District Memorial Hospital
	81.2%	100.0%	70.2%	84.5%	88.0%	89.5%	92.7%	95.0%	91.1%
	181	85	52	180	85	83	74	51	85
	NCAHS	SESIAHS	HNEAHS	NCAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
District Group 1 (C1)	Goulburn Base Hospital	Goulburn Base Hospital	Goulburn Base Hospital	Armidale Hospital	Goulburn Base Hospital	Grafton Base Hospital	Goulburn Base Hospital	Grafton Base Hospital	Goulburn Base Hospital
	88.3%	98.3%	73.9%	90.9%	90.5%	87.3%	88.4%	90.2%	94.1%
	120	121	123	52	122	103	107	43	122
	GSAHS	GSAHS	GSAHS	HNEAHS	GSAHS	NCAHS	GSAHS	NCAHS	GSAHS



NSW Health Patient Survey 2009-Peer Best Matrix - Day Only Inpatients February 2009 (n=8805)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
District Group 2 (C2)	Murwillumbah District Hospital	Ballina District Hospital, Bulli District Hospital, Deniliquin Health Service, Gunnedah District Health Service, Kempsey District Hospital, Kurri Kurri District Health Service, Moruya District Hospital, Murwillumbah District Hospital, Queanbeyan Health Service, Singleton District Health Service	Singleton District Health Service	Murwillumbah District Hospital	Murwillumbah District Hospital	Murwillumbah District Hospital	Murwillumbah District Hospital	Murwillumbah District Hospital	Moruya District Hospital
	94.1%	100.0%	78.3%	88.3%	96.1%	93.9%	94.5%	93.7%	96.4%
	102	40, 71, 37, 30, 96, 70, 35, 103, 64, 52	52	102	103	102	94	51	35
	NCAHS	NCAHS, SESIAHS, GSAHS, HNEAHS, NCAHS, HNEAHS, GSAHS, NCAHS, GSAHS, HNEAHS	HNEAHS	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS	GSAHS
Community Acute With Surgery (D1a)									

Paediatric Inpatients (PI)

-- Core Dimensions of Patient-centred Care : Paediatric Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.







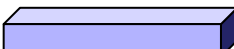
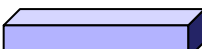
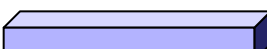
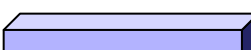

-- Supplementary Areas of Patient-centred Care : Paediatric Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Patient Safety :** critical aspects of health care that directly impact the physical safety of patients during their encounter with health care providers
- * **Patient Safety :** critical aspects of health care that directly impact the physical safety of patients during their encounter with health care
- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2009-Summary of Dimensions of Care - Paediatric Inpatients February 2009 (n=2252)

		<i>Detail</i>			
February 2007	February 2008	 Highest correlation with "PI: Overall care received"		NRC Canada Average	n size
<i>% Positive Score</i>					
79.4% [▲]	81.2% [▲]	CD - Respect for Patient Preferences	 83.2%		2228
73.9%	73.8%	CD - Emotional Support	 75.0%	74.0% [▲]	2247
66.6% [▲]	67.2% [▲]	CD - Information and Education	 69.5%	65.1% [▲]	2227
67.8% [▲]	68.3%	SD - Patient Safety	 69.3%		2241
65.3%	65.3%	CD - Coordination of Care	 64.6%	58.1% [▲]	2249
67.6%	67.6%	CD - Physical Comfort	 68.6%	61.8% [▲]	1787
58.4%	58.5%	CD - Continuity and Transition	 58.2%	57.5%	2222
78.8%	79.1%	SD - Overall Attitudes	 79.1%	86.8% [▼]	2247
73.4% [▲]	74.6%	SD - Surgery, Procedures, and Tests	 75.2%		1012
71.2%	69.9% [▲]	CD - Access to Care	 71.5%	82.6% [▼]	2245

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Key Drivers - Paediatric Inpatients February 2009 (n=2252)

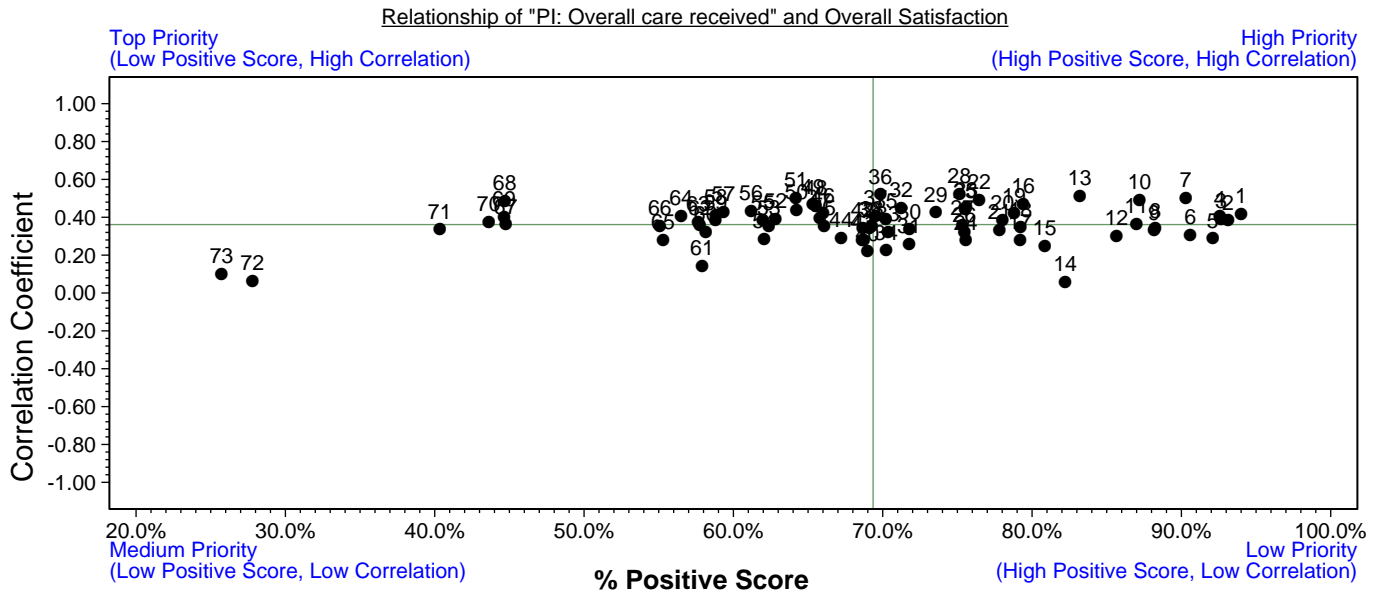
Detail

February 2007	February 2008		Highest correlation with "PI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>						
66.7% [▲]	66.3% [▲]	PI: Nurses attn to my suggestions for child	69.8%	70.0%	2232	0.522
73.4%	72.6% [▲]	PI: Staff controlled pain	75.1%	73.9% [▲]	1173	0.522
79.4% [▲]	81.2% [▲]	PI: Treated with respect/dignity during stay	83.2%		2228	0.514
88.2% [▲]	88.9% [▲]	PI: Drs/Nurses worked well together	90.3%	91.3% [▼]	2228	0.502
63.0%	63.8%	PI: Provider understood child's condition	64.2%		2227	0.501
73.9% [▲]	73.7% [▲]	PI: Confidence/trust in Nurses	76.5%	71.4% [▲]	2240	0.492
87.0%	86.1% [▲]	PI: Rate availability of child's nurses	87.2%	89.6% [▼]	2231	0.491
43.7%	42.3% [▲]	PI: Easy to find staff to talk to re: concerns	44.7%		1275	0.486
63.0% [▲]	62.7% [▲]	PI: Availability of Nurses for questions/concerns	65.3%	69.8% [▼]	2196	0.469
77.4%	82.4%	PI: Confidence/trust in ICU Nurses	79.4%	77.6%	193	0.469
62.7% [▲]	62.8% [▲]	PI: Organisation of ED care	65.5%		1594	0.460
76.3%	75.0%	PI: Availability of Drs	75.6%	75.7%	2215	0.452
68.5% [▲]	68.6% [▲]	PI: Nurses answers re: child understandable	71.2%	71.2%	2173	0.449
74.0% [▲]	73.3% [▲]	PI: Comfortable asking child treatment questions	75.5%		2228	0.445
63.5%	63.5%	PI: Enough attention paid to experiences	64.2%	68.2% [▼]	2221	0.438

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Opportunity Matrix - Paediatric Inpatients February 2009 (n=2252)



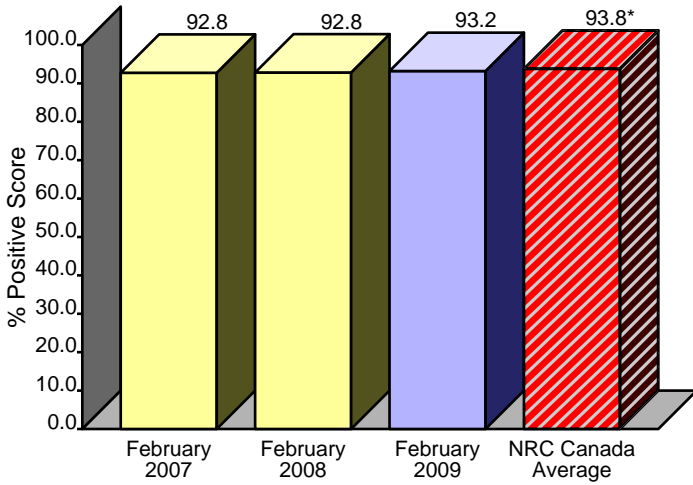
1 PI: Rate courtesy of child's nurses	38 PI: Family had to be sure child's needs were met
2 PI: Courtesy of Drs	39 PI: Dr/Nurses gave conflicting info
3 PI: Rate courtesy of child's admission staff	40 PI: Feelings about time on waiting list
4 PI: Rate policy for visiting/staying with child	41 PI: Discussion of risks/benefits of anaesthesia
5 PI: Told me when to follow-up w/Dr	42 PI: More time w/Dr to explain home care
6 PI: Participation in child's care	43 PI: Providers/staff washed/cleaned hands after care
7 PI: Drs/Nurses worked well together	44 PI: Providers checked child's ID band before meds
8 PI: Amount of info given on treatment	45 PI: Explained reason for wait in going to room
9 PI: Amount of pain medicine during stay	46 PI: Organisation of admission process
10 PI: Rate availability of child's nurses	47 PI: Was prepared for child move from ICU
11 PI: ICU allowed stay with child	48 PI: Organisation of ED care
12 PI: Information given to child	49 PI: Availability of Nurses for questions/concerns
13 PI: Treated with respect/dignity during stay	50 PI: Enough attention paid to experiences
14 PI: Admission date changed by hospital	51 PI: Provider understood child's condition
15 PI: Length of hospital stay	52 PI: Discussion of danger signals to watch for
16 PI: Confidence/trust in ICU Nurses	53 PI: Discussion of activities child could do at home
17 PI: Discussion on who to call with questions	54 PI: Pain experienced greater than what told
18 PI: Told who to ask for IP help for child	55 PI: Explained when allowed to go home
19 PI: Answers to questions were understandable	56 PI: More involvement in decision making
20 PI: Explanation of surgery results were understandable	57 PI: Enough info about child's rights & responsibilities
21 PI: Discussion of risks/benefits before surgery	58 PI: Information given to child understandable
22 PI: Confidence/trust in Nurses	59 PI: Taught how to care for child at home
23 PI: Availability of Drs	60 PI: Waited too long before going to room
24 PI: Satisfaction with parent ICU facilities	61 PI: Knew which Dr was in charge of child ICU
25 PI: Comfortable asking child treatment questions	62 PI: Received info re: child condition
26 PI: Confidence/trust in ICU Drs	63 PI: Able to explain nutritional needs to staff
27 PI: More time w/Nurse to explain home care	64 PI: Explanation of test results were understandable
28 PI: Staff controlled pain	65 PI: ICU Drs available to answer questions
29 PI: Confidence/trust in Drs	66 PI: Discussion on how to give medication
30 PI: ICU Nurses available to answer questions	67 PI: Discussion of side effects from new medicine
31 PI: Providers/staff washed/cleaned hands before care	68 PI: Easy to find staff to talk to re: concerns
32 PI: Nurses answers re: child understandable	69 PI: Discussion of fears about surgery
33 PI: Got help going to bathroom in time	70 PI: Response quickness of call button
34 PI: Knew which Dr was in charge of care	71 PI: Availability of Drs to answer questions/concerns
35 PI: Nurses said what meds they gave child	72 PI: Given choice of admission dates
36 PI: Nurses attn to my suggestions for child	73 PI: Length of time waited for admission
37 PI: Answers to questions understandable	

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

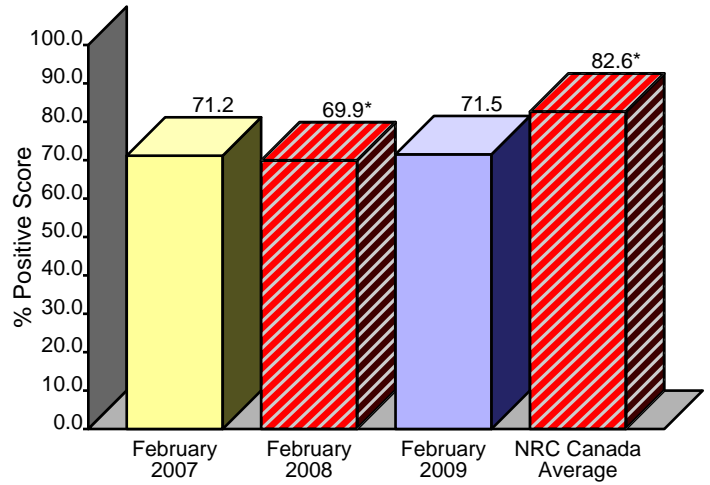
Your current score is: higher \uparrow or lower \downarrow .

NSW HEALTH NSW Health Patient Survey 2009-Access to Care - Paediatric Inpatients
February 2009 (n=2252)

PI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

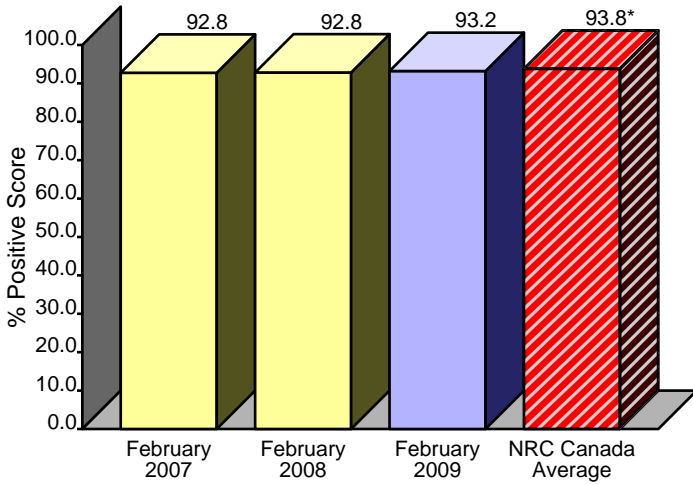
February 2007	February 2008		NRC Canada Average	n size
87.0%	86.1% ▲	PI: Rate availability of child's nurses	87.2%	2231
76.3%	75.0%	PI: Availability of Drs	75.6%	2215
72.3% ▼	71.5% ▼	PI: Feelings about time on waiting list	69.0%	609
30.9% ▼	26.9%	PI: Length of time waited for admission	25.7%	577
34.1% ▼	30.6% ▼	PI: Given choice of admission dates	27.8%	582
84.4% ▼	83.0%	PI: Admission date changed by hospital	82.2%	622

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **▲** or lower **▼**.

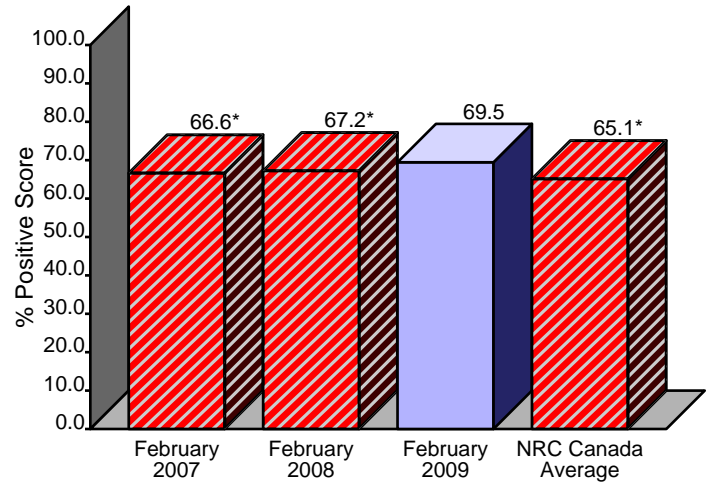


NSW Health Patient Survey 2009-Information and Education - Paediatric Inpatients
February 2009 (n=2252)

PI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Detail	% Positive Score	NRC Canada Average	n size
68.5%↑	68.6%↑	PI: Nurses answers re: child understandable	71.2%	71.2%	2173
68.4%	69.2%	PI: Answers to questions understandable	69.5%	72.8%↓	2148
59.4%↑	60.2%↑	PI: Explained reason for wait in going to room	66.1%	65.1%	1131

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Paediatric Inpatients February 2009 (n=2252)

Detail

February 2007	February 2008		NRC Canada Average	n size
PI: Taught how to care for child at home				
54.1%↑	56.6%↑	Yes, completely	63.4%↓	1276
25.6%	24.4%	Yes, somewhat	22.0%↑	565
20.3%↓	19.0%↓	No	14.7%↑	367
PI: Explanation of test results were understandable				
39.2%↑	42.9%↓	Child is too young/could not understand	40.5%	882
14.5%	14.2%	Child had no tests	5.6%↑	322
27.0%↓	24.7%	Yes, completely	36.7%↓	575
16.6%	15.8%↑	Yes, somewhat	15.0%↑	376
2.6%	2.5%	No	2.3%	57
PI: Amount of info given on treatment				
1.1%	0.7%	I did not want information	0.3%↑	16
1.0%	1.1%	Too much	1.8%↓	24
85.8%↑	85.6%↑	Right amount	85.2%↑	1934
12.2%↓	12.6%↓	Not enough	12.7%↓	245
PI: Information given to child understandable				
44.4%↑	49.4%	Child is too young/could not understand		1054
2.9%↓	1.9%	No information was given		39
32.2%↓	28.5%	Yes, definitely		659
17.3%↓	17.6%↓	Yes, somewhat		367
3.3%↑	2.6%↑	No		80
PI: Information given to child				
48.2%↑	53.2%	Child is too young/could not understand		1151
45.4%↓	40.5%	Yes		910
6.3%	6.3%	No		131

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Paediatric Inpatients (continued)
February 2009 (n=2252)

Detail

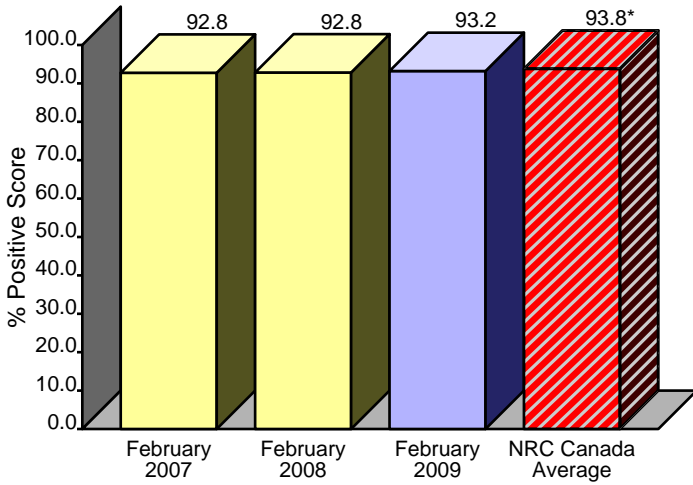
February 2007	February 2008		NRC Canada Average	n size
PI: Explanation of surgery results were understandable				
73.6%	73.6%	Yes, completely	80.1%↓	756
19.2%	19.2%	Yes, somewhat	15.1%↑	189
4.7%	4.2%	No	3.3%↑	39
2.5%	3.0%	Did not want/need explanation	1.5%↑	29
PI: Received info re: child condition				
9.3%↓	11.2%↓	Did not use emergency room	0.0%↑	145
49.1%↑	51.0%↑	Yes, definitely	53.8%	904
34.1%	31.2%↑	Yes, somewhat	35.6%↓	589
7.3%↓	6.4%↓	No	10.1%↓	94
0.2%	0.2%	Did not want information	0.6%↓	2

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

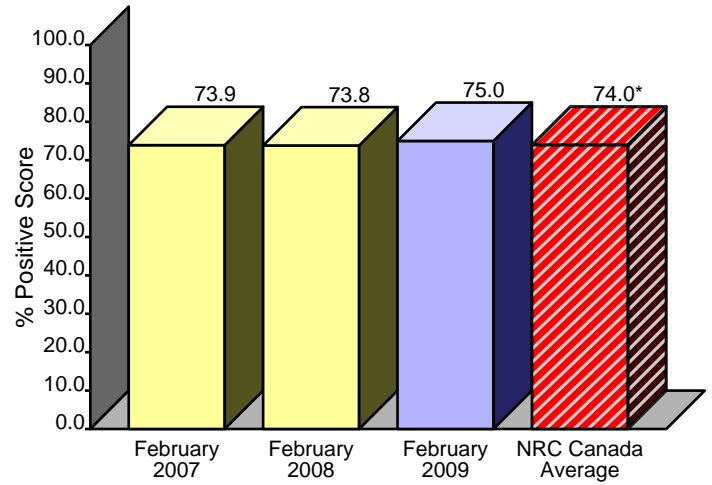


NSW Health Patient Survey 2009-Emotional Support - Paediatric Inpatients February 2009 (n=2252)

PI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
73.9%↑	73.7%↑	PI: Confidence/trust in Nurses	71.4%↑	2240
73.9%	74.0%	PI: Confidence/trust in Drs	76.5%↓	2234

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Emotional Support - Paediatric Inpatients

February 2009 (n=2252)

Detail

February 2007	February 2008		NRC Canada Average	n size	
PI: Availability of Drs to answer questions/concerns					
5.0%	5.0%	Never had questions or concerns	4.9%	2.9% ▲	122
39.9% ▼	40.0% ▼	Yes, always	38.4%	45.8% ▼	852
42.8% ▲	44.0% ▲	Yes, sometimes	46.3%	42.7% ▲	1005
12.2% ▼	11.0%	No	10.4%	8.6% ▲	244
PI: Availability of Nurses for questions/concerns					
2.1%	2.1%	Never had any questions or concerns	2.0%	0.6% ▲	43
61.7% ▲	61.4% ▲	Yes, always	64.0%	69.4% ▼	1436
33.0%	33.4% ▼	Yes, sometimes	31.8%	28.0% ▲	703
3.2% ▼	3.1% ▼	No	2.2%	2.0%	57
PI: Discussion of fears about surgery					
11.1%	13.1%	Didn't have any fears or anxieties	12.2%	8.6% ▲	121
27.8% ▼	29.4% ▼	Child is too young/couldn't understand	25.6%	32.2% ▼	246
30.0% ▼	28.1%	Yes, completely	27.8%	31.1% ▼	296
17.2% ▲	16.2% ▲	Yes, somewhat	19.1%	16.5% ▲	192
14.0%	13.1% ▲	No	15.3%	11.7% ▲	149
PI: ICU Drs available to answer questions					
5.0%	3.1% ▲	Never had questions or concerns	7.3%	7.8%	10
51.3%	51.2%	Yes, always	51.3%	46.9% ▲	105
33.2%	37.0%	Yes, sometimes	34.5%	35.5%	68
10.5% ▼	8.7%	No	7.0%	9.8% ▼	14
PI: Confidence/trust in ICU Drs					
74.0%	83.9% ▼	Yes, always	75.5%	76.7%	147
21.2%	13.2% ▲	Yes, sometimes	21.2%	19.5%	42
4.8%	2.8%	No	3.3%	3.8%	6

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009-Other Measures Related to Emotional Support - Paediatric Inpatients (continued)

February 2009 (n=2252)

Detail

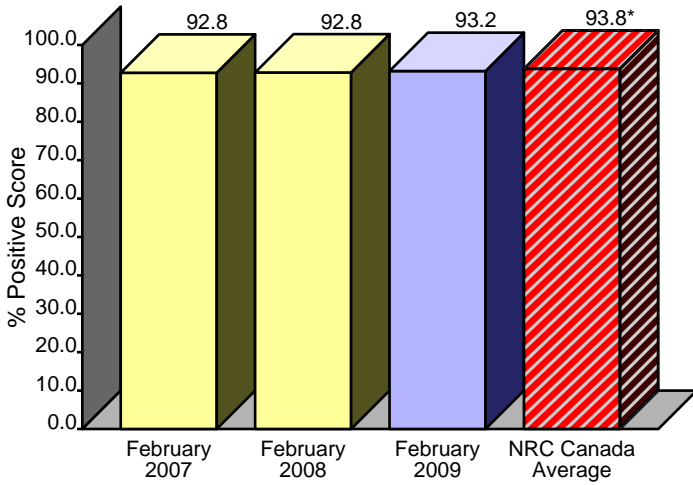
February 2007	February 2008		NRC Canada Average	n size
PI: ICU Nurses available to answer questions				
0.7% [▲]	1.2%	Never had questions or concerns	2.1%	5
72.0%	77.2% [▼]	Yes, always	75.1% [▼]	137
22.8%	20.3% [▲]	Yes, sometimes	20.3% [▲]	43
4.4%	1.3% [▲]	No	2.4%	6
PI: Confidence/trust in ICU Nurses				
77.4%	82.4%	Yes, always	77.6%	156
20.5%	15.6%	Yes, sometimes	19.0%	29
2.1% [▲]	1.9% [▲]	No	3.4%	8

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher [▲] or lower [▼].

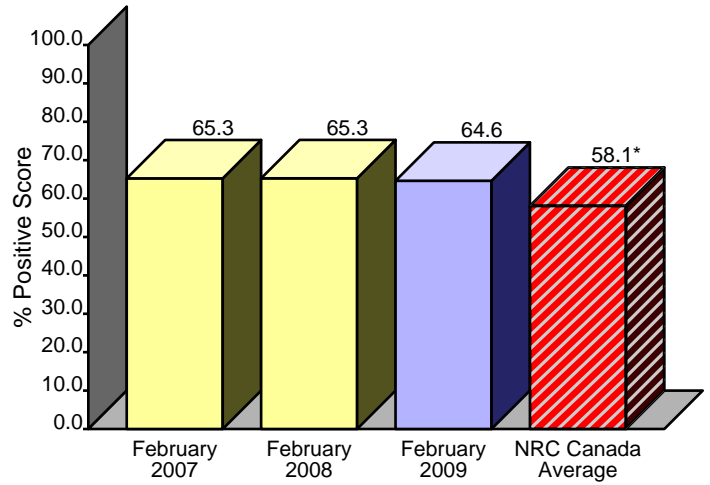


NSW Health Patient Survey 2009-Coordination of Care - Paediatric Inpatients
February 2009 (n=2252)

PI: Overall care received



CD - Coordination of Care (PI)



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"









February 2007	February 2008		NRC Canada Average	n size
62.7%↑	62.8%↑	PI: Organisation of ED care	65.5%	1594
66.9%	65.8%	PI: Organisation of admission process	66.0%	2220
68.8%	66.9%↑	PI: Dr/Nurses gave conflicting info	65.3%↑	2224
61.7%↓	64.7%↓	PI: Waited too long before going to room	58.1%	2213

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Paediatric Inpatients February 2009 (n=2252)

Detail

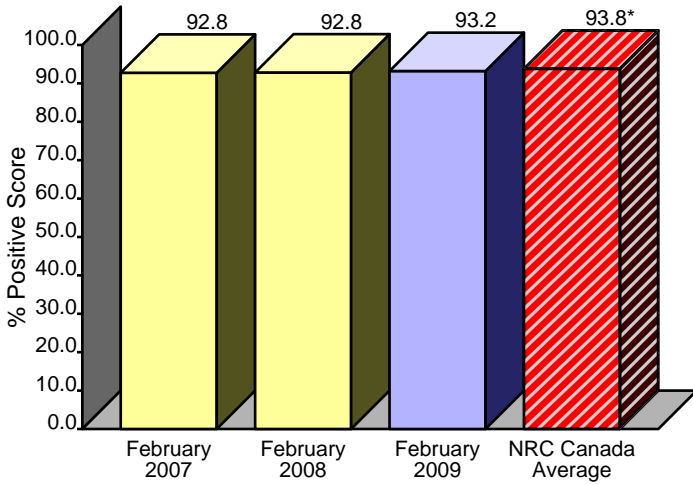
February 2007	February 2008		NRC Canada Average	n size
PI: Knew which Dr was in charge of care				
74.4%↓	74.0%↓	Yes 	81.7%↓	1578
16.5%	16.8%	No 	9.6%↑	387
9.1%↑	9.2%↑	Not sure 	8.6%↑	257
PI: Told who to ask for IP help for child				
79.4%	78.9%	Yes 	89.9%↓	1768
20.6%	21.1%	No 	10.1%↑	452
PI: Knew which Dr was in charge of child ICU				
67.3%↓	67.4%↓	Yes 	70.8%↓	144
21.0%↑	18.7%↑	No 	15.7%↑	53
11.8%↑	13.9%	Not sure 	13.5%↑	36

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

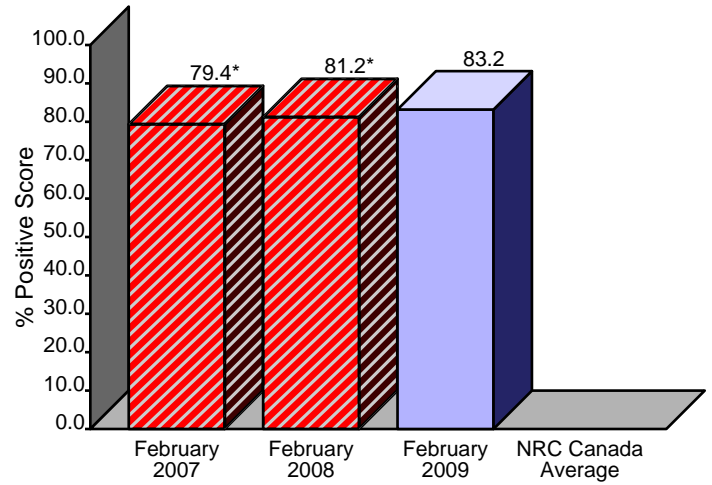


NSW Health Patient Survey 2009-Respect for Patient Preferences -
Paediatric Inpatients
February 2009 (n=2252)

PI: Overall care received

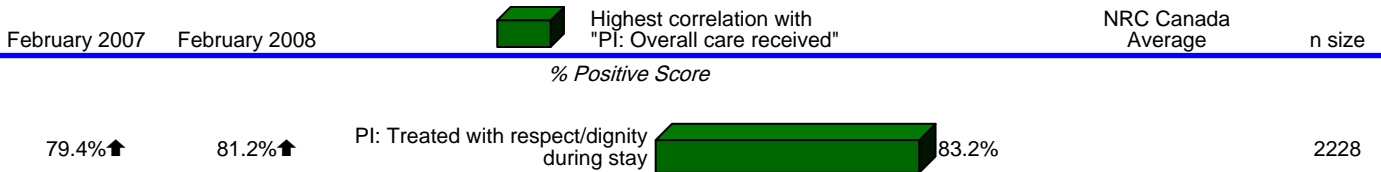


CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences- Paediatric Inpatients February 2009 (n=2252)

Detail

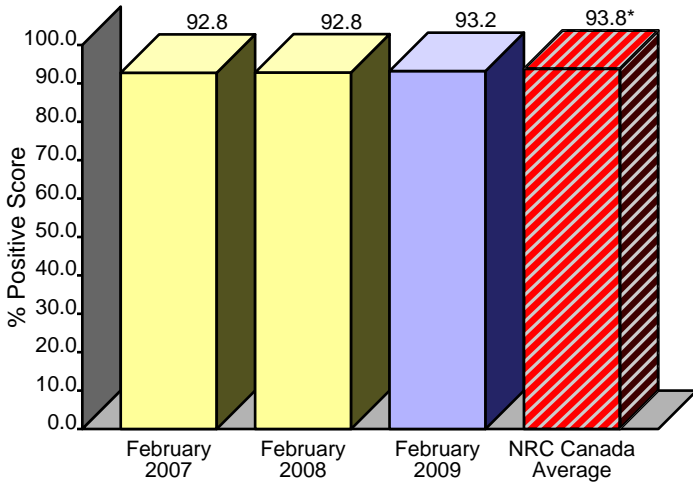
February 2007	February 2008		NRC Canada Average	n size
PI: More involvement in decision making				
59.4% [↑]	60.8%	No	55.6% [↑]	1368
24.2%	23.1%	Yes, somewhat	23.8%	510
16.4%	16.2%	Yes, definitely	20.6% [↓]	328
PI: Able to explain nutritional needs to staff				
63.3%	61.7% [↑]	He or she had no special nutrition needs		1410
20.9%	22.6% [↓]	Yes, completely		474
11.8%	11.2%	Yes, somewhat		249
4.0%	4.4%	No		85
PI: Rate policy for visiting/staying with child				
45.5%	45.2%	Excellent	52.1% [↓]	1021
30.8%	30.2%	Very Good	28.8% [↑]	693
17.0%	16.4%	Good	13.5% [↑]	351
4.8% [↑]	5.8%	Fair	3.7% [↑]	125
1.9%	2.4% [↓]	Poor	1.8%	39
PI: Enough info about child's rights & responsibilities				
		Yes, completely		1327
		Yes, somewhat		594
		No		289

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].

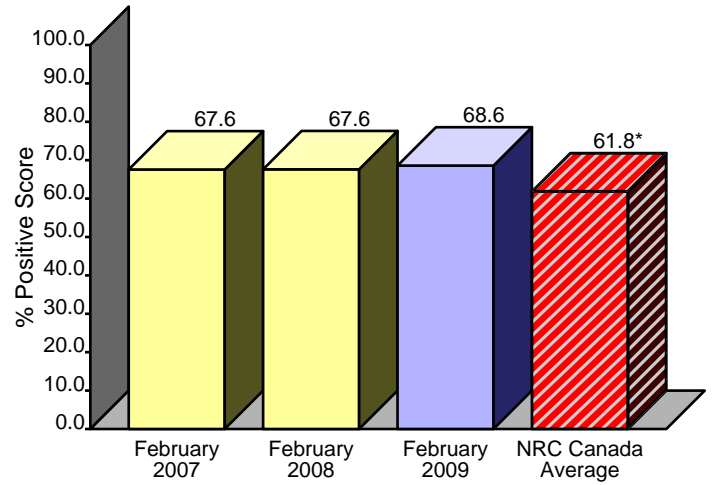


NSW Health Patient Survey 2009-Physical Comfort - Paediatric Inpatients
February 2009 (n=2252)

PI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
73.4%	72.6% [▲]	PI: Staff controlled pain 75.1%	73.9% [▲]	1173
42.3%	43.7%	PI: Response quickness of call button 43.6%	61.8% [▼]	1214
89.3%	89.3%	PI: Amount of pain medicine during stay 88.2%	91.3% [▼]	1082
65.9% [▲]	65.2% [▲]	PI: Got help going to bathroom in time 70.4%		902

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Other Measures Related to Physical Comfort - Paediatric Inpatients
February 2009 (n=2252)

Detail

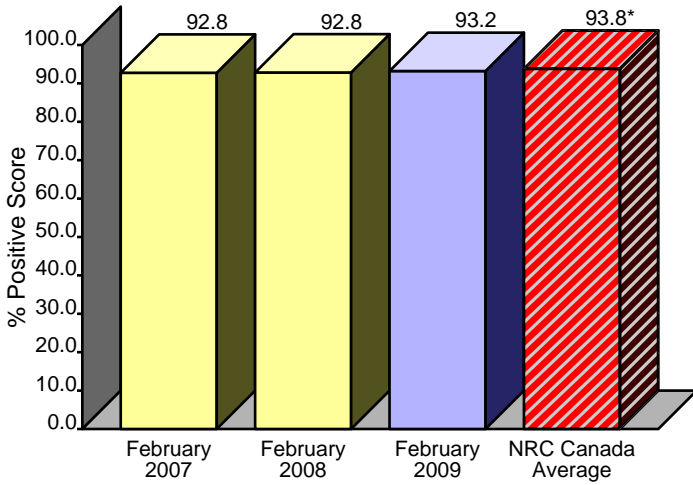
February 2007	February 2008		NRC Canada Average	n size
PI: Child had pain				
58.2%↓	54.1%	Yes		1218
41.8%↑	45.9%	No		999
PI: Pain experienced greater than what told				
11.1%↑	10.8%↑	I was not told	13.5%	147
62.1%	63.9%	No	59.3%↑	736
17.4%	16.5%	Yes, somewhat	16.8%	190
9.4%↓	8.8%	Yes, definitely	10.4%↓	92

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

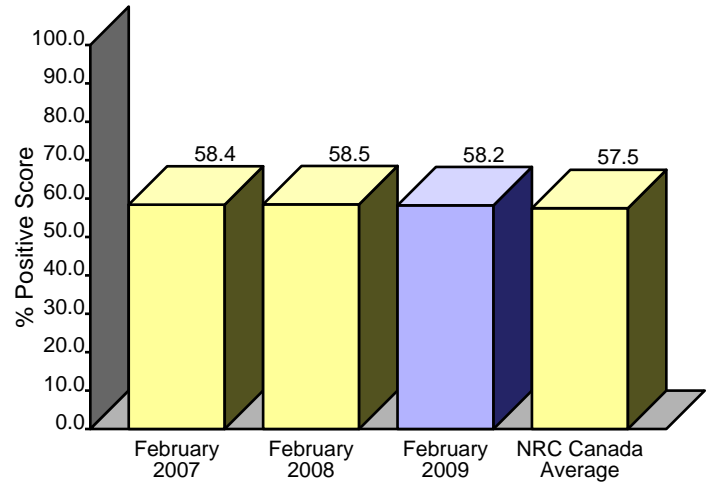


NSW Health Patient Survey 2009-Continuity and Transition - Paediatric Inpatients February 2009 (n=2252)

PI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

February 2007	February 2008		NRC Canada Average	n size
% Positive Score				
62.0%	62.5%	PI: Discussion of danger signals to watch for	62.8%	2204
45.7%	45.9%	PI: Discussion of side effects from new medicine	49.3%↓	1140
52.1%↑	55.7%	PI: Discussion on how to give medication	59.4%↓	1135
63.7%	61.9%	PI: Discussion of activities child could do at home	61.3%↑	2194

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - Paediatric Inpatients February 2009 (n=2252)

Detail

February 2007	February 2008		NRC Canada Average	n size
PI: Was prepared for child move from ICU				
59.2% [▲]	62.5%	Very prepared	62.6%	117
33.1% [▼]	31.5%	Somewhat prepared	32.3% [▼]	52
7.7%	6.1%	Not at all prepared	5.1%	14
PI: Explained when allowed to go home				
60.9%	60.6%	Yes, completely		1369
32.9%	33.6%	Yes, somewhat		725
6.2% [▼]	5.7%	No		125
PI: Discussion on who to call with questions				
77.4% [▲]	78.0% [▲]	Yes		1751
22.6% [▼]	22.0% [▼]	No		464
PI: Told me when to follow-up w/Dr				
10.0% [▲]	12.6% [▼]	No follow-up needed	5.8% [▲]	275
83.0% [▼]	80.2% [▲]	Yes	88.7% [▼]	1782
7.0%	7.2%	No	5.4% [▲]	162
PI: More time w/Dr to explain home care				
69.2%	69.2%	No	65.9% [▲]	1530
22.1%	21.8%	Yes, a little more time	24.4% [▼]	504
8.7%	9.0%	Yes, much more time	9.7% [▼]	186
PI: More time w/Nurse to explain home care				
74.2%	72.8% [▲]	No	72.3% [▲]	1691
19.2%	19.9% [▼]	Yes, a little more time	20.2% [▼]	405
6.6%	7.3% [▼]	Yes, much more time	7.5% [▼]	131

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Measures Related to Family and Friends - Paediatric Inpatients February 2009 (n=2252)

Detail

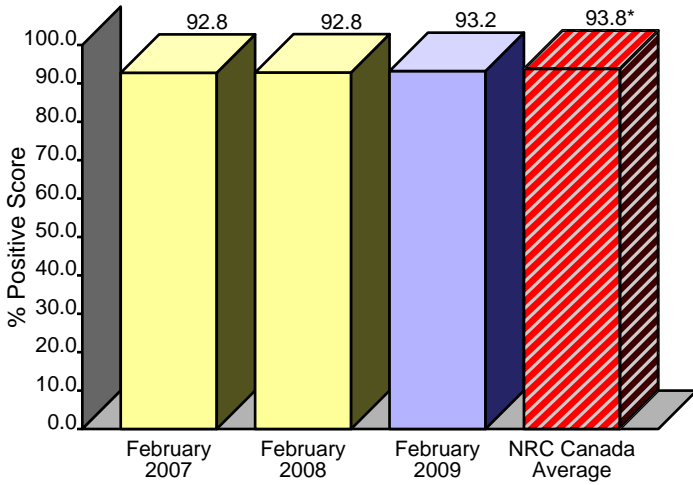
February 2007	February 2008		NRC Canada Average	n size
PI: Enough attention paid to experiences				
63.5%	63.5%	Yes, completely	68.2%↓	1425
30.6%	30.7%	Yes, somewhat	27.0%↑	665
5.9%	5.9%	No	4.7%↑	131
PI: Nurses attn to my suggestions for child				
66.7%↑	66.3%↑	Yes, completely	70.0%	1574
29.0%↓	29.2%↓	Yes, somewhat	26.0%	576
4.3%↓	4.5%↓	No	4.0%↓	82
PI: More involvement in decision making				
59.4%↑	60.8%	No	55.6%↑	1368
24.2%	23.1%	Yes, somewhat	23.8%	510
16.4%	16.2%	Yes, definitely	20.6%↓	328
PI: Participation in child's care				
8.5%	9.8%↓	Too much	12.3%↓	180
88.9%↑	88.0%↑	Right amount	85.6%↑	1964
2.7%↓	2.2%↓	Not enough	2.1%↓	25
PI: ICU allowed stay with child				
89.9%	85.1%	Yes, always		170
6.5%↑	10.5%	Yes, sometimes		17
3.6%	4.4%↓	No		5

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

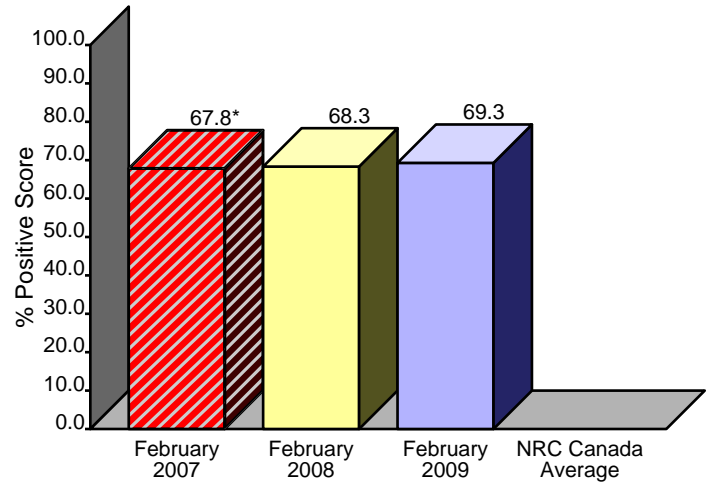


NSW Health Patient Survey 2009-Questions About Patient Safety - Paediatric Inpatients February 2009 (n=2252)

PI: Overall care received



SD - Patient Safety



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	Question	% Positive Score	NRC Canada Average	n size
63.0%	63.8%	PI: Provider understood child's condition	64.2%		2227
74.0% [↑]	73.3% [↑]	PI: Comfortable asking child treatment questions	75.5%		2228
66.0% [↑]	68.4% [↑]	PI: Nurses said what meds they gave child	70.2%		2044
68.7%	69.5%	PI: Family had to be sure child's needs were met	69.3%	53.1% [↑]	2094
67.2%	66.5%	PI: Providers checked child's ID band before meds	67.2%	50.1% [↑]	2028

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009-Other Measures Related to Patient Safety - Paediatric Inpatients
February 2009 (n=2252)

Detail

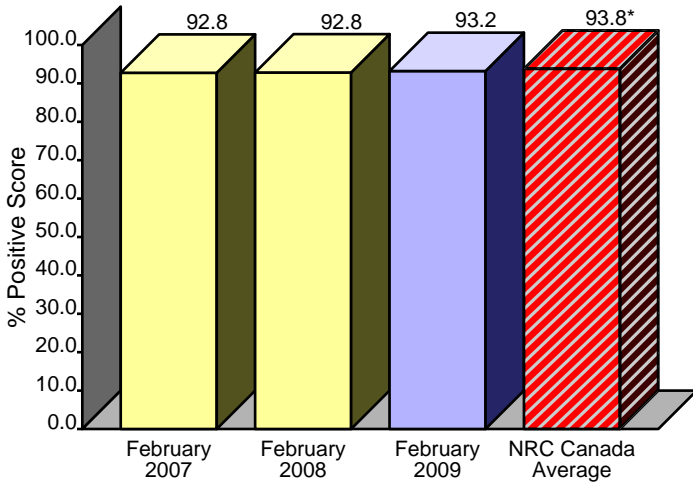
February 2007	February 2008	NRC Canada Average	n size
PI: Hand basin/alcohol hand wash available			
	Yes	87.8%	1265
	No	12.2%	172
PI: Providers/staff washed/cleaned hands before care			
	Unsure	34.1%	491
	Yes, always	47.3%	685
	Yes, sometimes	15.5%	218
	No, never	3.1%	48
PI: Providers/staff washed/cleaned hands after care			
	Unsure	47.4%	693
	Yes, always	36.1%	526
	Yes, sometimes	12.8%	170
	No, never	3.8%	59
PI: Reminded staff about hand washing			
	Yes	5.4%	76
	No	94.6%	1375

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

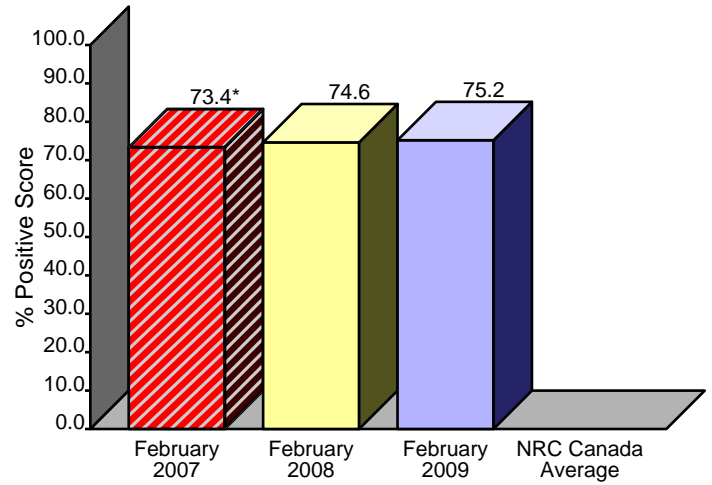


NSW Health Patient Survey 2009-Questions About Surgery, Procedures, and Tests - Paediatric Inpatients February 2009 (n=2252)

PI: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

76.3%↑

78.3%

PI: Answers to questions were understandable



83.6%↓

957

77.0%

77.6%

PI: Discussion of risks/benefits before surgery



79.7%↓

1009

65.0%↑

67.6%

PI: Discussion of risks/benefits of anaesthesia



71.0%↓

943

February 2007 February 2008

NRC Canada Average

n size

PI: Child had surgery/procedure in hospital

66.4%↓

46.3%

Yes 45.9%

1016

32.4%↑

53.0%

No 53.6%

1195

1.3%↓

0.6%

Not sure 0.5%

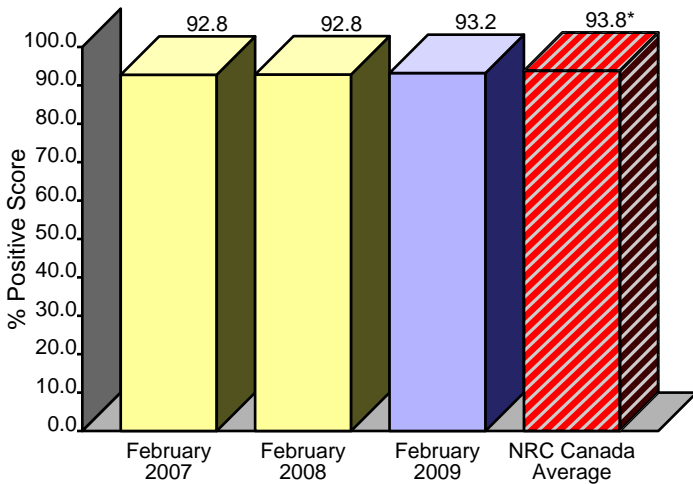
13

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

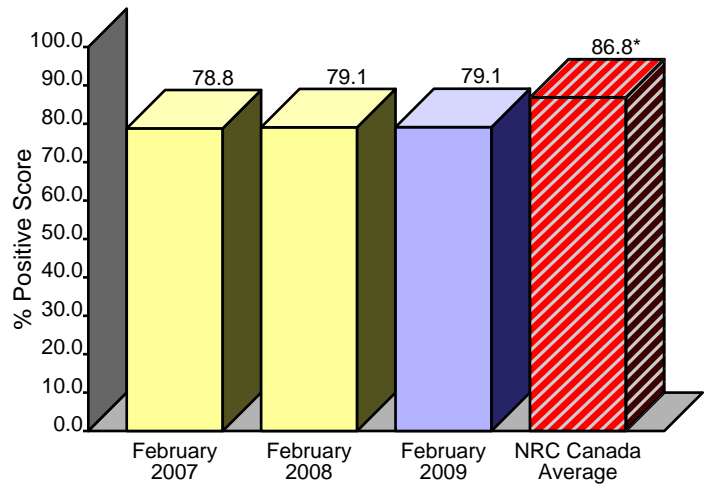


NSW Health Patient Survey 2009-Questions About Overall Attitudes - Paediatric Inpatients February 2009 (n=2252)

PI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
38.6%↓	40.1%↓	PI: Rate hospital 36.7%		2221
65.3%	64.8%	PI: Would recommend for stay 66.0%	72.1%↓	2205
88.2%↑	88.9%↑	PI: Drs/Nurses worked well together 90.3%	91.3%↓	2228
93.0%↑	93.5%	PI: Rate courtesy of child's nurses 94.0%	92.7%↑	2232
91.7%↑	92.6%	PI: Rate courtesy of child's admission staff 92.7%	91.7%↑	2220
92.7%	92.6%	PI: Courtesy of Drs 93.1%	93.0%	2220
82.0%	81.1%	PI: Length of hospital stay 80.9%	80.1%	2224

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Paediatric Inpatients February 2009 (n=2252)

Detail

February 2007	February 2008		NRC Canada Average	n size
PI: General health status				
29.7%↑	31.1%↑	Excellent	33.7%	749
39.0%↓	36.4%↓	Very Good	34.3%	770
21.4%↑	24.5%	Good	23.4%	507
7.2%↓	6.2%	Fair	6.1%	140
2.6%	1.9%↑	Poor	2.5%	58
PI: Days in bed due to illness/injury in Feb				
22.3%	26.2%↓	None	22.8%	523
13.5%	15.0%↓	One day	13.9%	289
13.8%	12.3%↑	Two days	14.4%	321
10.4%↑	10.3%↑	Three days	11.8%	256
10.2%	9.2%	Four days	9.9%	218
13.6%	13.6%	Five-to-seven days	13.9%	302
6.2%↓	5.5%	Eight-to-ten days	5.4%	119
9.9%↓	7.9%	More than ten days	7.9%	171
PI: Number of IP stays last 6 months				
70.3%	72.4%↓	Only this time	70.7%	1543
17.6%	16.9%	This time and one other time	17.9%	396
12.1%	10.7%	This time and more than one other time	11.4%	244
PI: Patient classification				
75.4%↓	73.2%↓	Public or Medicare patient	71.0%	1598
22.9%↑	24.7%↑	Private patient/claiming against private health insurance	27.5%	601
0.1%	0.2%↓	WorkCover patient	0.1%	2
0.0%	0.0%	Department of Veterans Affairs (DVA) patient	0.0%	0
0.3%	0.3%↑	Something else	0.4%	9
1.3%↓	1.6%↓	Not sure	1.0%	21

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Paediatric Inpatients (continued) February 2009 (n=2252)

Detail

February 2007	February 2008		NRC Canada Average	n size
PI: Child's level of Education				
24.2%↑	26.4%↑	Kindergarten / day care only	30.0%	645
25.0%	22.5%↑	Primary school up to Year 6	25.6%	556
20.3%↓	18.4%↓	Less than Year 12 at secondary school	14.7%	346
0.2%↓	0.2%	Completed Year 12 at secondary school	0.1%	3
0.2%	0.1%	Commenced or completed trade or technical certificate or dip	0.1%	2
0.0%	0.1%↓	Commenced university	0.0%	0
30.1%	32.3%↓	Has yet to start education	29.5%	651
PI: Aboriginal or Torres Strait Island background				
96.1%	95.3%↑	No	96.1%	2139
3.7%	4.5%↓	Yes, Aboriginal	3.7%	86
0.2%	0.2%	Yes, Torres Strait Islander	0.2%	4
PI: Language spoken at home				
94.7%↓	94.4%↓	English	92.9%	1921
0.1%↓	0.0%	Italian	0.0%	0
0.1%↓	0.2%↓	Greek	0.0%	0
0.2%	0.4%↓	Spanish	0.2%	3
0.1%	0.0%	Croatian	0.1%	2
0.2%↓	0.2%	Serbian	0.1%	1
1.3%	1.7%	Arabic	1.5%	27
0.9%	0.8%	Cantonese	0.8%	12
1.0%↓	0.8%↓	Mandarin	0.5%	9
1.2%↓	1.2%↓	Vietnamese	0.8%	15
0.3%	0.1%	Korean	0.2%	3
0.0%↑	0.0%↑	Other	3.0%	52
PI: Child's gender				
58.1%	60.1%↓	Male	58.7%	1233
41.9%	39.9%↑	Female	41.3%	859

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients -
Paediatric Inpatients (continued)
February 2009 (n=2252)

Detail

February 2007	February 2008		NRC Canada Average	n size
PI: Child's age category				
43.5%↑	49.6%	Up to 4 years	49.4%	1084
25.3%	22.3%↑	5 - 9 years	25.4%	566
19.4%↓	18.5%	10 - 14 years	17.4%	384
11.7%↓	9.6%↓	15 years or older	7.7%	191
PI: Patient completed survey				
2.8%	3.5%	Yes - I completed the survey myself	3.1%	66
3.3%↓	3.8%↓	Yes - but I completed the survey with the help from someone	2.7%	59
93.9%	92.7%↑	No - someone completed this survey for me	94.2%	2106

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Visits - Paediatric Inpatients

February 2009 (n=2252)

Detail

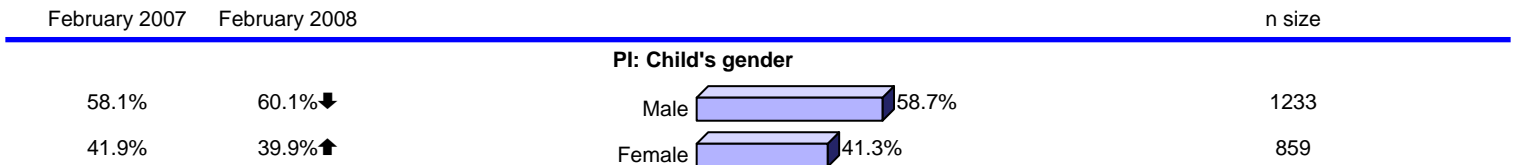
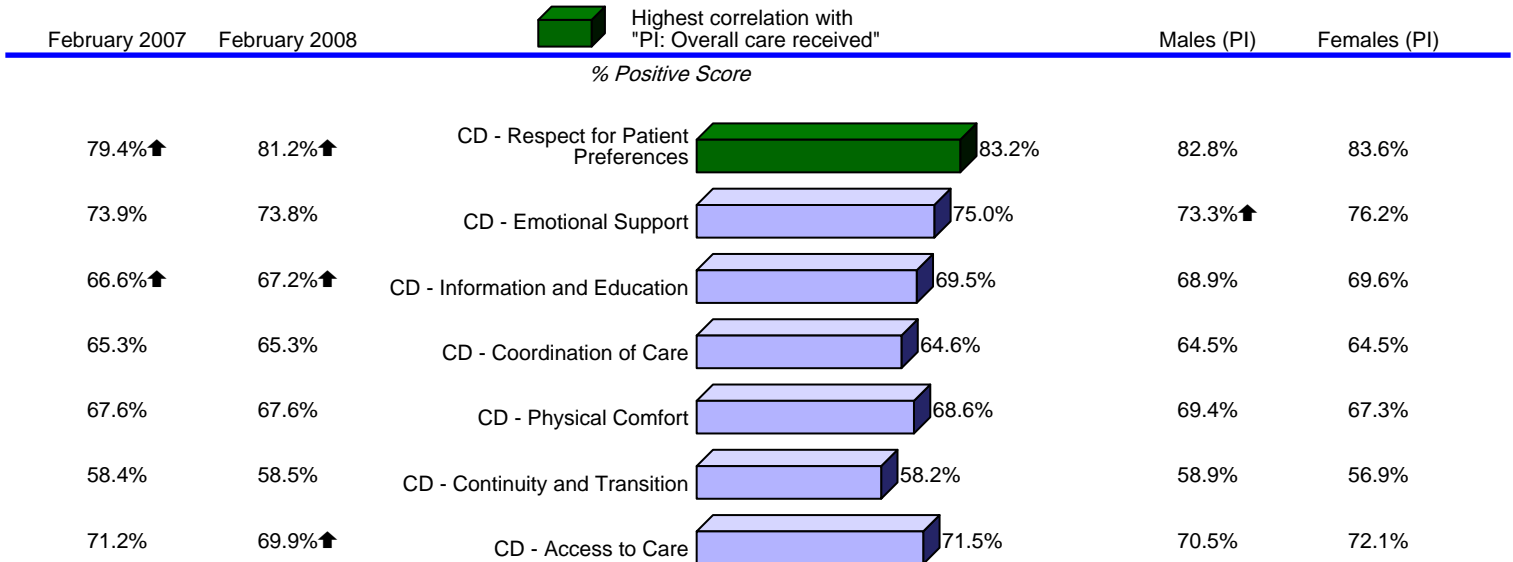
February 2007	February 2008		NRC Canada Average	n size
PI: Feb hospital stay was planned or emergency				
63.3%↑	65.2%↑	Emergency or urgent	73.2%	1611
34.0%↓	32.3%↓	Waiting list or planned in advance	24.7%	583
2.8%↓	2.6%↓	Something else	2.1%	47
PI: ICU units child was in during stay				
4.2%	3.6%↑	Intensive Care Unit (ICU)	4.4%	88
1.3%↓	2.7%↓	Neonatal Intensive Care Unit (NICU)	0.6%	11
4.2%	3.6%↑	Paediatric Intensive Care Unit (PICU)	4.2%	84
90.8%	91.2%	Child not admitted to any intensive care unit	91.6%	1951
PI: Same day or overnight patient				
29.1%↓	28.3%↓	Same day patient	25.4%	552
27.6%↑	29.5%↑	Stayed for one night	32.6%	728
29.9%	28.2%↑	Stayed for two to four nights	30.5%	696
13.3%↓	14.0%↓	Stayed five nights or more	11.5%	248

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Paediatric Inpatients February 2009 (n=2252)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2009 (n=2252)

Detail

February 2007	February 2008	Highest correlation with "PI: Overall care received"	Up to 4 years (PI)	Ages 5 - 9 (PI)	Ages 10 - 14 (PI)	Ages 15 + (PI)	
<i>% Positive Score</i>							
79.4%↑	81.2%↑	CD - Respect for Patient Preferences	83.2%	82.6%	85.1%↓	84.7%	80.2%↑
73.9%	73.8%	CD - Emotional Support	75.0%	74.4%	75.2%	79.3%↓	73.5%
66.6%↑	67.2%↑	CD - Information and Education	69.5%	69.5%	69.9%	72.3%↓	64.7%↑
65.3%	65.3%	CD - Coordination of Care	64.6%	63.7%	65.1%	68.3%↓	64.0%
67.6%	67.6%	CD - Physical Comfort	68.6%	65.0%↑	70.5%	71.5%↓	72.7%↓
58.4%	58.5%	CD - Continuity and Transition	58.2%	55.0%↑	61.3%↓	65.8%↓	55.9%
71.2%	69.9%↑	CD - Access to Care	71.5%	73.6%↓	67.8%↑	74.0%↓	68.0%↑

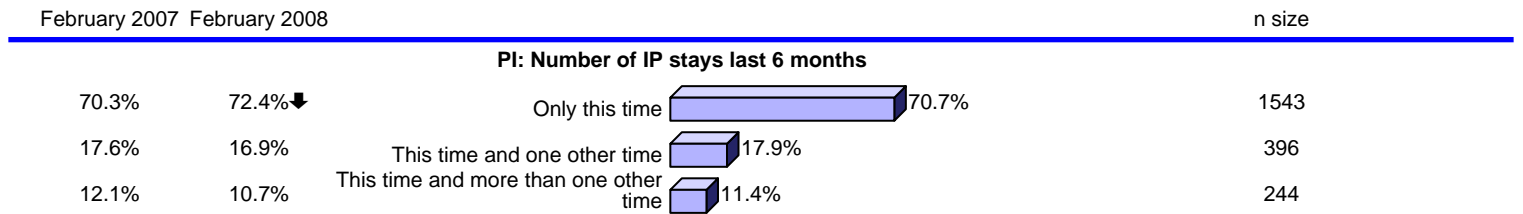
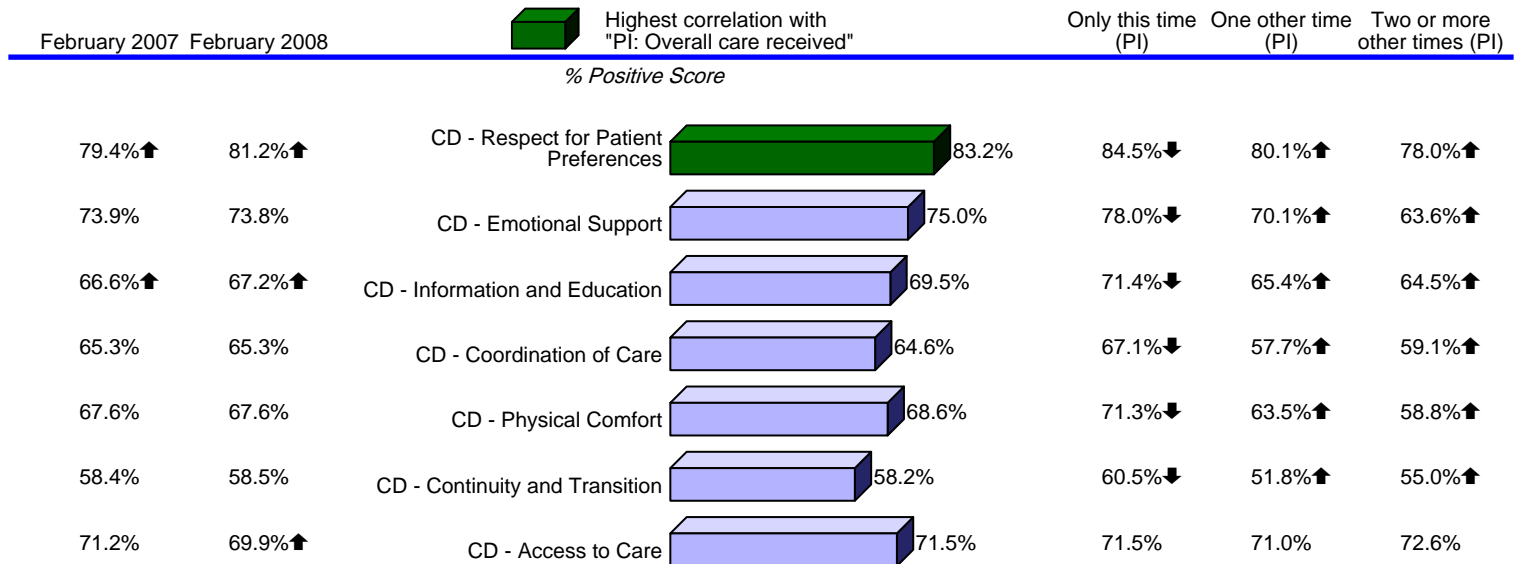
February 2007	February 2008			n size
PI: Child's age category				
43.5%↑	49.6%	Up to 4 years	49.4%	1084
25.3%	22.3%↑	5 - 9 years	25.4%	566
19.4%↓	18.5%	10 - 14 years	17.4%	384
11.7%↓	9.6%↓	15 years or older	7.7%	191

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2009 (n=2252)



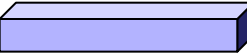
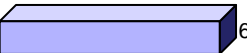


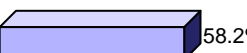
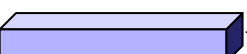
Detail




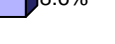


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2009 (n=2252)

		<i>Detail</i>		Poor/Fair Health Rating (PI)	Good Health Rating (PI)	Very Good Health Rating (PI)	Excellent Health Rating (PI)
February 2007	February 2008	 Highest correlation with "PI: Overall care received"	% Positive Score				
79.4% [▲]	81.2% [▲]	CD - Respect for Patient Preferences	 83.2%	73.7% [▲]	78.5% [▲]	83.4%	89.0% [▼]
73.9%	73.8%	CD - Emotional Support	 75.0%	60.4% [▲]	70.4% [▲]	74.5%	82.7% [▼]
66.6% [▲]	67.2% [▲]	CD - Information and Education	 69.5%	58.7% [▲]	65.8% [▲]	69.3%	75.6% [▼]
65.3%	65.3%	CD - Coordination of Care	 64.6%	54.8% [▲]	62.2% [▲]	64.8%	68.7% [▼]
67.6%	67.6%	CD - Physical Comfort	 68.6%	57.9% [▲]	64.2% [▲]	70.2%	72.6% [▼]
58.4%	58.5%	CD - Continuity and Transition	 58.2%	43.9% [▲]	54.3% [▲]	56.1% [▲]	67.0% [▼]
71.2%	69.9% [▲]	CD - Access to Care	 71.5%	67.5% [▲]	68.7% [▲]	71.0%	75.2% [▼]

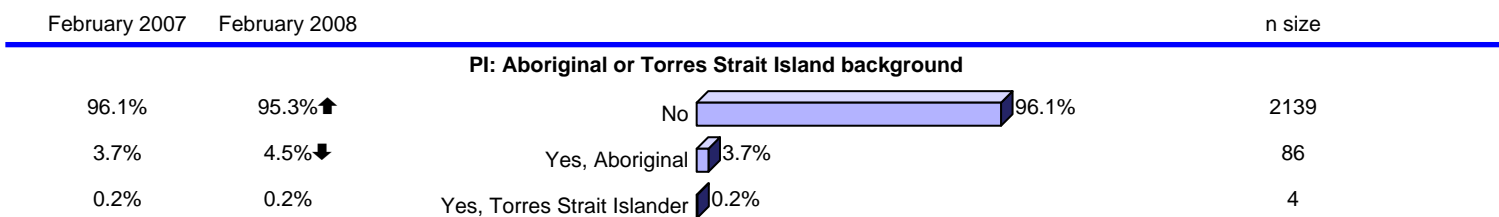
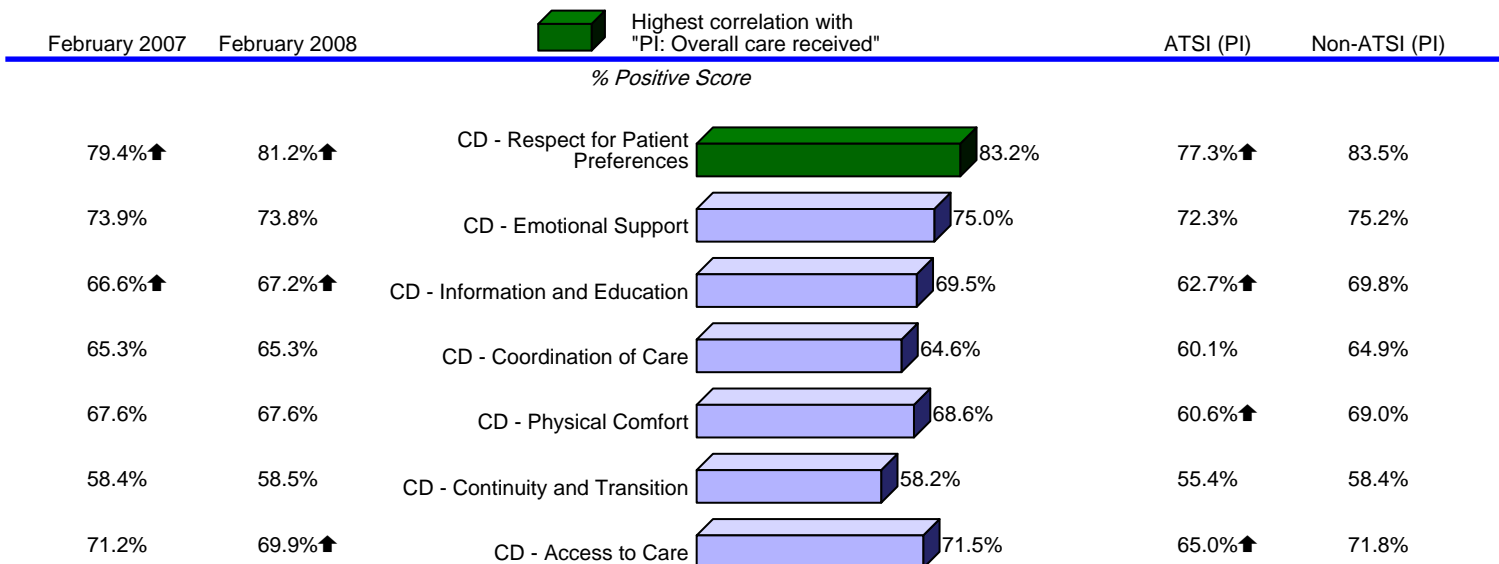
February 2007	February 2008			n size
PI: General health status				
29.7% [▲]	31.1% [▲]	Excellent Health Rating	 33.7%	749
39.0% [▼]	36.4% [▼]	Very Good Health Rating	 34.3%	770
21.4% [▲]	24.5%	Good Health Rating	 23.4%	507
9.8% [▼]	8.1%	Poor/Fair Health Rating	 8.6%	198

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2009 (n=2252)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (PI)
 ▼ Significantly Lower Than NSW Average (PI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)
NSW Average (PI)	93.2%	36.7%	66.0%	75.6%	87.2%	76.5%
-Greater Southern Area Health Service	91.2%	32.4%▼	53.7%▼	76.1%	85.1%	73.0%▼
-Greater Western Area Health Service	94.4%	35.6%	53.5%▼	82.6%▲	89.7%	86.1%▲
-Hunter New England Area Health Service	92.1%	34.6%	54.7%▼	76.8%	87.6%	78.4%
-North Coast Area Health Service	94.8%	42.9%▲	68.0%	77.1%	90.5%▲	82.9%▲
-N Sydney/Central Coast AHS	96.8%▲	38.3%	66.1%	79.1%▲	90.2%▲	80.6%▲
-SE Sydney/Illawarra AHS	94.5%▲	39.8%▲	76.1%▲	80.1%▲	88.6%	78.7%▲
-Sydney South West AHS	90.9%▼	34.9%	56.5%▼	68.1%▼	83.8%▼	71.8%▼
-Sydney West Area Health Service	90.7%▼	31.7%▼	62.6%	71.5%▼	88.2%	75.4%
-The Children's Hospital at Westmead	93.2%	36.9%	78.4%▲	72.7%▼	84.9%▼	70.8%▼



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (PI)
 ▼ Significantly Lower Than NSW Average (PI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (PI)	71.5%	69.5%	75.0%	64.6%	83.2%	68.6%	58.2%
-Greater Southern Area Health Service	71.2%	68.6%	72.9%	66.0%	81.2%	73.2%▲	58.2%
-Greater Western Area Health Service	70.8%	70.9%	84.1%▲	67.5%	84.5%	76.5%▲	62.8%▲
-Hunter New England Area Health Service	70.5%	67.3%	75.9%	64.7%	84.0%	70.8%	59.1%
-North Coast Area Health Service	71.4%	75.8%▲	80.6%▲	68.9%▲	87.1%▲	75.6%▲	60.4%
-N Sydney/Central Coast AHS	75.6%▲	73.8%▲	77.4%	69.2%▲	88.2%▲	68.6%	61.4%
-SE Sydney/Illawarra AHS	73.2%	71.4%	77.4%▲	68.3%▲	85.4%▲	67.8%	56.4%
-Sydney South West AHS	69.9%	65.3%▼	69.9%▼	63.3%	82.4%	66.8%	53.5%▼
-Sydney West Area Health Service	70.4%	64.8%▼	70.6%▼	61.9%	78.1%▼	65.5%	53.7%▼
-The Children's Hospital at Westmead	70.2%	68.9%	72.1%▼	57.9%▼	79.2%▼	62.7%▼	60.9%▲



NSW Health Patient Survey 2009-Peer Best Matrix - Paediatric Inpatients February 2009 (n=2252)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)									
Principle Referral Group B (A1b)	Gosford Hospital	Gosford Hospital	Bankstown - Lidcombe Hospital	Bankstown - Lidcombe Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Bankstown - Lidcombe Hospital	Gosford Hospital
	56.7%	96.7%	78.6%	64.7%	65.8%	77.6%	74.0%	71.7%	93.3%
	30	30	47	47	30	30	30	40	30
	NSCCAHS	NSCCAHS	SSWAHS	SSWAHS	NSCCAHS	NSCCAHS	NSCCAHS	SSWAHS	NSCCAHS
Paediatric Specialist (A2)	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	John Hunter Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	John Hunter Children's Hospital	John Hunter Children's Hospital
	87.4%	95.8%	73.1%	62.3%	69.8%	80.0%	73.4%	70.3%	88.7%
	238	240	243	178	244	243	242	146	177
	SESAHS	SESAHS	SESAHS	HNEAHS	SESAHS	SESAHS	SESAHS	HNEAHS	HNEAHS
Major Metropolitan (B1)	Hornsby and Ku-Ring-Gai Hospital	Campbelltown Hospital	Mona Vale and District Hospital	Hornsby and Ku-Ring-Gai Hospital	Hornsby and Ku-Ring-Gai Hospital	Mona Vale and District Hospital	Hornsby and Ku-Ring-Gai Hospital	Campbelltown Hospital	Campbelltown Hospital
	78.1%	96.1%	80.2%	68.6%	70.0%	78.3%	76.1%	74.7%	86.8%
	64	76	42	64	64	42	63	60	76
	NSCCAHS	SSWAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	SSWAHS	SSWAHS
Major Non-Metropolitan (B2)	Port Macquarie Base Hospital	Lismore Base Hospital	Lismore Base Hospital	Dubbo Base Hospital	Albury Base Hospital	Dubbo Base Hospital	Lismore Base Hospital	The Tweed Hospital	Lismore Base Hospital
	72.7%	97.3%	73.5%	67.8%	69.6%	84.0%	76.7%	80.0%	94.6%
	33	37	37	36	68	38	36	45	37
	NCAHS	NCAHS	NCAHS	GWAHS	GSAHS	GWAHS	NCAHS	NCAHS	NCAHS

Adult Rehabilitation Inpatients (RI)

-- Core Dimensions of Patient-centred Care : Adult Rehabilitation Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the eight dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Family and friends : Patients continually addressed the role of family and friends in the patient experience, and often expressed concern about the impact illness has on family and friends. Family dimensions of patient-centred care were identified as follows:

- * Providing accommodations for family and friends;
- * Involving family and close friends in decision making;
- * Supporting family members as caregivers; and
- * Recognizing the needs of family and friends.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Adult Rehabilitation Inpatients --

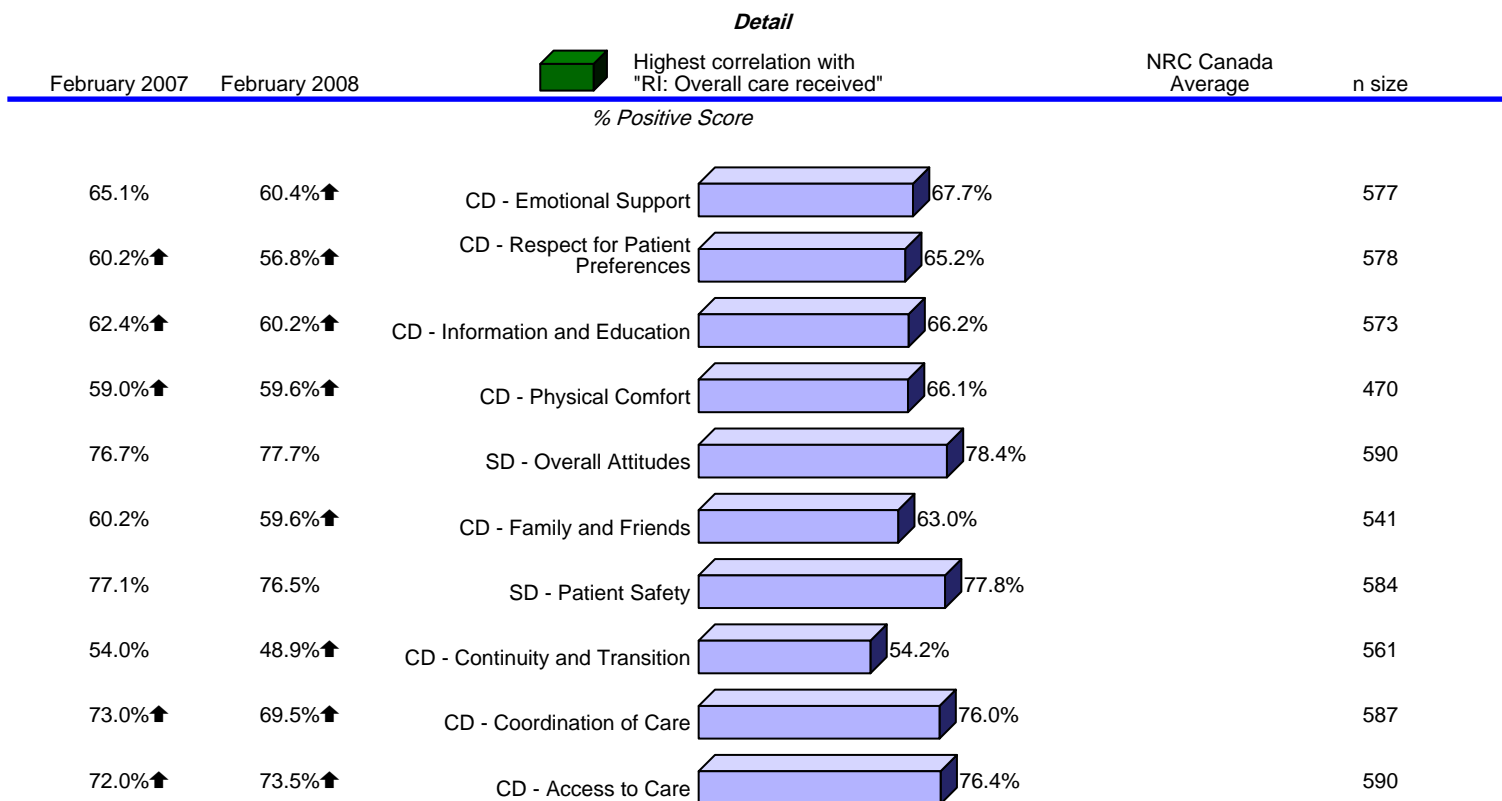
In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:



- * Patient Safety : critical aspects of health care that directly impact the physical safety of patients during their encounter with health care providers
- * Patient Safety : critical aspects of health care that directly impact the physical safety of patients during their encounter with health care
- * Overall Attitudes : global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2009-Summary of Dimensions of Care - Adult Rehabilitation Inpatients

February 2009 (n=592)



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .



NSW Health Patient Survey 2009-Key Drivers - Adult Rehabilitation Inpatients

February 2009 (n=592)

Detail

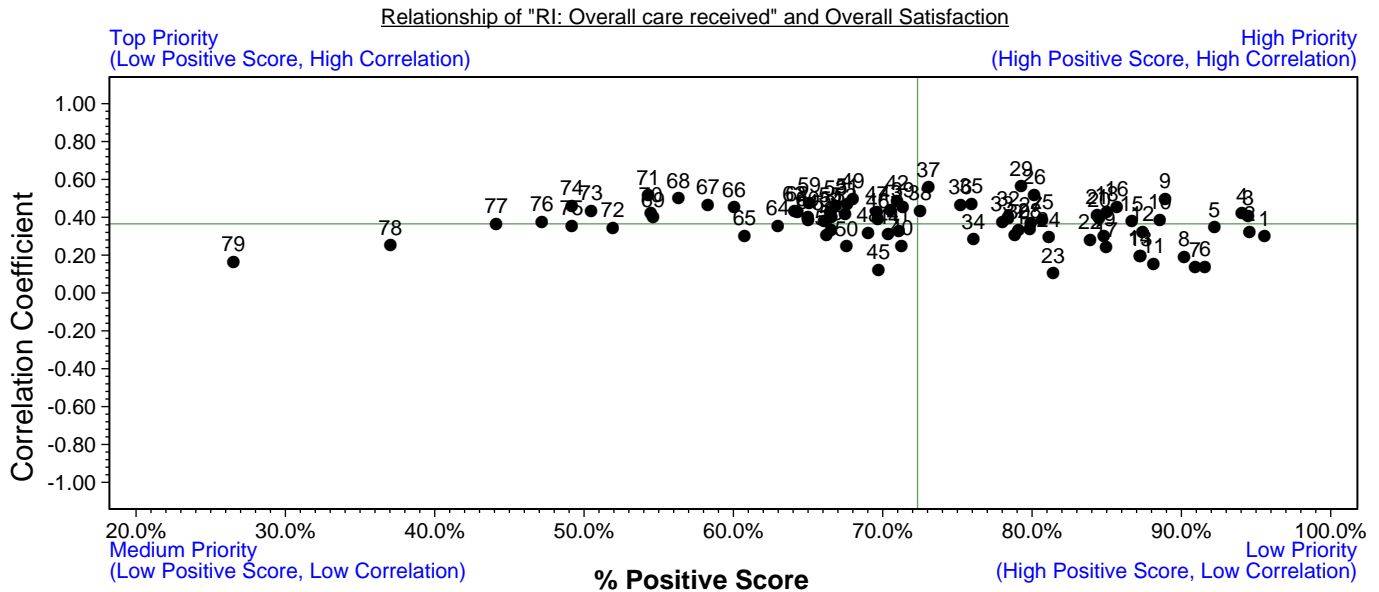
February 2007	February 2008	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
73.5%↑	70.5%↑	RI: Dignity/respect	79.3%	567	0.563
70.6%	69.4%↑	RI: Courtesy of admission staff	73.1%	564	0.558
66.3%↑	74.0%	RI: Confidence/trust in Psychologist	80.1%	77	0.518
53.8%	49.2%↑	RI: Rehab Dr discussed anxieties/fears	54.3%	460	0.516
57.9%	53.6%	RI: Given info re: patient rights/responsibilities	56.3%	554	0.500
85.6%↑	85.7%↑	RI: How staff worked together	88.9%	552	0.498
64.0%↑	64.7%↑	RI: Rehab therapy explained understandably	68.0%	562	0.496
68.4%	64.1%↑	RI: Confidence/trust in Rehab Drs	71.0%	558	0.488
61.4%↑	54.9%↑	RI: Nurses answers understandable	65.1%	530	0.476
74.0%	70.3%↑	RI: Confidence/trust in Therapists	75.9%	552	0.470
63.2%↑	62.6%↑	RI: Staff worked together to plan rehab	67.6%	561	0.470
56.3%	55.0%	RI: Explained special nutrition needs to staff	58.3%	319	0.467
71.0%↑	65.8%↑	RI: Confidence/trust in Nurses	75.2%	567	0.465
65.3%	65.5%	RI: Therapists understood rehab needs	66.8%	561	0.461
47.9%	43.0%↑	RI: Someone discussed anxieties/fears	49.2%	442	0.459

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Opportunity Matrix - Adult Rehabilitation Inpatients

February 2009 (n=592)



1 RI: Courtesy of Social Worker	41 RI: Involved family in care planning
2 RI: Courtesy of Therapists	42 RI: Confidence/trust in Rehab Drs
3 RI: Courtesy of Nurses	43 RI: Staff worked to control pain
4 RI: Courtesy of Psychologist	44 RI: Staff explained purpose of home meds
5 RI: Courtesy of Rehab Drs	45 RI: Family/friends involved in rehab program
6 RI: Admission date changed by hospital	46 RI: Therapists started sessions on time
7 RI: Feelings about time on waiting list	47 RI: Discussed home changes to help rehab goals
8 RI: Minutes to receive help after using call button	48 RI: Explained reason for delay in going to room
9 RI: How staff worked together	49 RI: Rehab therapy explained understandably
10 RI: Availability of Social Worker	50 RI: Gave written info about home exercises
11 RI: Time spent with Social Worker	51 RI: Staff worked together to plan rehab
12 RI: Time spent with Nurses	52 RI: Therapists taught important skills for home
13 RI: Therapists gave encouragement	53 RI: Therapists understood rehab needs
14 RI: Staff helped arrange other care	54 RI: Privacy maintained by Rehab
15 RI: Availability of Therapists	55 RI: Rehab Dr answers understandable
16 RI: Availability of Psychologist	56 RI: Staff talked as though patient wasn't there
17 RI: Waited too long to go to ward/room	57 RI: Felt ready to go home after Rehab
18 RI: Availability of Nurses	58 RI: Got help going to bathroom in time
19 RI: Time spent with Psychologist	59 RI: Nurses answers understandable
20 RI: Made visitors feel welcome	60 RI: Informed if Therapists were late
21 RI: Amount of info given to family	61 RI: Therapists gave home adaptation info
22 RI: Told in advance about going home	62 RI: Tests/procedures performed on time
23 RI: Time waited to be admitted	63 RI: Learned home therapy exercises before leaving
24 RI: Providers/staff washed/cleaned hands before care	64 RI: Gave family info about home care
25 RI: Availability of Rehab Drs	65 RI: One person in charge of coordinating care
26 RI: Confidence/trust in Psychologist	66 RI: Test results explained understandably
27 RI: Providers/staff washed/cleaned hands after care	67 RI: Explained special nutrition needs to staff
28 RI: Know who to call w/questions after leaving	68 RI: Given info re: patient rights/responsibilities
29 RI: Dignity/respect	69 RI: Family had opportunity to talk with Dr
30 RI: Confidence/trust in Social Worker	70 RI: Knew who to ask questions about care
31 RI: Time spent with Therapist	71 RI: Rehab Dr discussed anxieties/fears
32 RI: Time spent with Rehab Drs	72 RI: Told what to expect about progress
33 RI: Organisation of admission process	73 RI: Enough say about treatment
34 RI: Staff said different things about care	74 RI: Someone discussed anxieties/fears
35 RI: Confidence/trust in Therapists	75 RI: Staff explained medication side effects
36 RI: Confidence/trust in Nurses	76 RI: Explained home activities
37 RI: Courtesy of admission staff	77 RI: Told danger signals to watch for at home
38 RI: Therapist answers understandable	78 RI: Length of Rehab program explained
39 RI: Explained therapy exercises understandably	79 RI: Given choice of admission dates
40 RI: Visitors allowed as much as wanted	

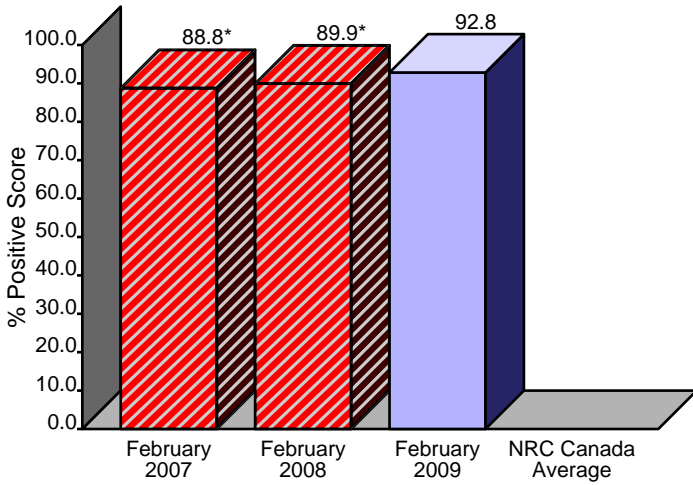
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher ↑ or lower ↓.

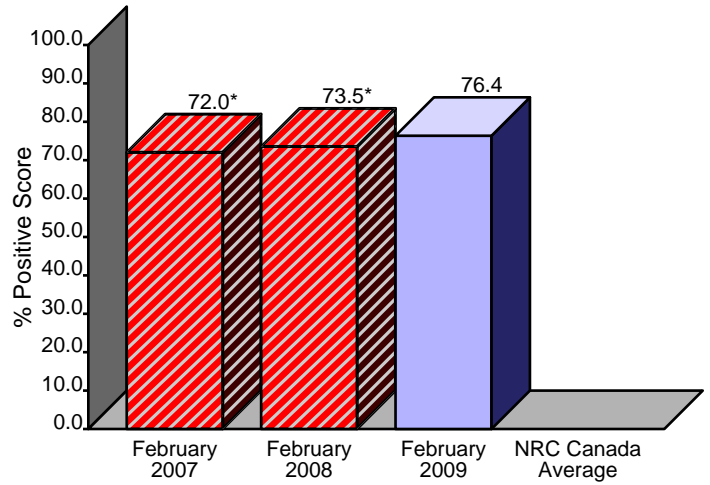


NSW Health Patient Survey 2009-Access to Care - Adult Rehabilitation
 Inpatients
 February 2009 (n=592)

RI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	RI: Overall care received	% Positive Score	n size
82.0%↑	80.8%↑	RI: Availability of Nurses	85.0%	564
75.8%↑	77.1%↑	RI: Availability of Rehab Drs	80.7%	561
27.0%	24.2%	RI: Given choice of admission dates	26.5%	440
90.9%	91.5%	RI: Admission date changed by hospital	91.6%	452
85.5%↑	87.8%↑	RI: Feelings about time on waiting list	90.9%	418
65.7%↑	78.6%	RI: Time waited to be admitted	81.4%	283

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Access to Care - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail

February 2007	February 2008		NRC Canada Average	n size
RI: Therapists started sessions on time				
69.5%	66.5%▲	Yes, always	69.7%	389
24.9%	26.8%	Yes, sometimes	24.1%	137
5.6%	6.7%	No	6.2%	31
RI: Informed if Therapists were late				
40.6%	42.5%	Yes, always	43.7%	234
22.5%	22.4%	Yes, sometimes	22.9%	117
16.2%▼	15.1%▼	No	12.2%	69
20.7%	20.0%	They were never late	21.3%	127
RI: Time spent with Therapist				
15.8%▲	19.8%	Not enough	19.1%	106
83.6%▼	78.0%	About right	78.8%	433
0.6%▲	2.3%	Too much	2.0%	12
RI: Availability of Therapists				
20.4%	23.9%	Excellent	22.5%	123
35.2%	31.2%▲	Very Good	35.2%	197
28.9%	28.1%	Good	28.9%	149
11.1%	13.2%▼	Fair	9.2%	55
4.4%	3.5%	Poor	4.2%	24
RI: Time spent with Nurses				
12.5%	16.1%▼	Not enough	10.8%	67
86.4%	82.2%▲	About right	87.4%	488
1.1%▲	1.7%	Too much	1.8%	9
RI: Time spent with Rehab Drs				
20.8%	24.2%▼	Not enough	20.4%	113
78.8%	74.0%▲	About right	78.4%	441
0.4%▲	1.8%	Too much	1.2%	7

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009-Other Measures Related to Access to Care - Adult Rehabilitation Inpatients (continued) February 2009 (n=592)

Detail

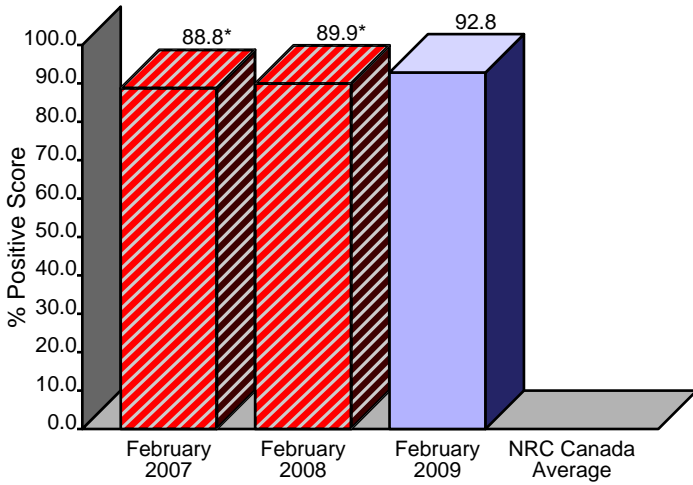
February 2007	February 2008		NRC Canada Average	n size
RI: Time spent with Social Worker				
10.6%	9.8%	Not enough	11.2%	33
87.0%	88.0%	About right	88.1%	274
2.4%↓	2.2%↓	Too much	0.7%	2
RI: Availability of Social Worker				
20.0%	18.4%	Excellent	20.3%	66
33.5%	29.3%↑	Very Good	33.6%	102
30.6%↑	36.0%	Good	34.6%	101
11.1%	11.4%	Fair	9.9%	36
4.7%↓	4.9%↓	Poor	1.5%	6
RI: Time spent with Psychologist				
15.3%	4.4%↑	Not enough	12.0%	9
80.9%	89.7%	About right	84.8%	66
3.7%	5.9%	Too much	3.2%	3
RI: Availability of Psychologist				
19.9%	14.7%	Excellent	17.3%	12
22.1%↑	32.3%	Very Good	35.2%	27
36.4%	42.0%↓	Good	33.1%	23
15.6%↓	8.4%	Fair	8.8%	8
6.0%	2.6%	Poor	5.5%	5

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

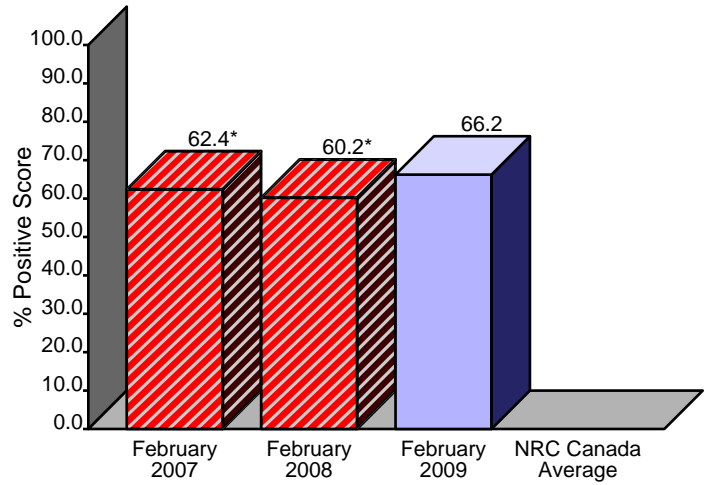


NSW Health Patient Survey 2009-Information and Education - Adult
 Rehabilitation Inpatients
 February 2009 (n=592)

RI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

NRC Canada Average

n size

February 2007 February 2008

% Positive Score

February 2007	February 2008	Detail	NRC Canada Average	n size
61.4%↑	54.9%↑	RI: Nurses answers understandable	65.1%	530
61.5%↑	60.0%↑	RI: Rehab Dr answers understandable	66.5%	531
67.4%	75.1%↓	RI: Explained reason for delay in going to room	69.0%	168

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - RI February 2009 (n=592)

Detail

February 2007	February 2008		NRC Canada Average	n size
RI: Rehab therapy explained understandably				
64.0% [↑]	64.7% [↑]	Yes, completely	68.0%	381
29.6% [↓]	29.6% [↓]	Yes, somewhat	24.6%	141
6.4%	5.8%	No	7.4%	40
RI: Length of Rehab program explained				
38.3%	36.7%	Yes, definitely	37.0%	207
31.0% [↑]	32.9%	Yes, somewhat	34.8%	191
30.6%	30.4%	No	28.1%	161
RI: Explained therapy exercises understandably				
71.1%	68.8%	Yes, definitely	71.4%	401
23.9%	23.9%	Yes, somewhat	24.2%	133
5.0%	7.3% [↓]	No	4.5%	26
RI: Therapist answers understandable				
7.3%	9.3%	Did not have any questions	8.7%	49
62.5% [↑]	61.6% [↑]	Yes, always	66.2%	368
26.4% [↓]	26.2% [↓]	Yes, sometimes	21.6%	121
3.8%	2.9%	No	3.5%	18
RI: Test results explained understandably				
52.1% [↑]	52.0% [↑]	Yes, completely	56.1%	306
33.4% [↓]	30.4%	Yes, somewhat	28.7%	161
7.8%	10.6% [↓]	No	8.6%	48
6.8%	6.9%	No tests were done	6.7%	42

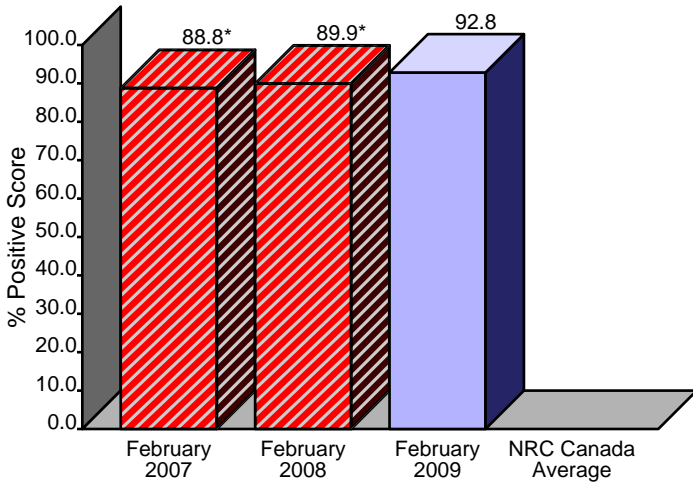
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



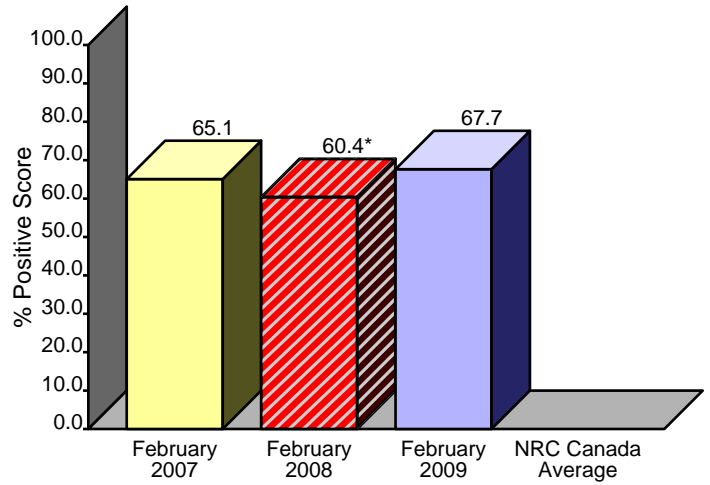
NSW Health Patient Survey 2009-Emotional Support - Adult Rehabilitation Inpatients

February 2009 (n=592)

RI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
53.8%	49.2% [▲]	RI: Rehab Dr discussed anxieties/fears	54.3%	460
68.4%	64.1% [▲]	RI: Confidence/trust in Rehab Drs	71.0%	558
71.0% [▲]	65.8% [▲]	RI: Confidence/trust in Nurses	75.2%	567

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Other Measures Related to Emotional Support - Adult Rehabilitation Inpatients

February 2009 (n=592)

Detail

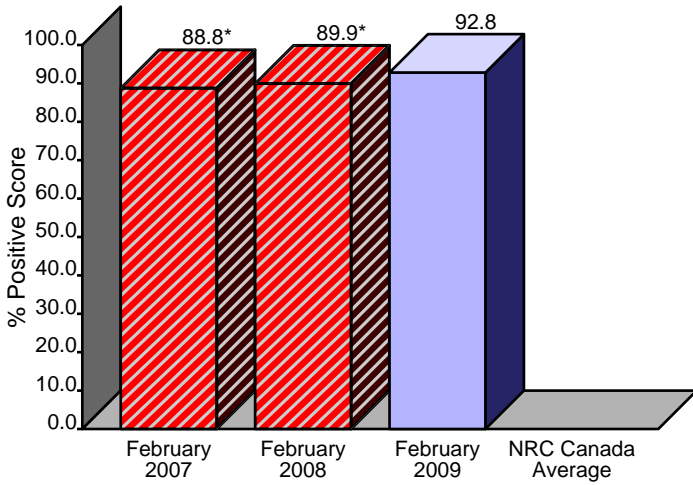
February 2007	February 2008		NRC Canada Average	n size
RI: Confidence/trust in Therapists				
74.0%	70.3% ▲	Yes, definitely	75.9%	420
22.0%	26.4% ▼	Yes, somewhat	19.6%	110
3.9%	3.2%	No	4.4%	22
RI: Confidence/trust in Psychologist				
66.3% ▲	74.0%	Yes, always	80.1%	59
26.0% ▼	22.9%	Yes, sometimes	18.0%	16
7.6% ▼	3.1%	No	1.8%	2
RI: Confidence/trust in Social Worker				
71.7% ▲	70.9% ▲	Yes, always	79.1%	246
22.7% ▼	24.5% ▼	Yes, sometimes	18.6%	58
5.6% ▼	4.6% ▼	No	2.3%	8
RI: Someone discussed anxieties/fears				
38.3%	36.3% ▲	Yes, completely	39.5%	217
32.5%	36.5% ▼	Yes, somewhat	30.9%	168
9.1%	11.6%	No	10.0%	57
20.1%	15.6% ▲	Did not have anxieties or fears	19.7%	111

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.

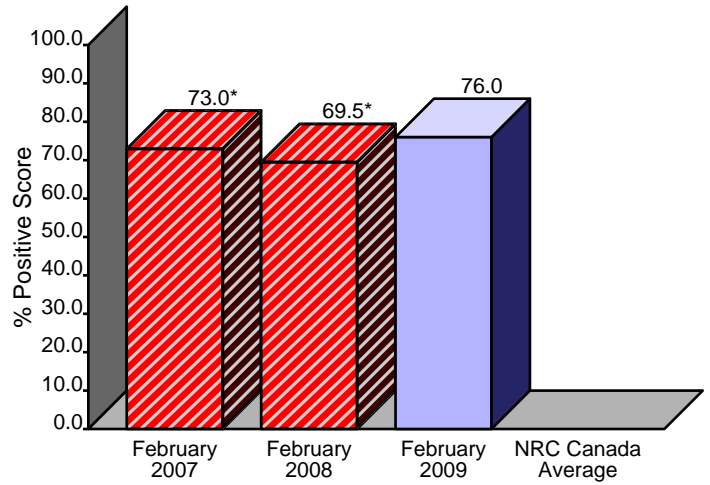


NSW Health Patient Survey 2009-Coordination of Care - Adult
Rehabilitation Inpatients
February 2009 (n=592)

RI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	RI: Detail	NRC Canada Average	n size
61.6%	55.5%↑	RI: Tests/procedures performed on time	64.3%	496
76.4%	73.5%↑	RI: Organisation of admission process	78.0%	526
71.3%↑	66.0%↑	RI: Staff said different things about care	76.1%	554
81.3%↑	81.4%↑	RI: Waited too long to go to ward/room	85.0%	536

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail

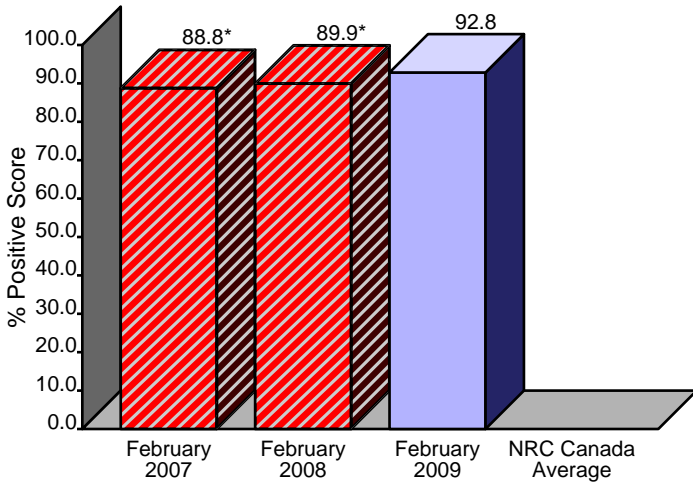
February 2007	February 2008		NRC Canada Average	n size
RI: One person in charge of coordinating care				
56.0% ↑	61.4%	Yes	60.7%	342
14.7% ↓	11.5%	No	11.7%	65
29.3%	27.1%	Not sure	27.6%	153
RI: Staff worked together to plan rehab				
63.2% ↑	62.6% ↑	Yes, definitely	67.6%	377
30.4% ↓	30.5% ↓	Yes, somewhat	24.9%	144
6.4%	6.9%	No	7.4%	40
RI: Knew who to ask questions about care				
51.4%	47.2% ↑	Yes, always	54.5%	303
34.2%	37.9% ↓	Yes, sometimes	31.7%	178
14.4%	14.9%	No	13.8%	77

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

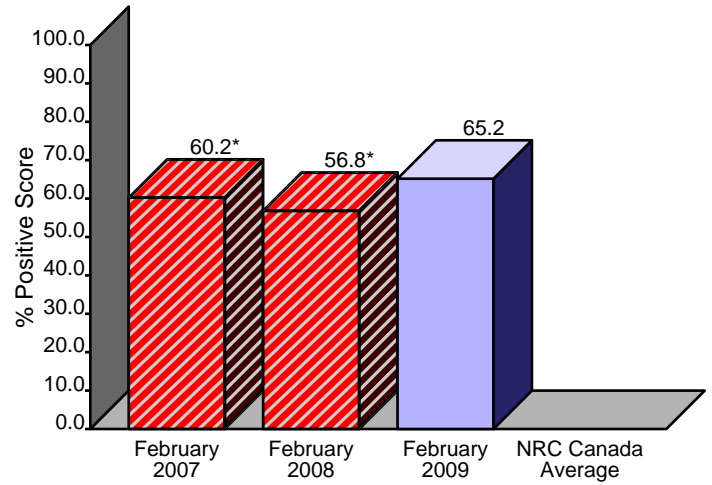


NSW Health Patient Survey 2009-Respect for Patient Preferences - Adult
Rehabilitation Inpatients
February 2009 (n=592)

RI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
73.5%↑	70.5%↑	RI: Dignity/respect	79.3%	567
46.0%↑	42.7%↑	RI: Enough say about treatment	50.5%	548

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences - RI February 2009 (n=592)

Detail

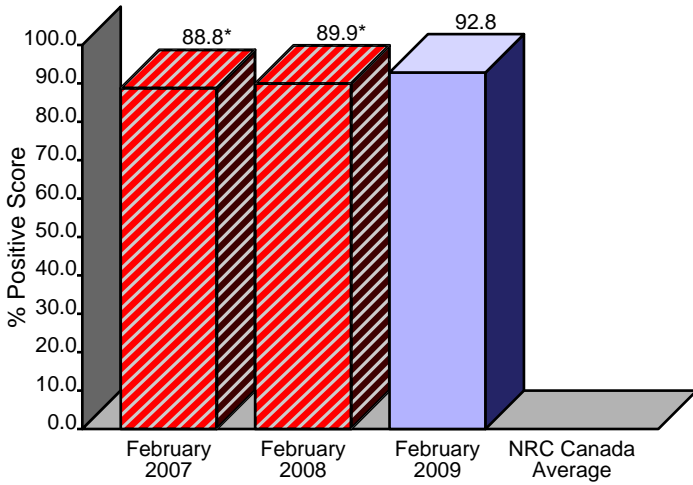
February 2007	February 2008		NRC Canada Average	n size
RI: Staff talked as though patient wasn't there				
61.2% [↑]	58.8% [↑]	No	66.5%	367
27.9% [↓]	27.4% [↓]	Yes, sometimes	24.1%	133
10.9%	13.8% [↓]	Yes, often	9.3%	55
RI: Explained special nutrition needs to staff				
44.4%	37.5% [↑]	I had no special nutrition needs	41.9%	225
31.3%	34.3%	Yes, completely	33.9%	192
18.3%	22.5% [↓]	Yes, somewhat	19.3%	98
6.0%	5.7%	No	4.9%	29
RI: Privacy maintained by Rehab				
63.3% [↑]	61.3% [↑]	Yes, always	66.6%	381
29.0%	33.9% [↓]	Yes, sometimes	27.1%	147
7.7%	4.7% [↑]	No	6.4%	36
RI: Given info re: patient rights/responsibilities				
57.9%	53.6%	Yes, completely	56.3%	318
28.0%	34.2% [↓]	Yes, somewhat	30.1%	165
14.1%	12.2%	No	13.6%	71

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].

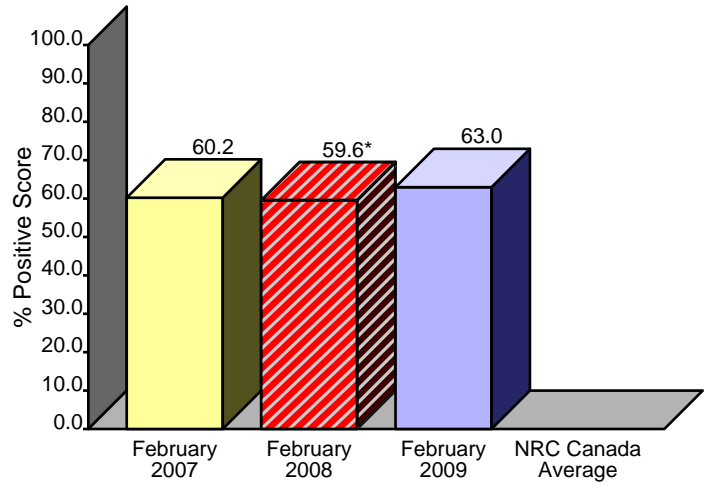


NSW Health Patient Survey 2009-Family and Friends - Adult Rehabilitation Inpatients
February 2009 (n=592)

RI: Overall care received

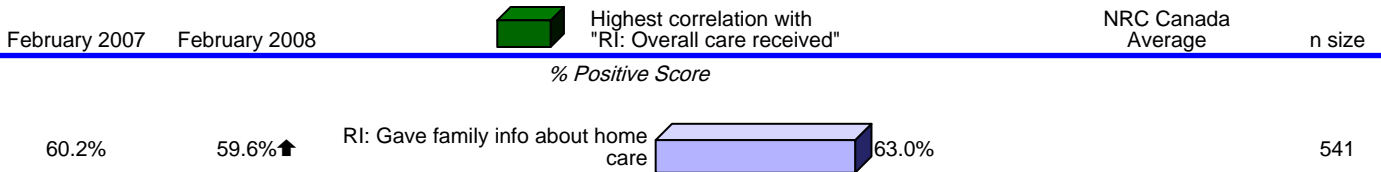


CD - Family and Friends



* Significantly Different from Your Current Score

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Family and Friends - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail

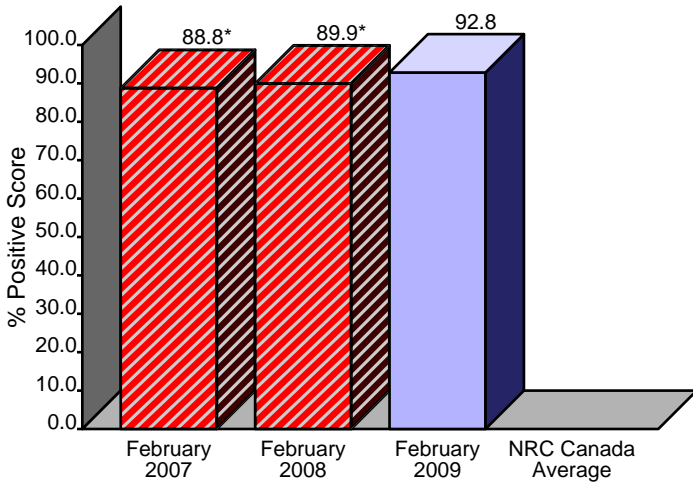
February 2007	February 2008		NRC Canada Average	n size
RI: Family/friends involved in rehab program				
71.9%	73.5%↓	Yes	69.7%	388
28.1%	26.5%↑	No	30.3%	171
RI: Visitors allowed as much as wanted				
70.5%	67.5%↑	Yes, definitely	71.3%	402
22.2%	23.6%	Yes, somewhat	21.1%	117
7.3%	8.8%	No	7.7%	41
RI: Made visitors feel welcome				
80.6%↑	82.7%	Yes, always	84.5%	471
17.5%↓	15.8%↓	Yes, sometimes	12.4%	67
1.9%↑	1.5%↑	No	3.1%	16
RI: Family had opportunity to talk with Dr				
52.2%	53.6%	Yes, definitely	54.6%	307
31.1%	34.6%↓	Yes, somewhat	30.7%	172
16.7%	11.8%↑	No	14.6%	77
RI: Involved family in care planning				
70.8%	66.6%↑	Yes, definitely	71.1%	396
20.7%	22.7%↓	Yes, somewhat	18.6%	104
8.5%	10.7%	No	10.3%	51
RI: Amount of info given to family				
2.2%	2.6%	Too much	2.6%	13
82.4%	81.7%	Right amount	81.8%	449
15.4%	15.7%	Not enough	15.6%	82
RI: Therapists gave home adaptation info				
59.0%↑	59.1%↑	Yes, completely	65.0%	358
27.4%↓	26.8%↓	Yes, somewhat	22.7%	124
13.7%	14.1%	No	12.3%	70

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

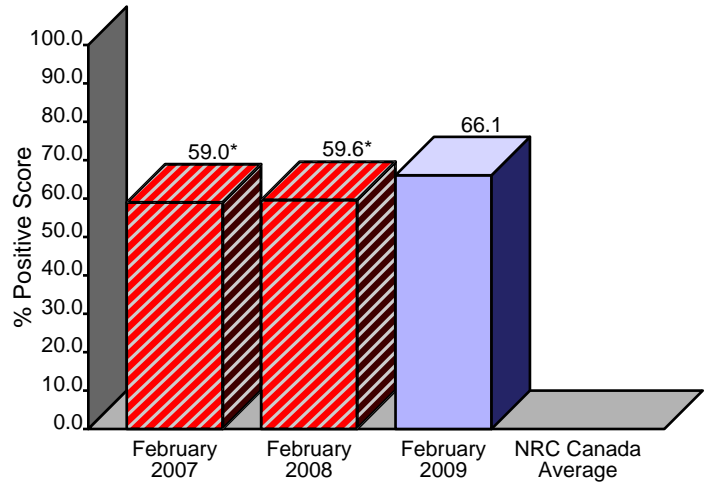


NSW Health Patient Survey 2009-Physical Comfort - Adult Rehabilitation
 Inpatients
 February 2009 (n=592)

RI: Overall care received

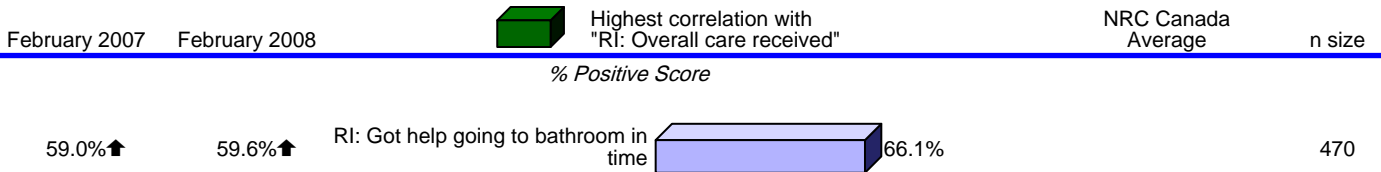


CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Physical
 Comfort - Adult Rehabilitation Inpatients
 February 2009 (n=592)

Detail

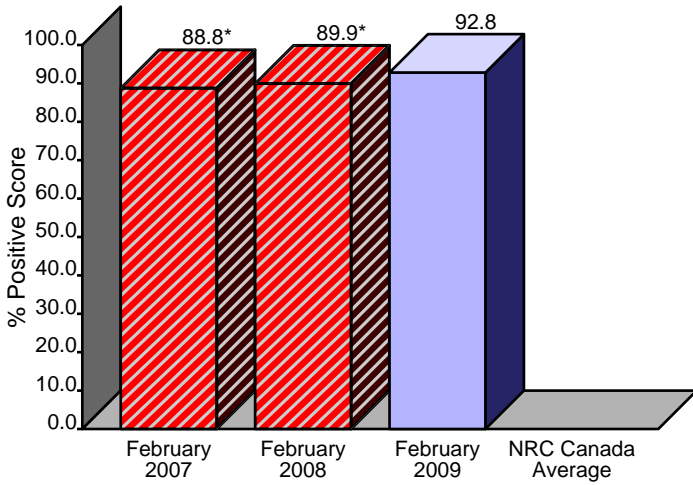
February 2007	February 2008		NRC Canada Average	n size
RI: Staff worked to control pain				
49.0% [↑]	47.2% [↑]	Yes, completely	55.4%	310
30.3% [↓]	32.5% [↓]	Yes, somewhat	26.0%	143
3.8%	4.6%	No	3.5%	21
16.9%	15.7%	I had no pain	15.1%	85

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher [↑] or lower [↓].

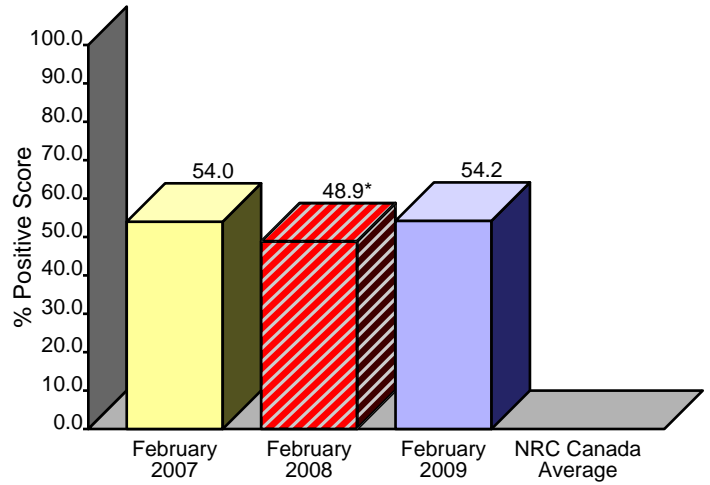


NSW Health Patient Survey 2009-Continuity and Transition - Adult
Rehabilitation Inpatients
February 2009 (n=592)

RI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

February 2007	February 2008		NRC Canada Average	n size
44.3%	42.6%	RI: Told danger signals to watch for at home	44.1%	540
47.7%	41.3%▲	RI: Staff explained medication side effects	49.2%	386
71.1%	62.9%▲	RI: Staff explained purpose of home meds	70.4%	459

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - RI February 2009 (n=592)

Detail

February 2007	February 2008		NRC Canada Average	n size
RI: Therapists taught important skills for home				
65.5%	60.6%↑	Yes, definitely	67.5%	377
24.6%	30.6%↓	Yes, somewhat	25.1%	138
9.9%↓	8.8%	No	7.4%	43
RI: Therapists gave encouragement				
5.5%	10.9%↓	Not enough	5.5%	32
89.1%	79.8%↑	About right	87.3%	473
5.4%↑	9.4%↓	Too much	7.2%	36
RI: Felt ready to go home after Rehab				
65.5%	64.5%	Yes, completely	66.2%	376
26.8%	26.3%	Yes, somewhat	26.4%	139
7.8%	9.2%	No	7.4%	38
RI: Told in advance about going home				
75.3%↑	79.4%↑	Yes	83.9%	460
24.7%↓	20.6%↓	No	16.1%	88
RI: Told what to expect about progress				
52.7%	47.2%↑	Yes, completely	51.9%	287
33.4%	40.3%↓	Yes, somewhat	35.5%	197
13.9%	12.5%	No	12.5%	69
RI: Learned home therapy exercises before leaving				
14.7%↓	10.1%	I had no exercises to do at home	9.0%	45
51.3%↑	55.2%	Yes, completely	58.3%	328
25.4%	27.5%	Yes, somewhat	26.6%	142
8.6%↓	7.3%	No	6.1%	36

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - RI (continued) February 2009 (n=592)

Detail

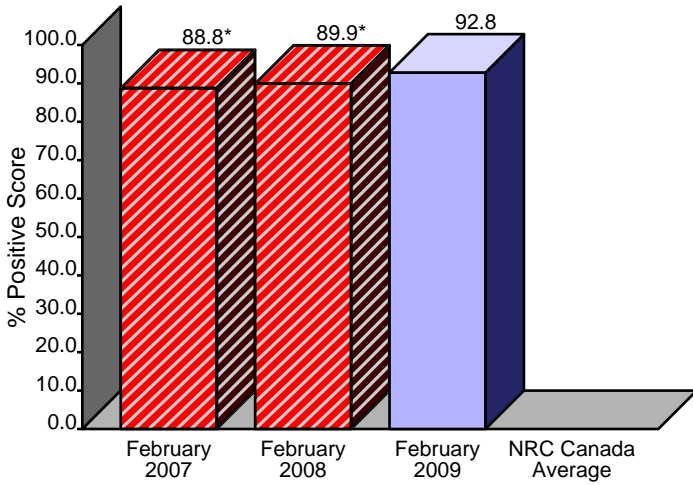
February 2007	February 2008		NRC Canada Average	n size
RI: Gave written info about home exercises				
18.7%↓	12.8%	I had no exercises to do at home	11.4%	57
48.8%↑	56.1%↑	Yes	59.9%	334
32.5%↓	31.1%	No	28.7%	153
RI: Explained home activities				
50.5%↓	44.3%	Yes, definitely	47.2%	262
24.5%↑	31.4%	Yes, somewhat	28.7%	154
25.0%	24.3%	No	24.1%	131
RI: Discussed home changes to help rehab goals				
27.6%↓	17.8%	No changes were needed	17.3%	88
51.1%↑	57.0%	Yes, completely	57.5%	326
14.5%↑	19.1%	Yes, somewhat	17.0%	88
6.8%	6.0%↑	No	8.1%	44
RI: Had equipment needed at home				
23.6%↓	18.1%	Did not need equipment at home	15.9%	76
65.7%↑	67.8%↑	Yes	72.5%	406
10.6%	14.1%↓	No	11.7%	63
RI: Staff helped arrange other care				
41.3%↓	35.5%	No referral was made	36.0%	189
49.8%↑	54.6%	Yes	55.8%	291
8.9%	9.9%	No	8.2%	48
RI: Know who to call w/questions after leaving				
84.6%↓	81.0%	Yes	79.8%	436
15.4%↑	19.0%	No	20.2%	112

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

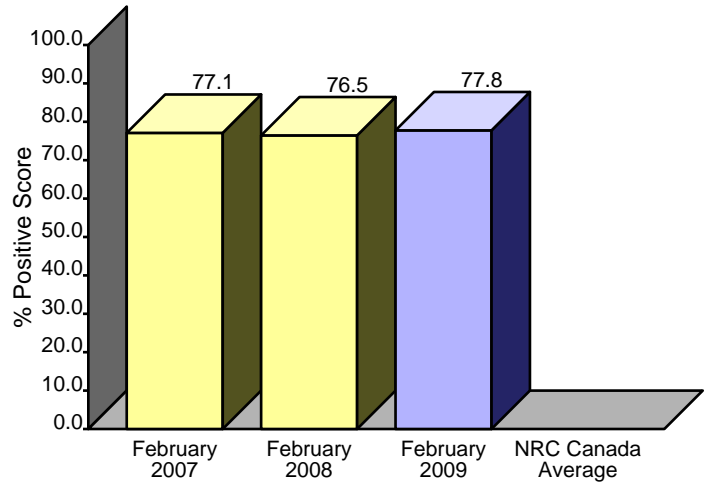


NSW Health Patient Survey 2009-Questions About Patient Safety - Adult
Rehabilitation Inpatients
February 2009 (n=592)

RI: Overall care received



SD - Patient Safety



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

NRC Canada Average

n size

February 2007 February 2008

% Positive Score

65.3%

65.5%

RI: Therapists understood rehab needs



561

90.4%

88.9%

RI: Minutes to receive help after using call button



493

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Patient Safety - Adult Rehabilitation Inpatients
February 2009 (n=592)

Detail

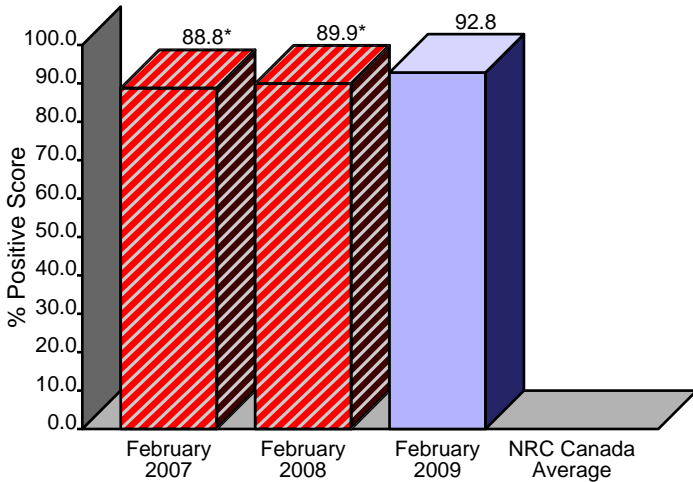
February 2007	February 2008	NRC Canada Average	n size
RI: Hand basin/alcohol hand wash available			
	Yes	83.7%	473
	No	16.3%	92
RI: Providers/staff washed/cleaned hands before care			
	Unsure	18.5%	100
	Yes, always	66.1%	377
	Yes, sometimes	13.4%	73
	No, never	2.0%	12
RI: Providers/staff washed/cleaned hands after care			
	Unsure	29.8%	165
	Yes, always	56.1%	318
	Yes, sometimes	11.6%	67
	No, never	2.4%	13
RI: Reminded staff about hand washing			
	Yes	7.0%	39
	No	93.0%	521

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

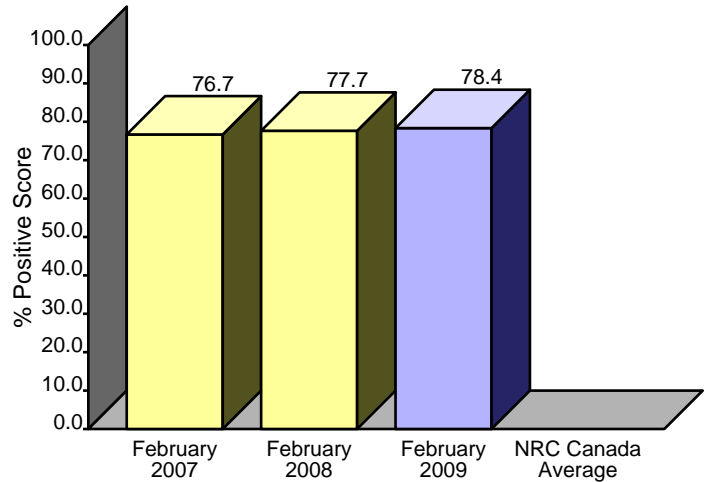


NSW Health Patient Survey 2009-Questions About Overall Attitudes - Adult Rehabilitation Inpatients February 2009 (n=592)

RI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

February 2007 February 2008

NRC Canada Average

n size

% Positive Score

February 2007	February 2008	RI: Question	% Positive Score	n size
70.6%	69.4%↑	RI: Courtesy of admission staff	73.1%	564
59.9%	60.4%	RI: Would recommend Rehab	61.3%	547
85.6%↑	85.7%↑	RI: How staff worked together	88.9%	552
43.5%↓	41.9%↓	RI: Rate visit as admitted rehab patient	31.2%	551
88.8%↑	96.0%	RI: Courtesy of Psychologist	94.1%	76
89.9%↑	89.9%↑	RI: Courtesy of Nurses	94.5%	564
86.4%↑	90.3%↑	RI: Courtesy of Rehab Drs	92.2%	563
93.5%	94.3%	RI: Courtesy of Therapists	94.6%	547
88.7%↑	92.2%↑	RI: Courtesy of Social Worker	95.6%	315

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail

February 2007	February 2008		NRC Canada Average	n size
RI: General health status				
6.5%↓	2.5%	Excellent	2.9%	13
17.2%	11.5%↑	Very Good	15.8%	90
28.2%↑	37.7%↓	Good	31.6%	177
30.7%↑	30.8%↑	Fair	36.5%	205
17.4%↓	17.5%↓	Poor	13.2%	79
RI: Days in bed due to illness/injury in Feb				
24.2%↑	24.8%↑	None	31.1%	170
4.4%↓	4.2%↓	One day	2.4%	17
5.5%↓	7.0%↓	Two days	3.2%	21
5.3%↓	2.4%	Three days	3.1%	19
4.6%	4.3%	Four days	5.7%	33
13.3%↓	11.7%	Five-to-seven days	10.9%	57
7.3%	8.6%	Eight-to-ten days	7.3%	40
35.5%	37.0%	More than ten days	36.3%	202
RI: Times in hospital overnight in past six months				
50.6%↑	46.9%↑	Only this time	55.2%	300
25.6%	26.2%↓	This time and one other	22.9%	124
23.8%	26.8%↓	This time and more than one other time	21.8%	130
RI: Patient classification				
76.0%↓	70.9%	Public or Medicare patient	69.6%	396
15.1%↑	18.5%	Private patient/claiming against private health insurance	17.8%	106
0.3%↑	0.1%↑	WorkCover patient	0.8%	5
6.0%↑	8.2%	Department of Veterans Affairs (DVA) patient	9.0%	48
0.2%↑	0.3%↑	Something else	1.2%	5
2.5%	1.9%	Not sure	1.7%	8

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Adult
 Rehabilitation Inpatients (continued)
 February 2009 (n=592)

Detail

February 2007	February 2008		NRC Canada Average	n size
RI: Level of education completed				
53.3%↑	56.4%	Less than Year 12 at secondary school	56.9%	303
17.7%	13.9%↑	Completed Year 12 at secondary school	16.4%	86
17.9%	20.6%↓	Trade or technical certificate or diploma	17.8%	91
7.4%	5.6%	University graduate	7.0%	35
3.7%↓	3.5%↓	Post graduate / higher degree	1.9%	9
RI: Aboriginal or Torres Strait Island background				
98.4%	99.3%	No	98.9%	570
1.4%	0.5%	Yes, Aboriginal	1.0%	5
0.2%	0.2%	Yes, Torres Strait Islander	0.1%	1
RI: Language spoken at home				
88.4%	88.4%	English	87.9%	487
1.3%↑	2.6%	Italian	2.3%	12
1.5%	1.6%	Greek	2.4%	11
1.1%	1.0%	Spanish	0.5%	3
1.0%	0.4%	Croatian	0.8%	5
0.3%	0.3%	Serbian	0.5%	3
0.9%↑	1.5%	Arabic	1.7%	7
0.3%↑	0.6%	Cantonese	1.2%	5
1.1%↓	0.5%↓	Mandarin	0.0%	0
0.5%	0.5%	Vietnamese	0.5%	3
0.2%	0.3%↓	Korean	0.0%	0
3.4%↓	2.2%	Other	2.2%	12
RI: Gender				
43.2%	42.9%	Male	45.3%	267
56.8%	57.1%	Female	54.7%	317

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Adult
 Rehabilitation Inpatients (continued)
 February 2009 (n=592)

Detail

February 2007	February 2008		NRC Canada Average	n size
RI: Age category				
0.4%	0.2%	Up to 19 years	0.2%	1
3.6%↓	1.6%	20 to 29 years	1.2%	7
6.5%↓	2.0%	30 to 39 years	1.5%	9
3.8%	3.1%↑	40 to 49 years	4.4%	26
6.6%	9.3%↓	50 to 59 years	7.0%	41
16.2%↓	15.2%↓	60 to 69 years	13.0%	76
27.5%	27.6%	70 to 79 years	27.5%	161
35.3%↑	41.0%↑	80 years or older	45.1%	264

RI: Patient completed survey				
58.6%	56.1%	Yes - I completed the survey myself	57.1%	333
18.5%↑	18.1%↑	Yes - but I completed the survey with the help from someone	21.0%	117
22.9%	25.8%↓	No - someone completed this survey for me	21.9%	123

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Visits - Adult
 Rehabilitation Inpatients
 February 2009 (n=592)

Detail

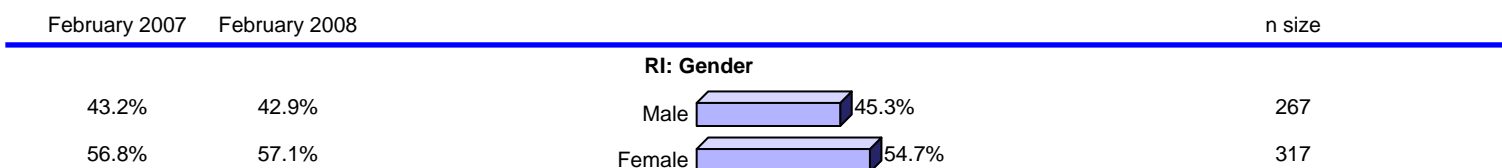
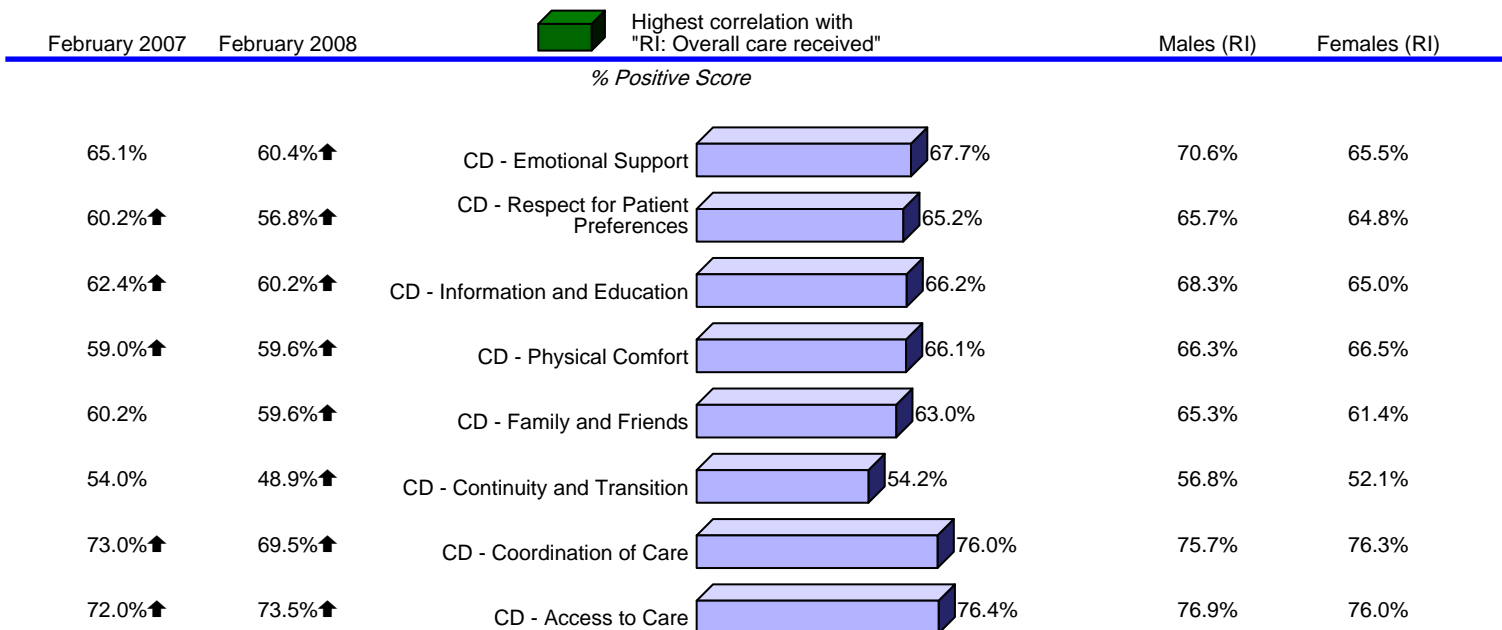
February 2007	February 2008		NRC Canada Average	n size
RI: Received care from Social Worker				
56.3%↑	59.8%	Yes	62.2%	321
39.9%↓	34.5%	No	31.6%	173
3.8%↑	5.8%	Not sure	6.2%	34
RI: Received care from Psychologist				
18.5%↓	16.7%	Yes	15.8%	79
77.7%	77.4%	No	78.6%	396
3.8%↑	6.0%	Not sure	5.6%	29

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

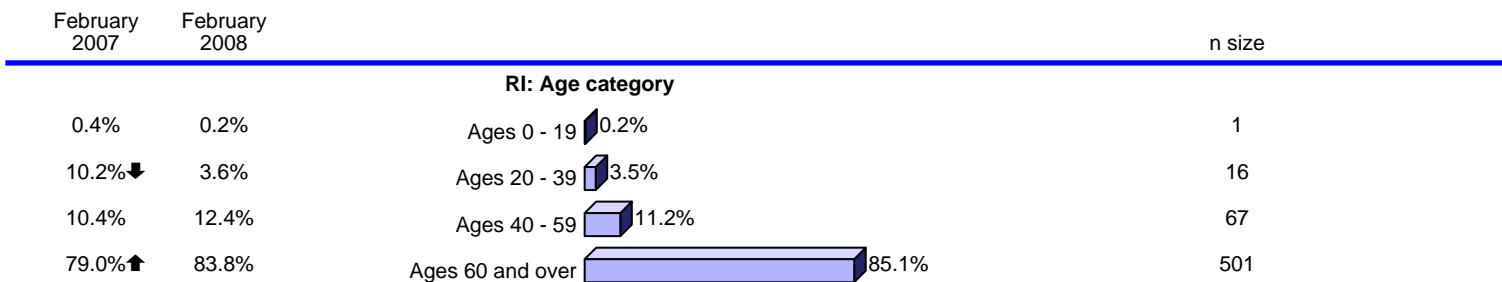
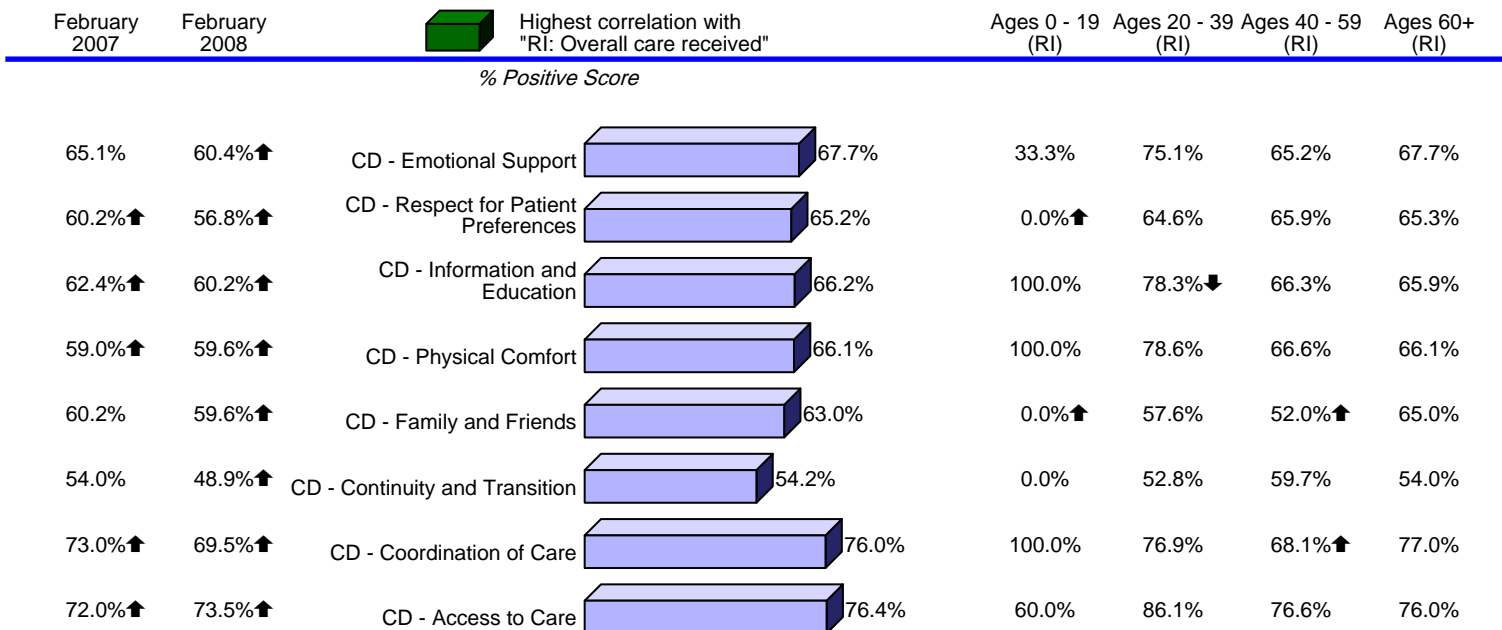


NSW Health Patient Survey 2009-Performance by Main Patient Subgroups

- Adult Rehabilitation Inpatients

February 2009 (n=592)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail



Highest correlation with "RI: Overall care received"

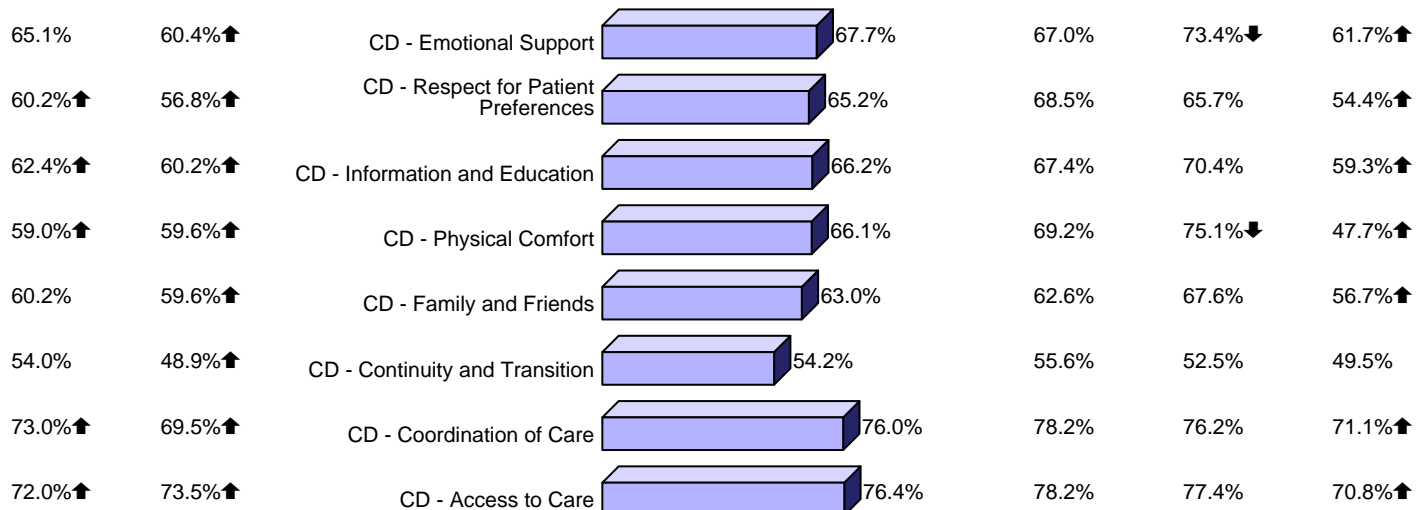
Only this time (RI)

One other time (RI)

Two or more other times (RI)

February 2007 February 2008

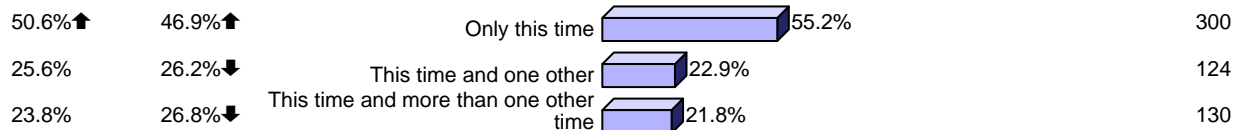
% Positive Score



February 2007 February 2008

n size



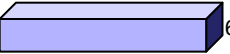


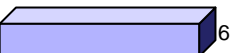
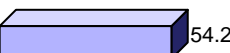


RI: Times in hospital overnight in past six months







Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Adult Rehabilitation Inpatients February 2009 (n=592)

		<i>Detail</i>		Poor/Fair Health Rating (RI)	Good Health Rating (RI)	Very Good Health Rating (RI)	Excellent Health Rating (RI)
February 2007	February 2008	 Highest correlation with "RI: Overall care received"	% Positive Score				
65.1%	60.4% ↑	CD - Emotional Support	 67.7%	60.8% ↑	71.0%	76.5% ↓	82.7% ↓
60.2% ↑	56.8% ↑	CD - Respect for Patient Preferences	 65.2%	57.1% ↑	72.6% ↓	71.7% ↓	80.2% ↓
62.4% ↑	60.2% ↑	CD - Information and Education	 66.2%	59.4% ↑	71.0% ↓	73.7% ↓	95.2% ↓
59.0% ↑	59.6% ↑	CD - Physical Comfort	 66.1%	57.3% ↑	74.3% ↓	78.6% ↓	71.6%
60.2%	59.6% ↑	CD - Family and Friends	 63.0%	62.7%	59.5%	67.7%	84.4% ↓
54.0%	48.9% ↑	CD - Continuity and Transition	 54.2%	49.6% ↑	56.7%	55.9%	89.0% ↓
73.0% ↑	69.5% ↑	CD - Coordination of Care	 76.0%	70.0% ↑	80.9% ↓	83.6% ↓	85.7%
72.0% ↑	73.5% ↑	CD - Access to Care	 76.4%	72.3% ↑	78.3%	81.3%	88.2% ↓

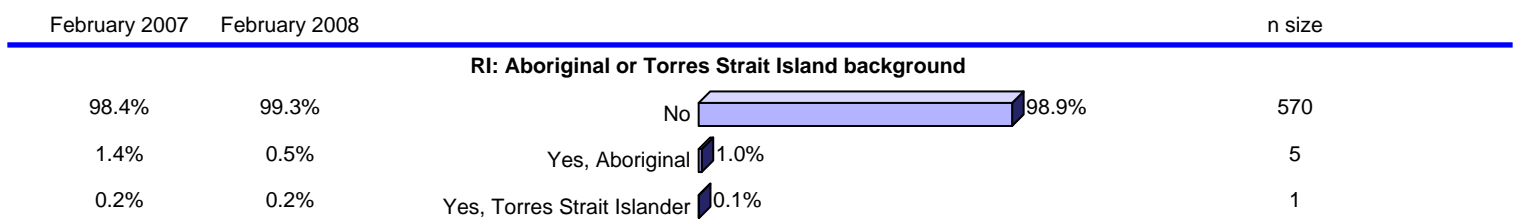
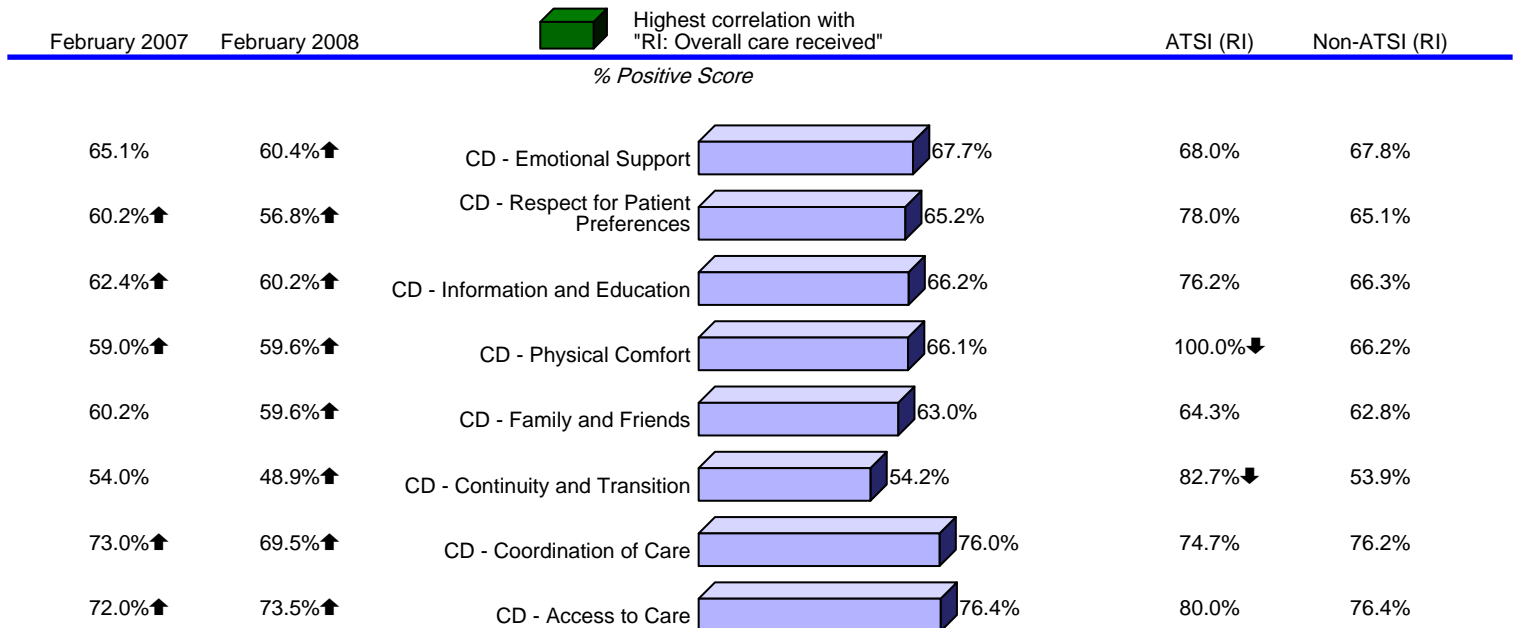
February 2007	February 2008			n size
RI: General health status				
6.5% ↓	2.5%	Excellent Health Rating	 2.9%	13
17.2%	11.5% ↑	Very Good Health Rating	 15.8%	90
28.2% ↑	37.7% ↓	Good Health Rating	 31.6%	177
48.1%	48.3%	Poor/Fair Health Rating	 49.7%	284

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Adult Rehabilitation Inpatients February 2009 (n=592)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (RI)
 ▼ Significantly Lower Than NSW Average (RI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Enough say about treatment (%Yes, always)
NSW Average (RI)	92.8%	31.2%	61.3%	80.7%	85.0%	75.2%	50.5%
-Greater Southern Area Health Service	90.7%	30.4%	64.8%	77.6%	84.2%	82.6%▲	56.6%
-Greater Western Area Health Service	97.5%	43.8%▲	74.9%▲	77.1%	95.5%▲	85.7%▲	71.3%▲
-Hunter New England Area Health Service	91.4%	24.6%	55.6%	75.4%	78.9%	79.7%	51.5%
-North Coast Area Health Service	91.5%	91.5%▲	100.0%▲	98.0%▲	100.0%▲	74.5%	79.6%▲
-N Sydney/Central Coast AHS	93.4%	20.7%▼	63.0%	83.9%	94.6%▲	74.1%	52.7%
-SE Sydney/Illawarra AHS	94.2%	30.7%	59.2%	81.8%	86.0%	72.4%	47.1%
-Sydney South West AHS	92.0%	33.5%	56.8%	82.6%	82.2%	71.0%	45.9%
-Sydney West Area Health Service	93.1%	28.7%	60.9%	74.7%▼	75.2%▼	76.9%	43.7%



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (RI)
 ▼ Significantly Lower Than NSW Average (RI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (RI)	76.4%	66.2%	67.7%	76.0%	65.2%	63.0%	66.1%	54.2%
-Greater Southern Area Health Service	78.9%	71.5%	72.3%	82.8%▲	70.9%	77.4%▲	65.7%	57.3%
-Greater Western Area Health Service	72.4%	70.3%	82.1%▲	77.5%	74.7%	74.6%	93.1%▲	66.3%
-Hunter New England Area Health Service	71.4%	65.0%	71.9%	73.5%	68.3%	70.3%	62.7%	57.6%
-North Coast Area Health Service	95.6%▲	89.0%▲	75.6%	82.8%	85.6%▲	49.1%	53.4%	87.1%▲
-N Sydney/Central Coast AHS	78.7%	71.8%	70.0%	81.0%	68.9%	60.6%	75.3%▲	42.7%▼
-SE Sydney/Illawarra AHS	78.0%	64.5%	64.6%	76.3%	63.0%	60.9%	64.5%	52.8%
-Sydney South West AHS	75.7%	62.1%	63.7%	72.1%	59.4%▼	62.1%	60.7%	57.8%
-Sydney West Area Health Service	69.6%▼	61.5%	65.3%	71.1%	60.8%	52.4%▼	67.3%	50.4%

Non-Admitted Emergency Patients (EP)

-- Core Dimensions of Patient-centred Care : Non-Admitted Emergency Patients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.









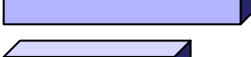

-- Supplementary Areas of Patient-centred Care : Non-Admitted Emergency Patients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



















NSW Health Patient Survey 2009-Summary of Dimensions of Care - Non-Admitted Emergency Patients February 2009 (n=21548)

		<i>Detail</i>			
February 2007	February 2008	 Highest correlation with "EP: Overall care received"		NRC Canada Average	n size
<i>% Positive Score</i>					
77.6%	78.2%↓	CD - Access to Care	 77.8%	80.4%↓	20437
59.2%	60.5%↓	CD - Emotional Support	 59.4%	64.5%↓	21407
71.0%	71.8%↓	SD - Overall Attitudes	 71.1%	82.8%↓	21515
67.7%↓	68.9%↓	CD - Coordination of Care	 66.2%		21537
68.3%↑	70.1%↓	CD - Physical Comfort	 69.4%	64.7%↑	13399
63.5%↑	64.8%	SD - Surgery, Procedures, and Tests	 64.4%	62.7%↑	12009
60.2%↓	60.8%↓	CD - Continuity and Transition	 59.7%	60.7%↓	21200
74.2%↑	74.9%	CD - Respect for Patient Preferences	 74.8%	79.1%↓	21503
53.9%	54.8%↓	CD - Information and Education	 53.9%	59.1%↓	20871

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



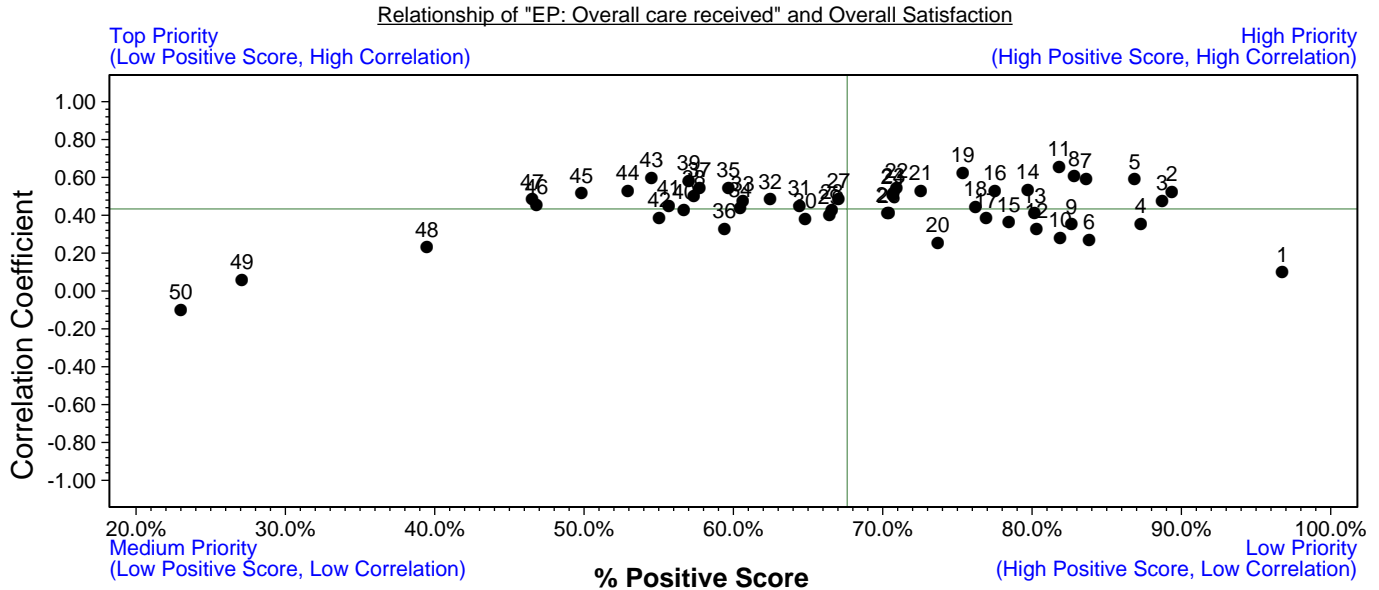
NSW Health Patient Survey 2009-Key Drivers - Non-Admitted Emergency Patients February 2009 (n=21548)

		<i>Detail</i>					
February 2007	February 2008		Highest correlation with "EP: Overall care received"	NRC Canada Average	n size	Correlation Coefficient	
<i>% Positive Score</i>							
80.7% [↑]	81.9%		EP: Completeness of ED care	 81.8%	21298	0.655	
74.4% [↑]	76.1% [↓]		EP: Rate availability of drs	 75.4%	14423	0.623	
82.1% [↑]	82.6%		EP: Explanation of what ED did	 82.8%	87.4% [↓]	21270	0.606
58.9% [↓]	60.5% [↓]		EP: Organisation of care	 54.5%	21433	0.596	
83.4%	83.6%		EP: How well ED Drs/Nurses worked together	 83.6%	89.6% [↓]	21103	0.594
86.2% [↑]	86.8%		EP: Courtesy of ED staff	 86.9%	89.2% [↓]	21286	0.590
57.8% [↓]	58.7% [↓]		EP: ED wait time rating	 57.0%	21238	0.582	
57.1% [↑]	58.6% [↓]		EP: ED did all it could to control pain	 57.7%	54.0% [↑]	13360	0.546
59.6%	60.5% [↓]		EP: Had enough say about ED care	 59.7%	64.1% [↓]	21182	0.546
70.3% [↑]	71.1%		EP: Confidence/trust in ED Drs	 70.9%	71.9% [↓]	14498	0.542
80.0%	79.8%		EP: Rate availability of nurses	 79.7%	80.4% [↓]	18675	0.534
52.0% [↑]	52.4% [↑]		EP: Enough info re: condition/treatment	 52.9%	21262	0.528	
77.3%	78.0% [↓]		EP: Dignity/respect by ED staff	 77.5%	77.7%	21362	0.528
72.9%	74.8% [↓]		EP: Needed help in ED but didn't get it	 72.6%	78.7% [↓]	21238	0.528
88.5% [↑]	89.2%		EP: Courtesy of ED Drs	 89.4%	90.7% [↓]	14400	0.522

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009-Opportunity Matrix - Non-Admitted Emergency Patients February 2009 (n=21548)



- | | |
|---|--|
| 1 EP: One Dr in charge of ED care | 26 EP: Minutes taken to get requested pain med |
| 2 EP: Courtesy of ED Drs | 27 EP: ED Nurses answered questions understandably |
| 3 EP: Courtesy of ED Nurses | 28 EP: Waited too long to see other ED Dr |
| 4 EP: Amount of pain medicine received in ED | 29 EP: ED got messages to family/friends |
| 5 EP: Courtesy of ED staff | 30 EP: Enough privacy during visit |
| 6 EP: ED Dr talked as if patient wasn't there | 31 EP: ED explained test results understandably |
| 7 EP: How well ED Drs/Nurses worked together | 32 EP: ED explained causes for problem understandably |
| 8 EP: Explanation of what ED did | 33 EP: Waited too long to go to bed/room |
| 9 EP: Drs/Nurses gave conflicting info | 34 EP: Waited too long to get ED test(s) completed |
| 10 EP: ED Nurses talked as if patient wasn't there | 35 EP: Had enough say about ED care |
| 11 EP: Completeness of ED care | 36 EP: Wait time for dr after going to bed/exam room |
| 12 EP: Knew who to call if questions after leaving ED | 37 EP: ED did all it could to control pain |
| 13 EP: ED explained how to take new medications | 38 EP: ED Dr discussed fears/anxieties |
| 14 EP: Rate availability of nurses | 39 EP: ED wait time rating |
| 15 EP: Providers/staff washed/cleaned hands before care | 40 EP: Kept informed about ED room wait time |
| 16 EP: Dignity/respect by ED staff | 41 EP: ED explained danger signals to watch for |
| 17 EP: Providers/staff washed/cleaned hands after care | 42 EP: ED explained medication side effects |
| 18 EP: Explained purpose of home meds | 43 EP: Organisation of care |
| 19 EP: Rate availability of drs | 44 EP: Enough info re: condition/treatment |
| 20 EP: Availability of interpreter in ED | 45 EP: Easy to find staff to talk to re: concerns |
| 21 EP: Needed help in ED but didn't get it | 46 EP: Enough info re: patient rights/responsibilities |
| 22 EP: Confidence/trust in ED Drs | 47 EP: ED Nurse discussed fears/anxieties |
| 23 EP: Confidence/trust in ED Nurses | 48 EP: Appt for treatment made before leaving ED |
| 24 EP: ED Dr answered questions understandably | 49 EP: Explained reason for wait in going to bed/room |
| 25 EP: ED explained reasons for tests understandably | 50 EP: Waited too long to see ED Dr |

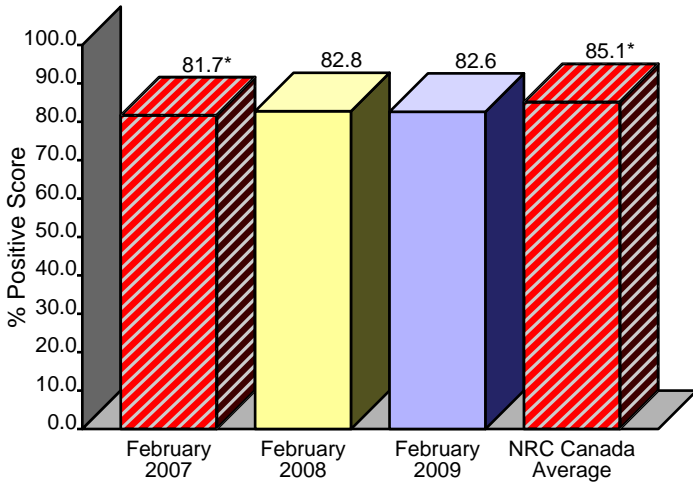
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher \uparrow or lower \downarrow .

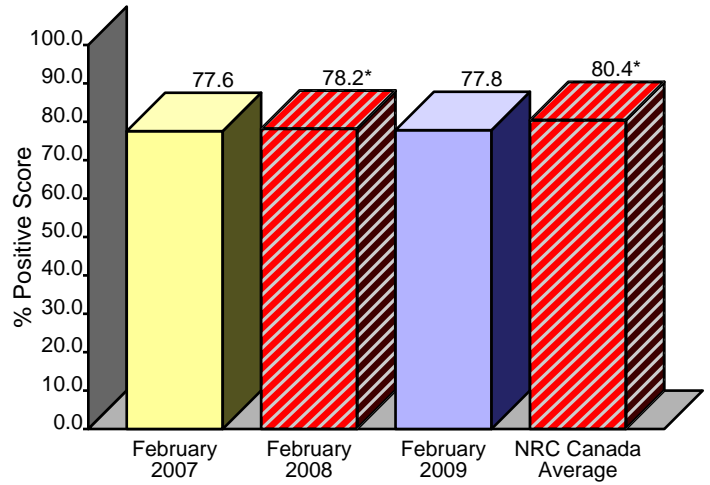


NSW Health Patient Survey 2009-Access to Care - Non-Admitted
Emergency Patients
February 2009 (n=21548)

EP: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
74.4%↑	76.1%↓	EP: Rate availability of drs	75.4%	14423
80.0%	79.8%	EP: Rate availability of nurses	79.7%	18675
			80.4%↓	

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Access to Care - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: Kept informed about ED room wait time				
34.4%↓	33.3%↓	Yes		6814
40.4%↑	40.7%↑	No		9109
25.2%↓	26.0%↓	I was seen immediately		5299
EP: Wait time for dr after going to bed/exam room				
18.3%↑	19.4%↓	I did not wait at all		4062
41.4%↓	40.7%	Less than 1/2 hour		8618
24.6%	24.2%↑	Between 1/2 hour and 1 hour		5075
15.8%	15.7%	1 to 2 hours		3245
EP: Waited too long to see ED Dr				
22.2%↑	21.8%↑	No	51.9%↓	3284
10.9%↑	10.4%↑	Yes, somewhat	28.6%↓	1570
66.9%↓	67.8%↓	Yes, definitely	19.5%↑	9669
EP: Waited too long to see other ED Dr				
2.7%	1.9%↑	No other doctor was needed	70.5%↓	106
63.7%↑	65.0%	No	18.0%↑	2611
20.6%	21.0%	Yes, somewhat	7.0%↑	809
13.1%↓	12.1%	Yes, definitely	4.5%↑	478
EP: Waited too long to get ED test(s) completed				
60.5%	61.8%↓	No	66.7%↓	7365
25.8%↑	25.9%↑	Yes, somewhat	22.8%↑	3128
13.7%↓	12.3%↑	Yes, definitely	10.6%↑	1524

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Access to Care - Non-Admitted Emergency Patients (continued)
February 2009 (n=21548)

Detail

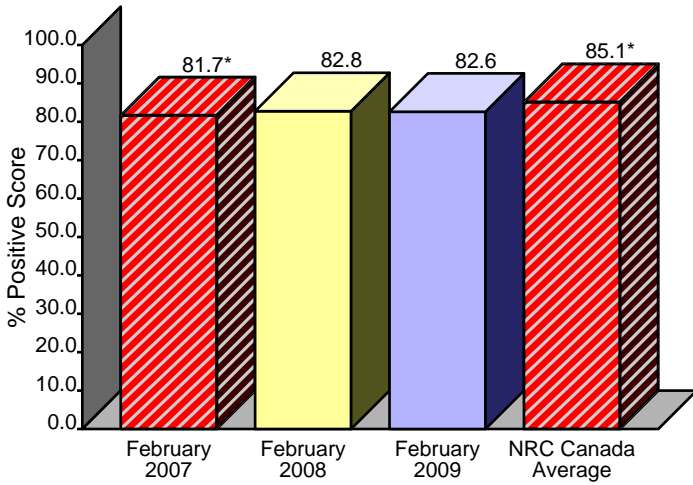
February 2007	February 2008		NRC Canada Average	n size
EP: Length of time spent in ED				
13.5%↓	13.9%↓	Less than 1 hour	10.4%	2330
41.6%↓	41.2%↓	1 to 3 hours	39.4%	8507
28.9%↑	27.9%↑	4 to 6 hours	30.7%	6344
8.8%↑	9.3%↑	7 to 9 hours	10.7%	2148
7.1%↑	7.9%↑	More than 9 hours	8.9%	1763
EP: ED wait time rating				
17.3%	18.7%↓	Excellent	17.4%	3825
19.1%↓	18.9%↓	Very Good	18.1%	3914
21.4%	21.1%↑	Good	21.5%	4577
20.4%↑	20.9%	Fair	21.0%	4416
21.8%	20.5%↑	Poor	22.0%	4506

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

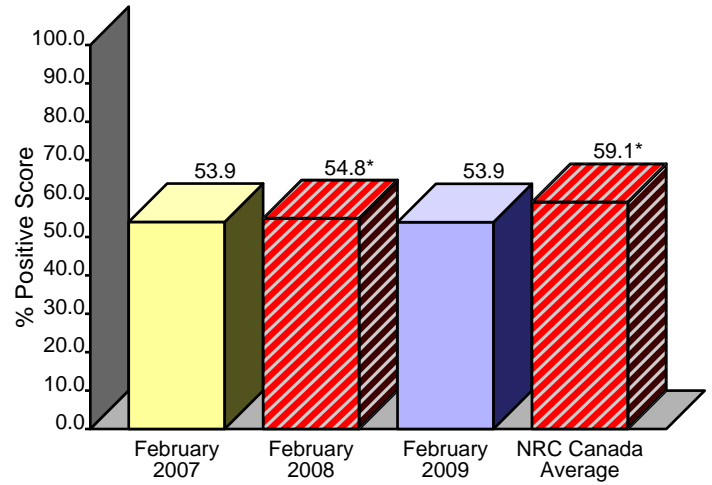


NSW Health Patient Survey 2009-Information and Education - Non-Admitted Emergency Patients February 2009 (n=21548)

EP: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
70.2%	71.1%	EP: ED Dr answered questions understandably 70.7%	70.7%	13434
67.9%↓	68.6%↓	EP: ED Nurses answered questions understandably 67.0%	67.3%	16586
26.3%↑	27.8%↓	EP: Explained reason for wait in going to bed/room 27.1%	23.7%↑	16483

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - EP February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: Enough info re: condition/treatment				
1.6%↓	1.6%↓	Did not want information	1.3%	286
0.7%↓	0.0%	Did not use Emergency Department	0.0%	0
50.8%↑	51.6%↑	Yes, definitely	52.2%	11376
35.1%↑	35.9%↑	Yes, somewhat	36.4%	7766
11.8%↓	10.9%↓	No	10.1%	2120
EP: Interpreter needed while in ED				
1.7%↓	1.8%↓	Yes	1.5%	298
98.3%↑	98.2%↑	No	98.5%	20805
EP: Availability of interpreter in ED				
60.4%↓	48.9%↑	Yes, a relative or friend	55.4%	145
10.1%	12.3%↓	Yes, a translator from the hospital	8.8%	24
9.8%	11.1%	Yes, someone on the hospital staff	9.4%	25
19.7%↑	27.7%	No	26.3%	70
EP: ED explained reasons for tests understandably				
71.2%↓	72.2%↓	Yes, completely	70.4%	8557
22.2%↑	21.2%↑	Yes, somewhat	22.8%	2697
6.6%	6.6%	No	6.8%	787
EP: ED explained causes for problem understandably				
49.5%↑	50.5%↑	Yes, completely	51.7%	11113
28.7%↑	28.4%↑	Yes, somewhat	29.8%	6232
8.2%↓	8.4%↓	No	7.8%	1618
13.5%↓	12.6%↓	Did not need explanation	10.7%	2341

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - EP (continued)
February 2009 (n=21548)

Detail

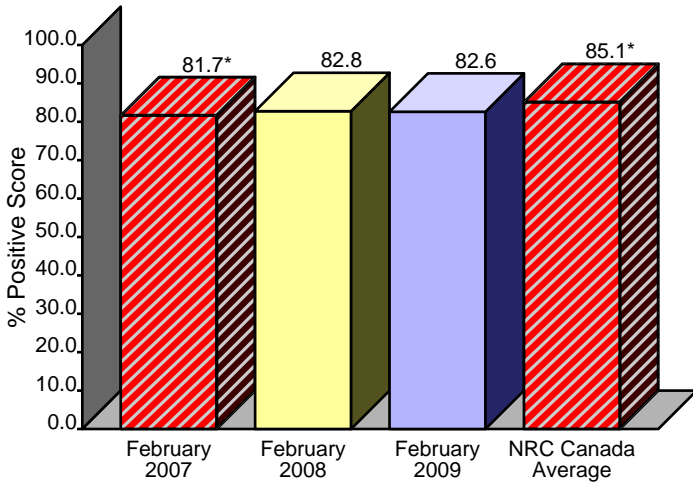
February 2007	February 2008		NRC Canada Average	n size
EP: Explanation of what ED did				
25.5%	25.7%↓	Excellent 25.2%	29.2%↓	5483
30.9%	31.3%↓	Very Good 30.8%	34.1%↓	6592
25.6%↑	25.6%↑	Good 26.8%	24.1%↑	5637
12.1%	12.1%	Fair 12.1%	8.7%↑	2504
5.8%↓	5.3%↓	Poor 5.1%	4.0%↑	1054

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

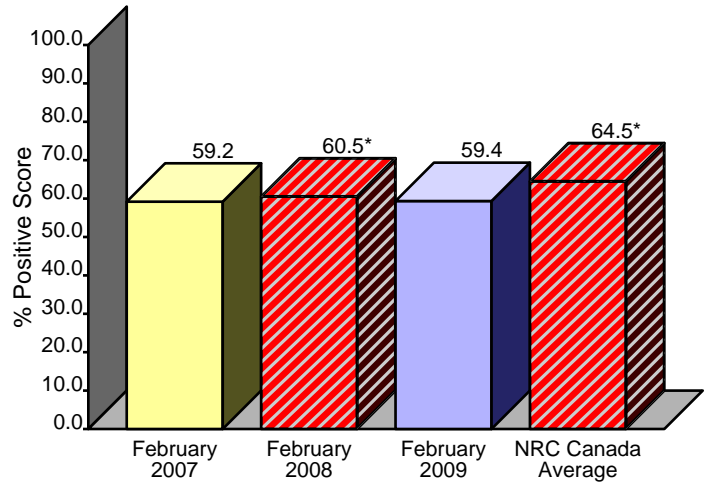


NSW Health Patient Survey 2009-Emotional Support - Non-Admitted Emergency Patients February 2009 (n=21548)

EP: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail

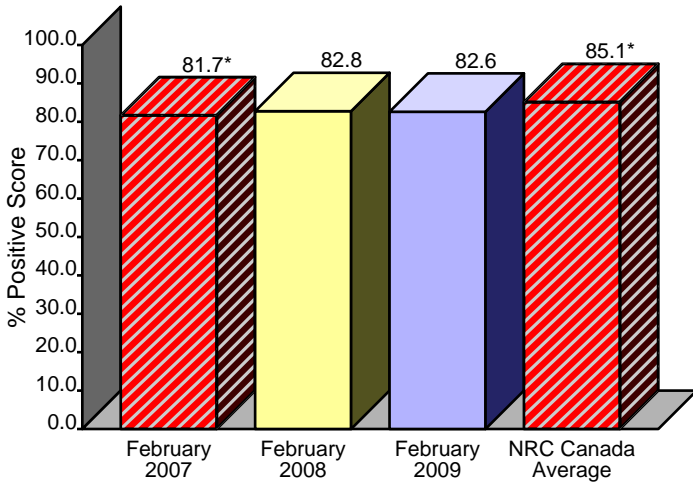
February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
70.3%↑	71.1%	EP: Confidence/trust in ED Drs	70.9%	14498
71.8%↓	72.1%↓	EP: Confidence/trust in ED Nurses	70.7%	18699
49.3%↑	50.8%↓	EP: Easy to find staff to talk to re: concerns	49.8%	19918
55.6%↑	59.0%↓	EP: ED Dr discussed fears/anxieties	57.4%	10447
46.9%	48.5%↓	EP: ED Nurse discussed fears/anxieties	46.3%	13018

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

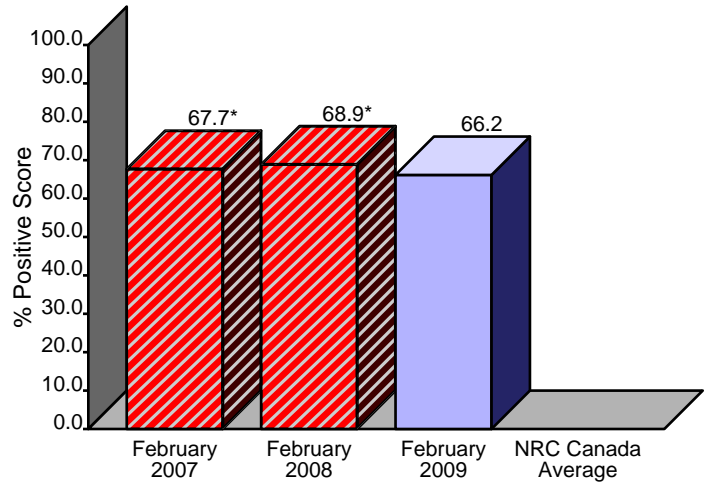


NSW Health Patient Survey 2009-Coordination of Care - Non-Admitted Emergency Patients February 2009 (n=21548)

EP: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
58.9%↓	60.5%↓	EP: Organisation of care	54.5%	21433
60.3%	62.1%↓	EP: Waited too long to go to bed/room	60.6%	18216
83.0%	83.2%↓	EP: Drs/Nurses gave conflicting info	82.6%	21287

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

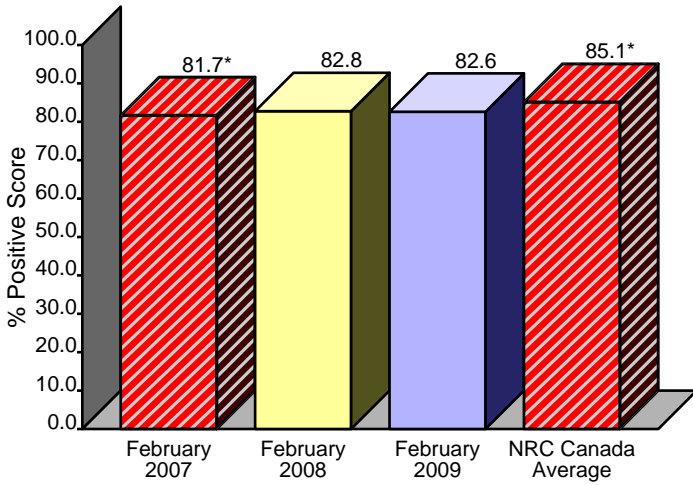
February 2007	February 2008		NRC Canada Average	n size
EP: One Dr in charge of ED care				
96.6%	97.0%↓	Yes	72.9%↑	14079
1.3%↓	0.8%	No	8.2%↓	128
2.2%↑	2.2%↑	Not sure	18.9%↓	330
EP: Appt for treatment made before leaving ED				
28.4%	28.8%	Yes, with a new doctor or nurse	28.9%↓	2586
16.4%↓	15.7%↓	Yes, with the same doctor or nurse	13.8%↓	1033
55.2%↑	55.5%↑	No	57.3%↑	5657
EP: Completeness of ED care				
26.2%↓	26.8%↓	Excellent		5585
30.2%	30.9%↓	Very Good		6522
24.2%↑	24.1%↑	Good		5425
12.4%↓	11.9%	Fair		2480
6.9%↓	6.3%	Poor		1286

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

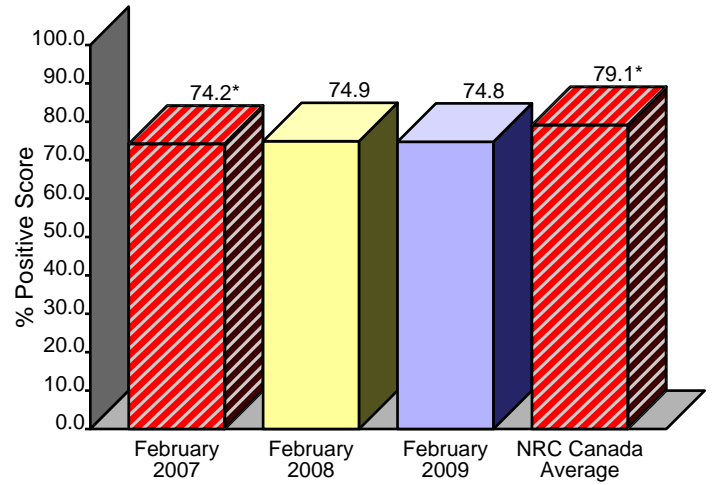


NSW Health Patient Survey 2009-Respect for Patient Preferences - Non-Admitted Emergency Patients
February 2009 (n=21548)

EP: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
59.6%	60.5%↓	EP: Had enough say about ED care	64.1%↓	21182
77.3%	78.0%↓	EP: Dignity/respect by ED staff	77.7%	21362
81.2%↑	81.7%	EP: ED Nurses talked as if patient wasn't there	86.2%↓	18660
82.5%↑	83.0%↑	EP: ED Dr talked as if patient wasn't there	88.5%↓	14458

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences - EP
February 2009 (n=21548)

Detail

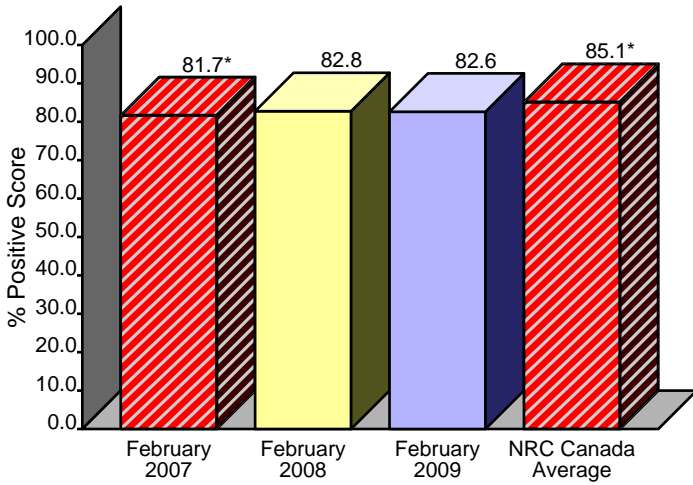
February 2007	February 2008		NRC Canada Average	n size
EP: Enough privacy during visit				
66.7%↓	65.9%↓	Yes, always	71.2%↓	13996
25.2%↑	25.6%↑	Yes, sometimes	20.8%↑	5504
8.1%↑	8.5%↑	No	8.0%↑	1831
EP: Enough info re: patient rights/responsibilities				
50.7%↓	49.8%↓	Yes, completely		9995
27.5%↑	28.4%↑	Yes, somewhat		6240
21.7%↑	21.8%↑	No		4832

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

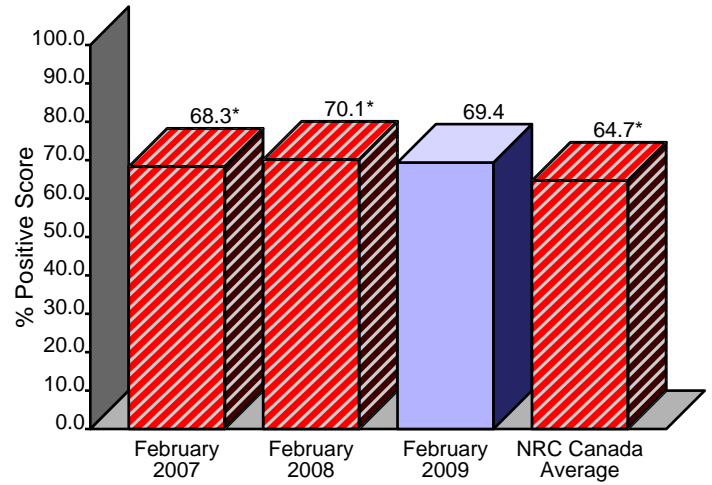


NSW Health Patient Survey 2009-Physical Comfort - Non-Admitted
Emergency Patients
February 2009 (n=21548)

EP: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
57.1%↑	58.6%↓	EP: ED did all it could to control pain	57.7%	13360
68.9%↑	71.3%↓	EP: Minutes taken to get requested pain med	70.3%	5296
86.4%↑	87.7%↓	EP: Amount of pain medicine received in ED	87.3%	8372

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Physical Comfort - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

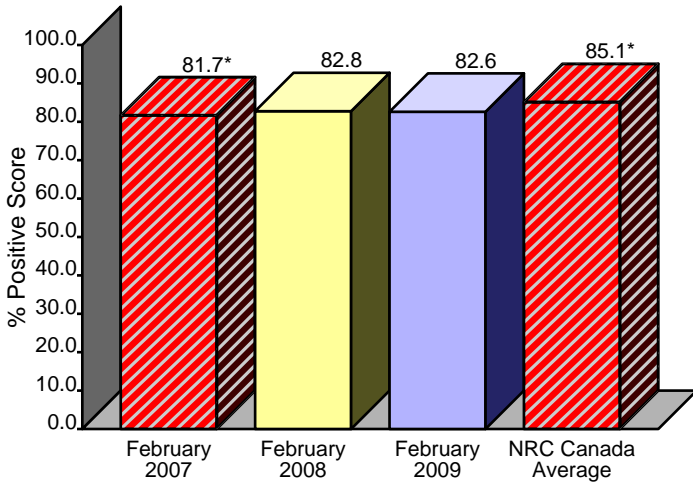
February 2007	February 2008		NRC Canada Average	n size
EP: Was in pain during ED visit				
67.8%↓	65.0%	Yes	63.7%↑	13807
32.2%↑	35.0%	No	36.3%↓	7406
EP: ED pain severe/moderate/mild				
38.3%	37.4%↑	Severe	41.0%↓	5098
46.3%	46.2%	Moderate	45.0%↑	6302
15.4%	16.3%↓	Mild	13.9%↑	2153
EP: Requested pain medicine				
39.0%↑	39.7%↑	Yes		5434
61.0%↓	60.3%↓	No		8096
EP: Received pain medicine in ED				
54.8%↑	56.9%	Yes	43.5%↑	7686
45.2%↓	43.1%	No	56.5%↓	5826

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

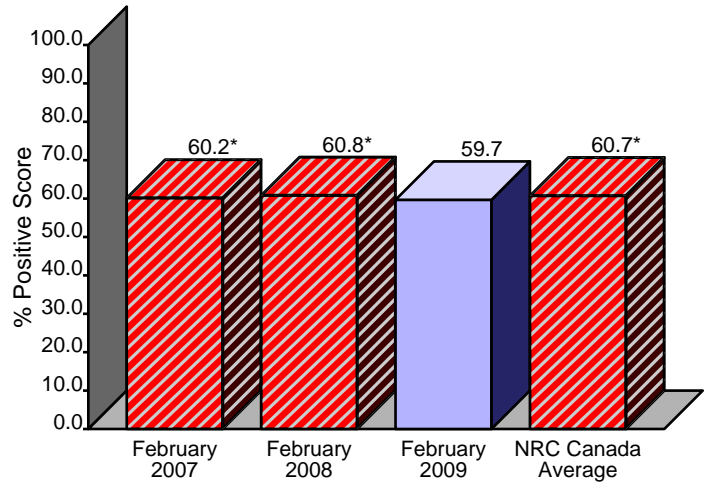


NSW Health Patient Survey 2009-Continuity and Transition - Non-Admitted Emergency Patients February 2009 (n=21548)

EP: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
56.9%↓	57.3%↓	EP: ED explained danger signals to watch for	51.0%↑	21127
76.0%	76.8%↓	EP: Explained purpose of home meds	76.2%	7241
54.7%	55.6%	EP: ED explained medication side effects	71.0%↓	7576

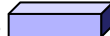



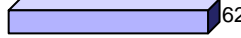





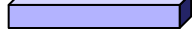



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - EP

February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: Dr called another MD/specialist to ED				
26.4%↑	28.3%↑	Yes  29.2%	18.6%↑	4013
73.1%↓	71.1%↓	No  70.2%	76.3%↓	10232
0.5%↑	0.6%	I did not see a doctor  0.6%	5.0%↓	88
EP: ED prescribed new meds before discharge				
34.9%↑	36.9%	Yes  37.1%	47.2%↓	7803
65.1%↓	63.1%	No  62.9%	52.8%↑	13338
EP: ED explained how to take new medications				
75.8%	76.2%	Yes, completely  76.1%	37.0%↑	5814
16.3%	15.5%↑	Yes, somewhat  16.3%	8.5%↑	1225
3.5%	4.0%↓	No  3.6%	8.2%↓	259
4.4%↓	4.2%	Did not need explanation  4.0%	46.4%↓	318
EP: Further treatment needed after leaving ED				
54.0%↓	52.5%↓	Yes  46.0%	42.9%↑	9668
46.0%↑	47.5%↑	No  54.0%	57.1%↓	11458
EP: Knew who to call if questions after leaving ED				
68.6%	68.9%↓	Yes  68.4%	64.9%↑	14553
19.8%	19.4%	No  19.7%	20.0%↓	4084
11.6%↑	11.7%	Not sure  11.9%	15.1%↓	2457

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Family and Friends - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: ED got messages to family/friends				
64.6%	64.4%	I had no messages	79.9%↓	13765
24.2%↓	23.8%	Yes	11.5%↑	4901
11.3%↑	11.8%	No	8.5%↑	2427

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Patient Safety -
 Non-Admitted Emergency Patients
 February 2009 (n=21548)

Detail

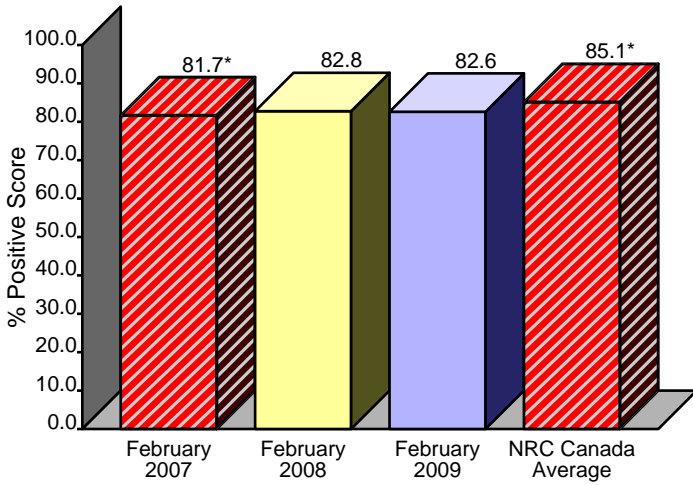
February 2007	February 2008	NRC Canada Average	n size
EP: Hand basin/alcohol hand wash available			
	Yes	82.1%	16723
	No	17.9%	3608
EP: Providers/staff washed/cleaned hands before care			
	Unsure	42.9%	9125
	Yes, always	44.8%	9518
	Yes, sometimes	8.0%	1652
	No, never	4.3%	880
EP: Providers/staff washed/cleaned hands after care			
	Unsure	55.2%	11757
	Yes, always	34.5%	7298
	Yes, sometimes	6.5%	1334
	No, never	3.9%	789
EP: Reminded staff about hand washing			
	Yes	3.2%	649
	No	96.8%	20535

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

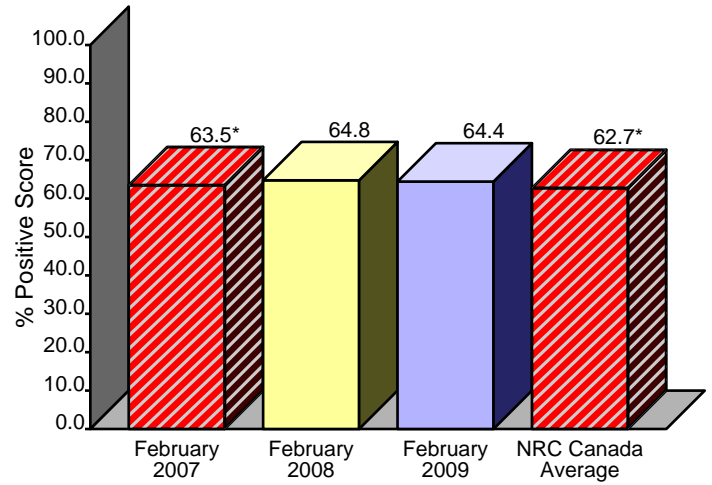


NSW Health Patient Survey 2009-Questions About Surgery, Procedures, and Tests - Non-Admitted Emergency Patients February 2009 (n=21548)

EP: Overall care received

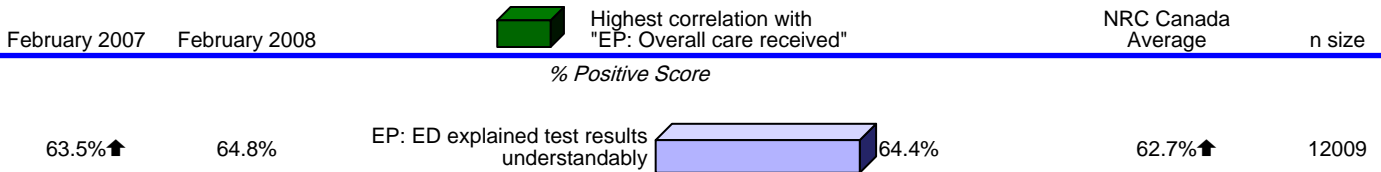


SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail

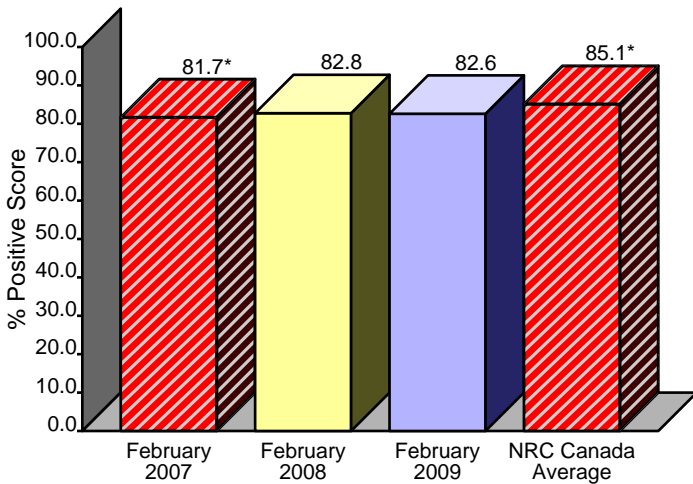


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

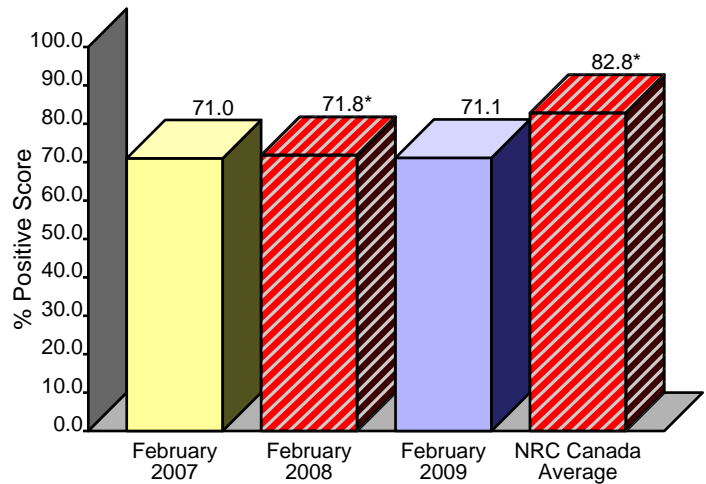


NSW Health Patient Survey 2009-Questions About Overall Attitudes - Non-Admitted Emergency Patients February 2009 (n=21548)

EP: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"



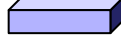



















February 2007	February 2008		% Positive Score	NRC Canada Average	n size
53.9%	55.1%↓	EP: Would recommend for ED services	53.6%	58.5%↓	21193
83.4%	83.6%	EP: How well ED Drs/Nurses worked together	83.6%	89.6%↓	21103
86.2%↑	86.8%	EP: Courtesy of ED staff	86.9%	89.2%↓	21286
31.2%	32.0%↓	EP: Rate Emergency Room	31.0%		21112
72.9%	74.8%↓	EP: Needed help in ED but didn't get it	72.6%	78.7%↓	21238
88.5%↑	89.2%	EP: Courtesy of ED Drs	89.4%	90.7%↓	14400
88.9%	89.0%	EP: Courtesy of ED Nurses	88.7%	90.3%↓	18689

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: General health status				
17.8%↓	16.5%↓	Excellent  16.1%	15.9%	3467
30.9%↑	32.4%	Very Good  32.5%	31.3%↑	6988
32.1%	31.9%	Good  32.1%	32.5%↓	6787
14.8%	14.8%	Fair  14.9%	15.6%↓	3110
4.4%	4.4%	Poor  4.5%	4.6%↓	906
EP: Days in bed due to illness/injury in Feb				
42.9%↑	44.0%↑	None  44.5%		9533
14.7%↓	13.5%↑	One day  13.9%		2946
12.0%	12.3%↓	Two days  11.8%		2468
7.9%↓	7.7%	Three days  7.6%		1589
5.4%↓	4.8%	Four days  4.9%		1031
7.7%	7.5%	Five-to-seven days  7.7%		1578
3.1%	3.4%↓	Eight-to-ten days  3.0%		606
6.2%↑	6.7%↓	More than ten days  6.5%		1324
EP: Times in hospital overnight in past six months				
72.9%	75.0%↓	Only this time  72.9%		11799
17.1%↑	16.2%↑	This time and one other  17.5%		2792
10.1%↓	8.8%↑	This time and more than one other time  9.6%		1497
EP: Patient classification				
83.4%↓	82.5%↓	Public or Medicare patient  81.3%		17217
7.6%↑	8.8%↑	Private patient/claiming against private health insurance  9.7%		2004
2.4%	2.3%	WorkCover patient  2.4%		495
2.0%	1.9%	Department of Veterans Affairs (DVA) patient  1.9%		404
0.6%	0.7%↓	Something else  0.6%		114
4.0%	3.8%↑	Not sure  4.2%		885

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Non-Admitted Emergency Patients (continued) February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: Level of education completed				
49.1%↓	43.4%	Less than Year 12 at secondary school	43.3%	8415
14.5%↑	15.9%↓	Completed Year 12 at secondary school	15.3%	2893
20.2%↑	22.2%↓	Trade or technical certificate or diploma	21.2%	4135
10.4%↑	11.6%↑	University graduate	12.7%	2440
5.7%↑	6.9%↑	Post graduate / higher degree	7.5%	1441
EP: Aboriginal or Torres Strait Island background				
97.0%↑	96.9%↑	No	97.4%	20693
2.8%↓	2.9%↓	Yes, Aboriginal	2.4%	502
0.1%↑	0.2%	Yes, Torres Strait Islander	0.2%	43
EP: Language spoken at home				
94.0%↓	92.9%↓	English	92.0%	18760
0.4%	0.5%	Italian	0.5%	92
0.5%	0.5%	Greek	0.5%	98
0.5%↑	0.6%	Spanish	0.6%	105
0.1%↑	0.1%	Croatian	0.2%	28
0.2%	0.2%	Serbian	0.2%	34
0.9%↑	1.1%↑	Arabic	1.3%	223
0.6%↓	0.6%	Cantonese	0.6%	112
0.7%↑	0.7%↑	Mandarin	0.8%	156
0.2%↑	0.3%↑	Vietnamese	0.4%	72
0.1%↑	0.2%↑	Korean	0.3%	52
1.7%↑	2.3%↑	Other	2.7%	509
EP: Gender				
46.7%↓	45.2%↓	Male	44.5%	9470
53.3%↑	54.8%↑	Female	55.5%	11803

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Non-Admitted Emergency Patients (continued) February 2009 (n=21548)

Detail

February 2007	February 2008		NRC Canada Average	n size
EP: Age Category				
13.9% ↑	15.4%	Up to 9 years	15.2%	3279
5.7%	5.6%	10 to 14 years	5.5%	1200
6.2% ↓	5.8%	15 to 19 years	5.8%	1240
9.0%	9.1%	20 to 29 years	9.0%	1873
11.5% ↑	11.4% ↑	30 to 39 years	11.9%	2484
12.8% ↓	12.4% ↓	40 to 49 years	11.9%	2523
13.6% ↓	12.6%	50 to 59 years	12.5%	2673
12.4% ↓	11.5% ↑	60 to 69 years	11.8%	2529
9.2% ↑	9.5%	70 to 79 years	9.4%	2034
5.8% ↑	6.8%	80 years or older	7.0%	1484

EP: Patient completed survey				
70.9% ↓	67.2% ↑	Yes - I completed the survey myself	67.9%	14406
9.0% ↓	8.1% ↓	Yes - but I completed the survey with the help from someone	7.4%	1567
20.1% ↑	24.7%	No - someone completed this survey for me	24.7%	5267

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009-Questions About the Visits - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

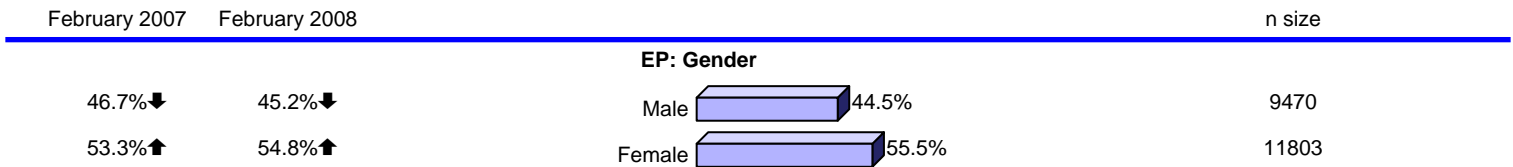
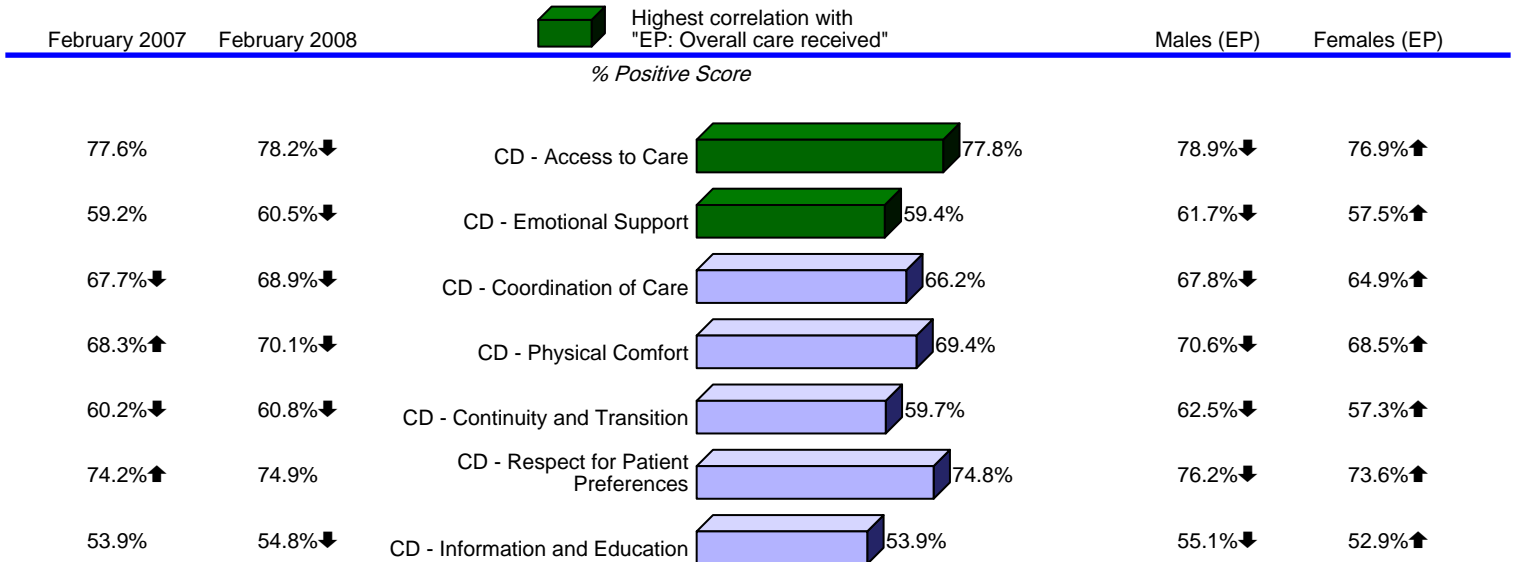
February 2007	February 2008		NRC Canada Average	n size
EP: Came to ED alone or with others				
26.7%↑	30.3%↓	Alone		6317
73.3%↓	69.7%↑	With family, friends, or someone else		14999
EP: Seen by Dr in ED				
15.9%↓	14.7%↑	Yes		2948
26.3%↑	25.8%↑	No		5215
57.8%	59.4%↓	Not sure		11668
EP: Seen by Nurse in ED				
87.8%	88.5%↓	Yes		18734
10.0%	9.4%↑	No		2083
2.2%↑	2.1%↑	Not sure		510
EP: Received tests in ED				
56.1%↑	57.4%↑	Yes	61.5%↓	12399
43.9%↓	42.6%↓	No	38.5%↑	8847

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

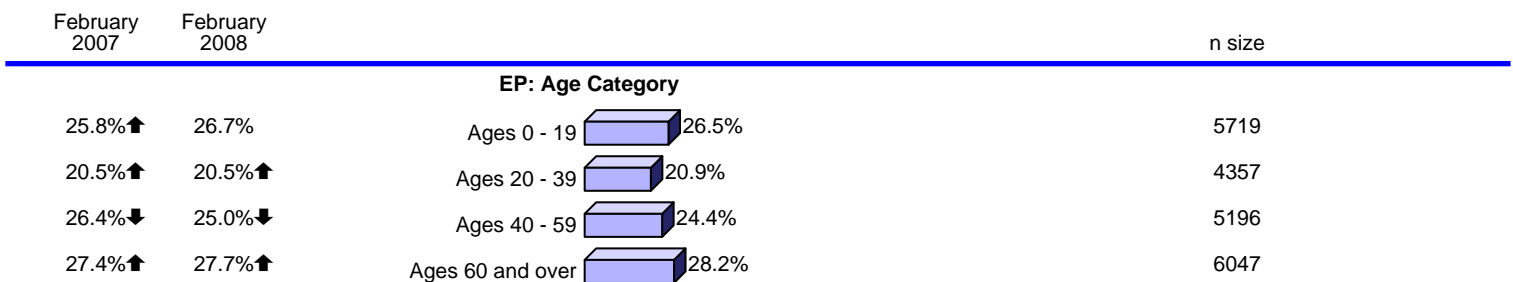
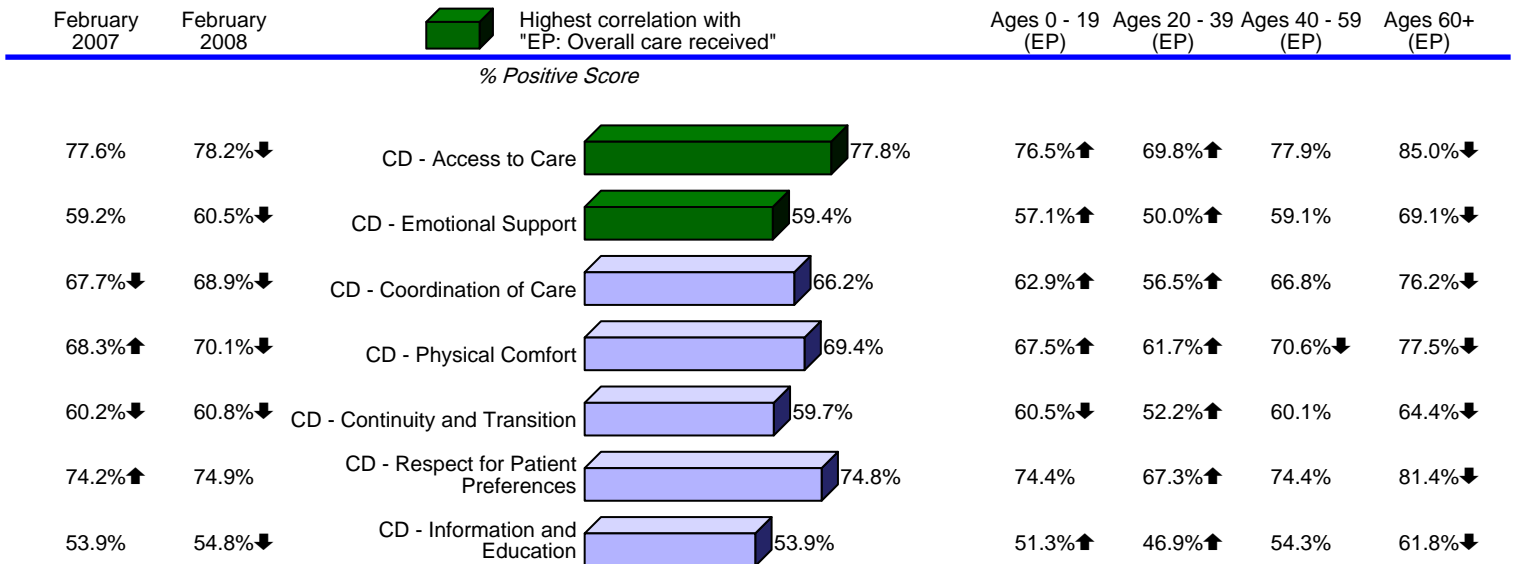


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail

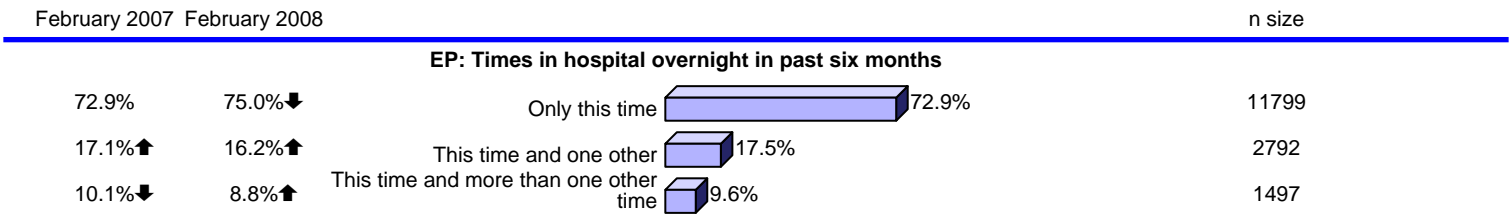
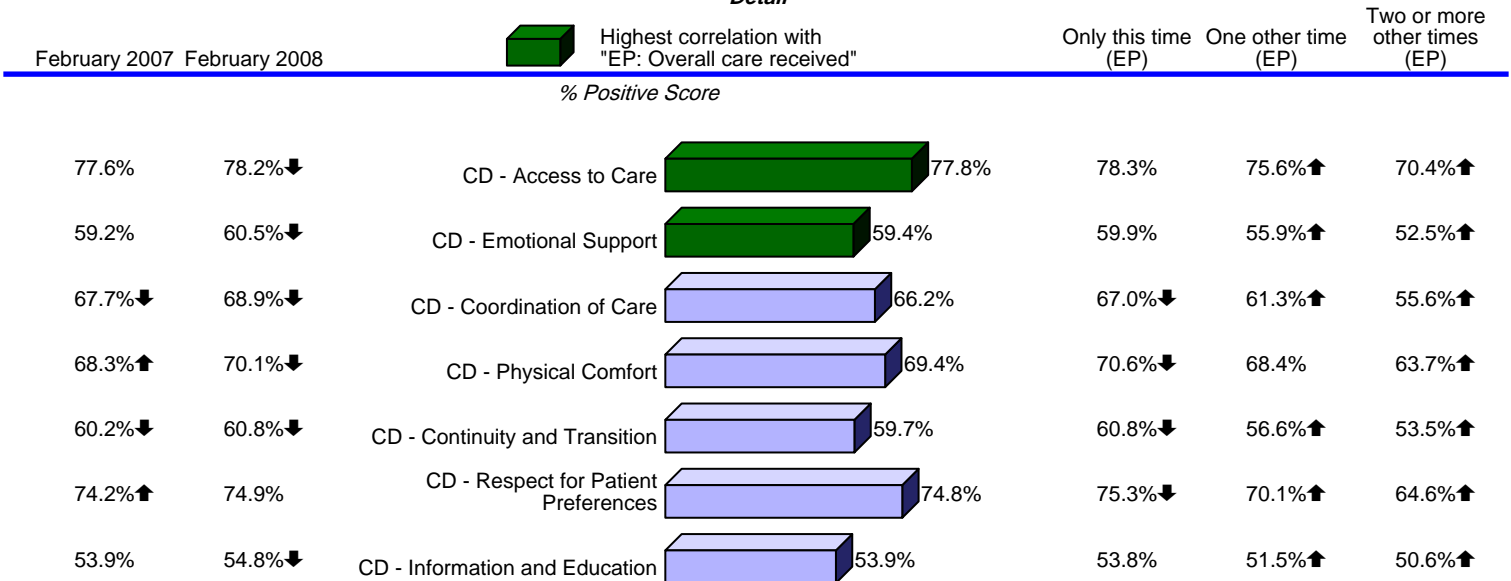


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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2009 (n=21548)

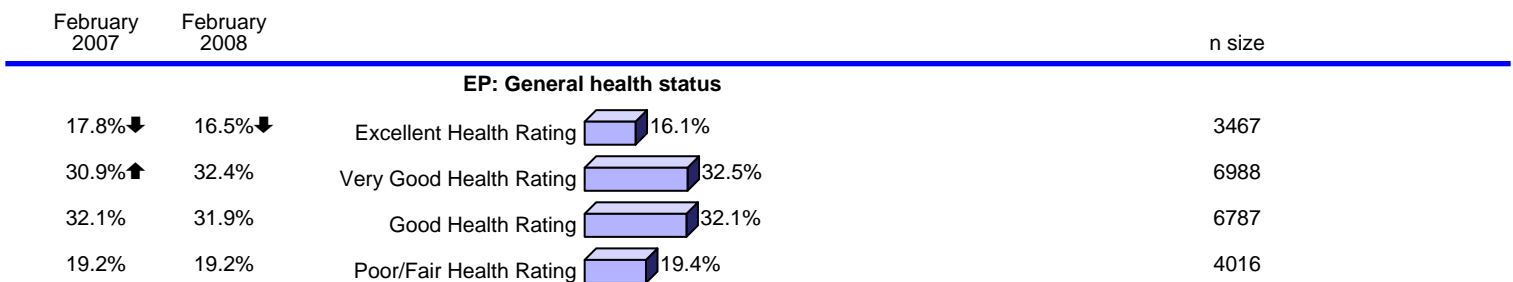
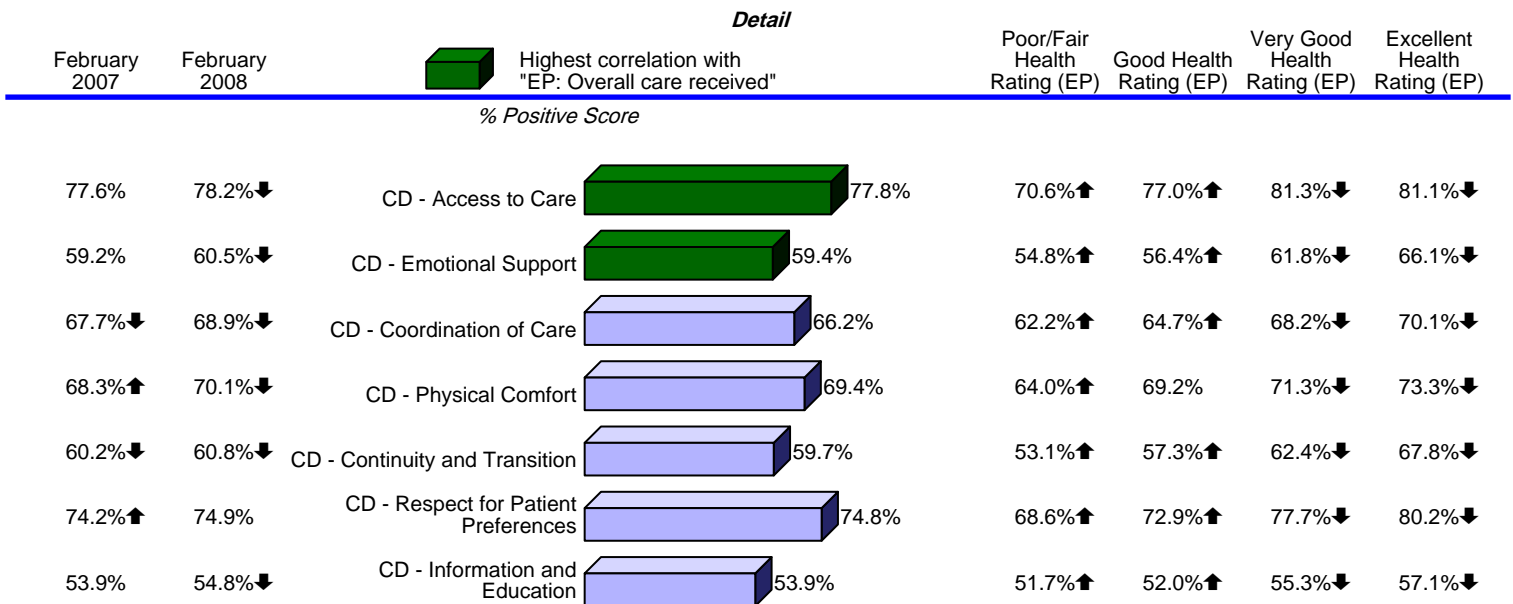
Detail



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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2009 (n=21548)

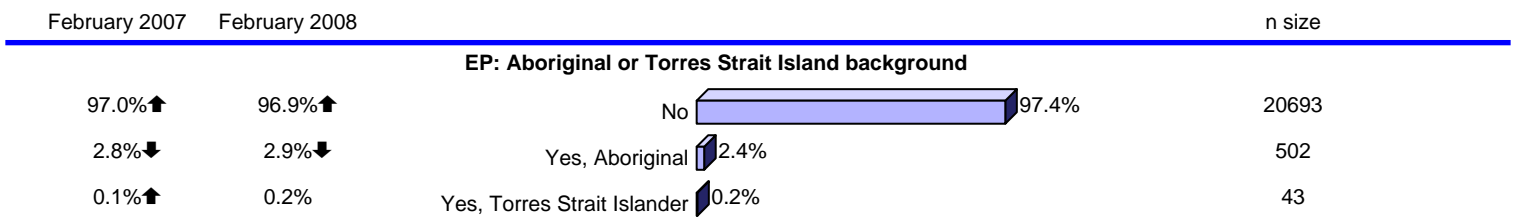
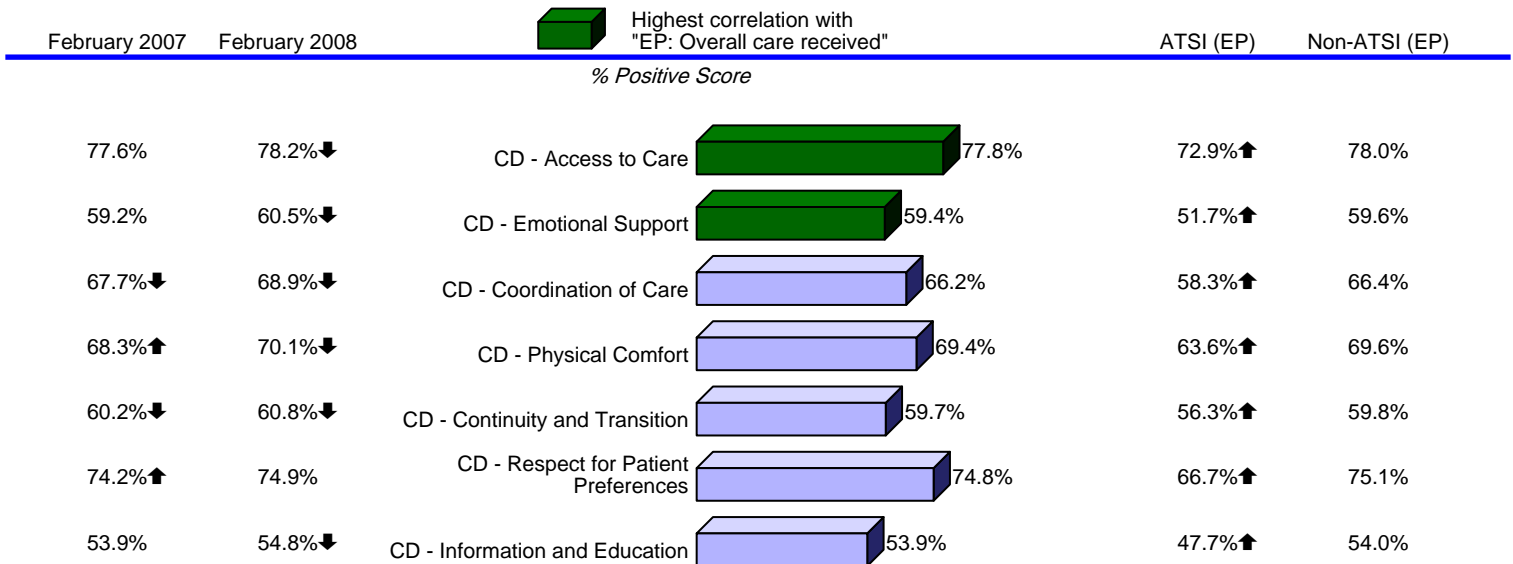


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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2009 (n=21548)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009

↑ Significantly Higher Than NSW Average (EP)
 ↓ Significantly Lower Than NSW Average (EP)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (EP)	82.6%	31.0%	53.6%	75.4%	79.7%	70.7%	46.5%	59.7%
-Greater Southern Area Health Service	83.1%	26.4%↓	48.7%↓	78.3%↑	82.2%↑	71.1%	47.6%	60.6%
-Greater Western Area Health Service	82.7%	31.7%	52.4%	79.4%↑	79.8%	69.3%	45.0%	59.0%
-Hunter New England Area Health Service	85.9%↑	35.5%↑	57.1%↑	78.7%↑	83.9%↑	76.5%↑	53.2%↑	63.6%↑
-North Coast Area Health Service	83.5%↑	31.0%	54.9%↑	77.0%↑	80.0%	74.0%↑	48.6%↑	59.8%
-N Sydney/Central Coast AHS	84.6%↑	33.4%↑	56.4%↑	77.4%↑	80.2%	74.2%↑	47.6%	61.8%↑
-SE Sydney/Illawarra AHS	82.9%	31.2%	56.0%↑	73.9%↓	79.4%	70.5%	46.3%	59.0%
-Sydney South West AHS	79.1%↓	29.1%↓	49.6%↓	72.9%↓	76.8%↓	65.1%↓	42.3%↓	57.5%↓
-Sydney West Area Health Service	78.8%↓	27.1%↓	47.9%↓	70.1%↓	75.9%↓	65.9%↓	41.3%↓	56.0%↓
-The Children's Hospital at Westmead	81.5%	22.6%↓	53.3%	69.8%↓	79.5%	60.1%↓	42.7%↓	56.4%↓



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (EP)
 ▼ Significantly Lower Than NSW Average (EP)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (EP)	77.8%	53.9%	59.4%	66.2%	74.8%	69.4%	59.7%
-Greater Southern Area Health Service	80.4%▲	52.8%	58.4%	65.8%	75.0%	69.8%	56.7%▼
-Greater Western Area Health Service	79.6%▲	51.9%▼	59.5%	68.2%▲	75.0%	70.7%	57.8%▼
-Hunter New England Area Health Service	81.7%▲	57.0%▲	63.9%▲	70.4%▲	79.2%▲	71.6%▲	61.9%▲
-North Coast Area Health Service	78.7%	54.3%	61.4%▲	66.8%	76.4%▲	69.9%	60.2%
-N Sydney/Central Coast AHS	78.9%▲	55.5%▲	61.3%▲	69.0%▲	77.8%▲	70.8%▲	61.1%▲
-SE Sydney/Illawarra AHS	77.0%▼	54.6%	59.2%	66.1%	74.4%	70.8%▲	60.1%
-Sydney South West AHS	75.2%▼	51.6%▼	56.2%▼	63.5%▼	70.8%▼	65.7%▼	57.4%▼
-Sydney West Area Health Service	73.4%▼	50.0%▼	54.6%▼	60.6%▼	70.1%▼	67.3%▼	57.8%▼
-The Children's Hospital at Westmead	75.3%▼	53.8%	55.2%▼	57.8%▼	70.4%▼	64.7%▼	64.6%▲



NSW Health Patient Survey 2009-Peer Best Matrix - Non-Admitted Emergency Patients February 2009 (n=21548)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	St. Vincent's Hospital, Darlinghurst	Royal North Shore Hospital	Concord Repatriation General Hospital	Royal North Shore Hospital	Concord Repatriation General Hospital	Royal Prince Alfred Hospital	Royal Prince Alfred Hospital	Royal North Shore Hospital	Royal North Shore Hospital
	70.2%	88.0%	83.4%	63.8%	72.9%	64.5%	59.0%	75.3%	80.5%
	292	540	336	541	357	444	429	297	544
	SESIAHS	NSCCAHS	SSWAHS	NSCCAHS	SSWAHS	SSWAHS	SSWAHS	NSCCAHS	NSCCAHS
Principle Referral Group B (A1b)	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Wollongong Hospital	Nepean Hospital	Gosford Hospital
	52.5%	82.7%	76.5%	59.9%	64.8%	58.9%	53.5%	68.4%	74.2%
	474	474	457	472	483	481	471	292	481
	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	SESIAHS	SWAHS	NSCCAHS
Paediatric Specialist (A2)	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital
	73.0%	87.1%	80.4%	65.3%	67.0%	64.9%	58.2%	71.4%	78.8%
	471	472	445	470	475	469	467	222	475
	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Ungrouped Acute (A3)	Calvary Mater Hospital - Newcastle	Sydney / Sydney Eye Hospital	Calvary Mater Hospital - Newcastle	Sydney / Sydney Eye Hospital	Sydney / Sydney Eye Hospital	Calvary Mater Hospital - Newcastle	Sydney / Sydney Eye Hospital	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle
	62.1%	85.7%	80.3%	66.2%	69.4%	64.7%	57.0%	72.0%	76.4%
	314	497	300	492	502	318	471	203	319
	HNEAHS	SESIAHS	HNEAHS	SESIAHS	SESIAHS	HNEAHS	SESIAHS	HNEAHS	HNEAHS
Major Metropolitan (B1)	Mona Vale and District Hospital	Mona Vale and District Hospital	Manly District Hospital	Canterbury Hospital	Mona Vale and District Hospital	Mona Vale and District Hospital	Manly District Hospital	Manly District Hospital	Mona Vale and District Hospital
	62.3%	88.1%	82.0%	63.3%	73.6%	65.2%	56.6%	77.8%	83.0%
	363	361	253	325	365	363	267	179	363
	NSCCAHS	NSCCAHS	NSCCAHS	SSWAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS



NSW Health Patient Survey 2009-CHAPTER 10 : Patient Category - Community Health Patients (CH) February 2009 (n=15119)

Community Health Patient (CH)

-- Core Dimensions of Patient-centred Care : Community Health Patients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the five dimensions and are identified with the prefix of SD.

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.



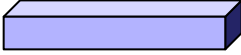

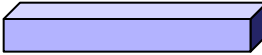









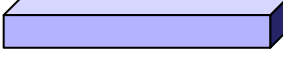


-- Supplementary Areas of Patient-centred Care : Community Health Patients --



In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2009-Summary of Dimensions of Care -
Community Health Patients
February 2009 (n=15119)















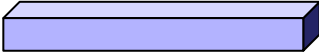


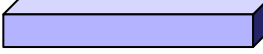



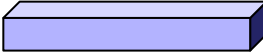




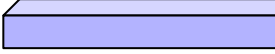


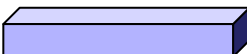



		<i>Detail</i>			
February 2007	February 2008	 Highest correlation with "CH: Overall care received"	NRC Canada Average	n size	
<i>% Positive Score</i>					
70.8%	68.6% 	CD - Physical Comfort	 69.9%	2316	
78.3%	77.0% 	CD - Information and Education	 77.9%	14582	
86.4% 	85.0% 	CD - Respect for Patient Preferences	 85.8%	14988	
73.6% 	71.3% 	CD - Continuity and Transition	 72.7%	5309	
83.4% 	83.8%	CD - Coordination of Care	 83.9%	14771	
84.5%	83.7% 	SD - Overall Attitudes	 84.1%	15079	
78.8% 	81.4%	SD - Surgery, Procedures, and Tests	 81.8%	4250	



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .



NSW Health Patient Survey 2009-Key Drivers - Community Health Patients February 2009 (n=15119)

Detail

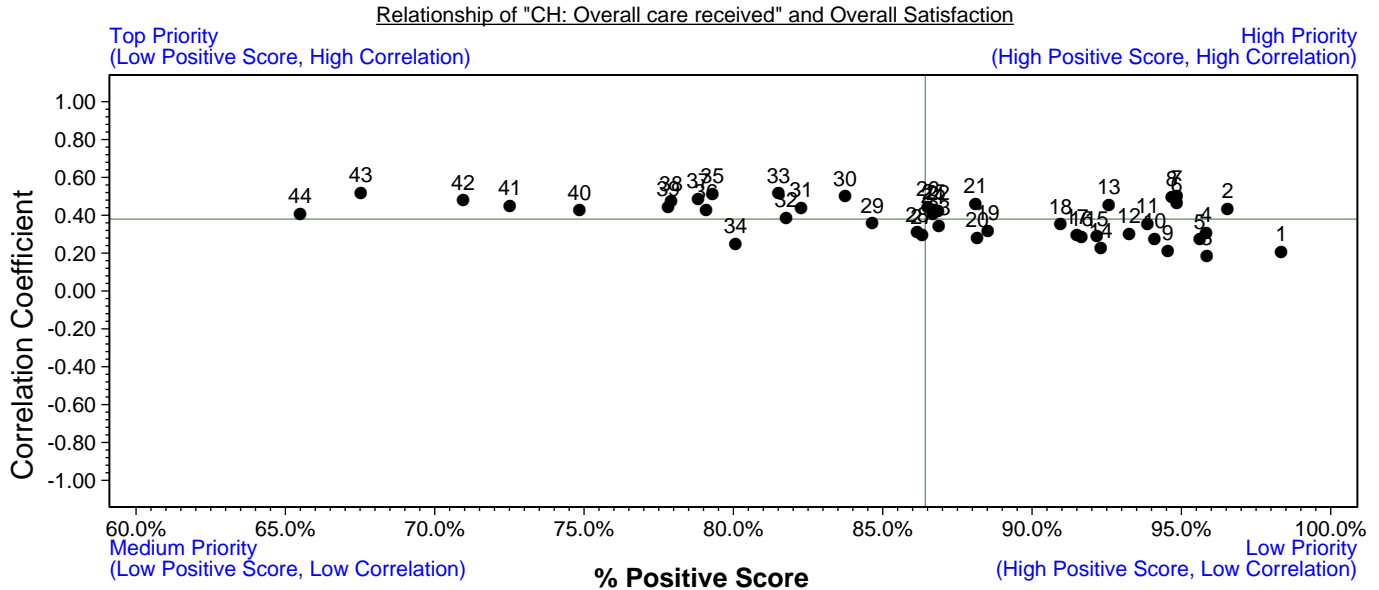
February 2007	February 2008	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
68.1%	66.0%	CH: Responded quickly to pain med request 	67.5%	868	0.517
80.6% 	81.1% 	CH: Community Health Centre well organised 	81.5%	14677	0.516
80.1% 	78.7% 	CH: Explained causes of problems understandably 	79.3%	10433	0.512
94.4% 	93.8% 	CH: Rate completeness of care for problem 	94.8%	14707	0.504
84.5% 	84.1% 	CH: Confidence/trust in Health Care Professional 	83.7%	14843	0.501
94.7%	94.1% 	CH: Rate explanation of treatment 	94.7%	14581	0.496
79.6% 	77.5% 	CH: Enough say about care 	78.8%	14552	0.486
72.2%	69.9% 	CH: Staff did everything to control pain 	70.9%	2303	0.479
78.3%	77.0% 	CH: Received enough info re: condition/treatment 	77.9%	14582	0.474
94.0% 	94.0% 	CH: Health Centre Professionals worked together 	94.9%	14374	0.465
88.7% 	88.3%	CH: Listened to what I said 	88.1%	13434	0.459
93.1% 	92.4%	CH: Respect/dignity by Health Care Professional 	92.6%	14881	0.456
72.7%	72.3%	CH: Health Care Professional discussed anxieties 	72.5%	7984	0.452
86.6%	86.8%	CH: Did not get help needed 	86.5%	10140	0.445
78.6% 	77.5%	CH: Explained what to do for problems 	77.8%	10817	0.443

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .



NSW Health Patient Survey 2009-Opportunity Matrix - Community Health Patients

February 2009 (n=15119)



- | | |
|---|--|
| 1 CH: Asked how family/living situation affect health | 23 CH: Providers/staff washed/cleaned hands after care |
| 2 CH: Courtesy of Health Care Professional | 24 CH: Rate waiting time for this visit |
| 3 CH: Language caused trouble talking | 25 CH: Answered questions understandably |
| 4 CH: Rate courtesy of person who made appointment | 26 CH: Did not get help needed |
| 5 CH: Arranged another visit w/this Care Professional | 27 CH: Health Care Professional gave conflicting info |
| 6 CH: Health Centre Professionals worked together | 28 CH: Waited too long for appt to begin |
| 7 CH: Rate completeness of care for problem | 29 CH: Explained why tests were needed |
| 8 CH: Rate explanation of treatment | 30 CH: Confidence/trust in Health Care Professional |
| 9 CH: Told how to learn about test results | 31 CH: Involved in care decisions |
| 10 CH: Knew who to call for help after appt | 32 CH: Explained test results understandably |
| 11 CH: Spent enough time w/Health Care Professional | 33 CH: Community Health Centre well organised |
| 12 CH: Courtesy of reception staff at the CHC/clinic | 34 CH: Able to get appt when wanted |
| 13 CH: Respect/dignity by Health Care Professional | 35 CH: Explained causes of problems understandably |
| 14 CH: Told when to expect test results | 36 CH: Explained meds understandably |
| 15 CH: Waited too long in exam room | 37 CH: Enough say about care |
| 16 CH: Had questions about care that didn't discuss | 38 CH: Received enough info re: condition/treatment |
| 17 CH: Arranged another visit w/other Care Professional | 39 CH: Explained what to do for problems |
| 18 CH: Enough privacy during this visit | 40 CH: Enough info re: patient rights/responsibilities |
| 19 CH: Providers/staff washed/cleaned hands before care | 41 CH: Health Care Professional discussed anxieties |
| 20 CH: Explained reason for appt delay | 42 CH: Staff did everything to control pain |
| 21 CH: Listened to what I said | 43 CH: Responded quickly to pain med request |
| 22 CH: Listened to reasons for visit | 44 CH: Explained side effects |

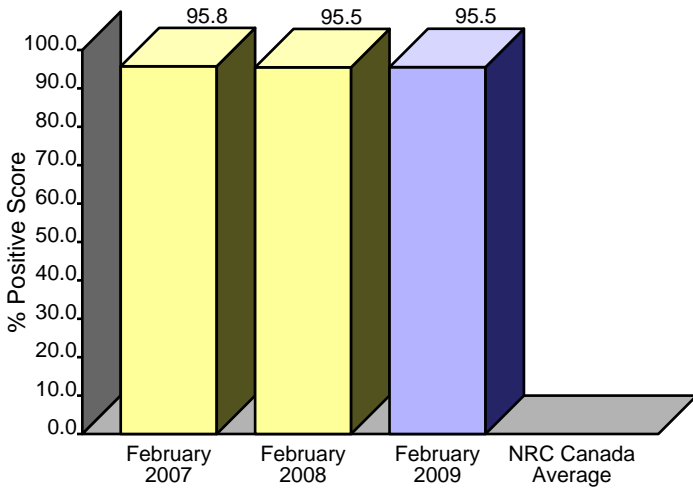
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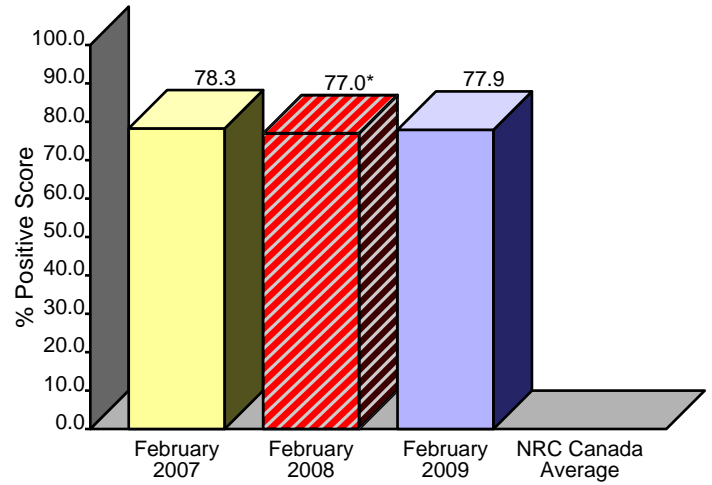


NSW Health Patient Survey 2009-Information and Education - Community Health Patients
February 2009 (n=15119)

CH: Overall care received

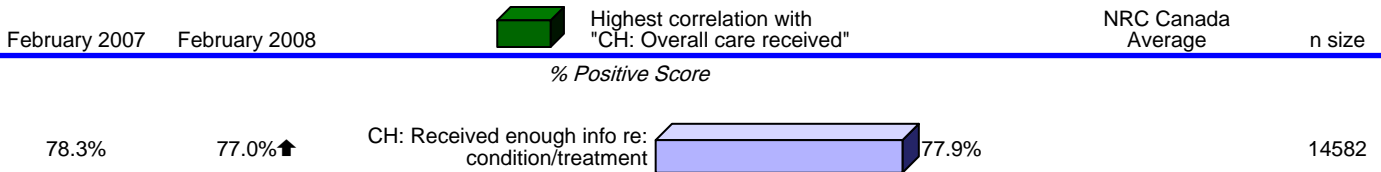


CD - Information and Education



* Significantly Different from Your Current Score

Detail

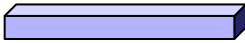


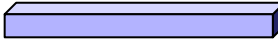













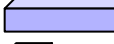



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Community Health Patients February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Explained reason for appt delay				
72.5%	73.9%↓	Appointment started on time	 72.5%	7985
15.3%	14.2%↑	Yes	 15.7%	1583
12.2%	11.8%	No	 11.8%	1115
CH: Explained why tests were needed				
83.5%↑	84.5%	Yes, completely	 84.6%	3750
13.1%↓	11.7%	Yes, somewhat	 12.0%	430
3.4%	3.8%↓	No	 3.4%	162
CH: Told how to learn about test results				
86.4%↑	88.3%	Yes	 88.7%	3938
7.2%↓	6.6%↓	No	 5.5%	202
6.4%	5.1%↑	Not sure	 5.9%	206
CH: Told when to expect test results				
83.4%↑	85.9%	Yes	 85.4%	3778
8.4%↓	7.7%	No	 7.7%	286
8.2%↓	6.4%↑	Not sure	 6.9%	265
CH: Language caused trouble talking				
96.6%↓	96.4%↓	No	 95.8%	14363
2.0%↑	2.6%↑	Yes, somewhat	 2.8%	322
1.4%	1.0%↑	Yes, definitely	 1.3%	154
CH: Answered questions understandably				
5.5%↑	7.1%	Did not ask any questions	 6.9%	1293
81.0%	80.0%↑	Yes, always	 80.8%	12003
12.1%↓	11.8%↓	Yes, sometimes	 11.3%	1415
1.4%↓	1.1%	No	 1.0%	133

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Community Health Patients (continued)
February 2009 (n=15119)

Detail

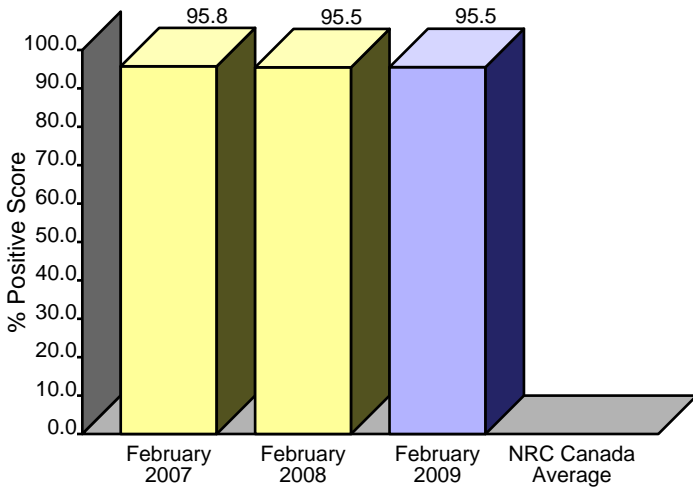
February 2007	February 2008		NRC Canada Average	n size
CH: Had questions about care that didn't discuss				
7.8% [▲]	9.5% [▼]	Did not have any questions	8.5%	1385
83.8%	83.0% [▲]	No	83.9%	12135
8.4% [▼]	7.5%	Yes	7.6%	943
CH: Explained what to do for problems				
19.6% [▲]	22.2% [▲]	No problems or symptoms	22.7%	3903
63.1% [▼]	60.3%	Yes, completely	60.1%	8586
12.7% [▼]	12.9% [▼]	Yes, somewhat	12.0%	1541
4.6% [▲]	4.6% [▲]	No	5.1%	690
CH: Explained causes of problems understandably				
60.6% [▼]	57.8% [▲]	Yes, completely	58.9%	8488
12.8% [▲]	13.8% [▼]	Yes, somewhat	13.4%	1694
2.3% [▼]	1.9%	No	2.0%	251
24.3% [▲]	26.6% [▼]	Did not need explanation	25.8%	4219
CH: Rate explanation of treatment				
40.3%	37.8% [▲]	Excellent	39.8%	6139
34.4%	34.0% [▲]	Very Good	34.6%	5026
20.0%	22.2% [▼]	Good	20.3%	2788
4.2%	4.6% [▼]	Fair	4.0%	489
1.1% [▲]	1.3%	Poor	1.3%	139

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [▲] or lower [▼].

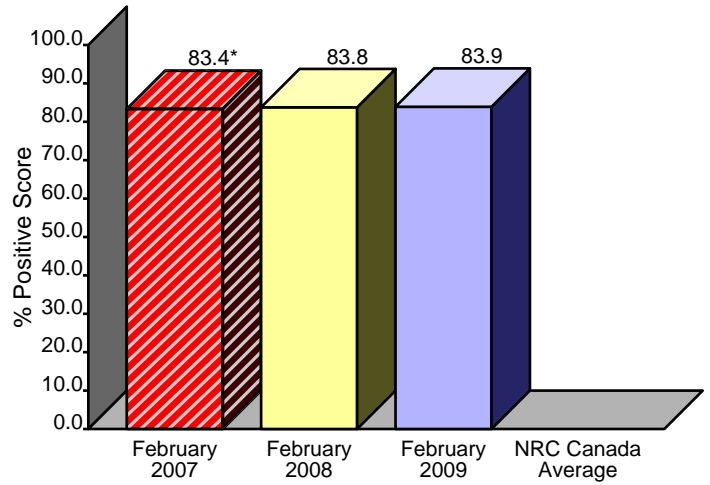


NSW Health Patient Survey 2009-Coordination of Care - Community Health Patients
February 2009 (n=15119)

CH: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
80.6%↑	81.1%↑	CH: Community Health Centre well organised	81.5%	14677
86.1%	86.5%	CH: Health Care Professional gave conflicting info	86.3%	14586

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Community Health Patients February 2009 (n=15119)

Detail

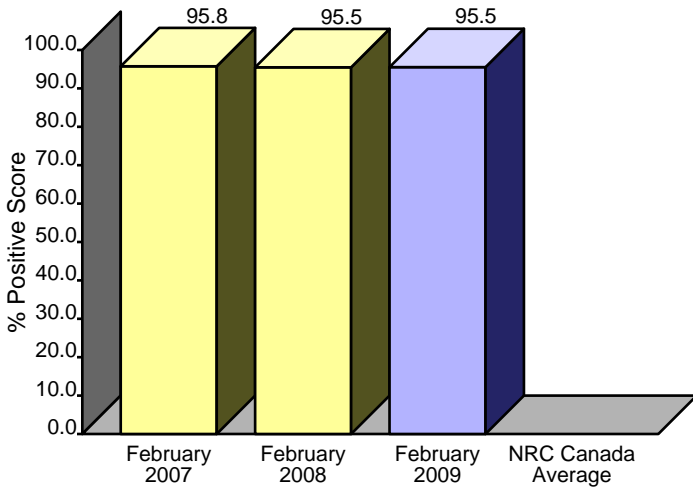
February 2007	February 2008		NRC Canada Average	n size
CH: Rate completeness of care for problem				
42.2%	40.0% ▲	Excellent	42.8%	6620
34.8%	34.4%	Very Good	34.3%	5032
17.4%	19.5% ▼	Good	17.8%	2453
4.3% ▼	4.7% ▼	Fair	3.5%	439
1.3% ▲	1.5% ▲	Poor	1.6%	163

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.

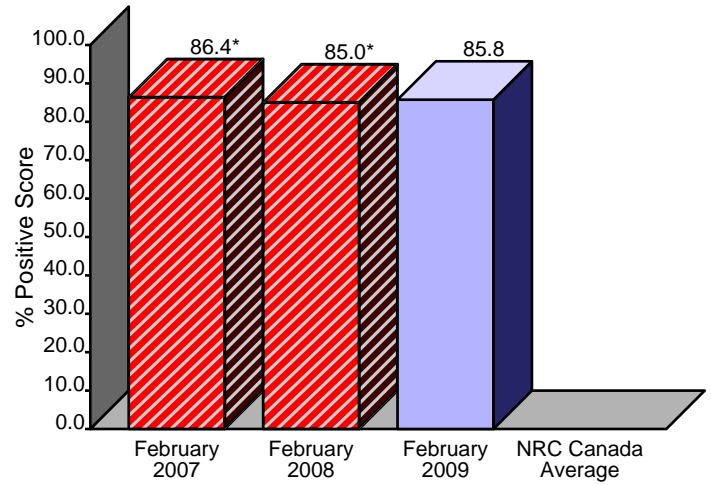


NSW Health Patient Survey 2009-Respect for Patient Preferences -
Community Health Patients
February 2009 (n=15119)

CH: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
79.6%↓	77.5%↑	CH: Enough say about care	78.8%	14552
93.1%↓	92.4%	CH: Respect/dignity by Health Care Professional	92.6%	14881

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences - CH

February 2009 (n=15119)

Detail

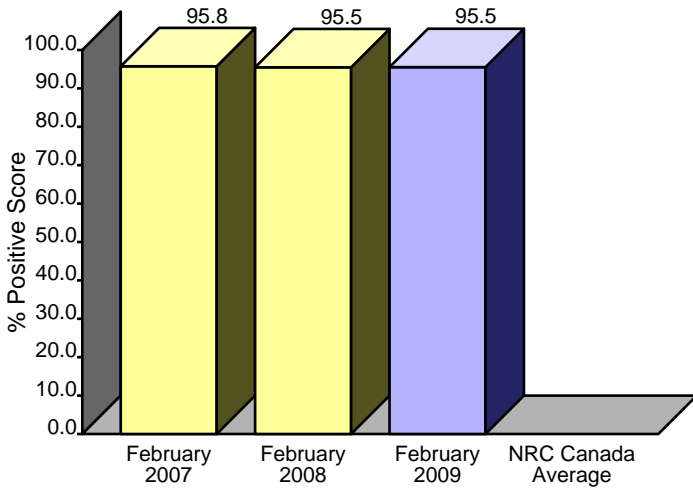
February 2007	February 2008		NRC Canada Average	n size
CH: Listened to reasons for visit				
26.9%↑	26.8%↑	Provider already knew	27.7%	4350
63.7%↓	63.2%	Yes, completely	62.8%	8994
8.3%	8.8%↓	Yes, somewhat	8.3%	1045
1.1%	1.2%	No	1.2%	187
CH: Listened to what I said				
5.0%↑	7.4%↓	Had nothing to discuss	7.0%	1357
84.3%↓	81.7%	Yes, completely	81.9%	12020
10.1%	9.9%↑	Yes, somewhat	10.2%	1310
0.7%↑	1.0%↓	No	0.9%	104
CH: Involved in care decisions				
81.7%↑	81.2%↑	Yes, definitely	82.3%	12334
14.8%↓	14.9%↓	Yes, somewhat	14.1%	1867
3.5%	3.9%↓	No	3.6%	493
CH: Enough privacy during this visit				
90.9%	89.3%↑	Yes, completely	91.0%	13627
7.7%	9.5%↓	Yes, somewhat	7.9%	1047
1.4%↓	1.3%↓	No	1.2%	146
CH: Enough info re: patient rights/responsibilities				
76.0%↓	73.6%↑	Yes, completely	74.8%	11236
15.7%↑	17.3%↓	Yes, somewhat	16.5%	2203
8.2%↑	9.1%↓	No	8.7%	1191

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

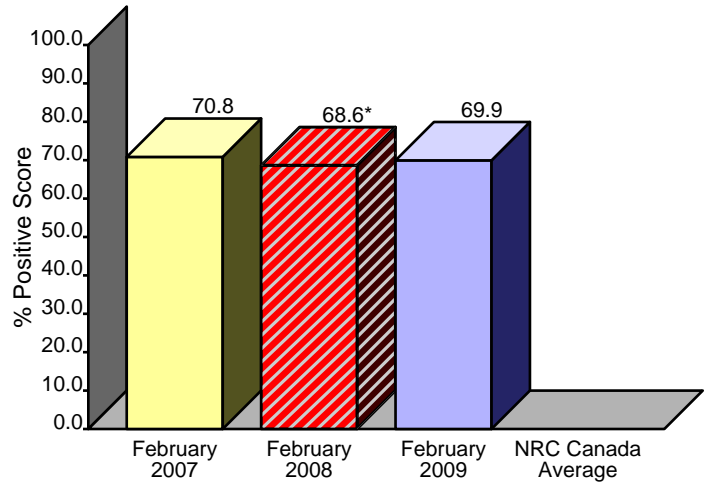


NSW Health Patient Survey 2009-Physical Comfort - Community Health Patients
February 2009 (n=15119)

CH: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
68.1%	66.0%	CH: Responded quickly to pain med request	67.5%	868
72.2%	69.9%▲	CH: Staff did everything to control pain	70.9%	2303

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2009-Other Measures Related to Physical Comfort - Community Health Patients February 2009 (n=15119)

Detail

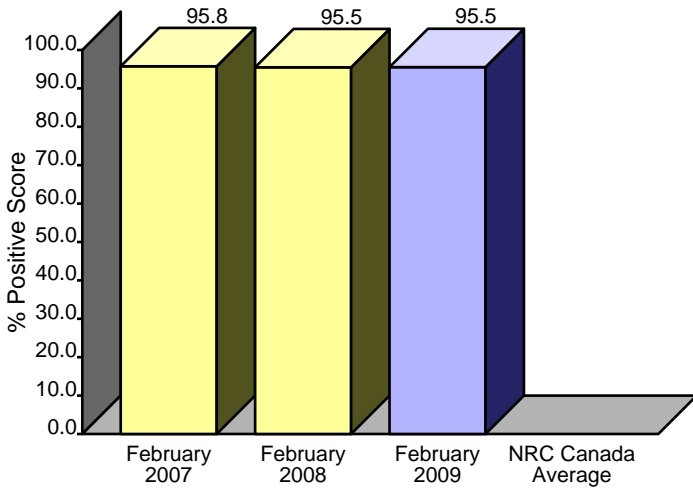
February 2007	February 2008		NRC Canada Average	n size
CH: Pain during treatment				
18.7%	18.5%	Yes	18.3%	2524
81.3%	81.5%	No	81.7%	11955
CH: Degree of pain during treatment				
31.7%↓	26.1%↓	Severe	23.5%	543
48.9%↑	52.7%	Moderate	52.3%	1238
19.1%↑	20.7%↑	Mild	23.4%	596
0.4%↑	0.5%↑	I had no pain	0.8%	16
CH: Given pain medicine				
48.3%↓	46.8%↓	Yes	42.4%	949
51.7%↑	53.2%↑	No	57.6%	1470

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

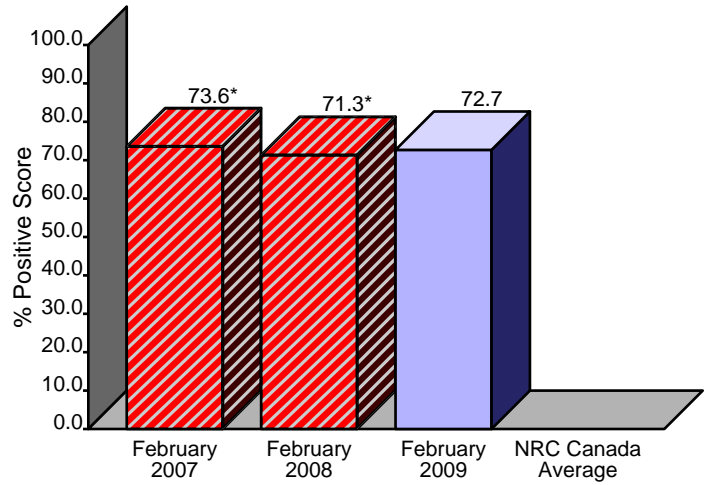


NSW Health Patient Survey 2009-Continuity and Transition - Community Health Patients
February 2009 (n=15119)

CH: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
79.5%	78.8%	CH: Explained meds understandably	79.1%	4984
66.8%↓	62.9%↑	CH: Explained side effects	65.5%	4385

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - Community Health Patients February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Arranged another visit w/this Care Professional				
23.6%↑	28.7%	No other visit was needed	28.4%	4544
2.5%↑	2.9%	Not sure	2.8%	346
70.7%↓	65.0%↑	Yes	65.6%	9408
3.1%	3.4%↓	No	3.1%	403
CH: Arranged another visit w/other Care Professional				
50.9%↑	54.1%	No other visit was needed	54.1%	8352
3.5%	3.7%	Not sure	3.7%	463
41.4%↓	37.9%↑	Yes	38.3%	5244
4.2%↓	4.3%↓	No	3.9%	485
CH: Knew who to call for help after appt				
90.1%↓	87.4%↑	Yes	87.8%	13069
4.9%↑	6.3%↓	No	5.9%	780
5.0%↑	6.3%	Not sure	6.3%	871

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Access to Care - Community Health Patients February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Able to get appt when wanted				
81.8%↓	78.6%↑	Yes	80.1%	12051
18.2%↑	21.4%↓	No	19.9%	2588
CH: Waited too long for appt to begin				
87.2%↓	84.9%↑	No	86.2%	13002
10.0%↑	12.0%↓	Yes, somewhat	10.7%	1427
2.8%↑	3.1%	Yes, definitely	3.1%	395
CH: Waited too long in exam room				
91.3%↑	91.3%↑	No	92.2%	10238
7.0%↓	7.2%↓	Yes, somewhat	6.2%	600
1.7%	1.5%	Yes, definitely	1.6%	149
CH: Spent enough time w/Health Care Professional				
93.9%	93.3%↑	Yes	93.9%	13985
6.1%	6.7%↓	No	6.1%	733
CH: Rate waiting time for this visit				
31.2%↓	29.8%↑	Excellent	30.5%	4777
31.2%	29.7%↑	Very Good	31.7%	4677
24.4%	25.4%↓	Good	24.4%	3431
8.9%	10.5%↓	Fair	9.3%	1215
4.3%↓	4.6%↓	Poor	4.0%	496

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Emotional Support - Community Health Patients February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Reasons questions not discussed				
9.9%↓	8.4%	I was embarrassed about bringing them up	8.6%	142
22.9%↓	18.3%	I forgot to bring them up	18.5%	299
10.4%	11.5%	I didn't have time to bring them up	11.1%	185
13.1%	10.8%↑	Health Care Professional didn't have time to listen	12.6%	190
4.8%	4.4%	Too many interruptions/no privacy	4.5%	67
51.5%↑	58.3%↓	I did not have any questions	56.7%	1242
CH: Confidence/trust in Health Care Professional				
84.5%↓	84.1%↓	Yes, completely	83.7%	12749
14.1%	14.4%	Yes, somewhat	14.4%	1898
1.4%↑	1.5%↑	No	1.9%	196
CH: Health Care Professional discussed anxieties				
40.6%↑	41.5%↑	Did not have anxieties or fears	43.0%	6715
43.2%↓	42.3%↓	Yes, completely	41.3%	5934
10.2%	10.5%↓	Yes, somewhat	10.1%	1283
6.0%↓	5.8%↓	No	5.5%	767

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Family and Friends
 - Community Health Patients
 February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Asked how family/living situation affect health				
9.5%↓	8.2%	No, the Health Care Professional already knew	8.3%	1309
4.9%	4.9%↓	Not sure	4.7%	619
38.9%↓	33.7%↑	Yes	35.4%	4867
45.0%↑	51.4%↓	No, but it was not an issue for me	49.9%	7693
1.7%	1.8%↓	No, and I wish he or she had asked	1.7%	204

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



**NSW Health Patient Survey 2009-Measures Related to Patient Safety -
Community Health Patients
February 2009 (n=15119)**

Detail

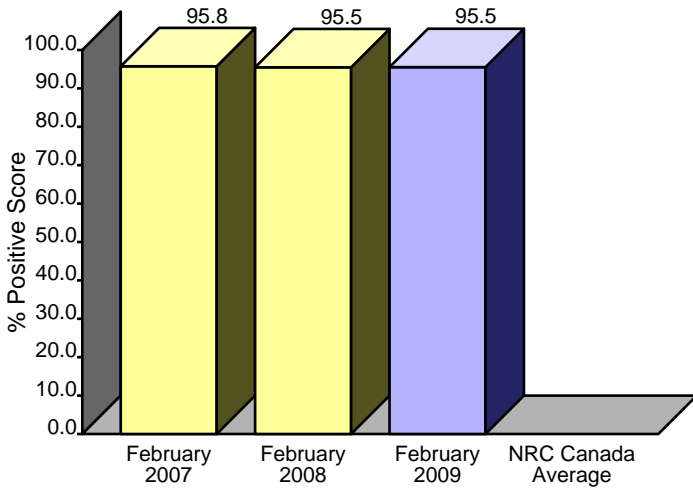
February 2007	February 2008	NRC Canada Average	n size
CH: Hand basin/alcohol hand wash available			
	Yes	88.5%	12118
	No	11.5%	1676
CH: Providers/staff washed/cleaned hands before care			
	Unsure	28.5%	4213
	Yes, always	63.3%	9002
	Yes, sometimes	4.2%	504
	No, never	4.1%	516
CH: Providers/staff washed/cleaned hands after care			
	Unsure	39.1%	5698
	Yes, always	52.9%	7502
	Yes, sometimes	4.0%	500
	No, never	4.0%	505
CH: Reminded staff about hand washing			
	Yes	3.7%	476
	No	96.3%	13691

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

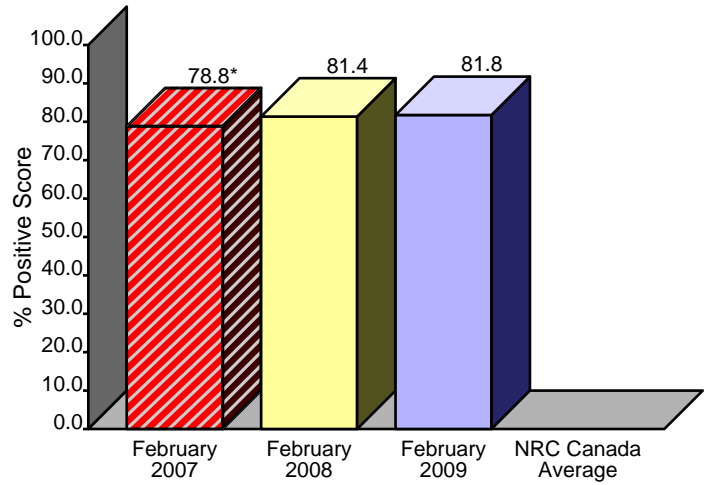


NSW Health Patient Survey 2009-Questions About Surgery, Procedures, and Tests - Community Health Patients
February 2009 (n=15119)

CH: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail

February 2007 February 2008



Highest correlation with "CH: Overall care received"

NRC Canada Average

n size

% Positive Score

78.8%↑

81.4%

CH: Explained test results understandably



81.8%

4250

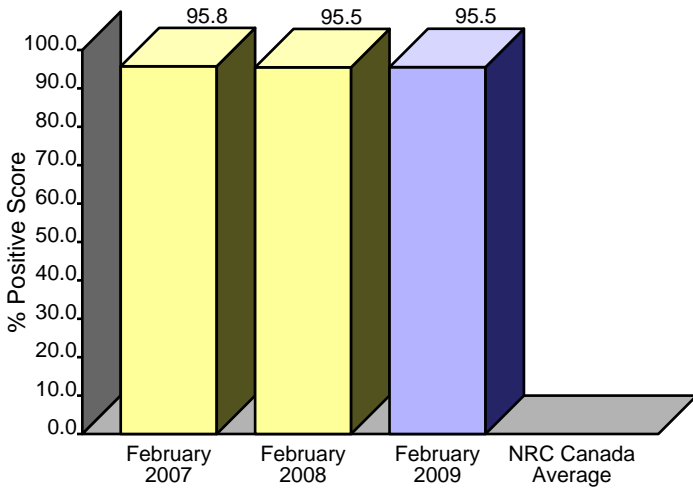
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



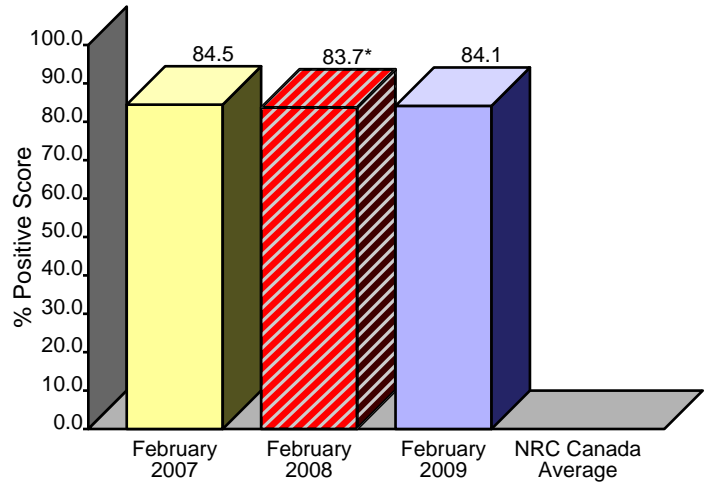


NSW Health Patient Survey 2009-Questions About Overall Attitudes - Community Health Patients February 2009 (n=15119)

CH: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
56.7%↓	55.1%	CH: Rate Community Health service	55.3%	14638
78.8%	77.0%↑	CH: Would recommend Community Health Centre	78.6%	14696
86.6%	86.8%	CH: Did not get help needed	86.5%	10140
97.1%↓	96.1%↑	CH: Courtesy of Health Care Professional	96.5%	14838
96.4%↓	95.5%↑	CH: Rate courtesy of person who made appointment	95.8%	14051
93.0%	92.3%↑	CH: Courtesy of reception staff at the CHC/clinic	93.2%	10954
86.1%	86.5%	CH: Health Care Professional gave conflicting info	86.3%	14586

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Community Health Patients February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: General health				
9.5%↓	8.4%↓	Poor	6.9%	1001
23.9%↓	21.5%	Fair	21.4%	3049
31.1%↑	32.0%↑	Good	32.7%	4781
23.0%↑	25.7%↑	Very Good	26.2%	3897
12.5%	12.5%↑	Excellent	12.8%	1866
CH: Days in bed due to illness/injury in Feb				
67.5%↑	69.5%↑	None	71.0%	10660
4.7%↑	4.8%↑	One day	5.2%	701
5.6%	5.1%	Two days	5.3%	679
3.2%	3.0%↑	Three days	3.5%	447
3.2%↓	3.1%↓	Four days	2.6%	344
4.8%↓	4.7%↓	Five-to-seven days	4.2%	540
2.6%↓	2.6%↓	Eight-to-ten days	2.2%	292
8.5%↓	7.0%↓	More than ten days	6.1%	807
CH: Times had IP stay last 6 mos				
71.6%	69.2%↑	No	71.2%	10665
18.7%↑	21.0%↓	Yes, only one time	20.3%	2798
9.8%↓	9.9%↓	Yes, more than one time	8.5%	1208
CH: Patient classification				
79.7%↑	81.7%↓	Public or Medicare patient	81.2%	11605
4.5%	4.2%↑	Private patient/claiming against private health insurance	4.6%	627
0.3%↓	0.3%↓	WorkCover patient	0.2%	29
3.3%↓	2.3%↑	Department of Veterans Affairs (DVA) patient	2.7%	378
2.7%↑	2.8%↑	Something else	3.0%	430
9.5%↓	8.8%↓	Not sure	8.3%	1229

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients -
Community Health Patients (continued)
February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Level of education completed				
59.0%↓	51.6%↓	Less than Year 12 at secondary school	48.0%	6678
13.7%	14.0%	Completed Year 12 at secondary school	13.8%	1886
16.5%↑	19.0%↑	Trade or technical certificate or diploma	19.5%	2512
7.3%↑	10.2%↑	University graduate	12.4%	1515
3.4%↑	5.2%↑	Post graduate / higher degree	6.3%	772
CH: Aboriginal or Torres Strait Island background				
96.2%↑	96.9%↑	No	97.4%	14246
3.6%↓	2.9%↓	Yes, Aboriginal	2.4%	330
0.1%	0.2%↓	Yes, Torres Strait Islander	0.1%	22
CH: Language spoken at home				
97.0%↓	94.3%↑	English	94.9%	13858
0.2%↑	0.5%	Italian	0.5%	56
0.2%	0.3%↓	Greek	0.2%	26
0.1%↑	0.4%↓	Spanish	0.3%	36
0.1%	0.1%	Croatian	0.1%	10
0.1%↑	0.1%↑	Serbian	0.1%	15
0.3%↑	0.8%	Arabic	0.8%	91
0.3%↑	0.6%↓	Cantonese	0.5%	50
0.2%↑	0.7%	Mandarin	0.6%	61
0.0%↑	0.5%↓	Vietnamese	0.3%	26
0.0%↑	0.1%↑	Korean	0.2%	17
1.4%	1.7%↓	Other	1.5%	169
CH: Gender				
38.6%↓	34.4%	Male	34.5%	4740
61.4%↑	65.6%	Female	65.5%	10036

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients -
Community Health Patients (continued)
February 2009 (n=15119)

Detail

February 2007	February 2008		NRC Canada Average	n size
CH: Age Category				
18.8%↓	17.4%↓	Up to 9 years	14.3%	1995
1.5%↑	3.2%↓	10 to 14 years	2.0%	249
1.2%↑	1.5%	15 to 19 years	1.5%	178
4.9%	5.2%	20 to 29 years	5.1%	650
8.4%↑	10.0%↑	30 to 39 years	11.0%	1340
7.2%↑	7.7%↑	40 to 49 years	8.0%	1052
10.6%↑	11.4%↑	50 to 59 years	12.0%	2022
14.6%↑	14.9%↑	60 to 69 years	15.8%	2722
17.0%	15.2%↑	70 to 79 years	16.5%	2606
15.9%↓	13.6%	80 years or older	13.7%	2014

CH: Patient completed survey				
59.4%↑	62.4%↑	Yes - I completed the survey myself	68.3%	10318
9.7%↓	7.9%	Yes - but I completed the survey with the help from someone	7.7%	1110
30.9%↓	29.7%↓	No - someone completed this survey for me	24.0%	3326

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Visits - Community Health Patients

February 2009 (n=15119)

Detail

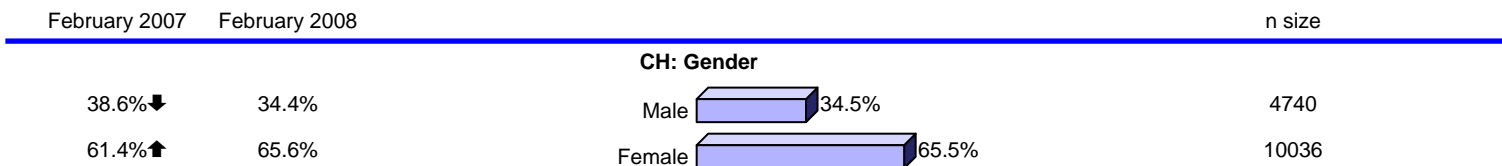
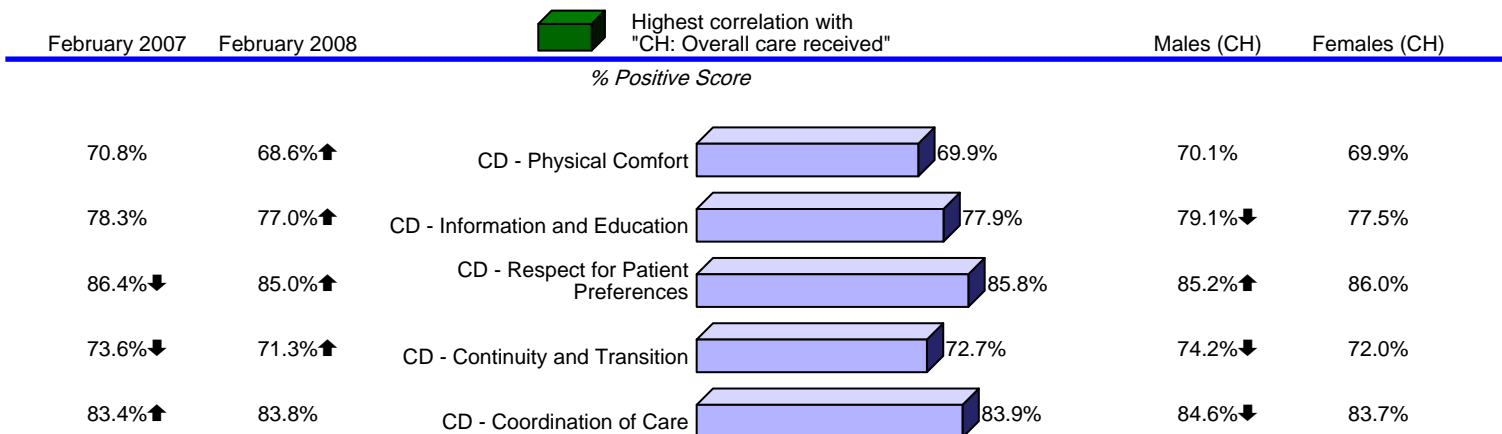
February 2007	February 2008		NRC Canada Average	n size
CH: Received care through CHC in Feb				
66.8%↑	72.3%	Yes, received care at a Community Health Centre in February	72.3%	11234
25.4%↓	24.9%↓	Yes, received care at home through a Community Health Centre	24.3%	3335
2.3%↑	2.8%↑	Yes, received care somewhere else but through a Community He	3.4%	550
5.5%↓	0.0%	No, did not receive care through a Community Health Centre	0.0%	0
CH: Appt through CHC/clinic made by drs office				
53.7%↑	61.1%↑	Yes	62.8%	9179
46.3%↓	38.9%↓	No	37.2%	5520
CH: When appt was made				
15.0%↓	12.7%↓	Less than 24 hours before visit	11.1%	1639
30.5%↓	28.1%	1 to 6 days before visit	28.5%	4080
22.5%↑	24.3%↑	1 to 2 weeks before visit	24.9%	3603
14.3%↑	16.7%↓	3 to 4 weeks before visit	16.2%	2315
17.7%↑	18.1%↑	More than 4 weeks before visit	19.4%	2775
CH: Reason for visit				
26.1%↑	31.2%↑	Routine checkup	32.2%	5348
23.0%↑	24.2%↓	Care for new problem or condition	23.5%	3080
8.0%↓	6.6%↑	Follow up care after new illness	7.1%	1015
32.6%↓	27.2%↑	Routine care for ongoing problem or condition	28.5%	4140
7.4%↓	8.0%↓	Urgent care for a severe condition	6.3%	785
3.0%↓	2.8%↓	Not sure	2.4%	332
CH: Came for visit alone				
50.1%↑	52.0%↑	Alone	57.0%	8633
49.9%↓	48.0%↓	With someone else	43.0%	6007
CH: Had tests during visit				
27.6%↑	28.6%	Yes	28.3%	4594
72.4%↓	71.4%	No	71.7%	9735

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Community Health Patients February 2009 (n=15119)

Detail


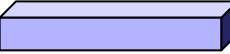
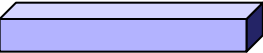
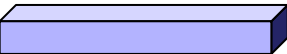








Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **▲** or lower **▼**.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Community Health Patients (continued) February 2009 (n=15119)

Detail

February 2007	February 2008	 Highest correlation with "CH: Overall care received"	Ages 0 - 19 (CH)	Ages 20 - 39 (CH)	Ages 40 - 59 (CH)	Ages 60+ (CH)
<i>% Positive Score</i>						
70.8%	68.6% ↑	CD - Physical Comfort 	59.9% ↑	59.6% ↑	66.5% ↑	76.4% ↓
78.3%	77.0% ↑	CD - Information and Education 	76.8% ↑	69.3% ↑	74.9% ↑	83.1% ↓
86.4% ↓	85.0% ↑	CD - Respect for Patient Preferences 	86.4% ↓	79.3% ↑	82.9% ↑	89.1% ↓
73.6% ↓	71.3% ↑	CD - Continuity and Transition 	72.9%	67.6% ↑	70.0% ↑	75.9% ↓
83.4% ↑	83.8%	CD - Coordination of Care 	81.0% ↑	72.4% ↑	85.2% ↓	88.9% ↓

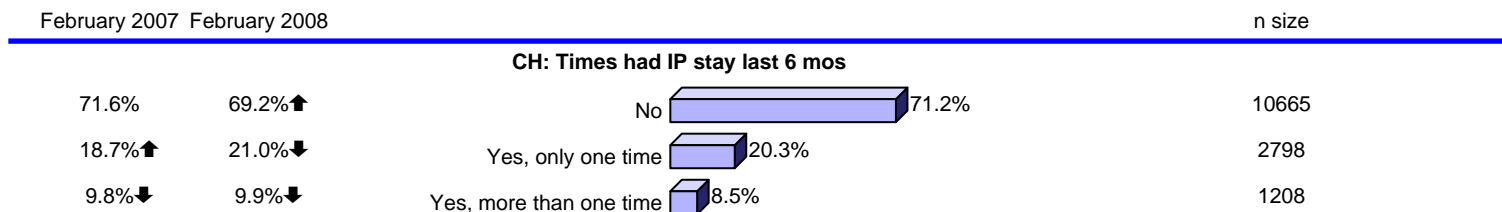
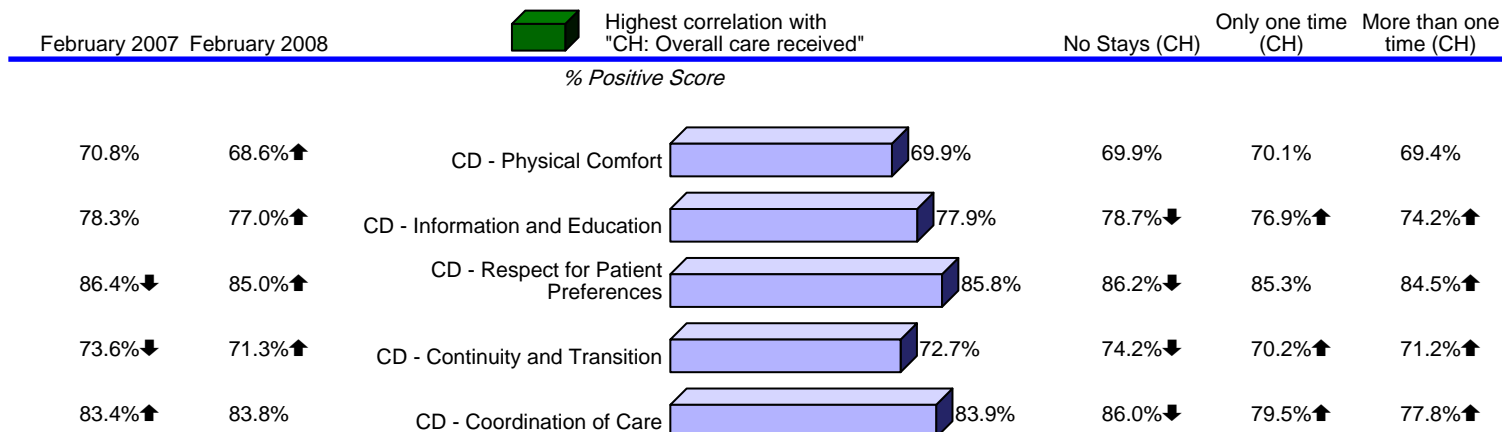
February 2007	February 2008	CH: Age Category		n size
21.4% ↓	22.1% ↓	Ages 0 - 19 	17.9%	2422
13.3% ↑	15.1% ↑	Ages 20 - 39 	16.1%	1990
17.8% ↑	19.1% ↑	Ages 40 - 59 	20.1%	3074
47.5% ↓	43.7% ↑	Ages 60 and over 	46.0%	7342

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Community Health Patients (continued) February 2009 (n=15119)

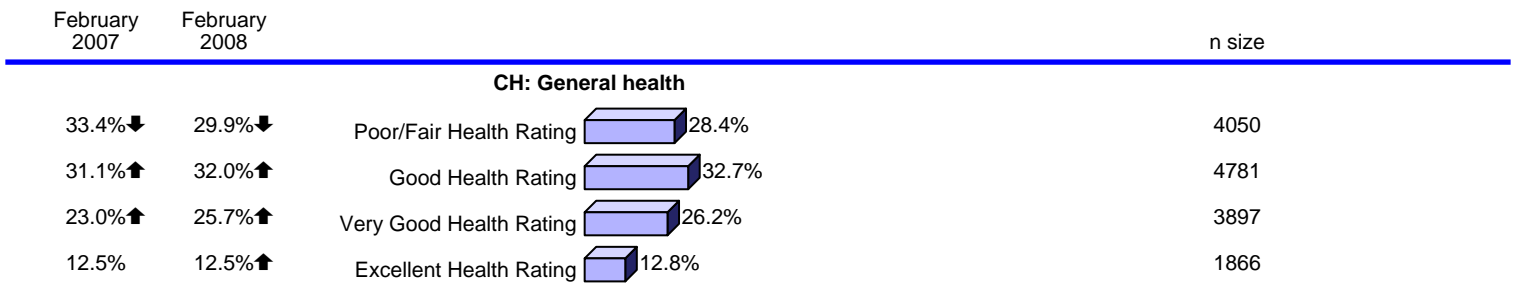
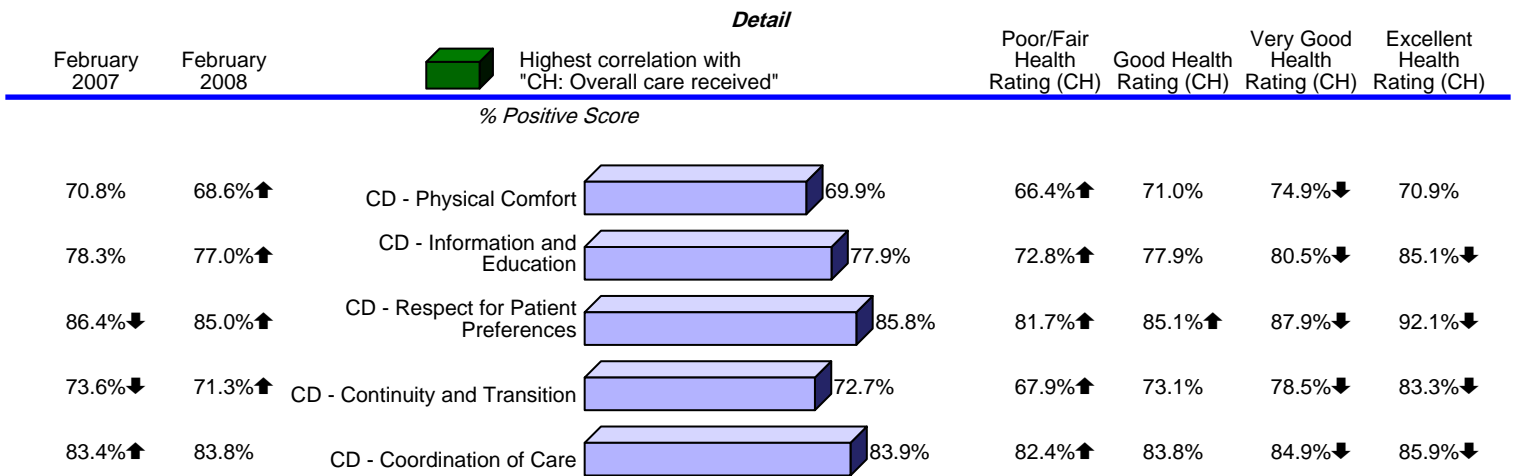
Detail



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Your current score is: higher **▲** or lower **▼**.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Community Health Patients (continued) February 2009 (n=15119)

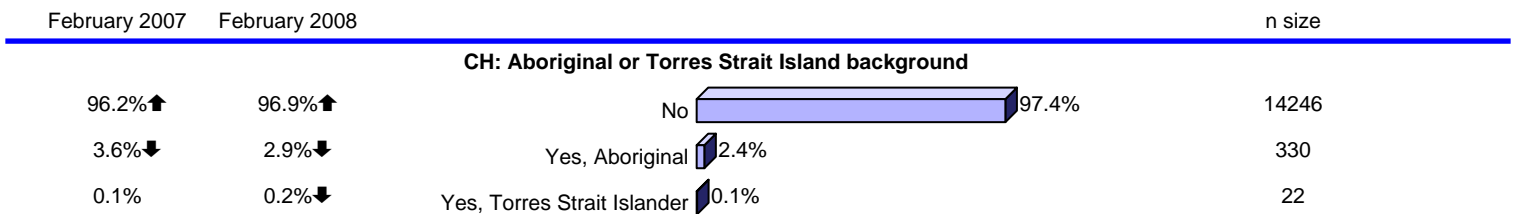
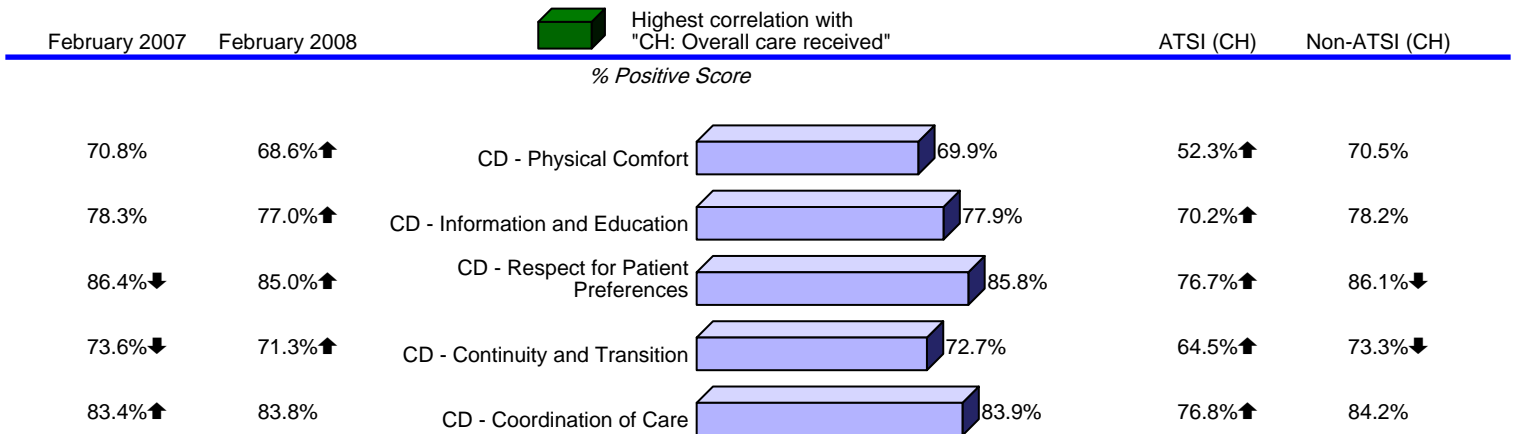


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Community Health Patients (continued) February 2009 (n=15119)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (CH)
 ▼ Significantly Lower Than NSW Average (CH)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Enough say about treatment (%Yes, always)
NSW Average (CH)	95.5%	55.3%	78.6%	78.8%
-Greater Southern Area Health Service	97.6%▲	63.2%▲	85.0%▲	84.2%▲
-Greater Western Area Health Service	96.8%▲	60.3%▲	82.9%▲	84.4%▲
-Hunter New England Area Health Service	95.4%	56.6%▲	78.6%	79.3%
-North Coast Area Health Service	97.1%▲	62.1%▲	83.4%▲	81.7%▲
-N Sydney/Central Coast AHS	95.7%	52.5%▼	79.1%	78.5%
-SE Sydney Illawarra AHS	94.9%	58.0%▲	76.7%▼	72.7%▼
-Sydney South West AHS	92.2%▼	42.5%▼	67.4%▼	70.0%▼
-Sydney West Area Health Service	95.4%	56.6%	77.1%▼	77.3%▼



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (CH)
 ▼ Significantly Lower Than NSW Average (CH)

Picker Dimensions of Care

	CD - Information and Education	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (CH)	77.9%	83.9%	85.8%	69.9%	72.7%
-Greater Southern Area Health Service	82.3%▲	89.1%▲	89.8%▲	71.4%	76.0%▲
-Greater Western Area Health Service	83.9%▲	84.8%▲	89.7%▲	79.8%▲	78.0%▲
-Hunter New England Area Health Service	78.7%▲	84.9%▲	85.7%	69.1%	75.6%▲
-North Coast Area Health Service	80.8%▲	88.3%▲	88.3%▲	77.6%▲	76.0%▲
-N Sydney/Central Coast AHS	76.5%▼	81.8%▼	85.8%	69.4%	66.3%▼
-SE Sydney Illawarra AHS	72.2%▼	83.4%	82.0%▼	67.9%	70.0%▼
-Sydney South West AHS	71.7%▼	78.4%▼	79.2%▼	66.3%▼	69.0%▼
-Sydney West Area Health Service	75.5%▼	84.2%	84.8%▼	61.7%▼	72.9%



NSW Health Patient Survey 2009-Peer Best Matrix - Community
Health Patients
February 2009 (n=15119)

PEER GROUPS	ADVOCACY	OVERALL CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
> 100,000 (CH1)	Greater Newcastle Community Health Service	Dubbo Community Health	Broken Hill Health Service	Dubbo Community Health	Dubbo Community Health	Tweed Heads Community Health Service	Dubbo Community Health
	84.8%	97.8%	78.3%	86.6%	82.2%	77.1%	91.3%
	446	225	33	225	225	65	227
	HNEAHS	GWAHS	GWAHS	GWAHS	GWAHS	NCAHS	GWAHS
50,000 - 99,999 (CH2)	Acute & Post Acute Care Centre	Port Macquarie Community Health	The Hills Community Health Centre	Maclean Community Health Service	Maclean Community Health Service	Lismore Community Health Service	Maclean Community Health Service
	89.6%	98.7%	80.2%	90.8%	89.7%	79.3%	94.1%
	67	154	65	60	58	43	61
	NSCCAHS	NCAHS	SWAHS	NCAHS	NCAHS	NCAHS	NCAHS
20,000 - 49,999 (CH3)	Wellington Hospital, Bindawalla	Doonside Community Health Centre, Foster Community Health Centre, Lourdes Hospital, Dubbo, Mullumbimby Community Health Service, Murwillumbah Community Health Service	Foster Community Health Centre	Deniliquin Health Service	Wellington Hospital, Bindawalla	Lower Hunter Community Health Service	Mudgee District Hospital
	93.0%	100.0%	94.8%	91.7%	97.6%	75.4%	93.5%
	43	50, 133, 54, 66, 36	54	152	41	39	128
	GWAHS	SWAHS, HNEAHS, GWAHS, NCAHS, NCAHS	HNEAHS	GSAHS	GWAHS	HNEAHS	GWAHS
10,000 - 19,999 (CH4)	Camden Haven Community Health	Camden Haven Community Health, Cootamundra Health Service, Gilgandra Multi-Purpose Service, Murrumburrah-Harden Health Service, Tumut Health Service	Dareton Primary and Community Health	Yass Health Service	Dareton Primary and Community Health		Camden Haven Community Health
	93.3%	100.0%	90.0%	94.8%	92.7%		95.8%
	60	59, 69, 33, 30, 65	43	49	82		61
	NCAHS	NCAHS, GSAHS, GWAHS, GSAHS, GSAHS	GWAHS	GSAHS	GWAHS		NCAHS

Outpatients (OP)

-- Core Dimensions of Patient-centred Care : Outpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the five dimensions and are identified with the prefix of SD.

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Outpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:


- * Surgery, Procedures, and Tests : components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
 - * Overall Attitudes : global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.
-



NSW Health Patient Survey 2009-Summary of Dimensions of Care - Outpatients

February 2009 (n=13811)

Detail

February 2007	February 2008	 Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
<i>% Positive Score</i>				
65.3% [↑]	64.6% [↑]	CD - Physical Comfort	66.3%	3471
65.6% [↑]	65.3% [↑]	CD - Respect for Patient Preferences	68.9%	13402
70.3% [↑]	70.5% [↑]	CD - Information and Education	71.8%	13422
73.0% [↑]	73.4% [↑]	CD - Coordination of Care	75.0%	13575
75.6% [↑]	75.5% [↑]	SD - Overall Attitudes	76.6%	13793
71.8% [↑]	72.0% [↑]	SD - Surgery, Procedures, and Tests	73.7%	5860
68.0%	67.8% [↑]	CD - Continuity and Transition	68.2%	13303

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009-Key Drivers - Outpatients February 2009 (n=13811)

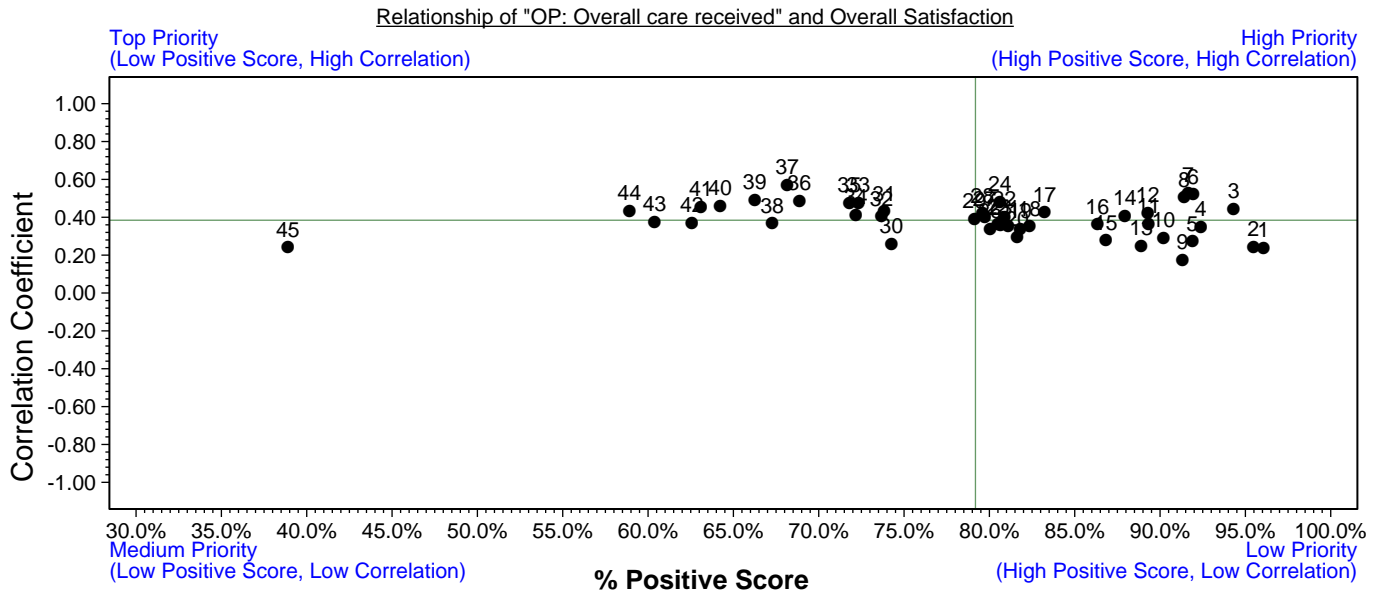
Detail

February 2007	February 2008	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
65.9% [↑]	67.1% [↑]	OP: Service/clinic well organised	68.2%	13488	0.571
90.5% [↑]	90.1% [↑]	OP: Rate completeness of care for problem	91.6%	13489	0.531
90.6% [↑]	90.5% [↑]	OP: Rate how Care professionals worked together	91.9%	13410	0.522
89.9% [↑]	90.2% [↑]	OP: Rate explanation of what was done	91.4%	13424	0.506
65.3% [↑]	64.6% [↑]	OP: Did everything to control pain	66.3%	3471	0.491
65.6% [↑]	65.3% [↑]	OP: Enough say about care	68.9%	13402	0.486
78.6% [↑]	77.7% [↑]	OP: Confidence/trust in Health Care Professional	80.6%	13649	0.482
71.5% [↑]	70.4% [↑]	OP: Causes of problem explained understandably	72.3%	10773	0.476
70.3% [↑]	70.5% [↑]	OP: Received enough info re: condition/treatment	71.8%	13422	0.475
60.8% [↑]	62.4% [↑]	OP: Responded quickly to pain med request	64.2%	1920	0.460
62.9%	63.0%	OP: Health Care Professional discussed anxieties/fears	63.1%	7835	0.457
93.1% [↑]	93.0% [↑]	OP: Courtesy of Health Care Professional	94.3%	13638	0.446
60.3% [↓]	60.4% [↓]	OP: Enough info re: patients rights/responsibilities	58.9%	13126	0.433
71.3% [↑]	71.3% [↑]	OP: Involved in care decisions	73.8%	13608	0.432
81.1% [↑]	80.3% [↑]	OP: Listened to what I said	83.2%	12846	0.427

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2009-Opportunity Matrix - Outpatients February 2009 (n=13811)



- | | |
|---|---|
| 1 OP: Asked how family/living situation affect health | 24 OP: Confidence/trust in Health Care Professional |
| 2 OP: Arranged another visit w/this Care Professional | 25 OP: Enough privacy during visit |
| 3 OP: Courtesy of Health Care Professional | 26 OP: Waited too long in exam/test room |
| 4 OP: Courtesy of person who made appt | 27 OP: Answered questions understandably |
| 5 OP: Arranged another visit w/other Care Professional | 28 OP: Needed help in the OP Clinic but did not get it |
| 6 OP: Rate how Care professionals worked together | 29 OP: Explained meds understandably |
| 7 OP: Rate completeness of care for problem | 30 OP: Able to get appt when wanted |
| 8 OP: Rate explanation of what was done | 31 OP: Involved in care decisions |
| 9 OP: Language caused trouble talking | 32 OP: Explained test results understandably |
| 10 OP: Knew who to call for help after appt | 33 OP: Causes of problem explained understandably |
| 11 OP: Enough time w/Health Care Professional | 34 OP: Explained what to do for problems |
| 12 OP: Respect/dignity by Health Care Professional | 35 OP: Received enough info re: condition/treatment |
| 13 OP: Told how to learn about test results | 36 OP: Enough say about care |
| 14 OP: Rate courtesy of reception staff | 37 OP: Service/clinic well organised |
| 15 OP: Told when to expect test results | 38 OP: Explained side effects |
| 16 OP: Told how to take new medications | 39 OP: Did everything to control pain |
| 17 OP: Listened to what I said | 40 OP: Responded quickly to pain med request |
| 18 OP: Explained why tests were needed | 41 OP: Health Care Professional discussed anxieties/fears |
| 19 OP: Health Care Professional gave conflicting info | 42 OP: Told what danger signals to watch for at home |
| 20 OP: Questions about care not discussed | 43 OP: Waited too long in waiting room |
| 21 OP: Healthcare pvdrs/staff washed/cleand hands before care | 44 OP: Enough info re: patients rights/responsibilities |
| 22 OP: Given chance to explain reasons for visit | 45 OP: Explained reason for delay |
| 23 OP: Healthcare pvdrs/staff washed/cleaned hands after care | |

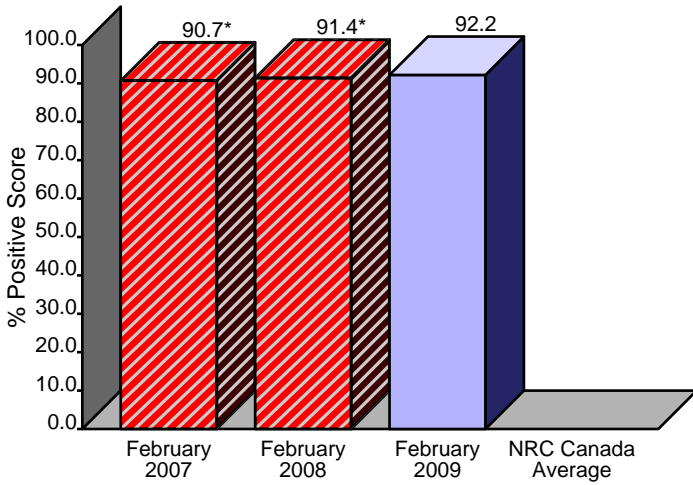
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher \uparrow or lower \downarrow .

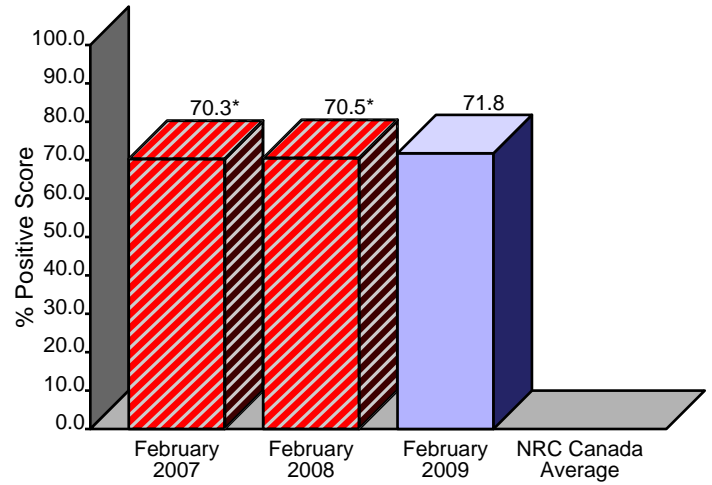


NSW Health Patient Survey 2009-Information and Education - Outpatients
February 2009 (n=13811)

OP: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail

February 2007 February 2008



Highest correlation with "OP: Overall care received"

NRC Canada Average

n size

% Positive Score

70.3% ↑

70.5% ↑

OP: Received enough info re: condition/treatment



71.8%

13422

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.





NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Outpatients February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Explained reason for delay				
42.9%↑	46.2%↑	Appointment started on time	47.2%	6943
21.9%↓	22.0%↓	Yes	20.5%	2667
35.2%↓	31.8%↑	No	32.2%	3680
OP: Explained why tests were needed				
80.5%↑	80.5%↑	Yes, completely	82.4%	5068
16.3%↓	16.1%↓	Yes, somewhat	14.7%	840
3.1%↓	3.4%↓	No	2.9%	159
OP: Told how to learn about test results				
83.7%↓	82.3%↑	Yes	82.7%	5072
10.6%↑	11.5%	No	11.1%	623
5.7%↑	6.3%	Not sure	6.2%	351
OP: Told when to expect test results				
80.0%	79.7%	Yes	79.7%	4864
13.1%	13.1%	No	13.2%	738
6.9%	7.1%	Not sure	7.1%	406
OP: Language caused trouble talking				
90.5%↑	89.9%↑	No	91.3%	12630
6.4%↓	7.0%↓	Yes, somewhat	5.9%	740
3.1%↓	3.1%↓	Yes, definitely	2.8%	318
OP: Answered questions understandably				
4.3%	4.4%↓	Did not ask any questions	4.3%	663
73.6%↑	74.1%↑	Yes, always	76.3%	10539
20.0%↓	19.3%↓	Yes, sometimes	18.0%	2282
2.1%↓	2.2%↓	No	1.4%	182

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Information and Education - Outpatients (continued)

February 2009 (n=13811)

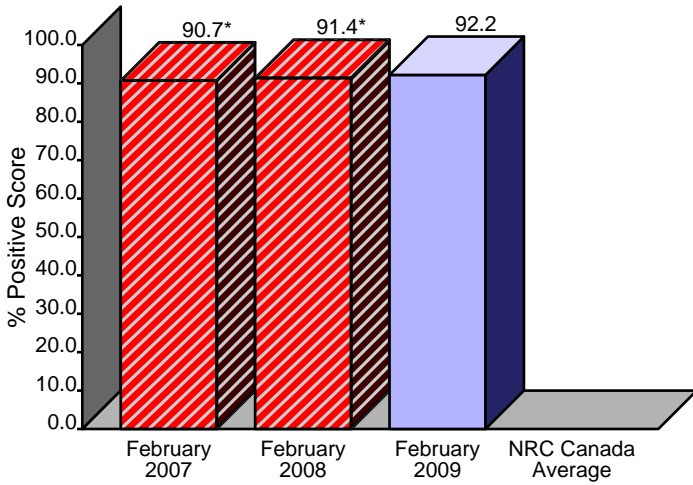
Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Questions about care not discussed				
21.6%↓	20.9%↓	Did not have any questions	20.0%	2842
62.2%↑	63.0%↑	No	65.3%	8850
16.2%↓	16.1%↓	Yes	14.7%	1827
OP: Explained what to do for problems				
14.1%↑	13.3%↑	No problems or symptoms	14.9%	2115
61.5%	61.7%	Yes, completely	61.4%	8374
15.9%↓	16.4%↓	Yes, somewhat	15.5%	2003
8.4%↓	8.6%↓	No	8.1%	1046
OP: Causes of problem explained understandably				
18.2%	17.4%↑	Did not need explanation	18.4%	2697
58.5%↑	58.2%↑	Yes, completely	59.0%	8020
18.8%↓	20.4%↓	Yes, somewhat	18.4%	2261
4.5%↓	4.1%	No	4.2%	492
OP: Rate explanation of what was done				
29.1%↑	28.7%↑	Excellent	31.7%	4491
34.0%↓	32.7%↑	Very Good	33.3%	4530
26.7%	28.7%↓	Good	26.4%	3335
7.7%↓	7.4%↓	Fair	6.6%	814
2.5%↓	2.5%↓	Poor	2.0%	254

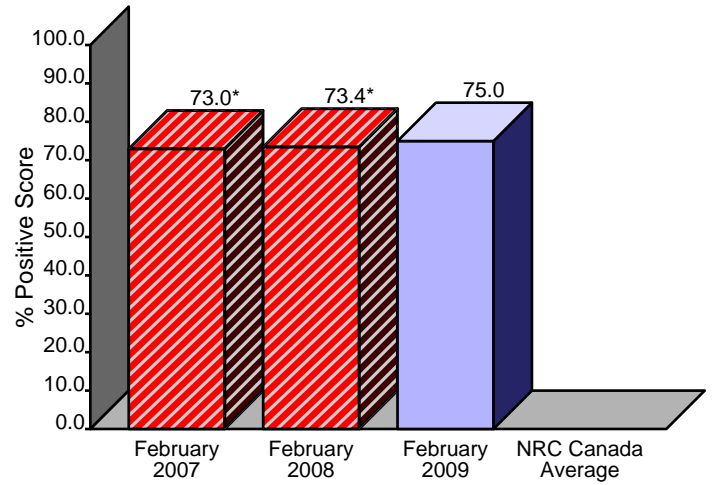
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2009-Coordination of Care - Outpatients
February 2009 (n=13811)

OP: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
65.9%↑	67.1%↑	OP: Service/clinic well organised	68.2%	13488
80.1%↑	79.8%↑	OP: Health Care Professional gave conflicting info	81.8%	13473

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Coordination of Care - Outpatients
February 2009 (n=13811)

Detail

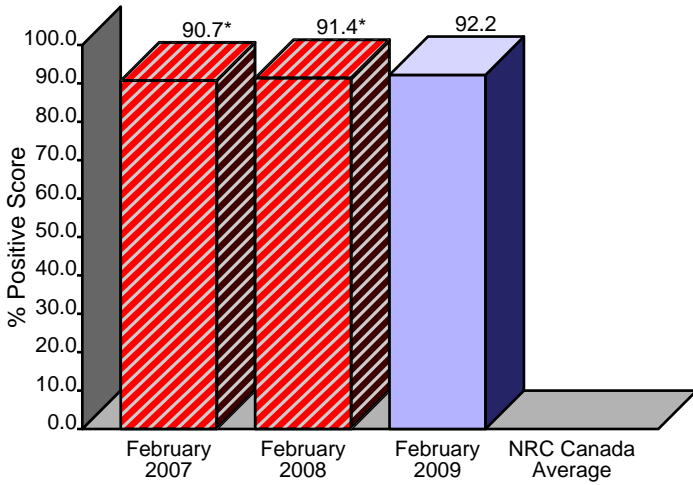
February 2007	February 2008		NRC Canada Average	n size
OP: Rate completeness of care for problem				
29.4%↑	29.6%↑	Excellent	32.5%	4675
35.1%↓	32.5%↑	Very Good	33.8%	4607
26.1%↓	28.0%↓	Good	25.4%	3202
7.4%↓	7.6%↓	Fair	6.4%	763
2.1%	2.3%↓	Poor	2.0%	242

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

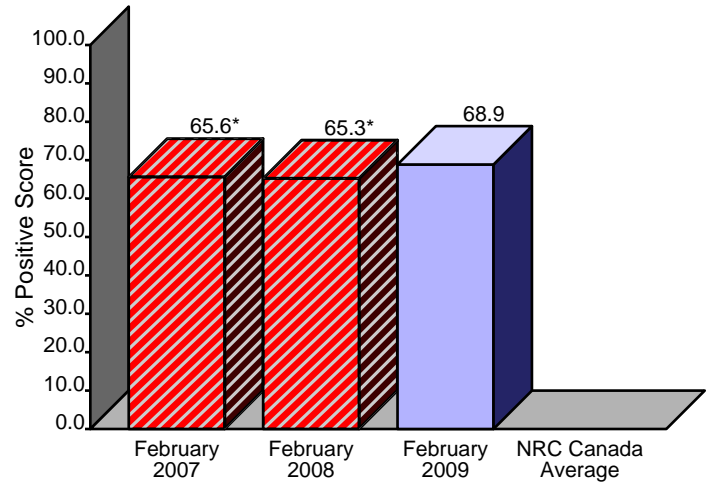


NSW Health Patient Survey 2009-Respect for Patient Preferences -
 Outpatients
 February 2009 (n=13811)

OP: Overall care received

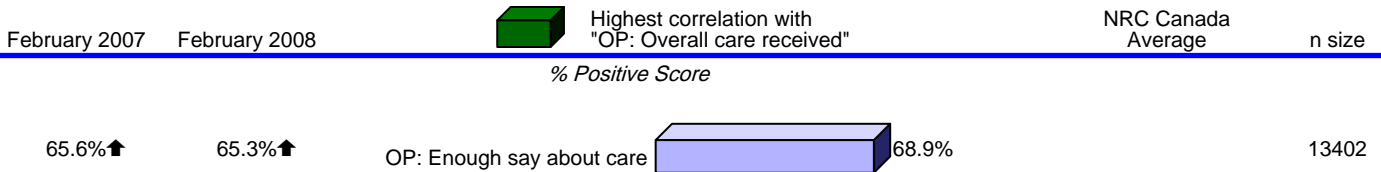


CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Respect for Patient Preferences - Outpatients

February 2009 (n=13811)

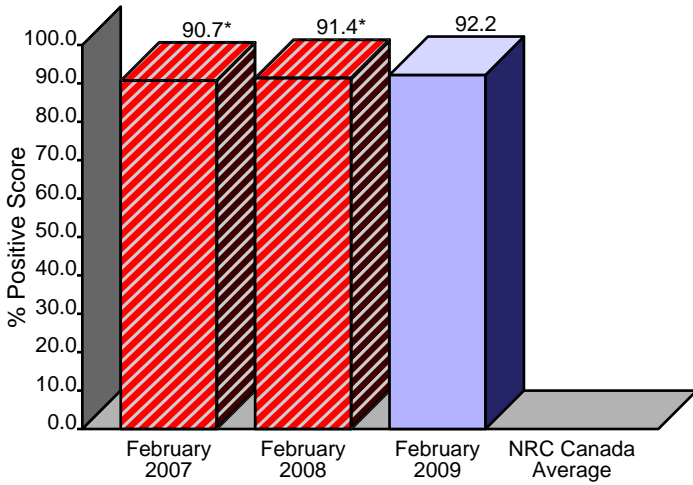
Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Given chance to explain reasons for visit				
29.8%↑	29.3%↑	Health Care Professional already knew	30.9%	4202
55.5%	55.9%	Yes, completely	55.9%	7527
12.5%↓	12.4%↓	Yes, somewhat	11.2%	1390
2.1%↓	2.4%↓	No	2.0%	223
OP: Listened to what I said				
76.9%↑	75.9%↑	Yes, completely	78.6%	10775
16.5%↓	17.2%↓	Yes, somewhat	14.5%	1913
1.4%↓	1.4%↓	No	1.3%	158
5.2%↑	5.5%	Had nothing to discuss	5.6%	831
OP: Involved in care decisions				
71.3%↑	71.3%↑	Yes, definitely	73.8%	10261
22.1%↓	22.2%↓	Yes, somewhat	20.8%	2658
6.6%↓	6.5%↓	No	5.3%	689
OP: Enough privacy during visit				
79.6%↑	78.1%↑	Yes, completely	80.5%	11045
16.8%↓	17.7%↓	Yes, somewhat	16.0%	2116
3.6%	4.1%↓	No	3.5%	450
OP: Enough info re: patients rights/responsibilities				
60.3%↓	60.4%↓	Yes, completely	58.9%	8121
21.6%	22.1%↓	Yes, somewhat	21.6%	2671
18.1%↑	17.5%↑	No	19.5%	2334

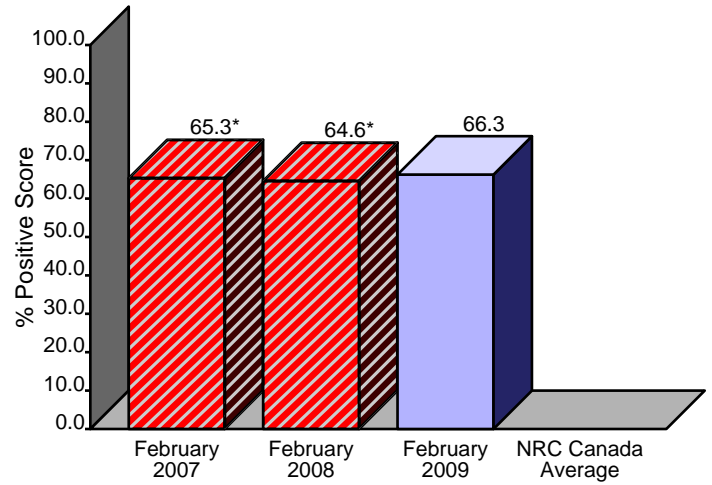
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2009-Physical Comfort - Outpatients
February 2009 (n=13811)

OP: Overall care received

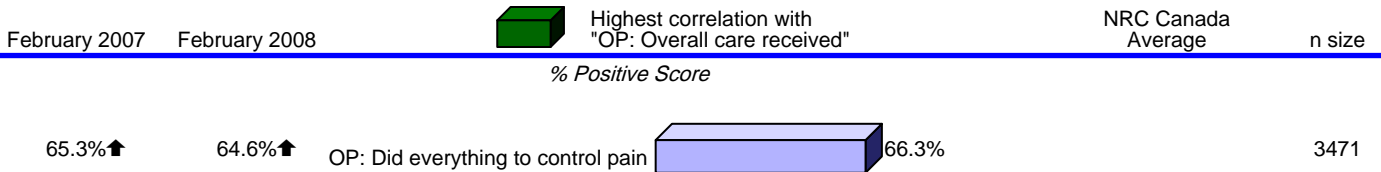


CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Physical Comfort - Outpatients
February 2009 (n=13811)

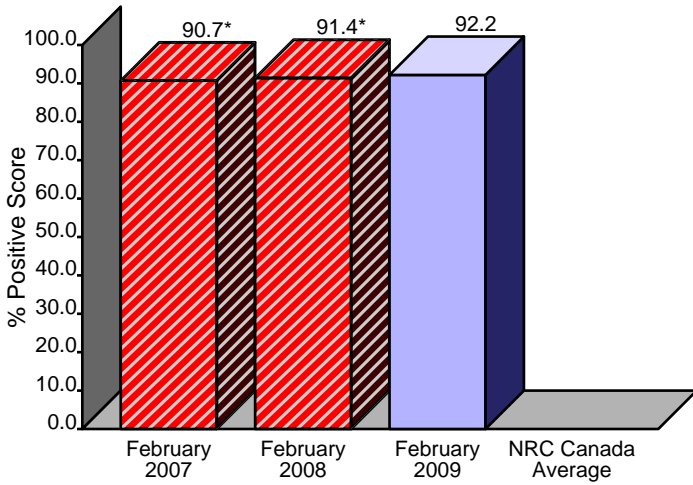
Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Pain during treatment				
29.9%↓	30.9%↓	Yes	25.4%	3683
70.1%↑	69.1%↑	No	74.6%	9736
OP: Pain level during test				
34.0%↓	29.7%↓	Severe	28.3%	1018
46.5%↑	48.9%↓	Moderate	48.0%	1739
19.0%↑	20.8%↑	Mild	23.2%	749
0.5%	0.6%	I had no pain	0.5%	16
OP: Given pain medicine				
61.7%↓	59.4%↓	Yes	55.7%	1955
38.3%↑	40.6%↑	No	44.3%	1623
OP: Responded quickly to pain med request				
60.8%↑	62.4%↑	Yes, completely	64.2%	1274
28.6%↓	26.9%	Yes, somewhat	26.6%	472
10.6%↓	10.8%↓	No	9.2%	174

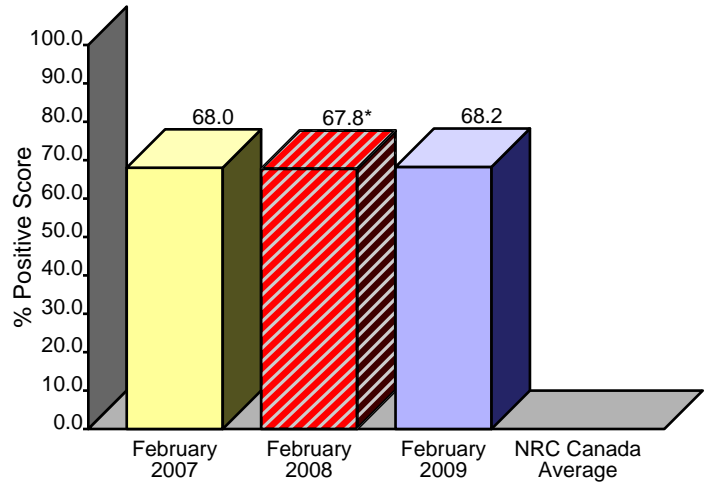
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2009-Continuity and Transition - Outpatients
February 2009 (n=13811)

OP: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
77.5%↑	77.5%↑	OP: Explained meds understandably	79.1%	7055
63.7%↓	63.4%↓	OP: Told what danger signals to watch for at home	62.6%	13103
65.7%↑	65.2%↑	OP: Explained side effects	67.3%	6622

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Other Measures Related to Continuity and Transition - Outpatients

February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Arranged another visit w/this Care Professional				
19.6%↓	17.9%↑	No other visit was needed	18.7%	2864
3.0%↑	3.6%	Not sure	3.7%	449
72.9%↑	73.9%	Yes	74.0%	9785
4.5%↓	4.6%↓	No	3.7%	466
OP: Arranged another visit w/other Care Professional				
40.7%↑	40.5%↑	No other visit was needed	42.0%	6005
5.2%↑	5.2%↑	Not sure	5.5%	670
48.8%↓	48.9%↓	Yes	47.8%	6102
5.3%↓	5.4%↓	No	4.7%	628
OP: Knew who to call for help after appt				
81.9%↑	81.7%↑	Yes	83.0%	11504
10.6%↓	10.6%↓	No	9.8%	1153
7.5%↓	7.7%↓	Not sure	7.2%	888
OP: Prescribed new medicines before leaving				
20.9%↓	21.0%↓	Yes	18.8%	2334
79.1%↑	79.0%↑	No	81.2%	11024
OP: Told how to take new medications				
4.9%↓	3.6%	Did not need explanation	3.6%	84
80.6%↑	81.1%↑	Yes, completely	83.2%	1847
11.6%↓	12.6%↓	Yes, somewhat	10.9%	247
2.9%↓	2.6%↓	No	2.3%	51

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Access to Care - Outpatients

February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Able to get appt when wanted				
71.1%↑	69.7%↑	Yes	74.3%	10134
28.9%↓	30.3%↓	No	25.7%	3172
OP: Waited too long in waiting room				
56.7%↑	59.7%↑	No	60.4%	8978
28.9%↓	27.8%↓	Yes, somewhat	26.6%	3251
14.4%↓	12.5%↑	Yes, definitely	13.0%	1468
OP: Waited too long in exam/test room				
77.3%↑	77.9%↑	No	80.0%	11286
16.8%↓	16.7%↓	Yes, somewhat	15.2%	1825
5.9%↓	5.4%↓	Yes, definitely	4.8%	556
OP: Enough time w/Health Care Professional				
87.8%↑	87.7%↑	Yes	89.3%	12304
12.2%↓	12.3%↓	No	10.7%	1353
OP: Length of time spent in Outpatient Clinic				
33.8%↑	36.9%↓	Less than 1 hour	34.3%	5089
48.3%↑	45.4%↑	1 to 3 hours	49.0%	5780
10.1%↑	10.2%↑	4 to 6 hours	10.5%	1386
2.9%↓	3.2%↓	7 to 9 hours	2.5%	350
4.9%↓	4.3%↓	More than 9 hours	3.7%	516

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Emotional Support - Outpatients

February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
3.8%↓	3.1%	I was embarrassed about bringing them up	3.3%	290
14.9%↓	13.6%↑	I forgot to bring them up	14.3%	1306
6.6%↓	6.4%↓	I didn't have time to bring them up	6.2%	584
7.5%↓	7.1%↓	Health Care Professional didn't have time to listen	6.4%	632
4.4%↓	4.0%	Too many interruptions/no privacy	3.9%	376
73.2%↑	74.0%↑	I did not have any questions	75.5%	8021

OP: Confidence/trust in Health Care Professional

78.6%↑	77.7%↑	Yes, completely	80.6%	11132
18.6%↓	19.7%↓	Yes, somewhat	17.3%	2234
2.9%↓	2.6%↓	No	2.1%	283

OP: Health Care Professional discussed anxieties/fears

37.3%↑	38.3%↑	Did not have anxieties or fears	40.3%	5686
39.5%↓	38.8%↓	Yes, completely	37.7%	5042
16.0%↓	15.4%	Yes, somewhat	15.2%	1921
7.3%↓	7.5%↓	No	6.9%	872

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Family and Friends - Outpatients February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Asked how family/living situation affect health				
30.6%↓	31.5%↓	Yes	29.7%	4058
50.3%↑	50.4%↑	No, but it was not an issue for me	51.4%	7041
3.9%	3.6%↑	No, and I wish he or she had asked	3.9%	451
8.3%↑	8.0%↑	No, the Health Care Professional already knew	8.6%	1144
6.8%↓	6.5%	Not sure	6.4%	796

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Measures Related to Patient Safety -
 Outpatients
 February 2009 (n=13811)

Detail

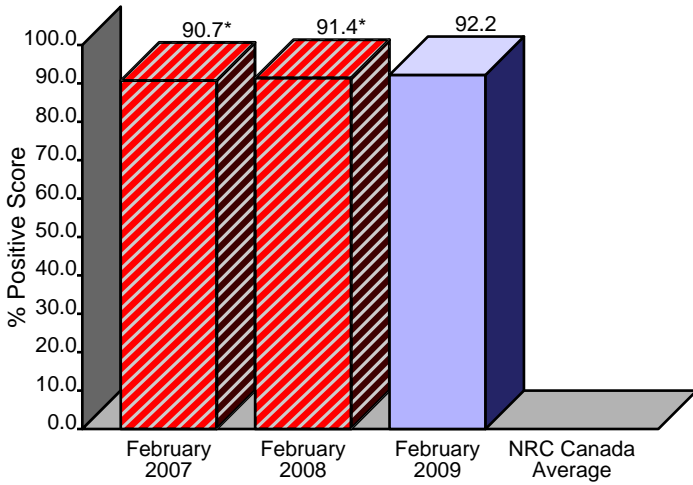
February 2007	February 2008	NRC Canada Average	n size
OP: Hand basin/alcohol hand wash available			
	Yes	83.8%	5177
	No	16.2%	1031
OP: Healthcare prvdrs/staff washed/cleand hands before care			
	Unsure	34.3%	2277
	Yes, always	53.3%	3497
	Yes, sometimes	7.6%	448
	No, never	4.9%	273
OP: Healthcare prvdrs/staff washed/cleaned hands after care			
	Unsure	44.7%	2999
	Yes, always	44.6%	2878
	Yes, sometimes	6.5%	381
	No, never	4.2%	246
OP: Reminded staff about hand washing			
	Yes	6.1%	332
	No	93.9%	6152

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

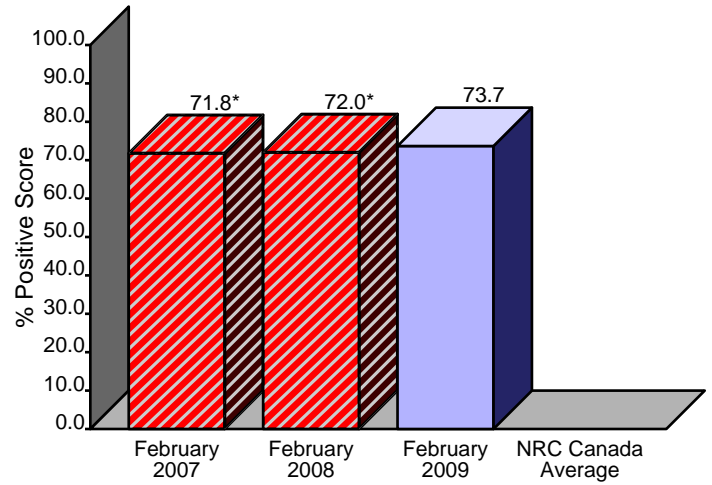


NSW Health Patient Survey 2009-Questions about Surgery, Procedures, and Tests - Outpatients February 2009 (n=13811)

OP: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail

February 2007 February 2008



Highest correlation with "OP: Overall care received"

NRC Canada Average

n size

% Positive Score

71.8% ↑

72.0% ↑

OP: Explained test results understandably



73.7%

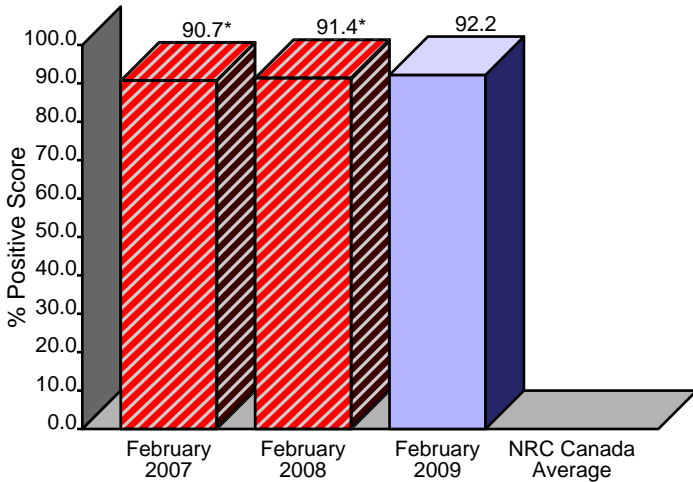
5860

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

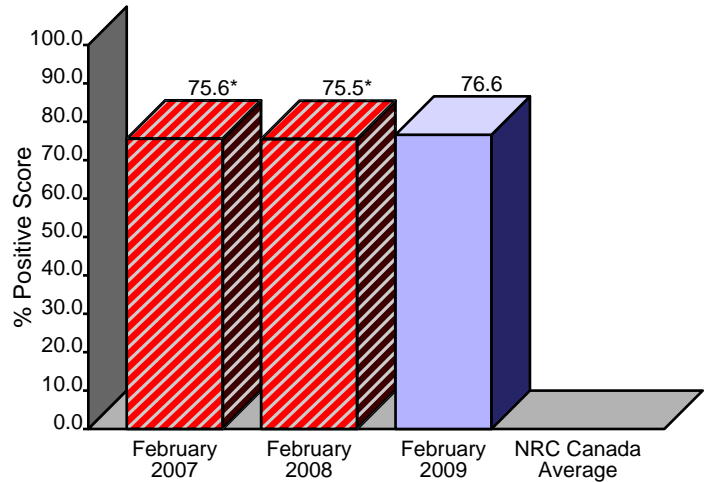


NSW Health Patient Survey 2009-Questions About Overall Attitudes - Outpatients February 2009 (n=13811)

OP: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail

February 2007	February 2008	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
62.6%↑	63.0%↑	OP: Would recommend for services	65.0%	13547
39.4%	40.2%↓	OP: Rate Outpatient Clinic	39.4%	13336
90.6%↑	90.5%↑	OP: Rate how Care professionals worked together	91.9%	13410
78.6%↑	77.7%↑	OP: Confidence/trust in Health Care Professional	80.6%	13649
78.2%↑	78.2%↑	OP: Needed help in the OP Clinic but did not get it	79.6%	8810
88.0%	87.5%↑	OP: Rate courtesy of reception staff	87.9%	13657
92.1%↑	91.9%↑	OP: Courtesy of person who made appt	92.4%	13408

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Outpatients

February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: General health				
7.9%↓	7.0%	Poor	7.0%	863
25.2%↓	25.0%↓	Fair	22.7%	3050
36.3%↑	37.5%↑	Good	37.9%	4998
22.0%↑	22.2%↑	Very Good	23.2%	3278
8.5%↑	8.3%↑	Excellent	9.2%	1337
OP: Days in bed due to illness/injury in Feb				
60.7%↑	60.9%↑	None	63.7%	8577
7.2%↑	7.1%↑	One day	7.5%	1010
7.3%	7.8%↓	Two days	7.2%	956
5.3%↓	5.1%↓	Three days	4.9%	653
3.7%↓	3.9%↓	Four days	3.3%	430
5.8%↓	5.9%↓	Five-to-seven days	5.3%	695
2.6%↓	2.6%↓	Eight-to-ten days	2.0%	298
7.5%↓	6.7%↓	More than ten days	6.0%	814
OP: Times had IP stay last 6 mos				
64.5%↑	66.9%↑	No	69.5%	9263
25.2%↓	23.6%↓	Yes, only one time	22.6%	3240
10.2%↓	9.5%↓	Yes, more than one time	8.0%	1082
OP: Patient classification				
89.0%↑	89.6%↑	Public or Medicare patient	90.0%	12097
5.7%↓	5.2%↑	Private patient/claiming against private health insurance	5.4%	692
0.5%	0.4%↑	WorkCover patient	0.5%	82
1.7%↓	1.3%	Department of Veterans Affairs (DVA) patient	1.4%	200
0.7%↑	1.2%↓	Something else	0.9%	123
2.3%↓	2.3%↓	Not sure	1.9%	264

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients - Outpatients (continued) February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Level of education completed				
51.0%↓	47.0%↓	Less than Year 12 at secondary school	41.6%	5426
16.0%	16.4%	Completed Year 12 at secondary school	16.2%	2046
18.9%↑	20.6%↑	Trade or technical certificate or diploma	21.1%	2635
9.6%↑	10.8%↑	University graduate	13.9%	1632
4.5%↑	5.2%↑	Post graduate / higher degree	7.2%	809
OP: Aboriginal or Torres Strait Island background				
98.2%↑	98.1%↑	No	98.4%	13302
1.6%↓	1.7%↓	Yes, Aboriginal	1.5%	217
0.2%↓	0.2%↓	Yes, Torres Strait Islander	0.1%	12
OP: Language spoken at home				
87.2%↓	84.6%↑	English	85.6%	11299
1.4%↓	1.4%↓	Italian	1.0%	111
0.8%↑	1.5%↓	Greek	1.1%	128
0.7%↑	1.1%↓	Spanish	0.9%	93
0.3%	0.3%↑	Croatian	0.4%	33
0.4%	0.3%↑	Serbian	0.4%	33
2.2%	2.5%↓	Arabic	2.1%	193
1.2%↑	1.4%↑	Cantonese	1.7%	139
1.3%↑	1.2%↑	Mandarin	1.7%	156
1.2%↓	1.1%↓	Vietnamese	0.8%	81
0.3%↑	0.4%	Korean	0.5%	42
3.0%↑	4.3%↓	Other	3.9%	377
OP: Gender				
39.0%↑	39.5%↑	Male	40.1%	5312
61.0%↓	60.5%↓	Female	59.9%	8299

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Patients -
 Outpatients (continued)
 February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Age Category				
7.5%↓	6.5%↓	Up to 9 years	5.9%	677
3.7%↓	4.2%↓	10 to 14 years	3.2%	390
2.7%↓	3.1%↓	15 to 19 years	2.4%	279
9.2%↓	7.9%	20 to 29 years	7.7%	1057
11.7%↑	11.6%↑	30 to 39 years	12.4%	1683
9.4%↑	10.6%	40 to 49 years	10.6%	1398
13.7%↑	13.5%↑	50 to 59 years	15.6%	2129
17.5%↑	16.8%↑	60 to 69 years	20.3%	2862
17.1%↓	17.3%↓	70 to 79 years	15.1%	2197
7.6%↓	8.5%↓	80 years or older	6.9%	1009

OP: Patient completed survey				
73.6%↑	73.2%↑	Yes - I completed the survey myself	76.6%	10669
9.8%↓	9.3%↓	Yes - but I completed the survey with the help from someone	8.5%	1069
16.5%↓	17.5%↓	No - someone completed this survey for me	14.8%	1795

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Questions About the Visits - Outpatients February 2009 (n=13811)

Detail

February 2007	February 2008		NRC Canada Average	n size
OP: Received care as an Outpatient				
		Yes	100.0%	13811
		No	0.0%	0
OP: Appt made by Drs office				
47.5%↓	44.4%↑	Yes	46.9%	6165
52.5%↑	55.6%↓	No	53.1%	7407
OP: When appt was made				
11.7%↓	10.1%↓	Less than 24 hours before visit	8.8%	1463
12.8%↓	13.9%↓	1 to 6 days before visit	11.0%	1646
17.8%	18.8%↓	1 to 2 weeks before visit	18.0%	2445
18.9%↑	20.0%↑	3 to 4 weeks before visit	20.4%	2594
38.8%↑	37.2%↑	More than 4 weeks before visit	41.8%	5081
OP: Reason for visit				
17.1%	17.9%↓	Routine checkup	17.2%	2202
26.4%↓	27.0%↓	Care for new problem or condition	25.5%	3668
8.4%	8.2%↑	Follow up care after new illness	8.6%	1256
32.6%↑	31.7%↑	Routine care for ongoing problem or condition	37.0%	4674
12.4%↓	12.3%↓	Urgent care for a severe condition	9.4%	1315
3.0%↓	2.8%↓	Not sure	2.2%	314
OP: Arrived for visit alone/with someone				
41.3%↑	44.0%↑	Alone	48.1%	6568
58.7%↓	56.0%↓	With someone else	51.9%	7161
OP: Had test during visit				
51.1%↓	47.8%↑	Yes	50.6%	6359
48.9%↑	52.2%↓	No	49.4%	6993

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Outpatients February 2009 (n=13811)

Detail



Highest correlation with "OP: Overall care received"

February 2007 February 2008

Males (OP) Females (OP)

% Positive Score

February 2007	February 2008		% Positive Score	Males (OP)	Females (OP)
65.3%↑	64.6%↑	CD - Physical Comfort	66.3%	69.2%↓	64.0%↑
65.6%↑	65.3%↑	CD - Respect for Patient Preferences	68.9%	69.9%↓	68.2%↑
70.3%↑	70.5%↑	CD - Information and Education	71.8%	73.5%↓	70.5%↑
73.0%↑	73.4%↑	CD - Coordination of Care	75.0%	78.4%↓	72.6%↑
68.0%	67.8%↑	CD - Continuity and Transition	68.2%	69.9%↓	66.9%↑

February 2007 February 2008

n size

OP: Gender

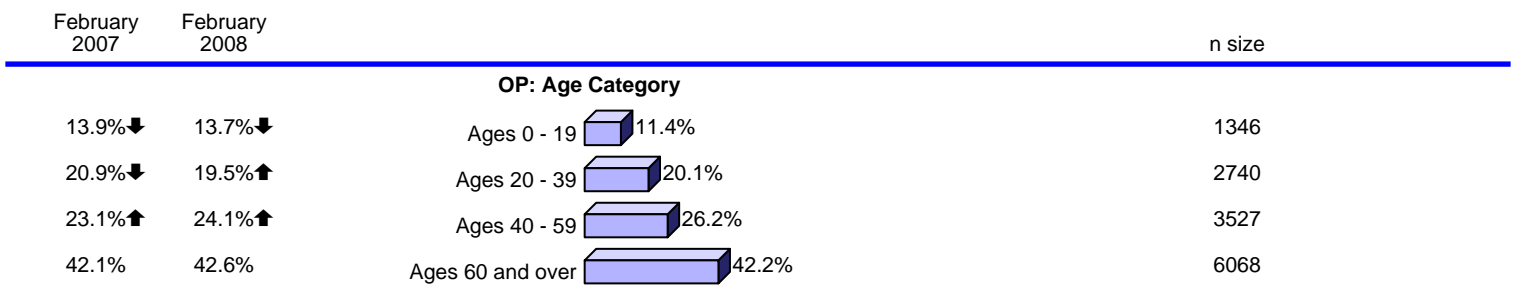
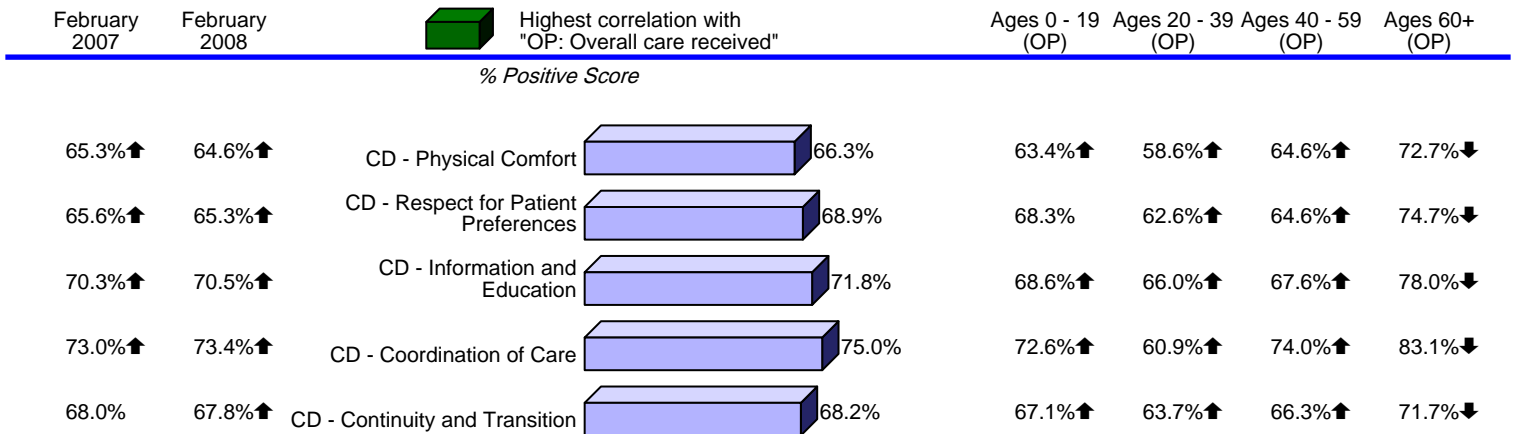
39.0%↑	39.5%↑	Male	40.1%	5312
61.0%↓	60.5%↓	Female	59.9%	8299

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Outpatients (continued) February 2009 (n=13811)

Detail

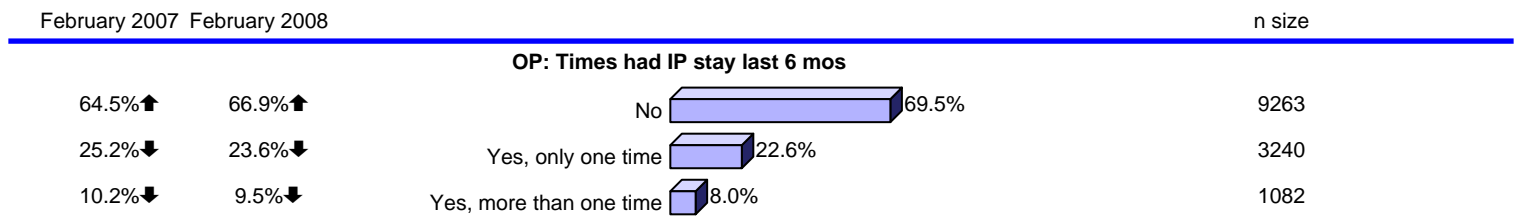
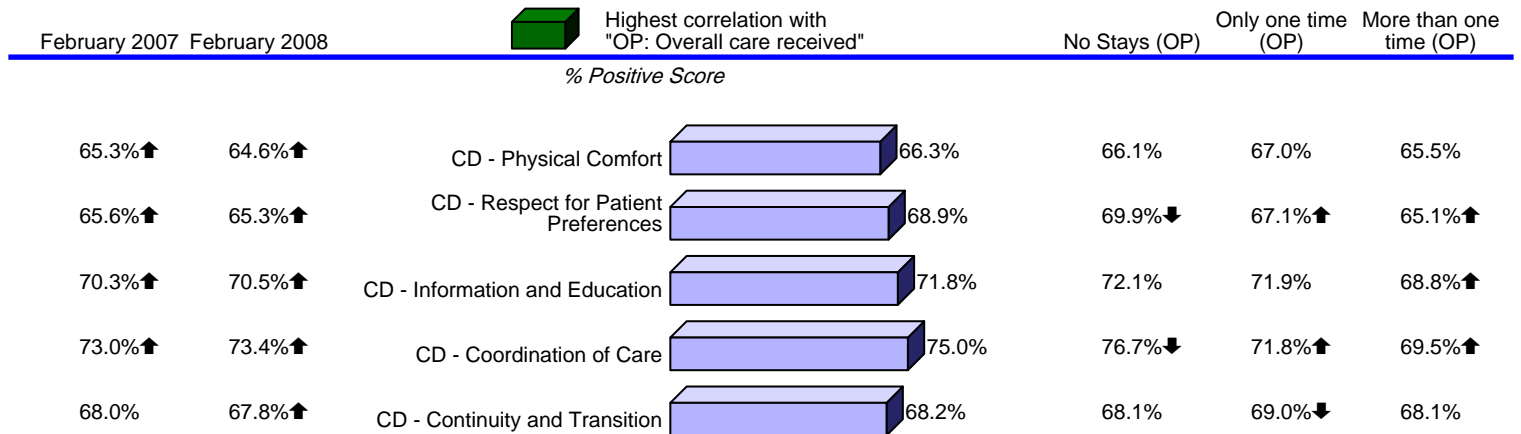


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Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Outpatients (continued) February 2009 (n=13811)

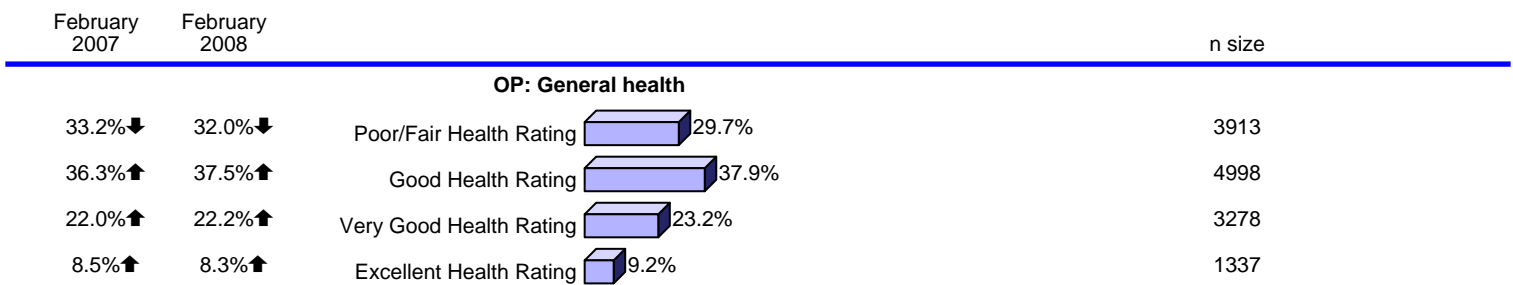
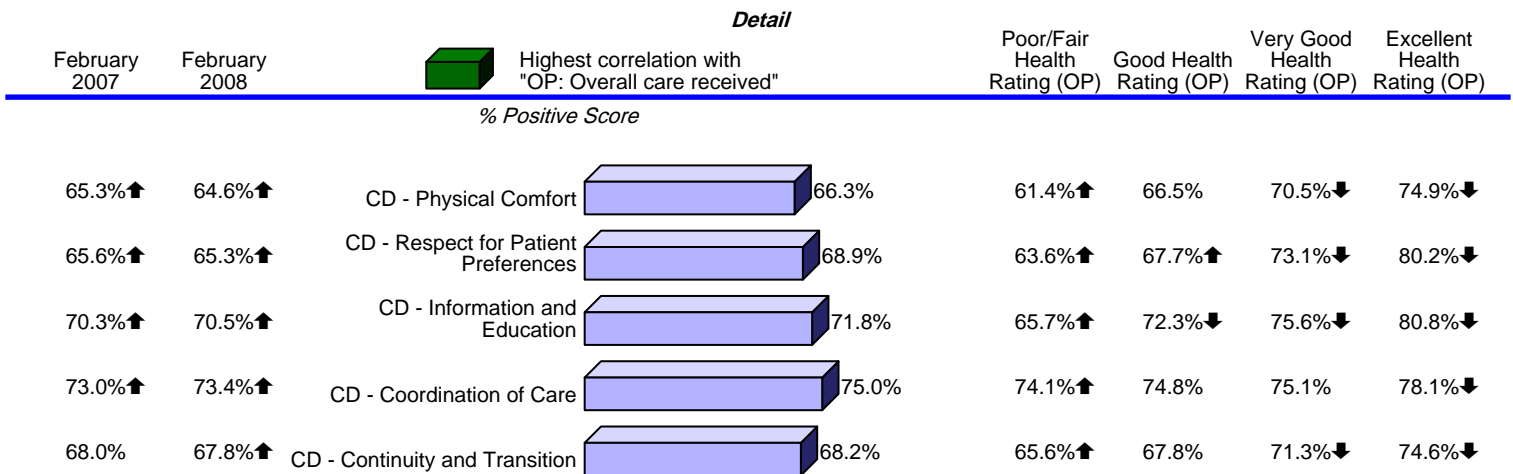
Detail



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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Outpatients (continued) February 2009 (n=13811)

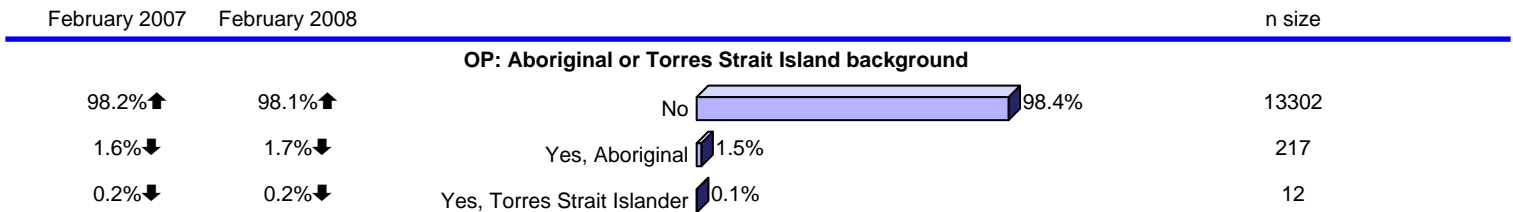
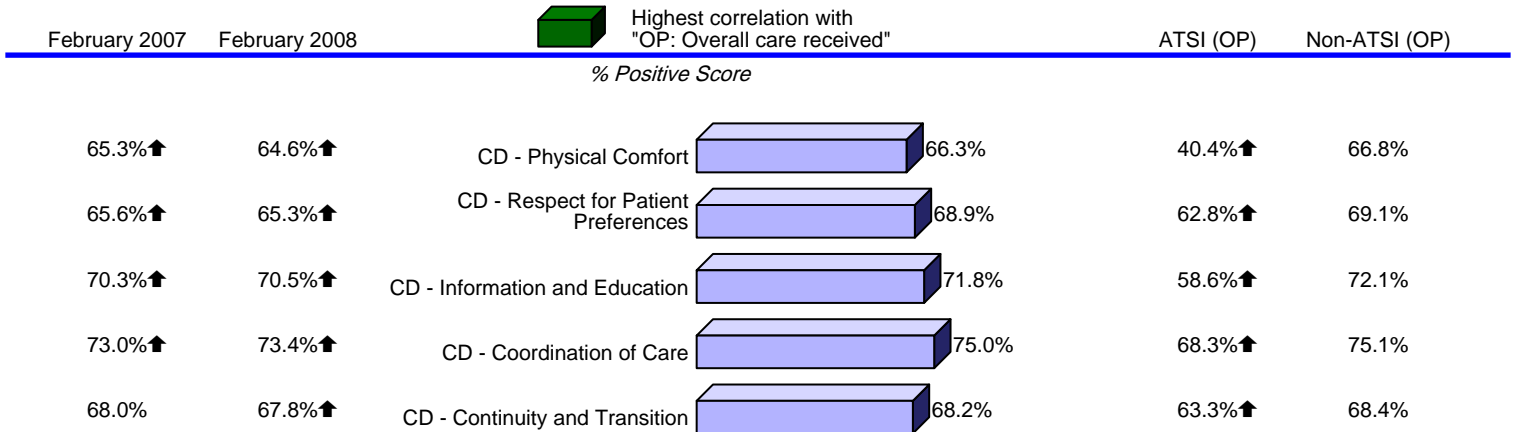


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NSW Health Patient Survey 2009-Performance by Main Patient Subgroups - Outpatients (continued) February 2009 (n=13811)

Detail



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Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009

↑ Significantly Higher Than NSW Average (OP)
 ↓ Significantly Lower Than NSW Average (OP)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Enough say about treatment (%Yes, always)
NSW Average (OP)	92.2%	39.4%	65.0%	68.9%
-Greater Southern Area Health Service	94.1%↑	48.0%↑	74.1%↑	77.3%↑
-Greater Western Area Health Service	92.8%	38.7%	64.0%	72.3%↑
-Hunter New England Area Health Service	94.0%↑	45.4%↑	66.6%↑	72.9%↑
-North Coast Area Health Service	91.4%↓	42.6%↑	67.3%↑	70.6%↑
-N Sydney/Central Coast AHS	94.2%↑	34.5%↓	63.5%↓	70.0%↑
-SE Sydney/Illawarra AHS	92.2%	39.8%	65.6%	66.0%↓
-Sydney South West AHS	91.6%↓	39.2%	64.7%	67.9%↓
-Sydney West Area Health Service	89.6%↓	36.3%↓	62.7%↓	67.2%↓
-The Children's Hospital at Westmead	94.4%↑	35.5%↓	65.7%	67.4%↓



NSW Health Patient Survey 2009

▲ Significantly Higher Than NSW Average (OP)
 ▼ Significantly Lower Than NSW Average (OP)

Picker Dimensions of Care

	CD - Information and Education	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (OP)	71.8%	75.0%	68.9%	66.3%	68.2%
-Greater Southern Area Health Service	79.3%▲	82.6%▲	77.3%▲	77.4%▲	74.3%▲
-Greater Western Area Health Service	72.9%	75.5%	72.3%▲	64.7%	70.9%▲
-Hunter New England Area Health Service	74.0%▲	80.3%▲	72.9%▲	68.2%▲	68.0%
-North Coast Area Health Service	75.4%▲	76.4%▲	70.6%▲	69.0%▲	73.7%▲
-N Sydney/Central Coast AHS	70.9%▼	74.8%	70.0%▲	67.7%	66.8%▼
-SE Sydney/Illawarra AHS	72.2%	74.8%	66.0%▼	65.0%	66.8%▼
-Sydney South West AHS	72.3%	73.1%▼	67.9%▼	65.3%	69.1%▲
-Sydney West Area Health Service	68.8%▼	72.7%▼	67.2%▼	65.4%	66.9%▼
-The Children's Hospital at Westmead	67.1%▼	72.4%▼	67.4%▼	60.0%▼	68.7%



NSW Health Patient Survey 2009-Peer Best Matrix - Outpatients February 2009 (n=13811)

PEER GROUPS	ADVOCACY	OVERALL CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	Concord Repatriation General Hospital	Concord Repatriation General Hospital	Liverpool Hospital	John Hunter Hospital	St Vincent's Hospital, Darlinghurst	Liverpool Hospital	Concord Repatriation General Hospital
	71.0%	94.9%	71.4%	79.8%	75.4%	74.4%	73.2%
	455	454	319	616	293	82	451
	SSWAHS	SSWAHS	SSWAHS	HNEAHS	SESIAHS	SSWAHS	SSWAHS
Principle Referral Group B (A1b)	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital
	71.0%	95.9%	72.4%	84.8%	77.6%	80.6%	72.1%
	317	314	314	316	313	62	305
	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Paediatric Specialist (A2)	Sydney Children's Hospital	The Children's Hospital at Westmead	The Children's Hospital at Westmead	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital
	69.8%	94.4%	68.7%	75.4%	75.8%	61.2%	72.5%
	331	341	342	334	331	49	331
	SESIAHS	CHW	CHW	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Ungrouped Acute (A3)	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle
	77.3%	97.0%	73.3%	84.9%	80.4%	72.3%	77.8%
	339	336	330	336	336	65	334
	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS
Major Metropolitan (B1)	Ryde Hospital	Mona Vale and District Hospital	Manly District Hospital	Ryde Hospital	Ryde Hospital	Fairfield Hospital	Ryde Hospital
	78.1%	97.2%	74.1%	85.0%	85.3%	75.6%	78.2%
	160	106	170	160	156	45	156
	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	SSWAHS	NSCCAHS
Major Non-Metropolitan (B2)	Shoalhaven and District Memorial Hospital	Shoalhaven and District Memorial Hospital	Lismore Base Hospital	Shoalhaven and District Memorial Hospital	Lismore Base Hospital	Shoalhaven and District Memorial Hospital	Lismore Base Hospital
	76.7%	94.8%	78.3%	89.8%	81.4%	81.1%	78.3%
	172	172	182	172	183	37	180
	SESIAHS	SESIAHS	NCAHS	SESIAHS	NCAHS	SESIAHS	NCAHS



NSW Health Patient Survey 2009-Peer Best Matrix - Outpatients February 2009 (n=13811)

PEER GROUPS	ADVOCACY	OVERALL CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
District Group 1 (C1)	Bowral and District Hospital	Camden Hospital	Camden Hospital, Goulburn Base Hospital	Hawkesbury District Health Service	Camden Hospital	Belmont District Health Service	Camden Hospital
	85.7%	98.5%	80.0%	93.1%	88.2%	68.1%	82.4%
	56	136	131, 32	51	136	72	136
	SSWAHS	SSWAHS	SSWAHS, GSAHS	SWAHS	SSWAHS	HNEAHS	SSWAHS
District Group 2 (C2)	Murwillumbah District Hospital	Cowra District Hospital	Muswellbrook District Health Service	Macleay District Hospital	Macleay District Hospital		Muswellbrook District Health Service
	76.7%	97.6%	79.8%	94.8%	86.7%		77.4%
	60	82	52	30	30		53
	NCAHS	GWAHS	HNEAHS	NCAHS	NCAHS		HNEAHS
Community Non-Acute (D2)							
Multi-Purpose Services (F3)							
Sub-Acute (F4)	Bourke Street Health Service	Bourke Street Health Service	Bourke Street Health Service	Bourke Street Health Service	Bourke Street Health Service	Calvary Health Care Sydney	Balmain Hospital
	100.0%	100.0%	80.9%	94.4%	89.5%	63.4%	77.1%
	36	36	38	36	38	82	48
	GSAHS	GSAHS	GSAHS	GSAHS	GSAHS	SESAHS	SSWAHS
Rehabilitation (F6)							



NSW Health Patient Survey 2009-Peer Best Matrix - Outpatients February 2009 (n=13811)

PEER GROUPS

ADVOCACY

OVERALL CARE

CONTINUITY AND
TRANSITION

COORDINATION OF CARE

INFORMATION AND
EDUCATION

PHYSICAL COMFORT

RESPECT FOR PATIENT
PREFERENCES

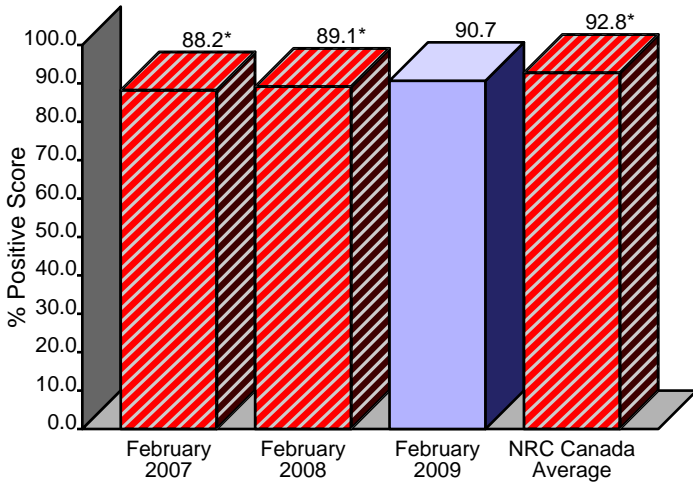
Ungrouped Non-Acute (F8)



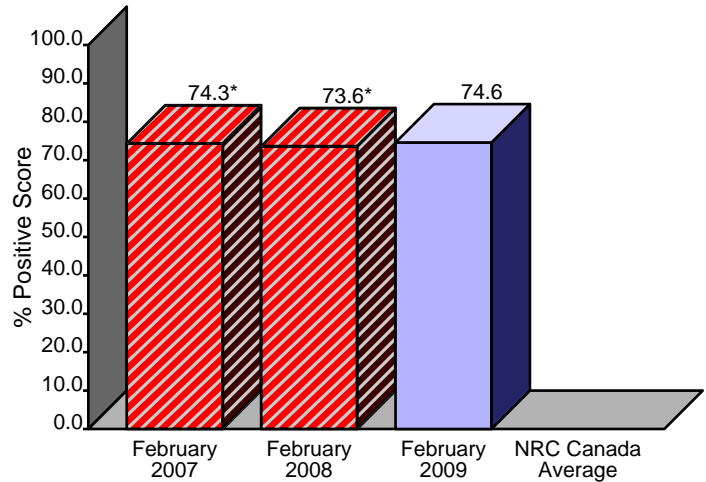
NSW Health Patient Survey 2009-CHAPTER 13 : Questions About Facilities/Amenities

February 2009 (n=73558)

Overall care received



Facilities/Amenities



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall care received"

February 2007 February 2008 NRC Canada Average n size

% Positive Score

February 2007	February 2008	Category	% Positive Score	n size
74.5%↑	73.9%↑	Cleanliness of facility	74.9%	68502
89.4%	89.3%↑	Cleanliness of room during stay	89.6%	22227
81.6%↑	82.0%↑	Noise levels kept to a minimum during stay	83.3%	67922
89.5%↑	88.6%↑	Courtesy/helpfulness of food staff	89.9%	21655
85.8%	84.1%↑	Accuracy of food items ordered	85.9%	20427
68.2%↑	66.5%↑	Taste of food	69.3%	20989
75.5%↑	73.7%↑	Temperature of food	76.5%	20750
85.6%	85.4%	Understanding inside/outside signs	85.5%	68293
45.6%↑	46.1%↑	Availability of parking	46.4%	66595

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2009-CHAPTER 13 : Questions About Facilities/Amenities (continued)
February 2009 (n=73558)

Detail

February 2007	February 2008		NRC Canada Average	n size
Areas of ED that were not clean				
53.5%↑	54.5%↑	Waiting area	57.4%	3756
2.4%↑	2.1%↑	Registration desk area	6.8%	456
4.1%↑	4.3%↑	Examination area	9.5%	631
3.4%↑	3.5%↑	Treatment area	9.4%	624
28.0%↑	28.4%↑	Bathroom/toilets	50.7%	3282
4.7%↑	3.9%↑	Vending machine area	16.7%	1075
3.9%↑	3.4%↑	Hallways	16.7%	1114
Areas of OP clinic that were not clean				
41.6%↑	39.4%↑	Waiting area	42.2%	1289
1.8%↑	2.7%↑	Registration desk area	8.2%	269
1.8%↑	2.5%↑	Examination area	5.8%	178
2.0%↑	2.0%↑	Treatment area	5.4%	180
41.6%↑	42.6%↑	Bathroom/toilets	56.7%	1632
5.3%↑	5.1%↑	Vending machine area	9.9%	334
5.9%↑	5.7%↑	Hallways	20.4%	623

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NSW Health Patient Survey 2009-APPENDIX A : Additional Information About the NSW Health Patient Survey February 2009

Additional Resources

The following links will facilitate further information on this extensive survey:

* NSW Health Internal Website:

<http://internal.health.nsw.gov.au/hps/index.html>

* Questionnaire Suite : [Click Here](#)

* Area Health Service Reports : [Click Here](#)

* Individual Facility/Patient Category Reports : [Click here](#)

* Patient Comments - Complete Database : [Click Here](#)

* How to Read an Action Plan Report : [Click Here](#)
