

# Adult Admitted Patient Survey 2024

Development Report

May 2024

**BUREAU OF HEALTH INFORMATION**

1 Reserve Road

St Leonards NSW 2065

Australia

Telephone: +61 2 9464 4444

**bhi.nsw.gov.au**

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

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

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

## Background

The Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system.

The Adult Admitted Patient Survey (AAPS) is a core component of the NSW Patient Survey Program, which BHI manages on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their healthcare experiences and outcomes, using evidence-based, validated survey instruments.

The program provides intelligence about patients' experiences in the NSW public health system to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust, representative and comparative information about patients' experiences at hospital, local health district (LHD) and state level. It plays a distinct and complementary role to current and emergent real-time feedback from patients about their experiences in hospitals, which can inform day-to-day improvements, locally.

## Review of the Adult Admitted Patient Survey

As part of the BHI Strategic Plan 2023-2026, BHI regularly reviews and adapts the NSW Patient Survey Program to ensure the information remains relevant and useful. This involves galvanising focus on helping health system managers make effective use of the survey results, and delivering high value insights that align with health system priorities and reflect the complexity of patients' healthcare journeys.

BHI maintains a set of core questions, referred to in this report as 'core content', and supplementary 'modules', which are targeted sets of questions that are added to a questionnaire to collect data for a patient group or service. These one-off or periodic modules are designed to meet the health system's particular requirements for additional information.

During 2023 and early 2024, BHI developed a minimum question set for surveys seeking patients' reflections on their experiences of care. This list of reflective questions is applicable across different patient cohorts and care settings and has now been applied across BHI Patient Survey Program questionnaires.

The minimum question set was developed from pre-existing questions in the NSW Patient Survey Program. Wording of question and response options in this set has been aligned across BHI Patient Survey Program questionnaires. For AAPS 2024, one additional question has been introduced and several question wording and response option amendments have been made, to implement the minimum question set.

These changes are outlined in the Overview of Changes section.

The AAPS 2024 questionnaire is available on the [BHI website](#).

## Addition of an Aboriginal patient module

BHI developed an Aboriginal patient module to support the Centre for Aboriginal Health (CAH) in monitoring and improving the experience of Aboriginal patients in NSW public hospitals.

This module is provided to adult admitted patients who have identified as being of Aboriginal and/or Torres Strait Islander background in hospital administrative data, since most Aboriginal people can be identified in the Admitted Patient Data Collection. The Aboriginal patient module was included in AAPS 2022, AAPS 2023, and will also be in AAPS 2024 with some modifications, including the amalgamation of free-text responses into a single question.

These changes are outlined in the Overview of Changes section.

The Aboriginal Patient Experience Question Set, developed in 2020, forms the basis for the Aboriginal patient module, *Your experience as an Aboriginal patient*. Further information about the Aboriginal Patient Experience Question Set, including the development report, is available on the [BHI website](#).

## Overview of changes

### Core content changes:

#### Deleted Questions:

- Q6, Q27.

#### New Questions:

- Q44.

#### Modified question and/or response options:

- Q11- Q14, Q17, Q20, Q22, Q24, Q28, Q40, Q43, Q49, Q60.

### Module changes:

The content of the ongoing module, which was modified, is outlined in a separate table below:

- [Your experience as an Aboriginal patient](#).

## Details of changes – Core content

Question # 2023	Question # 2024	Question	Change from 2023	Rationale
Q6	N/A	Did you stay for one or more nights in a room or ward which was only for patients of the same gender as you? Yes, always Yes, sometimes No I didn't stay overnight I stayed in a single room	<b>Question deleted</b>	This question was deleted as it was no longer required due to its stability over time.
Q11	Q10	Did you have confidence and trust in the health professionals? Yes, definitely Yes, to some extent No	<b>Amended question wording</b> Removed 'treating you' from question wording	This question was amended to align it with the agreed minimum question set.
Q12	Q11	Were the health professionals kind and caring? Yes, always Yes, sometimes No	<b>Amended question wording</b> Removed 'towards you' from question wording	This question was amended to align it with the agreed minimum question set.
Q13	Q12	Overall, how would you rate the <u>doctors</u> ? Very good Good Neither good nor poor Poor Very poor	<b>Amended question wording</b> Removed 'who treated you' from question wording	This question was amended to align it with the agreed minimum question set.

Question # 2023	Question # 2024	Question	Change from 2023	Rationale
Q14	Q13	Overall, how would you rate the <u>nurses</u> ? Very good Good Neither good nor poor Poor Very poor	<b>Amended question wording</b> Removed 'who treated you' from question wording	This question was amended to align it with the agreed minimum question set.
Q17	Q16	Did you receive conflicting information about your condition or treatment from the health professionals? Yes, definitely Yes, to some extent No	<b>Amended question wording and response options</b> Changed 'contradictory' to 'conflicting' Changed response options from 'yes/no' to 3 point scale	This question was amended to align it with the agreed minimum question set.
Q20	Q19	Were you involved, as much as you wanted to be, in decisions about your care and treatment? Yes, definitely Yes, to some extent No Not applicable	<b>Amended response options</b> Removed 'I didn't want or need to be involved' from response options	This question was amended to align it with the agreed minimum question set.
Q22	Q21	Did the health professionals listen carefully to your views and concerns? Yes, always Yes, sometimes No Not applicable	<b>Amended question wording and response options</b> Removed 'you had' from question wording Removed 'I didn't have any views or concerns' from response options	This question was amended to align it with the agreed minimum question set.

Question # 2023	Question # 2024	Question	Change from 2023	Rationale
Q24	Q23	Were you treated with respect and dignity? Yes, always Yes, sometimes No	<b>Amended question wording</b> Removed 'while in hospital' from question wording	This question was amended to align it with the agreed minimum question set.
Q27	N/A	Were you ever in any pain while in hospital? Yes No	<b>Deleted question</b>	This filter question was no longer needed following the amendment to the pain question (see below).
Q28	Q26	Do you think the health professionals did everything they could to help manage your pain? Yes, definitely Yes, to some extent No I didn't have any pain	<b>Amended response options</b> Added 'I didn't have any pain' as a response option	The additional response option negated the need for a filter question (see above).
Q40	Q38	Were you told who to contact if you were worried about your condition or treatment after your hospital stay? Yes No Not applicable	<b>Amended question wording and response options</b> Wording amended from 'after you left hospital' to 'after your hospital stay' Response option 'Don't know/can't remember' changed to 'Not applicable'	This question was amended to align it with the agreed minimum question set.

Question # 2023	Question # 2024	Question	Change from 2023	Rationale
Q43	Q41	Did you receive a document summarising your hospital care (e.g. a digital or physical copy of the letter to your general practitioner or a discharge summary)? Yes No Don't know/can't remember	<b>Amended question wording</b> 'GP' replaced with 'general practitioner'	This question was amended to align it with the agreed minimum question set.
N/A	Q44	Were the health professionals you saw in your community after your hospital stay (such as your general practitioner) up-to-date about the care you received? Yes, definitely Yes, to some extent No Not applicable	<b>New question</b>	This question was added to align it with the agreed minimum question set.
Q49	Q48	Did the care and treatment you received help you? Yes, definitely Yes, to some extent No	<b>Amended question wording</b> Wording amended from 'treatment received in hospital' to 'treatment you received'	This question was amended to align it with the agreed minimum question set.
Q60	Q59	What was the best part of the care you received from this hospital?	<b>Amended question wording</b> Wording amended from 'while in this hospital' to 'from this hospital'	The wording of this question was amended to align it with the free-text questions.



## Details of changes – module content

The Aboriginal patient module, *Your experience as an Aboriginal patient* is provided to patients who have identified as being of Aboriginal and/or Torres Strait Islander background in hospital administrative data.

Minor changes were made to the 2024 iteration of the module, following a review of data from previous years.

Question numbers are not included as they are subject to change.

Question	Change from 2023	Rationale
If your family visited you in hospital, did they have any of the following issues? <i>Please X all the boxes that apply to you</i> There were cost issues (e.g. travel, accommodation, parking) Visiting times or visitor numbers were restricted There was no culturally appropriate space available My family didn't feel comfortable when they visited me in hospital I had no family visit me in hospital Don't know/can't remember They didn't have any issues Other issue	<b>Amended response options</b> Removal of free text box associated with 'Other issue'	The free-text box option associated with the response option 'Other issue' was removed. Additional information about 'Other issue' was collected for a number of years to refine the response options where required.  Respondents now have the option to provide further insights from their experience as part of a newly created free-text question (please see 'new question' in module).

Question	Change from 2023	Rationale
<p>What happened to make you feel you were treated unfairly?  <i>Please X all the boxes that apply to you</i></p> <p>The staff were less respectful with me than other patients (e.g. the way they spoke to me, the way they looked at me)</p> <p>I heard the staff say something bad about me or Aboriginal people</p> <p>The staff kept me waiting longer than other patients</p> <p>The staff didn't spend as much time with me compared with other patients</p> <p>I don't think my cultural needs were recognised</p> <p>Other reason</p>	<p><b>Amended response options</b></p> <p>Removal of free text box associated with 'Other issue'</p>	<p>The free-text box option associated with the response option 'Other issue' was removed. Additional information about 'Other issue' was collected for a number of years to refine the response options where required.</p> <p>Respondents now have the option to provide further insights from their experience as part of a newly created free-text question (please see 'new question' in module).</p>
<p>Why didn't you go to hospital?  <i>Please X all the boxes that apply to you</i></p> <p>In the past, my health issues weren't taken seriously</p> <p>I was too busy with work, personal or family responsibilities</p> <p>I had transport issues</p> <p>I had a previous experience of discrimination</p> <p>The staff or service were not culturally appropriate</p> <p>Other reason</p>	<p><b>Amended response options</b></p> <p>Amended list order to reflect common response selections</p> <p>Removal of free text box associated with 'Other issue'</p>	<p>The order of the response options in the questionnaire was amended to list the most common response options first.</p> <p>The free-text box option associated with the response option 'Other issue' was removed. Additional information about 'Other issue' was collected for a number of years to refine the response options where required.</p> <p>Respondents now have the option to provide further insights from their experience as part of a newly created free-text question (please see 'new question' in the module).</p>
<p>Is there anything else you would like to tell us about your experience as an Aboriginal patient?</p>	<p><b>New question</b></p>	<p>A singular free-text response option has been added at the conclusion of the module to replace the removal of the question-specific free-text options used previously.</p>