

Central Coast LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 11,834 | 319,173 |
| Surveys sent | 752 | 2,367 |
| Surveys returned | 198 | 1,003 |
| Response rate | 26% | 47% |
| Respondents per 100 hospitalised patients [†] | 14 | 2 |

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



At a glance

Aboriginal people make up approximately 4% of the residents in Central Coast LHD.

Completed surveys were received from 198 Aboriginal patients (approximately 14% of adult admitted Aboriginal patients in 2014).

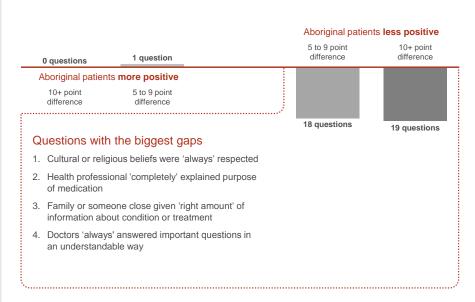
In Central Coast LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for **19** questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on respect, and on communication.

There was an **18** percentage point gap for the question on whether cultural and religious beliefs were always respected. No LHD had a larger gap for this question.

In Central Coast LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Central Coast LHD were less positive than Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Central Coast LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | 0 | Aborigin 10 | 20 | 30 | 40 | 50 | . 60 | 70 | 80 | 90 | 100 |
|--|---|----------------|----|----|----|----|------|----|----|---------------------------------------|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 00 | 70 | 80 | 90 | 100 |
| Nould 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Fime spent in the emergency department was 'about right' | | | | | | | | | | | |
| Fime waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk o a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | * | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | · · · · · · · · · · · · · · · · · · · | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | I | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or reatment after discharge | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |

| | | - | | | | - | patients | - | | | |
|---|---|---------------------------------------|----|---------------------------------------|----|--------|----------|----|----|---------------------------------------|-----|
| Provision of information | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | | in r | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | | | |
| Completely' informed about medication side effects to watch for | | | | • • • • • • • • • • • • • • • • • • • | | | | | | | |
| Physical environment and comfort | | | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | | | * |
| 'Always' treated with respect and dignity | | | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | | 1 | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | | 1 | |
| Respectfulness: Politeness and courtesy | | | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | | * | |
| Doctors were 'always' polite and courteous | | | | | | | | | | | |
| Responsive communication | | | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | * * * * * * * * * * * * * * * * * * * | | ******** | | ****** | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | * | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | | | |
| Safety and hygiene | | | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | I | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | | | |
| Trust and confidence | | | | | | | | | | | |
| Always' had confidence and trust in nurses | | | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | | * | |
| Patient-reported outcomes | | | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | * | | |
| The problem went to hospital for 'much better' | | | | | | | | | * | · · · · · · · · · · · · · · · · · · · | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Central Coast LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| p cate | gory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
|---|---|--|
| Signi | ficantly Significantly Not significantly Data suppressed | Most positive Most negative |
| highe | | |
| | | |
| verall | experience of care | |
| | If asked about your hospital experience by friends and family how would you | 73% 20% |
| | ¹ respond? | Would speak highly Neither highly/critical Would be critical |
| | 2. Outstall here used a use state the surgery when transfer during? | 71% 21% |
| 1 | 2 Overall, how would you rate the nurses who treated you? | Very good 🧧 Good 📕 Neither good nor poor 📕 Poor 📕 Very poor |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 61% 30% 6% |
| | 5 Overall, now would you rate the doctors who heated you? | 📕 Very good 📕 Good 📕 Neither good nor poor 📕 Poor 📕 Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 64% 26% 5% |
| | | Very good Good Neither good nor poor Poor Very poor |
| ccess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 64% 28% 9 |
| | , | About right Slightly too long Much too long |
| 1 | 2 Do you think the amount of time you waited was? | 67% 19% 149 |
| 2 | | About right Slightly too long Much too long |
| | ³ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 51% 30% 19% |
| | | About right Slightly too long Much too long |
| ssista | ance and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 72% 27% Yes, always Yes, sometimes No |
| | | |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 45% 45% 10 Yes, always Yes, sometimes No |
| 1 | , If your family or someone else close to you wanted to talk to a doctor, did they | 35% 31% 29% |
| χ_2 | ³ have enough opportunity to do so? | Yes, definitely Yes, to some extent No Don't know/can't s |
| 3 | If you needed assistance, were you able to get a member of staff to help you | 42% 44% 9% |
| | within a reasonable timeframe? | All of time 📕 Most of the time 📕 Some of the time 📕 Rarely 📕 Neve |
| | 5 Did a health professional discuss your worries or fears with you? | 39% 28% 33% |
| | 5 Did a fleatin professional discuss your wornes of feats with you? | Yes, completely Yes, to some extent No |
| ompr | ehensive and whole-person care | |
| | 1 Were the nurses kind and caring towards you? | 77% 19% Yes, always Yes, sometimes No |
| | | Yes, always Yes, sometimes No |
| | | |
| | 2 Were the doctors kind and caring towards you? | 81% 14% |
| 1 | 2 Were the doctors kind and caring towards you? | Yes, always Yes, sometimes No |
| 1 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? | Yes, always Yes, sometimes No |
| 1 3^2 | 3 Was the hospital food suitable for your dietary needs? | Yes, always Yes, sometimes No 45% 43% 12 ⁴ Yes, always Yes, sometimes No |
| $\frac{1}{3^2}$ | | Yes, always Yes, sometimes No 45% 43% 12 ⁴ Yes, always Yes, sometimes No |
| 1 3 ² | 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? | Yes, always Yes, sometimes No 45% 43% 12' Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No |
| 1 3 ² | 3 Was the hospital food suitable for your dietary needs? | Yes, always Yes, sometimes No 45% 43% 12' Yes, always Yes, sometimes No 64% 27% 9 Yes, completely Yes, to some extent No |
| 1 3 ² oordi | 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough | Yes, always Yes, sometimes No 45% 43% 12' Yes, always Yes, sometimes No 64% 27% 2 Yes, completely Yes, to some extent No 86% 14% |
| 1 3 ² oordi | 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | Yes, always Yes, sometimes No 45% 43% 12' Yes, always Yes, sometimes No 64% 27% S Yes, completely Yes, to some extent No 86% 14% Yes No |
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This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Hunter New England LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 50,545 | 853,106 |
| Surveys sent | 2,906 | 9,623 |
| Surveys returned | 672 | 4,078 |
| Response rate | 23% | 47% |
| Respondents per 100 hospitalised patients [†] | 10 | 4 |

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



At a glance

Aboriginal people make up approximately 6% of the residents in Hunter New England LHD.

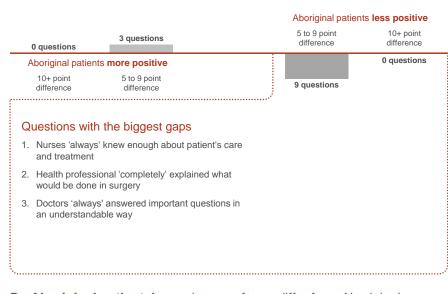
Completed surveys were received from 672 Aboriginal patients (approximately 10% of adult admitted Aboriginal patients in 2014).

Hunter New England was the **only** LHD for which there were **no** questions with a 10+ percentage point gap between Aboriginal and non-Aboriginal patients' experiences of care. In comparison, Murrumbidgee LHD had 43 questions with a gap of 10+ percentage points for which Aboriginal patients were less positive than non-Aboriginal patients.

There was an **8** percentage point gap for the question on whether nurses 'always' knew enough about patients' care and treatment. In comparison, St Vincent's Health Network had a gap of 32 percentage points for this question.

In Hunter New England LHD do **Aboriginal and non-Aboriginal patients'** experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Hunter New England LHD were less positive than Aboriginal patients in NSW For **3** questions, Aboriginal patients in Hunter New England LHD were **MOI'e** positive than Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Hunter New England LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | _ | Aborigin | | | | | | | | | |
|---|---------------------------------------|----------|--|----|--------|----|----|----|----|----|----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 10 |
| Nould 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | · · · · · · · · · · · · · · · · · · · | | ************************************** | | ****** | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | ****** | | ****** | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | * | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or reatment after discharge | | | | | - | | - | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | | patients 20 | 30 | | ginai pa 50 | | 70 8 | ant differ | ence 10 |
|---|----------------------------|---------------------------------|----|----|--|----|------|------------|------------|
| Provision of information | | 20 | 00 | 10 | 00 | 00 | | 0 00 | |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | |
| Wards or rooms were 'very clean' | 0 0 0 0 0 0 | 6 6 6 6 6 6 6 | | | 6 6 7 8 8 8 8 8 8 8 | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | * |
| 'Always' treated with respect and dignity | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | I |
| Nurses were 'always' polite and courteous | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | |
| Responsive communication | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | * | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | |
| Safety and hygiene | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | I | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | |
| Trust and confidence | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | l | | |
| Care and treatment received 'definitely' helped | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | |

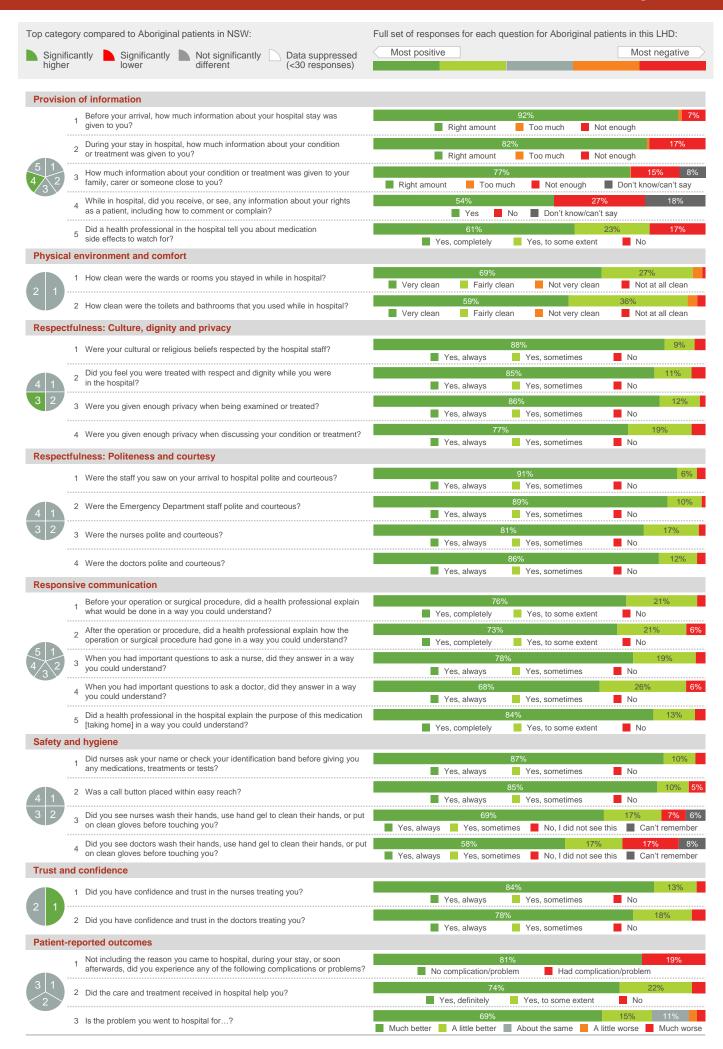
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Hunter New England LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| Top cates | gory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: | | | | | | | | |
|--------------|---|---|--|--|--|--|--|--|--|--|
| | ficantly 📘 Significantly 📄 Not significantly 🗋 Data suppressed | Most positive Most negative | | | | | | | | |
| highe | er lower different (<30 responses) | | | | | | | | | |
| Overall | experience of care | | | | | | | | | |
| overall | If asked about your hospital experience by friends and family how would you | 77% 19% | | | | | | | | |
| | ¹ respond? | Would speak highly Neither highly/critical Would be critical | | | | | | | | |
| 4 1 | 2 Overall, how would you rate the nurses who treated you? | 75% 18% 18% Very good Good Neither good nor poor Very poor | | | | | | | | |
| 3 2 | 2. Quarall how would you rate the destars who tracted you? | 71% 23% | | | | | | | | |
| | 3 Overall, how would you rate the doctors who treated you? | Very good 🧧 Good 🔳 Neither good nor poor 📕 Poor 📕 Very poor | | | | | | | | |
| | 4 Overall, how would you rate the care you received while in hospital? | 69% 24% Very good Good Neither good nor poor Very poor | | | | | | | | |
| Access | and timeliness | | | | | | | | | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 69% 19% 11% | | | | | | | | |
| | | About right Slightly too long Much too long | | | | | | | | |
| | 2 Do you think the amount of time you waited was? | About right Slightly too long Much too long | | | | | | | | |
| 2 | 3 Do you think the total time between when you first tried to book an appointment | 64% 24% 13% | | | | | | | | |
| Assista | with a specialist and when you were admitted to hospital was? | About right Slightly too long Much too long | | | | | | | | |
| A331310 | | 73% 24% | | | | | | | | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | Yes, always Yes, sometimes No | | | | | | | | |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 58% 32% 10% Yes, always Yes, sometimes No | | | | | | | | |
| 5 1 | $_{3}$ If your family or someone else close to you wanted to talk to a doctor, did they | 49% 26% 15% 10% | | | | | | | | |
| $4/3^{2}$ | have enough opportunity to do so? | Yes, definitely Yes, to some extent No Don't know/can't say | | | | | | | | |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | All of time Most of the time Some of the time Rarely Never | | | | | | | | |
| | 5 Did a basili and a incluit and a incluit and a second second basility of the | 35% 45% 20% | | | | | | | | |
| | 5 Did a health professional discuss your worries or fears with you? | Yes, completely Yes, to some extent No | | | | | | | | |
| Compre | ehensive and whole-person care | 83% | | | | | | | | |
| | 1 Were the nurses kind and caring towards you? | Yes, always Yes, sometimes No | | | | | | | | |
| | 2 Were the doctors kind and caring towards you? | 82% 16% | | | | | | | | |
| 5 1 | | Yes, always Yes, sometimes No | | | | | | | | |
| 4 2 | 3 Was the hospital food suitable for your dietary needs? | Yes, always Yes, sometimes No | | | | | | | | |
| | 4 Did hospital staff take your family and home situation into account when | 74% 18% 8% | | | | | | | | |
| | [*] planning your discharge? | Yes, completely Yes, to some extent No | | | | | | | | |
| | 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | Yes No | | | | | | | | |
| Coordi | nation and continuity | | | | | | | | | |
| | 1 How well organised was the care you received in hospital? | 69% 28% 28% Very well organised Fairly well organised Not well organised | | | | | | | | |
| | 2 In your opinion, did the nurses who treated you know enough about | 68% 26% 6% | | | | | | | | |
| | ² your care and treatment? | Yes, always Yes, sometimes No | | | | | | | | |
| 4×2 | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 69% 22% 8% | | | | | | | | |
| 3 | Thinking about when you left hospital, were adequate arrangements made | 68% 18% 14% | | | | | | | | |
| | ⁴ by the hospital for any services you needed? | Yes, completely Yes, to some extent No | | | | | | | | |
| | 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 87% 13% | | | | | | | | |
| Engage | ement and participation | | | | | | | | | |
| | Did you feel involved in the decision to use this medication in your | 73% 20% 7% | | | | | | | | |
| | ongoing treatment? | Yes, completely Yes, to some extent No | | | | | | | | |
| 4 1 | 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 64% 30% 6% Yes, definitely Yes, to some extent No | | | | | | | | |
| 3 2 | 3 Did you feel involved in decisions about your discharge from hospital? | 68% 25% <mark>7%</mark> | | | | | | | | |
| | | Yes, definitely Yes, to some extent No | | | | | | | | |
| | Thinking about when you left hospital, were you given enough information | 72% 20% 8% | | | | | | | | |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Illawarra Shoalhaven LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 13,576 | 382,362 |
| Surveys sent | 685 | 3,268 |
| Surveys returned | 174 | 1,407 |
| Response rate | 25% | 48% |
| Respondents per 100 hospitalised patients [†] | 12 | 3 |

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



At a glance

Aboriginal people make up approximately 3% of all residents in Illawarra Shoalhaven LHD.

Completed questionnaires were received from 174 Aboriginal patients (approximately 12% of all adult admitted Aboriginal patients in 2014).

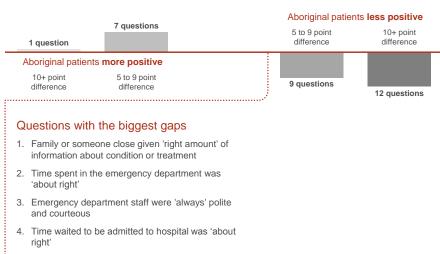
In Illawarra Shoalhaven LHD, Aboriginal patients were less positive by 10+ percentage points for **12** survey questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on communication particularly with family members, time waited in the emergency department, and politeness of emergency department staff.

There was a **17** percentage point gap for the question on whether family members were given the right amount of information. Murrumbidgee LHD had a gap of 24 percentage points for this question.

In Illawarra Shoalhaven LHD do **Aboriginal and non-Aboriginal patients'** experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



5. 'Always' got the opportunity to talk to a doctor when needed

Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

of Aboriginal patients in Illawarra Shoalhaven LHD said the time they waited to be admitted to hospital was 'about right'

Compared with 69% of Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Illawarra Shoalhaven LHD by question and theme. The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|---|---------------------------------------|----|--|----|----|----|----|----|----|----|-----|
| Overall experience of care | 0 | 10 | 20 | 00 | 10 | 00 | 00 | 10 | | | |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | · · · · · · · · · · · · · · · · · · · | | ************************************** | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | I | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| 'Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | 10 | patients 20 | 30 | | 50 | 60 | 70 | 80 90 | 10 |
|---|------|----------------|----|----|----|----|----|-------|----|
| Provision of information | 10 | 20 | | 10 | | | | | |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | |
| Responsive communication | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | |
| Safety and hygiene | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | |
| Trust and confidence | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | |

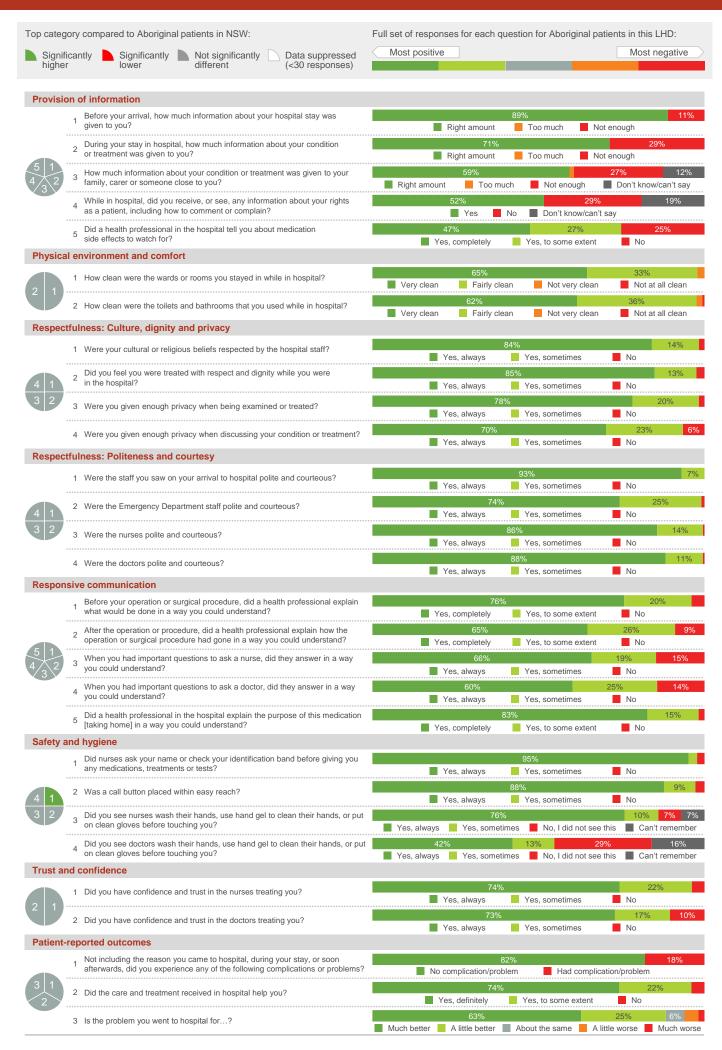
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Illawarra Shoalhaven LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| Top categ | ory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: | | | | | | | | |
|-------------------|---|---|--|--|--|--|--|--|--|--|
| | icantly 📘 Significantly 📄 Not significantly 🗋 Data suppressed | Most positive Most negative | | | | | | | | |
| highe | r lower different (<30 responses) | | | | | | | | | |
| Overall | experience of care | | | | | | | | | |
| overall | If asked about your hospital experience by friends and family how would you | 67% 28% | | | | | | | | |
| | ¹ respond? | Would speak highly Neither highly/critical Would be critical | | | | | | | | |
| | 2 Overall, how would you rate the nurses who treated you? | 76% 15% 15% Very good Good Neither good nor poor Poor Very poor | | | | | | | | |
| $\frac{1}{3}$ | | | | | | | | | | |
| | 3 Overall, how would you rate the doctors who treated you? | Very good 🧧 Good 🔳 Neither good nor poor 📕 Poor 📕 Very poor | | | | | | | | |
| | 4 Overall, how would you rate the care you received while in hospital? | 65% 27% 5% | | | | | | | | |
| Access | and timeliness | | | | | | | | | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 48% 40% 12% | | | | | | | | |
| | T bo you anik are amount of ane you spent in the emergency department was: | About right Slightly too long Much too long | | | | | | | | |
| | 2 Do you think the amount of time you waited was? | 48% 29% 23% About right Slightly too long Much too long | | | | | | | | |
| 2 | 3 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 57% 18% 25% | | | | | | | | |
| | | About right Slightly too long Much too long | | | | | | | | |
| Assista | nce and responsiveness | 73% 25% | | | | | | | | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | Yes, always Yes, sometimes No | | | | | | | | |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 41% 40% 18% | | | | | | | | |
| 5 1 | | Yes, always Yes, sometimes No | | | | | | | | |
| 4 3 2 | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 37% 37% 12% 14% Yes, definitely Yes, to some extent No Don't know/can't say | | | | | | | | |
| | 4 If you needed assistance, were you able to get a member of staff to help you | 48% 35% 13% | | | | | | | | |
| | within a reasonable timeframe? | All of time Most of the time Some of the time Rarely Never 26% 47% 27% | | | | | | | | |
| | 5 Did a health professional discuss your worries or fears with you? | 26% 47% 27% Yes, completely Yes, to some extent No | | | | | | | | |
| Compre | hensive and whole-person care | | | | | | | | | |
| | 1 Were the nurses kind and caring towards you? | 86% 12% | | | | | | | | |
| | | 87% | | | | | | | | |
| | 2 Were the doctors kind and caring towards you? | Yes, always Yes, sometimes No | | | | | | | | |
| 51 | 3 Was the hospital food suitable for your dietary needs? | 55% 35% 10% Yes, always Yes, sometimes No | | | | | | | | |
| 32 | A Did hospital staff take your family and home situation into account when | 69% 25% 7% | | | | | | | | |
| | ⁴ planning your discharge? | Yes, completely Yes, to some extent No | | | | | | | | |
| | 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 91% 9% | | | | | | | | |
| Coordin | nation and continuity | | | | | | | | | |
| | 1 How well organised was the care you received in hospital? | 64% 31% | | | | | | | | |
| | | Very well organised Fairly well organised Not well organised | | | | | | | | |
| | ² In your opinion, did the nurses who treated you know enough about your care and treatment? | 69% 17% 14% | | | | | | | | |
| 5 1 | 3 In your opinion, did the doctors who treated you know enough about | 59% 23% 18% | | | | | | | | |
| $\frac{4}{3}^{2}$ | your medical history? | Yes, always Yes, sometimes No | | | | | | | | |
| | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 78% 15% 7% Yes, to some extent No | | | | | | | | |
| | 5 Did hospital staff tell you who to contact if you were worried about your | 86% 14% | | | | | | | | |
| _ | condition or treatment after you left hospital? | Yes No | | | | | | | | |
| Engage | ment and participation | 55% 34% 11% | | | | | | | | |
| | 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | Yes, completely Yes, to some extent No | | | | | | | | |
| | 2 Were you involved, as much as you wanted to be, in decisions about | 51% 41% 8% | | | | | | | | |
| 4 1 | your care and treatment? | Yes, definitely Yes, to some extent No | | | | | | | | |
| 3 2 | 3 Did you feel involved in decisions about your discharge from hospital? | Yes, definitely Yes, to some extent No | | | | | | | | |
| | 4 Thinking about when you left hospital, were you given enough information | 70% 22% 8% | | | | | | | | |
| | about how to manage your care at home? | Yes, definitely Yes, to some extent No | | | | | | | | |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Mid North Coast LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 12,927 | 199,234 |
| Surveys sent | 1,057 | 3,228 |
| Surveys returned | 206 | 1,515 |
| Response rate | 19% | 52% |
| Respondents per 100 hospitalised patients [†] | 9 | 4 |

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



At a glance

Aboriginal people make up approximately 6% of the residents in Mid North Coast LHD.

Completed surveys were received from 206 Aboriginal patients (approximately 9% of adult admitted Aboriginal patients in 2014).

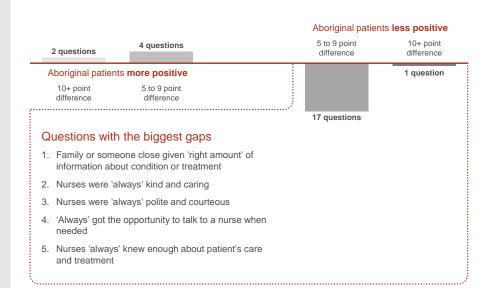
In Mid North Coast LHD, there was only **1** question for which Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points. In other LHDs, this ranged from 0 to 43 questions.

For the question about giving information to the patients' family, there was a **10** percentage point gap. For the same question there was a 24 percentage point in Murrumbidgee LHD.

Nurses were featured in most of the questions with the biggest gaps in Mid North Coast LHD.

In Mid North Coast LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients**' experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Mid North Coast LHD were less positive than Aboriginal patients in NSW For **4** questions, Aboriginal patients in Mid North Coast LHD

were **MOI** positive than Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Mid North Coast LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | | nigiroan | ai patier | its | INON-AL | original | patients | " Sig | nncant | ameren | се |
|---|---|----------|---------------------------------------|-----|---------|----------|----------|-------|---------------------------------------|---------------------------------------|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| | | | | | | | | | - | | |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | - - - - - | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | * | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | · · · · · · · · · · · · · · · · · · · | | | | | | • • • • • • • • • • • • • • • • • • • | · · · · · · · · · · · · · · · · · · · | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | * * * * * * * * * * * * * * * * * * * | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | | | | | | * Signif 70 | icant diff | erence |
|---|---|----|------|-------|----|----------------|------------|--------|
| Provision of information | 0 | 10 | 20 1 | -10 (| 00 | 10 | | |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | * | | |
| Physical environment and comfort | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | * |
| Doctors were 'always' polite and courteous | | | | | | | | |
| Responsive communication | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | l | | |
| Health professional 'completely' explained how surgery went | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | |
| Safety and hygiene | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | |
| Trust and confidence | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | |
| Patient-reported outcomes | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Mid North Coast LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| 0: " | | Most positive Most negative |
|---------------------|--|---|
| Signif | ficantly Significantly Not significantly Data suppressed ir lower different (<30 responses) | |
|)verall | experience of care | |
| | 1 If asked about your hospital experience by friends and family how would you respond? | 76% 19% Would speak highly Neither highly/critical Would be critical |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 75% 19% 19% Cool Cool Cool Cool Cool Cool Cool Coo |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 72% 23% 23% Very good Good Neither good nor poor Poor Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 69% 23% 5' |
| ccess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 68% 20% 12 About right Slightly too long Much too long |
| 1 | 2 Do you think the amount of time you waited was? | 67% 23% 10 About right Slightly too long Much too long |
| | 3 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 55% 30% 15% 30% 15% |
| ssista | nce and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 70% 27% Yes, always Yes, sometimes No |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 61% 30% 9 Yes, always Yes, sometimes No |
| $\frac{1}{3}^{2}$ | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 49% 21% 16% 14% Yes, definitely Yes, to some extent No Don't know/can't extend No Don't know/can't extend No |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 50% 35% 11% All of time Most of the time Some of the time Rarely |
| | 5 Did a health professional discuss your worries or fears with you? | 49% 29% 21% Yes, completely Yes, to some extent No |
| ompre | ehensive and whole-person care | |
| | | 80% 17% |
| | 1 Were the nurses kind and caring towards you? | Yes, always Yes, sometimes No |
| | 2 Were the doctors kind and caring towards you? | 87% 11% |
| 3^{1} | 3 Was the hospital food suitable for your dietary needs? | 60% 27% 149 Yes, always Yes, sometimes No |
| | 4 Did hospital staff take your family and home situation into account when planning your discharge? | 74% 14% 12' Yes, completely Yes, to some extent No |
| | 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 88% 12 Yes No |
| | anting and continuity. | |
| oordir | nation and continuity | |
| oordir | 1 How well organised was the care you received in hospital? | |
| oordir | 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes |
| 1 3 ² | 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes 70% 21% Yes, always Yes, sometimes |
| 1 3 2 | How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment? In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes 70% 21% Yes, always Yes, sometimes No 70% Yes, completely Yes, to some extent |
| 1 3 ² | How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment? In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes 70% 21% Yes, always Yes, sometimes No 70% 70% 21% 16% 16% |
| 1 3 ² | How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment? In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? ment and participation | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes No 70% 21% 3 Yes, always Yes, sometimes No 70% 14% 16% Yes, completely Yes, to some extent No 81% 19% |
| 1 3 ² | How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment? In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? ment and participation Did you feel involved in the decision to use this medication in your ongoing treatment? | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes No 70% 21% 10% Yes, always Yes, sometimes No 70% 14% 16% Yes, completely Yes, to some extent No 81% 19% 19% Yes, completely Yes, to some extent No 82% 11% No |
| 1 3 ² | How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment? In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? ment and participation Did you feel involved in the decision to use this medication in your | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes No 70% 21% 1 Yes, always Yes, sometimes No 70% 14% 16% Yes, completely Yes, to some extent No 82% 11% Yes, completely Yes, to some extent No 82% 11% Yes, completely Yes, to some extent No 82% 11% 19% Yes, completely Yes, to some extent No 9 Yes, to some extent No |
| 1 3 ² | How well organised was the care you received in hospital? In your opinion, did the nurses who treated you know enough about your care and treatment? In your opinion, did the doctors who treated you know enough about your medical history? Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? ment and participation Did you feel involved in the decision to use this medication in your ongoing treatment? Were you involved, as much as you wanted to be, in decisions about | Very well organised Fairly well organised Not well organised 70% 25% Yes, always Yes, sometimes No 70% 21% 8 Yes, always Yes, sometimes No 70% 14% 16% Yes, completely Yes, to some extent No 81% 19% Yes, completely Yes, to some extent No 82% 11% Yes, completely Yes, to some extent No 82% 11% Yes, completely Yes, to some extent No |



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Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Murrumbidgee LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 11,925 | 228,704 |
| Surveys sent | 711 | 2,520 |
| Surveys returned | 142 | 995 |
| Response rate | 20% | 46% |
| Respondents per 100 hospitalised patients [†] | 9 | 3 |

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



At a glance

Aboriginal people make up approximately 5% of the residents in Murrumbidgee LHD.

Completed surveys were received from 142 Aboriginal patients (approximately 9% of hospitalised Aboriginal patients in 2014).

In Murrumbidgee LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for over three quarters of all survey questions (**43** questions).

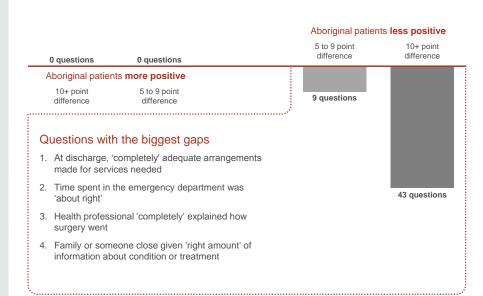
Murrumbidgee had more questions in which Aboriginal patients were less positive by 10+ percentage points than any other LHD. In other LHDs, this ranged from 0 to 28 questions.

Questions with the biggest gaps focused on post-discharge arrangements, timeliness in the ED and communication with patients and their families.

There was a **31** percentage point gap for the question about post-discharge arrangements. No LHD had a larger gap for this question.

In Murrumbidgee LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

51%

of Aboriginal patients in Murrumbidgee LHD said a health professional 'completely' explained how surgery went

Compared with **71%** of Aboriginal patients in NSW

46%

of Aboriginal patients in Murrumbidgee LHD said at discharge, 'completely' adequate arrangements were made for services needed

Compared with 64% of Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Murrumbidgee LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | | Aborigin | | | | | | | | | |
|---|---|----------|----|----|----|----|----|----|----|----|----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 10 |
| Nould 'speak highly' of the hospital to friends and family | | | | | | | | | * | | |
| | | | | | | | _ | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | * | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | * | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | * | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | * | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | * | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | * | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | * | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | * | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | * | | |

| | 0 10 | 20 | 30 40 | 50 | 60 | 70 8 | 30 | 90 10 |
|---|------|----|-------|----|----|------|----|-------|
| Provision of information | | | | | | | | |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | I | | * |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | * | |
| While in hospital, received or saw information about patients' rights | | | | | | | | |
| Completely' informed about medication side effects to watch for | | | | | | | | |
| Physical environment and comfort | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | * |
| 'Always' treated with respect and dignity | | | | | | | | * |
| 'Always' given enough privacy when being examined or treated | | | | | | | | * |
| 'Always' given enough privacy when discussing condition or treatment | - (| | | | | | * | |
| Respectfulness: Politeness and courtesy | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | * |
| Responsive communication | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | * | - | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | * | • | |
| Health professional 'completely' explained purpose of medication | | | | | | | | |
| Safety and hygiene Nurses 'always' asked patient's name or checked ID band | | | | | | | _ | - |
| before giving medications/treatments/tests | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | I | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | |
| Trust and confidence | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | * |
| 'Always' had confidence and trust in doctors | | | | | | | | |
| Patient-reported outcomes | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Murrumbidgee LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| p cate | | |
|-----------------------------------|--|---|
| | gory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
| Signi | ficantly Significantly Not significantly Data suppressed | Most positive Most negative |
| highe | | |
| | | |
| verall | experience of care | |
| | If asked about your hospital experience by friends and family how would you | 57% 25% 17% |
| | ¹ respond? | Would speak highly Neither highly/critical Would be critical |
| | O Querell here would use ante the surges whettreated use? | 64% 22% 10% |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 📕 Very good 📕 Good 📕 Neither good nor poor 📕 Poor 📕 Very poor |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 69% 16% 9% |
| | | 📕 Very good 📕 Good 📕 Neither good nor poor 📕 Poor 📕 Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 58% 18% 15% 7% |
| | · · · · | Very good Good Neither good nor poor Poor Very poor |
| cess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 45% 32% 23% |
| | | About right Slightly too long Much too long |
| $\begin{bmatrix} 1 \end{bmatrix}$ | 2 Do you think the amount of time you waited was? | 58% 26% 15% |
| 2 > | | About right Slightly too long Much too long |
| | ³ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 64% 21% 16% |
| | | About right Slightly too long Much too long |
| sista | nce and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 62% 33% Yes, always Yes, sometimes No |
| | | |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 45% 37% 18% |
| | | 35% 31% 23% 11 |
| 2 | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | Yes, definitely Yes, to some extent No Don't know/can't s |
| 3 | If you needed assistance, were you able to get a member of staff to help you | 34% 37% 25% |
| | 4 within a reasonable timeframe? | All of time Most of the time Some of the time Rarely Neve |
| | | 27% 34% 39% |
| | 5 Did a health professional discuss your worries or fears with you? | Yes, completely Yes, to some extent No |
| mpr | ehensive and whole-person care | |
| | | |
| | 1 Were the nurses kind and caring towards you? | 77% 21% |
| | 1 Were the nurses kind and caring towards you? | Yes, always Yes, sometimes No |
| | 1 Were the nurses kind and caring towards you? 2 Were the doctors kind and caring towards you? | Yes, always Yes, sometimes No |
| | | Yes, always Yes, sometimes No |
| 1 | | Yes, always Yes, sometimes No |
| 1 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting |
| 1 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? A Did hospital staff take your family and home situation into account when | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 9 |
| 1 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? Joid hospital staff take your family and home situation into account when planning your discharge? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 5 Yes, completely Yes, to some extent No |
| 1 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? A Did hospital staff take your family and home situation into account when | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% S |
| 1 2 ordi | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% S8% 33% 9 Yes, completely Yes, to some extent No 84% 16% |
| 1 2 ordin | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? mation and continuity | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 33% S 58% 33% S Yes, completely Yes, to some extent No 84% 16% Yes No |
| 1 2 ordin | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? nation and continuity 1 How well organised was the care you received in hospital? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 33% 9 58% 33% 9 Yes, completely Yes, to some extent No 84% 16% Yes No |
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| 1 2 ordin | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? nation and continuity 1 How well organised was the care you received in hospital? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 9 58% 33% 9 9 Yes, completely Yes, to some extent No 16% Yes No 16% 16% Yes No 16% 12% Very well organised Fairly well organised Not well organised 12 |
| 1 2 ordin | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 9 58% 33% 9 9 Yes, completely Yes, to some extent No 16% Yes No 16% 16% 54% 34% 12 Very well organised Fairty well organised Not well organised 61% 28% 1 |
| 1 2 ordin | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? nation and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 34% 16% 16% Yes, completely Yes, to some extent No 16% Yes No 16% 16% Yes No 12% 10% Very well organised Fairly well organised Not well organised 10% 61% 28% 1 10% 10% Yes, always Yes, sometimes No 10% |
| 1 2 ordin | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 33% 9 9 58% 34% 16% 16% Yes, completely Yes, to some extent No 16% Yes No 12% 16% Yes No 24% 12 Very well organised Fairty well organised Not well organised 11 Yes, always Yes, sometimes No 12 Yes, always Yes, sometimes No 12 59% 18% 23% 13 |
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| 1 2 3 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? a How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 2 Indy us feel involved in the decision to use this medication in your ongoing treatment? 3 Udy ou feel involved, as much as you wanted to be, in decisions about your care and treatment? 3 Did you feel involved in decisions about your discharge from hospital? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 9 Yes, completely Yes, to some extent No 84% 16% Yes No S4% 16% Yes No 54% 34% Yes No S4% 12% Yes No S4% 16% Yes No S4% 12% Yes No S4% 12% Yes, always Yes, sometimes No 59% 18% 23% Yes, always Yes, to some extent No 27% Yes, completely Yes, to some extent No 74% 26% 12% Yes, completely Yes, to some extent No 26% Yes, definitely Yes, to some extent No |
| 1 2 3 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? ation and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 1 Did you feel involved in the decision to use this medication in your ongoing treatment? 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | Yes, always Yes, sometimes No 78% 12% 10 Yes, always Yes, sometimes No Too few respondents for reporting 58% 33% 33% Yes, completely Yes, to some extent No 84% 16% Yes No 16% Yes No 94% 34% 16% 94% 16% 16% 16% Yes No 16% 28% 11 16% 28% 11 16% 28% 12 Yes, always Yes, sometimes No 16% 28% 12 16% 27% 27% 18% 23% 18% 26% 27% 26% 18% 26% 12 19% Yes, completely Yes, to some extent No 10% 28% 12 12% 10% 28% 12 13% 10% 28% 14 16% </td |

Top category compared to Aboriginal patients in NSW: Full set of responses for each question for Aboriginal patients in this LHD: Most positive Most negative Significantly Significantly Not significantly Data suppressed (<30 responses) higher lower different **Provision of information** Before your arrival, how much information about your hospital stay was 1 given to you? Right amount Too much Not enough During your stay in hospital, how much information about your condition or treatment was given to you? 2 Right amount Too much Not enough How much information about your condition or treatment was given to your 57% 3 family, carer or someone close to you? Right amount Too much Not enough Don't know/can't say While in hospital, did you receive, or see, any information about your rights 4 as a patient, including how to comment or complain? No Don't know/can't say Yes Did a health professional in the hospital tell you about medication 5 side effects to watch for? Yes, completely No Yes, to some extent Physical environment and comfort 1 How clean were the wards or rooms you stayed in while in hospital? Very clean Fairly clean Not very clean Not at all clean 2 How clean were the toilets and bathrooms that you used while in hospital? Very clean Fairly clean Not very clean Not at all clean Respectfulness: Culture, dignity and privacy 1 Were your cultural or religious beliefs respected by the hospital staff? No Yes, always Yes, sometimes Did you feel you were treated with respect and dignity while you were 2 in the hospital? Yes, always Yes, sometimes No 67' 3 Were you given enough privacy when being examined or treated? No Yes, always Yes, sometimes 4 Were you given enough privacy when discussing your condition or treatment? Yes, always Yes, sometimes No Respectfulness: Politeness and courtesy 1 Were the staff you saw on your arrival to hospital polite and courteous? Yes, always Yes, sometimes No 2 Were the Emergency Department staff polite and courteous? Yes, always Yes, sometimes No 3 Were the nurses polite and courteous? Yes, always Yes, sometimes No 4 Were the doctors polite and courteous? Yes, always Yes, sometimes No **Responsive communication** Before your operation or surgical procedure, did a health professional explain what would be done in a way you could understand? 1 Yes, completely Yes, to some extent No After the operation or procedure, did a health professional explain how the 2 operation or surgical procedure had gone in a way you could understand? Yes, completely No Yes, to some extent When you had important questions to ask a nurse, did they answer in a way vou could understand? Yes, always Yes, sometimes No When you had important questions to ask a doctor, did they answer in a way Δ you could understand? Yes, always Yes, sometimes No Did a health professional in the hospital explain the purpose of this medication 5 [taking home] in a way you could understand? Yes, completely No Yes, to some extent Safety and hygiene Did nurses ask your name or check your identification band before giving you 1 any medications, treatments or tests? Yes, always Yes, sometimes No 2 Was a call button placed within easy reach? Yes, always Yes, sometimes No Did you see nurses wash their hands, use hand gel to clean their hands, or put 9% 3 on clean gloves before touching you? No, I did not see this Can't remember Yes, always Yes, sometimes $\rm 4~Did~you~see$ doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you? 48% Yes, always Yes, sometimes No, I did not see this Can't remember Trust and confidence 1 Did you have confidence and trust in the nurses treating you? Yes, always Yes, sometimes No 2 Did you have confidence and trust in the doctors treating you? Yes, always Yes, sometimes No Patient-reported outcomes Not including the reason you came to hospital, during your stay, or soon 1 afterwards, did you experience any of the following complications or problems? No complication/problem Had complication/problem 2 Did the care and treatment received in hospital help you? Yes, definitely Yes, to some extent No 3 Is the problem you went to hospital for...? Much better A little better About the same A little worse Much worse

This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

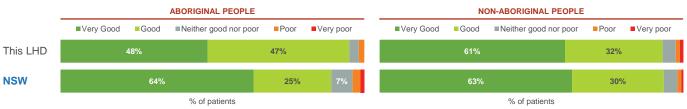
* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Nepean Blue Mountains LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 11,578 | 349,007 |
| Surveys sent | 518 | 2,045 |
| Surveys returned | 76 | 743 |
| Response rate | 15% | 40% |
| Respondents per 100 hospitalised patients [†] | 6 | 2 |

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



At a glance

Aboriginal people make up approximately 3% of the residents in Nepean Blue Mountains LHD.

Completed surveys were received from 76 Aboriginal patients (approximately 6% of adult admitted Aboriginal patients in 2014).

In Nepean Blue Mountains LHD Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for more than a third of the survey questions (**19** questions). In other LHDs, this ranged from 0 to 43 questions.

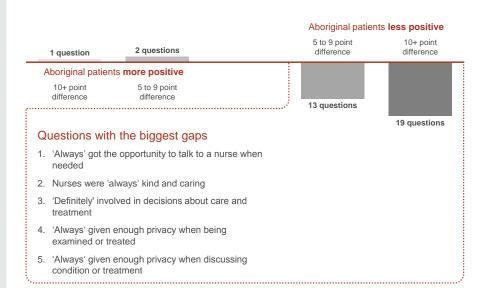
Questions with the biggest gaps focused on nurses, privacy and patient engagement.

Only **48%** of adult admitted Aboriginal patients in Nepean Blue Mountains LHD rated the care they received in hospital as 'very good' – the lowest proportion in NSW.

For the question about getting the opportunity to talk to a nurse when needed, there was a **30** percentage point gap in Nepean Blue Mountains LHD. No LHD had a larger gap for this question.

In Nepean Blue Mountains LHD do **Aboriginal and non-Aboriginal patients'** experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients**' experiences of care differ from Aboriginal patients elsewhere in NSW?

62%

of Aboriginal patients in Nepean Blue Mountains LHD said they were 'always' given enough privacy when being examined or treated

Compared with 80% of Aboriginal patients in NSW

41%

of Aboriginal patients in Nepean Blue Mountains LHD said they 'always' got the opportunity to talk to a nurse when needed

Compared with 68% of Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Nepean Blue Mountains LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | _ | | | | | | patients | | | | |
|---|-----------------------|----|----|----|----|----|----------|----|----------------------------|---|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | * | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | le - | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | * * * * * | | | | | | | | | * * * | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | - - - - - - - - - - - - - - - - - - - | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | 0 0 0 0 0 0 | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | * | | | | |
| 'Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | | | patients 20 | 30 | 40 | 50 | 60 | | icant diffe 80 | erence 90 10 |
|---|---|----|----------------|----|----|----|---|----|-------------------|-----------------|
| Provision of information | U | 10 | 20 | 30 | 40 | 50 | 00 | 10 | 00 0 | 50 IL |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | | | |
| 'Always' treated with respect and dignity | | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | * | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | * | |
| Respectfulness: Politeness and courtesy | | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | * | |
| Doctors were 'always' polite and courteous | | | | | | | | | | |
| Responsive communication | | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | * * * | | | |
| Safety and hygiene | | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | * * * * | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | | |
| Trust and confidence | | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | | |
| | | | | | | | - | | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Nepean Blue Mountains LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| Significantly Significantly And significantly Data suppressed (33 response) Mest positive Mest positive Mest positive Image: Significantly in the score? - Ourset, how would you rate the nurses who headed you? - Ourset, how would you rate the nurses who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture who headed you? - Ourset, how would you rate the ducture you nurceived while in the theader 2 Do you Shitk he amound of thme you spectra the ducture who headed you? - Ourset, how would you rate the ducture you nurceived while in theaptiti? - Ourset, how would you rate the ducture you nurceived while in theaptiti? 2 Do you Shitk he amound of thme you spectra the ducture of the sime of the ducture of | n cater | gory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
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| 3 3 your medical history? Yes, always Yes, sometimes No 4 by the hospital for any services you needed? 64% 28% 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 81% 19% 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 81% 19% ngagement and participation 1 10 you feel involved in the decision to use this medication in your ongoing treatment? Too few respondents for reporting 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? 37% 46% 18% 2 3 Did you feel involved in decisions about your discharge from hospital? 60% 27% 13 4 Did you feel involved in decisions about your discharge from hospital? 60% 27% 13 4 Did you feel involved in decisions about your discharge from hospital? 60% 22% 17% | | 2 In your opinion, did the nurses who treated you know enough about | |
| 4 by the hospital for any services you needed? Yes, completely Yes, to some extent No 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 19% ngagement and participation Yes No 1 Did you feel involved in the decision to use this medication in your ongoing treatment? Too few respondents for reporting 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? Yes, definitely Yes, to some extent No 3 Did you feel involved in decisions about your discharge from hospital? 60% 27% 13 4 Thinking about when you left hospital, were you given enough information 62% 22% 17% | $\frac{1}{3}^{2}$ | | |
| Condition of treatment after you left hospital? Pes No Pes No Pes No Pes No Pes No Pes No Pes No Pes No Pes No Pes No Pes No Pes | | ⁴ by the hospital for any services you needed? | Yes, completely Yes, to some extent No |
| 1 Did you feel involved in the decision to use this medication in your ongoing treatment? Too few respondents for reporting 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? 37% 46% 18% 2 3 Did you feel involved in decisions about your discharge from hospital? Yes, definitely Yes, to some extent No 3 Did you feel involved in decisions about your discharge from hospital? 60% 27% 13 4 Thinking about when you left hospital, were you given enough information 62% 22% 17% | | 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | |
| 1 ongoing treatment? 100 few respondents for reporting 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? 37% 46% 18% 2 3 Did you feel involved in decisions about your discharge from hospital? Yes, definitely Yes, to some extent No 4 Thinking about when you left hospital, were you given enough information 62% 22% 17% | ngage | ement and participation | |
| 2 3 Did you feel involved in decisions about your discharge from hospital? Yes, definitely Yes, to some extent No 4 Thinking about when you left hospital, were you given enough information 62% 22% 17% | | ongoing treatment? | Too few respondents for reporting |
| 3 Did you feel involved in decisions about your discharge from hospital? Yes, definitely Yes, to some extent No Thinking about when you left hospital, were you given enough information 62% 22% 17% | | 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | Yes, definitely Yes, to some extent No |
| 4 Thinking about when you left hospital, were you given enough information about how to manage your care at home? 62% 22% 17% 4 about how to manage your care at home? Yes, definitely Yes, to some extent No | 8 2 | | Yes, definitely Yes, to some extent No |
| | | ⁴ Thinking about when you left hospital, were you given enough information about how to manage your care at home? | |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Northern NSW LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 14,517 | 279,081 |
| Surveys sent | 1,201 | 4,237 |
| Surveys returned | 210 | 1,870 |
| Response rate | 17% | 50% |
| Respondents per 100 hospitalised patients [†] | 7 | 3 |

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



At a glance

Aboriginal people make up approximately 5% of the residents in Northern NSW LHD.

Completed surveys were received from 210 Aboriginal patients (approximately 7% of adult admitted Aboriginal patients in 2014).

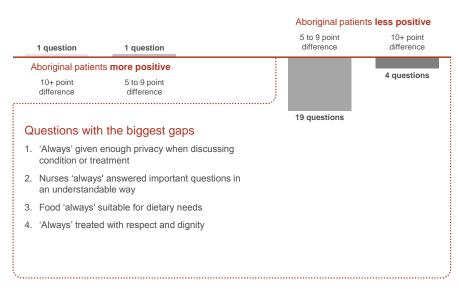
In Northern NSW LHD, for less than a tenth of the survey questions (**4** questions), Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on privacy, nurses, suitability of hospital food and respect.

For the question about privacy for discussions about treatment, there was a **16** percentage point gap in Northern NSW LHD. For the same question there was a 23 percentage point gap in Nepean Blue Mountains LHD.

In Northern NSW LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Northern NSW LHD were less positive than Aboriginal patients in NSW For 2 questions, Aboriginal patients in Northern NSW LHD

were **MOIC** positive than Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Northern NSW LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | 0 | Aborigin 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|---|---|----------------|----|---------------------------------------|--|----|----|----|----|----|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| Nould 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Fime spent in the emergency department was 'about right' | | | | | | | | | | | |
| Fime waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| Always' got the opportunity to talk to a doctor when needed | | | | | ****** | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | · · · · · · · · · · · · · · · · · · · | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or reatment after discharge | | | | | ************************************** | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | - | | | |
| Definitely' involved in decisions about care and treatment Definitely' involved in decisions about discharge | | | | | | | | | | | |

| | | | patients | | | | | - | | |
|---|---|----|----------|----|----|----|------------------|----|----------|-------|
| Provision of information | 0 | 10 | 20 3 | 30 | 40 | 50 | 60 | 70 | 80 | 90 10 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | | |
| Completely' informed about medication side effects to watch for | | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | | * |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | | |
| Always' given enough privacy when discussing condition or treatment | | | | | | | | | , | ŧ |
| Respectfulness: Politeness and courtesy | | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | | |
| Responsive communication | | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | • | ł |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | | |
| Safety and hygiene | | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | * * * * | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | | |
| Always' saw nurses wash their hands or use clean gloves | | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | | |
| Trust and confidence | | | | | | | | | | |
| Always' had confidence and trust in nurses | | | | | | | | | | I |
| 'Always' had confidence and trust in doctors | | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | : | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Northern NSW LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| | ory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
|--|---|--|
| Signif | r Significantly Not significantly Data suppressed in lower different (<30 responses) | |
| verall | experience of care | |
| | 1 If asked about your hospital experience by friends and family how would you respond? | 76% 19% Would speak highly Neither highly/critical Would be critical |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 74% 15% 99 Very good Good Neither good nor poor Poor Very poor |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 69% 24% 5 Very good Good Neither good nor poor Poor Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 67% 22% 9% Very good Good Neither good nor poor Poor Very poor |
| ccess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 70% 17% 13' About right Slightly too long Much too long |
| $\frac{1}{2}$ | 2 Do you think the amount of time you waited was? | 74% 18% About right Slightly too long Much too long Much too long |
| | 3 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 71% 18% 11 About right Slightly too long Much too long |
| ssista | nce and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 74% 24% Yes, always Yes, sometimes |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 60% 30% 10 Yes, always Yes, sometimes No |
| 2 3 | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 54% 21% 14% 11 Yes, definitely Yes, to some extent No Don't know/can't s |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 49% 33% 11% € All of time Most of the time Some of the time Rarely Neve 36% 40% 24% |
| | 5 Did a health professional discuss your worries or fears with you? | Yes, completely Yes, to some extent No |
| ompre | hensive and whole-person care | |
| | 1 Were the nurses kind and caring towards you? | 84% 15% Yes, always Yes, sometimes No |
| | | |
| | 2 Were the doctors kind and caring towards you? | 86% 12% Yes, always Yes, sometimes |
| $\frac{1}{3^2}$ | 2 Were the doctors kind and caring towards you?3 Was the hospital food suitable for your dietary needs? | 86% 12% |
| 1 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? | 86% 12% ■ Yes, always Yes, sometimes No 47% 51% |
| 1 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? <i>A</i> Did hospital staff take your family and home situation into account when | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% 9 Yes, completely Yes, to some extent No |
| 1 3 ² oordir | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? A the time you were discharged, did you feel that you were well enough | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% 9 Yes, completely Yes, to some extent No 87% 13° |
| 1 3 ² oordir | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? nation and continuity 1 How well organised was the care you received in hospital? | 86% 12% Yes, always Yes, sometimes 47% 51% Yes, always Yes, sometimes 72% 19% Yes, completely Yes, to some extent No 87% Yes No 65% 29% |
| 1 3 ² | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% S Yes, completely Yes, to some extent No 87% 13° Yes No 87% 13° Yes No Yes No |
| 1 3^2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? attion and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% S Yes, completely Yes, to some extent No 87% 13% Yes No 65% 29% Very well organised Fairly well organised 72% 19% |
| 1 3 2 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? a How well organised was the care you received in hospital? 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% 8 Yes, completely Yes, to some extent No 87% 13% Yes No 65% 29% Very well organised Fairly well organised 72% 19% Yes, always Yes, sometimes 72% 19% Yes, always Yes, sometimes No 65% 29% 10% |
| 1 3 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? a thoe well organised was the care you received in hospital? 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% 9 Yes, completely Yes, to some extent No 87% 13% Yes No 65% 29% Very well organised Fairly well organised 72% 19% Yes, always Yes, sometimes No 65% 29% 13% Yes, always Yes, sometimes No 65% 29% 13% Yes, always Yes, sometimes No 65% Yes, always Yes, sometimes No 68% Yes, completely Yes, to some extent No 15% |
| 1 3 ² | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? attion and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? 5 Did hospital staff tell you who to contact if you were worried about your | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% 9 Yes, completely Yes, to some extent No 87% 133 Yes No 65% 29% Very well organised Fairly well organised Not well organised 72% 19% 9 Very well organised Fairly well organised Not well organised 65% 29% 10% Yes, always Yes, sometimes No 67% 25% 5% Yes, always Yes, sometimes No 68% 17% 15% Yes, completely Yes, to some extent No 68% 17% 15% Yes, completely Yes, to some extent No 84% 16% |
| 1 3 ² | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? attion and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% S Yes, completely Yes, to some extent No 87% 13% Yes Yes, completely Yes, to some extent No 87% 13% Yes Yes, always Yes No 65% 29% Yes Very well organised Fairly well organised Not well organised 72% 19% Yes, always Yes, sometimes Yes, always Yes, sometimes No 63% Yes, completely Yes, to some extent No 84% 16% Yes No 19% Yes, completely Yes, to some extent No |
| 1 3 ² | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? attion and continuity 1 How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? a Did you feel involved in the decision to use this medication in your | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% S Yes, completely Yes, to some extent No 87% 13% Yes Yes, completely Yes, to some extent No 65% 29% 13% Yes No 13% Yes, always Yes, to some extent No 65% 29% 19% Very well organised Fairly well organised Not well organised 65% 29% 19% Yes, always Yes, sometimes No 67% 25% 25% Yes, completely Yes, to some extent No 68% 17% 15% Yes, completely Yes, to some extent No 72% 19% 16% Yes, completely Yes, to some extent No 61% 29% 1 Yes, definitely Yes, to some extent No |
| 1 3 ² | 2 Were the doctors kind and caring towards you? 3 Was the hospital food suitable for your dietary needs? 4 Did hospital staff take your family and home situation into account when planning your discharge? 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? a How well organised was the care you received in hospital? 2 In your opinion, did the nurses who treated you know enough about your care and treatment? 3 In your opinion, did the doctors who treated you know enough about your medical history? 4 Thinking about when you left hospital, were adequate arrangements made by the hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? 1 Did you feel involved in the decision to use this medication in your ongoing treatment? a Were you involved, as much as you wanted to be, in decisions about | 86% 12% Yes, always Yes, sometimes No 47% 51% Yes, always Yes, sometimes No 72% 19% S Yes, completely Yes, to some extent No 87% 13" Yes No 87% 13" Yes No 87% 13" Yes No 65% 29% Very well organised Fairly well organised No 65% Yes, always Yes, sometimes No 67% Yes, always Yes, sometimes No 63% Yes, completely Yes, to some extent No 84% 16% Yes Yes, completely Yes, to some extent No 84% 16% 19% Yes, completely Yes, to some extent No 61% 29% 1 |

Top category compared to Aboriginal patients in NSW: Full set of responses for each question for Aboriginal patients in this LHD: Most positive Most negative Significantly Significantly Not significantly Data suppressed (<30 responses) higher lower different **Provision of information** Before your arrival, how much information about your hospital stay was 1 given to you? Right amount Too much Not enough During your stay in hospital, how much information about your condition or treatment was given to you? 2 Right amount Too much Not enough How much information about your condition or treatment was given to your 3 family, carer or someone close to you? Right amount Too much Not enough Don't know/can't say While in hospital, did you receive, or see, any information about your rights 4 as a patient, including how to comment or complain? Don't know/can't say Yes No 5 Did a health professional in the hospital tell you about medication side effects to watch for? Yes, completely Yes, to some extent No Physical environment and comfort 1 How clean were the wards or rooms you stayed in while in hospital? Very clean Fairly clean Not very clean Not at all clean 2 How clean were the toilets and bathrooms that you used while in hospital? Very clean Fairly clean Not very clean Not at all clean Respectfulness: Culture, dignity and privacy 1 Were your cultural or religious beliefs respected by the hospital staff? No Yes, always Yes, sometimes Did you feel you were treated with respect and dignity while you were 2 in the hospital? Yes, always Yes, sometimes No 3 Were you given enough privacy when being examined or treated? Yes, always No Yes, sometimes 4 Were you given enough privacy when discussing your condition or treatment? Yes, always Yes, sometimes No Respectfulness: Politeness and courtesy 1 Were the staff you saw on your arrival to hospital polite and courteous? Yes, always Yes, sometimes No 2 Were the Emergency Department staff polite and courteous? Yes, always Yes, sometimes No 3 Were the nurses polite and courteous? Yes, always Yes, sometimes No 4 Were the doctors polite and courteous? Yes, sometimes Yes, always No **Responsive communication** Before your operation or surgical procedure, did a health professional explain what would be done in a way you could understand? 1 No Yes, completely Yes, to some extent After the operation or procedure, did a health professional explain how the 2 operation or surgical procedure had gone in a way you could understand? Yes, completely No Yes, to some extent When you had important questions to ask a nurse, did they answer in a way vou could understand? Yes, always Yes, sometimes No When you had important questions to ask a doctor, did they answer in a way Δ you could understand? Yes, always Yes, sometimes No Did a health professional in the hospital explain the purpose of this medication 5 [taking home] in a way you could understand? Yes, completely No Yes, to some extent Safety and hygiene Did nurses ask your name or check your identification band before giving you 1 any medications, treatments or tests? Yes, always Yes, sometimes No 2 Was a call button placed within easy reach? No Yes, always Yes, sometimes Did you see nurses wash their hands, use hand gel to clean their hands, or put 3 on clean gloves before touching you? Yes, always Yes, sometimes No, I did not see this Can't remember $\rm 4~Did~you~see$ doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you? Yes, always Yes, sometimes No, I did not see this Can't remember Trust and confidence 1 Did you have confidence and trust in the nurses treating you? Yes, always Yes, sometimes No 2 Did you have confidence and trust in the doctors treating you? Yes, always Yes, sometimes No Patient-reported outcomes Not including the reason you came to hospital, during your stay, or soon 1 afterwards, did you experience any of the following complications or problems? No complication/problem Had complication/problem 2 Did the care and treatment received in hospital help you? Yes, definitely Yes, to some extent No 3 Is the problem you went to hospital for...? Much better A little better About the same A little worse Much worse

This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

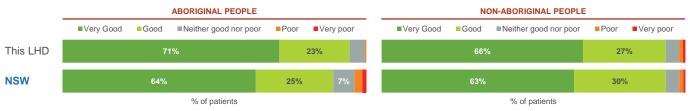
* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Northern Sydney LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 3,144 | 889,422 |
| Surveys sent | 269 | 5,022 |
| Surveys returned | 75 | 1,949 |
| Response rate | 28% | 42% |
| Respondents per 100 hospitalised patients [†] | 17 | 2 |

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



At a glance

Aboriginal people make up less than 1% of the residents in Northern Sydney LHD.

Completed surveys were received from 75 Aboriginal patients (approximately 17% of adult admitted Aboriginal patients in 2014).

In Northern Sydney LHD, there were 6 questions for which Aboriginal patients were more positive than non-Aboriginal patients by 10+ percentage points. In other LHDs, this ranged from 0 to 7 questions.

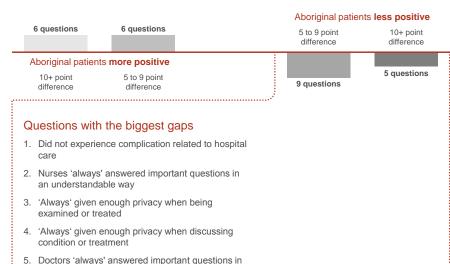
Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for **5** questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps for which Aboriginal patients were less positive focused on complications, privacy and communication.

There was an **27** percentage point gap for the question on whether there were any complications of care. Only St Vincent's LHN had a larger gap (28 percentage points) for this question.

In Northern Sydney LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



5. Doctors 'always' answered important questions in an understandable way

Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

of Aboriginal patients in Northern Sydney LHD said they did not experience a complication related to hospital care

Compared with 78% of Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Northern Sydney LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | 0 | Aborigina 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|---|---|-----------------|----|------------------|----|----|----|----|----|----|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 00 | 70 | 80 | 90 | 100 |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | ***** | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | * * * * | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |
| | | | | | | | | | | | |

| | | | oatients 20 | 30 | 911ai pa 50 | | | 0 10 |
|---|---------------------------------|--------------------------------------|----------------|----|----------------|------|---|------|
| Provision of information | | 10 | 20 | | | | | 0 10 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | |
| Physical environment and comfort | | | | | | | | |
| Wards or rooms were 'very clean' | 0 0 0 0 0 0 0 | 6 9 9 9 9 9 9 9 | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | |
| Responsive communication | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | |
| Safety and hygiene | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | |
| Trust and confidence | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | |
| Patient-reported outcomes | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | * | |
| Care and treatment received 'definitely' helped | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | |

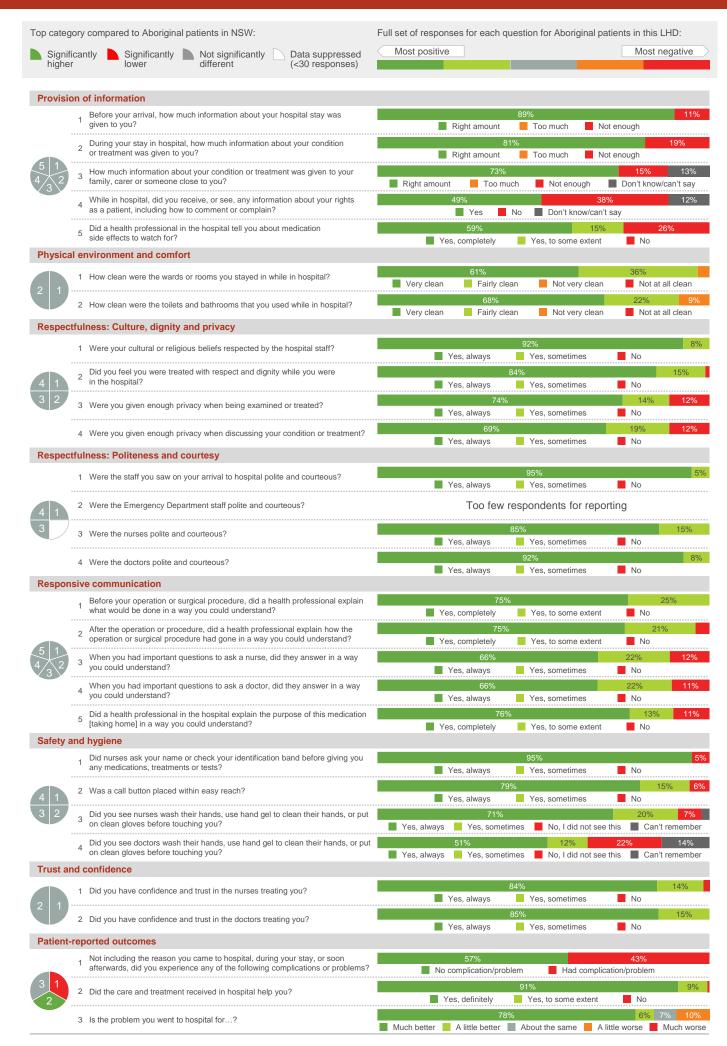
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Northern Sydney LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| 4 | | Full and of an analysis of a stand structure for Alternitical actions in this LUD. |
|----------------------|--|--|
| p cate | gory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
| Signi highe | ficantly Significantly Not significantly Data suppressed or lower different (<30 responses) | Most positive Most negative |
| verall | experience of care | |
| | If asked about your hospital experience by friends and family how would you respond? | 81% 16% Would speak highly Neither highly/critical Would be critical |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 70% 23% 5 Very good Good Neither good nor poor Poor Very poor |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 72% 24% 24% Cool Good Neither good nor poor Poor Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 71% 23% 23% Cerv good Good Neither good nor poor Poor Very poor |
| ccess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | Too few respondents for reporting |
| 2 | 2 Do you think the amount of time you waited was? | 70% 16% 149 About right Slightly too long Much too long |
| | 3 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 66% 17% 16% About right Slightly too long Much too long |
| ssista | ance and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 69% 30% 30% Yes, sometimes No |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 61% 39% Yes, always Yes, sometimes No |
| $\frac{1}{3}^{2}$ | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 47% 40% 8% Ves, definitely Yes, to some extent No Don't know/can't s |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 60% 25% 9% All of time Most of the time Some of the time Rarely Neve |
| | 5 Did a health professional discuss your worries or fears with you? | Too few respondents for reporting |
| | abanaiya and whole person care | |
| ompro | ehensive and whole-person care | 87% |
| | 1 Were the nurses kind and caring towards you? | Yes, always Yes, sometimes No |
| | 2 Were the doctors kind and caring towards you? | Yes, always Yes, sometimes No |
| 2 | 3 Was the hospital food suitable for your dietary needs? | Too few respondents for reporting 61% 25% |
| | 4 Did hospital staff take your family and home situation into account when planning your discharge? | Yes, completely Yes, to some extent No |
| | 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 90% 10 |
| oordi | nation and continuity | |
| | 1 How well organised was the care you received in hospital? | 61% 38% 38% Very well organised Fairly well organised Not well organised |
| | 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | 67% 23% 10 Yes, always Yes, sometimes No |
| $\frac{1}{\sqrt{2}}$ | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 73% 22% Yes, always Yes, sometimes No |
| 5 | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 74% 13% 13 Yes, completely Yes, to some extent No |
| | ⁵ Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 86% 149 |
| ngage | ement and participation | |
| | 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | 66% 18% 16% |
| | | 71% 25% |
| 1 | ² Were you involved, as much as you wanted to be, in decisions about your care and treatment? | Yes, definitely Yes, to some extent No |
| 1 | ² Were you involved, as much as you wanted to be, in decisions about your care and treatment? 3 Did you feel involved in decisions about your discharge from hospital? | |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



South Eastern Sydney LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 8,440 | 873,589 |
| Surveys sent | 555 | 6,167 |
| Surveys returned | 124 | 2,301 |
| Response rate | 22% | 43% |
| Respondents per 100 hospitalised patients [†] | 12 | 3 |

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



At a glance

Aboriginal people make up approximately 1% of the residents in South Eastern Sydney LHD.

Completed surveys were received from 124 Aboriginal patients (approximately 12% of adult admitted Aboriginal patients in 2014).

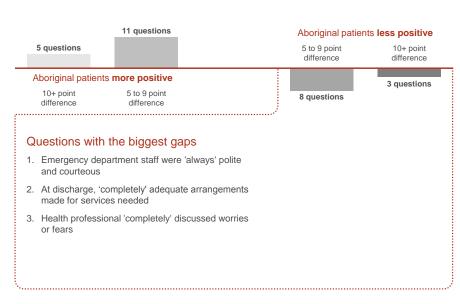
In South Eastern Sydney LHD Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for **3** questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on politeness of emergency department staff and post-discharge arrangements.

For the question about the politeness of emergency department staff, there was a **16** percentage point gap in South Eastern Sydney LHD. No LHD had a larger gap for this question.

In South Eastern Sydney LHD do **Aboriginal and non-Aboriginal patients'** experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in South Eastern Sydney LHD were less positive than Aboriginal patients in NSW For **4** questions, Aboriginal patients in South Eastern Sydney LHD were **MOre** positive than Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in South Eastern Sydney LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | - | Aborigin | | | | | | | | | |
|--|--|----------|--|---------------------------------------|----|---------------------------------------|----|----|----|----|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| • Would 'speak highly' of the hospital to friends and family | | | | | | | | ÷ | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | _ | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | - | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and | | | | | | | | | | | |
| admission for procedure was 'about right' Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed Family or someone close 'definitely' got the opportunity to talk | | | | | | | | | | | |
| to a doctor when needed Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | I | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | I | | |
| Doctors 'always' knew enough about patient's medical history | ************************************** | | ************************************** | · · · · · · · · · · · · · · · · · · · | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | ************************************** | | | * * * * * * * * * * * * * * * * * * * | | | | | |
| | | | | | | | | | | | |

| | | 10 | patients 20 | 30 | | 50 | | 70 80 | |
|---|---|----|----------------|----|----|----|----|-------|---------|
| Provision of information | 0 | 10 | 20 | 30 | 40 | 30 | 00 | 10 80 | , 90 10 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | I |
| While in hospital, received or saw information about patients' rights | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | l | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | * | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | |
| Responsive communication | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | |
| Safety and hygiene | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | |
| Trust and confidence | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | • |
| 'Always' had confidence and trust in doctors | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in South Eastern Sydney LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| Top categ | ory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
|--|--|--|
| | icantly 📘 Significantly 📄 Not significantly 🗋 Data suppressed | Most positive Most negative |
| highe | r lower different (<30 responses) | |
| Overall | experience of care | |
| Overall | If asked about your hospital experience by friends and family how would you | 70% 28% |
| | respond? | Would speak highly Neither highly/critical Would be critical |
| 4 1 | 2 Overall, how would you rate the nurses who treated you? | 84% 7% 9% Very good Good Neither good nor poor Poor Very poor |
| 3 2 | 3 Overall, how would you rate the doctors who treated you? | 75% 23% 23% Very good Good Neither good nor poor Poor Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 69% 22% 8% |
| Access | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 73% 23% 23% About right Slightly too long Much too long |
| 3 1 | 2 Do you think the amount of time you waited was? | 79% 17% About right Slightly too long Much too long |
| | $_3$ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 62% 32% 6% About right Slightly too long Much too long |
| Assista | nce and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 78% 20% 20% Xes, sometimes No |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 69% 26% 26% Xes, sometimes No |
| 4 2 | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 59% 30% 7% Yes, definitely Yes, to some extent No Don't know/can't say |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 51% 42% 6% All of time Most of the time Some of the time Rarely Never |
| | 5 Did a health professional discuss your worries or fears with you? | 32% 63% Ves, completely Yes, to some extent No |
| Compre | ehensive and whole-person care | |
| | 1 Were the nurses kind and caring towards you? | 84% 16% 16% |
| | 2 Were the doctors kind and caring towards you? | 79% 20% ■ Yes, always ■ Yes, sometimes ■ No |
| $\begin{array}{c c} 5 & 1 \\ \hline 4 & 2 \end{array}$ | 3 Was the hospital food suitable for your dietary needs? | Too few respondents for reporting |
| ** | 4 Did hospital staff take your family and home situation into account when planning your discharge? | 70% 8% 21% Yes, completely Yes, to some extent No |
| | $_{5}^{\rm At}$ the time you were discharged, did you feel that you were well enough to leave the hospital? | 90% 10% |
| Coordin | nation and continuity | |
| | 1 How well organised was the care you received in hospital? | 70% 27% 27% Very well organised Fairly well organised Not well organised |
| | 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | 73% 26% Yes, always Yes, sometimes No |
| $51 \\ 4 2^{2}$ | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 67% 20% 13% |
| | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 61% 18% 20% Yes, completely Yes, to some extent No |
| | 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 89% 11% |
| Engage | ment and participation | |
| | 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | 68% 15% 17% Ves, to some extent No |
| 4 1 | 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 61% 28% 11% Yes, definitely Yes, to some extent No |
| 32 | 3 Did you feel involved in decisions about your discharge from hospital? | 62% 28% 10% Yes, definitely Yes, to some extent No |
| | ⁴ Thinking about when you left hospital, were you given enough information about how to manage your care at home? | 74% 12% 14% Yes, definitely Yes, to some extent No |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



South Western Sydney LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 16,551 | 905,173 |
| Surveys sent | 951 | 5,808 |
| Surveys returned | 218 | 1,961 |
| Response rate | 23% | 36% |
| Respondents per 100 hospitalised patients [†] | 12 | 2 |

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



At a glance

Aboriginal people make up approximately 2% of the residents in South Western Sydney LHD.

Completed surveys were received from 218 Aboriginal patients (approximately 12% of adult admitted Aboriginal patients in 2014).

In South Western Sydney LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for around a quarter of the survey questions (**15** questions). In other LHDs, this ranged from 0 to 43 questions.

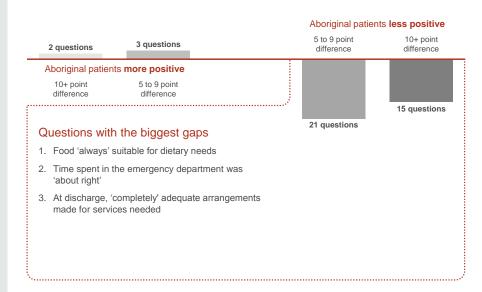
Questions with the biggest gaps focused on hospital food, timeliness in the emergency department, and post-discharge arrangements.

There was an **23** percentage point gap for the question on suitability of food. No LHD had a larger gap for this question.

Only **48%** of Aboriginal patients hospitalised in South Western Sydney LHD rated the care they received in hospital as 'very good' – the lowest proportion in NSW.

In South Western Sydney LHD do **Aboriginal and non-Aboriginal patients'** experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

35% of Aboriginal patients in South Western Sydney LHD said they 'always' got the opportunity to talk to a doctor when needed Compared with **53%** of Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in South Western Sydney LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | | | | | | | | | * Significant difference | | | |
|---|---|----|----|----------------------------|----|----|----|----|--------------------------|----|-----|--|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 | |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | | | | |
| | | | | | | | | _ | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | _ | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | 0 0 0 0 0 0 | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | | | |
| Engagement and participation | | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | * | | | |
| Definitely' involved in decisions about care and treatment | | | | | | I | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | | |

| | | | | 30 | on-Abor 40 | iginai p 50 | 60 | 5igi 70 | nificant dif 80 | 10 ference |
|---|---|----|----|----|---------------|----------------|----|------------|--------------------|------------|
| Provision of information | 0 | 10 | 20 | 50 | 40 | 50 | 00 | 10 | 00 | 30 10 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | I | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | I | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | | l |
| 'Always' treated with respect and dignity | | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | | : |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | | |
| Responsive communication | | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | | |
| Safety and hygiene | | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | | |
| Always' saw nurses wash their hands or use clean gloves | | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | | |
| Trust and confidence | | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | | : |
| Did not experience complication related to hospital care | | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in South Western Sydney LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| 2 Ove 3 Ove 4 Ove 4 Ove 4 Ove 4 Ove 4 Ove 2 Do y 2 Do y 2 Do y 2 Do y 2 Do y 3 Do y 2 Do y 3 Do y 3 do y 2 Ove 4 Ove 4 Ove 4 Ove 5 Do y 3 do y 1 Do y 2 Do y 3 do y 1 f yo 3 do y 1 f yo 3 do y 1 f yo 3 do y 1 f yo 4 dove 1 f yo 3 do y 1 f yo 3 do y 2 do y 2 do y 3 do y 1 f yo 3 do y 2 do y 2 do y 3 do y 3 do y 3 do y 3 do y 4 dove 2 do y 2 do y 3 do y 3 do y 4 dove 2 do y 2 do y 2 do y 2 do y 2 do y 2 do y 2 do y 3 do y 4 dove 2 do y 3 do y 4 dove 4 dove 2 do y 3 do y 4 dove 4 dove 4 dove 4 dove 4 dove 4 dove 3 do y 4 dove 3 dove 4 dove 3 dove 3 dove 4 dove 3 | Iower different (<30 responses) | Most positive Most negative 63% 28% Would speak highly Neither highly/critical Would be critical 65% 21% 10% Very good Good Neither good nor poor Poor Very pool 65% 17% 6% 12% 9 Very good Good Neither good nor poor Poor Very pool 48% 30% 12% 9 Very good Good Neither good nor poor Poor Very pool 48% 30% 12% 9 Very good Good Neither good nor poor Poor Very pool 38% 31% 30% 12% 9 Very good Good Neither good nor poor Poor Very pool 38% 31% 30% 12% 9 About right Slightly too long Much too long 60% 28% 27% About right Slightly too long Much too long 10 10 11 60% 54% 14% 14 14 14 |
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| ccess and ti 1 Do y 2 Do y 3 Do y with ssistance ar 1 If yo 2 If yo 2 If yo 3 If yo 4 If yo with 5 Did s comprehensiv 1 Wer 2 Wer 1 Supposed 1 Output to the state of the | imeliness you think the amount of time you spent in the emergency department was? you think the amount of time you waited was? you think the total time between when you first tried to book an appointment a specialist and when you were admitted to hospital was? md responsiveness ou needed to talk to a nurse, did you get the opportunity to do so? ou needed to talk to a doctor, did you get the opportunity to do so? ou needed to talk to a doctor, did you get the opportunity to do so? ou needed to talk to a doctor, did you get the opportunity to do so? ou needed to talk to a doctor, did you get the opportunity to do so? ou needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | Very good Good Neither good nor poor Poor Very poor 38% 31% 30% About right Slightly too long Much too long 53% 20% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 46% 28% 27% 45% 23% 12 Yes, always Yes, sometimes No 42% 23% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% 24% All of time Most of the time Some of the time Rarely New 45% 27% 29% 29% 14% Yes, completely Yes, to some extent No No </td |
| 1 Do y 2 Do y 3 Do y with ssistance ar 1 If yo 2 If yo 2 If yo 3 Si fyo 4 With 5 Did a 1 Wer 2 Wer 1 Wer 2 Wer 1 3 Was 4 Did Joan 5 At th | you think the amount of time you spent in the emergency department was? you think the amount of time you waited was? you think the total time between when you first tried to book an appointment a specialist and when you were admitted to hospital was? and responsiveness but needed to talk to a nurse, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but family or someone else close to you wanted to talk to a doctor, did they e enough opportunity to do so? but needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | About right Slightly too long Much too long 53% 20% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 60% 36% 36% Yes, always Yes, sometimes No 35% 54% 1 Yes, always Yes, sometimes No 42% 23% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% 24% All of time Most of the time Some of the time Rarely Nev 45% 27% 29% No 24% 29% Yes, completely Yes, to some extent No No |
| 1 2 Do y 3 Do y with ssistance ar 1 If yo 2 If yo 2 If yo 3 If yo 4 If yo with 5 Did 3 0 omprehensi 1 Wer 2 Wer 1 3 Was 4 Did J 1 and 2 At th | you think the amount of time you waited was? you think the total time between when you first tried to book an appointment a specialist and when you were admitted to hospital was? and responsiveness but needed to talk to a nurse, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | About right Slightly too long Much too long 53% 20% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 60% 36% 36% Yes, always Yes, sometimes No 35% 54% 1 Yes, always Yes, sometimes No 42% 23% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% 24% All of time Most of the time Some of the time Rarely Nev 45% 27% 29% No 24% 29% Yes, completely Yes, to some extent No No |
| 2 3 Do y with ssistance ar 1 If yo 2 If yo 2 If yo 3 have 4 If yo 4 If yo 4 Wer 1 Wer 2 Wer 1 Wer 2 Wer 4 Did I 3 Was 4 Did I 2 At th | you think the total time between when you first tried to book an appointment a specialist and when you were admitted to hospital was? and responsiveness but needed to talk to a nurse, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed to talk to a doctor, did you get the opportunity to do so? but needed assistance, were you wanted to talk to a doctor, did they e enough opportunity to do so? but needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | About right Slightly too long Much too long 46% 28% 27% About right Slightly too long Much too long 60% 36% Yes, always Yes, sometimes No 35% 54% 1 Yes, always Yes, sometimes No 42% 23% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% 44% All of time Most of the time Some of the time Rarely New 45% 27% 29% Yes, to some extent No 45% 27% 29% 29% 21% |
| ssistance ar 1 If yo 2 If yo 2 If yo 3 If yo 4 If yo 4 If yo 4 Wer 2 Wer 2 Wer 2 Wer 2 Wer 4 Did J 3 Was 4 Did J 2 At th | A specialist and when you were admitted to hospital was? Ind responsiveness Down needed to talk to a nurse, did you get the opportunity to do so? Down needed to talk to a doctor, did you get the opportunity to do so? Down family or someone else close to you wanted to talk to a doctor, did they e enough opportunity to do so? Down needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | About right Slightly too long Much too long 60% 36% Yes, always Yes, sometimes No 35% 54% 1 Yes, always Yes, sometimes No 42% 23% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% All of time Most of the time Some of the time Rarely New 45% 27% 29% No No Yes, completely Yes, to some extent No No |
| 1 If yo $2 If yo$ $2 If yo$ $3 If yo$ $4 withi$ $5 Did$ $3 For example, ensire in the set of the set o$ | ou needed to talk to a nurse, did you get the opportunity to do so? ou needed to talk to a doctor, did you get the opportunity to do so? our family or someone else close to you wanted to talk to a doctor, did they e enough opportunity to do so? ou needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | Yes, always Yes, sometimes No 35% 54% 11 Yes, always Yes, sometimes No 42% 23% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% All of time Most of the time Some of the time Rarely New 45% 27% 29% Yes, to some extent No 74% 21% 21% 21% |
| 2 If yo 3 If yo 4 If yo 4 If yo 5 Did ; 0 mprehensi 1 Wer 2 Wer 1 3 3 Was 4 Did 1 2 Did 1 2 Order 4 Did 1 3 Order 4 Did 1 2 Order 4 Did 1 | bu needed to talk to a doctor, did you get the opportunity to do so? bur family or someone else close to you wanted to talk to a doctor, did they e enough opportunity to do so? bu needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | Yes, always Yes, sometimes No 35% 54% 1 Yes, always Yes, sometimes No 42% 23% 23% Yes, definitely Yes, to some extent No 34% 37% 24% All of time Most of the time Some of the time Rarely 45% 27% 29% Yes, completely Yes, to some extent No |
| 3 If yo 3 A ave 4 If yo within 5 Did ; 5 Omprehension 1 Wer 2 Wer 3 Was 4 Did jan 5 At th | bur family or someone else close to you wanted to talk to a doctor, did they e enough opportunity to do so? bu needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | Yes, always Yes, sometimes No 42% 23% 12 Yes, definitely Yes, to some extent No Don't know/can't is 34% 34% 37% 24% All of time Most of the time Some of the time Rarely News 45% 27% 29% Yes, completely Yes, to some extent No |
| 3 3 3 3 4 4 4 4 4 4 4 4 4 4 4 4 4 | e enough opportunity to do so? bu needed assistance, were you able to get a member of staff to help you in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | Yes, definitely Yes, to some extent No Don't know/can't 34% 37% 24% All of time Most of the time Some of the time Rarely Nev 45% 27% 29% Yes, completely Yes, to some extent No |
| 4 withi 5 Did ; 5 Did ; 0 mprehensi 1 Wer 2 Wer 2 Wer 3 Was 4 Did plan 5 At th | in a reasonable timeframe? a health professional discuss your worries or fears with you? ive and whole-person care re the nurses kind and caring towards you? | All of time Most of the time Some of the time Rarely New 45% 27% 29% Yes, completely Yes, to some extent 74% 21% |
| 1 Wer 2 Wer 3 Was 4 Did J plan 2 At th | ive and whole-person care re the nurses kind and caring towards you? | Yes, completely Yes, to some extent No |
| 1 Wer 2 Wer 3 Was 4 Did plan 5 At th | re the nurses kind and caring towards you? | 74% 21% |
| 1 Wer 2 Wer 3 Was 4 Did plan 5 At th | re the nurses kind and caring towards you? | |
| 2 Wer 1 3 Was 4 Did l plan 5 At th | | |
| 1 3 4 bid plan | | Yes, always Yes, sometimes No |
| 3 ² 4 Did l plan | re the doctors kind and caring towards you? | 74% 23% Yes, always Yes, sometimes |
| _ plan | s the hospital food suitable for your dietary needs? | 36% 34% 30% Yes, always Yes, sometimes No |
| 5 At th | hospital staff take your family and home situation into account when ning your discharge? | 63% 19% 18% Yes, completely Yes, to some extent No |
| 1010 | he time you were discharged, did you feel that you were well enough ave the hospital? | 84% 16% |
| oordination | and continuity | |
| | v well organised was the care you received in hospital? | 52% 41% Very well organised Fairly well organised Not well organi |
| 2 In yo your | our opinion, did the nurses who treated you know enough about r care and treatment? | 64% 26% 1 Yes, always Ves, sometimes No |
| | our opinion, did the doctors who treated you know enough about r medical history? | 64% 23% 13 Kes, always Kes, sometimes No |
| ⁴ by th | nking about when you left hospital, were adequate arrangements made he hospital for any services you needed? | 48% 30% 22% Yes, completely Yes, to some extent No |
| 5 Did cond | hospital staff tell you who to contact if you were worried about your dition or treatment after you left hospital? | 79% 21% |
| ngagement a | and participation | |
| ongo | you feel involved in the decision to use this medication in your oing treatment? | 77% 13% 1 Yes, completely Yes, to some extent No |
| 2 Wer your | re you involved, as much as you wanted to be, in decisions about r care and treatment? | 56% 27% 17% Yes, definitely Yes, to some extent No |
| 2 3 Did | you feel involved in decisions about your discharge from hospital? | 60% 26% 14 Yes, definitely Yes, to some extent No |
| 4 Thin about | | |

| | er lower different (<30 responses) | |
|--------------|---|---|
| | | |
| rovisi | on of information | 770/ 000/ |
| | Before your arrival, how much information about your hospital stay was given to you? | 77% 22% Right amount Too much Not enough |
| | 2 During your stay in hospital, how much information about your condition or treatment was given to you? | 69% 30% 30% Right amount Too much Kot enough |
| 5 1 3^2 | 3 How much information about your condition or treatment was given to your family, carer or someone close to you? | 65% 17% 169 |
| 3 | While in hospital, did you receive, or see, any information about your rights as a patient, including how to comment or complain? | 38% 42% 20% Yes No Don't know/can't say |
| | 5 Did a health professional in the hospital tell you about medication side effects to watch for? | 46% 37% 17% Yes, completely Yes, to some extent No |
| hysica | al environment and comfort | |
| | 1 How clean were the wards or rooms you stayed in while in hospital? | 59% 33% |
| 1 | 2 How clean were the toilets and bathrooms that you used while in hospital? | 60% 32% |
| espec | ctfulness: Culture, dignity and privacy | Very clean Fairly clean Not very clean Not at all clea |
| | Were your cultural or religious beliefs respected by the hospital staff? | 85% 10% |
| | | Yes, always Yes, sometimes No |
| 1 | 2 Did you feel you were treated with respect and dignity while you were in the hospital? | 71% 24% Yes, always Yes, sometimes |
| 3 2 | 3 Were you given enough privacy when being examined or treated? | 76% 20% 20% Yes, always Yes, sometimes No |
| | 4 Were you given enough privacy when discussing your condition or treatment? | 70% 19% 1 |
| espec | ctfulness: Politeness and courtesy | Yes, always Yes, sometimes No |
| | 1 Were the staff you saw on your arrival to hospital polite and courteous? | 86% 12% Yes, always Yes, sometimes No |
| | 2 Were the Emergency Department staff polite and courteous? | 73% 27% Yes, always Yes, sometimes No |
| r 3 2 | 3 Were the nurses polite and courteous? | 70% 27% |
| | 4 Were the doctors polite and courteous? | Yes, always Yes, sometimes No 78% 21% |
| espor | nsive communication | Yes, always Yes, sometimes No |
| | Before your operation or surgical procedure, did a health professional explain what would be done in a way you could understand? | 79% 16% Yes, completely Yes, to some extent No |
| | 2 After the operation or procedure, did a health professional explain how the operation or surgical procedure had gone in a way you could understand? | 77% 14% Yes, completely Yes, to some extent No |
| 5 1 | When you had important questions to ask a nurse, did they answer in a way you could understand? | 61% 33% |
| 3 | When you had important questions to ask a doctor, did they answer in a way you could understand? | 59% 24% 179 |
| | Did a health professional in the hospital explain the purpose of this medication | Yes, always Yes, sometimes No |
| afetv a | 5 [taking home] in a way you could understand? and hygiene | Yes, completely Yes, to some extent No |
| | Did nurses ask your name or check your identification band before giving you | 79% 12% |
| | any medications, treatments or tests?2 Was a call button placed within easy reach? | Yes, always Yes, sometimes No 82% |
| 1 3 2 | 2 Did you see nurses wash their hands, use hand gel to clean their hands, or put | Yes, always Yes, sometimes No 57% 19% 19% |
| | ³ on clean gloves before touching you? ^A Did you see doctors wash their hands, use hand gel to clean their hands, or put | Yes, always Yes, sometimes No, I did not see this Can't remen |
| rust a | 4 on clean gloves before touching you? ind confidence | Yes, always Yes, sometimes No, I did not see this Can't remen |
| | 1 Did you have confidence and trust in the nurses treating you? | 70% 26% 26% Yes, sometimes No |
| 1 | 2 Did you have confidence and trust in the doctors treating you? | 72% 18% 1 |
| atient | -reported outcomes | Yes, always Yes, sometimes No |
| | Not including the reason you came to hospital, during your stay, or soon | 69% 31% |
| 3 1 | afterwards, did you experience any of the following complications or problems? | No complication/problem Had complication/problem |
| | 2 Did the care and treatment received in hospital help you? | Yes, definitely Yes, to some extent No |

This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

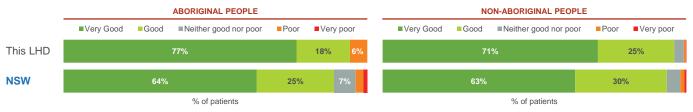
* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Southern NSW LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 7,303 | 194,419 |
| Surveys sent | 387 | 2,360 |
| Surveys returned | 70 | 1,064 |
| Response rate | 18% | 50% |
| Respondents per 100 hospitalised patients [†] | 8 | 4 |

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



At a glance

Aboriginal people make up approximately 4% of the residents in Southern NSW LHD.

Completed surveys were received from 70 Aboriginal patients (approximately 8% of adult admitted Aboriginal patients in 2014).

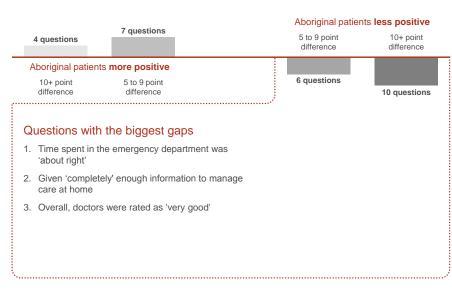
In Southern NSW LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for about a fifth of survey questions (**10** questions). In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on timeliness in the emergency department, information provision and overall ratings of doctors.

There was an **27** percentage point gap for the question on time spent in the emergency department. No LHD had a larger gap for this question.

In Southern NSW LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Southern NSW LHD were less positive than Aboriginal patients in NSW For 6 questions, Aboriginal patients in Southern NSW LHD

were **MOIC** positive than Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Southern NSW LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|--|---|----|----|---------------------------------------|----|----|----|----|-----|----|-----|
| Overall experience of care | 0 | 10 | 20 | 00 | 40 | 00 | 00 | 10 | 00 | 50 | 100 |
| Vould 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| overall, nurses were rated as 'very good' | | | | | | | | | | | |
| overall, doctors were rated as 'very good' | | | | | | | | | | | |
| verall, care was rated as 'very good' | | | | | | | | | | | |
| ccess and timeliness | | | | | | | | | | | |
| ime spent in the emergency department was 'about right' | | | | | | | | | | | |
| "ime waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| ime between booking appointment with specialist and dmission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| Nways' got the opportunity to talk to a doctor when needed | | | | · · · · · · · · · · · · · · · · · · · | | | | | | | |
| amily or someone close 'definitely' got the opportunity to talk a doctor when needed | | | | | | | | | | | |
| taff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| lealth professional 'completely' discussed worries or fears | | | | | | | | | | | |
| comprehensive and whole-person care | | | | | | | | | | | |
| Jurses were 'always' kind and caring | | | | | | | | | - 1 | | |
| octors were 'always' kind and caring | | | | | | | | I | | | |
| ood 'always' suitable for dietary needs | | | | | | | | | | | |
| staff 'completely' considered family and home situation /hen planning discharge | | | | | | | | | | | |
| t discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| lurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Occtors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| t discharge, 'completely' adequate arrangements made for ervices needed | | | | | | | | | | | |
| old who to contact if worried about condition or reatment after discharge | | | | | | | | | | | |
| ingagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | | | | 30 N | on-Abori | ginal pa 50 | atients 60 | - | cant difference |
|---|---------------------------------|--------------------------------------|--|------------------|----------|----------------|---------------|------|-----------------|
| Provision of information | 0 | 10 | 20 | 30 | 40 ; | 50 | 00 | 10 0 | 50 90 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | |
| Wards or rooms were 'very clean' | 0 0 0 0 0 0 0 | 6 9 9 9 9 9 9 9 | 6 6 7 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | |
| Always' given enough privacy when discussing condition or treatment | | | | | | | | | • |
| Respectfulness: Politeness and courtesy | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | |
| Responsive communication | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | l | |
| Health professional 'completely' explained how surgery went | | | | • • • • | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | |
| Safety and hygiene | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | * |
| 'Always' saw doctors wash their hands or use clean gloves | | | | - | | | | | |
| Trust and confidence | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | |

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Southern NSW LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| - | | Most positivo |
|-----------------|--|---|
| Signif highe | r Significantly Not significantly Data suppressed r lower different (<30 responses) | Most positive Most negative |
| verall | experience of care | |
| | 1 If asked about your hospital experience by friends and family how would you respond? | 80% 14% Would speak highly Neither highly/critical Would be critical |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 87% 13 Very good Good Neither good nor poor Poor Very poor |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 60% 31% Very good Good Neither good nor poor Poor Very poo |
| | 4 Overall, how would you rate the care you received while in hospital? | 77% 18% |
| cess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 50% 27% 23% About right Slightly too long Much too long |
| 1 | 2 Do you think the amount of time you waited was? | 56% 37% About right Slightly too long Much too long |
| | 3 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | Too few respondents for reporting |
| sista | nce and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 81% 18% 18% Yes, sometimes No |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 59% 24% 18% Yes, always Yes, sometimes No |
| 2 | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 58% 21% 19% Yes, definitely Yes, to some extent No Don't know/can't |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 54% 38% All of time Most of the time Some of the time Rarely |
| | 5 Did a health professional discuss your worries or fears with you? | Too few respondents for reporting |
| mpre | hensive and whole-person care | |
| | | 86% 14 |
| | 1 Were the nurses kind and caring towards you? | Yes, always Yes, sometimes No |
| 1 | 2 Were the doctors kind and caring towards you? | 76% 22% Yes, always Yes, sometimes No |
| 2 | 3 Was the hospital food suitable for your dietary needs? | Too few respondents for reporting |
| | 4 Did hospital staff take your family and home situation into account when planning your discharge? | 76% 19% Yes, to some extent No |
| | $_{\rm 5}$ At the time you were discharged, did you feel that you were well enough to leave the hospital? | 86% 14 |
| ordir | nation and continuity | |
| | 1 How well organised was the care you received in hospital? | 62% 35% Very well organised Fairly well organised |
| | 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | 80% 15% Yes, always Yes, sometimes No |
| 1 | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 60% 16% 24% ▲ Yes, always ¥es, sometimes No |
| | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 82% 10% Yes, completely Yes, to some extent No |
| | 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 93% Yes N o |
| gage | ment and participation | |
| | 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | 59% 41% Yes, completely Yes, to some extent No |
| | ² Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 73% 20% Yes, definitely Yes, to some extent No |
| 1 | | 73% 20% |
| 1 2 | 3 Did you feel involved in decisions about your discharge from hospital? | Yes, definitely Yes, to some extent No |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

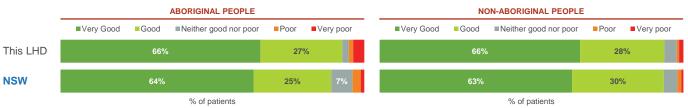
* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



St Vincent's Health Network

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Surveys sent | 190 | 1,124 |
| Surveys returned | 42 | 372 |
| Response rate | 22% | 38% |
| Respondents per 100 hospitalised patients [†] | 7 | 1 |

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



At a glance

Completed surveys were received from 42 Aboriginal patients from St Vincent's Health Network (approximately 7% of adult admitted Aboriginal patients in 2014). 37 survey questions had sufficient responses for analysis.

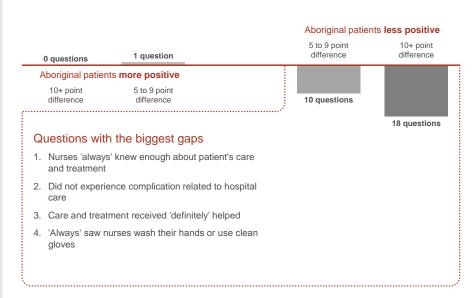
In St Vincent's Health Network, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for almost half of the survey questions (**18** questions). In other LHDs, this ranged from no questions to over three quarters of questions.

Questions with the biggest gaps focused on continuity of care, outcomes and hygiene.

For the question about whether nurses always knew enough about patients' care, there was a **32** percentage point gap in St Vincent's Health Network. No LHD had a larger gap for this question.

In St Vincent's Health Network do **Aboriginal and non-Aboriginal patients'** experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

of Aboriginal patients in St Vincent's Health Network said staff assisted within a reasonable timeframe 'all of the time'

Compared with 45% of Aboriginal patients in NSW

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in St Vincent's Health Network by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|---|---|----|--|----|-----|---|----|----|--|----|-----|
| Overall experience of care | 0 | 10 | 20 | 00 | -10 | 00 | 00 | 10 | 00 | 50 | 100 |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | I | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | 0 0 0 0 0 0 0 0 0 | | | 0 0 0 0 0 0 0 0 0 0 | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | I | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | * | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | ************************************** | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | I | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | | | al patient | | | | | | | | |
|---|---|----|------------|----|----|----|----|----|----|----|-----|
| Provision of information | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | | | |
| Responsive communication | | | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | | | |
| Safety and hygiene | | | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | | I | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | | | |
| Trust and confidence | | | | | | | | | | | |
| Always' had confidence and trust in nurses | | | | | | | | | | | |
| Always' had confidence and trust in doctors | | | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | | | |

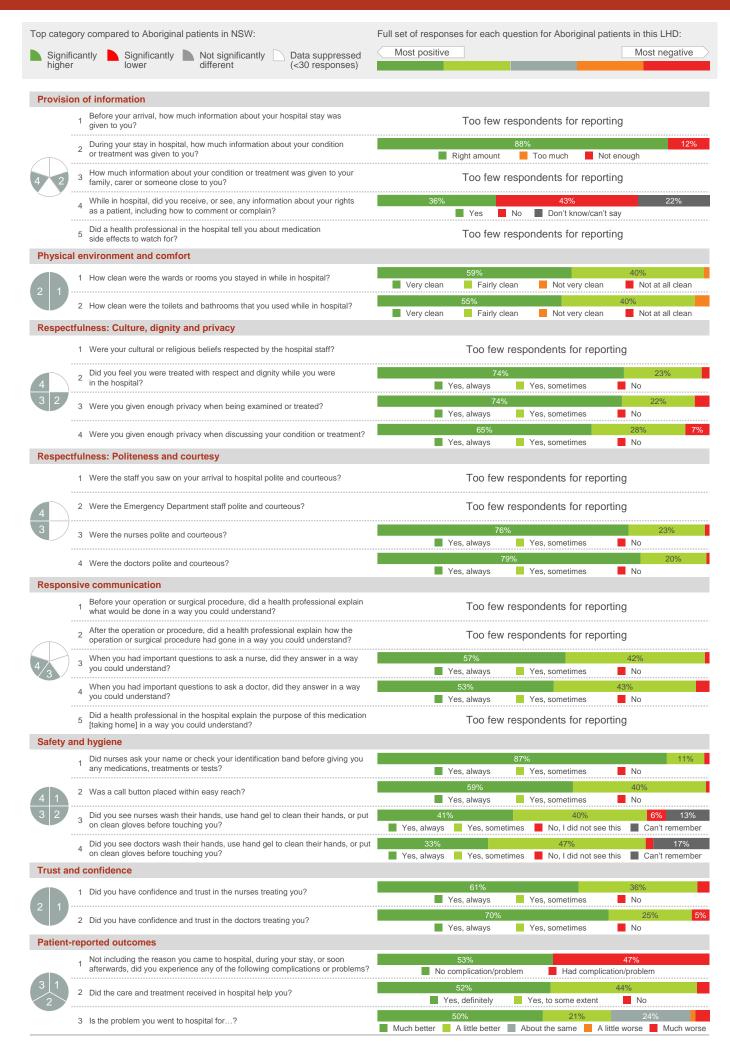
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in St Vincent's Health Network.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

| Top category compared to Aboriginal patients in NSW: | | Full set of responses for each question for Aboriginal patients in this LHD: | |
|--|--|--|--|
| Signifie higher | cantly Significantly Not significantly Data suppressed lower different (<30 responses) | Most positive Most negative | |
| Overall e | experience of care | | |
| | 1 If asked about your hospital experience by friends and family how would you respond? | 86% 9% 9 Would speak highly Neither highly/critical Would be critical | |
| 4 1 | 2 Overall, how would you rate the nurses who treated you? | 47% 49% Very good Good Neither good nor poor Poor Very poor | |
| 3 2 | 3 Overall, how would you rate the doctors who treated you? | 53% 43% Very good Good Neither good nor poor Poor Very poor | |
| | 4 Overall, how would you rate the care you received while in hospital? | 66% 27% 27% Very good Good Neither good nor poor Poor Very poor | |
| Access | and timeliness | | |
| | 1 Do you think the amount of time you spent in the emergency department was? | Too few respondents for reporting | |
| \frown \lor . | 2 Do you think the amount of time you waited was? | Too few respondents for reporting | |
| | ³ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | Too few respondents for reporting | |
| Assistar | ice and responsiveness | 000/ | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 68% 32% Yes, sometimes No | |
| 1. | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 46% 31% 24% Yes, always Yes, sometimes No | |
| 2. | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | Too few respondents for reporting | |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 20% 61% 17% All of time Most of the time Some of the time Rarely | |
| | 5 Did a health professional discuss your worries or fears with you? | Too few respondents for reporting | |
| Compre | hensive and whole-person care | | |
| | 1 Were the nurses kind and caring towards you? | 72% 26% Yes, always Yes, sometimes No | |
| | 2 Were the doctors kind and caring towards you? | 75% 22% 28% Ves, sometimes No | |
| Ζ. | 3 Was the hospital food suitable for your dietary needs? | Too few respondents for reporting | |
| | 4 Did hospital staff take your family and home situation into account when planning your discharge? | Too few respondents for reporting | |
| | $_{\rm 5}$ At the time you were discharged, did you feel that you were well enough to leave the hospital? | 86% 149 | |
| Coordin | ation and continuity | | |
| | 1 How well organised was the care you received in hospital? | 66% 29% Very well organised Fairly well organised Not well organi | |
| | 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | 37% 57% 57% No | |
| 32 | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 82% 14% | |
| | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | Too few respondents for reporting | |
| | 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 86% 14 ⁴ Yes No | |
| ingager | nent and participation | | |
| | 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | Too few respondents for reporting | |
| 4 | 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 61% 35% Ves, to some extent No | |
| 3 2 | 3 Did you feel involved in decisions about your discharge from hospital? | 51% 42% Yes, definitely Yes, to some extent No | |
| | ⁴ Thinking about when you left hospital, were you given enough information about how to manage your care at home? | 65% 26% 26% Ves, to some extent No | |



This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

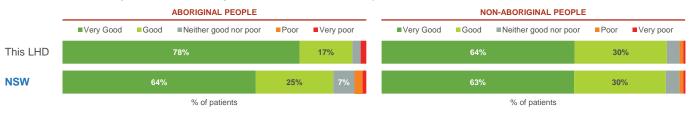
* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.



Sydney LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 6,701 | 608,594 |
| Surveys sent | 640 | 4,062 |
| Surveys returned | 113 | 1,501 |
| Response rate | 18% | 40% |
| Respondents per 100 hospitalised patients [†] | 8 | 2 |

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



At a glance

Aboriginal people make up approximately 1% of the residents in Sydney LHD.

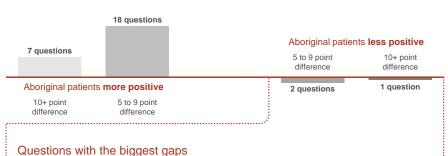
Completed surveys were received from 113 Aboriginal patients (approximately 8% of adult admitted Aboriginal patients in 2014).

Overall, **78%** of adult admitted Aboriginal patients in Sydney LHD rated the care they received in hospital as 'very good' – the highest proportion in NSW.

In Sydney LHD, there were **7** questions for which Aboriginal patients were more positive than non-Aboriginal patients; more than in any other LHD.

There was only **1** question for which Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points. In other LHDs, this ranged from 0 to 43 questions. In Sydney LHD do Aboriginal and non-Aboriginal patients' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



1. 'Always' given enough privacy when being

- examined or treated
- 'Always' given enough privacy when discussing condition or treatment
- 3. Doctors were 'always' polite and courteous

Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Sydney LHD were less positive than Aboriginal patients in NSW For **7** questions, Aboriginal patients in Sydney LHD were **MOI'e** positive than Aboriginal patients in NSW

Results at a glance: Aboriginal and non-Aboriginal patients

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Sydney LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

Figure 1 LHD results for all questions, most positive response category: Aboriginal and non-Aboriginal patients

| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|---|---|----|----|--|----|----|----|----|----|----|-----|
| Overall experience of care | | | | | | | | | | | |
| Nould 'speak highly' of the hospital to friends and family | | | | | | | | | | | |
| Dverall, nurses were rated as 'very good' | | | | | | | | | | * | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Dverall, care was rated as 'very good' | | | | | | | | | * | | |
| Access and timeliness | | | | | | | | | | | |
| ime spent in the emergency department was 'about right' | | | | | | | | | | | |
| ime waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| ime between booking appointment with specialist and dmission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk o a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| lealth professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | * | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for ervices needed | | | | | | | | | | | |
| old who to contact if worried about condition or reatment after discharge | | | | ************************************** | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |

| | Aborigin | 20 | | | | | - | 30 90 | |
|---|----------|----|------|------|----|---------------------------------------|------|-------|------|
| Provision of information | 0 10 | 20 | 30 4 | +0 c | 50 | 50 | 70 0 | 50 90 | 0 10 |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | * | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | | | |
| Responsive communication | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | · · · · · · · · · · · · · · · · · · · | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | |
| Safety and hygiene Nurses 'always' asked patient's name or checked ID band | | | | | | | | | |
| before giving medications/treatments/tests | | | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | |
| Trust and confidence | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | | | |

Results at a glance: Aboriginal patients only

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Sydney LHD.

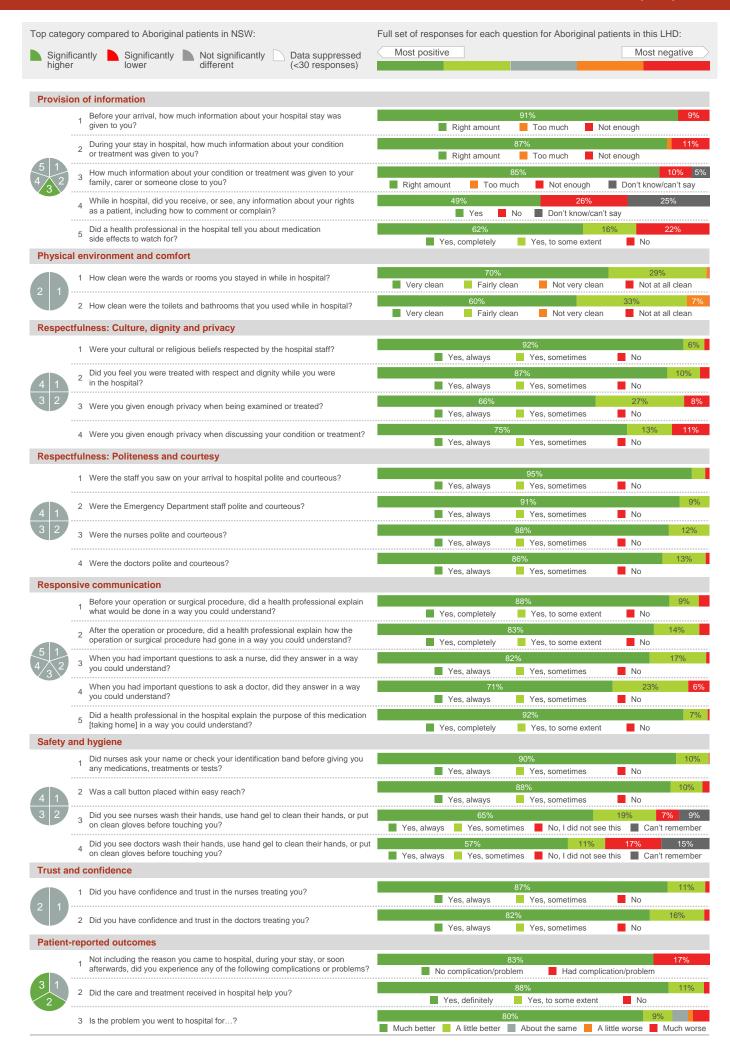
The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

Figure 2 LHD results for all questions, all responses: Aboriginal patients

| Top category compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
|--|--|
| Significantly Significantly Not significantly (<30 responses) | |
| Overall experience of care | |
| 1 If asked about your hospital experience by friends and family how would you respond? | 78% 18% 18% Would speak highly Neither highly/critical Would be critical |
| 4 1 2 Overall, how would you rate the nurses who treated you? | 83% 13% 13% Souther good nor poor Poor Very poor |
| 3 2 3 Overall, how would you rate the doctors who treated you? | 69% 26% 26% Cerv good Good Neither good nor poor Poor Very poor |
| 4 Overall, how would you rate the care you received while in hospital? | 78% 17% 17% Very good Good Neither good nor poor Poor Very poor |
| Access and timeliness | |
| 1 Do you think the amount of time you spent in the emergency department was. | 76% 17% 7% ▲ About right Slightly too long Much too long |
| 3 1 2 Do you think the amount of time you waited was? | 73% 13% 14% About right Slightly too long Much too long |
| ³ Do you think the total time between when you first tried to book an appointmen with a specialist and when you were admitted to hospital was? | nt 75% 13% 12% About right Slightly too long Much too long |
| Assistance and responsiveness | |
| 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 73% 27% Yes, always Yes, sometimes No |
| 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 59% 33% 9% Yes, always Yes, sometimes No |
| 4 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 60% 23% 11% 6% Yes, definitely Yes, to some extent No Don't know/can't say |
| 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | All of time Most of the time Some of the time Rarely Never |
| 5 Did a health professional discuss your worries or fears with you? | Too few respondents for reporting |
| Comprehensive and whole-person care | |
| 1 Were the nurses kind and caring towards you? | 87% 13% Ves, always Ves, sometimes No |
| 2 Were the doctors kind and caring towards you? | 86% 13% Yes, always Yes, sometimes No |
| 3 Was the hospital food suitable for your dietary needs? | Too few respondents for reporting |
| ⁴ Did hospital staff take your family and home situation into account when planning your discharge? | 82% 14% 14% |
| 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 92% 8% |
| Coordination and continuity | |
| 1 How well organised was the care you received in hospital? | 80% 18% Very well organised Fairly well organised |
| ² In your opinion, did the nurses who treated you know enough about your care and treatment? | 80% 14% 6% Yes, always Yes, sometimes No |
| 5 1 4 2 3 In your opinion, did the doctors who treated you know enough about your medical history? | 77% 13% 10% Yes, always Yes, sometimes No |
| Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 78% 10% 12% Yes, completely Yes, to some extent No |
| 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 92% 8% 8% |
| Engagement and participation | |
| Did you feel involved in the decision to use this medication in your ongoing treatment? | 63% 23% 15% Yes, completely Yes, to some extent No |
| 4 1 ² Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 64% 31% Ves, to some extent No |
| 3 2 3 Did you feel involved in decisions about your discharge from hospital? | 67% 21% 12% Yes, definitely Yes, to some extent No |
| ⁴ Thinking about when you left hospital, were you given enough information about how to manage your care at home? | 81% 13% 6% Yes, definitely Yes, to some extent No |



About the report

This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

More information about the oversampling of Aboriginal patients and the methods used to gather and analyse the survey data can be found in the *Technical Supplement* – *Adult Admitted Patient Survey 2014* available at **bhi.nsw.gov.au**



Western NSW LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 31,795 | 246,977 |
| Surveys sent | 1,189 | 4,112 |
| Surveys returned | 216 | 1,702 |
| Response rate | 18% | 47% |
| Respondents per 100 hospitalised patients [†] | 7 | 5 |

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



At a glance

Aboriginal people make up approximately 11% of the residents in Western NSW LHD.

Completed surveys were received from 216 Aboriginal patients (approximately 7% of adult admitted Aboriginal patients in 2014).

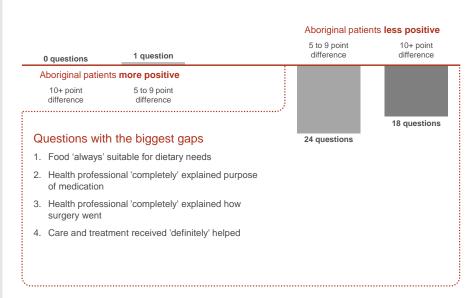
In Western NSW LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for about a third of survey questions (**18** questions). In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on the food, communication and outcomes of care.

For the question about suitability of food, there was a **20** percentage point gap in Western NSW LHD. For the same question there was a 23 percentage point gap in South Western Sydney LHD.

In Western NSW LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients'** experiences of care differ from Aboriginal patients elsewhere in NSW?

There were **NO** questions for which Aboriginal patients in Western NSW LHD were less positive than Aboriginal patients in NSW

Results at a glance: Aboriginal and non-Aboriginal patients

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Western NSW LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

Figure 1 LHD results for all questions, most positive response category: Aboriginal and non-Aboriginal patients

| | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
|---|---|----|---------------------------------------|----|----|----|----|----|----|--|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 00 | 70 | 80 | 90 | 10 |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | | * | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | * | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | * | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| Always' got the opportunity to talk to a nurse when needed | | | | | | | | | * | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | ***** | | | | | | | ***** | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | I | | * | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | _ | | | ************************************** | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | * | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | * | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | * * * * * * * * * * * * * * * * * * * | | | | | | | | |
| Engagement and participation | | | | | | | | | | | |
| Completely' involved in decisions about use of medication | | | | | | | | | | | |
| Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | 0 | Aborigina 10 | al patient 20 | s 🗾 30 | Non-Ab 40 | original 50 | patients 60 | s * Sigi 70 | nificant o 80 | differenc 90 | е 100 |
|---|---|-----------------|------------------|-----------|--------------|----------------|---|----------------|------------------|-----------------|----------|
| Provision of information | , in the second | 10 | 20 | | 10 | | | | | | |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | | | | * | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | | | * | | |
| While in hospital, received or saw information about patients' rights | | | | | | | | | | | |
| 'Completely' informed about medication side effects to watch for | | | | | | | | | | | |
| Physical environment and comfort | | | | | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | | * | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | | | | | | | |
| 'Always' treated with respect and dignity | | | | | | | | | | * | |
| 'Always' given enough privacy when being examined or treated | | | | | | | | | | | |
| Always' given enough privacy when discussing condition or treatment | | | | | | | | | | | |
| Respectfulness: Politeness and courtesy | | | | | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | | | | * | |
| Doctors were 'always' polite and courteous | | | | | | | | | | | |
| Responsive communication | | | | | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | | l | * | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | | | * | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | | | * | | |
| Safety and hygiene | | | | | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | | | I | | |
| Call button was 'always' placed within easy reach | | | | | | | | | | | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | | | | | |
| Trust and confidence | | | | | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | | | | * | |
| Always' had confidence and trust in doctors | | | | | | | | | | | |
| Patient-reported outcomes | | | | | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 | | | | |
| Care and treatment received 'definitely' helped | | | | | | | | | * | | |
| The problem went to hospital for 'much better' | | | | | | | | | k | | |

Results at a glance: Aboriginal patients only

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Western NSW LHD.

The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

Figure 2 LHD results for all questions, all responses: Aboriginal patients

| | gory compared to Aboriginal patients in NSW: | Full set of responses for each question for Aboriginal patients in this LHD: |
|-------------------|--|--|
| Signi highe | ificantly Significantly Not significantly Data suppressed or lower different (<30 responses) | |
|)verall | l experience of care | |
| | If asked about your hospital experience by friends and family how would you respond? | 69% 27% Would speak highly Neither highly/critical Vould be critical |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 65% 27% 6 Very good Good Neither good nor poor Poor Very poor |
| 3 2 | 3 Overall, how would you rate the doctors who treated you? | 70% 23% 23% 23% 200 Constant of the constant o |
| | 4 Overall, how would you rate the care you received while in hospital? | 58% 29% 10% Very good Good Neither good nor poor Poor Very poor |
| ccess | s and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 71% 24% About right Slightly too long Much too long |
| $\frac{1}{2}$ | 2 Do you think the amount of time you waited was? | 70% 20% 1 About right Slightly too long Much too long |
| | $_3$ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 62% 24% 149 About right Slightly too long Much too long |
| ssista | ance and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 67% 31% Yes, always Yes, sometimes No |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 57% 27% 15% Yes, always Yes, sometimes No |
| $\frac{1}{3}^{2}$ | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 46% 27% 17% 10 Yes, definitely Yes, to some extent No Don't know/can't statement |
| | 4 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 46% 37% 13% All of time Most of the time Some of the time Rarely |
| | 5 Did a health professional discuss your worries or fears with you? | 38% 39% 23% Yes, completely Yes, to some extent No |
| ompr | ehensive and whole-person care | Yes, completely Yes, to some extent No |
| ompr | | 76% 23% |
| | 1 Were the nurses kind and caring towards you? | Yes, always Yes, sometimes No |
| | 2 Were the doctors kind and caring towards you? | Yes, always Yes, sometimes No |
| 3 ² | 3 Was the hospital food suitable for your dietary needs? | Yes, always Yes, sometimes No |
| | 4 Did hospital staff take your family and home situation into account when planning your discharge? | Yes, completely Yes, to some extent No |
| | 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 92% |
| oordi | nation and continuity | |
| | 1 How well organised was the care you received in hospital? | 57% 39% Very well organised Fairly well organised Not well organised |
| | 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | 66% 26% 26% 26% 26% 26% 26% 26% 26% 26% |
| 1 3^2 | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 69% 19% 11 ■ Yes, always ■ Yes, sometimes ■ No |
| 5 | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 65% 19% 16% |
| | 5 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 79% 21% |
| | ement and participation | |
| ngage | 1 Did you feel involved in the decision to use this medication in your | 57% 28% 15% Yes, completely Yes, to some extent No |
| ngage | ongoing treatment? | |
| ngage | 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 60% 30% 1 Yes, definitely Yes, to some extent No |
| ngage 1 2 | 2 Were you involved, as much as you wanted to be, in decisions about | |



About the report

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⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

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Western Sydney LHD

| | ABORIGINAL PEOPLE | NON-ABORIGINAL PEOPLE |
|--|-------------------|-----------------------|
| Number of residents | 14,878 | 891,716 |
| Surveys sent | 798 | 4,514 |
| Surveys returned | 153 | 1,417 |
| Response rate | 19% | 34% |
| Respondents per 100 hospitalised patients [†] | 7 | 1 |

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



At a glance

Aboriginal people make up approximately 2% of the residents in Western Sydney LHD.

Completed surveys were received from 153 Aboriginal patients (approximately 7% of adult admitted Aboriginal patients in 2014).

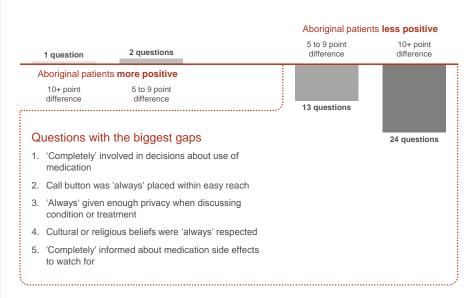
In Western Sydney LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for **24** questions. In other LHDs, this ranged from 0 to 43 questions.

Questions with the biggest gaps focused on patient engagement, respect and safety.

For the question about involvement in decisions about medication, there was a **28** percentage point gap in Western Sydney LHD. No other LHD had a larger gap for this question.

In Western Sydney LHD do **Aboriginal and non-Aboriginal patients**' experiences of care differ?

Percentage point difference between responses from Aboriginal and non-Aboriginal patients



Do **Aboriginal patients**' experiences of care differ from Aboriginal patients elsewhere in NSW?

61%

of Aboriginal patients in Western Sydney LHD said the call button was 'always' placed within easy reach

Compared with 83% of Aboriginal patients in NSW

36%

of Aboriginal patients in Western Sydney LHD said they were 'completely' involved in decisions about use of medication

Compared with 65% of Aboriginal patients in NSW

Results at a glance: Aboriginal and non-Aboriginal patients

This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in Western Sydney LHD by question and theme.

The proportion of patients who selected the most positive response category for each question is shown. An asterisk is shown where the result for Aboriginal and non-Aboriginal patients was found to be significantly different. Where the number of respondents was under 30, no results are shown.

Figure 1 LHD results for all questions, most positive response category: Aboriginal and non-Aboriginal patients

| | - | | | | | original | | | | | |
|--|---|----|----|----|----|----------|----|----|----|----|-----|
| Overall experience of care | 0 | 10 | 20 | 30 | 40 | 50 | 60 | 70 | 80 | 90 | 100 |
| Would 'speak highly' of the hospital to friends and family | | | | | | | | ÷. | | | |
| | | | | | | | | | | | |
| Overall, nurses were rated as 'very good' | | | | | | | | | | | |
| Overall, doctors were rated as 'very good' | | | | | | | | | | | |
| Overall, care was rated as 'very good' | | | | | | | | | | | |
| Access and timeliness | | | | | | | | | | | |
| Time spent in the emergency department was 'about right' | | | | | | | | | | | |
| Time waited to be admitted to hospital was 'about right' | | | | | | | | | | | |
| Time between booking appointment with specialist and admission for procedure was 'about right' | | | | | | | | | | | |
| Assistance and responsiveness | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a nurse when needed | | | | | | | | | | | |
| 'Always' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Family or someone close 'definitely' got the opportunity to talk to a doctor when needed | | | | | | | | | | | |
| Staff assisted within a reasonable timeframe 'all of the time' | | | | | | | | | | | |
| Health professional 'completely' discussed worries or fears | | | | | | | | | | | |
| Comprehensive and whole-person care | | | | | | | | | | | |
| Nurses were 'always' kind and caring | | | | | | | | | | | |
| Doctors were 'always' kind and caring | | | | | | | | | | | |
| Food 'always' suitable for dietary needs | | | | | | | | | | | |
| Staff 'completely' considered family and home situation when planning discharge | | | | | | | | | | | |
| At discharge, felt well enough to leave hospital | | | | | | | | | | | |
| Coordination and continuity | | | | | | | | | | | |
| Care was 'very well organised' | | | | | | | | | | | |
| Nurses 'always' knew enough about patient's care and treatment | | | | | | | | | | | |
| Doctors 'always' knew enough about patient's medical history | | | | | | | | | | | |
| At discharge, 'completely' adequate arrangements made for services needed | | | | | | | | | | | |
| Told who to contact if worried about condition or treatment after discharge | | | | | | | | | | I | |
| Engagement and participation | | | | | | | | | | | |
| 'Completely' involved in decisions about use of medication | | | | | | - | | * | | | |
| 'Definitely' involved in decisions about care and treatment | | | | | | | | | | | |
| 'Definitely' involved in decisions about discharge | | | | | | | | | | | |
| Given 'completely' enough information to manage care at home | | | | | | | | | | | |

| | | patients 20 | 30 | | 60 | | 0 10 |
|---|------|----------------|----|---|----|------|------|
| Provision of information | | | | | | | |
| Given 'right amount' of information about hospital stay before arrival | | | | | | | |
| Given 'right amount' of information about condition or treatment during stay | | | | | | | |
| Family or someone close given 'right amount' of information about condition or treatment | | | | | | | |
| While in hospital, received or saw information about patients' rights | | | | | | | • |
| 'Completely' informed about medication side effects to watch for | | | | l | | | |
| Physical environment and comfort | | | | | | | |
| Wards or rooms were 'very clean' | | | | | | | |
| Toilets and bathrooms were 'very clean' | | | | | | | |
| Respectfulness: Culture, dignity and privacy | | | | | | | |
| Cultural or religious beliefs were 'always' respected | | | | | l | | |
| 'Always' treated with respect and dignity | | | | | l | | |
| 'Always' given enough privacy when being examined or treated | | | | | | | |
| 'Always' given enough privacy when discussing condition or treatment | | | | | | * | |
| Respectfulness: Politeness and courtesy | | | | | | | |
| Staff seen on arrival were 'always' polite and courteous | | | | | | | |
| Emergency department staff were 'always' polite and courteous | | | | | | | |
| Nurses were 'always' polite and courteous | | | | | | | |
| Doctors were 'always' polite and courteous | | | | | | | |
| Responsive communication | | | | | | | |
| Health professional 'completely' explained what would be done in surgery | | | | | | | |
| Health professional 'completely' explained how surgery went | | | | | | | |
| Nurses 'always' answered important questions in an understandable way | | | | | | | |
| Doctors 'always' answered important questions in an understandable way | | | | | | | |
| Health professional 'completely' explained purpose of medication | | | | | | | |
| Safety and hygiene | | | | | | | |
| Nurses 'always' asked patient's name or checked ID band before giving medications/treatments/tests | | | | | | | |
| Call button was 'always' placed within easy reach | | | | | | * | |
| 'Always' saw nurses wash their hands or use clean gloves | | | | | | | |
| 'Always' saw doctors wash their hands or use clean gloves | | | | | | | |
| Trust and confidence | | | | | | | |
| 'Always' had confidence and trust in nurses | | | | | | | |
| 'Always' had confidence and trust in doctors | | | | | | | |
| Patient-reported outcomes | | | | | | | |
| Did not experience complication related to hospital care | | | | | | | |
| Care and treatment received 'definitely' helped | | | | | | | |
| The problem went to hospital for 'much better' | | | | | | | |

Results at a glance: Aboriginal patients only

Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Western Sydney LHD.

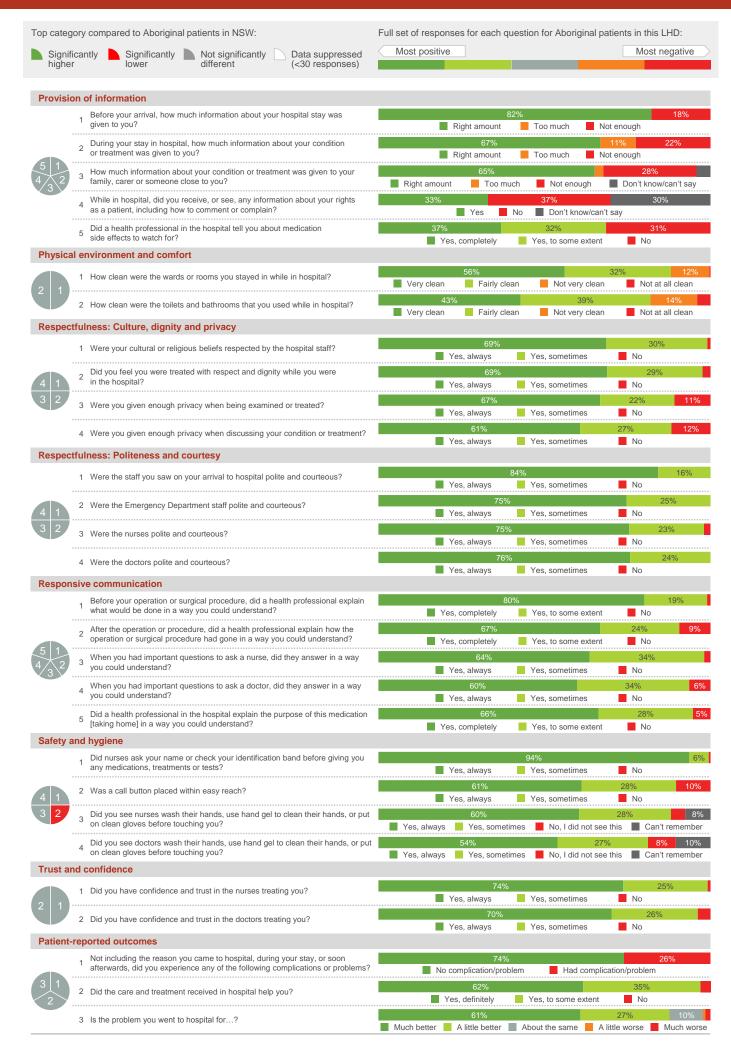
The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

The stacked bar charts on the right show the proportion of Aboriginal patients in this LHD who selected each response category.

Figure 2 LHD results for all questions, all responses: Aboriginal patients

| <u> </u> | | Most positive Most negative |
|----------------------|--|---|
| Signii highe | ficantly Significantly Not significantly Data suppressed er lower different (<30 responses) | |
| verall | experience of care | |
| | If asked about your hospital experience by friends and family how would you respond? | 64% 20% 16% Would speak highly Neither highly/critical Vould be critical |
| 1 | 2 Overall, how would you rate the nurses who treated you? | 63% 23% 11% Very good Good Neither good nor poor Poor Very poor |
| 2 | 3 Overall, how would you rate the doctors who treated you? | 62% 24% 11% Very good Good Neither good nor poor Poor Very poor |
| | 4 Overall, how would you rate the care you received while in hospital? | 55% 30% 12% Very good Good Neither good nor poor Poor Very poor |
| ccess | and timeliness | |
| | 1 Do you think the amount of time you spent in the emergency department was? | 53% 6% 40% About right Slightly too long Much too long |
| $\frac{1}{2}$ | 2 Do you think the amount of time you waited was? | 83% 9% About right Slightly too long Much too long |
| | $_3$ Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was? | 52% 41% About right Slightly too long Much too long |
| ssista | ance and responsiveness | |
| | 1 If you needed to talk to a nurse, did you get the opportunity to do so? | 59% 35% Yes, always Yes, sometimes No |
| | 2 If you needed to talk to a doctor, did you get the opportunity to do so? | 40% 52% Yes, always Yes, sometimes |
| $\frac{1}{3}^{2}$ | 3 If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so? | 35% 34% 24% Yes, definitely Yes, to some extent No Don't know/can't statement |
| | ⁴ If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe? | 40% 40% 11% All of time Most of the time Some of the time Rarely |
| | 5 Did a health professional discuss your worries or fears with you? | 30% 34% 36% Yes, completely Yes, to some extent No |
| ompre | ehensive and whole-person care | |
| | 1 Were the nurses kind and caring towards you? | 78% 21% Yes, always Yes, sometimes No |
| | 2 Were the doctors kind and caring towards you? | 70% 28% Yes, always Yes, sometimes No |
| 1 3 ² | 3 Was the hospital food suitable for your dietary needs? | 61% 30% 9 Yes, always Yes, sometimes No |
| | 4 Did hospital staff take your family and home situation into account when planning your discharge? | 58% 30% 12 Yes, completely Yes, to some extent No |
| | 5 At the time you were discharged, did you feel that you were well enough to leave the hospital? | 77% 23% 23% |
| oordi | nation and continuity | |
| | 1 How well organised was the care you received in hospital? | 49% 38% 13 Very well organised Fairly well organised Not well organi |
| | 2 In your opinion, did the nurses who treated you know enough about your care and treatment? | 56% 28% 16% Yes, always Yes, sometimes No |
| $\frac{1}{\sqrt{2}}$ | 3 In your opinion, did the doctors who treated you know enough about your medical history? | 53% 40% Yes, always Yes, sometimes |
| 3 | ⁴ Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? | 58% 29% 13' Yes, completely Yes, to some extent No |
| | ⁵ Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? | 73% 27% 27% |
| ngage | ement and participation | |
| | 1 Did you feel involved in the decision to use this medication in your ongoing treatment? | 36% 46% 17% ■ Yes, completely Yes, to some extent No |
| | 2 Were you involved, as much as you wanted to be, in decisions about your care and treatment? | 47% 45% Yes, definitely Yes, to some extent |
| | | 52% 38% 1 |
| 2 | 3 Did you feel involved in decisions about your discharge from hospital? | Yes, definitely Yes, to some extent No |



About the report

This profile is a supplement to BHI's report *Patient Perspectives: Hospital care for Aboriginal people.* The report details the results from the oversampling of Aboriginal patients in the 2014 Adult Admitted Patient Survey (AAPS). The oversampling was undertaken to allow sufficient numbers of Aboriginal respondents for reporting results at an LHD level.

Questionnaires were mailed on a monthly basis to patients who were admitted to one of 80 NSW public hospitals (peer groups A-C) between January and December 2014. Approximately 70,000 surveys were mailed to patients across NSW, including around 13,000 to Aboriginal patients.

The response rate for Aboriginal patients across NSW was 21%. Among non-Aboriginal patients, the response rate was 44%[^].

In line with the report, this profile focuses on 55 of the 106 questions asked in the questionnaire. These questions were selected with input from a project advisory committee and cover a range of themes considered important for assessing hospital care for Aboriginal people.

Survey results were weighted by age group and stay type (i.e. same day or overnight inpatients) in order to be representative of patients within each hospital and LHD. Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap.

For some LHDs, the relatively small number of Aboriginal respondents to the survey meant that significant differences between their results and that of comparison groups may not have been detectable. Therefore, in addition to presenting significant differences, the percentage point difference in the gap between Aboriginal and non-Aboriginal patients is also reported.

Identifying Aboriginal patients

This report uses the term 'Aboriginal people' to refer to Aboriginal and Torres Strait Islander people, in line with the NSW Health policy, which recognises that Aboriginal people are the original inhabitants of NSW.

The sample of Aboriginal patients mailed the survey was identified through the Admitted Patients Data Collection (APDC).

The results of the survey are shown by Aboriginal and non-Aboriginal patients as defined by responses to the survey question: *Are you of Aboriginal origin, Torres Strait Islander origin, or both?* Those who did not answer the survey question were excluded from the analyses.

⁺ Estimated coverage of adult admitted patients in 2014 within the survey scope.

* The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

More information about the oversampling of Aboriginal patients and the methods used to gather and analyse the survey data can be found in the *Technical Supplement* – *Adult Admitted Patient Survey 2014* available at **bhi.nsw.gov.au**