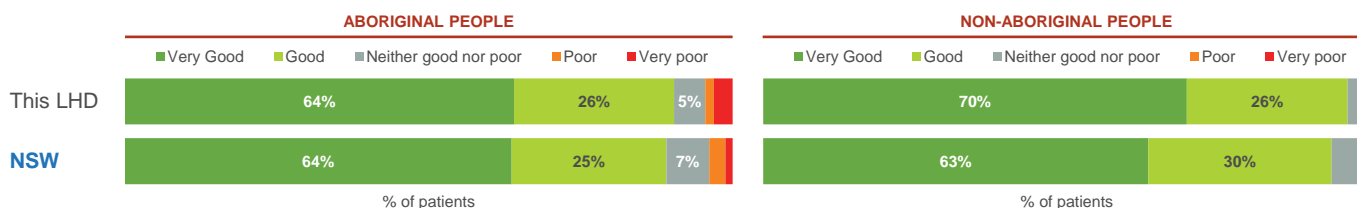


Central Coast LHD

	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).

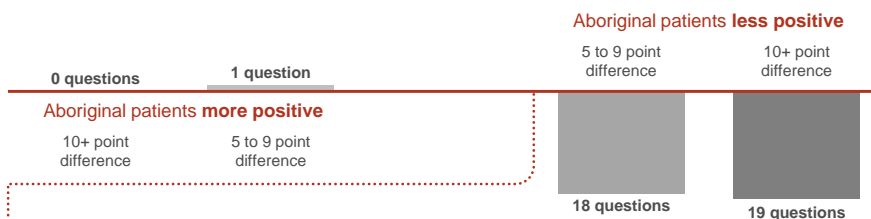
In Central Coast LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for 19 questions. In other LHDs, this ranged from 0 to 43 questions.

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



Questions with the biggest gaps

1. Cultural or religious beliefs were 'always' respected
2. Health professional 'completely' explained purpose of medication
3. Family or someone close given 'right amount' of information about condition or treatment
4. Doctors 'always' answered important questions in an understandable way

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

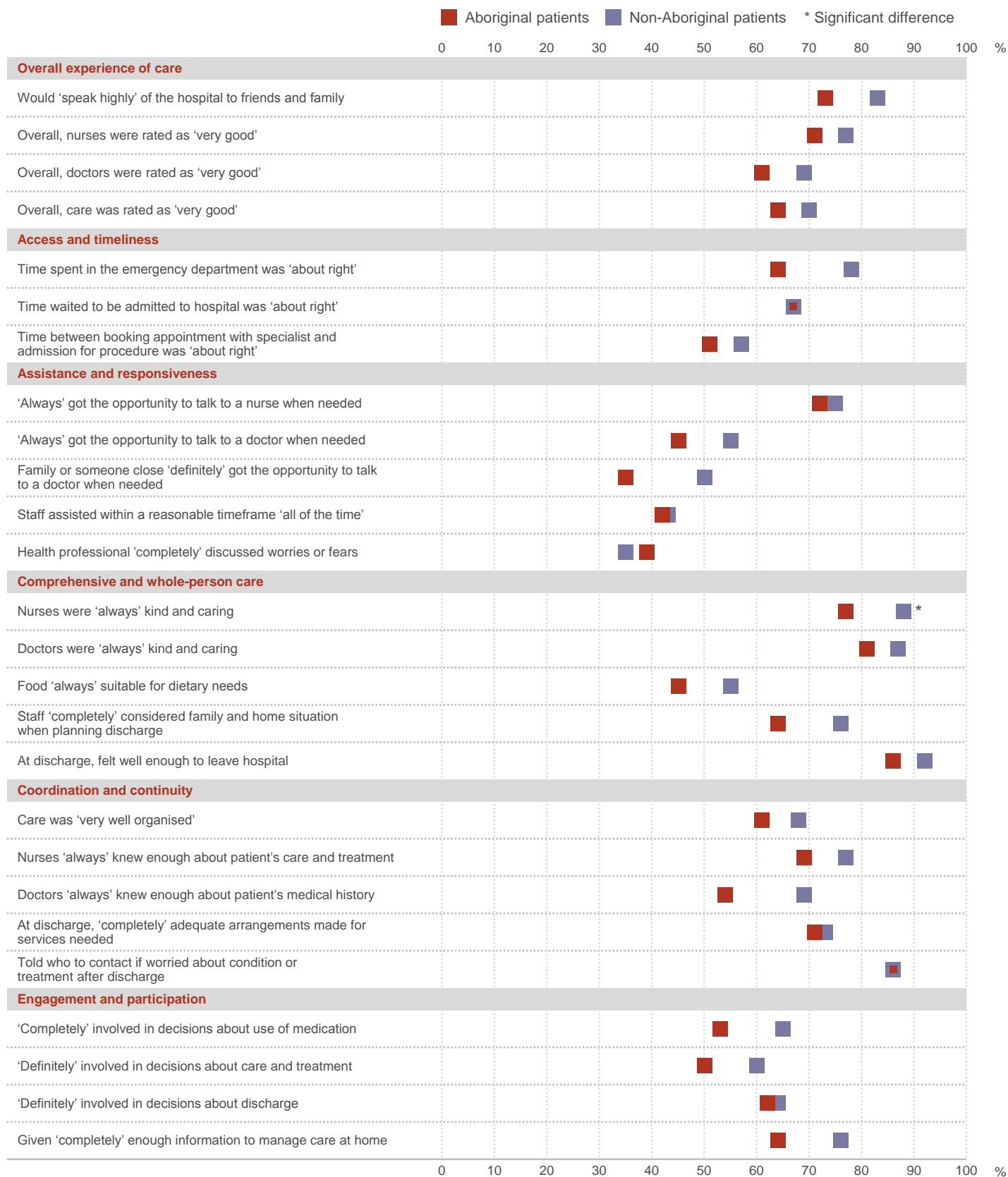
There were **no** questions for which Aboriginal patients in Central Coast LHD were less positive than Aboriginal patients in NSW

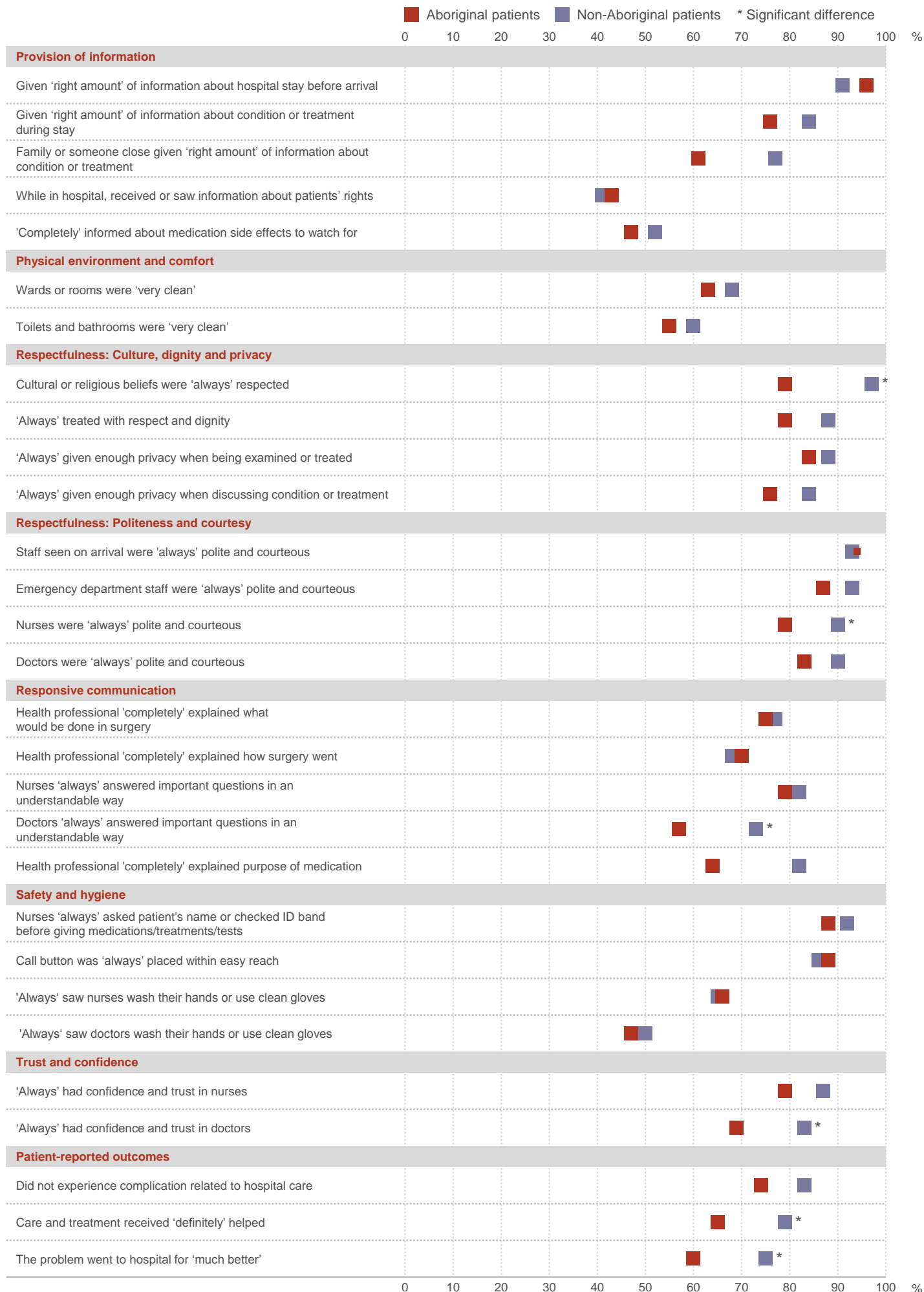
Results at a glance: Aboriginal and non-Aboriginal patients

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 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.

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



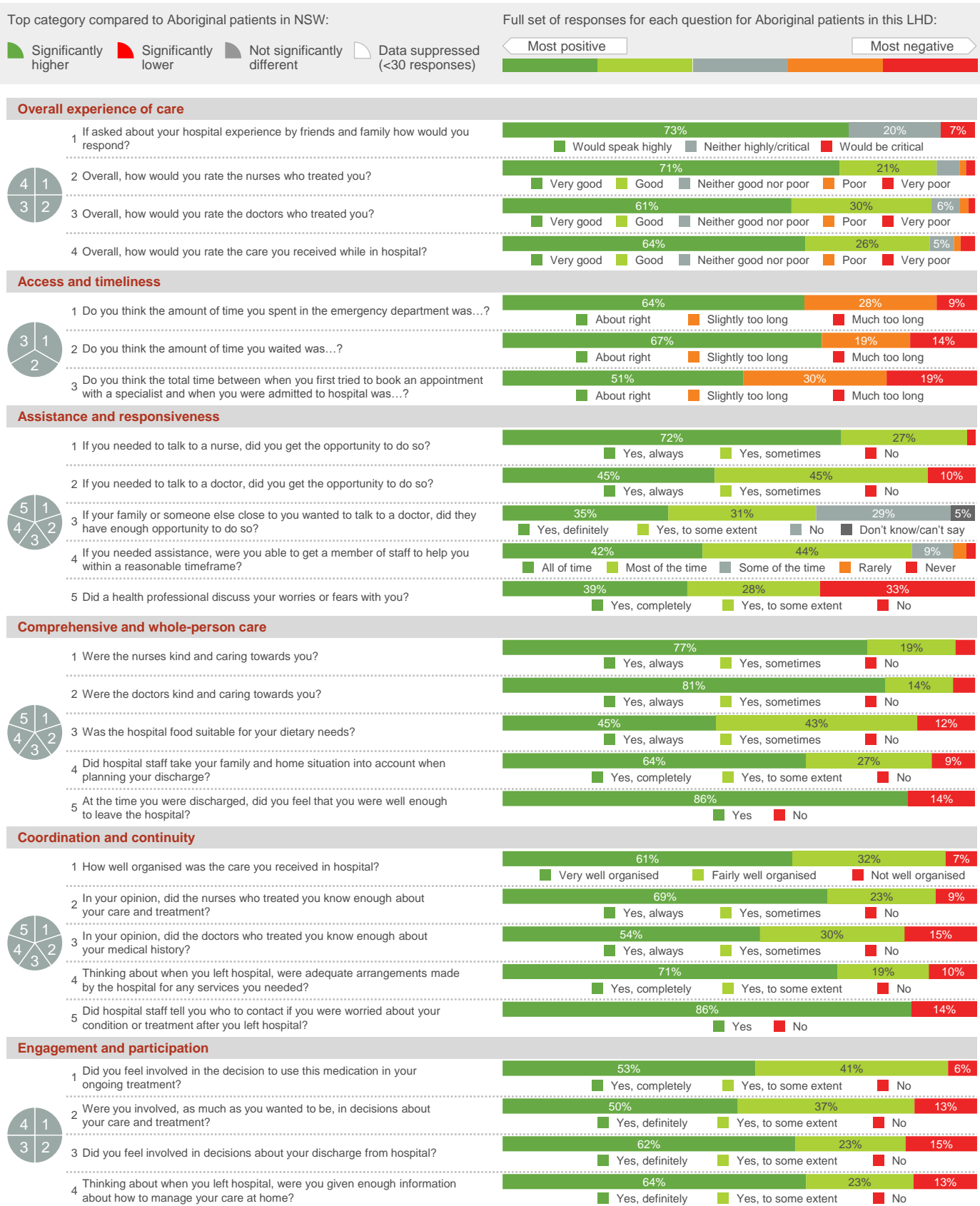


Results at a glance: Aboriginal patients only

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

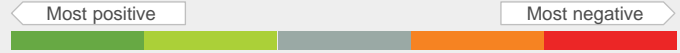
Figure 2 LHD results for all questions, all responses: Aboriginal patients



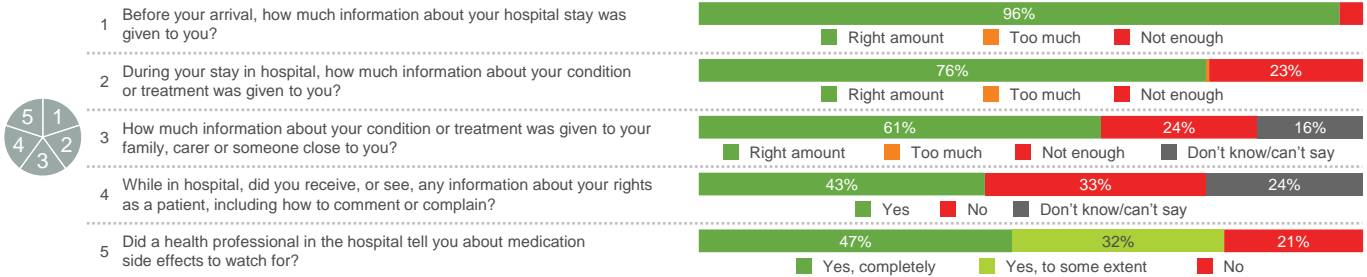
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



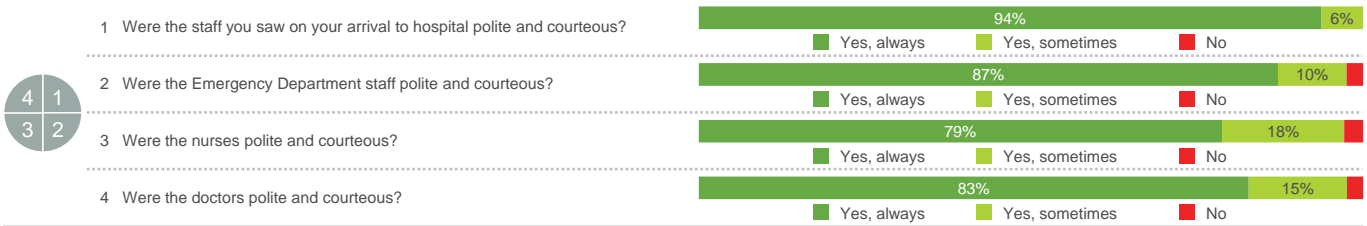
Physical environment and comfort



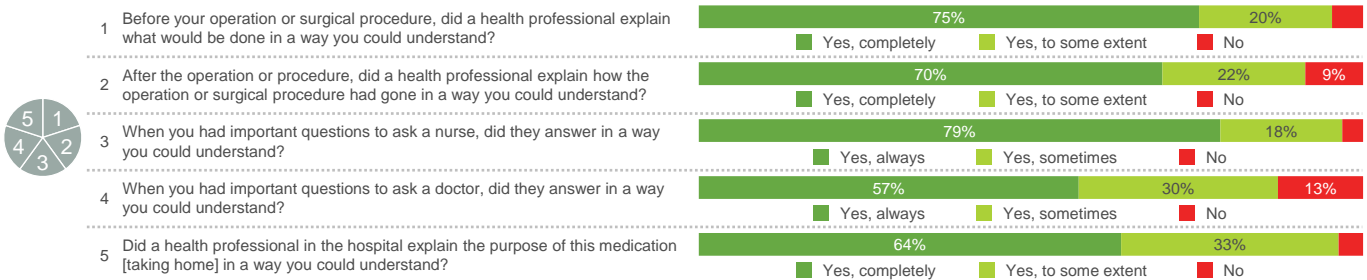
Respectfulness: Culture, dignity and privacy



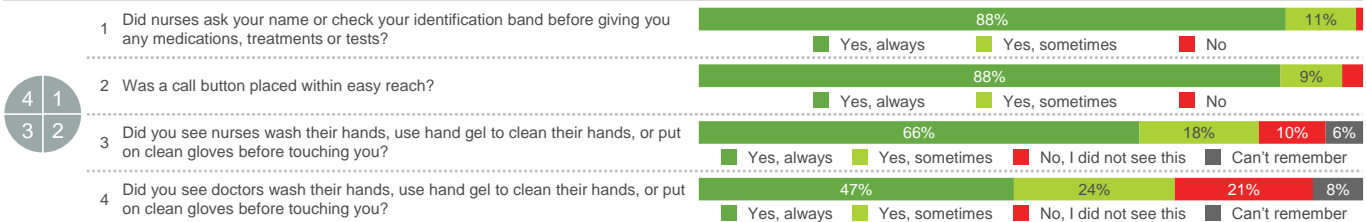
Respectfulness: Politeness and courtesy



Responsive communication



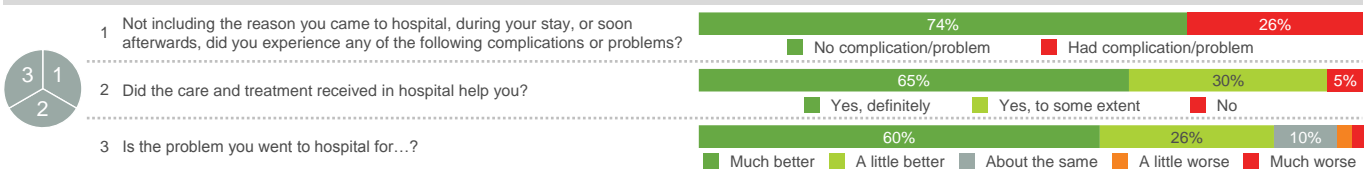
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

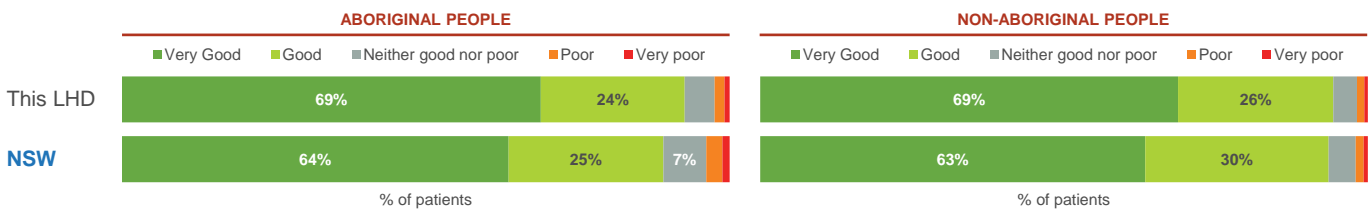
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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



Questions with the biggest gaps

1. Nurses 'always' knew enough about patient's care and treatment
2. Health professional 'completely' explained what would be done in surgery
3. Doctors 'always' answered important questions in an understandable way

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 **more** positive than Aboriginal patients in NSW

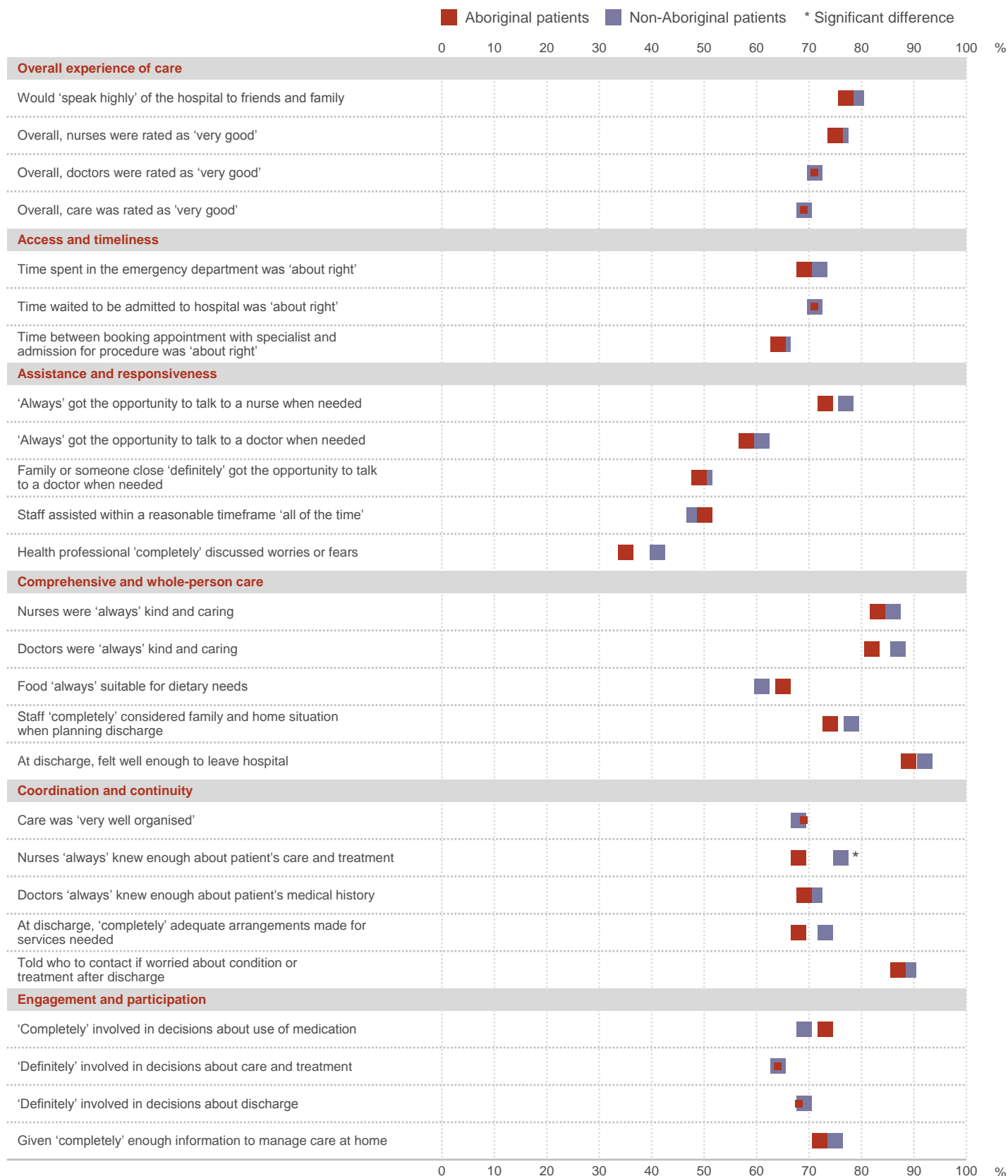
Results at a glance: Aboriginal and non-Aboriginal patients

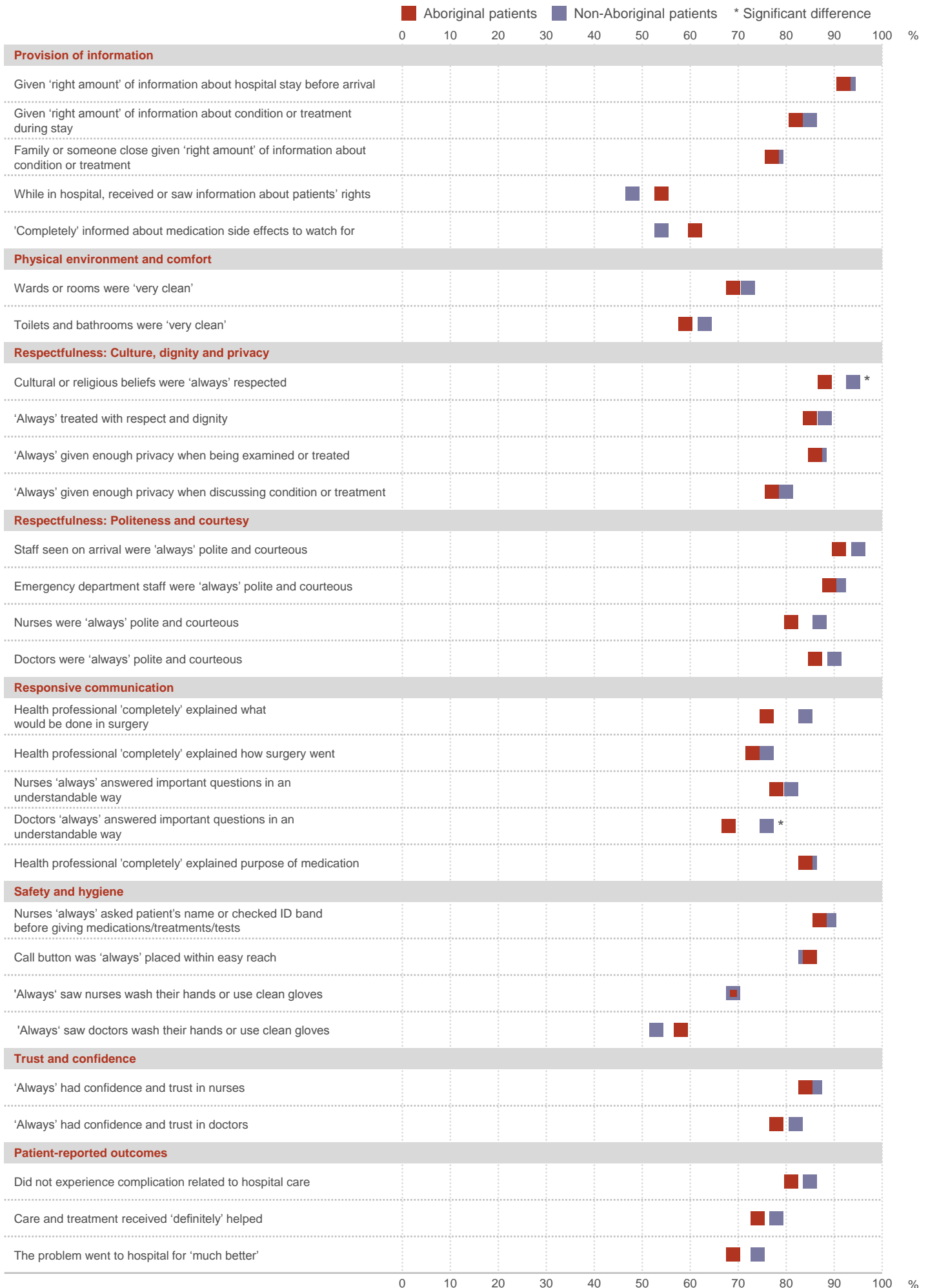
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

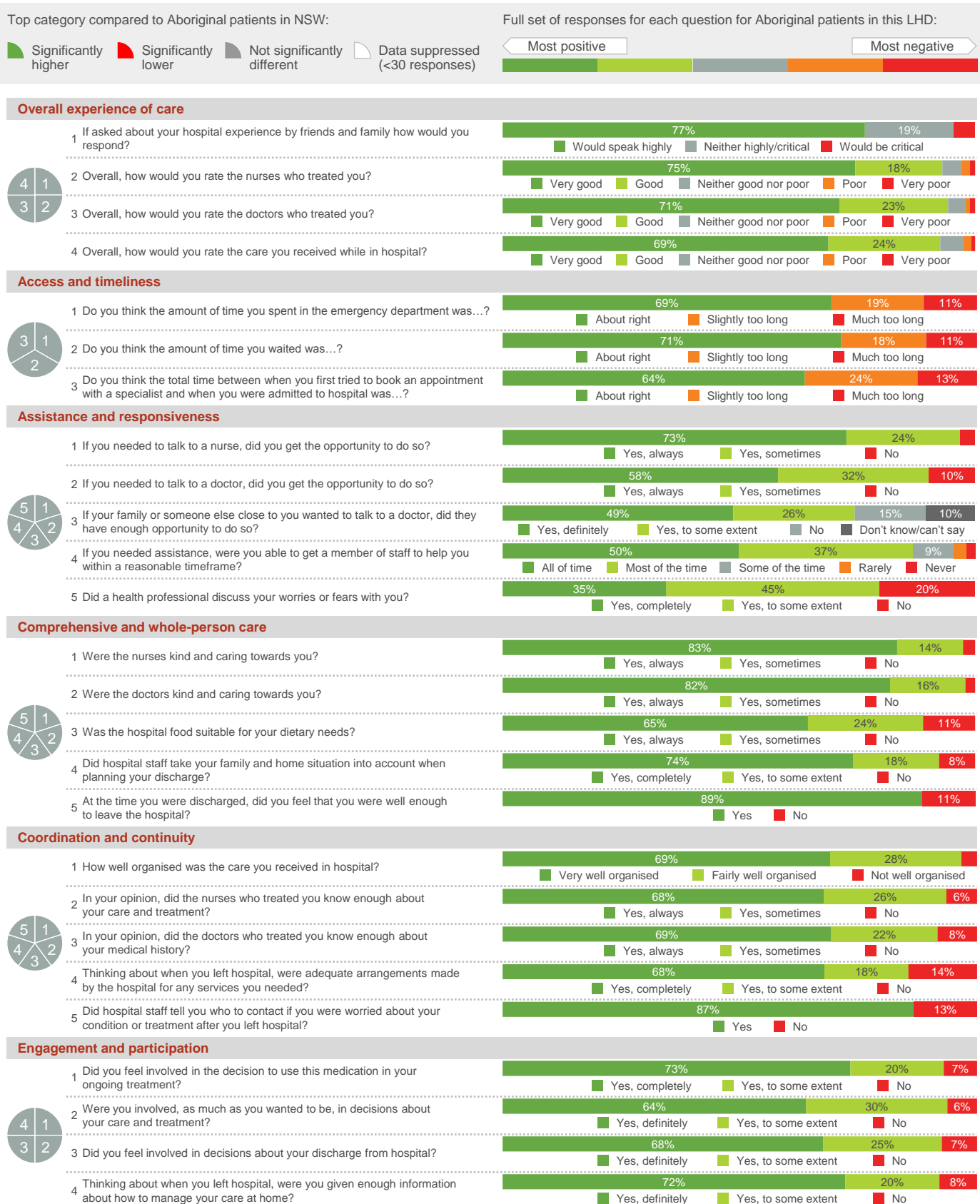
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Hunter New England LHD.

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

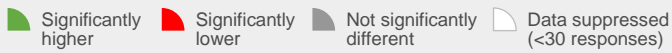
from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

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

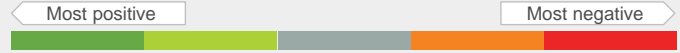
Figure 2 LHD results for all questions, all responses: Aboriginal patients



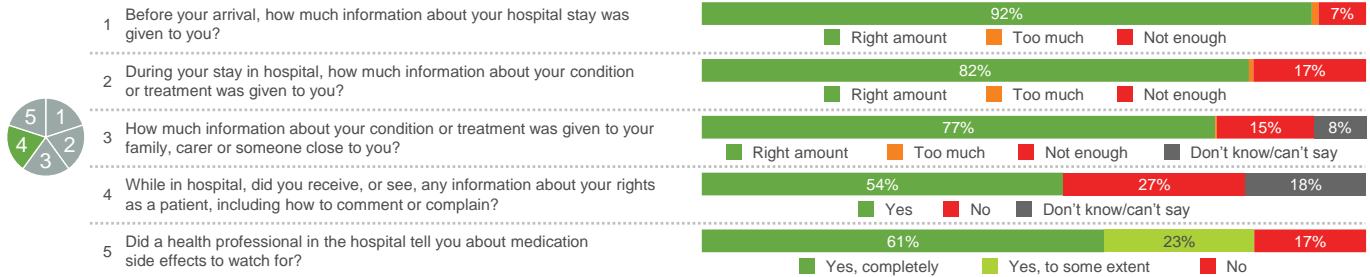
Top category compared to Aboriginal patients in NSW:



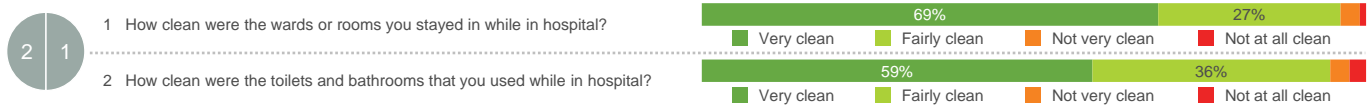
Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



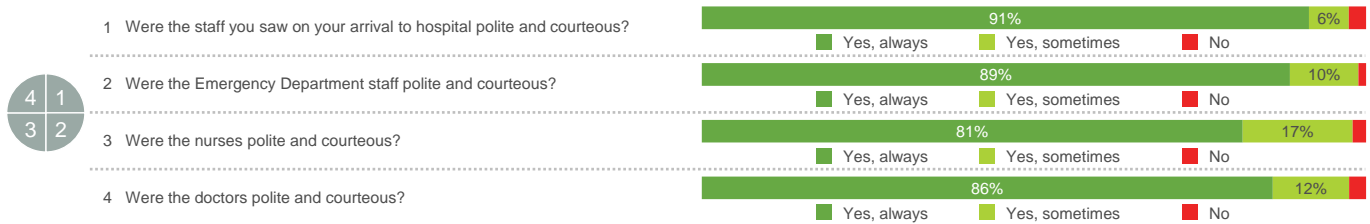
Physical environment and comfort



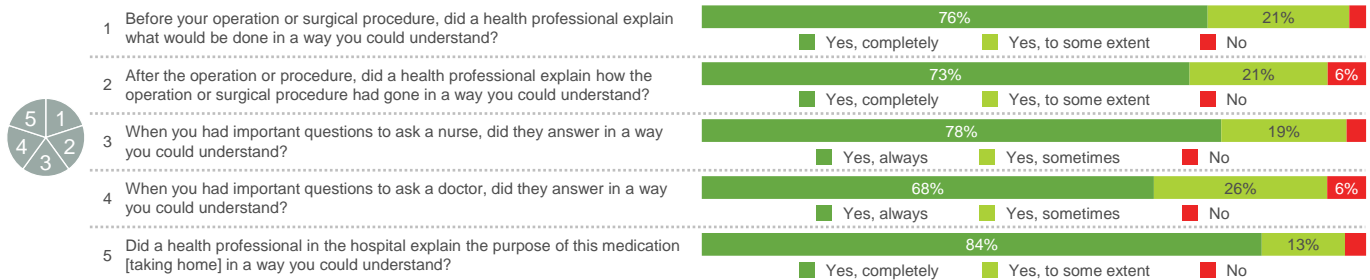
Respectfulness: Culture, dignity and privacy



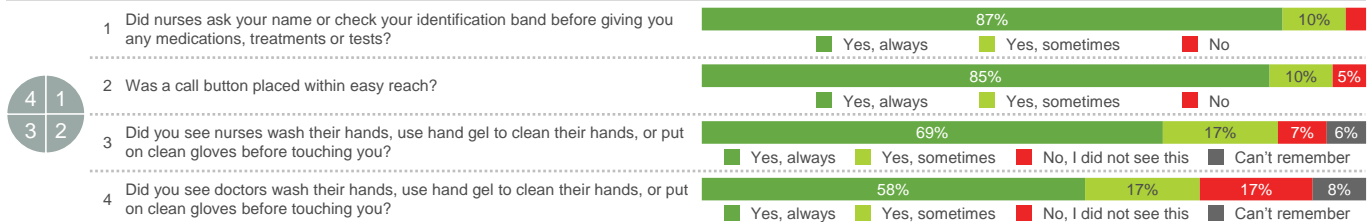
Respectfulness: Politeness and courtesy



Responsive communication



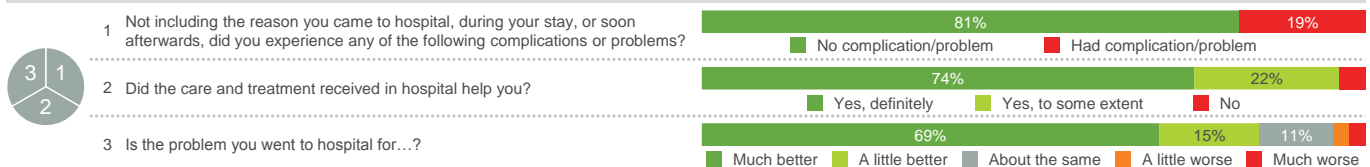
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

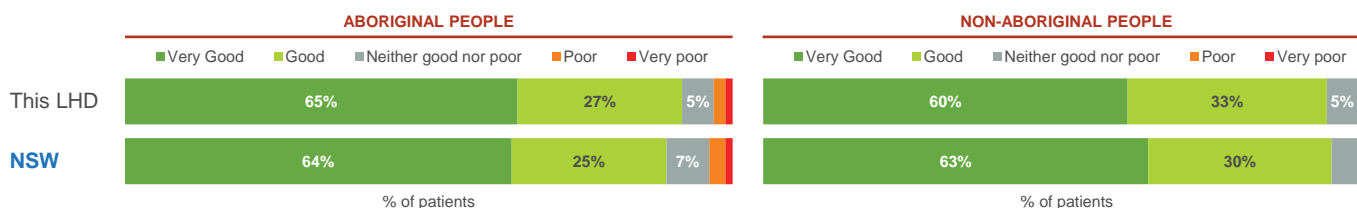
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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



Questions with the biggest gaps

1. Family or someone close given 'right amount' of information about condition or treatment
2. Time spent in the emergency department was 'about right'
3. Emergency department staff were 'always' polite and courteous
4. Time waited to be admitted to hospital was 'about right'
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?

48%

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

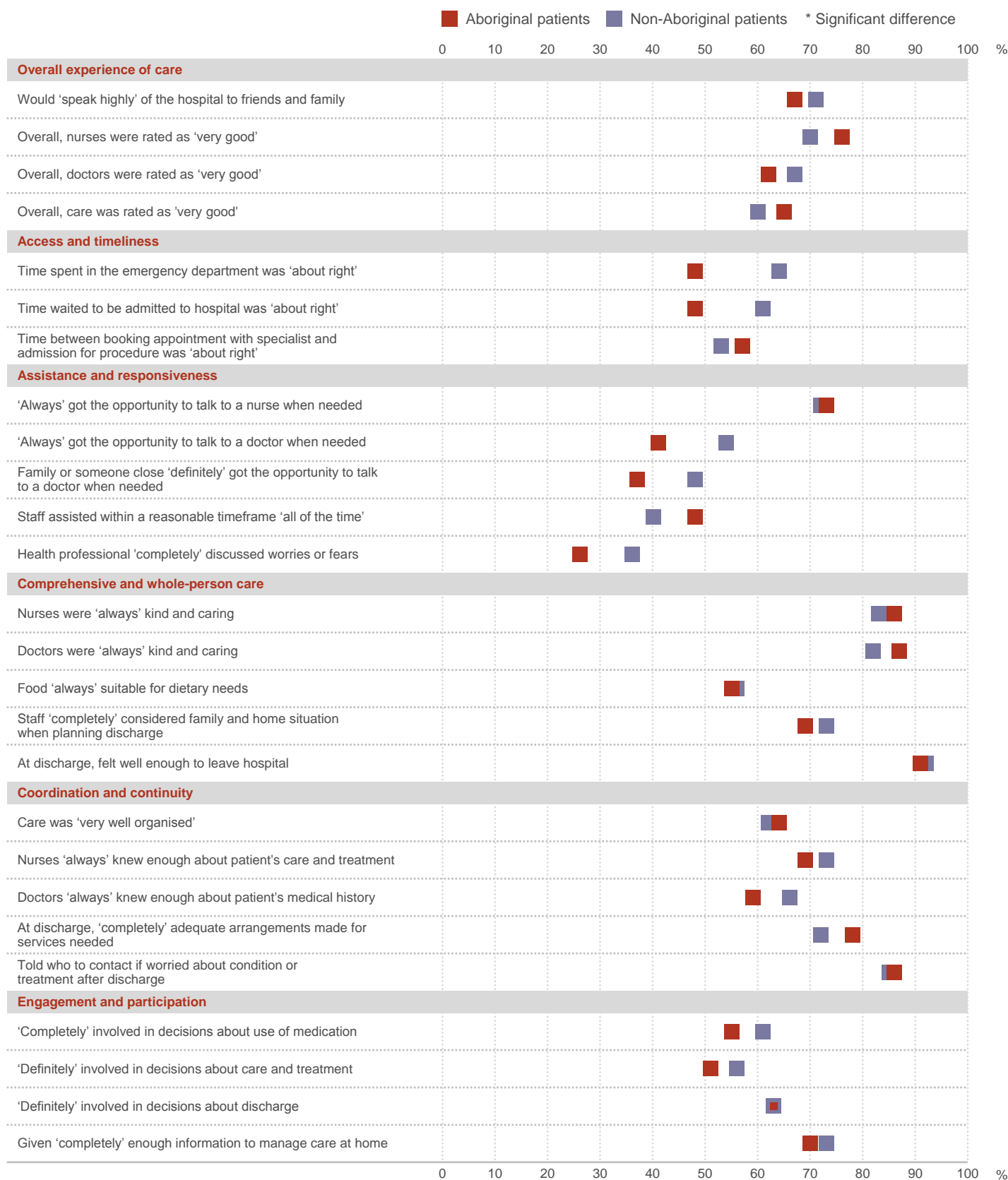
Results at a glance: Aboriginal and non-Aboriginal patients

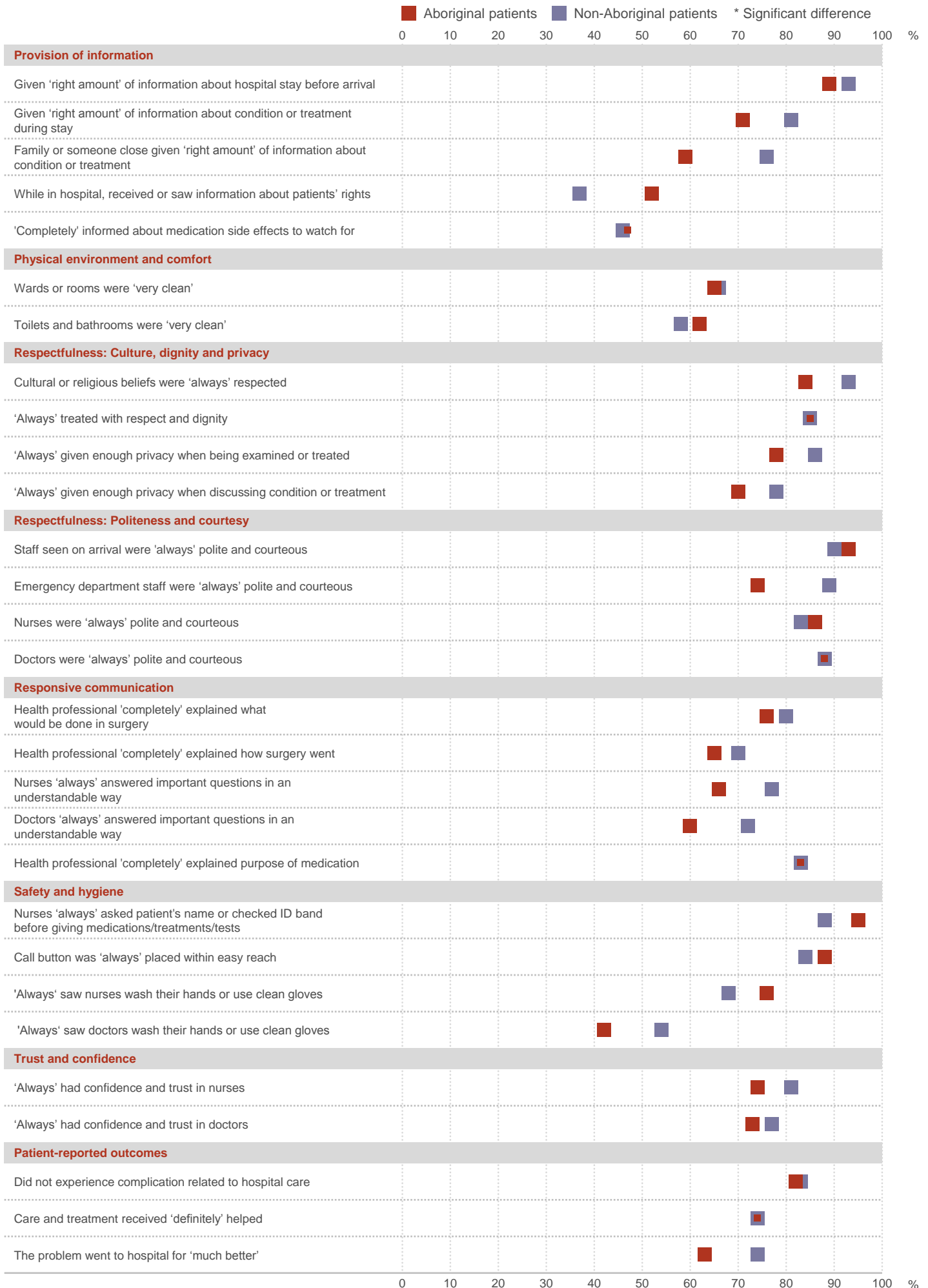
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

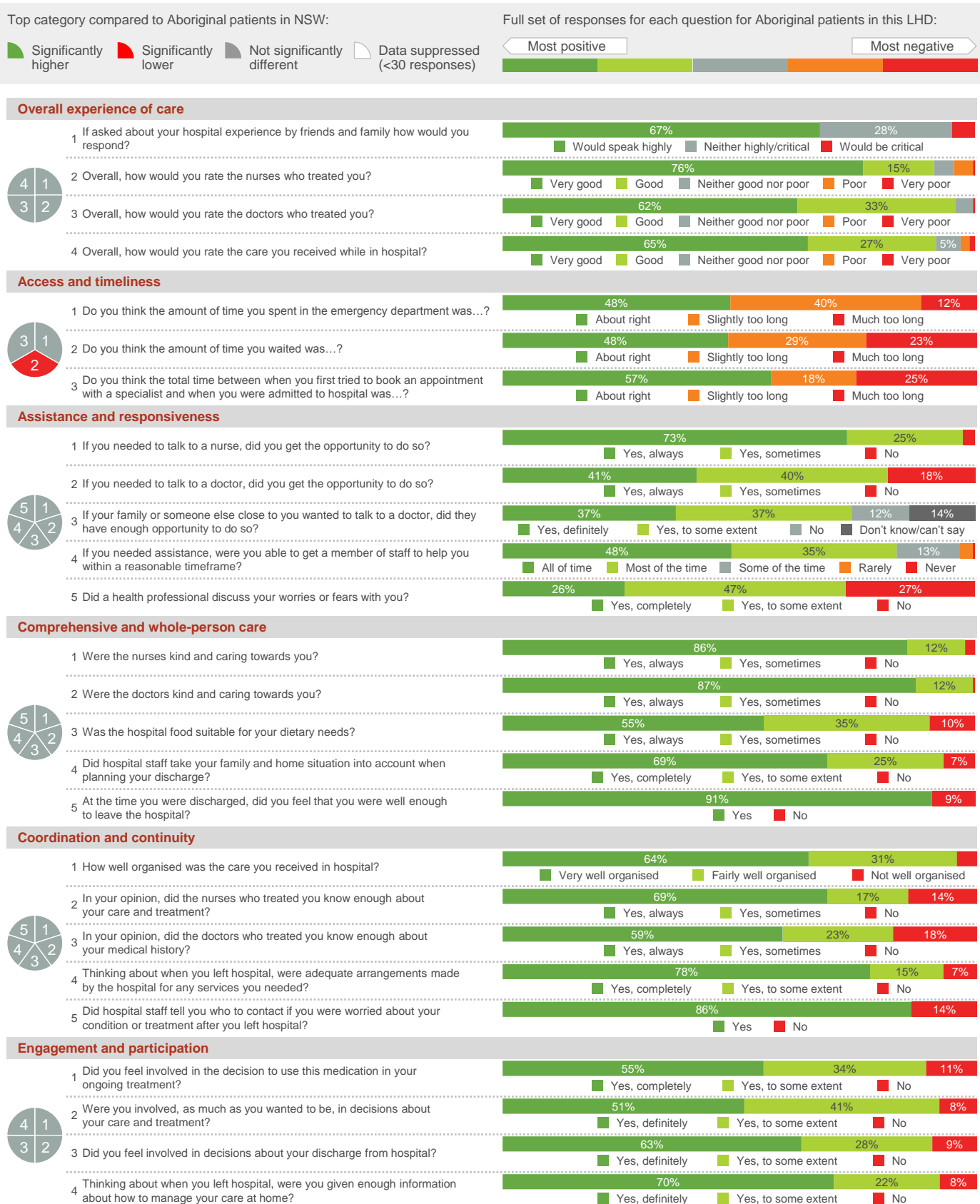
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Illawarra Shoalhaven LHD.

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

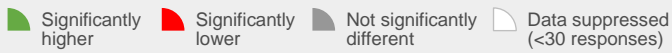
The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

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

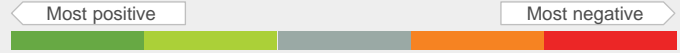
Figure 2 LHD results for all questions, all responses: Aboriginal patients



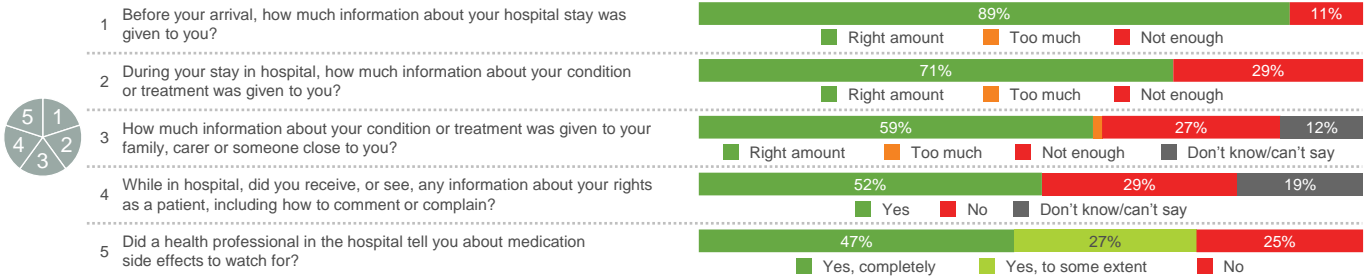
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



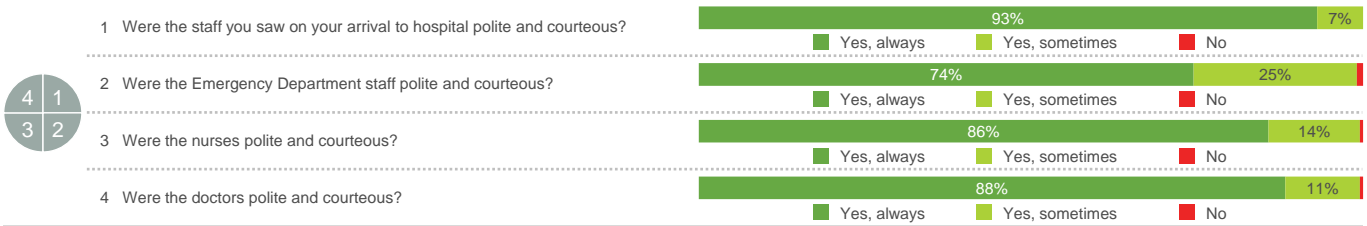
Physical environment and comfort



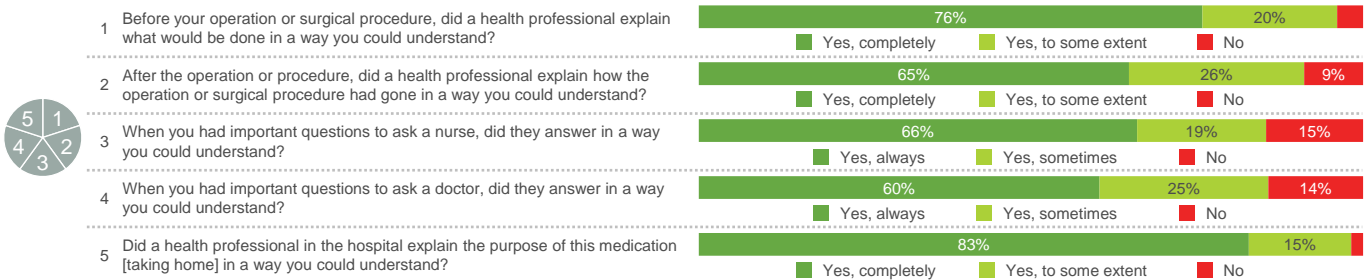
Respectfulness: Culture, dignity and privacy



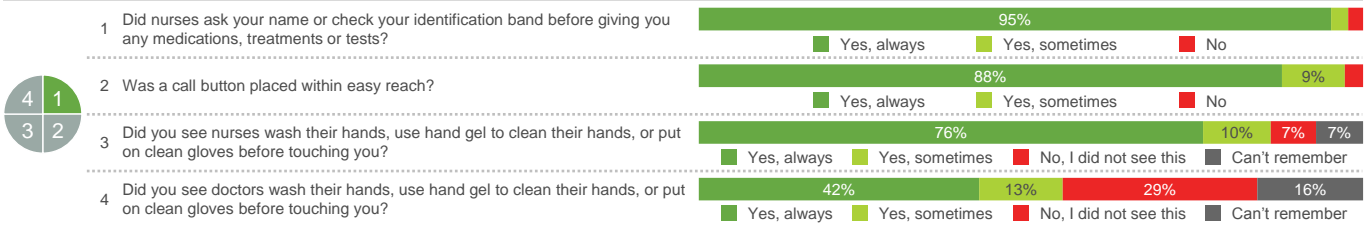
Respectfulness: Politeness and courtesy



Responsive communication



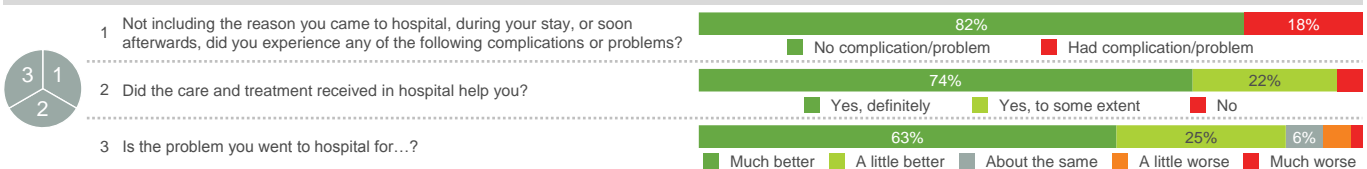
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

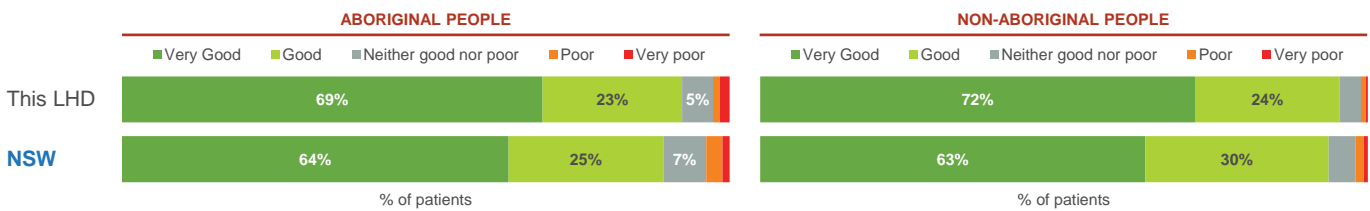
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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



Questions with the biggest gaps

1. Family or someone close given 'right amount' of information about condition or treatment
2. Nurses were 'always' kind and caring
3. Nurses were 'always' polite and courteous
4. 'Always' got the opportunity to talk to a nurse when needed
5. Nurses 'always' knew enough about patient's care and treatment

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 **more** positive than Aboriginal patients in NSW

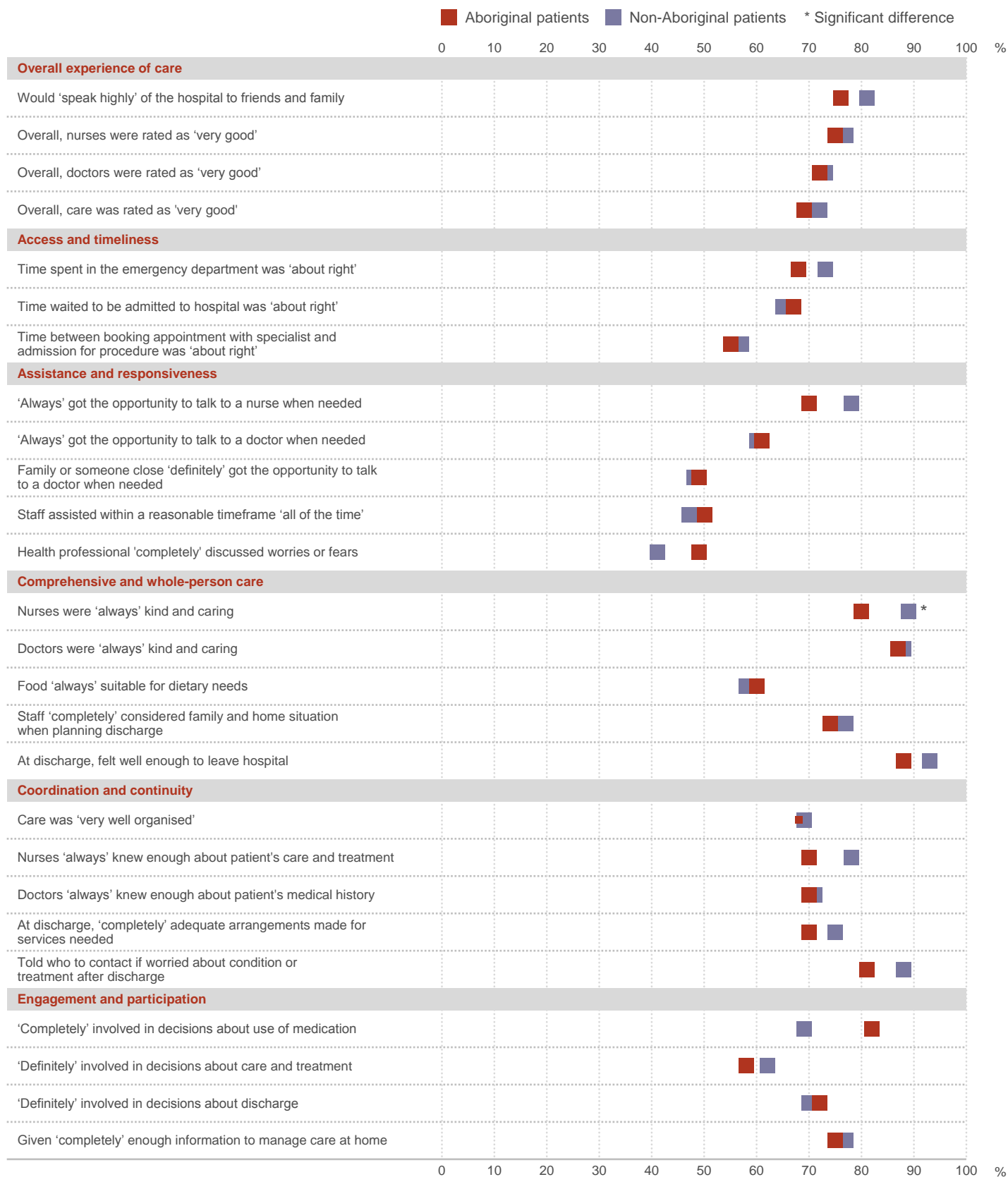
Results at a glance: Aboriginal and non-Aboriginal patients

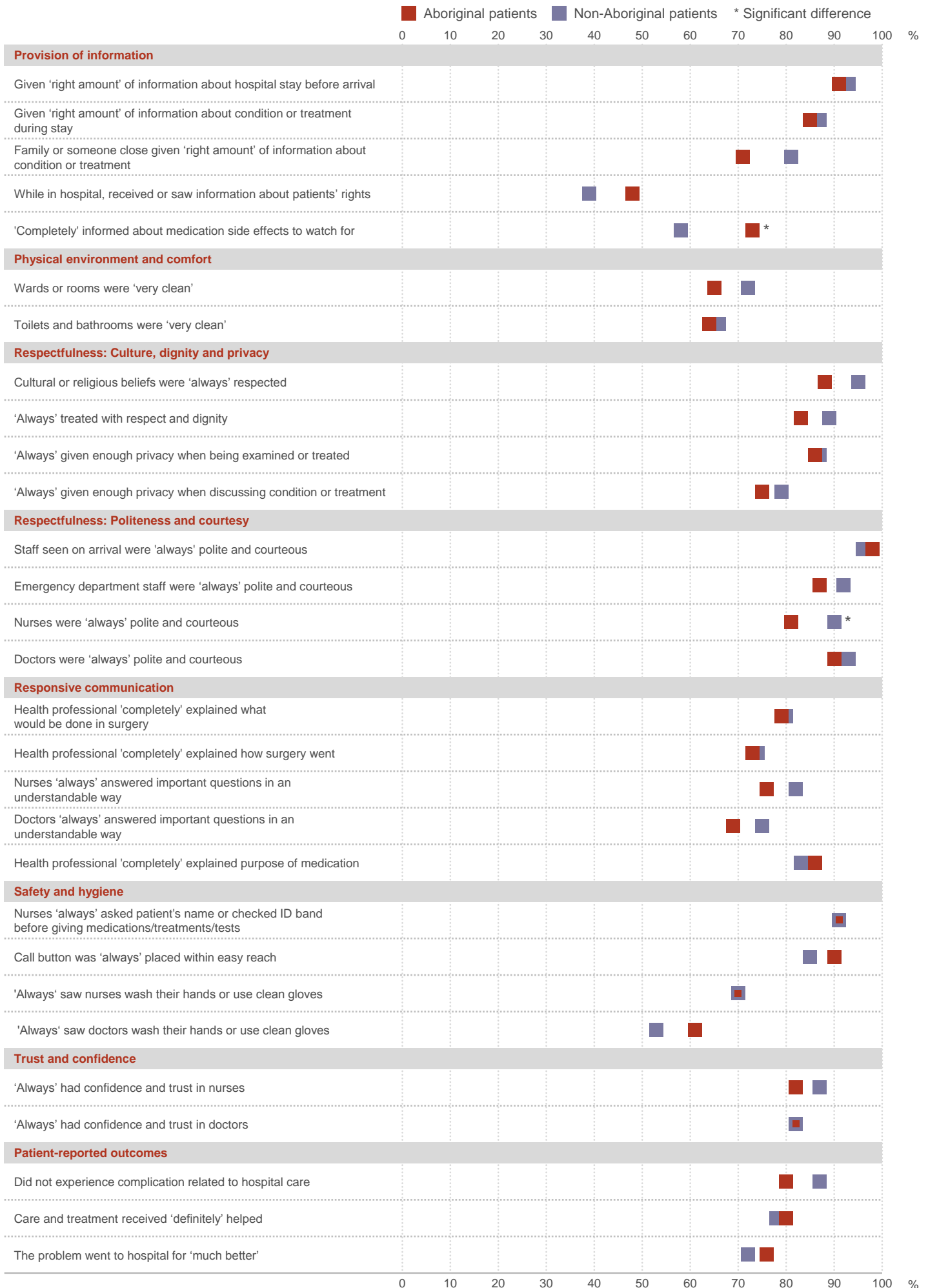
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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



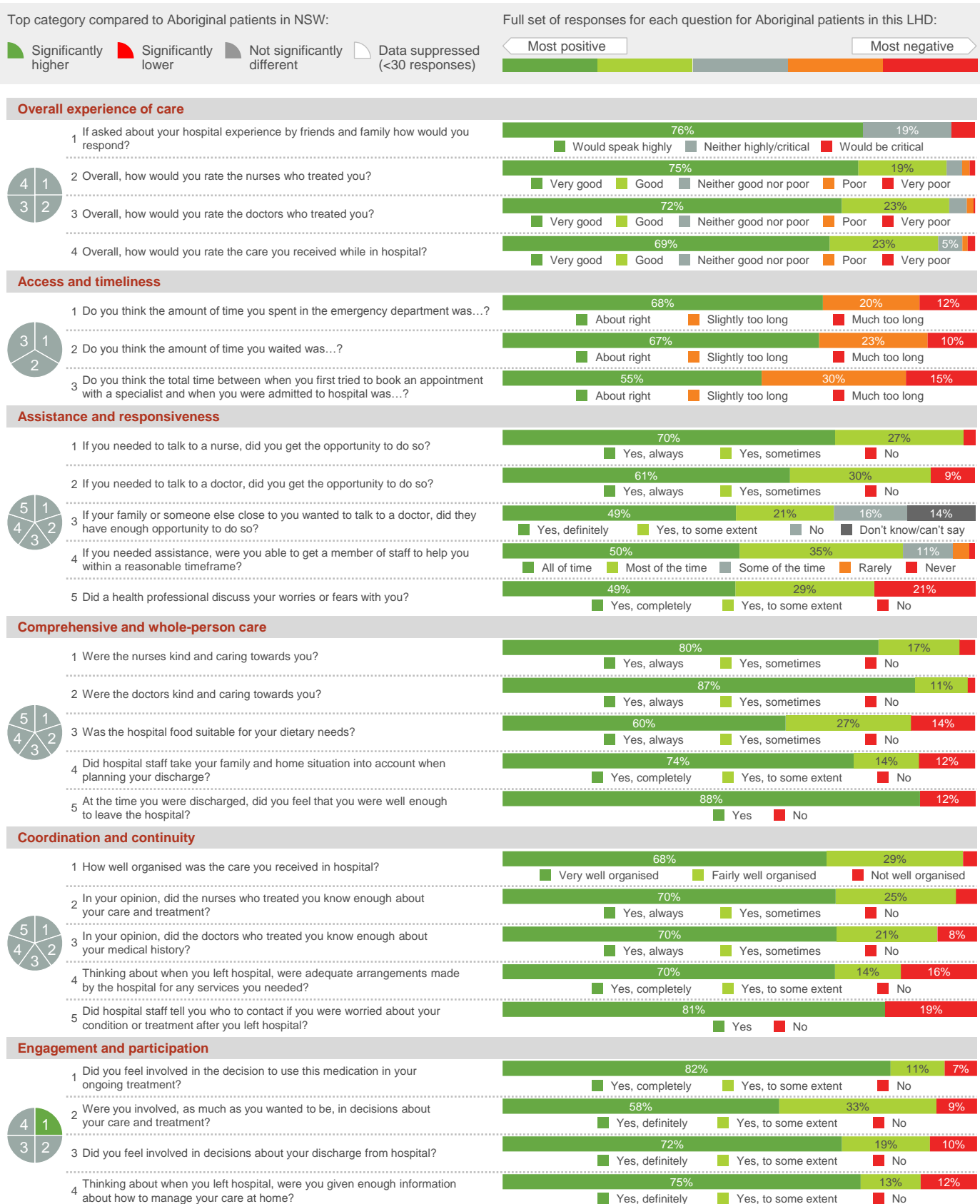


Results at a glance: Aboriginal patients only

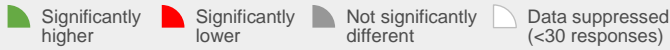
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Mid North Coast LHD. The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

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.

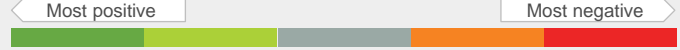
Figure 2 LHD results for all questions, all responses: Aboriginal patients



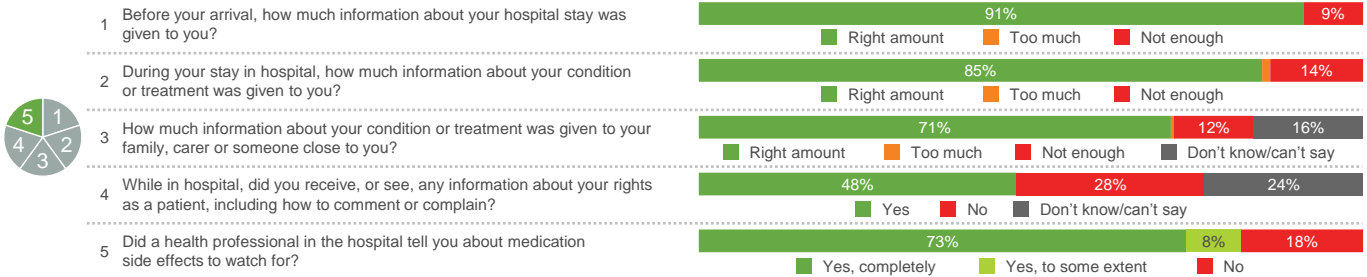
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



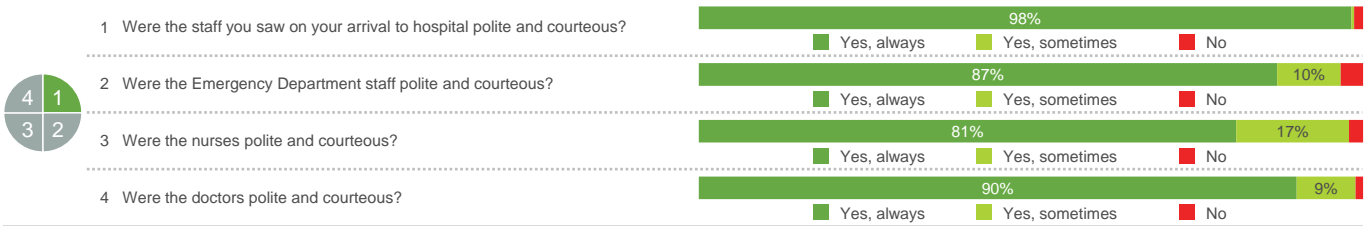
Physical environment and comfort



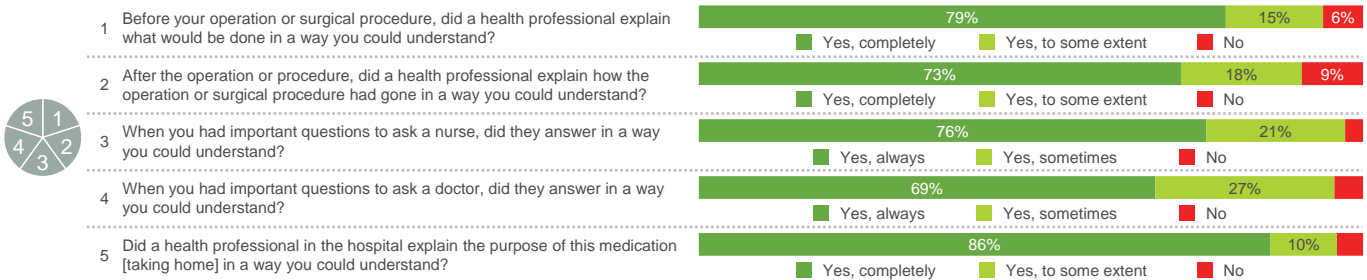
Respectfulness: Culture, dignity and privacy



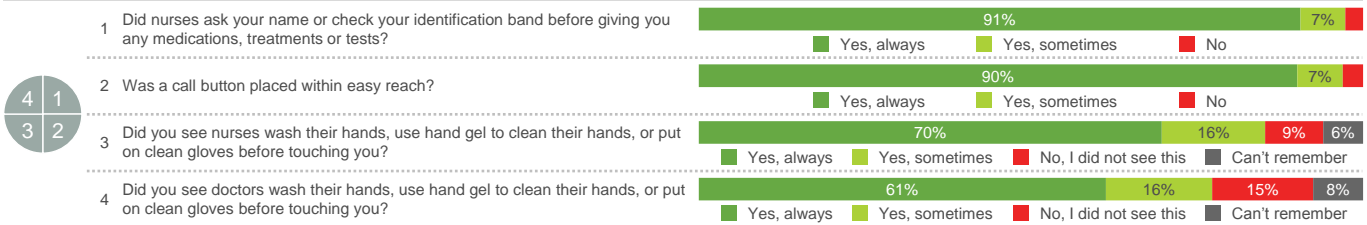
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

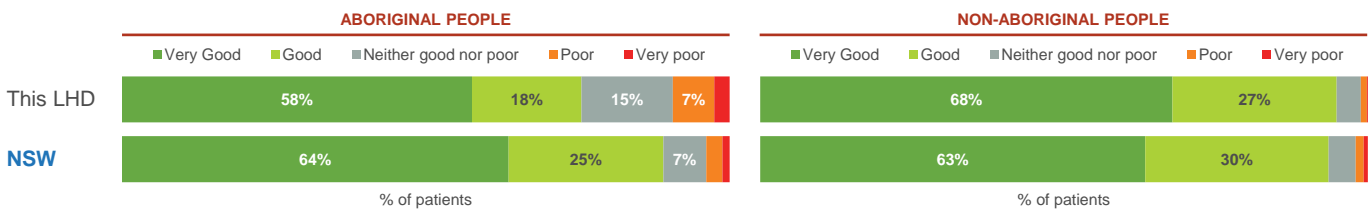
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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).

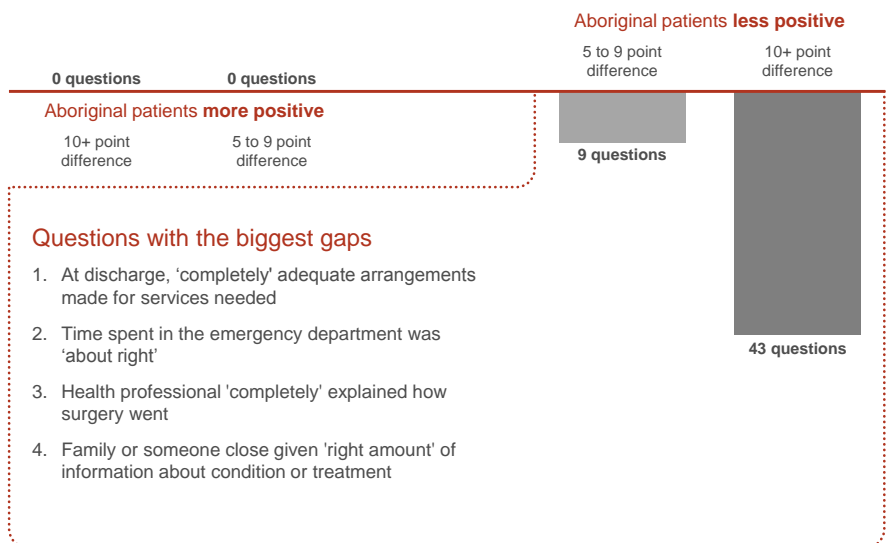
Murrumbidgee had more questions in which Aboriginal patients were less positive by 10+ percentage points than any other LHD. In other LHDs, this ranged from 0 to 28 questions.

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



Questions with the biggest gaps

- At discharge, 'completely' adequate arrangements made for services needed
- Time spent in the emergency department was 'about right'
- Health professional 'completely' explained how surgery went
- Family or someone close given 'right amount' of information about condition or treatment

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

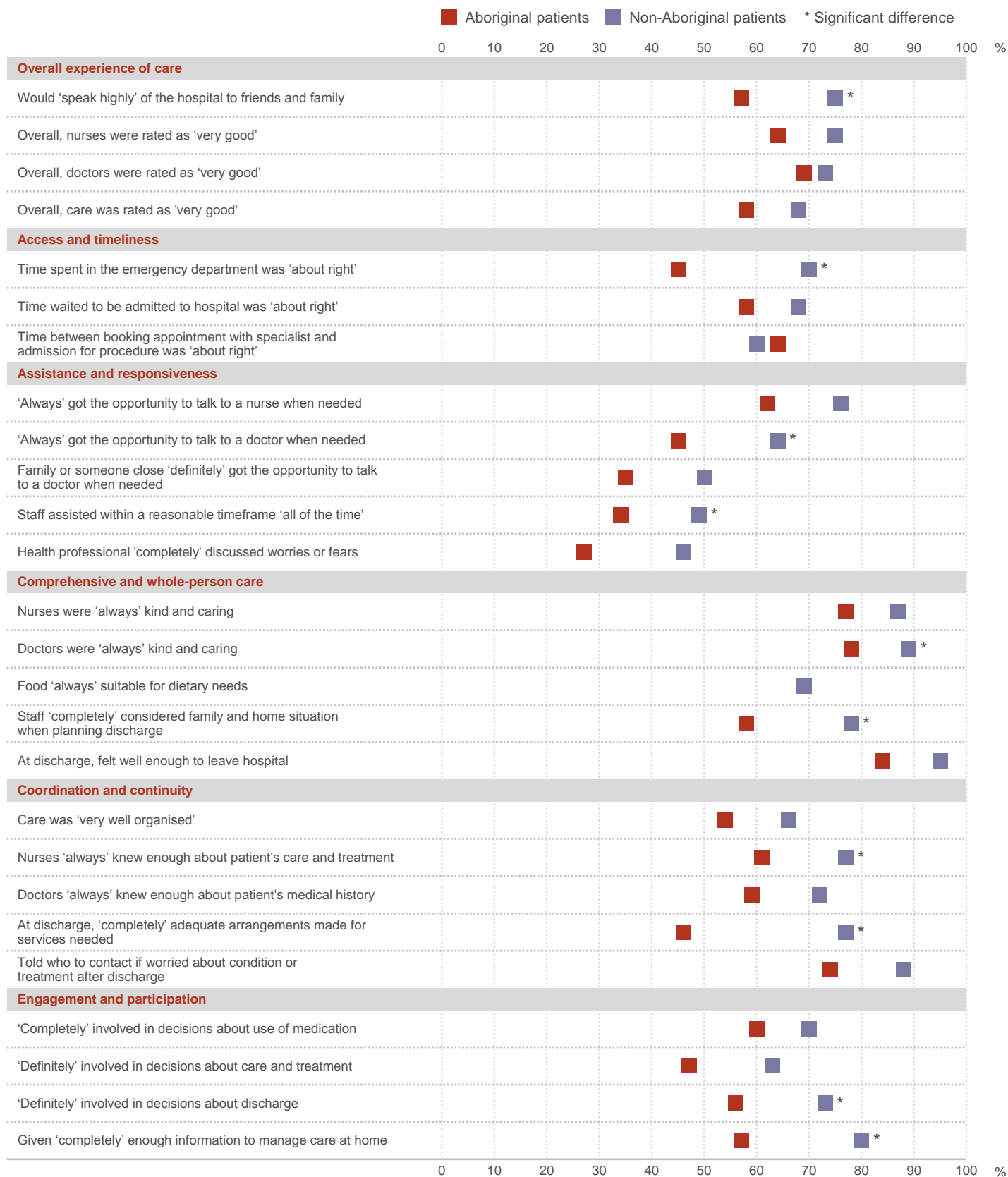
Results at a glance: Aboriginal and non-Aboriginal patients

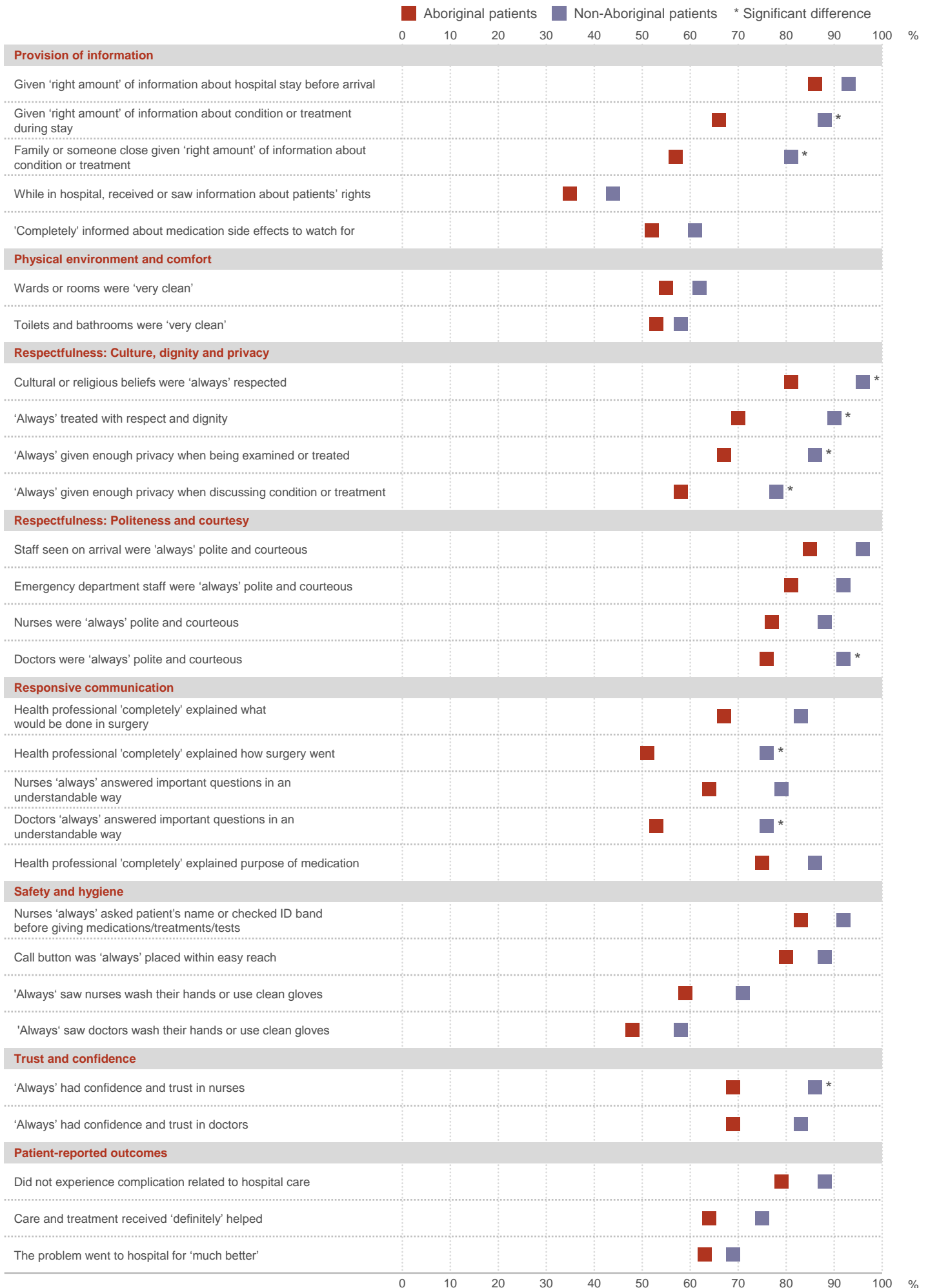
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

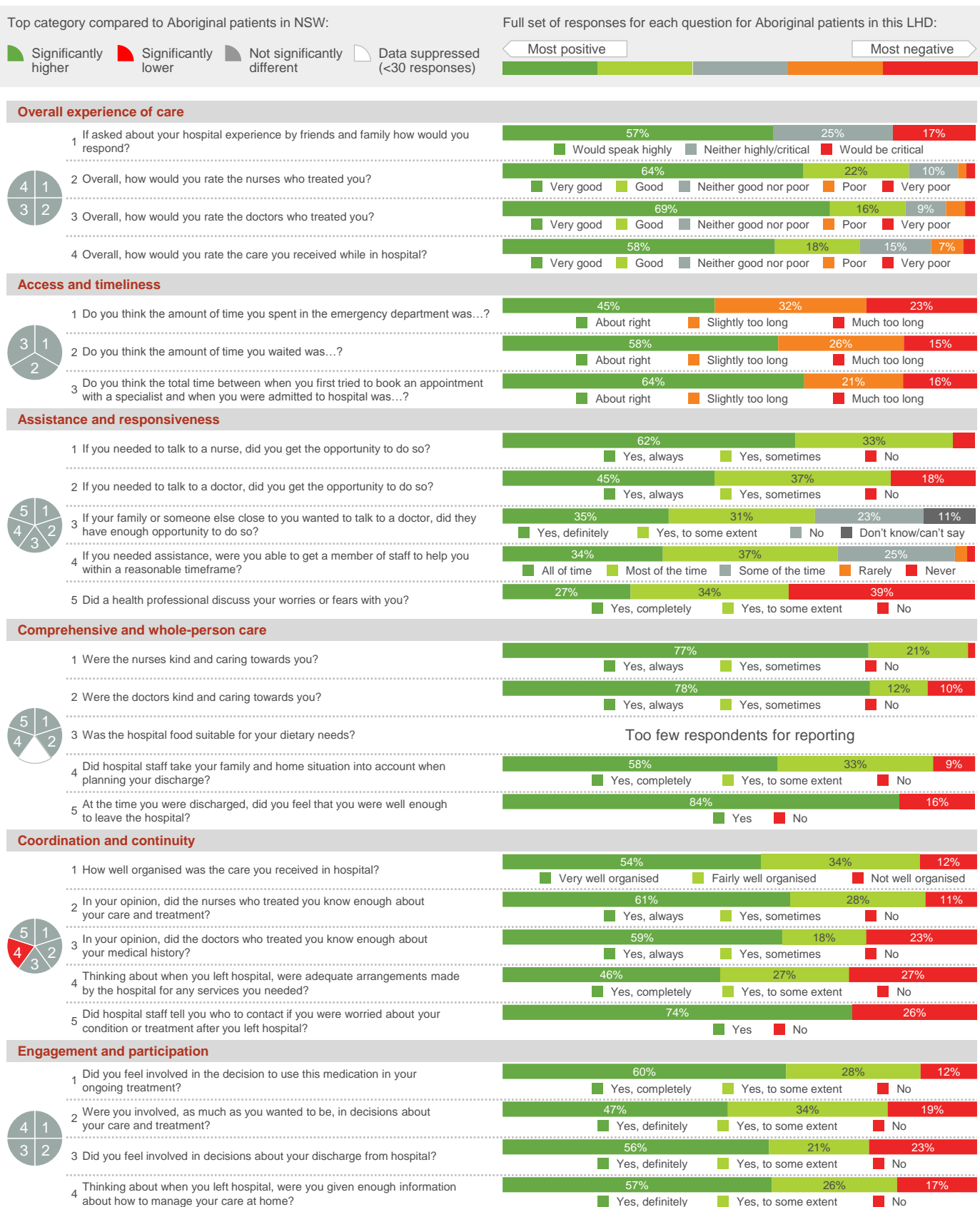
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Murrumbidgee LHD.

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

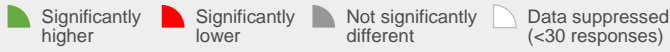
from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

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

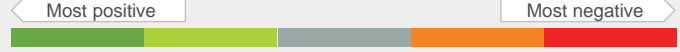
Figure 2 LHD results for all questions, all responses: Aboriginal patients



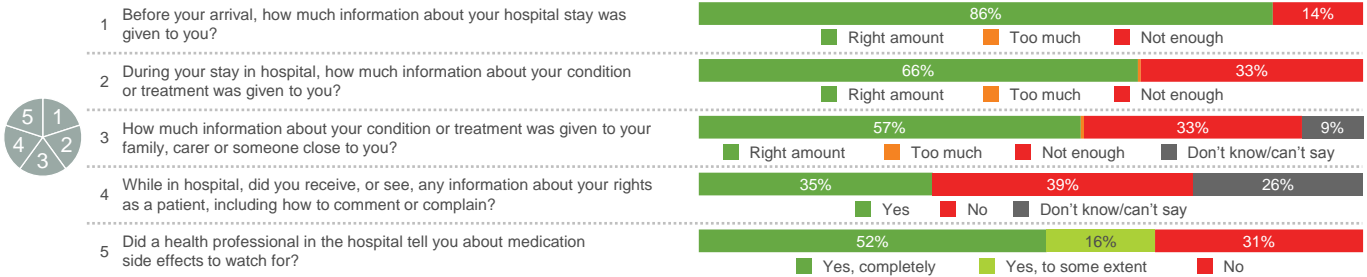
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



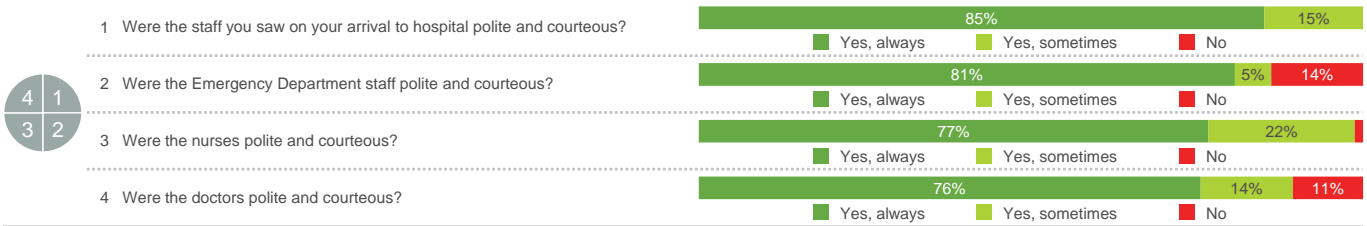
Physical environment and comfort



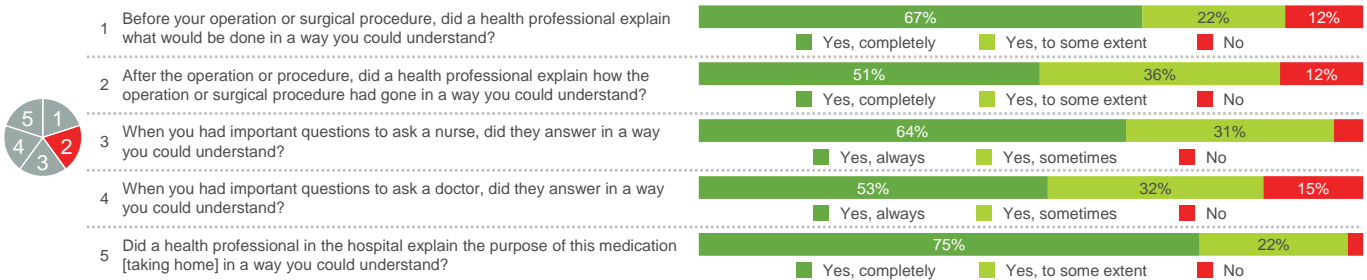
Respectfulness: Culture, dignity and privacy



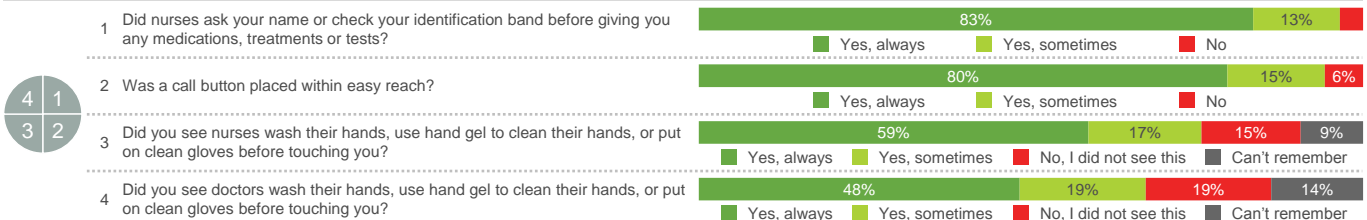
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

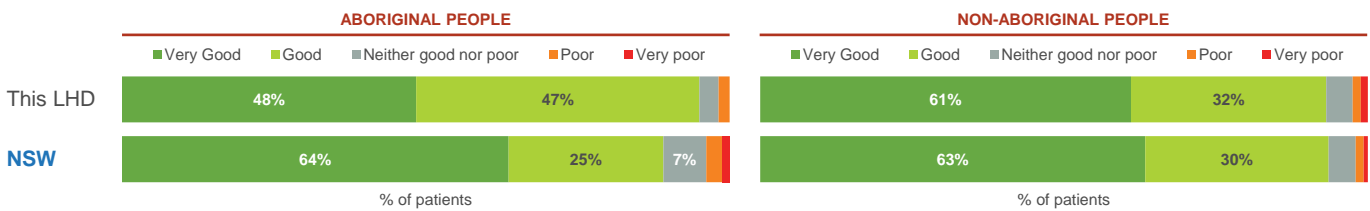
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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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.

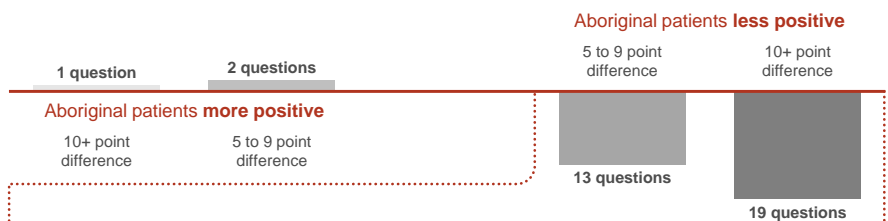
Questions with the biggest gaps focused on nurses, privacy and patient engagement.

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



Questions with the biggest gaps

- 'Always' got the opportunity to talk to a nurse when needed
- Nurses were 'always' kind and caring
- 'Definitely' involved in decisions about care and treatment
- 'Always' given enough privacy when being examined or treated
- 'Always' given enough privacy when discussing condition or treatment

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

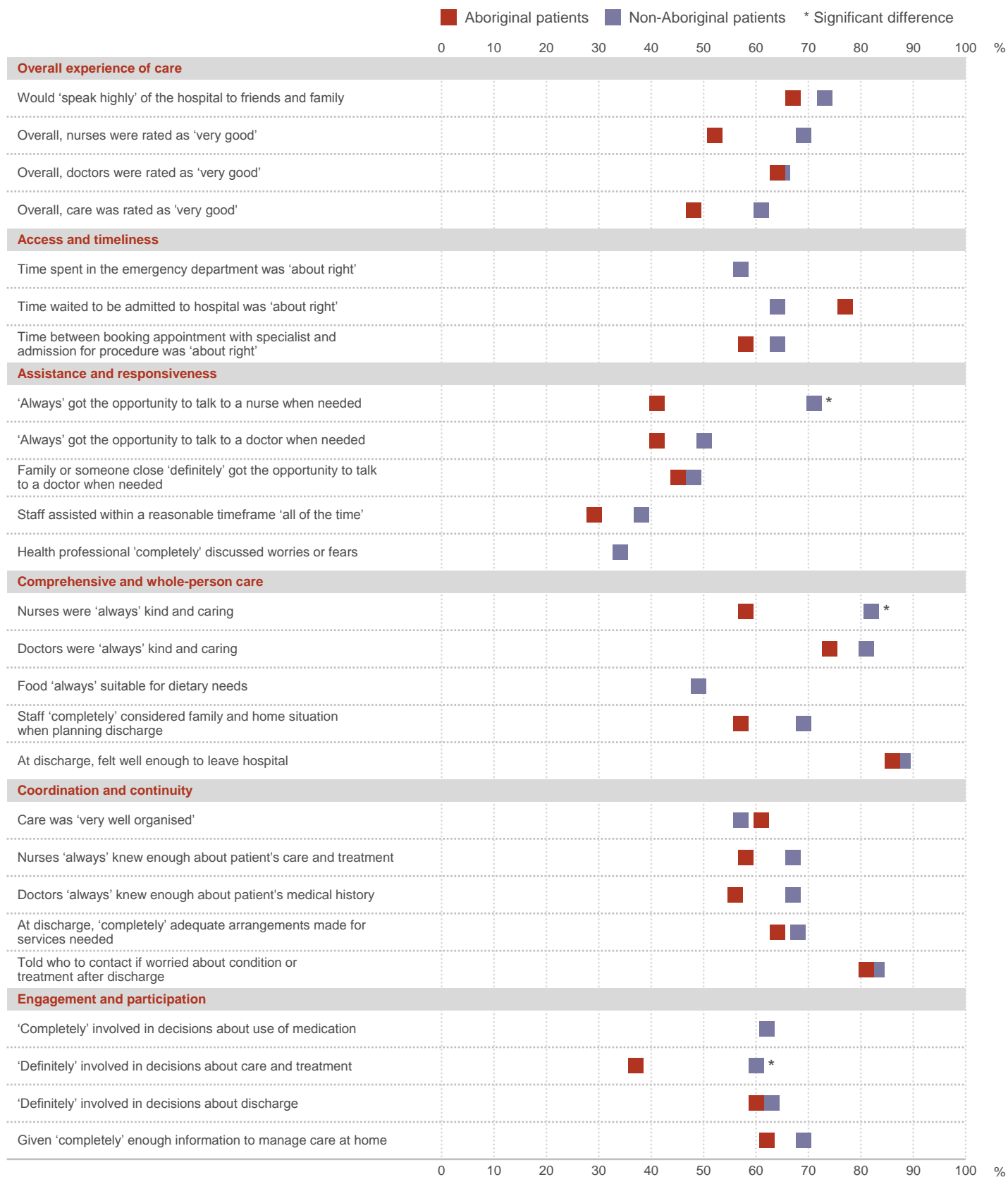
Results at a glance: Aboriginal and non-Aboriginal patients

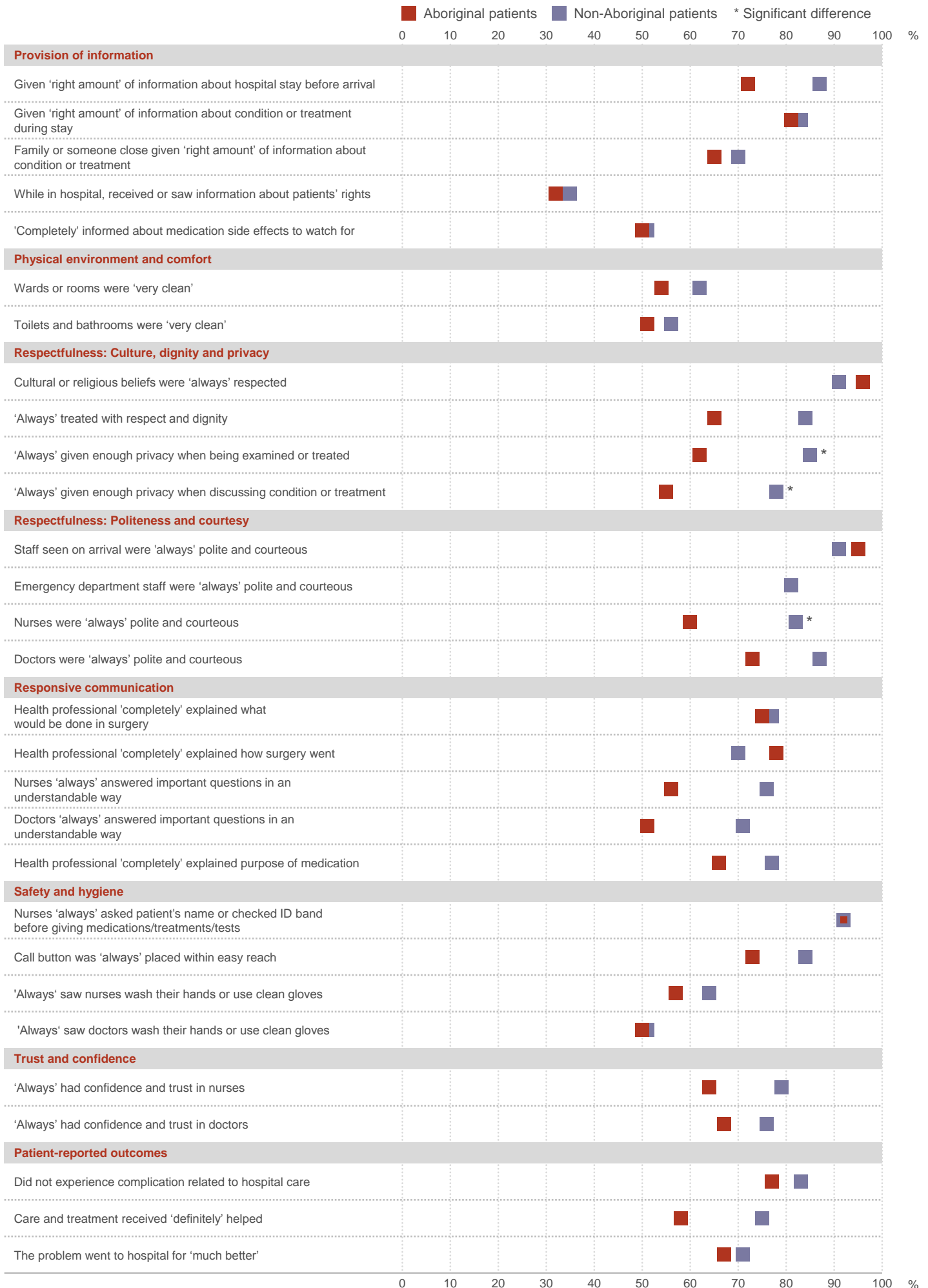
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

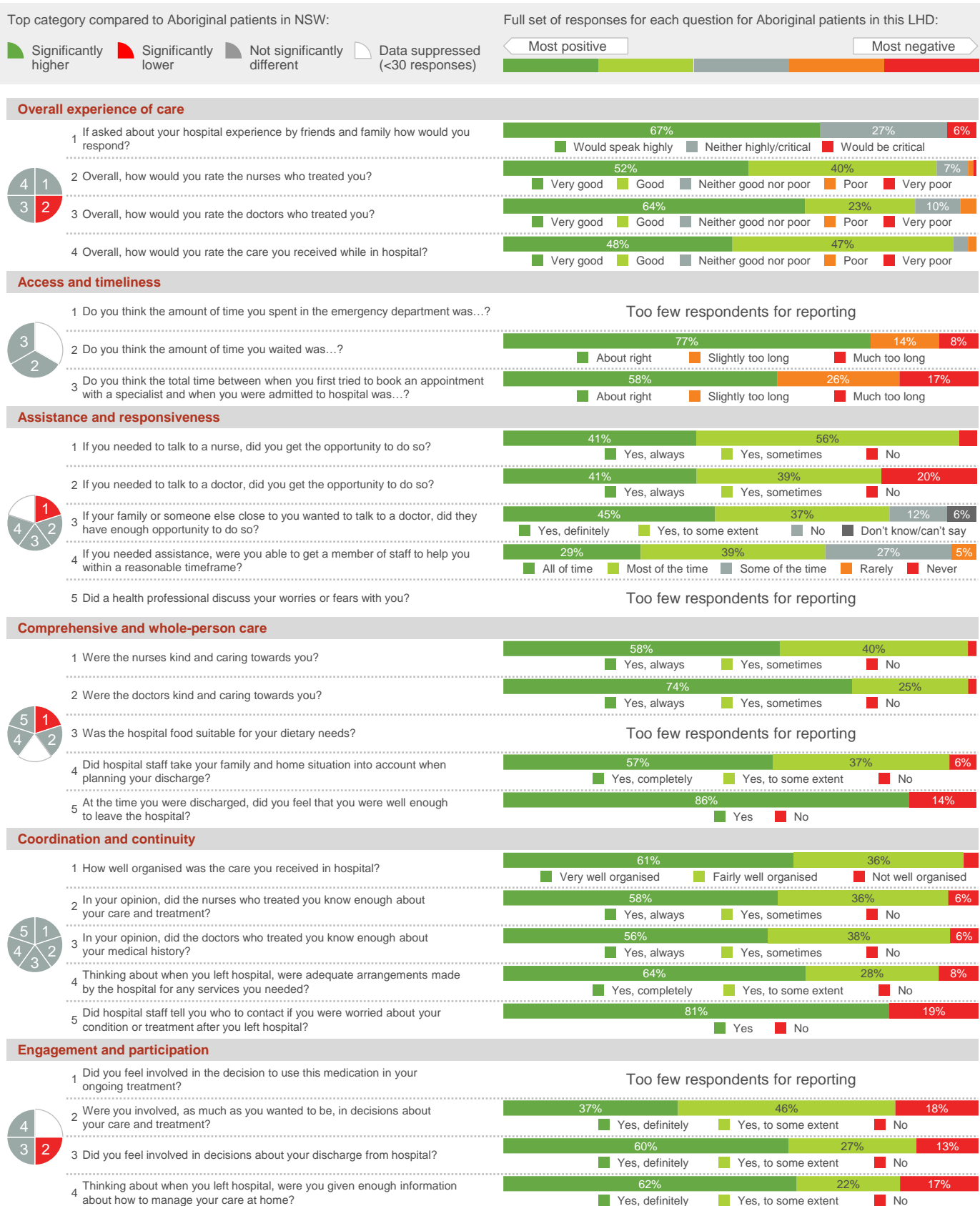
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Nepean Blue Mountains LHD.

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.

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



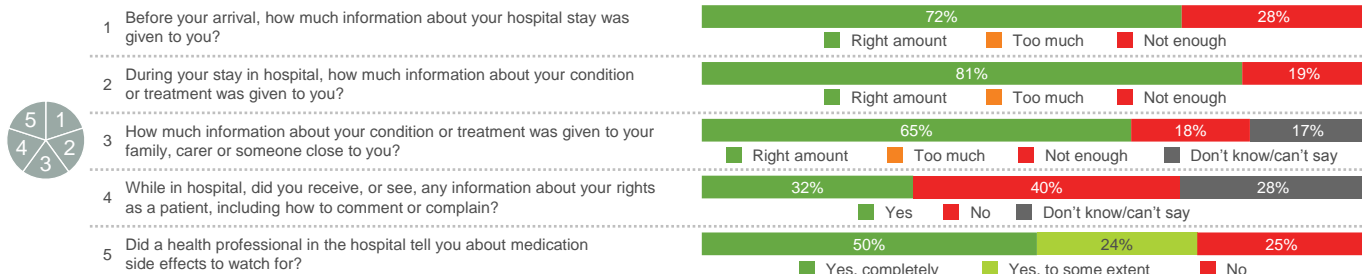
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



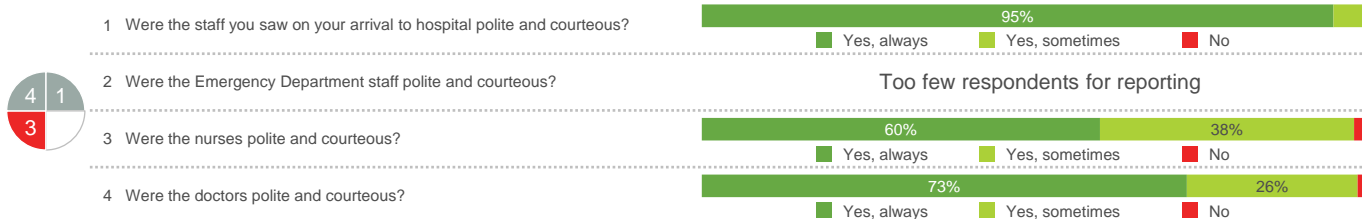
Physical environment and comfort



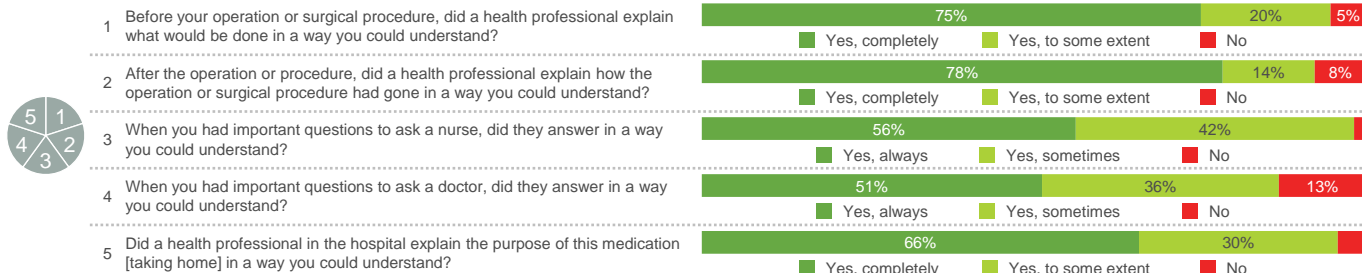
Respectfulness: Culture, dignity and privacy



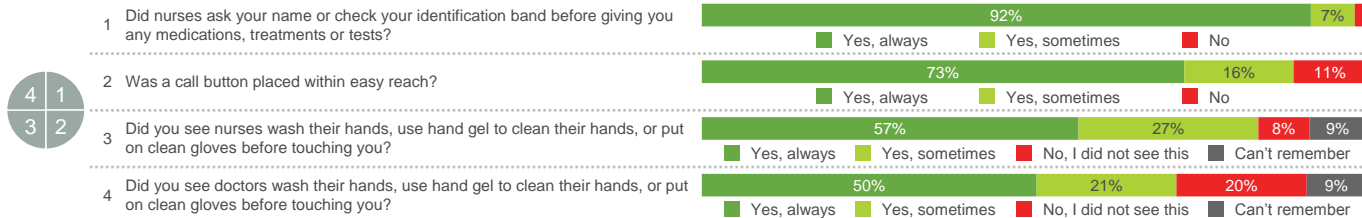
Respectfulness: Politeness and courtesy



Responsive communication



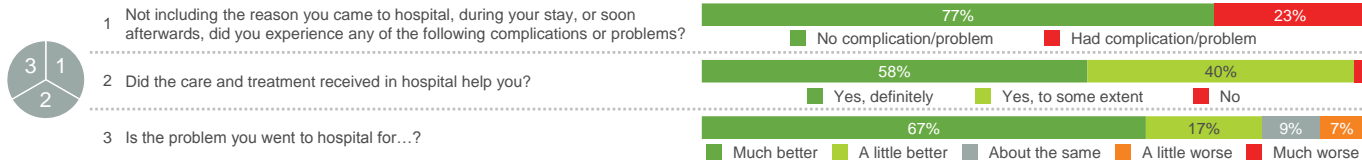
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

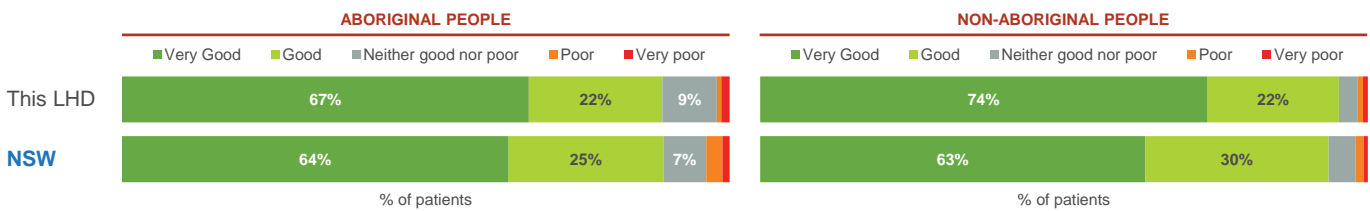
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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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).

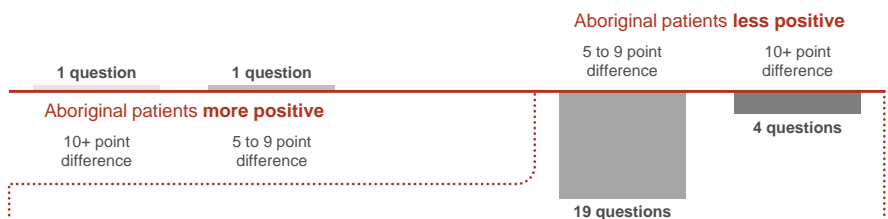
In Northern NSW LHD, for less than a tenth of the survey questions (4 questions), Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points. In other LHDs, this ranged from 0 to 43 questions.

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



Questions with the biggest gaps

- 'Always' given enough privacy when discussing condition or treatment
- Nurses 'always' answered important questions in an understandable way
- Food 'always' suitable for dietary needs
- 'Always' treated with respect and dignity

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 **more** positive than Aboriginal patients in NSW

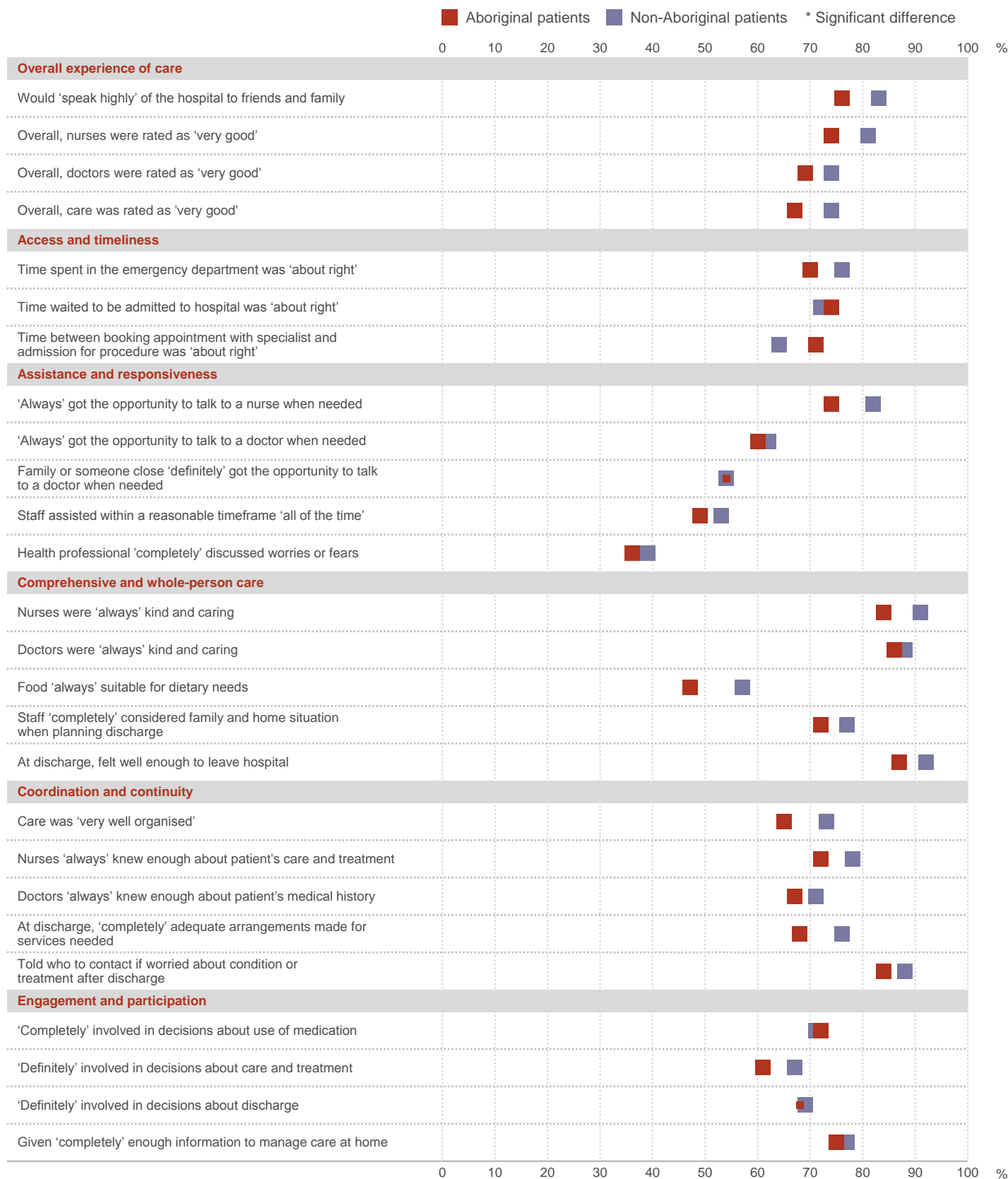
Results at a glance: Aboriginal and non-Aboriginal patients

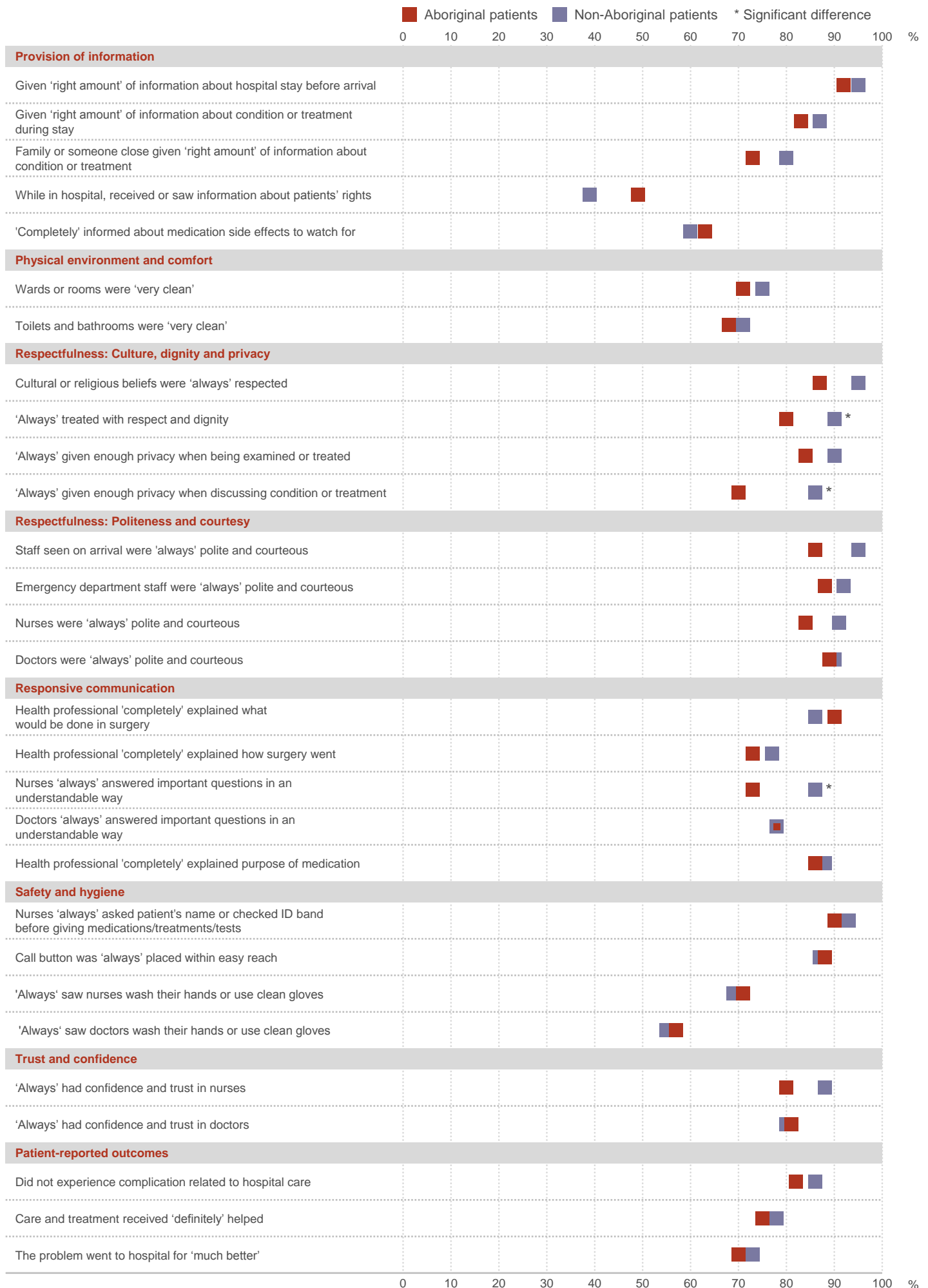
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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



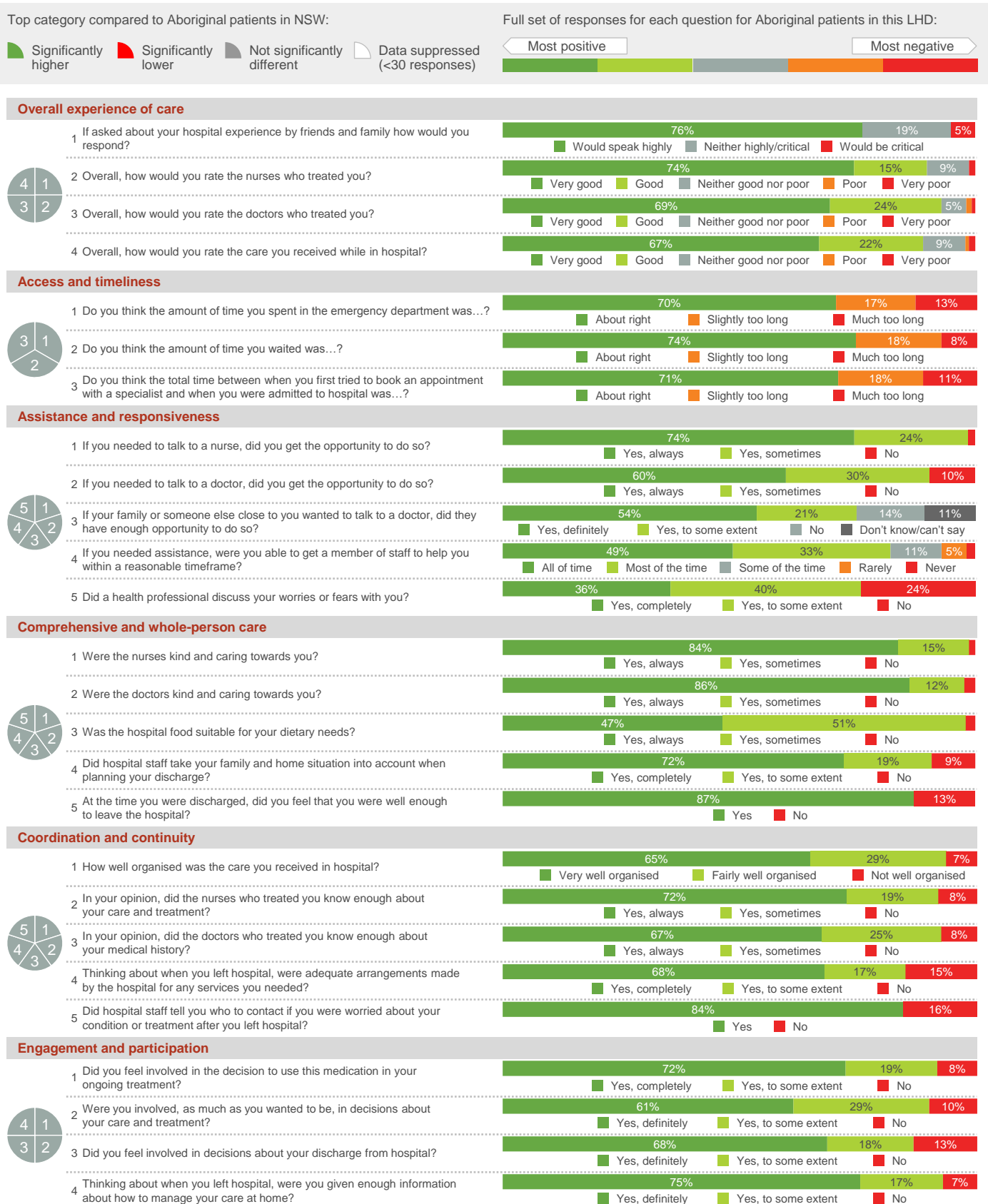


Results at a glance: Aboriginal patients only

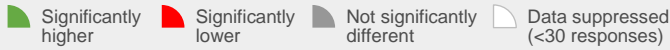
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Northern NSW LHD. The circle diagrams on the left indicate the significant differences between the proportion of Aboriginal patients in this LHD and those

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.

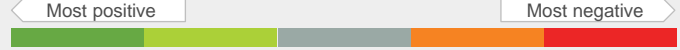
Figure 2 LHD results for all questions, all responses: Aboriginal patients



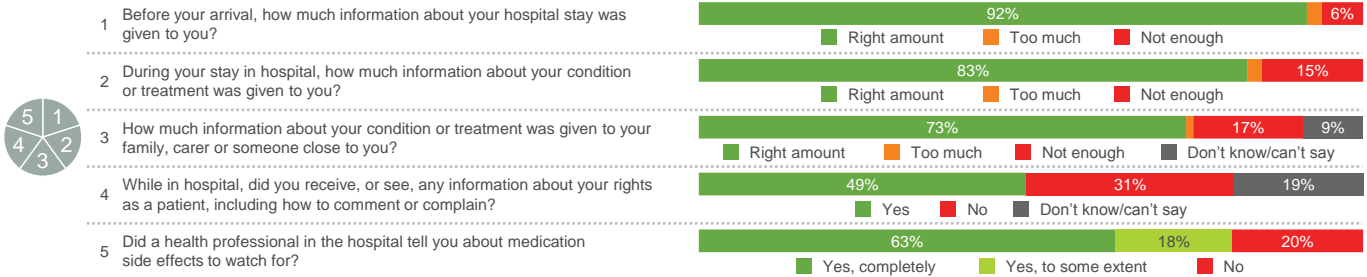
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



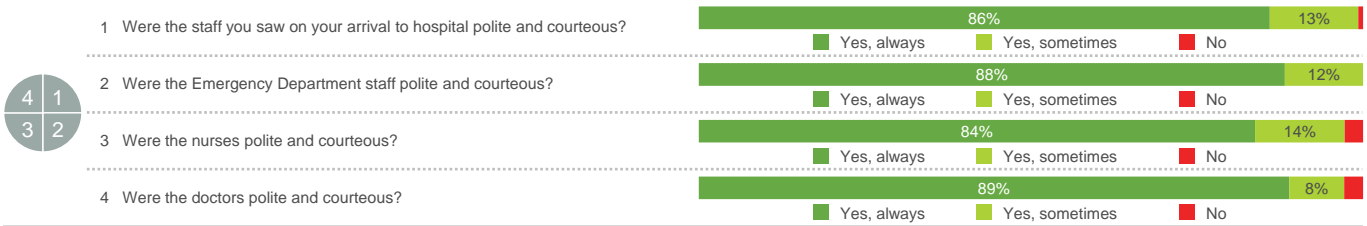
Physical environment and comfort



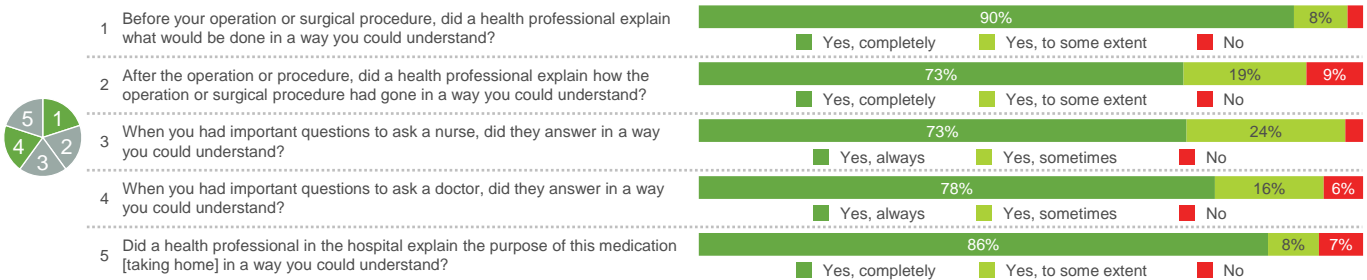
Respectfulness: Culture, dignity and privacy



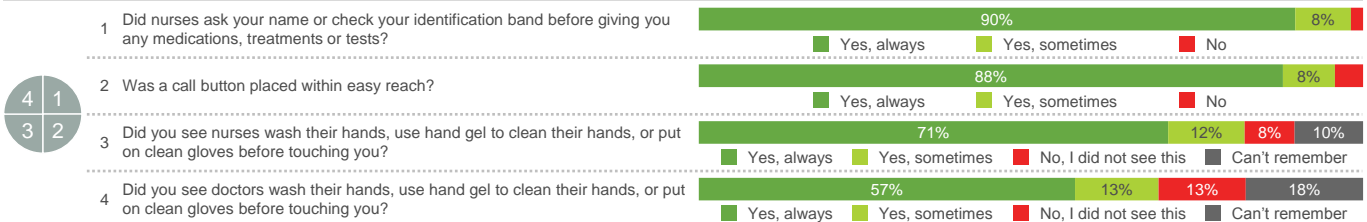
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



About the report

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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.

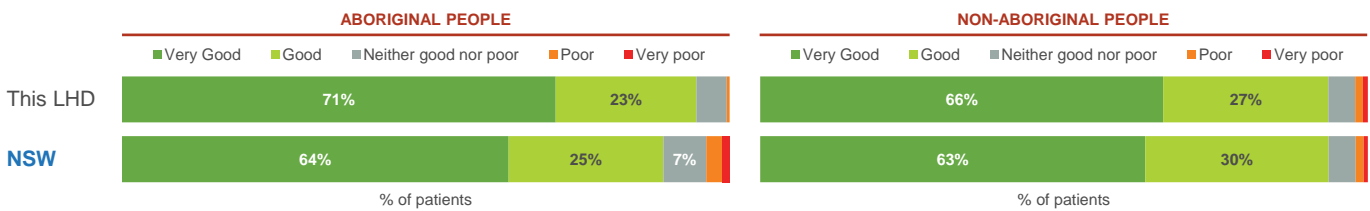
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More information about the oversampling of Aboriginal patients and the methods used to gather and analyse the survey data can be found in the *Technical Supplement – Adult Admitted Patient Survey 2014* available at bhi.nsw.gov.au

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



Questions with the biggest gaps

1. Did not experience complication related to hospital care
2. Nurses 'always' answered important questions in an understandable way
3. 'Always' given enough privacy when being examined or treated
4. 'Always' given enough privacy when discussing condition or treatment
5. Doctors 'always' answered important questions in an understandable way

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

57%

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

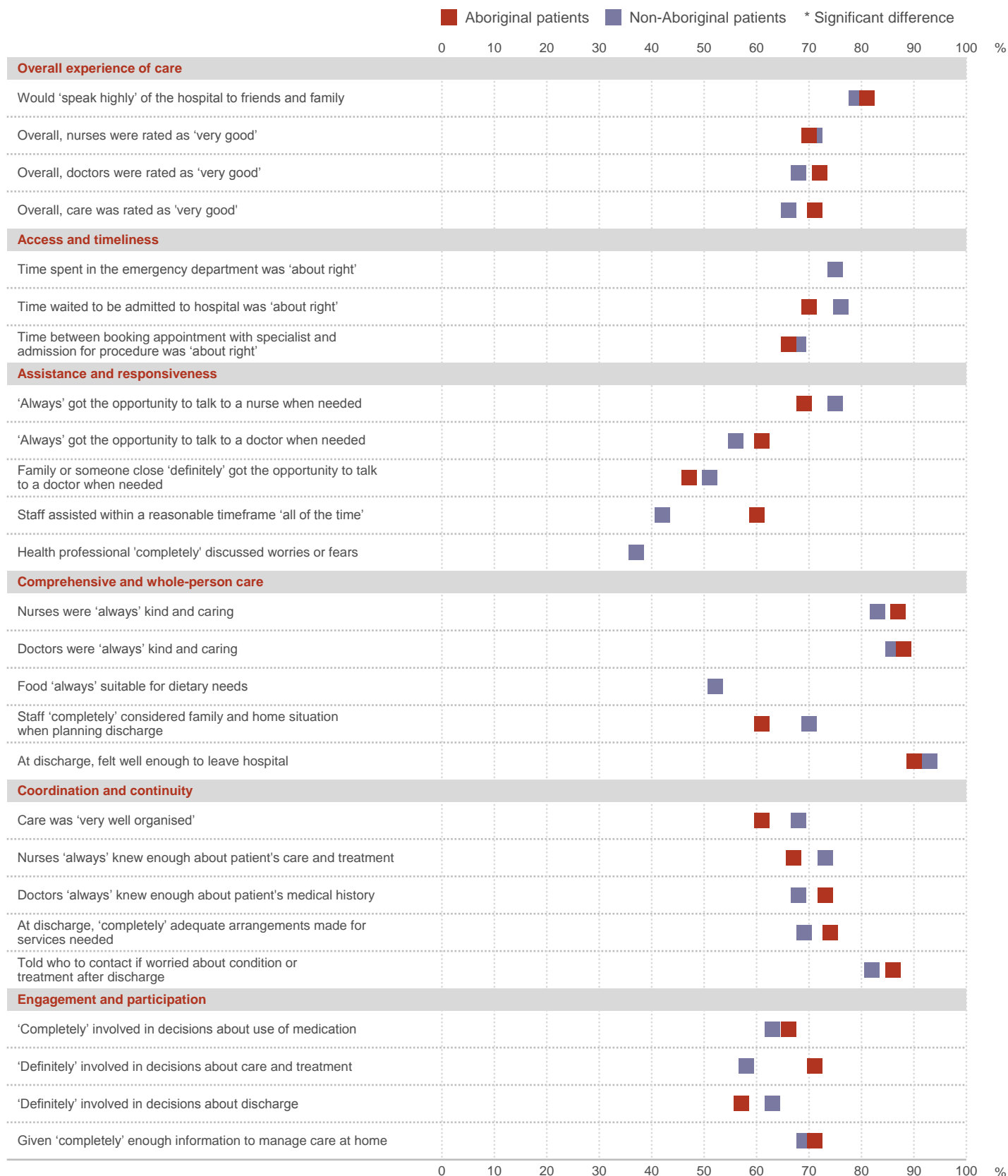
Results at a glance: Aboriginal and non-Aboriginal patients

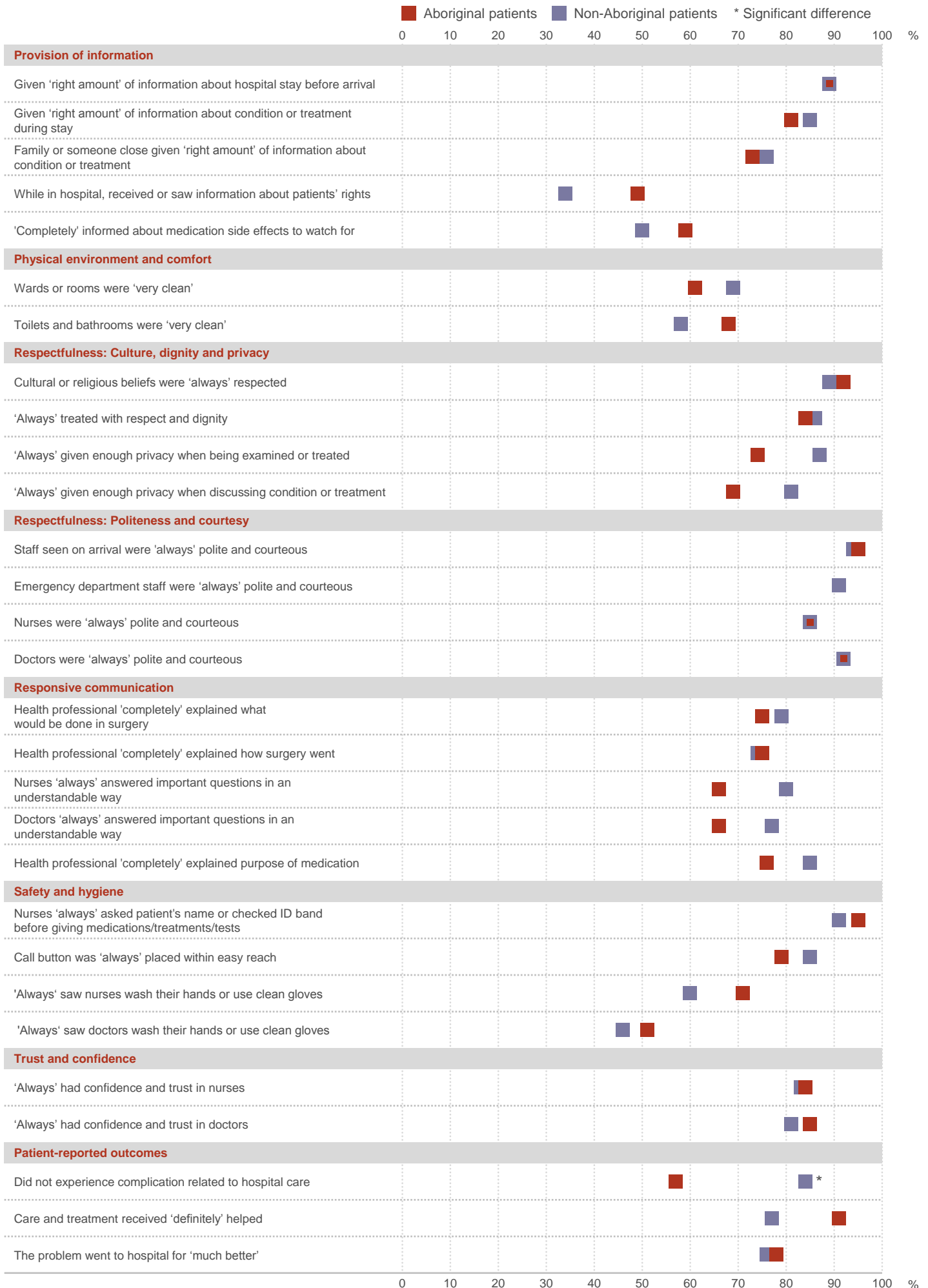
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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



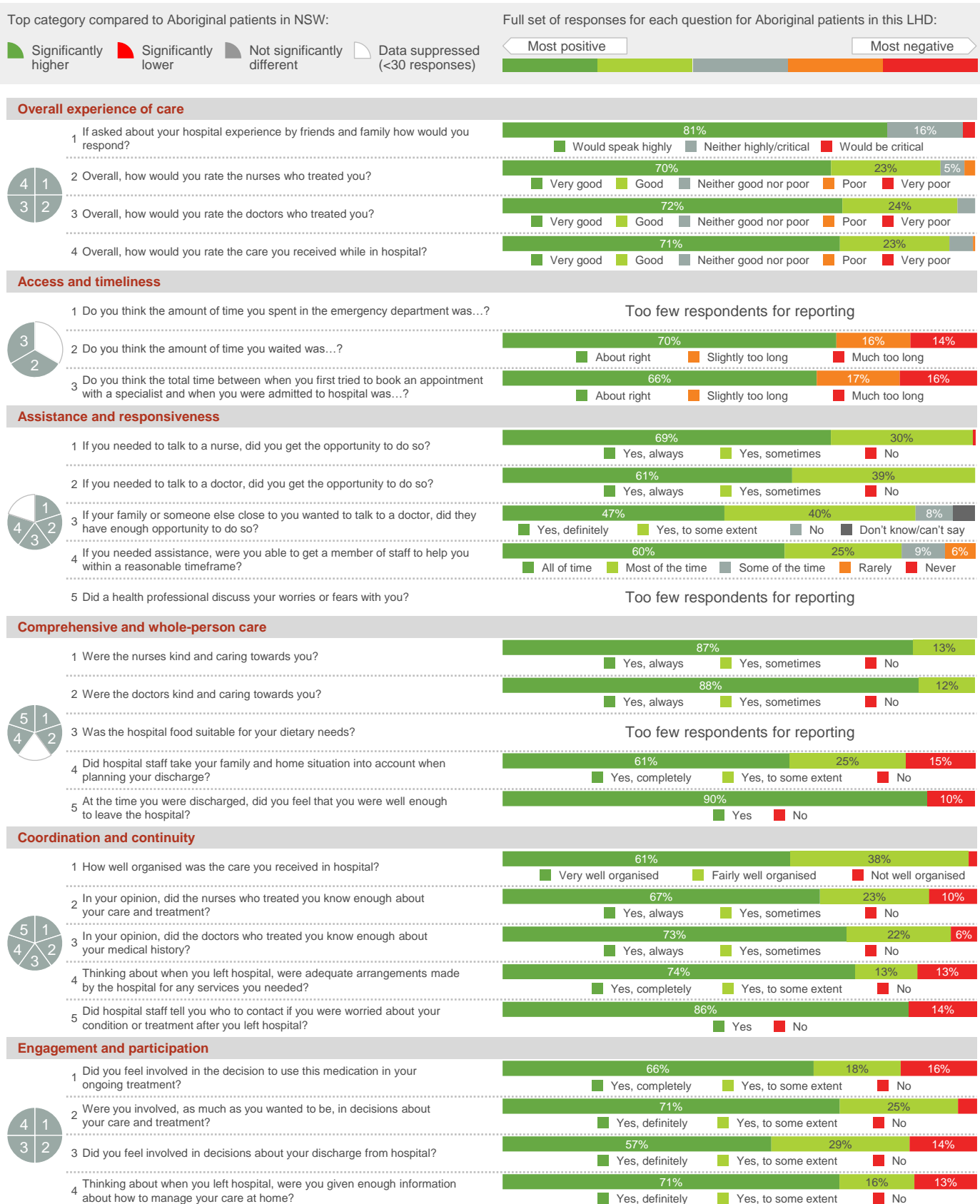


Results at a glance: Aboriginal patients only

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

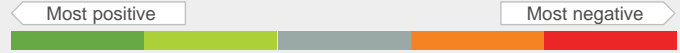
Figure 2 LHD results for all questions, all responses: Aboriginal patients



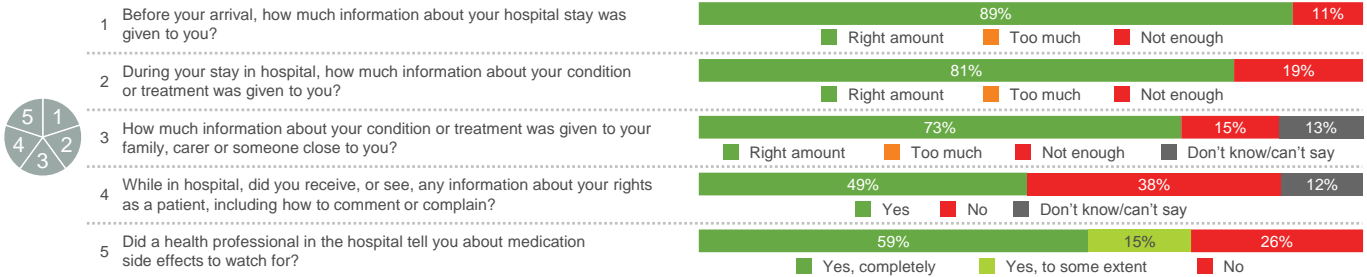
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



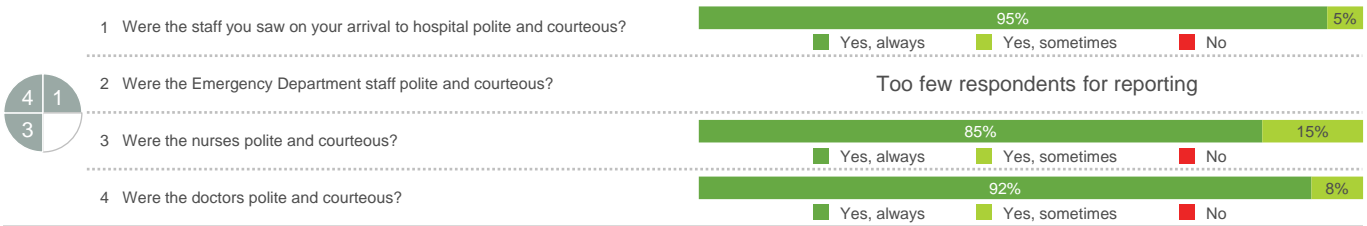
Physical environment and comfort



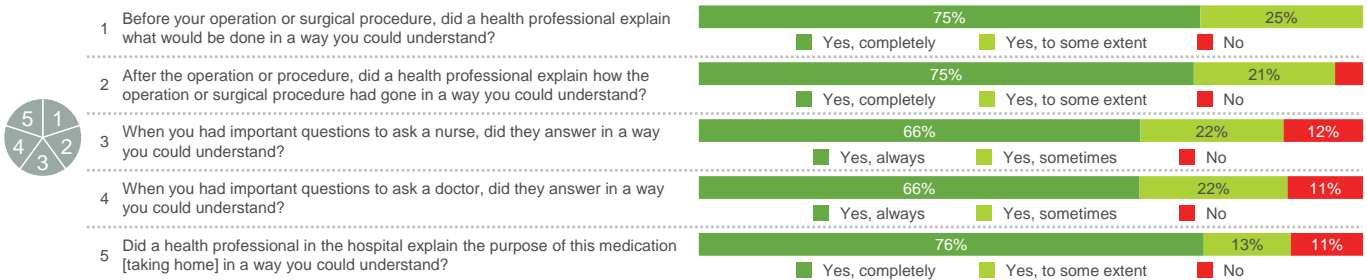
Respectfulness: Culture, dignity and privacy



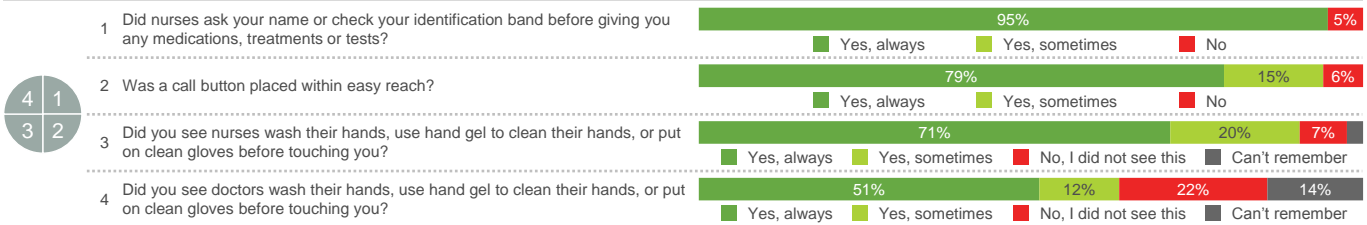
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

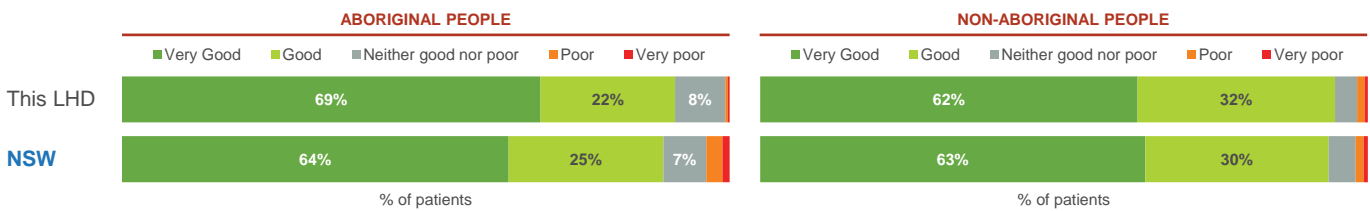
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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



Questions with the biggest gaps

- Emergency department staff were 'always' polite and courteous
- At discharge, 'completely' adequate arrangements made for services needed
- Health professional 'completely' discussed worries or fears

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

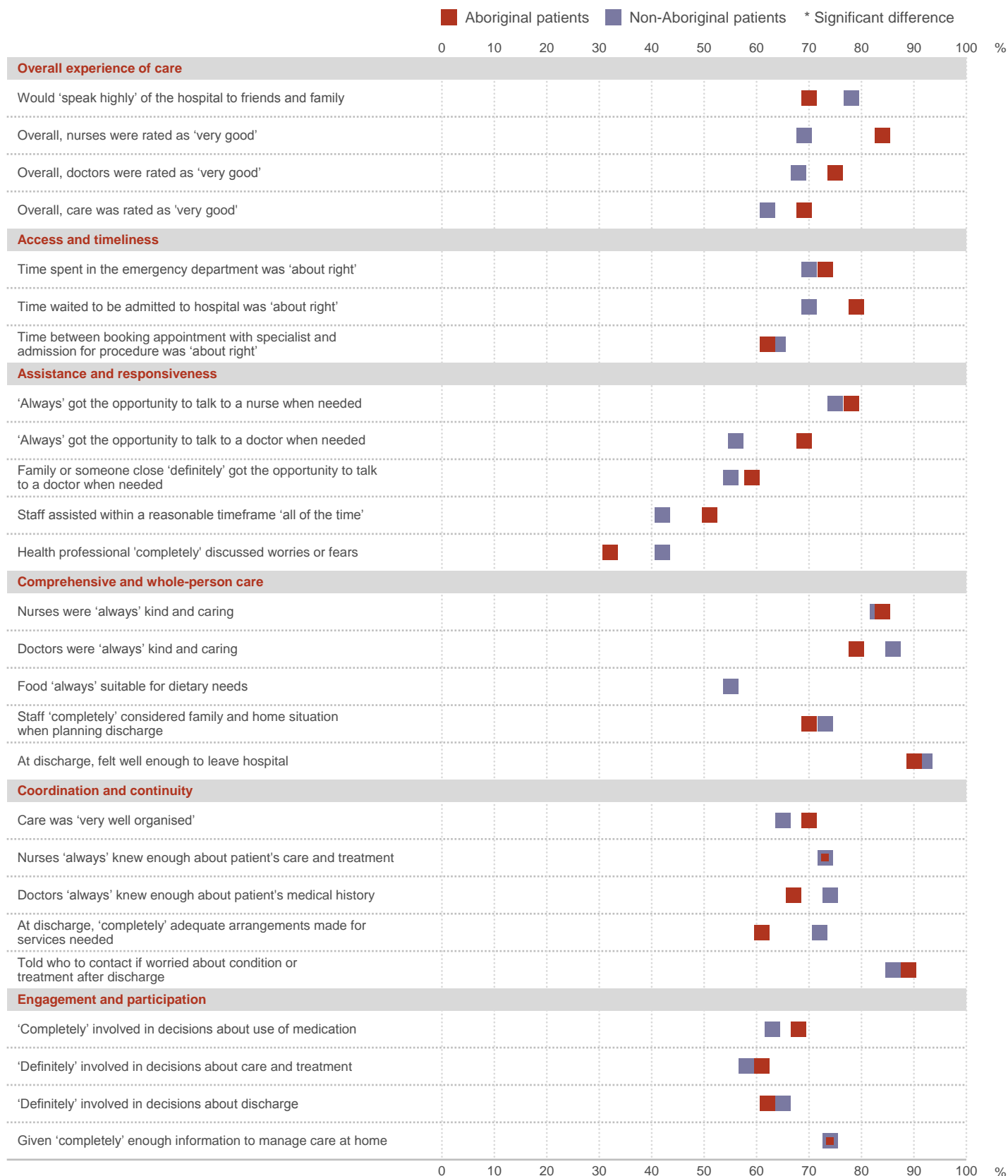
Results at a glance: Aboriginal and non-Aboriginal patients

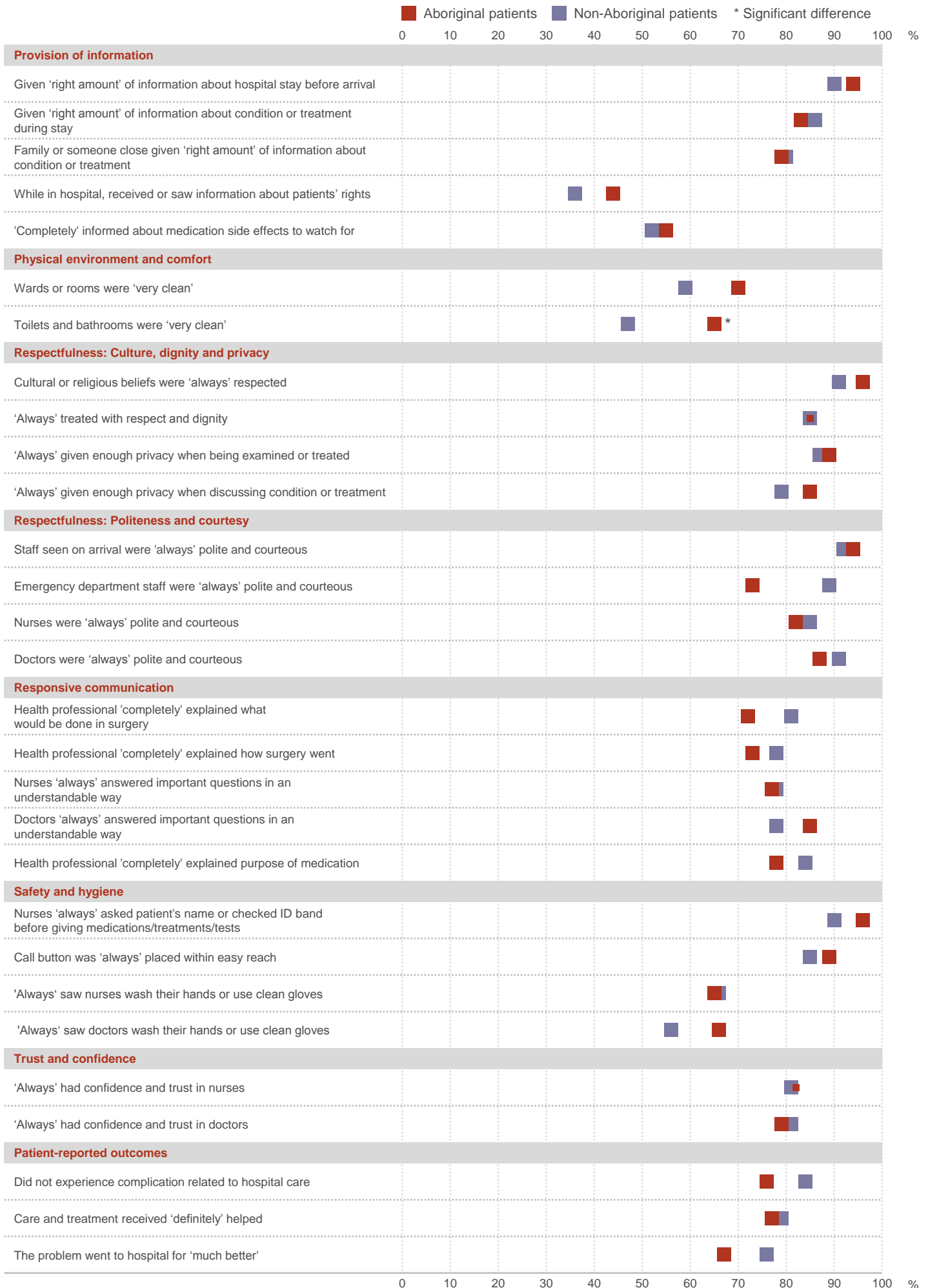
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

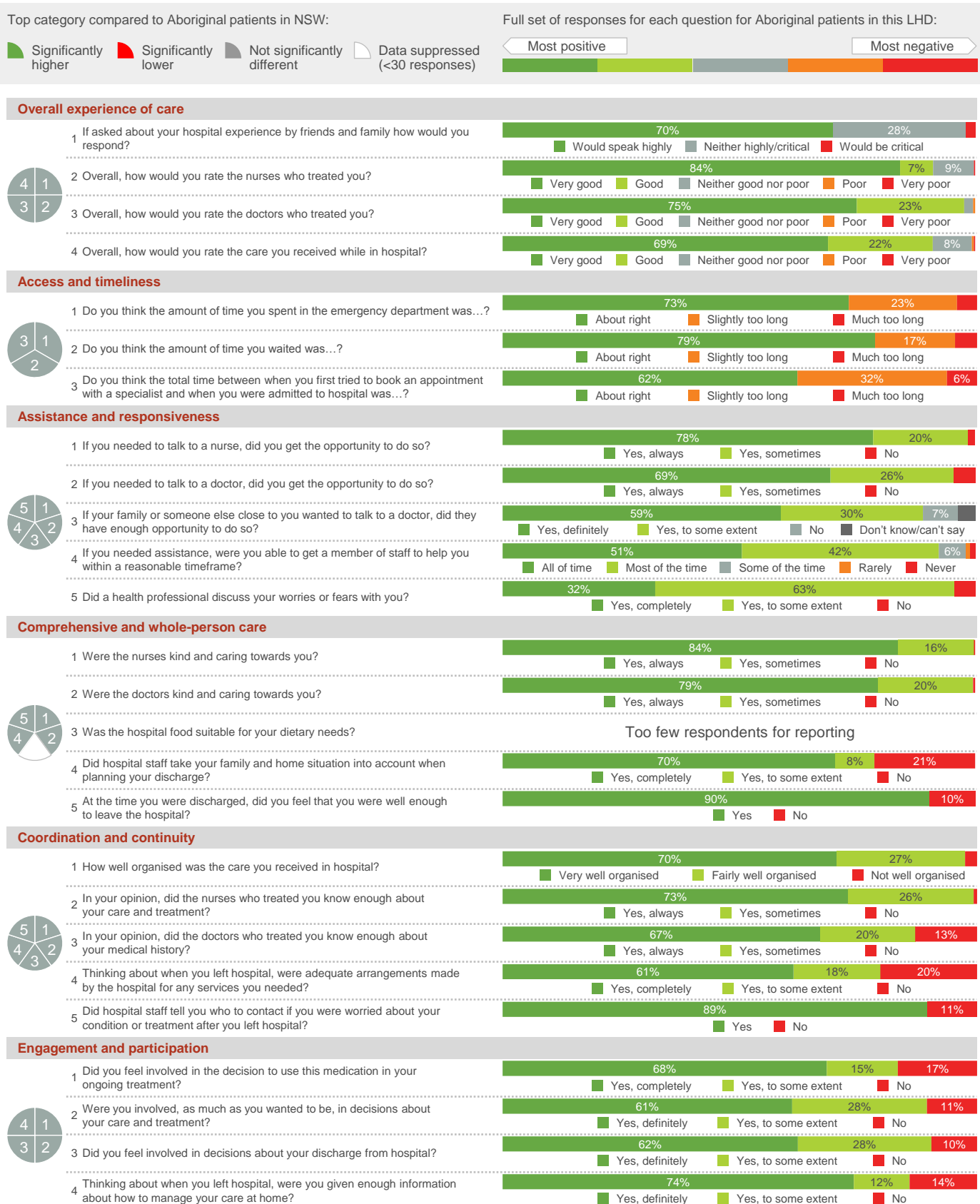
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in South Eastern Sydney LHD.

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.

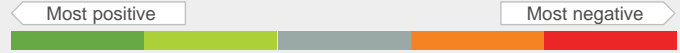
Figure 2 LHD results for all questions, all responses: Aboriginal patients



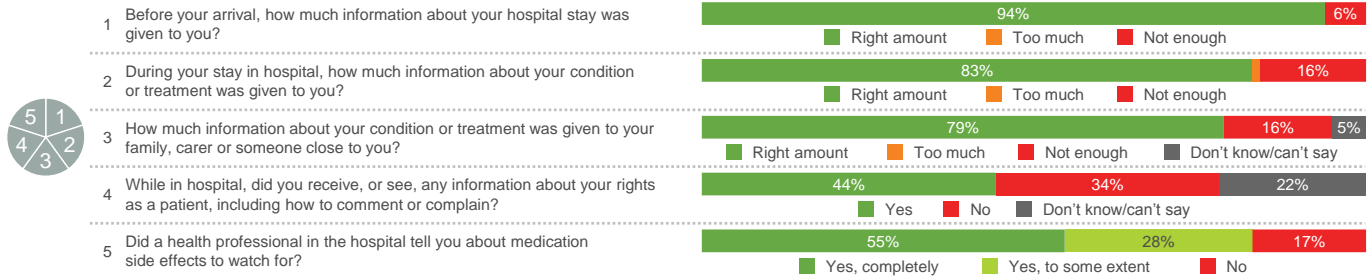
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



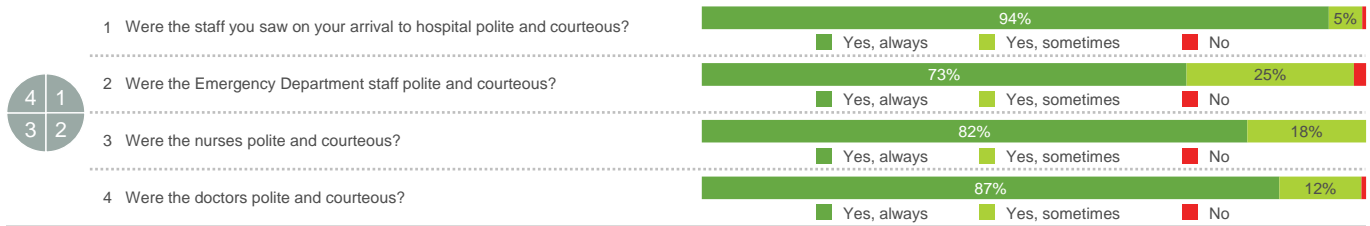
Physical environment and comfort



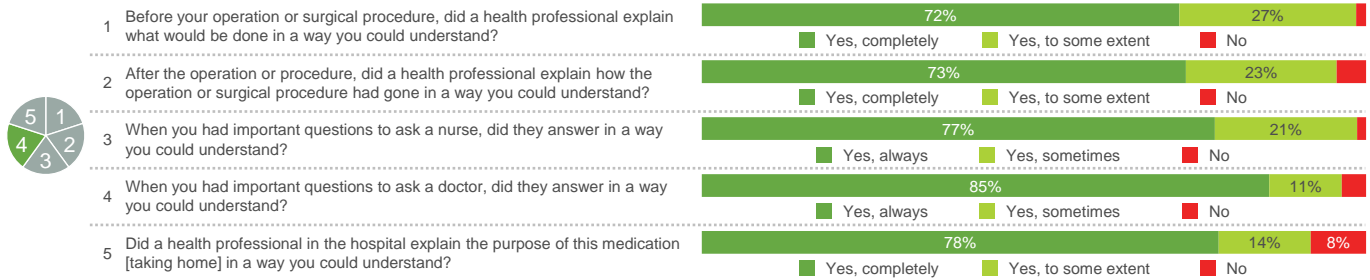
Respectfulness: Culture, dignity and privacy



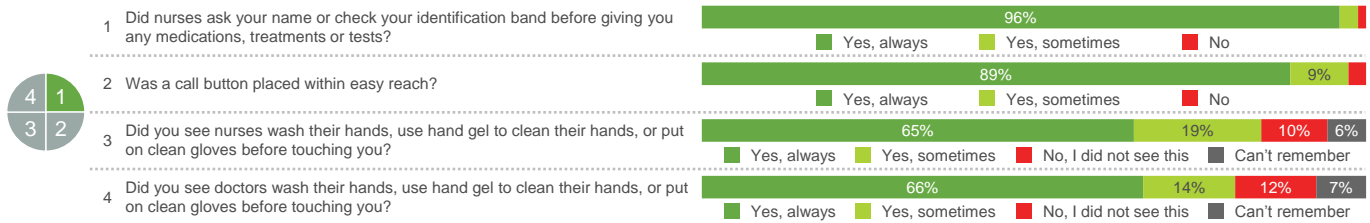
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

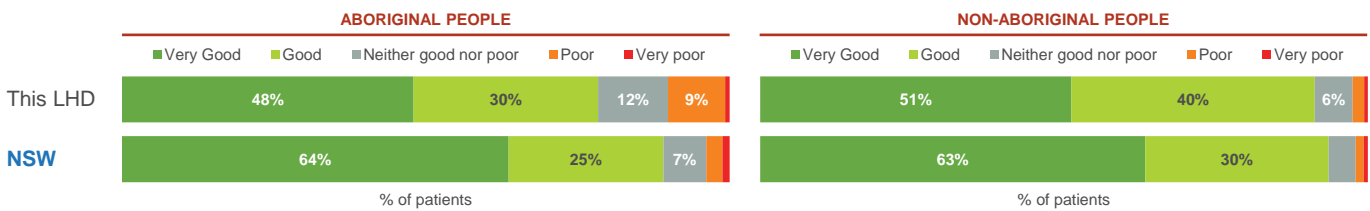
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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.

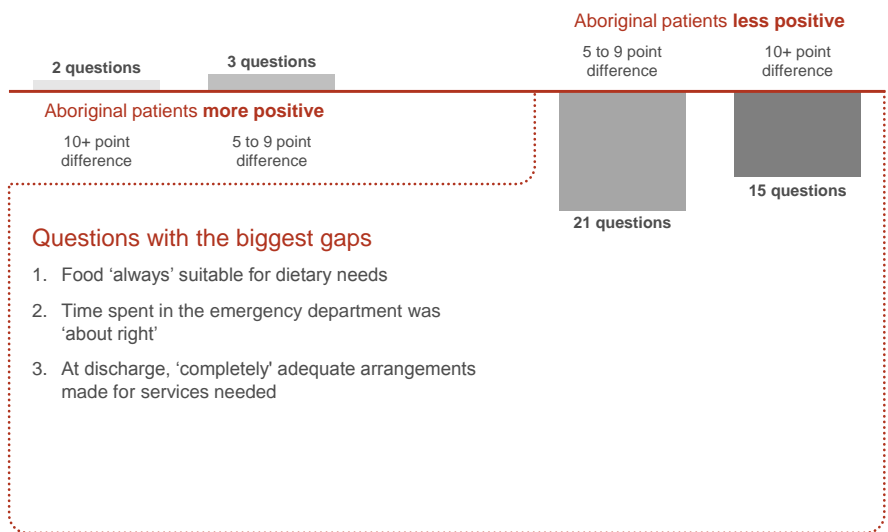
Questions with the biggest gaps focused on hospital food, timeliness in the emergency department, and post-discharge arrangements.

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



Questions with the biggest gaps

1. Food 'always' suitable for dietary needs
2. Time spent in the emergency department was 'about right'
3. At discharge, 'completely' adequate arrangements made for services needed

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

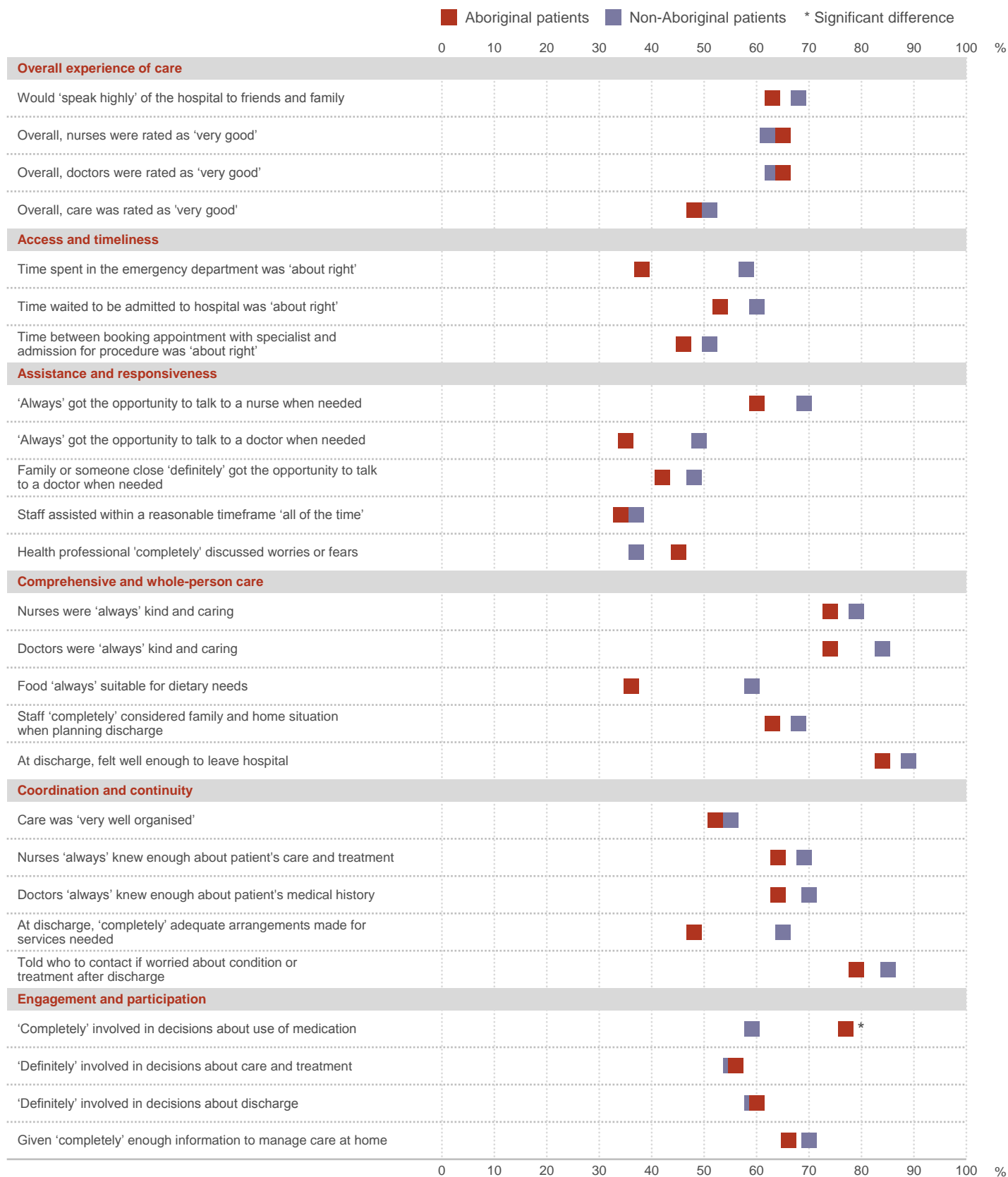
Results at a glance: Aboriginal and non-Aboriginal patients

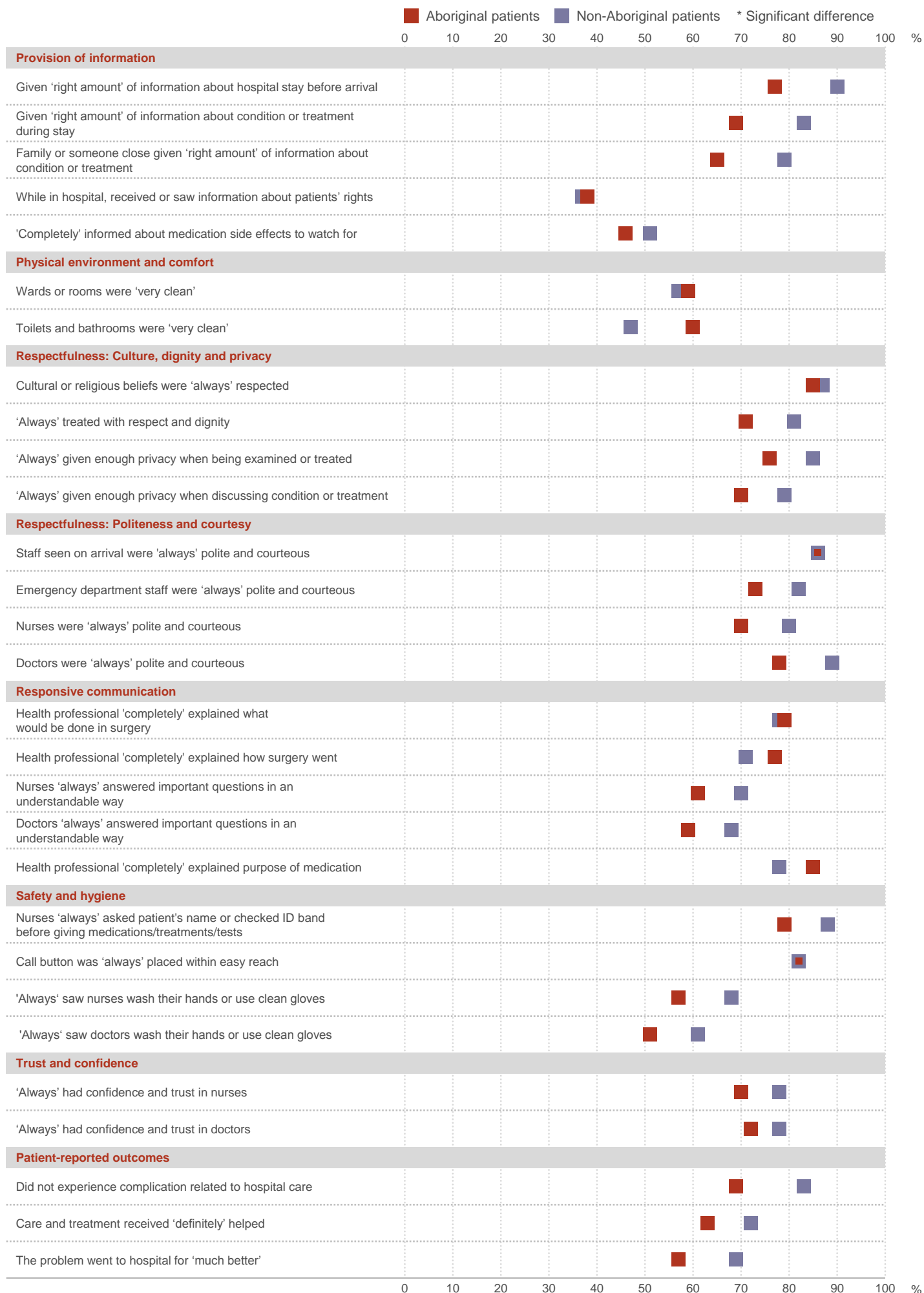
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

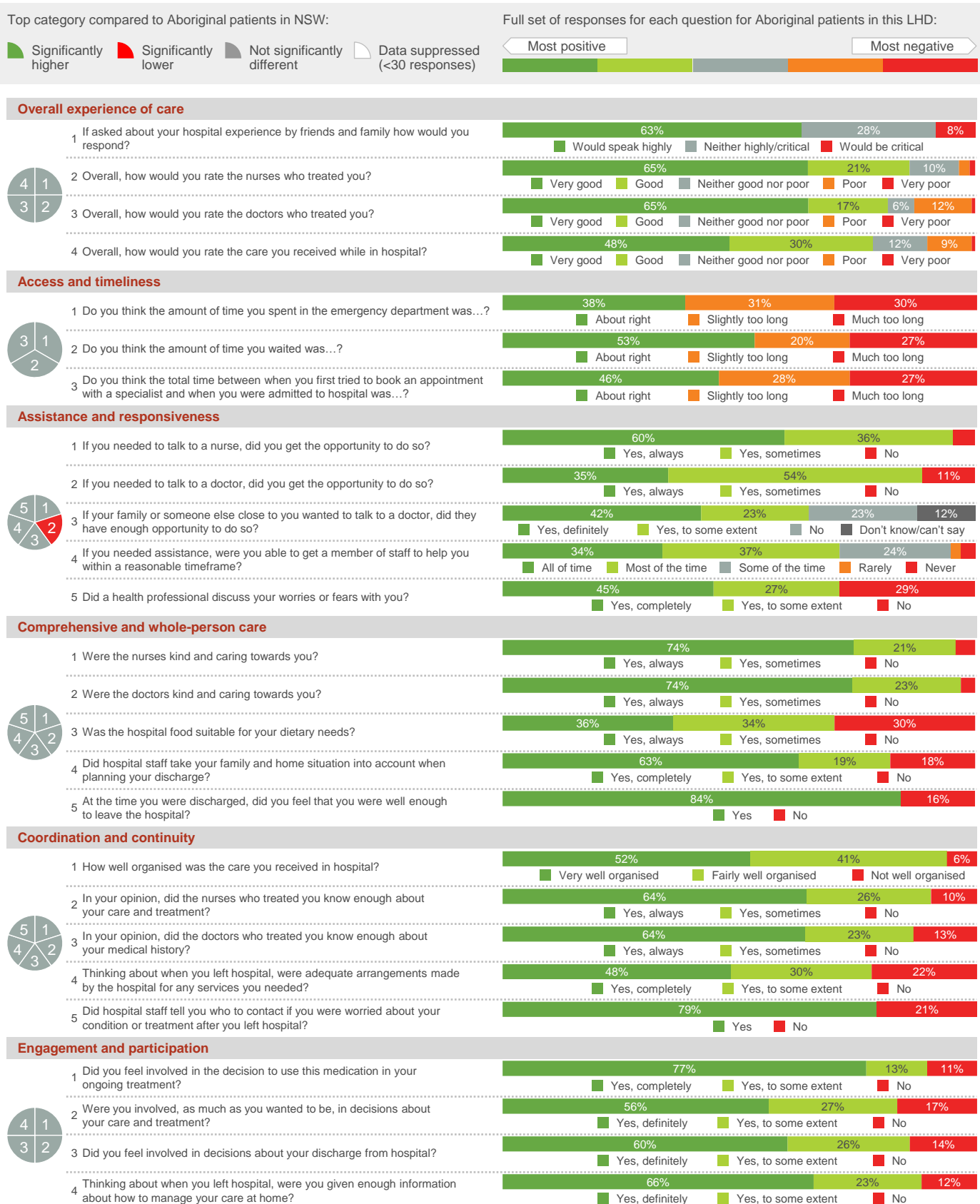
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in South Western Sydney LHD.

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.

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



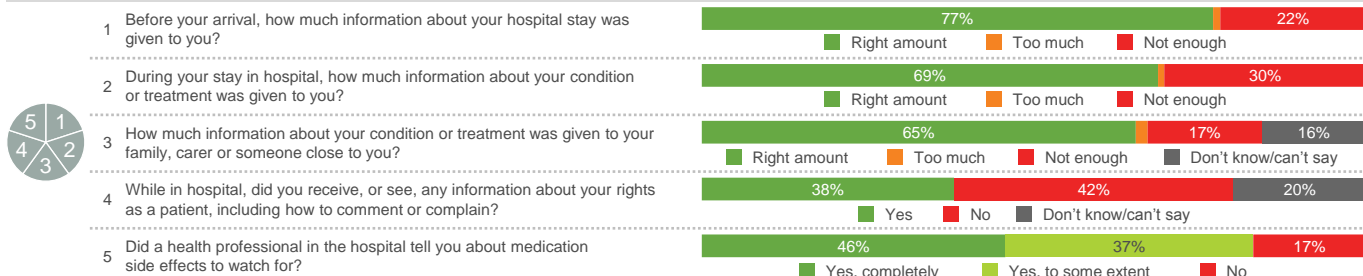
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



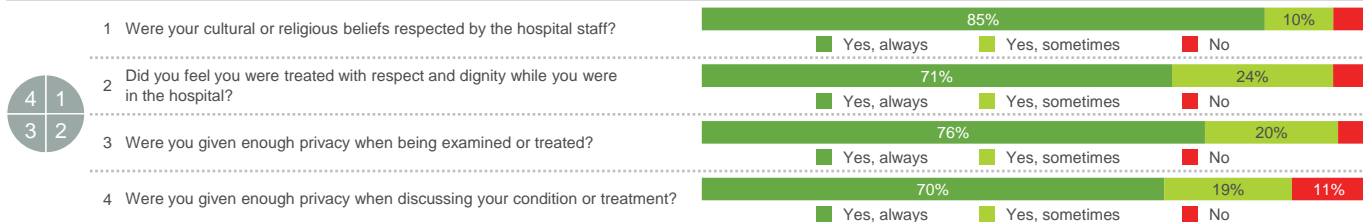
Provision of information



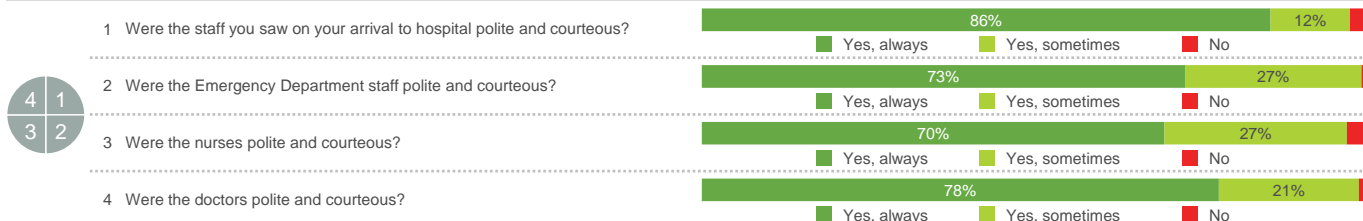
Physical environment and comfort



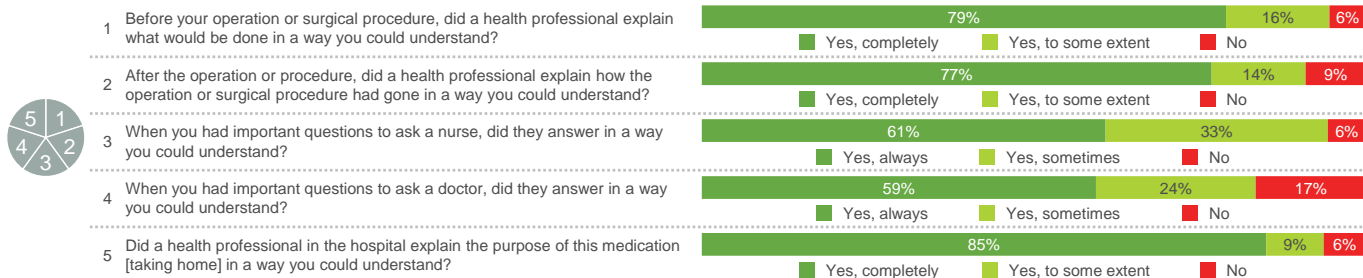
Respectfulness: Culture, dignity and privacy



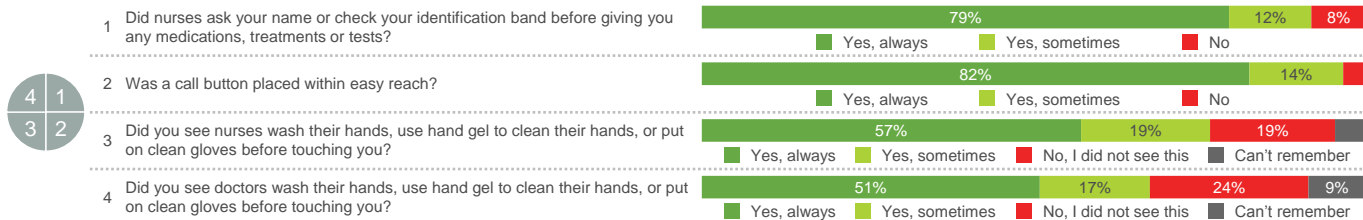
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

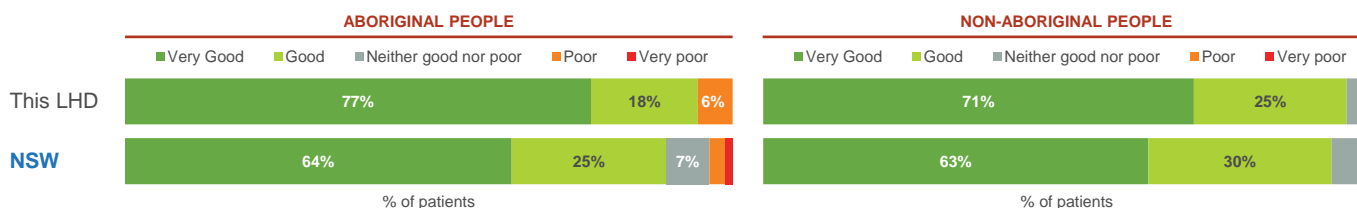
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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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



Questions with the biggest gaps

1. Time spent in the emergency department was 'about right'
2. Given 'completely' enough information to manage care at home
3. Overall, doctors were rated as 'very good'

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 **more** positive than Aboriginal patients in NSW

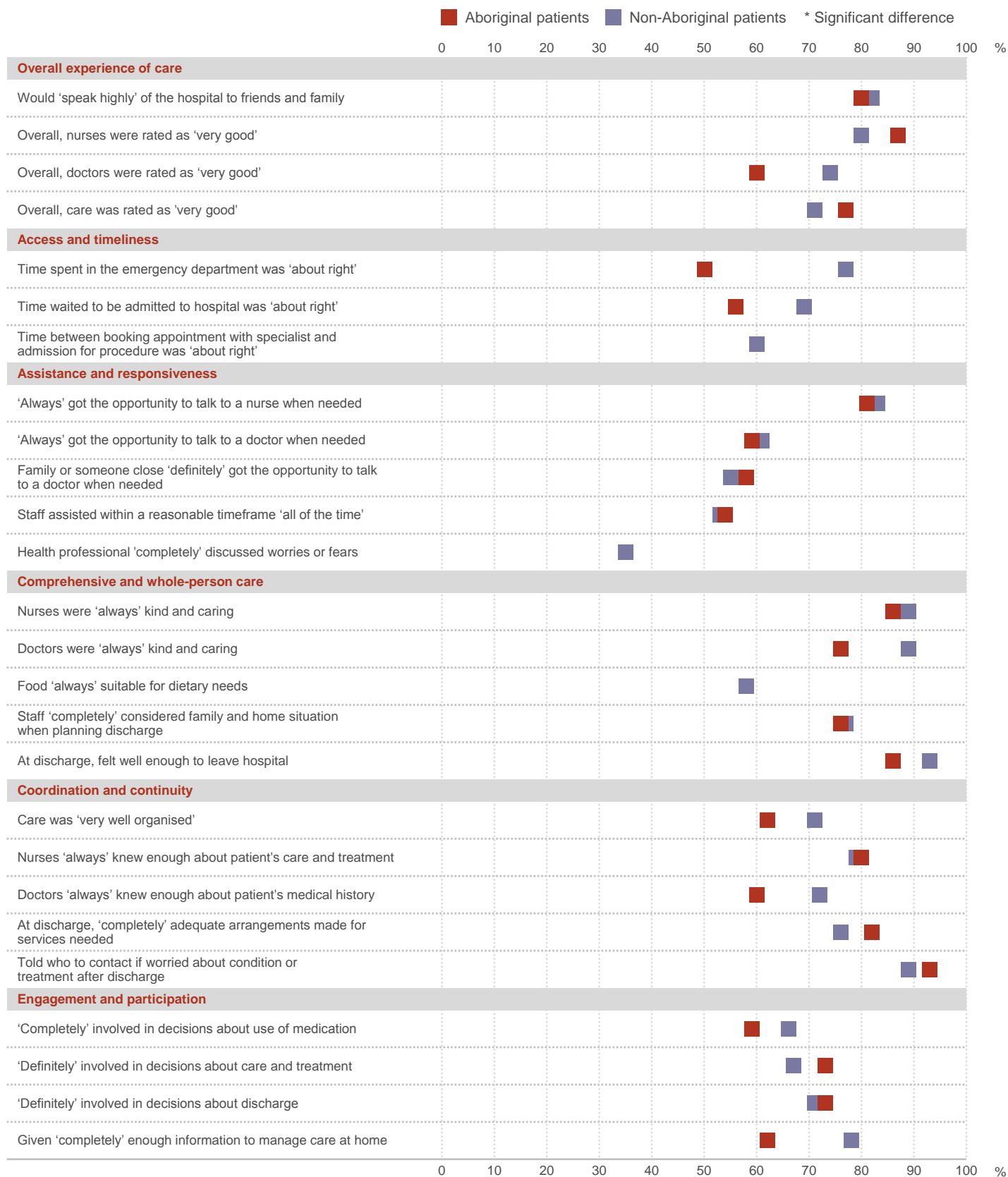
Results at a glance: Aboriginal and non-Aboriginal patients

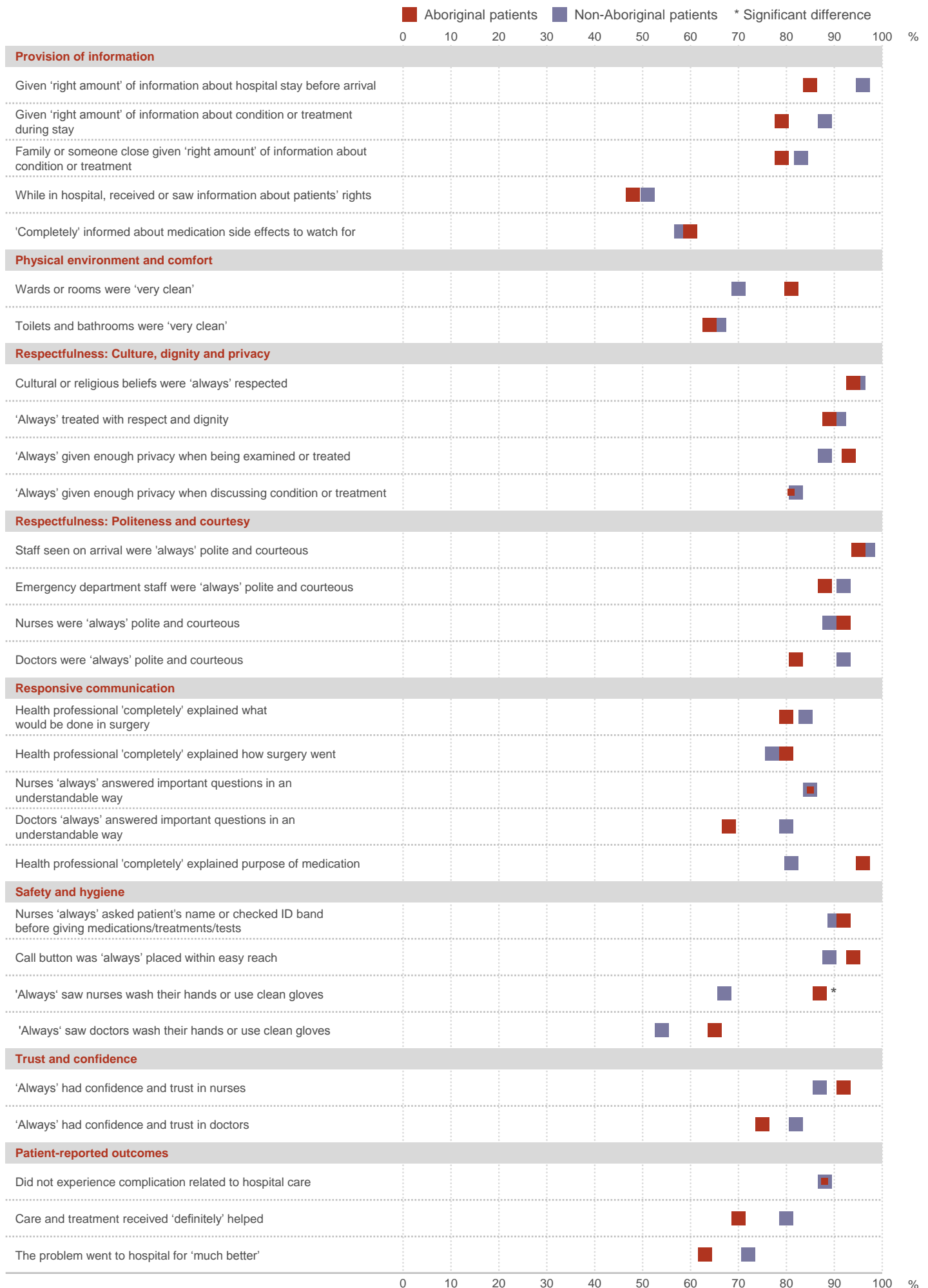
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

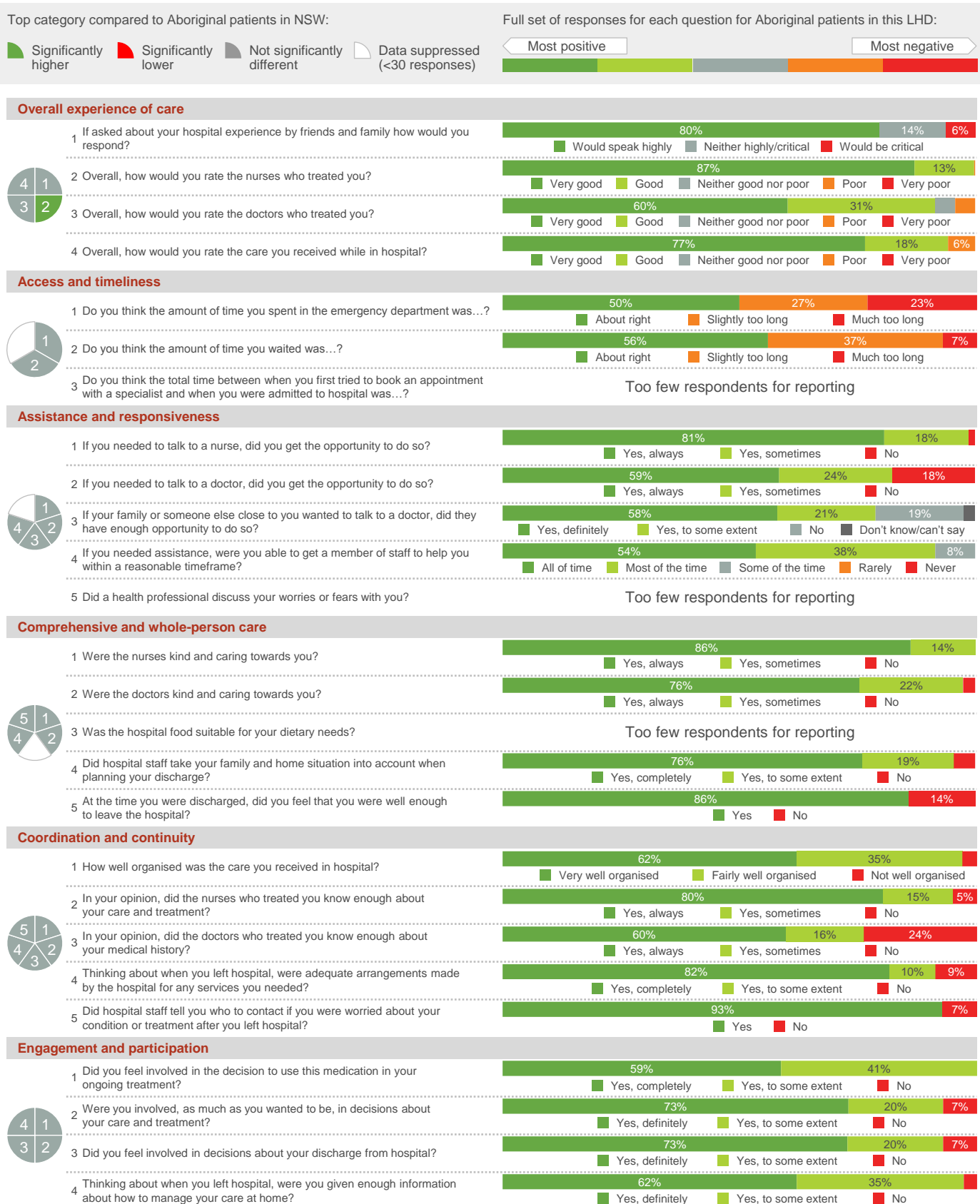
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Southern NSW LHD.

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.

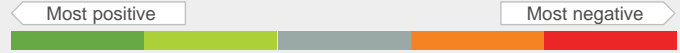
Figure 2 LHD results for all questions, all responses: Aboriginal patients



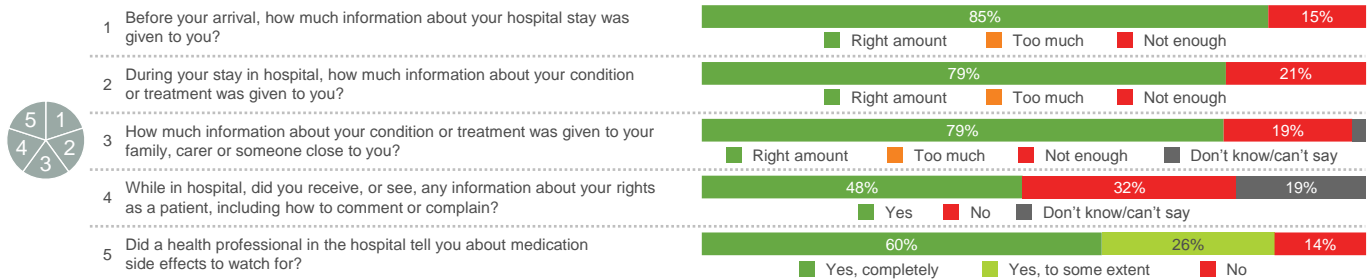
Top category compared to Aboriginal patients in NSW:



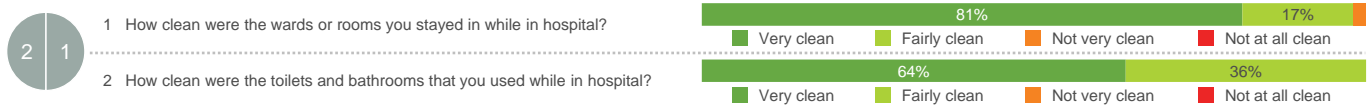
Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



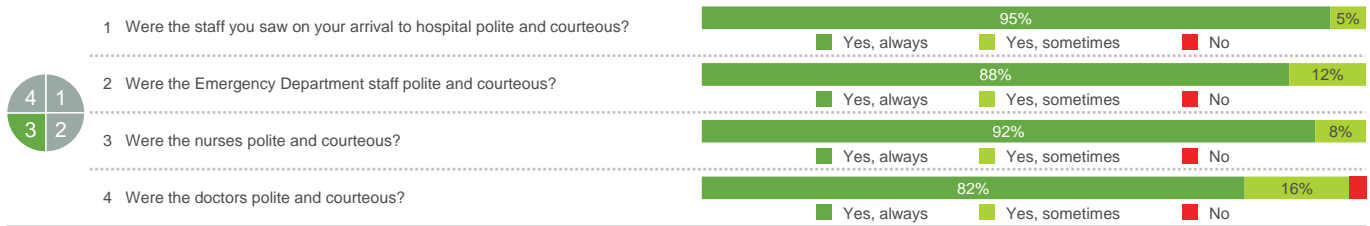
Physical environment and comfort



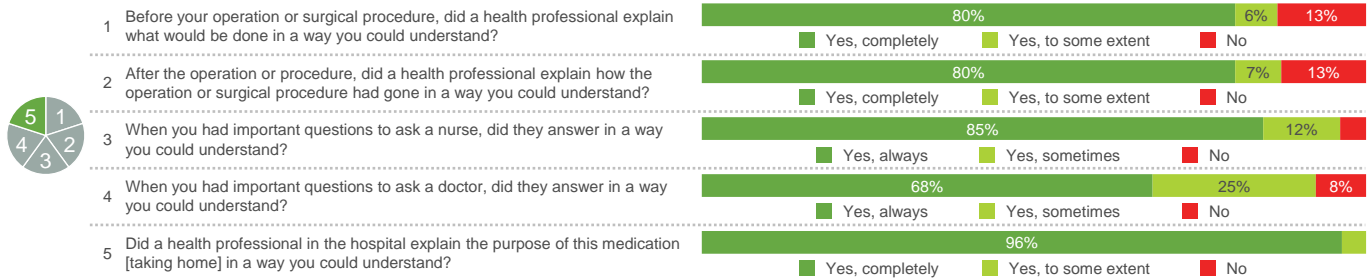
Respectfulness: Culture, dignity and privacy



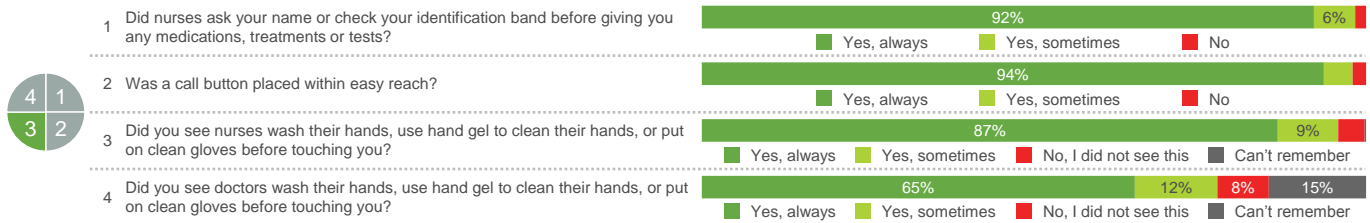
Respectfulness: Politeness and courtesy



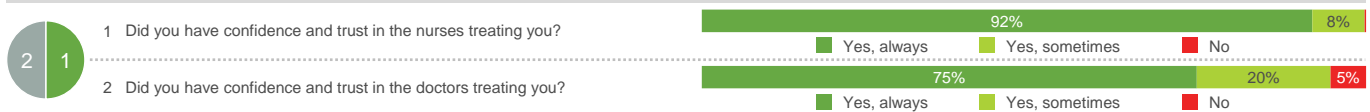
Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

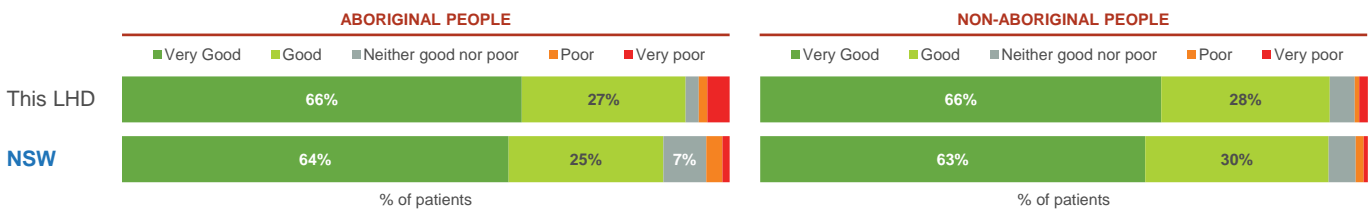
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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



Questions with the biggest gaps

1. Nurses 'always' knew enough about patient's care and treatment
2. Did not experience complication related to hospital care
3. Care and treatment received 'definitely' helped
4. 'Always' saw nurses wash their hands or use clean gloves

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

20%

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

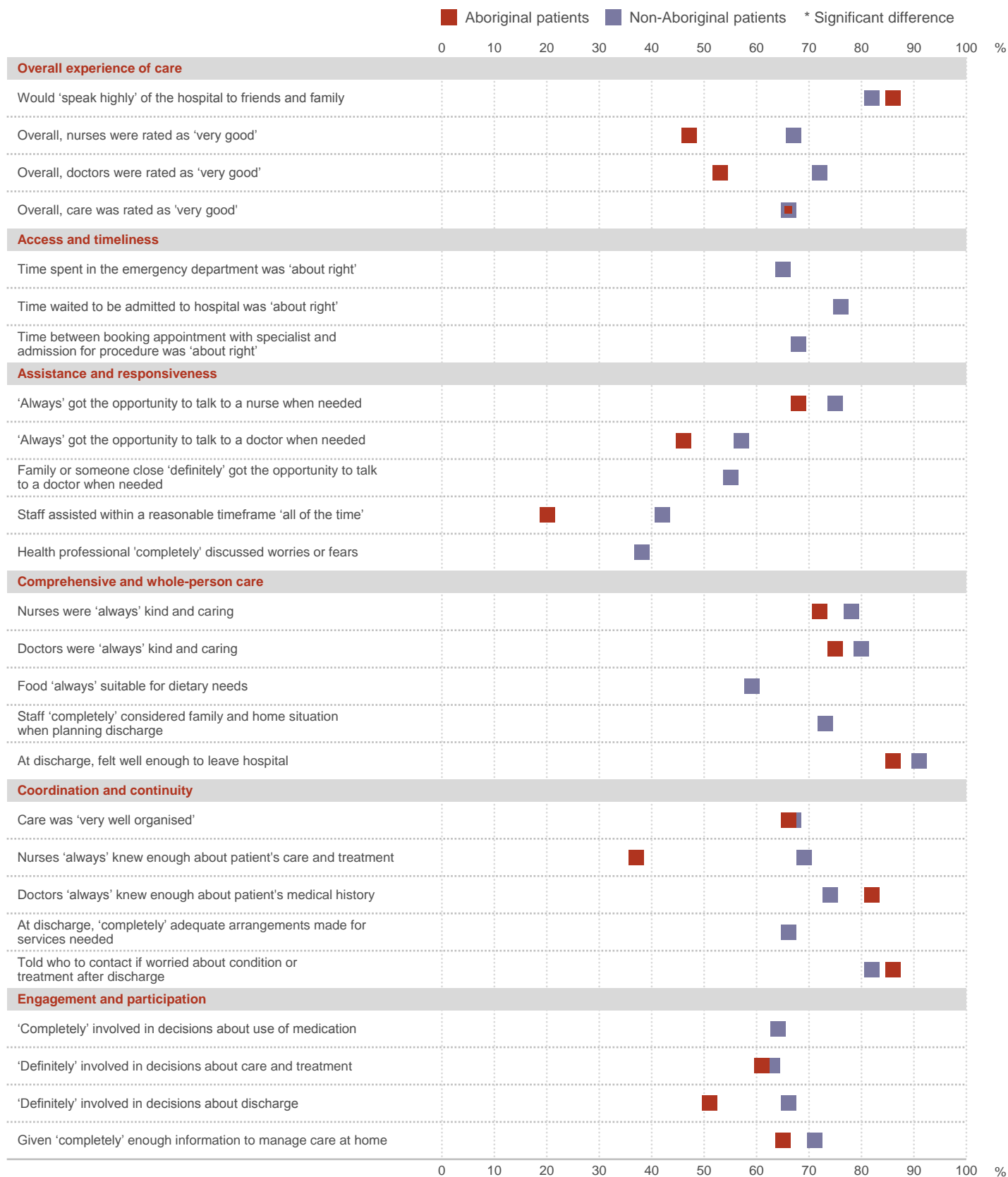
Results at a glance: Aboriginal and non-Aboriginal patients

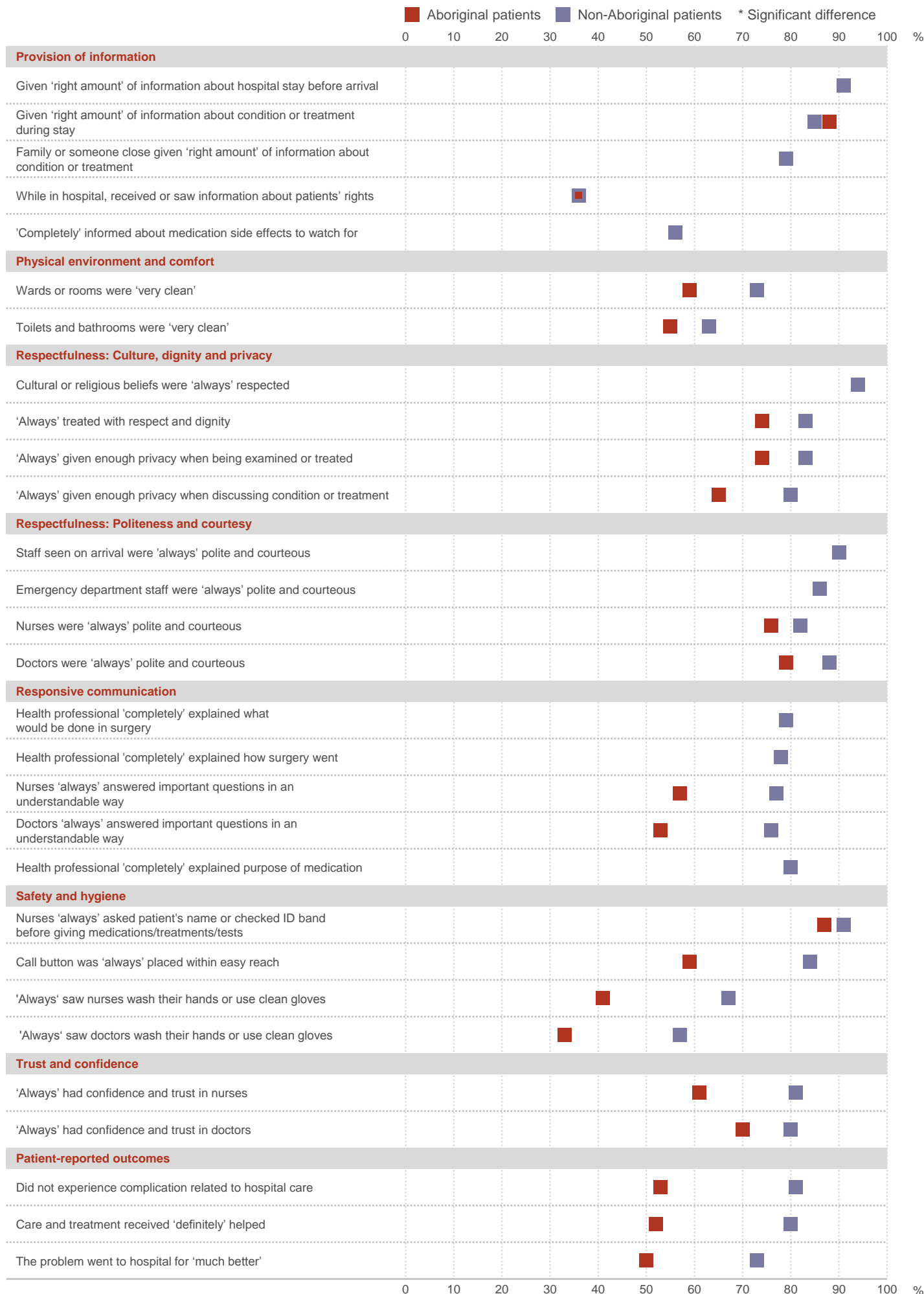
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

Results presented in Figure 1 compare the experiences of care of Aboriginal and non-Aboriginal patients in 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.

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





Results at a glance: Aboriginal patients only

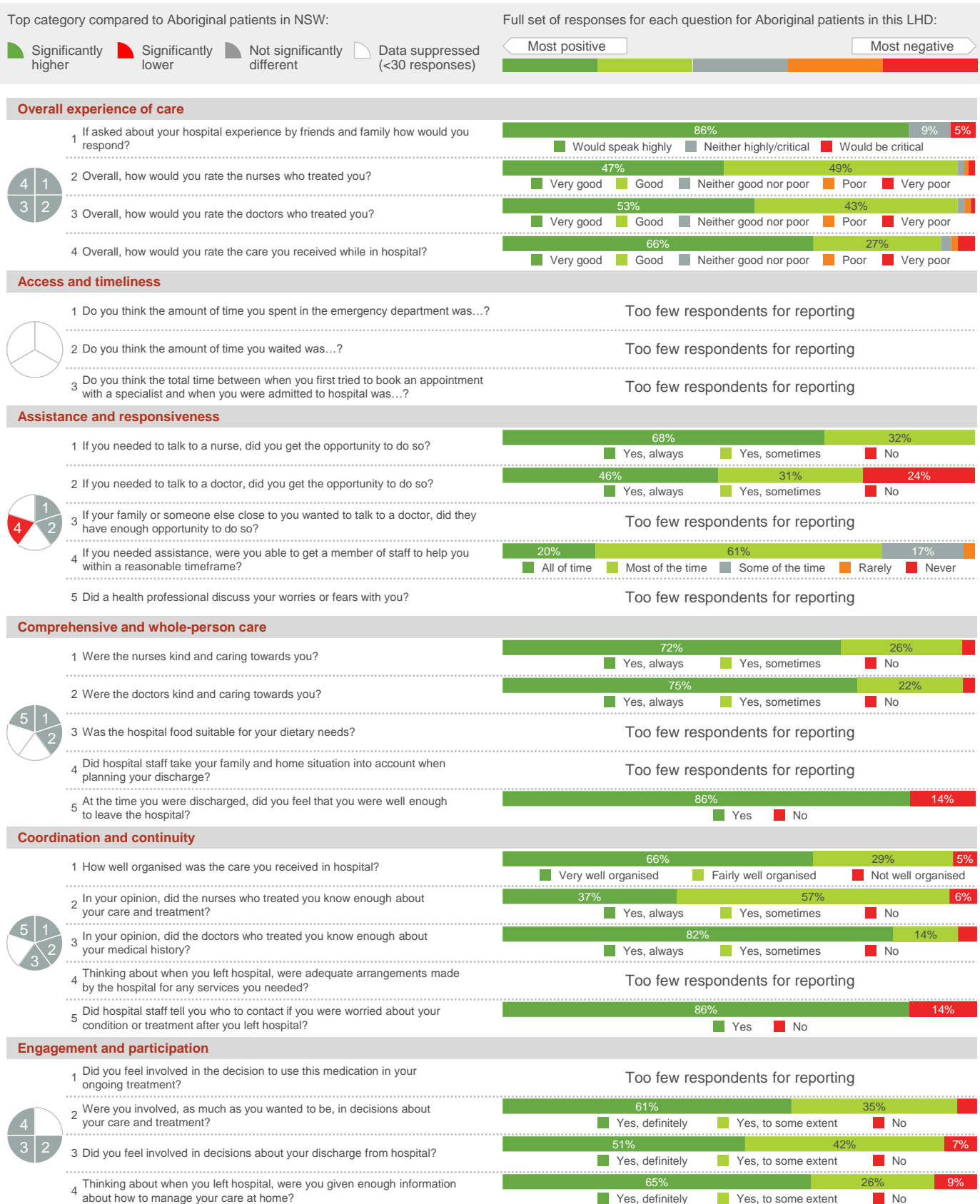
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in St Vincent's Health Network.

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

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

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

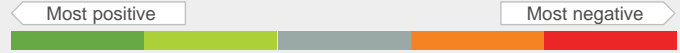
Figure 2 LHD results for all questions, all responses: Aboriginal patients



Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



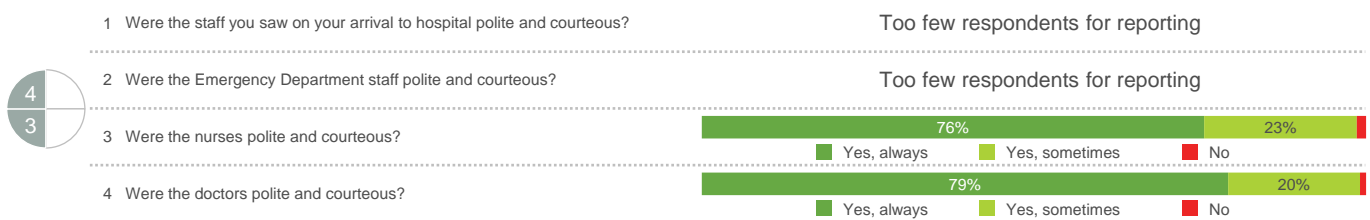
Physical environment and comfort



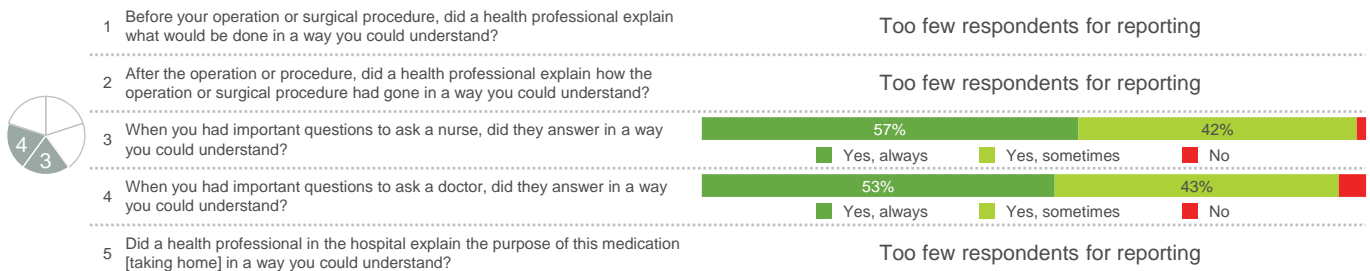
Respectfulness: Culture, dignity and privacy



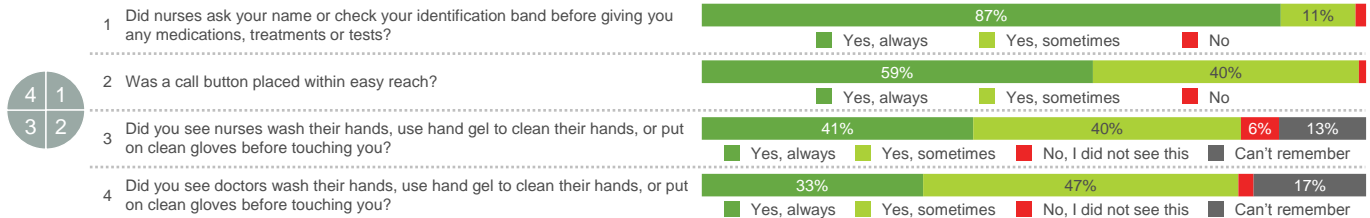
Respectfulness: Politeness and courtesy



Responsive communication



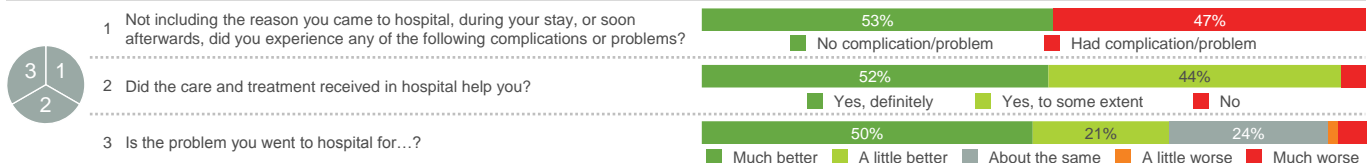
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

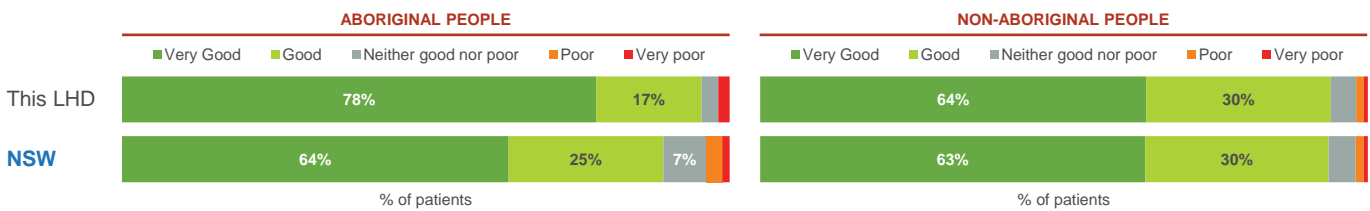
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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

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



Questions with the biggest gaps

- 'Always' given enough privacy when being examined or treated
- 'Always' given enough privacy when discussing condition or treatment
- 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 **more** positive than Aboriginal patients in NSW

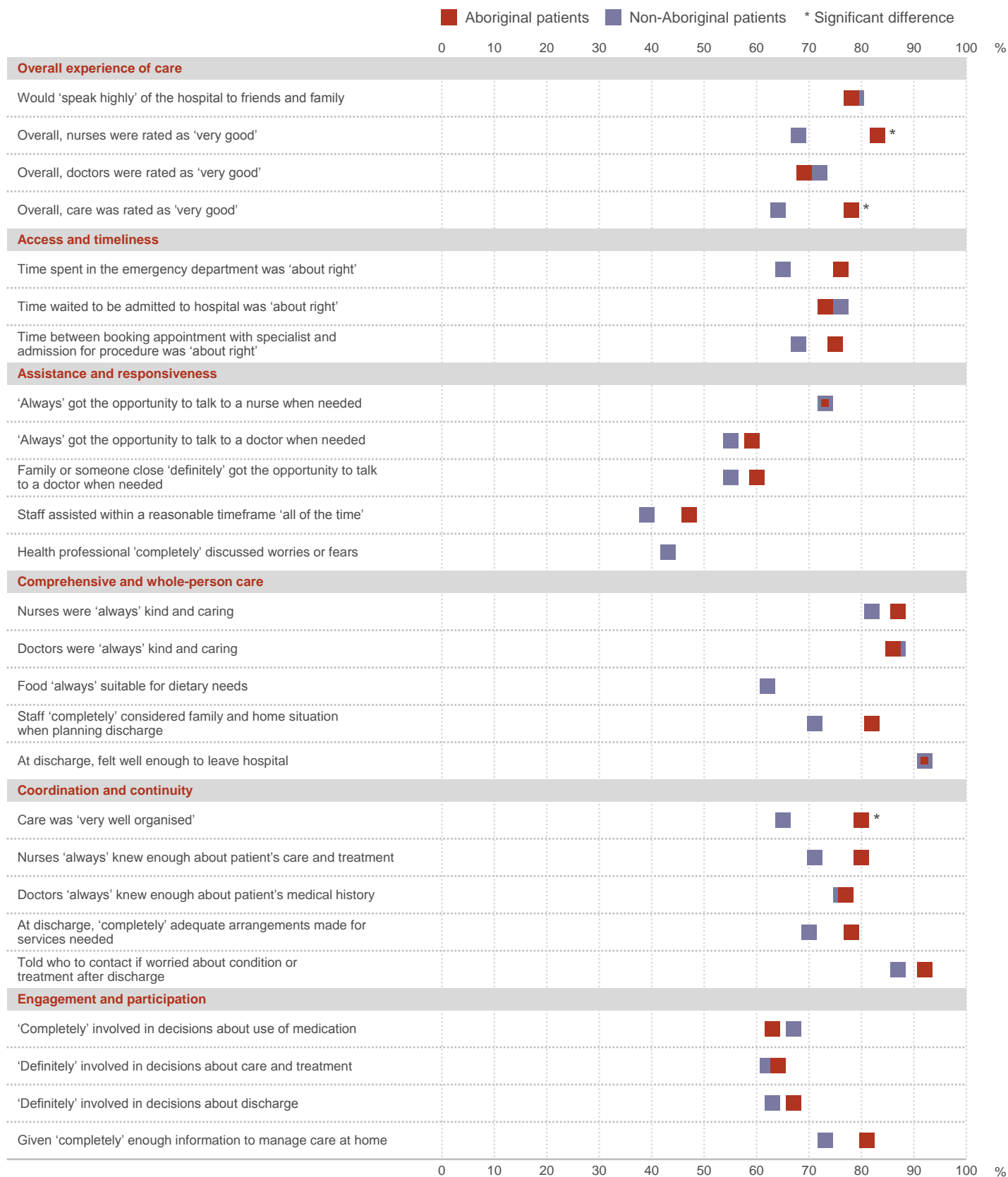
Results at a glance: Aboriginal and non-Aboriginal patients

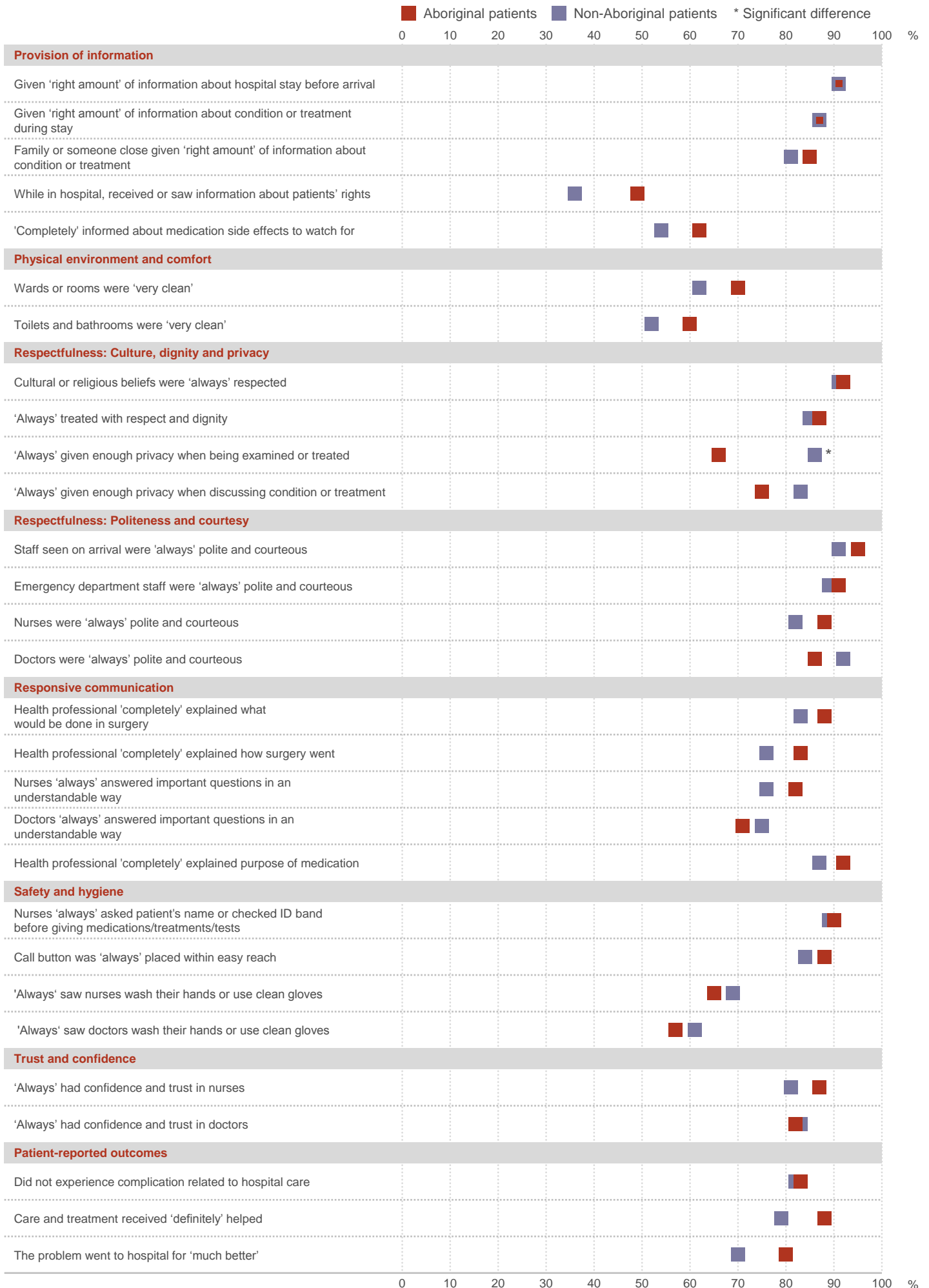
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

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





Results at a glance: Aboriginal patients only

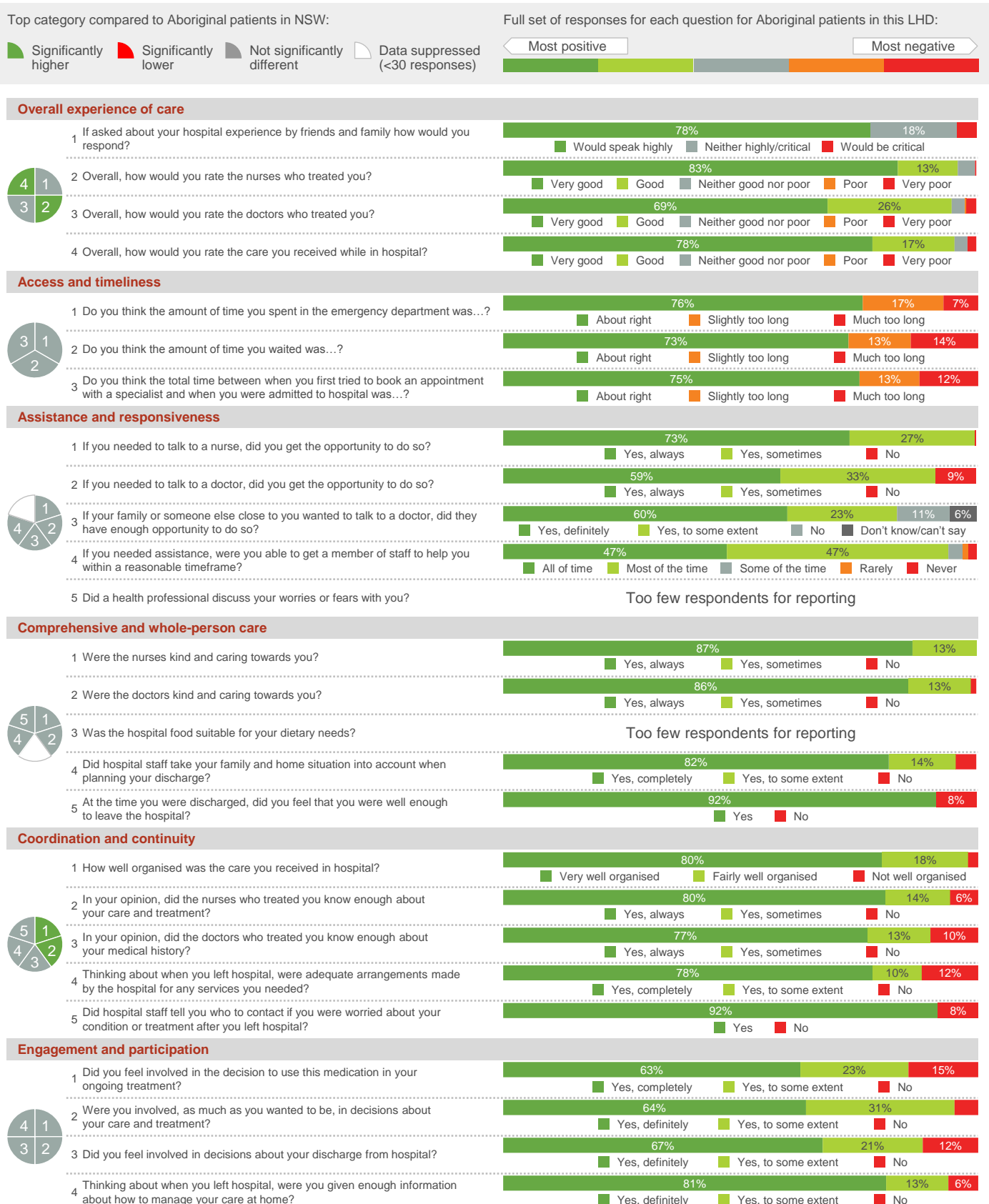
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Sydney LHD.

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

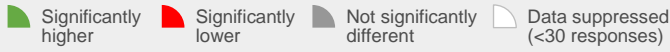
from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

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

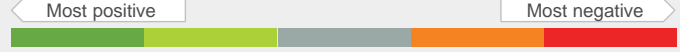
Figure 2 LHD results for all questions, all responses: Aboriginal patients



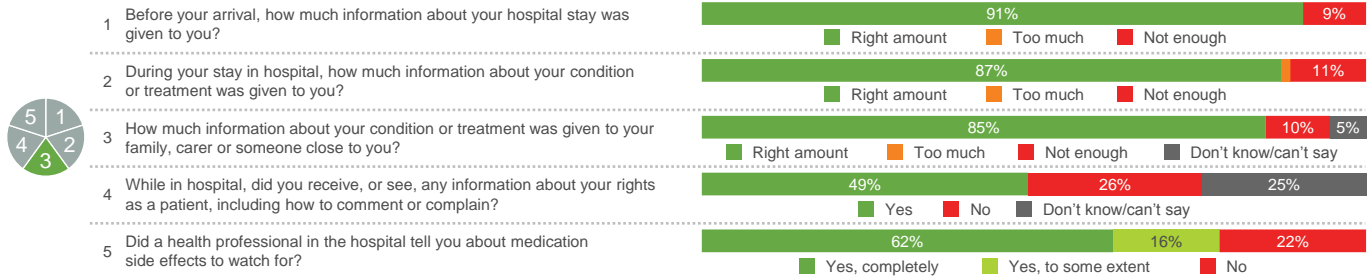
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



Physical environment and comfort



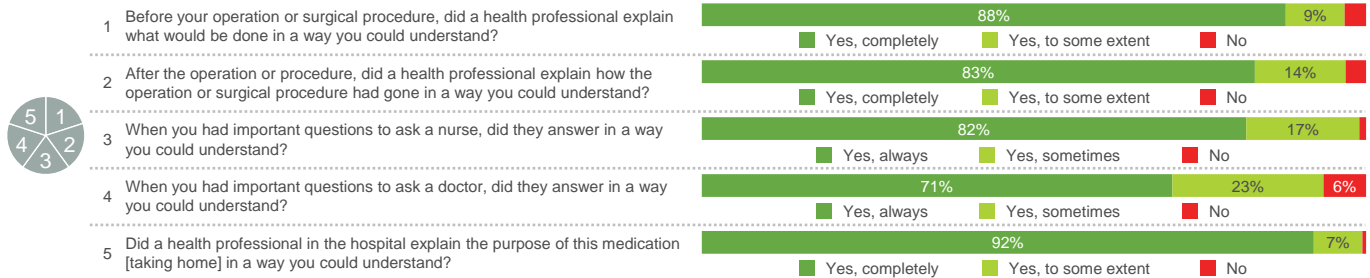
Respectfulness: Culture, dignity and privacy



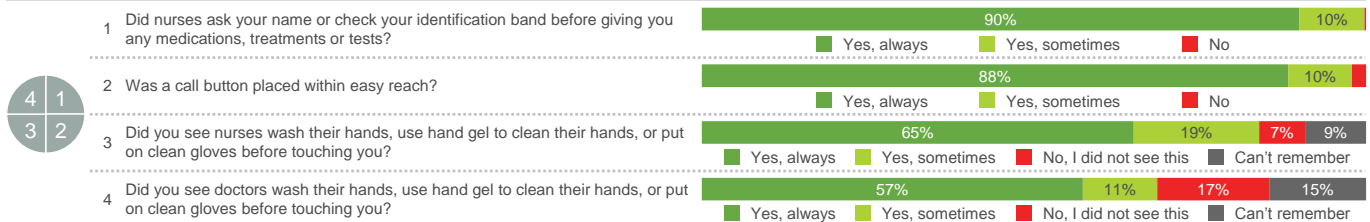
Respectfulness: Politeness and courtesy



Responsive communication



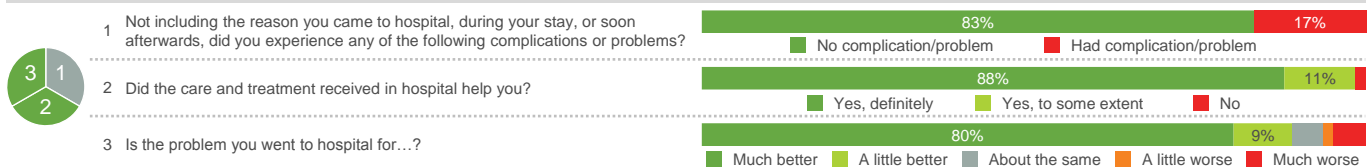
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

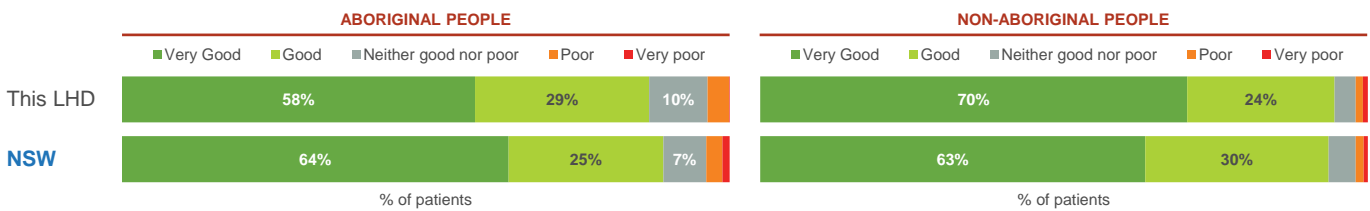
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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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).

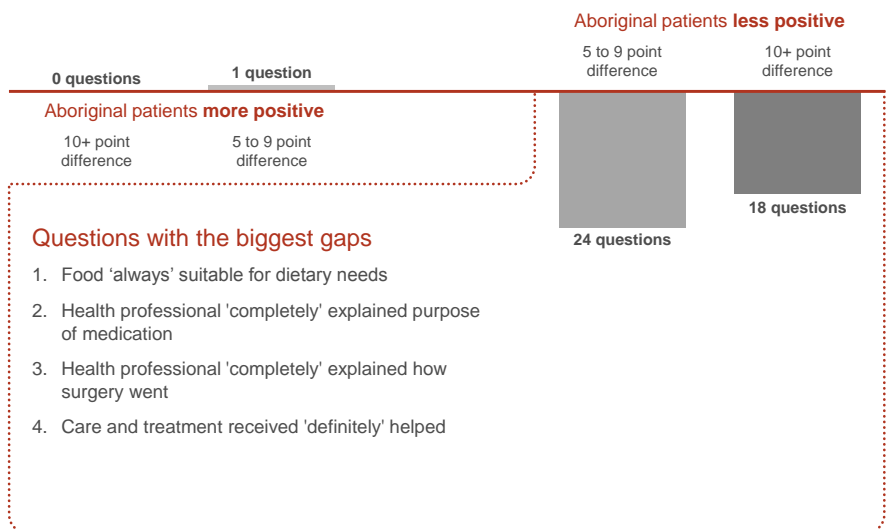
In Western NSW LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for about a third of survey questions (18 questions). In other LHDs, this ranged from 0 to 43 questions.

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



Questions with the biggest gaps

1. Food 'always' suitable for dietary needs
2. Health professional 'completely' explained purpose of medication
3. Health professional 'completely' explained how surgery went
4. Care and treatment received 'definitely' helped

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

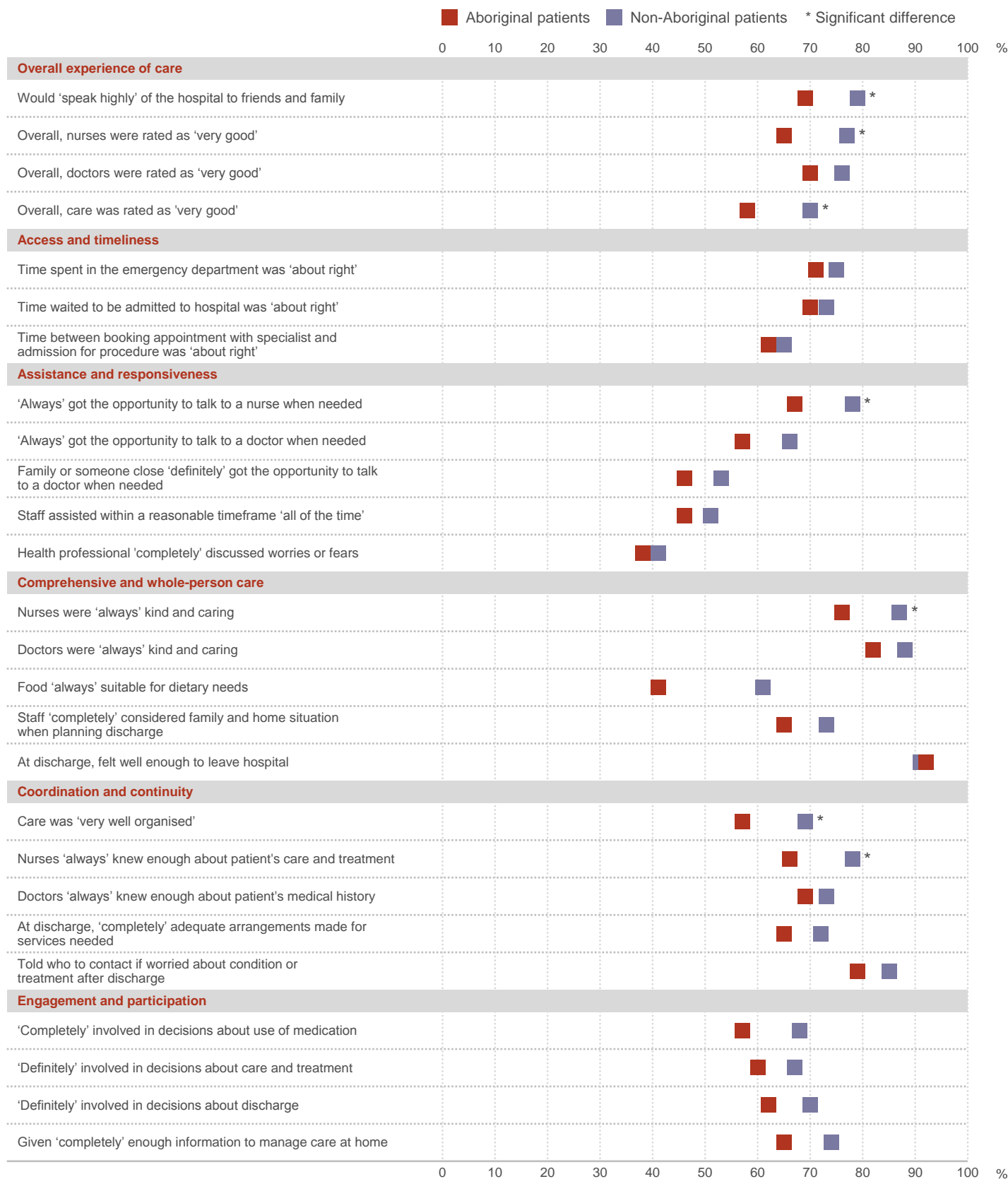
Results at a glance: Aboriginal and non-Aboriginal patients

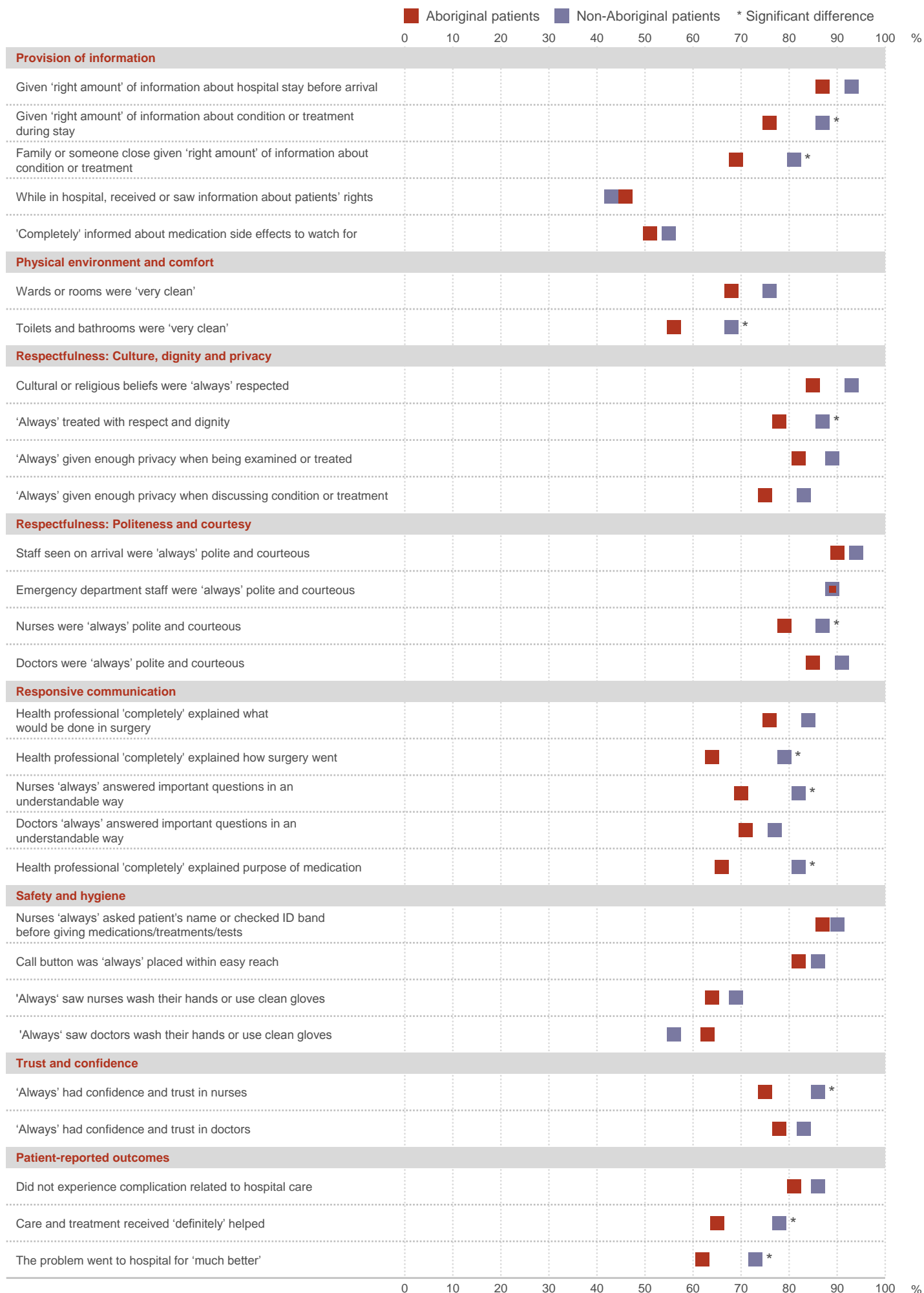
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

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





Results at a glance: Aboriginal patients only

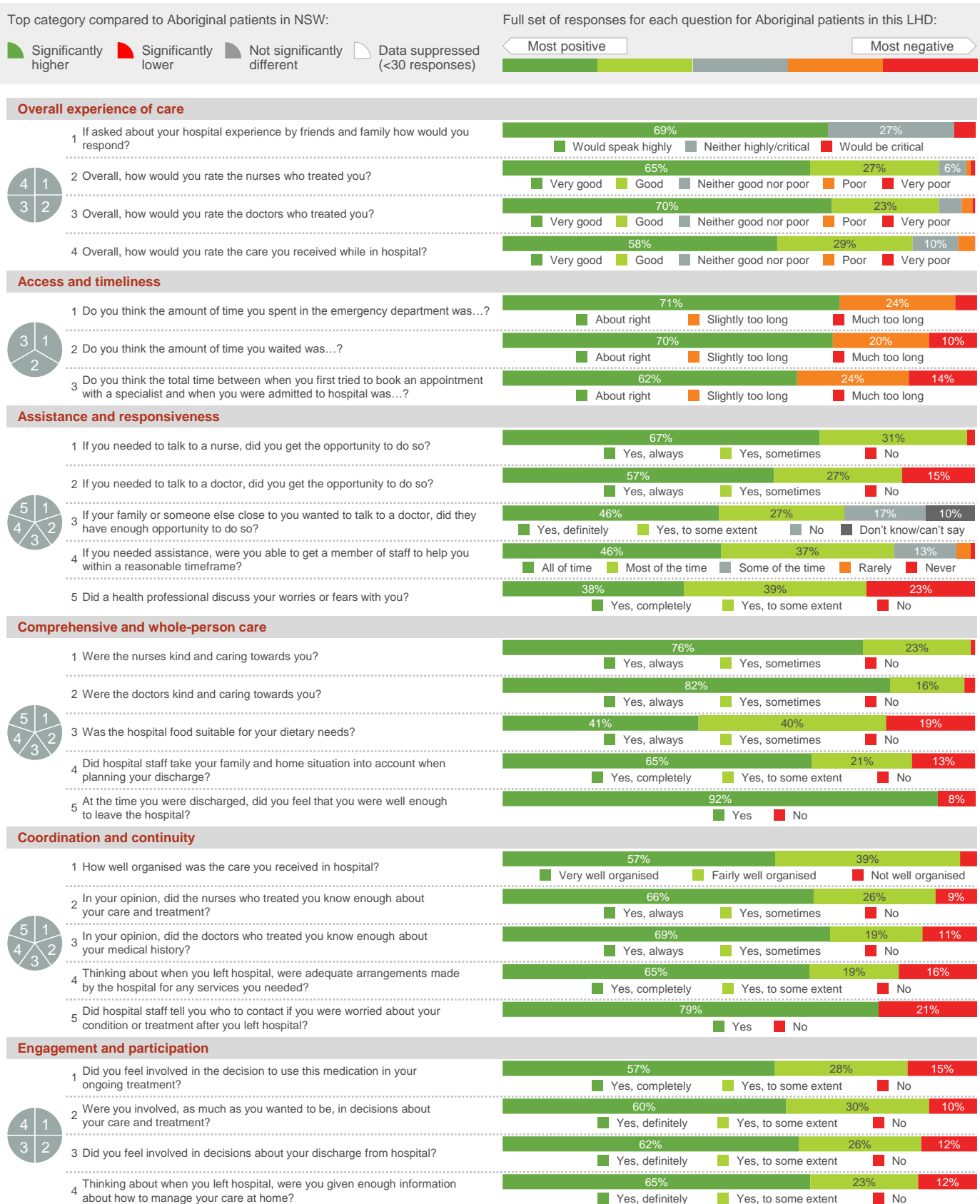
Results presented in Figure 2 show the full set of responses given by adult admitted Aboriginal patients in Western NSW LHD.

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

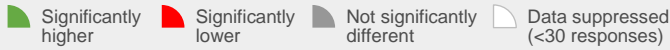
from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

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

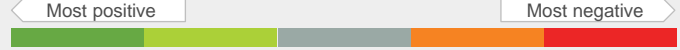
Figure 2 LHD results for all questions, all responses: Aboriginal patients



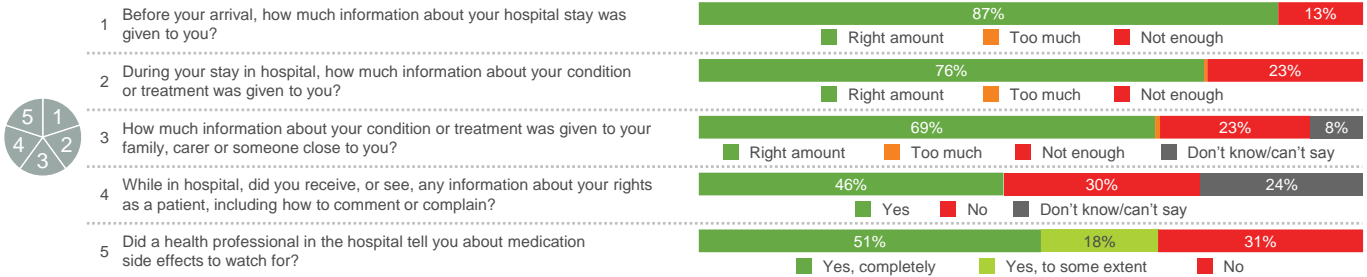
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



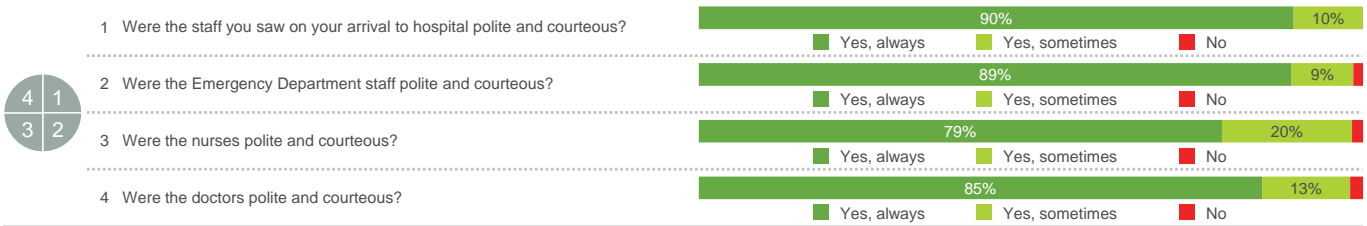
Physical environment and comfort



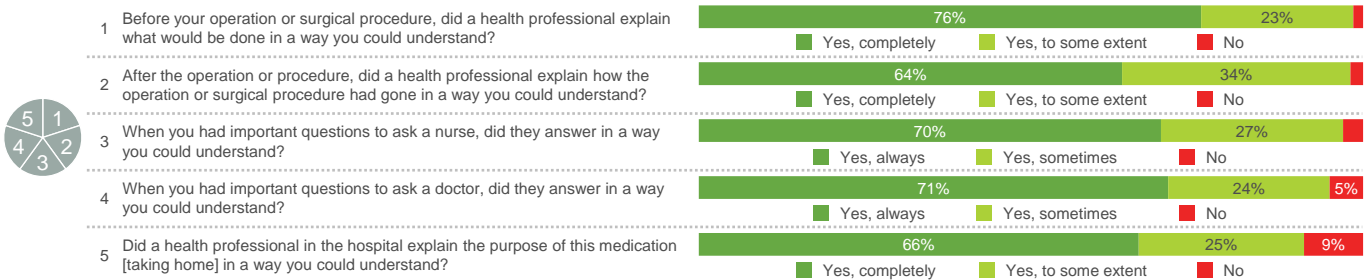
Respectfulness: Culture, dignity and privacy



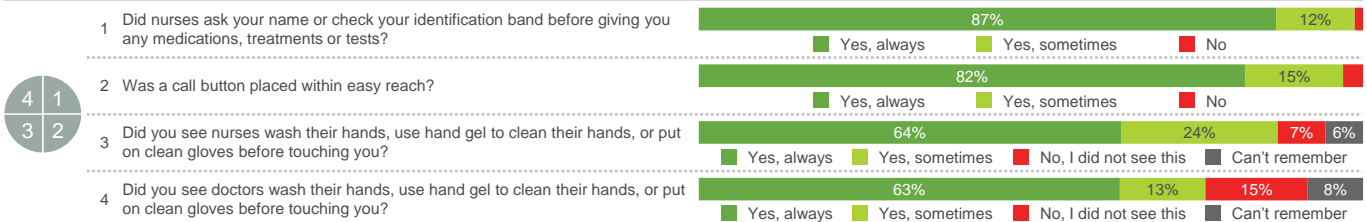
Respectfulness: Politeness and courtesy



Responsive communication



Safety and hygiene



Trust and confidence



Patient-reported outcomes



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.

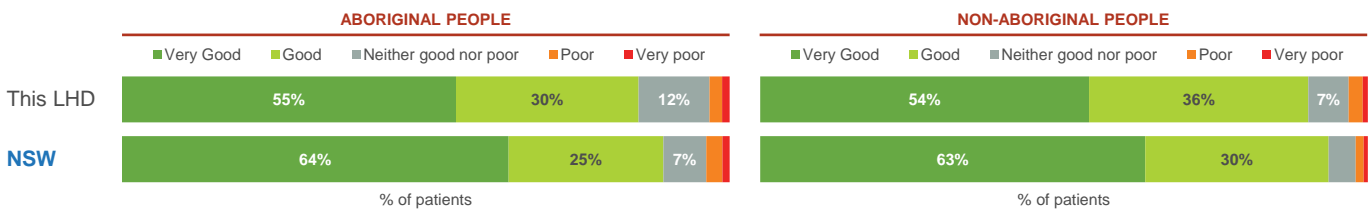
[^] The response rate for non-Aboriginal patients was adjusted to compensate for a planned oversampling of younger patients.

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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).

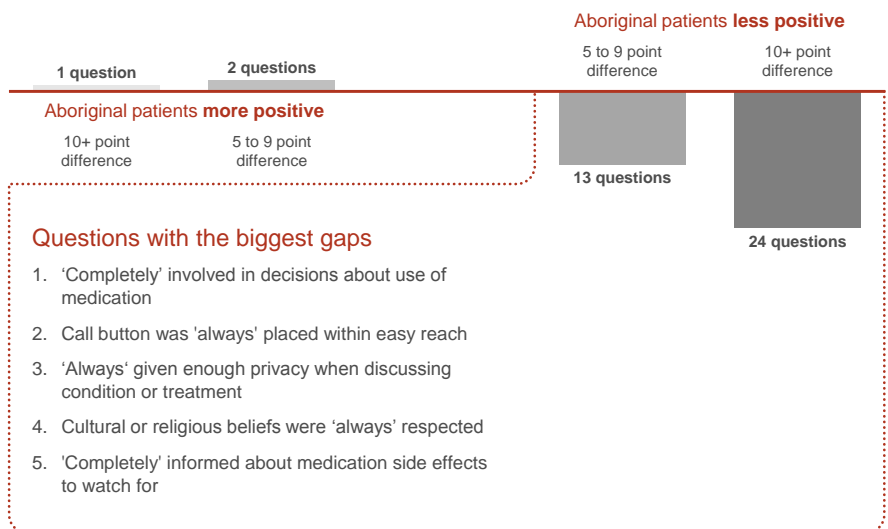
In Western Sydney LHD, Aboriginal patients were less positive than non-Aboriginal patients by 10+ percentage points for 24 questions. In other LHDs, this ranged from 0 to 43 questions.

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

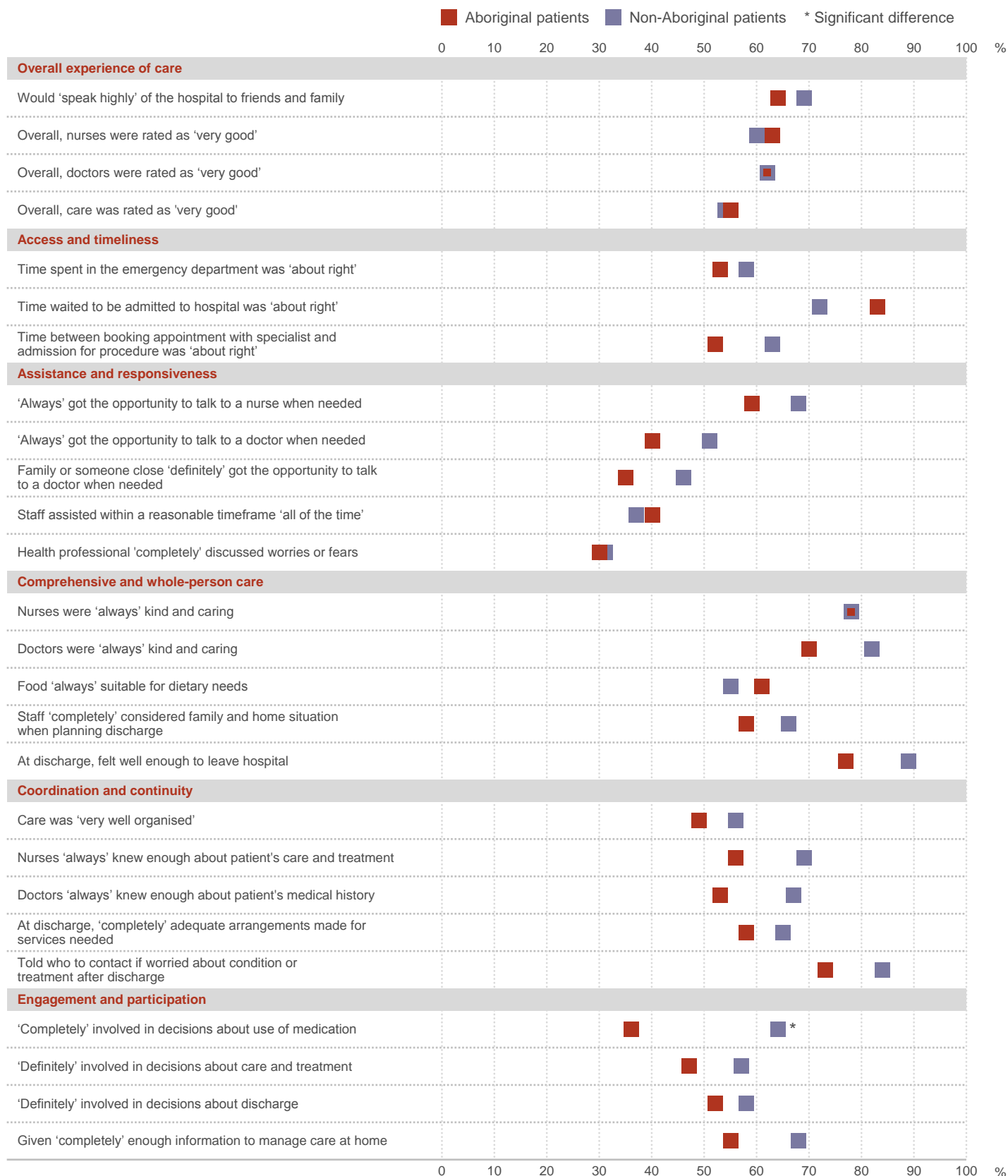
Results at a glance: Aboriginal and non-Aboriginal patients

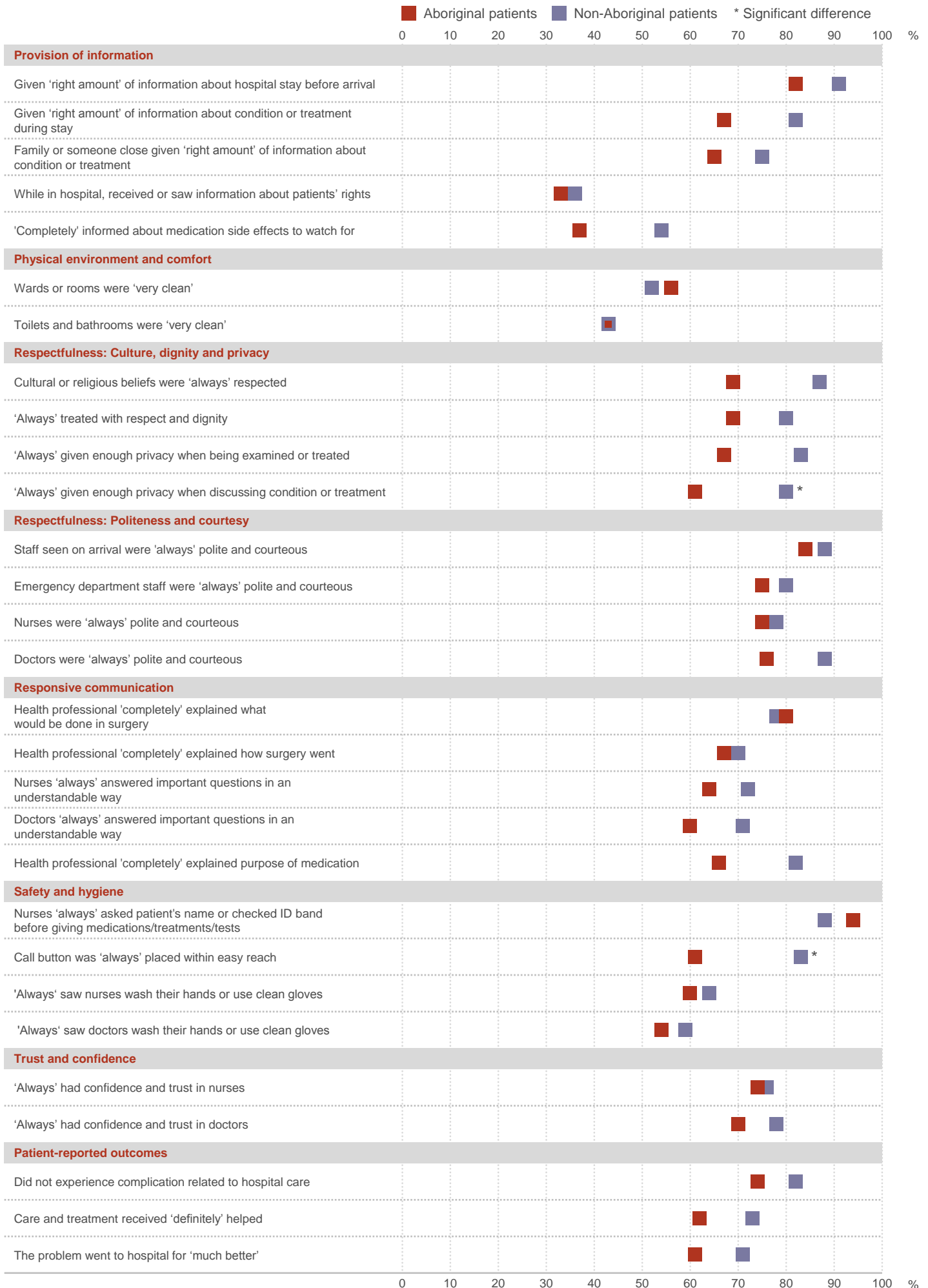
This profile is based on responses to 55 survey questions about experiences of hospital care for adult admitted patients.

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





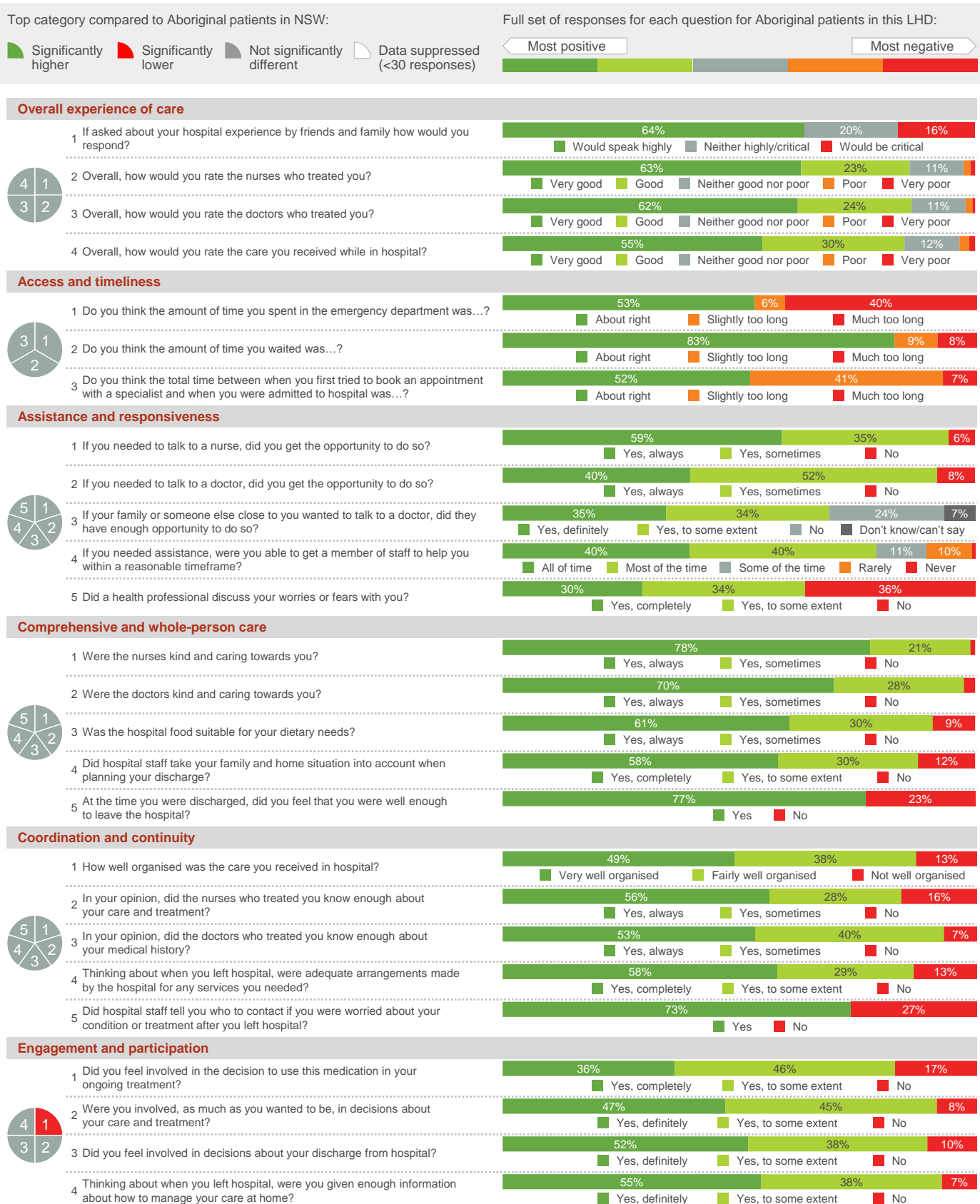
Results at a glance: Aboriginal patients only

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

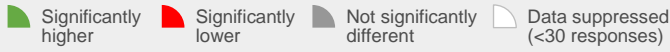
from all adult admitted Aboriginal patients in NSW who selected the most positive response category (the top category).

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

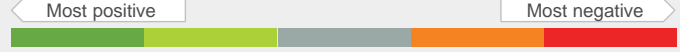
Figure 2 LHD results for all questions, all responses: Aboriginal patients



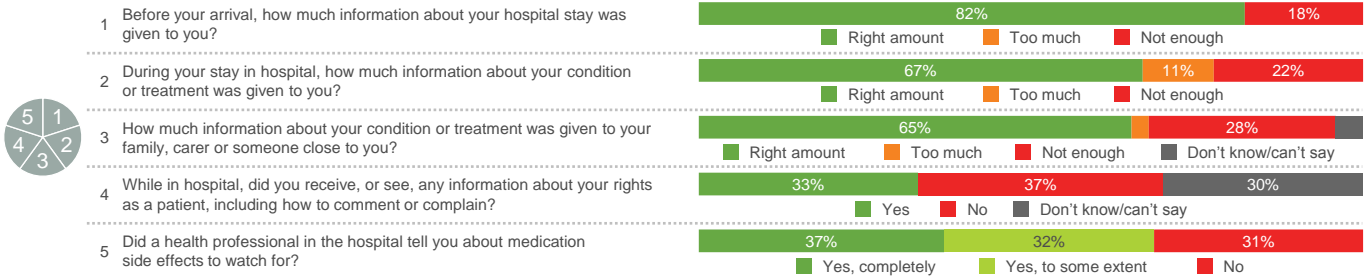
Top category compared to Aboriginal patients in NSW:



Full set of responses for each question for Aboriginal patients in this LHD:



Provision of information



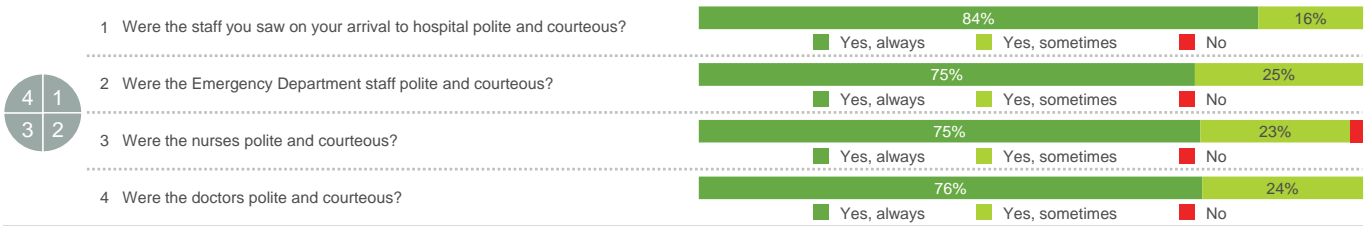
Physical environment and comfort



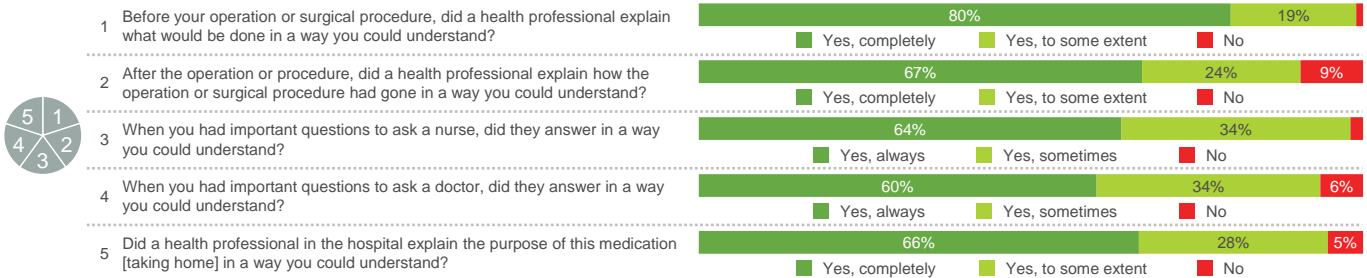
Respectfulness: Culture, dignity and privacy



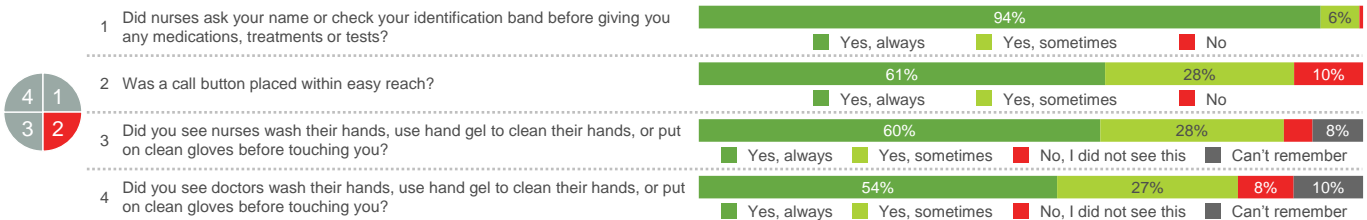
Respectfulness: Politeness and courtesy



Responsive communication



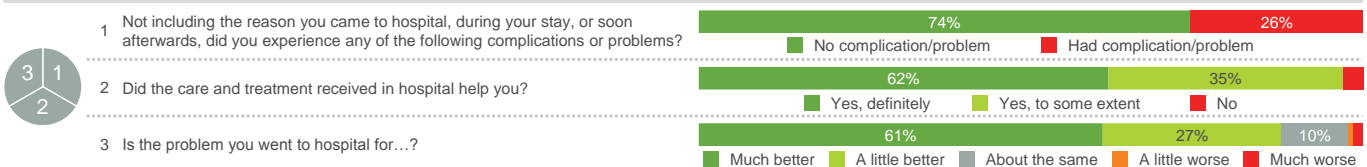
Safety and hygiene



Trust and confidence



Patient-reported outcomes



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