



# Adult Admitted Patient Survey Results 2014

Almost 27,000 patients who were admitted to a NSW public hospital in 2014 told us about their experiences of care. They provided feedback about how they were treated, the ward and hospital they stayed in, and their overall views and ratings.

This *Snapshot Report* provides a selection of the results, featuring 29 questions from the survey. The report also highlights some of the additional information available on the Bureau of Health Information (BHI)'s interactive online portal, Healthcare Observer.

## Overall experience

**Patients admitted to a NSW public hospital in 2014 were generally positive about their experiences.**

Most patients said the care they received in hospital was either 'very good' (63%) or 'good' (30%), and they would speak highly about their hospital experience to friends and family (76%).

- Additional information from Healthcare Observer shows that seven in 10 patients rated the doctors (69%) and nurses (70%) who treated them as 'very good'.

Healthcare Observer provides detailed results from the Adult Admitted Patient Survey at [bhi.nsw.gov.au/healthcare\\_observer](http://bhi.nsw.gov.au/healthcare_observer)

It allows users to:

- Explore responses to over 100 questions
- Compare and contrast what patients said about their experiences of care in NSW and across local health districts, hospital peer groups and 80 individual hospitals
- Discover how results vary by patient characteristics such as age, gender, education, language mainly spoken at home, longstanding health conditions and self-reported health status
- Explore how survey results changed between 2013 and 2014.

76% of patients would **speak highly** of their hospital experience



80% of patients said they **always** had trust and confidence in doctors



76% of patients said hospital care **definitely** helped them



63% of patients said the care they received in hospital was **very good**





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## Access and timeliness

### For most patients, the time they waited to be admitted was 'about right'

Seven in 10 patients (70%) said that the time they waited from being told they needed to be hospitalised to being admitted was 'about right', while one in 10 (10%) said their wait was 'much too long'. At the other end of their hospital stay, two in 10 patients (20%) said that on the day they left hospital, their discharge was delayed.

- Healthcare Observer shows that 64% of patients said they waited less than three months from the time a specialist said they needed an operation until admission to hospital.

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## Physical environment and comfort

### Most patients said their ward was either 'very' or 'fairly' clean

Most patients reported their ward was either 'very clean' (65%) or 'fairly clean' (32%). While results were less positive regarding cleanliness of toilets and bathrooms, the majority of patients said they were either 'very clean' (56%) or 'fairly clean' (37%).

- Healthcare Observer shows 16% of patients in NSW said hospital food was 'very good', and 46% said it was 'good'.

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## Communication and information

### One quarter of patients given a new medication were not told about side effects

The majority of patients said they were given 'the right amount' of information about their treatment or condition (85%); and that doctors 'always' answered their questions in an understandable way (74%). However, 25% of patients prescribed a new medication said they were not told about side effects to watch for.

- Healthcare Observer shows that the majority of patients said they received, before arrival, appropriate information about their hospital stay (91%); 78% said the 'right amount' of information about their condition or treatment was given to their family; and for those who underwent a surgical procedure, most (74%) said they were told how their operation or procedure had gone.

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## Respect and dignity

### Hospital staff were polite and courteous

More than eight in 10 patients (85%) said they were treated with respect and dignity while in hospital, that doctors (90%) and nurses (84%) were 'always' polite and courteous, and they were 'always' given enough privacy when they were treated or examined (86%).

- Healthcare Observer shows that 91% of patients said their cultural or religious beliefs were 'always' respected by hospital staff.

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## Engagement and participation

### Six in 10 patients were 'definitely' engaged in decisions about their care

Six in 10 patients said they were 'definitely' involved in decisions about their care (60%), and in decisions about their discharge (64%).

- Healthcare Observer shows that a similar proportion of patients (65%) said they were involved in decisions about medication.

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## Comprehensive and whole-person care

### Hospital staff are generally kind and caring

The majority of patients said doctors (85%) and nurses (83%) were 'always' kind and caring towards them.

- Healthcare Observer shows that 91% of patients said they felt well enough to leave at discharge; however fewer patients (72%) said staff 'completely' took their home situation into account when planning their discharge.

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## Coordination and continuity

### Only half of patients said health professionals worked very well together

When asked whether they were told who to contact if they became worried about their condition after discharge, 86% of patients answered 'yes'. A smaller proportion (64%) said care was 'very well organised', and the way that health professionals worked together was 'very good' (53%).

- Healthcare Observer shows that 73% of patients said they were given enough information about how to manage their condition at home.



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## Assistance and responsiveness

### Patients said that when needed, assistance was not always given in a reasonable timeframe

Three-quarters of patients (76%) said that hospital staff did everything they could to help manage their pain. A much smaller proportion (43%) said that, when needed, they were able to get assistance within a reasonable timeframe 'all of the time'.

- Healthcare Observer shows that 38% of patients said a health professional 'completely' discussed their worries or fears with them. Half (51%) said that their family and carers 'definitely' had the opportunity to talk to doctors if needed.

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## Safety and hygiene

### Good hand hygiene was not always practised

Two-thirds of patients (67%) said that they saw nurses 'always' wash their hands before touching them; and fewer said they saw doctors 'always' do so (55%).

- Healthcare Observer shows that 90% of patients said staff 'always' checked their identification band before giving them prescribed medication; and 84% said call buttons were placed within reach.

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## Trust and confidence

### Patients' trust and confidence was generally high

The majority of patients said they 'always' had trust and confidence in the doctors (80%) and nurses (82%) treating them.

- Healthcare Observer shows that among patients who experienced a complication or problem with their care, only 47% said they felt staff were 'completely' open about discussing the problem.

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## Outcomes

### The care received 'definitely' helped most patients

Most patients said the care and treatment they received in hospital 'definitely' helped them (76%) and the problem they were hospitalised for was 'much better' following treatment (72%).

- Healthcare Observer shows that 5% of patients said they experienced an infection as a complication of care during, or shortly after, their admission.

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## Patterns of local health district results

Results for local health districts are compared to the NSW result for 29 questions, on the basis of the proportion of patients who gave the most positive response.

Southern NSW and Mid North Coast recorded more positive responses for 18 and 19 of the 29 questions respectively.

South Western Sydney and Western Sydney recorded less positive responses for 20 and 17 questions respectively.

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## Patterns by patient characteristics

Patients in better health tend to report better experiences of care than those in poorer health. Patients who rated their health as 'excellent' gave significantly more positive responses for 62 of 85 questions (compared with patients who rated their health as 'poor').

Older people tend to report better experiences of care. Patients aged 75+ years gave significantly more positive responses for 57 of 85 questions (compared with patients aged 18–34 years).

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## Change over time: 2013 and 2014

Between 2013 and 2014, at the NSW level, there were significant changes in responses to 14 of 68 questions and of these:

- There was an improvement in responses to 13 questions — including those about communication, confidence and trust in health professionals, cleanliness of rooms, and doctors' hand hygiene
- The percentage of patients who said they 'always' had confidence and trust in allied health professionals increased from 81% to 86%
- The percentage of patients who said that they were told the reason for delays at discharge decreased from 74% to 70%.

Most local health districts recorded improvements over time for multiple questions. Central Coast recorded an increase in the proportion of most positive responses for 13 questions. St Vincent's Health Network recorded a decrease in the proportion of most positive responses for four questions.



# Adult Admitted Patient Survey: all responses

The full range of responses to the 29 questions included in this *Snapshot Report* shows that for almost all questions, a majority of patients gave the most positive answer. Questions regarding politeness and courtesies were almost always answered positively.

The highest proportion of unfavourable responses were recorded for questions about whether patients were told about potential side effects of medications (25% of patients said they were not told) and whether their discharge was delayed (20% said 'yes').

## Selection of measures

ASPECTS OF CARE	QUESTION	RESPONSES
Overall experience	Overall, how would you rate the care you received while in hospital?	<p>63% 30% 5%</p> <p>■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor</p>
	If asked about your hospital experience by friends and family how would you respond?	<p>76% 19% 5%</p> <p>■ Would speak highly ■ Neither highly/critical ■ Would be critical</p>
Access and timeliness	Do you think the amount of time you waited (from being told you needed to be hospitalised until admission) was...?	<p>70% 20% 10%</p> <p>■ About right ■ Slightly too long ■ Much too long</p>
	Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?	<p>78% 15% 6%</p> <p>■ About right ■ Slightly too long ■ Much too long</p>
	On the day you left hospital, was your discharge delayed?	<p>80% 20%</p> <p>■ No ■ Yes</p>
Physical environment and comfort	How clean were the wards or rooms you stayed in while in hospital?	<p>65% 32%</p> <p>■ Very clean ■ Fairly clean ■ Not very clean ■ Not at all clean</p>
	How clean were the toilets and bathrooms that you used while in hospital?	<p>56% 37% 6%</p> <p>■ Very clean ■ Fairly clean ■ Not very clean ■ Not at all clean</p>
Communication and information	When you had important questions to ask a doctor, did they answer in a way you could understand?	<p>74% 22% 4%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	During your stay in hospital, how much information about your condition or treatment was given to you?	<p>85% 15%</p> <p>■ The right amount ■ Too much ■ Not enough</p>
	Did a health professional in the hospital tell you about medication side effects to watch for?	<p>53% 22% 25%</p> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>
Respect and dignity	Did you feel you were treated with respect and dignity while you were in the hospital?	<p>85% 13%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were you given enough privacy when being examined or treated?	<p>86% 12%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were the doctors polite and courteous?	<p>90% 9%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were the nurses polite and courteous?	<p>84% 15%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>



Analyses and results described in the remainder of this report refer to the most positive response category only.

For full results go to [bhi.nsw.gov.au/healthcare\\_observer](http://bhi.nsw.gov.au/healthcare_observer)

ASPECTS OF CARE	QUESTION	RESPONSES
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	<p>60% 33% 7%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
	Did you feel involved in decisions about your discharge from hospital?	<p>64% 24% 11%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
Comprehensive and whole-person care	Were the doctors kind and caring towards you?	<p>85% 13%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Were the nurses kind and caring towards you?	<p>83% 15%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Coordination and continuity	How well organised was the care you received in hospital?	<p>64% 32% 4%</p> <p>■ Very well organised ■ Fairly well organised ■ Not well organised</p>
	How would you rate how well the health professionals worked together?	<p>53% 39% 6% 2% 1%</p> <p>■ Very good ■ Good ■ Neither good nor poor ■ Poor ■ Very poor</p>
	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	<p>86% 14%</p> <p>■ Yes ■ No</p>
Assistance and responsiveness	Do you think the hospital staff did everything they could to help manage your pain?	<p>76% 20% 4%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
	If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?	<p>43% 43% 11% 2% 1%</p> <p>■ All of the time ■ Most of the time ■ Some of the time ■ Rarely ■ Never</p>
Safety and hygiene	Did you see nurses wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?	<p>67% 16% 7% 10%</p> <p>■ Yes, always ■ Yes, sometimes ■ No, I did not see this ■ Can't remember</p>
	Did you see doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?	<p>55% 14% 16% 15%</p> <p>■ Yes, always ■ Yes, sometimes ■ No, I did not see this ■ Can't remember</p>
Trust and confidence	Did you have confidence and trust in the doctors treating you?	<p>80% 17%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
	Did you have confidence and trust in the nurses treating you?	<p>82% 16%</p> <p>■ Yes, always ■ Yes, sometimes ■ No</p>
Outcomes	Did the care and treatment received in hospital help you?	<p>76% 20%</p> <p>■ Yes, definitely ■ Yes, to some extent ■ No, not at all</p>
	Is the problem you went to hospital for...?	<p>72% 15% 10%</p> <p>■ Much better ■ A little better ■ About the same ■ A little worse ■ Much worse</p>



# Variation in results by local health district

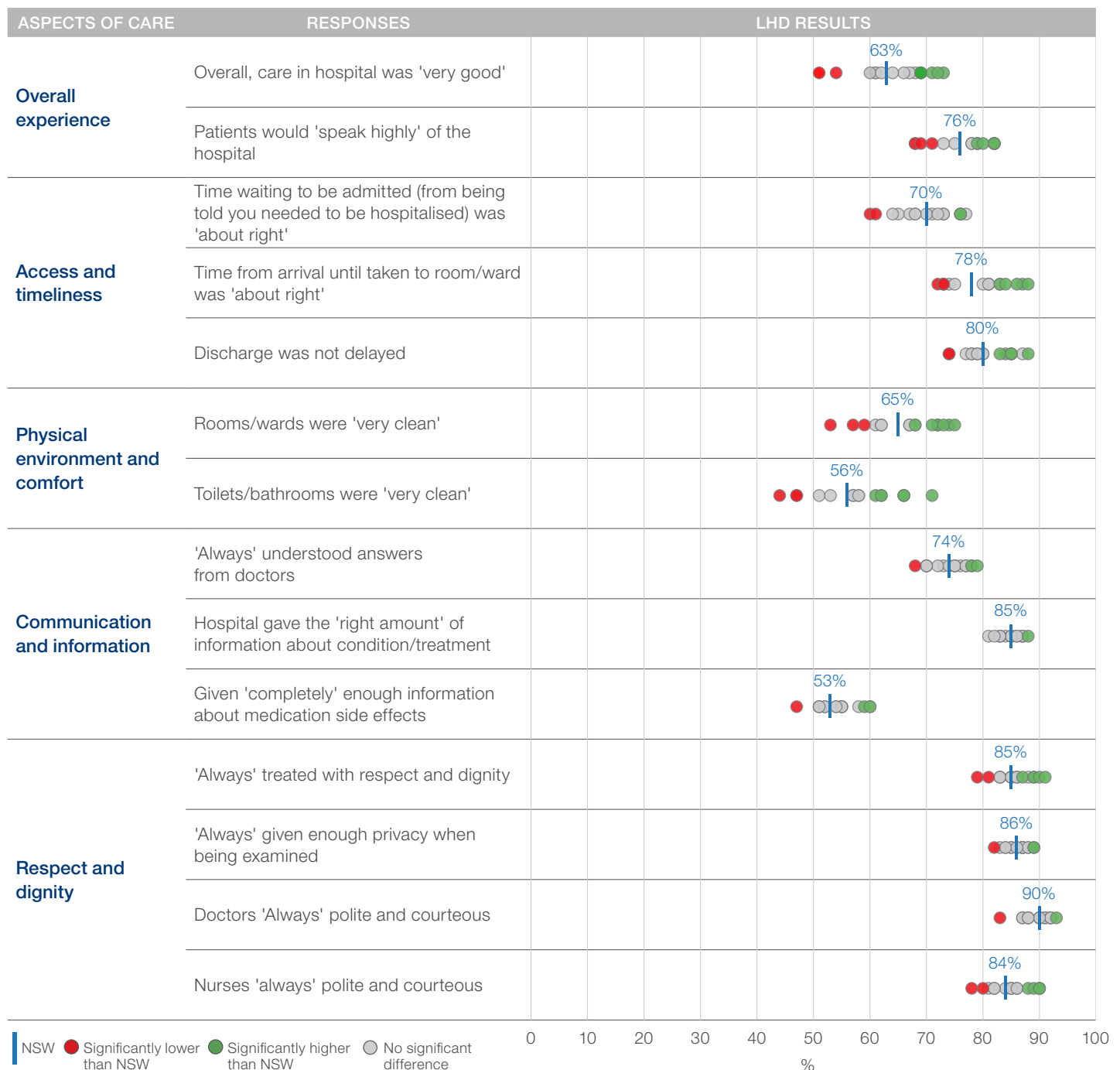
There are 15 geographically-based local health districts (LHDs) and two health networks in NSW. Each manages and coordinates the provision of healthcare services for their resident populations.

This figure shows LHD results for the proportion of patients who gave the most positive responses for 29

survey questions. Results significantly lower than NSW are coloured red and significantly higher are coloured green.

The spread of LHD results was widest for questions related to the physical environment. In particular, the percentage of patients who said that toilets and bathrooms were 'very clean' ranged from 44% in Western Sydney to 71% in Northern NSW – a 27 percentage point range.

## Selection of measures



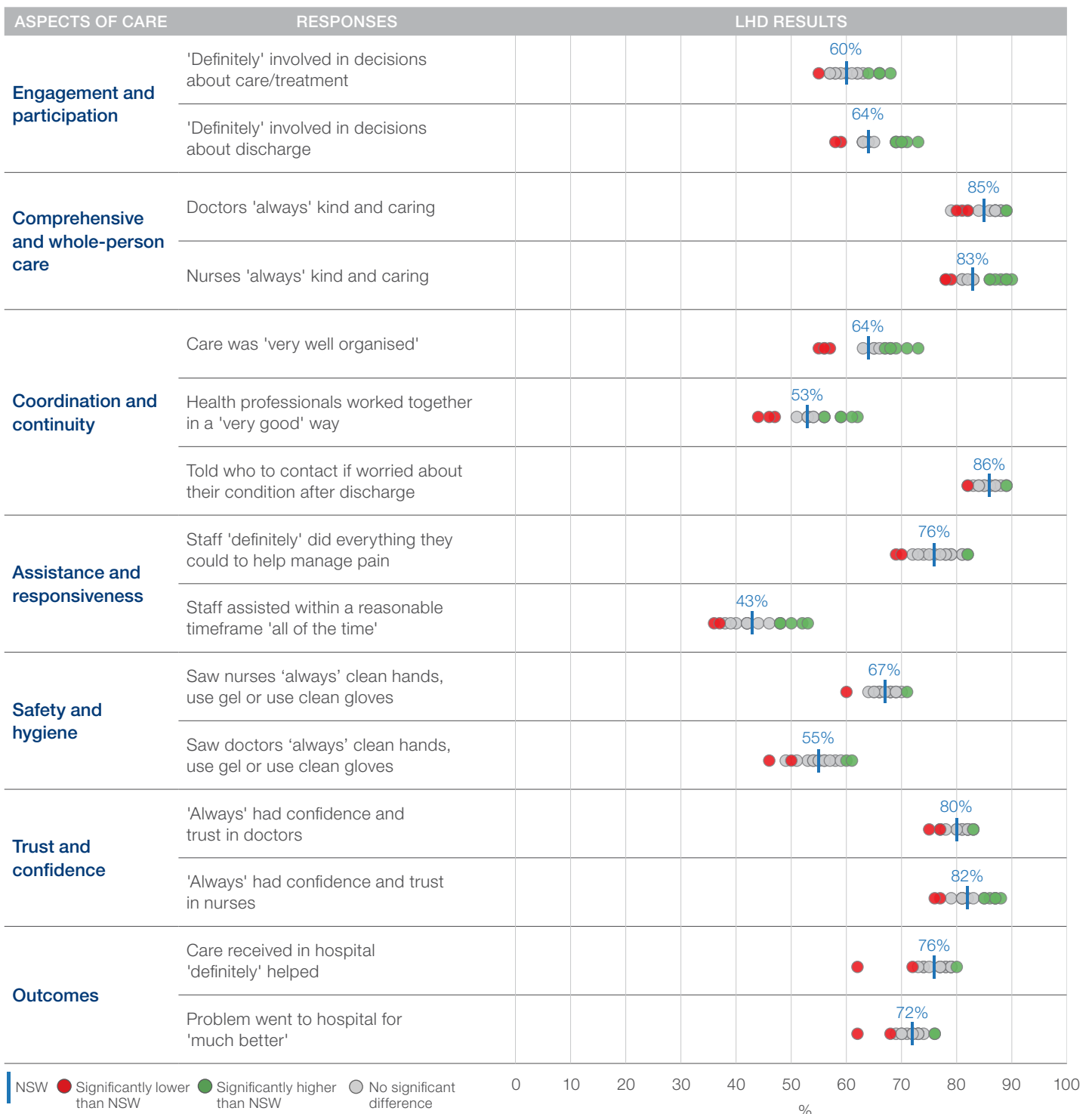




Questions that recorded the least variation across LHDs related to respect and dignity, comprehensive and whole-person care, communication and information, and trust and confidence. For example, the percentage of patients who said they 'always' had confidence and

trust in their doctor ranged from 75% in Nepean Blue Mountains to 83% in Murrumbidgee, Western NSW and Sydney — an eight percentage point range.

For full results go to [bhi.nsw.gov.au/healthcare\\_observer](http://bhi.nsw.gov.au/healthcare_observer)





## Patterns of results by local health district

The analysis depicted below summarises significant results at a local health district (LHD) level. Each numbered segment within a circle corresponds to a survey question. Questions are grouped into thematic aspects of care.

Those questions for which an LHD result was significantly higher than NSW are coloured green while those with results significantly lower than NSW are coloured red.

Aggregating survey results at an LHD level in this way reveals patterns of performance across aspects of care as well as across geographies.

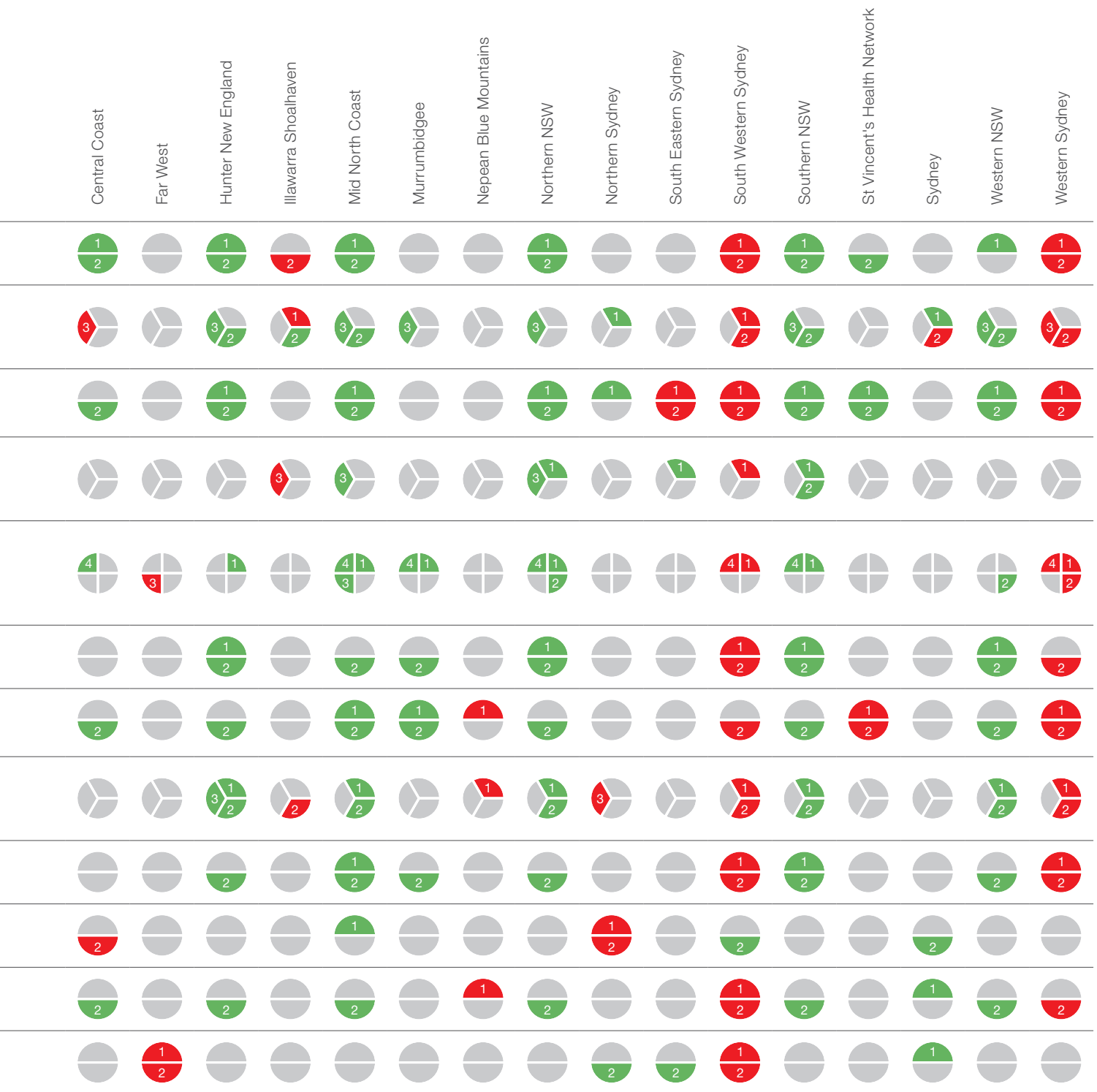
Southern NSW and Mid North Coast recorded more positive responses for 18 and 19 of the 29 questions respectively.

South Western Sydney and Western Sydney recorded less positive responses for 20 and 17 questions respectively.

### Summary of LHD results compared with NSW results (based on most positive response category)

<b>Overall experience</b>		<ol style="list-style-type: none"> <li>Overall, care in hospital was 'very good'</li> <li>Patients would 'speak highly' of the hospital</li> </ol>
<b>Access and timeliness</b>		<ol style="list-style-type: none"> <li>Time waiting (from being told you needed to be hospitalised) to be admitted was 'about right'</li> <li>Time from arrival until taken to room/ward was 'about right'</li> <li>Discharge was not delayed</li> </ol>
<b>Physical environment and comfort</b>		<ol style="list-style-type: none"> <li>Rooms/wards were 'very clean'</li> <li>Toilets/bathrooms were 'very clean'</li> </ol>
<b>Communication and information</b>		<ol style="list-style-type: none"> <li>Patients 'always' understood answers from doctors</li> <li>Hospital gave the 'right amount' of information about condition/treatment</li> <li>Patient given 'completely' enough information about medication side effects</li> </ol>
<b>Respect and dignity</b>		<ol style="list-style-type: none"> <li>Patients 'always' treated with respect and dignity</li> <li>Patients 'always' given enough privacy when being examined</li> <li>Doctors 'always' polite and courteous</li> <li>Nurses 'always' polite and courteous</li> </ol>
<b>Engagement and participation</b>		<ol style="list-style-type: none"> <li>Patients 'definitely' involved in decisions about their care/treatment</li> <li>Patients 'definitely' involved in decisions about their discharge</li> </ol>
<b>Comprehensive and whole-person care</b>		<ol style="list-style-type: none"> <li>Doctors 'always' kind and caring</li> <li>Nurses 'always' kind and caring</li> </ol>
<b>Coordination and continuity</b>		<ol style="list-style-type: none"> <li>Care was 'very well organised'</li> <li>Health professionals worked together in a 'very good' way</li> <li>Told who to contact if worried about their condition after discharge</li> </ol>
<b>Assistance and responsiveness</b>		<ol style="list-style-type: none"> <li>Staff 'definitely' did everything they could to help manage pain</li> <li>Staff assisted within a reasonable timeframe 'all of the time'</li> </ol>
<b>Safety and hygiene</b>		<ol style="list-style-type: none"> <li>Patients saw nurses 'always' clean hands, use gel or use clean gloves</li> <li>Patients saw doctors 'always' clean hands, use gel or use clean gloves</li> </ol>
<b>Trust and confidence</b>		<ol style="list-style-type: none"> <li>Patients 'always' had confidence and trust in doctors</li> <li>Patients 'always' had confidence and trust in nurses</li> </ol>
<b>Outcomes</b>		<ol style="list-style-type: none"> <li>Care received in hospital 'definitely' helped</li> <li>Problem went to hospital for 'much better'</li> </ol>





Significantly higher than NSW
 Significantly lower than NSW
 No significant difference



# Patterns of results by patient characteristics

As well as varying in the nature and severity of their health conditions, patients also differ in characteristics such as age, gender, level of education, language spoken at home, and self-reported health status.

Some patient characteristics are known to be associated with reporting more or less positive experiences. Analysis of the 85 questions in the 2014 Adult Admitted Patient Survey for which it was meaningful to compare results by patient characteristics, revealed a number of patterns.

Patients in better health tended to report better experiences of care than those in poorer health. Patients who rated their health as 'excellent' gave significantly more positive responses for 62 of 85 questions (compared with patients who rated their health as 'poor'). Older people tended to report better experiences of care, with patients aged 75+ years giving a higher proportion of the most positive response for 57 of 85 questions (compared with patients aged 18–34 years). Males were similarly more positive for 44 questions (compared with females). People who completed post graduate/higher degree compared with people who did not complete Year 12 gave a higher proportion of the most positive response for 47 of 85 questions. People speaking English at home compared with people speaking languages other than English gave a higher proportion of the most positive response for 40 questions. People with no long-standing health conditions compared with people with long-standing conditions gave a higher proportion of the most positive response for 29 questions.

Patterns between patient characteristics and experiences of care can also be examined on a question by question basis. For example, for the question 'Overall, how would you rate the care you received while in hospital?' among people with 'excellent' self-reported health, 76% answered 'very good', and among people who speak English at home, 67% answered 'very good'. At the other end of the spectrum, among people with 'poor' self-reported health, only 50% said overall, their care was 'very good'.

Similarly, for the question regarding whether patients received assistance within a reasonable timeframe, among those who reported 'excellent' health, 53% answered 'all of the time', while among those who reported 'poor' health, 31% answered 'all of the time'.

Results for all questions, by patient characteristics, are available on Healthcare Observer at [bhi.nsw.gov.au/healthcare\\_observer](http://bhi.nsw.gov.au/healthcare_observer)

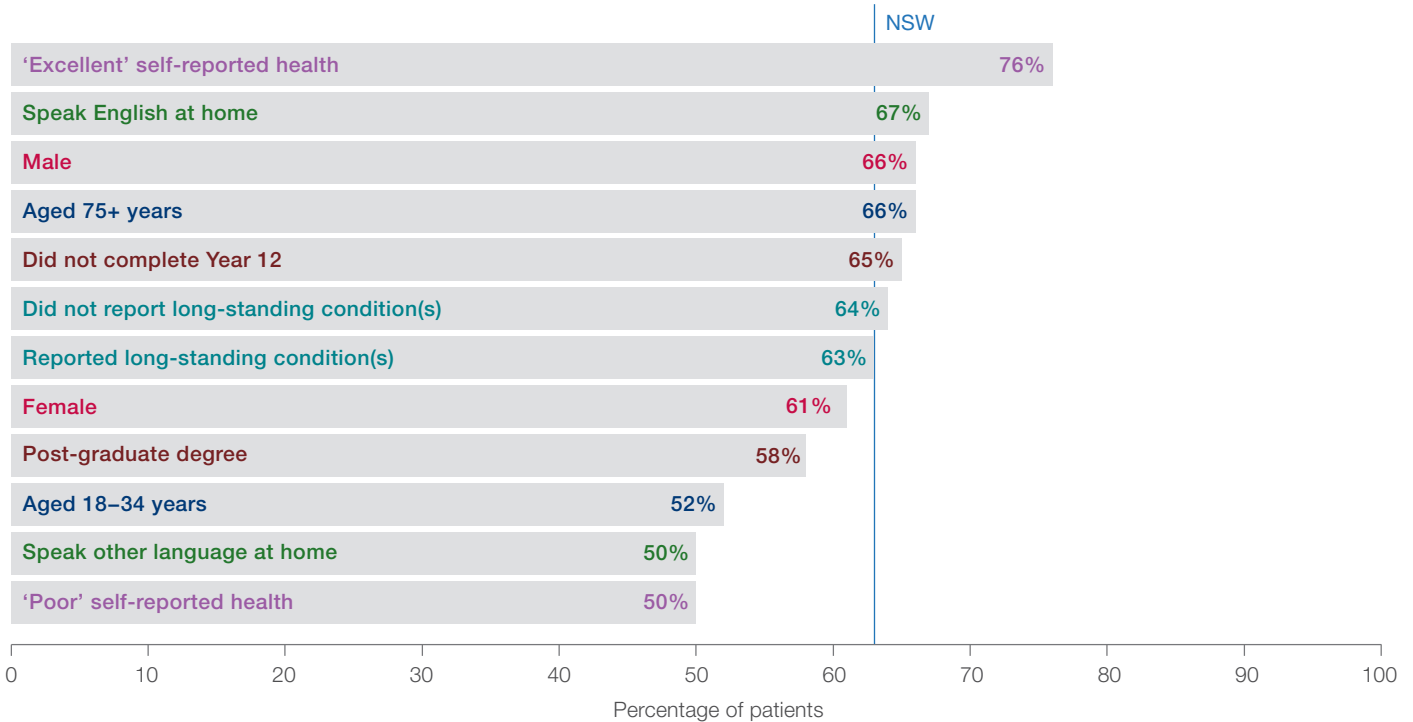
## Significant differences in results, according to patient characteristics



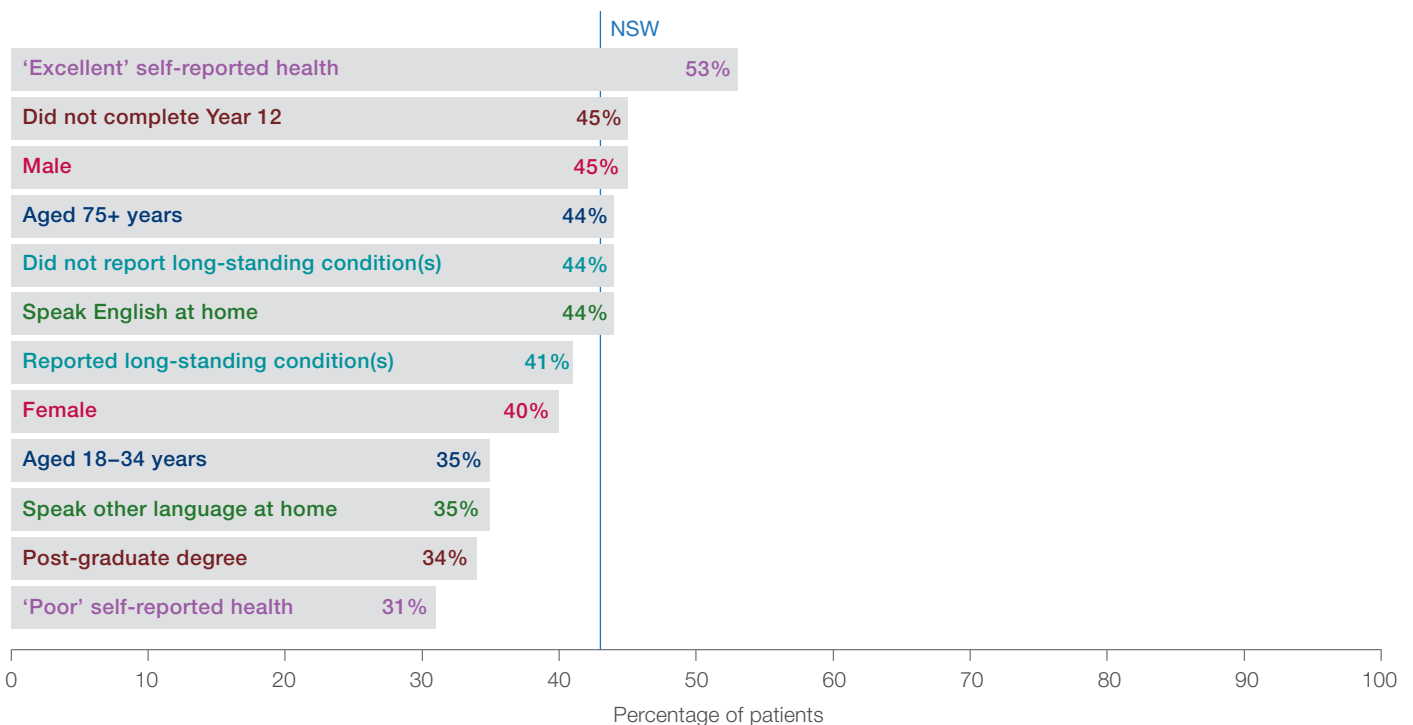


## Percentage of respondents giving the most positive response, by patient characteristics

Within the following groups, the percentage of patients who said overall, the care they received was 'very good':



Within the following groups, the percentage of patients who said staff assisted within a reasonable timeframe 'all of the time':





## Comparisons over time

With two years (or eight quarters) of data from patients who were admitted to a NSW public hospital in 2013 or 2014, it is possible to analyse results for meaningful trends and changes over time.

There were 68 questions that were identical, or very similar, in the 2013 and 2014 surveys. Time series analyses on these questions used simple linear regression to identify statistically significant trends.

For NSW, there were 13 questions for which there was a statistically significant increase in the most positive responses; and one question for which there was a decrease in the most positive responses.

The greatest improvements were seen in questions about having the opportunity to talk to a nurse if needed (from 63% in 2013 to 74% in 2014)\*, confidence and trust in allied health professionals (from 81% to 86%) and understandable communication about tests and X-rays (from 71% to 75%).

The question that recorded a decrease over time asked whether patients were told the reasons for delays at discharge (from 74% to 70%).

Across local health districts (LHDs), Central Coast recorded an increase in the percentage of patients giving the most positive response for 13 questions. Most LHDs recorded improvements for multiple questions.\*\* St Vincent's Health Network recorded a decrease in the

percentage of patients giving the most positive response for four questions.

There were three LHDs, Mid North Coast, South Eastern Sydney and Southern NSW, that recorded significant improvements in the proportion of patients who said if they needed assistance, they were able to get help within a reasonable timeframe (44% to 48%; 38% to 42%; 49% to 53%, respectively).

Two LHDs, Hunter New England and South Eastern Sydney, saw increases in positive responses about the cleanliness of rooms and wards (68% to 72% and 56% to 59% respectively)

South Western Sydney LHD recorded significant improvements for two questions: whether patients had an opportunity to talk to a nurses if needed (from 59% to 69%), and whether patients were definitely involved in decisions about discharge (from 55% to 59%).

Questions for which there was a decrease in LHD results were mostly concerned with discharge processes. Three LHDs, Mid North Coast, Nepean Blue Mountains and Western Sydney, saw a decrease in the percentage of patients who said at the time of discharge they felt well enough to leave the hospital (from 94% to 93%, from 91% to 88% and from 91% to 89% respectively).

All results are available on Healthcare Observer at [bhi.gov.nsw.au/healthcare\\_observer](http://bhi.gov.nsw.au/healthcare_observer)

### Summary of significant changes, from 2013 to 2014, LHDs

	NSW	Central Coast (CCLHD)	Hunter New England (HNELHD)	Illawarra Shoalhaven (ISLHD)	Mid North Coast (MINCLHD)	Murrumbidgee (MLHD)	Nepean Blue Mountains (NBMLHD)	Northern NSW (NNSWLHD)	Northern Sydney (NSLHD)	South Eastern Sydney (SESLHD)	South Western Sydney (SWSLHD)	Southern NSW (SNSWLHD)	St Vincent's Health Network (SVHN)	Sydney (SYDLHD)	Western NSW (WNSWLHD)	Western Sydney (WSLHD)
Number of questions with an increase in the proportion of responses in the most positive category	13	13	3	4	4	1	1	7	7	9	2	3	-	1	4	-
Number of questions with a decrease in the proportion of responses in the most positive category	1	-	-	-	1	-	3	-	-	-	-	1	4	1	-	1

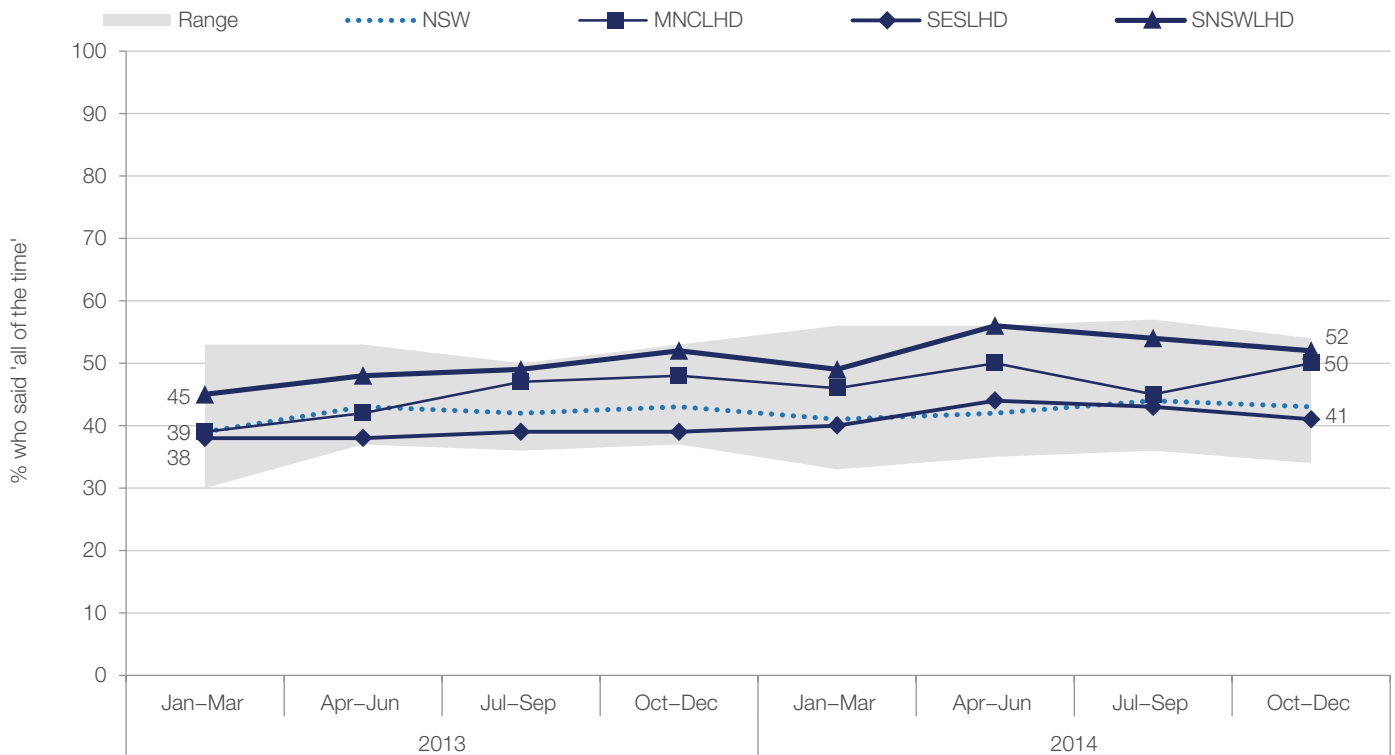
\* Note: a different configuration of question flow was used in this section of the 2013 and 2014 surveys and may have affected the results.

\*\*Far West LHD is not included as it was sampled for annual reporting only.

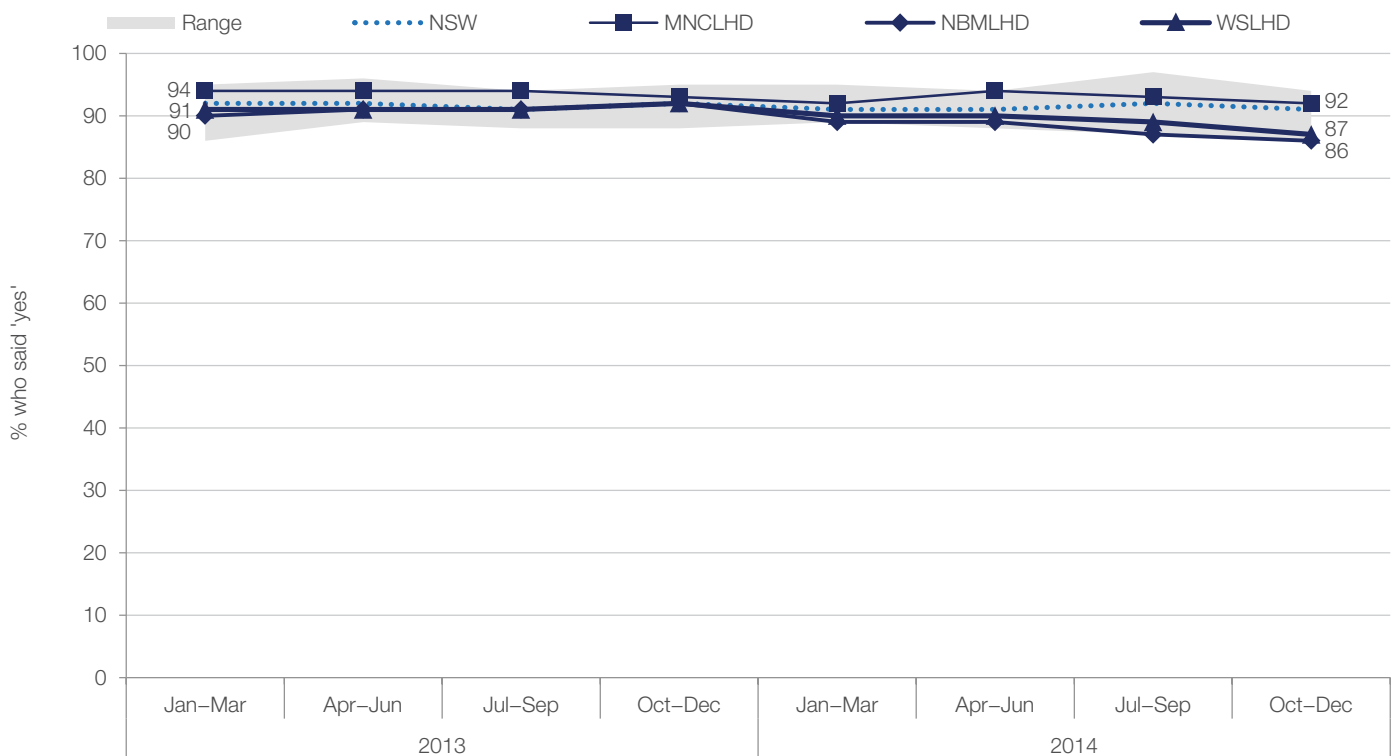


### Example graphs illustrating time trends in the percentage of most positive responses, NSW and LHDs with significant trends

If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?



At the time you were discharged, did you feel that you were well enough to leave the hospital?





## About the survey

The 2014 Adult Admitted Patient Survey was mailed to approximately 70,000 patients. The survey achieved a response rate of 43%. The response rate was adjusted to account for the oversampling of some patients.

In line with international best practice, the survey focused on patient experience rather than patient satisfaction. Questions were designed to ask patients about what happened to them to better support comparisons between different hospitals.

Survey results are weighted by age and stay type (i.e. same day or overnight inpatient) in order to be representative of patients within each hospital.

Results are deemed to be significantly different where the 95% confidence intervals of two estimates do not overlap (pages 6–7, 9–10). Statistically significant trends (pages 12 and 13) were reported where at least six quarters of results were available and the coefficient of determination ( $R^2$ ) was at least 0.6.

Further information is available at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

## About the Bureau of Health Information

The Bureau of Health Information (BHI) is a board-governed organisation that provides independent information about the performance of the NSW public healthcare system.

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- Chris Graham, Picker Institute Europe
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- Sarah Judd, Carers NSW.

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# Healthcare Observer

Healthcare Observer lets you explore, analyse and download information about the performance of the NSW healthcare system.

Access BHI's latest data releases by visiting [bhi.nsw.gov.au/healthcare\\_observer](http://bhi.nsw.gov.au/healthcare_observer)



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Please note there is the potential for minor revisions of data in this report. Please check the online version at [bhi.nsw.gov.au](http://bhi.nsw.gov.au) for any amendments.

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





## About the Bureau of Health Information

The Bureau of Health Information (BHI) is a board-governed organisation that provides independent information about the performance of the NSW public healthcare system.

BHI was established in 2009 to provide system-wide support through transparent reporting.

BHI supports the accountability of the healthcare system by providing regular and detailed information to the community, government and healthcare professionals. This in turn supports quality improvement by highlighting how well the healthcare system is functioning and where there are opportunities to improve.

BHI manages the NSW Patient Survey Program, gathering information from patients about their experiences in public hospitals and other healthcare facilities.

BHI publishes a range of reports and tools that provide relevant, accurate and impartial information about how the health system is measuring up in terms of:

- Accessibility – healthcare when and where needed
- Appropriateness – the right healthcare, the right way
- Effectiveness – making a difference for patients
- Efficiency – value for money
- Equity – health for all, healthcare that's fair
- Sustainability – caring for the future

BHI's work relies on the efforts of a wide range of healthcare, data and policy experts. All of our assessment efforts leverage the work of hospital coders, analysts, technicians and healthcare providers who gather, codify and report data. Our public reporting of performance information is enabled and enhanced by the infrastructure, expertise and stewardship provided by colleagues from NSW Health and its pillar organisations.

[bhi.nsw.gov.au](http://bhi.nsw.gov.au)