



Adult Admitted Patient Survey 2013 Results

In 2013, the Bureau of Health Information (BHI) asked more than 73,000 people who had recently been admitted to a NSW public hospital about their experience of care. The Adult Admitted Patient Survey received widespread support with close to one in every two patients (49%) choosing to participate, gathering feedback from more than 35,000 NSW patients.

Summary

Findings indicate that, overall, people admitted to NSW public hospitals in 2013 were positive about their experience of care. There were, however, variations across local health districts (LHDs), hospitals and patient groups.

There were differences in how people rated aspects of hospital care. For example, patients tended to give more positive ratings for questions about their interactions with staff, including being treated with kindness and respect, and the provision of information about their care.

The least positive ratings were generally given for questions that focused on the extent to which staff assisted and were responsive to patients' individual needs.

Overall experience of care

Most patients reported their overall experience of care in NSW public hospitals as 'very good' (64%) or 'good' (27%).

More than three-quarters (77%) said they would speak highly of their hospital experience if asked by family or friends.

Healthcare Observer provides detailed results from the Adult Admitted Patient Survey at www.bhi.nsw.gov.au

- Compare and contrast what patients said about care in NSW hospitals and across the local health districts
- Discover how results vary depending on patient age and gender
- Explore responses for every question in the survey at a hospital level.

→ VISIT HEALTHCARE OBSERVER

35,000+  patients completed the survey

64%  rated their care as 'very good'

77%  would speak highly of their hospital experience



Access and timeliness

Overall, patients were positive about the time it took them to access care.

Around two-thirds of patients (65%) who had spent time in the emergency department before admission felt that the amount of time they spent there was 'about right'. Seventy-nine percent felt that the time they waited from arrival at hospital until being taken to their room/ward was 'about right'.

More than three-quarters of patients (78%) across NSW reported no delay in their discharge from hospital.

Physical environment and comfort

Patients were somewhat less positive about the physical environment of the hospital and the food they received.

The hospital food was rated as 'very good' by 17% of patients and as 'good' by another 47%. More than half (57%) reported that the toilets and bathrooms were 'very clean' and 63% said their room/ward was 'very clean'.

Communication and information

Overall NSW public hospitals perform well for most measures relating to patient communication and information.

Almost all patients said they received the 'right amount' of information in advance of their hospital stay (91%) and about any medication they took home from the hospital (91%).

The majority of patients also reported that the 'right amount' of information was given to them about their condition or treatment (85%) and to their family, carer, or someone close to them (78%) when needed.

Around three-quarters (74%) reported they 'always' got answers they could understand when they had important questions for a doctor, or a nurse (75%). More than one-third of patients (38%) recalled receiving or seeing information about their rights as a patient, including how to comment or complain, while they were in hospital.

Respect and dignity

The respect and dignity shown to patients was rated highly.

Most people reported they were 'always' treated with respect and dignity in NSW public hospitals (86%). The politeness and courtesy of doctors was rated 'very good' by 69% of patients, of nurses by 70% of patients and of other health professionals by 66% of patients.

More than nine in 10 people (91%) who provided a response felt that their religious or cultural beliefs were 'always' respected by the hospital staff and 86% reported that they were 'always' given enough privacy when being examined or treated.

Engagement and participation

There is room for improvement on measures of patient engagement and participation.

Of the patients who wanted to be involved in decisions about their care, 60% reported they were 'definitely' involved as much as they wanted to be. Similarly, 63% felt they had 'definitely' been involved in decisions regarding their discharge from hospital and 64% felt they had been 'completely' involved in the decision to use medicines given to them on discharge.

The NSW Patient Survey Program collects information from recent patients about their experience of care in NSW public hospitals.

The following surveys are currently underway:

- **Adult admitted patients**
- **Admitted children and young patients**
- **Emergency department patients**
- **Outpatients.**

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Comprehensive and person-centred care

Patients said that staff were kind and caring.

Most patients felt that the doctors (84%) and nurses (83%) 'always' showed kindness and caring towards them.

At the time of discharge, 92% of patients said they felt well enough to leave hospital, although more than one-quarter (28%) said they felt hospital staff did not fully take their family and home situation into account when planning their discharge.

Coordination and continuity

While ratings were generally positive for measures of coordination and continuity of care, there are some areas for improvement.

Around seven in 10 patients (72%) felt the doctors 'always' knew enough about their relevant medical history and 71% said they felt the nurses 'always' knew enough about their care and treatment. Just over half of patients (54%) rated the way the doctors and nurses worked together as 'very good', while 64% reported that the care they received in hospital was 'very well organised'.

Most patients (86%) said they were told who to contact if they were worried about their condition or treatment after leaving hospital.

Assistance and responsiveness

Patients who said they required help while in hospital did not always receive it.

Only 44% of patients who needed help eating reported they 'always' received enough help.

For patients who needed assistance generally, 58% said this help wasn't always available within a reasonable timeframe. Among the patients who mainly spoke a language other than English at home, 30% needed an interpreter, yet only 38% said that one was 'always' provided.

The majority of patients (75%) who experienced pain during their stay said they felt staff did everything they could to help manage it.

Safety and hygiene

Patients' responses to measures of safety reflect a mixed experience.

Almost all patients (>99%) who underwent an operation or surgical procedure reported that staff asked their name or checked their identification band beforehand. Most patients (89%) also stated that nurses 'always' asked their name or checked their identification band before giving them medications, treatment or tests.

Nurses were observed 'always' washing or cleaning their hands, or putting on gloves before touching patients, more often than doctors (65% and 53% respectively).

Trust and confidence

Trust and confidence in NSW public hospitals was generally high.

More than 80% of patients indicated they 'always' had confidence and trust in the doctors and nurses treating them.

However, less than half (45%) who experienced a complication or negative effect believed hospital staff were 'completely' open with them about it.

This BHI Snapshot Report provides summary results from the Adult Admitted Patient Survey 2013.

For more detailed results visit Healthcare Observer at www.bhi.nsw.gov.au



Adult Admitted Patient Survey 2013 Summary

The graph below shows how admitted patients rated a selection of key questions related to various aspects of care, at a NSW level. For almost all of these questions, the most positive response category is given by a majority of patients. For some questions, there is also a considerable

proportion of respondents selecting the second category. As per many surveys of the experience of care of admitted patients, a minority of patients rated their care negatively.

Results

ASPECT OF CARE	QUESTION	Very poor	Poor	Adequate	Good	Very good
Overall experience	Overall, how would you rate the care you received while in hospital?	7%		27%		64%
	If asked about your hospital experience by friends and family how would you respond?	4%		19%		77%
Access and timeliness	Do you think the total amount of time you waited to be admitted to hospital was...?	10%	18%			71%
	Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was..?	6%	15%			79%
Physical environment and comfort	How clean were the wards or rooms you stayed in while in hospital?	3%		33%		63%
	How clean were the toilets and bathrooms that you used while in hospital?	5%		36%		57%
Communication and information	When you had important questions to ask a doctor, did they answer in a way you could understand?	4%		22%		74%
	During your stay in hospital, how much information about your condition or treatment was given to you?	14%				85%
	How much information, if any, were you given about the medication you were taking home?	8%				91%
Respect and dignity	Did you feel you were treated with respect and dignity while you were in the hospital?	13%				86%
	Were you given enough privacy when being examined or treated?	12%				86%
	How would you rate the politeness and courtesy of your doctors?	3%		27%		69%
	How would you rate the politeness and courtesy of your nurses?	3%		25%		70%

For more information and detailed results from the Adult Admitted Patient Survey 2013 [CLICK HERE](#)



Adult Admitted Patient Survey 2013 Summary

Although ratings are very positive for most of these questions, ratings for some questions, particularly those related to receiving assistance in a reasonable timeframe, doctors and nurses working well together and cleanliness of bathrooms, present comparatively higher proportions of respondents in the second most positive categories.

Questions related to reception of information by patients about their condition and who to contact if worried after discharge, hand hygiene of doctors and involvement of patients in decisions about their discharge are the questions showing the highest level of responses in the most negative categories.

ASPECT OF CARE	QUESTION	7%	33%	60%		
Engagement and participation	Were you involved, as much as you wanted to be, in decisions about your care and treatment?	No	Yes, to some extent	Yes, definitely		
	Did you feel involved in decisions about your discharge from hospital?	No	Yes, to some extent	Yes, definitely		
Comprehensive and patient-centred care	Were the doctors kind and caring towards you?	No	Yes, sometimes	Yes, always		
	Were the nurses kind and caring towards you?	No	Yes, sometimes	Yes, always		
Coordination and continuity	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	No	Yes			
	How well organised was the care you received in hospital?	Not well organised	Fairly well organised	Very well organised		
Assistance and responsiveness	How would you rate how well the doctors and nurses worked together?	Very poor	Poor	Adequate	Good	Very good
	Do you think the hospital staff did everything they could to help manage your pain?	No	Yes, to some extent	Yes, definitely		
Safety and hygiene	If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?	Never	Rarely	Some of the time	Most of the time	All of the time
	Did you see nurses wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?	Don't know/Can't remember	No	Yes, sometimes	Yes, always	
Trust and confidence	Did you see doctors wash their hands, use hand gel to clean their hands, or put on clean gloves before touching you?	Don't know/Can't remember	No	Yes, sometimes	Yes, always	
	Did you have confidence and trust in the doctors treating you?	No	Yes, sometimes	Yes, always		
	Did you have confidence and trust in the nurses treating you?	No	Yes, sometimes	Yes, always		

For more information and detailed results from the Adult Admitted Patient Survey 2013 [CLICK HERE](#)

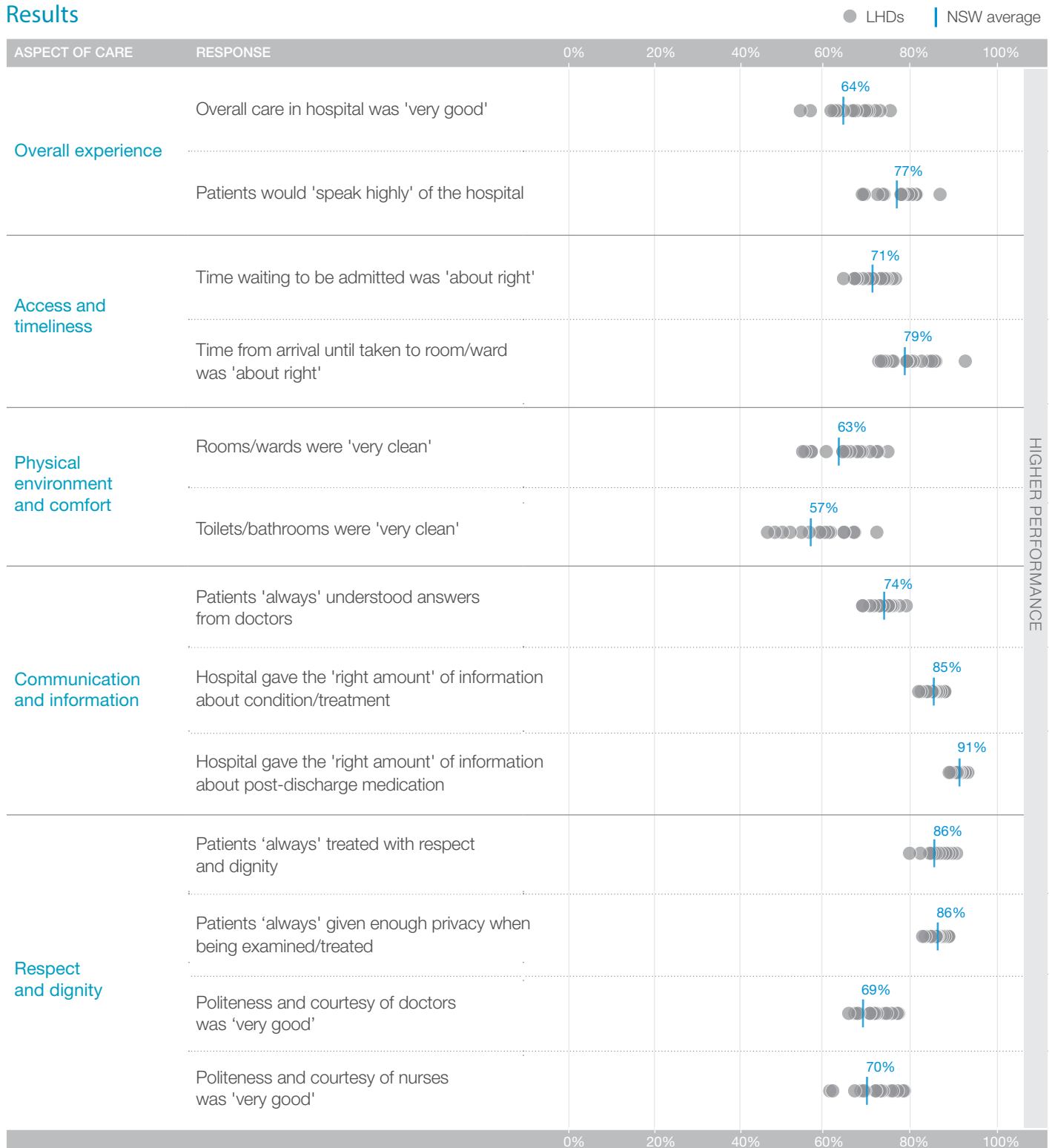


Adult Admitted Patient Survey 2013 Summary

The graph below shows how admitted patients rated aspects of care in NSW public hospitals in 2013. The graph shows average results for NSW and 16 local health districts (LHDs).

The measures that were selected are representative of each aspect of care, and relevant to most patients' experience of hospital care. They also relate to state and national standards for high quality care.

Results



The 'Response' column items show a rephrasing of the most positive response option for a question.

For the full wording of the survey [→ CLICK HERE](#) For more information and detailed results from the Adult Admitted Patient Survey 2013 [→ CLICK HERE](#)



Adult Admitted Patient Survey 2013 Summary

As the graph shows, there tends to be less variation between LHDs where the NSW response is more positive. This is seen in some of the measures of communication and information, respect and dignity, and trust and confidence.

On the other hand, there tends to be more variation around less positive responses. This is seen in some of the measures of physical environment and comfort, engagement and participation, and coordination and continuity.



The 'Response' column items show a rephrasing of the most positive response option for a question.

For the full wording of the survey [→ CLICK HERE](#) For more information and detailed results from the Adult Admitted Patient Survey 2013

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Adult Admitted Patient Survey 2013 Summary

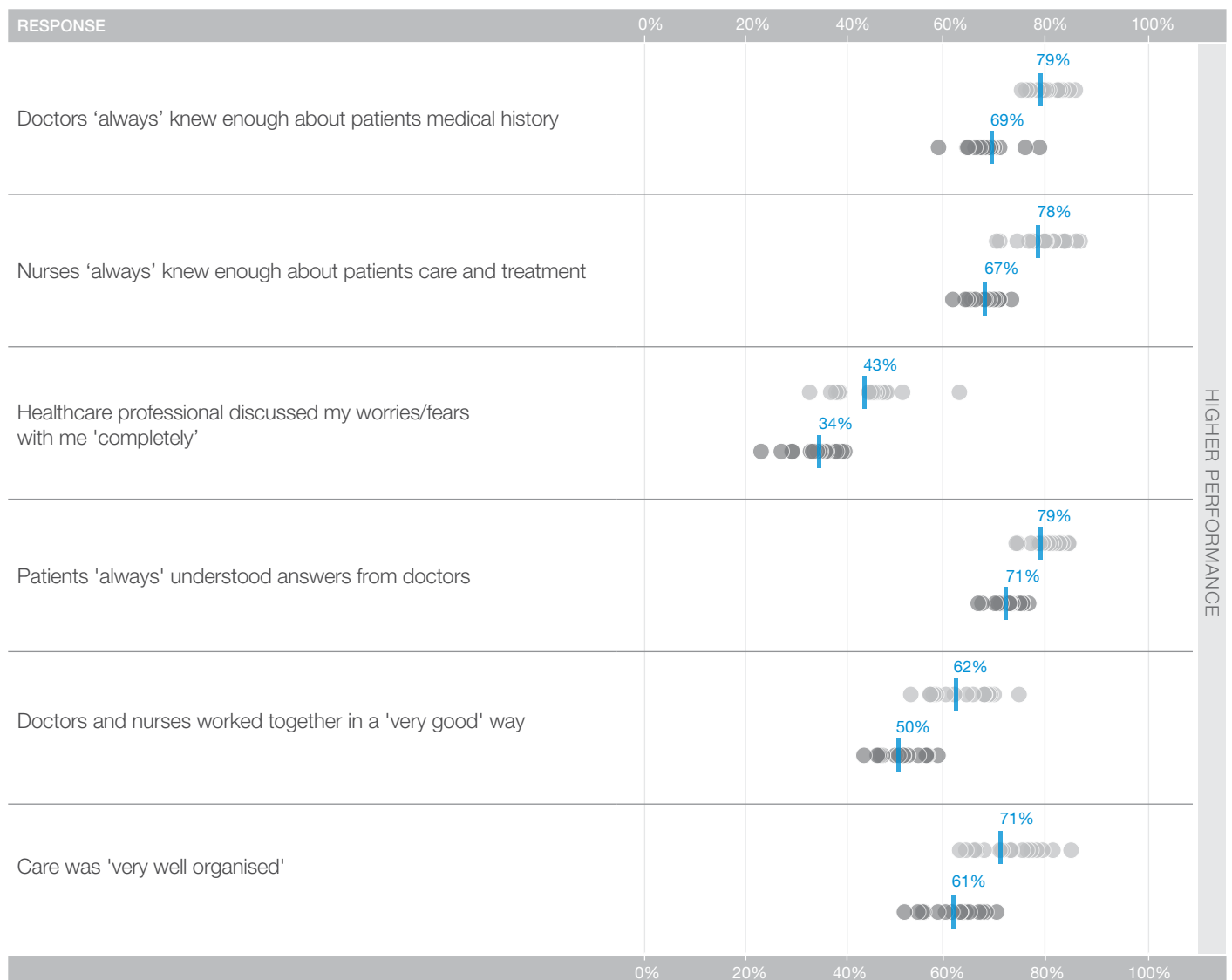
Differences between same day and overnight experience of care

The Adult Admitted Patient Survey collected information from both same day patients (patients admitted to and discharged from hospital on the same day) and overnight patients (patients who spent at least one night in hospital). Same day and overnight patients are different patient groups and this may go some way towards

explaining their different experience of care in NSW public hospitals. While the majority of both groups rated care overall as 'very good' (69% and 62% respectively), there were differences in the way they rated certain aspects of care.

Results

● Range of LHD results for **overnight inpatients** ● Range of LHD results for **same day inpatients** | NSW average



The 'Response' column items show a rephrasing of the most positive response option for a question.

For the full wording of the survey [→ CLICK HERE](#) For more information and detailed results from the Adult Admitted Patient Survey 2013: [→ CLICK HERE](#)

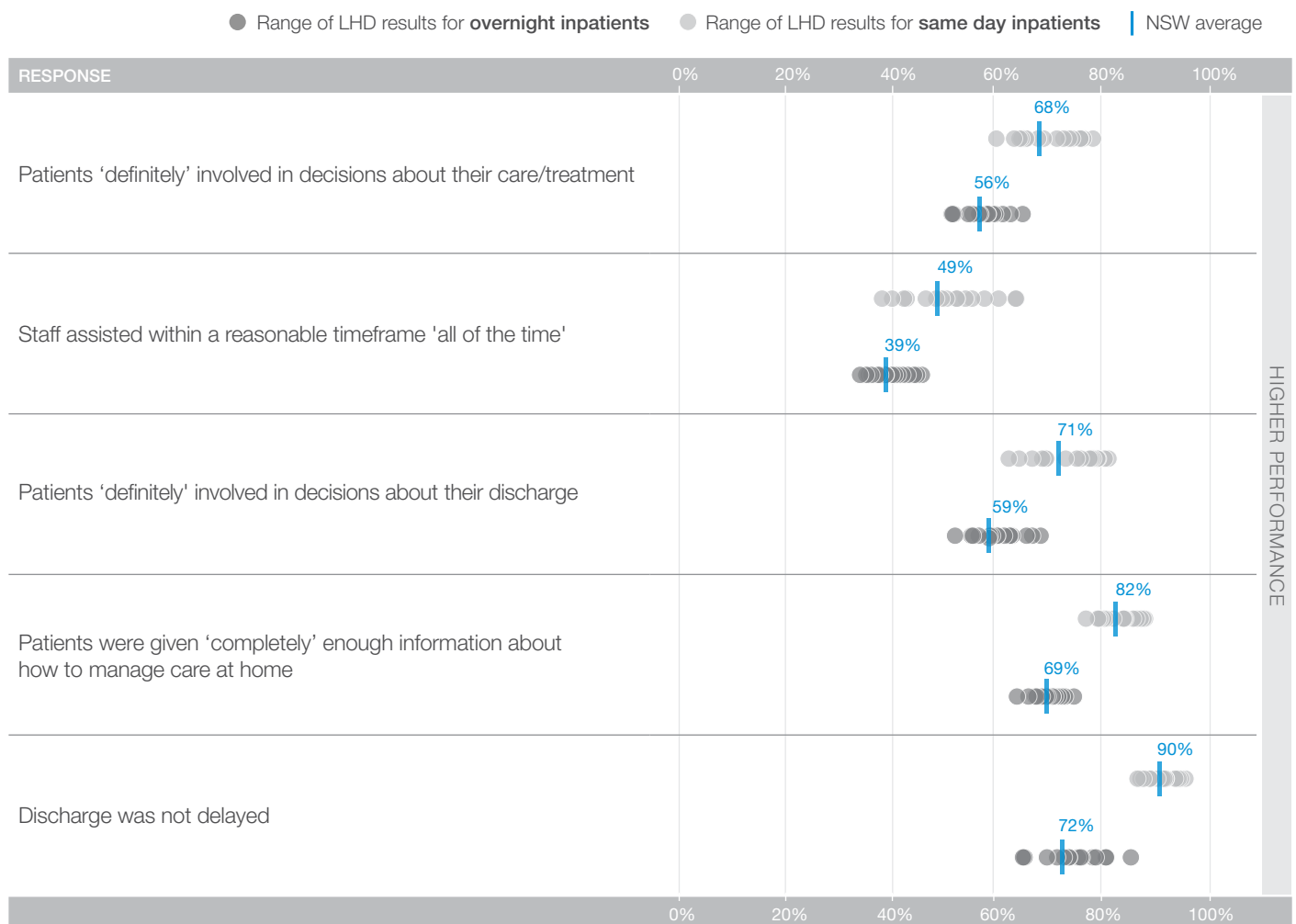


Adult Admitted Patient Survey 2013 Summary

Differences between same day and overnight experience of care

The largest differences in how same day and overnight patients rated their experience of care, are presented in the graph below. These differences are predominantly around coordination and continuity of care, but also around involving patients in decisions about their care and responding to patient needs.

The graph shows average results for NSW and 16 local health districts (LHDs).



The 'Response' column items show a rephrasing of the most positive response option for a question.

For the full wording of the survey [→ CLICK HERE](#) For more information and detailed results from the Adult Admitted Patient Survey 2013

[→ CLICK HERE](#)



About this survey

The Adult Admitted Patient Survey is a paper survey mailed to more than 6,000 patients each month. Depending on when the survey is returned, patients receive the initial survey and up to two reminders. The survey can also be completed online, and in non-English languages, through an interpreter phone service.

In line with international best practice, the survey focuses on patient experience rather than patient satisfaction. Questions are designed to ask patients about what happened to them to better support comparisons between different hospitals. BHI values the patient and stakeholder feedback received during the creation and development of this survey.

Patients have approximately two months to complete and return the survey. The survey responses for performance questions are adjusted via weighting in order to represent each hospital's patient population by age group and stay type (i.e. same day or overnight). Full survey results are available on BHI's interactive reporting tool, Healthcare Observer.

About BHI

BHI is an independent, board-governed statutory organisation that provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system.

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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 clicking on the link below or by visiting:

www.bhi.nsw.gov.au/healthcare_observer

→ **CLICK HERE TO VISIT**



Hospital Quarterly

Hospital Quarterly provides information on hospital performance and patient use of public hospitals in NSW.



NSW Patient Survey Program

The NSW Patient Survey Program asks people across NSW about their experiences with the NSW healthcare system.



International Comparison

The Commonwealth Fund International Healthcare Policy Survey asks patients from around the world about healthcare access, costs and quality.

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