
NSW Health Patient Survey 2007 Statewide Report

This report summarises findings from the inaugural NSW Health Patient Survey, covering eight patient categories across the vast majority of public healthcare facilities in NSW. Surveyed patients were treated in February 2007. This report is supported by reports issued for each of nine NSW Area Health Services, including Children's Hospital at Westmead, and reports issued for each facility in NSW where sample size permits, breaking down response by patient category and comparing results with peer facilities across the State.

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Executive Summary

Introduction

In 2007 NSW Health conducted a Patient Survey to gain information from patients across NSW about their experiences with health care services.

The survey is one of several strategies being used by NSW Health to gain a complete picture of patient and carer experience and link this feedback to service improvement. Other strategies include patient and carers' interviews and the MH-CoPES survey of mental health consumers.

The public health organisations that participated in the survey included the eight Area Health Services and Children's Hospital at Westmead. NSW Justice Health and the NSW Ambulance Service carry out separate customer survey and benchmarking activities with other like-organisations.

NSW Health has worked collaboratively with the Cancer Institute NSW to include a cancer journey survey as a component of the 2007 Patient Survey. The Cancer Care Survey was conducted at 16 nominated sites across NSW and captured in detail the experience of people with cancer. These findings are published separately by the Cancer Institute NSW.

Over 216,000 questionnaires were posted to patients in NSW who received inpatient and non-inpatient services in nine service categories (including oncology). An effective response rate of almost 38% was achieved, or almost 75,000 completed and returned questionnaires.

Each of the nine surveys asked questions about the eight dimensions of care that patients' value:

- Access to care;
- Coordination and integration of care;
- Information and education;
- Physical comfort;
- Emotional support and alleviation of fear and anxiety;
- Family and friends;
- Transitions and continuity of care; and
- Respect for patient's values, preferences and expressed needs.

Source: Picker Institute



NSW Patient Survey 2007-Executive Summary (continued) February 2007 (n=70530)

The eight categories of patients reported in separate chapters in this report are:

- Overnight Inpatients (OI);
- Day only Inpatients (DI);
- Paediatric Inpatients (PI);
- Mental Health Inpatients (MI);
- Adult Rehabilitation Inpatients (RI);
- Non-admitted Emergency Patients (EP);
- Non-admitted Outpatients (OP); and
- Community Health Patients (CH).

Summary of Key Findings for 2007

Results from the survey across patient categories show that the key drivers of the NSW patient experience most associated with perceptions of overall care are the availability of doctors and nurses, the confidence and trust held in nurses, patients having enough say about their treatment, and being able to discuss their anxieties and fears with nurses.

NSW patients rated overall care at 88.1% (good/very good/excellent) and 62.5% said they would definitely recommend the health service to friends and family.

Overall, according to survey respondents, NSW Health performed well for community health patients (95.7%), day only inpatients (93.9%), paediatric inpatients (92.8%) and outpatients (90.7%), and less well for mental health inpatients (64.1%) and non-admitted emergency patients (81.7%).

There was little difference in overall care ratings by Area Health Service, with Hunter New England AHS being the highest at 90.6% and South Eastern Sydney Illawarra AHS the lowest at 83.9%. In terms of demographic groups, female patients, young adults (aged 20 to 39 years) and patients from a non-English speaking background provided lower ratings, on average.

Patient ratings of the availability of nurses (81.2% good/very good/excellent); of their confidence and trust in nurses (73.0% always); and of the availability of doctors (72.4% good/very good/excellent) were positive, though there is room for improvement in giving patients enough say about their treatment (64.7% always), and having nurses discuss their anxieties and fears (49.4% always). Again, the focus should be mental health inpatients and emergency patients on the latter aspect, while giving mental health, adult rehabilitation and overnight patients more say about their treatment.

Areas patients identified for improvement included the following Picker Dimensions of Care – involvement of Family and Friends; Emotional Support; provision of Information and Education; and Continuity and Transition. The dimensions on which NSW Health performed best were Respect for Patient Preferences, Access to Care, Coordination of Care, and Physical Comfort.

A short summary of the key findings for each of the eight patient categories now follows.



1. Admitted Overnight Inpatients (OI)

11,265 admitted overnight inpatients across NSW participated in the 2007 NSW Health Patient Survey.

88.3% of overnight inpatients across NSW rated the overall care that they received as excellent, very good or good and 63.0% of overnight inpatients across NSW would definitely recommend the hospital to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care which are most positively associated with the rating of overall care reported by admitted overnight inpatients in NSW are (in descending order):

- Emotional Support;
- Information and Education;
- Family and Friends;
- Continuity and Transition;
- Coordination of Care;
- Respect for Patient Preferences; and
- Physical Comfort.

Areas of Importance to NSW Overnight Inpatients

The key measures to maintain and strengthen with NSW overnight inpatients, **based on their high correlations with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- how well the doctors and nurses worked together
- being treated with respect and dignity
- availability of nurses
- confidence and trust in nurses
- courtesy of nurses

Need to Improve

- provider understood condition completely
- nurse answered questions understandably
- nurse discussed anxieties and fears
- ease of finding someone to talk to
- explained test results understandably



2. Day only Inpatients (DI)

8,396 day only inpatients across NSW participated in the 2007 NSW Health Patient Survey.

93.9% of day only inpatients across NSW rated the overall care that they received as excellent, very good or good and 71.2% of day only inpatients across NSW would definitely recommend the hospital to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care which are most positively associated with the rating of overall care reported by admitted day only inpatients in NSW are (in descending order):

- Coordination of Care (strong correlation);
- Emotional Support;
- Information and Education;
- Continuity and Transition; and
- Respect for Patient Preferences.

Areas of Importance to NSW Day Only Inpatients

The key measures to maintain and strengthen with NSW day only inpatients, **based on their high correlations with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- organisation of hospital and department
- treated with respect and dignity in hospital
- availability of nurses
- confidence and trust in nurses
- how well doctors and nurses work together

Need to Improve

- easy to find staff to talk to regarding concerns
- staff did everything possible to control nausea
- nurse discussed anxieties and fears regarding procedure
- staff did everything possible to control pain
- enough info in emergency room regarding condition and treatment



3. Paediatric Inpatients (PI)

3,147 paediatric inpatients across NSW participated in the 2007 NSW Health Patient Survey.

92.8% of paediatric inpatients across NSW rated the overall care that they received as excellent, very good or good and 65.3% of paediatric inpatients across NSW would definitely recommend the hospital to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care which are most positively associated with the rating of overall care reported by paediatric inpatients in NSW are (in descending order):

- Respect for Patient Preferences (strong correlation);
- Emotional Support;
- Information and Education;
- Coordination of Care;
- Physical Comfort;
- Continuity and Transition; and
- Access to Care.

Areas of Importance to NSW Paediatric Inpatients

The key measures to maintain and strengthen with NSW paediatric inpatients, **based on their high correlations with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- treated with respect and dignity during stay
- how well the doctors and nurses worked together
- staff controlled pain
- confidence and trust in nurses
- confidence and trust in doctors

Need to Improve

- provider understood child's condition
- nurses attention to my suggestions for child
- nurses answers regarding child understandable
- availability of nurses for questions and concerns
- organisation of admission process



4. Adult Rehabilitation Inpatients (RI)

731 adult rehabilitation inpatients across NSW participated in the 2007 NSW Health Patient Survey.

88.8% of adult rehabilitation inpatients across NSW rated the overall care that they received as excellent, very good or good and 59.9% of adult rehabilitation inpatients across NSW would definitely recommend the hospital to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care which are most positively associated with the rating of overall care reported by adult rehabilitation inpatients in NSW are (in descending order):

- Emotional Support (strong correlation);
- Respect for Patient Preferences (strong correlation);
- Information and Education;
- Physical Comfort;
- Coordination of Care;
- Continuity and Transition;
- Family and Friends; and
- Access to Care.

Areas of Importance to NSW Adult Rehabilitation Inpatients

The key measures to maintain and strengthen with NSW adult rehabilitation inpatients, **based on their high correlations with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- being treated with dignity and respect
- how staff worked together
- courtesy of admission staff
- confidence and trust in nurses
- availability of therapists

Need to Improve

- confidence and trust in rehab doctors
- confidence and trust in psychologist
- rehab doctor discussed anxieties and fears
- someone discussed anxieties and fears
- staff worked together to plan rehabilitation



5. Mental Health Inpatients (MI)

472 mental health inpatients across NSW participated in the 2007 NSW Health Patient Survey.

64.1% of mental health inpatients across NSW rated the overall care that they received as excellent, very good or good and 36.0% of mental health inpatients across NSW would definitely recommend the hospital to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care which are most positively associated with the rating of overall care reported by mental health inpatients in NSW are (in descending order):

- Emotional Support;
- Family and Friends;
- Information and Education;
- Coordination of Care;
- Access to Care;
- Respect for Patient Preferences; and
- Continuity and Transition.

Areas of Importance to NSW Mental Health Inpatients

The key measures to focus on with NSW mental health inpatients, based on their high correlations with the overall care ratings provided by this patient group and current levels of performance reported by patients, are (in order):

Need to Maintain

- counselling and treatment
- how well staff worked together
- courtesy of doctor and counsellor
- courtesy of nurses
- availability of doctor and counsellor

Need to Improve

- confidence and trust in nurses
- confidence and trust in doctors and counsellors
- treated with respect and dignity during stay
- ease of finding staff to talk to
- nurse answered questions understandably



6. Non-Admitted Emergency Patients (EP)

19,100 non-admitted emergency patients across NSW participated in the 2007 NSW Health Patient Survey.

81.7% of non-admitted emergency patients across NSW rated the overall care that they received as excellent, very good or good and 54% of non-admitted emergency patients across NSW would definitely recommend the Emergency Department to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care that positively correlated with the rating of overall care reported by community health patients in NSW were (in descending order of highest correlation):

- Access to Care (strong correlation);
- Emotional Support (strong correlation);
- Coordination of Care;
- Physical Comfort;
- Respect for Patient Preferences;
- Continuity and Transition; and
- Information and Education.

Areas of Importance to NSW Non-Admitted Emergency Patients

The key measures to maintain and strengthen for NSW non-admitted emergency patients, **based on their high correlation with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- completeness of emergency department care
- explanation of what emergency department did
- courtesy of emergency department staff
- how well emergency department doctors and nurses worked together
- availability of doctors

Need to Improve

- organisation of care
- emergency department wait time
- had enough say about emergency department care
- emergency department did all it could to control pain
- confidence and trust in emergency department doctors



7. Community Health Patients (CH)

10,818 community health patients across NSW participated in the 2007 NSW Health Patient Survey.

95.7% of community health patients across NSW rated the overall care that they received as excellent, very good or good and 79% of community health patients across NSW would definitely recommend the community health service to their family and friends, ranging from 83.5% (Greater Southern AHS) to 73.6% (Sydney West AHS).

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care that positively correlated with the rating of overall care reported by community health patients in NSW were (in descending order of highest correlation):

- Information and Education;
- Physical Comfort;
- Respect for Patient Preferences;
- Continuity and Transition; and
- Coordination of Care.

Areas of importance to NSW Community Health Patients

The key measures to maintain and strengthen for NSW community health patients, **based on their high correlation with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- completeness of care for problem
- explanation of treatment
- health centre professionals worked together
- respect and dignity by health care professional
- listened to what i said

Need to Improve

- community health centre well organised
- confidence and trust in health care professional
- received enough info regarding condition and treatment
- enough say about care
- explained possible causes understandably



8. Outpatients (OP)

16,601 outpatients across NSW participated in the 2007 NSW Health Patient Survey.

90.7% of outpatients across NSW rated the overall care that they received as excellent, very good or good and 62.6% of outpatients across NSW would definitely recommend the service to their family and friends.

Performance on the Picker Dimensions of Care

The Picker Dimensions of Care which positively correlate with the rating of overall care reported by outpatients in NSW are (in descending order):

- Respect for Patient Preferences;
- Physical Comfort;
- Information and Education;
- Coordination of Care; and
- Continuity and Transition.

Areas of Importance to NSW Outpatients

The key measures to maintain and strengthen for NSW outpatients, **based on their high correlation with the overall care ratings provided by this patient group and current levels of performance reported by patients**, are (in order):

Need to Maintain

- completeness of care for problem
- how well care professionals worked together
- explanation of what was done
- confidence and trust in health care professional
- respect and dignity by health care professional

Need to Improve

- service/clinic well organised
- enough say about care
- causes of problem explained understandably
- received enough info regarding condition and treatment
- did everything to control pain.

9. Summary


It is best to strive for improvement in the areas which are most important to NSW patients – that is, the areas most strongly correlated with the overall care rating they gave. These are summarised below in Table 1 for each patient category.

Table 1: Key Drivers of Overall Care Ratings in two or more Patient Categories, 2007

Measure\Patient Category	OI	DI	PI	RI	MI	EP	CH	OP
How well doctors and nurses/ treatment team work together	X	X	X	X	X	X		X
Patient treated with respect and dignity by hospital staff *		X	X	X	X	X		
Confidence, trust in nurses *	X	X		X	X	X		
Availability of nurses *	X	X		X	X	X		
Rating of completeness of care received for problem					X	X	X	X
Staff did all they could to help control pain*/nausea	X	X				X		
Nurses answered important questions understandably *	X	X			X			
Confidence, trust in doctors/ health care profs *				X	X	X		
Organisation of Centre/Department/Service *		X					X	X
Courtesy of staff/admission staff				X	X	X		
Availability of doctors/ health care professionals *				X	X	X		
Nurse discussed anxieties or fears about condition/procedures *		X			X			
Ease of finding staff member to talk to about concerns *		X			X			
Organisation of care/ emergency care *		X				X		
Having a care provider who fully understands patient's condition and treatment	X		X					
Courtesy of nurses	X				X			
Courtesy of doctors/ health care profs					X	X		
Rating of explanation of what was done						X		X

Note: * signifies that measure is included in one of the eight Picker core Dimensions of Care

The above findings and summary have been generated from the 2007 benchmark wave of the NSW Patient Survey. It is planned to conduct this survey again in the first half of the next two years and possibly beyond, so that trends in patient

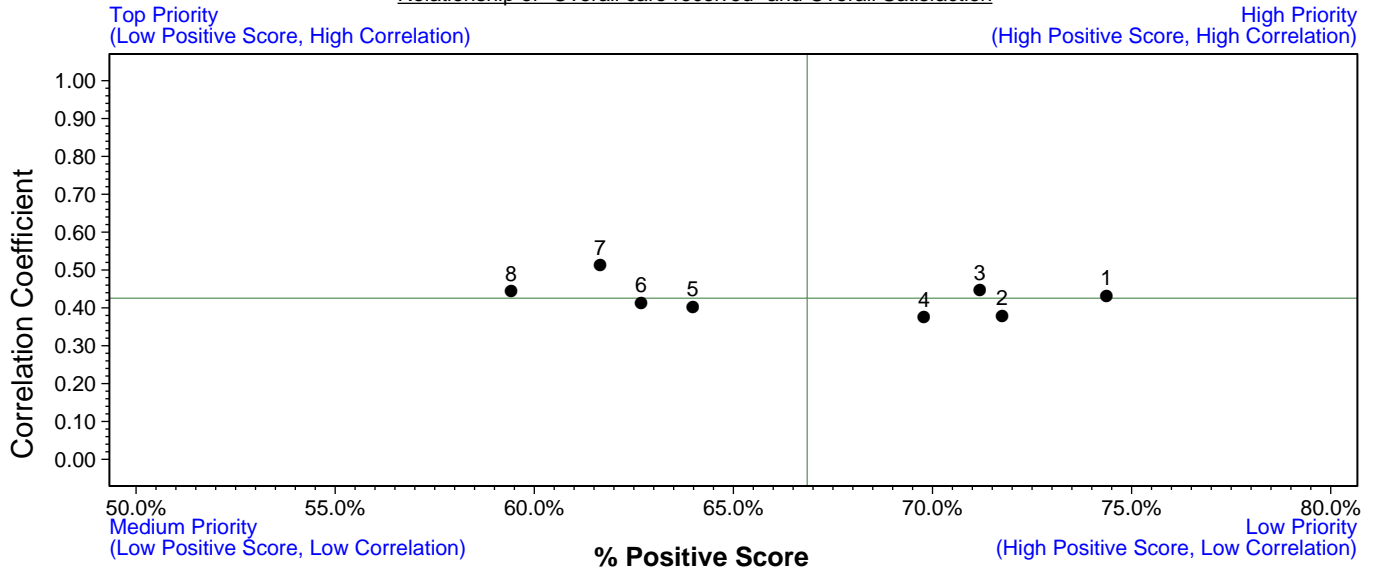
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experiences are monitored over time. The goal now is to identify priority areas for action across the system, focus improvement initiatives and activities, and redesign service delivery to better meet the needs of patients. While this process will only be in the early stages when the survey is mounted for the second time in 2008, the second wave will add depth and insight to the planning process. Past experience has shown that significant movements in key patient indicators should not be expected until the third or fourth year of the survey, by which entrenched weaknesses will have become apparent. The annual Patient Survey needs to be seen as a key monitoring tool in NSW Health's continuous improvement process.



NSW Patient Survey 2007-Picker Dimensions of Care Opportunity Matrix and Overall Indicators - Statewide February 2007 (n=70530)

Relationship of "Overall care received" and Overall Satisfaction



These Core Dimensions (CD) are Dimensions of Care that are represented within most or all patient categories in this survey.

- | | |
|--|----------------------------------|
| 1 CD - Respect for Patient Preferences | 5 CD - Continuity and Transition |
| 2 CD - Access to Care | 6 CD - Information and Education |
| 3 CD - Coordination of Care | 7 CD - Emotional Support |
| 4 CD - Physical Comfort | 8 CD - Family and Friends |

Detail

	Highest correlation with "Overall care received"	NRC North America Average	Correlation Coefficient	n size
Availability of Drs (%Good/VGood/Exc)	72.4%	86.8%↓	0.563	40320
Availability of Nurses (%Good/VGood/Exc)	81.2%	89.9%↓	0.547	39932
Confidence/trust in Nurses (%Yes, always)	73.0%	74.0%↓	0.533	40059
Enough say about treatment (%Yes, always)	64.7%	65.3%↓	0.518	64522
Nurses discussed anxieties/fears (%Yes, completely)	49.4%	54.4%↓	0.510	24505

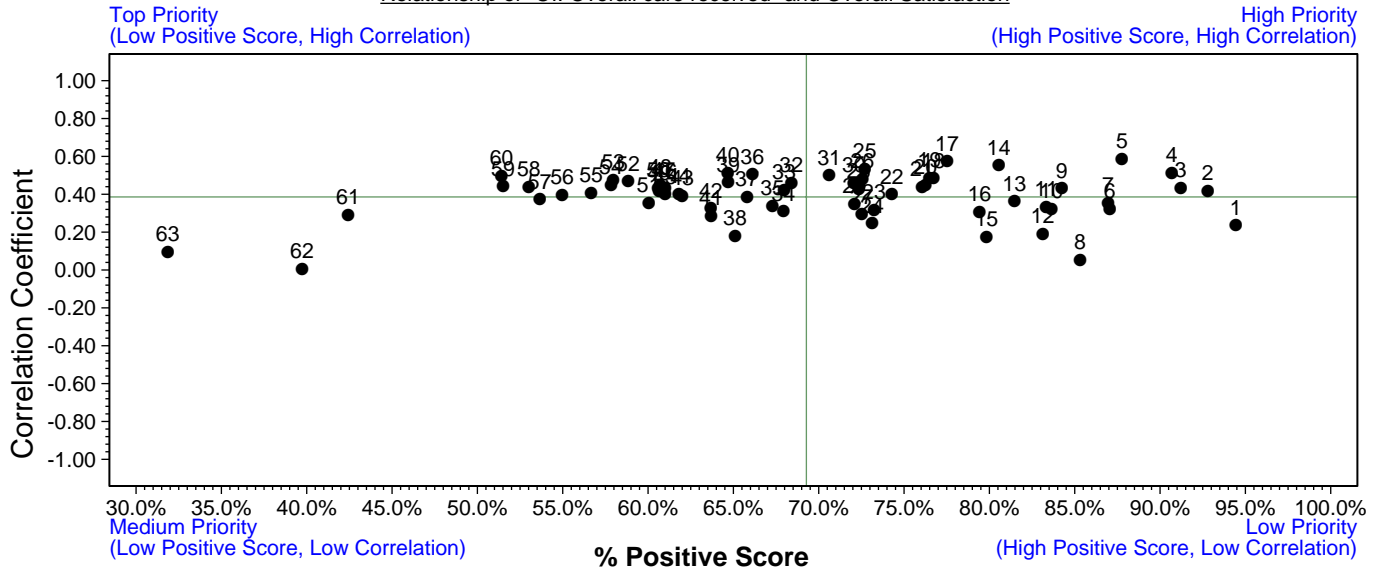
These Overall Indicators were identified as having high correlations (above 0.500) to the overall statewide care rating.

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Patient Survey 2007-Overnight Inpatient (OI) Opportunity Matrix February 2007 (n=11265)

Relationship of "OI: Overall care received" and Overall Satisfaction



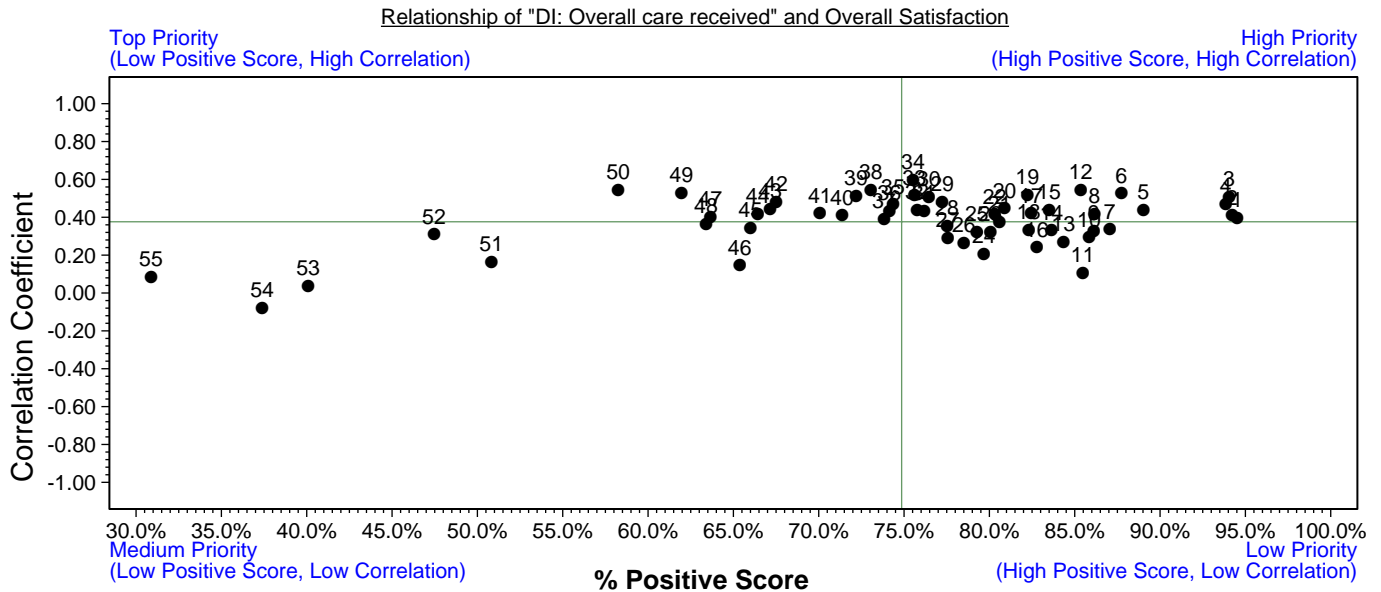
1 OI: Minutes for help after call button	33 OI: Dr answered questions understandably
2 OI: Courtesy of admission	34 OI: Explained reason for delay in going to room
3 OI: Courtesy of Drs	35 OI: Family had to be sure needs were met
4 OI: Courtesy of Nurses	36 OI: Nurse answered questions understandably
5 OI: Rate how Drs/Nurses worked together	37 OI: Enough privacy during your visit
6 OI: Minutes taken to get pain medicine	38 OI: One Dr in charge of care
7 OI: Amount of pain medicine received	39 OI: Explained test results understandably
8 OI: Admission date changed by hospital	40 OI: Provider understood condition completely
9 OI: Amount of info given to family	41 OI: Dr/Midwife discussed pain control options
10 OI: Risks/benefits were explained by surgeon	42 OI: Enough say in labour pain control
11 OI: Knew who to call for help after leaving	43 OI: Explained when allowed to go home
12 OI: Received right amount of pain medicine	44 OI: Discussed medication side effects
13 OI: Surgeon answered questions understandably	45 OI: Scheduled tests/procedures were on time
14 OI: Availability of Nurses	46 OI: Family given information to help recovery
15 OI: Feelings about time on waiting list	47 OI: Got info about feeding your baby
16 OI: Nurses talked in front of you	48 OI: Enough info re: rights/responsibilities as patient
17 OI: Treated you w/respect/dignity	49 OI: Nurses said what meds they were giving
18 OI: Confidence/trust in Drs	50 OI: Dr discussed anxieties/fears
19 OI: Availability of Drs	51 OI: Surgeon/Nurse explained how you would feel
20 OI: Dr/Midwife answered questions understandably	52 OI: Got info about caring for your baby
21 OI: Discussed purpose of home meds	53 OI: Ease of finding someone to talk to
22 OI: Results explained understandably	54 OI: Enough info in ED re: condition/treatment
23 OI: Waited too long to go to ward/room	55 OI: Family had opportunity to talk w/Dr
24 OI: Drs talked in front of you	56 OI: Discussed danger signals to watch for
25 OI: Confidence/trust in Nurses	57 OI: Discussed when to resume normal activities
26 OI: Organisation of ED care	58 OI: Enough say about treatment
27 OI: Nurses checked ID band before meds/procedure	59 OI: Nurses responded quickly to call button
28 OI: Organisation of admission process	60 OI: Nurse discussed anxieties/fears
29 OI: Dr/Nurse explained things differently	61 OI: Told how it would feel after delivery
30 OI: Comfortable asking questions during stay	62 OI: Time waited to be admitted
31 OI: Did everything to control pain	63 OI: Given choice of admission dates
32 OI: Got help getting to bathroom when needed	

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher \uparrow or lower \downarrow .



NSW Patient Survey 2007-Day Only Inpatient (DI) Opportunity Matrix February 2007 (n=8396)



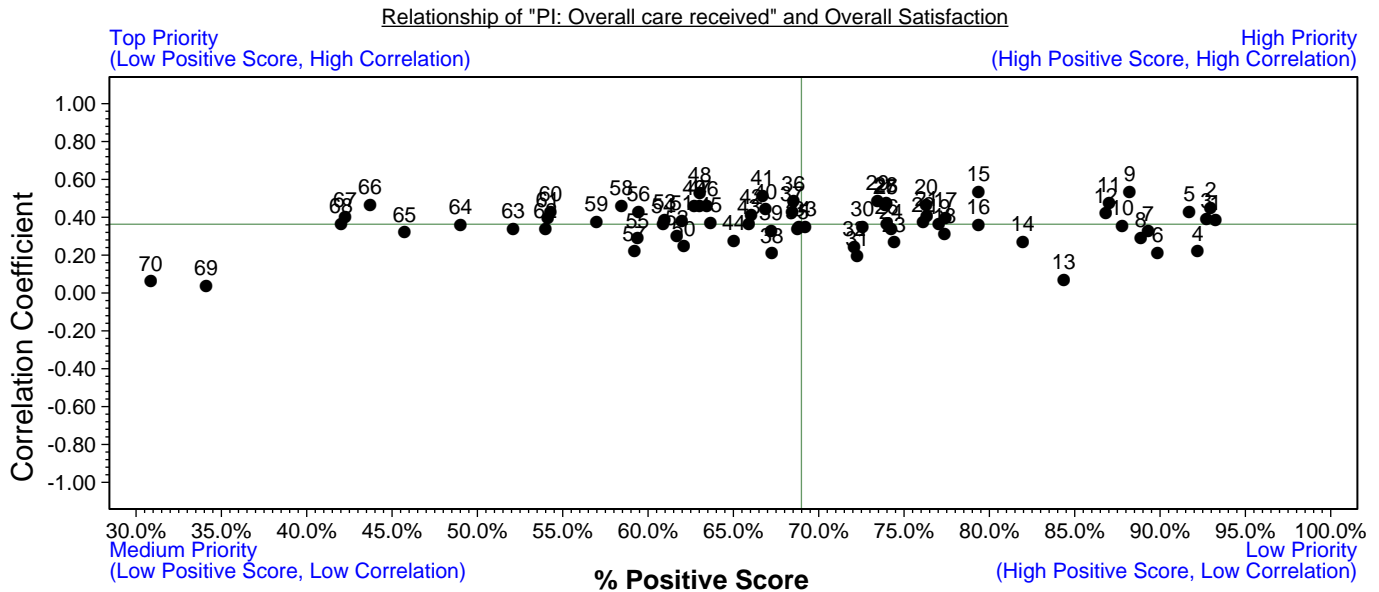
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|--|---|
| 1 DI: Rate courtesy of drs | 29 DI: Organisation of admission process |
| 2 DI: Rate courtesy of admission staff | 30 DI: Nurse answered questions understandably |
| 3 DI: Rate how drs and nurses work together | 31 DI: Procedure results explained understandably |
| 4 DI: Rate courtesy of nurses | 32 DI: Dr answered questions understandably |
| 5 DI: Enough say about care | 33 DI: Organisation of Emergency Care |
| 6 DI: Rate availability of nurses | 34 DI: Organisation of hospital/dept |
| 7 DI: Told how to prepare for tests | 35 DI: Got bathroom help in time |
| 8 DI: Confidence/trust in drs | 36 DI: Enough privacy during visit |
| 9 DI: Amount of pain medicine received | 37 DI: Told when you could resume usual activities |
| 10 DI: Dr explained why tests were needed | 38 DI: Staff did everything possible to control nausea |
| 11 DI: Admission date changed by hospital | 39 DI: Staff did everything possible to control pain |
| 12 DI: Treated with respect/dignity in hospital | 40 DI: Explained danger signals to watch for at home |
| 13 DI: Told when to expect test results | 41 DI: Given info re: patients rights/responsibilities |
| 14 DI: Knew who to call for help after leaving | 42 DI: Enough info in ER re: condition/treatment |
| 15 DI: Rate availability of drs | 43 DI: Involves in care decisions as wanted |
| 16 DI: Waited too long to schedule procedure | 44 DI: Dr discussed anxieties/fears re: procedure |
| 17 DI: Explained when allowed to go home | 45 DI: Waited too long for start of procedure |
| 18 DI: Given reason for delay in procedure start | 46 DI: Staff helped make arrangements for another visit |
| 19 DI: Confidence/trust in nurses | 47 DI: Explained side-effects of new medicine |
| 20 DI: Explained purpose of new medicine | 48 DI: Told how you feel after procedure |
| 21 DI: Dr explained risks/benefits of procedure | 49 DI: Nurse discussed anxieties/fears re: procedure |
| 22 DI: Drs answers re: procedure were understandable | 50 DI: Easy to find staff to talk to re: concerns |
| 23 DI: Nurses talked as if patient wasn't there | 51 DI: Had to repeat info during admission |
| 24 DI: Feelings about wait time for admission | 52 DI: Minutes taken to get pain medicine |
| 25 DI: Test results explained understandably | 53 DI: Length of time waited for admission |
| 26 DI: Dr talked as if patient wasn't there | 54 DI: Time waited for help after call button |
| 27 DI: Had questions that were not discussed | 55 DI: Given choice of admission dates |
| 28 DI: Dr explained anaesthesia/pain control | 56 DI: Had tests before admission |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher \uparrow or lower \downarrow .



NSW Patient Survey 2007-Paediatric Inpatient (PI) Opportunity Matrix February 2007 (n=3147)



- | | |
|---|---|
| 1 PI: Rate policy for visiting/staying with child | 36 PI: Nurses answers re: child understandable |
| 2 PI: Rate courtesy of child's nurses | 37 PI: Answers to questions understandable |
| 3 PI: Courtesy of Drs | 38 PI: Knew which Dr was in charge of child ICU |
| 4 PI: Told me when to follow-up w/Dr | 39 PI: Providers checked child's ID band before meds |
| 5 PI: Rate courtesy of child's admission staff | 40 PI: Organisation of admission process |
| 6 PI: ICU allowed stay with child | 41 PI: Nurses attn to my suggestions for child |
| 7 PI: Amount of pain medicine during stay | 42 PI: Nurses said what meds they gave child |
| 8 PI: Participation in child's care | 43 PI: Got help going to bathroom in time |
| 9 PI: Drs/Nurses worked well together | 44 PI: Discussion of risks/benefits of anaesthesia |
| 10 PI: Information given to child | 45 PI: Discussion of activities child could do at home |
| 11 PI: Rate availability of child's nurses | 46 PI: Enough attention paid to experiences |
| 12 PI: Amount of info given on treatment | 47 PI: Availability of Nurses for questions/concerns |
| 13 PI: Admission date changed by hospital | 48 PI: Provider understood child's condition |
| 14 PI: Length of hospital stay | 49 PI: Organisation of ED care |
| 15 PI: Treated with respect/dignity during stay | 50 PI: Pain experienced greater than what told |
| 16 PI: Told who to ask for IP help for child | 51 PI: Discussion of danger signals to watch for |
| 17 PI: Confidence/trust in ICU Nurses | 52 PI: Waited too long before going to room |
| 18 PI: Discussion on who to call with questions | 53 PI: Information given to child understandable |
| 19 PI: Discussion of risks/benefits before surgery | 54 PI: Explained when allowed to go home |
| 20 PI: Availability of Drs | 55 PI: Explained reason for wait in going to room |
| 21 PI: Answers to questions were understandable | 56 PI: More involvement in decision making |
| 22 PI: Explanation of surgery results were understandable | 57 PI: Was prepared for child move from ICU |
| 23 PI: Knew which Dr was in charge of care | 58 PI: Explanation of test results were understandable |
| 24 PI: More time w/Nurse to explain home care | 59 PI: Able to explain nutritional needs to staff |
| 25 PI: Comfortable asking child treatment questions | 60 PI: Received info re: child condition |
| 26 PI: Confidence/trust in ICU Drs | 61 PI: Taught how to care for child at home |
| 27 PI: Confidence/trust in Drs | 62 PI: ICU Drs available to answer questions |
| 28 PI: Confidence/trust in Nurses | 63 PI: Discussion on how to give medication |
| 29 PI: Staff controlled pain | 64 PI: Discussion of fears about surgery |
| 30 PI: ICU Nurses available to answer questions | 65 PI: Discussion of side effects from new medicine |
| 31 PI: Feelings about time on waiting list | 66 PI: Easy to find staff to talk to re: concerns |
| 32 PI: Satisfaction with parent ICU facilities | 67 PI: Response quickness of call button |
| 33 PI: More time w/Dr to explain home care | 68 PI: Availability of Drs to answer questions/concerns |
| 34 PI: Dr/Nurses gave conflicting info | 69 PI: Given choice of admission dates |
| 35 PI: Family had to be sure child's needs were met | 70 PI: Length of time waited for admission |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

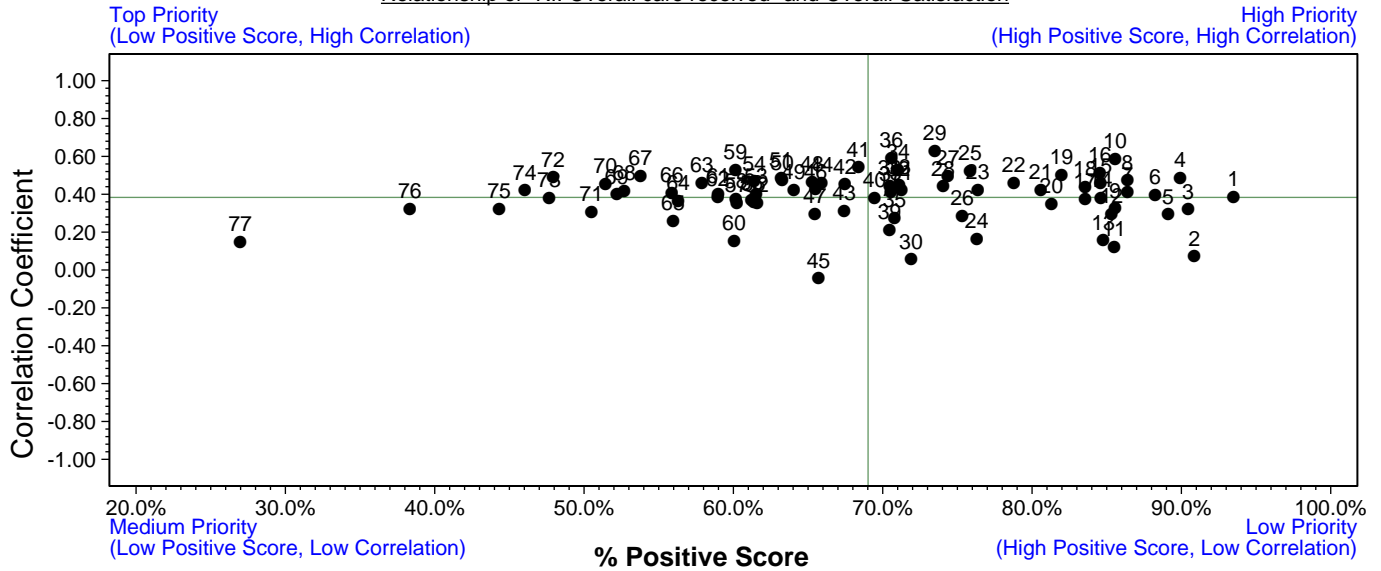
Your current score is: higher \uparrow or lower \downarrow .



NSW Patient Survey 2007-Adult Rehabilitation Inpatient (RI) Opportunity Matrix

February 2007 (n=731)

Relationship of "RI: Overall care received" and Overall Satisfaction



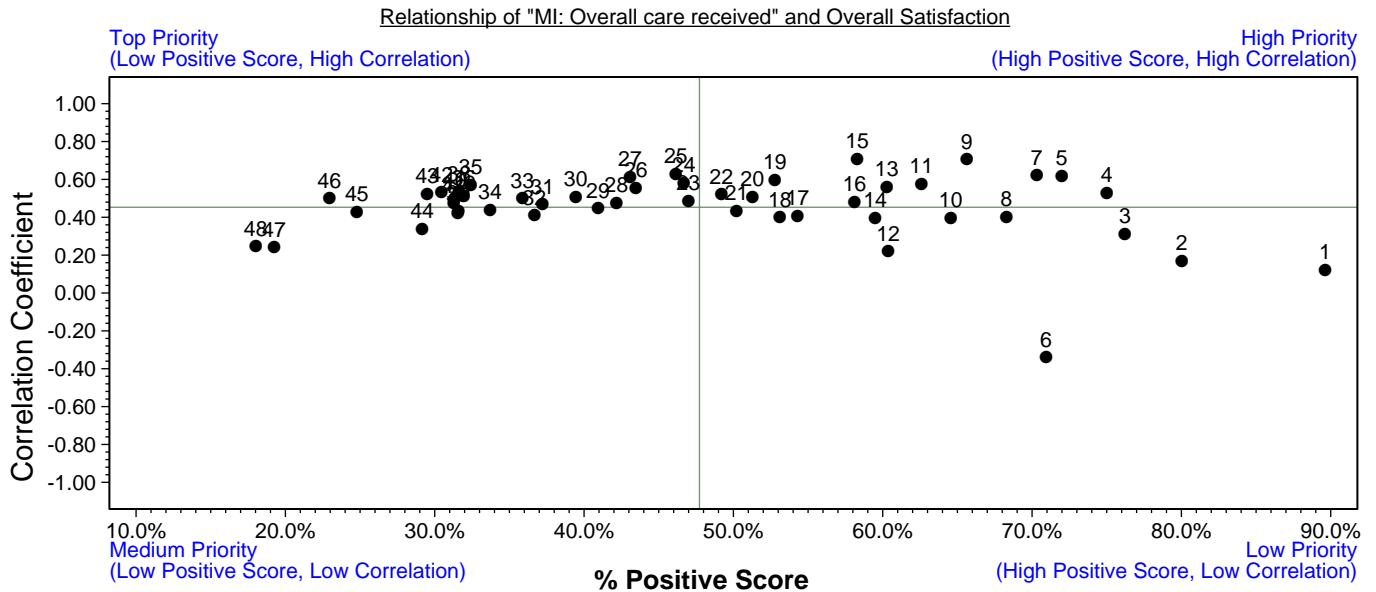
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|---|---|
| 1 RI: Courtesy of Therapists | 40 RI: Therapists started sessions on time |
| 2 RI: Admission date changed by hospital | 41 RI: Confidence/trust in Rehab Drs |
| 3 RI: Minutes to receive help after using call button | 42 RI: Therapist answers understandable |
| 4 RI: Courtesy of Nurses | 43 RI: Explained reason for delay in going to room |
| 5 RI: Therapists gave encouragement | 44 RI: Staff worked to control pain |
| 6 RI: Courtesy of Social Worker | 45 RI: Time waited to be admitted |
| 7 RI: Time spent with Nurses | 46 RI: Therapists taught important skills for home |
| 8 RI: Courtesy of Rehab Drs | 47 RI: Felt ready to go home after Rehab |
| 9 RI: Time spent with Social Worker | 48 RI: Therapists understood rehab needs |
| 10 RI: How staff worked together | 49 RI: Rehab therapy explained understandably |
| 11 RI: Feelings about time on waiting list | 50 RI: Privacy maintained by Rehab |
| 12 RI: Courtesy of Psychologist | 51 RI: Staff worked together to plan rehab |
| 13 RI: Staff helped arrange other care | 52 RI: Tests/procedures performed on time |
| 14 RI: Know who to call w/questions after leaving | 53 RI: Rehab Dr answers understandable |
| 15 RI: Amount of info given to family | 54 RI: Nurses answers understandable |
| 16 RI: Availability of Therapists | 55 RI: Informed if Therapists were late |
| 17 RI: Time spent with Therapist | 56 RI: Staff talked as though patient wasn't there |
| 18 RI: Availability of Social Worker | 57 RI: Gave family info about home care |
| 19 RI: Availability of Nurses | 58 RI: Learned home therapy exercises before leaving |
| 20 RI: Waited too long to go to ward/room | 59 RI: Confidence/trust in Psychologist |
| 21 RI: Made visitors feel welcome | 60 RI: Gave written info about home exercises |
| 22 RI: Time spent with Rehab Drs | 61 RI: Got help going to bathroom in time |
| 23 RI: Organisation of admission process | 62 RI: Therapists gave home adaptation info |
| 24 RI: Time spent with Psychologist | 63 RI: Given info re: patient rights/responsibilities |
| 25 RI: Availability of Rehab Drs | 64 RI: Explained special nutrition needs to staff |
| 26 RI: Told in advance about going home | 65 RI: One person in charge of coordinating care |
| 27 RI: Availability of Psychologist | 66 RI: Test results explained understandably |
| 28 RI: Confidence/trust in Therapists | 67 RI: Rehab Dr discussed anxieties/fears |
| 29 RI: Dignity/respect | 68 RI: Told what to expect about progress |
| 30 RI: Family/friends involved in rehab program | 69 RI: Family had opportunity to talk with Dr |
| 31 RI: Staff said different things about care | 70 RI: Knew who to ask questions about care |
| 32 RI: Staff explained purpose of home meds | 71 RI: Explained home activities |
| 33 RI: Explained therapy exercises understandably | 72 RI: Someone discussed anxieties/fears |
| 34 RI: Confidence/trust in Nurses | 73 RI: Staff explained medication side effects |
| 35 RI: Involved family in care planning | 74 RI: Enough say about treatment |
| 36 RI: Courtesy of admission staff | 75 RI: Told danger signals to watch for at home |
| 37 RI: Discussed home changes to help rehab goals | 76 RI: Length of Rehab program explained |
| 38 RI: Confidence/trust in Social Worker | 77 RI: Given choice of admission dates |
| 39 RI: Visitors allowed as much as wanted | |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher \uparrow or lower \downarrow .



NSW Patient Survey 2007-Mental Health Inpatient (MI) Opportunity Matrix February 2007 (n=472)



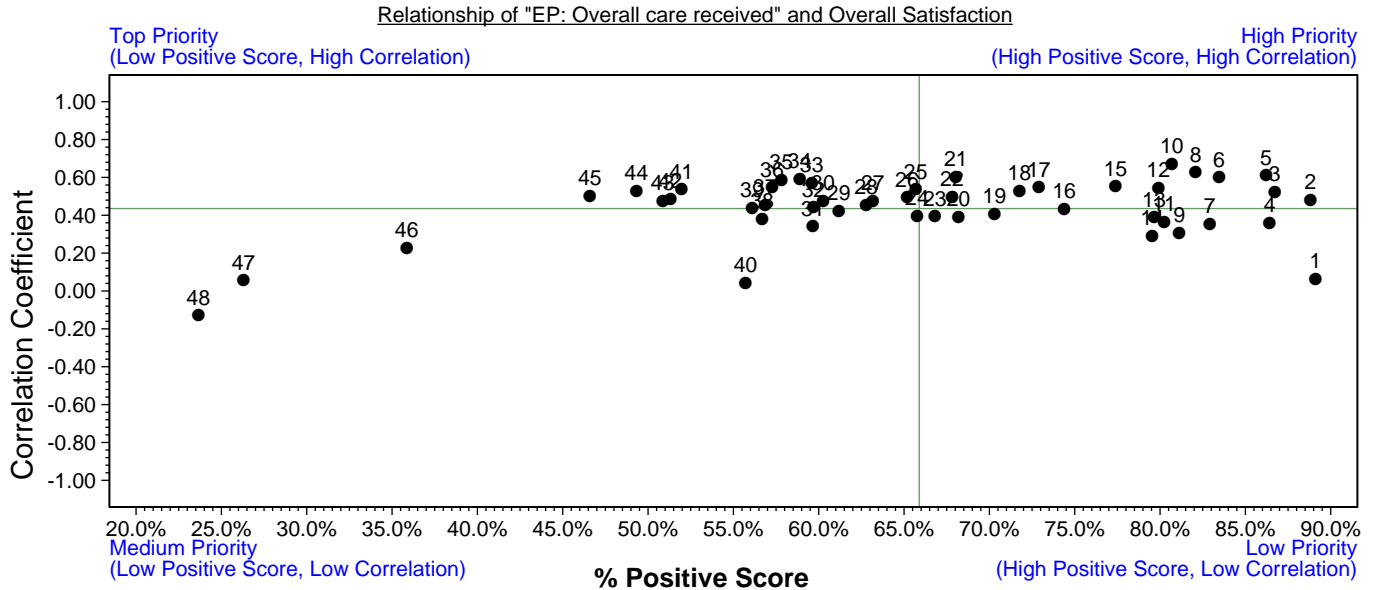
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| 1 MI: Admission date changed by hospital | 25 MI: Confidence/trust in Nurses |
| 2 MI: Feelings about time on waiting list | 26 MI: Nurse answered questions understandably |
| 3 MI: Knew who to call for help after leaving | 27 MI: Confidence/trust in Drs/Counsellors |
| 4 MI: Rate courtesy of admission staff | 28 MI: Dr/Counsellor answered questions understandably |
| 5 MI: Rate courtesy of Nurses | 29 MI: Explained when allowed to go home |
| 6 MI: Length of time waited for admission | 30 MI: Test results explained understandably |
| 7 MI: Rate courtesy of Dr/Counsellor | 31 MI: Enough privacy during stay |
| 8 MI: Nurses talked in front of you | 32 MI: Family had chance to talk to Dr/Counsellor |
| 9 MI: Rate how staff worked together | 33 MI: Gave info about patient rights |
| 10 MI: Drs/Counsellors talked in front of you | 34 MI: Talked about support groups |
| 11 MI: Rate availability of Nurses | 35 MI: Ease of finding staff to talk to |
| 12 MI: One Dr/Counsellor in charge of care | 36 MI: Gave info about managing condition |
| 13 MI: Time spent with Dr/Counsellor | 37 MI: Enough info in ER re: condition/treatment |
| 14 MI: Waited too long for room | 38 MI: Nurse discussed anxieties/fears |
| 15 MI: Rate counselling/treatment | 39 MI: Talked about available counselling/treatment |
| 16 MI: Amount of information given to family | 40 MI: Dr/Counsellor discussed anxieties/fears |
| 17 MI: Staff explained things differently | 41 MI: Explained medication side effects |
| 18 MI: Explained reason for room wait | 42 MI: Care responsive to needs |
| 19 MI: Rate availability of Dr/Counsellor | 43 MI: Gave family info to help recovery |
| 20 MI: Organisation of ED care | 44 MI: Talked about including family/friends in treatment |
| 21 MI: Discussed purpose of home medicines | 45 MI: Explained danger signals |
| 22 MI: Organisation of admission process | 46 MI: Had enough say about treatment |
| 23 MI: Tests/procedures performed on time | 47 MI: Given choice of admission dates |
| 24 MI: Treated with respect/dignity during stay | 48 MI: Felt you could refuse medicine/treatment |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher ↑ or lower ↓.



NSW Patient Survey 2007-Non-Admitted Emergency Patient (EP) Opportunity Matrix February 2007 (n=19100)

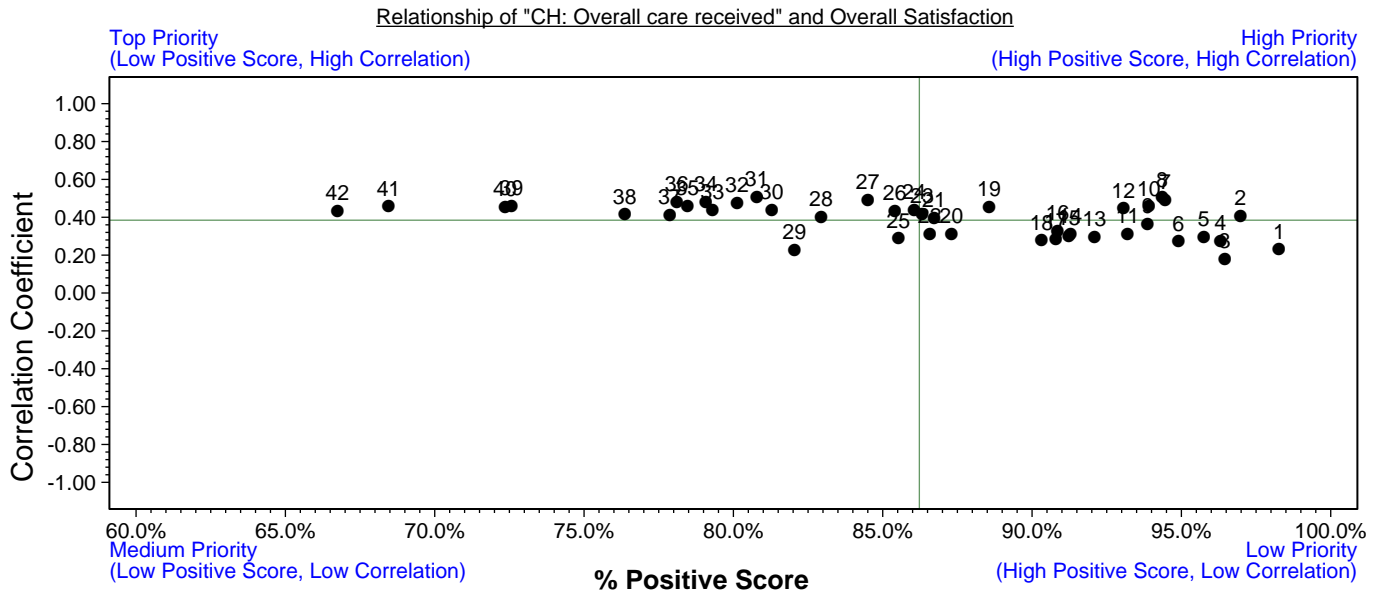


- | | |
|---|--|
| 1 EP: One Dr in charge of ED care | 25 EP: Confidence/trust in ED Drs |
| 2 EP: Courtesy of ED Nurses | 26 EP: ED Dr answered questions understandably |
| 3 EP: Courtesy of ED Drs | 27 EP: ED explained causes for problem understandably |
| 4 EP: Amount of pain medicine received in ED | 28 EP: ED explained test results understandably |
| 5 EP: Courtesy of ED staff | 29 EP: Waited too long to get ED test(s) completed |
| 6 EP: How well ED Drs/Nurses worked together | 30 EP: Waited too long to go to bed/room |
| 7 EP: Drs/Nurses gave conflicting info | 31 EP: Wait time for dr after going to bed/exam room |
| 8 EP: Explanation of what ED did | 32 EP: Kept informed about ED room wait time |
| 9 EP: ED Nurses talked as if patient wasn't there | 33 EP: Had enough say about ED care |
| 10 EP: Completeness of ED care | 34 EP: Organisation of care |
| 11 EP: Knew who to call if questions after leaving ED | 35 EP: ED wait time rating |
| 12 EP: Rate availability of nurses | 36 EP: ED did all it could to control pain |
| 13 EP: ED explained how to take new medications | 37 EP: ED explained danger signals to watch for |
| 14 EP: ED Dr talked as if patient wasn't there | 38 EP: ED explained medication side effects |
| 15 EP: Dignity/respect by ED staff | 39 EP: Waited too long to see other ED Dr |
| 16 EP: Explained purpose of home meds | 40 EP: Availability of interpreter in ED |
| 17 EP: Needed help in ED but didn't get it | 41 EP: Enough info re: condition/treatment |
| 18 EP: Confidence/trust in ED Nurses | 42 EP: ED Dr discussed fears/anxieties |
| 19 EP: ED explained reasons for tests understandably | 43 EP: Enough info re: patient rights/responsibilities |
| 20 EP: ED got messages to family/friends | 44 EP: Easy to find staff to talk to re: concerns |
| 21 EP: Rate availability of drs | 45 EP: ED Nurse discussed fears/anxieties |
| 22 EP: ED Nurses answered questions understandably | 46 EP: Appt for treatment made before leaving ED |
| 23 EP: Enough privacy during visit | 47 EP: Explained reason for wait in going to bed/room |
| 24 EP: Minutes taken to get requested pain med | 48 EP: Waited too long to see ED Dr |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher \uparrow or lower \downarrow .



NSW Patient Survey 2007-Community Health (CH) Opportunity Matrix February 2007 (n=10818)

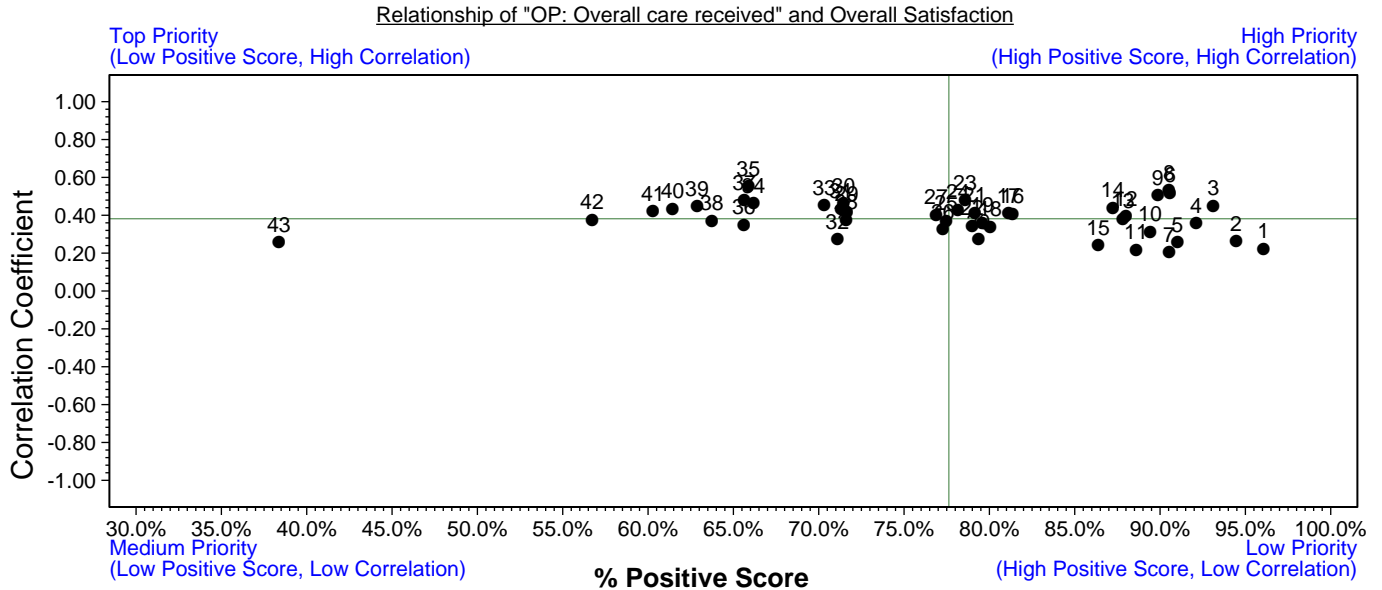


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|---|--|
| 1 CH: Asked how family/living situation affect health | 22 CH: Waited too long for appt to begin |
| 2 CH: Courtesy of Health Care Professional | 23 CH: Rate waiting time for this visit |
| 3 CH: Language caused trouble talking | 24 CH: Did not get help needed |
| 4 CH: Rate courtesy of person who made appointment | 25 CH: Health Care Professional gave conflicting info |
| 5 CH: Arranged another visit w/this Care Professional | 26 CH: Answered questions understandably |
| 6 CH: Knew who to call for help after appt | 27 CH: Confidence/trust in Health Care Professional |
| 7 CH: Rate explanation of treatment | 28 CH: Explained why tests were needed |
| 8 CH: Rate completeness of care for problem | 29 CH: Able to get appt when wanted |
| 9 CH: Spent enough time w/Health Care Professional | 30 CH: Involved in care decisions |
| 10 CH: Health Centre Professionals worked together | 31 CH: Community Health Centre well organised |
| 11 CH: Courtesy of reception staff at the CHC/clinic | 32 CH: Explained possible causes understandably |
| 12 CH: Respect/dignity by Health Care Professional | 33 CH: Explained meds understandably |
| 13 CH: Told how to learn about test results | 34 CH: Enough say about care |
| 14 CH: Arranged another visit w/other Care Professional | 35 CH: Explained what to do for problems |
| 15 CH: Told when to expect test results | 36 CH: Received enough info re: condition/treatment |
| 16 CH: Enough privacy during this visit | 37 CH: Explained test results understandably |
| 17 CH: Waited too long in exam room | 38 CH: Enough info re: patient rights/responsibilities |
| 18 CH: Had questions about care that didn't discuss | 39 CH: Health Care Professional discussed anxieties |
| 19 CH: Listened to what I said | 40 CH: Staff did everything to control pain |
| 20 CH: Explained reason for appt delay | 41 CH: Responded quickly to pain med request |
| 21 CH: Listened to reasons for visit | 42 CH: Explained side effects |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Patient Survey 2007-Outpatient (OP) Opportunity Matrix February 2007 (n=16601)



- | | |
|--|---|
| 1 OP: Asked how family/living situation affect health | 23 OP: Confidence/trust in Health Care Professional |
| 2 OP: Arranged another visit w/this Care Professional | 24 OP: Needed help in the OP Clinic but did not get it |
| 3 OP: Courtesy of Health Care Professional | 25 OP: Explained meds understandably |
| 4 OP: Courtesy of person who made appt | 26 OP: Waited too long in exam/test room |
| 5 OP: Arranged another visit w/other Care Professional | 27 OP: Answered questions understandably |
| 6 OP: Rate how Care professionals worked together | 28 OP: Explained test results understandably |
| 7 OP: Language caused trouble talking | 29 OP: Explained what to do for problems |
| 8 OP: Rate completeness of care for problem | 30 OP: Causes of problem explained understandably |
| 9 OP: Rate explanation of what was done | 31 OP: Involved in care decisions |
| 10 OP: Knew who to call for help after appt | 32 OP: Able to get appt when wanted |
| 11 OP: Told how to learn about test results | 33 OP: Received enough info re: condition/treatment |
| 12 OP: Rate courtesy of reception staff | 34 OP: Did everything to control pain |
| 13 OP: Enough time w/Health Care Professional | 35 OP: Service/clinic well organised |
| 14 OP: Respect/dignity by Health Care Professional | 36 OP: Explained side effects |
| 15 OP: Told when to expect test results | 37 OP: Enough say about care |
| 16 OP: Told how to take new medications | 38 OP: Told what danger signals to watch for at home |
| 17 OP: Listened to what I said | 39 OP: Health Care Professional discussed anxieties/fears |
| 18 OP: Health Care Professional gave conflicting info | 40 OP: Responded quickly to pain med request |
| 19 OP: Enough privacy during visit | 41 OP: Enough info re: patients rights/responsibilities |
| 20 OP: Questions about care not discussed | 42 OP: Waited too long in waiting room |
| 21 OP: Given chance to explain reasons for visit | 43 OP: Explained reason for delay |
| 22 OP: Explained why tests were needed | |

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher ↑ or lower ↓.

Introduction and Methodology

In 2007 NSW Health conducted its first statewide Patient Survey to gain information from patients across NSW about their experiences with health care services. The public health organisations that participated in the survey covered the eight Area Health Services and Children's Hospital at Westmead.

NSW Health has worked collaboratively with the Cancer Institute NSW to also include a cancer journey survey. The Cancer Care Survey was conducted at 16 nominated sites across NSW and captured in detail the experience of people with cancer. These findings are published separately by the Cancer Institute NSW.

In June 2007, 216,575 surveys were posted to patients in NSW who received inpatient and non-inpatient services in nine service categories (including oncology) during February, 2007. As a total of 14,885 questionnaires remained unopened and were 'returned to sender', and a further 2,820 were not completed because the recipient considered him or herself 'out-of-scope' (see discussion below) for the survey, an effective response rate of almost 38% was achieved, or 74,659 completed and returned questionnaires.

The NSW Health AHS reports exclude the 4,129 completed 'cancer care' questionnaires, meaning that the results presented in the AHS reports are based on a total of 70,530 completed surveys across the remaining eight patient categories. Details on the total mailings, questionnaire returns and response rates achieved for each patient category are reported in Table 4 for the state of NSW. The table also presents the 'raw' and 'effective' response rates for each patient category. 'Raw' response rates are the proportion of completed questionnaires out of all mailed questionnaires. "Effective" response rates are the proportion of completed questionnaires out of all the mailed questionnaires subtracting the number of questionnaires that were 'return to sender' (RTS) and out of scope.

Table 4: Total Mailings, Questionnaire Returns and Response Rates by Patient Category for NSW, 2007

Service Category	Total Mailed	In Scope	Return to sender (RTS)	In Scope - RTS	Complete	Last Return Date	% Complete/ Total Mailed (Raw Response Rate)	% Complete/ In Scope	% Complete/ (In Scope - RTS) (Effective Response Rate)
Overnight Inpatients (Cancer Boost)	1,349	1,275	55	1,220	616	05-09-07	45.7%	48.3%	50.5%
Overnight Inpatients	24,210	23,952	1,129	22,823	10,649	05-09-07	44.0%	44.5%	46.7%
Day only Inpatients	16,648	16,482	446	16,036	8,396	05-09-07	50.4%	50.9%	52.4%
Non-admitted Emergency Patients	77,076	76,679	8,069	68,610	19,100	05-09-07	24.8%	24.9%	27.8%
Non-admitted Outpatients	46,494	45,792	2,535	43,257	16,601	05-09-07	35.7%	36.3%	38.4%
Mental Health Inpatients	2,200	2,190	284	1,906	472	05-09-07	21.5%	21.6%	24.8%
Paediatric Inpatients	7,372	7,357	240	7,117	3,147	05-09-07	42.7%	42.8%	44.2%
Adult Rehabilitation Inpatients	2,285	2,208	145	2,063	731	05-09-07	32.0%	33.1%	35.4%
Community Health Patients	31,489	30,574	1,765	28,809	10,818	05-09-07	34.4%	35.4%	37.6%
Cancer Care 'journey' Patients*	7,452	7,246	217	7,029	4,129	05-09-07	55.4%	57.0%	58.7%
Total	216,575	213,755	14,885	198,870	74,659	05-09-07	34.5%	34.9%	37.5%

***Note:** Reported separately in Cancer Institute NSW State-wide and individual nominated (or participating) facility reports.

These response rates were achieved through the use of a three stage research process:

- June 27: Mailing of one of nine specially designed Picker/NRC questionnaires, including a personalized covering letter and a postage-paid envelope, to a list of patient names and contact details which had been randomly selected from lists generated by NSW Health for participating facilities within each patient category; a sheet containing a one paragraph description of the survey in twelve languages was included in the initial mailing pack to encourage the participation of patients from culturally and linguistically diverse backgrounds.
- July 10: Mailing of 162,391 reminder postcards to patients who had not returned a completed questionnaire within two weeks of the initial mailing;
- August 3: Mailing of 159,747 reminder questionnaire packs, containing an identical copy of the original questionnaire, another postage-paid envelope, and a reminder letter, to patients who had not returned a completed questionnaire within five weeks of the initial mailing; and
- September 5: Final return date for completed questionnaires.

Please note that, due to the late arrival of part of the mailing list for non-admitted emergency patients, the reminder questionnaire packs were not sent to this patient group, likely a major factor in its lower response rate.

Throughout the two month period that the NSW Patient Survey was being conducted, Ipsos operated a free-call 1800 'telephone' hotline for patients receiving the questionnaire pack to call if needed. 13,037 calls were received by this 'hotline' from patients and their relatives or carers. Almost half the calls (47%) were classified to be terminations from participation in the survey (due to the patient being too sick, deceased, 'out-of-scope' or refusing to participate); trained telephone operators encouraged the remaining callers to complete and return a questionnaire, either by assisting them to answer particular questions or by allaying fears that may have been raised (concerning eligibility, privacy, confidentiality of the information provided, etc). In addition, 255 patients called the tollfree Healthcare Interpreter Service, operated by Hunter New England AHS, where they were assisted to participate in the NSW Health Patient Survey in 21 different languages.

The eligibility ('in-scope') criteria for each patient category were as described in Table 5 which follows:

Table 5: Eligibility Criteria for Participation in the 2007 NSW Health Patient Survey by Patient Category

Patient Category	Definition
Overnight Inpatients (OI)	Acute Care (Overnight) – Includes all overnight inpatient admissions - excluding children under 17 years, newborns, mental health, and rehabilitation
Day only Inpatients (DI)	Acute Care (Same day) – Includes all day only inpatient admissions - excluding children under 17 years, newborns, mental health, and rehabilitation
Paediatric Inpatients (PI)	Inpatient services for children under 17 years - includes overnight and same day, excludes children and adolescents admitted to a mental health unit
Adult Rehabilitation Inpatients (RI)	Adult Rehabilitation Inpatients – sub/non-acute inpatients flagged as rehab (17 years and over) (exclude palliative care, maintenance, GEM, psychogeriatric)

Patient Category	Definition
Mental Health Inpatients (MI)	Mental Health Inpatient – all patients admitted to a mental health unit (includes children & adolescents)
Mental Health Ambulatory (NOTE: not administered in 2007 (MA))	Mental Health ambulatory services – all non-admitted patients for mental health services, includes clinics, outreach/home visits/community mental health/consultation liaison and emergency patients seen by MH ambulatory workers (includes children and adolescents)
Non-admitted Emergency Patients (EP)	Emergency Department (non-admitted) – all presentations to the emergency department (excluding admitted patients)
Non-admitted Outpatients (OP)	Hospital Outpatients – non-admitted patients in a hospital setting, includes specialty/procedural clinics (e.g. diabetes, gastro, respiratory, cardiology) and allied health, excludes mental health outpatients + services provided in community health settings
Community Health Patients (CH)	Community Health – all non-hospital services, including home visits, clinics, etc, that is not included in the above categories
Cancer Care 'journey' Patients (CC)	Cancer Care Services – non-admitted patients attending oncology outpatient clinics providing medical oncology, chemotherapy, radiation oncology, haematology services excluding non-cancer related haematology (includes children and adolescents)

In addition, it was decided to exclude several patient groups from participation in the 2007 Patient Survey. These were patients treated for child protection issues, sexual assault and domestic violence (to protect their personal safety).

The *NSW Hospital Peer Groups – Listing 2006/07* as defined by NSW Health was used to assign facilities to peer groups for benchmarking comparative data in all patient categories with the exception of the Community Health category (and Cancer Care 'journey' patients – see Cancer Institute NSW report).

For the Community Health survey category, facilities or services reporting community health NAPOOS data to NSW Health for 2006/7 were grouped into peer groups based on NAPOOS activity. A small number of facilities or services were assigned to an 'Ungrouped' group, these being specialist units with insufficient peers, and only limited comparisons can be made within this group.

This Statewide Report should be read in conjunction with the nine Area Health Service (AHS) reports and the individual facility or service reports which have been separately prepared. A facility or service report has been automatically generated for all NSW Health facilities or services for which thirty or more completed questionnaires were returned for at least one patient category. In addition, 'small site' summary reports or chapters are being prepared for facilities or services for which between 20 and 29 completed questionnaires were returned for one or more patient categories. Links are provided below in Appendix A to all the other reports, the questionnaire suite, the list of verbatim comments provided by patients to the one open response question on each questionnaire (appropriately edited to protect the privacy of patients and staff) and a document titled 'How to Read an Action Plan Report'.



NSW Health Patient Survey 2007-CHAPTER 3 : This Report as an Improvement Action Plan February 2007 (n=70530)

How to Use this Report

PURPOSE OF REPORT:

This report is designed to present the results of the 2007 Patient Survey in an actionable format through which areas of strength and areas for improvement can be identified. The design of the report is such that it provides an overview of the State's performance across as well as within patient categories. Looking across patient categories allows the State to recognise high-performing categories as well as to identify those categories that require additional attention. Comparison information is presented throughout the report to allow the State to assess performance against the NRC North America Average, a collection of performance data within North America.

DIMENSIONS OF PATIENT-CENTRED CARE:

The results of the Patient Survey are presented using the Dimensions of Patient-centred Care, each representing a critical aspect of the patient experience. The Dimensions of Patient-centred Care represent the culmination of over seven years of research in health care and on the patient experience. Each Dimension of Patient-centred care was represented within the questionnaires as a set of questions addressing a common topic. The Dimensions of Patient-centred Care allow for the identification of areas of the patient experience that are highly associated with the patients' overall assessment of their experience at a facility or service.

STRUCTURE OF REPORT:

The entire structure of this report is intended to guide the reader through the results of the Patient Survey with the goal of identifying key areas where focused improvement efforts are likely to be associated with improvements in the patient experience. This report also identifies areas of strong performance to help highlight best practices that may be used to inform services where patients have reported lower levels of performance.

Each Patient Category is presented as a separate chapter within this report. Each chapter will contain:

- * The performance of the two highest and one lowest facility within each Area Health Service across the eight Dimensions of Patient-centred Care and selected key indicators,
- * An overview of the Dimensions of Patient-centred Care within the patient category that indicates which dimensions had stronger associations to the overall rating item,
- * A detailed view of each Dimension of Patient-centred Care that presents all the items within the Dimension, the performance of each item, and the relative importance of each item against an overall rating item,
- * A section, when applicable, that presents the results of items related to but not included within a Dimension,
- * General information about the visits,
- * General information about the patients, and
- * The performance of the main Admitted and non-Admitted Patient subgroups across the Dimensions.

If there are further questions on how to read an action plan report please refer to the "How to Read an Action Plan Report" at the following address <http://nrcpicker.com/Default.aspx?DN=4,1,Documents>.

SIGNIFICANCE TESTING, COMPARISON INFORMATION, AND CORRELATIONS:

Significance testing is performed (at the 95% confidence level) to compare the State's performance on a Dimension or item against the NRC North America Average. This comparison information is used to identify areas where the State's performance is significantly better or worse than the NRC North America Average. Statistical significance is identified in the report by either up-arrows (the State's score is significantly better than the comparison in question) or down-arrows (the State's score is significantly worse than the comparison in question). Correlation is a statistical technique used to show whether and how strongly variables are related. The result of a correlation is called the correlation coefficient (or "r"). This result ranges from -1.0 to +1.0. The closer r is to +1.0 or -1.0 the closer the variables are related. The highest correlated survey items are correlated to each overall service item on the survey. The threshold is set at 0.5 so the highlighted items show a higher relationship; these items are highlighted in green in the report.

When viewing the subgroup pages within each chapter, up or down arrows will be placed next to a score if that score is significantly higher (up-arrow) or significantly lower (down-arrow) than the total Statewide score for that measure. For example, if the Statewide score is 61.2%, the score for Males is 64.7% (with a down-arrow), and the score for females is 58.4% (with an up-arrow), this indicates that the Statewide score is significantly lower than the score for Males and significantly higher than the score for Females.

NRC North America comparison data is comprised of facilities within the United States and Canada. This database is comprised of 416 clients of NRC with 27,538 sample units. The NRC North America Average is an accumulated score of the survey items of a time period from July 1, 2004 to June 30, 2007. The NRC North America Average is based on the question responses from those units that use the same survey item.

When Dimensions of Patient-centred Care and items are presented using horizontal bars and scores, the order of the bars represents the relative strength of the association between the Dimension or item to an overall rating item. As such, Dimensions or items at the top of the list have relatively stronger associations to an overall rating item than do Dimensions or items at the bottom of the list.

Although the overall sample size for the survey is provided at the top of each page within the report, the actual sample size will vary by question and Dimension due to individual respondents opting to answer or not answer specific questions in the survey. The final sample size for each question or Dimension is provided within the report in the column labelled 'n size'.



NSW Health Patient Survey 2007-CHAPTER 3 : This Report as an Improvement Action Plan (continued) February 2007 (n=70530)

How to Use this Report

QUESTION SCORING - POSITIVE SCORES

This report provides the findings of the Patient Survey using Positive Scores. Positive Scores are a type of proportional metric that summarises performance using percentages of "optimal" responses out of the total number of responses to an item. Note, that the Positive score calculation does not include "not-applicable" responses in the total count. For example, for a question where 80 respondents out of 100 respondents indicated an "optimal" response and an additional five respondents indicated the question did not apply to them, the Positive Score would be 84.2%.



NSW Patient Survey 2007-CHAPTER 4 : Overview of Measures - Statewide - Measures by Gender February 2007 (n=70530)

Detail

February 2007		Males	Females
% Positive Score			
Overall care received (%Good/VGood/Exc)	88.1%	89.1%↓	87.3%↑
Overall facility rating (%9/10)	39.9%	40.9%↓	39.0%↑
Would recommend (%Yes, definitely)	62.5%	64.8%↓	60.6%↑
Availability of Drs (%Good/VGood/Exc)	72.4%	73.7%↓	71.4%↑
Availability of Nurses (%Good/VGood/Exc)	81.2%	82.8%↓	79.8%↑
Nurses discussed anxieties/fears (%Yes, completely)	49.4%	49.3%	49.6%
Confidence/trust in Nurses (%Yes, always)	73.0%	75.8%↓	70.7%↑
Enough say about treatment (%Yes, always)	64.7%	65.3%↓	64.2%↑
CD - Access to Care	71.7%	72.9%↓	70.9%↑
CD - Information and Education	62.7%	63.8%↓	61.9%↑
CD - Emotional Support	61.7%	63.8%↓	59.9%↑
CD - Coordination of Care	71.2%	72.7%↓	70.0%↑
CD - Respect for Patient Preferences	74.4%	75.2%↓	73.7%↑
CD - Family and Friends	59.4%	62.6%↓	57.2%↑
CD - Physical Comfort	69.8%	71.2%↓	68.7%↑
CD - Continuity and Transition	64.0%	66.2%↓	62.2%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Patient Survey 2007-Overview of Measures - Statewide - Measures by Age

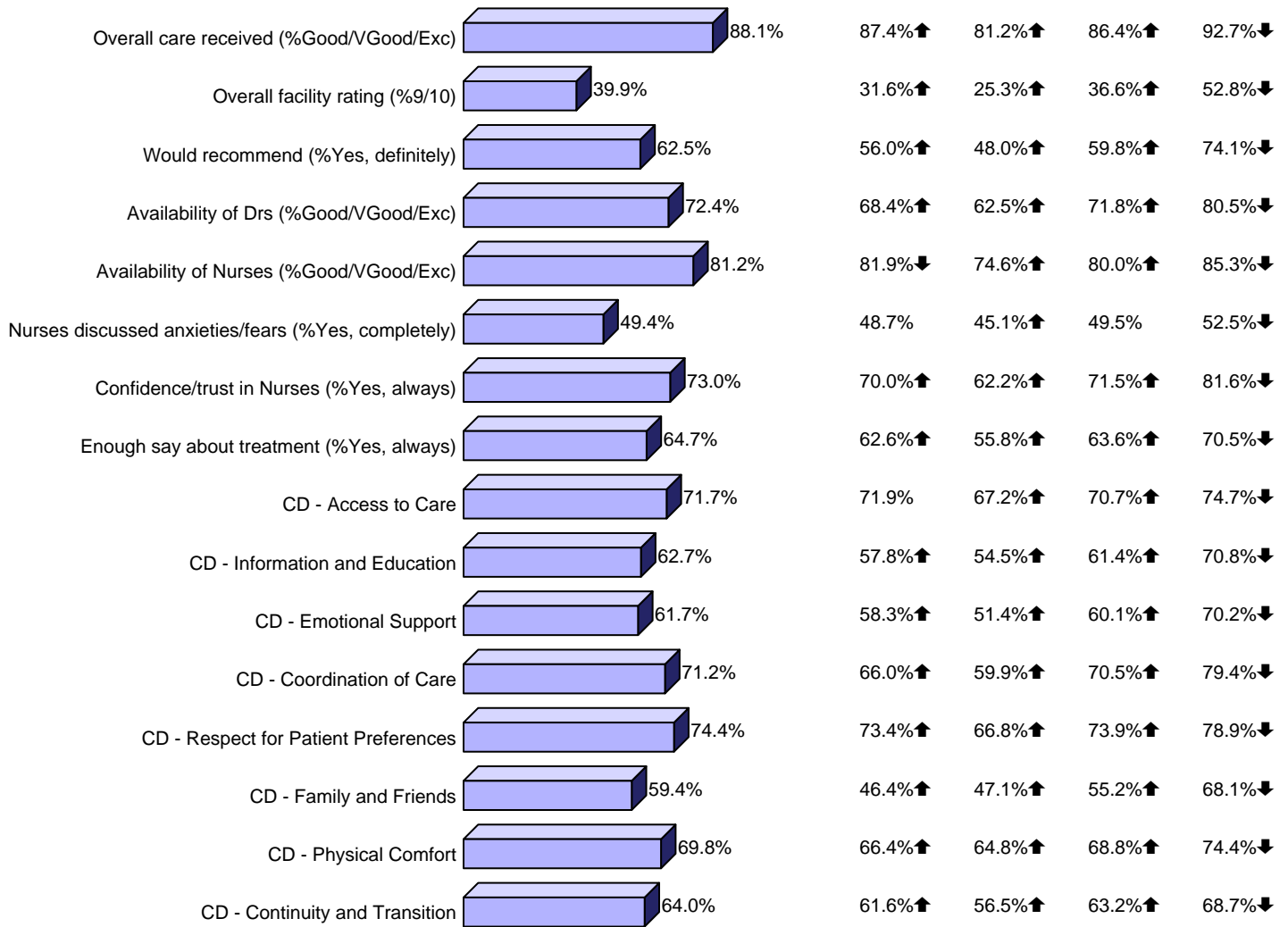
February 2007 (n=70530)

Detail

February 2007

Ages 0 - 19 Ages 20 - 39 Ages 40 - 59 Ages 60+

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



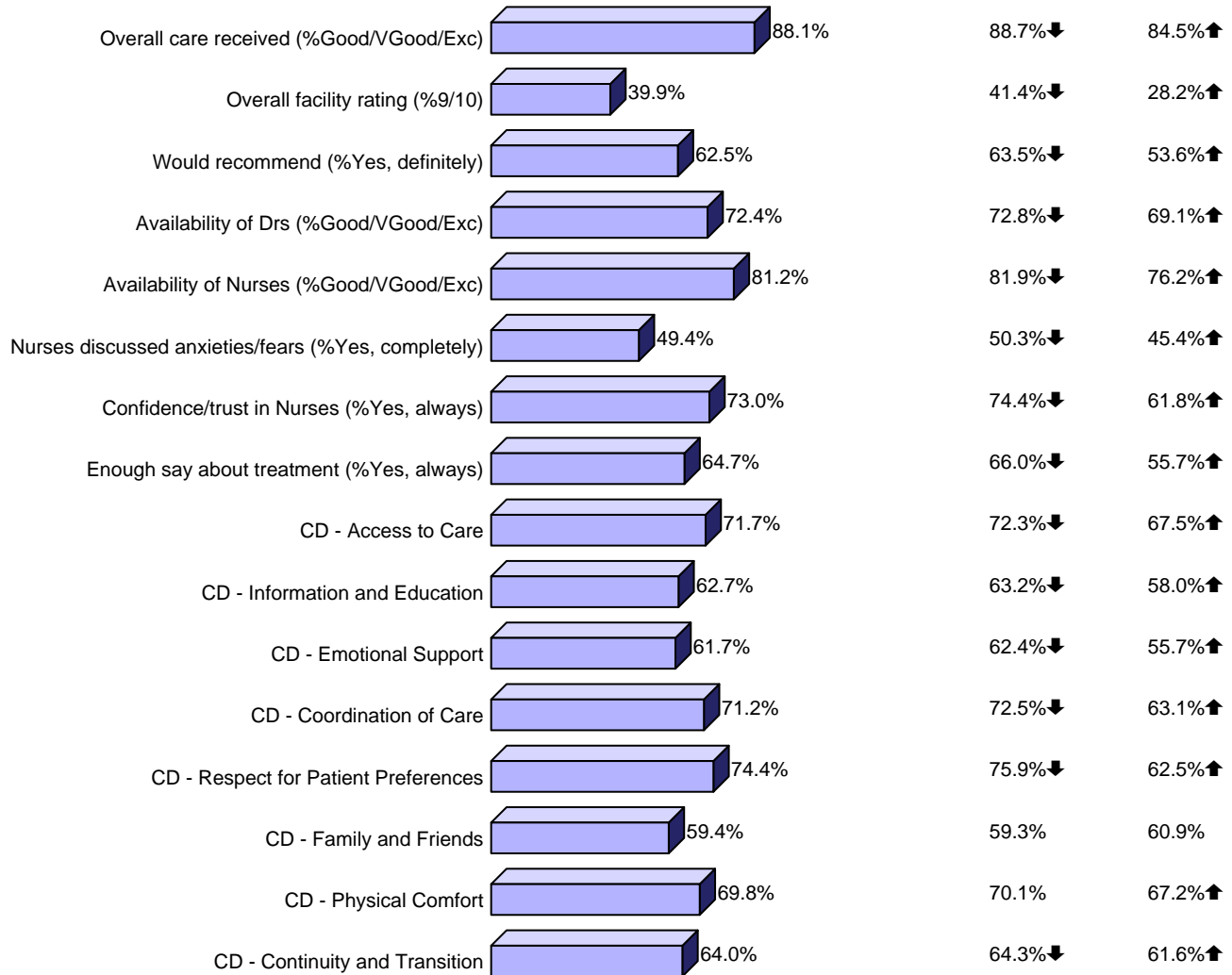
NSW Patient Survey 2007-Overview of Measures - Statewide - Measures by Language February 2007 (n=70530)

Detail

February 2007

English at Home Other than English at Home

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Patient Survey 2007-Overview of Measures - Statewide - Measures by Country of Birth

February 2007 (n=70530)

Detail

February 2007		Australia	Other English Speaking	Other Non-English Speaking
% Positive Score				
Overall care received (%Good/VGood/Exc)	88.1%	88.6%↓	90.7%↓	84.6%↑
Overall facility rating (%9/10)	39.9%	40.8%↓	45.9%↓	31.6%↑
Would recommend (%Yes, definitely)	62.5%	62.6%	69.5%↓	58.4%↑
Availability of Drs (%Good/VGood/Exc)	72.4%	72.4%	75.9%↓	70.6%↑
Availability of Nurses (%Good/VGood/Exc)	81.2%	82.1%↓	82.9%↓	75.2%↑
Nurses discussed anxieties/fears (%Yes, completely)	49.4%	50.1%↓	52.0%↓	45.2%↑
Confidence/trust in Nurses (%Yes, always)	73.0%	74.2%↓	77.6%↓	64.3%↑
Enough say about treatment (%Yes, always)	64.7%	65.9%↓	67.3%↓	57.7%↑
CD - Access to Care	71.7%	72.4%↓	72.6%↓	68.2%↑
CD - Information and Education	62.7%	62.8%	66.0%↓	60.6%↑
CD - Emotional Support	61.7%	62.0%↓	65.8%↓	57.7%↑
CD - Coordination of Care	71.2%	72.1%↓	75.2%↓	65.0%↑
CD - Respect for Patient Preferences	74.4%	75.8%↓	77.5%↓	65.8%↑
CD - Family and Friends	59.4%	59.2%	60.4%	58.7%
CD - Physical Comfort	69.8%	70.0%	71.4%↓	67.9%↑
CD - Continuity and Transition	64.0%	64.1%	65.4%↓	62.5%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Patient Survey 2007-Overview of Measures - Statewide - Measures by Payment Type February 2007 (n=70530)

		<i>Detail</i>		
February 2007		Public/ Medicare Patients	Private Patients	Other Patients
% Positive Score				
Overall care received (%Good/VGood/Exc)	88.1%	88.1%	88.9%↓	87.3%↑
Overall facility rating (%9/10)	39.9%	39.7%	37.8%↑	41.6%↓
Would recommend (%Yes, definitely)	62.5%	62.6%	61.6%↑	60.9%↑
Availability of Drs (%Good/VGood/Exc)	72.4%	72.0%↑	76.5%↓	71.5%↑
Availability of Nurses (%Good/VGood/Exc)	81.2%	81.3%	81.2%	80.3%↑
Nurses discussed anxieties/fears (%Yes, completely)	49.4%	50.1%↓	48.4%↑	43.9%↑
Confidence/trust in Nurses (%Yes, always)	73.0%	73.2%	72.9%	71.8%↑
Enough say about treatment (%Yes, always)	64.7%	64.8%	63.3%↑	63.9%↑
CD - Access to Care	71.7%	70.9%↑	76.2%↓	74.3%↓
CD - Information and Education	62.7%	62.7%	65.5%↓	58.7%↑
CD - Emotional Support	61.7%	61.7%	63.3%↓	58.9%↑
CD - Coordination of Care	71.2%	71.2%	70.3%↑	72.0%↓
CD - Respect for Patient Preferences	74.4%	74.4%	75.4%↓	73.5%↑
CD - Family and Friends	59.4%	58.8%	62.7%↓	57.7%
CD - Physical Comfort	69.8%	69.6%	71.2%↓	68.8%↑
CD - Continuity and Transition	64.0%	64.4%↓	62.7%↑	59.9%↑

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Overview of Measures - Statewide

↑ Significantly Higher Than All NSW Health Patients
 ↓ Significantly Lower Than All NSW Health Patients

Overall Indicators

	Overall care received (%Good/ VGood/ Exc)	Overall facility rating (%9/ 10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/ VGood/ Exc)	Availability of Nurses (%Good/ VGood/ Exc)	Nurses discussed anxieties/ fears (%Yes, completely)	Confidence/trust in Nurses (%Yes, always)	Enough say about treatment (%Yes, always)
All NSW Health Patients	88.1%	39.9%	62.5%	72.4%	81.2%	49.4%	73.0%	64.7%
Measures by Admitted Patients	89.5%↑	42.1%↑	64.5%↑	77.5%↑	82.6%↑	53.1%↑	74.4%↑	62.2%↓
--Overnight Inpatients (OI)	88.3%	40.1%	63.0%↑	76.5%↑	80.6%↓	51.4%↑	72.7%	53.0%↓
--Day Only Inpatients (DI)	93.9%↑	51.0%↑	71.2%↑	83.5%↑	87.7%↑	62.0%↑	82.2%↑	89.0%↑
--Paediatric Inpatients (PI)	92.8%↑	38.6%↓	65.3%↑	76.3%↑	87.0%↑		73.9%	
--Adult Rehabilitation Inpatients (RI)	88.8%	43.5%↑	59.9%↓	75.8%↑	82.0%		71.0%↓	46.0%↓
--Mental Health Inpatients (MI)	64.1%↓	18.0%↓	36.0%↓	52.8%↓	62.6%↓	31.6%↓	46.1%↓	22.9%↓
Measures by Non-Admitted Patients	87.6%↓	39.1%↓	61.8%↓	68.0%↓	79.9%↓	46.6%↓	71.8%↓	65.4%↑
--Non-Admitted Emergency Patients (EP)	81.7%↓	31.4%↓	54.0%↓	68.0%↓	79.9%↓	46.6%↓	71.8%↓	59.6%↓
--Community Health Patients (CH)	95.7%↑	57.1%↑	79.0%↑					79.1%↑
--Outpatients (OP)	90.7%↑	39.4%↓	62.6%					65.6%↑
Measures by Area Health Services								
--Greater Southern Area Health Service	89.7%↑	43.7%↑	65.5%↑	73.4%↑	85.1%↑	54.2%↑	77.8%↑	67.4%↑
--Greater Western Area Health Service	90.3%↑	42.2%↑	64.6%↑	74.5%↑	83.3%↑	53.5%↑	75.1%↑	68.7%↑
--Hunter New England Area Health Service	90.6%↑	43.8%↑	66.4%↑	73.0%	82.8%↑	51.1%↑	75.8%↑	70.1%↑
--North Coast Area Health Service	90.1%↑	43.2%↑	66.9%↑	73.4%↑	84.4%↑	53.1%↑	78.9%↑	67.4%↑
--Northern Sydney Central Coast AHS	86.7%↓	36.9%↓	59.6%↓	72.3%	79.7%↓	48.8%	73.1%	60.3%↓
--South Eastern Sydney Illawarra AHS	83.9%↓	36.4%↓	59.0%↓	71.5%↓	80.1%↓	46.6%↓	71.7%↓	59.7%↓
--Sydney South West Area Health Service	86.4%↓	36.9%↓	59.5%↓	72.7%	78.2%↓	47.5%↓	68.4%↓	61.4%↓
--Sydney West Area Health Service	86.6%↓	38.0%↓	59.1%↓	69.6%↓	78.9%↓	45.2%↓	68.8%↓	62.2%↓
--The Children's Hospital at Westmead	90.0%↑	36.2%↓	63.5%↑	72.1%	82.7%↑	48.4%	66.5%↓	62.9%↓



Overview of Measures - Statewide

↑ Significantly Higher Than All NSW Health Patients
 ↓ Significantly Lower Than All NSW Health Patients

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Physical Comfort	CD - Continuity and Transition
All NSW Health Patients	71.7%	62.7%	61.7%	71.2%	74.4%	59.4%	69.8%	64.0%
Measures by Admitted Patients	70.5%↓	68.0%↑	66.5%↑	70.2%↓	73.8%↓	59.4%	71.3%↑	62.5%↓
--Overnight Inpatients (OI)	71.4%	67.2%↑	64.7%↑	70.3%↓	70.9%↓	61.0%↑	75.5%↑	60.7%↓
--Day Only Inpatients (DI)	69.5%↓	76.1%↑	73.7%↑	76.3%↑	83.2%↑		57.5%↓	72.7%↑
--Paediatric Inpatients (PI)	71.2%	66.6%↑	73.9%↑	65.3%↓	79.4%↑		67.6%↓	58.4%↓
--Adult Rehabilitation Inpatients (RI)	72.0%	62.4%	65.1%↑	73.0%↑	60.2%↓	60.2%	59.0%↓	54.0%↓
--Mental Health Inpatients (MI)	59.3%↓	45.3%↓	37.2%↓	52.7%↓	50.8%↓	29.5%↓		34.9%↓
Measures by Non-Admitted Patients	73.9%↑	60.2%↓	57.9%↓	71.7%↑	74.7%↑		67.7%↓	64.9%↑
--Non-Admitted Emergency Patients (EP)	73.9%↑	53.6%↓	57.9%↓	67.7%↓	74.1%		67.7%↓	60.3%↓
--Community Health Patients (CH)		78.1%↑		83.1%↑	86.1%↑		71.0%	73.4%↑
--Outpatients (OP)		70.3%↑		73.0%↑	65.6%↓		66.2%↓	68.0%↑
Measures by Area Health Services								
--Greater Southern Area Health Service	73.7%↑	63.3%↑	64.5%↑	74.7%↑	78.0%↑	64.1%↑	71.7%↑	65.6%↑
--Greater Western Area Health Service	73.5%↑	63.7%↑	64.9%↑	74.8%↑	77.8%↑	62.2%↑	71.0%↑	64.9%↑
--Hunter New England Area Health Service	72.6%↑	65.4%↑	63.3%↑	75.8%↑	78.0%↑	61.5%↑	70.8%↑	66.1%↑
--North Coast Area Health Service	73.6%↑	64.7%↑	65.6%↑	74.2%↑	77.9%↑	60.8%	72.9%↑	66.1%↑
--Northern Sydney Central Coast AHS	71.9%	61.2%↓	61.0%	69.0%↓	74.1%	58.8%	68.8%↓	59.6%↓
--South Eastern Sydney Illawarra AHS	70.6%↓	59.6%↓	60.2%↓	67.9%↓	73.1%↓	59.9%	69.7%	60.7%↓
--Sydney South West Area Health Service	70.4%↓	62.2%↓	59.7%↓	67.8%↓	68.9%↓	58.4%	68.2%↓	64.4%
--Sydney West Area Health Service	70.2%↓	60.8%↓	57.6%↓	68.9%↓	71.6%↓	54.9%↓	68.1%↓	62.7%↓
--The Children's Hospital at Westmead	71.5%	63.9%↑	59.4%↓	66.8%↓	69.3%↓	41.2%	66.6%↓	66.0%↑

Overnight Inpatients (OI)

-- Core Dimensions of Patient-centred Care : Overnight Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the eight dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Family and friends : Patients continually addressed the role of family and friends in the patient experience, and often expressed concern about the impact illness has on family and friends. Family dimensions of patient-centred care were identified as follows:

- * Providing accommodations for family and friends;
- * Involving family and close friends in decision making;
- * Supporting family members as caregivers; and
- * Recognizing the needs of family and friends.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Overnight Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * Obstetrics : aspects of the patient experience specifically related to the childbirth experience.
- * Patient Safety : critical aspects of health care that directly impact the physical safety of patients during their encounter with health care providers.
- * Surgery, Procedures, and Tests : components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * Overall Attitudes : global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care - Overnight Inpatients February 2007 (n=11265)

		<i>Detail</i>		
		Highest correlation with "O1: Overall care received"	NRC North America Average	n size
<i>% Positive Score</i>				
CD - Emotional Support		64.7%	65.3%↓	11229
SD - Overall Attitudes		77.8%	82.6%↓	11240
CD - Information and Education		67.2%	73.5%↓	10991
CD - Family and Friends		61.0%	71.4%↓	9051
SD - Patient Safety		67.5%	71.4%↓	11178
CD - Continuity and Transition		60.7%	68.0%↓	10325
CD - Coordination of Care		70.3%	74.5%↓	11235
CD - Respect for Patient Preferences		70.9%	76.3%↓	11191
CD - Physical Comfort		75.5%	81.4%↓	10394
SD - Surgery, Procedures, and Tests		74.8%	78.1%↓	4853
SD - Obstetrics		63.3%	74.4%↓	1064
CD - Access to Care		71.4%	86.5%↓	11185

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



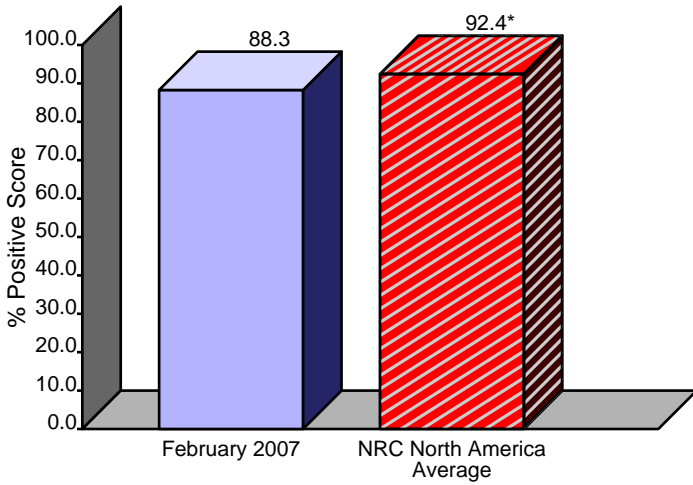
NSW Health Patient Survey 2007-Key Drivers - Overnight Inpatients February 2007 (n=11265)

		<i>Detail</i>			
		Highest correlation with "OI: Overall care received"	NRC North America Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
OI: Rate how Drs/Nurses worked together	87.8%	92.9%↓	10850	0.588	
OI: Availability of Nurses	80.6%	87.9%↓	11034	0.553	
OI: Confidence/trust in Nurses	72.7%	70.9%↑	11118	0.533	
OI: Provider understood condition completely	64.7%	72.6%↓	10854	0.515	
OI: Courtesy of Nurses	90.7%	92.5%↓	11063	0.513	
OI: Nurse answered questions understandably	66.1%	65.5%↑	10267	0.506	
OI: Did everything to control pain	70.6%	75.3%↓	6999	0.501	
OI: Nurse discussed anxieties/fears	51.4%	51.1%	8304	0.498	
OI: Availability of Drs	76.5%	85.2%↓	11042	0.488	
OI: Confidence/trust in Drs	76.7%	77.5%↓	11142	0.485	
OI: Organisation of ED care	72.6%	75.1%↓	6941	0.483	
OI: Ease of finding someone to talk to	58.0%	60.5%↓	11017	0.477	
OI: Got info about caring for your baby	58.8%	74.2%↓	1058	0.469	
OI: Explained test results understandably	64.7%	63.5%↑	9734	0.464	
OI: Comfortable asking questions during stay	72.1%	77.1%↓	11010	0.461	

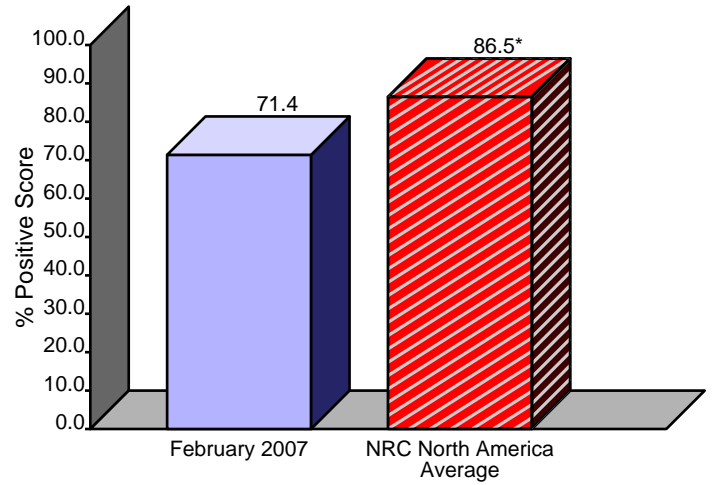
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2007-Access to Care - Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

% Positive Score

NRC North America Average n size

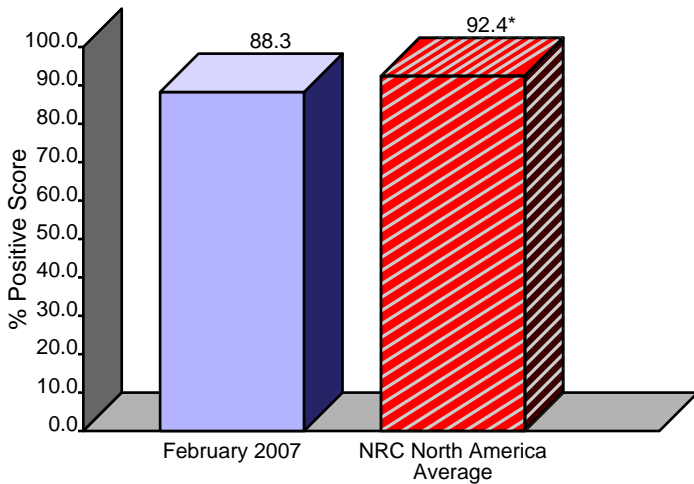
Category	% Positive Score	NRC North America Average	n size
OI: Availability of Nurses	80.6%	87.9%↓	11034
OI: Availability of Drs	76.5%	85.2%↓	11042
OI: Feelings about time on waiting list	79.8%		3388
OI: Given choice of admission dates	31.9%		3338
OI: Admission date changed by hospital	85.3%		3491
OI: Time waited to be admitted	39.7%		3039

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

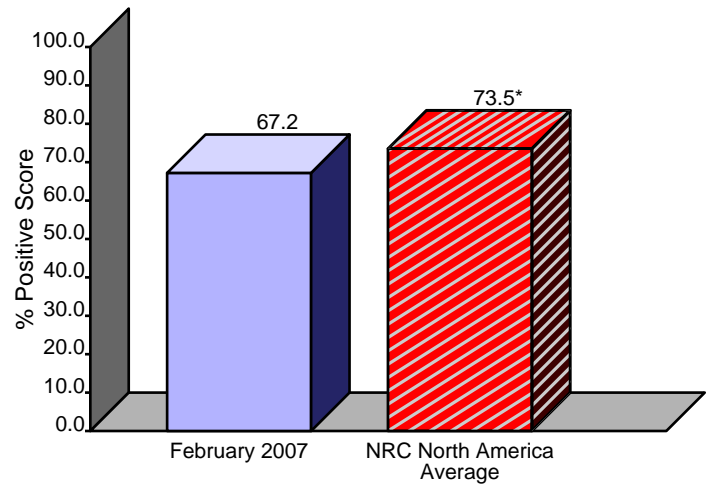


NSW Health Patient Survey 2007-Information and Education - Overnight Inpatients February 2007 (n=11265)

OI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

% Positive Score

NRC North America Average n size

OI: Nurse answered questions understandably	66.1%	65.5%↑	10267
OI: Dr answered questions understandably	68.0%	67.7%	10223
OI: Explained reason for delay in going to room	67.9%	86.7%↓	4645

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education
February 2007 (n=11265)

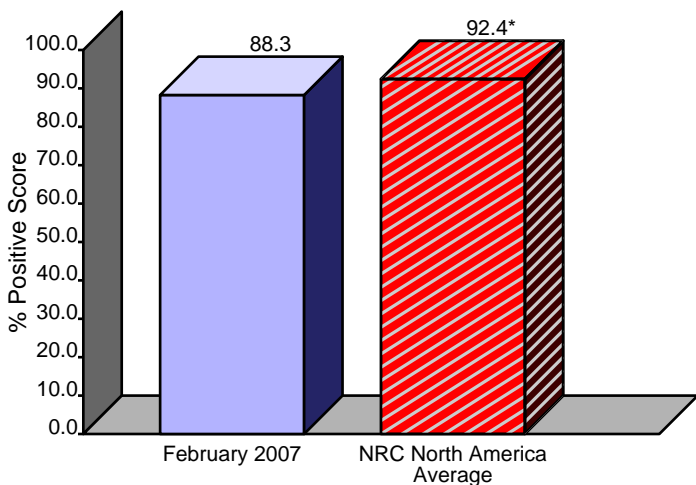
Detail

	NRC North America Average	n size
OI: Enough info in ED re: condition/treatment		
Did not use emergency room	11.2%↓	0
Yes, definitely	50.6%↑	3560
Yes, somewhat	29.3%↑	1956
No	8.0%↑	563
Did not want information	0.9%↑	103
OI: Explained test results understandably		
No tests were done	8.2%↑	1304
Yes, completely	58.3%↓	6353
Yes, somewhat	26.9%↓	2705
No	6.6%↓	676

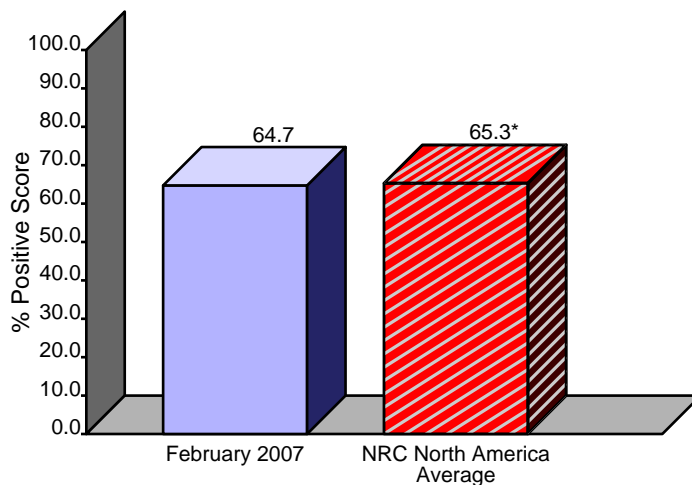
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2007-Emotional Support - Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

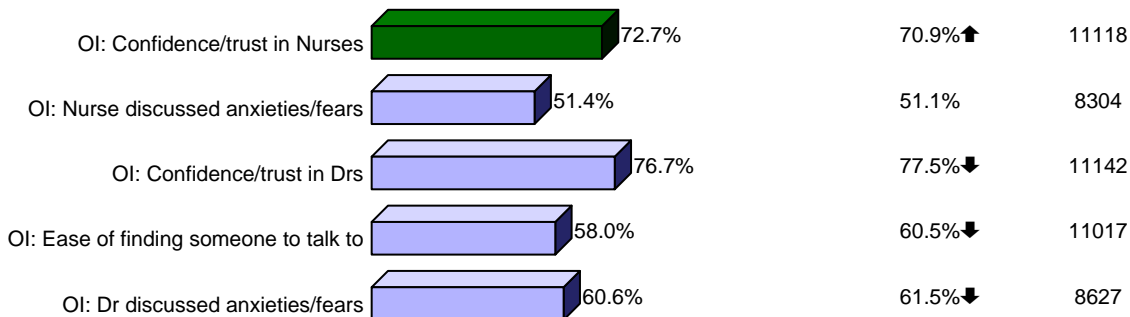
Detail



Highest correlation with "OI: Overall care received"

NRC North America Average n size

% Positive Score

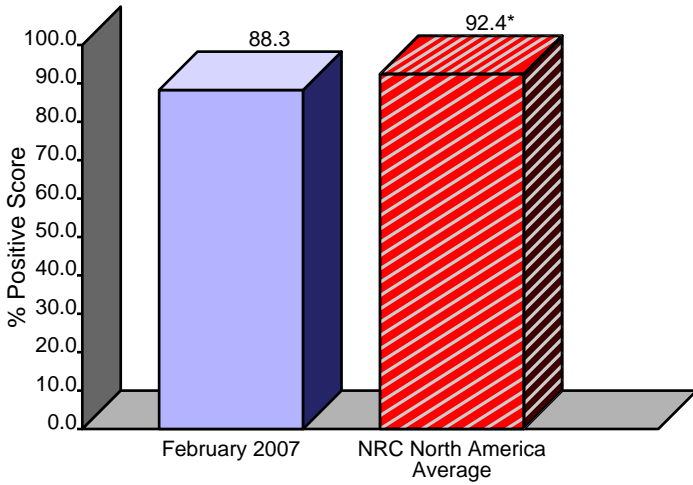


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

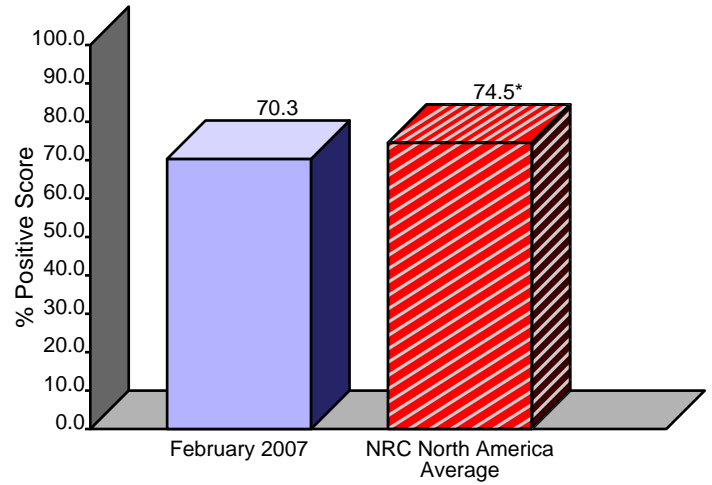


NSW Health Patient Survey 2007-Coordination of Care - Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

% Positive Score

NRC North America Average n size




OI: Organisation of ED care	72.6%	75.1%↓	6941
OI: Organisation of admission process	72.3%	76.5%↓	11003
OI: Scheduled tests/procedures were on time	61.0%	68.0%↓	9419
OI: Dr/Nurse explained things differently	72.1%	76.8%↓	11024
OI: Waited too long to go to ward/room	73.2%	71.8%↑	11045

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
February 2007 (n=11265)

Detail

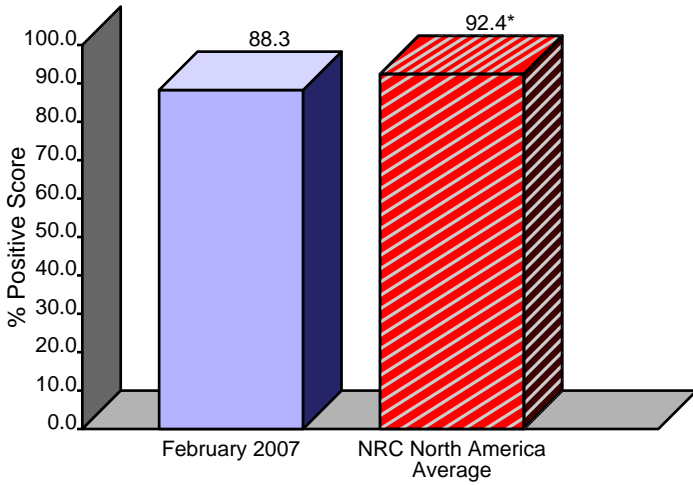
	NRC North America Average	n size
OI: One Dr in charge of care		
Yes 	64.9%	7417
No 	15.6% [↑]	2165
Not sure 	19.4% [↓]	1566

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].

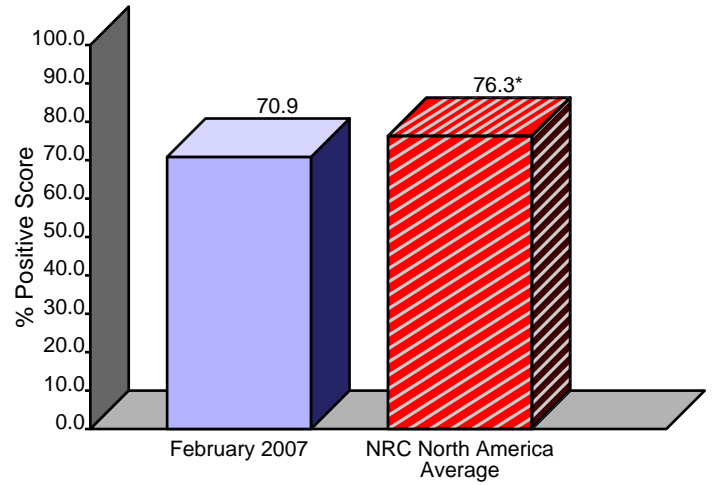


NSW Health Patient Survey 2007-Respect for Patient Preferences -
Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

% Positive Score

NRC North America Average n size

OI: Treated you w/respect/dignity	77.5%	81.6%↓	11061
OI: Enough say about treatment	53.0%	58.9%↓	10846
OI: Nurses talked in front of you	79.4%	85.0%↓	11080
OI: Drs talked in front of you	73.1%	83.8%↓	11075

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences
 February 2007 (n=11265)

Detail

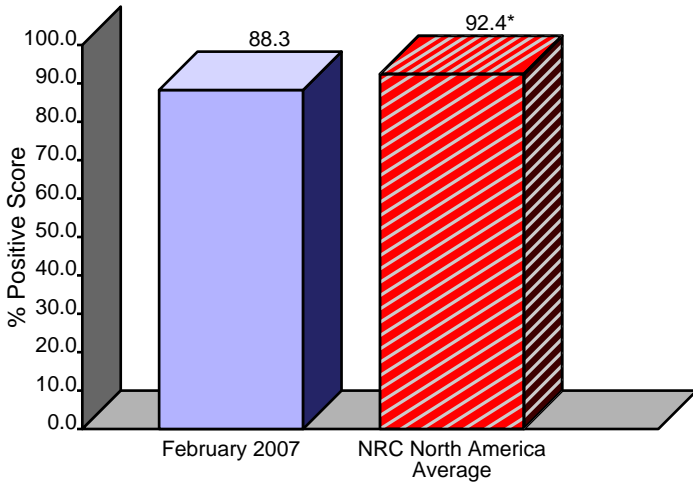
	NRC North America Average	n size
OI: Enough privacy during your visit		
Yes, always	65.8%	7429
Yes, sometimes	24.5%	2620
No	9.7%	1036
OI: Enough info re: rights/responsibilities as patient		
Yes, completely	60.7%	6791
Yes, somewhat	26.1%	2815
No	13.1%	1372

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

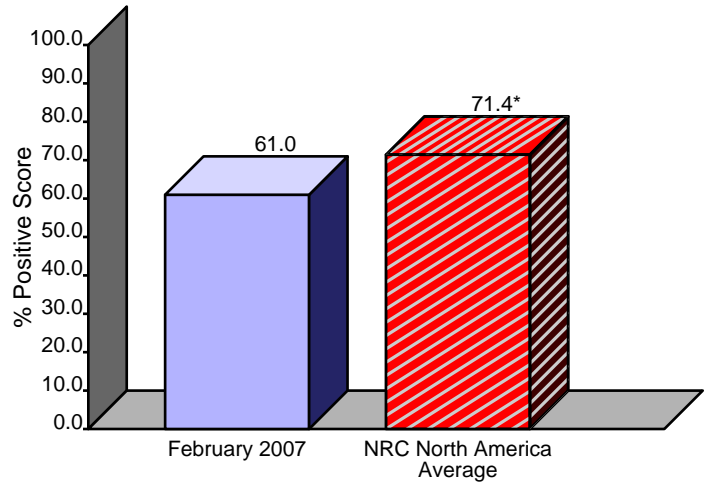


NSW Health Patient Survey 2007-Family and Friends - Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



CD - Family and Friends



* Significantly Different from Your Current Score

Detail

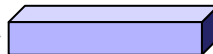


Highest correlation with "OI: Overall care received"

% Positive Score

NRC North America Average n size

OI: Family given information to help recovery 61.0%



71.4%↓

9051

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Family and Friends
February 2007 (n=11265)

Detail

		NRC North America Average	n size
OI: Amount of info given to family			
No family or friends involved	12.4%	15.3%↓	1370
Family did not want or need information	11.7%	5.2%↑	1320
Too much	0.6%	0.8%↓	65
Right amount	61.5%	67.6%↓	6767
Not enough	13.8%	11.2%↑	1490

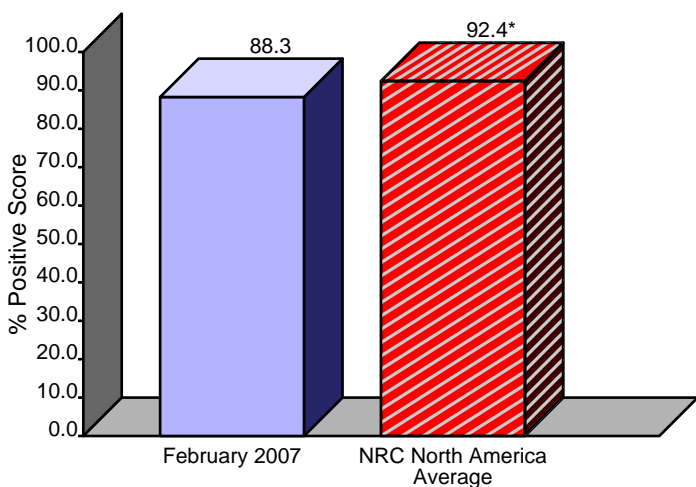
OI: Family had opportunity to talk w/Dr			
No family or friends were involved	10.2%	6.7%↑	1154
Yes, definitely	36.9%	58.3%↓	4069
Yes, somewhat	22.7%	20.0%↑	2412
No	16.3%	8.2%↑	1754
Family did not want or need to talk	14.0%	6.7%↑	1587

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

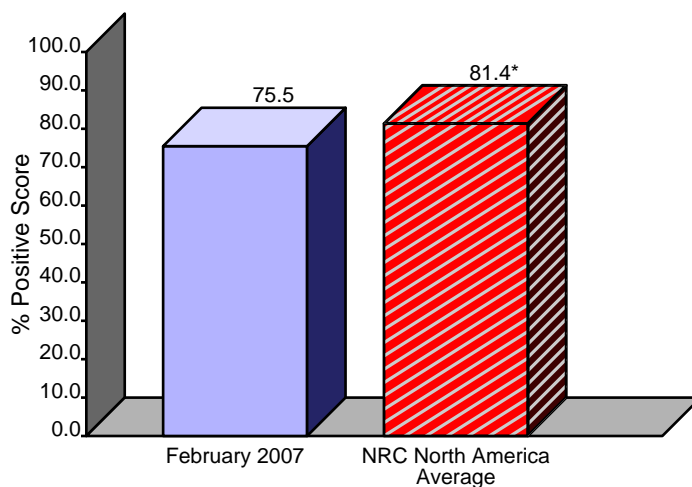


NSW Health Patient Survey 2007-Physical Comfort - Overnight Inpatients February 2007 (n=11265)

OI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

NRC North America Average n size

% Positive Score

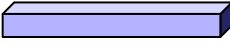


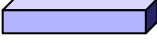


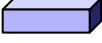

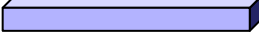
Category	% Positive Score	NRC North America Average	n size
OI: Did everything to control pain	70.6%	75.3%↓	6999
OI: Got help getting to bathroom when needed	68.4%	68.7%	6928
OI: Nurses responded quickly to call button	51.5%	58.1%↓	8795
OI: Amount of pain medicine received	87.0%	90.4%↓	6815
OI: Minutes taken to get pain medicine	87.1%	85.1%↑	4806
OI: Minutes for help after call button	94.4%	94.4%	8439

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
February 2007 (n=11265)

Detail

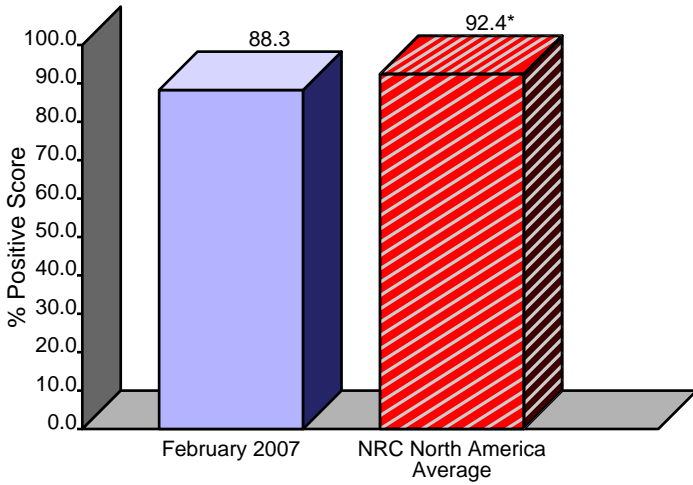
		NRC North America Average	n size
OI: Had pain			
Yes	 68.7%	67.2% ↑	7500
No	 31.3%	32.8% ↓	3393
OI: Pain severe/moderate/mild			
Severe	 45.9%	40.4% ↑	3190
Moderate	 45.2%	48.5% ↓	3132
Mild	 8.9%	11.1% ↓	613
OI: Request pain medicine			
Yes	 72.5%	70.6% ↑	5088
No	 27.5%	29.4% ↓	1922
OI: Used machine for pain medicine			
Yes	 22.0%	24.3% ↓	1470
No	 78.0%	75.7% ↑	5563

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

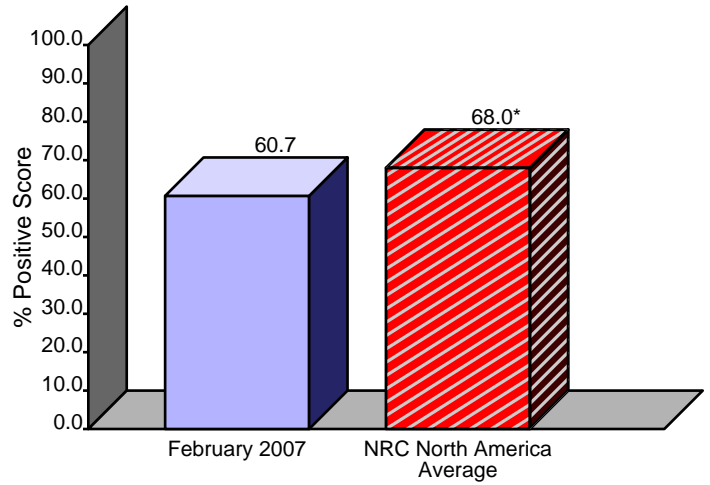


NSW Health Patient Survey 2007-Continuity and Transition - Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

NRC North America Average n size

% Positive Score

OI: Discussed purpose of home meds	76.1%	81.1%↓	7608
OI: Discussed medication side effects	61.8%	64.8%↓	8598
OI: Discussed danger signals to watch for	55.0%	62.4%↓	10018
OI: Discussed when to resume normal activities	53.7%	54.8%↓	9855

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition
 February 2007 (n=11265)

Detail

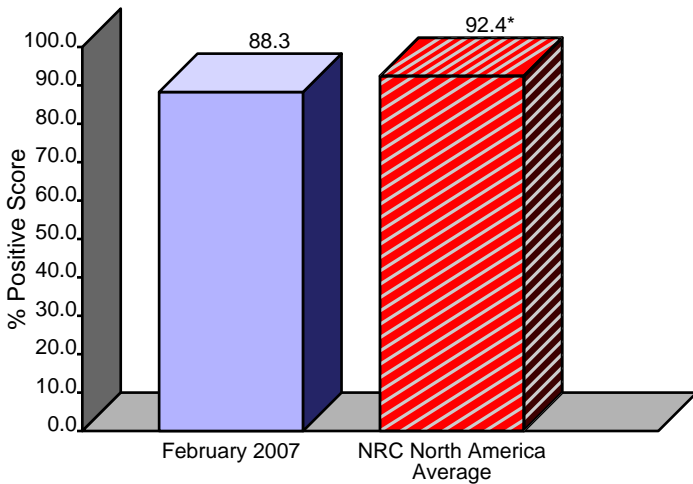
	NRC North America Average	n size
OI: Explained when allowed to go home		
Yes, completely		6447
Yes, somewhat		2895
No		899
OI: Knew who to call for help after leaving		
Yes		8548
No		1615

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher or lower .

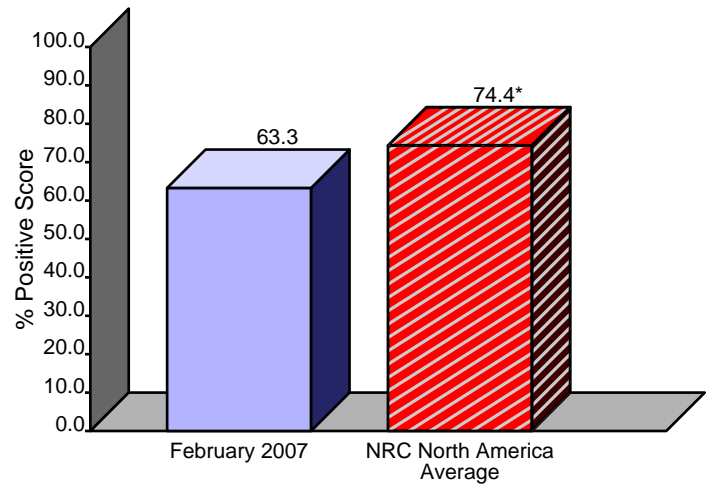


NSW Health Patient Survey 2007-Questions About Obstetrics - Overnight Inpatients February 2007 (n=11265)

Ol: Overall care received



SD - Obstetrics



* Significantly Different from Your Current Score

Detail



Highest correlation with "Ol: Overall care received"

% Positive Score

NRC North America Average n size

Ol: Got info about caring for your baby	58.8%	74.2%↓	1058
Ol: Dr/Midwife answered questions understandably	76.2%	83.6%↓	1032
Ol: Got info about feeding your baby	60.9%		1055
Ol: Enough say in labour pain control	63.7%	75.6%↓	1046
Ol: Told how it would feel after delivery	42.4%	52.9%↓	1047
Ol: Dr/Midwife discussed pain control options	63.7%	77.6%↓	1049
Ol: Received right amount of pain medicine	83.1%	82.7%	748

NRC North America Average n size

Ol: First childbirth experience



Yes	44.8%	45.7%	474
No	55.2%	54.3%	588

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About Obstetrics - Overnight Inpatients (continued)
February 2007 (n=11265)

Detail

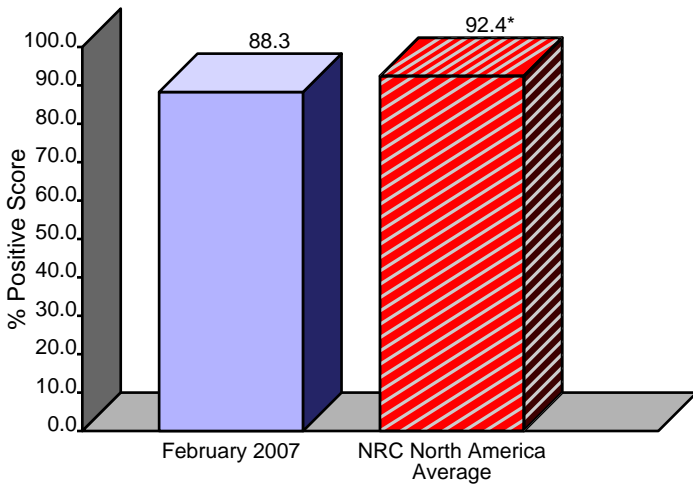
		NRC North America Average	n size
OI: Vaginal delivery/C-section			
Vaginal	 71.8%	70.4%↑	770
C-Section	 28.2%	29.6%↓	292

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

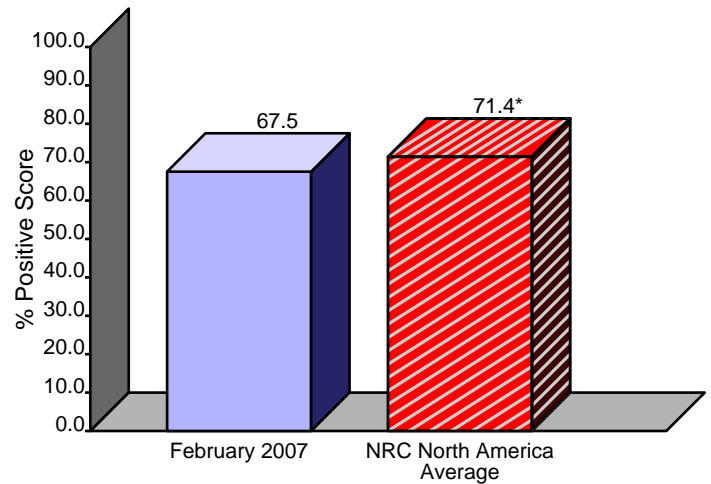


NSW Health Patient Survey 2007-Questions About Patient Safety -
Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



SD - Patient Safety



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

NRC North America Average n size

% Positive Score

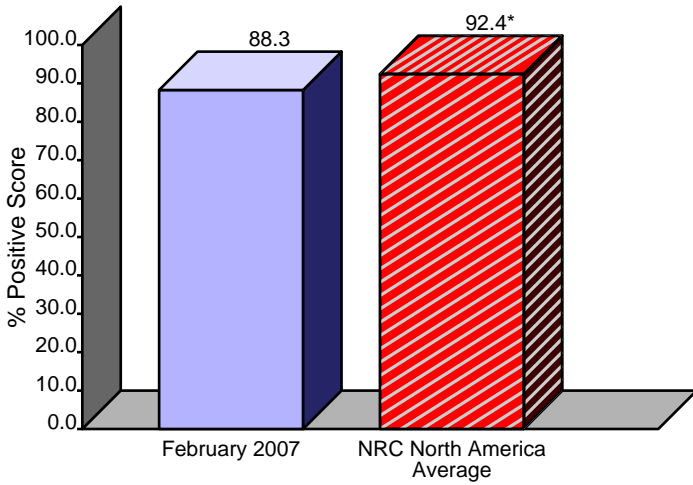
Question	% Positive Score	NRC North America Average	n size
OI: Provider understood condition completely	64.7%	72.6%↓	10854
OI: Comfortable asking questions during stay	72.1%	77.1%↓	11010
OI: Nurses said what meds they were giving	60.7%	65.2%↓	10231
OI: Family had to be sure needs were met	67.3%	67.4%	9336
OI: Nurses checked ID band before meds/procedure	72.5%	74.0%↓	10889

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

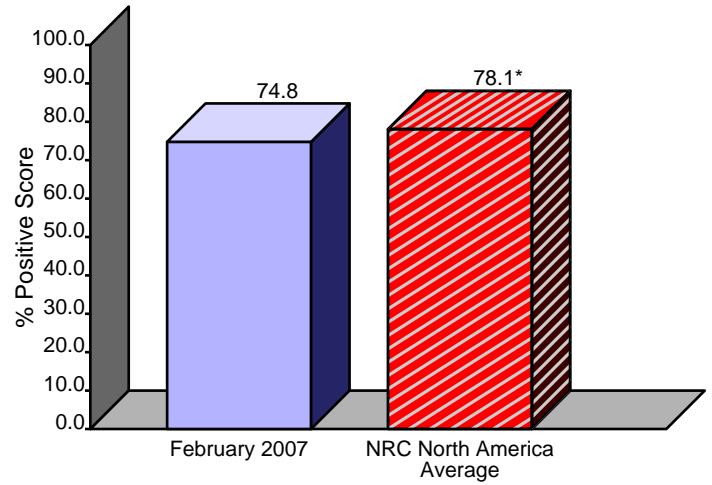


NSW Health Patient Survey 2007-Questions About Surgery, Procedures, and Tests - Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

% Positive Score

	% Positive Score	NRC North America Average	n size
OI: Results explained understandably	74.3%	80.1%↓	4806
OI: Surgeon answered questions understandably	81.5%	85.6%↓	4489
OI: Surgeon/Nurse explained how you would feel	60.0%	59.6%	4691
OI: Risks/benefits were explained by surgeon	83.6%	87.0%↓	4686

NRC North America Average n size

OI: Surgery at the hospital

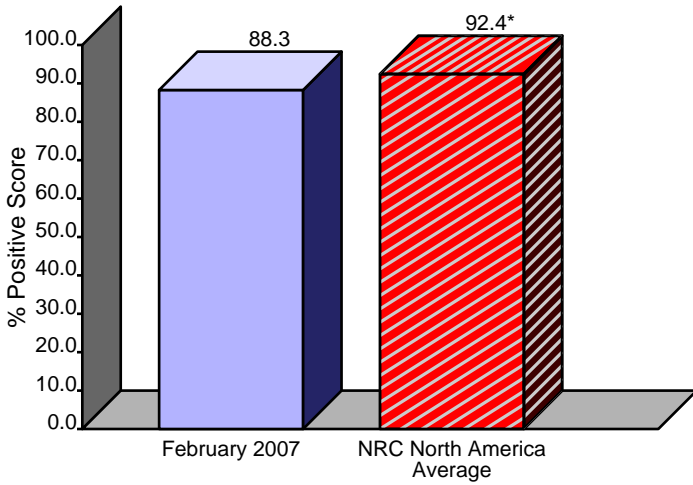
Yes	46.5%	53.6%↓	4800
No	52.9%	45.3%↑	5981
Not sure	0.7%	1.1%↓	67

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

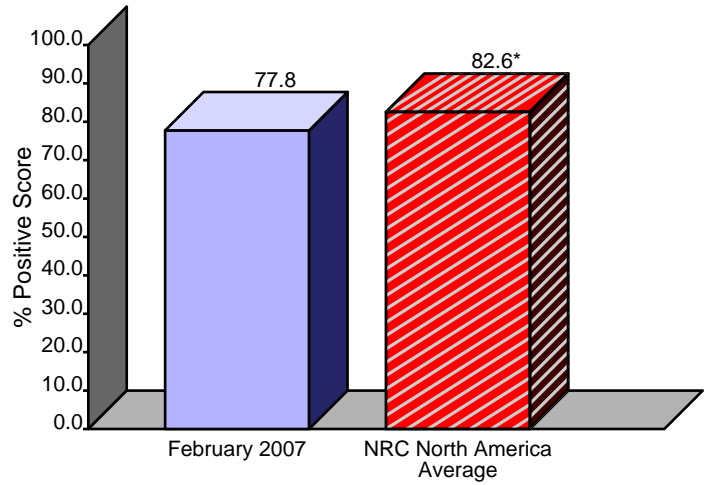


NSW Health Patient Survey 2007-Questions About Overall Attitudes -
Overnight Inpatients
February 2007 (n=11265)

OI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "OI: Overall care received"

NRC North America Average n size

% Positive Score

OI: Would recommend for stay	63.0%	70.3%↓	10804
OI: Rate how Drs/Nurses worked together	87.8%	92.9%↓	10850
OI: Rate Hospital	40.1%	59.5%↓	10814
OI: Courtesy of Nurses	90.7%	92.5%↓	11063
OI: Courtesy of Drs	91.2%	94.1%↓	11079
OI: Courtesy of admission	92.8%	94.4%↓	11091

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Overnight Inpatients February 2007 (n=11265)

Detail

	NRC North America Average	n size
OI: Rate health		
Excellent	10.3%↓	1072
Very Good	25.9%↓	2742
Good	34.3%↓	3523
Fair	22.1%↑	2506
Poor	7.4%↑	927

OI: Days in bed due to illness/injury in Feb		
More than ten days		2142
None		1714
One day		922
Two days		1200
Three days		992
Four days		979
Five-to-seven days		1891
Eight-to-ten days		1034

OI: Times admitted to this hospital in Feb		
One		9173
Two		1179
Three		211
Four		57
Five to nine		56
Ten or more		35

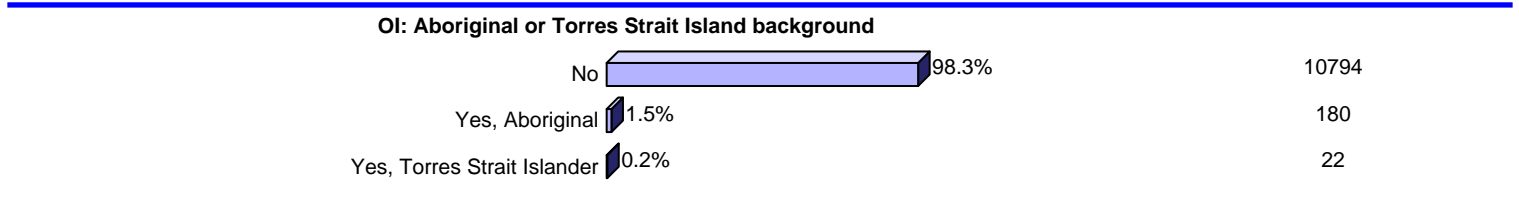
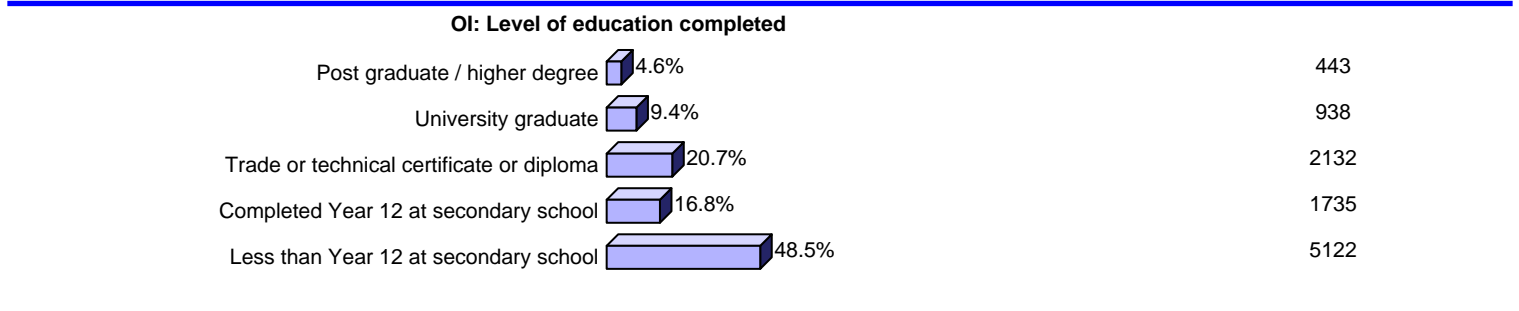
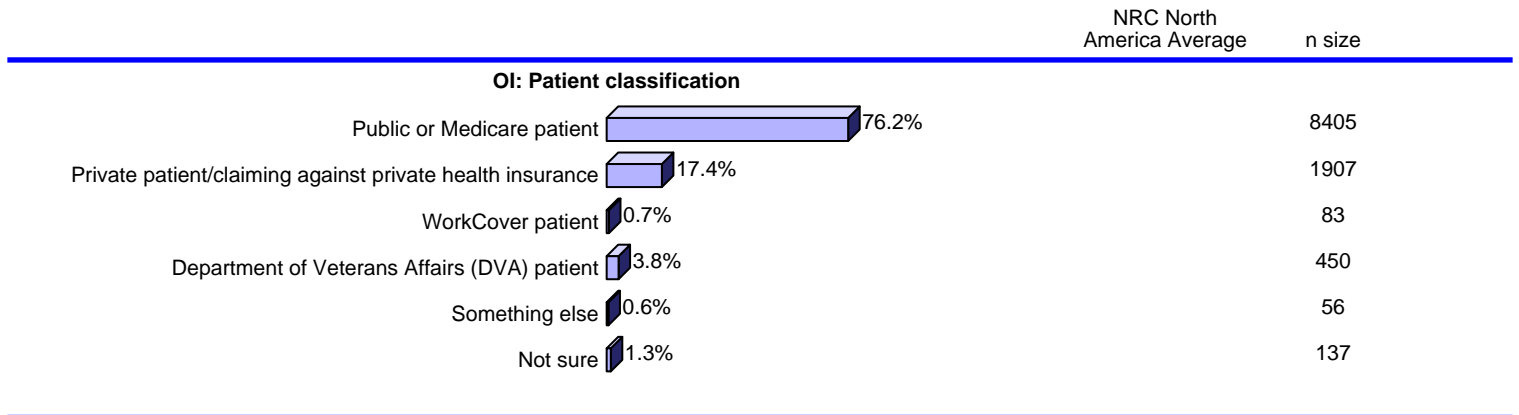
OI: Times in hospital overnight in past six months		
Only this time		6706
This time and one other		2453
This time and more than one other time		1838

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Overnight Inpatients (continued) February 2007 (n=11265)

Detail

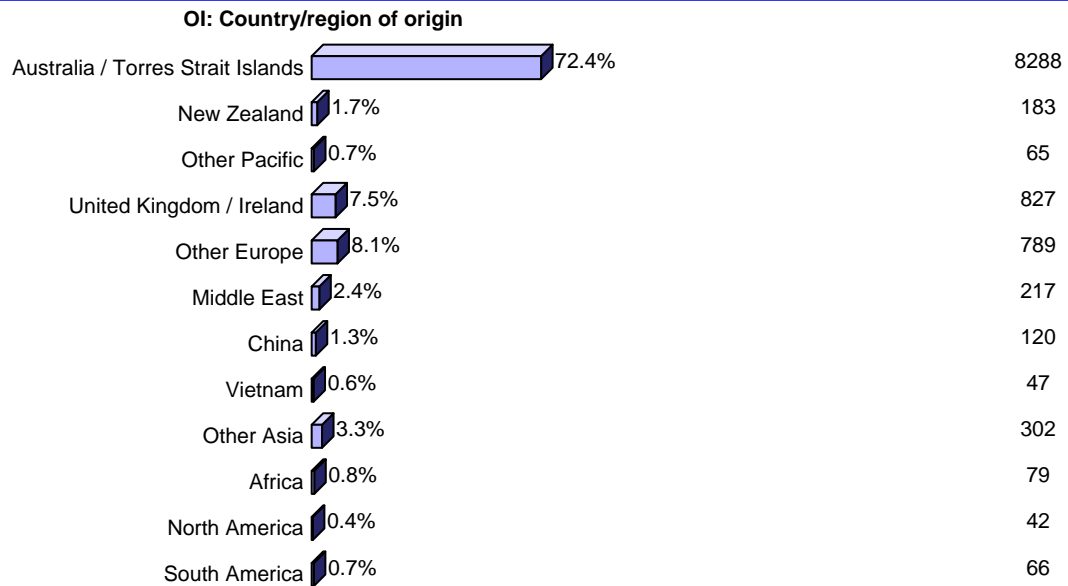
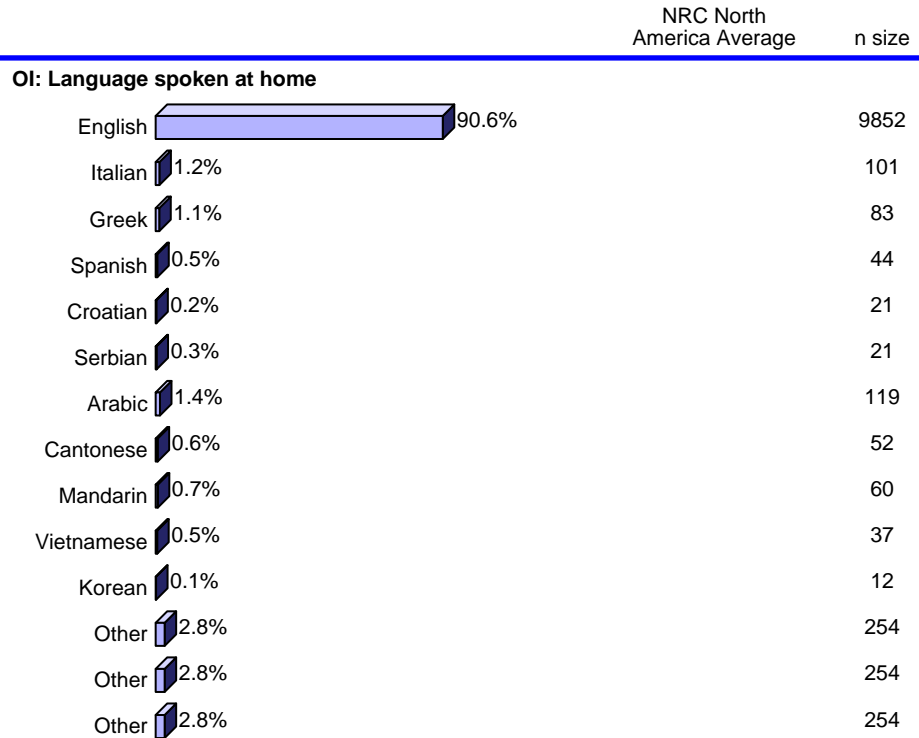


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Overnight Inpatients (continued)
February 2007 (n=11265)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Overnight Inpatients (continued)
 February 2007 (n=11265)

Detail

	NRC North America Average	n size
OI: Gender		
Male		4638
Female		6471
OI: Age category		
Up to 9 years		2
10 to 14 years		1
15 to 19 years		161
20 to 29 years		973
30 to 39 years		1344
40 to 49 years		1122
50 to 59 years		1538
60 to 69 years		2007
70 to 79 years		2253
80 years or older		1738
OI: Patient completed survey		
Yes - I completed the survey myself		8986
Yes - but I completed the survey with the help from someone		1113
No - someone completed this survey for me		985

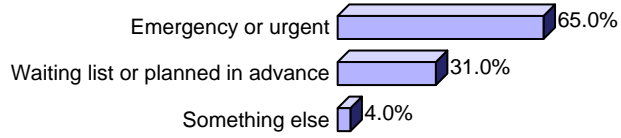
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher or lower .



NSW Health Patient Survey 2007-Questions About the Visits - Overnight Inpatients
February 2007 (n=11265)

Detail

	NRC North America Average	n size
O1: Feb hospital stay was planned or emergency		
Emergency or urgent		7107
Waiting list or planned in advance		3188
Something else		429



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Overnight Inpatients

February 2007 (n=11265)

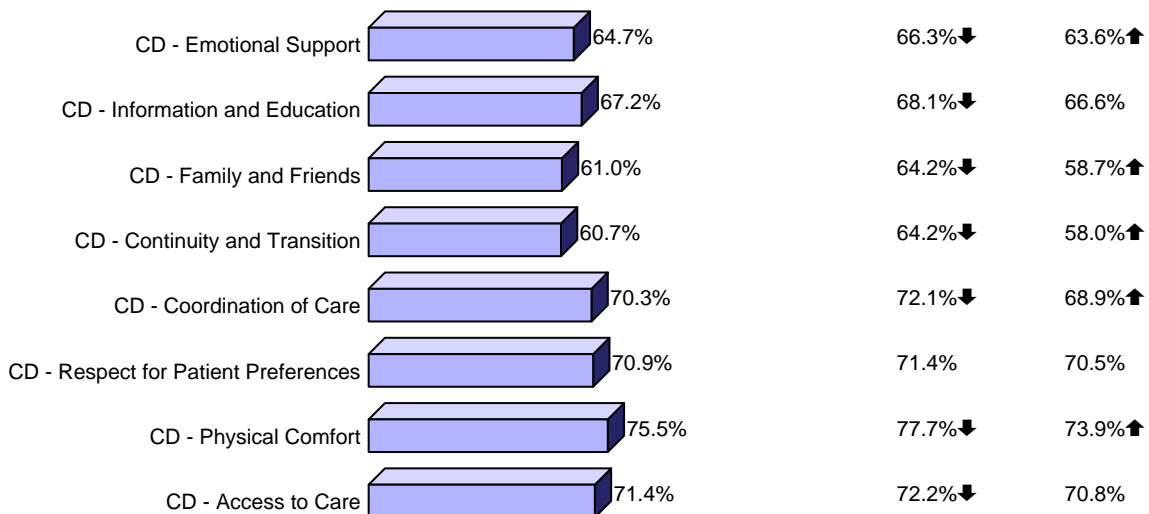
Detail



Highest correlation with "OI: Overall care received"

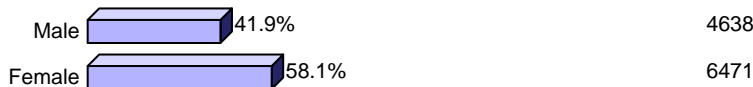
Males (OI) Females (OI)

% Positive Score



n size

OI: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Overnight Inpatients (continued)
 February 2007 (n=11265)

Detail



Highest correlation with "OI: Overall care received"

Ages 0 - 19 (OI) Ages 20 - 39 (OI) Ages 40 - 59 (OI) Ages 60+ (OI)

% Positive Score

CD Category	% Positive Score	Ages 0 - 19 (OI)	Ages 20 - 39 (OI)	Ages 40 - 59 (OI)	Ages 60+ (OI)
CD - Emotional Support	64.7%	53.8%↑	57.4%↑	63.2%↑	68.9%↓
CD - Information and Education	67.2%	52.5%↑	60.9%↑	66.7%	70.6%↓
CD - Family and Friends	61.0%	51.6%↑	49.3%↑	57.6%↑	68.7%↓
CD - Continuity and Transition	60.7%	52.8%↑	53.2%↑	61.1%	63.8%↓
CD - Coordination of Care	70.3%	53.3%↑	61.3%↑	68.0%↑	75.4%↓
CD - Respect for Patient Preferences	70.9%	62.3%↑	66.5%↑	70.6%	73.0%↓
CD - Physical Comfort	75.5%	66.7%↑	70.4%↑	74.6%	78.7%↓
CD - Access to Care	71.4%	66.4%↑	69.5%↑	69.2%↑	73.6%↓

n size

OI: Age category

Ages 0 - 19	1.4%	164
Ages 20 - 39	21.5%	2317
Ages 40 - 59	24.4%	2660
Ages 60 and over	52.7%	5998

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Overnight Inpatients (continued)
 February 2007 (n=11265)

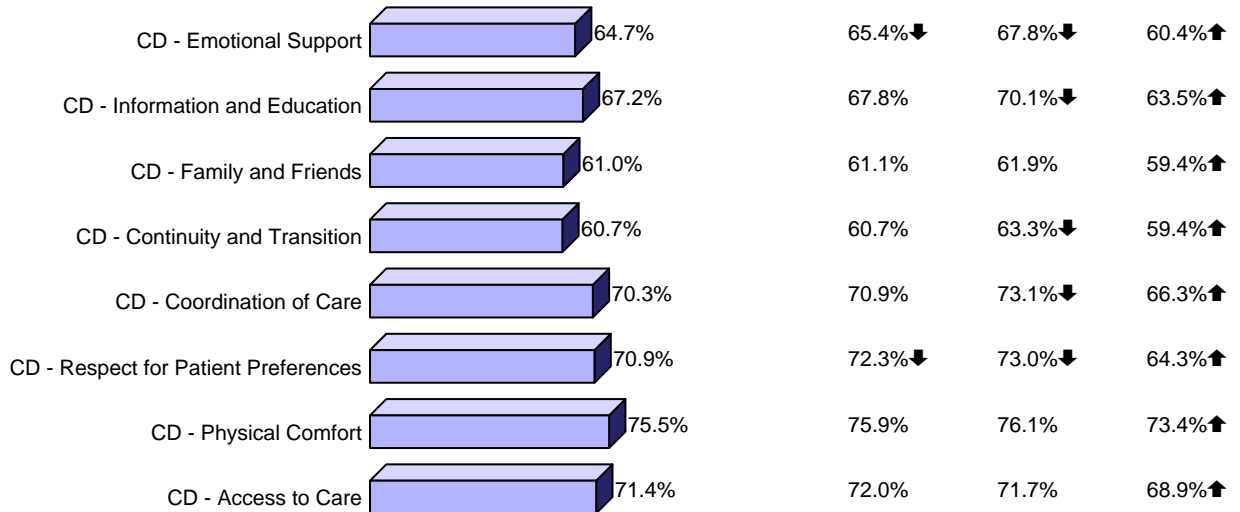
Detail



Highest correlation with "OI: Overall care received"

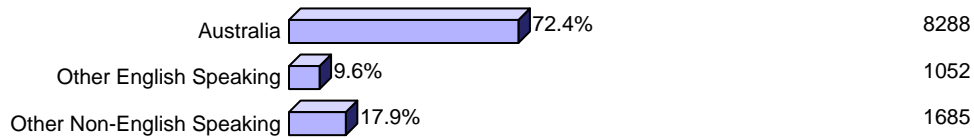
Australia (OI) Other English Speaking (OI) Non-English Speaking (OI)

% Positive Score



n size

OI: Country/region of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Overnight Inpatients (continued)
 February 2007 (n=11265)

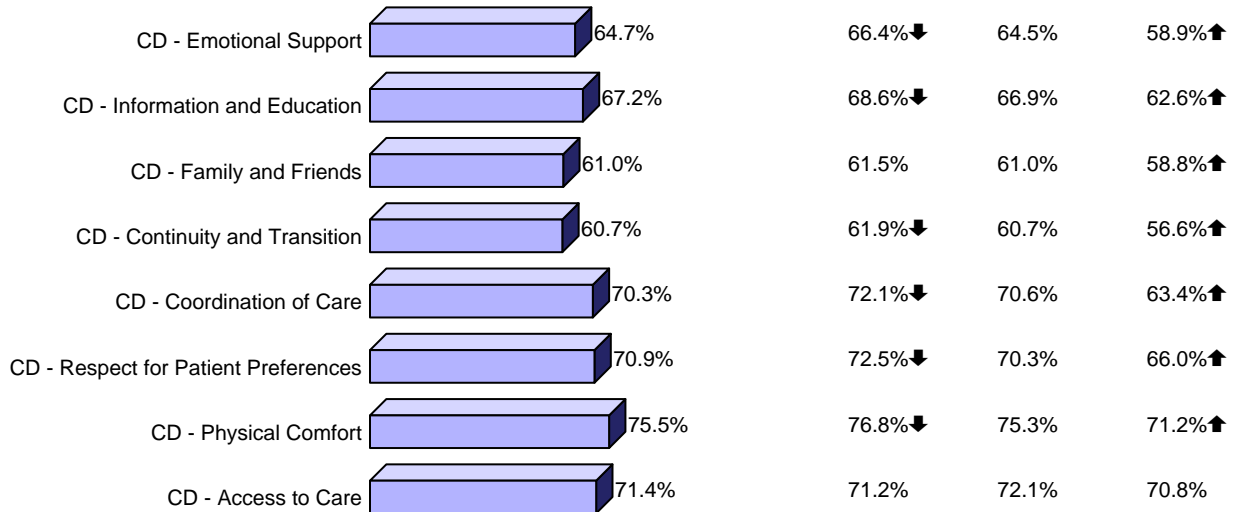
Detail



Highest correlation with "OI: Overall care received"

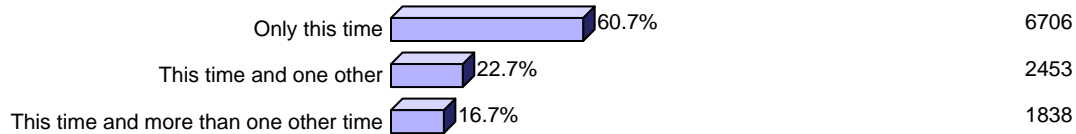
Only this time (OI) One other time (OI) Two or more other times (OI)

% Positive Score



n size


OI: Times in hospital overnight in past six months



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2007 (n=11265)

		<i>Detail</i>			
		Poor/Fair Health Rating (OI)	Good Health Rating (OI)	Very Good Health Rating (OI)	Excellent Health Rating (OI)
 Highest correlation with "OI: Overall care received"					
<i>% Positive Score</i>					
CD - Emotional Support	64.7%	58.3% ▲	65.8% ▼	68.6% ▼	71.6% ▼
CD - Information and Education	67.2%	61.4% ▲	68.9% ▼	70.5% ▼	73.2% ▼
CD - Family and Friends	61.0%	58.0% ▲	60.7%	63.4% ▼	65.1% ▼
CD - Continuity and Transition	60.7%	54.3% ▲	62.6% ▼	64.8% ▼	66.1% ▼
CD - Coordination of Care	70.3%	65.5% ▲	71.8% ▼	73.0% ▼	73.4% ▼
CD - Respect for Patient Preferences	70.9%	65.2% ▲	71.4%	75.0% ▼	78.0% ▼
CD - Physical Comfort	75.5%	70.7% ▲	76.5% ▼	78.7% ▼	78.2% ▼
CD - Access to Care	71.4%	68.1% ▲	71.2%	73.1% ▼	75.2% ▼

n size

OI: Rate health

Excellent Health Rating	10.0%	1072
Very Good Health Rating	25.0%	2742
Good Health Rating	33.2%	3523
Poor/Fair Health Rating	31.8%	3433

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.

Performance Across Facilities - OI

▲ Significantly Higher Than NSW Average (OI)
 ▼ Significantly Lower Than NSW Average (OI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (OI)	88.3%	40.1%	63.0%	76.5%	80.6%	72.7%	51.4%	53.0%
-Greater Southern Area Health Service	90.7%▲	43.1%▲	64.0%	78.7%▲	84.3%▲	77.6%▲	55.5%▲	56.3%▲
-Greater Western Area Health Service	87.3%	38.6%	60.1%▼	78.5%▲	80.6%	71.9%	53.3%	56.6%▲
-Hunter New England Area Health Service	88.8%	40.2%	62.8%	78.6%▲	83.0%▲	76.9%▲	54.4%▲	56.7%▲
-North Coast Area Health Service	90.6%▲	45.0%▲	67.5%▲	78.3%▲	84.6%▲	76.6%▲	54.8%▲	55.6%▲
-N Sydney/Central Coast AHS	88.6%	35.0%▼	60.9%▼	73.9%▼	78.0%▼	72.0%	50.1%	50.6%▼
-SE Sydney/Illawarra AHS	88.8%	41.8%▲	64.7%▲	76.7%	82.0%▲	74.2%▲	52.5%	51.3%▼
-Sydney South West AHS	87.2%▼	41.6%▲	63.8%	76.6%	77.4%▼	68.4%▼	49.3%▼	51.4%▼
-Sydney West Area Health Service	86.1%▼	36.5%▼	59.7%▼	73.4%▼	79.0%▼	69.1%▼	46.8%▼	51.1%▼
-The Children's Hospital at Westmead	83.3%	16.7%	50.0%	20.0%▼	50.0%▼	16.7%▼	25.0%	16.7%▼

Performance Across Facilities - OI

▲ Significantly Higher Than NSW Average (OI)
 ▼ Significantly Lower Than NSW Average (OI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (OI)	71.4%	67.2%	64.7%	70.3%	70.9%	61.0%	75.5%	60.7%
-Greater Southern Area Health Service	73.4%▲	69.4%▲	68.7%▲	73.9%▲	75.4%▲	64.7%▲	79.5%▲	63.6%▲
-Greater Western Area Health Service	71.2%	68.3%	67.0%▲	74.5%▲	73.5%▲	64.0%▲	76.8%	60.3%
-Hunter New England Area Health Service	72.6%	68.3%	67.1%▲	73.3%▲	73.3%▲	63.4%▲	76.7%▲	62.5%▲
-North Coast Area Health Service	73.7%▲	72.0%▲	68.0%▲	73.2%▲	73.2%▲	62.6%	78.7%▲	61.4%
-N Sydney/Central Coast AHS	70.4%	66.6%	63.4%▼	67.5%▼	70.6%	59.9%	72.6%▼	58.4%▼
-SE Sydney/Illawarra AHS	71.3%	67.7%	65.1%	70.2%	70.9%	61.8%	76.6%	61.0%
-Sydney South West AHS	70.4%▼	65.9%▼	62.6%▼	67.7%▼	67.5%▼	59.8%	73.8%▼	61.4%
-Sydney West Area Health Service	70.5%	63.5%▼	61.3%▼	68.6%▼	68.5%▼	56.6%▼	73.5%▼	58.2%▼
-The Children's Hospital at Westmead	60.0%	56.3%	39.3%	65.4%	58.3%	33.3%	72.2%	45.8%

Day Only Inpatients (DI)

-- Core Dimensions of Patient-centred Care : Day Only Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Day Only Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary Dimensions of Care - Day Only Inpatients
February 2007 (n=8396)

Detail

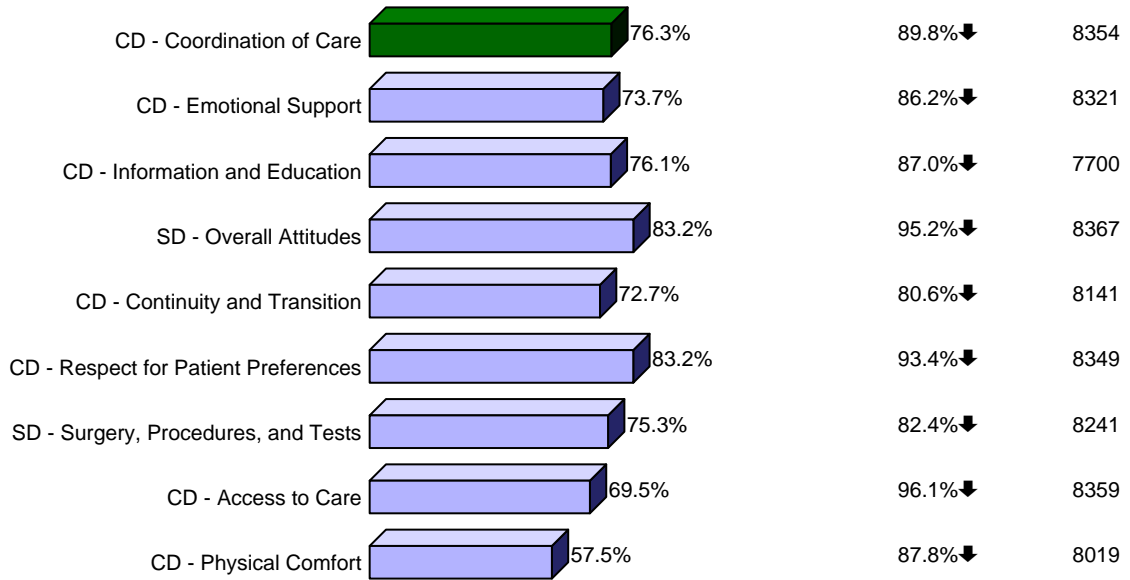


Highest correlation with "DI: Overall care received"

NRC North America Average

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Key Drivers - Day Only Inpatients February 2007 (n=8396)

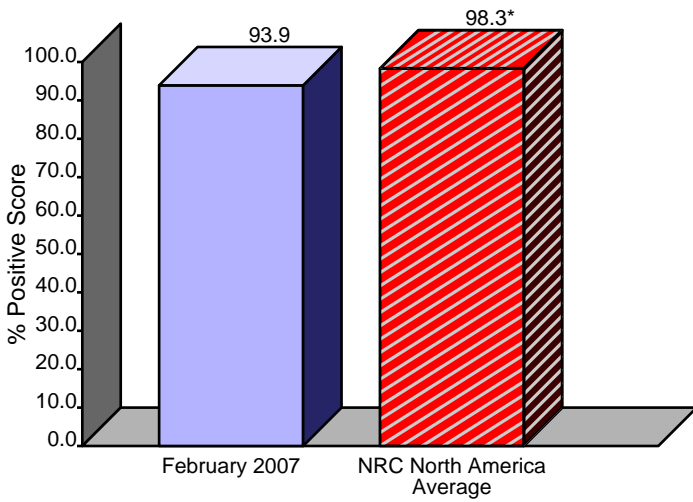
		<i>Detail</i>	NRC North America Average	n size	Correlation Coefficient
		Highest correlation with "DI: Overall care received"			
		% Positive Score			
DI: Organisation of hospital/dept		75.5%	89.8%↓	8210	0.598
DI: Easy to find staff to talk to re: concerns		58.3%		5061	0.546
DI: Staff did everything possible to control nausea		73.1%	84.3%↓	3036	0.545
DI: Treated with respect/dignity in hospital		85.4%		8208	0.545
DI: Nurse discussed anxieties/fears re: procedure		62.0%	79.5%↓	4524	0.530
DI: Rate availability of nurses		87.7%	97.0%↓	8215	0.527
DI: Confidence/trust in nurses		82.2%	88.8%↓	8232	0.519
DI: Organisation of Emergency Care		75.6%		2599	0.515
DI: Staff did everything possible to control pain		72.2%	86.9%↓	2857	0.513
DI: Rate how drs and nurses work together		94.1%		8193	0.508
DI: Nurse answered questions understandably		76.5%	87.6%↓	6814	0.507
DI: Organisation of admission process		77.2%		8253	0.483
DI: Enough info in ER re: condition/treatment		67.5%		2060	0.481
DI: Rate courtesy of nurses		93.9%	98.1%↓	8225	0.473
DI: Got bathroom help in time		74.4%	90.8%↓	2855	0.468

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

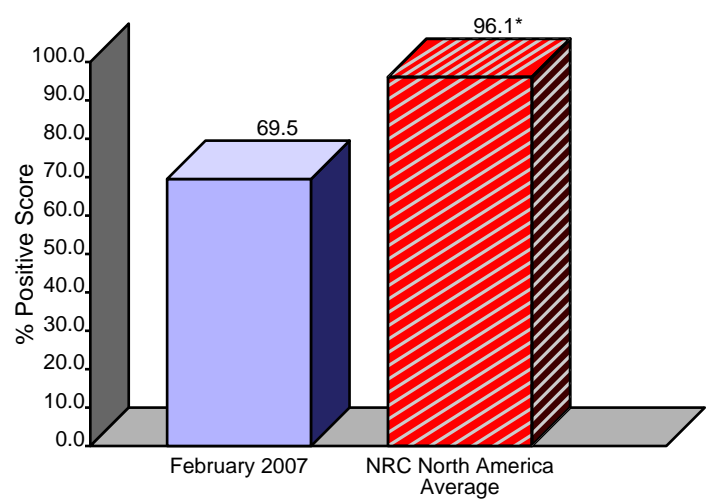


NSW Health Patient Survey 2007-Access to Care - Day Only Inpatients
February 2007 (n=8396)

DI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size



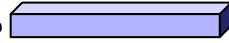

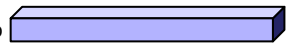
Category	% Positive Score	NRC North America Average	n size
DI: Rate availability of nurses	87.7%	97.0%↓	8215
DI: Rate availability of drs	83.5%	95.0%↓	8178
DI: Feelings about wait time for admission	79.7%		6872
DI: Admission date changed by hospital	85.5%		7026
DI: Given choice of admission dates	30.9%		6720
DI: Length of time waited for admission	40.1%		6550

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Access to Care
February 2007 (n=8396)

Detail

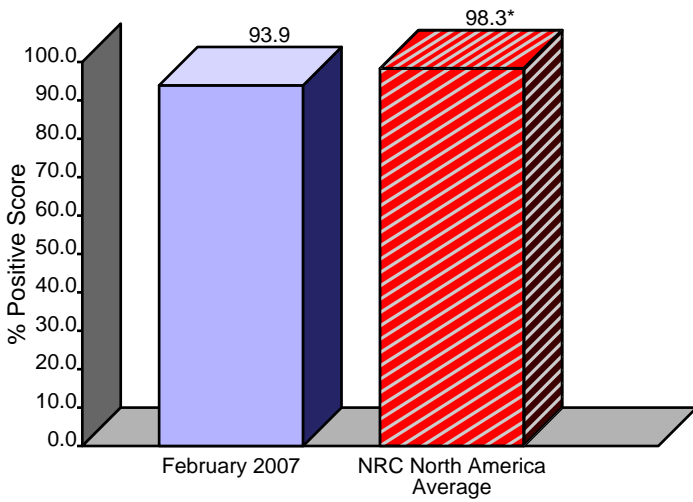
	NRC North America Average	n size
DI: Waited too long for start of procedure		
Yes, definitely  10.7%	5.6% ↑	808
Yes, somewhat  23.3%	17.3% ↑	1845
No  66.0%	77.1% ↓	5546
DI: Waited too long to schedule procedure		
Yes  17.2%	8.0% ↑	807
No  82.8%	92.0% ↓	4038

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

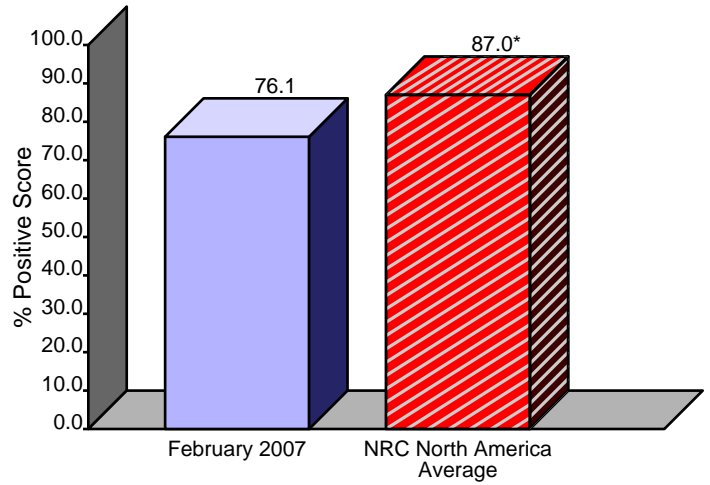


NSW Health Patient Survey 2007-Information and Education - Day Only
 Inpatients
 February 2007 (n=8396)

DI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

DI: Nurse answered questions understandably	76.5%	87.6%↓	6814
DI: Dr answered questions understandably	75.8%	86.4%↓	6946

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education
 February 2007 (n=8396)

Detail

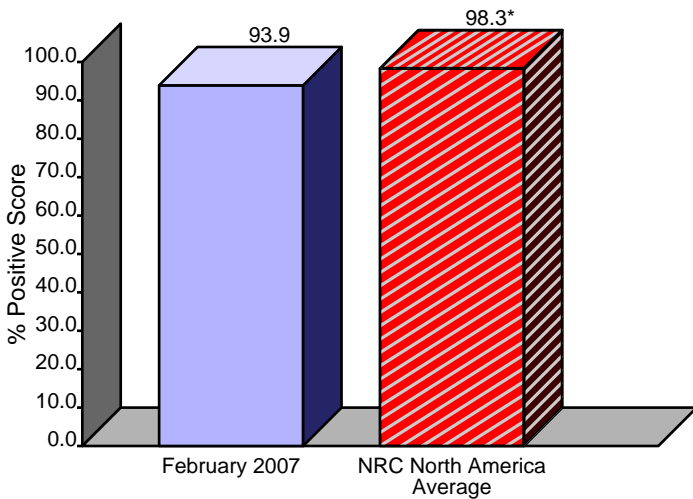
		NRC North America Average	n size
DI: Told when to expect test results			
Yes	84.3%	82.8% ↑	4117
No	15.7%	17.2% ↓	716
DI: Dr explained why tests were needed			
Yes, completely	85.8%	89.5% ↓	4257
Yes, somewhat	10.7%	8.5% ↑	497
No	3.5%	2.0% ↑	156
DI: Given reason for delay in procedure start			
Yes	26.1%	23.1% ↑	1958
No	17.7%	9.1% ↑	1274
Procedure started on time	56.2%	67.8% ↓	4462
DI: Procedure results explained understandably			
Yes, completely	76.2%	83.9% ↓	6142
Yes, somewhat	19.1%	13.4% ↑	1427
No	4.7%	2.6% ↑	358
DI: Told how to prepare for tests			
Yes, completely	87.1%	91.9% ↓	4310
Yes, somewhat	10.0%	6.4% ↑	457
No	3.0%	1.7% ↑	125
DI: Enough info in ER re: condition/treatment			
Did not want information	1.0%		27
Did not use emergency room	12.1%		303
Yes, definitely	58.6%		1419
Yes, somewhat	20.0%		471
No	8.2%		170

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.

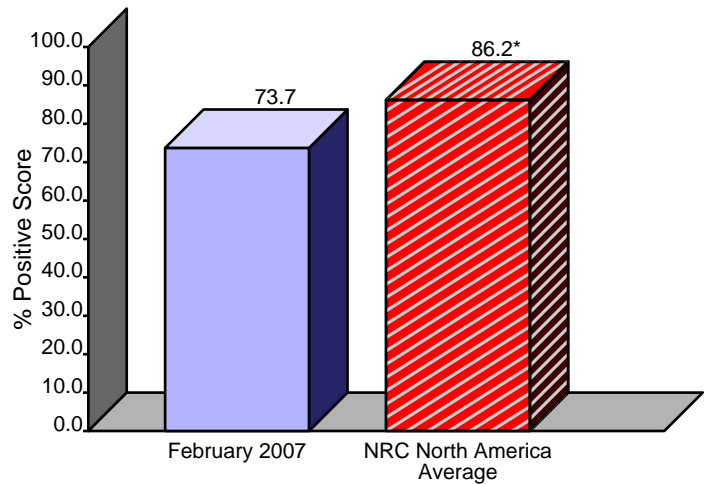


NSW Health Patient Survey 2007-Emotional Support - Day Only Inpatients
February 2007 (n=8396)

DI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

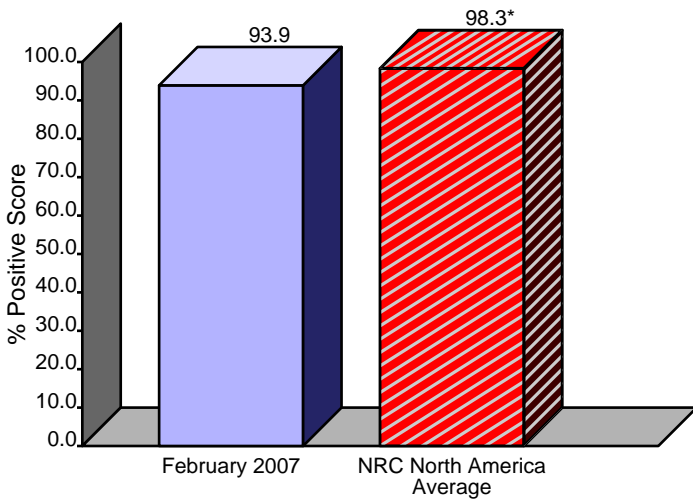
DI: Easy to find staff to talk to re: concerns	58.3%		5061
DI: Nurse discussed anxieties/fears re: procedure	62.0%	79.5%↓	4524
DI: Confidence/trust in nurses	82.2%	88.8%↓	8232
DI: Confidence/trust in drs	86.1%	92.1%↓	8234
DI: Dr discussed anxieties/fears re: procedure	66.4%	76.5%↓	4913

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

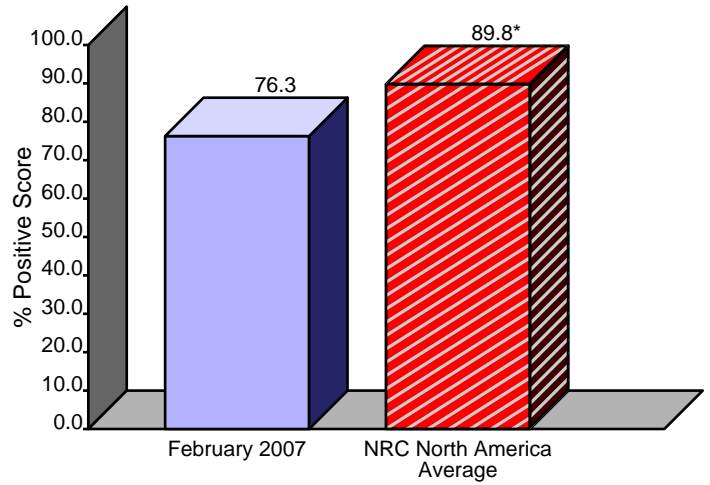


NSW Health Patient Survey 2007-Coordination of Care - Day Only
 Inpatients
 February 2007 (n=8396)

DI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

DI: Organisation of hospital/dept	75.5%	89.8%↓	8210
DI: Organisation of Emergency Care	75.6%		2599
DI: Organisation of admission process	77.2%		8253

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care

February 2007 (n=8396)

Detail

	NRC North America Average	n size
DI: Had to repeat info during admission		
No		4264
Yes		3925

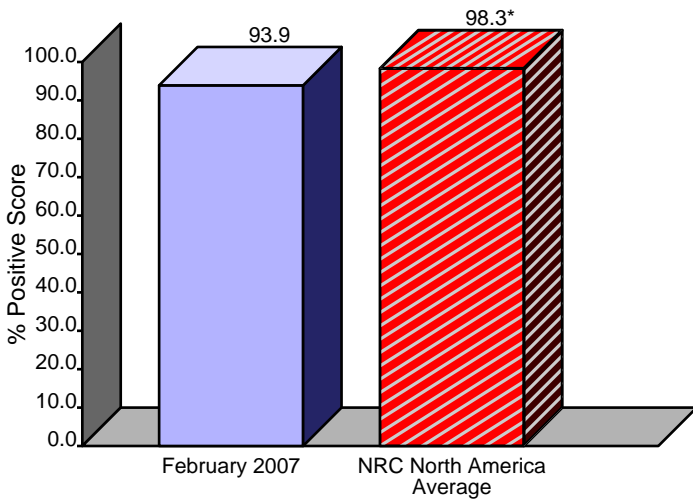
A horizontal bar chart with two bars. The top bar is labeled 'No' and has a value of 50.8%. The bottom bar is labeled 'Yes' and has a value of 49.2%. The bars are light blue with a 3D effect.

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher or lower .

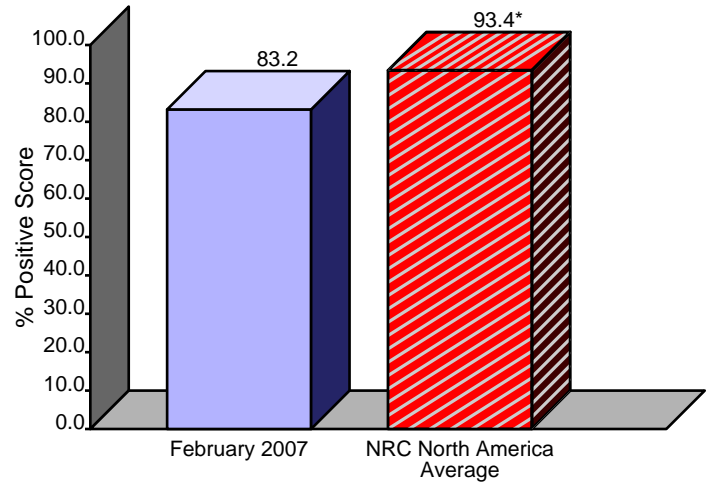


NSW Health Patient Survey 2007-Respect for Patient Preferences - Day Only Inpatients
February 2007 (n=8396)

DI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

Category	% Positive Score	NRC North America Average	n size
DI: Treated with respect/dignity in hospital	85.4%		8208
DI: Enough say about care	89.0%	96.2%↓	8014
DI: Nurses talked as if patient wasn't there	80.1%	91.4%↓	8193
DI: Dr talked as if patient wasn't there	78.5%	92.6%↓	8179

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences
February 2007 (n=8396)

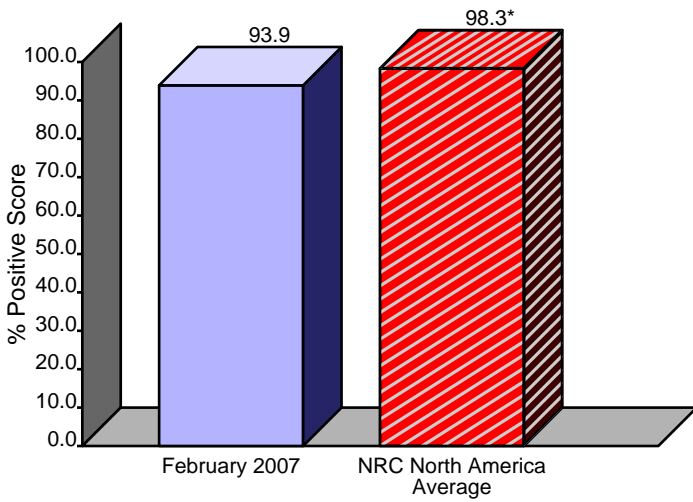
Detail

	NRC North America Average	n size
DI: Enough privacy during visit		
Yes, always		6185
Yes, sometimes		1516
No		449
DI: Given info re: patients rights/responsibilities		
Yes, completely		5866
Yes, somewhat		1543
No		699
DI: Involves in care decisions as wanted		
Yes, definitely	83.2%↓	5544
Yes, somewhat	13.8%↑	1787
No	3.1%↑	724

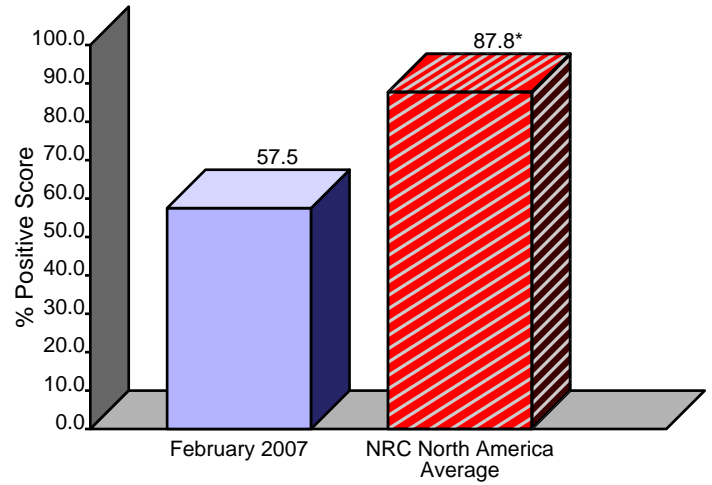
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2007-Physical Comfort - Day Only Inpatients
February 2007 (n=8396)

DI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

DI: Staff did everything possible to control pain	72.2%	86.9%↓	2857
DI: Got bathroom help in time	74.4%	90.8%↓	2855
DI: Amount of pain medicine received	86.1%	91.3%↓	2641
DI: Minutes taken to get pain medicine	47.5%	62.0%↓	1801
DI: Time waited for help after call button	37.4%	22.5%↑	7726

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
 February 2007 (n=8396)

Detail

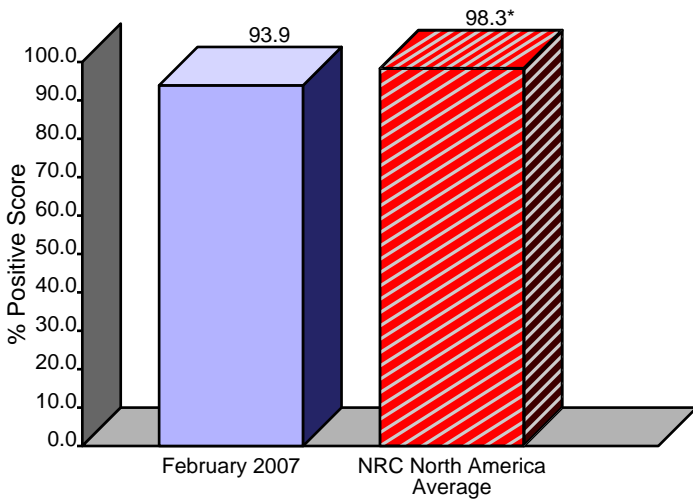
	NRC North America Average	n size
DI: Request pain medicine		
Yes	35.1% ↑	1533
No	64.9% ↓	1608
DI: Staff did everything possible to control nausea		
I had no nausea or upset stomach	67.3% ↓	4984
Yes, completely	27.6% ↑	2282
Yes, somewhat	4.1% ↑	617
No	1.1% ↑	137
DI: Had any pain		
Yes	32.7% ↑	2661
No	67.3% ↓	5399
DI: Level of pain		
I had no pain	38.3% ↓	449
Mild	22.7% ↓	530
Moderate	28.2% ↑	1333
Severe	10.8% ↑	801

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.

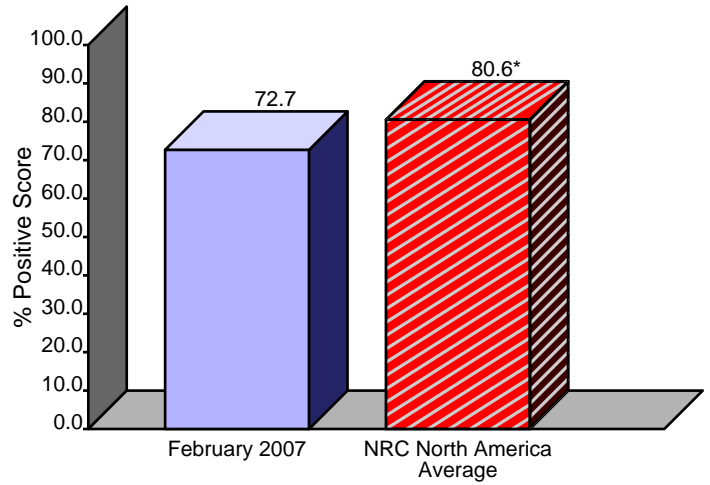


NSW Health Patient Survey 2007-Continuity and Transition - Day Only
 Inpatients
 February 2007 (n=8396)

DI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

DI: Explained purpose of new medicine	80.9%	86.3%↓	3640
DI: Explained danger signals to watch for at home	71.4%	80.1%↓	8009
DI: Explained side-effects of new medicine	63.7%	66.6%↓	3066
DI: Told when you could resume usual activities	73.8%	81.9%↓	7939

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition

February 2007 (n=8396)

Detail

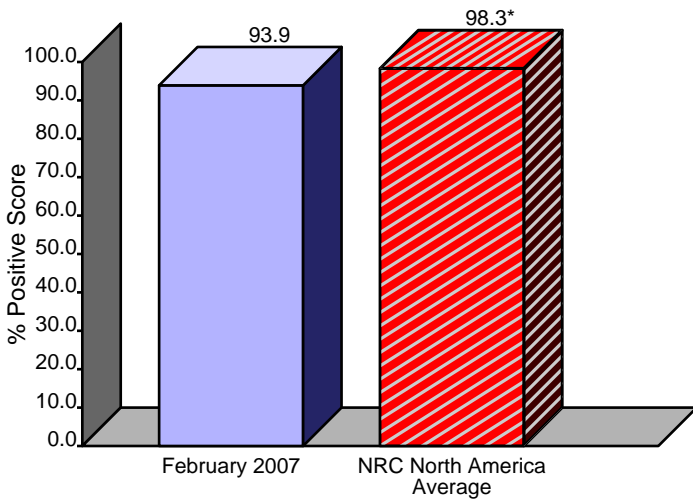
		NRC North America Average	n size
DI: Explained when allowed to go home			
Yes, completely	82.4%	89.2%↓	6871
Yes, somewhat	13.9%	9.0%↑	1042
No	3.7%	1.8%↑	271
DI: Staff helped make arrangements for another visit			
Yes	65.4%	68.4%↓	5236
No	8.8%	5.5%↑	670
No other visit was needed	25.9%	26.2%	2161
DI: Knew who to call for help after leaving			
Yes	83.6%	92.8%↓	6872
No	7.9%	2.6%↑	568
Not sure	8.5%	4.5%↑	644

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

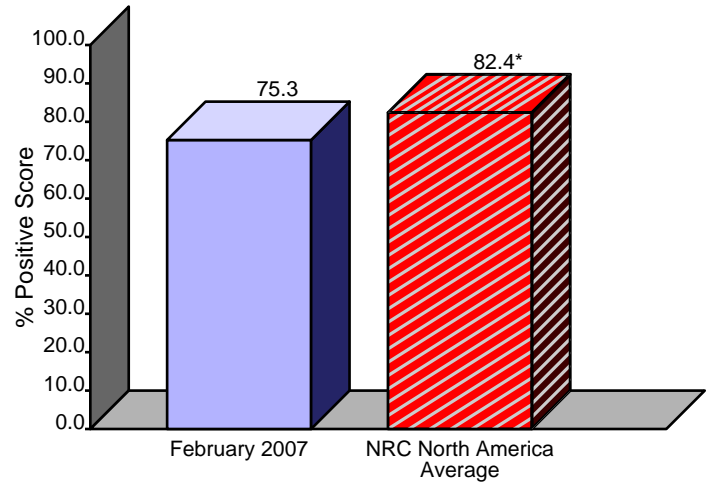


NSW Health Patient Survey 2007-Questions About Surgery, Procedures, and Tests - Day Only Inpatients February 2007 (n=8396)

DI: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size

Detail	% Positive Score	NRC North America Average	n size
DI: Drs answers re: procedure were understandable	80.3%	88.6%↓	7072
DI: Dr explained risks/benefits of procedure	80.6%	86.2%↓	7530
DI: Told how you feel after procedure	63.4%	72.7%↓	8031
DI: Test results explained understandably	79.3%	81.9%↓	4722

NRC North America Average n size

DI: Dr explained anaesthesia/pain control

Response	% Positive Score	NRC North America Average	n size
Does not apply	13.0%	0.0%↑	992
Yes, completely	67.4%	84.0%↓	5588
Yes, somewhat	13.2%	10.7%↑	1015
No	6.3%	5.3%↑	484

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About Surgery, Procedures, and Tests - Day Only Inpatients (continued)
February 2007 (n=8396)

Detail

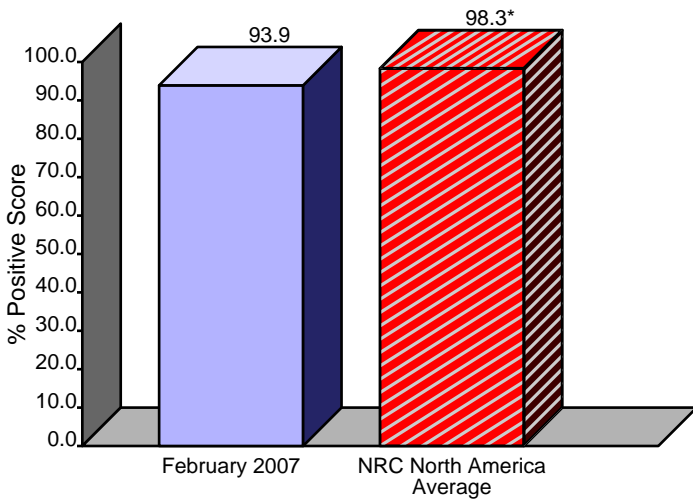
		NRC North America Average	n size
DI: Had questions that were not discussed			
Did not have any questions	39.0%	41.3%↓	3217
No	47.3%	49.6%↓	3821
Yes	13.7%	9.0%↑	1032

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

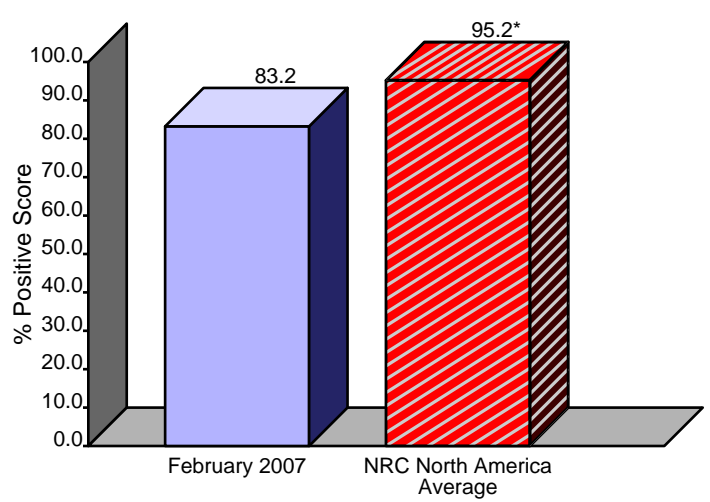


NSW Health Patient Survey 2007-Questions About Overall Attitudes - Day Only Inpatients
February 2007 (n=8396)

DI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "DI: Overall care received"

% Positive Score

NRC North America Average n size






Question	% Positive Score	NRC North America Average	n size
DI: Rate hospital/department	51.0%		8107
DI: Would recommend hospital/department	71.2%	82.8%↓	8087
DI: Rate how drs and nurses work together	94.1%		8193
DI: Rate courtesy of nurses	93.9%	98.1%↓	8225
DI: Rate courtesy of admission staff	94.2%	97.1%↓	8273
DI: Rate courtesy of drs	94.5%	98.1%↓	8218









Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.












NSW Health Patient Survey 2007-Questions About the Patients - Day Only
 Inpatients
 February 2007 (n=8396)

Detail

	NRC North America Average	n size
DI: Rate health		
Poor  7.0%	2.1% ↑	504
Fair  21.3%	11.4% ↑	1661
Good  36.5%	32.7% ↑	2950
Very Good  26.6%	36.8% ↓	2246
Excellent  8.6%	17.0% ↓	712

DI: Days in bed due to illness/injury in Feb		
None  46.5%		3972
One day  17.4%		1397
Two days  9.7%		772
Three days  6.1%		469
Four days  4.2%		320
Five-to-seven days  6.6%		488
Eight-to-ten days  3.0%		229
More than ten days  6.4%		463

DI: Number of times admitted to this hospital in Feb		
One  85.5%		6770
Two  9.4%		642
Three  2.2%		141
Four  0.9%		55
Five to nine  0.5%		28
Ten or more  1.6%		102

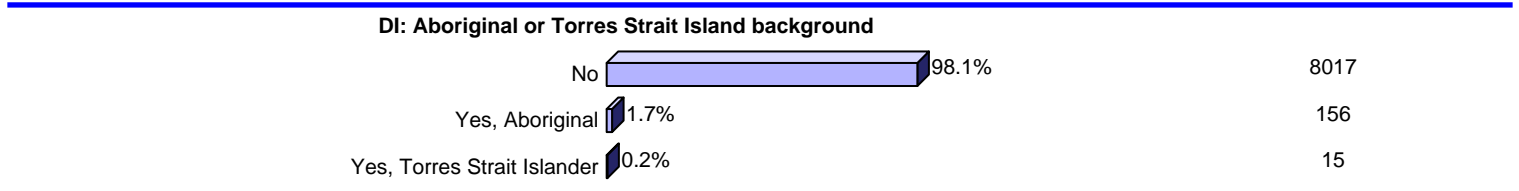
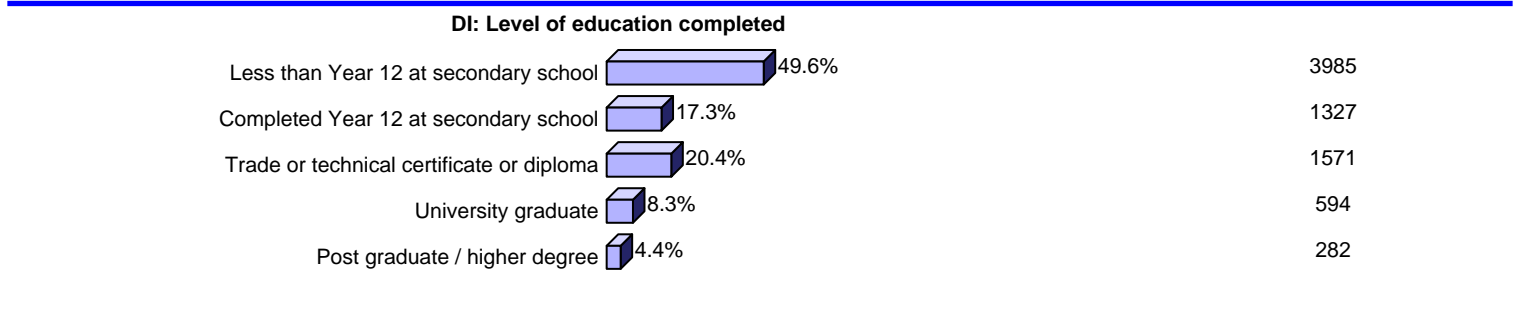
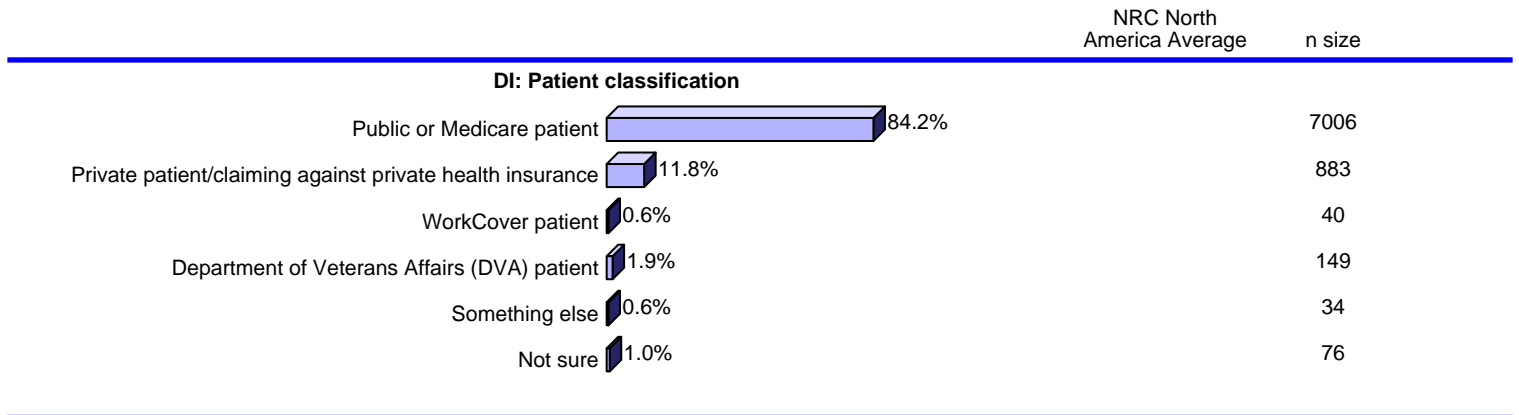
DI: Number of times in hosp overnight or longer		
Only this time  67.1%		5107
This time and one other  19.5%		1433
This time and more than one other time  13.4%		871

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Questions About the Patients - Day Only
 Inpatients (continued)
 February 2007 (n=8396)

Detail

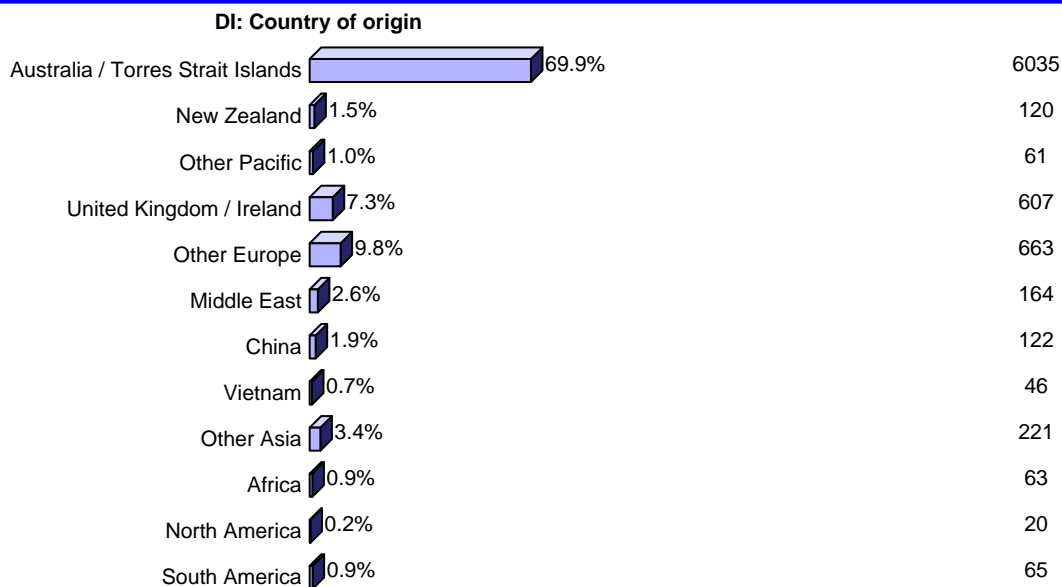
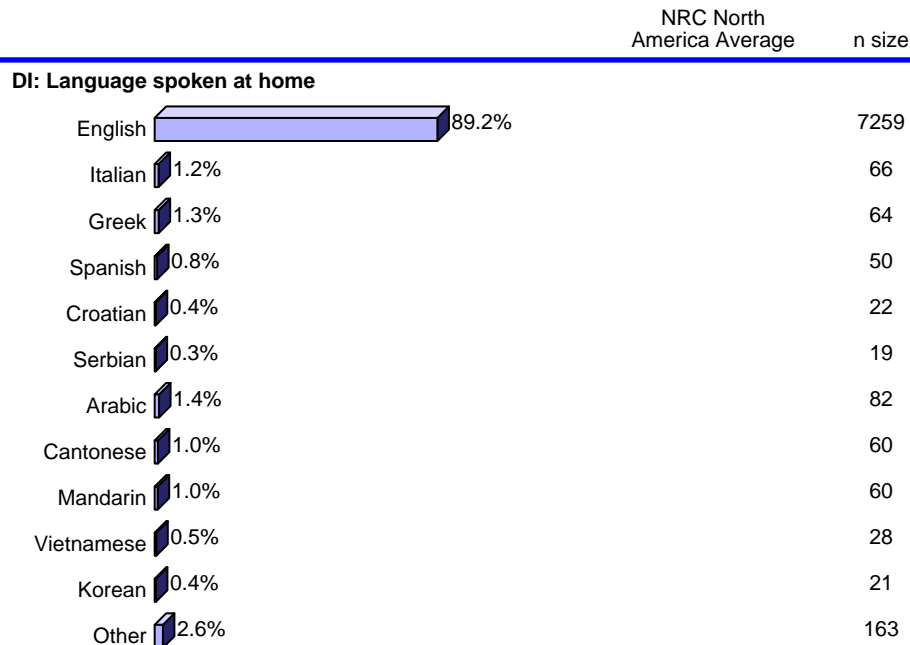


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Day Only
 Inpatients (continued)
 February 2007 (n=8396)

Detail

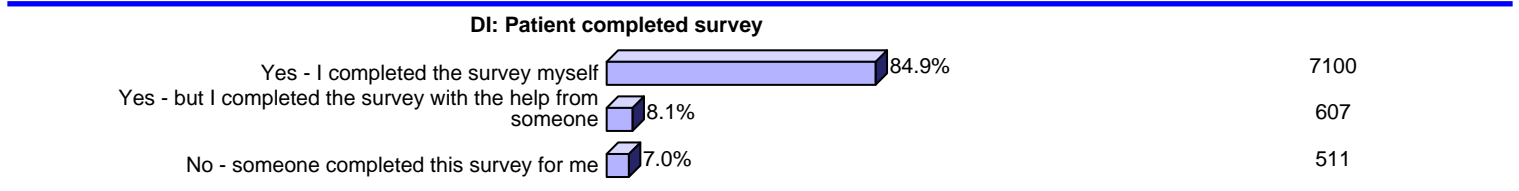
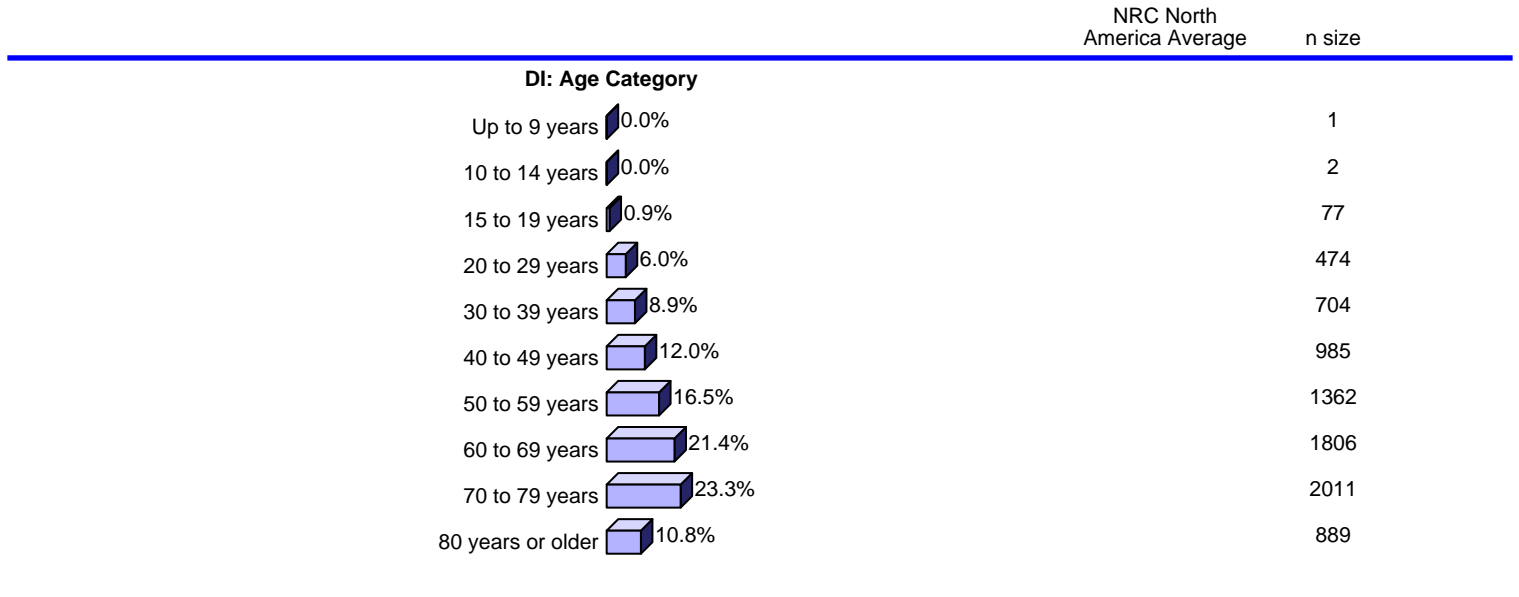


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Day Only
 Inpatients (continued)
 February 2007 (n=8396)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Visits - Day Only
 Inpatients
 February 2007 (n=8396)

Detail

	NRC North America Average	n size
DI: Had tests before admission		
Yes	68.2%↓	4842
No	31.8%↑	3275
DI: Feb day admission was planned or emergency		
Emergency or urgent		1441
Waiting list or planned in advance		6210
Something else		273

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Day Only Inpatients February 2007 (n=8396)

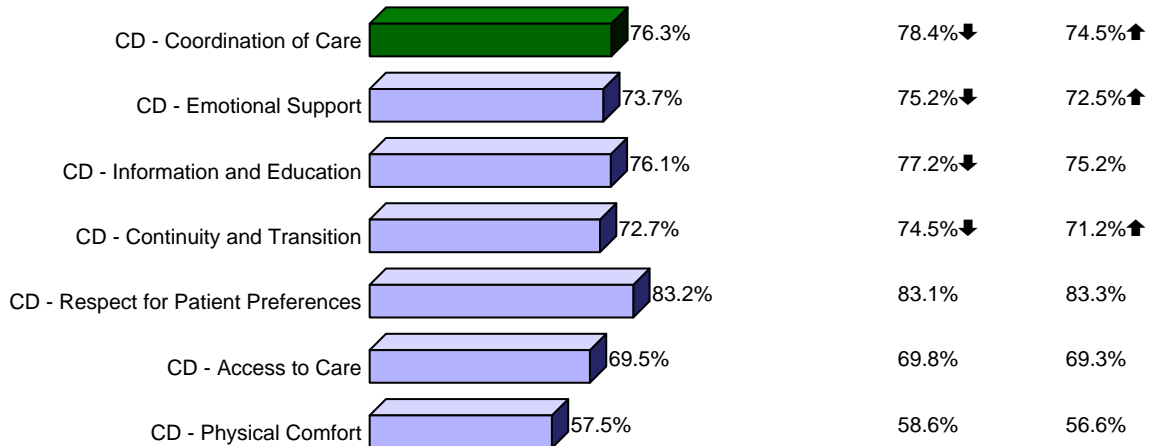
Detail



Highest correlation with "DI: Overall care received"

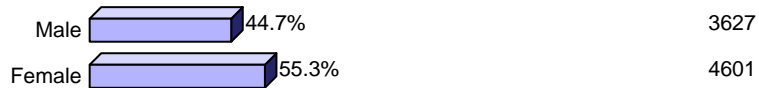
Males (DI) Females (DI)

% Positive Score



n size

DI: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2007 (n=8396)

Detail



Highest correlation with "DI: Overall care received"

Ages 0 - 19 (DI) Ages 20 - 39 (DI) Ages 40 - 59 (DI) Ages 60+ (DI)

% Positive Score

CD Category	% Positive Score	Ages 0 - 19 (DI)	Ages 20 - 39 (DI)	Ages 40 - 59 (DI)	Ages 60+ (DI)
CD - Coordination of Care	76.3%	59.7%↑	61.2%↑	74.0%↑	81.8%↓
CD - Emotional Support	73.7%	64.2%↑	64.3%↑	70.8%↑	78.4%↓
CD - Information and Education	76.1%	65.3%↑	65.5%↑	75.7%	79.7%↓
CD - Continuity and Transition	72.7%	64.6%↑	63.4%↑	71.4%↑	76.1%↓
CD - Respect for Patient Preferences	83.2%	73.6%↑	78.3%↑	82.2%	85.2%↓
CD - Access to Care	69.5%	66.3%	67.2%↑	68.9%	70.5%
CD - Physical Comfort	57.5%	61.6%	58.1%	55.8%↑	58.1%

n size

DI: Age Category

Ages 0 - 19	0.9%	80
Ages 20 - 39	14.9%	1178
Ages 40 - 59	28.6%	2347
Ages 60 and over	55.6%	4706

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2007 (n=8396)

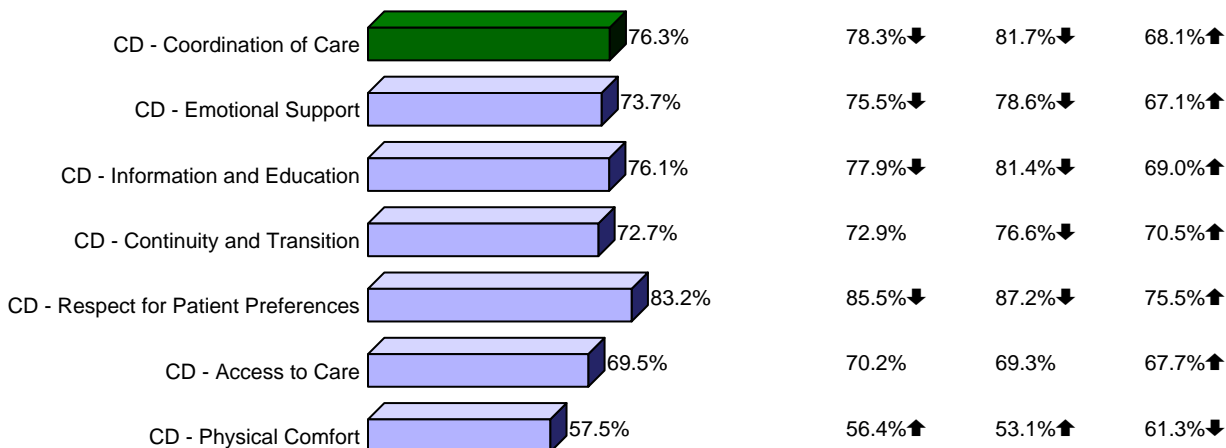
Detail



Highest correlation with "DI: Overall care received"

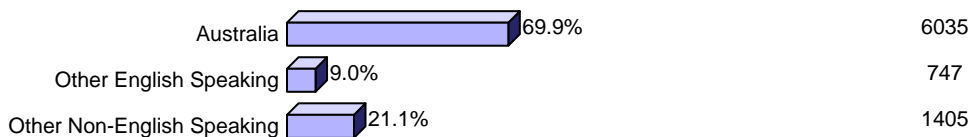
Australia (DI) Other English Speaking (DI) Non-English Speaking (DI)

% Positive Score



n size

DI: Country of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2007 (n=8396)

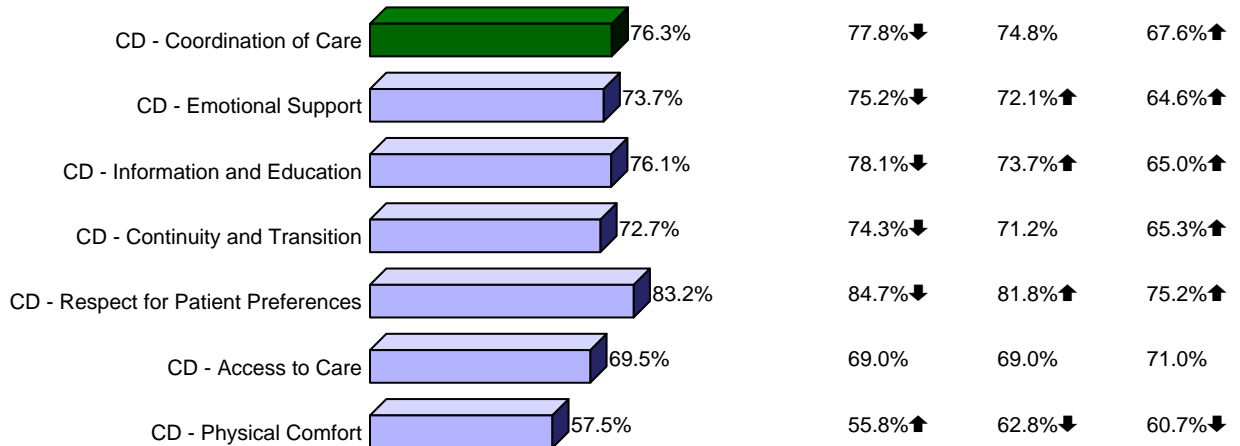
Detail



Highest correlation with "DI: Overall care received"

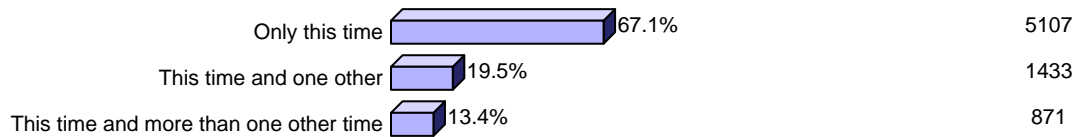
Only this time (DI) One other time (DI) Two or more other times (DI)

% Positive Score



n size

DI: Number of times in hosp overnight or longer



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2007 (n=8396)

		<i>Detail</i>				
		Highest correlation with "DI: Overall care received"	Poor/Fair Health Rating (DI)	Good Health Rating (DI)	Very Good Health Rating (DI)	Excellent Health Rating (DI)
		<i>% Positive Score</i>				
CD - Coordination of Care		76.3%	70.9% ↑	77.2%	80.5% ↓	78.2%
CD - Emotional Support		73.7%	66.4% ↑	74.4%	79.6% ↓	78.9% ↓
CD - Information and Education		76.1%	68.5% ↑	76.5%	82.2% ↓	82.6% ↓
CD - Continuity and Transition		72.7%	65.5% ↑	73.7%	78.1% ↓	76.4% ↓
CD - Respect for Patient Preferences		83.2%	78.0% ↑	83.8%	87.7% ↓	85.7% ↓
CD - Access to Care		69.5%	67.2% ↑	69.2%	71.7% ↓	71.1%
CD - Physical Comfort		57.5%	59.3% ↓	55.7% ↑	56.7%	58.3%

		n size
DI: Rate health		
Poor/Fair Health Rating		2165
Good Health Rating		2950
Very Good Health Rating		2246
Excellent Health Rating		712

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

Performance Across Facilities - DI

▲ Significantly Higher Than NSW Average (DI)
 ▼ Significantly Lower Than NSW Average (DI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (DI)	93.9%	51.0%	71.2%	83.5%	87.7%	82.2%	62.0%	89.0%
-Greater Southern Area Health Service	96.5%▲	54.2%▲	74.9%▲	84.3%	93.4%▲	88.5%▲	68.4%▲	93.9%▲
-Greater Western Area Health Service	94.1%	54.7%▲	68.3%▼	82.8%	90.5%▲	88.2%▲	68.6%▲	90.7%
-Hunter New England Area Health Service	95.3%▲	56.2%▲	74.2%▲	84.5%	90.2%▲	86.3%▲	64.4%	92.5%▲
-North Coast Area Health Service	96.8%▲	57.7%▲	80.2%▲	85.8%▲	93.8%▲	90.4%▲	71.8%▲	93.1%▲
-N Sydney/Central Coast AHS	93.3%	51.2%	70.4%	82.1%	87.6%	84.5%▲	65.5%▲	89.6%
-SE Sydney/Illawarra AHS	92.4%▼	49.3%	70.9%	81.8%▼	86.7%	80.4%▼	59.0%▼	88.2%
-Sydney South West AHS	91.8%▼	44.6%▼	68.3%▼	82.8%	82.2%▼	75.0%▼	54.9%▼	85.0%▼
-Sydney West Area Health System	94.4%	48.9%	65.9%▼	84.9%	86.4%	77.2%▼	59.5%	86.0%▼
-The Children's Hospital at Westmead	66.7%▼	50.0%	50.0%	50.0%▼	66.7%▼	50.0%▼	50.0%	33.3%▼

Performance Across Facilities - DI

▲ Significantly Higher Than NSW Average (DI)
 ▼ Significantly Lower Than NSW Average (DI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (DI)	69.5%	76.1%	73.7%	76.3%	83.2%	57.5%	72.7%
-Greater Southern Area Health Service	68.6%	82.4%▲	79.8%▲	82.2%▲	89.2%▲	54.4%▼	77.3%▲
-Greater Western Area Health Service	69.3%	80.5%▲	78.7%▲	79.2%▲	85.6%▲	53.4%▼	73.8%
-Hunter New England Area Health Service	69.7%	78.8%▲	76.8%▲	80.0%▲	87.4%▲	58.1%	75.6%▲
-North Coast Area Health Service	69.2%	81.9%▲	79.6%▲	84.0%▲	88.5%▲	58.0%	78.2%▲
-N Sydney/Central Coast AHS	71.3%	76.3%	74.3%	76.5%	83.9%	55.1%▼	71.1%
-SE Sydney/Illawarra AHS	67.8%	75.2%	71.8%▼	73.2%▼	80.7%▼	60.4%▲	71.6%
-Sydney South West AHS	69.0%	71.4%▼	68.5%▼	70.9%▼	77.7%▼	58.7%	68.9%▼
-Sydney West Area Health System	71.4%▲	72.5%▼	71.3%▼	73.6%▼	81.5%▼	56.8%	71.9%
-The Children's Hospital at Westmead	59.4%	27.3%▼	51.9%▼	53.8%▼	45.8%▼	50.0%	71.4%

Paediatric Inpatients (PI)

-- Core Dimensions of Patient-centred Care : Paediatric Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Paediatric Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Patient Safety :** critical aspects of health care that directly impact the physical safety of patients during their encounter with health care providers
- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care -
Paediatric Inpatients
February 2007 (n=3147)

Detail

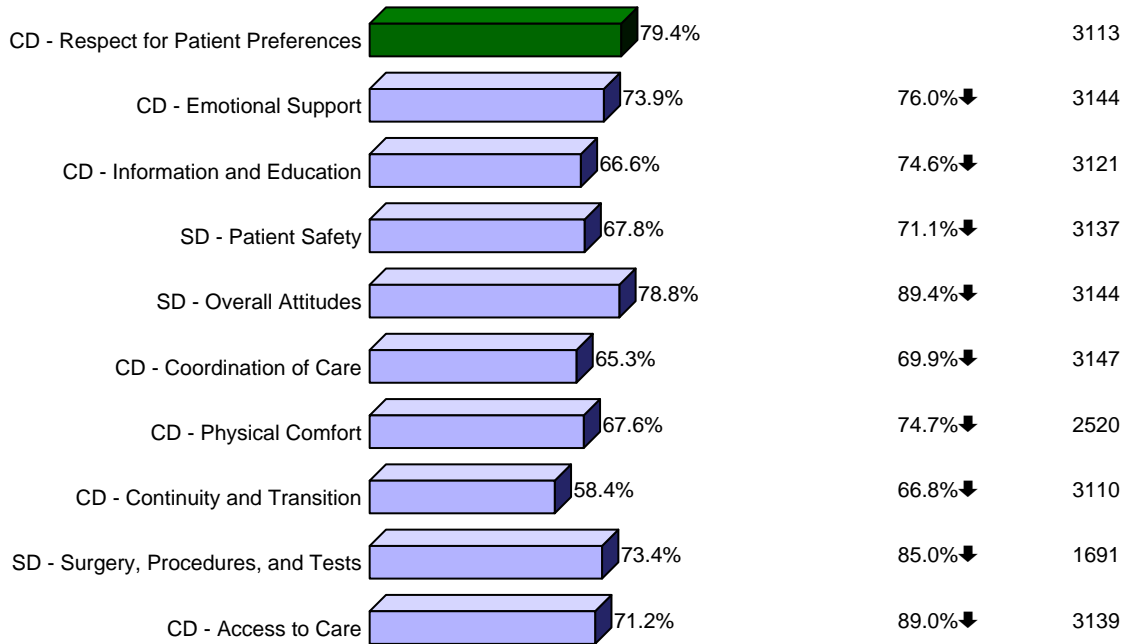


Highest correlation with
"PI: Overall care received"

NRC North
America Average

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Key Drivers - Paediatric Inpatients February 2007 (n=3147)

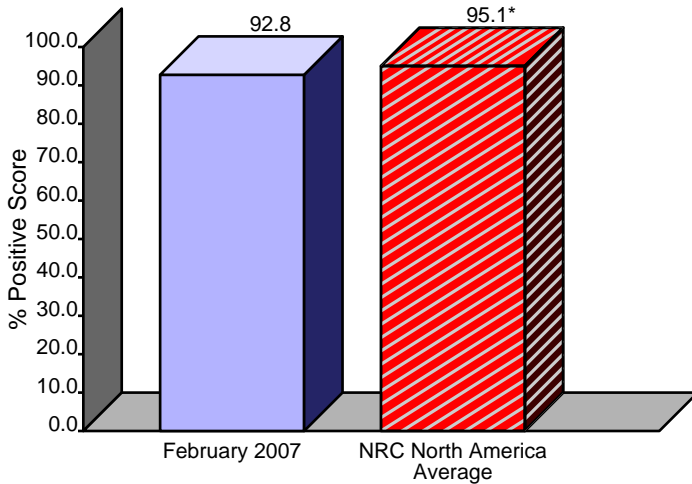
		<i>Detail</i>			
		Highest correlation with "PI: Overall care received"	NRC North America Average	n size	Correlation Coefficient
		<i>% Positive Score</i>			
PI: Treated with respect/dignity during stay	79.4%			3113	0.536
PI: Drs/Nurses worked well together	88.2%		92.6%↓	3116	0.534
PI: Provider understood child's condition	63.0%		70.5%↓	3111	0.528
PI: Nurses attn to my suggestions for child	66.7%		72.7%↓	3116	0.513
PI: Staff controlled pain	73.4%		75.6%↓	1729	0.488
PI: Nurses answers re: child understandable	68.5%		74.9%↓	3014	0.485
PI: Confidence/trust in Nurses	73.9%		72.6%↑	3127	0.477
PI: Rate availability of child's nurses	87.0%		92.3%↓	3122	0.475
PI: Comfortable asking child treatment questions	74.0%		84.6%↓	3122	0.469
PI: Confidence/trust in Drs	73.9%		79.5%↓	3120	0.466
PI: Availability of Drs	76.3%		86.6%↓	3116	0.465
PI: Easy to find staff to talk to re: concerns	43.7%			1794	0.464
PI: Organisation of ED care	62.7%		71.6%↓	1963	0.461
PI: Explanation of test results were understandable	58.4%		69.8%↓	1409	0.460
PI: Availability of Nurses for questions/concerns	63.0%		73.6%↓	3064	0.459

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

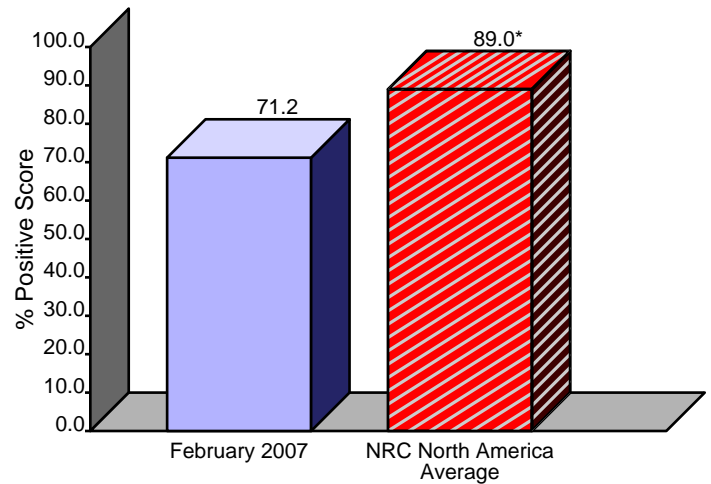


NSW Health Patient Survey 2007-Access to Care - Paediatric Inpatients February 2007 (n=3147)

PI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

NRC North America Average n size

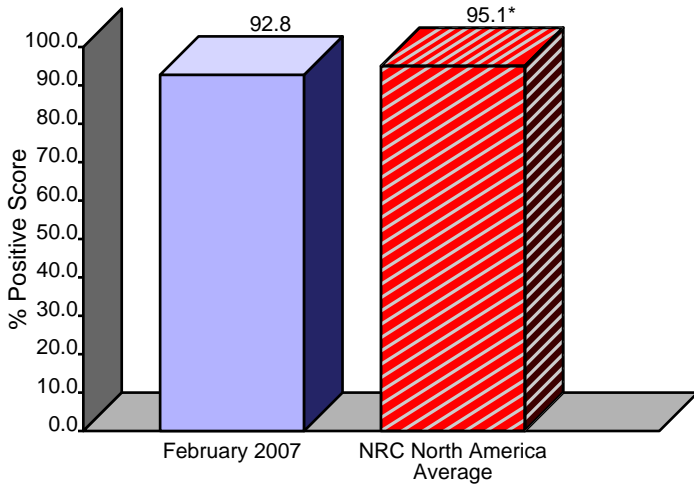
Item	% Positive Score	NRC North America Average	n size
PI: Rate availability of child's nurses	87.0%	92.3%↓	3122
PI: Availability of Drs	76.3%	86.6%↓	3116
PI: Feelings about time on waiting list	72.3%		1120
PI: Admission date changed by hospital	84.4%		1144
PI: Length of time waited for admission	30.9%		1060
PI: Given choice of admission dates	34.1%		1075

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

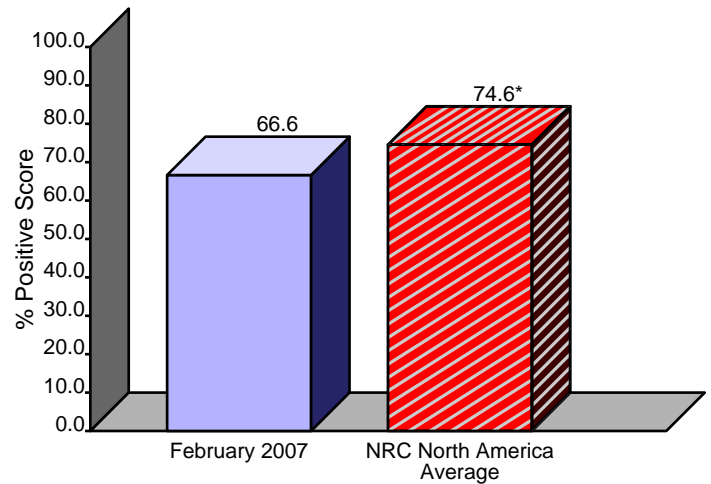


NSW Health Patient Survey 2007-Information and Education - Paediatric Inpatients
February 2007 (n=3147)

PI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

NRC North America Average n size

PI: Nurses answers re: child understandable	68.5%	74.9%↓	3014
PI: Answers to questions understandable	68.4%	77.0%↓	3009
PI: Explained reason for wait in going to room	59.4%	67.6%↓	1507

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education

February 2007 (n=3147)

Detail

		NRC North America Average	n size
PI: Taught how to care for child at home			
Yes, completely	54.1%	71.4%↓	1686
Yes, somewhat	25.6%	18.2%↑	782
No	20.3%	10.4%↑	613
PI: Explanation of test results were understandable			
Child is too young/could not understand	39.2%	46.0%↓	1233
Child had no tests	14.5%	5.5%↑	444
Yes, completely	27.0%	33.8%↓	826
Yes, somewhat	16.6%	12.6%↑	503
No	2.6%	2.1%↑	80
PI: Amount of info given on treatment			
I did not want information	1.1%	0.4%↑	32
Too much	1.0%	2.5%↓	27
Right amount	85.8%	86.5%↓	2682
Not enough	12.2%	10.6%↑	370
PI: Information given to child understandable			
Child is too young/could not understand	44.4%	50.3%↓	1395
No information was given	2.9%	2.9%	83
Yes, definitely	32.2%	32.9%	990
Yes, somewhat	17.3%	11.9%↑	522
No	3.3%	2.1%↑	97
PI: Information given to child			
Child is too young/could not understand	48.2%	52.1%↓	1509
Yes	45.4%	43.7%↑	1374
No	6.3%	4.2%↑	184

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education (continued)
February 2007 (n=3147)

Detail

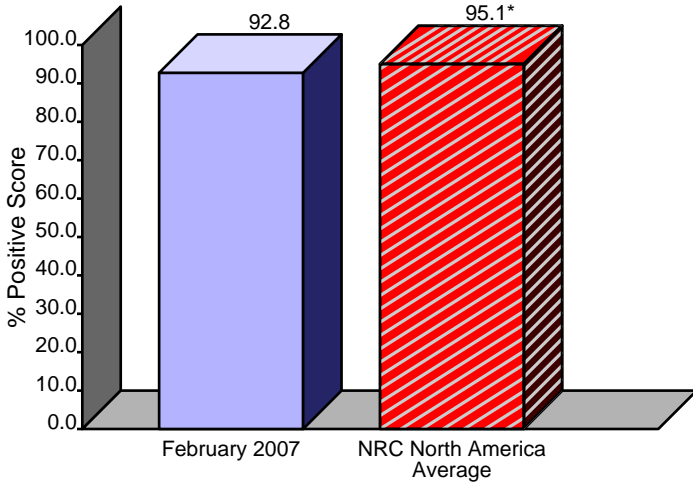
	NRC North America Average	n size
PI: Explanation of surgery results were understandable		
Yes, completely	84.4%↓	1282
Yes, somewhat	12.2%↑	329
No	2.4%↑	76
Did not want/need explanation	1.1%↑	44
PI: Received info re: child condition		
Did not use emergency room	22.1%↓	204
Yes, definitely	48.6%	1066
Yes, somewhat	23.4%↑	727
No	5.6%↑	157
Did not want information	0.4%↓	4

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

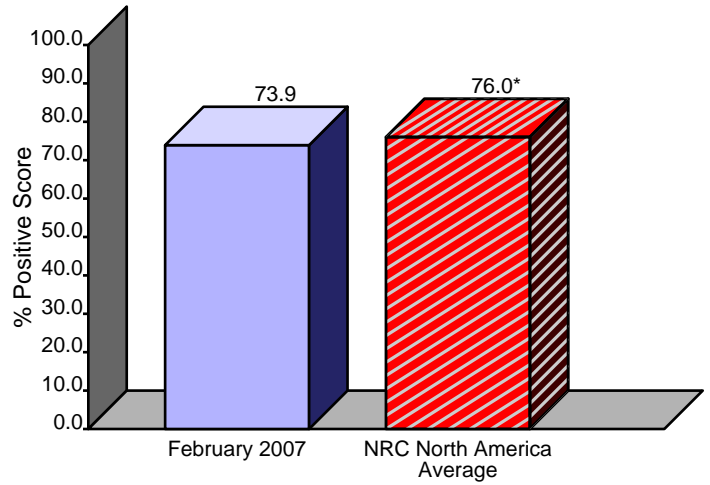


NSW Health Patient Survey 2007-Emotional Support - Paediatric Inpatients
February 2007 (n=3147)

PI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

NRC North America Average n size

PI: Confidence/trust in Nurses	73.9%	72.6% [↑]	3127
PI: Confidence/trust in Drs	73.9%	79.5% [↓]	3120

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2007-Other Measures Related to Emotional Support

February 2007 (n=3147)

Detail

	NRC North America Average	n size
PI: Availability of Drs to answer questions/concerns		
Never had questions or concerns	3.3%↑	157
Yes, always	55.4%↓	1248
Yes, sometimes	36.0%↑	1352
No	5.3%↑	367
PI: Availability of Nurses for questions/concerns		
Never had any questions or concerns	0.7%↑	68
Yes, always	73.1%↓	1937
Yes, sometimes	24.3%↑	1031
No	1.9%↑	96
PI: Discussion of fears about surgery		
Didn't have any fears or anxieties	8.2%↑	190
Child is too young/couldn't understand	37.2%↓	493
Yes, completely	30.8%	503
Yes, somewhat	15.1%↑	293
No	8.7%↑	235
PI: ICU Drs available to answer questions		
Never had questions or concerns	4.6%	14
Yes, always	57.8%↓	142
Yes, sometimes	31.5%	91
No	6.1%↑	30
PI: Confidence/trust in ICU Drs		
Yes, always	80.2%↓	205
Yes, sometimes	16.7%↑	56
No	3.1%↑	14

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Emotional Support (continued)
February 2007 (n=3147)

Detail

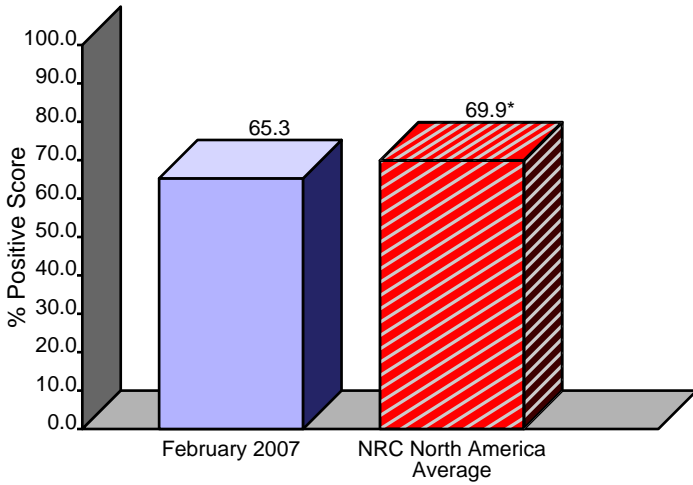
	NRC North America Average	n size
PI: ICU Nurses available to answer questions		
Never had questions or concerns	1.0%	2
Yes, always	79.9%↓	198
Yes, sometimes	17.2%↑	64
No	1.9%↑	12
PI: Confidence/trust in ICU Nurses		
Yes, always	79.4%	214
Yes, sometimes	17.9%	56
No	2.7%	6

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

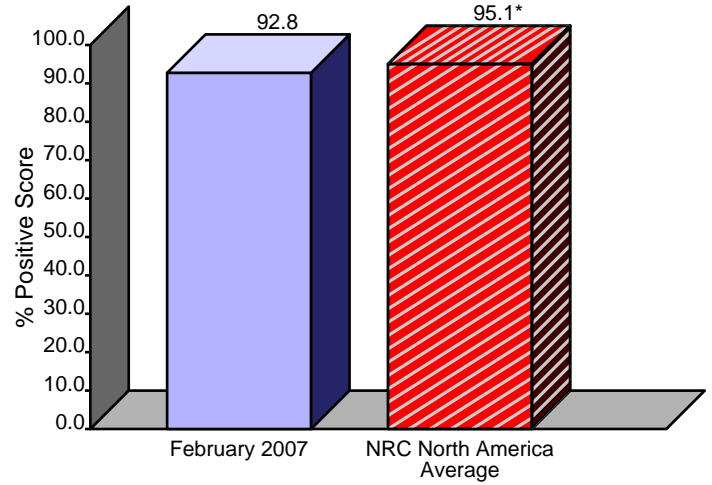


NSW Health Patient Survey 2007-Coordination of Care - Paediatric
 Inpatients
 February 2007 (n=3147)

CD - Coordination of Care



PI: Overall care received



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

NRC North America Average n size

Item	% Positive Score	NRC North America Average	n size
PI: Organisation of ED care	62.7%	71.6%↓	1963
PI: Organisation of admission process	66.9%	75.6%↓	3110
PI: Dr/Nurses gave conflicting info	68.8%	65.6%↑	3108
PI: Waited too long before going to room	61.7%	67.9%↓	3108

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
February 2007 (n=3147)

Detail

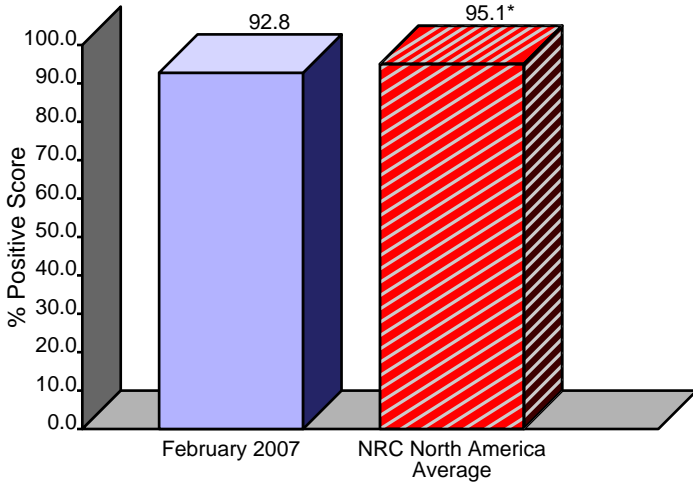
	NRC North America Average	n size
PI: Knew which Dr was in charge of care		
Yes	79.3%↓	2355
No	10.3%↑	487
Not sure	10.5%↓	282
PI: Told who to ask for IP help for child		
Yes	89.8%↓	2466
No	10.2%↑	636
PI: Knew which Dr was in charge of child ICU		
Yes	76.8%↓	189
No	11.6%↑	59
Not sure	11.6%	28

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

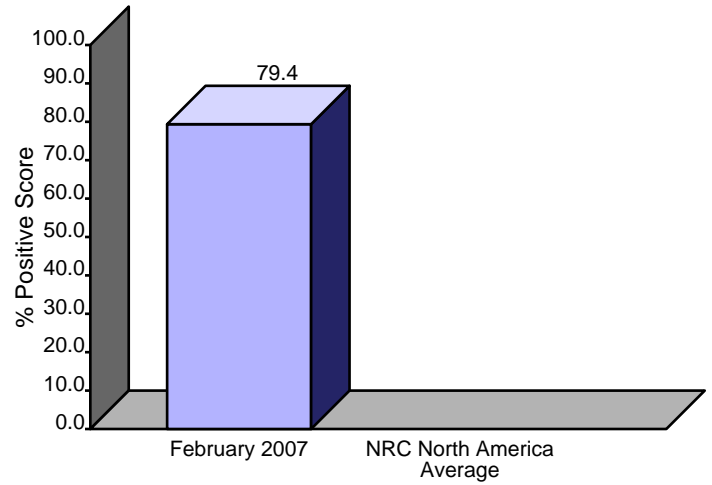


NSW Health Patient Survey 2007-Respect for Patient Preferences -
Paediatric Inpatients
February 2007 (n=3147)

PI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with
"PI: Overall care received"

NRC North
America Average n size

% Positive Score

PI: Treated with respect/dignity during stay 79.4%

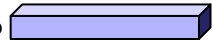


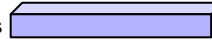








3113

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher or lower .



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences
 February 2007 (n=3147)

Detail

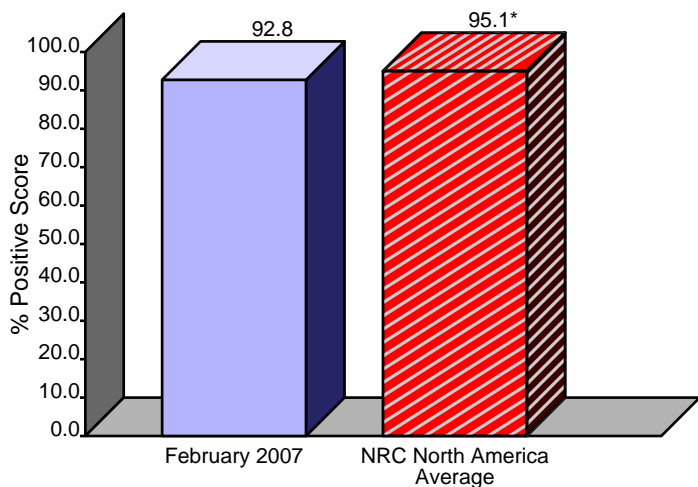
	NRC North America Average	n size
PI: More involvement in decision making		
No 	61.9%↓	1860
Yes, somewhat 	21.3%↑	727
Yes, definitely 	16.8%	489
PI: Able to explain nutritional needs to staff		
He or she had no special nutrition needs 		1952
Yes, completely 		640
Yes, somewhat 		363
No 		119
PI: Rate policy for visiting/staying with child		
Excellent 	61.9%↓	1446
Very Good 	24.2%↑	949
Good 	9.6%↑	519
Fair 	2.9%↑	140
Poor 	1.4%↑	55

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

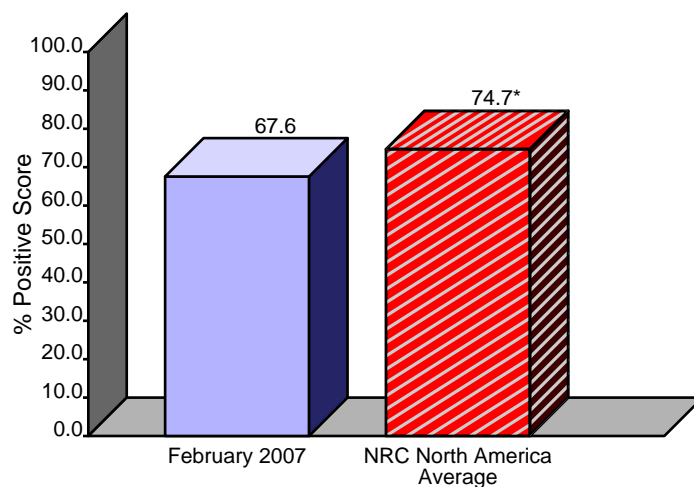


NSW Health Patient Survey 2007-Physical Comfort - Paediatric Inpatients February 2007 (n=3147)

PI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

NRC North America Average n size

% Positive Score

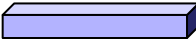
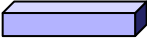

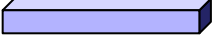


Item	% Positive Score	NRC North America Average	n size
PI: Staff controlled pain	73.4%	75.6%↓	1729
PI: Response quickness of call button	42.3%	62.4%↓	1671
PI: Got help going to bathroom in time	65.9%		1303
PI: Amount of pain medicine during stay	89.3%	90.1%	1602

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
February 2007 (n=3147)

Detail

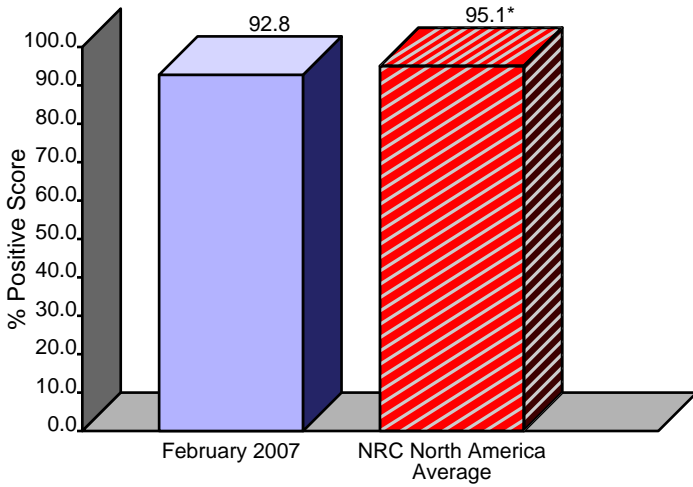
		NRC North America Average	n size
PI: Child had pain			
Yes	 58.2%	65.5%↓	1817
No	 41.8%	34.5%↑	1285
PI: Pain experienced greater than what told			
I was not told	 11.1%	13.6%↓	196
No	 62.1%	67.4%↓	1078
Yes, somewhat	 17.4%	11.9%↑	296
Yes, definitely	 9.4%	7.1%↑	160

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

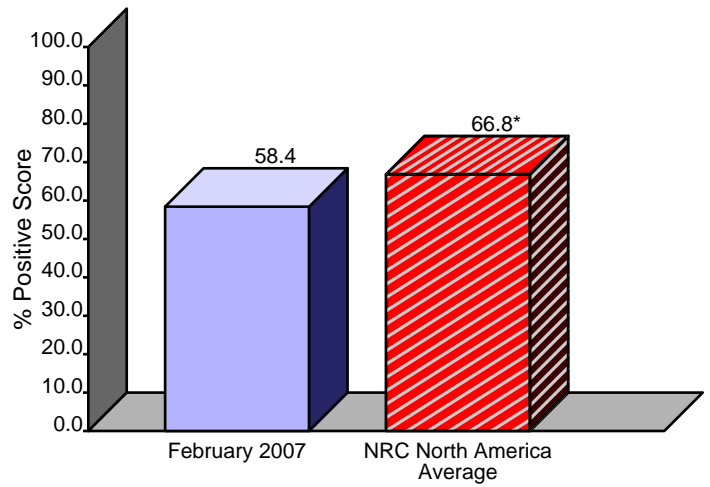


NSW Health Patient Survey 2007-Continuity and Transition - Paediatric Inpatients
February 2007 (n=3147)

PI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

NRC North America Average n size

PI: Discussion of danger signals to watch for	62.0%	71.4%↓	3077
PI: Discussion of activities child could do at home	63.7%	71.1%↓	3072
PI: Discussion on how to give medication	52.1%	64.7%↓	1387
PI: Discussion of side effects from new medicine	45.7%	55.5%↓	1430

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition

February 2007 (n=3147)

Detail

	NRC North America Average	n size
PI: Was prepared for child move from ICU		
Very prepared	67.8%↓	159
Somewhat prepared	26.6%↑	90
Not at all prepared	5.6%↑	17
PI: Explained when allowed to go home		
Yes, completely		1892
Yes, somewhat		1026
No		182
PI: Discussion on who to call with questions		
Yes	90.6%↓	2393
No	9.4%↑	696
PI: Told me when to follow-up w/Dr		
No follow-up needed	4.1%↑	302
Yes	92.7%↓	2585
No	3.2%↑	216
PI: More time w/Dr to explain home care		
No	72.4%↓	2166
Yes, a little more time	20.4%↑	674
Yes, much more time	7.2%↑	261
PI: More time w/Nurse to explain home care		
No	78.7%↓	2322
Yes, a little more time	16.0%↑	584
Yes, much more time	5.2%↑	197

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Measures Related to Family and Friends
February 2007 (n=3147)

Detail

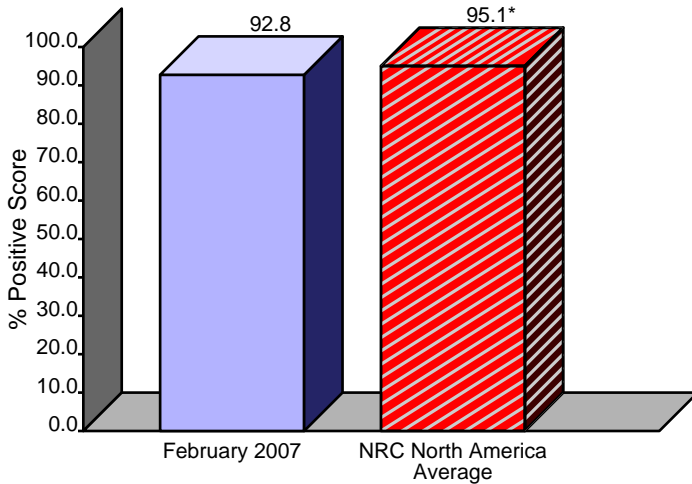
		NRC North America Average	n size
PI: Enough attention paid to experiences			
Yes, completely	63.5%	74.0%↓	2003
Yes, somewhat	30.6%	21.6%↑	934
No	5.9%	4.4%↑	179
PI: Nurses attn to my suggestions for child			
Yes, completely	66.7%	72.7%↓	2089
Yes, somewhat	29.0%	23.4%↑	897
No	4.3%	3.9%	130
PI: More involvement in decision making			
No	59.4%	61.9%↓	1860
Yes, somewhat	24.2%	21.3%↑	727
Yes, definitely	16.4%	16.8%	489
PI: Participation in child's care			
Too much	8.5%	8.9%	252
Right amount	88.9%	88.1%↑	2698
Not enough	2.7%	3.1%↓	69
PI: ICU allowed stay with child			
Yes, always	89.9%	90.9%	245
Yes, sometimes	6.5%	6.2%	18
No	3.6%	2.9%	10

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

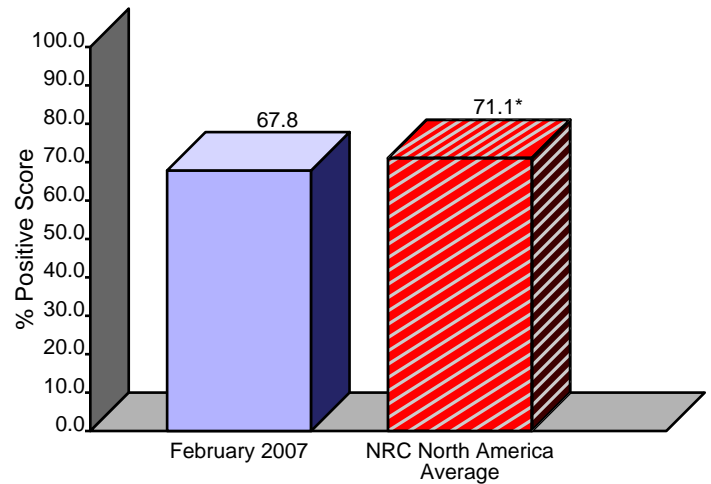


NSW Health Patient Survey 2007-Questions About Patient Safety -
Paediatric Inpatients
February 2007 (n=3147)

PI: Overall care received



SD - Patient Safety



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

NRC North America Average n size

% Positive Score

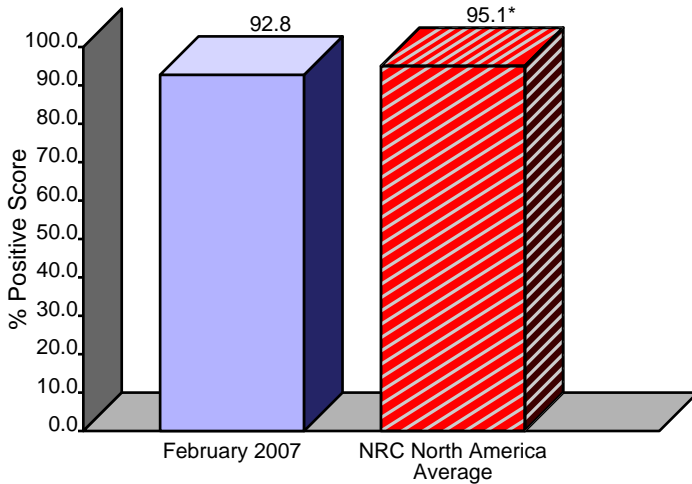
Question	% Positive Score	NRC North America Average	n size
PI: Provider understood child's condition	63.0%	70.5%↓	3111
PI: Comfortable asking child treatment questions	74.0%	84.6%↓	3122
PI: Nurses said what meds they gave child	66.0%	70.9%↓	2809
PI: Family had to be sure child's needs were met	68.7%	65.9%↑	2909
PI: Providers checked child's ID band before meds	67.2%	57.6%↑	2829

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

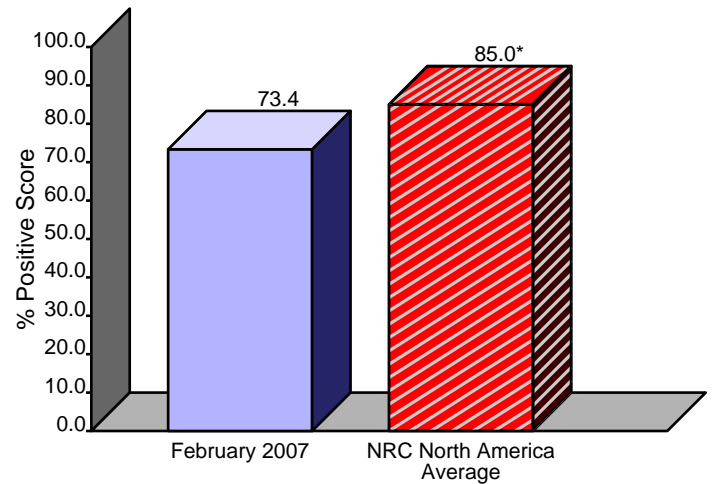


NSW Health Patient Survey 2007-Questions About Surgery, Procedures, and Tests - Paediatric Inpatients February 2007 (n=3147)

PI: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

	% Positive Score	NRC North America Average	n size
PI: Answers to questions were understandable	76.3%	87.8%↓	1658
PI: Discussion of risks/benefits before surgery	77.0%	83.0%↓	1199
PI: Discussion of risks/benefits of anaesthesia	65.0%	80.7%↓	1124

NRC North America Average n size

PI: Child had surgery/procedure in hospital

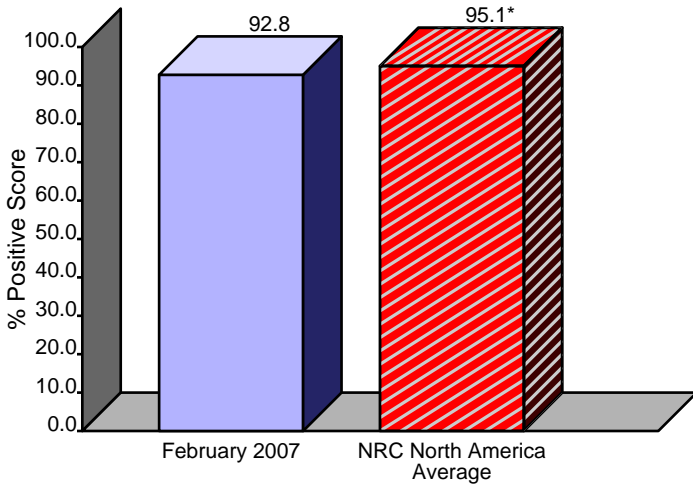
Response	% Positive Score	NRC North America Average	n size
Yes	66.4%	46.0%↑	1208
No	32.4%	51.9%↓	576
Not sure	1.3%	2.0%↓	20

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

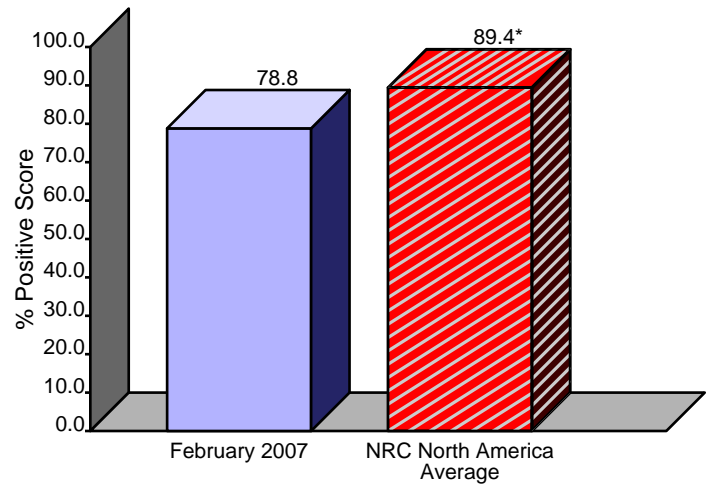


NSW Health Patient Survey 2007-Questions About Overall Attitudes -
Paediatric Inpatients
February 2007 (n=3147)

PI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "PI: Overall care received"

% Positive Score

NRC North America Average n size

Question	% Positive Score	NRC North America Average	n size
PI: Rate hospital	38.6%		3102
PI: Would recommend for stay	65.3%	78.5%↓	3115
PI: Drs/Nurses worked well together	88.2%	92.6%↓	3116
PI: Rate courtesy of child's nurses	93.0%	94.6%↓	3115
PI: Rate courtesy of child's admission staff	91.7%	95.0%↓	3105
PI: Courtesy of Drs	92.7%	95.3%↓	3112
PI: Length of hospital stay	82.0%	82.5%	3111

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Paediatric Inpatients February 2007 (n=3147)

Detail

	NRC North America Average	n size
PI: General health status		
Excellent	38.9%↓	938
Very Good	33.2%↑	1195
Good	19.5%↑	668
Fair	6.9%	226
Poor	1.5%↑	84

PI: Days in bed due to illness/injury in Feb

None	697
One day	414
Two days	420
Three days	313
Four days	299
Five-to-seven days	424
Eight-to-ten days	200
More than ten days	306

PI: Times admitted to this hospital in Feb

One	2692
Two	247
Three	43
Four	23
Five to nine	12
Ten or more	6

PI: Number of IP stays last 6 months

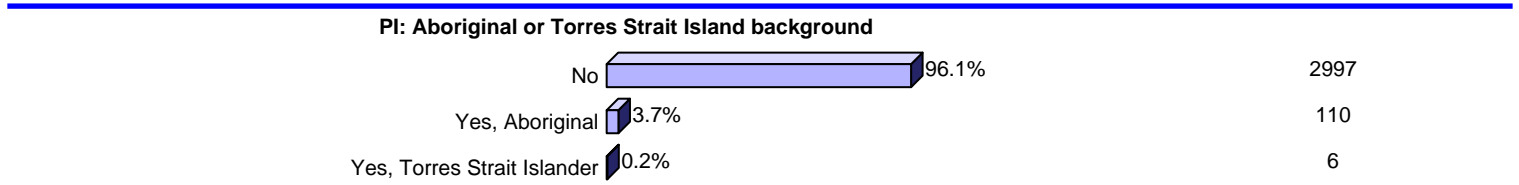
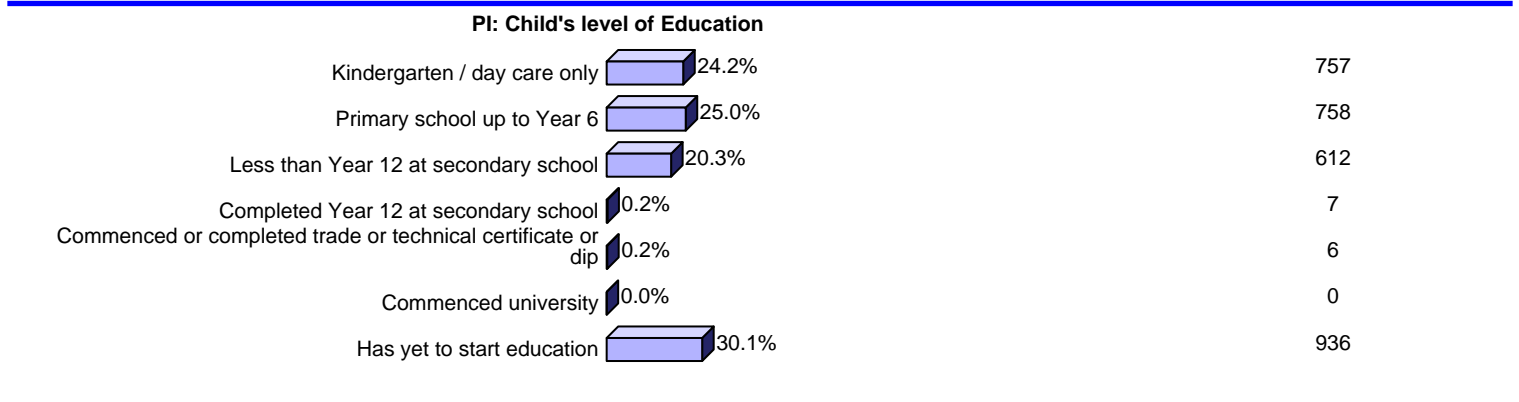
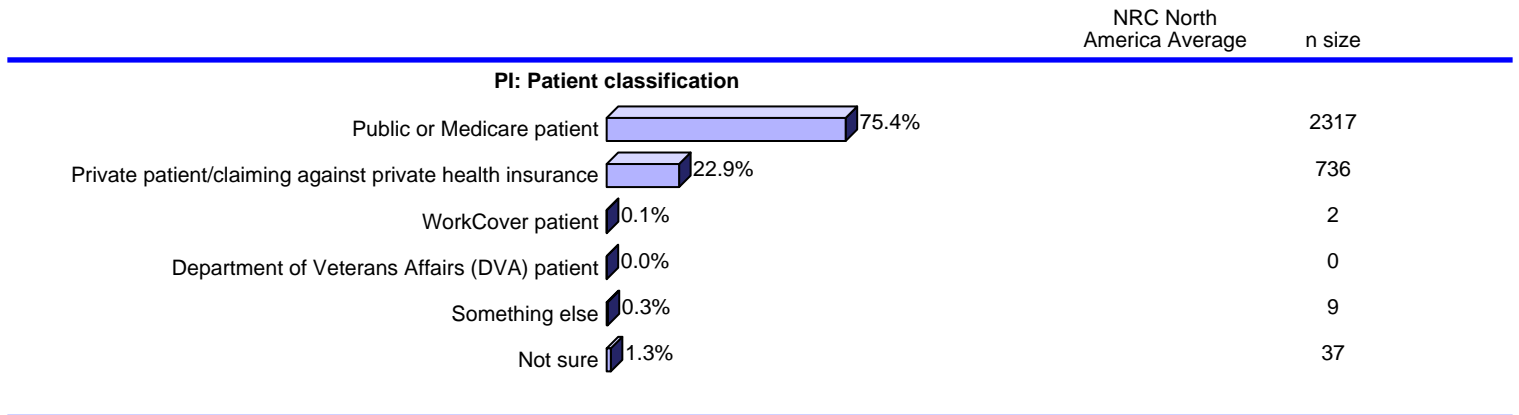
Only this time	74.9%↓	2116
This time and one other time	14.9%↑	534
This time and more than one other time	10.3%↑	373

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
Paediatric Inpatients (continued)
February 2007 (n=3147)

Detail

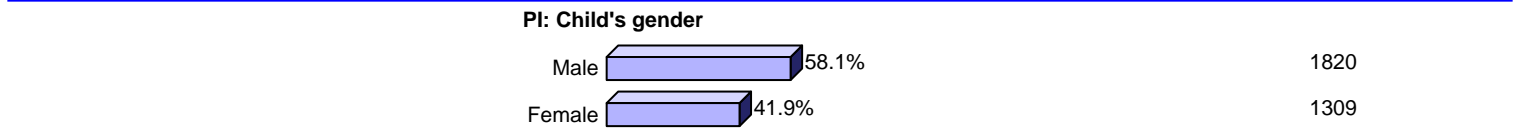
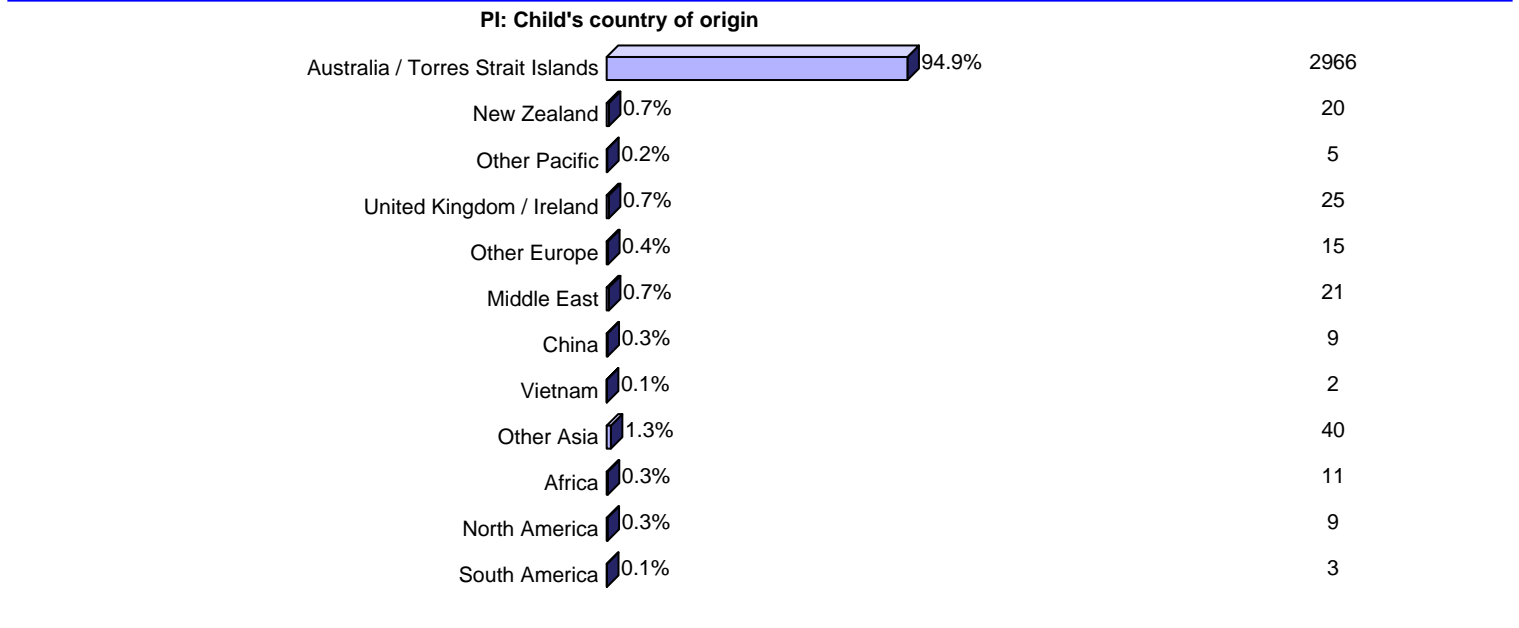
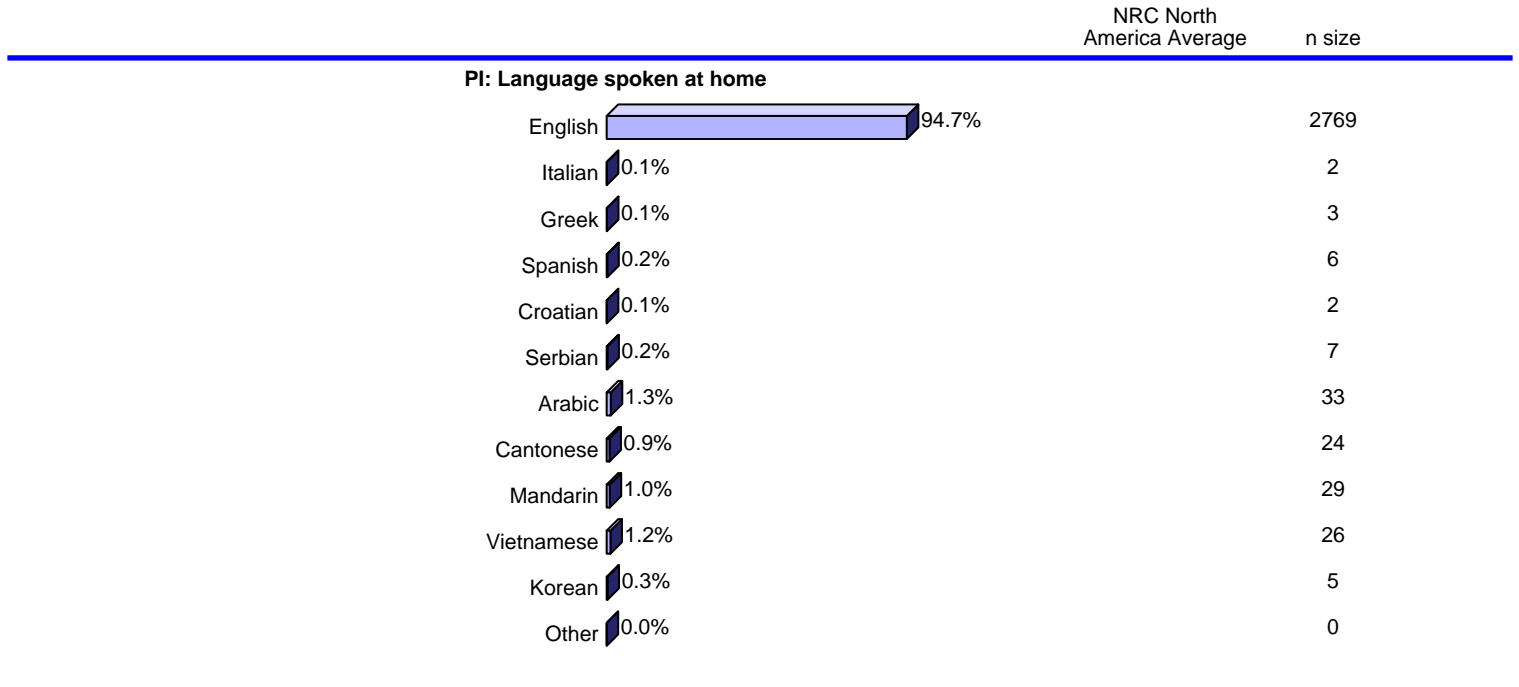


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
Paediatric Inpatients (continued)
February 2007 (n=3147)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
Paediatric Inpatients (continued)
February 2007 (n=3147)

Detail

	NRC North America Average	n size
PI: Child's age category		
Up to 4 years		1377
5 - 9 years		790
10 - 14 years		600
15 years or older		353
PI: Patient completed survey		
Yes - I completed the survey myself		87
Yes - but I completed the survey with the help from someone		101
No - someone completed this survey for me		2924

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Visits - Paediatric Inpatients
 February 2007 (n=3147)

Detail

	NRC North America Average	n size
PI: Feb hospital stay was planned or emergency		
Emergency or urgent	63.3%	1958
Waiting list or planned in advance	34.0%	1070
Something else	2.8%	86
ICU units child was in during stay		
Intensive Care Unit (ICU)	4.2% ↓	122
Neonatal Intensive Care Unit (NICU)	1.3% ↓	36
Paediatric Intensive Care Unit (PICU)	4.2% ↓	129
Child not admitted to any intensive care unit	90.8% ↑	2736
PI: Same day or overnight patient		
Same day patient	29.1%	916
Stayed for one night	27.6%	860
Stayed for two or three nights	29.9%	925
Stayed for four nights or more	13.3%	419

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Paediatric Inpatients February 2007 (n=3147)

Detail

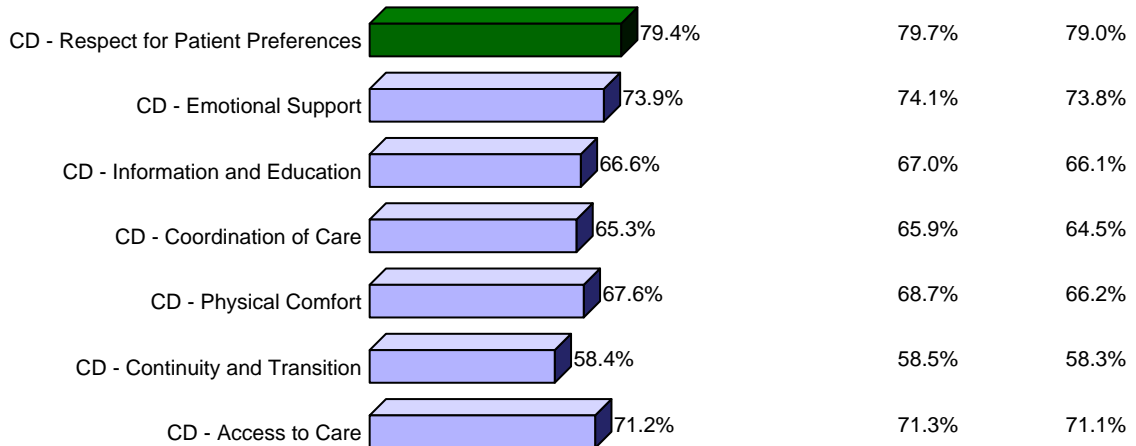


Highest correlation with
"PI: Overall care received"

Males (PI)

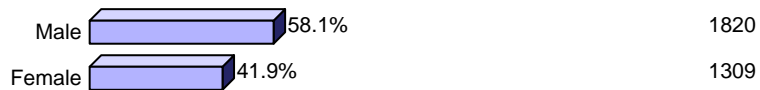
Females (PI)

% Positive Score



n size

PI: Child's gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher or lower .



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2007 (n=3147)

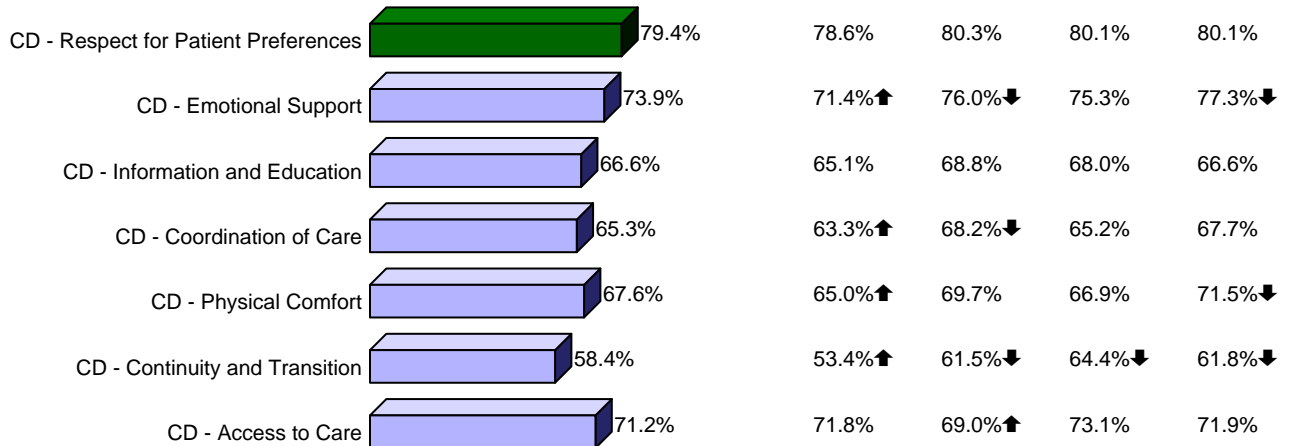
Detail



Highest correlation with
"PI: Overall care received"

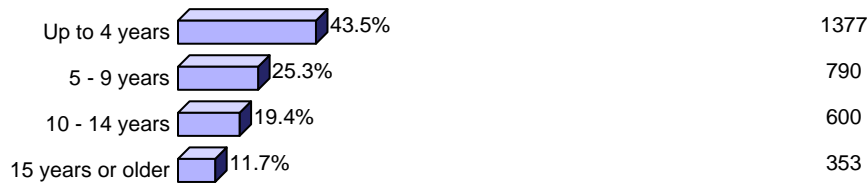
Up to 4 years (PI) Ages 5 - 9 (PI) Ages 10 - 14 (PI) Ages 15 + (PI)

% Positive Score



n size

PI: Child's age category



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2007 (n=3147)

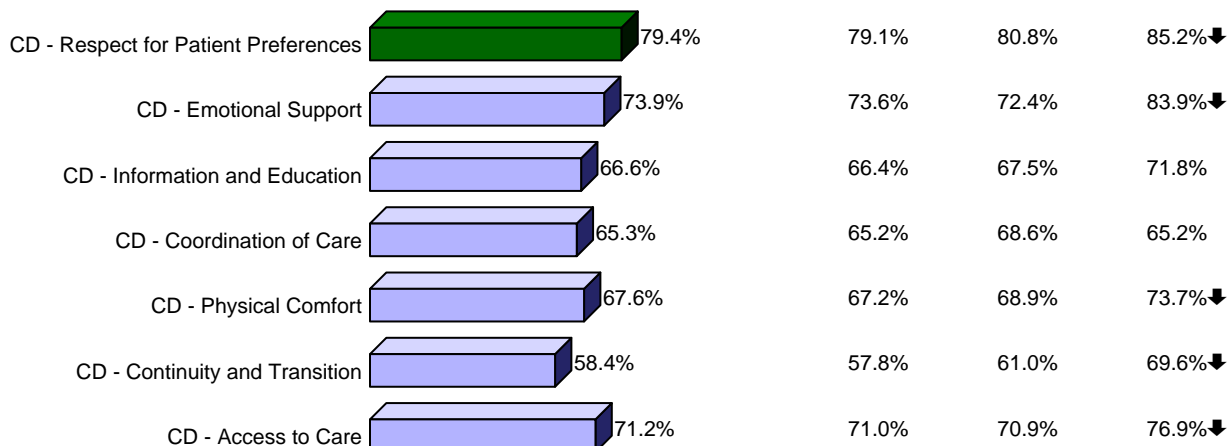
Detail



Highest correlation with
"PI: Overall care received"

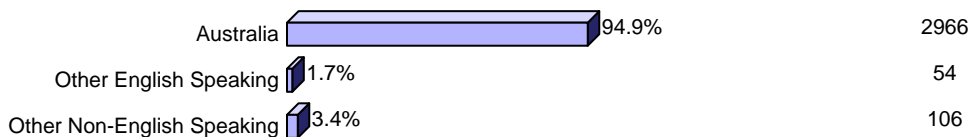
Australia (PI) Other English Speaking (PI) Non-English Speaking (PI)

% Positive Score



n size

PI: Child's country of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2007 (n=3147)

Detail



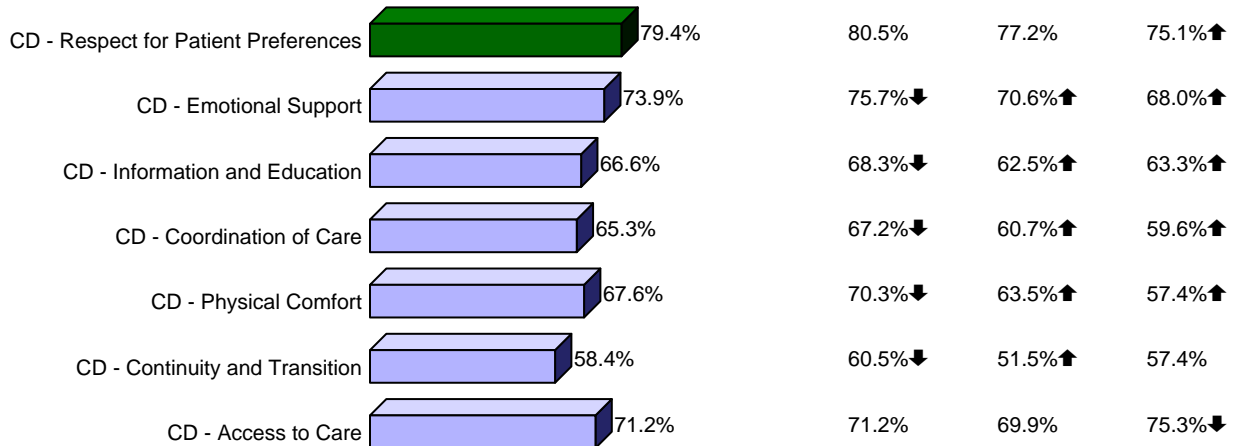
Highest correlation with
"PI: Overall care received"

Only this time
(PI)

One other time
(PI)

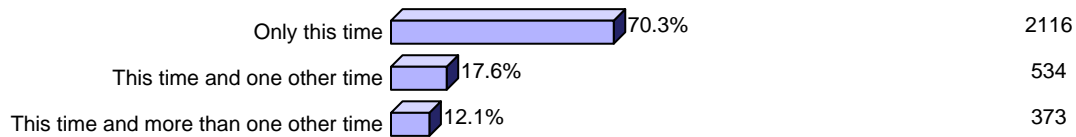
Two or more
other times (PI)

% Positive Score



n size

PI: Number of IP stays last 6 months



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2007 (n=3147)

Detail



Highest correlation with
"PI: Overall care received"

Poor/Fair Health Rating (PI) Good Health Rating (PI) Very Good Health Rating (PI) Excellent Health Rating (PI)

% Positive Score

Category	% Positive Score	Poor/Fair Health Rating (PI)	Good Health Rating (PI)	Very Good Health Rating (PI)	Excellent Health Rating (PI)
CD - Respect for Patient Preferences	79.4%	70.8%↑	75.1%↑	80.5%	83.9%↓
CD - Emotional Support	73.9%	66.0%↑	70.5%↑	74.3%	78.9%↓
CD - Information and Education	66.6%	59.6%↑	62.0%↑	66.2%	73.3%↓
CD - Coordination of Care	65.3%	59.5%↑	62.1%↑	66.0%	68.9%↓
CD - Physical Comfort	67.6%	57.4%↑	62.1%↑	69.6%↓	72.3%↓
CD - Continuity and Transition	58.4%	51.4%↑	53.0%↑	60.3%	62.5%↓
CD - Access to Care	71.2%	70.6%	70.2%	70.6%	73.1%

n size

PI: General health status

Excellent Health Rating	29.7%	938
Very Good Health Rating	39.0%	1195
Good Health Rating	21.4%	668
Poor/Fair Health Rating	9.8%	310

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Performance Across Facilities - PI

▲ Significantly Higher Than NSW Average (PI)
 ▼ Significantly Lower Than NSW Average (PI)

Overall Indicators

	Overall care received (%Good/ VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/ VGood/Exc)	Availability of Nurses (%Good/ VGood/Exc)	Confidence/ trust in Nurses (%Yes, always)
NSW Average (PI)	92.8%	38.6%	65.3%	76.3%	87.0%	73.9%
-Greater Southern Area Health Service	94.5%	39.7%	61.0%▼	82.5%▲	91.1%▲	75.3%
-Greater Western Area Health Service	90.3%▼	25.2%▼	46.4%▼	68.3%▼	79.3%▼	72.7%
-Hunter New England Area Health Service	92.1%	36.1%	60.6%▼	76.9%	85.5%	74.3%
-North Coast Area Health Service	94.0%	38.0%	63.0%	72.7%▼	85.5%	78.2%▲
-N Sydney/Central Coast AHS	94.3%	35.8%	68.0%	78.7%	89.6%▲	79.3%▲
-SE Sydney/Illawarra AHS	92.4%	41.9%▲	69.4%▲	78.8%▲	87.9%	75.2%
-Sydney South West AHS	91.4%	31.1%▼	56.8%▼	70.0%▼	89.5%▲	73.0%
-Sydney West Area Health Service	91.7%	32.8%▼	54.7%▼	72.5%▼	87.0%	72.0%
-The Children's Hospital at Westmead	93.8%	50.4%▲	82.0%▲	80.2%▲	85.5%	69.1%▼

Performance Across Facilities - PI

▲ Significantly Higher Than NSW Average (PI)
 ▼ Significantly Lower Than NSW Average (PI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (PI)	71.2%	66.6%	73.9%	65.3%	79.4%	67.6%	58.4%
-Greater Southern Area Health Service	76.1%▲	71.4%▲	76.7%	69.8%▲	83.5%▲	74.3%▲	60.4%
-Greater Western Area Health Service	63.7%▼	62.1%▼	68.3%▼	60.0%▼	76.4%	63.7%	56.1%
-Hunter New England Area Health Service	71.8%	66.5%	74.8%	66.1%	79.5%	68.1%	58.6%
-North Coast Area Health Service	69.6%	65.2%	72.7%	60.8%▼	77.4%	74.7%▲	59.5%
-N Sydney/Central Coast AHS	75.4%▲	71.8%▲	76.5%	67.1%	83.5%▲	67.3%	55.8%
-SE Sydney/Illawarra AHS	72.7%	67.9%	74.8%	68.9%▲	79.2%	65.4%	56.0%
-Sydney South West AHS	72.0%	62.9%▼	72.8%	61.9%▼	78.0%	65.3%	56.1%
-Sydney West Area Health Service	66.5%▼	60.8%▼	70.9%	60.4%▼	74.9%▼	71.1%	58.8%
-The Children's Hospital at Westmead	70.4%	68.7%	74.5%	66.9%	80.7%	65.1%	63.2%▲

Adult Rehabilitation Inpatients (RI)

-- Core Dimensions of Patient-centred Care : Adult Rehabilitation Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the eight dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Family and friends : Patients continually addressed the role of family and friends in the patient experience, and often expressed concern about the impact illness has on family and friends. Family dimensions of patient-centred care were identified as follows:

- * Providing accommodations for family and friends;
- * Involving family and close friends in decision making;
- * Supporting family members as caregivers; and
- * Recognizing the needs of family and friends.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Adult Rehabilitation Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Patient Safety :** critical aspects of health care that directly impact the physical safety of patients during their encounter with health care providers
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care - Adult
 Rehabilitation Inpatients
 February 2007 (n=731)

Detail

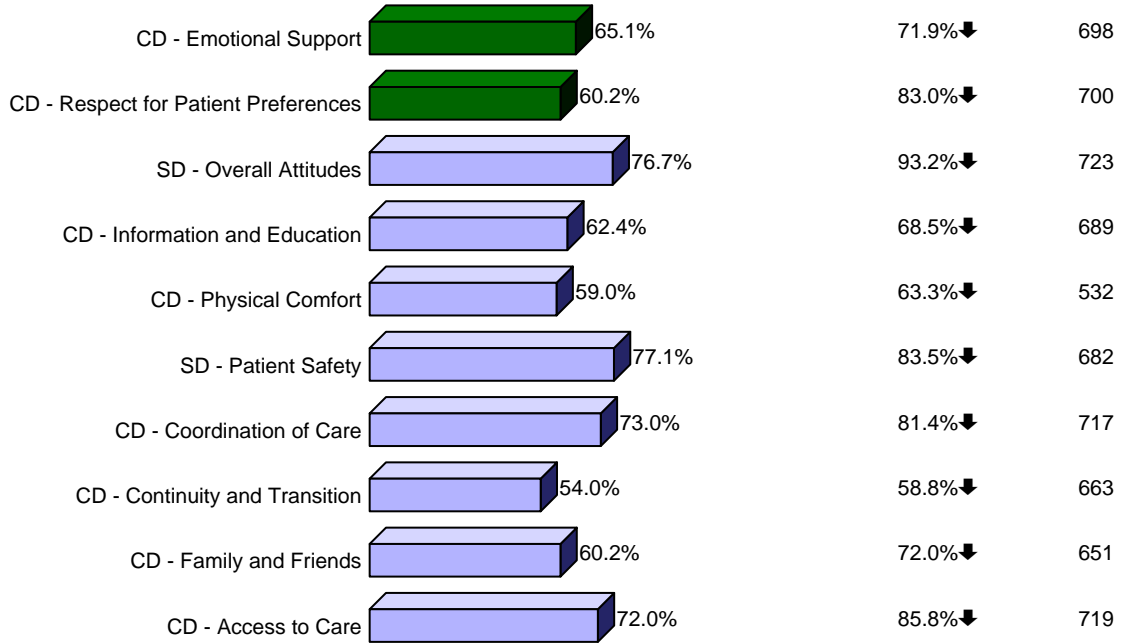


Highest correlation with
 "RI: Overall care received"

NRC North
 America Average

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Key Drivers - Adult Rehabilitation

Inpatients

February 2007 (n=731)

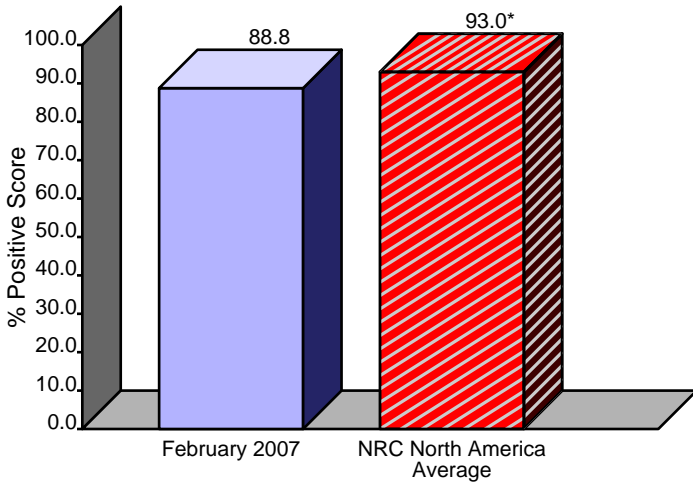
		<i>Detail</i>			
		Highest correlation with "RI: Overall care received"	NRC North America Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
RI: Dignity/respect	73.5%	83.0%↓	686	0.630	
RI: Courtesy of admission staff	70.6%		688	0.593	
RI: How staff worked together	85.6%	92.3%↓	662	0.587	
RI: Confidence/trust in Rehab Drs	68.4%	71.7%↓	652	0.542	
RI: Confidence/trust in Nurses	71.0%	72.0%	686	0.529	
RI: Confidence/trust in Psychologist	60.1%	63.9%	138	0.528	
RI: Availability of Rehab Drs	75.8%	84.4%↓	656	0.525	
RI: Availability of Therapists	84.5%	94.8%↓	624	0.512	
RI: Availability of Nurses	82.0%	87.1%↓	684	0.504	
RI: Rehab Dr discussed anxieties/fears	53.8%		546	0.496	
RI: Availability of Psychologist	74.4%	85.7%↓	142	0.496	
RI: Someone discussed anxieties/fears	47.9%	52.1%↓	520	0.489	
RI: Staff worked together to plan rehab	63.2%	72.5%↓	658	0.486	
RI: Courtesy of Nurses	89.9%	93.3%↓	680	0.485	
RI: Courtesy of Rehab Drs	86.4%	93.3%↓	660	0.474	

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

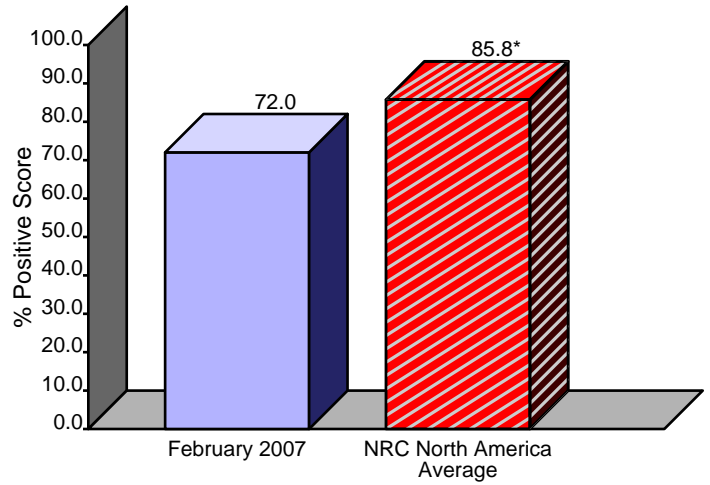


NSW Health Patient Survey 2007-Access to Care - Adult Rehabilitation
 Inpatients
 February 2007 (n=731)

RI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

% Positive Score

NRC North America Average n size

RI: Availability of Rehab Drs	75.8%	84.4%↓	656
RI: Availability of Nurses	82.0%	87.1%↓	684
RI: Given choice of admission dates	27.0%		564
RI: Feelings about time on waiting list	85.5%		541
RI: Admission date changed by hospital	90.9%		581
RI: Time waited to be admitted	65.7%		391

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Access to Care
February 2007 (n=731)

Detail

	NRC North America Average	n size
RI: Therapists started sessions on time		
Yes, always	69.5%	78.6%↓ 453
Yes, sometimes	24.9%	19.1%↑ 145
No	5.6%	2.2%↑ 34
RI: Informed if Therapists were late		
Yes, always	40.6%	42.7%
Yes, sometimes	22.5%	16.8%↑ 126
No	16.2%	9.5%↑ 98
They were never late	20.7%	31.1%↓ 134
RI: Time spent with Therapist		
Not enough	15.8%	8.9%↑ 101
About right	83.6%	89.2%↓ 510
Too much	0.6%	1.9%↓ 4
RI: Availability of Therapists		
Excellent	20.4%	35.8%↓ 136
Very Good	35.2%	37.3%↓ 223
Good	28.9%	21.7%↑ 174
Fair	11.1%	4.3%↑ 63
Poor	4.4%	0.9%↑ 28
RI: Time spent with Nurses		
Not enough	12.5%	10.7%↑ 80
About right	86.4%	88.6%↓ 597
Too much	1.1%	0.7%↑ 8
RI: Time spent with Rehab Drs		
Not enough	20.8%	20.1%
About right	78.8%	79.2%
Too much	0.4%	0.7%

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Access to Care (continued)
February 2007 (n=731)

Detail

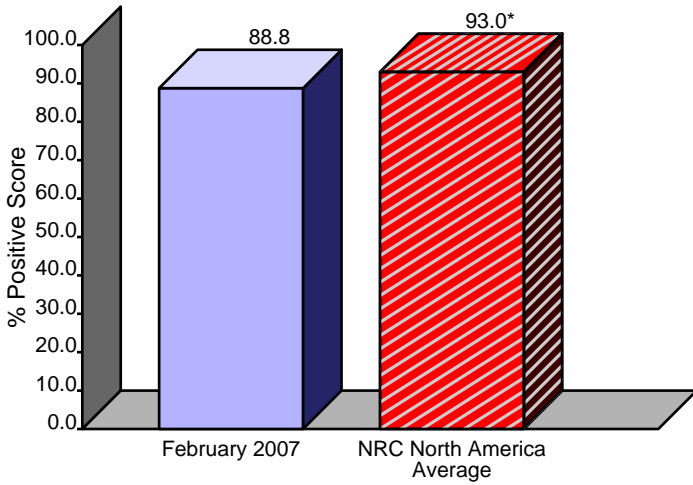
		NRC North America Average	n size
RI: Time spent with Social Worker			
Not enough	12.0%	12.6%	38
About right	85.6%	86.0%	287
Too much	2.5%	1.3% ↑	9
RI: Availability of Social Worker			
Excellent	19.3%	30.6% ↓	65
Very Good	33.2%	33.5%	125
Good	31.0%	25.3% ↑	102
Fair	12.0%	7.7% ↑	36
Poor	4.4%	2.9% ↑	13
RI: Time spent with Psychologist			
Not enough	19.1%	16.1%	24
About right	76.3%	78.7%	106
Too much	4.6%	5.2%	7
RI: Availability of Psychologist			
Excellent	19.3%	30.0% ↓	30
Very Good	21.2%	28.5% ↓	32
Good	33.8%	27.2% ↑	53
Fair	17.5%	9.5% ↑	18
Poor	8.2%	4.8% ↑	9

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

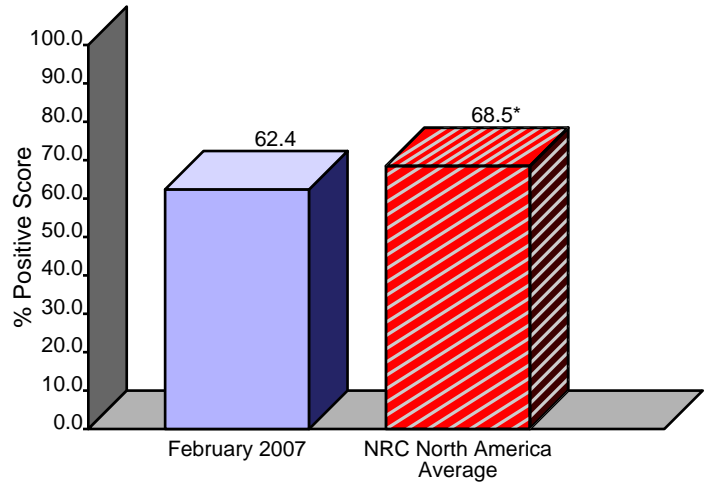


NSW Health Patient Survey 2007-Information and Education - Adult
 Rehabilitation Inpatients
 February 2007 (n=731)

RI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

NRC North America Average n size

% Positive Score

RI: Nurses answers understandable	61.4%	67.6%↓	639
RI: Rehab Dr answers understandable	61.5%	69.4%↓	622
RI: Explained reason for delay in going to room	67.4%		227

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education
February 2007 (n=731)

Detail

		NRC North America Average	n size
RI: Rehab therapy explained understandably			
Yes, completely	64.0%	75.5%↓	433
Yes, somewhat	29.6%	21.4%↑	187
No	6.4%	3.2%↑	44
RI: Length of Rehab program explained			
Yes, definitely	38.3%	40.9%↓	251
Yes, somewhat	31.0%	35.9%↓	203
No	30.6%	23.2%↑	196
RI: Explained therapy exercises understandably			
Yes, definitely	71.1%	84.4%↓	460
Yes, somewhat	23.9%	13.5%↑	150
No	5.0%	2.1%↑	30
RI: Therapist answers understandable			
Did not have any questions	7.3%	6.6%	43
Yes, always	62.5%	77.0%↓	407
Yes, sometimes	26.4%	14.8%↑	163
No	3.8%	1.7%↑	24
RI: Test results explained understandably			
Yes, completely	52.1%		355
Yes, somewhat	33.4%		211
No	7.8%		52
No tests were done	6.8%		47

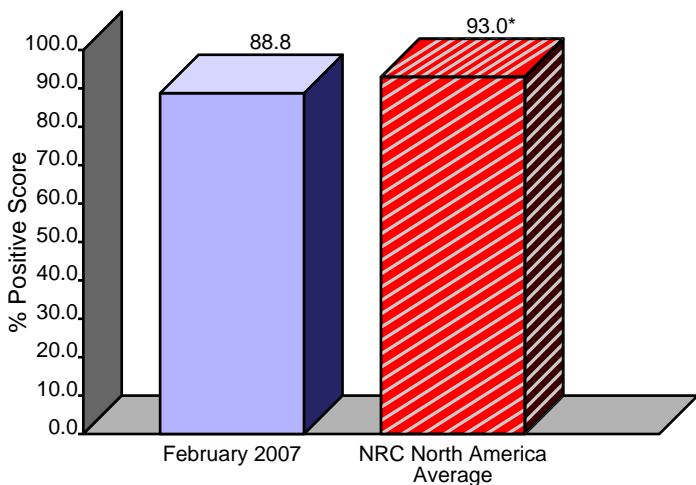
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



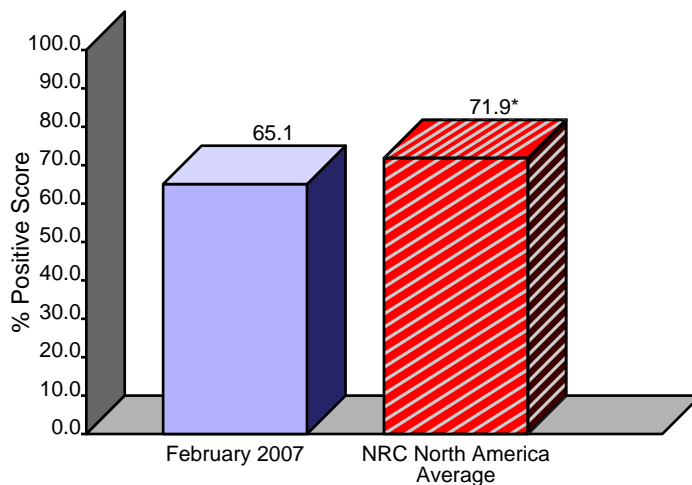
NSW Health Patient Survey 2007-Emotional Support - Adult Rehabilitation Inpatients

February 2007 (n=731)

RI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

NRC North America Average n size

% Positive Score

RI: Confidence/trust in Rehab Drs	68.4%	71.7%↓	652
RI: Confidence/trust in Nurses	71.0%	72.0%	686
RI: Rehab Dr discussed anxieties/fears	53.8%		546

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Emotional Support
 February 2007 (n=731)

Detail

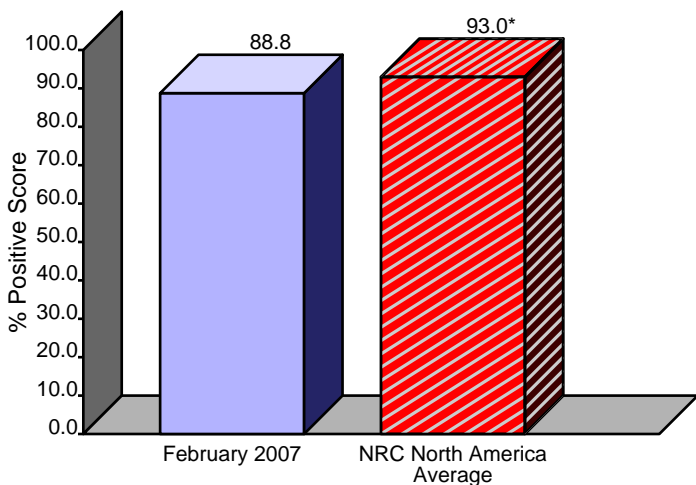
		NRC North America Average	n size
RI: Confidence/trust in Therapists			
Yes, definitely	74.0%	85.3%↓	472
Yes, somewhat	22.0%	12.8%↑	126
No	3.9%	1.8%↑	23
RI: Confidence/trust in Psychologist			
Yes, always	60.1%	63.9%	89
Yes, sometimes	29.3%	25.9%	35
No	10.6%	10.2%	14
RI: Confidence/trust in Social Worker			
Yes, always	70.5%	71.7%	249
Yes, sometimes	23.5%	23.5%	70
No	6.0%	4.8%↑	20
RI: Someone discussed anxieties/fears			
Yes, completely	38.3%	37.7%	253
Yes, somewhat	32.5%	25.9%↑	206
No	9.1%	8.8%	61
Did not have anxieties or fears	20.1%	27.5%↓	138

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

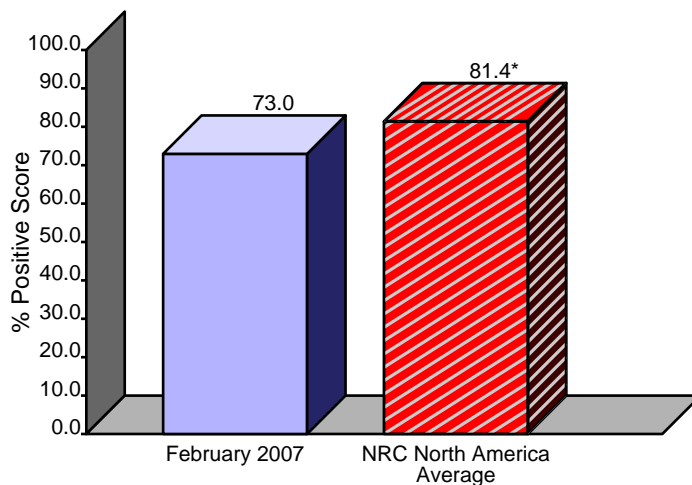


NSW Health Patient Survey 2007-Coordination of Care - Adult
 Rehabilitation Inpatients
 February 2007 (n=731)

RI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

% Positive Score

NRC North America Average n size

RI: Organisation of admission process	76.4%		661
RI: Staff said different things about care	71.3%	81.4%↓	656
RI: Tests/procedures performed on time	61.6%		601
RI: Waited too long to go to ward/room	81.3%		677

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
 February 2007 (n=731)

Detail

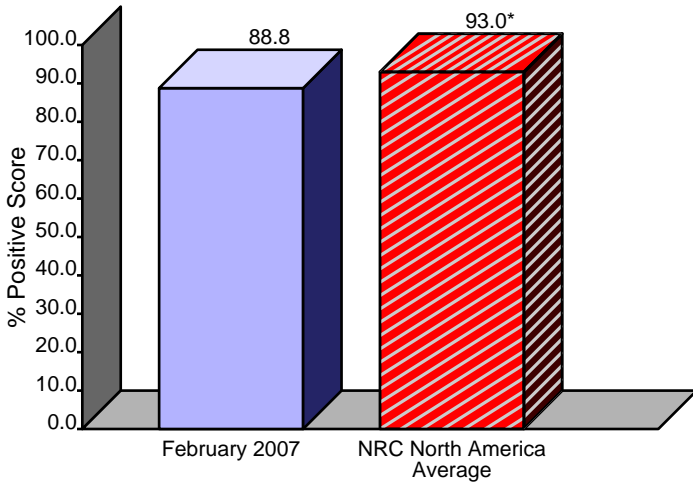
	NRC North America Average	n size
RI: One person in charge of coordinating care		
Yes	60.5%↓	372
No	8.5%↑	95
Not sure	31.0%	189
RI: Staff worked together to plan rehab		
Yes, definitely	72.5%↓	421
Yes, somewhat	22.4%↑	195
No	5.1%↑	42
RI: Knew who to ask questions about care		
Yes, always	54.1%↓	337
Yes, sometimes	33.8%	215
No	12.1%↑	95

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

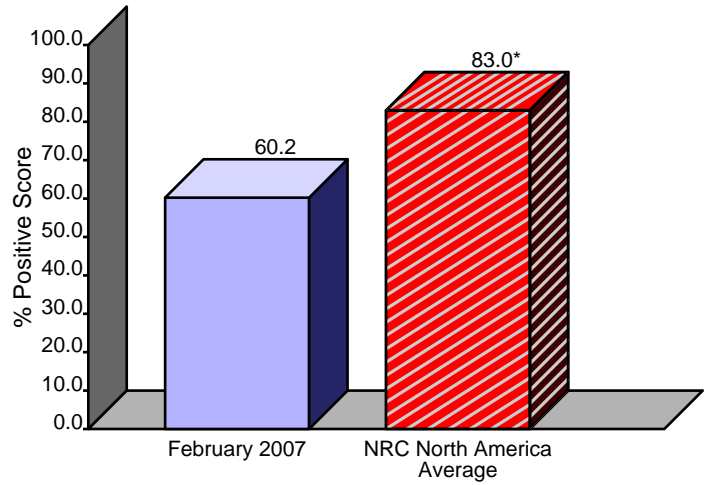


NSW Health Patient Survey 2007-Respect for Patient Preferences - Adult
 Rehabilitation Inpatients
 February 2007 (n=731)

RI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with
 "RI: Overall care received"

% Positive Score

NRC North America Average n size

RI: Dignity/respect	73.5%	83.0%↓	686
RI: Enough say about treatment	46.0%		644

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences

February 2007 (n=731)

Detail

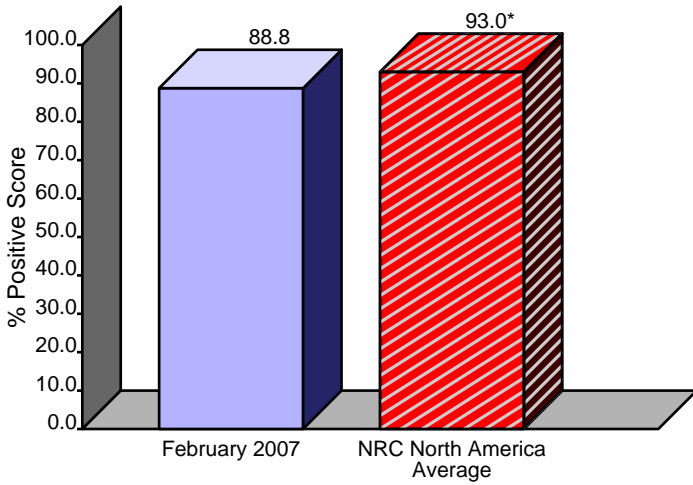
	NRC North America Average	n size
RI: Staff talked as though patient wasn't there		
No	61.2%	83.6%↓ 406
Yes, sometimes	27.9%	11.3%↑ 175
Yes, often	10.9%	5.1%↑ 74
RI: Explained special nutrition needs to staff		
I had no special nutrition needs	44.4%	295
Yes, completely	31.3%	208
Yes, somewhat	18.3%	114
No	6.0%	37
RI: Privacy maintained by Rehab		
Yes, always	63.3%	71.1%↓ 432
Yes, sometimes	29.0%	23.8%↑ 182
No	7.7%	5.0%↑ 51
RI: Given info re: patient rights/responsibilities		
Yes, completely	57.9%	393
Yes, somewhat	28.0%	181
No	14.1%	95

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

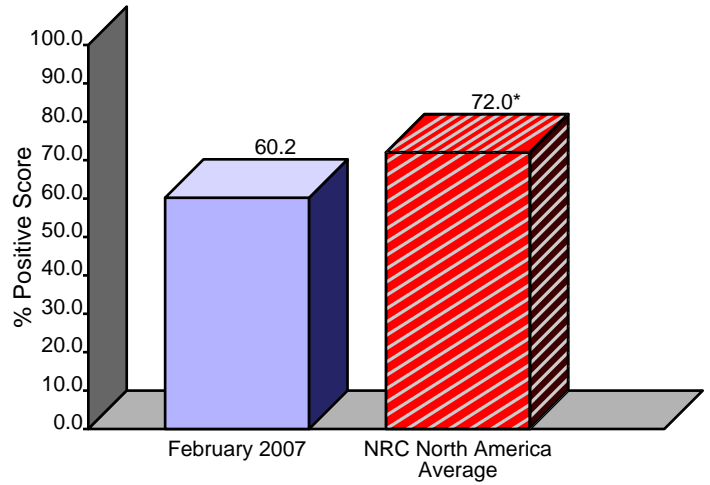


NSW Health Patient Survey 2007-Family and Friends - Adult Rehabilitation Inpatients
February 2007 (n=731)

RI: Overall care received



CD - Family and Friends



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

NRC North America Average n size

% Positive Score

RI: Gave family info about home care	60.2%	72.0%↓	651
--------------------------------------	-------	--------	-----

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Family and Friends
 February 2007 (n=731)

Detail

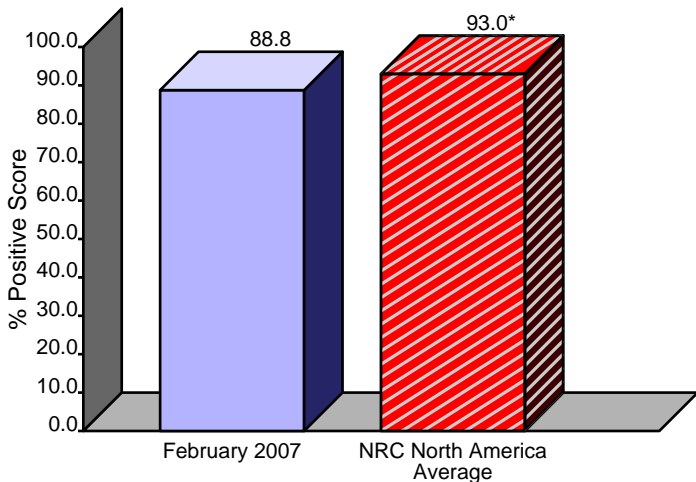
		NRC North America Average	n size
RI: Family/friends involved in rehab program			
Yes	71.9%	65.6% ↑	488
No	28.1%	34.4% ↓	187
RI: Visitors allowed as much as wanted			
Yes, definitely	70.5%	80.2% ↓	486
Yes, somewhat	22.2%	15.9% ↑	146
No	7.3%	3.9% ↑	49
RI: Made visitors feel welcome			
Yes, always	80.6%	90.4% ↓	557
Yes, sometimes	17.5%	8.4% ↑	111
No	1.9%	1.2% ↑	13
RI: Family had opportunity to talk with Dr			
Yes, definitely	52.2%	65.0% ↓	356
Yes, somewhat	31.1%	26.8% ↑	200
No	16.7%	8.3% ↑	110
RI: Involved family in care planning			
Yes, definitely	70.8%	79.2% ↓	474
Yes, somewhat	20.7%	16.1% ↑	136
No	8.5%	4.6% ↑	53
RI: Amount of info given to family			
Too much	2.2%	1.0% ↑	12
Right amount	82.4%	88.5% ↓	554
Not enough	15.4%	10.5% ↑	103
RI: Therapists gave home adaptation info			
Yes, completely	59.0%	69.3% ↓	385
Yes, somewhat	27.4%	22.8% ↑	178
No	13.7%	7.9% ↑	85

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.

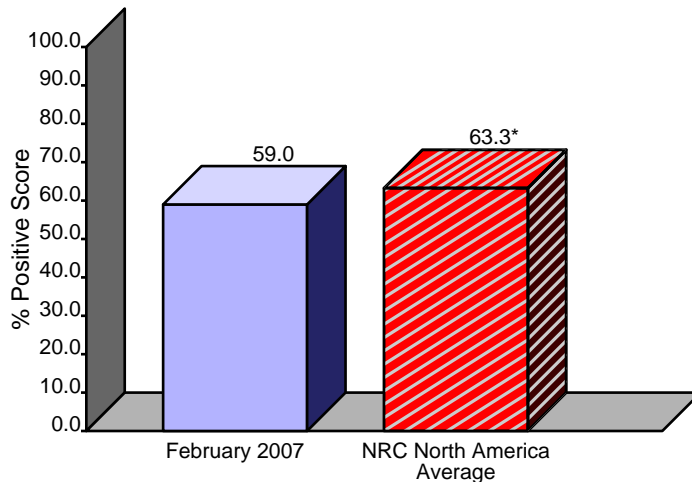


NSW Health Patient Survey 2007-Physical Comfort - Adult Rehabilitation
 Inpatients
 February 2007 (n=731)

RI: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

% Positive Score

NRC North America Average n size

RI: Got help going to bathroom in time 59.0%



63.3%↓

532

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
February 2007 (n=731)

Detail

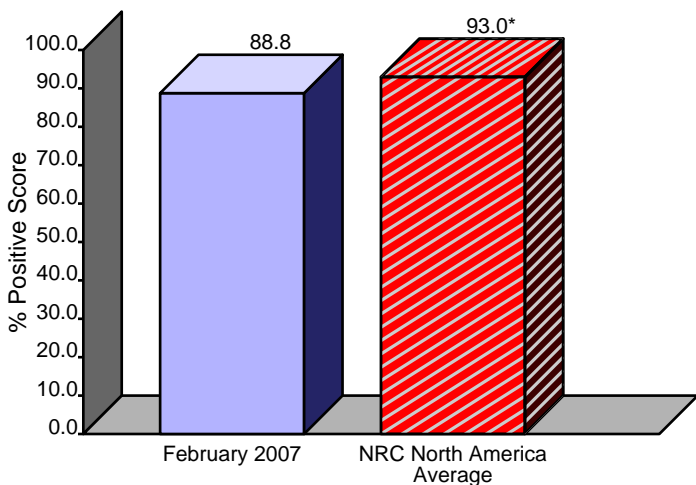
		NRC North America Average	n size
RI: Staff worked to control pain			
Yes, completely	49.0%	59.8%↓	329
Yes, somewhat	30.3%	23.2%↑	186
No	3.8%	2.8%↑	27
I had no pain	16.9%	14.2%↑	118

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

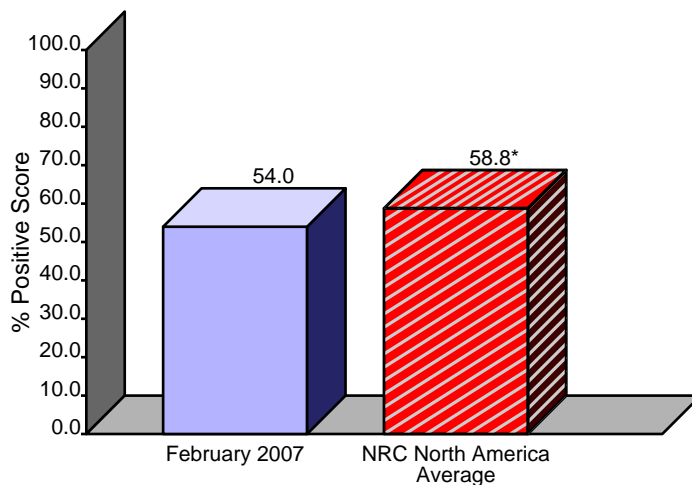


NSW Health Patient Survey 2007-Continuity and Transition - Adult
 Rehabilitation Inpatients
 February 2007 (n=731)

RI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

% Positive Score

NRC North America Average n size

RI: Staff explained purpose of home meds	71.1%	70.5%	537
RI: Staff explained medication side effects	47.7%	43.3%↑	479
RI: Told danger signals to watch for at home	44.3%	46.7%↓	648

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition
 February 2007 (n=731)

Detail

		NRC North America Average	n size
RI: Therapists taught important skills for home			
Yes, definitely	65.5%	78.1%↓	422
Yes, somewhat	24.6%	18.0%↑	155
No	9.9%	3.9%↑	60
RI: Therapists gave encouragement			
Not enough	5.5%	3.7%↑	34
About right	89.1%	90.7%↓	548
Too much	5.4%	5.6%	36
RI: Felt ready to go home after Rehab			
Yes, completely	65.5%	70.0%↓	440
Yes, somewhat	26.8%	23.8%↑	174
No	7.8%	6.1%↑	51
RI: Told in advance about going home			
Yes	75.3%	87.9%↓	514
No	24.7%	12.1%↑	153
RI: Told what to expect about progress			
Yes, completely	52.7%	51.7%	341
Yes, somewhat	33.4%	35.7%↓	221
No	13.9%	12.7%	86
RI: Learned home therapy exercises before leaving			
I had no exercises to do at home	14.7%	2.9%↑	91
Yes, completely	51.3%	66.9%↓	339
Yes, somewhat	25.4%	25.1%	162
No	8.6%	5.1%↑	56

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition (continued) February 2007 (n=731)

Detail

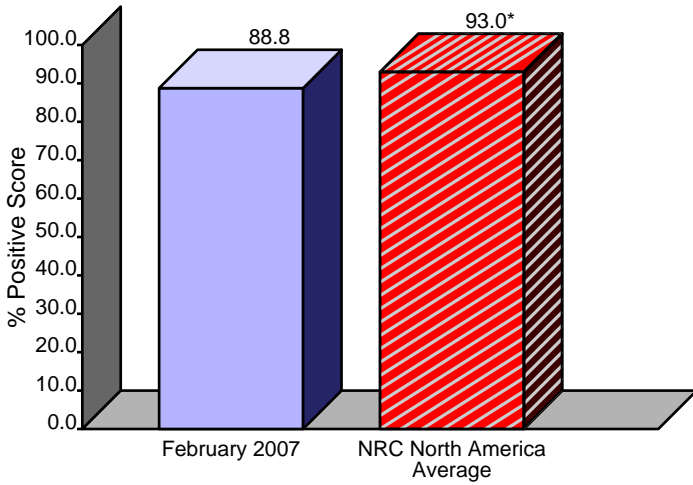
		NRC North America Average	n size
RI: Gave written info about home exercises			
I had no exercises to do at home	18.7%	4.0% ↑	116
Yes	48.8%	76.0% ↓	322
No	32.5%	20.1% ↑	210
RI: Explained home activities			
Yes, definitely	50.5%	56.1% ↓	335
Yes, somewhat	24.5%	26.6% ↓	154
No	25.0%	17.3% ↑	158
RI: Discussed home changes to help rehab goals			
No changes were needed	27.6%	18.6% ↑	176
Yes, completely	51.1%	47.8% ↑	340
Yes, somewhat	14.5%	21.7% ↓	94
No	6.8%	11.9% ↓	45
RI: Had equipment needed at home			
Did not need equipment at home	23.6%	9.7% ↑	149
Yes	65.7%	82.7% ↓	432
No	10.6%	7.7% ↑	73
RI: Staff helped arrange other care			
No referral was made	41.3%	36.2% ↑	275
Yes	49.8%	56.4% ↓	312
No	8.9%	7.4% ↑	56
RI: Know who to call w/questions after leaving			
Yes	84.6%		554
No	15.4%		96

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

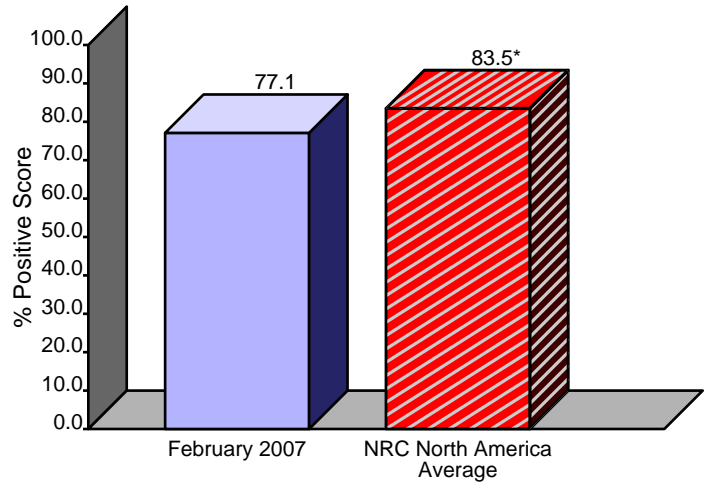


NSW Health Patient Survey 2007-Questions About Patient Safety - Adult
 Rehabilitation Inpatients
 February 2007 (n=731)

RI: Overall care received



SD - Patient Safety



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

NRC North America Average n size

% Positive Score

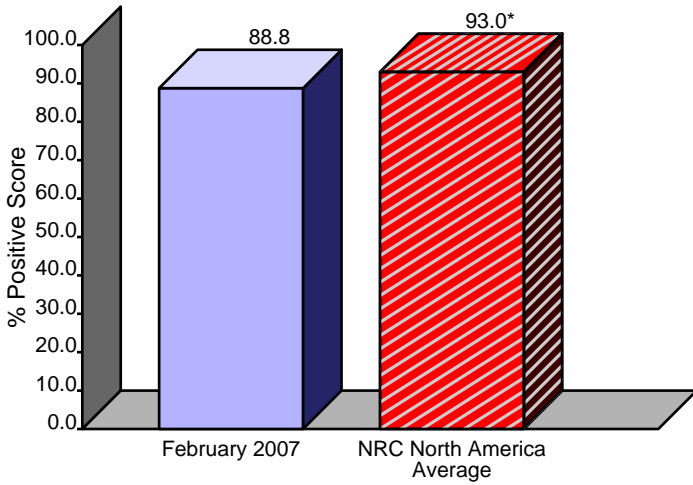
RI: Therapists understood rehab needs	65.3%	79.8%↓	645
RI: Minutes to receive help after using call button	90.4%	87.4%↑	569

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

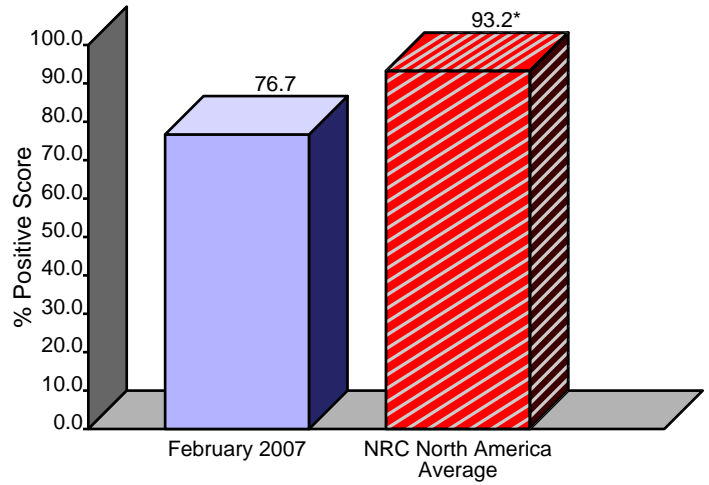


NSW Health Patient Survey 2007-Questions About Overall Attitudes - Adult Rehabilitation Inpatients
February 2007 (n=731)

RI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "RI: Overall care received"

% Positive Score

NRC North America Average n size

RI: Rate visit as admitted rehab patient	43.5%		659
RI: Courtesy of admission staff	70.6%		688
RI: How staff worked together	85.6%	92.3% ↓	662
RI: Would recommend Rehab	59.9%	76.9% ↓	662
RI: Courtesy of Nurses	89.9%	93.3% ↓	680
RI: Courtesy of Rehab Drs	86.4%	93.3% ↓	660
RI: Courtesy of Social Worker	88.2%	93.9% ↓	344
RI: Courtesy of Therapists	93.5%	97.1% ↓	622
RI: Courtesy of Psychologist	85.3%	90.1% ↓	143

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



**NSW Health Patient Survey 2007-Questions About the Patients - Adult
Rehabilitation Inpatients
February 2007 (n=731)**

Detail

	NRC North America Average	n size
RI: General health status		
Excellent 6.5%	6.2%	39
Very Good 17.2%	22.7% ↓	119
Good 28.2%	39.1% ↓	200
Fair 30.7%	25.4% ↑	210
Poor 17.4%	6.5% ↑	112

RI: Days in bed due to illness/injury in Feb		
None 24.2%		181
One day 4.4%		31
Two days 5.5%		38
Three days 5.3%		38
Four days 4.6%		33
Five-to-seven days 13.3%		78
Eight-to-ten days 7.3%		53
More than ten days 35.5%		224

RI: Times admitted to this hospital in Feb		
One 83.9%		515
Two 10.3%		67
Three 2.1%		12
Four 0.9%		6
Five to nine 1.2%		7
Ten or more 1.6%		12

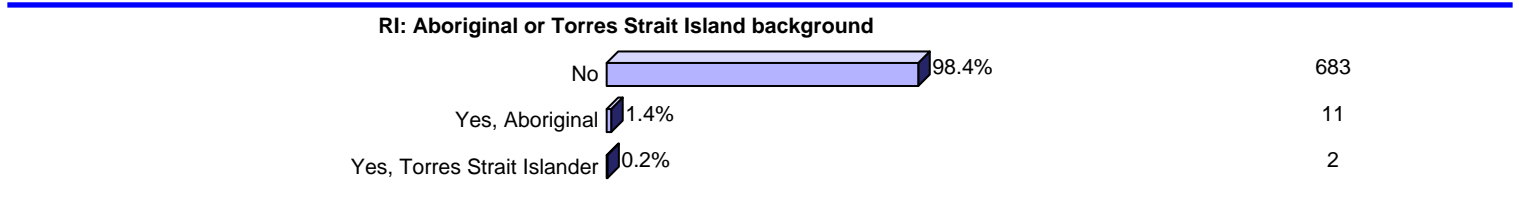
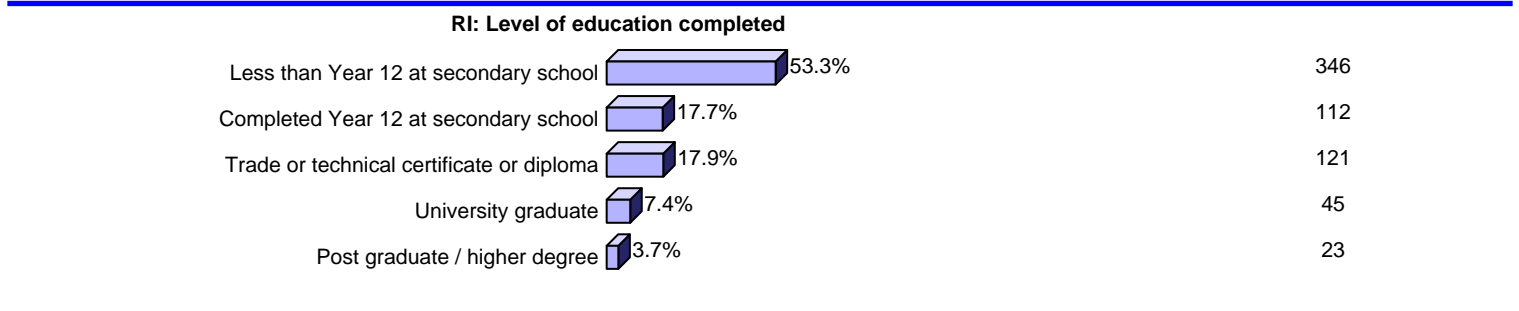
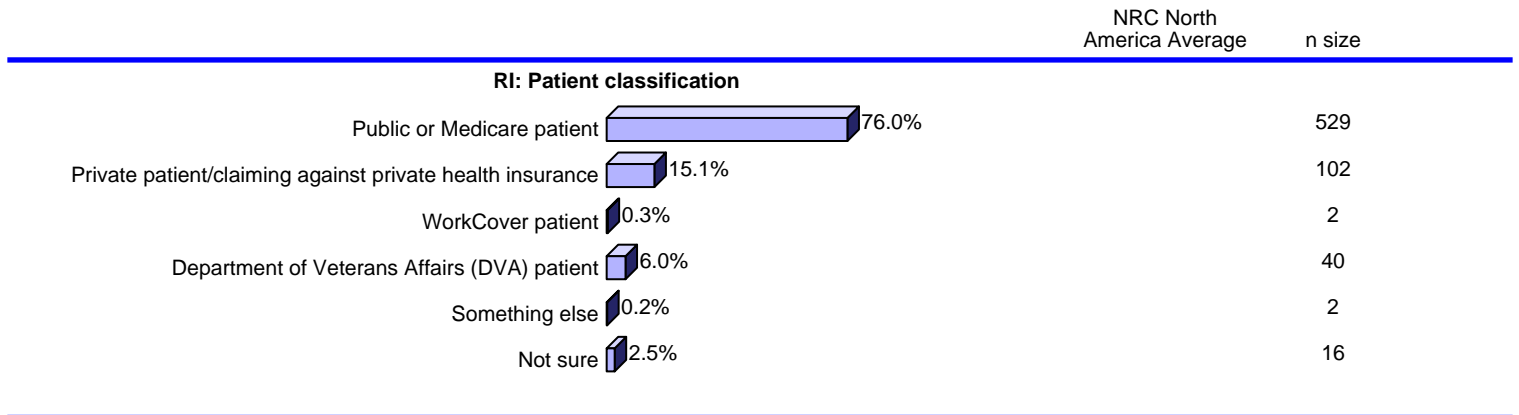
RI: Times in hospital overnight in past six months		
Only this time 50.6%		348
This time and one other 25.6%		178
This time and more than one other time 23.8%		149

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



**NSW Health Patient Survey 2007-Questions About the Patients - Adult
Rehabilitation Inpatients (continued)
February 2007 (n=731)**

Detail

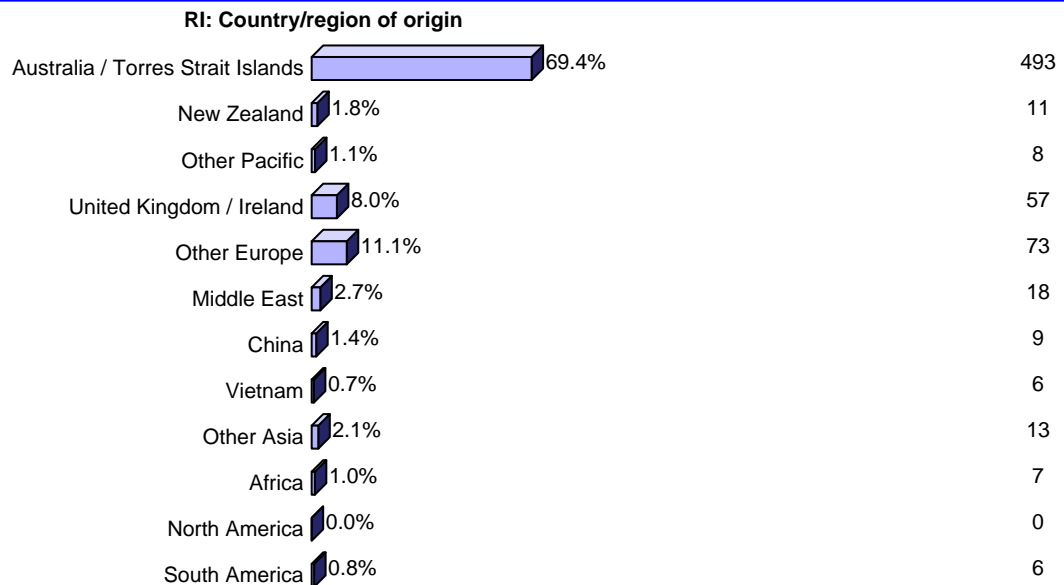
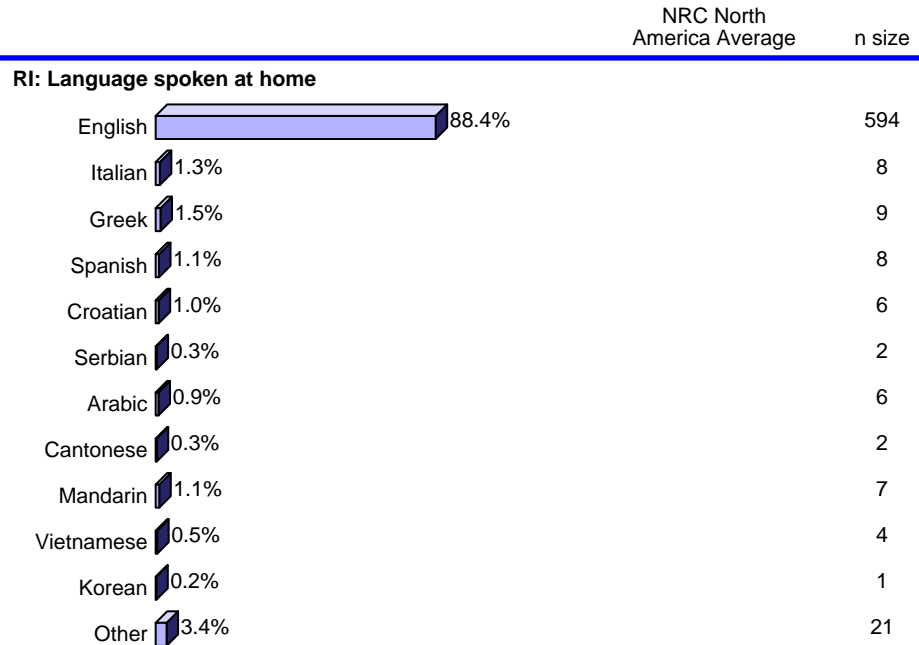


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Adult
 Rehabilitation Inpatients (continued)
 February 2007 (n=731)

Detail

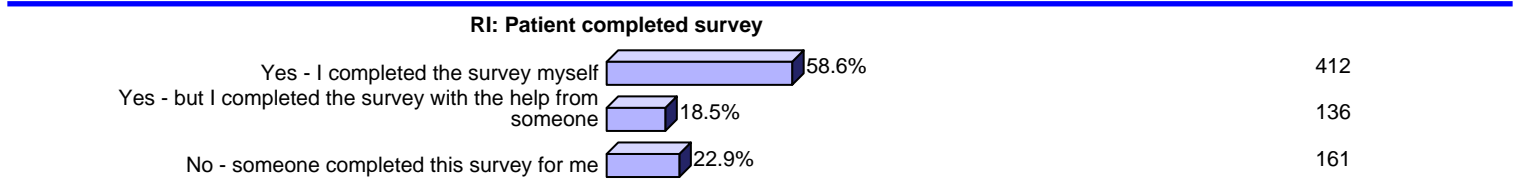
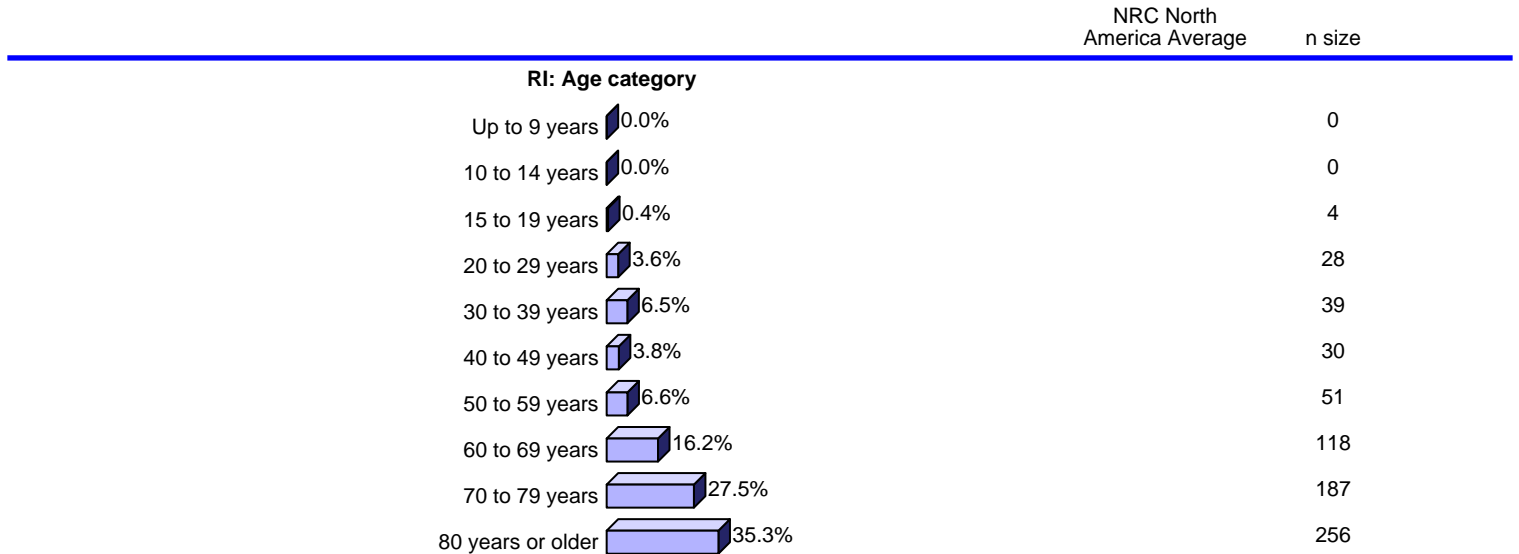


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Adult
 Rehabilitation Inpatients (continued)
 February 2007 (n=731)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



**NSW Health Patient Survey 2007-Questions About the Visits - Adult
Rehabilitation Inpatients
February 2007 (n=731)**

Detail

		NRC North America Average	n size
RI: Received care from Social Worker			
Yes	56.3%	56.1%	338
No	39.9%	28.7% ↑	259
Not sure	3.8%	15.2% ↓	26
RI: Received care from Psychologist			
Yes	18.5%	16.3% ↑	108
No	77.7%	71.7% ↑	467
Not sure	3.8%	12.0% ↓	23

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2007 (n=731)

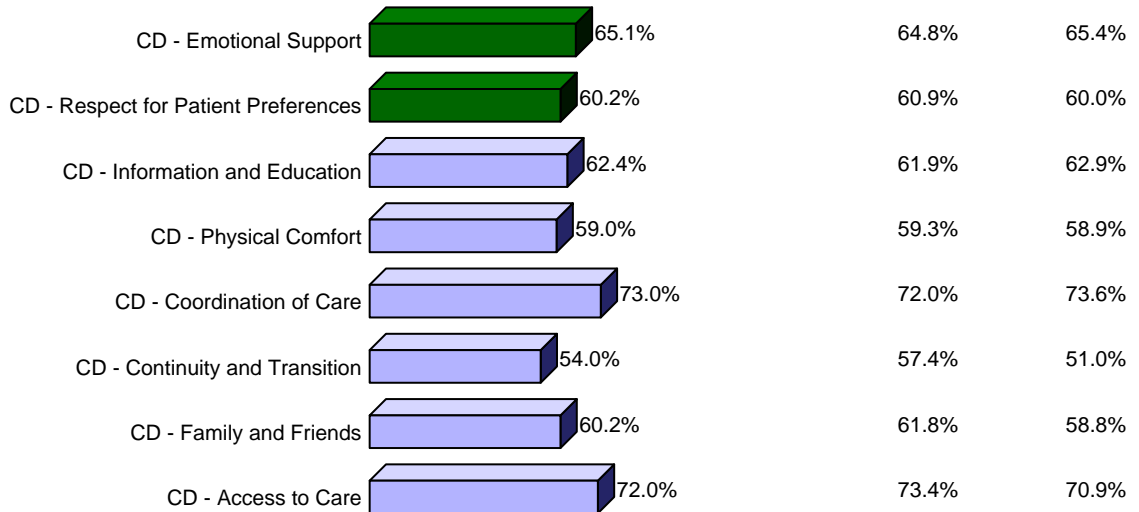
Detail



Highest correlation with
"RI: Overall care received"

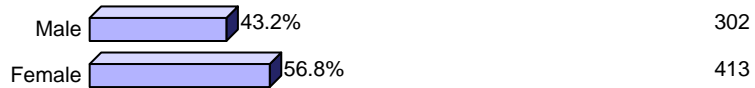
Males (RI) Females (RI)

% Positive Score



n size

RI: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2007 (n=731)

Detail



Highest correlation with "RI: Overall care received"

Ages 0 - 19 (RI) Ages 20 - 39 (RI) Ages 40 - 59 (RI) Ages 60+ (RI)

% Positive Score

Category	% Positive Score	Ages 0 - 19 (RI)	Ages 20 - 39 (RI)	Ages 40 - 59 (RI)	Ages 60+ (RI)
CD - Emotional Support	65.1%	55.7%	43.9%↑	72.1%↓	66.8%
CD - Respect for Patient Preferences	60.2%	47.5%	47.1%↑	64.2%	61.6%
CD - Information and Education	62.4%	63.9%	49.0%↑	68.0%	63.4%
CD - Physical Comfort	59.0%	61.5%	38.4%↑	70.2%↓	59.7%
CD - Coordination of Care	73.0%	70.3%	56.4%↑	73.1%	75.0%
CD - Continuity and Transition	54.0%	34.3%	36.9%↑	66.9%↓	54.0%
CD - Family and Friends	60.2%	70.3%	39.7%↑	49.2%↑	64.5%↓
CD - Access to Care	72.0%	52.3%	67.0%	71.8%	72.8%

n size

RI: Age category

Ages 0 - 19	0.4%	4
Ages 20 - 39	10.2%	67
Ages 40 - 59	10.4%	81
Ages 60 and over	79.0%	561

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2007 (n=731)

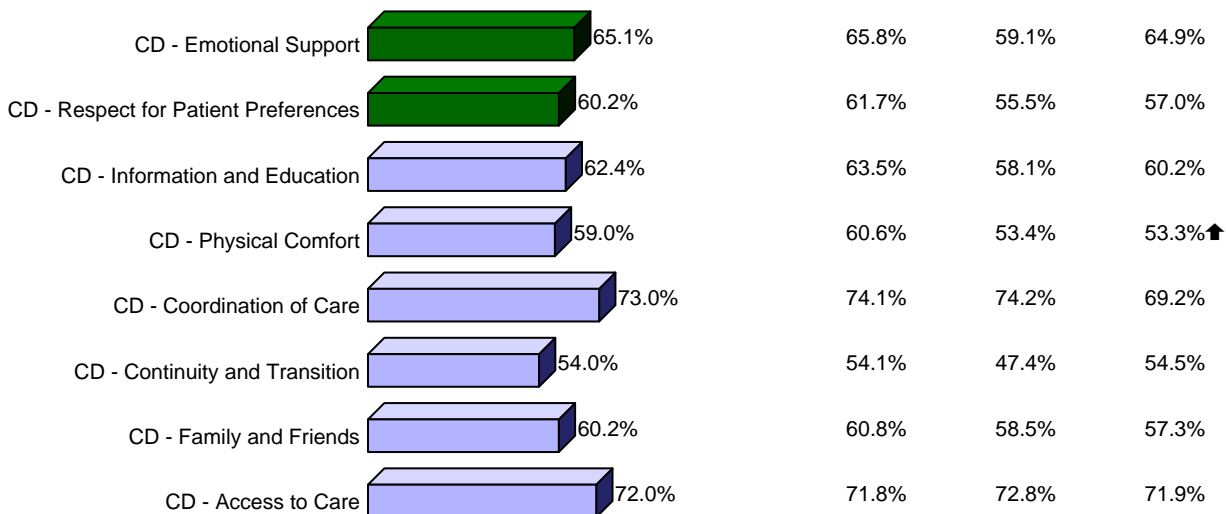
Detail



Highest correlation with "RI: Overall care received"

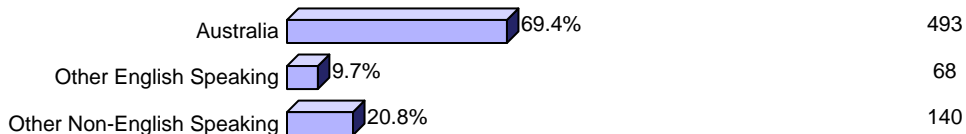
Australia (RI) Other English Speaking (RI) Non-English Speaking (RI)

% Positive Score



n size

RI: Country/region of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2007 (n=731)

Detail



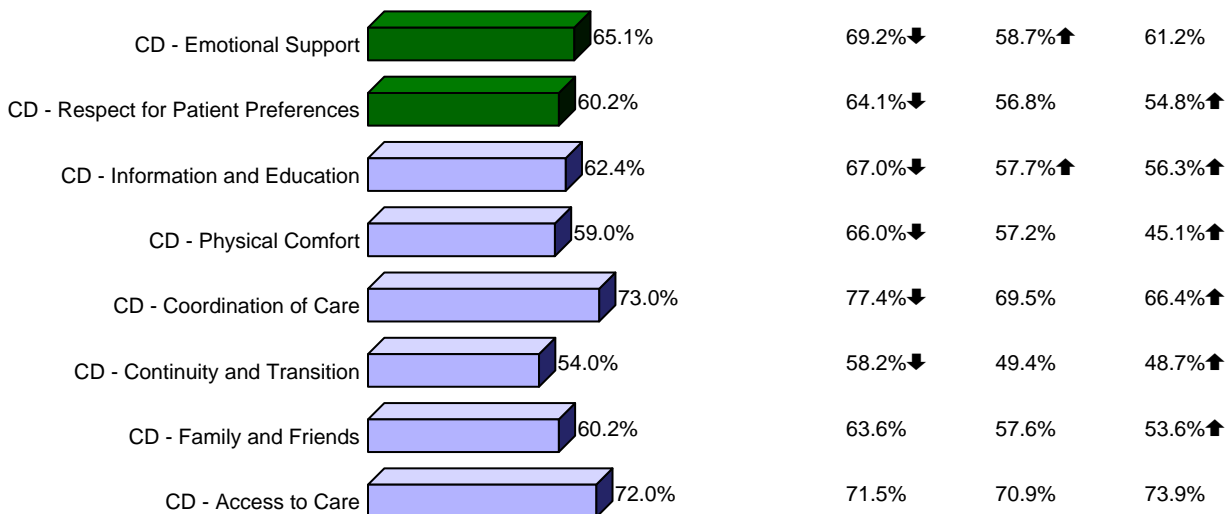
Highest correlation with "RI: Overall care received"

Only this time (RI)

One other time (RI)

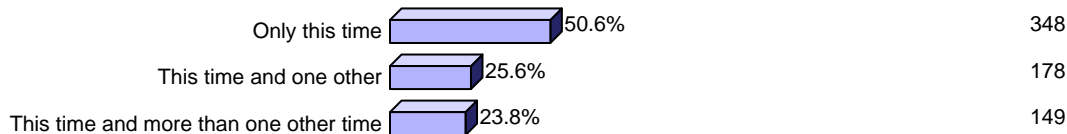
Two or more other times (RI)

% Positive Score



n size










RI: Times in hospital overnight in past six months







Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2007 (n=731)

		<i>Detail</i>			
		Poor/Fair Health Rating (RI)	Good Health Rating (RI)	Very Good Health Rating (RI)	Excellent Health Rating (RI)
 Highest correlation with "RI: Overall care received"					
<i>% Positive Score</i>					
CD - Emotional Support	 65.1%	61.7%	69.7%↓	75.1%↓	51.0%↑
CD - Respect for Patient Preferences	 60.2%	56.7%↑	62.6%	67.1%↓	59.7%
CD - Information and Education	 62.4%	59.5%	66.0%	70.2%↓	48.0%↑
CD - Physical Comfort	 59.0%	55.9%	59.4%	72.3%↓	53.6%
CD - Coordination of Care	 73.0%	71.6%	73.1%	79.3%↓	67.9%
CD - Continuity and Transition	 54.0%	47.4%↑	61.5%↓	62.7%↓	49.0%
CD - Family and Friends	 60.2%	57.4%	66.1%↓	63.2%	44.6%↑
CD - Access to Care	 72.0%	71.1%	73.6%	72.3%	69.9%
n size					

RI: General health status

Excellent Health Rating	 6.5%	39
Very Good Health Rating	 17.2%	119
Good Health Rating	 28.2%	200
Poor/Fair Health Rating	 48.1%	322

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Performance Across Facilities - RI

▲ Significantly Higher Than NSW Average (RI)
 ▼ Significantly Lower Than NSW Average (RI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Enough say about treatment (%Yes, always)
NSW Average (RI)	88.8%	43.5%	59.9%	75.8%	82.0%	71.0%	46.0%
-Greater Southern Area Health Service	98.5%▲	67.5%▲	79.4%▲	89.5%▲	95.5%▲	83.7%▲	52.2%
-Greater Western Area Health Service	97.6%	49.2%	90.8%▲	93.8%▲	94.3%▲	90.8%▲	59.8%
-Hunter New England Area Health Service	87.9%	27.2%▼	48.2%▼	78.3%	76.4%	64.3%▼	48.6%
-North Coast Area Health Service	97.0%▲	50.9%	64.5%	83.4%	83.1%	78.2%	51.5%
-N Sydney/Central Coast AHS	88.5%	45.9%	65.2%	83.8%▲	82.4%	68.4%	52.7%▲
-SE Sydney/Illawarra AHS	91.5%▲	44.1%	57.9%	74.2%	80.5%	72.8%	45.4%
-Sydney South West AHS	79.2%▼	38.9%	54.5%▼	69.9%▼	78.9%	66.1%▼	41.3%
-Sydney West Area Health Service	88.6%	38.0%	58.0%	65.6%▼	82.4%	67.1%	38.9%▼

Performance Across Facilities - RI

▲ Significantly Higher Than NSW Average (RI)
 ▼ Significantly Lower Than NSW Average (RI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (RI)	72.0%	62.4%	65.1%	73.0%	60.2%	60.2%	59.0%	54.0%
-Greater Southern Area Health Service	79.1%▲	76.9%▲	85.1%▲	84.6%▲	74.0%▲	66.5%	65.4%	67.4%▲
-Greater Western Area Health Service	80.3%	81.9%▲	77.4%	82.4%	79.1%▲	47.4%	73.2%	69.2%▲
-Hunter New England Area Health Service	68.6%	67.9%	57.1%▼	69.7%	58.7%	60.7%	62.9%	59.7%
-North Coast Area Health Service	73.2%	73.5%▲	63.1%	73.6%	71.1%▲	52.5%	69.6%	45.1%
-N Sydney/Central Coast AHS	75.3%	62.1%	70.1%	77.4%	60.8%	69.2%▲	65.8%▲	53.8%
-SE Sydney/Illawarra AHS	71.4%	63.3%	66.1%	74.6%	61.4%	62.1%	55.9%	55.9%
-Sydney South West AHS	69.7%	55.7%▼	60.1%▼	65.8%▼	53.1%▼	52.6%▼	56.2%	50.0%
-Sydney West Area Health Service	69.9%	52.0%▼	56.9%▼	68.6%	54.2%▼	59.7%	49.3%▼	43.2%▼

Mental Health Inpatients (MI)

-- Core Dimensions of Patient-centred Care : Mental Health Inpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Family and friends : Patients continually addressed the role of family and friends in the patient experience, and often expressed concern about the impact illness has on family and friends. Family dimensions of patient-centred care were identified as follows:

- * Providing accommodations for family and friends;
- * Involving family and close friends in decision making;
- * Supporting family members as caregivers; and
- * Recognizing the needs of family and friends.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Mental Health Inpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * Overall Attitudes : global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care -
Mental Health Inpatients
February 2007 (n=472)

Detail

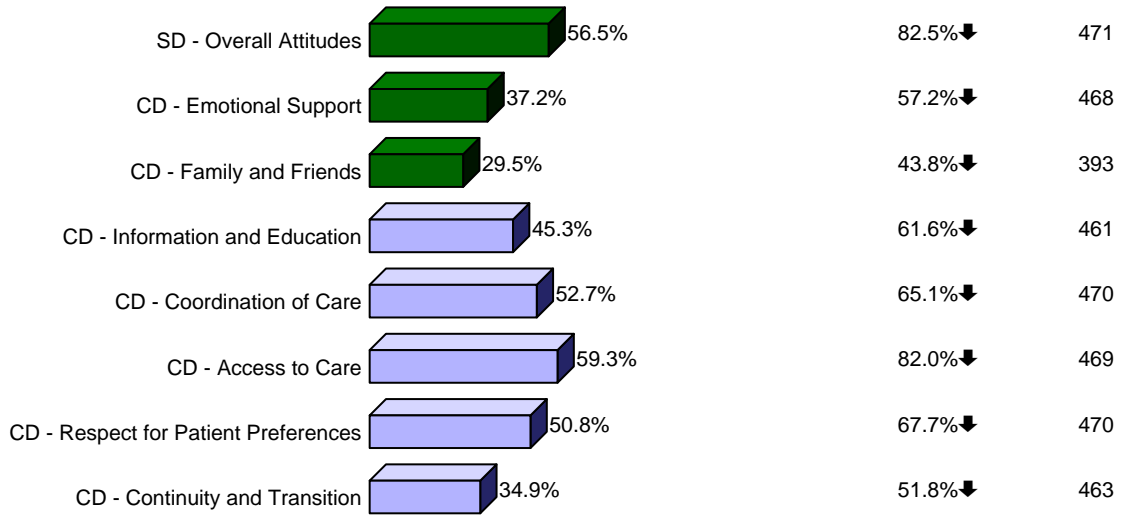


Highest correlation with
"MI: Overall care received"

NRC North
America Average

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Key Drivers - Mental Health Inpatients February 2007 (n=472)

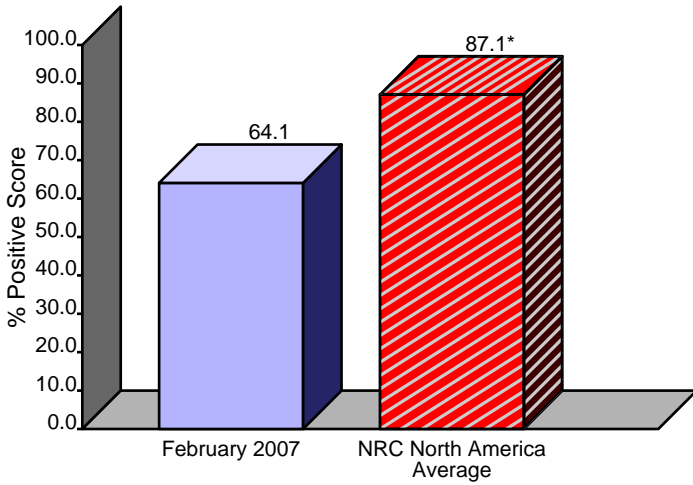
		<i>Detail</i>	NRC North America Average	n size	Correlation Coefficient
		Highest correlation with "MI: Overall care received"			
		% Positive Score			
MI: Rate counselling/treatment		58.3%	83.9%↓	457	0.710
MI: Rate how staff worked together		65.6%	86.9%↓	462	0.705
MI: Confidence/trust in Nurses		46.1%	65.8%↓	463	0.630
MI: Rate courtesy of Dr/Counsellor		70.3%	88.2%↓	460	0.622
MI: Rate courtesy of Nurses		72.0%	89.2%↓	455	0.618
MI: Confidence/trust in Drs/Counsellors		43.1%	60.9%↓	461	0.615
MI: Rate availability of Dr/Counsellor		52.8%	76.5%↓	463	0.597
MI: Treated with respect/dignity during stay		46.7%		461	0.583
MI: Rate availability of Nurses		62.6%	86.3%↓	460	0.577
MI: Ease of finding staff to talk to		32.4%	52.8%↓	437	0.570
MI: Time spent with Dr/Counsellor		60.3%	73.7%↓	464	0.562
MI: Nurse answered questions understandably		43.5%	61.8%↓	432	0.555
MI: Nurse discussed anxieties/fears		31.6%	53.8%↓	424	0.537
MI: Care responsive to needs		30.4%	54.2%↓	459	0.532
MI: Rate courtesy of admission staff		75.0%	88.8%↓	460	0.527

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

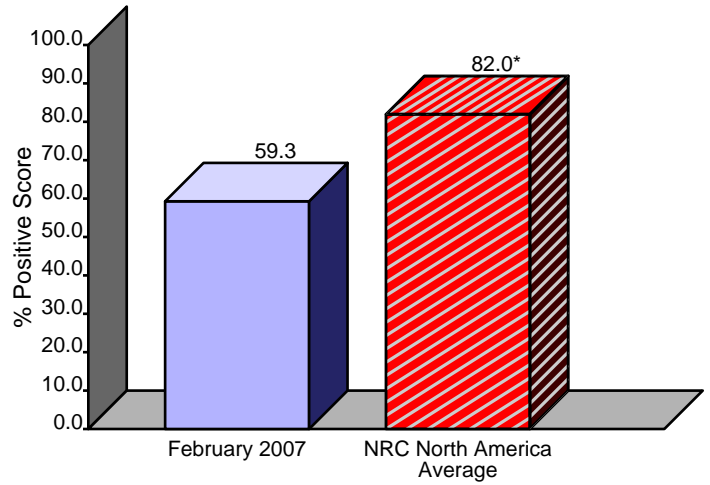


NSW Health Patient Survey 2007-Access to Care - Mental Health Inpatients
February 2007 (n=472)

MI: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

NRC North America Average n size

% Positive Score

MI: Rate availability of Dr/Counsellor	52.8%	76.5%↓	463
MI: Rate availability of Nurses	62.6%	86.3%↓	460
MI: Given choice of admission dates	19.2%		93
MI: Feelings about time on waiting list	80.0%		81
MI: Admission date changed by hospital	89.6%		91
MI: Length of time waited for admission	71.0%		53

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Access to Care
February 2007 (n=472)

Detail

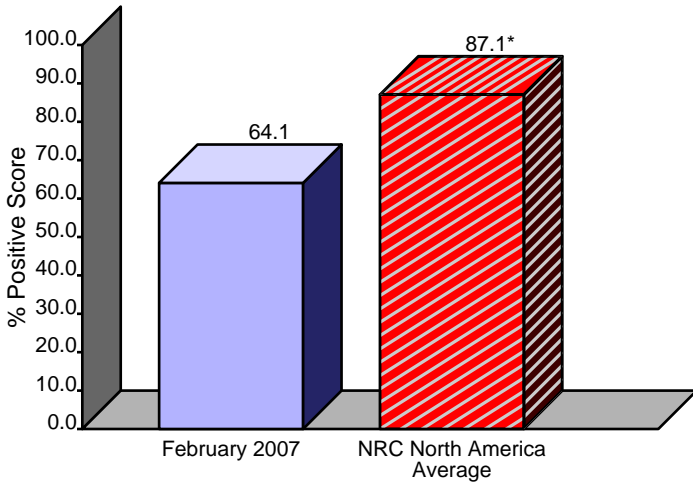
		NRC North America Average	n size
MI: Time spent with Dr/Counsellor			
Not enough	36.7%	24.3% ↑	175
About right	60.3%	73.7% ↓	275
Too much	3.1%	2.1% ↑	14

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

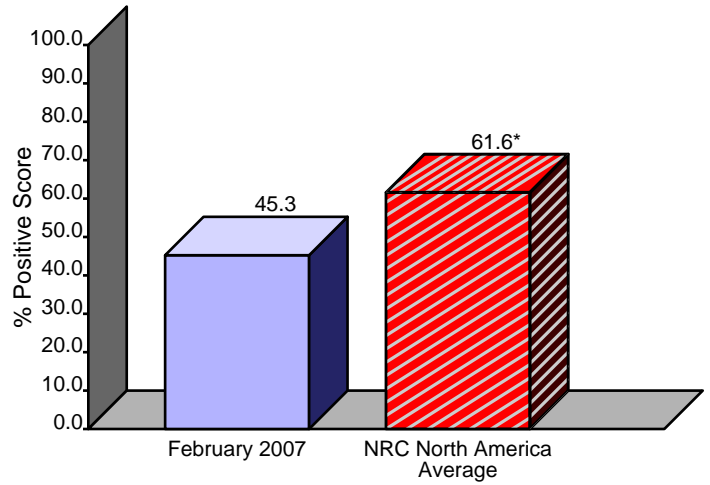


NSW Health Patient Survey 2007-Information and Education - Mental Health Inpatients
February 2007 (n=472)

MI: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

% Positive Score

NRC North America Average n size

MI: Nurse answered questions understandably	43.5%	61.8%↓	432
MI: Dr/Counsellor answered questions understandably	42.2%	60.0%↓	436
MI: Explained reason for room wait	53.1%	63.7%↓	270

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education
 February 2007 (n=472)

Detail

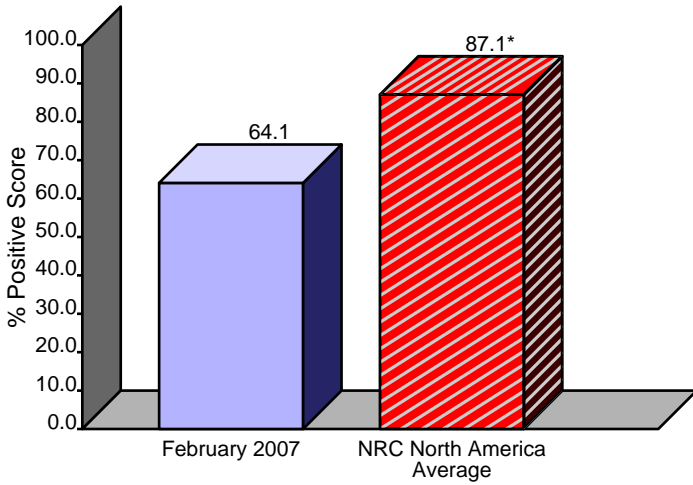
	NRC North America Average	n size
MI: Enough info in ER re: condition/treatment		
Did not want information	5.3%	16
Yes, definitely	29.9%	89
Yes, somewhat	32.5%	105
No	32.3%	96
MI: Test results explained understandably		
No tests were done	21.9%	97
Yes, completely	30.8%	137
Yes, somewhat	29.1%	133
No	18.2%	85
MI: Talked about support groups		
Yes, completely	33.7% ↓ 51.8%	164
Yes, somewhat	30.7% 30.6%	136
No	35.6% ↑ 17.6%	163
MI: Talked about available counselling/treatment		
Yes, completely	31.6% ↓ 49.4%	147
Yes, somewhat	34.9% ↑ 32.1%	161
No	33.5% ↑ 18.5%	153
MI: Gave info about managing condition		
Yes, completely	31.9% ↓ 53.6%	147
Yes, somewhat	35.4% ↑ 32.3%	162
No	32.7% ↑ 14.2%	151

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.

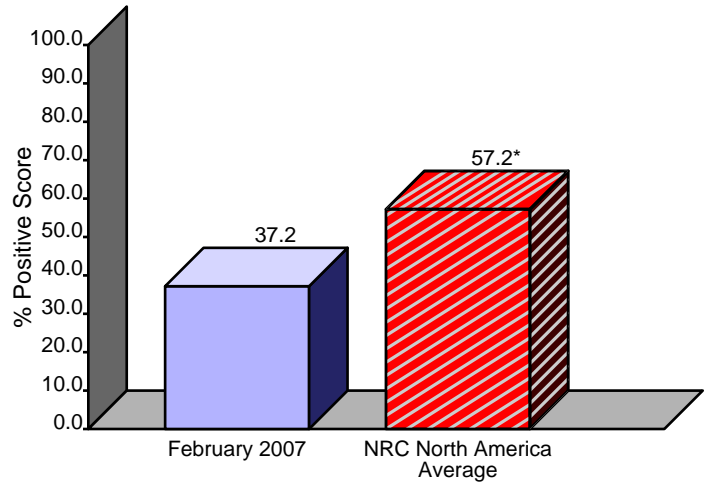


NSW Health Patient Survey 2007-Emotional Support - Mental Health
 Inpatients
 February 2007 (n=472)

MI: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

% Positive Score

NRC North America Average n size

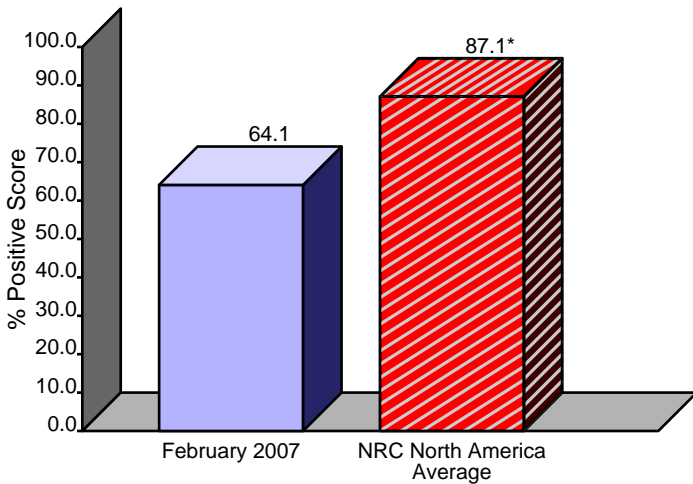
MI: Confidence/trust in Nurses	46.1%	65.8%↓	463
MI: Confidence/trust in Drs/Counsellors	43.1%	60.9%↓	461
MI: Ease of finding staff to talk to	32.4%	52.8%↓	437
MI: Nurse discussed anxieties/fears	31.6%	53.8%↓	424
MI: Dr/Counsellor discussed anxieties/fears	31.3%	51.2%↓	429

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

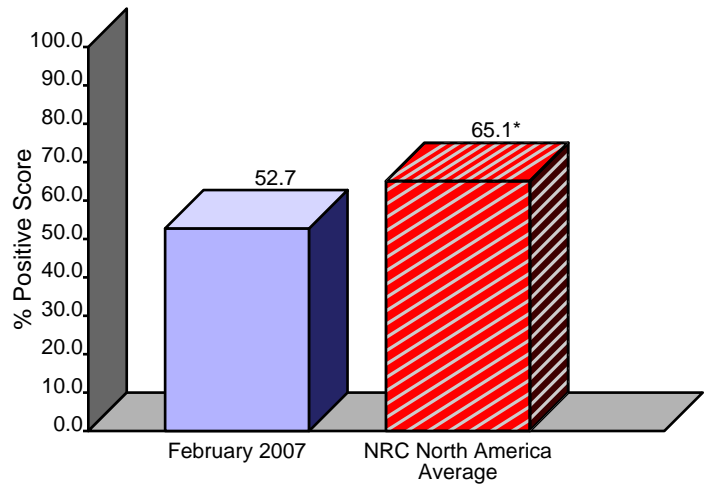


NSW Health Patient Survey 2007-Coordination of Care - Mental Health
 Inpatients
 February 2007 (n=472)

MI: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

% Positive Score

NRC North America Average n size




MI: Organisation of admission process	49.2%	66.0%↓	454
MI: Organisation of ED care	51.3%		339
MI: Tests/procedures performed on time	47.0%		300
MI: Staff explained things differently	54.3%	63.0%↓	464
MI: Waited too long for room	59.5%	66.0%↓	460

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
February 2007 (n=472)

Detail

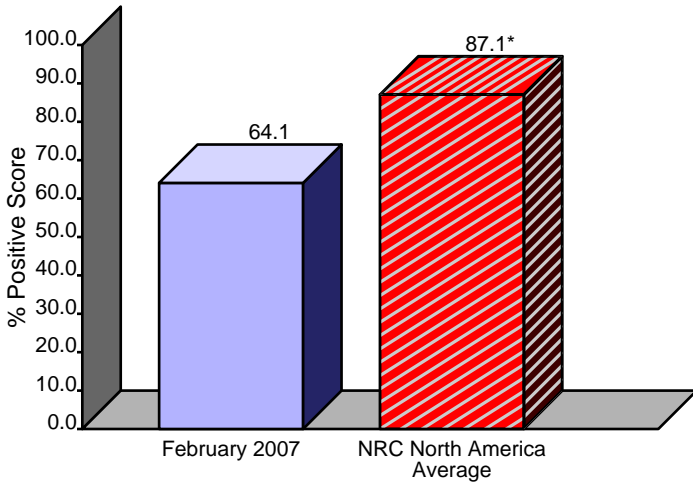
		NRC North America Average	n size
MI: One Dr/Counsellor in charge of care			
Yes	 60.4%	66.3%↓	285
No	 19.4%	14.8%↑	86
Not sure	 20.3%	18.9%	97

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

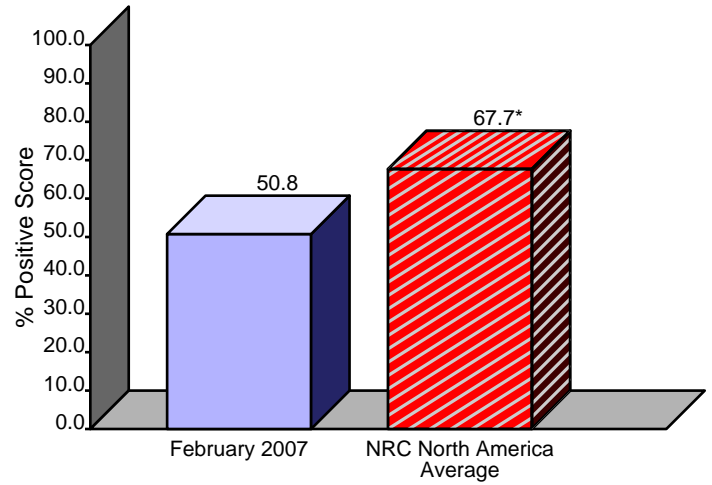


NSW Health Patient Survey 2007-Respect for Patient Preferences - Mental Health Inpatients
February 2007 (n=472)

MI: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

NRC North America Average n size

% Positive Score

MI: Treated with respect/dignity during stay	46.7%		461
MI: Had enough say about treatment	22.9%	45.9%↓	455
MI: Nurses talked in front of you	68.3%	78.9%↓	464
MI: Drs/Counsellors talked in front of you	64.6%	80.6%↓	463

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences

February 2007 (n=472)

Detail

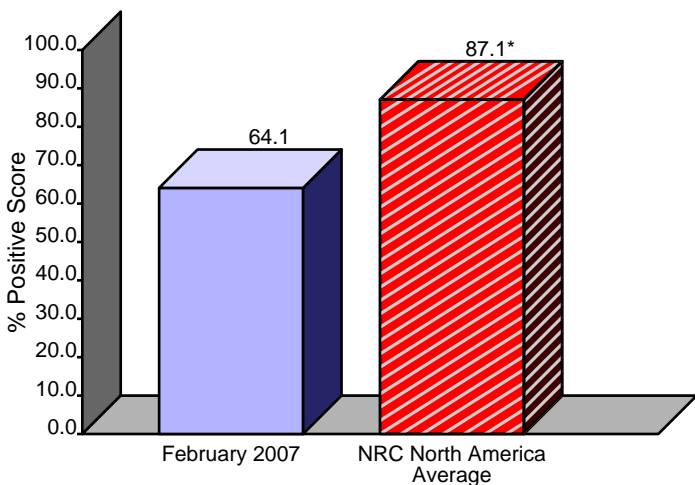
		NRC North America Average	n size
MI: Gave info about patient rights			
Yes, completely	35.9%	61.5%↓	169
Yes, somewhat	32.0%	26.0%↑	146
No	32.1%	12.5%↑	146
MI: Enough privacy during stay			
Yes, always	37.2%		174
Yes, sometimes	32.9%		159
No	29.9%		135
MI: Felt you could refuse medicine/treatment			
Yes, completely	18.0%	46.2%↓	85
Yes, somewhat	28.1%	29.3%	125
No	53.8%	24.5%↑	253
MI: Need different counselling/treatment			
Yes	7.4%	10.7%↓	35
No	92.6%	89.3%↑	428
MI: Care responsive to needs			
Yes, completely	30.4%	54.2%↓	140
Yes, somewhat	49.1%	34.5%↑	228
No	20.4%	11.3%↑	91

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

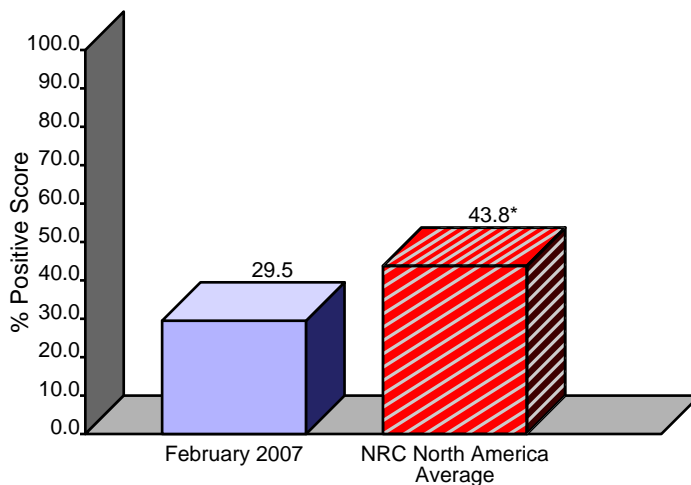


NSW Health Patient Survey 2007-Family and Friends - Mental Health
 Inpatients
 February 2007 (n=472)

MI: Overall care received



CD - Family and Friends



* Significantly Different from Your Current Score

Detail



Highest correlation with
 "MI: Overall care received"

% Positive Score

NRC North
 America Average n size

MI: Gave family info to help recovery 29.5%

43.8%
 ↓ 393

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Family and Friends
February 2007 (n=472)

Detail

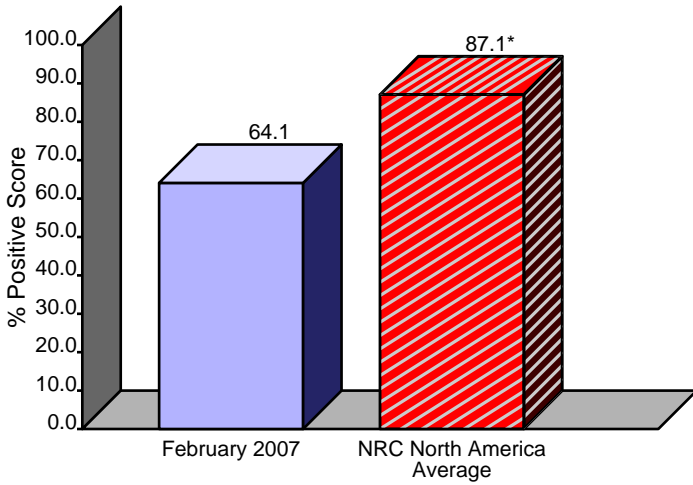
		NRC North America Average	n size
MI: Talked about including family/friends in treatment			
Yes, definitely	29.2%	42.9%↓	134
Yes, somewhat	25.3%	27.1%	117
No	45.5%	30.0%↑	211
MI: Family had chance to talk to Dr/Counsellor			
No family or friends were involved	11.5%	14.1%↓	48
Family did not want or need to talk	3.0%	7.3%↓	12
Yes, definitely	31.3%	33.5%↓	144
Yes, somewhat	27.5%	25.6%↑	128
No	26.6%	19.5%↑	126
MI: Amount of information given to family			
No family or friends involved	14.7%	18.8%↓	64
Family did not want or need information	3.8%	8.0%↓	16
Too much	5.3%	3.5%↑	22
Right amount	47.4%	55.1%↓	222
Not enough	28.8%	14.6%↑	135

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

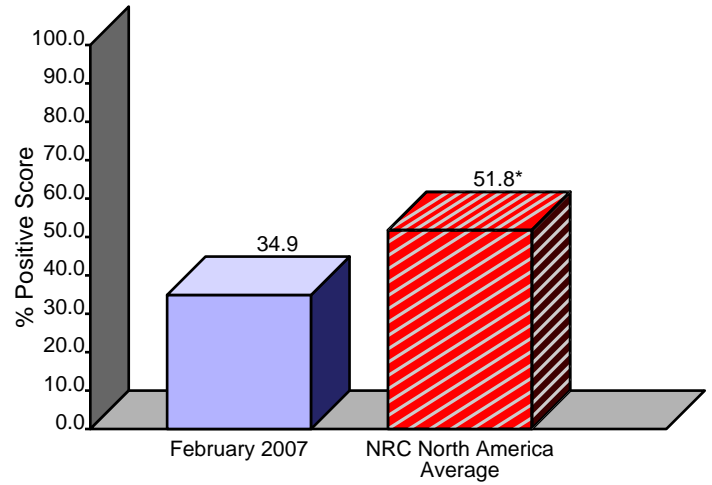


NSW Health Patient Survey 2007-Continuity and Transition - Mental Health Inpatients
February 2007 (n=472)

MI: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

NRC North America Average n size

% Positive Score

MI: Explained medication side effects	31.3%	46.6%↓	379
MI: Discussed purpose of home medicines	50.2%	65.7%↓	389
MI: Explained danger signals	24.8%	43.9%↓	452

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition
 February 2007 (n=472)

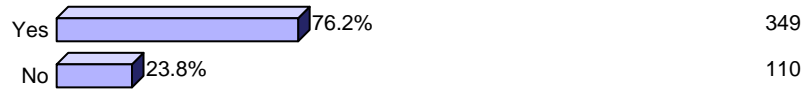
Detail

NRC North America Average n size

MI: Explained when allowed to go home



MI: Knew who to call for help after leaving

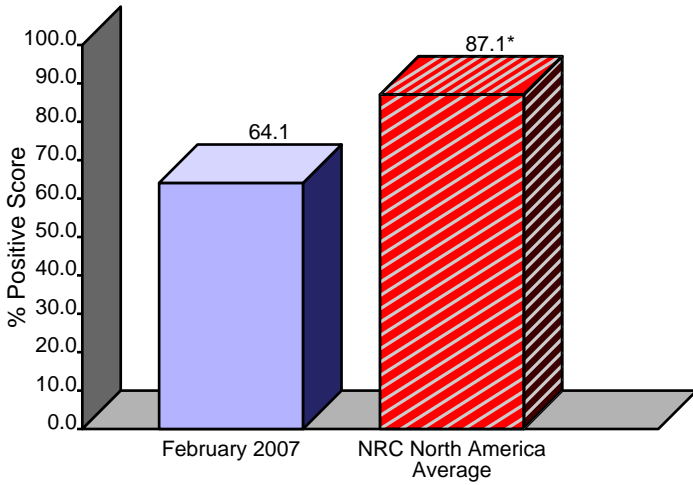


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

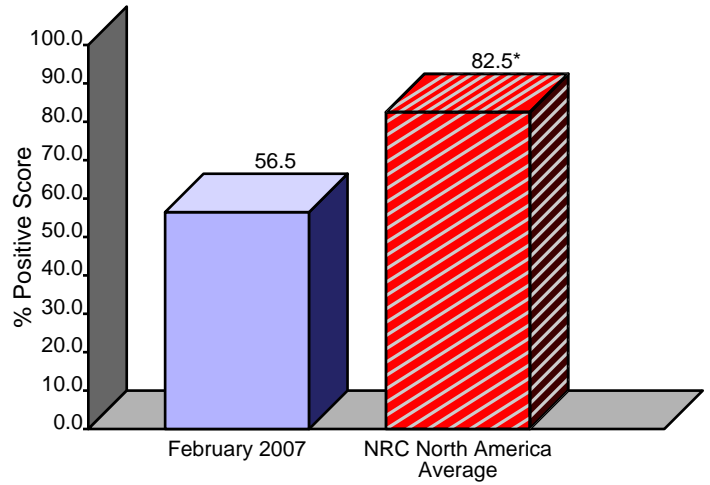


NSW Health Patient Survey 2007-Questions About Overall Attitudes -
Mental Health Inpatients
February 2007 (n=472)

MI: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "MI: Overall care received"

% Positive Score

NRC North America Average n size

MI: Question	% Positive Score	NRC North America Average	n size
MI: Rate counselling/treatment	58.3%	83.9%↓	457
MI: Rate how staff worked together	65.6%	86.9%↓	462
MI: Would recommend for stay	36.0%	58.3%↓	457
MI: Rate courtesy of Dr/Counsellor	70.3%	88.2%↓	460
MI: Rate courtesy of Nurses	72.0%	89.2%↓	455
MI: Rate hospital/department	18.0%		461
MI: Rate courtesy of admission staff	75.0%	88.8%↓	460

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About Overall Attitudes -
Mental Health Inpatients (continued)
February 2007 (n=472)

Detail



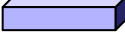


		NRC North America Average	n size
MI: Rate overall mental health now			
Poor	16.9%	4.9% ↑	75
Fair	26.2%	18.7% ↑	132
Good	27.1%	31.5% ↓	124
Very Good	16.2%	26.6% ↓	76
Excellent	13.5%	18.3% ↓	57









Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

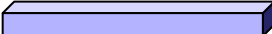








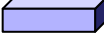

NSW Health Patient Survey 2007-Questions About the Patients - Mental Health Inpatients
 February 2007 (n=472)

Detail

	NRC North America Average	n size
MI: Health status		
Excellent  8.6%	16.5%↓	36
Very Good  18.9%	26.3%↓	82
Good  35.6%	36.1%	163
Fair  24.4%	16.5%↑	126
Poor  12.5%	4.7%↑	57

MI: Days illness/injury kept you in bed		
None  34.8%	34.6%	150
One Day  6.2%	8.3%↓	28
Two Days  6.4%	11.7%↓	31
Three Days  7.0%	8.6%↓	36
Four Days  6.1%	6.0%	26
Five-to-Seven Days  9.4%	10.2%	44
Eight-to-Ten Days  7.4%	5.6%↑	33
More than Ten Days  22.7%	15.0%↑	104

MI: Times admitted to this hospital in Feb		
One  82.1%		364
Two  13.1%		61
Three  1.1%		5
Four  2.0%		9
Five to nine  1.1%		4
Ten or more  0.6%		3

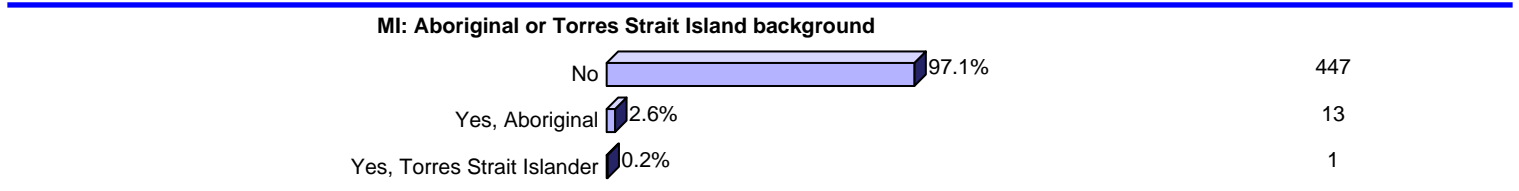
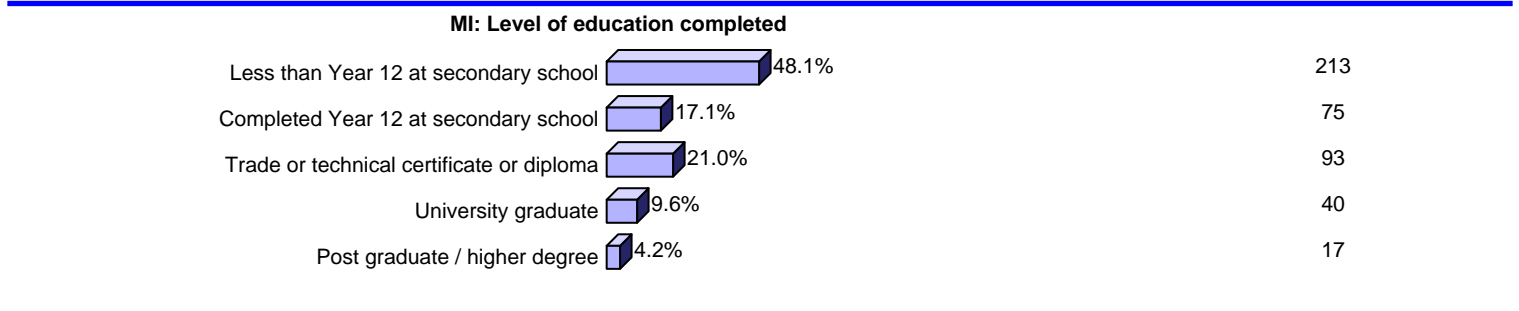
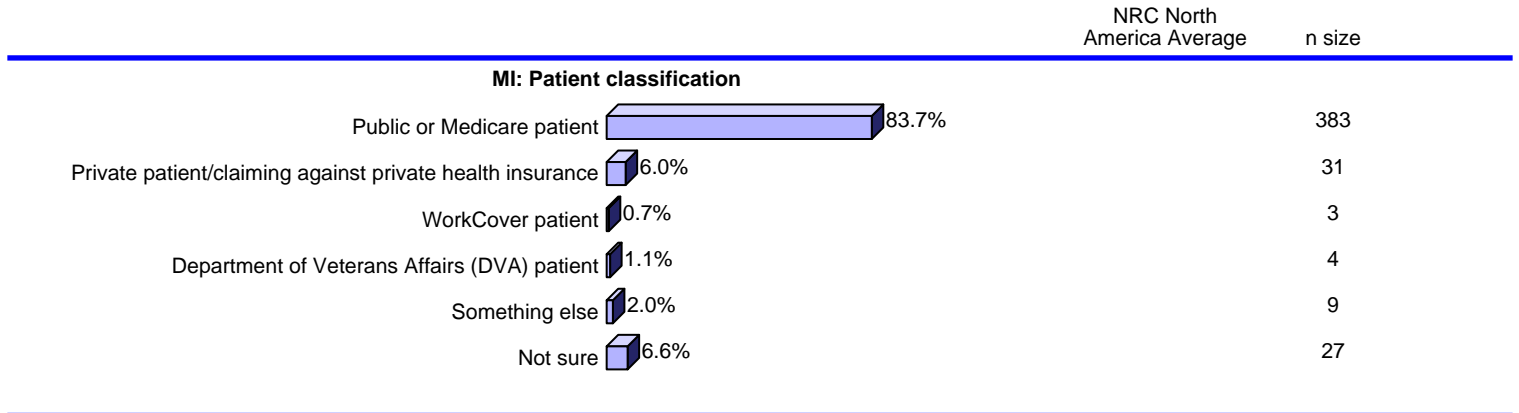
MI: Number of times in hospital overnight/longer		
Only this time  47.8%	45.8%↑	214
This time and one other time  29.2%	28.7%	134
This time and more than one other time  23.0%	25.6%↓	108

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Mental Health Inpatients (continued)
February 2007 (n=472)

Detail

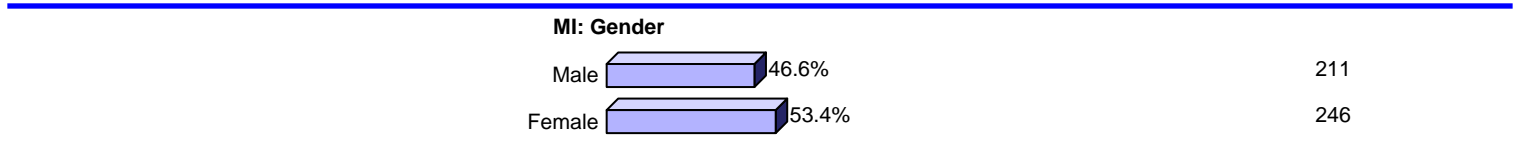
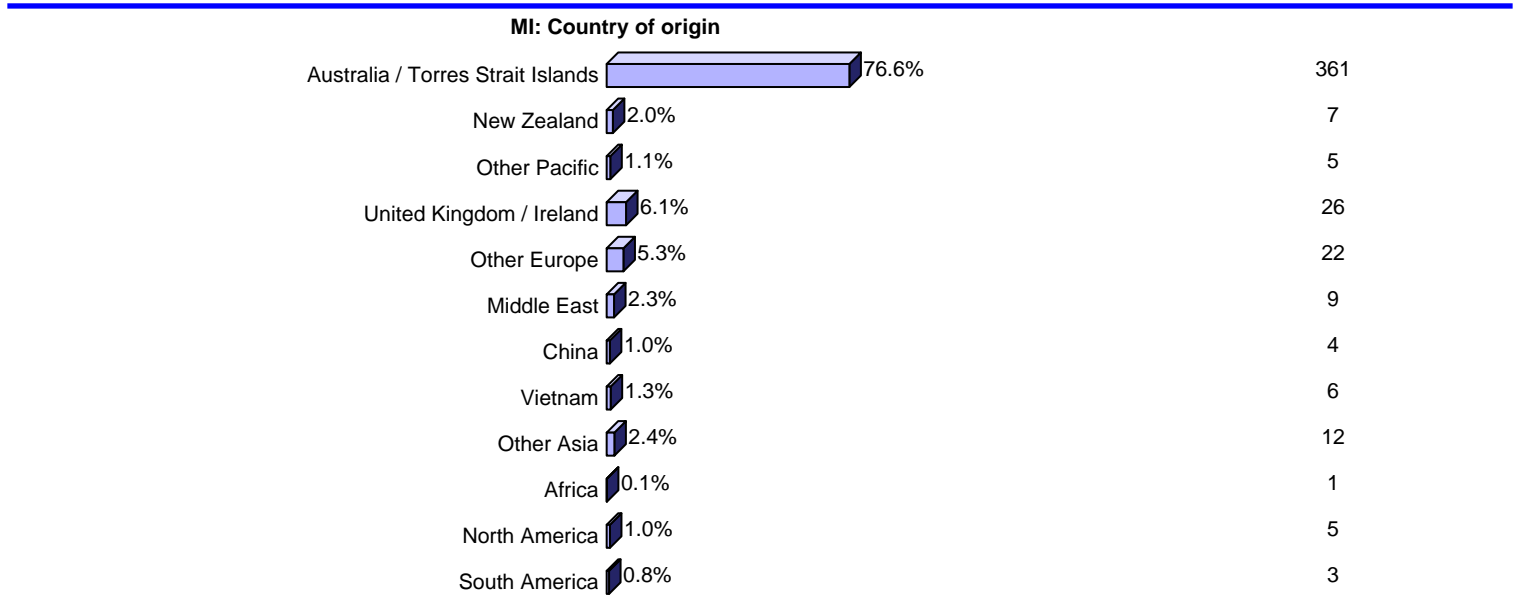
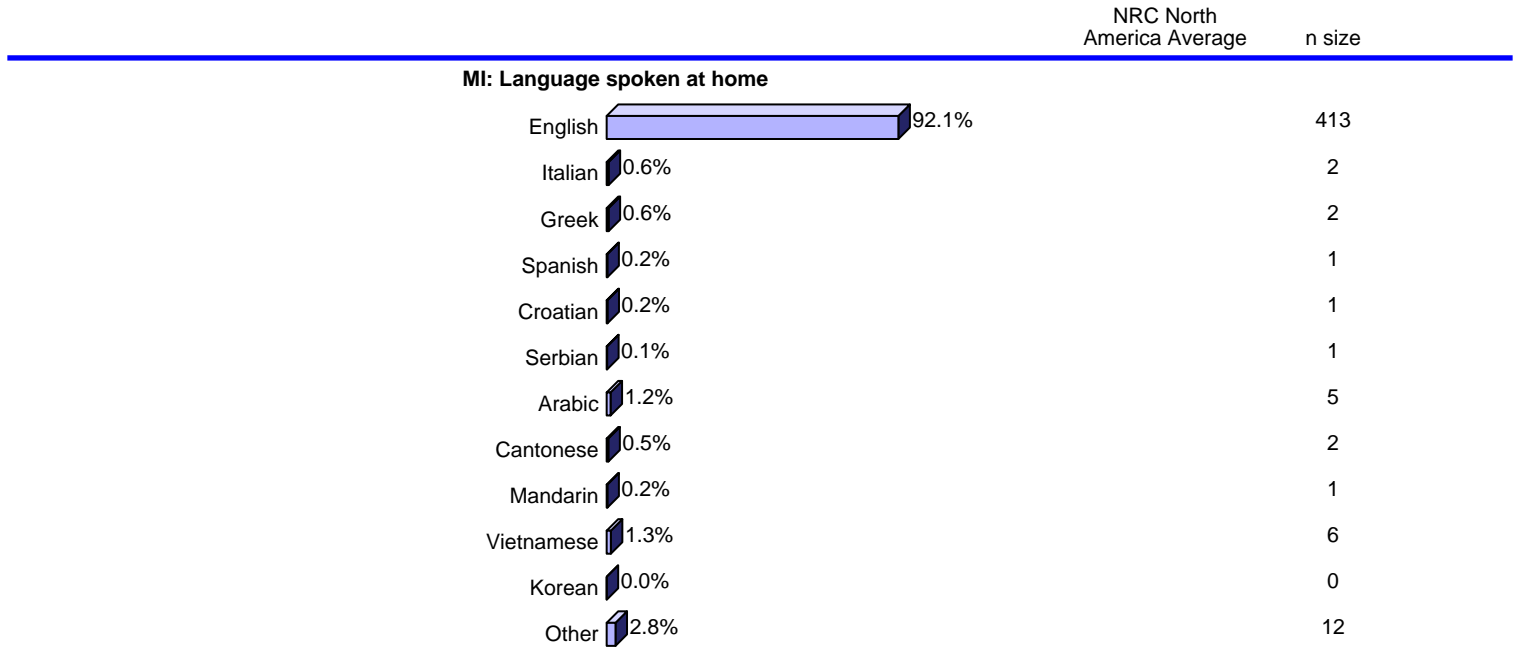


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Mental Health Inpatients (continued)
February 2007 (n=472)

Detail

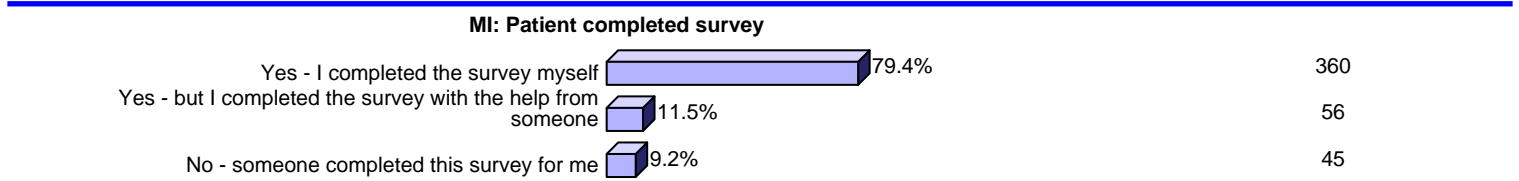
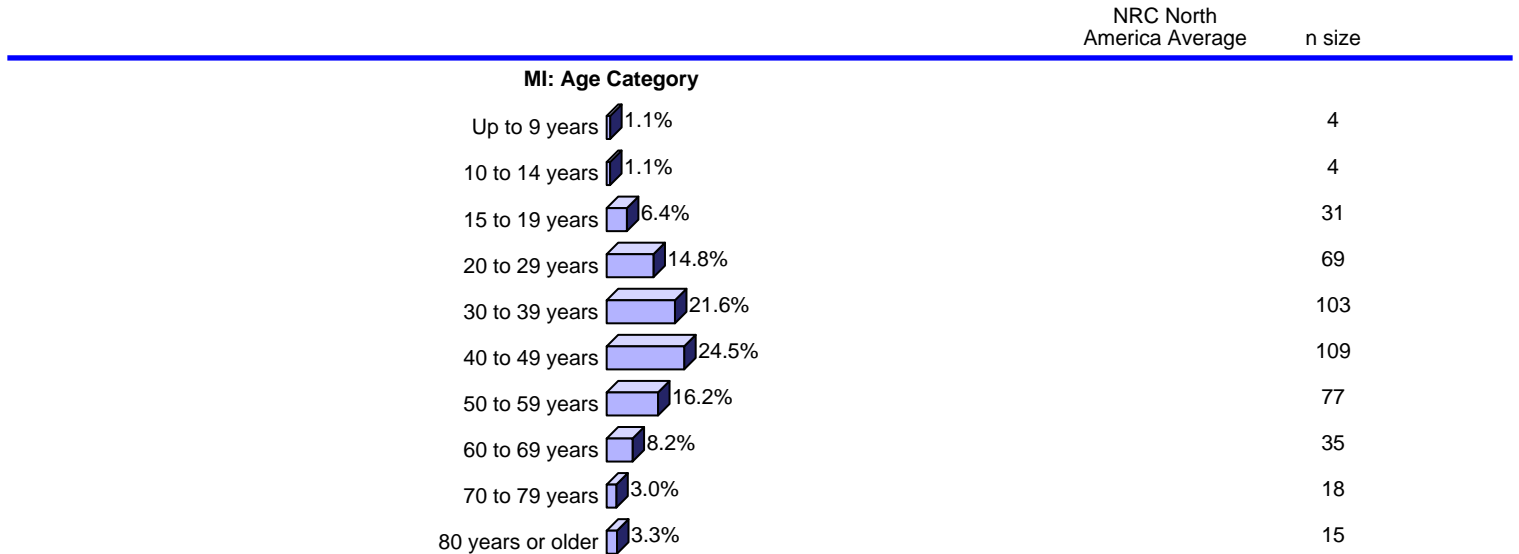


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Mental Health Inpatients (continued)
February 2007 (n=472)

Detail



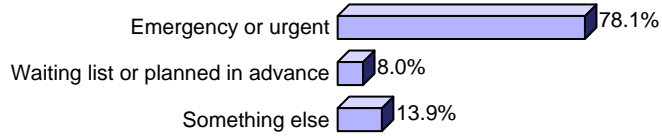
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Visits - Mental Health Inpatients
February 2007 (n=472)

Detail

	NRC North America Average	n size
MI: Feb hospital stay was planned or emergency		
Emergency or urgent		362
Waiting list or planned in advance		32
Something else		62



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Mental Health Inpatients February 2007 (n=472)

Detail

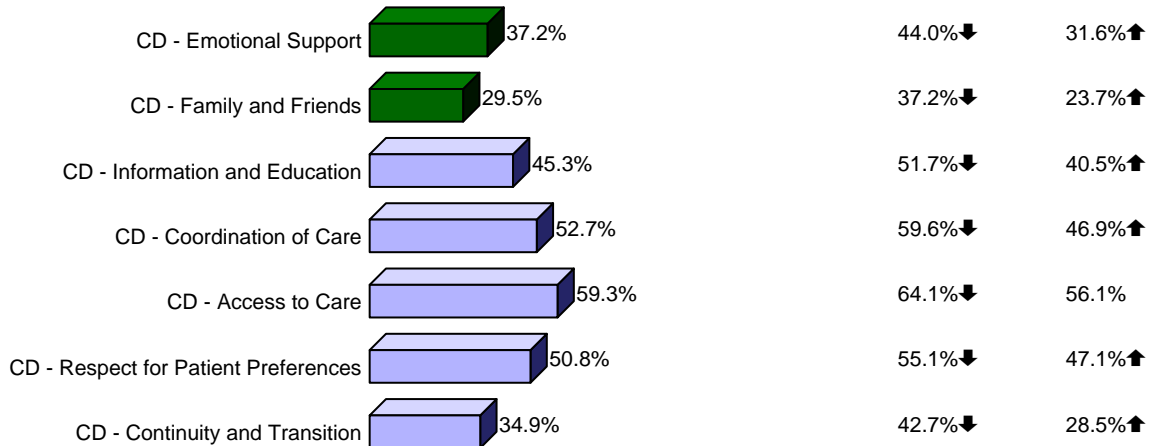


Highest correlation with
"MI: Overall care received"

Males (MI)

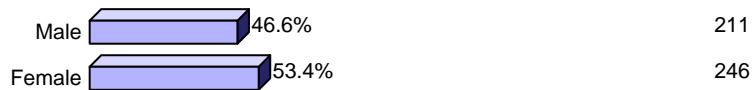
Females (MI)

% Positive Score



n size

MI: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Mental Health Inpatients (continued) February 2007 (n=472)

Detail



Highest correlation with
"MI: Overall care received"

Ages 0 - 19 (MI) Ages 20 - 39 (MI) Ages 40 - 59 (MI) Ages 60+ (MI)

% Positive Score

Category	% Positive Score	Ages 0 - 19 (MI)	Ages 20 - 39 (MI)	Ages 40 - 59 (MI)	Ages 60+ (MI)
CD - Emotional Support	37.2%	41.0%	31.9%↑	36.2%	51.2%↓
CD - Family and Friends	29.5%	28.6%	22.7%↑	28.1%	53.6%↓
CD - Information and Education	45.3%	40.7%	42.1%	45.0%	58.3%↓
CD - Coordination of Care	52.7%	39.5%↑	45.7%↑	52.9%	77.9%↓
CD - Access to Care	59.3%	61.9%	52.4%↑	59.4%	76.2%↓
CD - Respect for Patient Preferences	50.8%	43.6%↑	44.5%↑	53.1%	64.7%↓
CD - Continuity and Transition	34.9%	40.0%	31.7%	31.8%	51.2%↓

n size

MI: Age Category

Ages 0 - 19	8.5%	39
Ages 20 - 39	36.3%	172
Ages 40 - 59	40.7%	186
Ages 60 and over	14.5%	68

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Mental Health Inpatients (continued) February 2007 (n=472)



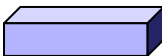
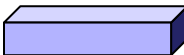
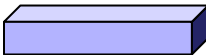


Detail



Highest correlation with
"MI: Overall care received"

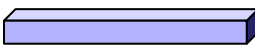


Australia (MI) Other English Speaking (MI) Non-English Speaking (MI)

% Positive Score

Category	Australia (MI)	Other English Speaking (MI)	Non-English Speaking (MI)
CD - Emotional Support  37.2%	34.3%	40.6%	47.6%↓
CD - Family and Friends  29.5%	25.9%↑	30.8%	44.3%↓
CD - Information and Education  45.3%	43.8%	46.2%	49.3%
CD - Coordination of Care  52.7%	50.4%	58.5%	59.4%↓
CD - Access to Care  59.3%	58.8%	61.2%	62.0%
CD - Respect for Patient Preferences  50.8%	50.5%	47.8%	56.7%↓
CD - Continuity and Transition  34.9%	34.4%	32.2%	37.5%

n size

MI: Country of origin

Australia  76.6%	361
Other English Speaking  9.1%	38
Other Non-English Speaking  14.3%	62

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Mental Health Inpatients (continued) February 2007 (n=472)

		<i>Detail</i>			
		Highest correlation with "MI: Overall care received"	Only this time (MI)	One other time (MI)	Two or more other times (MI)
		<i>% Positive Score</i>			
CD - Emotional Support	37.2%	38.8%	38.9%	29.6%↑	
CD - Family and Friends	29.5%	33.4%↓	30.6%	19.5%↑	
CD - Information and Education	45.3%	48.4%	46.3%	35.2%↑	
CD - Coordination of Care	52.7%	57.8%↓	51.1%	42.0%↑	
CD - Access to Care	59.3%	63.7%↓	60.2%	48.3%↑	
CD - Respect for Patient Preferences	50.8%	55.4%↓	48.6%	42.9%↑	
CD - Continuity and Transition	34.9%	35.7%	40.9%↓	25.6%↑	
n size					


MI: Number of times in hospital overnight/longer

Only this time	47.8%	214
This time and one other time	29.2%	134
This time and more than one other time	23.0%	108

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups
- Mental Health Inpatients (continued)
February 2007 (n=472)

		<i>Detail</i>			
		Poor/Fair Health Rating (MI)	Good Health Rating (MI)	Very Good Health Rating (MI)	Excellent Health Rating (MI)
 Highest correlation with "MI: Overall care received"					
<i>% Positive Score</i>					
CD - Emotional Support	37.2%	30.4% ↑	39.3%	42.8% ↓	48.1% ↓
CD - Family and Friends	29.5%	21.3% ↑	28.6%	39.3% ↓	55.0% ↓
CD - Information and Education	45.3%	36.3% ↑	47.6%	53.5% ↓	57.8% ↓
CD - Coordination of Care	52.7%	47.9% ↑	54.8%	56.3%	57.3%
CD - Access to Care	59.3%	51.0% ↑	63.9% ↓	63.7%	69.1% ↓
CD - Respect for Patient Preferences	50.8%	45.9% ↑	50.3%	53.7%	67.1% ↓
CD - Continuity and Transition	34.9%	26.9% ↑	35.2%	45.3% ↓	43.9% ↓

n size

MI: Health status

Excellent Health Rating	8.6%	36
Very Good Health Rating	18.9%	82
Good Health Rating	35.6%	163
Poor/Fair Health Rating	36.8%	183

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

Performance Across Facilities - MI

▲ Significantly Higher Than NSW Average (MI)
 ▼ Significantly Lower Than NSW Average (MI)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (MI)	64.1%	18.0%	36.0%	52.8%	62.6%	46.1%	31.6%	22.9%
-Greater Southern Area Health Service	72.6%	21.0%	43.5%	61.3%	60.8%	31.7%▼	28.0%	9.7%▼
-Greater Western Area Health Service	66.8%	26.7%▲	38.6%	60.1%	61.2%	45.8%	39.4%	28.1%
-Hunter New England Area Health Service	56.6%▼	13.9%	26.2%▼	44.4%▼	58.0%	43.2%	35.7%	21.8%
-North Coast Area Health Service	76.3%▲	20.3%	41.8%	61.8%▲	69.4%	50.1%	31.5%	24.3%
-N Sydney/Central Coast AHS	64.5%	14.3%	44.9%▲	58.8%▲	56.0%▼	41.7%	29.0%	26.3%
-SE Sydney/Illawarra AHS	67.0%	19.9%	29.8%▼	49.0%	67.0%	48.8%	27.9%	24.6%
-Sydney South West AHS	63.6%	18.9%	39.7%	58.1%▲	66.2%	55.3%▲	36.7%▲	26.9%
-Sydney West Area Health System	61.3%	17.5%	34.1%	44.4%▼	61.2%	41.5%	27.4%	16.7%▼
-The Children's Hospital at Westmead	0.0%▼	0.0%	0.0%▼	50.0%	50.0%	0.0%▼	0.0%▼	0.0%

Performance Across Facilities - MI

▲ Significantly Higher Than NSW Average (MI)
 ▼ Significantly Lower Than NSW Average (MI)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Family and Friends	CD - Continuity and Transition
NSW Average (MI)	59.3%	45.3%	37.2%	52.7%	50.8%	29.5%	34.9%
-Greater Southern Area Health Service	61.0%	36.5%	32.5%	47.0%	47.7%	37.2%	45.5%▲
-Greater Western Area Health Service	61.1%	45.5%	38.2%	50.9%	49.1%	30.3%	44.7%▲
-Hunter New England Area Health Service	53.0%▼	36.5%▼	34.0%	48.3%	47.8%	28.3%	41.1%▲
-North Coast Area Health Service	66.0%	54.8%▲	44.7%▲	59.9%	60.2%▲	19.6%▼	34.8%
-N Sydney/Central Coast AHS	62.8%	46.2%	36.1%	52.8%	50.5%	30.2%	33.3%
-SE Sydney/Illawarra AHS	58.2%	50.1%	31.8%▼	53.5%	54.9%	20.9%▼	25.8%▼
-Sydney South West AHS	61.0%	51.8%▲	44.1%▲	56.8%	49.6%	37.6%▲	40.0%▲
-Sydney West Area Health System	55.1%	38.5%▼	35.6%	50.2%	49.1%	28.8%	29.3%▼
-The Children's Hospital at Westmead	75.0%	16.7%	0.0%▼	14.3%▼	12.5%▼	50.0%	0.0%

Non-Admitted Emergency Patients (EP)

-- Core Dimensions of Patient-centred Care : Non-Admitted Emergency Patients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the seven dimensions and are identified with the prefix of SD.

CD - Access to care : This dimension refers to the extent to which an individual can obtain health care services. A patient's ability to access services according to his or her needs are aspects of this dimension. High access scores entails:

- * Availability of staff to meet patient needs and answer questions
- * Reasonable amount of time to obtain health services
- * Scheduling of health services to meet patient needs and minimize conflicts

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Emotional support and alleviation of fear and anxiety : Fear and anxiety associated with illness can be as debilitating as the physical effects. Health professionals should pay particular attention to:

- * Anxiety over physical status, treatment and prognosis;
- * Anxiety over the impact of the illness on themselves and family; and
- * Anxiety over the financial impact of illness.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Non-Admitted Emergency Patients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care - Non-Admitted Emergency Patients February 2007 (n=19100)

Detail

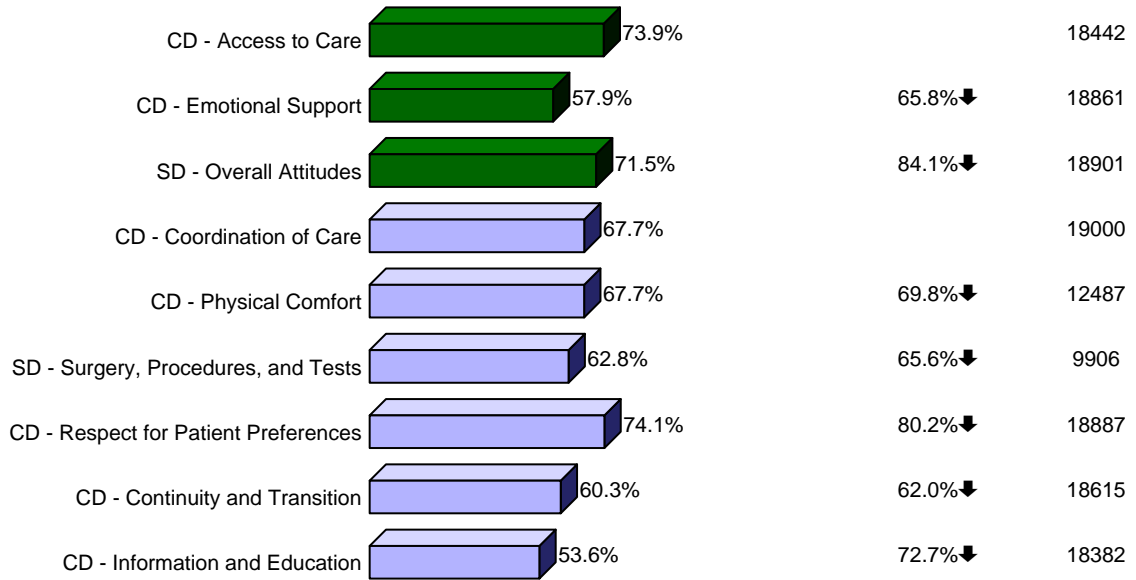


Highest correlation with "EP: Overall care received"

NRC North America Average

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Key Drivers - Non-Admitted Emergency Patients February 2007 (n=19100)

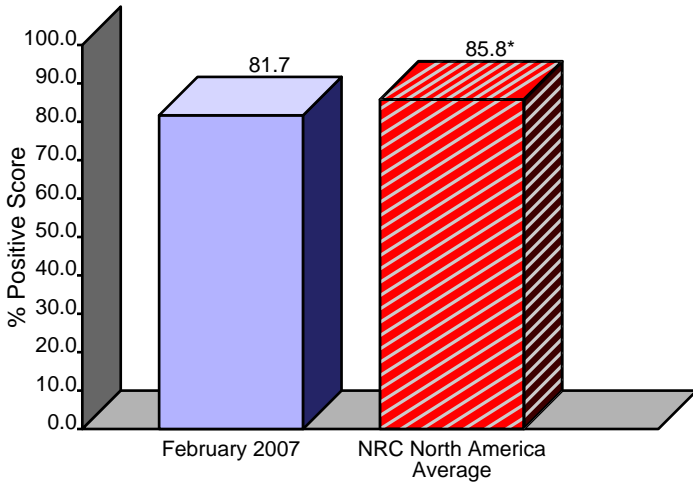
		<i>Detail</i>	NRC North America Average	n size	Correlation Coefficient
		Highest correlation with "EP: Overall care received"			
<i>% Positive Score</i>					
EP: Completeness of ED care		80.7%	84.7%↓	18684	0.671
EP: Explanation of what ED did		82.1%	85.8%↓	18634	0.626
EP: Courtesy of ED staff		86.2%	89.2%↓	18649	0.610
EP: Rate availability of drs		68.0%		16865	0.603
EP: How well ED Drs/Nurses worked together		83.5%	87.8%↓	18443	0.601
EP: Organisation of care		58.9%		18852	0.592
EP: ED wait time rating		57.8%	66.4%↓	18586	0.586
EP: Had enough say about ED care		59.6%	65.6%↓	18545	0.571
EP: Dignity/respect by ED staff		77.4%	79.7%↓	18728	0.553
EP: ED did all it could to control pain		57.3%	59.8%↓	12385	0.548
EP: Needed help in ED but didn't get it		72.9%	77.1%↓	18618	0.548
EP: Rate availability of nurses		79.9%		16417	0.546
EP: Confidence/trust in ED Drs		65.7%	71.5%↓	16949	0.537
EP: Enough info re: condition/treatment		52.0%		18263	0.536
EP: Confidence/trust in ED Nurses		71.8%	73.8%↓	16433	0.530

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

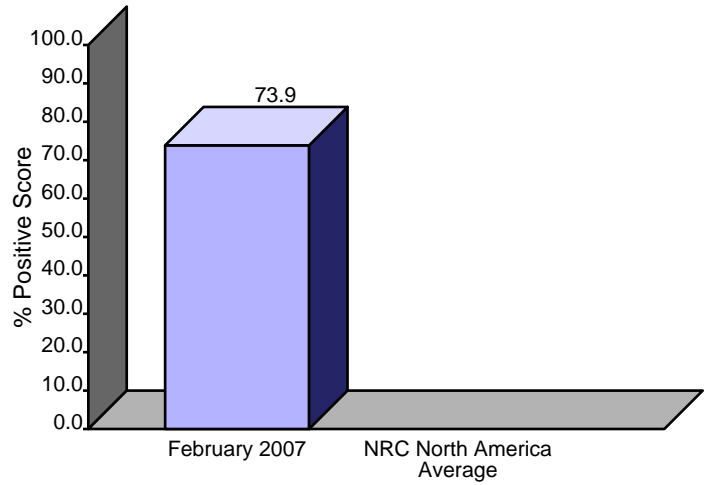


NSW Health Patient Survey 2007-Access to Care - Non-Admitted
Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Access to Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

NRC North America Average n size

% Positive Score

EP: Rate availability of drs	68.0%	16865
EP: Rate availability of nurses	79.9%	16417

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Access to Care

February 2007 (n=19100)

Detail

	NRC North America Average	n size
EP: Kept informed about ED room wait time		
Yes	26.2%↑	6542
No	37.3%↑	7185
I was seen immediately	36.4%↓	4854
EP: Wait time for dr after going to bed/exam room		
I did not wait at all		3437
Less than 1/2 hour		7614
Between 1/2 hour and 1 hour		4438
1 to 2 hours		2709
EP: Waited too long to see ED Dr		
No	59.5%↓	3795
Yes, somewhat	26.0%↓	1998
Yes, definitely	14.5%↑	11086
EP: Waited too long to see other ED Dr		
No other doctor was needed	64.9%↓	460
No	25.0%↑	2470
Yes, somewhat	6.9%↑	1272
Yes, definitely	3.2%↑	574
EP: Waited too long to get ED test(s) completed		
No	65.8%↓	6292
Yes, somewhat	23.3%↑	2468
Yes, definitely	10.9%↑	1251

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Access to Care (continued)
February 2007 (n=19100)

Detail

	NRC North America Average	n size
EP: Length of time spent in ED		
Less than 1 hour 13.7%	11.7% ↑	2925
1 to 3 hours 41.6%	52.7% ↓	7946
4 to 6 hours 28.8%	26.5% ↑	4935
7 to 9 hours 8.8%	6.3% ↑	1459
More than 9 hours 7.1%	2.8% ↑	1190

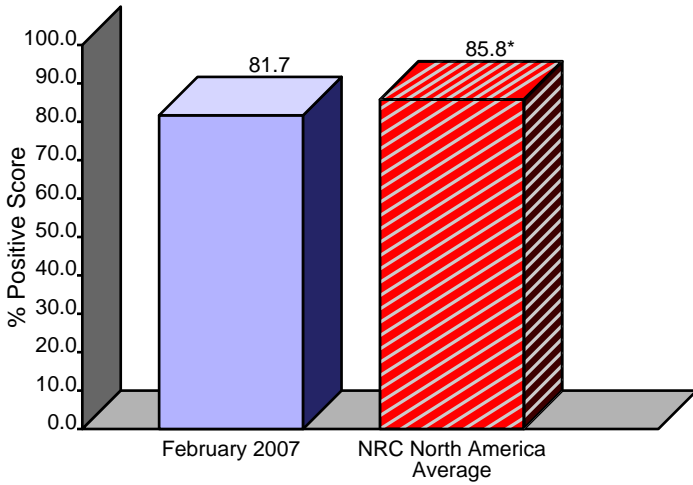
EP: ED wait time rating		
Excellent 17.3%	21.9% ↓	3395
Very Good 19.1%	21.7% ↓	3676
Good 21.4%	22.8% ↓	4070
Fair 20.4%	17.5% ↑	3705
Poor 21.8%	16.1% ↑	3740

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

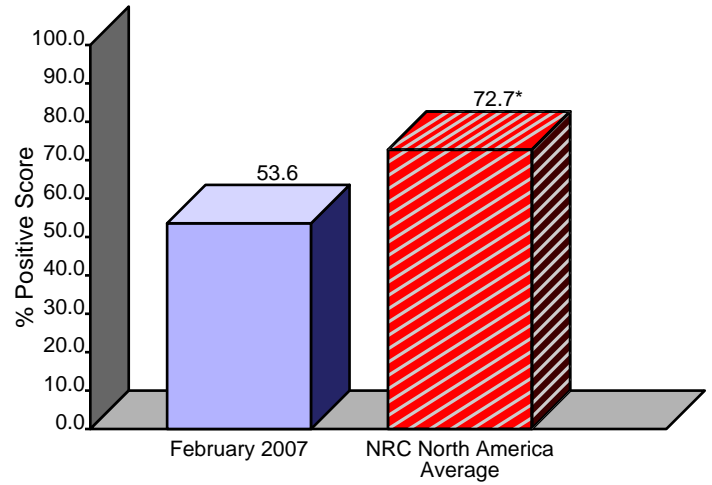


NSW Health Patient Survey 2007-Information and Education - Non-Admitted Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

NRC North America Average n size

% Positive Score

EP: ED Nurses answered questions understandably	67.8%	72.7%↓	14414
EP: ED Dr answered questions understandably	65.2%	72.8%↓	15454
EP: Explained reason for wait in going to bed/room	26.3%		13906

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education
February 2007 (n=19100)

Detail

	NRC North America Average	n size
EP: Enough info re: condition/treatment		
Did not want information	1.6%	322
Did not use Emergency Department	0.7%	154
Yes, definitely	50.8%	9680
Yes, somewhat	35.1%	6482
No	11.8%	2101
EP: Interpreter needed while in ED		
Yes	1.7% ↓	245
No	98.3% ↑	18170
EP: Availability of interpreter in ED		
Yes, a relative or friend	39.9% ↑	320
Yes, a translator from the hospital	5.0% ↓	35
Yes, someone on the hospital staff	10.8% ↓	86
No	44.3% ↑	367
EP: ED explained reasons for tests understandably		
Yes, completely	70.3%	7031
Yes, somewhat	22.3% ↑	2189
No	7.4% ↓	727
EP: ED explained causes for problem understandably		
Yes, completely	49.5% ↓	9330
Yes, somewhat	28.7% ↑	5182
No	8.2% ↓	1466
Did not need explanation	13.7% ↓	2679

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education (continued)
February 2007 (n=19100)

Detail

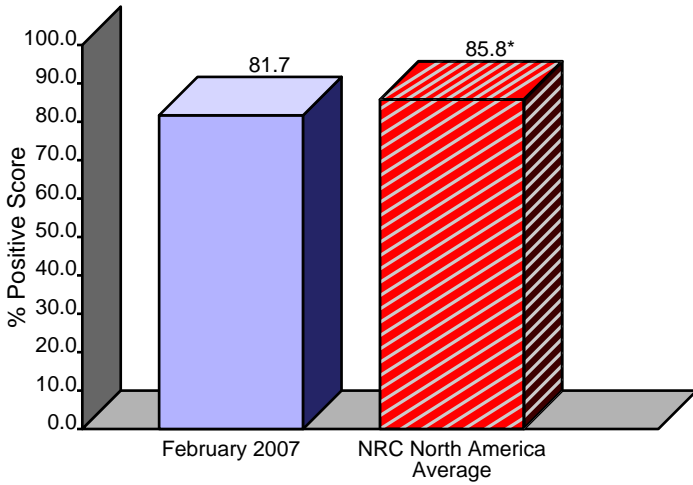
		NRC North America Average	n size
EP: Explanation of what ED did			
Excellent	25.5%	32.8%↓	4938
Very Good	30.8%	31.0%	5830
Good	25.7%	22.0%↑	4713
Fair	12.1%	9.0%↑	2143
Poor	5.8%	5.2%↑	1010

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

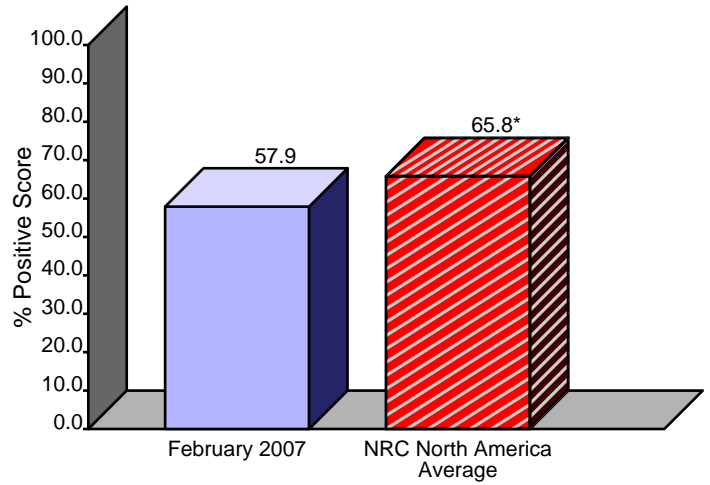


NSW Health Patient Survey 2007-Emotional Support - Non-Admitted
Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Emotional Support



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

% Positive Score

NRC North America Average n size

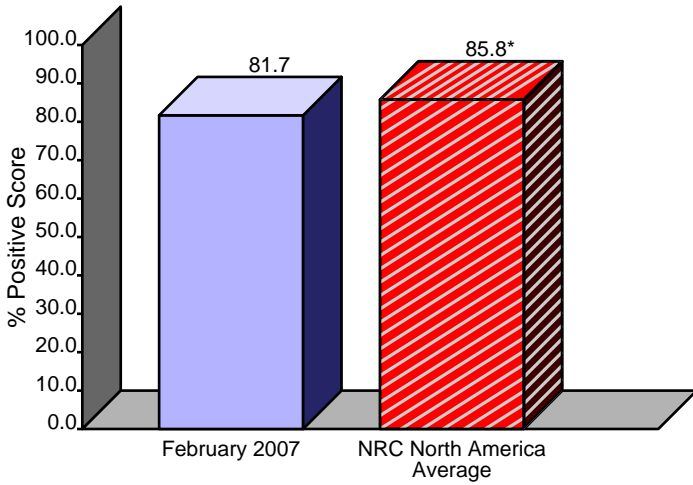
EP: Confidence/trust in ED Drs	65.7%	71.5%↓	16949
EP: Confidence/trust in ED Nurses	71.8%	73.8%↓	16433
EP: Easy to find staff to talk to re: concerns	49.3%		17267
EP: ED Nurse discussed fears/anxieties	46.6%	51.9%↓	11253
EP: ED Dr discussed fears/anxieties	51.3%	57.4%↓	12200

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

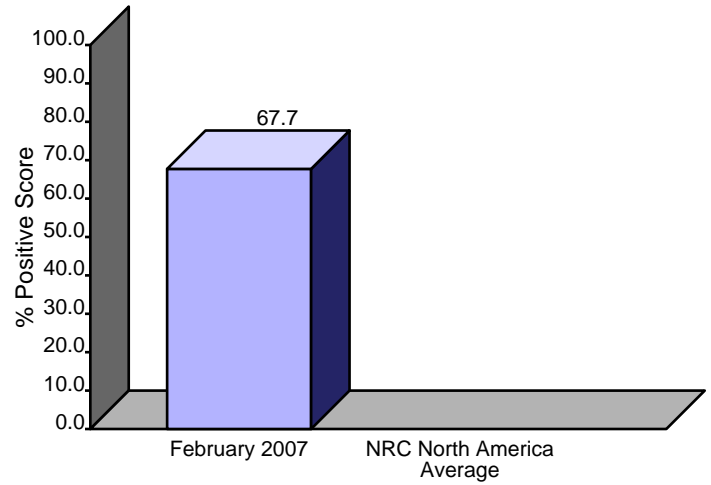


NSW Health Patient Survey 2007-Coordination of Care - Non-Admitted
Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

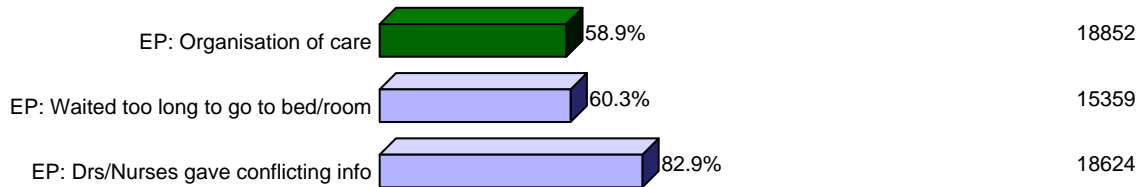
Detail



Highest correlation with "EP: Overall care received"

% Positive Score

NRC North America Average n size



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
February 2007 (n=19100)

Detail

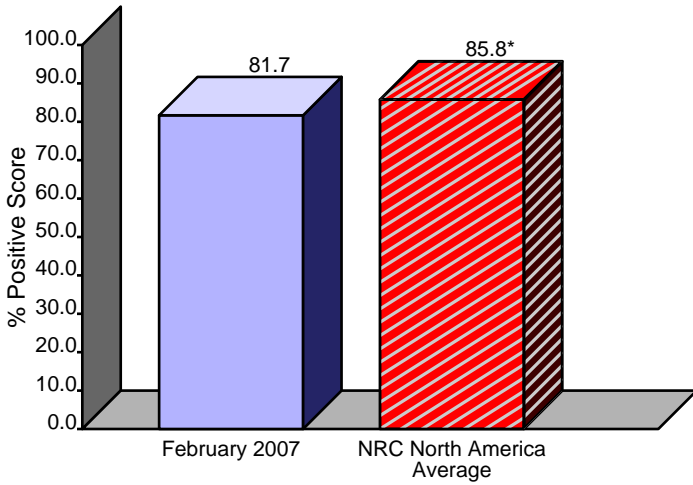
	NRC North America Average	n size
EP: One Dr in charge of ED care		
Yes	71.6% ↑	16567
No	8.0% ↑	1615
Not sure	20.4% ↓	469
EP: Appt for treatment made before leaving ED		
Yes, with a new doctor or nurse	20.4% ↑	2118
Yes, with the same doctor or nurse	7.0% ↑	1247
No	72.6% ↓	5856
EP: Completeness of ED care		
Excellent	33.8% ↓	5111
Very Good	30.7% ↓	5745
Good	20.2% ↑	4432
Fair	9.2% ↑	2180
Poor	6.1% ↑	1216

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

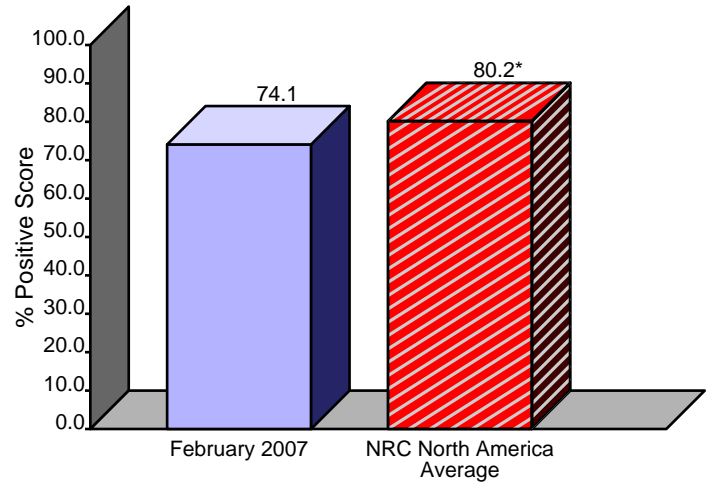


NSW Health Patient Survey 2007-Respect for Patient Preferences - Non-Admitted Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

NRC North America Average n size

% Positive Score

EP: Had enough say about ED care	59.6%	65.6%↓	18545
EP: Dignity/respect by ED staff	77.4%	79.7%↓	18728
EP: ED Nurses talked as if patient wasn't there	81.1%	87.7%↓	16414
EP: ED Dr talked as if patient wasn't there	79.5%	88.3%↓	16897

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences
February 2007 (n=19100)

Detail

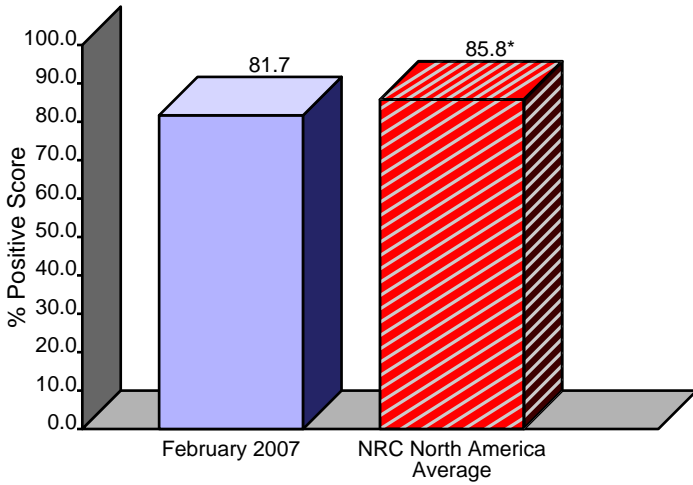
	NRC North America Average	n size
EP: Enough privacy during visit		
Yes, always	66.8%	12732
Yes, sometimes	25.2%	4513
No	8.0%	1394
EP: Enough info re: patient rights/responsibilities		
Yes, completely	50.9%	9667
Yes, somewhat	27.5%	4979
No	21.6%	3794

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

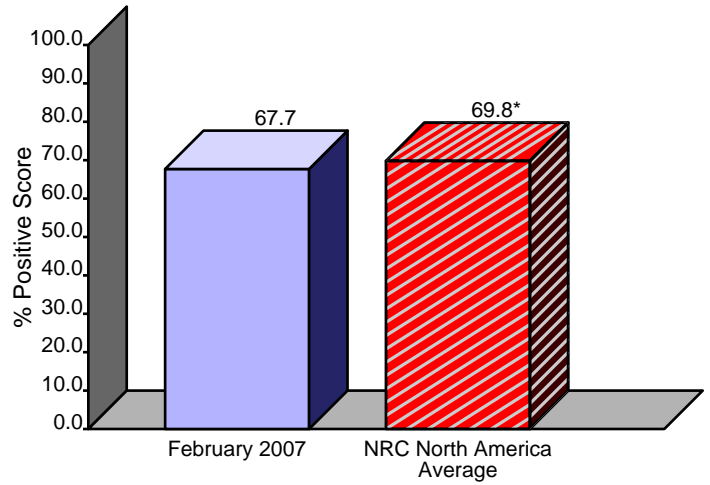


NSW Health Patient Survey 2007-Physical Comfort - Non-Admitted
Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

% Positive Score

NRC North America Average n size

EP: ED did all it could to control pain	57.3%	59.8%↓	12385
EP: Minutes taken to get requested pain med	65.8%		5006
EP: Amount of pain medicine received in ED	86.4%	84.0%↑	7363

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
February 2007 (n=19100)

Detail

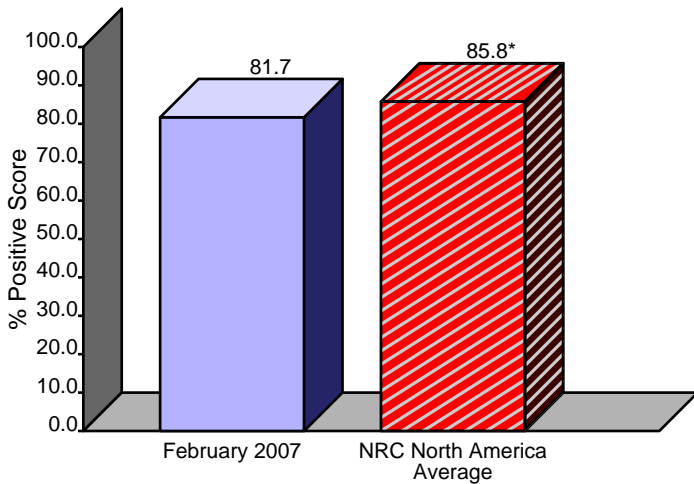
		NRC North America Average	n size
EP: Was in pain during ED visit			
Yes	67.6%	70.7%↓	12501
No	32.4%	29.3%↑	6107
EP: ED pain severe/moderate/mild			
Severe	37.6%	45.3%↓	4635
Moderate	46.0%	40.8%↑	5783
Mild	16.4%	13.9%↑	2076
EP: Requested pain medicine			
Yes	37.9%		4633
No	62.1%		8039
EP: Received pain medicine in ED			
Yes	53.5%	54.0%↓	6718
No	46.5%	46.0%↑	5947

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

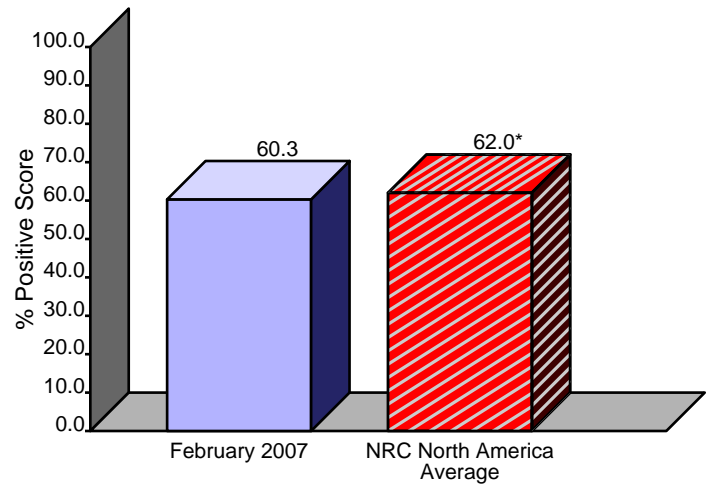


NSW Health Patient Survey 2007-Continuity and Transition - Non-Admitted
Emergency Patients
February 2007 (n=19100)

EP: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

NRC North America Average n size

% Positive Score

EP: ED explained danger signals to watch for	56.9%	61.6%↓	18489
EP: Explained purpose of home meds	74.4%		6412
EP: ED explained medication side effects	56.7%	62.4%↓	7347

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition

February 2007 (n=19100)

Detail




	NRC North America Average	n size
EP: Dr called another MD/specialist to ED		
Yes	18.1% ↑	4159
No	79.5% ↓	12467
I did not see a doctor	2.4% ↓	98
EP: ED prescribed new meds before discharge		
Yes	59.1% ↓	6442
No	40.9% ↑	12032
EP: ED explained how to take new medications		
Yes, completely	56.4% ↑	5007
Yes, somewhat	11.1% ↑	1056
No	8.4% ↓	410
Did not need explanation	24.1% ↓	960
EP: Further treatment needed after leaving ED		
Yes	49.4% ↓	8628
No	50.6% ↑	9864
EP: Knew who to call if questions after leaving ED		
Yes	75.6% ↓	13033
No	13.3% ↑	3409
Not sure	11.0% ↑	2037

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Measures Related to Family and Friends
February 2007 (n=19100)

Detail

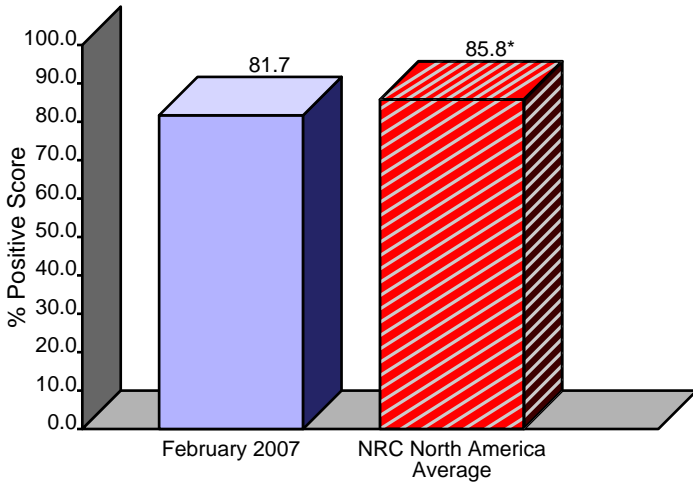
		NRC North America Average	n size
EP: ED got messages to family/friends			
I had no messages	 64.6%	70.8%↓	12057
Yes	 24.2%	20.4%↑	4475
No	 11.3%	8.9%↑	1932

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

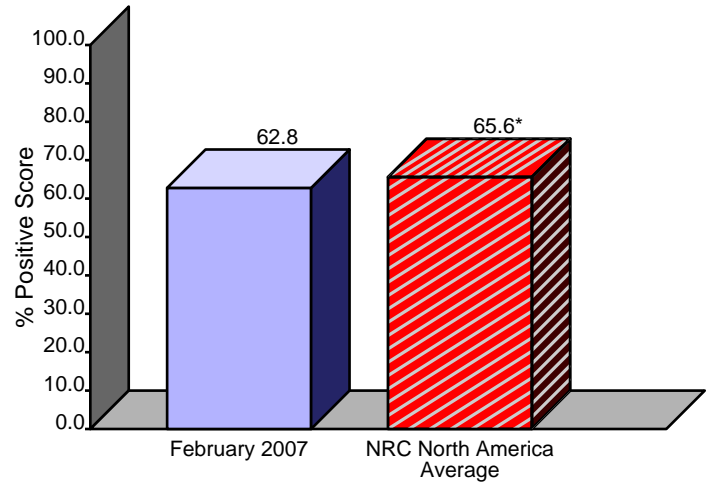


NSW Health Patient Survey 2007-Questions About Surgery, Procedures, and Tests - Non-Admitted Emergency Patients
February 2007 (n=19100)

EP: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail

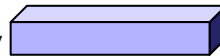


Highest correlation with "EP: Overall care received"

% Positive Score

NRC North America Average n size

EP: ED explained test results understandably 62.8%



65.6%↓

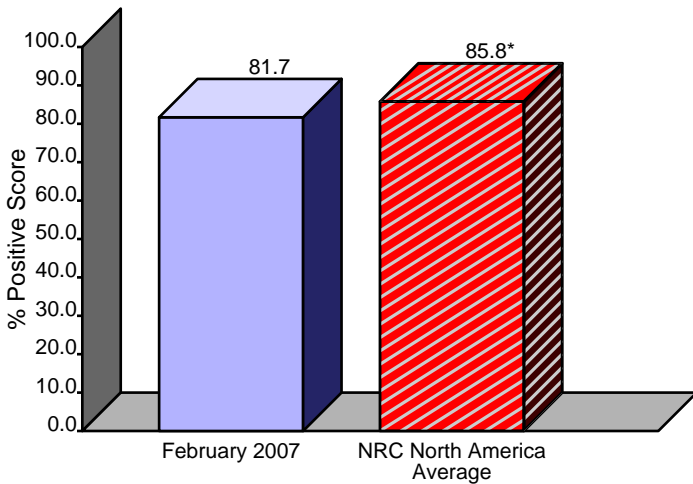
9906

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

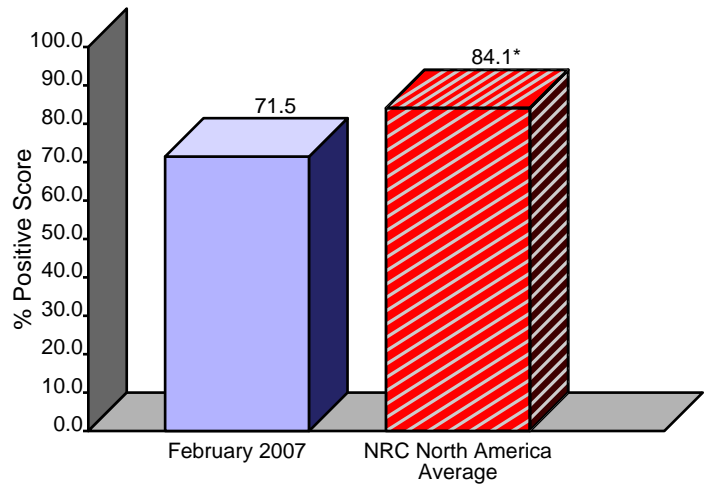


NSW Health Patient Survey 2007-Questions About Overall Attitudes - Non-Admitted Emergency Patients
February 2007 (n=19100)

EP: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "EP: Overall care received"

NRC North America Average n size

% Positive Score



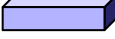


Question	% Positive Score	NRC North America Average	n size
EP: Would recommend for ED services	54.0%	60.2%↓	18585
EP: Courtesy of ED staff	86.2%	89.2%↓	18649
EP: How well ED Drs/Nurses worked together	83.5%	87.8%↓	18443
EP: Rate Emergency Room	31.4%		18482
EP: Needed help in ED but didn't get it	72.9%	77.1%↓	18618
EP: Courtesy of ED Drs	86.7%	89.5%↓	16845
EP: Courtesy of ED Nurses	88.8%	90.9%↓	16441









Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

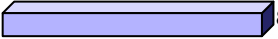










NSW Health Patient Survey 2007-Questions About the Patients - Non-Admitted Emergency Patients February 2007 (n=19100)

Detail

	NRC North America Average	n size
EP: General health status		
Excellent  17.6%	14.5% ↑	3259
Very Good  30.8%	30.7%	5794
Good  32.1%	33.8% ↓	5955
Fair  15.0%	16.5% ↓	2787
Poor  4.5%	4.5%	829

EP: Days in bed due to illness/injury in Feb		
None  43.1%		8183
One day  14.6%		2654
Two days  12.0%		2178
Three days  7.9%		1404
Four days  5.4%		966
Five-to-seven days  7.7%		1375
Eight-to-ten days  3.1%		561
More than ten days  6.2%		1100

EP: Times at this Emergency room/dept in Feb		
One  81.8%		14217
Two  12.6%		2223
Three  3.3%		593
Four  1.2%		199
Five to nine  0.9%		156
Ten or more  0.2%		39

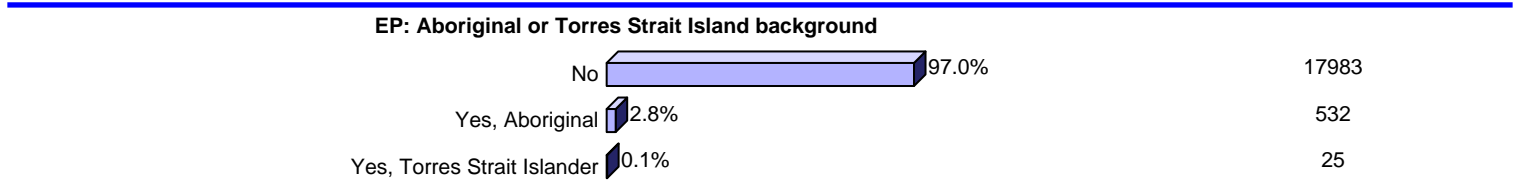
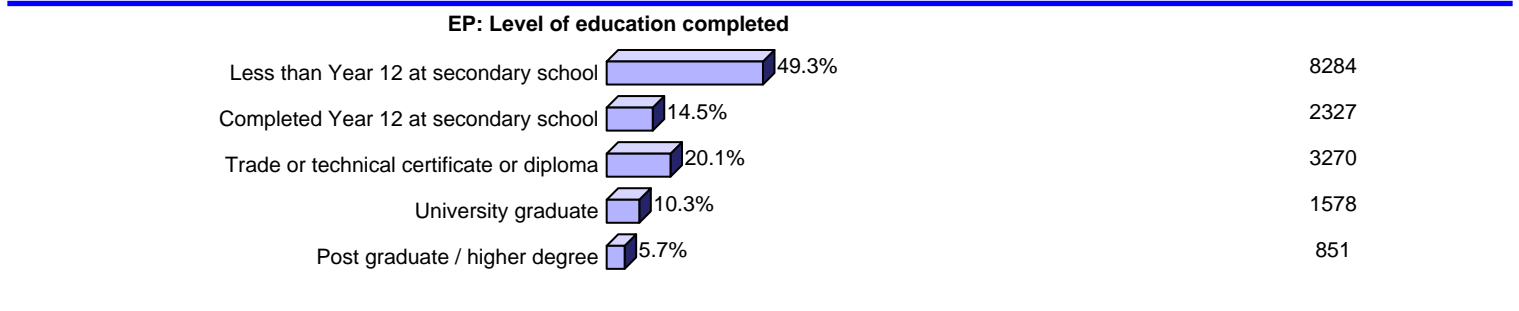
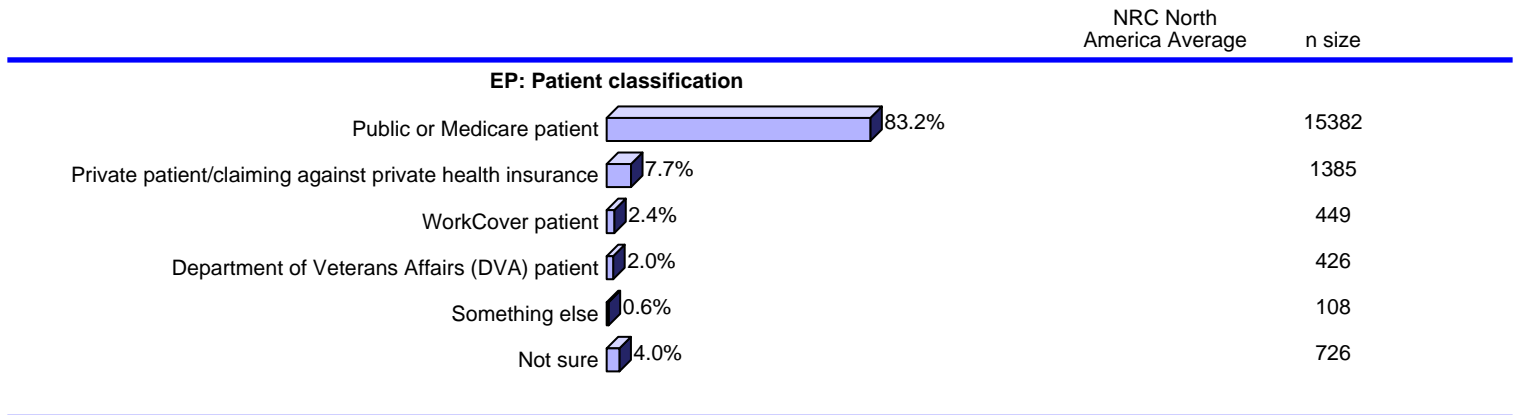
EP: Times in hospital overnight in past six months		
Only this time  72.8%		9528
This time and one other  17.1%		2224
This time and more than one other time  10.1%		1307

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Questions About the Patients - Non-Admitted Emergency Patients (continued)
 February 2007 (n=19100)

Detail

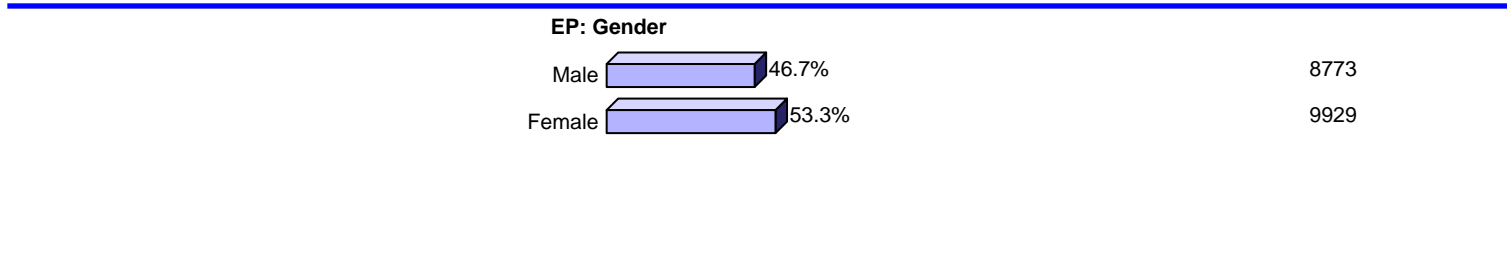
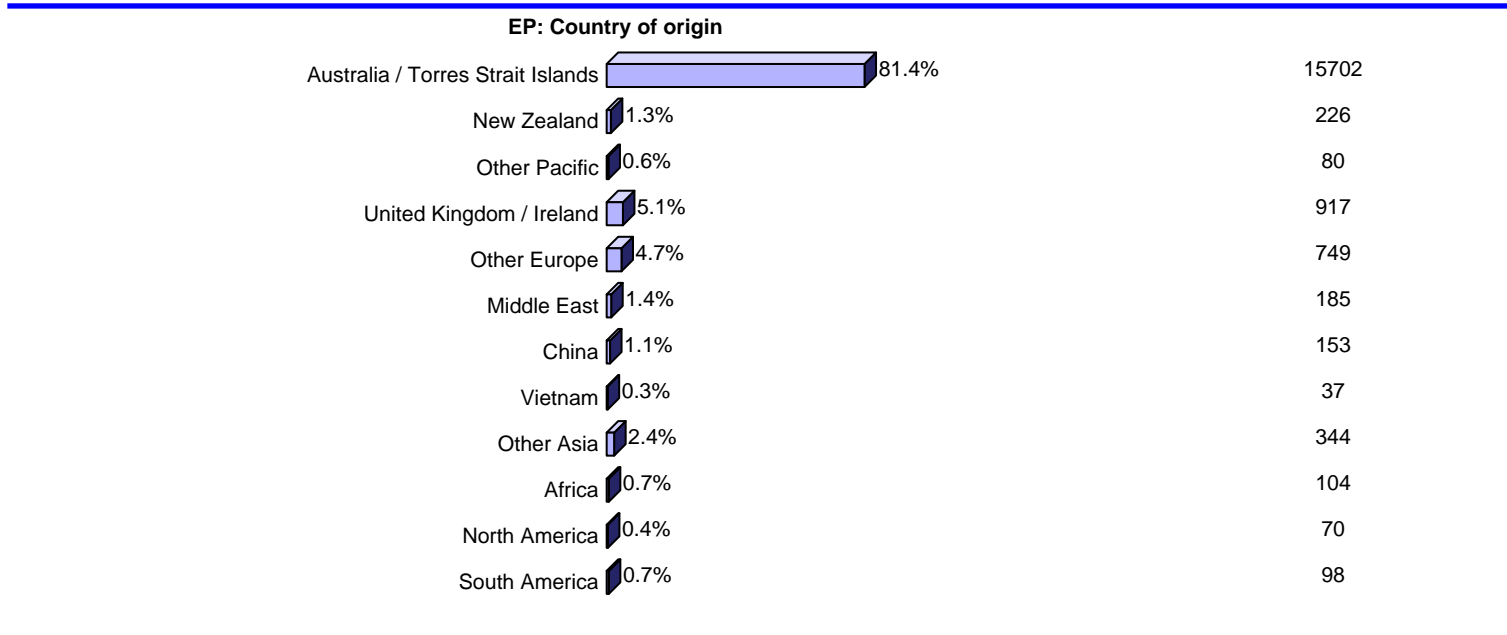
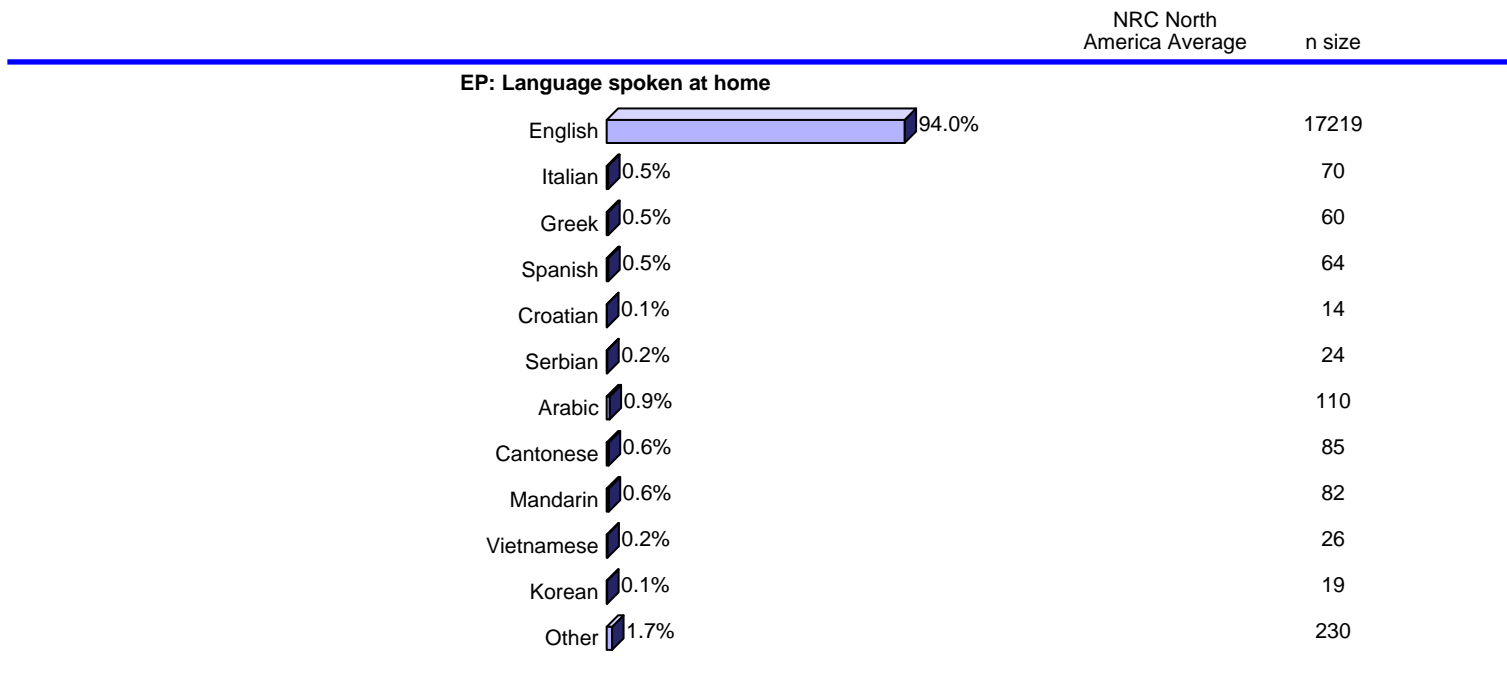


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Non-Admitted Emergency Patients (continued) February 2007 (n=19100)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Non-Admitted Emergency Patients (continued)
 February 2007 (n=19100)

Detail

	NRC North America Average	n size
EP: Age Category		
Up to 9 years		2401
10 to 14 years		1083
15 to 19 years		1194
20 to 29 years		1598
30 to 39 years		2039
40 to 49 years		2374
50 to 59 years		2573
60 to 69 years		2408
70 to 79 years		1848
80 years or older		1206

EP: Patient completed survey		
Yes - I completed the survey myself		13411
Yes - but I completed the survey with the help from someone		1618
No - someone completed this survey for me		3568

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher or lower .



**NSW Health Patient Survey 2007-Questions About the Visits - Non-Admitted Emergency Patients
February 2007 (n=19100)**

Detail

		NRC North America Average	n size
EP: Came to ED alone or with others			
Alone	26.8%	26.3% ↑	5100
With family, friends, or someone else	73.2%	73.7% ↓	13599
EP: Seen by Dr in ED			
Yes	15.9%	91.4% ↓	2491
No	26.3%	4.9% ↑	4379
Not sure	57.8%	3.7% ↑	10023
EP: Seen by Nurse in ED			
Yes	87.7%	91.2% ↓	16485
No	10.1%	4.8% ↑	1809
Not sure	2.3%	4.0% ↓	417
EP: Received tests in ED			
Yes	56.1%	70.7% ↓	9991
No	43.9%	29.3% ↑	8563

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2007 (n=19100)

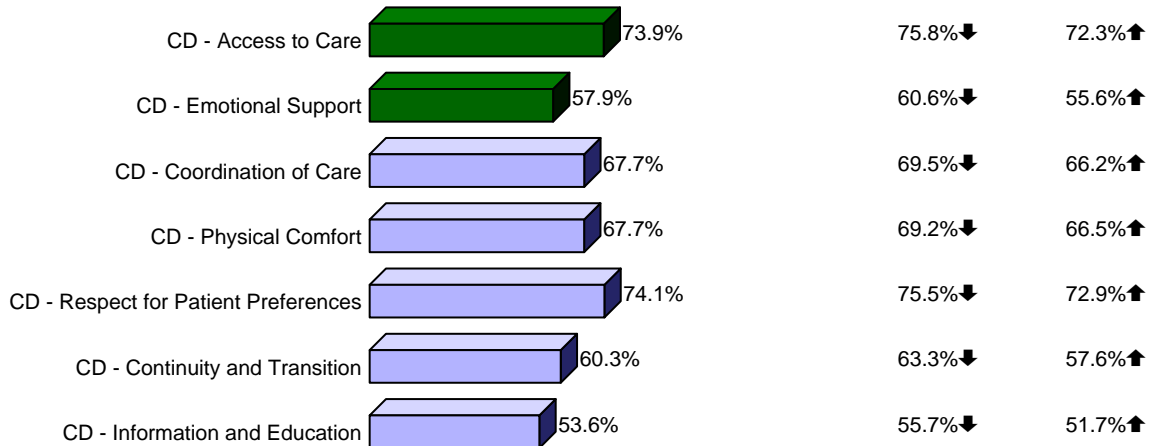
Detail



Highest correlation with "EP: Overall care received"

Males (EP) Females (EP)

% Positive Score



n size

EP: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2007 (n=19100)

Detail



Highest correlation with "EP: Overall care received"

Ages 0 - 19 (EP) Ages 20 - 39 (EP) Ages 40 - 59 (EP) Ages 60+ (EP)

% Positive Score

Category	% Positive Score	Ages 0 - 19 (EP)	Ages 20 - 39 (EP)	Ages 40 - 59 (EP)	Ages 60+ (EP)
CD - Access to Care	73.9%	72.7%↑	65.8%↑	73.6%	81.6%↓
CD - Emotional Support	57.9%	55.8%↑	47.4%↑	57.4%	68.7%↓
CD - Coordination of Care	67.7%	63.6%↑	58.2%↑	69.0%↓	77.8%↓
CD - Physical Comfort	67.7%	65.9%↑	60.4%↑	67.9%	76.0%↓
CD - Respect for Patient Preferences	74.1%	72.6%↑	66.4%↑	74.4%	81.1%↓
CD - Continuity and Transition	60.3%	60.4%	52.9%↑	59.9%	66.1%↓
CD - Information and Education	53.6%	50.8%↑	45.8%↑	54.2%	62.3%↓

n size

EP: Age Category

Ages 0 - 19	25.5%	4678
Ages 20 - 39	20.3%	3637
Ages 40 - 59	26.1%	4947
Ages 60 and over	28.1%	5462

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2007 (n=19100)

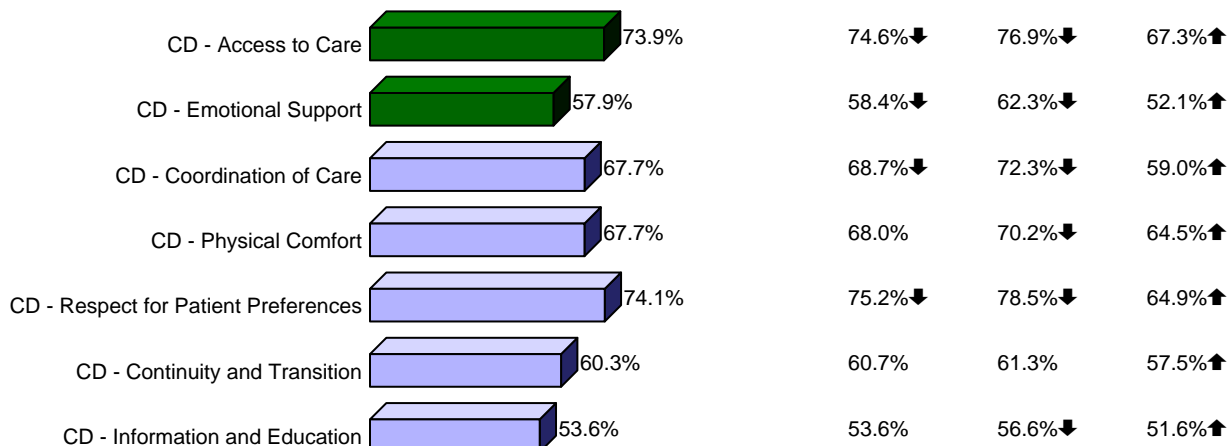
Detail



Highest correlation with "EP: Overall care received"

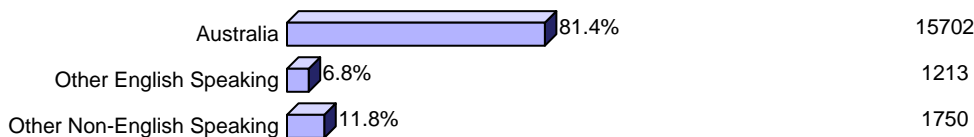
Australia (EP) Other English Speaking (EP) Non-English Speaking (EP)

% Positive Score



n size

EP: Country of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2007 (n=19100)

Detail



Highest correlation with "EP: Overall care received"

Only this time (EP)

One other time (EP)

Two or more other times (EP)

% Positive Score

Category	Highest Correlation	Only this time (EP)	One other time (EP)	Two or more other times (EP)
CD - Access to Care	73.9%	73.6%	72.5%▲	67.9%▲
CD - Emotional Support	57.9%	57.5%	54.4%▲	50.2%▲
CD - Coordination of Care	67.7%	67.6%	63.9%▲	57.3%▲
CD - Physical Comfort	67.7%	69.0%▼	66.1%▲	63.3%▲
CD - Respect for Patient Preferences	74.1%	73.8%	69.7%▲	63.8%▲
CD - Continuity and Transition	60.3%	60.5%	58.1%▲	54.1%▲
CD - Information and Education	53.6%	52.8%▲	52.1%▲	47.8%▲

n size

EP: Times in hospital overnight in past six months

Only this time	72.8%	9528
This time and one other	17.1%	2224
This time and more than one other time	10.1%	1307

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2007 (n=19100)

Detail



Highest correlation with "EP: Overall care received"

Poor/Fair Health Rating (EP) Good Health Rating (EP) Very Good Health Rating (EP) Excellent Health Rating (EP)

% Positive Score

Category	% Positive Score	Poor/Fair Health Rating (EP)	Good Health Rating (EP)	Very Good Health Rating (EP)	Excellent Health Rating (EP)
CD - Access to Care	73.9%	67.2%↑	73.0%↑	77.1%↓	77.1%↓
CD - Emotional Support	57.9%	53.0%↑	55.8%↑	59.9%↓	64.1%↓
CD - Coordination of Care	67.7%	63.5%↑	67.2%	69.9%↓	69.8%↓
CD - Physical Comfort	67.7%	63.7%↑	66.8%↑	69.1%↓	72.3%↓
CD - Respect for Patient Preferences	74.1%	67.6%↑	72.8%↑	77.0%↓	78.8%↓
CD - Continuity and Transition	60.3%	54.6%↑	58.2%↑	63.2%↓	66.5%↓
CD - Information and Education	53.6%	50.8%↑	52.5%↑	54.5%↓	57.4%↓

n size

EP: General health status

Excellent Health Rating	17.6%	3259
Very Good Health Rating	30.8%	5794
Good Health Rating	32.1%	5955
Poor/Fair Health Rating	19.5%	3616

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

Performance Across Facilities - EP

↑ Significantly Higher Than NSW Average (EP)
 ↓ Significantly Lower Than NSW Average (EP)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Availability of Drs (%Good/VGood/Exc)	Availability of Nurses (%Good/VGood/Exc)	Confidence/trust in Nurses (%Yes, always)	Nurses discussed anxieties/fears (%Yes, completely)	Enough say about treatment (%Yes, always)
NSW Average (EP)	81.7%	31.4%	54.0%	68.0%	79.9%	71.8%	46.6%	59.6%
-Greater Southern Area Health Service	83.4%↑	33.5%↑	55.3%↑	68.7%	83.6%↑	76.3%↑	52.2%↑	60.7%↑
-Greater Western Area Health Service	87.1%↑	35.3%↑	59.3%↑	72.1%↑	83.5%↑	74.5%↑	51.8%↑	63.8%↑
-Hunter New England Area Health Service	84.2%↑	32.7%↑	56.7%↑	68.6%	81.6%↑	74.3%↑	47.9%↑	62.5%↑
-North Coast Area Health Service	86.5%↑	36.0%↑	60.4%↑	69.7%↑	82.8%↑	78.0%↑	50.2%↑	63.7%↑
-N Sydney/Central Coast AHS	81.1%	30.3%↓	52.5%↓	68.7%	78.7%↓	71.6%	45.5%	57.1%↓
-SE Sydney/Illawarra AHS	78.1%↓	28.6%↓	51.9%↓	66.3%↓	76.9%↓	68.6%↓	41.9%↓	58.5%↓
-Sydney South West AHS	79.0%↓	28.8%↓	49.2%↓	67.5%	76.7%↓	66.1%↓	44.4%↓	56.8%↓
-Sydney West Area Health Service	75.3%↓	26.9%↓	46.5%↓	64.2%↓	76.8%↓	67.4%↓	41.8%↓	53.2%↓
-The Children's Hospital at Westmead	79.8%↓	30.0%	57.6%↑	66.7%	81.0%	65.2%↓	48.8%	60.7%

Performance Across Facilities - EP

▲ Significantly Higher Than NSW Average (EP)
 ▼ Significantly Lower Than NSW Average (EP)

Picker Dimensions of Care

	CD - Access to Care	CD - Information and Education	CD - Emotional Support	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (EP)	73.9%	53.6%	57.9%	67.7%	74.1%	67.7%	60.3%
-Greater Southern Area Health Service	76.1%▲	53.4%	60.3%▲	70.5%▲	75.7%▲	68.2%	60.7%
-Greater Western Area Health Service	78.0%▲	56.0%▲	62.4%▲	73.2%▲	76.5%▲	71.7%▲	62.8%▲
-Hunter New England Area Health Service	75.0%▲	54.4%	59.8%▲	71.0%▲	76.5%▲	68.8%▲	61.2%▲
-North Coast Area Health Service	76.1%▲	57.5%▲	62.8%▲	71.3%▲	77.6%▲	71.5%▲	64.3%▲
-N Sydney/Central Coast AHS	73.6%	53.8%	56.9%▼	67.4%	74.4%	68.0%	59.7%
-SE Sydney/Illawarra AHS	71.4%▼	52.3%▼	55.4%▼	64.3%▼	72.8%▼	64.2%▼	59.1%▼
-Sydney South West AHS	72.0%▼	51.7%▼	55.1%▼	64.2%▼	70.3%▼	66.0%▼	58.7%▼
-Sydney West Area Health Service	70.4%▼	49.3%▼	52.7%▼	62.7%▼	69.9%▼	64.7%▼	55.8%▼
-The Children's Hospital at Westmead	73.5%	56.3%▲	54.9%▼	62.4%▼	72.2%▼	66.2%	61.8%



NSW Health Patient Survey 2007-CHAPTER 11 : Patient Category - Community Health Patients (CH) February 2007 (n=10818)

Community Health Patient (CH)

-- Core Dimensions of Patient-centred Care : Community Health Patients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the five dimensions and are identified with the prefix of SD.

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Community Health Patients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care -
Community Health Patients
February 2007 (n=10818)

Detail

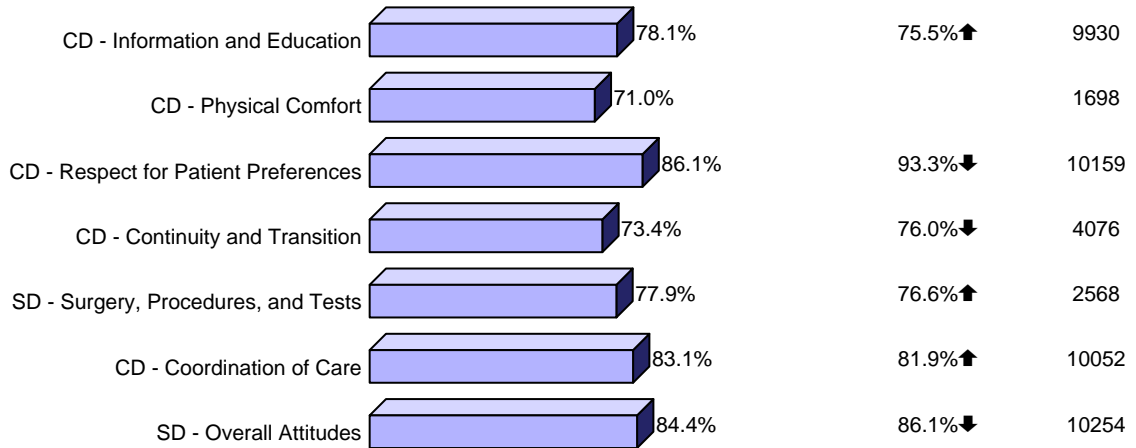


Highest correlation with
"CH: Overall care received"

NRC North
America Average

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Key Drivers - Community Health Patients February 2007 (n=10818)

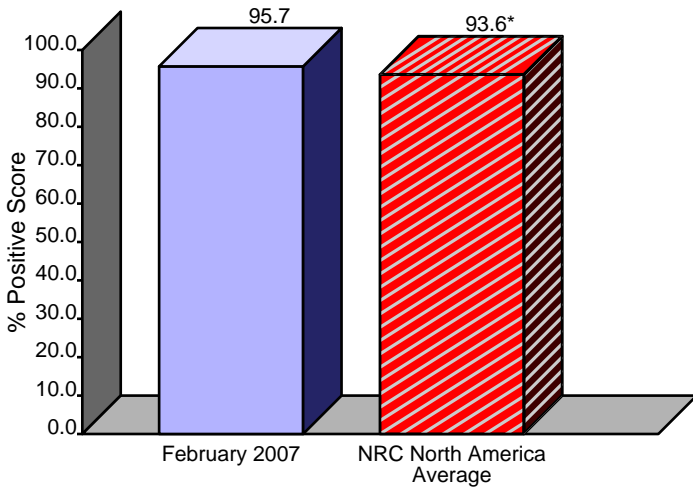
		<i>Detail</i>			
		Highest correlation with "CH: Overall care received"	NRC North America Average	n size	Correlation Coefficient
		% Positive Score			
CH: Community Health Centre well organised		80.8%	81.9%↓	9980	0.509
CH: Rate completeness of care for problem		94.4%		9980	0.505
CH: Confidence/trust in Health Care Professional		84.5%	84.6%	10047	0.492
CH: Rate explanation of treatment		94.5%		9882	0.492
CH: Enough say about care		79.1%		9915	0.482
CH: Received enough info re: condition/treatment		78.1%	75.5%↑	9930	0.482
CH: Explained causes of problems understandably		80.1%		7408	0.476
CH: Health Care Professional discussed anxieties		72.6%		5808	0.460
CH: Explained what to do for problems		78.5%	76.3%↑	7853	0.459
CH: Health Centre Professionals worked together		93.9%		9786	0.457
CH: Responded quickly to pain med request		68.5%		825	0.457
CH: Listened to what I said		88.6%	86.3%↑	9412	0.454
CH: Staff did everything to control pain		72.4%		1684	0.454
CH: Respect/dignity by Health Care Professional		93.1%	93.3%↓	10071	0.447
CH: Involved in care decisions		81.3%	75.0%↑	10002	0.441

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

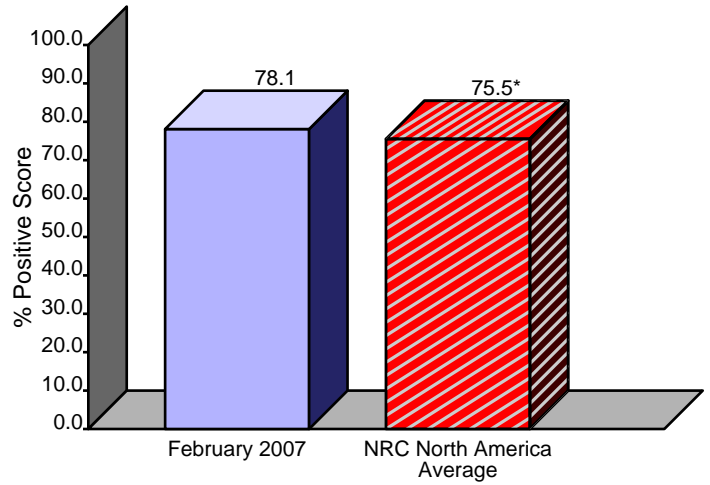


NSW Health Patient Survey 2007-Information and Education - Community Health Patients
February 2007 (n=10818)

CH: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "CH: Overall care received"

% Positive Score

NRC North America Average n size

CH: Received enough info re: condition/treatment	78.1%	75.5% [↑]	9930
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Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



NSW Health Patient Survey 2007-Other Measures Related to Information and Education
February 2007 (n=10818)

Detail

	NRC North America Average	n size
CH: Explained reason for appt delay		
Appointment started on time	65.2% ↑	5009
Yes	13.3% ↑	1104
No	21.5% ↓	842
CH: Explained why tests were needed		
Yes, completely	82.4%	2180
Yes, somewhat	11.9% ↑	328
No	5.7% ↓	92
CH: Told how to learn about test results		
Yes	77.0% ↑	2265
No	15.9% ↓	186
Not sure	7.1%	156
CH: Told when to expect test results		
Yes	73.6% ↑	2163
No	18.3% ↓	196
Not sure	8.1% ↑	218
CH: Language caused trouble talking		
No	95.7% ↑	9696
Yes, somewhat	3.0% ↓	208
Yes, definitely	1.3% ↑	152
CH: Answered questions understandably		
Did not ask any questions	4.0% ↑	641
Yes, always	81.8% ↓	8094
Yes, sometimes	12.1%	1189
No	2.1% ↓	135

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education (continued)
February 2007 (n=10818)

Detail

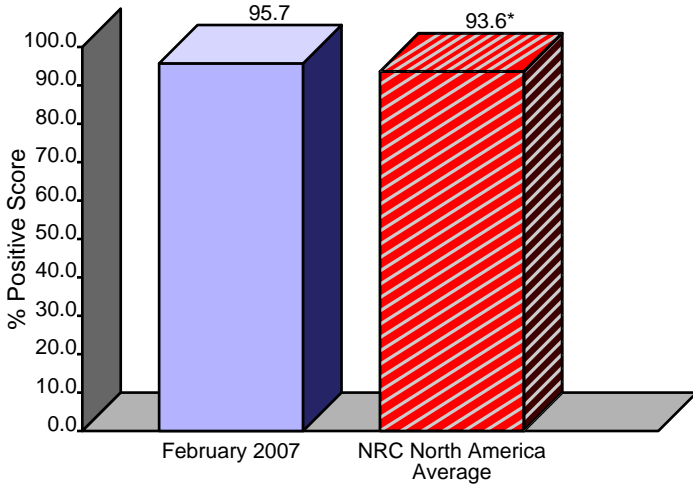
		NRC North America Average	n size
CH: Had questions about care that didn't discuss			
Did not have any questions	7.9%	18.3%↓	829
No	83.2%	69.5%↑	8105
Yes	8.9%	12.2%↓	789
CH: Explained what to do for problems			
No problems or symptoms	19.2%	15.4%↑	2144
Yes, completely	63.4%	64.5%↓	6175
Yes, somewhat	12.8%	13.5%↓	1220
No	4.6%	6.5%↓	458
CH: Explained causes of problems understandably			
Yes, completely	61.3%		5987
Yes, somewhat	12.9%		1221
No	2.3%		200
Did not need explanation	23.5%		2579
CH: Rate explanation of treatment			
Excellent	39.8%		3968
Very Good	34.1%		3386
Good	20.5%		2021
Fair	4.4%		406
Poor	1.2%		101

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

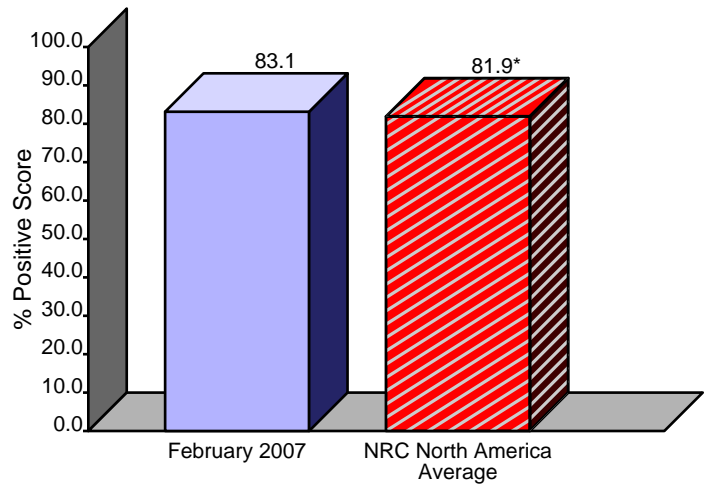


NSW Health Patient Survey 2007-Coordination of Care - Community Health Patients
February 2007 (n=10818)

CH: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

Detail



Highest correlation with "CH: Overall care received"

NRC North America Average n size

% Positive Score

CH: Community Health Centre well organised	80.8%	81.9%↓	9980
CH: Health Care Professional gave conflicting info	85.5%		9932

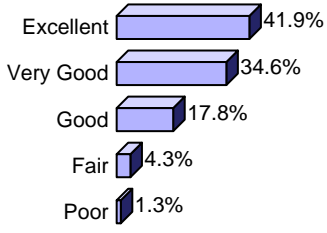
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
February 2007 (n=10818)

Detail

	NRC North America Average	n size
CH: Rate completeness of care for problem		
Excellent		4241
Very Good		3446
Good		1774
Fair		408
Poor		111

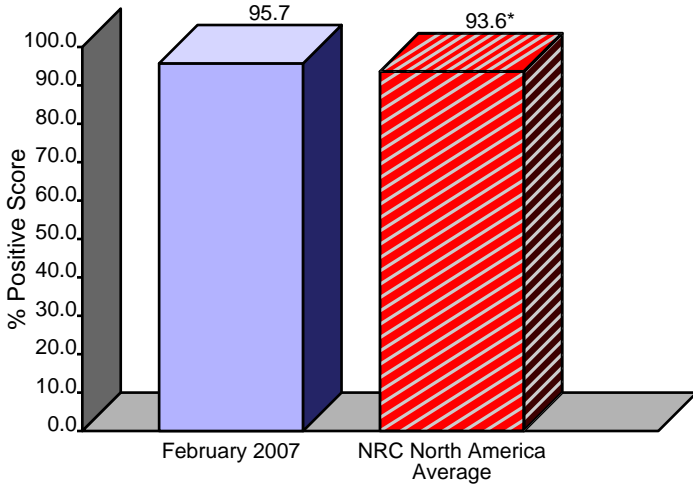


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher \uparrow or lower \downarrow .

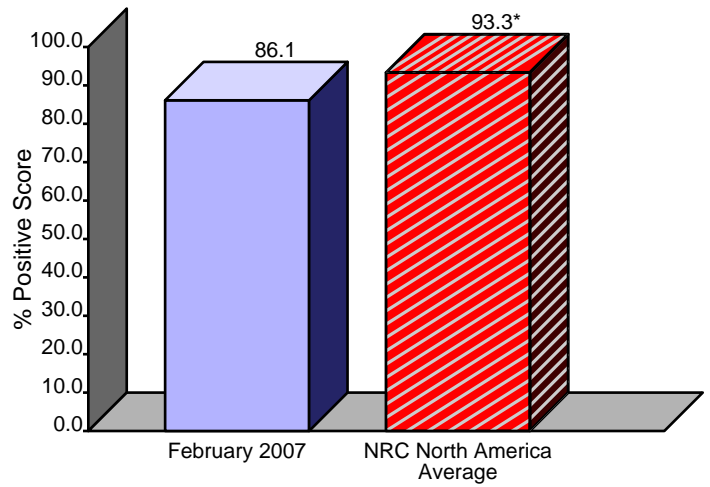


NSW Health Patient Survey 2007-Respect for Patient Preferences -
Community Health Patients
February 2007 (n=10818)

CH: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with
"CH: Overall care received"

NRC North
America Average n size

% Positive Score

CH: Enough say about care	79.1%		9915
CH: Respect/dignity by Health Care Professional	93.1%	93.3%↓	10071

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences

February 2007 (n=10818)

Detail

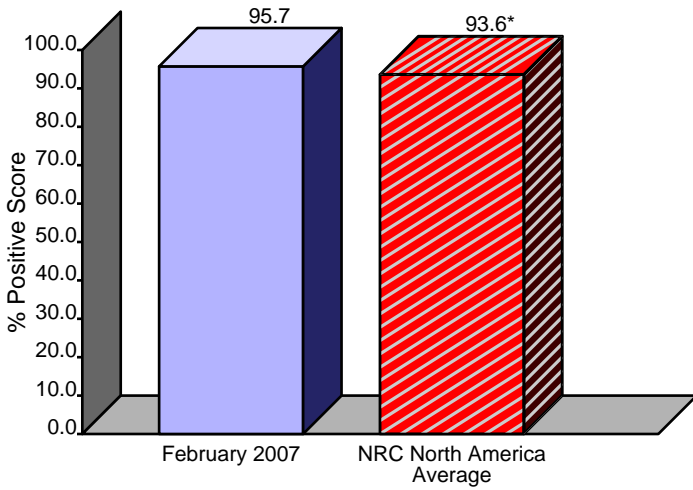
		NRC North America Average	n size
CH: Listened to reasons for visit			
Provider already knew	26.6%	24.0% ↑	2743
Yes, completely	63.7%	65.3% ↓	6253
Yes, somewhat	8.5%	9.6% ↓	812
No	1.3%	1.1% ↑	128
CH: Listened to what I said			
Had nothing to discuss	5.0%	2.9% ↑	612
Yes, completely	84.1%	83.8%	8370
Yes, somewhat	10.1%	12.2% ↓	972
No	0.8%	1.1% ↓	70
CH: Involved in care decisions			
Yes, definitely	81.3%	75.0% ↑	8205
Yes, somewhat	15.0%	20.5% ↓	1440
No	3.7%	4.5% ↓	357
CH: Enough privacy during this visit			
Yes, completely	90.9%		9133
Yes, somewhat	7.7%		775
No	1.4%		130
CH: Enough info re: patient rights/responsibilities			
Yes, completely	76.4%		7580
Yes, somewhat	15.6%		1509
No	8.0%		793

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

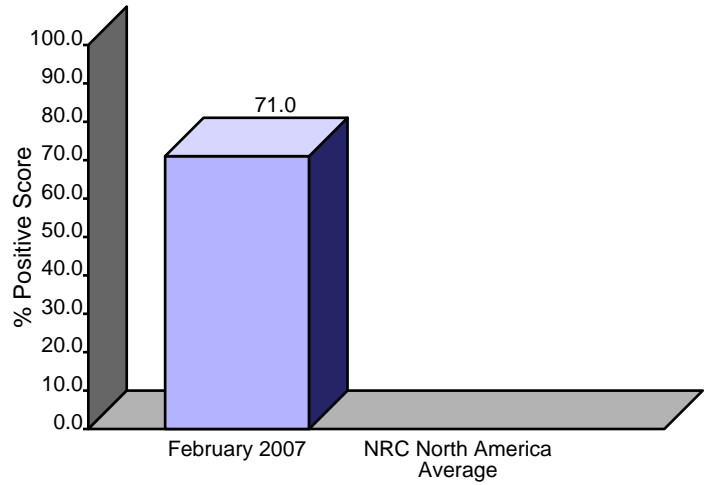


NSW Health Patient Survey 2007-Physical Comfort - Community Health Patients
February 2007 (n=10818)

CH: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "CH: Overall care received"

NRC North America Average n size

% Positive Score

CH: Responded quickly to pain med request	68.5%	825
CH: Staff did everything to control pain	72.4%	1684

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
February 2007 (n=10818)

Detail

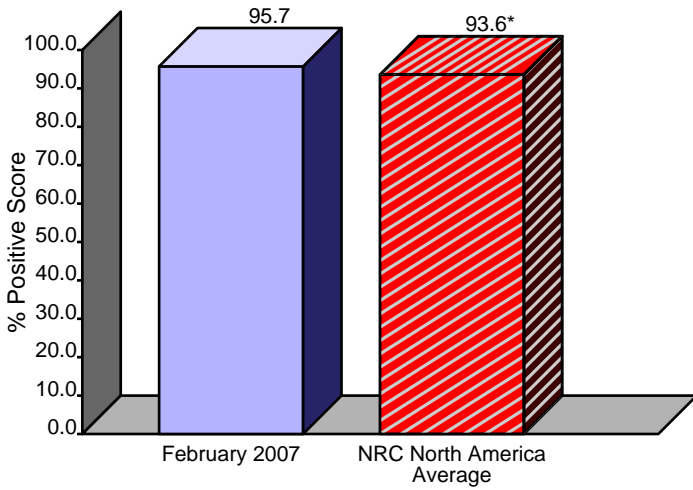
	NRC North America Average	n size
CH: Pain during treatment		
Yes		1860
No		7900
CH: Degree of pain during treatment		
Severe		522
Moderate		883
Mild		340
I had no pain		7
CH: Given pain medicine		
Yes		847
No		899

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

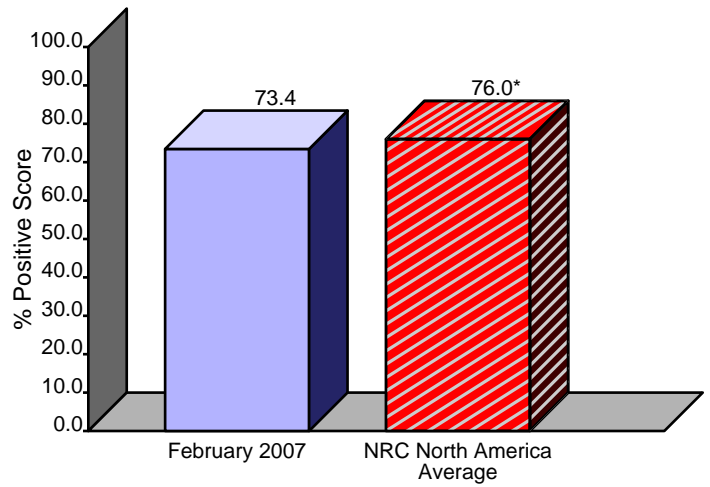


NSW Health Patient Survey 2007-Continuity and Transition - Community Health Patients
February 2007 (n=10818)

CH: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "CH: Overall care received"

% Positive Score

NRC North America Average n size

CH: Explained meds understandably	79.3%	82.3%↓	3836
CH: Explained side effects	66.7%	59.3%↑	3366

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition

February 2007 (n=10818)

Detail

		NRC North America Average	n size
CH: Arranged another visit w/this Care Professional			
No other visit was needed	23.0%	26.1%↓	2484
Not sure	2.6%	4.3%↓	267
Yes	71.1%	66.3%↑	6883
No	3.3%	3.2%	310
CH: Arranged another visit w/other Care Professional			
No other visit was needed	49.4%	46.5%↑	5074
Not sure	3.6%	3.4%↑	342
Yes	42.6%	45.5%↓	4002
No	4.4%	4.6%	411
CH: Knew who to call for help after appt			
Yes	89.7%	83.2%↑	8944
No	5.1%	8.3%↓	492
Not sure	5.2%	8.5%↓	517

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Measures Related to Access to Care -
Community Health Patients
February 2007 (n=10818)

Detail



















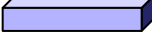


		NRC North America Average	n size
CH: Able to get appt when wanted			
Yes	82.0%	86.0%↓	8161
No	18.0%	14.0%↑	1745
CH: Waited too long for appt to begin			
No	86.6%	75.7%↑	8601
Yes, somewhat	10.3%	17.3%↓	994
Yes, definitely	3.1%	7.0%↓	292
CH: Waited too long in exam room			
No	90.8%		6603
Yes, somewhat	7.3%		494
Yes, definitely	1.9%		128
CH: Spent enough time w/Health Care Professional			
Yes	93.9%	91.9%↑	9434
No	6.1%	8.1%↓	585
CH: Rate waiting time for this visit			
Excellent	30.6%		3112
Very Good	30.8%		3047
Good	24.9%		2433
Fair	9.3%		920
Poor	4.4%		420



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



**NSW Health Patient Survey 2007-Measures Related to Emotional Support -
Community Health Patients
February 2007 (n=10818)**

Detail

	NRC North America Average	n size
CH: Reasons questions not discussed		
I was embarrassed about bringing them up  9.9%	2.6% 	113
I forgot to bring them up  22.9%	15.8% 	272
I didn't have time to bring them up  10.3%	5.6% 	134
Health Care Professional didn't have time to listen  12.7%	6.3% 	156
Too many interruptions/no privacy  5.0%	1.7% 	57
I did not have any questions  52.1%	68.0% 	769
CH: Confidence/trust in Health Care Professional		
Yes, completely  84.5%	84.6%	8552
Yes, somewhat  14.1%	13.4% 	1364
No  1.4%	2.0% 	131
CH: Health Care Professional discussed anxieties		
Did not have anxieties or fears  39.6%		4148
Yes, completely  43.9%		4256
Yes, somewhat  10.4%		979
No  6.1%		573

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .



NSW Health Patient Survey 2007-Measures Related to Family and Friends
 - Community Health Patients
 February 2007 (n=10818)

Detail

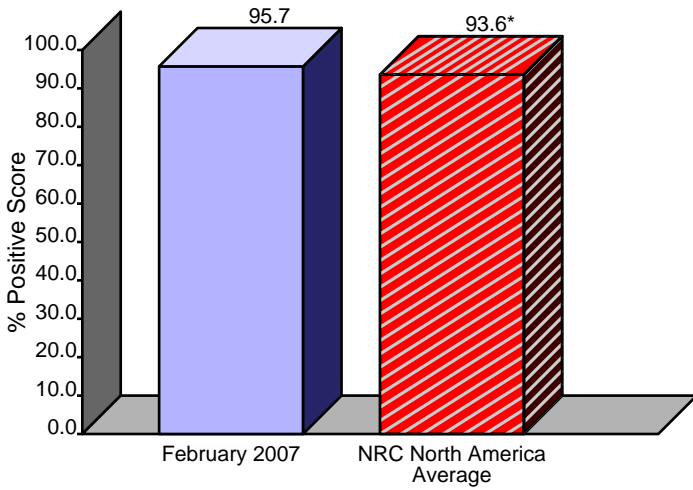
	NRC North America Average	n size
CH: Asked how family/living situation affect health		
No, the Health Care Professional already knew	10.1%↓	966
Not sure	5.8%↓	483
Yes	25.8%↑	3731
No, but it was not an issue for me	55.1%↓	4640
No, and I wish he or she had asked	3.4%↓	149

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

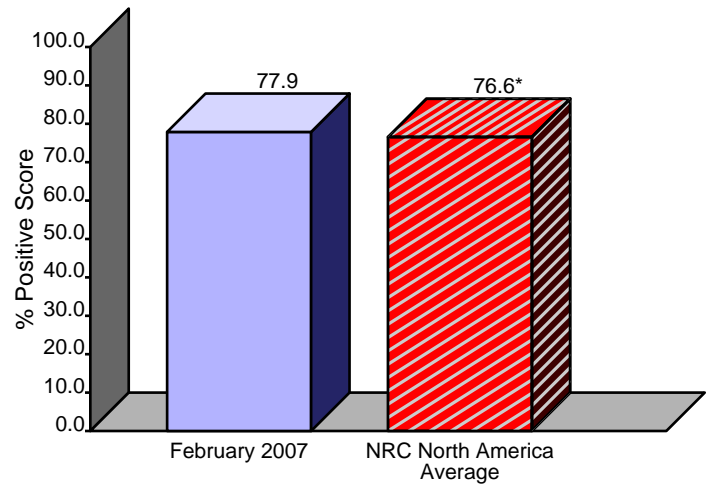


NSW Health Patient Survey 2007-Questions About Surgery, Procedures, and Tests - Community Health Patients
February 2007 (n=10818)

CH: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail

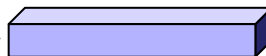


Highest correlation with "CH: Overall care received"

% Positive Score

NRC North America Average n size

CH: Explained test results understandably



77.9%

76.6%↑

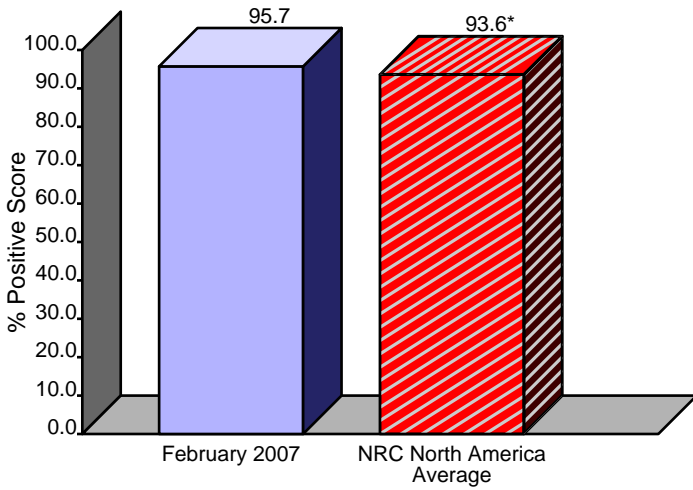
2568

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

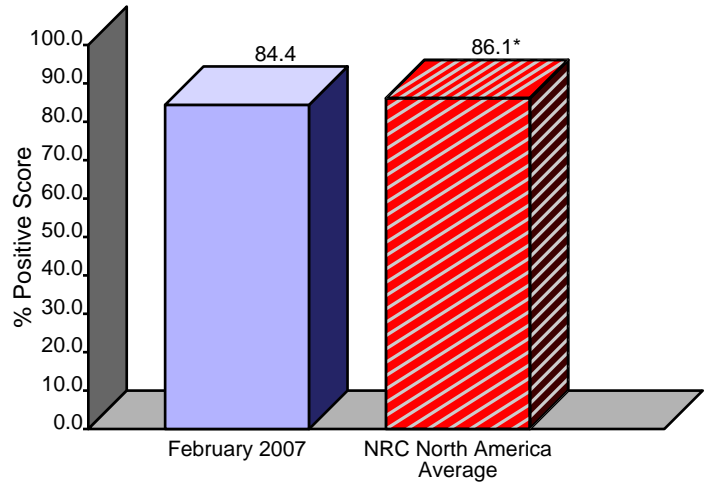


NSW Health Patient Survey 2007-Questions About Overall Attitudes -
Community Health Patients
February 2007 (n=10818)

CH: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

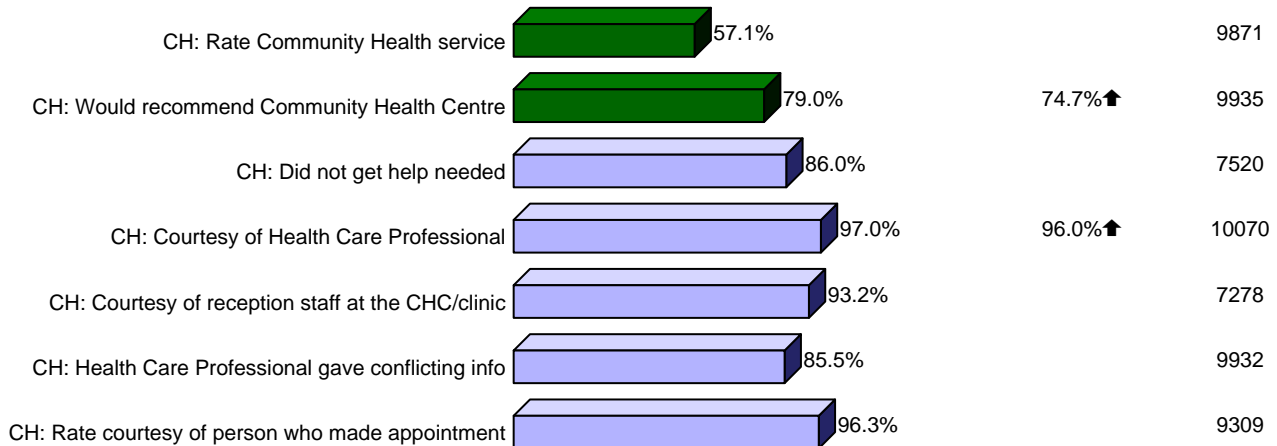
Detail



Highest correlation with "CH: Overall care received"

NRC North America Average n size

% Positive Score
















Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.









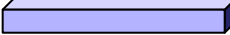


**NSW Health Patient Survey 2007-Questions About the Patients -
Community Health Patients
February 2007 (n=10818)**

Detail

	NRC North America Average	n size
CH: General health		
Excellent  12.0%	8.2% ↑	1259
Very Good  22.0%	28.8% ↓	2320
Good  30.9%	39.5% ↓	3149
Fair  25.0%	19.1% ↑	2324
Poor  10.1%	4.3% ↑	944

CH: Days in bed due to illness/injury in Feb		
None  66.6%		6798
One day  4.7%		457
Two days  5.7%		523
Three days  3.4%		321
Four days  3.3%		302
Five-to-seven days  5.1%		491
Eight-to-ten days  2.7%		243
More than ten days  8.4%		764

CH: Times at this outpatient clinic in Feb		
One  46.0%		4042
Two  16.5%		1323
Three  8.3%		651
Four  9.8%		755
Five to nine  9.1%		658
Ten or more  10.3%		754

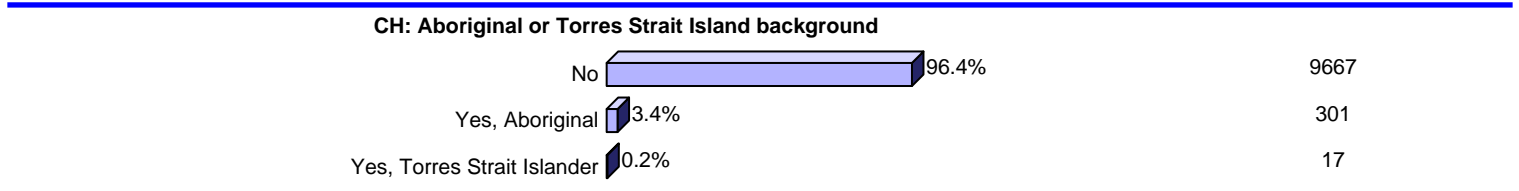
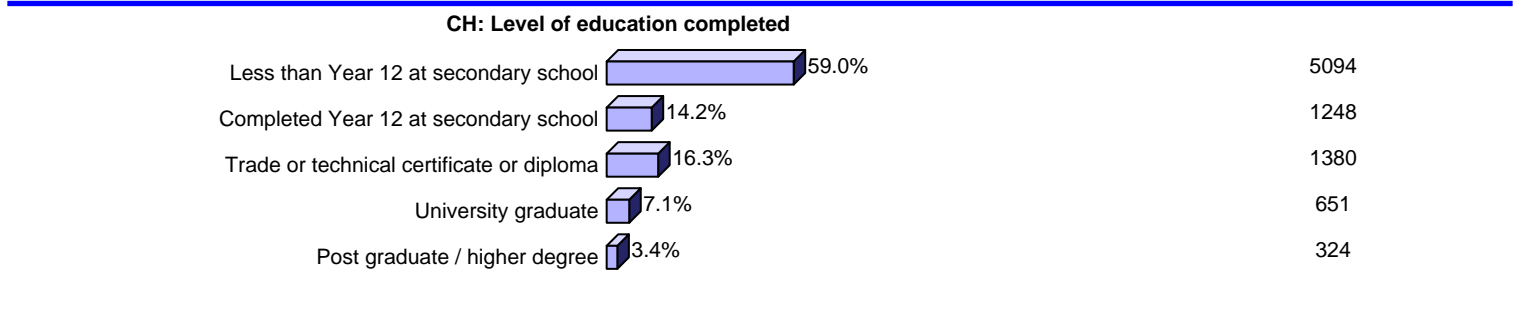
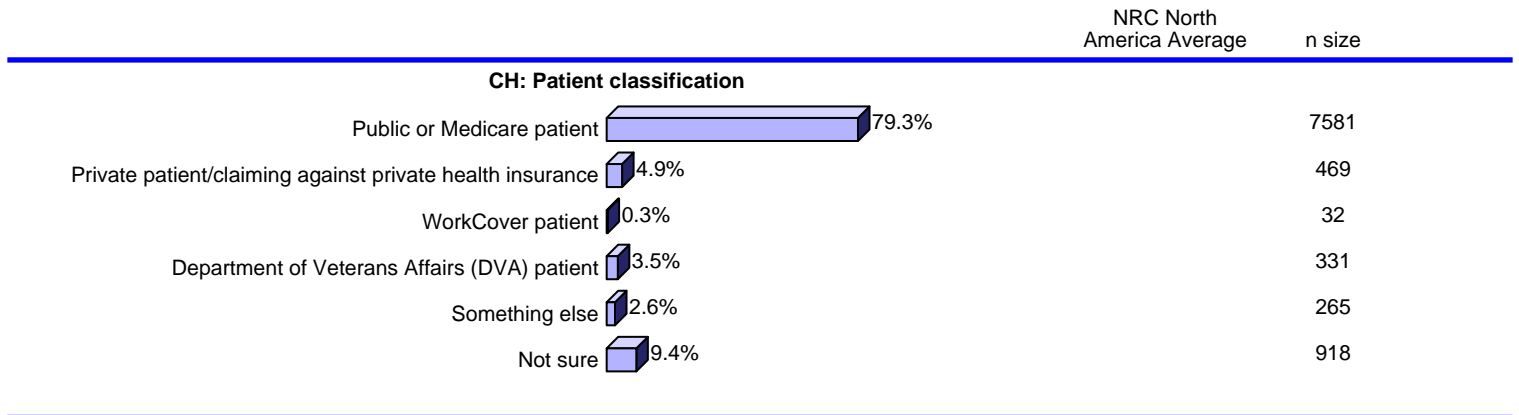
CH: Times had IP stay last 6 mos		
No  70.1%	85.0% ↓	7047
Yes, only one time  19.5%	11.4% ↑	1935
Yes, more than one time  10.5%	3.7% ↑	1035

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.



NSW Health Patient Survey 2007-Questions About the Patients -
Community Health Patients (continued)
February 2007 (n=10818)

Detail

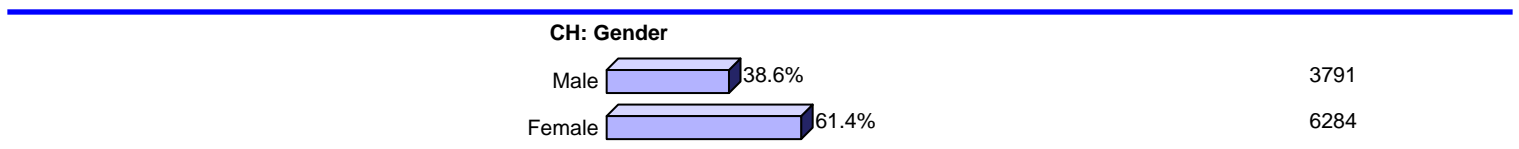
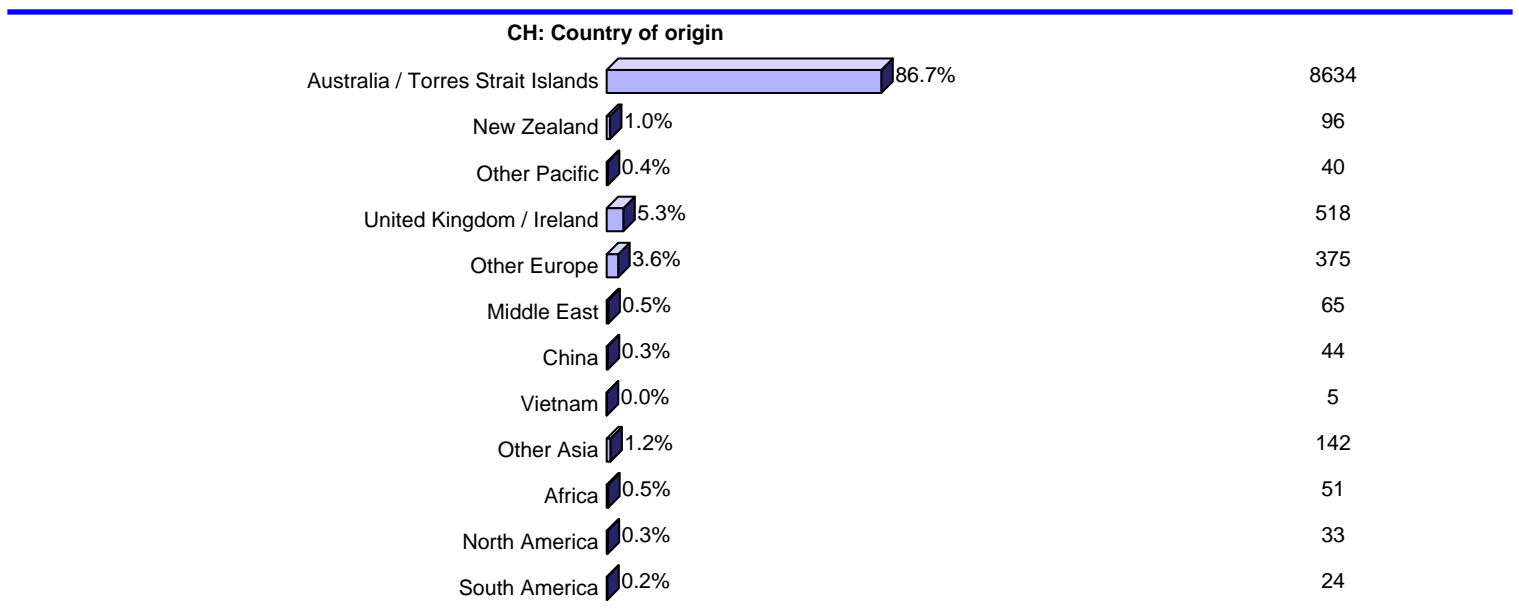
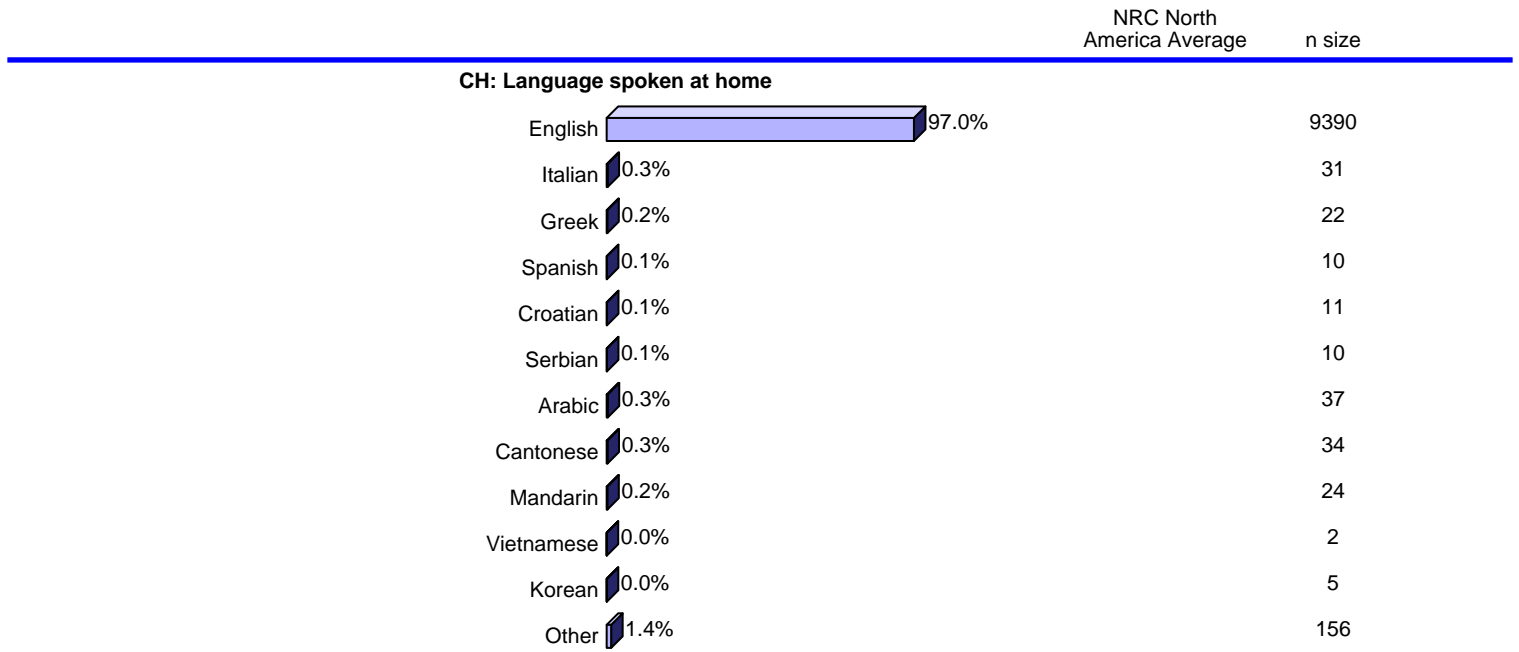


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
Community Health Patients (continued)
February 2007 (n=10818)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
Community Health Patients (continued)
February 2007 (n=10818)

Detail

	NRC North America Average	n size
CH: Age Category		
Up to 9 years	17.4%	1829
10 to 14 years	1.4%	141
15 to 19 years	1.1%	108
20 to 29 years	4.7%	442
30 to 39 years	8.0%	786
40 to 49 years	6.8%	649
50 to 59 years	10.1%	1028
60 to 69 years	14.6%	1605
70 to 79 years	18.5%	1834
80 years or older	17.4%	1628

CH: Patient completed survey		
Yes - I completed the survey myself	60.9%	6170
Yes - but I completed the survey with the help from someone	9.6%	927
No - someone completed this survey for me	29.6%	2943

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Visits - Community Health Patients February 2007 (n=10818)

Detail

	NRC North America Average	n size
CH: Received care through CHC in Feb		
Yes, received care at a Community Health Centre in February	66.8%	6691
Yes, received care at home through a Community Health Centre	25.4%	2344
Yes, received care somewhere else but through a Community Health Centre	2.3%	240
No, did not receive care through a Community Health Centre	5.5%	546
CH: Appt through CHC/clinic made by drs office		
Yes	55.1%	5371
No	44.9%	4635
CH: When appt was made		
Less than 24 hours before visit	15.3%	14.7% ▲ 1501
1 to 6 days before visit	31.3%	21.1% ▲ 2945
1 to 2 weeks before visit	21.9%	20.4% ▲ 2155
3 to 4 weeks before visit	14.0%	18.2% ▼ 1356
More than 4 weeks before visit	17.6%	25.5% ▼ 1643
CH: Reason for visit		
Routine checkup	25.5%	25.5% 2897
Care for new problem or condition	23.0%	27.1% ▼ 2168
Follow up care after new illness	8.2%	8.5% ▼ 803
Routine care for ongoing problem or condition	32.5%	30.4% ▲ 3001
Urgent care for a severe condition	7.6%	6.5% ▲ 687
Not sure	3.2%	1.9% ▲ 292
CH: Came for visit alone		
Alone	50.2%	5081
With someone else	49.8%	4779
CH: Had tests during visit		
Yes	28.1%	44.2% ▼ 2788
No	71.9%	55.8% ▲ 6831

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **▲** or lower **▼**.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - CH February 2007 (n=10818)

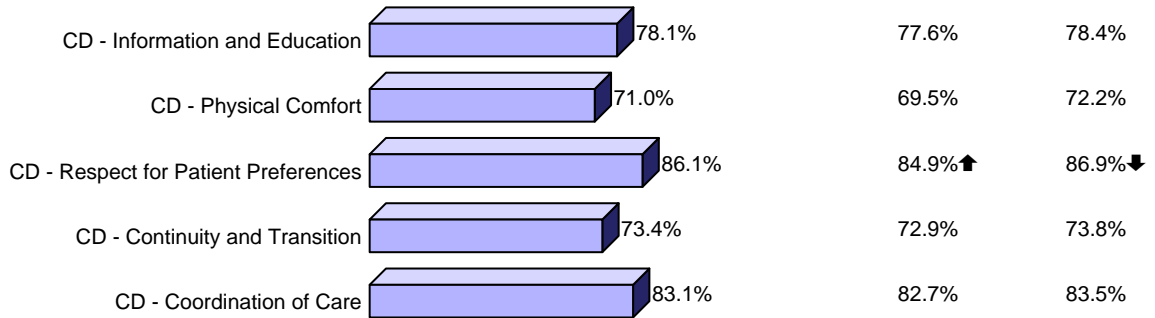
Detail



Highest correlation with "CH: Overall care received"

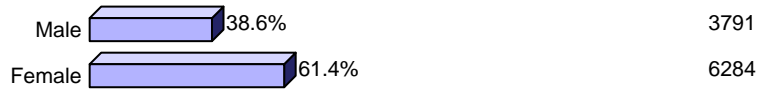
Males (CH) Females (CH)

% Positive Score



n size

CH: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher or lower .



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups
 - CH (continued)
 February 2007 (n=10818)

Detail



Highest correlation with
 "CH: Overall care received"

Ages 0 - 19 (CH) Ages 20 - 39 (CH) Ages 40 - 59 (CH) Ages 60+ (CH)

% Positive Score

	Ages 0 - 19 (CH)	Ages 20 - 39 (CH)	Ages 40 - 59 (CH)	Ages 60+ (CH)
CD - Information and Education	73.2%	71.2%	77.6%	82.2%
CD - Physical Comfort	58.8%	61.0%	67.7%	75.2%
CD - Respect for Patient Preferences	84.3%	81.9%	86.0%	88.3%
CD - Continuity and Transition	66.7%	68.7%	72.7%	75.4%
CD - Coordination of Care	79.0%	74.4%	83.0%	87.4%

n size

CH: Age Category

Ages 0 - 19	2078
Ages 20 - 39	1228
Ages 40 - 59	1677
Ages 60 and over	5067

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher or lower .



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups
 - CH (continued)
 February 2007 (n=10818)

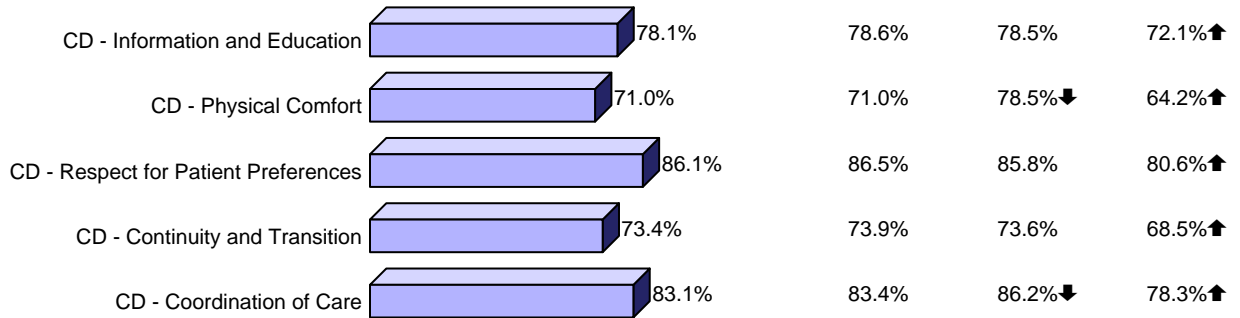
Detail



Highest correlation with
 "CH: Overall care received"

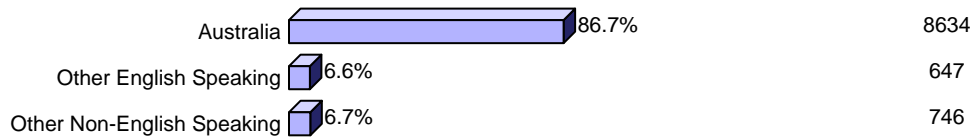
Australia (CH) Other English Speaking (CH) Non-English Speaking (CH)

% Positive Score



n size

CH: Country of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups
 - CH (continued)
 February 2007 (n=10818)

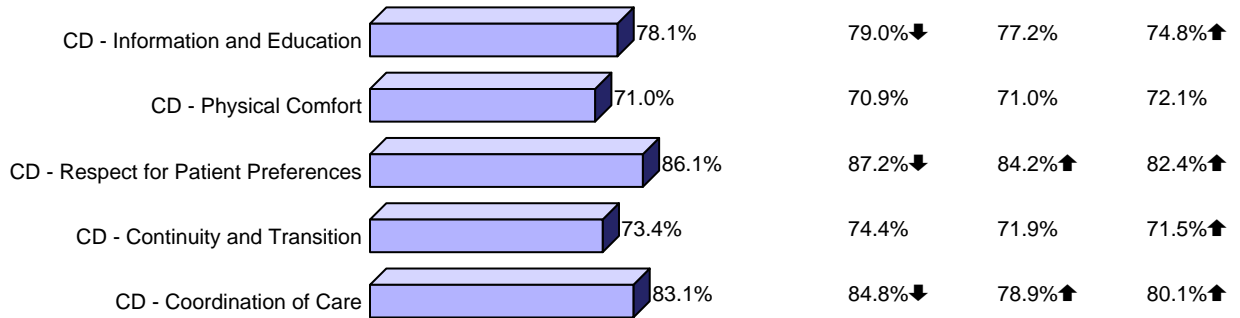
Detail



Highest correlation with
 "CH: Overall care received"

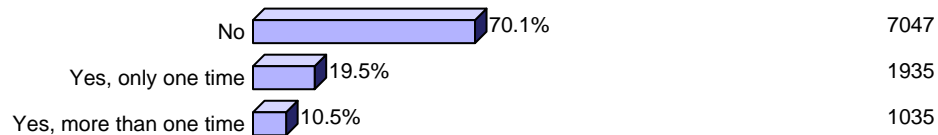
No Stays (CH) Only one time (CH) More than one time (CH)

% Positive Score



n size

CH: Times had IP stay last 6 mos



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - CH (continued) February 2007 (n=10818)

Detail



Highest correlation with
"CH: Overall care received"

Poor/Fair Health Rating (CH) Good Health Rating (CH) Very Good Health Rating (CH) Excellent Health Rating (CH)

% Positive Score

Subgroup	% Positive Score	Poor/Fair Health Rating (CH)	Good Health Rating (CH)	Very Good Health Rating (CH)	Excellent Health Rating (CH)
CD - Information and Education	78.1%	75.0% [↑]	76.9% [↑]	80.9% [↓]	85.8% [↓]
CD - Physical Comfort	71.0%	68.4% [↑]	72.5%	77.2% [↓]	73.0%
CD - Respect for Patient Preferences	86.1%	83.2% [↑]	85.2% [↑]	89.6% [↓]	90.9% [↓]
CD - Continuity and Transition	73.4%	70.1% [↑]	73.3%	80.3% [↓]	83.9% [↓]
CD - Coordination of Care	83.1%	81.5% [↑]	83.3%	84.1% [↓]	86.0% [↓]

n size

CH: General health

Excellent Health Rating	12.0%	1259
Very Good Health Rating	22.0%	2320
Good Health Rating	30.9%	3149
Poor/Fair Health Rating	35.1%	3268

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher [↑] or lower [↓].



Performance Across Facilities - CH

▲ Significantly Higher Than NSW Average (CH)
 ▼ Significantly Lower Than NSW Average (CH)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Enough say about treatment (%Yes, always)
NSW Average (CH)	95.7%	57.1%	79.0%	79.1%
-Greater Southern Area Health Service	97.2%▲	60.9%▲	83.5%▲	81.2%▲
-Greater Western Area Health Service	94.9%▼	53.0%▼	75.4%▼	76.8%▼
-Hunter New England Area Health Service	96.0%	59.2%▲	81.5%▲	80.0%▲
-North Coast Area Health Service	96.7%▲	58.2%	80.5%▲	81.7%▲
-N Sydney/Central Coast AHS	96.2%	63.5%▲	81.5%▲	80.9%
-SE Sydney Illawarra AHS	93.9%▼	60.9%▲	78.4%	74.1%▼
-Sydney West Area Health Service	94.8%▼	51.5%▼	73.6%▼	77.3%▼



Performance Across Facilities - CH

▲ Significantly Higher Than NSW Average (CH)
 ▼ Significantly Lower Than NSW Average (CH)

Picker Dimensions of Care

	CD - Information and Education	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (CH)	78.1%	83.1%	86.1%	71.0%	73.4%
-Greater Southern Area Health Service	81.4%▲	85.2%▲	87.8%▲	81.5%▲	75.6%▲
-Greater Western Area Health Service	75.6%▼	80.1%▼	84.0%▼	66.4%▼	72.3%
-Hunter New England Area Health Service	79.1%▲	84.1%▲	87.0%▲	70.3%	74.1%
-North Coast Area Health Service	82.7%▲	87.1%▲	87.6%▲	70.1%	79.5%▲
-N Sydney/Central Coast AHS	80.2%▲	89.7%▲	87.0%	74.5%	66.0%▼
-SE Sydney Illawarra AHS	75.7%▼	82.7%	83.7%▼	77.5%▲	71.0%
-Sydney West Area Health Service	74.1%▼	79.3%▼	84.7%▼	69.2%	71.4%▼



NSW Health Patient Survey 2007-CHAPTER 12 : Patient Category - Outpatients (OP) February 2007 (n=16601)

Outpatients (OP)

-- Core Dimensions of Patient-centred Care : Outpatients --

The prefix in front of each Dimension has been identified as a core or supplementary dimension. A core dimension are those dimensions that are shared across eight patient categories. These dimensions have the prefix of CD. Supplementary dimensions are the dimensions that are not shared across the five dimensions and are identified with the prefix of SD.

CD - Information and education : Patients express a fear information is being withheld from them and staff is not being completely honest about their condition and prognosis. Based on patient interviews, hospitals can focus on three communication items to reduce these fears:

- * Information on clinical status, progress and prognosis;
- * Information on processes of care; and
- * Information to facilitate autonomy, self care and health promotion.

CD - Coordination and integration of care : Patients report feeling vulnerable and powerless in the face of illness. Proper coordination of care can ease those feelings. Patients identified three areas in which care coordination can reduce feelings of vulnerability:

- * Coordination of clinical care;
- * Coordination of ancillary and support services; and
- * Coordination of front-line patient care.

CD - Respect for patient's values, preferences, and expressed needs : Patients indicate a need to be recognized and treated as individuals by hospital staff. They are concerned with their illnesses and conditions and want to be kept informed:

- * An atmosphere respectful of the individual patient should focus on quality of life.
- * Involve the patient in medical decisions.
- * Provide the patient with dignity, and respect a patient's autonomy.

CD - Physical comfort : The level of physical comfort patients report has a tremendous impact on their experience. Three areas were reported as particularly important to patients:

- * Pain management;
- * Assistance with activities and daily living needs; and
- * Hospital surroundings and environment.

CD - Continuity and transition : Patients often express considerable anxiety about their ability to care for themselves after discharge. Meeting patient needs in this area requires staff to:

- * Provide understandable, detailed information regarding medications, physical limitations, dietary needs, etc.;
- * Coordinate and plan ongoing treatment and services after discharge; and
- * Provide information regarding access to clinical, social, physical and financial support on a continuing basis.

-- Supplementary Areas of Patient-centred Care : Outpatients --

In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any one area of patient care to affect all patients. These areas are:

- * **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- * **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences and includes general topics such as courtesy and the collaboration of health care staff.



NSW Health Patient Survey 2007-Summary of Dimensions of Care -
 Outpatients
 February 2007 (n=16601)

Detail

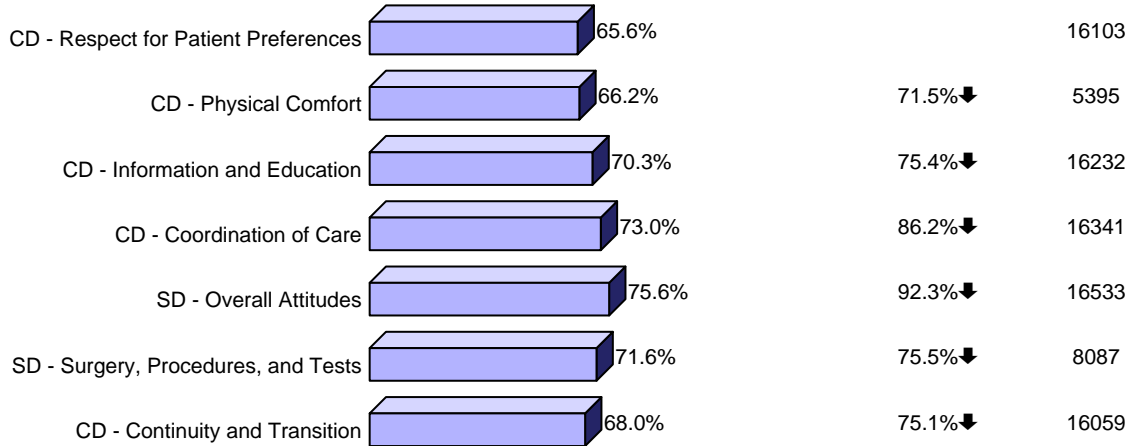


Highest correlation with
 "OP: Overall care received"

NRC North
 America Average





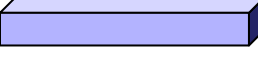
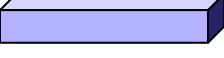

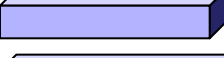





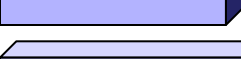

n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

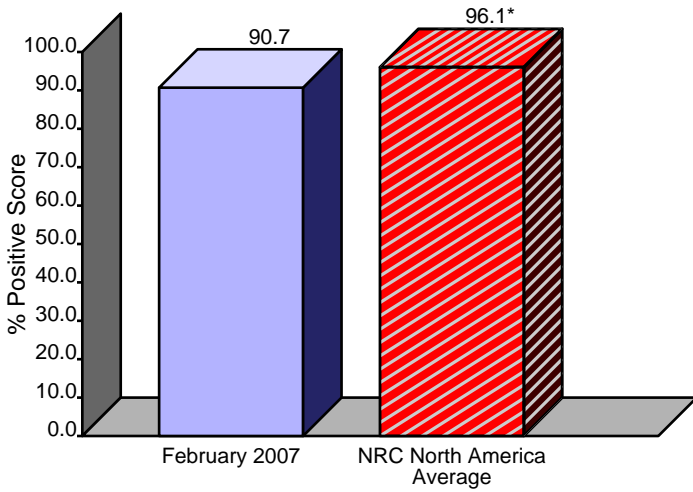
NSW HEALTH NSW Health Patient Survey 2007-Key Drivers - Outpatients
February 2007 (n=16601)

		<i>Detail</i>			
		Highest correlation with "OP: Overall care received"	NRC North America Average	n size	Correlation Coefficient
		% Positive Score			
OP: Service/clinic well organised		65.9%	86.2%↓	16265	0.553
OP: Rate completeness of care for problem		90.5%		16230	0.531
OP: Rate how Care professionals worked together		90.6%		16174	0.517
OP: Rate explanation of what was done		89.9%		16187	0.505
OP: Confidence/trust in Health Care Professional		78.6%	86.3%↓	16354	0.479
OP: Enough say about care		65.6%		16103	0.479
OP: Causes of problem explained understandably		71.5%		13278	0.463
OP: Did everything to control pain		66.2%	71.5%↓	5395	0.462
OP: Received enough info re: condition/treatment		70.3%	75.4%↓	16232	0.453
OP: Courtesy of Health Care Professional		93.1%	97.2%↓	16317	0.450
OP: Health Care Professional discussed anxieties/fears		62.9%	72.3%↓	10084	0.447
OP: Respect/dignity by Health Care Professional		87.2%	94.0%↓	16378	0.439
OP: Responded quickly to pain med request		61.4%	69.6%↓	3325	0.434
OP: Involved in care decisions		71.3%	79.1%↓	16279	0.433
OP: Needed help in the OP Clinic but did not get it		78.2%		11258	0.430

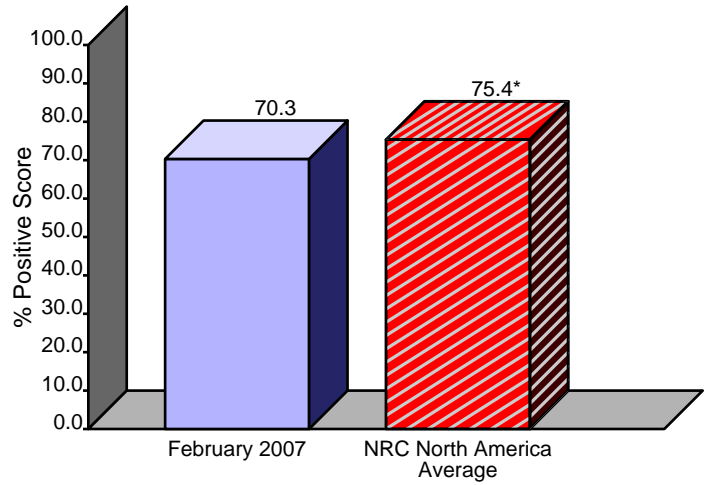
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2007-Information and Education - Outpatients
February 2007 (n=16601)

OP: Overall care received



CD - Information and Education



* Significantly Different from Your Current Score

Detail



Highest correlation with "OP: Overall care received"

NRC North America Average n size

% Positive Score

OP: Received enough info re: condition/treatment	70.3%	75.4%↓	16232
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Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education

February 2007 (n=16601)

Detail

		NRC North America Average	n size
OP: Explained reason for delay			
Appointment started on time	42.9%	73.6%↓	6967
Yes	21.9%	14.0%↑	3639
No	35.2%	12.4%↑	5245
OP: Explained why tests were needed			
Yes, completely	79.0%	79.4%↓	6561
Yes, somewhat	16.5%	13.3%↑	1369
No	4.6%	7.3%↓	349
OP: Told how to learn about test results			
Yes	82.4%	81.2%↑	6798
No	11.4%	12.2%↓	920
Not sure	6.2%	6.7%↓	482
OP: Told when to expect test results			
Yes	79.1%	72.9%↑	6516
No	13.6%	17.9%↓	1109
Not sure	7.3%	9.2%↓	532
OP: Language caused trouble talking			
No	90.5%	96.5%↓	14682
Yes, somewhat	6.4%	2.3%↑	1122
Yes, definitely	3.1%	1.2%↑	577
OP: Answered questions understandably			
Did not ask any questions	4.3%	15.1%↓	763
Yes, always	73.6%	72.6%↑	11895
Yes, sometimes	20.0%	10.6%↑	3398
No	2.1%	1.6%↑	322

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Information and Education (continued) February 2007 (n=16601)

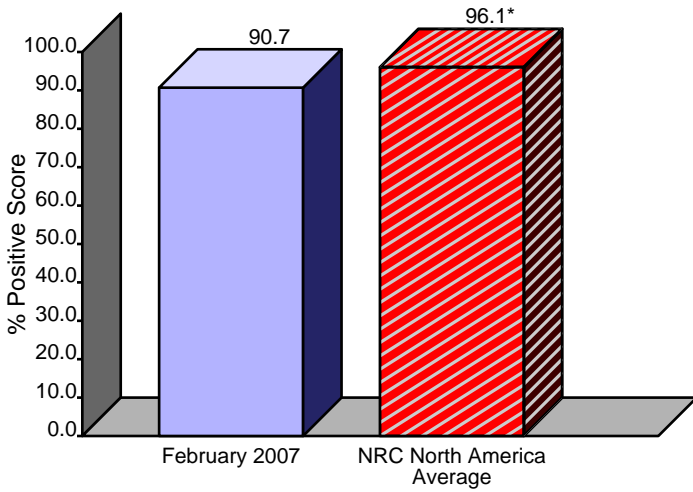
Detail

		NRC North America Average	n size
OP: Questions about care not discussed			
Did not have any questions	21.6%	36.8%↓	3457
No	62.2%	54.6%↑	10141
Yes	16.2%	8.6%↑	2654
OP: Explained what to do for problems			
No problems or symptoms	14.1%	29.9%↓	2243
Yes, completely	61.5%	49.8%↑	9962
Yes, somewhat	15.9%	10.5%↑	2625
No	8.4%	9.7%↓	1349
OP: Causes of problem explained understandably			
Did not need explanation	18.2%		2884
Yes, completely	58.5%		9494
Yes, somewhat	18.8%		3120
No	4.5%		664
OP: Rate explanation of what was done			
Excellent	29.1%		4580
Very Good	34.0%		5387
Good	26.7%		4567
Fair	7.7%		1273
Poor	2.5%		380

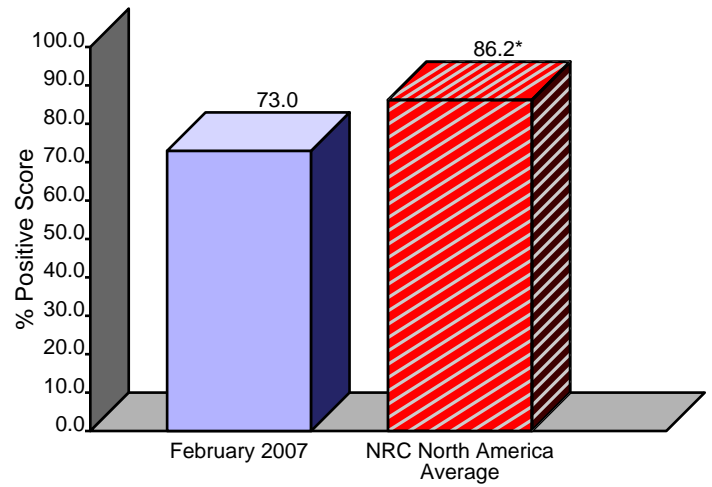
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

NSW HEALTH NSW Health Patient Survey 2007-Coordination of Care - Outpatients
February 2007 (n=16601)

OP: Overall care received



CD - Coordination of Care



* Significantly Different from Your Current Score

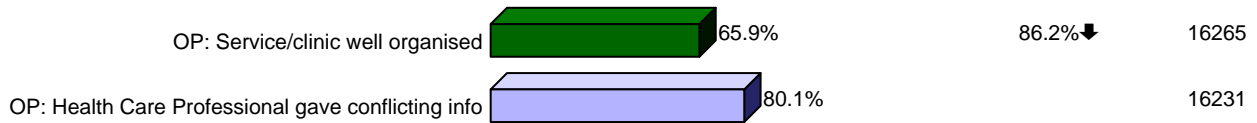
Detail



Highest correlation with "OP: Overall care received"

NRC North America Average n size

% Positive Score



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Coordination of Care
February 2007 (n=16601)

Detail

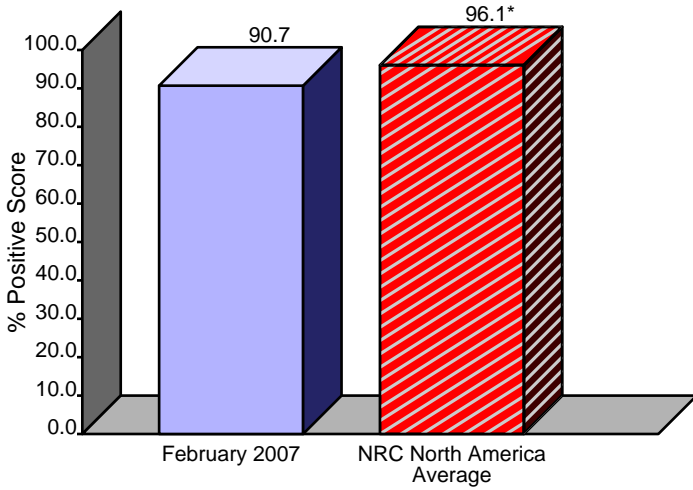
	NRC North America Average	n size
OP: Rate completeness of care for problem		
Excellent	29.4%	4722
Very Good	35.1%	5519
Good	26.1%	4395
Fair	7.4%	1232
Poor	2.1%	362

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

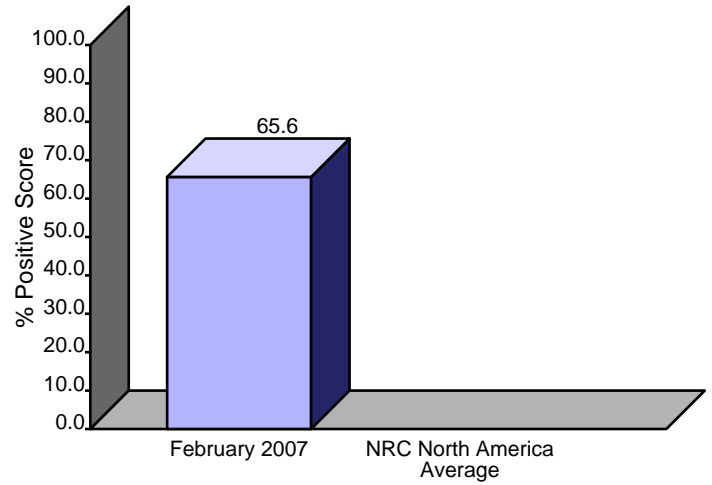


NSW Health Patient Survey 2007-Respect for Patient Preferences - Outpatients
February 2007 (n=16601)

OP: Overall care received



CD - Respect for Patient Preferences



* Significantly Different from Your Current Score

Detail



Highest correlation with "OP: Overall care received"

% Positive Score

NRC North America Average n size

OP: Enough say about care 65.6%

16103

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Respect for Patient Preferences

February 2007 (n=16601)

Detail

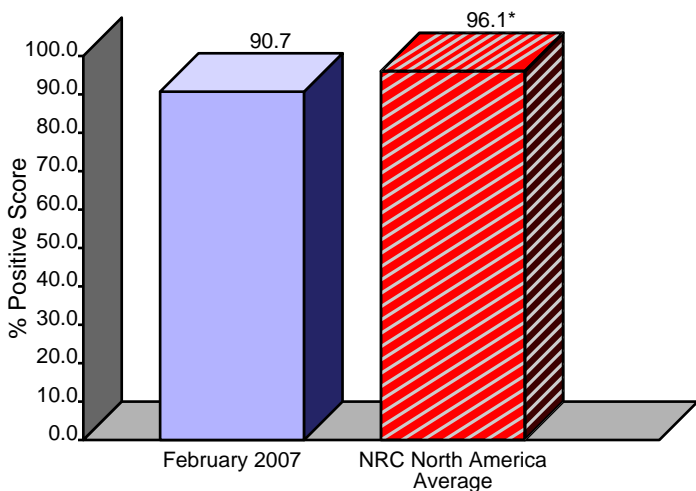
		NRC North America Average	n size
OP: Given chance to explain reasons for visit			
Health Care Professional already knew	29.8%	32.6%↓	4676
Yes, completely	55.5%	55.9%	8941
Yes, somewhat	12.5%	9.1%↑	2021
No	2.1%	2.5%↓	326
OP: Listened to what I said			
Yes, completely	76.9%	73.3%↑	12530
Yes, somewhat	16.5%	10.3%↑	2735
No	1.4%	1.2%↑	229
Had nothing to discuss	5.2%	15.2%↓	861
OP: Involved in care decisions			
Yes, definitely	71.3%	79.1%↓	11538
Yes, somewhat	22.1%	16.1%↑	3691
No	6.6%	4.8%↑	1050
OP: Enough privacy during visit			
Yes, completely	79.6%	88.8%↓	12933
Yes, somewhat	16.8%	9.8%↑	2768
No	3.6%	1.4%↑	605
OP: Enough info re: patients rights/responsibilities			
Yes, completely	60.3%		9646
Yes, somewhat	21.6%		3511
No	18.1%		2753

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

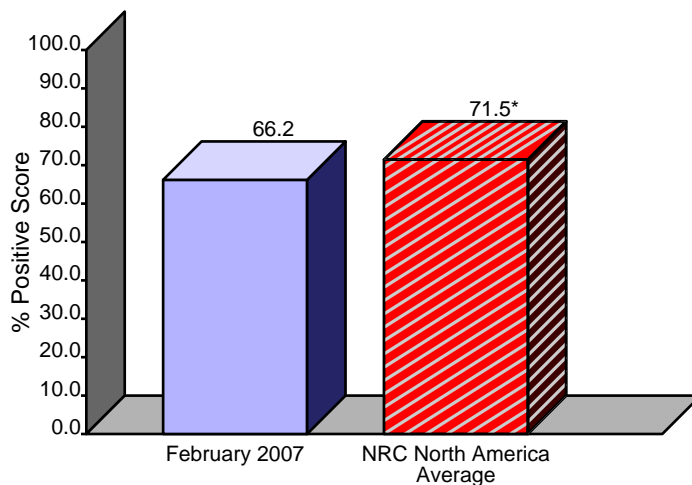


NSW Health Patient Survey 2007-Physical Comfort - Outpatients
February 2007 (n=16601)

OP: Overall care received



CD - Physical Comfort



* Significantly Different from Your Current Score

Detail



Highest correlation with "OP: Overall care received"

% Positive Score

NRC North America Average n size

OP: Did everything to control pain	66.2%	71.5%↓	5395
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Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Physical Comfort
February 2007 (n=16601)

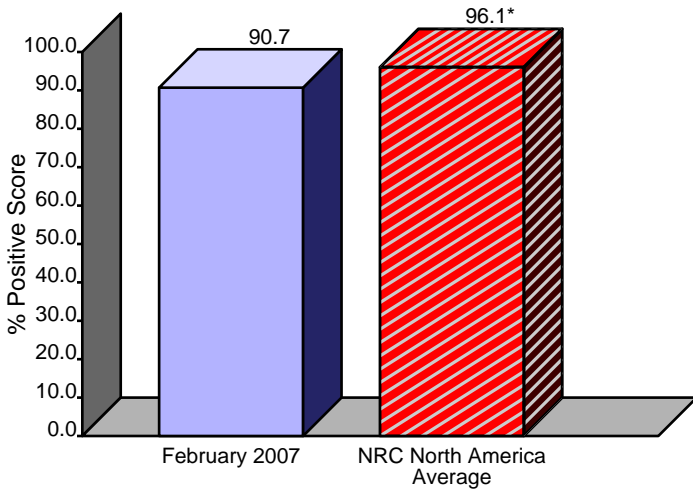
Detail

		NRC North America Average	n size
OP: Pain during treatment			
Yes	29.9%	22.3% ↑	4935
No	70.1%	77.7% ↓	11055
OP: Pain level during test			
Severe	28.7%	20.6% ↑	1619
Moderate	39.9%	40.7% ↓	2355
Mild	17.7%	20.6% ↓	1023
I had no pain	13.6%	18.1% ↓	722
OP: Given pain medicine			
Yes	54.4%	42.4% ↑	3213
No	45.6%	57.6% ↓	2537
OP: Responded quickly to pain med request			
Yes, completely	61.4%	69.6% ↓	2062
Yes, somewhat	27.6%	19.5% ↑	914
No	11.0%	10.9%	349

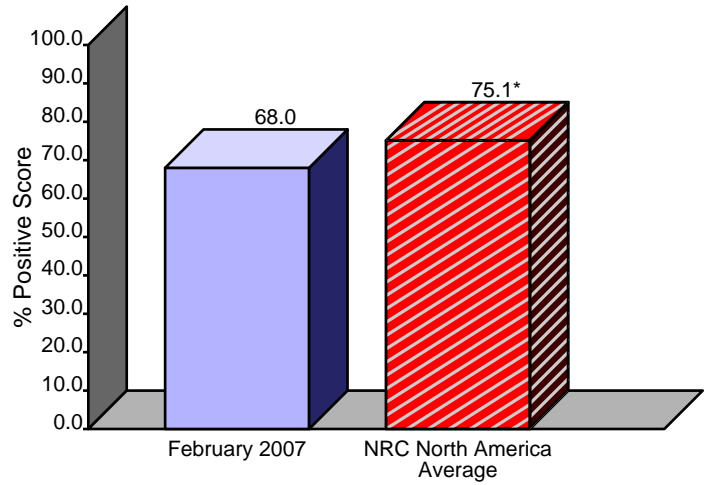
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher **↑** or lower **↓**.

NSW HEALTH NSW Health Patient Survey 2007-Continuity and Transition - Outpatients
February 2007 (n=16601)

OP: Overall care received



CD - Continuity and Transition



* Significantly Different from Your Current Score

Detail



Highest correlation with "OP: Overall care received"

% Positive Score

NRC North America Average n size

OP: Told what danger signals to watch for at home	63.7%		15806
OP: Explained meds understandably	77.5%	83.2%↓	9638
OP: Explained side effects	65.6%	67.0%↓	9234

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Other Measures Related to Continuity and Transition

February 2007 (n=16601)

Detail

		NRC North America Average	n size
OP: Arranged another visit w/this Care Professional			
No other visit was needed	19.6%	47.0%↓	3308
Not sure	3.0%	3.1%	509
Yes	72.9%	47.4%↑	11731
No	4.5%	2.5%↑	688
OP: Arranged another visit w/other Care Professional			
No other visit was needed	40.7%	59.5%↓	6611
Not sure	5.2%	4.2%↑	806
Yes	48.8%	32.6%↑	7799
No	5.3%	3.7%↑	836
OP: Knew who to call for help after appt			
Yes	81.9%	85.7%↓	13366
No	10.6%	6.9%↑	1632
Not sure	7.5%	7.4%	1215
OP: Prescribed new medicines before leaving			
Yes	20.9%		3514
No	79.1%		12455
OP: Told how to take new medications			
Did not need explanation	18.3%		780
Yes, completely	66.5%		2985
Yes, somewhat	10.2%		435
No	5.0%		208

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Measures Related to Access to Care - Outpatients
February 2007 (n=16601)

Detail

	NRC North America Average	n size
OP: Able to get appt when wanted		
Yes	92.2%↓	11447
No	7.8%↑	4357
OP: Waited too long in waiting room		
No	83.4%↓	9381
Yes, somewhat	12.8%↑	4707
Yes, definitely	3.8%↑	2284
OP: Waited too long in exam/test room		
No	87.6%↓	12558
Yes, somewhat	9.8%↑	2817
Yes, definitely	2.7%↑	970
OP: Enough time w/Health Care Professional		
Yes	94.0%↓	14298
No	6.0%↑	2048
OP: Length of time spent in Outpatient Clinic		
Less than 1 hour		5428
1 to 3 hours		7435
4 to 6 hours		1654
7 to 9 hours		440
More than 9 hours		789

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Measures Related to Emotional Support - Outpatients

February 2007 (n=16601)

Detail











	NRC North America Average	n size
OP: Reasons questions not discussed		
I was embarrassed about bringing them up	1.4%	482
I forgot to bring them up	8.9%	1900
I didn't have time to bring them up	3.7%	838
Health Care Professional didn't have time to listen	3.6%	948
Too many interruptions/no privacy	1.8%	554
I did not have any questions	80.6%	9300
OP: Confidence/trust in Health Care Professional		
Yes, completely	86.3%	12727
Yes, somewhat	12.3%	3166
No	1.4%	461
OP: Health Care Professional discussed anxieties/fears		
Did not have anxieties or fears	52.1%	6084
Yes, completely	34.6%	6297
Yes, somewhat	8.3%	2617
No	5.0%	1170



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher or lower .



NSW Health Patient Survey 2007-Measures Related to Family and Friends
February 2007 (n=16601)

Detail

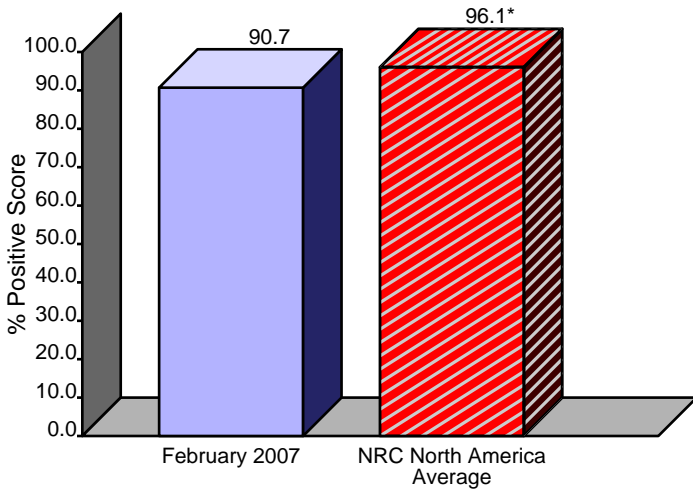
	NRC North America Average	n size
OP: Asked how family/living situation affect health		
Yes  30.6%	18.7% 	5082
No, but it was not an issue for me  50.3%	64.8% 	8008
No, and I wish he or she had asked  3.9%	2.4% 	621
No, the Health Care Professional already knew  8.3%	7.9% 	1367
Not sure  6.8%	6.3% 	1098

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher  or lower .

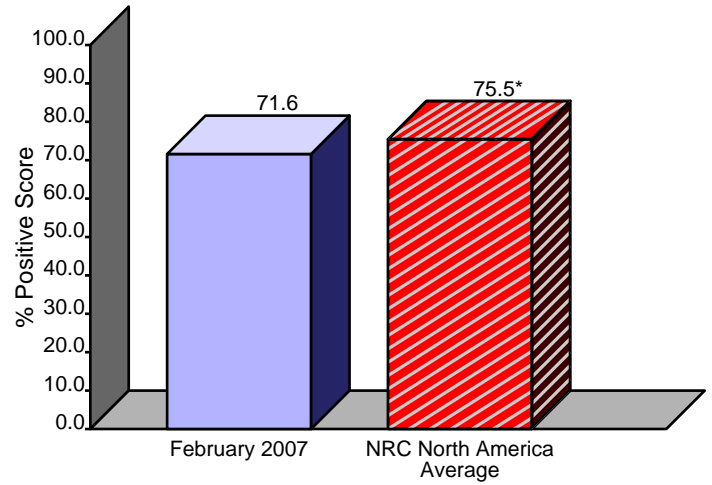


NSW Health Patient Survey 2007-Questions about Surgery, Procedures, and Tests - Outpatients
February 2007 (n=16601)

OP: Overall care received



SD - Surgery, Procedures, and Tests



* Significantly Different from Your Current Score

Detail

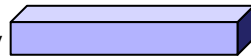


Highest correlation with "OP: Overall care received"

NRC North America Average n size

% Positive Score

OP: Explained test results understandably 71.6%



75.5%↓

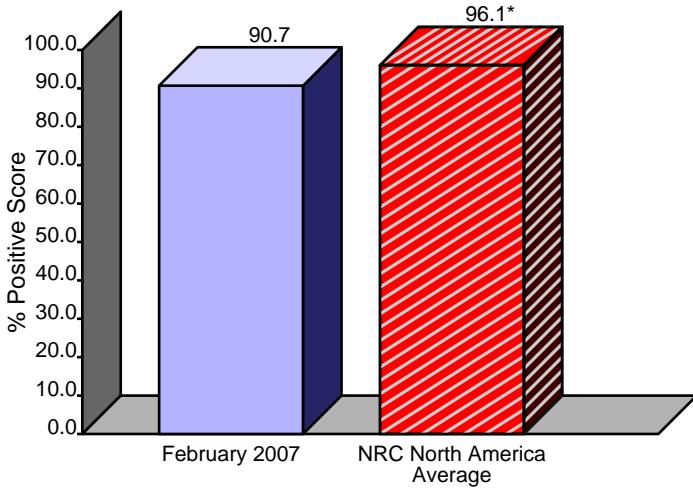
8087

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.

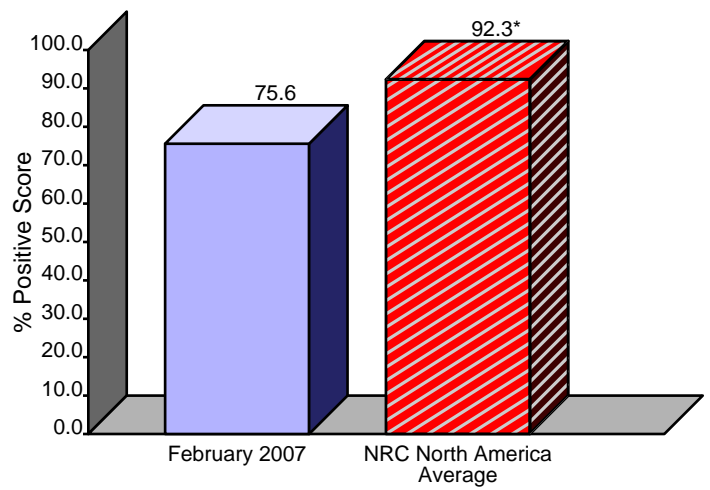


NSW Health Patient Survey 2007-Questions About Overall Attitudes - Outpatients
February 2007 (n=16601)

OP: Overall care received



SD - Overall Attitudes



* Significantly Different from Your Current Score

Detail



Highest correlation with "OP: Overall care received"

% Positive Score

NRC North America Average n size

Question	% Positive Score	NRC North America Average	n size
OP: Rate Outpatient Clinic	39.4%		15986
OP: Would recommend for services	62.6%	87.1%↓	16123
OP: Rate how Care professionals worked together	90.6%		16174
OP: Confidence/trust in Health Care Professional	78.6%	86.3%↓	16354
OP: Needed help in the OP Clinic but did not get it	78.2%		11258
OP: Rate courtesy of reception staff	88.0%	95.8%↓	16365
OP: Courtesy of person who made appt	92.1%	97.5%↓	15969

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients - Outpatients

February 2007 (n=16601)

Detail

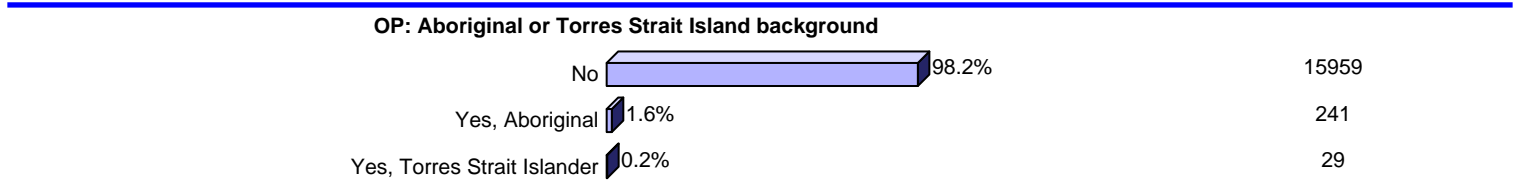
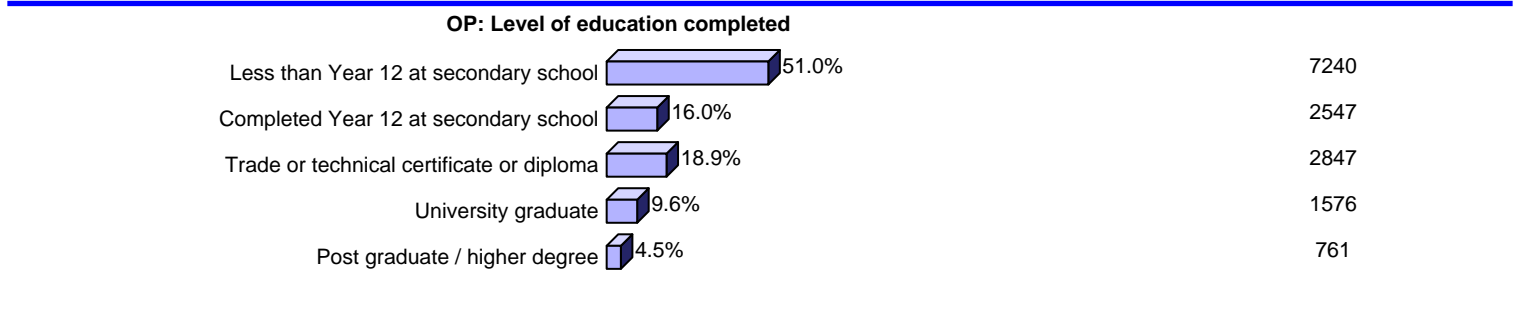
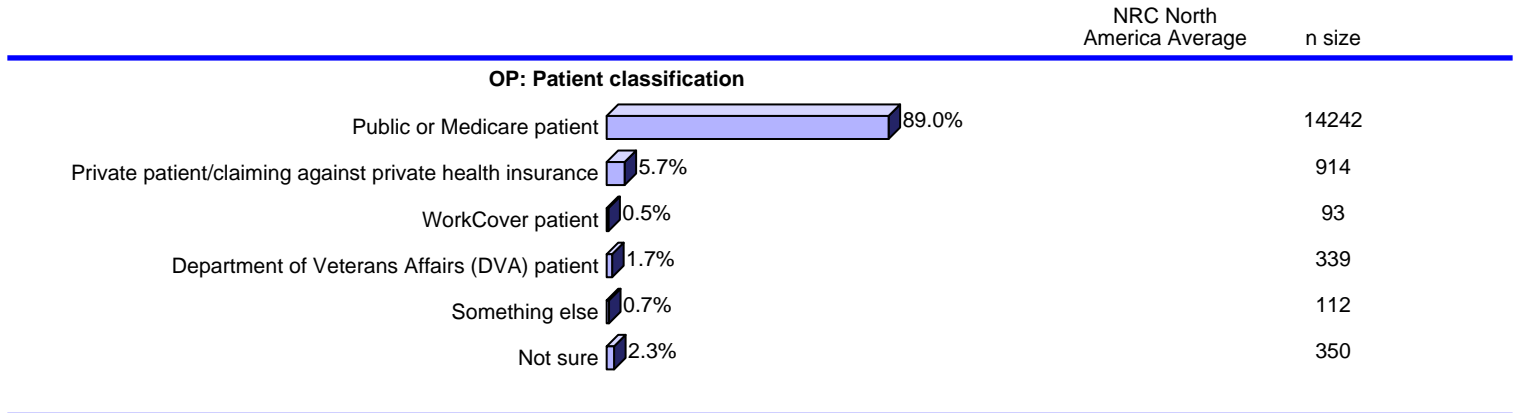
	NRC North America Average	n size
OP: General health		
Excellent	9.5% ↓	1339
Very Good	28.0% ↓	3582
Good	38.6% ↓	5914
Fair	19.4% ↑	4116
Poor	4.4% ↑	1289
OP: Days in bed due to illness/injury in Feb		
None		9621
One day		1219
Two days		1235
Three days		869
Four days		577
Five-to-seven days		954
Eight-to-ten days		437
More than ten days		1168
OP: Times at this Outpatient Clinic in Feb		
One		9719
Two		3026
Three		1052
Four		609
Five to nine		401
Ten or more		222
OP: Times had IP stay last 6 mos		
No	84.0% ↓	10431
Yes, only one time	12.0% ↑	4167
Yes, more than one time	3.9% ↑	1709

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
 Outpatients (continued)
 February 2007 (n=16601)

Detail

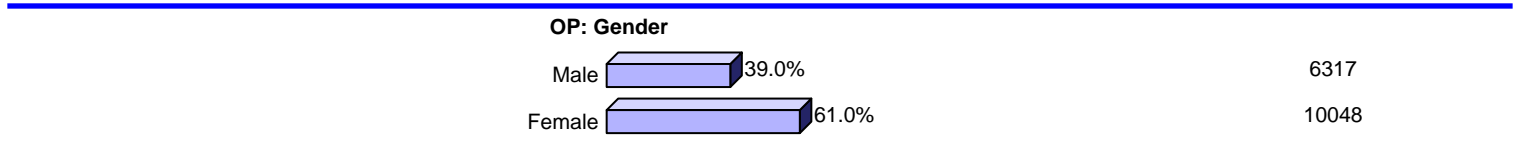
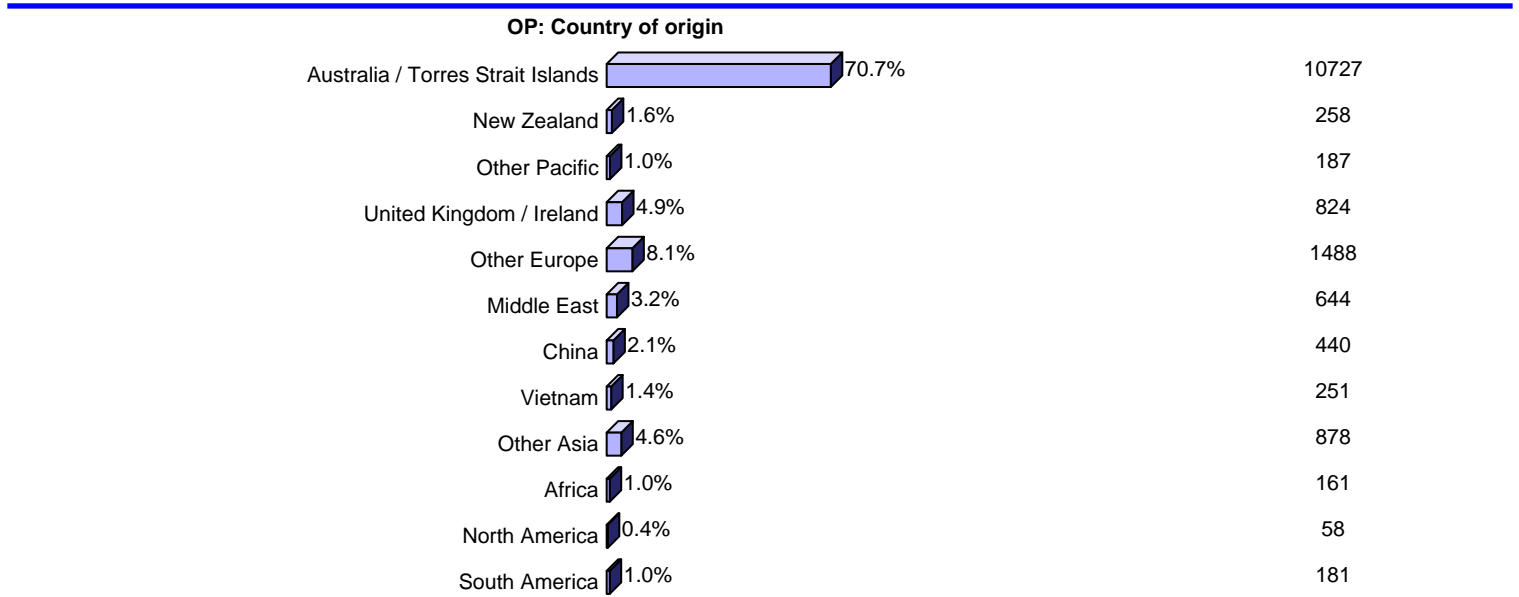
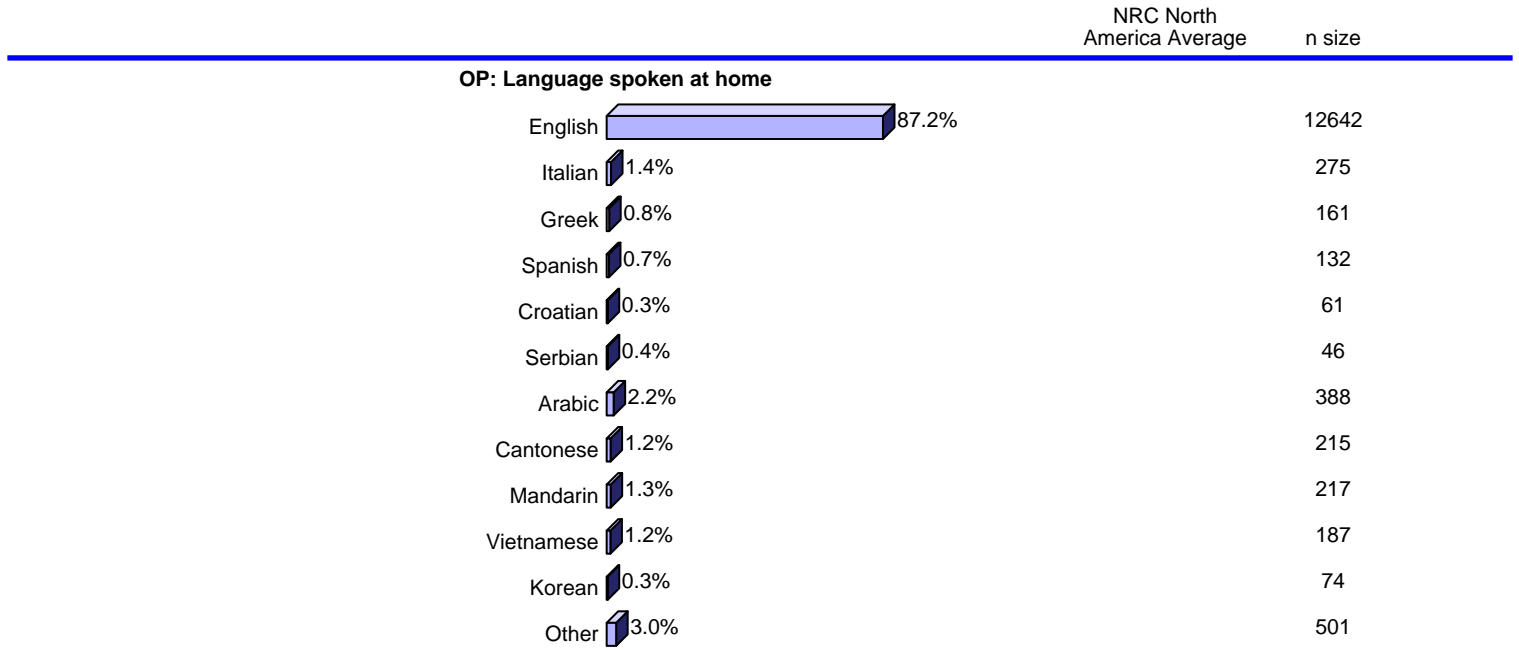


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
 Outpatients (continued)
 February 2007 (n=16601)

Detail



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Patients -
 Outpatients (continued)
 February 2007 (n=16601)

Detail

	NRC North America Average	n size
OP: Age Category		
Up to 9 years	7.5%	753
10 to 14 years	3.7%	375
15 to 19 years	2.7%	330
20 to 29 years	9.2%	1571
30 to 39 years	11.7%	2030
40 to 49 years	9.4%	1604
50 to 59 years	13.7%	2345
60 to 69 years	17.5%	3035
70 to 79 years	17.1%	2938
80 years or older	7.6%	1394

OP: Patient completed survey		
Yes - I completed the survey myself	73.6%	12354
Yes - but I completed the survey with the help from someone	9.8%	1634
No - someone completed this survey for me	16.5%	2195

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Questions About the Visits - Outpatients February 2007 (n=16601)

Detail

		NRC North America Average	n size
OP: Appt made by Drs office			
Yes	47.5%	65.7%↓	7774
No	52.5%	34.3%↑	8486
OP: When appt was made			
Less than 24 hours before visit	11.7%	16.1%↓	2023
1 to 6 days before visit	12.8%	30.7%↓	2153
1 to 2 weeks before visit	17.8%	27.5%↓	2795
3 to 4 weeks before visit	18.9%	14.0%↑	2979
More than 4 weeks before visit	38.8%	11.7%↑	5723
OP: Reason for visit			
Routine checkup	17.1%	21.2%↓	2802
Care for new problem or condition	26.4%	34.7%↓	4294
Follow up care after new illness	8.4%	6.4%↑	1332
Routine care for ongoing problem or condition	32.6%	25.4%↑	5038
Urgent care for a severe condition	12.4%	9.2%↑	2043
Not sure	3.0%	3.1%	471
OP: Arrived for visit alone/with someone			
Alone	41.3%	51.9%↓	7214
With someone else	58.7%	48.1%↑	9171
OP: Had test during visit			
Yes	51.1%	66.8%↓	8178
No	48.9%	33.2%↑	7685

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Outpatients February 2007 (n=16601)

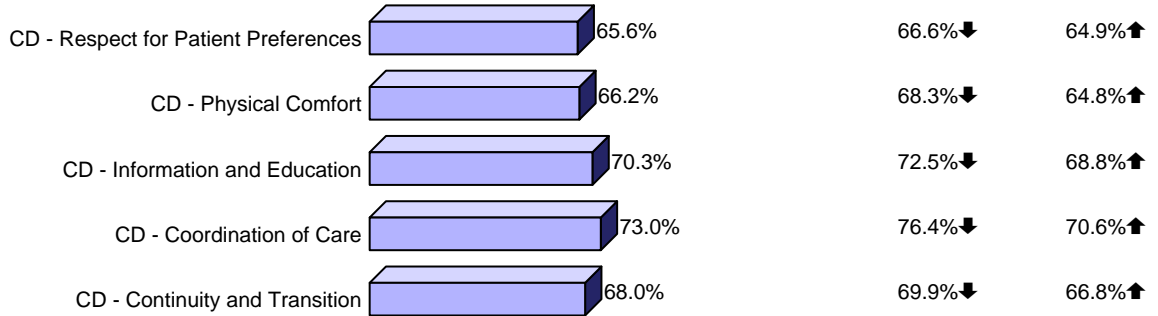
Detail



Highest correlation with "OP: Overall care received"

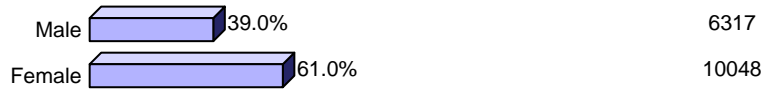
Males (OP) Females (OP)

% Positive Score



n size

OP: Gender



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups
 - Outpatients (continued)
 February 2007 (n=16601)

Detail



Highest correlation with "OP: Overall care received"

Ages 0 - 19 (OP) Ages 20 - 39 (OP) Ages 40 - 59 (OP) Ages 60+ (OP)

% Positive Score

		Ages 0 - 19 (OP)	Ages 20 - 39 (OP)	Ages 40 - 59 (OP)	Ages 60+ (OP)
CD - Respect for Patient Preferences	65.6%	64.2%↑	57.5%↑	64.2%↑	70.9%↓
CD - Physical Comfort	66.2%	66.6%	58.7%↑	62.3%↑	72.0%↓
CD - Information and Education	70.3%	68.8%↑	65.2%↑	66.2%↑	75.7%↓
CD - Coordination of Care	73.0%	67.8%↑	58.3%↑	72.9%	82.1%↓
CD - Continuity and Transition	68.0%	67.8%	62.5%↑	66.1%↑	71.6%↓

n size

OP: Age Category

Ages 0 - 19	13.9%	1458
Ages 20 - 39	20.9%	3601
Ages 40 - 59	23.1%	3949
Ages 60 and over	42.1%	7367

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Outpatients (continued) February 2007 (n=16601)

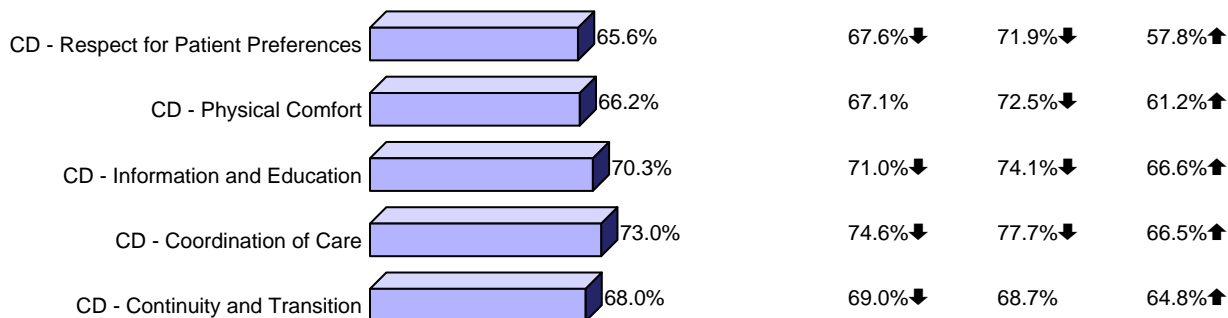
Detail



Highest correlation with "OP: Overall care received"

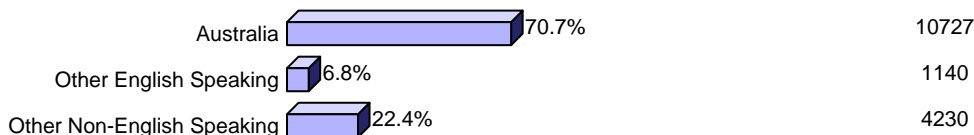
Australia (OP) Other English Speaking (OP) Non-English Speaking (OP)

% Positive Score



n size

OP: Country of origin



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups
 - Outpatients (continued)
 February 2007 (n=16601)

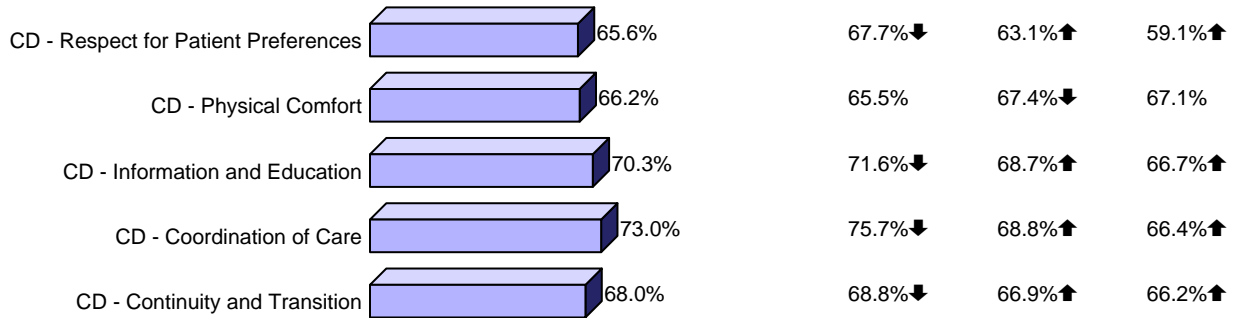
Detail



Highest correlation with
 "OP: Overall care received"

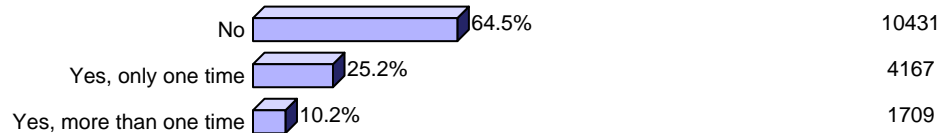
No Stays (OP) Only one time (OP) More than one time (OP)

% Positive Score



n size

OP: Times had IP stay last 6 mos



Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-Performance by Main Patient Subgroups - Outpatients (continued) February 2007 (n=16601)

Detail



Highest correlation with "OP: Overall care received"

Poor/Fair Health Rating (OP) Good Health Rating (OP) Very Good Health Rating (OP) Excellent Health Rating (OP)

% Positive Score

Category	% Positive Score	Poor/Fair Health Rating (OP)	Good Health Rating (OP)	Very Good Health Rating (OP)	Excellent Health Rating (OP)
CD - Respect for Patient Preferences	65.6%	60.6% ↑	66.0%	68.6% ↓	75.7% ↓
CD - Physical Comfort	66.2%	63.3% ↑	65.4%	69.0% ↓	71.6% ↓
CD - Information and Education	70.3%	64.7% ↑	70.9%	73.4% ↓	81.5% ↓
CD - Coordination of Care	73.0%	72.3% ↑	74.6% ↓	71.1% ↑	73.6%
CD - Continuity and Transition	68.0%	64.4% ↑	68.7% ↓	69.9% ↓	77.4% ↓

n size

OP: General health

Excellent Health Rating	8.5%	1339
Very Good Health Rating	22.0%	3582
Good Health Rating	36.3%	5914
Poor/Fair Health Rating	33.2%	5405

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Performance Across Facilities - OP

↑ Significantly Higher Than NSW Average (OP)
 ↓ Significantly Lower Than NSW Average (OP)

Overall Indicators

	Overall care received (%Good/VGood/Exc)	Overall facility rating (%9/10)	Would recommend (%Yes, definitely)	Enough say about treatment (%Yes, always)
NSW Average (OP)	90.7%	39.4%	62.6%	65.6%
-Greater Southern Area Health Service	92.3%↑	44.1%↑	66.1%↑	67.2%
-Greater Western Area Health Service	91.7%	35.9%↓	58.9%↓	66.5%
-Hunter New England Area Health Service	92.1%↑	41.0%↑	63.3%	70.6%↑
-North Coast Area Health Service	91.2%	45.4%↑	69.4%↑	67.7%↑
-N Sydney/Central Coast AHS	93.1%↑	40.3%	60.6%↓	62.2%↓
-Sydney South West AHS	89.2%↓	38.7%↓	62.3%	64.0%↓
-Sydney West Area Health Service	90.0%↓	38.2%↓	60.1%↓	63.1%↓
-The Children's Hospital at Westmead	92.7%↑	35.1%↓	61.5%	63.9%↓

Performance Across Facilities - OP

▲ Significantly Higher Than NSW Average (OP)
 ▼ Significantly Lower Than NSW Average (OP)

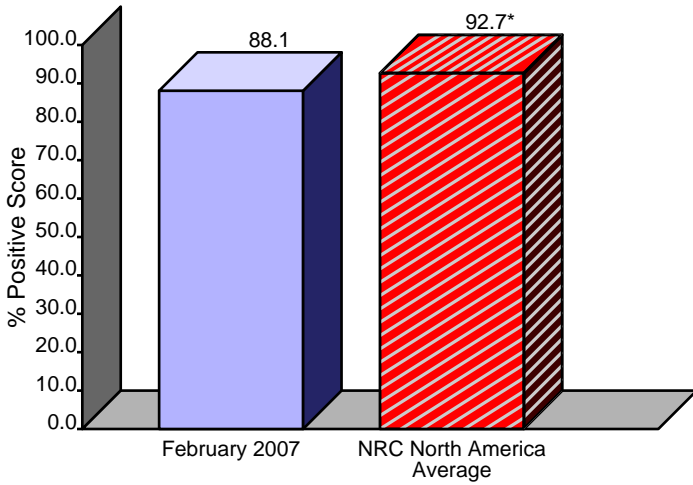
Picker Dimensions of Care

	CD - Information and Education	CD - Coordination of Care	CD - Respect for Patient Preferences	CD - Physical Comfort	CD - Continuity and Transition
NSW Average (OP)	70.3%	73.0%	65.6%	66.2%	68.0%
-Greater Southern Area Health Service	70.8%	75.9%▲	67.2%	65.7%	69.5%
-Greater Western Area Health Service	69.0%	73.6%	66.5%	69.4%	68.9%
-Hunter New England Area Health Service	71.6%▲	78.2%▲	70.6%▲	66.8%	68.3%
-North Coast Area Health Service	71.3%	77.5%▲	67.7%▲	73.0%▲	69.7%▲
-N Sydney/Central Coast AHS	67.1%▼	69.1%▼	62.2%▼	63.3%	55.9%▼
-Sydney South West AHS	69.9%	70.6%▼	64.0%▼	64.4%▼	68.2%
-Sydney West Area Health Service	71.1%	71.5%▼	63.1%▼	64.8%	68.6%
-The Children's Hospital at Westmead	67.8%▼	68.9%▼	63.9%▼	70.3%▲	68.1%

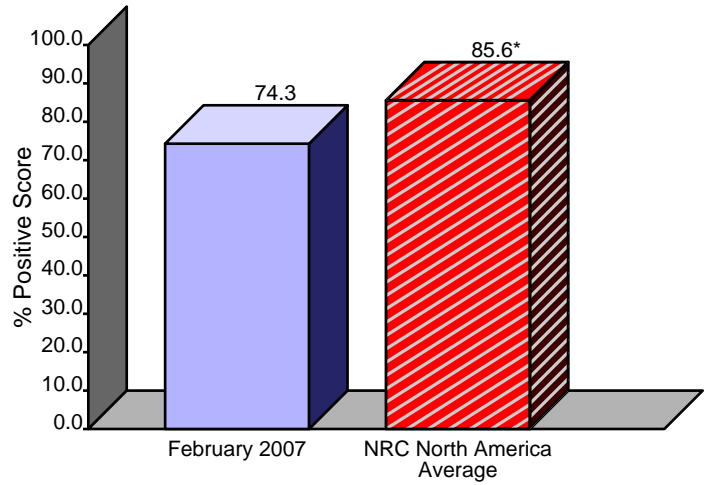


NSW Health Patient Survey 2007-CHAPTER 13 : Questions About Facilities/Amenities
February 2007 (n=70530)

Overall care received



Facilities/Amenities



* Significantly Different from Your Current Score

Detail



Highest correlation with "Overall care received"

% Positive Score

NRC North America Average n size

Category	% Positive Score	NRC North America Average	n size
Cleanliness of room during stay	89.1%	89.5%↓	23225
Cleanliness of facility	74.7%	84.3%↓	65221
Noise levels kept to a minimum during stay	81.5%	86.8%↓	64576
Courtesy/helpfulness of food staff	89.1%	91.2%↓	22612
Accuracy of food items ordered	85.4%	86.8%↓	21321
Temperature of food	75.2%	80.5%↓	21654
Taste of food	68.0%	74.8%↓	21835
Understanding inside/outside signs	85.5%	93.1%↓	64793
Availability of parking	45.7%	82.0%↓	63494

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-CHAPTER 13 : Questions About Facilities/Amenities (continued)
 February 2007 (n=70530)

Detail

	NRC North America Average	n size
Areas of ED that were not clean		
Waiting area	26.3%↑	2564
Registration desk area	5.1%↓	130
Examination area	13.3%↓	211
Treatment area	11.5%↓	162
Bathroom/toilets	27.4%	1280
Vending machine area	6.9%↓	232
Hallways	9.4%↓	193
Areas of OP clinic that were not clean		
Waiting area		1779
Registration desk area		87
Examination area		87
Treatment area		88
Bathroom/toilets		1806
Vending machine area		235
Hallways		260

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2007-APPENDIX A : Additional Information About the NSW Health Patient Survey February 2007 (n=70530)

Additional Resources

The following links will facilitate further information on this extensive survey:

* NSW Health Internal Website:

<http://internal.health.nsw.gov.au/hps/index.html>

* Questionnaire Suite : <https://nrcpicker.com/eReports/SignIn.aspx?ReturnUrl=%2feReports%2fDefault.aspx>

* Area Health Service Reports : <https://nrcpicker.com/eReports/SignIn.aspx?ReturnUrl=%2feReports%2fDefault.aspx>

* Individual Facility/Patient Category Reports : <https://nrcpicker.com/eReports/SignIn.aspx?ReturnUrl=%2feReports%2fDefault.aspx>

* Patient Comments - Complete Database : <https://nrcpicker.com/eComments/SignIn.aspx?ReturnUrl=%2feComments%2fDefault.aspx>

* How to Read an Action Plan Report : <http://nrcpicker.com/Default.aspx?DN=4,1,Documents>
