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# NSW Health Patient Survey 2008 Statewide Report

This report summarises findings from the NSW Health Patient Survey, covering seven patient categories across the vast majority of public healthcare facilities in NSW. Surveyed patients were treated in February 2008. 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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OVERALL REPORT ASPECTS

CHAPTER 1

Executive Summary ..... 1:1

CHAPTER 2

Introduction and Methodology ..... 2:1

CHAPTER 2

How to Read This Report ..... 3:1

CHAPTER 4

Picker Dimensions of Care Opportunity Matrix ..... 4:1  
 Measures by Gender ..... 4:2  
 Measures by Age ..... 4:3  
 Measures by Language ..... 4:4  
 Measures by Country of Birth ..... 4:5  
 Measures by Payment Type ..... 4:6  
 Measures by Background ..... 4:7  
 Overall Indicators ..... 4:8  
 Overall Indicators ..... 4:9  
 Picker Dimensions of Care ..... 4:10

PATIENT CATEGORY ANALYSIS

CHAPTER 5

Patient Category – Overnight Inpatients (OI) ..... 5:1  
 Summary of Dimensions of Care ..... 5:2  
 Key Drivers ..... 5:3  
 Opportunity Matrix ..... 5:4  
 Access to Care ..... 5:5  
 Information and Education ..... 5:6  
     Other Measures Related to Information and Education ..... 5:7  
 Emotional Support ..... 5:8  
 Coordination of Care ..... 5:9  
     Other Measures Related to Coordination of Care ..... 5:10  
 Respect for Patient Preference ..... 5:11  
     Other Measures Related to Respect for Patient Preferences ..... 5:12  
 Family and Friends ..... 5:13  
     Other Measures Related to Family and Friends ..... 5:14  
 Physical Comfort ..... 5:15  
     Other Measures Related to Physical Comfort ..... 5:16  
 Continuity and Transition ..... 5:17  
     Other Measures Related to Continuity and Transition ..... 5:18  
 Questions About Obstetrics ..... 5:19  
 Questions Patient Safety ..... 5:21  
 Questions Surgery, Procedures, and Tests ..... 5:22  
 Questions About Overall Attitudes ..... 5:23

Questions About Patients .....	5:24
Questions About the Visits .....	5:28
Performance by Main Patient Subgroups .....	5:29
Performance Across Health Services .....	5:35
Peer Best Matrix .....	5:37
CHAPTER 6	
Patient Category – Day Only Inpatients (DI).....	6:1
Summary of Dimensions of Care .....	6:2
Key Drivers .....	6:3
Opportunity Matrix .....	6:4
Access to Care .....	6:5
Other Measures Related to Access to Care.....	6:6
Information and Education.....	6:7
Other Measures Related to Information and Education .....	6:8
Emotional Support .....	6:9
Coordination of Care .....	6:10
Other Measures Related to Coordination of Care.....	6:11
Respect for Patient Preference.....	6:12
Other Measures Related to Respect for Patient Preferences .....	6:13
Physical Comfort .....	6:14
Other Measures Related to Physical Comfort.....	6:15
Continuity and Transition.....	6:16
Other Measures Related to Continuity and Transition.....	6:17
Questions Surgery, Procedures, and Tests.....	6:18
Questions About Overall Attitudes.....	6:19
Questions About Patients .....	6:21
Questions About the Visits .....	6:25
Performance by Main Patient Subgroups .....	6:26
Performance Across Health Services .....	6:32
Peer Best Matrix .....	6:34
CHAPTER 7	
Patient Category – Paediatric Inpatients (PI).....	7:1
Summary of Dimensions of Care.....	7:2
Key Drivers .....	7:3
Opportunity Matrix .....	7:4
Access to Care .....	7:5
Information and Education.....	7:6
Other Measures Related to Information and Education .....	7:7
Emotional Support .....	7:9
Coordination of Care .....	7:12
Other Measures Related to Coordination of Care.....	7:13
Respect for Patient Preference.....	7:14
Other Measures Related to Respect for Patient Preferences .....	7:15
Physical Comfort .....	7:16

Other Measures Related to Physical Comfort.....	7:17
Continuity and Transition .....	7:18
Other Measures Related to Continuity and Transition.....	7:19
Measures About Family and Friends .....	7:20
Questions Patient Safety .....	7:21
Questions Patient Surgery, Procedures, and Tests.....	7:22
Questions About Overall Attitudes.....	7:26
Questions About Patients .....	7:24
Questions About the Visits .....	7:28
Performance by Main Patient Subgroups .....	7:29
Performance Across Health Services .....	7:35
Peer Best Matrix.....	7:37

CHAPTER 8

Patient Category – Adult Rehabilitation Inpatients (RI).....	8:1
Summary of Dimensions of Care.....	8:2
Key Drivers .....	8:3
Opportunity Matrix .....	8:4
Access to Care .....	8:5
Other Measures Related to Access to Care.....	8:6
Information and Education.....	8:8
Other Measures Related to Information and Education .....	8:9
Emotional Support .....	8:10
Other Measures Related to Emotional Support .....	8:11
Coordination of Care .....	8:12
Other Measures Related to Coordination of Care.....	8:13
Respect for Patient Preference.....	8:14
Other Measures Related to Respect for Patient Preferences .....	8:15
Family and Friends .....	8:16
Other Measures Related to Family and Friends .....	8:17
Physical Comfort .....	8:18
Other Measures Related to Physical Comfort.....	8:19
Continuity and Transition .....	8:20
Other Measures Related to Continuity and Transition.....	8:21
Questions Patient Safety .....	8:23
Questions About Overall Attitudes.....	8:24
Questions About Patients .....	8:25
Questions About the Visits .....	8:29
Performance by Main Patient Subgroups .....	8:30
Performance Across Health Services .....	8:36
Peer Best Matrix.....	8:38

CHAPTER 9

Patient Category – Non-Admitted Emergency Patients (EP).....	9:1
Summary of Dimensions of Care.....	9:2
Key Drivers .....	9:3

Opportunity Matrix .....	9:4
Access to Care .....	9:5
Other Measures Related to Access to Care.....	9:6
Information and Education.....	9:8
Other Measures Related to Information and Education .....	9:9
Emotional Support .....	9:11
Coordination of Care .....	9:12
Other Measures Related to Coordination of Care.....	9:13
Respect for Patient Preference.....	9:14
Other Measures Related to Respect for Patient Preferences .....	9:15
Physical Comfort .....	9:16
Other Measures Related to Physical Comfort.....	9:17
Continuity and Transition.....	9:18
Other Measures Related to Continuity and Transition.....	9:19
Measures Related to Family and Friends .....	9:20
Questions Patient Surgery, Procedures, and Tests.....	9:21
Questions About Overall Attitudes.....	9:22
Questions About Patients .....	9:23
Questions About the Visits .....	9:27
Performance by Main Patient Subgroups .....	9:28
Performance Across Health Services .....	9:34
Peer Best Matrix.....	9:36

CHAPTER 10

Patient Category – Community Health Patients (CH).....	10:1
Summary of Dimensions of Care.....	10:2
Key Drivers .....	10:3
Opportunity Matrix .....	10:4
Information and Education.....	10:6
Other Measures Related to Information and Education .....	10:8
Coordination of Care .....	10:9
Other Measures Related to Coordination of Care .....	10:10
Respect for Patient Preference.....	10:11
Other Measures Related to Respect for Patient Preferences .....	10:12
Physical Comfort .....	10:13
Other Measures Related to Physical Comfort.....	10:14
Continuity and Transition.....	10:15
Other Measures Related to Continuity and Transition.....	10:16
Measures Related to Access to Care .....	10:17
Measures Related to Emotional Support .....	10:18
Measures Related to Family and Friends .....	10:19
Questions Patient Surgery, Procedures, and Tests.....	10:20
Questions About Overall Attitudes.....	10:21
Questions About Patients .....	10:25
Questions About the Visits .....	10:26
Performance by Main Patient Subgroups .....	10:27

Performance Across Health Services .....	10:32
Peer Best Matrix .....	10:34
CHAPTER 11	
Patient Category – Outpatients (OP) .....	4:1
Summary of Dimensions of Care .....	4:2
Key Drivers .....	4:3
Opportunity Matrix .....	4:4
Information and Education .....	4:5
Other Measures Related to Information and Education .....	4:6
Coordination of Care .....	4:8
Other Measures Related to Coordination of Care .....	4:9
Respect for Patient Preference .....	4:10
Other Measures Related to Respect for Patient Preferences .....	4:11
Physical Comfort .....	4:12
Other Measures Related to Physical Comfort .....	4:13
Continuity and Transition .....	4:14
Other Measures Related to Continuity and Transition .....	4:15
Measures Related to Access to Care .....	4:16
Measures Related to Emotional Support .....	4:17
Measures Related to Family and Friends .....	4:18
Questions Patient Surgery, Procedures, and Tests .....	4:19
Questions About Overall Attitudes .....	4:20
Questions About Patients .....	4:21
Questions About the Visits .....	4:25
Performance by Main Patient Subgroups .....	4:26
Performance Across Health Services .....	4:32
Peer Best Matrix .....	4:34
CHAPTER 12	
Questions About Facilities .....	12:1
APPENDIX	
Additional Information about the NSW Health Patient Survey .....	A:1

**NSW HEALTH 2008  
Executive Summary**

## Introduction

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

The survey is one of several strategies being used by NSW Health to gain a complete picture of patient and carer experience in NSW and to aid in NSW health service improvement. Other strategies include patient and carers' interviews.

In 2008 NSW Health continued the statewide patient survey to help identify any significant changes in patient experiences over time.

The public health organisations that participated in the survey included the eight Area Health Services across NSW and the Children's Hospital at Westmead. NSW Justice Health and the NSW Ambulance Service were not included since they carry out separate customer surveys and benchmarking activities with other like-organisations.

Surveys were posted throughout NSW, to patients who were classified within one of the following patient categories:

### Patient Categories

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

**Note:** Cancer outpatients are not discussed in this report. Cancer outpatients are discussed in the Cancer Institute NSW statewide report and individual facility reports. In addition, mental health inpatients were surveyed in 2007 only and are not represented in 2008.

Each patient questionnaire (specific to patient category) asked questions about a range of health care experiences. Analysis of ratings on these measures revealed that specific key aspects of care are more likely to drive positive ratings on the measure of the overall care received by the patient. The individual measures that strongly influence positive ratings on overall care are reported as **key drivers of overall care**.

Each patient questionnaire (specific to patient category) asked questions about up to eight **core dimensions of care** that patients value. The "key drivers" of overall care could come from measures within the core dimensions of care.

### Core Dimensions of Care

- Access to Care;
- Coordination of Care (including integration);
- Information and Education;
- Physical Comfort;
- Emotional Support (including alleviation of fear and anxiety);
- Family and Friends;



- Continuity and Transition; and
- Respect for Patient Preferences (including values and expressed needs).

Source: Picker Institute

Performance on the key drivers of overall care and core dimensions of care are reported in the overall findings for NSW and each patient category section in this executive summary.

To allow some comparison between patient categories, we have selected five measures that are represented in most of the patient category questionnaires:

#### **Common Measures of Patient Experience**

- Availability of doctors;
- Availability of nurses;
- Nurses discussing patients' anxieties and fears;
- Confidence and trust in nurses; and
- Patients having enough say about their treatment.

Source: Picker Institute

Comparative results on common measures are reported in Chapter 4.

Over 216,000 self-completion questionnaires were posted to patients across the state of NSW who had received treatment during February, 2008. An effective response rate of almost 40% was achieved, or almost 80,000 patients completed and returned the questionnaires.

The sample comprised of 41% males (n=30,889) and 57% females (n=42,557). Eighteen percent were aged between 0-19 years (n=13,556), 17% were aged between 20-39 years (n=13,015), 22% were aged between 40-59 years (n=16,717) and the remaining 41% were ages 60+ years (30,379). Of the sample, 2.5% were identified as Aboriginal/Torres Strait Islanders (n=1,898). Finally, 6% of the sample indicated they had a non-English speaking background (n=4,614). In some cases percentages will not add up to 100% since not all patients completed all questions.

**Results for 2008 from all patients treated across NSW are presented in this report, followed by the findings specific to each patient category (separated by key drivers of overall care and results on each core dimensions of care). Comparisons between ratings obtained for NSW in 2008 and 2007, as well as the 2008 Canadian average will be reported where applicable. Comparisons between the eight Area Health Services within NSW are also reported in cases where the sample size achieved was greater than 30 completed questionnaires. Details on best performing AHS's are reported at the end of each patient category chapter.**

**Note:** Responses received from mental health inpatients in 2007, have been removed from the 2007 data presented in this report, to allow for comparisons between analogous groups (mental health inpatients were not included in the 2008 NSW Health Patient Survey)

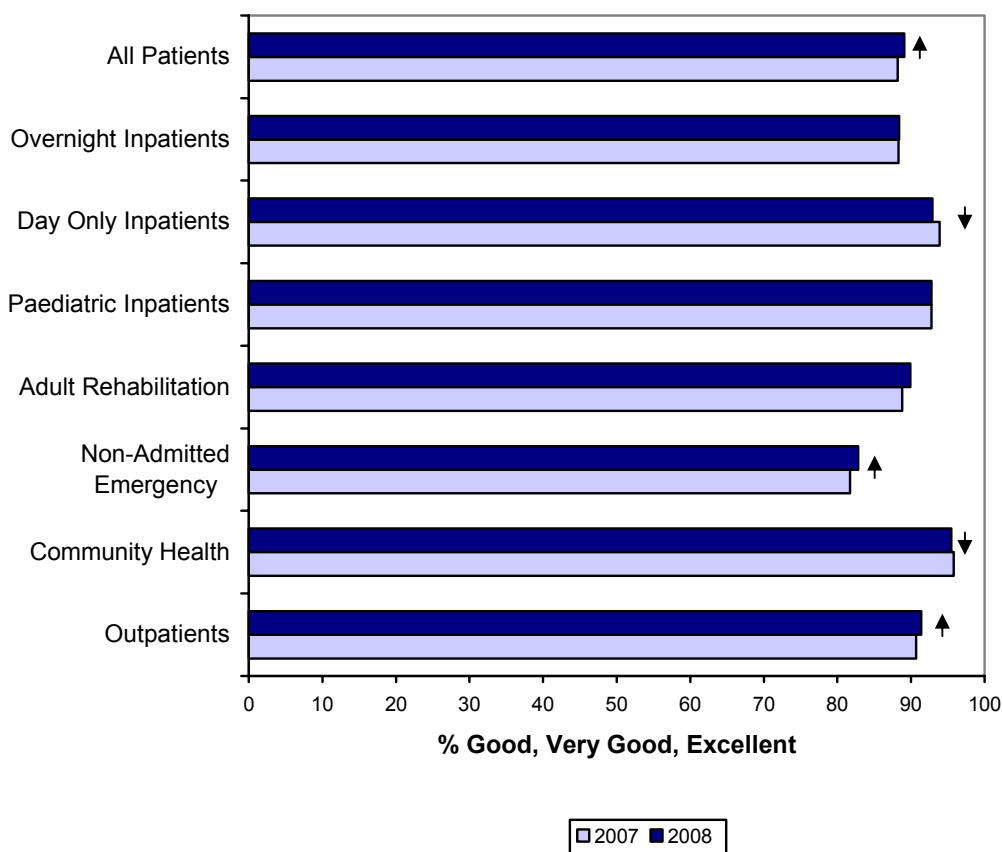
**Summary of 2008 Key Findings for NSW**

**Ratings of Overall Care: NSW**

NSW patients rated overall care as good, very good or excellent in 89.2% of cases. This rating was significantly better than rating received in 2007 (88.2%). North Sydney Central Coast (NSCCAHS) was the best performing AHS on overall care rating when compared to all other Area Health Services across NSW.

In 2008, NSW performed best on the measure of overall care for community health patients (95.5%), however, received the lowest ratings from non-admitted emergency patients (82.8%), when compared to ratings received from the remaining patient categories.

**Performance on Overall Care: 2008 and 2007**



**Comparison with Rating Received in 2007**

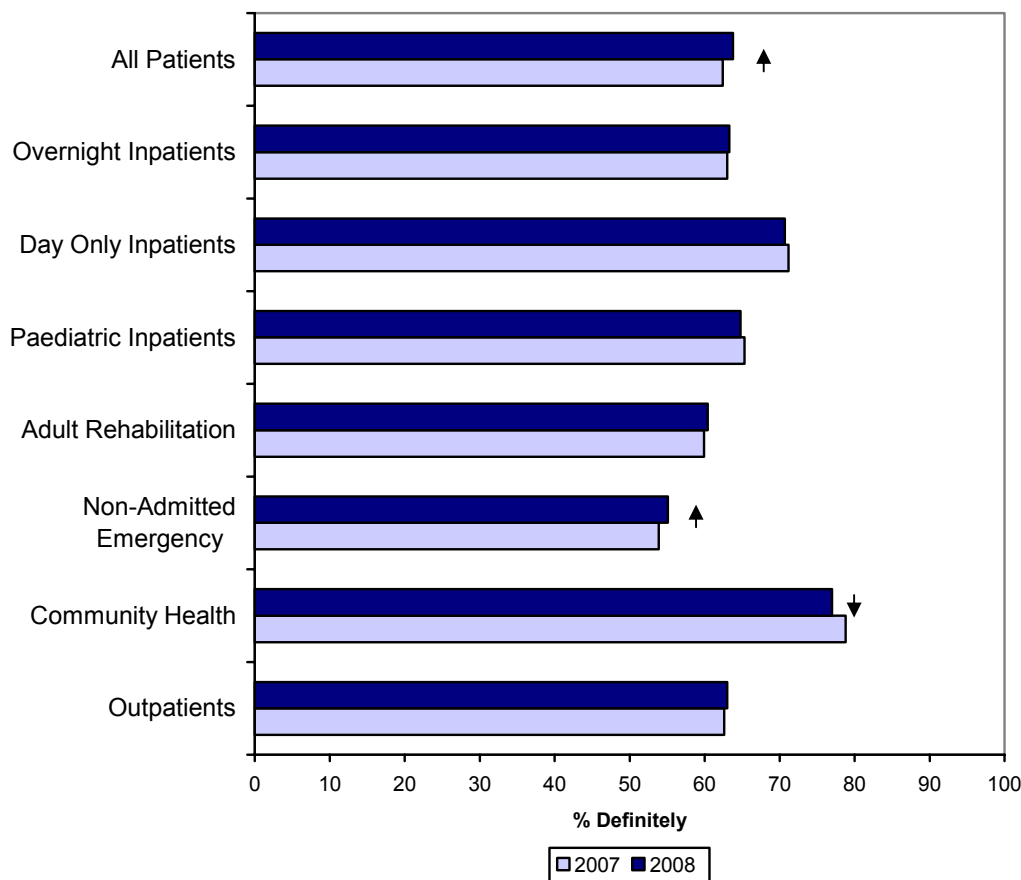
In 2008, NSW performed significantly better on overall care when compared to 2007 (88.2%) for all patients across NSW. NSW performed better for non-admitted emergency patients and outpatients. NSW did not perform as well for day only patients and community health patients. For the remaining patient categories, there was no difference in ratings on overall care across 2007 and 2008.

**Ratings of Advocacy: NSW**

NSW patients said that they would *definitely* recommend the health service to friends and family in 63.8% of cases. This rating was significantly better than the ratings received in 2007 (62.4%). North Coast Area Health Service (NCAHS) was the best performing AHS on advocacy when compared to all other Area Health Services across NSW.

In 2008, NSW performed best on the measure of advocacy for community health patients (77%), however, performed not as well for non-admitted emergency patients (55.1%), when compared to ratings received across all patient categories.

**Performance on Advocacy: 2008 and 2007**



**Comparison with Ratings Received in 2007**

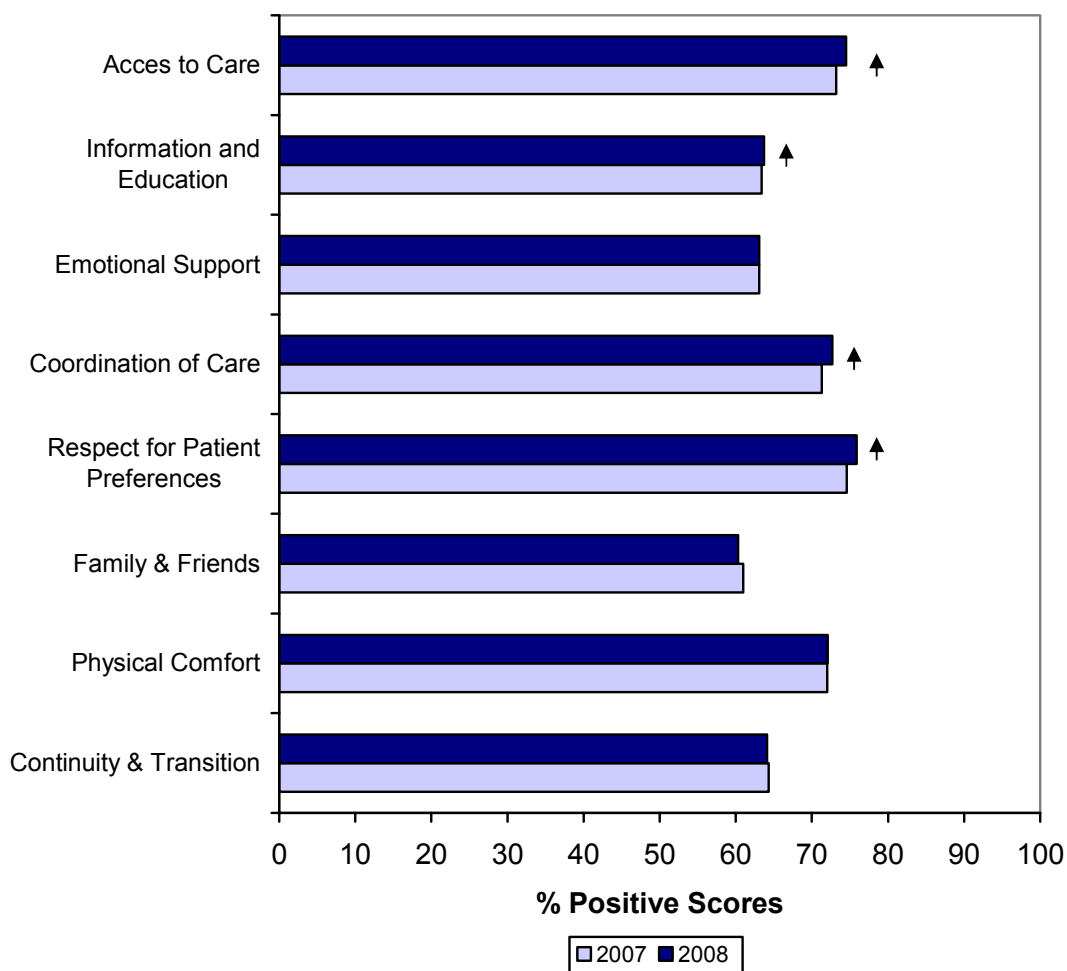
In 2008, NSW performed significantly better on advocacy when compared to 2007 for all patients across NSW. In 2008, NSW performed better, when compared to 2007 for non-admitted emergency patients. NSW did not perform as well as compared to 2007 for community health patients. There were no other differences in ratings across 2007 and 2008 for the remaining patient categories.

**Core Dimensions of Care: NSW**

NSW received ratings from all inpatients and non-admitted patients on eight core dimensions of care that are measured across most patient categories. In 2008, NSW

performed best on the dimensions Respect for Patient Preferences, Access to Care, Coordination of Care and Physical Comfort.

**Performance on Core Dimensions of Care for All NSW patients: 2008 and 2007**



***Comparison with Ratings Received in 2007***

In 2008, NSW received positive ratings that were better than 2007 on Access to Care, Information and Education, Coordination of Care and Respect for Patient Preferences.

***Overview of Measures Related to Gender***

Males were more likely to report *high* positive ratings on overall care, advocacy, and the core dimensions of care, compared to the ratings observed for the state of NSW. In contrast, females less likely to report *high* positive ratings on overall care, advocacy, almost all of the core dimensions of care, when compared to the average ratings for the state of NSW.

***Overview of Measures Related to Age***

In general, patients aged between 0 and 59 years were less likely to report *high* positive ratings on overall care, advocacy, and the core dimensions of care, when compared to the NSW state average. In contrast, patients aged 60 years and above,

were more likely to report *high* positive ratings on all measures, when compared to the NSW state average.

#### **Overview of Measures Related to Background (including ATSI)**

Aboriginal and Torres Straight Islander (ATSI) patients were less likely to report *high* positive ratings on overall care, advocacy and all core dimensions of care, when compared to the average for NSW. In contrast, patients who were non-ATSI were more likely to report *high* positive ratings on overall care and the core dimension of care: Respect for Patient Preferences; when compared to the NSW average. There were no other differences observed between non-ATSI ratings and the NSW average.

#### **Overview of Measures Related to Language Spoken At Home**

Patients who speak a language other than English at home were less likely to report *high* positive ratings on overall care, advocacy, and the core dimensions of care, when compared to the NSW state average. In contrast, patients who speak English at home were more likely to report *high* positive ratings on these measures.

#### **Overview of Measures related to Patient Payment Type (Public/Private)**

In general, public patients reported *high* positive ratings that did not significantly differ from the NSW state averages. In contrast, private patients were less likely to report *high* positive ratings than the NSW state average on overall care, advocacy and the core dimensions of care: Coordination of Care; Family and Friends and Continuity of Care. On all other core dimension of care, public patients were more likely to report *high* positive ratings than the NSW state average (or similar ratings).

#### **Important Considerations for NSW**

NSW is performing moderately well on the dimensions of care: Respect for Patient Preferences, Access to Care, Coordination of Care; and Physical Comfort. NSW should maintain its performance on the following core dimensions of care, as they strongly influenced the overall experience of care that patients received (in order of priority):

##### **Areas to Maintain**

- Coordination of Care; and
- Respect for Patient Preferences

NSW, however, should pay particular attention to improving dimensions of care related to (in order of priority):

##### **Areas to Improve**

- Emotional Support; and
- Family and Friends

Specifically, NSW received a low percentage of positive ratings on Emotional Support and this dimension strongly influenced patients' overall experience of health care.

## Summary of 2008 Key Findings for NSW Patient Categories

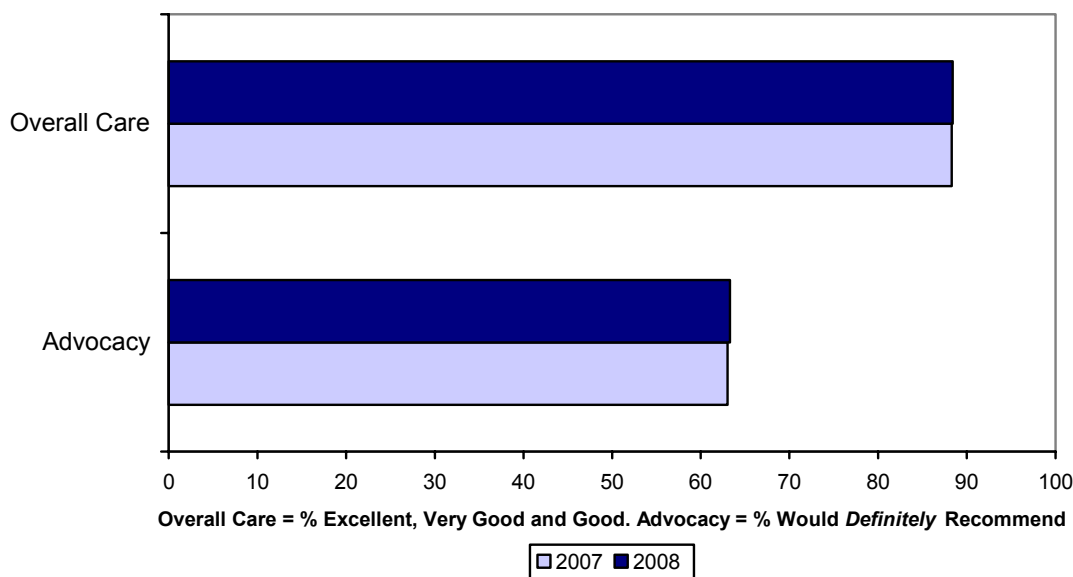
### 1 Summary of 2008 Key Findings for NSW Overnight Inpatients

A sample of 11,275 admitted overnight inpatients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is slightly greater than the sample achieved in 2007, where 10,649 admitted overnight inpatients completed the survey.

#### 1.1 Ratings of Overall Care and Advocacy: NSW Overnight Inpatients

Among all the overnight inpatients across NSW, 88.4% rated the overall care that they received as excellent, very good or good. In addition, 63.3% of overnight inpatients across NSW stated that they would *definitely* recommend the hospital to their family and friends.

**Performance on Overall Care and Advocacy for Overnight Inpatients:  
2008 and 2007**



#### Comparison with Ratings in 2007

In 2008, ratings on overall care received by overnight inpatients did not differ significantly from ratings received in 2007. NSW is also performing similar to 2007 on the measure of advocacy for overnight inpatients.

#### 1.2 Key Drivers of Overall Care: NSW Overnight Inpatients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW overnight inpatients were (in descending order of highest correlation):

- doctors and nurses working well together;
- treating patients with respect and dignity;
- the availability of nurses;
- confidence and trust in nurses; and
- courtesy of nurses

*Comparison with Ratings in 2007*

Ratings on the top 5 key drivers reported for 2008 did not differ from the ratings received for these measures in 2007 (similar ratings), with the exception of confidence and trust in nurses which performed significantly better in 2008.

**Note:** To see whether the key drivers in 2008 vary to 2007, refer to the 2007 report.

**1.3 Core Dimensions of Care: NSW Overnight Inpatients**

There were no core dimensions of care that were strongly correlated (>0.5) to positive ratings on overall care for overnight inpatients in NSW.

*Comparison with Ratings in 2007*

In 2008, ratings on Respect for Patient Preferences by overnight inpatients were significantly better than ratings received in 2007. In contrast, ratings on Continuity and Transition were significantly lower than the ratings received in 2007. Ratings on all other core dimensions of care did not differ significantly across 2007 and 2008.

**Note:** To see whether the core dimensions of care in 2008 vary to 2007, refer to the 2007 report.

**1.4 Important Measures for NSW Overnight Inpatient service providers**

Overnight inpatient services in NSW are performing moderately well on the core dimensions of care: Physical Comfort; and Access to Care. The measures on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of overnight inpatients are:

**Areas to Maintain**

- doctors and nurses working well together;
- treating patients with respect and dignity;
- the availability of nurses;
- confidence and trust in nurses; and
- courtesy of nurses

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

- health care professionals understanding a patient's condition completely;
- nurses answering a patient's questions in a manner that they can understand;
- nurses discussing anxieties and fears with a patient;
- ease of finding someone to talk to; and
- explaining test results to a patient in a manner that they can understand

These measures strongly influenced the patients' experience of the overall care they received and NSW received low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for overnight inpatients in Chapter 5 of this report.

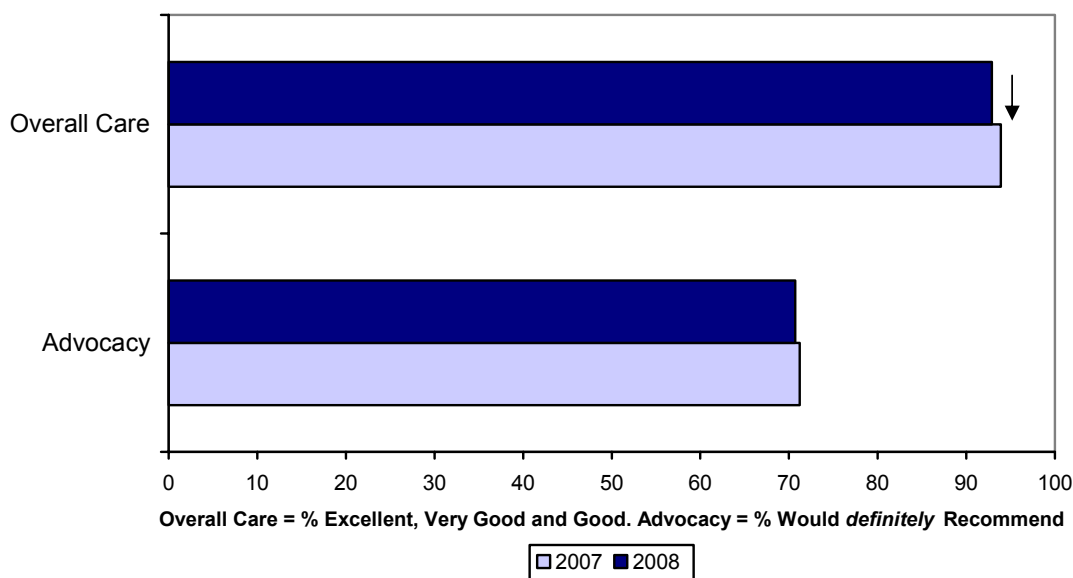
## 2 Summary of 2008 Key Findings for NSW Day Only Inpatients

A sample of 8,086 admitted day only inpatients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is slightly smaller than the sample achieved in 2007, where 8,396 day only inpatients completed the survey.

### 2.1 Ratings of Overall Care and Advocacy: NSW Day Only Inpatients

Among all the day only inpatients across NSW, 92.9% rated the overall care that they received as excellent, very good or good. In addition, 70.7% of day only inpatients across NSW stated that they would *definitely* recommend the hospital to their family and friends

**Performance on Overall Care and Advocacy for Day Only Inpatients:  
2008 and 2007**



#### Comparison with Ratings in 2007

In 2008, Ratings on overall care received by day only inpatients were significantly lower than ratings received in 2007. NSW is performing similar to 2007 on the measure of advocacy for day only inpatients.

### 2.2 Key Drivers of Overall Care: NSW Day Only Inpatients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW day only inpatients were (in descending order of highest correlation):

- a well organised hospital or department
- treating patients with respect and dignity;
- ease of finding someone to talk to
- well organised emergency care; and
- confidence and trust in nurses



*Comparison with Ratings in 2007*

In 2008, ratings on the top 5 key drivers were similar to the ratings received for these measures in 2007, with the exception of a well organised hospital or department (significantly lower ratings in 2008).

**Note:** To see whether your key drivers in 2008 vary to 2007, refer to your 2007 report.

**2.3 Core Dimensions of Care: NSW Day Only Inpatients**

The core dimension of care that was strongly related (>0.5) to positive ratings on overall care for day only inpatients in NSW, was:

- Coordination of Care

*Comparison with Ratings in 2007*

In 2008, ratings on Access to Care were significantly better than the ratings received in 2007. Ratings on Coordination of Care, Emotional Support, Information and Education and Continuity and Transition, were significantly lower than ratings received in 2008. Ratings on Physical Comfort and Respect for Patient Preferences were similar across 2007 and 2008.

**Note:** To see whether your key drivers in 2008 vary to 2007, refer to your 2007 report.

**2.4 Important Measures for NSW Day Only Inpatient service providers**

Day only inpatient services in NSW are performing well on the core dimension of care: Respect for Patient Preferences. The measures, on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of day only inpatients, are:

**Areas to Maintain**

- treating patients with respect and dignity;
- well organised emergency care;
- confidence and trust in nurses;
- doctors and nurses working well together; and
- nurses answering a patient's questions in a manner that they can understand

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

- a well organised hospital department;
- ease of finding someone to talk to;
- staff doing everything they can to control a patient's the pain
- nurses discussing with a patient anxieties and fears; and
- the availability of nurses

These measures strongly influenced the patients' experience of the overall care they received and NSW received low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for day only inpatients in Chapter 6 of this report.

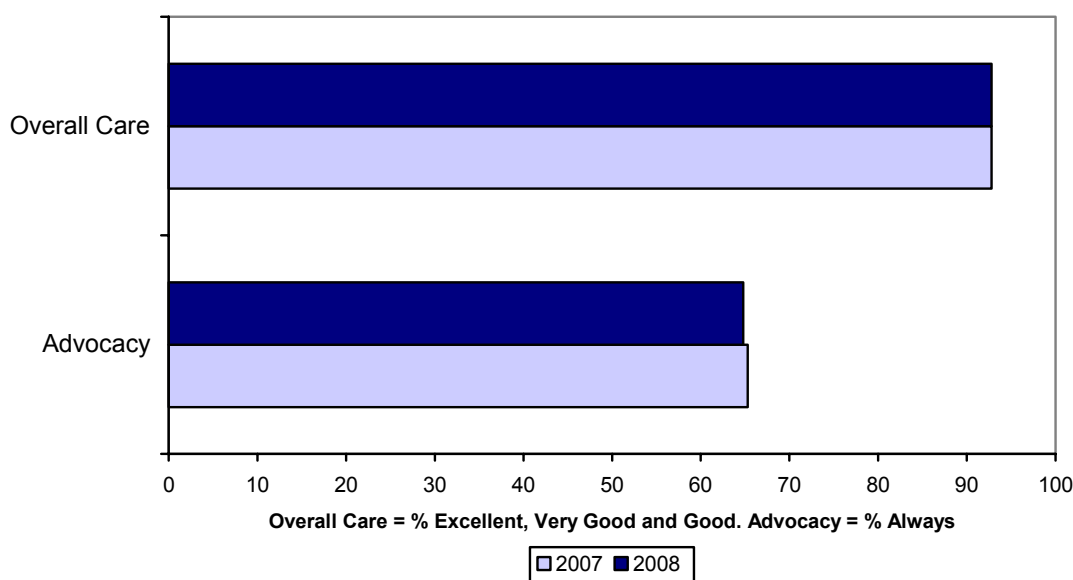
### 3 Summary of 2008 Key Findings for NSW Paediatric Inpatients

A sample of 2,965 admitted paediatric inpatients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is comparable to the sample achieved in 2007, where 3,147 paediatric patients, or their parents or carers, completed the survey.

#### 3.1 Ratings of Overall Care and Advocacy: NSW Paediatric Inpatients

Among all the paediatric inpatients across NSW, 92.8% rated the overall care that they received as excellent, very good or good. In addition, 64.8% of paediatric inpatients across NSW stated that they would *definitely* recommend the hospital to their family and friends

**Performance on Overall Care and Advocacy for Paediatric Inpatients:  
2008 and 2007**



#### Comparison with Ratings in 2007

In 2008, ratings on overall care and advocacy received by paediatric inpatients were similar to ratings received in 2007.

#### 3.2 Key Drivers of Overall Care: NSW Paediatric Inpatients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW paediatric inpatients were (in descending order of highest correlation):

- treating patients with respect and dignity;
- the health care provider understanding a child's condition completely
- nurses paying attention to a parent or carer's suggestions for their child's care
- doctors and nurses working well together; and
- confidence and trust in nurses

*Comparison with Ratings in 2007*

In 2008, ratings on the key driver: treating patients with respect and dignity; were significantly better than the ratings received in 2007. In 2008, ratings on the remaining top 5 key drivers were similar to the ratings received in 2007.

**Note:** To see whether the key drivers in 2008 vary to 2007, refer to the 2007 report.

**3.3 Core Dimensions of Care: NSW Paediatric Inpatients**

The core dimension of care that was strongly related (>0.5) to positive ratings on overall care for paediatric inpatients in NSW, was:

- Respect for Patient Preferences

*Comparison with Ratings in 2007*

In 2008, ratings on Respect for Patient Preferences were significantly better than the ratings received in 2007. Ratings on all other core dimensions were similar across 2007 and 2008.

**Note:** To see whether the core dimensions of care in 2008 vary to 2007, refer to the 2007 report.

**3.4 Important Measures for NSW Paediatric Inpatient service providers**

Paediatric inpatient services in NSW are performing well on the core dimension of care: Respect for Patient Preferences. The measures on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of paediatric inpatients are:

**Areas to Maintain**

- treating patients with respect and dignity;
- doctors and nurses working well together;
- confidence and trust in the nurses;
- staff doing everything they can to control a patient's pain; and
- confidence and trust in doctors

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

- the health care provider understanding a child's condition;
- nurses paying attention to a parent or carer's suggestions about their child;
- answering a parent or carer's question about their child's condition in a manner that they can understand
- well organised emergency department care; and
- ease of finding someone to talk to

These measures strongly influenced the patients' experience of the overall care they received and NSW received low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for day only inpatients in Chapter 7 of this report.

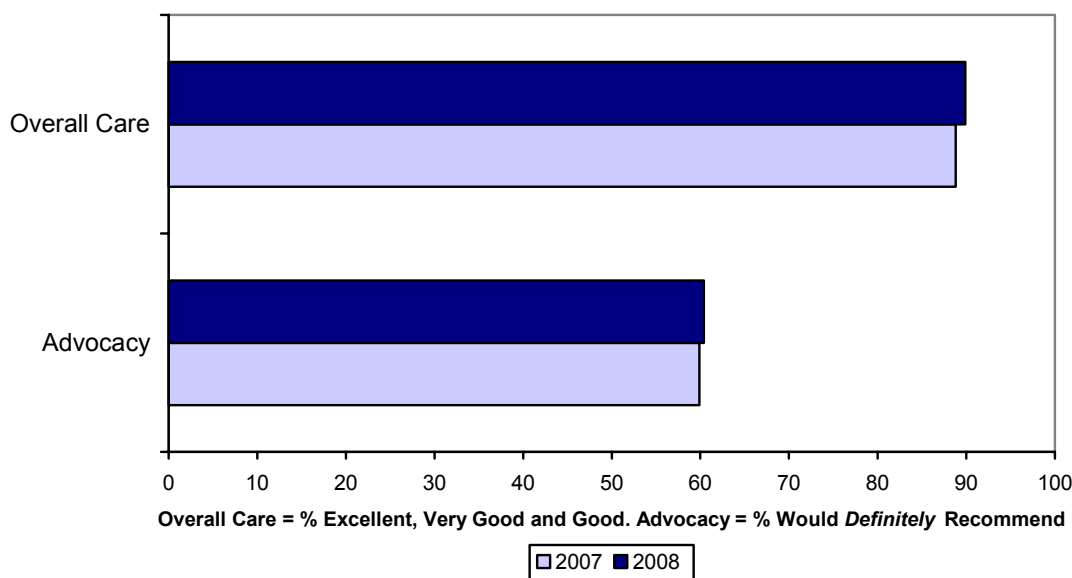
#### 4 Summary of 2008 Key Findings for NSW Adult Rehabilitation Inpatients

A sample of 493 admitted rehabilitation inpatients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is smaller than the sample achieved in 2007, where 731 admitted rehabilitation inpatients completed the survey

##### 4.1 Ratings of Overall Care and Advocacy: NSW Rehabilitation Inpatients

Among all the rehabilitation inpatients across NSW, 89.9% rated the overall care that they received as excellent, very good or good. In addition, 60.4% of rehabilitation inpatients across NSW stated that they would *definitely* recommend the hospital to their family and friends

**Performance on Overall Care and Advocacy for Rehabilitation  
Inpatients: 2008 and 2007**



##### Comparison with Ratings in 2007

In 2008, ratings on overall care and advocacy received by rehabilitation inpatients were similar to ratings received in 2007.

##### 4.2 Key Drivers of Overall Care: NSW Rehabilitation Inpatients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW rehabilitation inpatients were (in descending order of highest correlation):

- treating patients with respect and dignity;
- staff working well together;
- the availability of rehabilitation doctors;
- confidence and trust in nurses; and
- the availability of nurses

*Comparison with Ratings in 2007*

Ratings on the top 5 key drivers were similar across 2008 and 2007, with the exception of: treating patients with respect and dignity; and confidence and trust in nurses; ratings were significantly lower in 2008 when compared to ratings received in 2007.

**Note:** To see whether the key drivers in 2008 vary to 2007, refer to the 2007 report.

**4.3 Core Dimensions of Care: NSW Paediatric Inpatients**

The core dimensions of care that was strongly related (>0.5) to positive ratings on overall care for rehabilitation inpatients in NSW, were:

- Respect for Patient Preferences; and
- Emotional Support

*Comparison with Ratings in 2007*

In 2008, ratings on Respect for Patient Preferences, Emotional Support, Coordination of Care and Continuity and Transition were significantly lower, when compared to ratings received in 2007. Ratings on all other core dimensions were similar across 2007 and 2008.

**Note:** To see whether the core dimensions of care in 2008 vary to 2007, refer to the 2007 report.

**4.4 Important Measures for NSW Rehabilitation Inpatient service providers**

Rehabilitation inpatient services in NSW are performing moderately well on the core dimension of care: Access to Care. The measures on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of rehabilitation inpatients are:

**Areas to Maintain**

- treating patients with respect and dignity;
- doctors and nurses working well together;
- the availability of rehabilitation doctors;
- the availability of nurses; and
- the availability of therapists

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

- confidence and trust in nurses;
- staff working well together to plan rehabilitation;
- staff discussing with patients their anxieties and fears;
- nurses answering a patients questions in a manner that they can understand; and
- confidence and trust in rehabilitation nurses

These measures strongly influenced the patients' experience of the overall care they received and NSW received very low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for day only inpatients in Chapter 8 of this report.

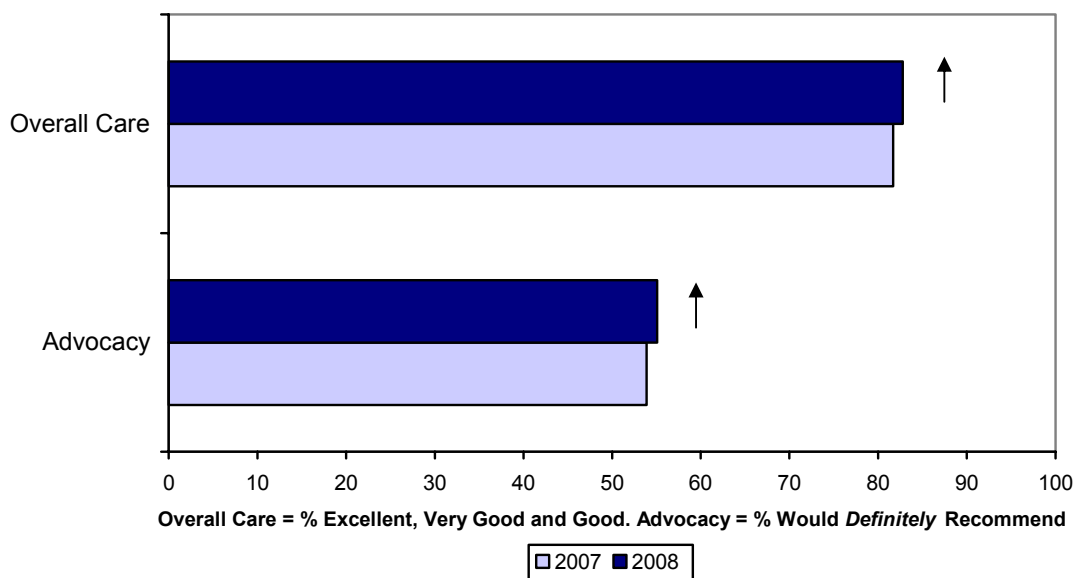
## 5 Summary of 2008 Key Findings for NSW Non-Admitted Emergency Patients

A sample of 24,638 non-admitted emergency patients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is larger than the sample achieved in 2007, where 19,100 non-admitted emergency patients completed the survey.

### 5.1 Ratings of Overall Care and Advocacy: NSW Non-Admitted Emergency Patients

Among all the non-admitted emergency patients across NSW, 82.8% rated the overall care that they received as excellent, very good or good. In addition, 55.1% of non-admitted emergency patients across NSW stated that they would *definitely* recommend the hospital to their family and friends

**Performance on Overall Care and Advocacy for Non-Admitted  
Emergency Patients: 2008 and 2007**



#### Comparison with Ratings in 2007

In 2008, ratings on overall care and advocacy received by non-admitted emergency patients were significantly better than ratings received in 2007.

### 5.2 Key Drivers of Overall Care: NSW Non-Admitted Emergency Patients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW non-admitted emergency patients were (in descending order of highest correlation):

- giving patients complete in the emergency department;
- giving patients an explanation of what was done to them in the emergency department;
- the availability of doctors;
- courtesy of the emergency department staff; and
- doctors and nurses working well together

*Comparison with Ratings in 2007*

In 2008, ratings on the top 5 key drivers were significantly higher than the ratings received in 2007, with the exception of: doctors and nurses working well together; ratings were similar across 2008 and 2007.

**Note:** To see whether the key drivers in 2008 vary to 2007, refer to the 2007 report.

**5.3 Core Dimensions of Care: NSW Non-Admitted Emergency Patients**

The core dimensions of care that was strongly related (>0.5) to positive ratings on overall care for non-admitted emergency patients in NSW, were:

- Access to Care; and
- Emotional Support

*Comparison with Ratings in 2007*

In 2008, ratings on all core dimensions of care were significantly better than the ratings received in 2007.

**Note:** To see whether the core dimensions of care in 2008 vary to 2007, refer to the 2007 report.

**5.4 Important Measures for NSW Non-Admitted Emergency Patient service providers**

Non-admitted emergency patient services in NSW are performing moderately well on the core dimensions of care: Access to Care; and Respect for Patient Preferences. The measures on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of non-admitted emergency patients are:

**Areas to Maintain**

- giving patients complete in the emergency department;
- giving patients an explanation of what was done to them in the emergency department;
- the availability of doctors;
- courtesy of the ED staff; and
- doctors and nurses working well together

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

- well organised care;
- satisfactory emergency department waiting times
- allowing patients to have enough say about their emergency department care;
- emergency department staff doing everything they can to control a patient's pain; and
- giving patients enough information about their condition or treatment

These measures strongly influenced the patients' experience of the overall care they received and NSW received very low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for day only inpatients in Chapter 9 of this report.



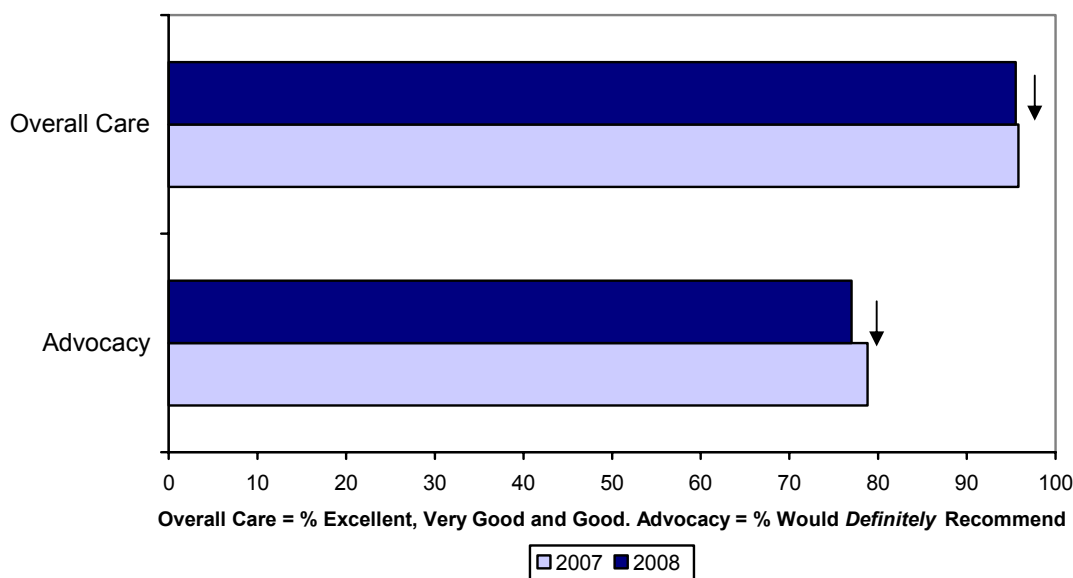
## 6 Summary of 2008 Key Findings for NSW Community Health Patients

A sample of 13,172 community health patients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is larger than the sample achieved in 2007, where 10,818 community health patients completed the survey.

### 6.1 Ratings of Overall Care and Advocacy: NSW Community Health Patients

Among all the community health patients across NSW, 96.2% rated the overall care that they received as excellent, very good or good. In addition, 80.5% of non-community health patients across NSW stated that they would *definitely* recommend the hospital to their family and friends

**Performance on Overall Care and Advocacy for Community Health Patients: 2008 and 2007**



#### Comparison with Ratings in 2007

In 2008, ratings on overall care and advocacy received by community health patients were significantly lower than ratings received in 2007.

### 6.2 Key Drivers of Overall Care: NSW Community Health Patients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW community health patients were (in descending order of highest correlation):

- a well organised community health centre;
- allowing patients to have enough say about their care;
- giving patients complete care for their problem;
- health care professionals explaining to a patient the cause of their problem in a manner that they can understand; and
- staff doing everything they can to control a patient's pain



*Comparison with Ratings in 2007*

In 2008, ratings on the key driver: a well organised community health centre; were significantly higher than the ratings received in 2007. For all other top 5 key drivers, NSW did not perform as well in 2008 when compared to 2007.

**Note:** To see whether the key drivers in 2008 vary to 2007, refer to the 2007 report.

**6.3 Core Dimensions of Care: NSW Community Health Patients**

None of the core dimensions of care were strongly related (>0.5) to positive ratings on overall care for community health patients in NSW.

*Comparison with Ratings in 2007*

In 2008, ratings on all core dimensions of care were significantly lower than the ratings received in 2007, with the exception of Coordination of Care (similar ratings across 2007 and 2008).

**Note:** To see whether the core dimensions of care in 2008 vary to 2007, refer to the 2007 report.

**6.4 Important Measures for NSW Community Health Patient service providers**

Community health patient services in NSW are performing well on the core dimensions of care: Respect for Patient Preferences; and Coordination of Care. The measures on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of community health patients are:

**Areas to Maintain**

- giving patients complete care for their problem;
- giving patients an explanation of the treatment they receive;
- health care professionals working well together;
- health care professionals listening to what a patient has to say; and
- courtesy of the health care professionals

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

- a well organised community health centre;
- allowing patients to have enough say about their care;
- health care professionals explaining to a patient the cause of their problem in a manner that they can understand;
- staff doing everything they can to control a patient's pain; and
- confidence and trust in health care professionals

These measures strongly influenced the patients' experience of the overall care they received and NSW received low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for day only inpatients in Chapter 10 of this report.

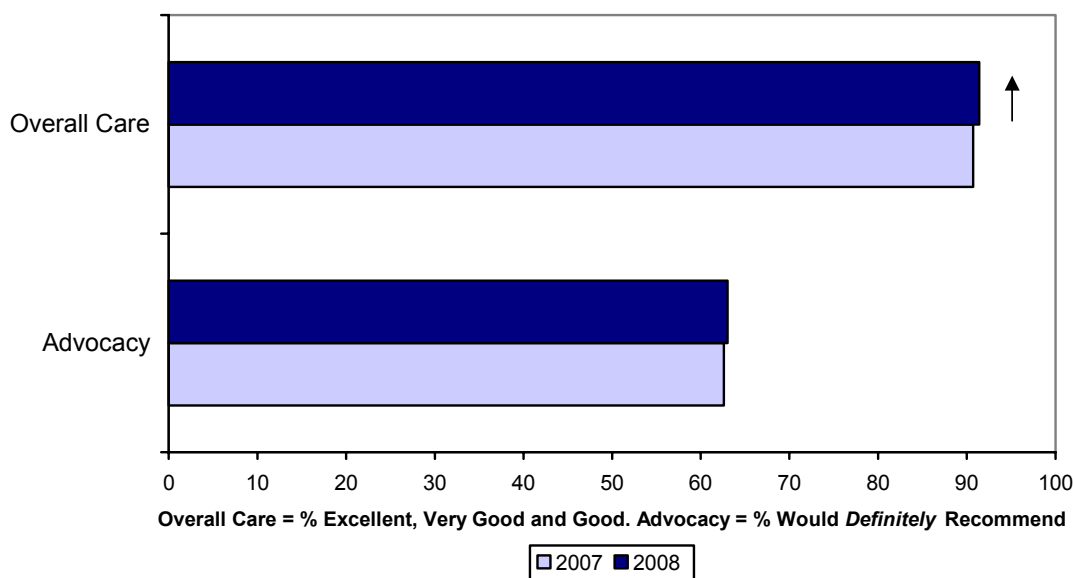
## 7 Summary of 2008 Key Findings for NSW Outpatients

A sample of 14,103 outpatients across NSW participated in the 2008 NSW Health Patient Survey. This sample size is smaller than the sample achieved in 2007, where 16,601 outpatients completed the survey.

### 7.1 Ratings of Overall Care and Advocacy: NSW Outpatients

Among all the outpatients across NSW, 91.4% rated the overall care that they received as excellent, very good or good. In addition, 63% of outpatients across NSW stated that they would *definitely* recommend the hospital to their family and friends

**Performance on Overall Care and Advocacy for Outpatients: 2008 and 2007**



#### Comparison with Ratings in 2007

In 2008, ratings on overall care by outpatients were significantly better than ratings received in 2007. Ratings on advocacy by outpatients, however, did not differ significantly across 2007 and 2008.

### 7.2 Key Drivers of Overall Care: NSW Outpatients

The individual measures that strongly influence the patients' positive ratings of overall care are reported as *key drivers*.

The **top 5 key drivers** of overall care for NSW outpatients were (in descending order of highest correlation):

- a well organised service or clinic;
- giving patients complete care for their problem;
- health care professionals explaining to a patient what was done to them;
- health care professionals working well together; and
- allowing patients to have enough say about their care

*Comparison with Ratings in 2007*

In 2008, ratings on the key drivers: a well organised service or clinic; and health care professionals explaining to a patient what was done to them; NSW received ratings that were significantly higher than ratings received in 2007. On the key drivers: health care professionals working well together; and allowing patients to have enough say about their care; ratings did not differ significantly across 2007 and 2008. In 2008, on the key driver: giving patients complete care for their problem; NSW did not perform as well as the ratings received in 2007.

**Note:** To see whether the key drivers in 2008 vary to 2007, refer to the 2007 report.

**7.3 Core Dimensions of Care: NSW Outpatients**

None of the core dimensions of care were strongly related (>0.5) to positive ratings on overall care for outpatients in NSW.

*Comparison with Ratings in 2007*

In 2008, ratings on the core dimension of care: Coordination of Care; were significantly higher than the ratings received in 2007. On all other core dimensions of care, ratings were similar across 2007 and 2008.

**Note:** To see whether the core dimensions of care in 2008 vary to 2007, refer to the 2007 report.

**7.4 Important Measures for NSW Outpatient service providers**

Outpatient services in NSW are performing moderately well on the core dimensions of care: Coordination of Care; and Information and Education. The measures on which NSW needs to maintain high performance, because of their high correlation with the overall care rating and strong performance in the eyes of outpatients are:

**Areas to Maintain**

- giving patients complete care for their problem;
- giving patients an explanation of what was done;
- health care professionals working well together;
- confidence and trust in health care professionals; and
- courtesy of the health care professionals

The measures which are highly correlated with the overall care rating, but on which NSW performance could be improved are:

**Areas to Improve**

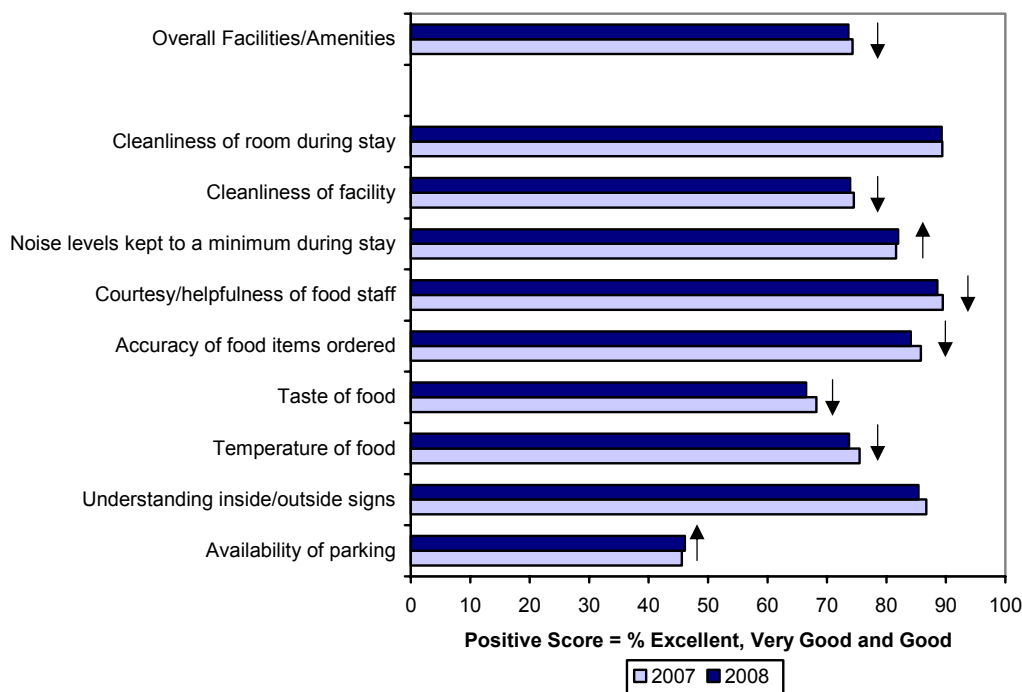
- a well organised service or clinic;
- allowing patients to have enough say about their care;
- staff doing everything they can to control a patient's pain;
- health care professionals explaining to a patient the cause of their problem in a manner that they can understand; and
- health care professionals discussing with patients anxieties and fears

These measures strongly influenced the patients' experience of the overall care they received and NSW received low ratings on these measures of care. For further detail on future considerations see the opportunity matrix for day only inpatients in Chapter 11 of this report.

**Summary of Key Findings for NSW Facilities and Amenities**

In 2008, NSW received ratings that were significantly better than ratings received in 2007, on the following measures: noises kept to a minimum during the patient’s hospital stay; and the availability of parking. On the measures of: cleanliness of the room during the patient’s hospital stay; and patients understanding the inside and outside signs; ratings were similar across 2007 and 2008. In 2008, ratings on the remaining measures of facilities and amenities were significantly below the ratings received on these measures in 2007.

**Performance on Facilities and Amenities: 2008 and 2007**



**Conclusion**

The above findings and conclusions have been generated from the 2008 benchmark wave of the NSW Patient Survey. NSW Health plans to conduct this survey a third time in the first half of 2009 and possibly beyond, so that trends in patient experiences are monitored over time. The goal is to continue working on the priority areas for action across the system, focus improvement initiatives and activities, and redesign service delivery to better meet the needs of patients.

The aim of the 2008 wave is to add depth and insight to the planning process from 2007. 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 time entrenched weaknesses will have become apparent. The annual NSW Patient Survey should be seen as a key monitoring tool in NSW Health’s continuous improvement process.

**NSW HEALTH 2008  
Introduction and Methodology**

## Introduction and Methodology

In 2007 NSW Health conducted its first state wide 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. In 2008, NSW Health continued the survey with the aim of confirming previous findings, as well as documenting any improvements in health care delivery.

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

In May 2008, 216,353 surveys were posted to patients across NSW, who received inpatient and non-inpatient services in eight service categories (including oncology) during February, 2008. As a total of 9,265 questionnaires remained unopened and were ‘returned to sender’, and a further 5,028 were not completed because the recipient considered him or herself ‘out-of-scope’ (see discussion below) for the survey, an effective response rate of 39.07% was achieved, or 78,950 completed and returned questionnaires.

The NSW Health AHS reports exclude the 3,780 completed ‘cancer care’ questionnaires, meaning that the results presented in the AHS reports are based on a total of 75,170 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 1 for the state of NSW. The figures in the table also present 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 1: Total Mailings, Questionnaire Returns and Response Rates by Patient Category for NSW, 2008**

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)
Cancer Overnight Inpatients*	833	799	19	780	414	15 July 08	49.70%	51.81%	53.08%
Overnight Inpatients	25,826	25,554	1,083	24,471	11,275	15 July 08	43.66%	44.12%	46.07%
Day only Inpatients	17,970	17,786	587	17,199	8,086	15 July 08	45.00%	45.46%	47.01%
Non-admitted Emergency Patients	79,347	78,359	4,119	74,240	24,638	15 July 08	31.05%	31.44%	33.19%
Non-admitted Outpatients	35,850	35,413	1,124	34,289	14,107	15 July 08	39.35%	39.84%	41.14%
Paediatric Inpatients	7,421	7,407	209	7,198	2,965	15 July 08	39.95%	40.03%	41.19%
Adult Rehabilitation Inpatients	1,465	1,425	96	1,329	493	15 July 08	33.65%	34.60%	37.10%
Community Health Patients	39,931	37,504	1,902	35,602	13,192	15 July 08	33.04%	35.17%	37.05%
Cancer Care ‘journey’ Patients*	7,710	7,078	126	6,952	3,780	15 July 08	49.03%	53.40%	54.37%
<b>Total</b>	<b>216,353</b>	<b>211,325</b>	<b>9,265</b>	<b>202,060</b>	<b>78,950</b>	<b>15 July 08</b>	<b>36.49%</b>	<b>37.36%</b>	<b>39.07%</b>

**\*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:

1. 14 May: Mailing of one of eight 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 twenty languages was included in the initial mailing pack to encourage the participation of patients from culturally and linguistically diverse backgrounds.
2. 28 May: Mailing of reminder postcards to all patients encouraging them to complete the questionnaire. The postcard thanked patients who had already returned the questionnaire.
3. 18 June: Mailing of 157,138 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
4. 15 July: Final return date for completed questionnaires.

The sample drawn for the survey is a stratified random sample from all facilities offering services in the eight patient categories during the month of Feb 2008.

A population matrix of individual patients treated in each patient category at each facility is constructed, where a patient treated on more than one occasion is calculated as only one patient. Taking in to consideration a target number of responses required to yield results of high statistical accuracy, an appropriate mail quantity is determined (taking in to consideration the expected response rate), which is drawn randomly from the available population. For larger facilities, a relatively small proportion of the population is sufficient to generate samples that permit adequate statistical accuracy. At smaller facilities, the entire population of patients in a particular category may be selected.

A sample weighting process is required to ensure that the sample is a true reflection of the population of patients. The weighting process involves weighting the achieved responses for each patient category, based on actual facility population numbers.

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. 8,431 calls were received by this 'hotline' from patients and their relatives or carers across NSW. Almost half the calls (47.30%) 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, 251 patients called the toll free Healthcare Interpreter Service, operated by Hunter New England AHS, where they were assisted to participate in the NSW Health Patient Survey in 24 different languages.



The eligibility ('in-scope') criteria for each patient category were as described in Table 2 below.

**Table 2: Eligibility Criteria for Participation in the 2008 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)
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 and 2008 Patient Survey. These included 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.

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/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 NSW state report should be read in conjunction with the 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.



## **NSW HEALTH 2008 How to Read this Report**

## Overview

This report is designed to present the results of the 2008 NSW Health Patient Survey in an actionable format through which areas of strength and areas for improvement can be identified at the statewide, area health service and facility/service levels. The design of the report is such that it provides an overview of the state's performance across, as well as within, up to seven patient categories – Overnight Inpatients (OI); Day only Inpatients (DI); Paediatric Inpatients (PI); Adult Rehabilitation Inpatients (RI); Non-admitted Emergency Patients (EP); Non-admitted Outpatients (OP); and Community Health Patients (CH). Looking across patient categories allows us to recognise the better performing patient categories as well as to identify areas that are unique to each category and where additional attention should be directed, in each patient category. Comparison information is presented throughout the report to allow us to assess performance against the NRC Canadian Average, the NSW state average and the AHS average and peer group average, where applicable.

This chapter provides an overview of the structure of the 2008 NSW Health Patient Survey result chapters and guidelines on how to read these chapters and interpret the results. The structure of this report is intended to guide the reader through the results of the NSW Health Patient Surveys 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.

## Structure of Patient Category Results Chapters

The survey results are presented in separate chapters for each patient category. Each patient category chapter contains:

1. An overview of the Dimensions of Patient-centred Care within the patient category that indicates which dimensions had stronger associations with the overall care rating, as assessed by patients;
2. A 'key driver analysis' designed to identify the individual measures ('items') with the highest correlations with the overall care rating given by patients;
3. An 'opportunity matrix' designed to identify measures of top priority and high priority, based on their high correlation with the overall care rating given by patients;
4. 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 the overall care rating;
5. A section, when applicable, that presents the results of items related to but not included within a Dimension;
6. General information about the patients;
7. General information about the visits;
8. Performance by main patient sub-groups (demographic and self-assessed health status); and/or

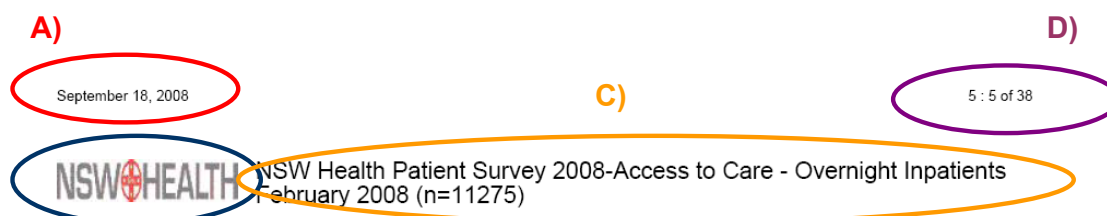
9. Summary indicators of performance across facilities, where at least thirty completed questionnaires were returned by patients in that category.

The following section provides an overview on how to read patient category chapters and interpret the survey results.

### Page Headings

The **page headings** included on each page provide quick, detailed information about the type, length, and general nature of each page. Figure 3.1 and the corresponding legend provide a brief description of a typical page heading.

Figure 3.1



### B)

**A) Report Date:** This shows the date the report was created by NRC Picker, and appears on every page.

**B) Logo:** The NSW Health logo is displayed in the top left hand corner of every page.

**C) General Attributes:** The general attributes list the details of the Action Plan report. The first line lists the type of survey (“NSW Health Patient Survey 2008”) as well as the title of the current page (“Access to Care”) and the patient category being reported (“Overnight Inpatients”). In addition, the time frame of the survey (“February 2008”), and also the sample size (“n=11,689”) for the patient category are reported.

**D) Page Progression:** The top right corner lists both the number of the current chapter (“5”) and page (“5”) of the total number of pages in the chapter (“38”).

### Sample Size

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.

### Positive Scores

A positive score is a proportion. Positive scores show the percentage of respondents who gave an “ideal” response to a question or questions that make up a Dimension of Care. An example of an “ideal”, “positive” response option is provided in Figure 3.2.

Figure 3.2

37. Did you feel like you were treated with respect and dignity while you were in the hospital?

Yes, always

Yes, sometimes

No

Positive score

If the report shows a positive score of 65.0% for this question, it means 65.0% of the respondents chose the positive response option “Yes, always.”

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%.

Positive scores for Dimensions are the proportion of positive responses across all the questions in the Dimension relative to the total number of responses across all the questions in the Dimension. A sample case is shown here in Figure 3.3.

Figure 3.3

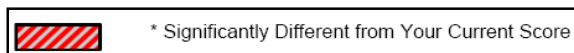
	# of Positive Responses	# of Total Responses (n-Size)	Positive Score
Question 1	21	28	75.0%
Question 2	20	23	87.0%
Question 3	23	29	79.3%
Question 4	16	20	80.0%
<b>Total for Dimension</b>	<b>80</b>	<b>100</b>	<b>80.0%</b>

### Statistical Significance

“Significant” commonly means large, important or essential. However, in statistics the term “significant” means something very different—ergo “statistically significant” rather than just “significant”. Statistical significance refers to whether we can say *with confidence* that the difference between two scores is a true difference; that is, not due to chance (Figure 3.4)

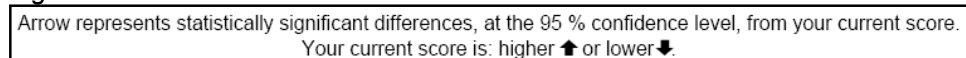
The phrase “with confidence” references “confidence level” at work in statistical significance testing. The confidence level refers to the amount of error we are willing to tolerate when making inferences from our data. In statistics, a 95% confidence level is a widely accepted standard of precision. A 95% confidence level means that there is only a 5% chance we are wrong about an inference. In terms of statistically significant differences, this means there is a 5% chance the difference *is* due to chance. Significance testing is performed (at the 95% confidence level) to compare the state's performance on a Dimension or item against the NRC Canadian Average, the NSW state average, the AHS average and the facility peer group average, where applicable. This comparative information is used to identify areas where performance is significantly better or worse than comparison average (e.g. Canadian, NSW state, etc.).

Figure 3.4



Patient category chapters denote statistically significant differences in two ways. In vertical bar graphs (for a definition refer to the section below), a statistically significant difference is represented by striped red bars. In horizontal measure bars (for a definition refer to the section below) and breakouts, statistically significant differences are denoted by up (↑) or down (↓) arrows (Figure 3.5).

Figure 3.5



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.

### Correlation

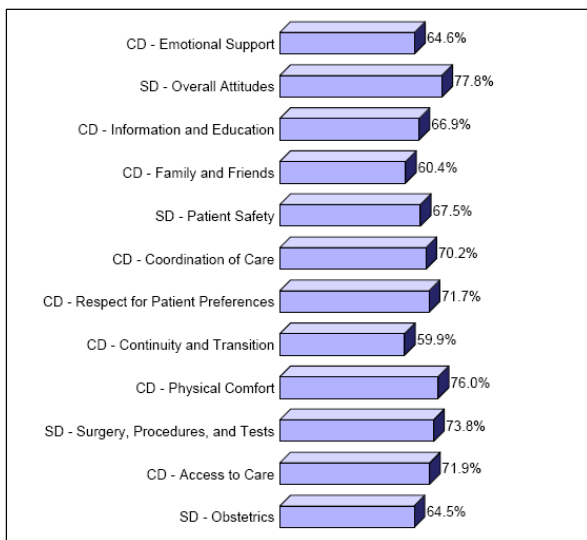
Correlation is a statistical technique used to show whether and how strongly variables are related. The result of a correlation is called the correlation coefficient (or "r"). This coefficient ranges from -1.0 to +1.0. The closer r is to +1.0 or -1.0 the closer the variables are related. The highest correlated survey items with the overall care rating are known as 'key drivers'. The threshold is set at 0.5 so the highlighted items show a stronger relationship; these items are highlighted in green in each patient category of this report.

When Dimensions of Patient-Centred Care and measures (individual items) are presented using horizontal bars and scores, the order of the bars represents the relative strength of the association between the Dimension or measure and the overall care rating. As such, Dimensions or measures at the top of the list have relatively stronger associations with the overall care rating than do Dimensions or measures at the bottom of the list.

### Dimensions of Care

A Dimension of Care is a group of two or more survey questions that forms a conceptual theme. There are eight different Core Dimensions (CD) as originally identified by the Picker Institute. These are shown in the excerpt from the NSW Patient Survey shown in Figure 3.6. Also shown are four Supplementary Dimensions (SD). The Core Dimensions have been found from extensive research with patients to be important to most patient categories, while the supplementary dimensions focus on particular patient groups, specific aspects of treatment or overall patient attitudes.

Figure 3.6



Not every Dimension is applicable to every patient category. Further, the number and type of questions that make up a Dimension may differ depending on the patient category being reported, however, they still relate to a common theme. Patient category chapters are organised around Dimensions. Positive scores for Dimensions will typically be reported on the initial page or early on in the chapter, with ensuing pages providing a “drill down” look at the individual question results within each Dimension.

**Key Drivers**

For all patient categories, a ‘key driver analysis’ has been conducted and reported in each chapter. This table lists the individual measures in order of their correlation with the overall care rating – with the measure with the highest correlation coefficient listed first, the second highest correlation listed second, etc (refer to Figure 3.7). So the ‘key drivers’ of overall care from the patients’ perspectives are the measures listed at the top of the table. Those shaded in green have a correlation coefficient of 0.5 or above. Individual filter questions, and those measuring ‘hospital amenities’, ‘overall impressions’ and patient ‘background characteristics’ are excluded from the ‘key driver analyses’. Feedback received from the open response question included on each questionnaire is also excluded.

Figure 3.7

		Detail		NRC Canada Average	n size	Correlation Coefficient
February 2007		Highest correlation with "CH: Overall care received"	% Positive Score			
80.6%▲	CH: Community Health Centre well organised	81.1%			12832	0.510
79.6%▼	CH: Enough say about care	77.5%			12698	0.502
94.4%▼	CH: Rate completeness of care for problem	93.8%			12792	0.498
80.1%▼	CH: Explained causes of problems understandably	78.7%			9200	0.492
72.2%▼	CH: Staff did everything to control pain	69.9%			2000	0.489
94.7%▼	CH: Rate explanation of treatment	94.1%			12681	0.486

**Horizontal Measure Bars**

The majority of data provided in the patient category chapters is displayed in horizontal measure bars. The length of the bar corresponds to the score—the higher the score, the longer the bar. Individual measure bars are blue by default, but **green bars** (refer to Figure 3.7) indicate items that are highly correlated to the overall indicator – the rating of overall care. Green bars indicate a correlation coefficient of at least 0.5 between the two variables. Individual measure bars do not report the full text of the questions asked on the survey, but an abbreviated “report text.”

**Opportunity Matrix**

The Opportunity Matrix, also known as quadrant analysis, is at once the most informative and complex graphic presentation of data on an Action Plan Report. The Opportunity Matrix plots each Dimension, or measure or item (need to be consistent with previous), based on two factors. The first factor, the correlation coefficient, determines the position along the vertical (“y”) axis. A correlation shows the strength and direction of a relationship between two things, for instance, in the example below, a specific Dimension’s relationship to an overall indicator such as “Overall care received”. The second factor, the positive score, determines the position along the horizontal (“x”) axis.

Figure 3.8



The following is an explanation of the Opportunity Matrix represented in Figure 3.8:

- A) **Legend:** The legend lists all of the items included in the priority matrix. Each Dimension or measure is numbered to correspond to a data point in the matrix above.



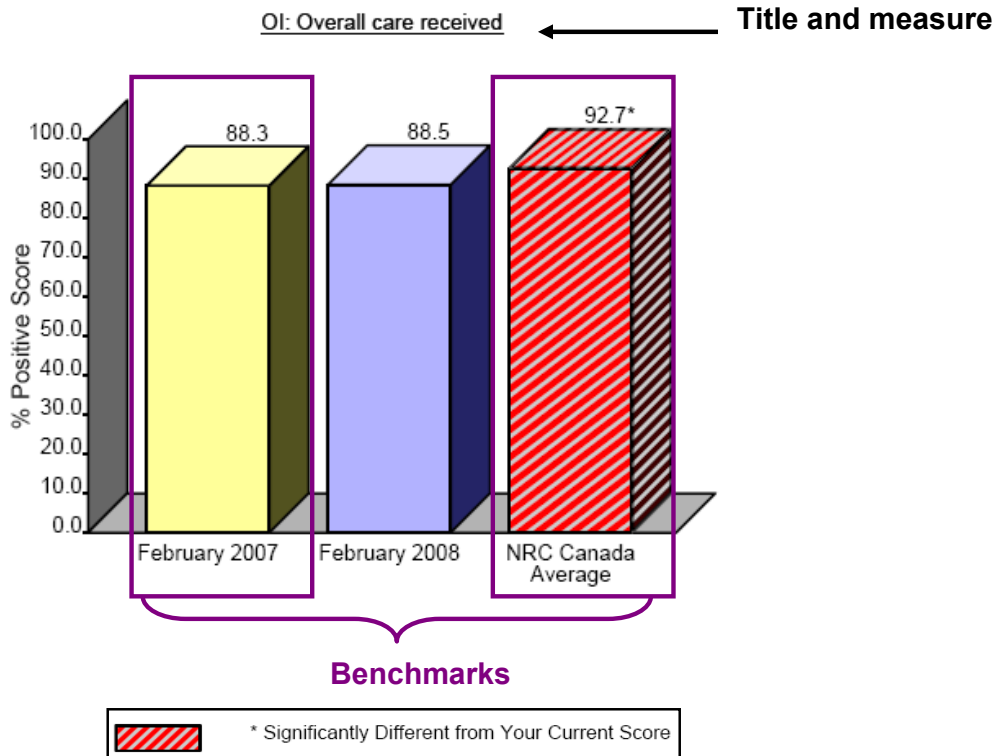
- B) **Y-Axis:** “Correlation Coefficient”: The vertical, or “y”- axis of the opportunity matrix shows the range of correlation values. The value of a correlation coefficient for a Dimension or measure determines the vertical position of its respective data point on the matrix
- C) **Overall Indicator:** The overall indicator, listed in underlined text above the opportunity matrix, is the question to which the Dimensions or measures shown in the legend (A) are being correlated. The overall indicator is generally an overall rating of care of the State, AHS or facility/service. Knowing the correlation between a Dimension or measure and an overall care indicator is valuable in deciding where to focus improvement efforts.
- D) **Priority Quadrants:** The opportunity matrix is divided into quadrants, labeled and described as top, high, medium and low priority. Top priority items are those which have a high correlation to the overall indicator (C), and a low positive score: in other words; areas that have a high impact on a patient’s overall impression where you are not performing well. The Dimensions which fall into the top priority quadrant are key areas where focusing improvement efforts are most likely to result on an improved score on the overall indicator. Improvement efforts focused on top priority items should impact the score of the overall indicator the most, followed by high, then medium, and finally low priority measures.
- E) **Crossbars:** The crossbars create the quadrants of the opportunity matrix. The vertical crossbar is located at the position along the x-axis where the *average positive score* of all measures listed in the legend (A) would fall. Data points to the right of the vertical crossbar have a higher than average score, while those to the left have a lower than average score. The horizontal crossbar is located at the position along the y-axis where the *average correlation* to the overall indicator of all items listed in the legend would fall. Data points above the horizontal crossbar have a higher than average correlation to the overall indicator, while those below have a lower than average correlation.
- F) **X-Axis:** “Positive Score”: The horizontal, or “x”-axis of the opportunity matrix lists the type and range of possible scores. The higher a Dimension’s or measure’s score, the farther right along the x-axis a data point will fall.



**Vertical Bar Graphs**

Patient category chapters typically contain vertical bar graphs used to display patient experience data visually. Figure 3.9 labels the various parts of a vertical bar graph from Chapter 5. The title at top reflects the Dimension or question for which the graph is displaying data. Beneath the title is the indicator of positive scoring. Each vertical bar will be labeled along the horizontal or “x-” axis. The vertical bars represent positive ratings available under various circumstances for comparison, e.g. previous year positive ratings or international benchmarks.

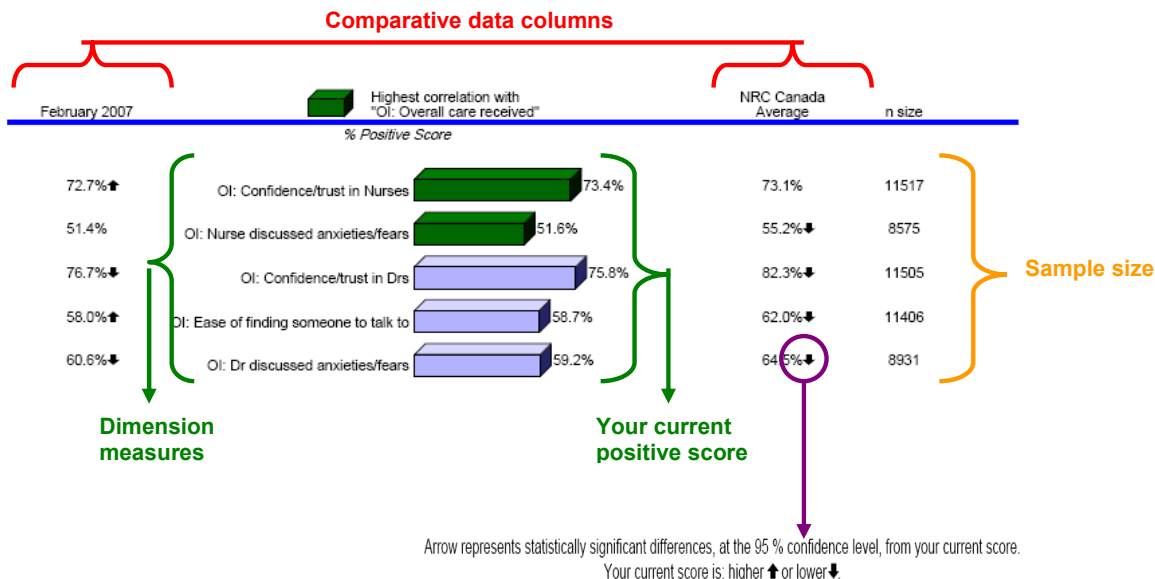
Figure 3.9



### Comparative Data

Comparative data are shown in a variety of ways (Figure 3.10). Some are broadly defined benchmarks, such as the “NRC Canadian Average,” shown throughout each patient category chapter. Other comparison options offer more specific information such as the ‘NSW State Average’ which relates to the average score for that particular category across the state (all AHSs averaged). In the case of comparisons with an AHS average, this relates to the average score for that particular patient category across that particular AHS only (the AHS in question). Comparative data columns are always to the right of the horizontal measure bars showing the positive score.

Figure 3.10 outlines the common features of horizontal measure bars and comparative data columns.

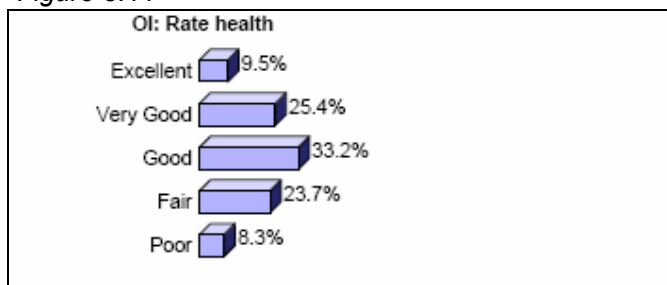


Comparative data are only provided if the sample size is  $\geq 30$  respondents. Otherwise comparative data fields are left blank.

### Frequency Breakouts

Frequency breakouts show the percentage of respondents who chose a particular response option. Frequency breakouts are only able to be provided for individual questions. Each patient category chapter provides frequency breakouts for some questions to enable further analysis of results. Frequency breakouts are also provided for those questions which do not have positive score definitions. An example of a question that does not have a positive score definition is the “Rate Health” question from the NSW State report shown in Figure 3.11 below. None of the response options for this question indicate a problem in the care received by the patient. Frequency breakouts are useful in understanding the demographic makeup of the patients responding to surveys, as well as certain response patterns.

Figure 3.11



**NRC Canadian Benchmarks**

NRC Canadian comparison data is generated from facilities across Canada. The 'NRC Canada Average' is an accumulated score of the comparable survey items in a time period from 2005 to 2008. The 'NRC Canada Average' is based on the question responses from those units that use the same question wording and response scales as employed in NSW. Where available, reliable comparisons are made to positive scores reported by patients treated in Canadian public facilities and services.

There are only publicly operated hospitals and health facilities in Canada. This is why Canada has been chosen as the benchmark country for NSW Health. Comparative data from Canada reported in the NSW Health State Report is comprised of the following:

**Patient Categories covered:**

- Overnight Inpatients: 163 Hospitals
- Day Inpatients: 95 Hospitals
- Paediatric Inpatients: 47 Hospitals
- Non-Admitted Emergency: 111 Emergency Rooms

**States and number of facilities included:**

- Alberta (18 facilities, all Oncology)
- British Columbia (114 facilities, covering 110 ED and 39 Oncology)
- Manitoba (1 Oncology facility)
- New Brunswick (1 facility, 1 IP, 1 ED and 1 Oncology)
- Nova Scotia (2 Oncology facilities)
- Ontario (112 facilities, covering 99 IP, 41 Paediatric, 94 Same Day and 23 Oncology)
- Saskatchewan (65 facilities, covering 65 IP and 5 Paediatric)
- Yukon (1 facility, 1 IP, 1 Paediatric, 1 Same Day)

**Survey Sample numbers by sector:**

Sector	Sampled	Non-delivered	Returns	Response Rate
Emergency Room	486432	24365	144366	31%
Oncology	44939	1280	26414	61%
Inpatient	461785	17761	218742	49%
Maternity	34898	1154	16530	49%
Paediatrics	34506	1416	12815	39%
Day Surgery	86008	1725	40593	48%

**Note:**

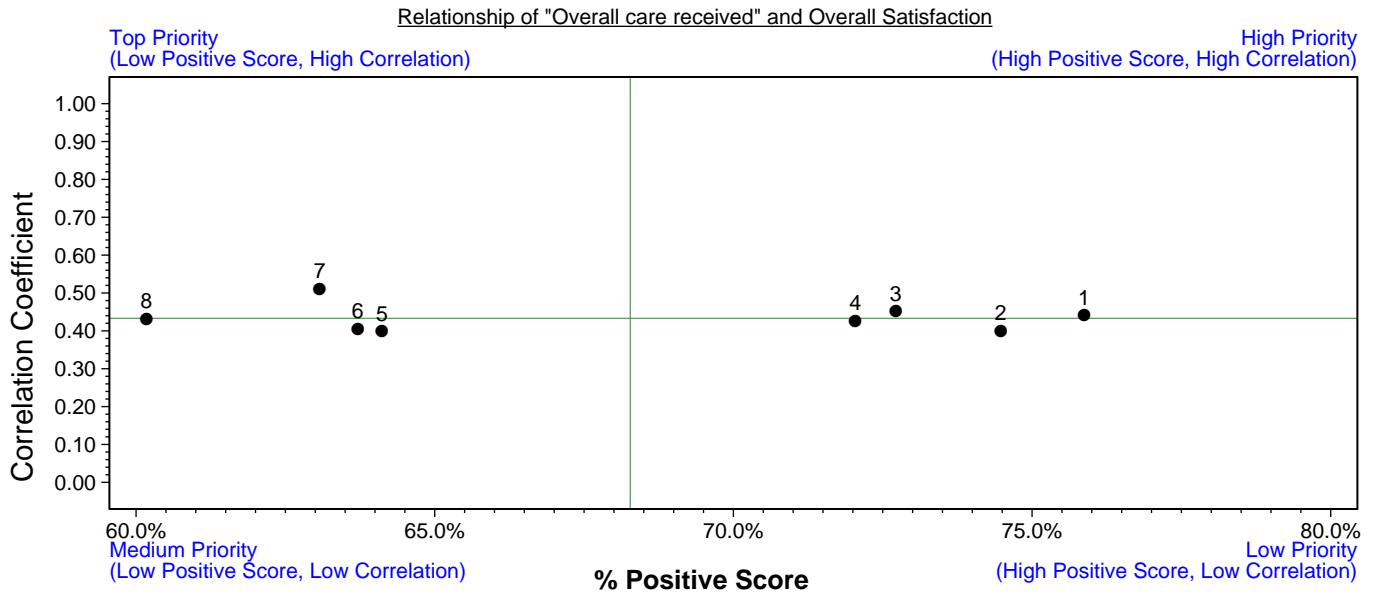
1) Due to the recent introduction of the *HCAHPS* common measurement system introduced to measure patient experience across hospitals in North America, irrespective of which vendor is collecting patient feedback, NRC questionnaires have been gradually converted from use of the traditional Picker three-point to the new four-point rating scales. This has reduced the number of questionnaires that are administered in North America that are directly comparable with those used in NSW. Hence there are many measures collected across patient categories in NSW that cannot validly be compared with Canadian benchmarks.

2) The Community Health questionnaire used in NSW is not administered in Canada, and there are no hospitals in which the Adult Rehabilitation or Outpatients

questionnaires are administered. The 'Cancer Journey' questionnaire is administered in eighty facilities across Canada but is reported separately for NSW in the Cancer Statewide Report prepared for the Cancer Institute NSW.



NSW Patient Survey 2008-CHAPTER 4: Picker Dimensions of Care  
 Opportunity Matrix  
 February 2008 (n=74732)



- |  |                                  |
|--|----------------------------------|
| 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        |

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



# NSW Patient Survey 2008-Overview of Measures - Statewide - Measures by Gender

February 2008 (n=74732)

**Detail**

February 2007	February 2008	Males	Females
	<i>% Positive Score</i>		
88.2% <b>↑</b>	Overall care received (%Good/VGood/Exc)  89.1%	89.5% <b>↓</b>	88.9% <b>↑</b>
39.7% <b>↑</b>	Overall facility rating (%9/10)  41.2%	41.8% <b>↓</b>	40.7% <b>↑</b>
62.4% <b>↑</b>	Would recommend (%Yes, definitely)  63.8%	65.0% <b>↓</b>	63.0% <b>↑</b>
76.5% <b>↑</b>	Availability of Drs (%Good/VGood/Exc)  76.9%	77.6% <b>↓</b>	76.3% <b>↑</b>
81.5% <b>↓</b>	Availability of Nurses (%Good/VGood/Exc)  81.2%	82.8% <b>↓</b>	79.8% <b>↑</b>
50.0% <b>↑</b>	Nurses discussed anxieties/fears (%Yes, completely)  50.6%	50.9%	50.3%
73.5%	Confidence/trust in Nurses (%Yes, always)  73.5%	76.1% <b>↓</b>	71.4% <b>↑</b>
64.9% <b>↑</b>	Enough say about treatment (%Yes, always)  66.4%	66.1% <b>↑</b>	66.6%
73.2% <b>↑</b>	CD - Access to Care  74.5%	75.4% <b>↓</b>	73.7% <b>↑</b>
63.4% <b>↑</b>	CD - Information and Education  63.7%	64.2% <b>↓</b>	63.4% <b>↑</b>
63.1%	CD - Emotional Support  63.1%	64.8% <b>↓</b>	61.6% <b>↑</b>
71.3% <b>↑</b>	CD - Coordination of Care  72.7%	73.8% <b>↓</b>	72.0% <b>↑</b>
74.6% <b>↑</b>	CD - Respect for Patient Preferences  75.9%	76.1% <b>↓</b>	75.7%
61.0% <b>↓</b>	CD - Family and Friends  60.2%	63.4% <b>↓</b>	57.6% <b>↑</b>
72.0%	CD - Physical Comfort  72.0%	72.8% <b>↓</b>	71.4% <b>↑</b>
64.3%	CD - Continuity and Transition  64.1%	65.9% <b>↓</b>	62.6% <b>↑</b>

February 2007	Gender	n size
43.0% <b>↓</b>	Male  41.5%	30889
57.0% <b>↑</b>	Female  58.5%	42557

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



# NSW Patient Survey 2008-Overview of Measures - Statewide - Measures by Age

February 2008 (n=74732)

## Detail

February 2007	February 2008	Ages 0 - 19	Ages 20 - 39	Ages 40 - 59	Ages 60+
<i>% Positive Score</i>					
88.2%↑	Overall care received (%Good/VGood/Exc) 89.1%	88.6%↑	82.9%↑	88.2%↑	92.9%↓
39.7%↑	Overall facility rating (%9/10) 41.2%	32.9%↑	27.5%↑	38.7%↑	53.6%↓
62.4%↑	Would recommend (%Yes, definitely) 63.8%	57.5%↑	50.1%↑	62.4%↑	74.5%↓
76.5%↑	Availability of Drs (%Good/VGood/Exc) 76.9%	73.2%↑	67.3%↑	76.8%	83.8%↓
81.5%↓	Availability of Nurses (%Good/VGood/Exc) 81.2%	81.0%	75.3%↑	80.7%↑	84.7%↓
50.0%↑	Nurses discussed anxieties/fears (%Yes, completely) 50.6%	50.7%	45.7%↑	51.5%↓	52.8%↓
73.5%	Confidence/trust in Nurses (%Yes, always) 73.5%	70.8%↑	62.9%↑	73.8%	80.9%↓
64.9%↑	Enough say about treatment (%Yes, always) 66.4%	64.5%↑	58.5%↑	64.9%↑	72.0%↓
73.2%↑	CD - Access to Care 74.5%	74.1%	70.1%↑	73.7%↑	77.3%↓
63.4%↑	CD - Information and Education 63.7%	59.6%↑	55.0%↑	63.2%↑	71.1%↓
63.1%	CD - Emotional Support 63.1%	60.1%↑	53.1%↑	62.8%	70.4%↓
71.3%↑	CD - Coordination of Care 72.7%	69.2%↑	61.8%↑	72.2%↑	80.0%↓
74.6%↑	CD - Respect for Patient Preferences 75.9%	75.4%↑	68.8%↑	75.3%↑	80.0%↓
61.0%↓	CD - Family and Friends 60.2%	54.0%↑	47.6%↑	54.9%↑	67.2%↓
72.0%	CD - Physical Comfort 72.0%	66.7%↑	65.4%↑	71.7%	78.3%↓
64.3%	CD - Continuity and Transition 64.1%	62.0%↑	56.1%↑	64.2%	68.4%↓

February 2007	Age	n size
18.1%↑	Ages 0 - 19 19.7%	13556
19.1%↓	Ages 20 - 39 18.4%	13015
23.3%↓	Ages 40 - 59 23.0%	16717
39.4%↓	Ages 60 and over 38.9%	30379

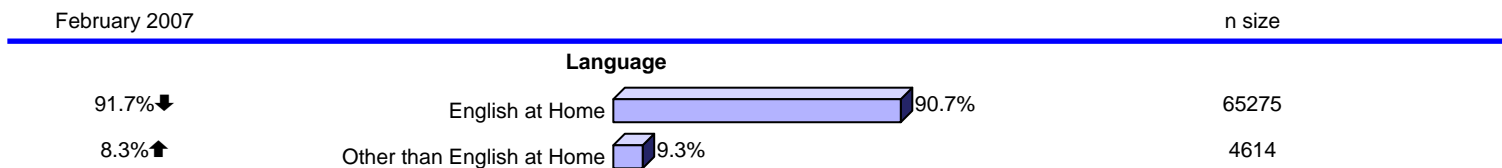
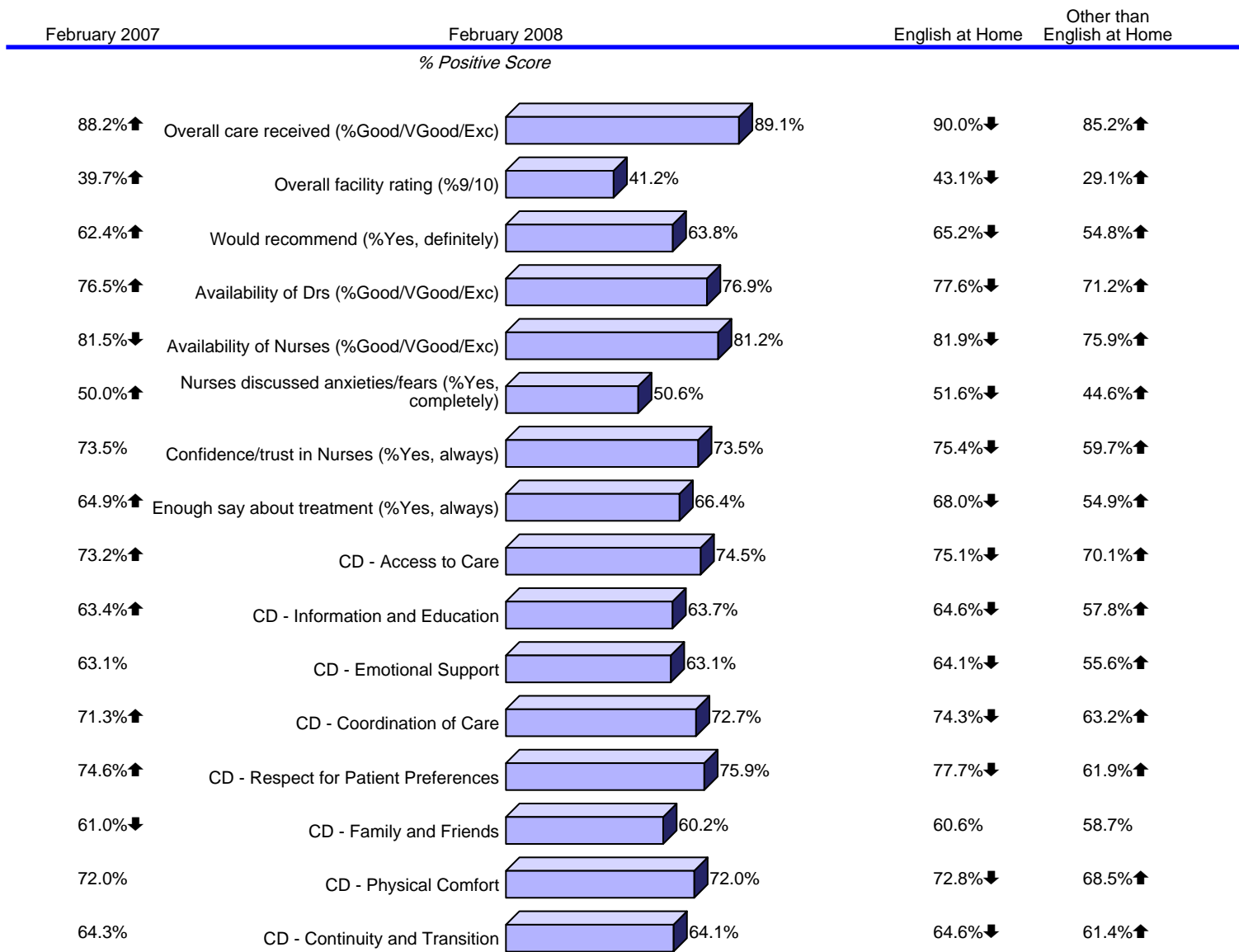
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.





# NSW Patient Survey 2008-Overview of Measures - Statewide - Measures by Language February 2008 (n=74732)

## Detail



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



# NSW Patient Survey 2008-Overview of Measures - Statewide - Measures by Country of Birth

February 2008 (n=74732)

**Detail**

February 2007	February 2008	Australia	Other English Speaking	Other Non-English Speaking
<i>% Positive Score</i>				
88.2%▲	Overall care received (%Good/VGood/Exc) 89.1%	89.9%▼	92.3%▼	84.9%▲
39.7%▲	Overall facility rating (%9/10) 41.2%	42.7%▼	47.7%▼	31.8%▲
62.4%▲	Would recommend (%Yes, definitely) 63.8%	64.6%▼	69.7%▼	57.7%▲
76.5%▲	Availability of Drs (%Good/VGood/Exc) 76.9%	77.4%▼	81.1%▼	72.3%▲
81.5%▼	Availability of Nurses (%Good/VGood/Exc) 81.2%	81.9%▼	83.7%▼	76.1%▲
50.0%▲	Nurses discussed anxieties/fears (%Yes, completely) 50.6%	51.8%▼	52.9%▼	44.8%▲
73.5%	Confidence/trust in Nurses (%Yes, always) 73.5%	75.2%▼	78.5%▼	63.2%▲
64.9%▲	Enough say about treatment (%Yes, always) 66.4%	68.1%▼	70.6%▼	57.3%▲
73.2%▲	CD - Access to Care 74.5%	75.1%▼	76.0%▼	70.8%▲
63.4%▲	CD - Information and Education 63.7%	64.1%▼	67.8%▼	60.1%▲
63.1%	CD - Emotional Support 63.1%	63.8%▼	67.8%▼	57.3%▲
71.3%▲	CD - Coordination of Care 72.7%	73.9%▼	77.5%▼	65.6%▲
74.6%▲	CD - Respect for Patient Preferences 75.9%	77.7%▼	79.8%▼	65.6%▲
61.0%▼	CD - Family and Friends 60.2%	60.3%	61.1%	58.1%▲
72.0%	CD - Physical Comfort 72.0%	72.4%▼	75.1%▼	69.2%▲
64.3%	CD - Continuity and Transition 64.1%	64.1%	67.0%▼	62.8%▲

February 2007

n size

**Country of Birth**

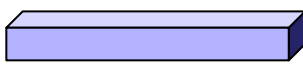
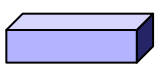


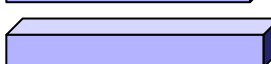



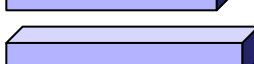







77.3%▼	Australia 75.2%	57317
7.2%▲	Other English Speaking 7.6%	5742
15.5%▲	Other Non-English Speaking 17.1%	9970

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



# NSW Patient Survey 2008-Overview of Measures - Statewide - Measures by Payment Type February 2008 (n=74732)




## Detail

February 2007	February 2008	Public/Medicare Patients	Private Patients	Other Patients
<i>% Positive Score</i>				
88.2% <span style="color: green;">▲</span>	Overall care received (%Good/VGood/Exc)  89.1%	89.2%	88.5% <span style="color: green;">▲</span>	88.9%
39.7% <span style="color: green;">▲</span>	Overall facility rating (%9/10)  41.2%	41.0%	37.5% <span style="color: green;">▲</span>	44.3% <span style="color: red;">▼</span>
62.4% <span style="color: green;">▲</span>	Would recommend (%Yes, definitely)  63.8%	63.8%	62.9% <span style="color: green;">▲</span>	63.5%
76.5% <span style="color: green;">▲</span>	Availability of Drs (%Good/VGood/Exc)  76.9%	76.6% <span style="color: green;">▲</span>	79.0% <span style="color: red;">▼</span>	76.6%
81.5% <span style="color: red;">▼</span>	Availability of Nurses (%Good/VGood/Exc)  81.2%	81.2%	81.6%	80.3% <span style="color: green;">▲</span>
50.0% <span style="color: green;">▲</span>	Nurses discussed anxieties/fears (%Yes, completely)  50.6%	50.9%	49.4% <span style="color: green;">▲</span>	48.7% <span style="color: green;">▲</span>
73.5%	Confidence/trust in Nurses (%Yes, always)  73.5%	73.5%	72.9% <span style="color: green;">▲</span>	73.8%
64.9% <span style="color: green;">▲</span>	Enough say about treatment (%Yes, always)  66.4%	66.6%	63.2% <span style="color: green;">▲</span>	66.4%
73.2% <span style="color: green;">▲</span>	CD - Access to Care  74.5%	73.6% <span style="color: green;">▲</span>	77.8% <span style="color: red;">▼</span>	77.3% <span style="color: red;">▼</span>
63.4% <span style="color: green;">▲</span>	CD - Information and Education  63.7%	63.5%	64.5% <span style="color: red;">▼</span>	63.8%
63.1%	CD - Emotional Support  63.1%	63.2%	63.2%	61.7% <span style="color: green;">▲</span>
71.3% <span style="color: green;">▲</span>	CD - Coordination of Care  72.7%	72.8%	70.9% <span style="color: green;">▲</span>	73.8% <span style="color: red;">▼</span>
74.6% <span style="color: green;">▲</span>	CD - Respect for Patient Preferences  75.9%	75.7%	76.2%	76.6% <span style="color: red;">▼</span>
61.0% <span style="color: red;">▼</span>	CD - Family and Friends  60.2%	60.8%	58.7% <span style="color: green;">▲</span>	59.9%
72.0%	CD - Physical Comfort  72.0%	71.8%	74.0% <span style="color: red;">▼</span>	71.0% <span style="color: green;">▲</span>
64.3%	CD - Continuity and Transition  64.1%	64.6% <span style="color: red;">▼</span>	61.9% <span style="color: green;">▲</span>	61.0% <span style="color: green;">▲</span>

February 2007

n size

### Payment Type

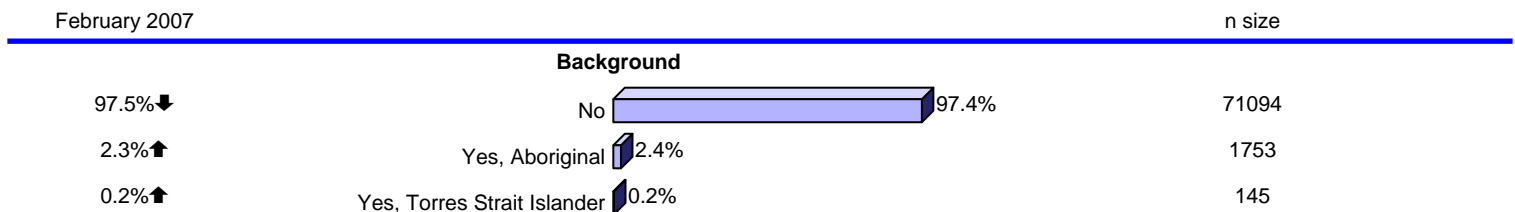
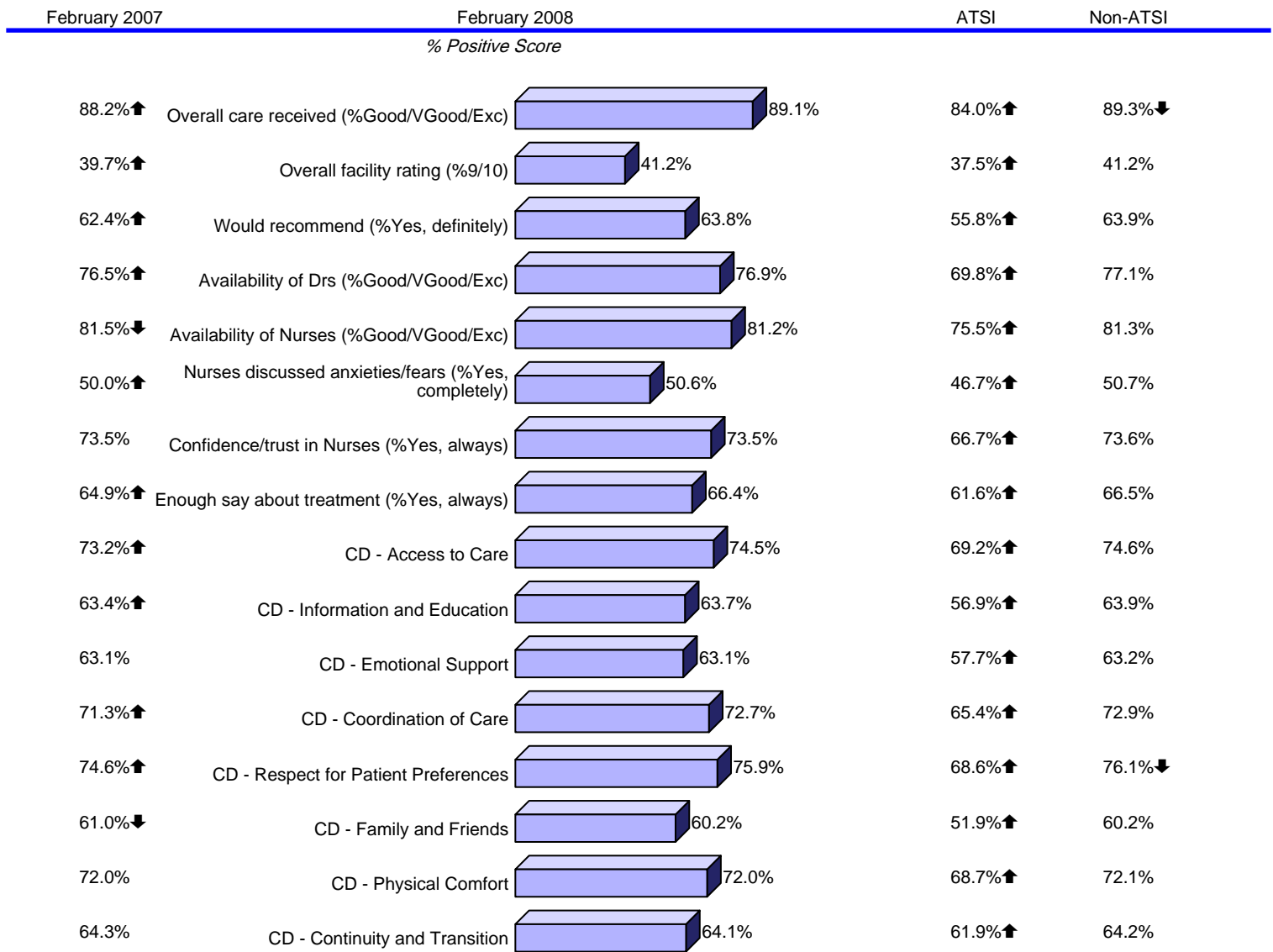
83.2% <span style="color: red;">▼</span>	Public or Medicare patient  82.7%	58806
9.0% <span style="color: red;">▼</span>	Private Patient  8.8%	7499
7.9% <span style="color: green;">▲</span>	Other  8.5%	5909

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



# NSW Patient Survey 2008-Overview of Measures - Statewide - Measures by Background February 2008 (n=74732)

## Detail



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



# NSW Patient Survey 2008-Overview of Measures - Statewide - Overall Indicators

February 2008 (n=74732)

**Detail**

February 2007	Highest correlation with "Overall care received"	NRC Canada Average	Correlation Coefficient	n size
<i>% Positive Score</i>				
76.5% <sup>▲</sup>	Availability of Drs (%Good/VGood/Exc)  76.9%		0.567	38536
81.5% <sup>▼</sup>	Availability of Nurses (%Good/VGood/Exc)  81.2%		0.539	43683
73.5%	Confidence/trust in Nurses (%Yes, always)  73.5%	72.6% <sup>▲</sup>	0.531	43839
64.9% <sup>▲</sup>	Enough say about treatment (%Yes, always)  66.4%	58.9% <sup>▲</sup>	0.523	69366
50.0% <sup>▲</sup>	Nurses discussed anxieties/fears (%Yes, completely)  50.6%	52.2% <sup>▼</sup>	0.494	27458

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



## NSW Patient Survey 2008

↑ 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	89.2%	41.2%	63.8%	77.0%	81.2%	50.6%	73.5%	66.4%
Measures by Admitted Patients	90.4%↑	43.4%↑	65.7%↑	78.0%↑	83.5%↑	54.8%↑	75.9%↑	66.1%
--Overnight Inpatients (OI)	88.4%↓	40.3%↓	63.3%↓	76.1%↓	80.5%↓	51.6%↑	73.5%	53.5%↓
--Day Only Inpatients (DI)	92.9%↑	50.1%↑	70.7%↑	82.6%↑	87.6%↑	61.9%↑	81.7%↑	89.6%↑
--Paediatric Inpatients (PI)	92.8%↑	40.1%↓	64.8%	75.0%↓	86.1%↑		73.7%	
--Adult Rehabilitation Inpatients (RI)	89.9%	41.9%	60.4%↓	77.1%	80.8%		65.8%↓	42.7%↓
Measures by Non-Admitted Patients	88.9%↓	40.7%↓	63.4%↓	76.1%↓	79.8%↓	48.5%↓	72.1%↓	66.5%
--Non-Admitted Emergency Patients (EP)	82.8%↓	32.0%↓	55.1%↓	76.1%↓	79.8%↓	48.5%↓	72.1%↓	60.5%↓
--Community Health Patients (CH)	95.5%↑	55.1%↑	77.0%↑					77.5%↑
--Outpatients (OP)	91.4%↑	40.2%↓	63.0%↓					65.3%↓
Measures by Area Health Services								
--Greater Southern Area Health Service	87.6%↓	43.0%↑	64.1%	77.5%	82.5%↑	52.5%↑	75.9%↑	68.5%↑
--Greater Western Area Health Service	89.7%↑	42.9%↑	66.2%↑	79.2%↑	83.3%↑	53.6%↑	76.5%↑	71.4%↑
--Hunter New England Area Health Service	90.7%↑	45.4%↑	66.5%↑	76.6%	82.2%↑	51.9%↑	75.9%↑	69.8%↑
--North Coast Area Health Service	90.4%↑	45.3%↑	67.5%↑	78.3%↑	82.8%↑	54.7%↑	78.5%↑	70.6%↑
--Northern Sydney Central Coast AHS	91.0%↑	43.4%↑	66.1%↑	79.5%↑	81.4%	50.2%	75.3%↑	68.4%↑
--South Eastern Sydney Illawarra AHS	89.1%	40.8%	65.3%↑	77.1%	81.7%↑	51.2%	73.8%	64.8%↓
--Sydney South West Area Health Service	87.4%↓	35.9%↓	59.1%↓	74.8%↓	78.2%↓	48.1%↓	68.5%↓	62.1%↓
--Sydney West Area Health Service	87.5%↓	37.5%↓	59.0%↓	75.2%↓	79.7%↓	45.0%↓	68.9%↓	62.2%↓
--The Children's Hospital at Westmead	88.6%	34.7%↓	64.0%	74.2%↓	78.6%↓	50.7%	64.8%↓	58.7%↓



## NSW Patient Survey 2008

↑ 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	74.5%	63.7%	63.1%	72.7%	75.9%	60.3%	72.1%	64.1%
Measures by Admitted Patients	71.3%↓	68.7%↑	67.5%↑	70.6%↓	75.9%	60.2%	75.3%↑	62.0%↓
--Overnight Inpatients (OI)	71.6%↓	66.8%↑	64.6%↑	70.2%↓	71.6%↓	60.2%	76.0%↑	59.6%↓
--Day Only Inpatients (DI)	71.3%↓	75.0%↑	72.5%↑	75.2%↑	83.6%↑		76.3%↑	69.3%↑
--Paediatric Inpatients (PI)	69.9%↓	67.2%↑	73.8%↑	65.3%↓	81.2%↑		67.6%↓	58.5%↓
--Adult Rehabilitation Inpatients (RI)	73.5%	60.2%↓	60.4%↓	69.5%↓	56.8%↓	59.6%	59.6%↓	48.9%↓
Measures by Non-Admitted Patients	78.2%↑	62.2%↓	60.5%↓	73.4%↑	75.9%		69.2%↓	65.0%↑
--Non-Admitted Emergency Patients (EP)	78.2%↑	54.8%↓	60.5%↓	68.9%↓	74.9%↓		70.1%↓	60.8%↓
--Community Health Patients (CH)		77.0%↑		83.8%↑	85.0%↑		68.6%↓	71.3%↑
--Outpatients (OP)		70.5%↑		73.4%↑	65.3%↓		64.6%↓	67.8%↑
Measures by Area Health Services								
--Greater Southern Area Health Service	74.7%	62.6%↓	64.5%↑	74.9%↑	79.1%↑	69.8%↑	73.3%↑	63.2%↓
--Greater Western Area Health Service	76.9%↑	64.8%↑	66.4%↑	75.2%↑	79.3%↑	62.2%	73.9%↑	65.9%↑
--Hunter New England Area Health Service	74.5%	66.3%↑	63.8%↑	76.3%↑	78.9%↑	60.0%	73.5%↑	66.2%↑
--North Coast Area Health Service	74.4%	65.3%↑	66.6%↑	75.5%↑	79.9%↑	63.0%↑	75.7%↑	65.8%↑
--Northern Sydney Central Coast AHS	76.8%↑	64.7%↑	63.9%↑	75.8%↑	78.1%↑	59.6%	72.7%	62.8%↓
--South Eastern Sydney Illawarra AHS	74.6%	63.6%	63.6%	71.8%↓	75.0%↓	59.5%	73.4%↑	64.5%
--Sydney South West Area Health Service	73.3%↓	61.9%↓	60.3%↓	68.5%↓	70.1%↓	58.5%↓	68.5%↓	63.0%↓
--Sydney West Area Health Service	73.4%↓	61.1%↓	58.6%↓	69.1%↓	71.8%↓	56.3%↓	69.7%↓	61.9%↓
--The Children's Hospital at Westmead	69.9%↓	62.5%↓	59.9%↓	65.1%↓	70.4%↓	100.0%↑	65.9%↓	65.6%↑



## 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 --


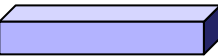






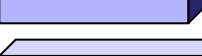




In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any 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 2008-Summary of Dimensions of Care - Overnight Inpatients February 2008 (n=11275)

**Detail**

February 2007	 Highest correlation with "O1: Overall care received"	NRC Canada Average	n size
<i>% Positive Score</i>			
64.7%	CD - Emotional Support 	68.5%↓	11229
77.8%	SD - Overall Attitudes 	71.8%↑	11239
67.2%	CD - Information and Education 	76.3%↓	10965
61.0%↓	CD - Family and Friends 		9410
67.5%	SD - Patient Safety 		11186
70.3%	CD - Coordination of Care 	75.1%↓	11250
70.9%↑	CD - Respect for Patient Preferences 	77.3%↓	11194
60.7%↓	CD - Continuity and Transition 	62.0%↓	10867
75.5%	CD - Physical Comfort 	87.6%↓	10239
74.9%↓	SD - Surgery, Procedures, and Tests 		4150
71.4%	CD - Access to Care 		11178
63.3%	SD - Obstetrics 		1296

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



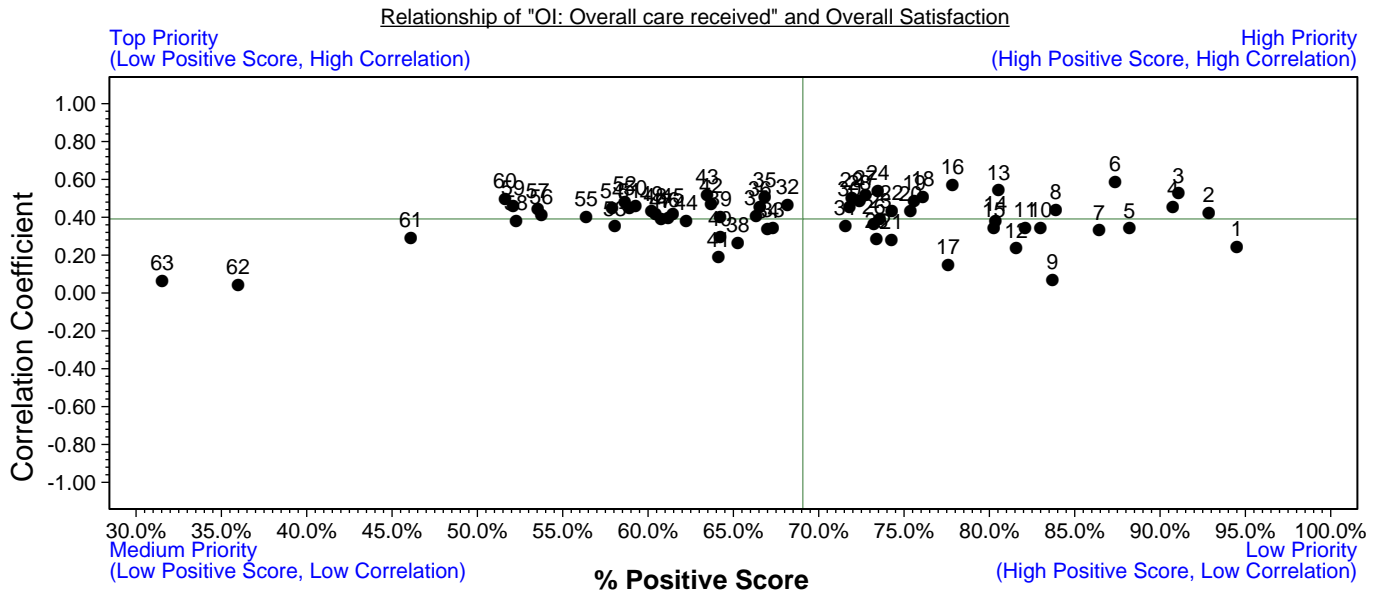
# NSW Health Patient Survey 2008-Key Drivers - Overnight Inpatients February 2008 (n=11275)

		<i>Detail</i>			
February 2007		Highest correlation with "OI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
87.8%	OI: Rate how Drs/Nurses worked together	87.4%	93.0%↓	10940	0.586
77.5%	OI: Treated you w/respect/dignity	77.8%	81.4%↓	11080	0.571
80.6%	OI: Availability of Nurses	80.5%	87.6%↓	11028	0.543
72.7%↑	OI: Confidence/trust in Nurses	73.5%	73.1%	11112	0.540
90.7%	OI: Courtesy of Nurses	91.1%	93.4%↓	11089	0.526
64.7%↓	OI: Provider understood condition completely	63.5%		10866	0.517
70.6%↑	OI: Did everything to control pain	72.7%	76.9%↓	6808	0.516
76.5%	OI: Availability of Drs	76.1%	85.0%↓	10993	0.508
66.1%↑	OI: Nurse answered questions understandably	66.8%	69.2%↓	10265	0.506
72.1%	OI: Comfortable asking questions during stay	71.9%		11023	0.503
51.4%	OI: Nurse discussed anxieties/fears	51.6%	55.2%↓	8258	0.499
76.7%↓	OI: Confidence/trust in Drs	75.6%	82.3%↓	11095	0.487
72.6%	Care received in ED was very organised	72.4%		7503	0.486
58.0%	OI: Ease of finding someone to talk to	58.6%	62.0%↓	11003	0.481
64.7%↓	OI: Explained test results understandably	63.7%	67.9%↓	9885	0.471

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 2008-Opportunity Matrix - Overnight Inpatients February 2008 (n=11275)



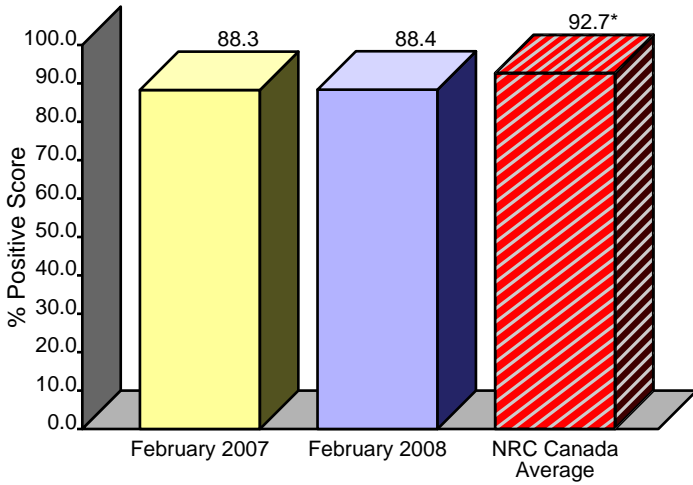
- |  |  |
|--|--|
| 1 OI: Minutes for help after call button                       | 33 OI: Family had to be sure needs were met                    |
| 2 OI: Courtesy of admission                                    | 34 Staff explained reason for delay in going to ward/room      |
| 3 OI: Courtesy of Nurses                                       | 35 OI: Nurse answered questions understandably                 |
| 4 OI: Courtesy of Drs  | 36 OI: Dr answered questions understandably                    |
| 5 OI: Amount of pain medicine received                         | 37 Patients had enough privacy during visit                    |
| 6 OI: Rate how Drs/Nurses worked together                      | 38 OI: Enough say in labour pain control                       |
| 7 OI: Minutes taken to get pain medicine                       | 39 OI: Got info about feeding your baby                        |
| 8 OI: Amount of info given to family                           | 40 OI: Dr/Midwife discussed pain control options               |
| 9 Admission date changed by hospital                           | 41 OI: One Dr in charge of care                                |
| 10 OI: Risks/benefits were explained by surgeon                | 42 OI: Explained test results understandably                   |
| 11 OI: Knew who to call for help after leaving                 | 43 OI: Provider understood condition completely                |
| 12 OI: Received right amount of pain medicine                  | 44 Staff explained when patients were allowed to go home       |
| 13 OI: Availability of Nurses                                  | 45 OI: Scheduled tests/procedures were on time                 |
| 14 OI: Surgeon answered questions understandably               | 46 OI: Got info about caring for your baby                     |
| 15 Nurses didn't talk in front of pts as if they weren't there | 47 OI: Discussed medication side effects                       |
| 16 OI: Treated you w/respect/dignity                           | 48 OI: Nurses said what meds they were giving                  |
| 17 Feelings about time on waiting list                         | 49 OI: Family given information to help recovery               |
| 18 OI: Availability of Drs                                     | 50 Pts were given enough info re their rights/responsibilities |
| 19 OI: Confidence/trust in Drs                                 | 51 OI: Dr discussed anxieties/fears                            |
| 20 OI: Discussed purpose of home meds                          | 52 OI: Ease of finding someone to talk to                      |
| 21 OI: Drs talked in front of you                              | 53 OI: Surgeon/Nurse explained how you would feel              |
| 22 OI: Dr/Midwife answered questions understandably            | 54 Patients received enough info in ED re condition/treatment  |
| 23 OI: Results explained understandably                        | 55 OI: Family had opportunity to talk w/Dr                     |
| 24 OI: Confidence/trust in Nurses                              | 56 OI: Discussed danger signals to watch for                   |
| 25 OI: Nurses checked ID band before meds/procedure            | 57 OI: Enough say about treatment                              |
| 26 OI: Dr/Nurse explained things differently                   | 58 OI: Discussed when to resume normal activities              |
| 27 OI: Did everything to control pain                          | 59 OI: Nurses responded quickly to call button                 |
| 28 Care received in ED was very organised                      | 60 OI: Nurse discussed anxieties/fears                         |
| 29 OI: Comfortable asking questions during stay                | 61 OI: Told how it would feel after delivery                   |
| 30 Admission process was very organised                        | 62 Time waited to be admitted                                  |
| 31 Pts didn't wait an unnecess long time to go to ward/room    | 63 Patients were 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.

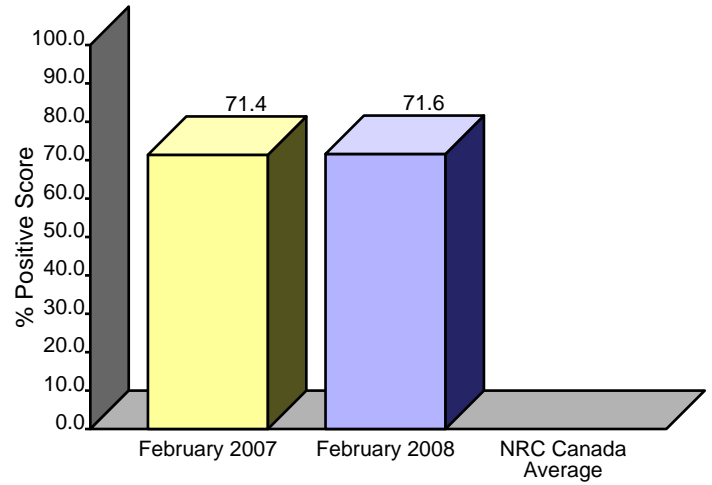
Your current score is: higher  $\uparrow$  or lower  $\downarrow$ .

**NSW HEALTH** NSW Health Patient Survey 2008-Access to Care - Overnight Inpatients  
February 2008 (n=11275)

OI: Overall care received



CD - Access to Care



\* Significantly Different from Your Current Score

**Detail**

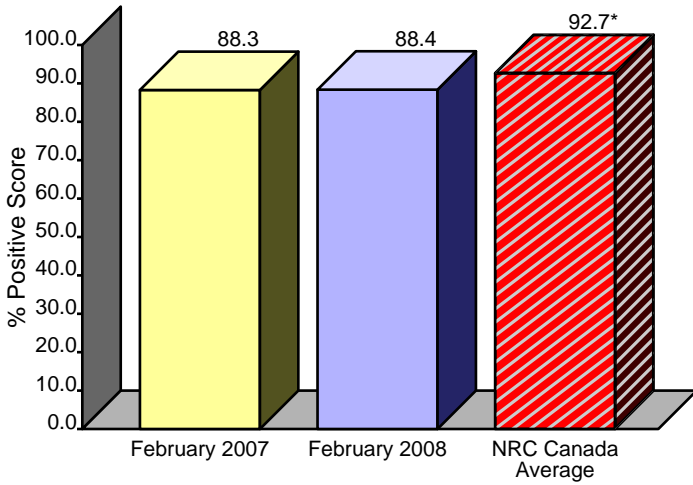
February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
80.6%	OI: Availability of Nurses	80.5%	87.6%↓ 11028
76.5%	OI: Availability of Drs	76.1%	85.0%↓ 10993
79.8%↓	Feelings about time on waiting list	77.6%	2871
85.3%↓	Admission date changed by hospital	83.7%	2963
31.9%	Patients were given choice of admission dates	31.5%	2821
39.7%↓	Time waited to be admitted	36.0%	2591

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

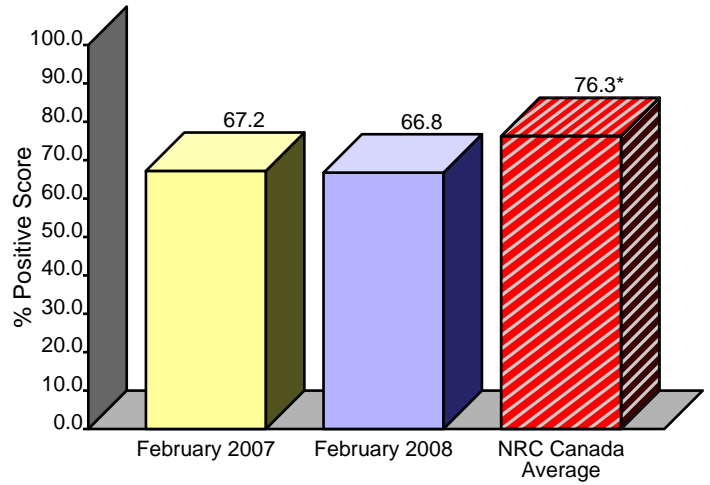


# NSW Health Patient Survey 2008-Information and Education - Overnight Inpatients February 2008 (n=11275)

OI: Overall care received



CD - Information and Education



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
66.1% <sup>↑</sup>	OI: Nurse answered questions understandably	66.8%	69.2% <sup>↓</sup> 10265
68.0% <sup>↓</sup>	OI: Dr answered questions understandably	66.6%	72.8% <sup>↓</sup> 10168
67.9%	Staff explained reason for delay in going to ward/room	67.0%	87.0% <sup>↓</sup> 4823

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



# NSW Health Patient Survey 2008-Other Measures Related to Information and Education

February 2008 (n=11275)

*Detail*

February 2007		NRC Canada Average	n size
<b>Patients received enough info in ED re condition/treatment</b>			
0.0%	Did not use emergency room		0
56.9%	Yes, definitely		3896
32.1%	Yes, somewhat		2164
9.3%	No		636
1.7%↓	Did not want information		82
<b>OI: Explained test results understandably</b>			
11.0%↓	No tests were done	11.3%↓	1156
57.5%	Yes, completely	60.2%↓	6353
25.1%	Yes, somewhat	23.4%↑	2781
6.3%↑	No	5.1%↑	751

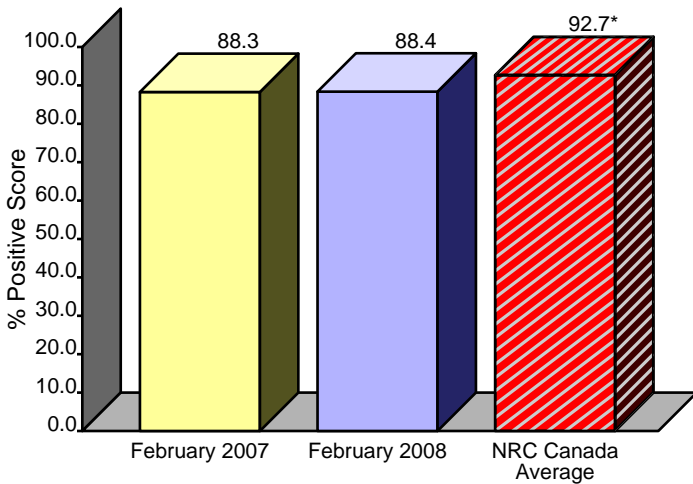
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



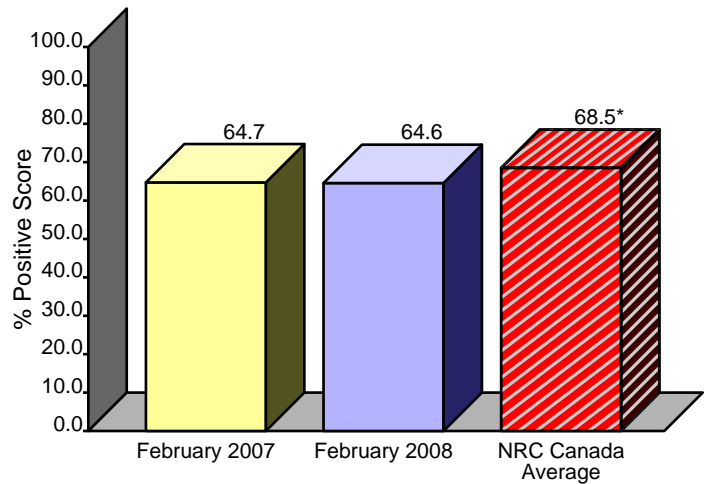


NSW Health Patient Survey 2008-Emotional Support - Overnight Inpatients  
February 2008 (n=11275)

OI: Overall care received



CD - Emotional Support



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
72.7%↑	OI: Confidence/trust in Nurses 73.5%	73.1%	11112
51.4%	OI: Nurse discussed anxieties/fears 51.6%	55.2%↓	8258
76.7%↓	OI: Confidence/trust in Drs 75.6%	82.3%↓	11095
58.0%	OI: Ease of finding someone to talk to 58.6%	62.0%↓	11003
60.6%↓	OI: Dr discussed anxieties/fears 58.9%	64.5%↓	8595

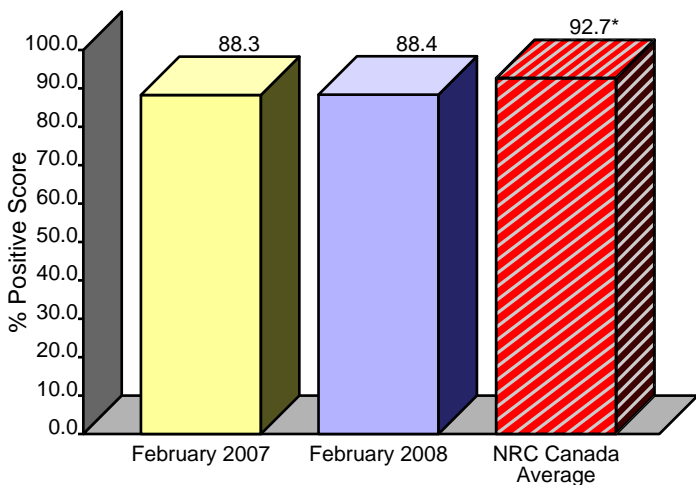
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



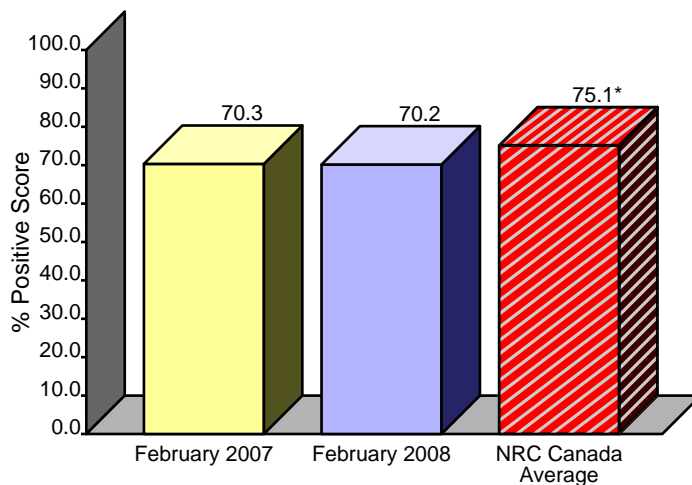
# NSW Health Patient Survey 2008-Coordination of Care - Overnight Inpatients

February 2008 (n=11275)

**OI: Overall care received**



**CD - Coordination of Care**



\* Significantly Different from Your Current Score

**Detail**

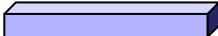


February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
72.6%	Care received in ED was very organised	72.4%	7503
72.3%	Admission process was very organised	71.8%	10965
61.0%	OI: Scheduled tests/procedures were on time	68.9%↓	9519
72.1%↑	OI: Dr/Nurse explained things differently	73.2%	11011
73.2%↓	Pts didn't wait an unnecess long time to go to ward/room	71.6%	10986
		78.1%↓	
		78.7%↓	
		73.8%↓	

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 2008-Other Measures Related to Coordination of Care  
February 2008 (n=11275)

*Detail*

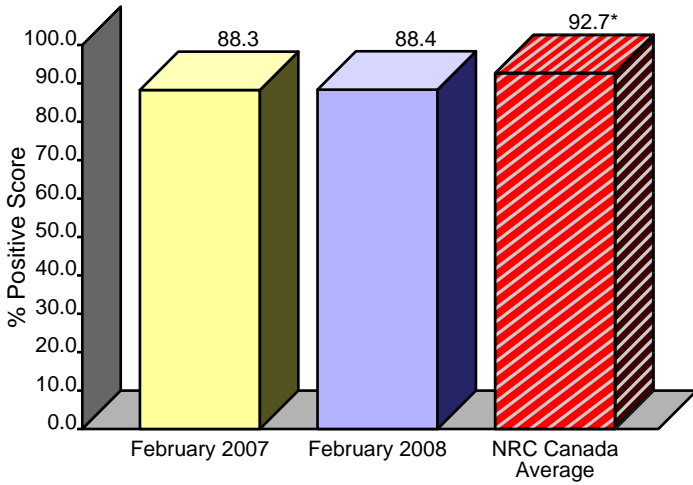
February 2007		NRC Canada Average	n size
	<b>OI: One Dr in charge of care</b>		
65.1%↓	Yes  64.1%	73.1%↓	7192
20.1%	No  20.0%	13.9%↑	2190
14.8%↑	Not sure  15.8%	13.0%↑	1720

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

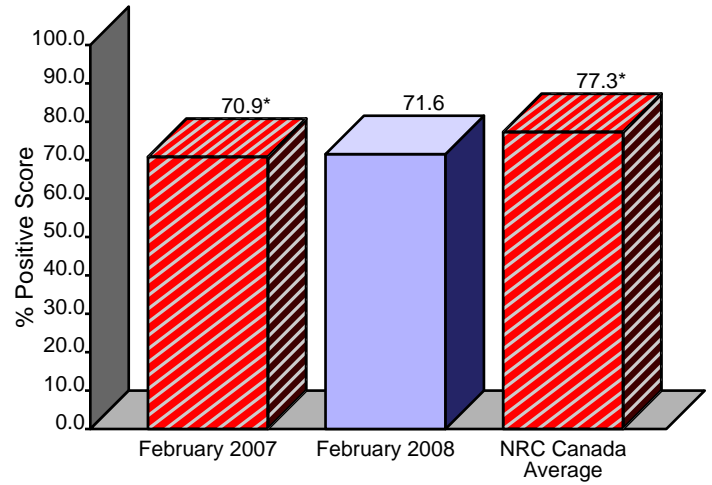


NSW Health Patient Survey 2008-Respect for Patient Preferences -  
Overnight Inpatients  
February 2008 (n=11275)

OI: Overall care received



CD - Respect for Patient Preferences



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
77.5%	OI: Treated you w/respect/dignity 77.8%	81.4%↓	11080
53.0%	OI: Enough say about treatment 53.5%	55.8%↓	10822
79.4%↑	Nurses didn't talk in front of pts as if they weren't there 80.3%	85.3%↓	11074
73.1%↑	OI: Drs talked in front of you 74.3%	86.4%↓	11049

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 2008-Other Measures Related to Respect for Patient Preferences

## February 2008 (n=11275)

*Detail*

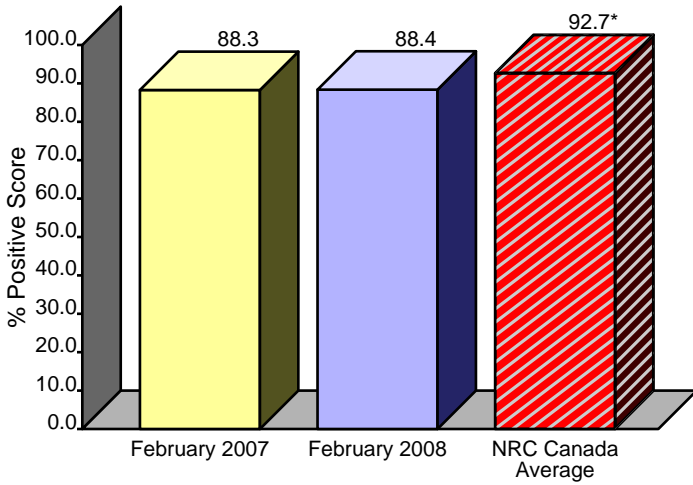
February 2007		NRC Canada Average	n size
<b>Patients had enough privacy during visit</b>			
65.8%	Yes, always	66.3%	7423
24.5%↓	Yes, sometimes	23.9%	2605
9.7%	No	9.8%	1054
<b>Pts were given enough info re their rights/responsibilities</b>			
60.7%↓	Yes, completely	59.3%	6583
26.1%	Yes, somewhat	26.2%	2808
13.1%↑	No	14.5%	1560

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

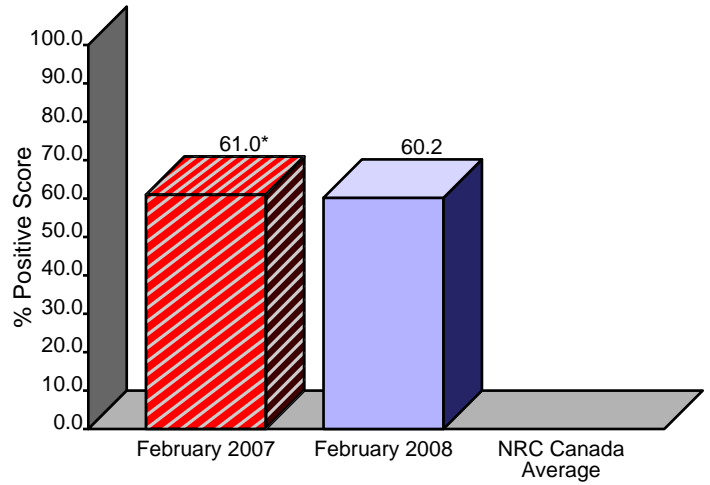


NSW Health Patient Survey 2008-Family and Friends - Overnight Inpatients  
February 2008 (n=11275)

OI: Overall care received



CD - Family and Friends



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
61.0%↓	OI: Family given information to help recovery	60.2%	9410

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 2008-Other Measures Related to Family and Friends

## February 2008 (n=11275)

*Detail*

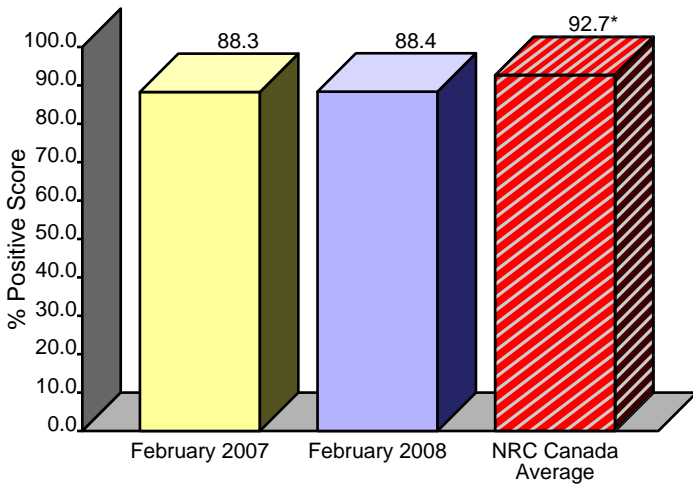
February 2007		NRC Canada Average	n size
<b>OI: Amount of info given to family</b>			
12.4%↑	No family or friends involved	13.6%	1520
11.7%↓	Family did not want or need information	10.8%	1225
0.6%↑	Too much	0.9%	84
61.5%↓	Right amount	60.8%	6695
13.8%	Not enough	13.9%	1486
<b>OI: Family had opportunity to talk w/Dr</b>			
10.2%↑	No family or friends were involved	7.5%↑	1262
36.9%	Yes, definitely	48.3%↓	4060
22.7%↓	Yes, somewhat	20.9%↑	2355
16.3%↑	No	10.4%↑	1809
14.0%↓	Family did not want or need to talk	13.0%	1460

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

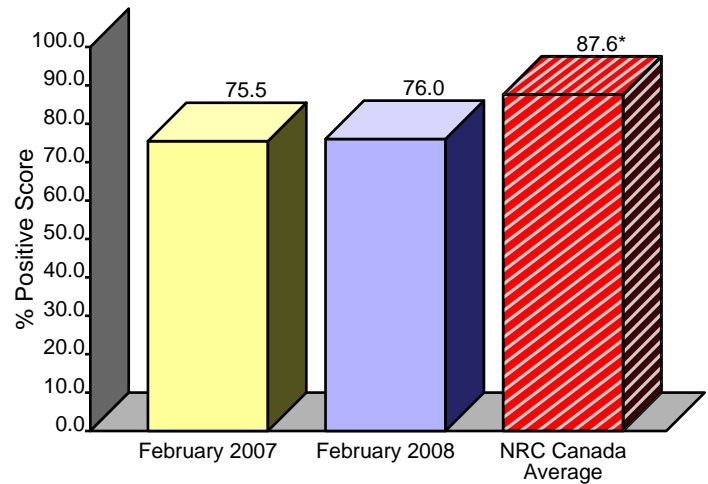


# NSW Health Patient Survey 2008-Physical Comfort - Overnight Inpatients February 2008 (n=11275)

OI: Overall care received



CD - Physical Comfort



\* Significantly Different from Your Current Score

**Detail**

February 2007      Highest correlation with "OI: Overall care received"      NRC Canada Average      n size

% Positive Score

70.6% <b>↑</b>	OI: Did everything to control pain	72.7%	76.9% <b>↓</b>	6808
68.4%	OI: Got help getting to bathroom when needed	68.2%	68.6%	6743
51.5%	OI: Nurses responded quickly to call button	52.1%		8388
87.0% <b>↑</b>	OI: Amount of pain medicine received	88.2%	91.2% <b>↓</b>	6635
87.1%	OI: Minutes taken to get pain medicine	86.4%	87.4% <b>↓</b>	4534
94.4%	OI: Minutes for help after call button	94.5%	94.7%	8049

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 2008-Other Measures Related to Physical Comfort

## February 2008 (n=11275)

*Detail*

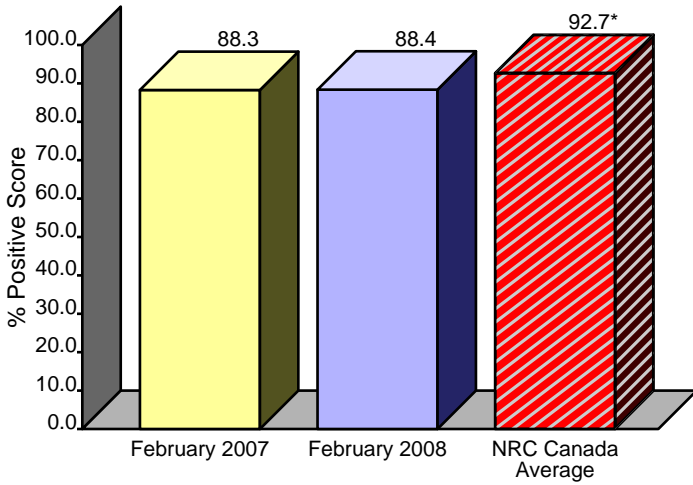
February 2007		NRC Canada Average	n size
<b>OI: Had pain</b>			
68.7%↓	Yes		7326
31.3%↑	No		3587
<b>OI: Pain severe/moderate/mild</b>			
45.9%	Severe	44.1%↑	3145
45.2%↓	Moderate	47.4%↓	2996
8.9%↑	Mild	8.5%↑	643
<b>OI: Request pain medicine</b>			
72.5%↓	Yes		4786
27.5%↑	No		2069
<b>OI: Used machine for pain medicine</b>			
22.0%↓	Yes		1199
78.0%↑	No		5682

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

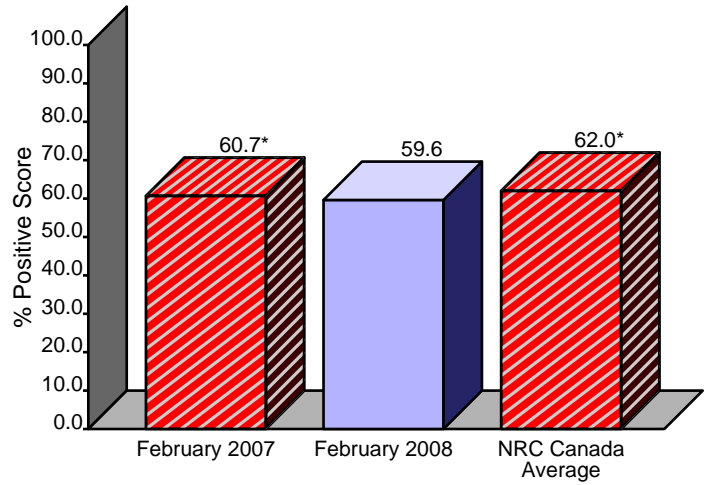


# NSW Health Patient Survey 2008-Continuity and Transition - Overnight Inpatients February 2008 (n=11275)

**OI: Overall care received**



**CD - Continuity and Transition**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
76.1%	OI: Discussed purpose of home meds 75.4%	78.8%↓	8004
55.0%↓	OI: Discussed danger signals to watch for 53.8%	57.3%↓	10501
61.8%↓	OI: Discussed medication side effects 60.8%	64.6%↓	9099
53.7%↓	OI: Discussed when to resume normal activities 52.3%	50.4%↑	10336

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 2008-Other Measures Related to Continuity and Transition

February 2008 (n=11275)

*Detail*

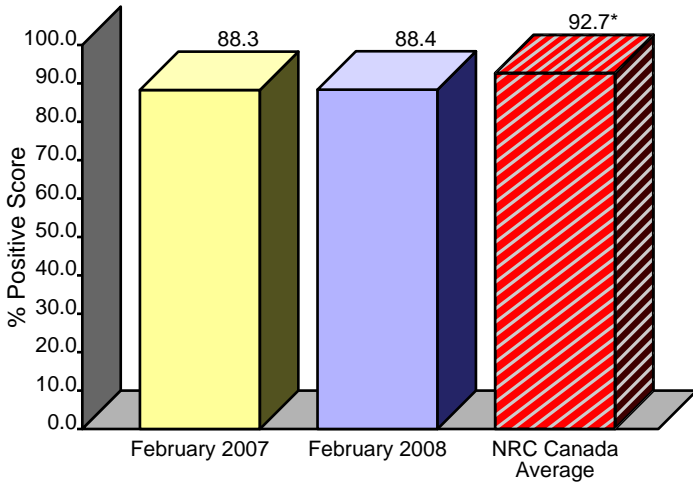
February 2007		NRC Canada Average	n size
<b>Staff explained when patients were allowed to go home</b>			
62.0%	Yes, completely	62.2%	6746
29.2%	Yes, somewhat	29.5%	3169
8.8%↓	No	8.3%	900
<b>OI: Knew who to call for help after leaving</b>			
83.3%↓	Yes	82.1%	8863
16.7%↑	No	17.9%	1866

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

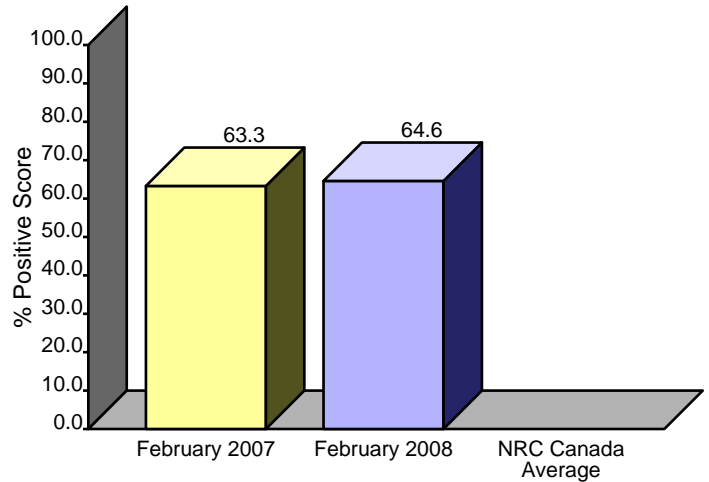


# NSW Health Patient Survey 2008-Questions About Obstetrics - Overnight Inpatients February 2008 (n=11275)

**OI: Overall care received**



**SD - Obstetrics**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
---------------	--	--------------------	--------

% Positive Score

76.2%↓	OI: Dr/Midwife answered questions understandably	74.3%	1187
60.9%↑	OI: Got info about feeding your baby	64.2%	1159
58.8%↑	OI: Got info about caring for your baby	61.2%	1164
63.7%	OI: Dr/Midwife discussed pain control options	64.2%	1188
42.4%↑	OI: Told how it would feel after delivery	46.1%	1174
63.7%	OI: Enough say in labour pain control	65.3%	1180
83.1%	OI: Received right amount of pain medicine	81.6%	841

February 2007	NRC Canada Average	n size
---------------	--------------------	--------

**OI: First childbirth experience**

44.8%	Yes	45.3%	537
55.2%	No	54.7%	642

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 2008-Questions About Obstetrics - Overnight Inpatients (continued)  
February 2008 (n=11275)

*Detail*

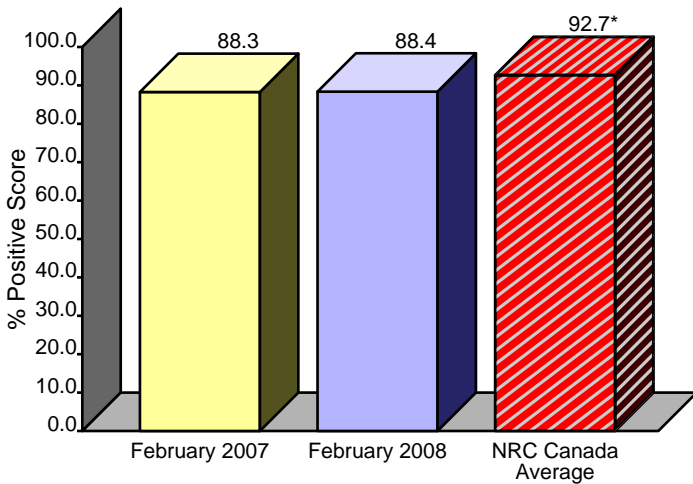
February 2007		NRC Canada Average	n size
<b>OI: Vaginal delivery/C-section</b>			
71.8%	Vaginal	72.4%	874
28.2%	C-Section	27.6%	356

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

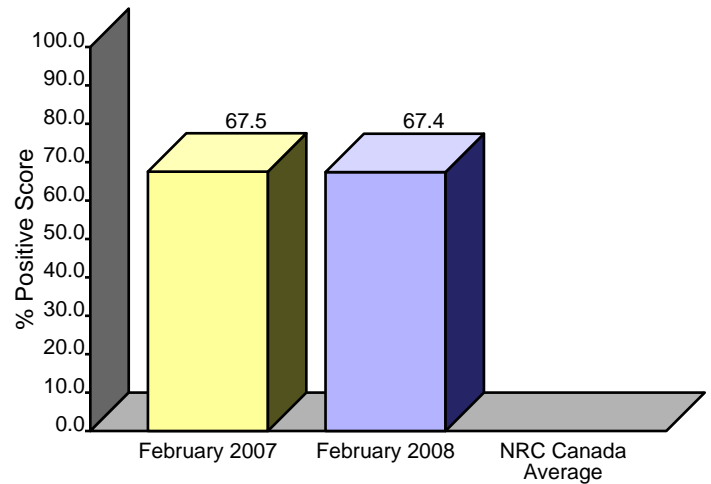


# NSW Health Patient Survey 2008-Questions About Patient Safety - Overnight Inpatients February 2008 (n=11275)

**OI: Overall care received**



**SD - Patient Safety**



\* Significantly Different from Your Current Score

**Detail**

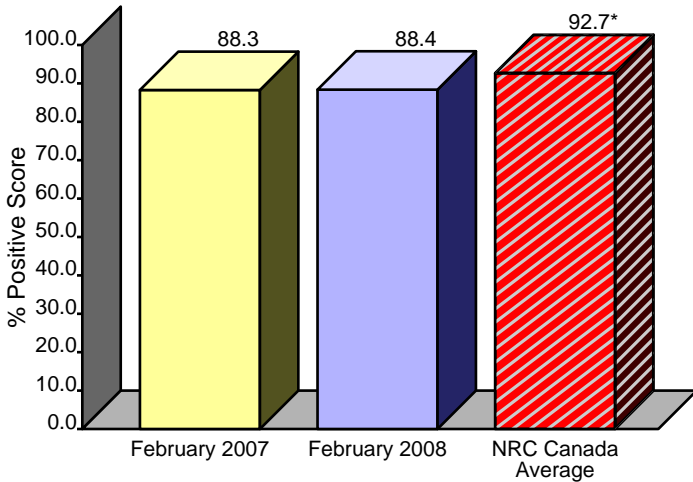
February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
64.7%↓	OI: Provider understood condition completely	63.5%	10866
72.1%	OI: Comfortable asking questions during stay	71.9%	11023
60.7%	OI: Nurses said what meds they were giving	60.4%	10170
67.3%	OI: Family had to be sure needs were met	67.3%	9186
72.5%↑	OI: Nurses checked ID band before meds/procedure	73.4%	10905

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

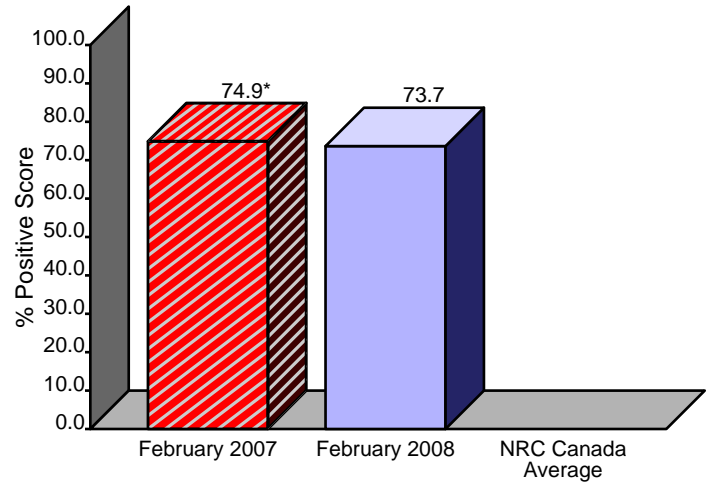


# NSW Health Patient Survey 2008-Questions About Surgery, Procedures, and Tests - Overnight Inpatients February 2008 (n=11275)

**OI: Overall care received**



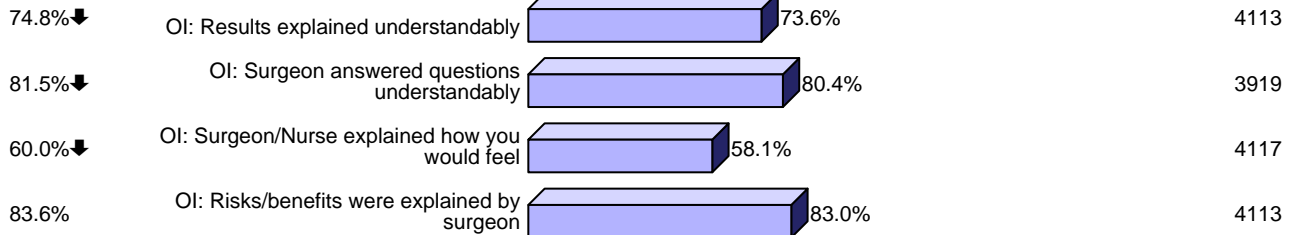
**SD - Surgery, Procedures, and Tests**



\* Significantly Different from Your Current Score

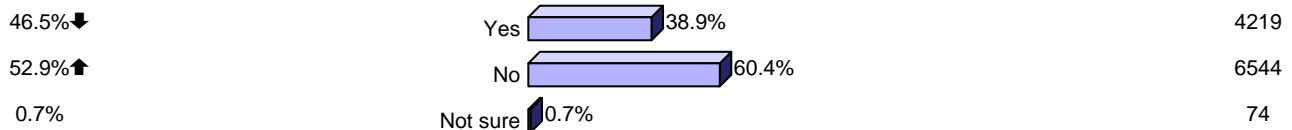
**Detail**

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	% Positive Score		



February 2007	NRC Canada Average	n size
---------------	--------------------	--------

**OI: Surgery at the hospital**

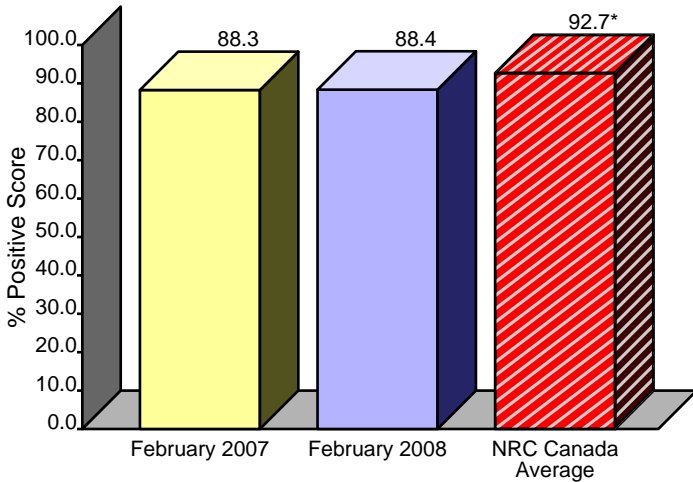


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.

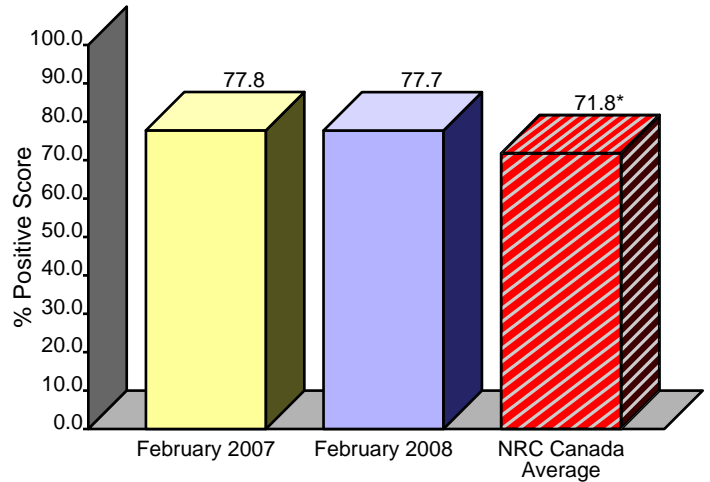


NSW Health Patient Survey 2008-Questions About Overall Attitudes -  
Overnight Inpatients  
February 2008 (n=11275)

OI: Overall care received



SD - Overall Attitudes



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "OI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
63.0%	Patients would definitely recommend hosp to family/friends	63.3%	71.8%↓ 10896
40.1%	OI: Rate Hospital	40.3%	10901
87.8%	OI: Rate how Drs/Nurses worked together	87.4%	93.0%↓ 10940
90.7%	OI: Courtesy of Nurses	91.1%	93.4%↓ 11089
91.2%↓	OI: Courtesy of Drs	90.8%	95.4%↓ 11054
92.8%	OI: Courtesy of admission	92.9%	11041

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 2008-Questions About the Patients - Overnight Inpatients February 2008 (n=11275)

## Detail

February 2007		NRC Canada Average	n size
<b>OI: Rate health</b>			
10.0%↓	Excellent 9.6%	11.1%↓	1068
25.0%↑	Very Good 25.6%	26.0%	2815
33.2%	Good 33.1%	33.5%	3534
23.3%	Fair 23.6%	21.7%↑	2496
8.5%	Poor 8.2%	7.7%↑	848
<b>Number of days stayed in bed due to illness or injury</b>			
20.4%↓	More than ten days 18.3%		1928
15.9%	None 16.3%		1816
8.6%	One day 8.9%		986
10.8%↑	Two days 11.3%		1265
8.9%↑	Three days 10.2%		1098
8.6%	Four days 8.9%		962
17.5%↓	Five-to-seven days 16.7%		1802
9.3%	Eight-to-ten days 9.3%		1012
<b>Number of occasions admitted to hospital in February</b>			
84.9%↑	One 86.6%		9303
11.4%↓	Two 10.4%		1105
2.0%↓	Three 1.7%		173
0.6%	Four 0.5%		55
0.6%	Five to nine 0.5%		48
0.5%↓	Ten or more 0.3%		30
<b>Number overnight/longer stays in the last 6 months</b>			
60.7%↑	Only this time 61.7%		6842
22.7%	This time and one other 22.3%		2424
16.7%↓	This time and more than one other time 15.9%		1728

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 2008-Questions About the Patients - Overnight Inpatients (continued) February 2008 (n=11275)

**Detail**

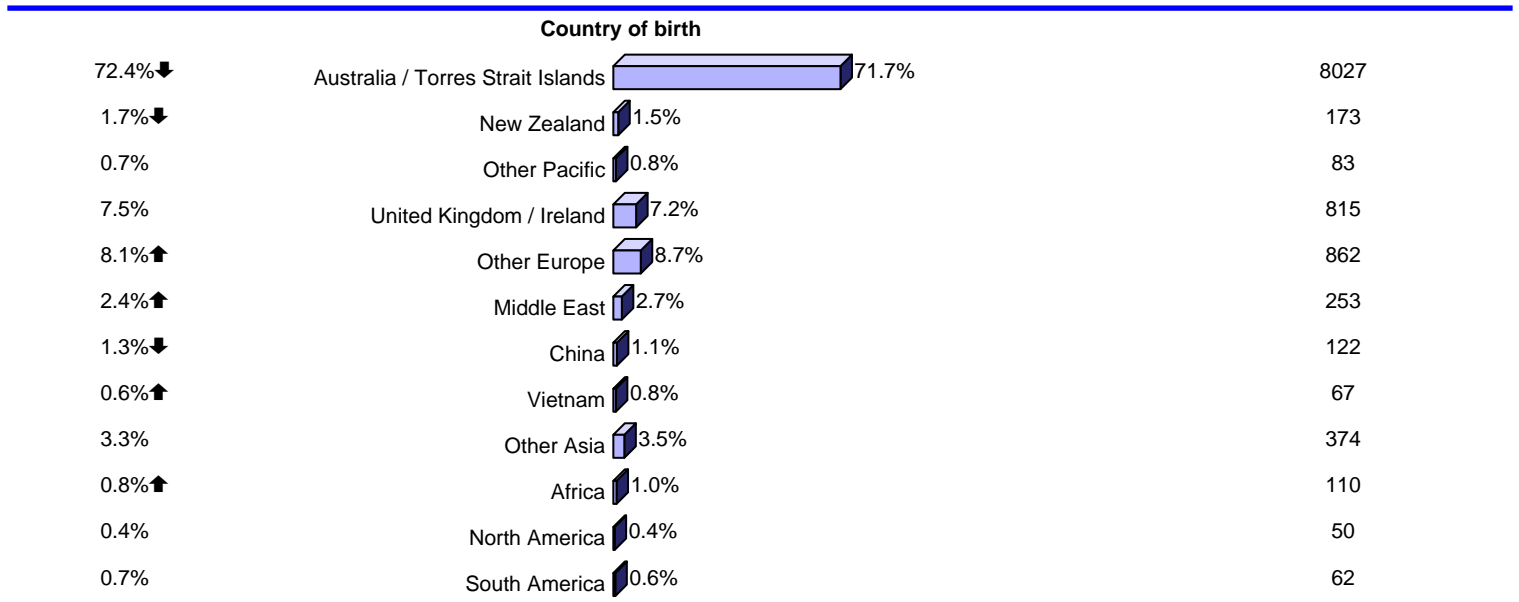
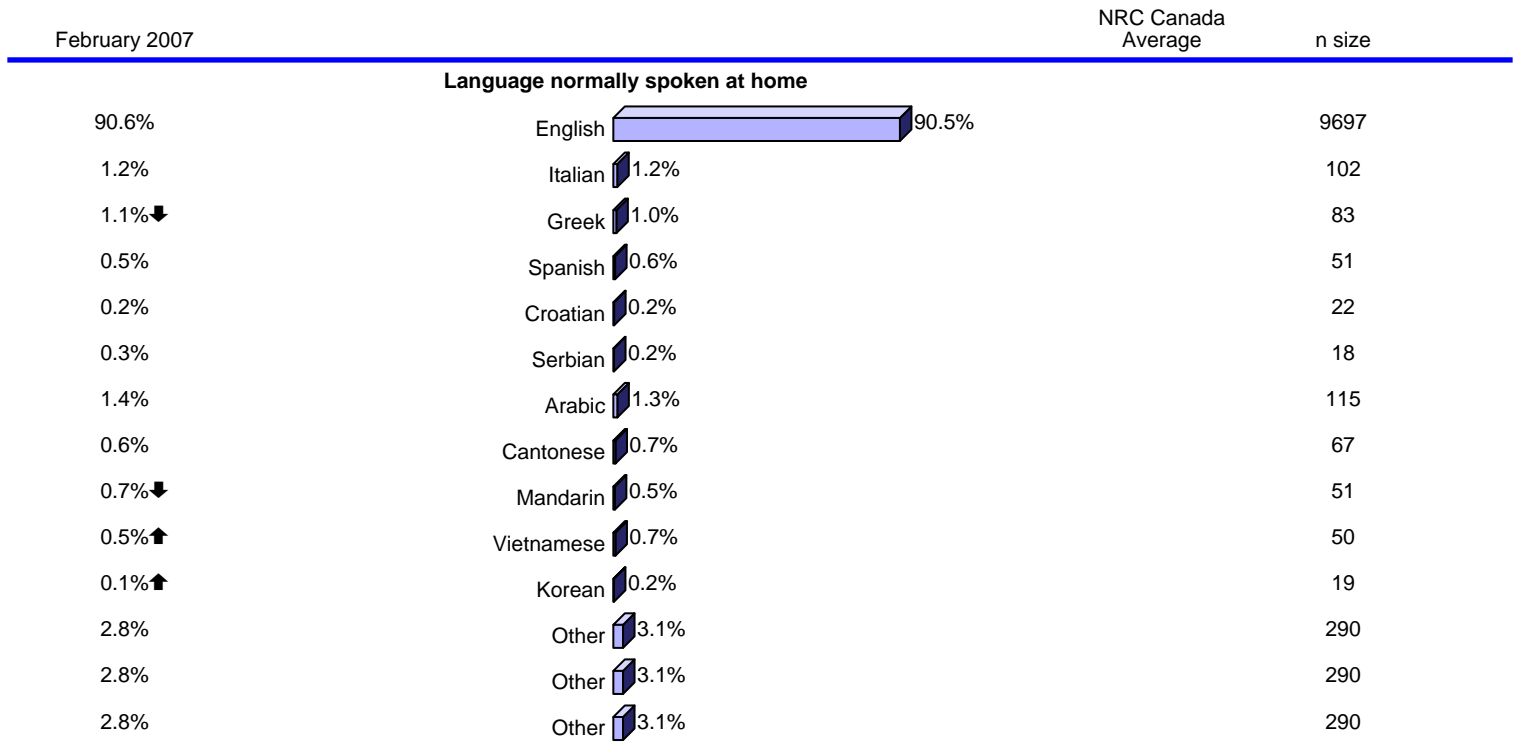
February 2007		NRC Canada Average	n size
<b>Treated as a:</b>			
76.2%↓	Public or Medicare patient	71.5%	7918
17.4%↑	Private patient/claiming against private health insurance	20.6%	2255
0.7%	WorkCover patient	0.8%	80
3.8%↑	Department of Veterans Affairs (DVA) patient	4.9%	553
0.6%	Something else	0.6%	71
1.3%↑	Not sure	1.6%	159
<b>Highest level of education completed</b>			
4.6%↑	Post graduate / higher degree	5.2%	558
9.4%↑	University graduate	10.0%	1069
20.7%	Trade or technical certificate or diploma	21.3%	2250
16.8%	Completed Year 12 at secondary school	16.5%	1742
48.5%↓	Less than Year 12 at secondary school	47.0%	4838
<b>Aboriginal or Torres Strait Islander background</b>			
98.3%↓	No	98.0%	10793
1.5%↑	Yes, Aboriginal	1.8%	193
0.2%	Yes, Torres Strait Islander	0.2%	25

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 2008-Questions About the Patients - Overnight Inpatients (continued) February 2008 (n=11275)

*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 2008-Questions About the Patients - Overnight Inpatients (continued) February 2008 (n=11275)

## Detail

February 2007		NRC Canada Average	n size
<b>Gender</b>			
41.9%↑	Male	42.8%	4678
58.1%↓	Female	57.2%	6422
<b>Age group</b>			
0.0%↑	Up to 9 years	0.1%	8
0.0%	10 to 14 years	0.0%	1
1.4%	15 to 19 years	1.5%	157
9.0%↓	20 to 29 years	7.6%	859
12.6%	30 to 39 years	12.4%	1432
10.5%↓	40 to 49 years	10.0%	1109
13.9%	50 to 59 years	13.7%	1525
18.0%	60 to 69 years	17.9%	1993
19.8%	70 to 79 years	20.2%	2248
14.9%↑	80 years or older	16.5%	1820
<b>Patient completed this survey</b>			
80.7%	Yes - I completed the survey myself	80.5%	9062
10.2%	Yes - but I completed the survey with the help from someone	10.5%	1086
9.0%	No - someone completed this survey for me	9.0%	928

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 2008-Questions About the Visits - Overnight Inpatients February 2008 (n=11275)

*Detail*

February 2007		NRC Canada Average	n size
<b>Type of admission in February</b>			
65.0%↑	Emergency or urgent	72.6%	7761
31.0%↓	Waiting list or planned in advance	24.2%	2701
4.0%↓	Something else	3.2%	352

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 2008-Performance by Main Patient Subgroups - Overnight Inpatients

## February 2008 (n=11275)

**Detail**



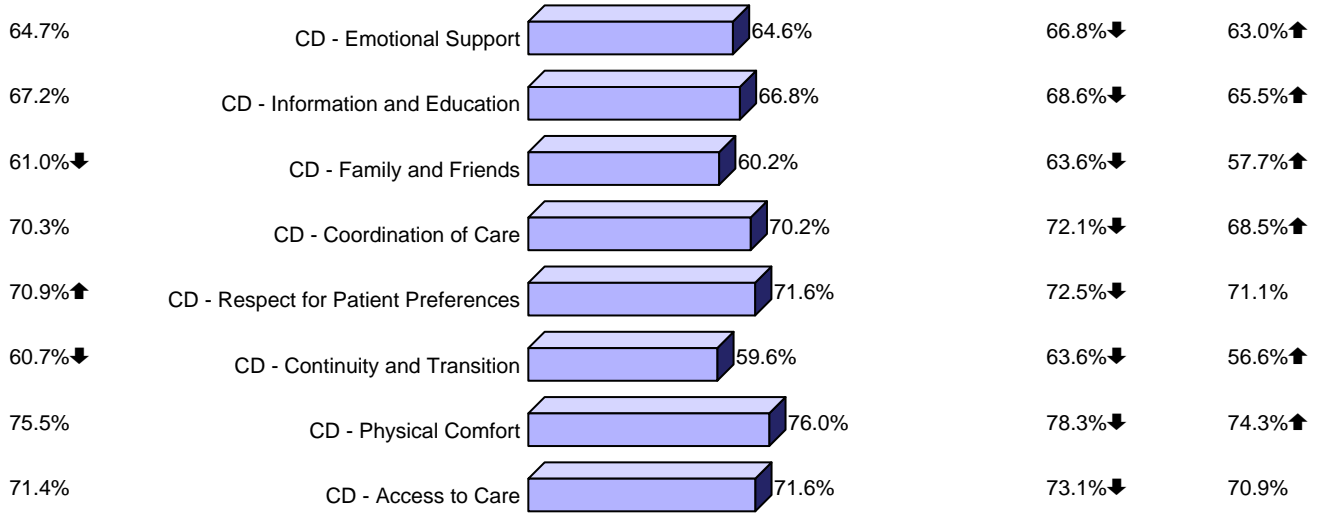
Highest correlation with "OI: Overall care received"

February 2007

Males (OI)

Females (OI)

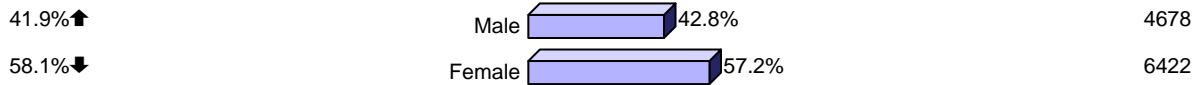
*% Positive Score*



February 2007

n size

**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 2008-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2008 (n=11275)

**Detail**

February 2007



Highest correlation with "OI: Overall care received"

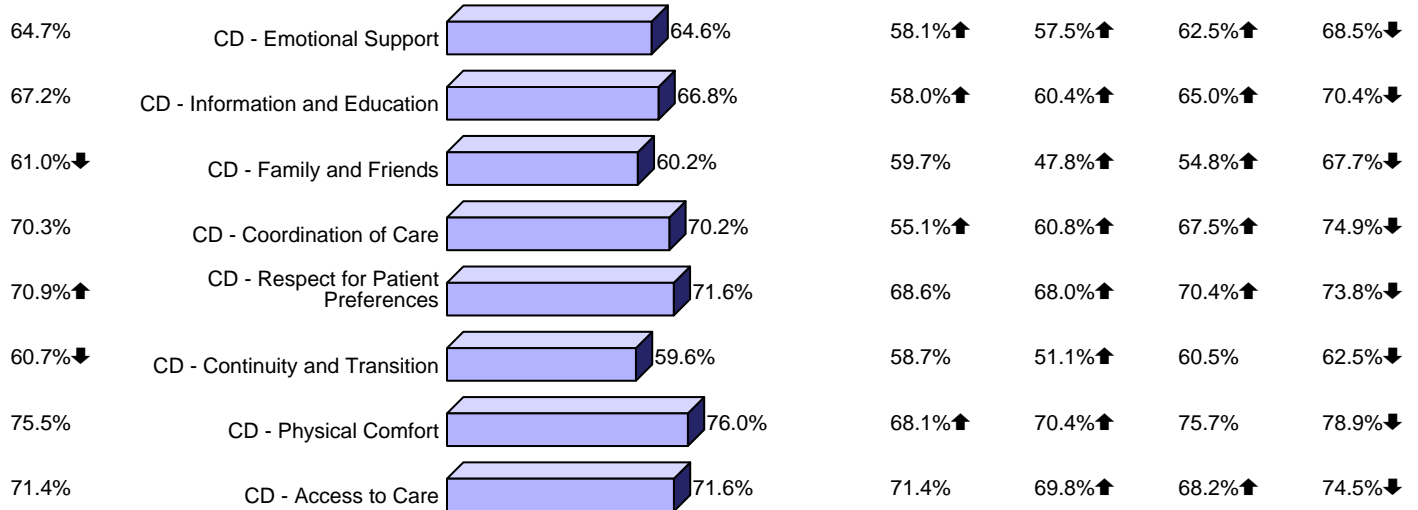
Ages 0 - 19 (OI)

Ages 20 - 39 (OI)

Ages 40 - 59 (OI)

Ages 60+ (OI)

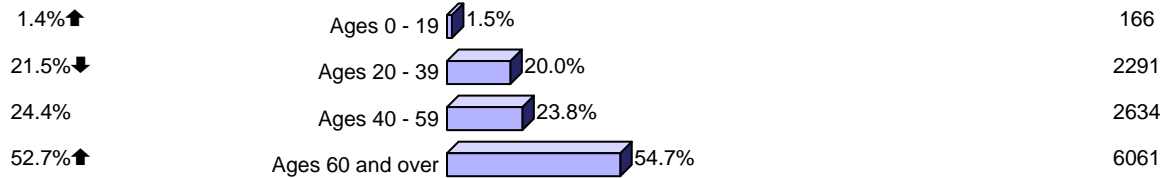
% Positive Score



February 2007

n size

**Age group**

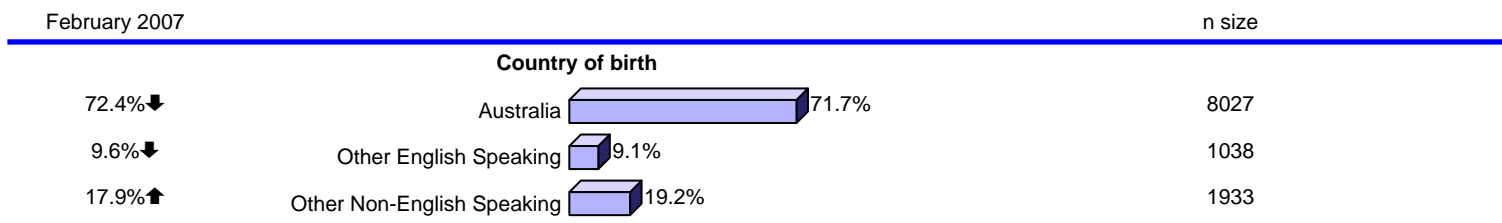
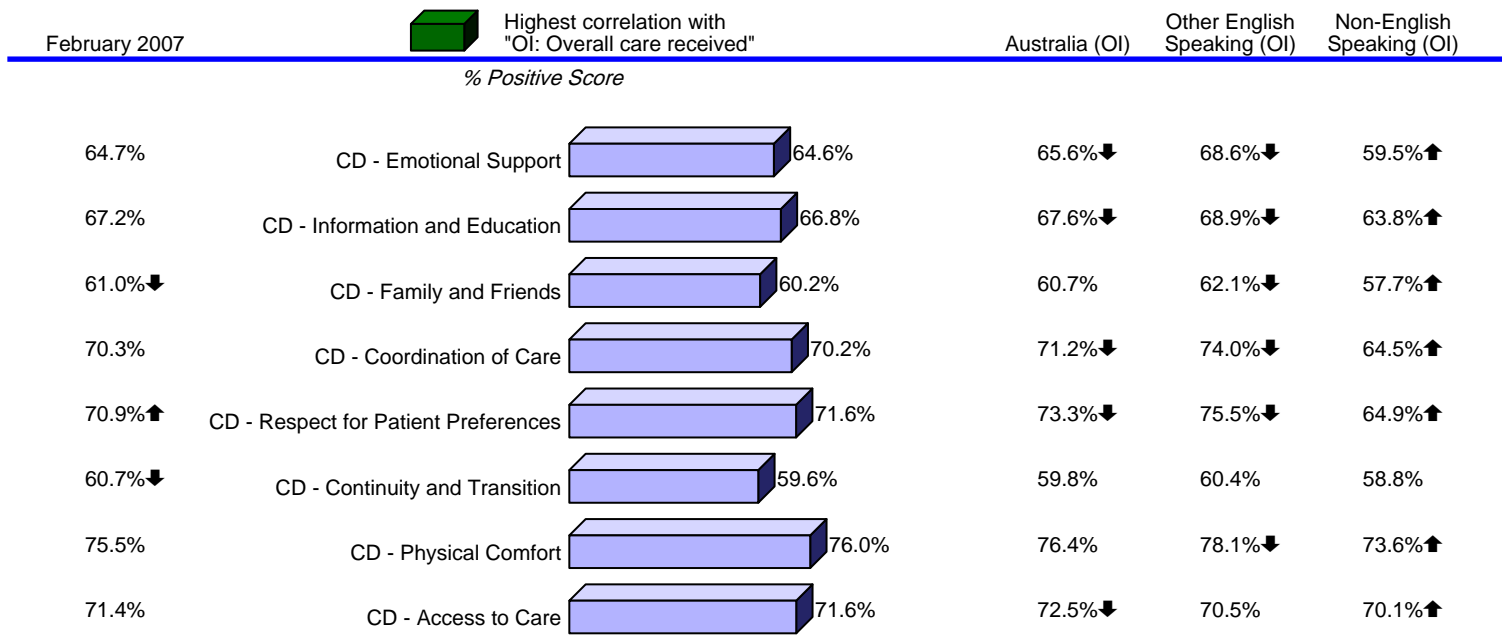


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2008 (n=11275)

**Detail**



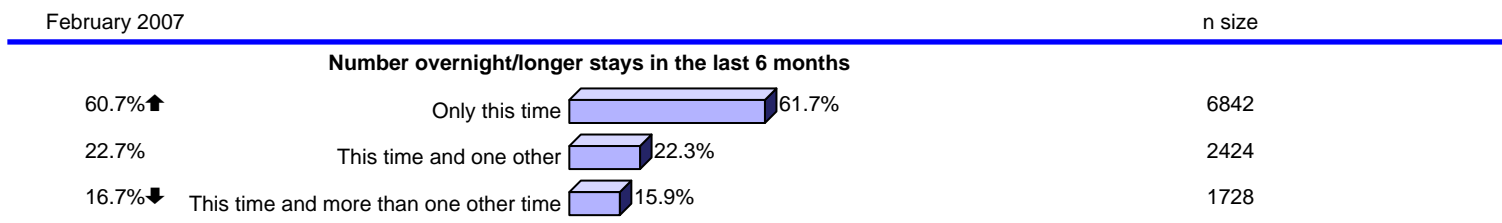
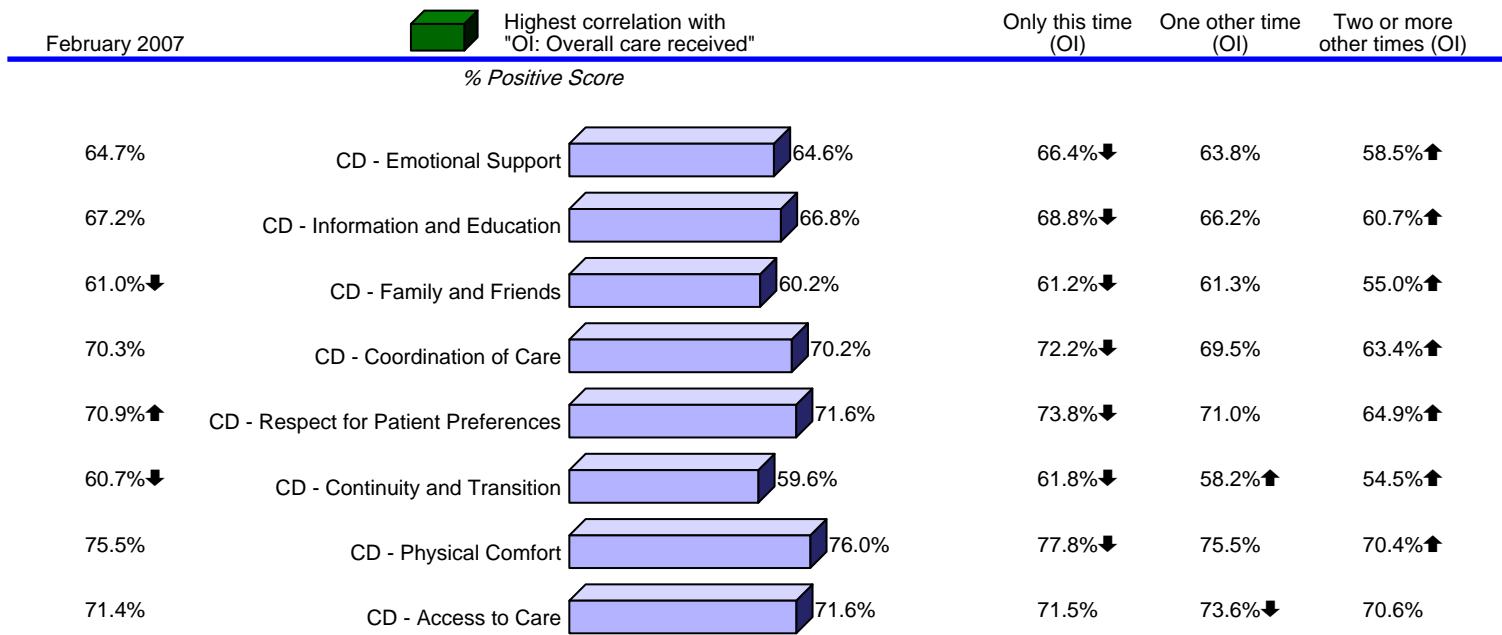
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.





# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2008 (n=11275)


### 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 2008-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2008 (n=11275)

		<i>Detail</i>				
February 2007	 Highest correlation with "OI: Overall care received"	Poor/Fair Health Rating (OI)	Good Health Rating (OI)	Very Good Health Rating (OI)	Excellent Health Rating (OI)	
<i>% Positive Score</i>						
64.7%	CD - Emotional Support	64.6%	58.4% <b>↑</b>	65.2%	68.8% <b>↓</b>	72.2% <b>↓</b>
67.2%	CD - Information and Education	66.8%	61.6% <b>↑</b>	67.3%	71.5% <b>↓</b>	72.2% <b>↓</b>
61.0% <b>↓</b>	CD - Family and Friends	60.2%	56.9% <b>↑</b>	59.9%	63.2% <b>↓</b>	65.1% <b>↓</b>
70.3%	CD - Coordination of Care	70.2%	65.9% <b>↑</b>	71.0%	72.7% <b>↓</b>	74.1% <b>↓</b>
70.9% <b>↑</b>	CD - Respect for Patient Preferences	71.6%	66.3% <b>↑</b>	71.8%	76.5% <b>↓</b>	77.9% <b>↓</b>
60.7% <b>↓</b>	CD - Continuity and Transition	59.6%	53.0% <b>↑</b>	61.2% <b>↓</b>	64.6% <b>↓</b>	66.8% <b>↓</b>
75.5%	CD - Physical Comfort	76.0%	71.8% <b>↑</b>	76.9%	79.0% <b>↓</b>	79.3% <b>↓</b>
71.4%	CD - Access to Care	71.6%	69.0% <b>↑</b>	71.9%	73.2% <b>↓</b>	74.2% <b>↓</b>

February 2007			n size
<b>OI: Rate health</b>			
10.0% <b>↓</b>	Excellent Health Rating	9.6%	1068
25.0% <b>↑</b>	Very Good Health Rating	25.6%	2815
33.2%	Good Health Rating	33.1%	3534
31.8%	Poor/Fair Health Rating	31.8%	3344

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 2008-Performance by Main Patient Subgroups - Overnight Inpatients (continued) February 2008 (n=11275)

**Detail**



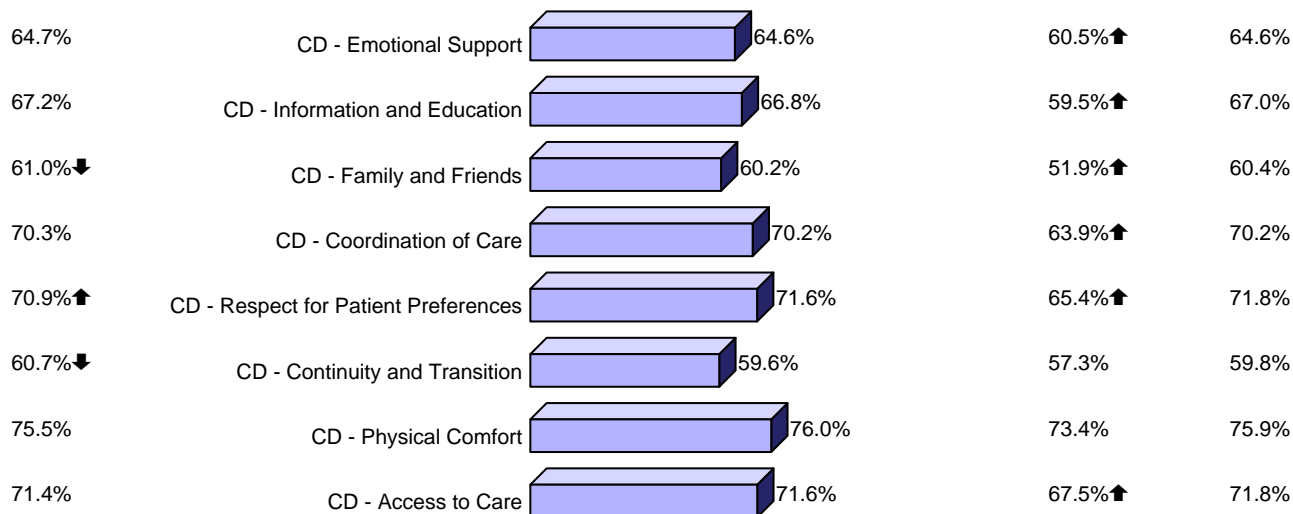
Highest correlation with "OI: Overall care received"

February 2007

ATSI (OI)

Non-ATSI (OI)

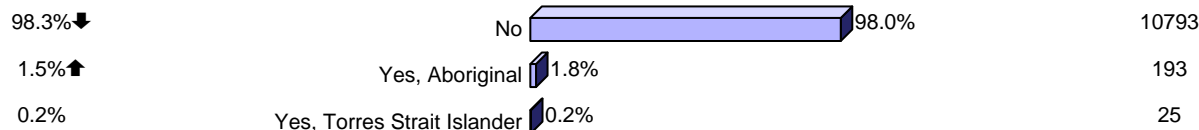
% Positive Score



February 2007

n size

**Aboriginal or Torres Strait Islander background**



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 2008

▲ 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)	88.4%	40.3%	63.3%	76.1%	80.5%	73.5%	51.6%	53.5%
-Greater Southern Area Health Service	90.9%▲	43.5%▲	65.5%▲	82.8%▲	83.7%▲	79.9%▲	59.2%▲	58.2%▲
-Greater Western Area Health Service	88.2%	37.2%▼	58.7%▼	79.4%▲	81.0%	74.2%	55.9%▲	57.9%▲
-Hunter New England Area Health Service	87.7%	40.5%	61.5%▼	77.1%	80.8%	75.3%▲	51.6%	55.6%▲
-North Coast Area Health Service	91.5%▲	45.8%▲	69.1%▲	78.5%▲	83.9%▲	78.2%▲	54.4%▲	55.6%▲
-N Sydney/Central Coast AHS	87.6%	36.4%▼	57.5%▼	75.4%	79.3%	74.3%	51.0%	53.6%
-SE Sydney/Illawarra AHS	89.2%▲	42.4%▲	67.8%▲	76.3%	81.2%	73.9%	52.1%	52.5%
-Sydney South West AHS	87.8%	39.6%	63.7%	73.7%▼	79.0%▼	70.5%▼	49.8%▼	51.0%▼
-Sydney West Area Health Service	85.8%▼	36.3%▼	58.2%▼	71.9%▼	78.0%▼	67.6%▼	46.3%▼	50.5%▼



## NSW Health Patient Survey 2008

▲ 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)	71.6%	66.8%	64.6%	70.2%	71.6%	60.2%	76.0%	59.6%
-Greater Southern Area Health Service	74.3%▲	71.8%▲	71.0%▲	76.1%▲	76.8%▲	70.0%▲	80.9%▲	64.4%▲
-Greater Western Area Health Service	73.2%	69.4%▲	67.8%▲	73.0%▲	73.4%	62.5%▲	75.9%	60.2%
-Hunter New England Area Health Service	72.5%	68.8%▲	65.9%▲	72.5%▲	74.4%▲	60.7%	78.3%▲	62.0%▲
-North Coast Area Health Service	71.0%	69.4%▲	67.4%▲	73.2%▲	74.4%▲	62.8%▲	79.0%▲	60.9%
-N Sydney/Central Coast AHS	71.7%	66.7%	64.9%	71.4%	72.1%	59.6%	74.4%▼	56.3%▼
-SE Sydney/Illawarra AHS	71.3%	67.4%	64.3%	69.9%	71.9%	59.1%	76.1%	58.9%
-Sydney South West AHS	71.7%	64.6%▼	62.6%▼	67.1%▼	68.2%▼	58.6%▼	73.6%▼	58.5%
-Sydney West Area Health Service	69.2%▼	61.6%▼	59.1%▼	65.1%▼	67.3%▼	56.0%▼	73.7%▼	58.3%



## NSW Health Patient Survey 2008-Peer Best Matrix - Overnight Inpatients February 2008 (n=11275)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	Royal Prince Alfred Hospital	Royal Prince Alfred Hospital	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	Royal Prince Alfred Hospital	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst
	78.2%	87.0%	75.3%	61.9%	73.8%	67.5%	68.8%	77.8%	73.2%
	261	263	490	482	266	266	487	246	266
	SESIAHS	SESIAHS	SSWAHS	SSWAHS	SESIAHS	SESIAHS	SSWAHS	SESIAHS	SESIAHS
Principle Referral Group B (A1b)	Nepean Hospital	Gosford Hospital	Bankstown-Lidcombe Hospital	Nepean Hospital	Bankstown-Lidcombe Hospital	Gosford Hospital	Nepean Hospital	Gosford Hospital	Gosford Hospital
	61.8%	89.4%	72.6%	61.1%	65.1%	65.4%	65.3%	73.7%	69.1%
	102	123	251	103	254	126	103	116	126
	SWAHS	NSCCAHS	SSWAHS	SWAHS	SSWAHS	NSCCAHS	SWAHS	NSCCAHS	NSCCAHS
Ungrouped Acute (A3)	RPAH Inst of Rheumatology & Ortho	RPAH Inst of Rheumatology & Ortho	Royal Hospital for Women	RPAH Inst of Rheumatology & Ortho	RPAH Inst of Rheumatology & Ortho	Royal Hospital for Women	RPAH Inst of Rheumatology & Ortho	RPAH Inst of Rheumatology & Ortho	RPAH Inst of Rheumatology & Ortho
	81.3%	97.9%	76.6%	71.8%	77.7%	71.1%	74.5%	84.5%	80.0%
	48	48	193	48	48	195	46	46	48
	SSWAHS	SSWAHS	SESIAHS	SSWAHS	SSWAHS	SESIAHS	SSWAHS	SSWAHS	SSWAHS
Major Metropolitan (B1)	Sutherland Hospital	Mount Druitt Hospital	Wyong Hospital	Mount Druitt Hospital	Ryde Hospital	Wyong Hospital	Wyong Hospital	Mount Druitt Hospital	Wyong Hospital
	72.2%	92.6%	80.0%	70.8%	77.8%	74.1%	71.6%	85.8%	77.9%
	266	95	33	95	111	33	33	91	33
	SESIAHS	SWAHS	NSCCAHS	SWAHS	NSCCAHS	NSCCAHS	NSCCAHS	SWAHS	NSCCAHS
Major Non-Metropolitan (B2)	The Tweed Hospital	Port Macquarie Base Hospital	The Maitland Hspntl, Rural Ref Cent	Tamworth Hospital, Rural Ref Hspntl	Taree-Manning Rural Ref Hospital	Shoalhaven and Dist Mem Hospital	Taree-Manning Rural Ref Hospital	Shoalhaven and Dist Mem Hospital	Taree-Manning Rural Ref Hospital
	71.3%	92.2%	75.9%	66.5%	73.7%	69.6%	71.6%	83.9%	76.7%
	282	270	122	141	156	192	151	177	155
	NCAHS	NCAHS	HNEAHS	HNEAHS	HNEAHS	SESIAHS	HNEAHS	SESIAHS	HNEAHS
District Group 1 (C1)	Bega District Hospital	Goulburn Base Hospital	Goulburn Base Hospital	Bega District Hospital	Goulburn Base Hospital	Grafton Base Hospital	Bega District Hospital	Bega District Hospital	Grafton Base Hospital
	78.6%	94.4%	76.6%	71.2%	82.6%	77.1%	74.5%	87.1%	83.8%
	70	90	91	70	91	91	71	68	91
	GSAHS	GSAHS	GSAHS	GSAHS	GSAHS	NCAHS	GSAHS	GSAHS	NCAHS



## NSW Health Patient Survey 2008-Peer Best Matrix - Overnight Inpatients (continued) February 2008 (n=11275)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
District Group 2 (C2)	Macleean District Hospital	Kempsey District Hospital	Macleean District Hospital	Parkes District Hospital	Forbes District Hospital	Milton and Ulladulla Hospital	Milton and Ulladulla Hospital	Macleean District Hospital	Milton and Ulladulla Hospital
	83.9%	98.1%	89.6%	72.6%	91.6%	82.5%	84.1%	88.3%	86.4%
	31	53	34	34	39	57	54	31	55
	NCAHS	NCAHS	NCAHS	GWAHS	GWAHS	SESAHS	SESAHS	NCAHS	SESAHS
Mothercraft (F7)	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre		Tresillian Family Care Centre
	74.4%	84.1%	62.5%	59.2%	75.4%	58.4%	65.1%		82.0%
	43	44	44	36	44	44	44		44
	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS		SSWAHS

## 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:

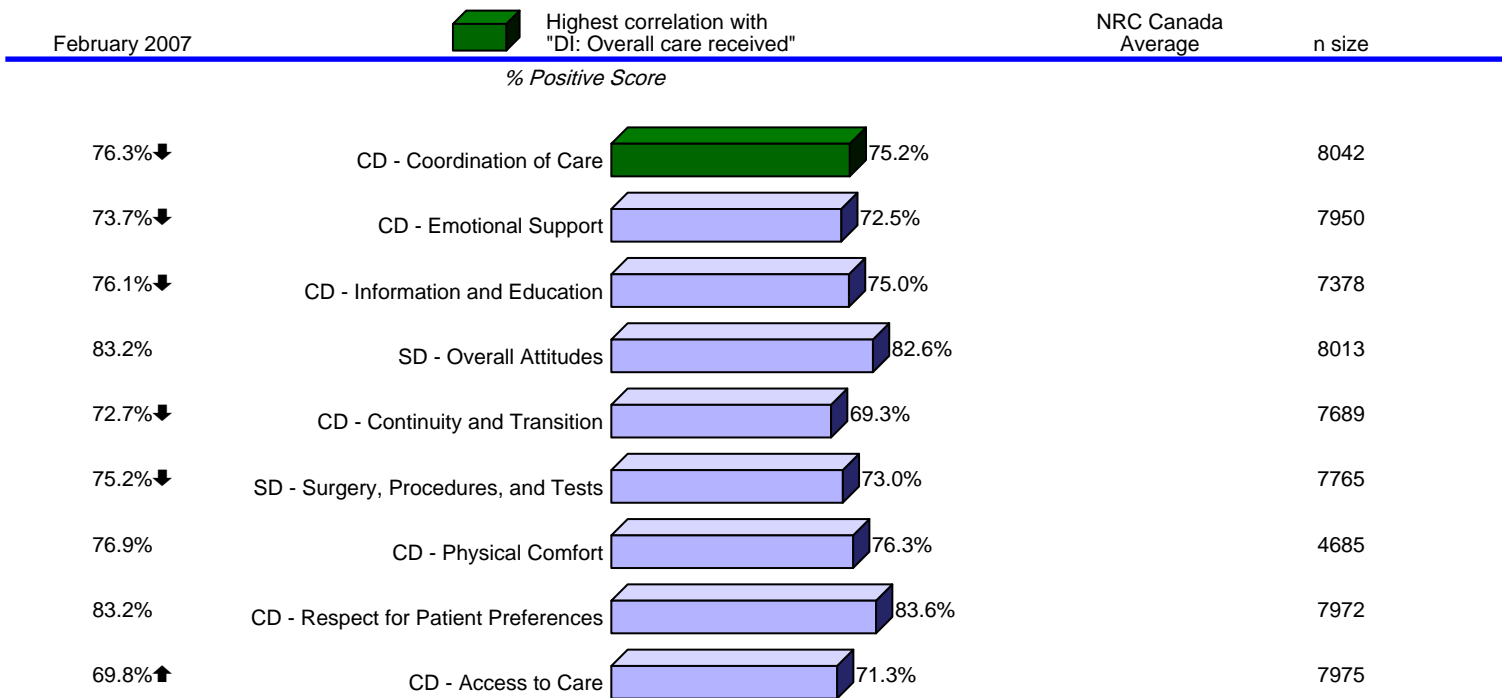
- \* Surgery, Procedures, and Tests : components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures
- \* Overall Attitudes : global assessment of the patient experience that summarizes all experiences and includes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





# NSW Health Patient Survey 2008-Summary Dimensions of Care - Day Only Inpatients February 2008 (n=8086)

**Detail**



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 2008-Key Drivers - Day Only Inpatients February 2008 (n=8086)

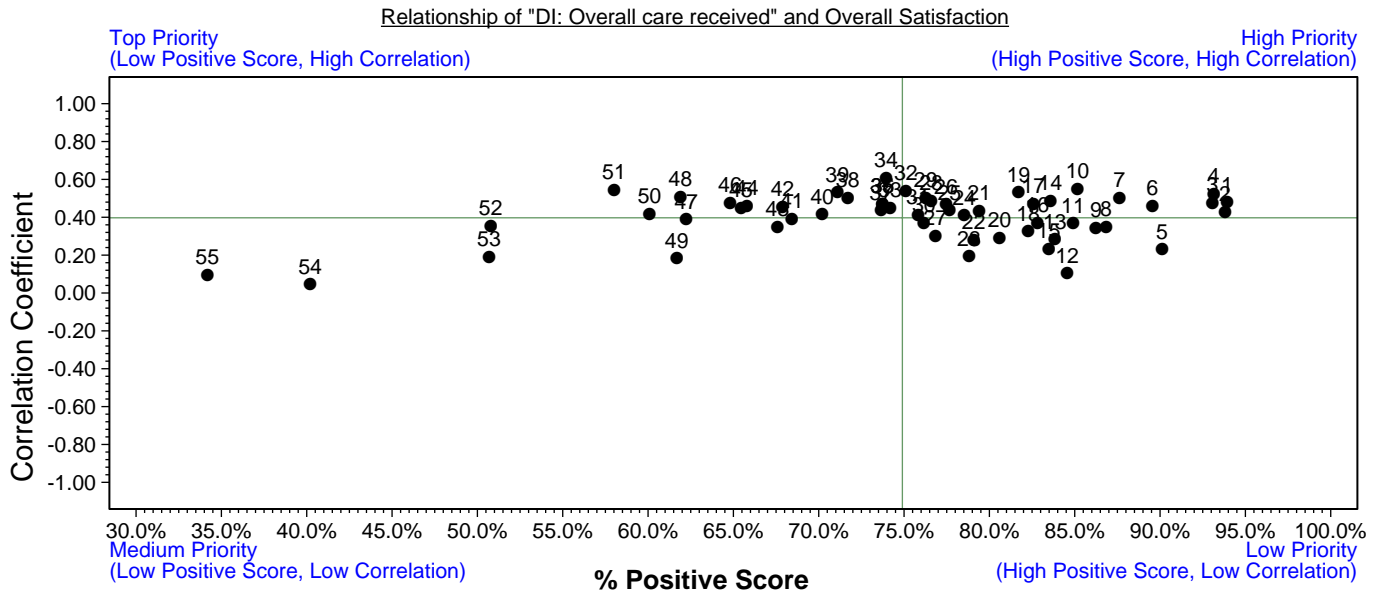
**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
	<i>% Positive Score</i>			
75.5%↓	DI: Organisation of hospital/dept	73.9%	7811	0.607
85.4%	DI: Treated with respect/dignity in hospital	85.2%	7775	0.552
58.3%	DI: Easy to find staff to talk to re: concerns	58.0%	4993	0.545
75.6%	DI: Organisation of Emergency Care	75.1%	3193	0.539
82.2%	DI: Confidence/trust in nurses	81.7%	7856	0.532
69.7%	DI: Staff did everything possible to control pain	71.1%	2599	0.531
94.1%↓	DI: Rate how drs and nurses work together	93.1%	7834	0.524
62.0%	DI: Nurse discussed anxieties/fears re: procedure	61.9%	4412	0.507
76.5%	DI: Nurse answered questions understandably	76.3%	6604	0.504
87.7%	DI: Rate availability of nurses	87.6%	7831	0.502
73.1%	DI: Staff did everything possible to control nausea	71.7%	2919	0.502
77.2%	DI: Organisation of admission process	76.6%	7806	0.486
86.1%↓	DI: Confidence/trust in drs	83.6%	7841	0.485
93.9%	DI: Rate courtesy of nurses	93.9%	7840	0.479
67.4%↓	DI: Enough info in ER re: condition/treatment	64.8%	2637	0.476

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 2008-Opportunity Matrix - Day Only Inpatients February 2008 (n=8086)



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

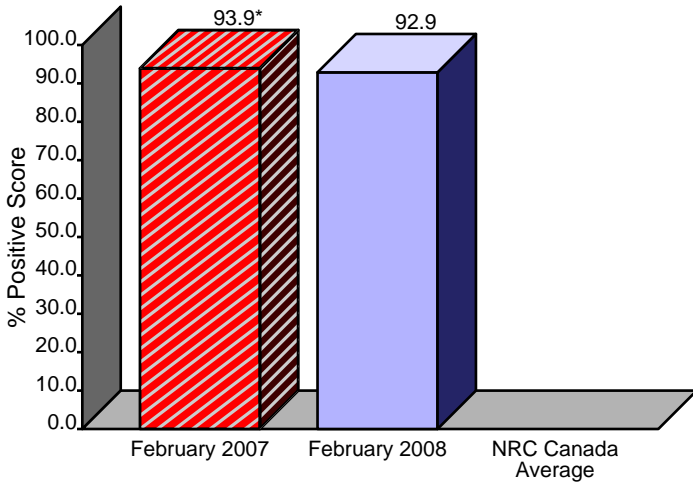
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

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

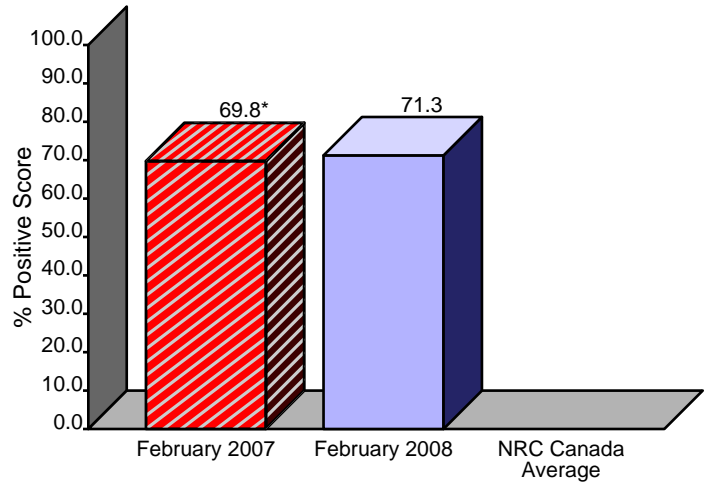


NSW Health Patient Survey 2008-Access to Care - Day Only Inpatients  
February 2008 (n=8086)

DI: Overall care received



CD - Access to Care



\* Significantly Different from Your Current Score

Detail

February 2007      Highest correlation with "DI: Overall care received"      NRC Canada Average      n size

% Positive Score

87.7%	DI: Rate availability of nurses	87.6%	7831
83.5%↓	DI: Rate availability of drs	82.6%	7819
79.1%	DI: Feelings about wait time for admission	78.8%	5103
85.3%	DI: Admission date changed by hospital	84.6%	5236
30.4%↑	DI: Given choice of admission dates	34.2%	4981
39.1%↑	DI: Length of time waited for admission	40.2%	4953

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 2008-Other Measures Related to Access to Care

## February 2008 (n=8086)

*Detail*

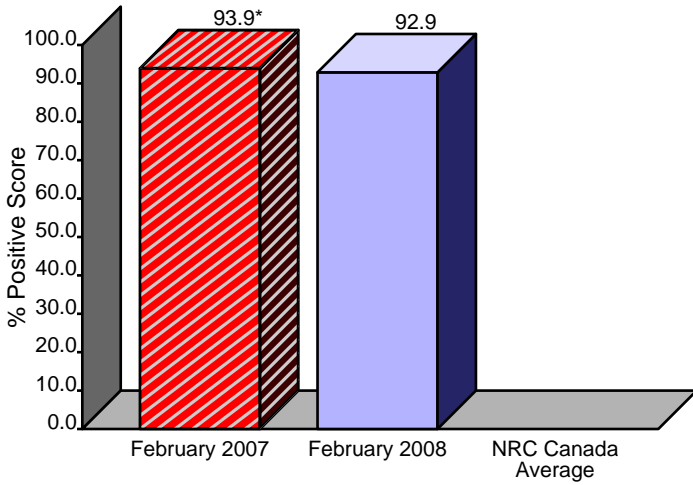
February 2007		NRC Canada Average	n size
	<b>DI: Waited too long for start of procedure</b>		
10.7%↓	Yes, definitely	9.7%	710
23.3%	Yes, somewhat	22.7%	1743
66.0%↑	No	67.6%	5273
	<b>DI: Waited too long to schedule procedure</b>		
17.3%	Yes	16.5%	596
82.7%	No	83.5%	3082

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

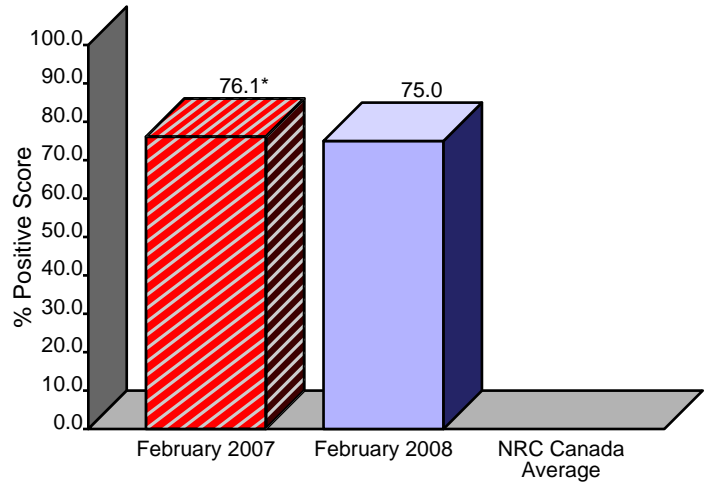


NSW Health Patient Survey 2008-Information and Education - Day Only  
 Inpatients  
 February 2008 (n=8086)

**DI: Overall care received**



**CD - Information and Education**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
76.5%	DI: Nurse answered questions understandably	76.3%	6604
75.8%↓	DI: Dr answered questions understandably	73.7%	6709

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 2008-Other Measures Related to Information and Education

February 2008 (n=8086)

**Detail**

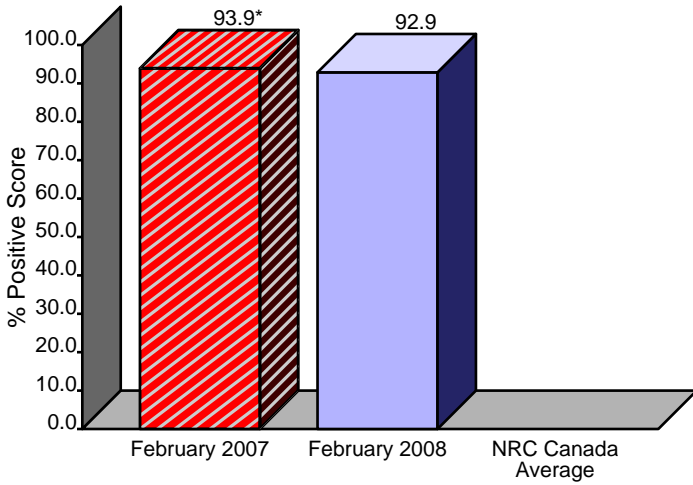
February 2007		NRC Canada Average	n size
<b>DI: Told when to expect test results</b>			
84.8%↓	Yes	83.8%	3149
15.2%↑	No	16.2%	572
<b>DI: Dr explained why tests were needed</b>			
86.9%	Yes, completely	86.2%	3273
10.5%↑	Yes, somewhat	11.4%	410
2.5%	No	2.3%	78
<b>DI: Given reason for delay in procedure start</b>			
26.1%	Yes	25.8%	1847
17.7%	No	17.2%	1182
56.2%	Procedure started on time	57.1%	4138
<b>DI: Procedure results explained understandably</b>			
76.2%↓	Yes, completely	73.7%	5524
19.1%↑	Yes, somewhat	21.3%	1489
4.7%	No	5.1%	361
<b>DI: Told how to prepare for tests</b>			
88.0%↓	Yes, completely	86.8%	3297
9.8%	Yes, somewhat	10.1%	361
2.2%↑	No	3.1%	99
<b>DI: Enough info in ER re: condition/treatment</b>			
1.0%	Did not want information	1.4%	40
5.2%↓	Did not use emergency room	3.3%	98
63.2%	Yes, definitely	61.8%	1730
21.9%↑	Yes, somewhat	25.4%	692
8.7%	No	8.2%	215

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

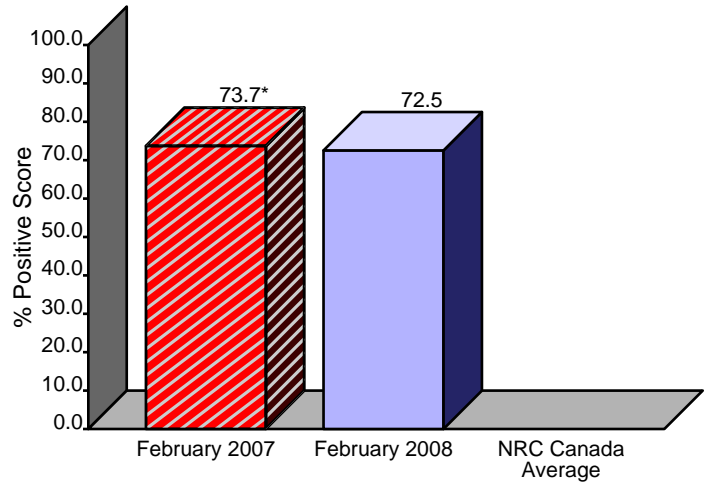


# NSW Health Patient Survey 2008-Emotional Support - Day Only Inpatients February 2008 (n=8086)

**DI: Overall care received**



**CD - Emotional Support**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
58.3%	DI: Easy to find staff to talk to re: concerns	58.0%	4993
82.2%	DI: Confidence/trust in nurses	81.7%	7856
62.0%	DI: Nurse discussed anxieties/fears re: procedure	61.9%	4412
86.1%↓	DI: Confidence/trust in drs	83.6%	7841
66.4%	DI: Dr discussed anxieties/fears re: procedure	65.5%	4767

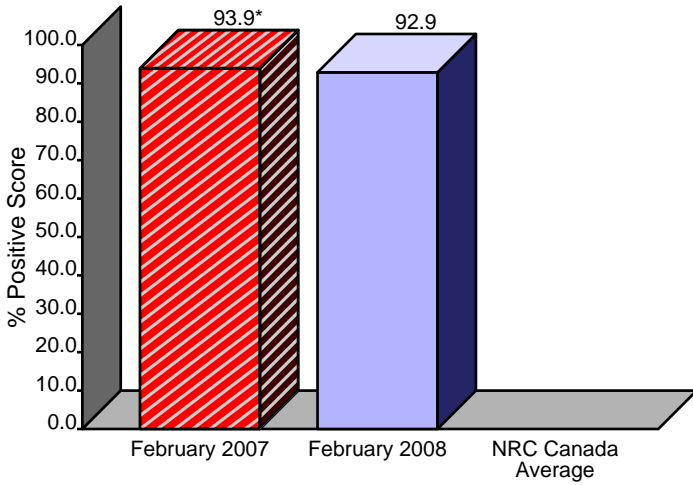
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



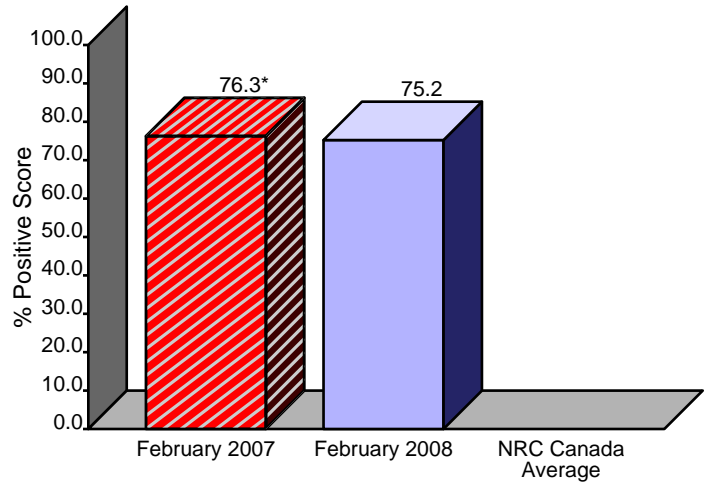


NSW Health Patient Survey 2008-Coordination of Care - Day Only  
 Inpatients  
 February 2008 (n=8086)

**DI: Overall care received**



**CD - Coordination of Care**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
75.5%↓	DI: Organisation of hospital/dept	73.9%	7811
75.6%	DI: Organisation of Emergency Care	75.1%	3193
77.2%	DI: Organisation of admission process	76.6%	7806

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 2008-Other Measures Related to Coordination of Care  
February 2008 (n=8086)

*Detail*

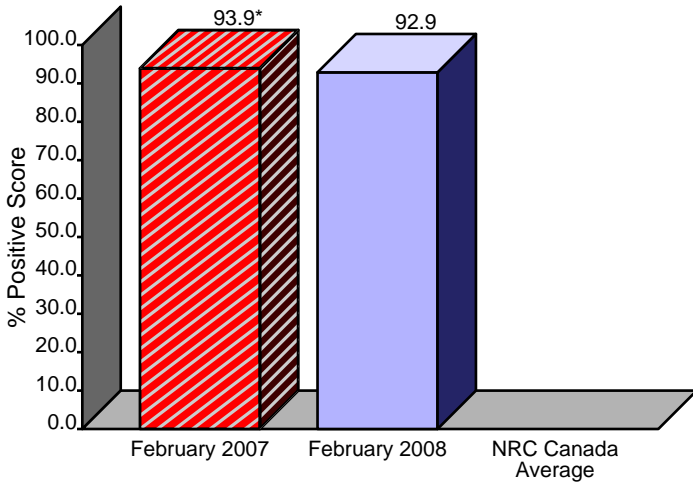
February 2007		NRC Canada Average	n size
<b>DI: Had to repeat info during admission</b>			
50.8%	No	50.7%	3959
49.2%	Yes	49.3%	3771

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

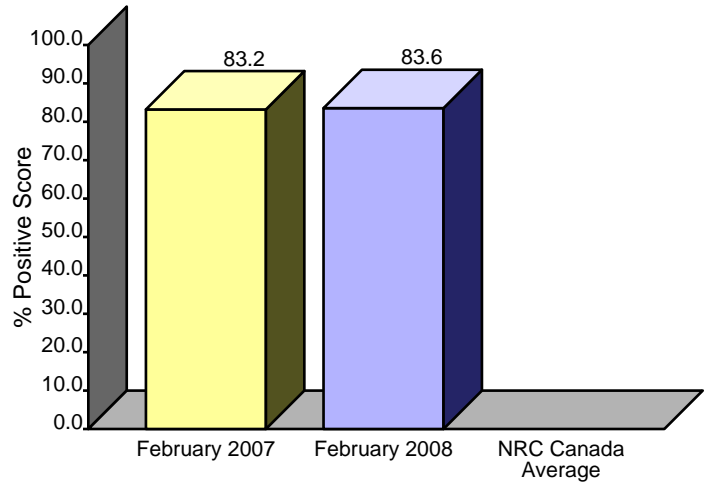


NSW Health Patient Survey 2008-Respect for Patient Preferences - Day Only Inpatients  
February 2008 (n=8086)

DI: Overall care received



CD - Respect for Patient Preferences



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
85.4%	DI: Treated with respect/dignity in hospital	85.2%	7775
89.0%	DI: Enough say about care	89.6%	7594
80.1%	DI: Nurses talked as if patient wasn't there	80.6%	7826
78.5%	DI: Dr talked as if patient wasn't there	79.1%	7798

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 2008-Other Measures Related to Respect for Patient Preferences February 2008 (n=8086)

*Detail*

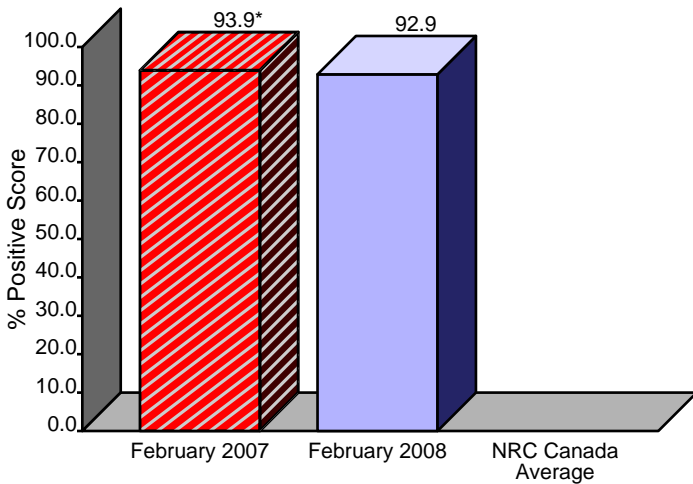
February 2007		NRC Canada Average	n size
<b>DI: Enough privacy during visit</b>			
74.1%	Yes, always	74.2%	5870
19.9%	Yes, sometimes	19.6%	1428
6.0%	No	6.2%	430
<b>DI: Given info re: patients rights/responsibilities</b>			
70.1%↓	Yes, completely	67.9%	5308
20.1%	Yes, somewhat	20.9%	1552
9.8%↑	No	11.2%	775
<b>DI: Involves in care decisions as wanted</b>			
67.2%↓	Yes, definitely	65.8%	5125
23.2%↑	Yes, somewhat	24.8%	1787
9.7%	No	9.4%	674

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

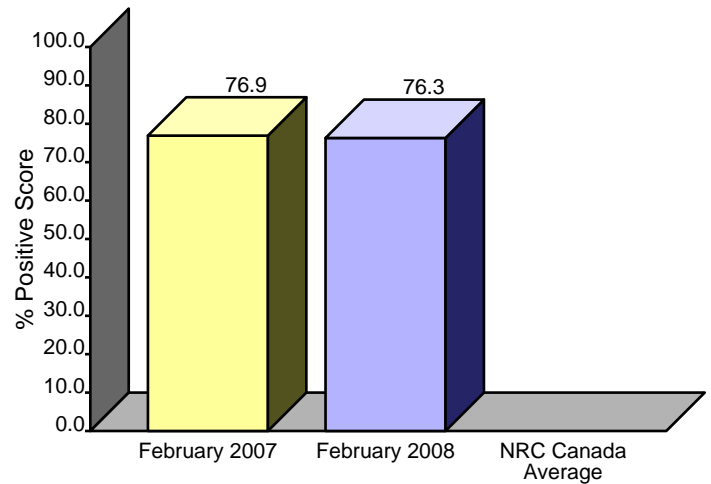


NSW Health Patient Survey 2008-Physical Comfort - Day Only Inpatients  
February 2008 (n=8086)

DI: Overall care received



CD - Physical Comfort



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
69.7%	DI: Staff did everything possible to control pain	71.1%	2599
74.4%	DI: Got bathroom help in time	73.7%	2853
85.0%	DI: Amount of pain medicine received	84.9%	2457
52.6%	DI: Minutes taken to get pain medicine	50.8%	1549
91.1%↓	DI: Time waited for help after call button	90.1%	2866

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 2008-Other Measures Related to Physical Comfort

February 2008 (n=8086)

*Detail*

February 2007		NRC Canada Average	n size
<b>DI: Request pain medicine</b>			
60.3%	Yes	61.6%	1623
39.7%	No	38.4%	1065
<b>DI: Staff did everything possible to control nausea</b>			
60.3%	I had no nausea or upset stomach	59.8%	4653
29.0%	Yes, completely	28.8%	2148
8.7% <sup>▲</sup>	Yes, somewhat	9.4%	640
2.0%	No	1.9%	131
<b>DI: Had any pain</b>			
35.4% <sup>▲</sup>	Yes	39.3%	2845
64.6% <sup>▼</sup>	No	60.7%	4816
<b>DI: Level of pain</b>			
0.4%	I had no pain	0.4%	11
17.4% <sup>▼</sup>	Mild	15.0%	420
49.9% <sup>▼</sup>	Moderate	46.9%	1271
32.3% <sup>▲</sup>	Severe	37.7%	985

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

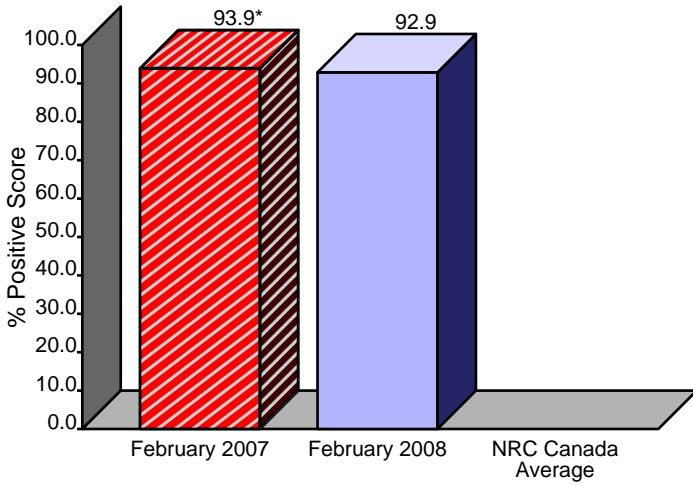


# NSW Health Patient Survey 2008-Continuity and Transition - Day Only

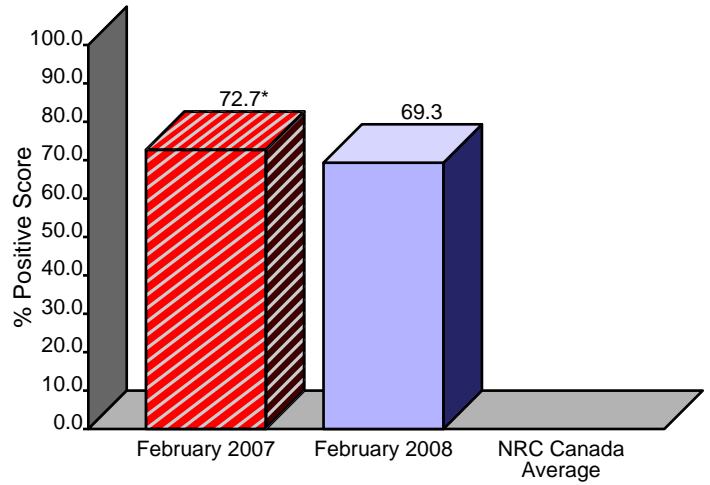
## Inpatients

### February 2008 (n=8086)

**DI: Overall care received**



**CD - Continuity and Transition**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
80.9%↓	DI: Explained purpose of new medicine	77.5%	3516
63.7%↓	DI: Explained side-effects of new medicine	60.1%	2983
73.8%↓	DI: Told when you could resume usual activities	70.2%	7453
71.4%↓	DI: Explained danger signals to watch for at home	68.4%	7536

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 2008-Other Measures Related to Continuity and Transition

February 2008 (n=8086)

*Detail*

February 2007		NRC Canada Average	n size
<b>DI: Explained when allowed to go home</b>			
82.4%↓	Yes, completely	79.4%	6251
13.9%↑	Yes, somewhat	16.0%	1158
3.7%↑	No	4.6%	316
<b>DI: Staff helped make arrangements for another visit</b>			
65.4%↓	Yes	61.7%	4648
8.8%↑	No	9.6%	698
25.9%↑	No other visit was needed	28.7%	2271
<b>DI: Knew who to call for help after leaving</b>			
83.6%↓	Yes	82.3%	6369
7.9%↑	No	9.1%	640
8.5%	Not sure	8.7%	640

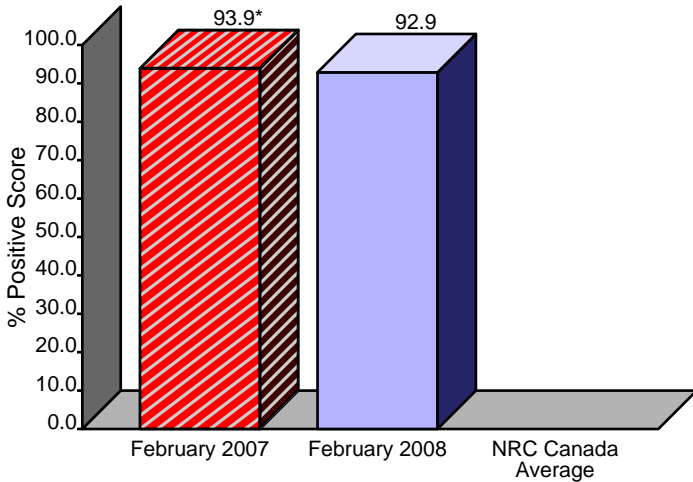
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



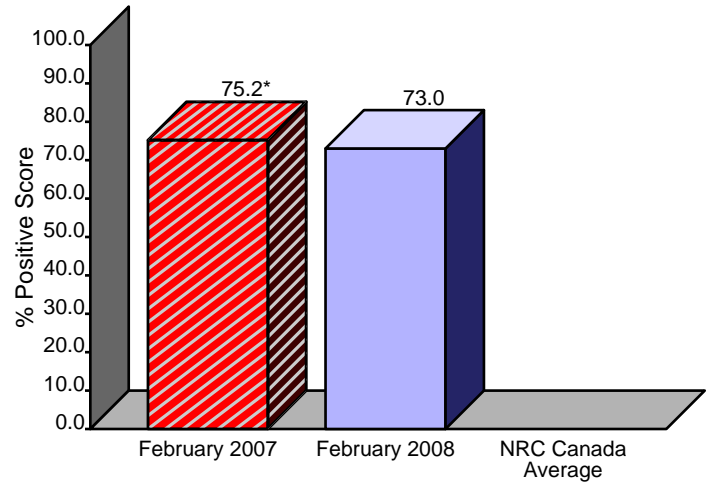


# NSW Health Patient Survey 2008-Questions About Surgery, Procedures, and Tests - Day Only Inpatients February 2008 (n=8086)

**DI: Overall care received**



**SD - Surgery, Procedures, and Tests**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
	<b>% Positive Score</b>		

80.3%↓	DI: Drs answers re: procedure were understandable	77.7%	6584
80.6%↓	DI: Dr explained risks/benefits of procedure	78.5%	6979
63.4%↓	DI: Told how you feel after procedure	62.2%	7465
79.4%↓	DI: Test results explained understandably	76.2%	3663

February 2007	NRC Canada Average	n size

**DI: Dr explained anaesthesia/pain control**

13.0%↑	Does not apply	19.6%	1383
67.4%↓	Yes, completely	60.9%	4805
13.2%	Yes, somewhat	13.1%	961
6.3%	No	6.3%	440

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 2008-Questions About Surgery, Procedures, and Tests - Day Only Inpatients (continued)  
February 2008 (n=8086)

*Detail*

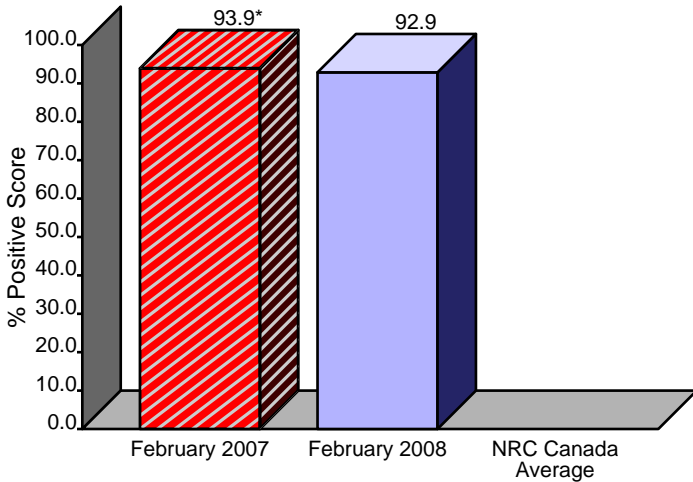
February 2007		NRC Canada Average	n size
<b>DI: Had questions that were not discussed</b>			
39.0%	Did not have any questions		2914
47.3%	No		3587
13.7%	Yes		1025

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

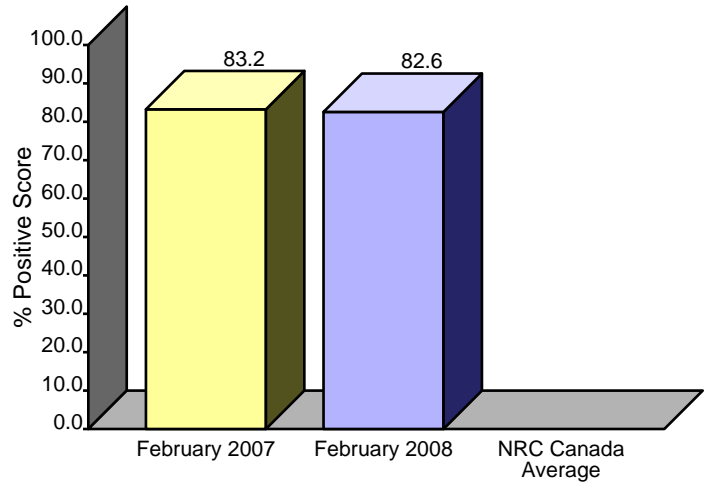


# NSW Health Patient Survey 2008-Questions About Overall Attitudes - Day Only Inpatients February 2008 (n=8086)

**DI: Overall care received**



**SD - Overall Attitudes**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "DI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
51.0%	DI: Rate hospital/department	50.1%	7730
71.2%	DI: Would recommend hospital/department	70.7%	7743
94.1%↓	DI: Rate how drs and nurses work together	93.1%	7834
93.9%	DI: Rate courtesy of nurses	93.9%	7840
94.5%↓	DI: Rate courtesy of drs	93.1%	7833
94.2%	DI: Rate courtesy of admission staff	93.8%	7811

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 2008-Questions About the Patients - Day Only Inpatients February 2008 (n=8086)

## Detail

February 2007		NRC Canada Average	n size
<b>DI: Rate health</b>			
7.0%	Poor	6.8%	494
21.3%	Fair	21.2%	1563
36.5%	Good	36.1%	2777
26.6%	Very Good	26.9%	2174
8.6%	Excellent	9.0%	709
<b>DI: Days in bed due to illness/injury in Feb</b>			
46.5%↓	None	43.4%	3580
17.4%↓	One day	16.6%	1305
9.7%	Two days	10.2%	774
6.1%	Three days	6.5%	483
4.2%	Four days	4.4%	323
6.6%↑	Five-to-seven days	7.6%	549
3.0%↑	Eight-to-ten days	3.5%	252
6.4%↑	More than ten days	7.8%	540
<b>DI: Number of times admitted to this hospital in Feb</b>			
85.5%	One	85.7%	6496
9.4%	Two	9.1%	623
2.2%	Three	2.0%	132
0.9%	Four	1.0%	58
0.5%	Five to nine	0.6%	34
1.6%	Ten or more	1.7%	106
<b>DI: Number of times in hosp overnight or longer</b>			
67.1%↓	Only this time	66.1%	4819
19.5%	This time and one other	19.9%	1358
13.4%	This time and more than one other time	14.0%	914

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 2008-Questions About the Patients - Day Only  
 Inpatients (continued)  
 February 2008 (n=8086)

*Detail*

February 2007		NRC Canada Average	n size
<b>DI: Patient classification</b>			
84.2%↓	Public or Medicare patient	78.9%	6264
11.8%↑	Private patient/claiming against private health insurance	15.3%	1114
0.6%↑	WorkCover patient	0.7%	50
1.9%↑	Department of Veterans Affairs (DVA) patient	2.8%	202
0.6%	Something else	0.6%	40
1.0%↑	Not sure	1.6%	107
<b>DI: Level of education completed</b>			
49.6%↓	Less than Year 12 at secondary school	48.2%	3635
17.3%↓	Completed Year 12 at secondary school	15.6%	1162
20.4%↑	Trade or technical certificate or diploma	21.8%	1647
8.3%↑	University graduate	9.2%	644
4.4%↑	Post graduate / higher degree	5.1%	367
<b>DI: Aboriginal or Torres Strait Island background</b>			
98.1%	No	98.2%	7682
1.7%	Yes, Aboriginal	1.6%	134
0.2%	Yes, Torres Strait Islander	0.2%	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 2008-Questions About the Patients - Day Only  
 Inpatients (continued)  
 February 2008 (n=8086)

Detail

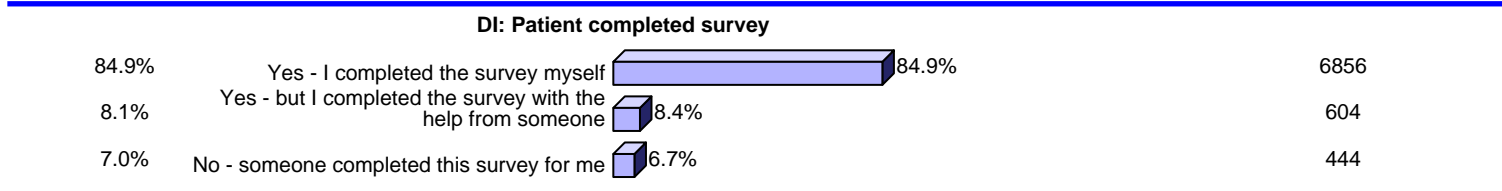
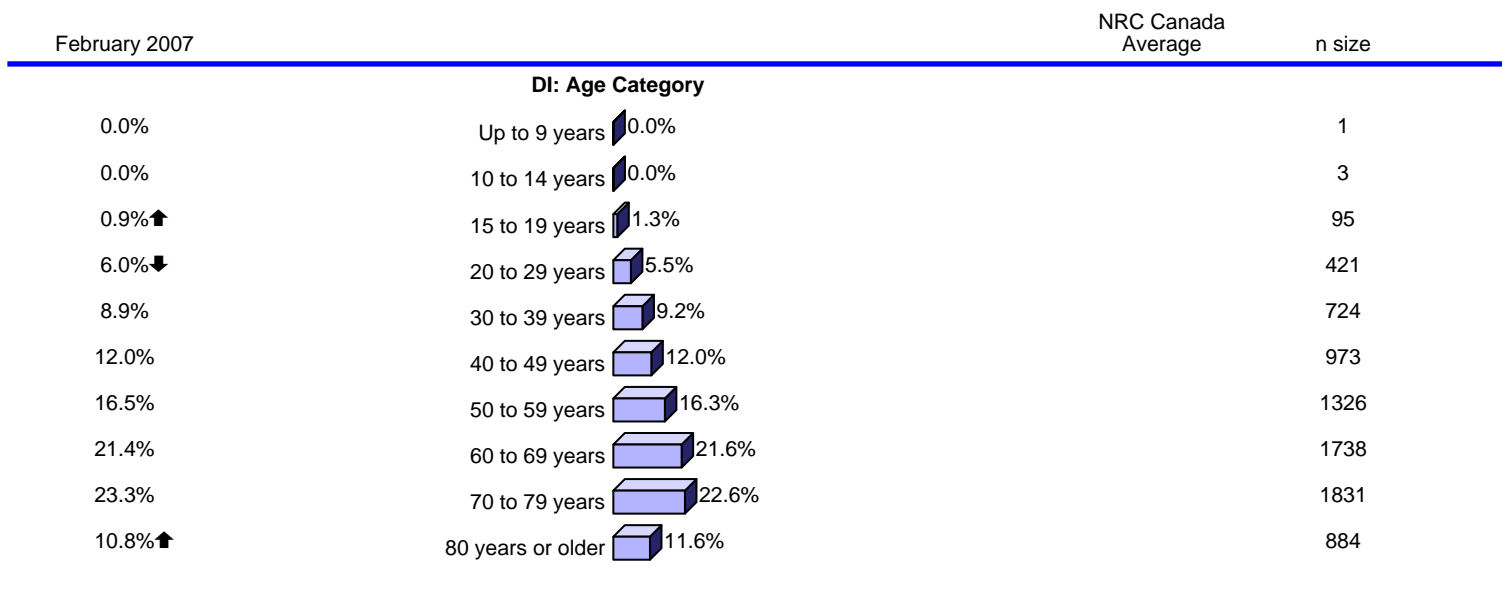
February 2007		NRC Canada Average	n size
<b>DI: Language spoken at home</b>			
89.2%↑	English	91.0%	7094
1.2%	Italian	1.2%	66
1.3%	Greek	1.1%	63
0.8%	Spanish	0.7%	38
0.4%	Croatian	0.3%	16
0.3%↓	Serbian	0.2%	10
1.4%	Arabic	1.3%	65
1.0%↓	Cantonese	0.7%	47
1.0%↓	Mandarin	0.7%	45
0.5%	Vietnamese	0.4%	15
0.4%	Korean	0.3%	16
2.6%↓	Other	2.0%	125
<b>DI: Country of origin</b>			
69.9%↑	Australia / Torres Strait Islands	71.0%	5865
1.5%↑	New Zealand	1.9%	153
1.0%	Other Pacific	1.0%	58
7.3%	United Kingdom / Ireland	7.4%	589
9.8%↓	Other Europe	8.4%	576
2.6%	Middle East	2.4%	138
1.9%↓	China	1.4%	97
0.7%	Vietnam	0.6%	25
3.4%	Other Asia	3.3%	220
0.9%	Africa	1.0%	62
0.2%↑	North America	0.6%	49
0.9%	South America	0.8%	51
<b>DI: Gender</b>			
44.7%↑	Male	46.7%	3607
55.3%↓	Female	53.3%	4308

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 2008-Questions About the Patients - Day Only  
 Inpatients (continued)  
 February 2008 (n=8086)

Detail



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



NSW Health Patient Survey 2008-Questions About the Visits - Day Only  
 Inpatients  
 February 2008 (n=8086)

*Detail*

February 2007		NRC Canada Average	n size
<b>DI: Had tests before admission</b>			
60.1%↓	Yes	52.8%	4033
39.9%↑	No	47.2%	3657
<b>DI: Feb day admission was planned or emergency</b>			
20.1%↑	Emergency or urgent	34.1%	2310
75.9%↓	Waiting list or planned in advance	62.6%	5065
4.0%↓	Something else	3.3%	240

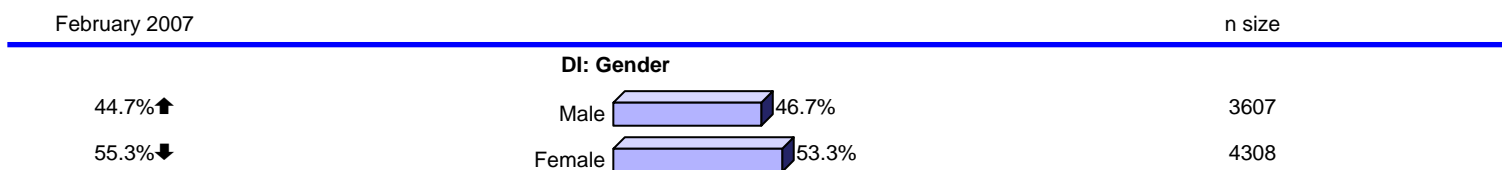
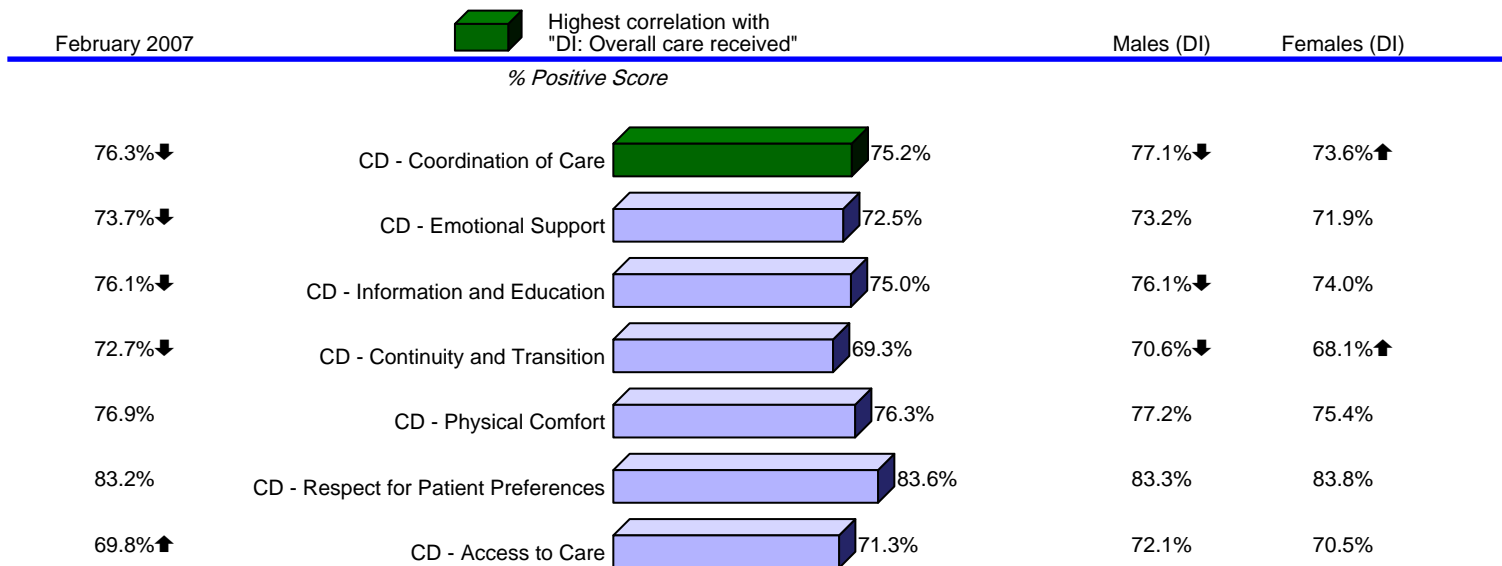
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.





# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Day Only Inpatients February 2008 (n=8086)

### Detail

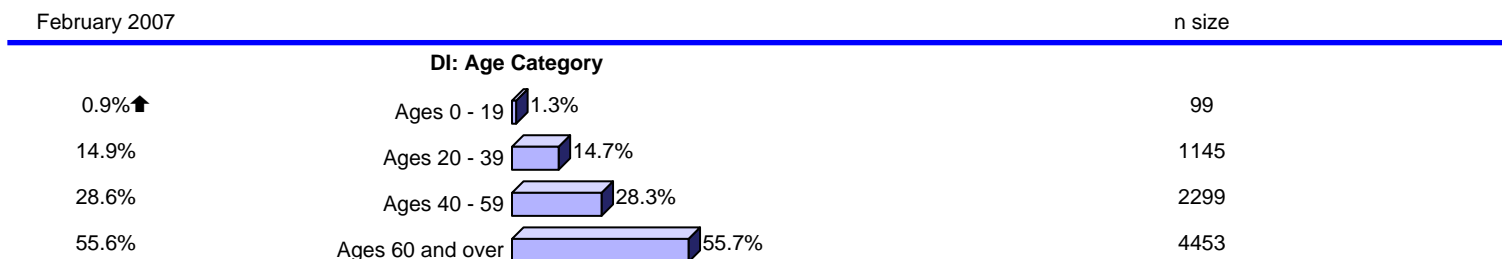
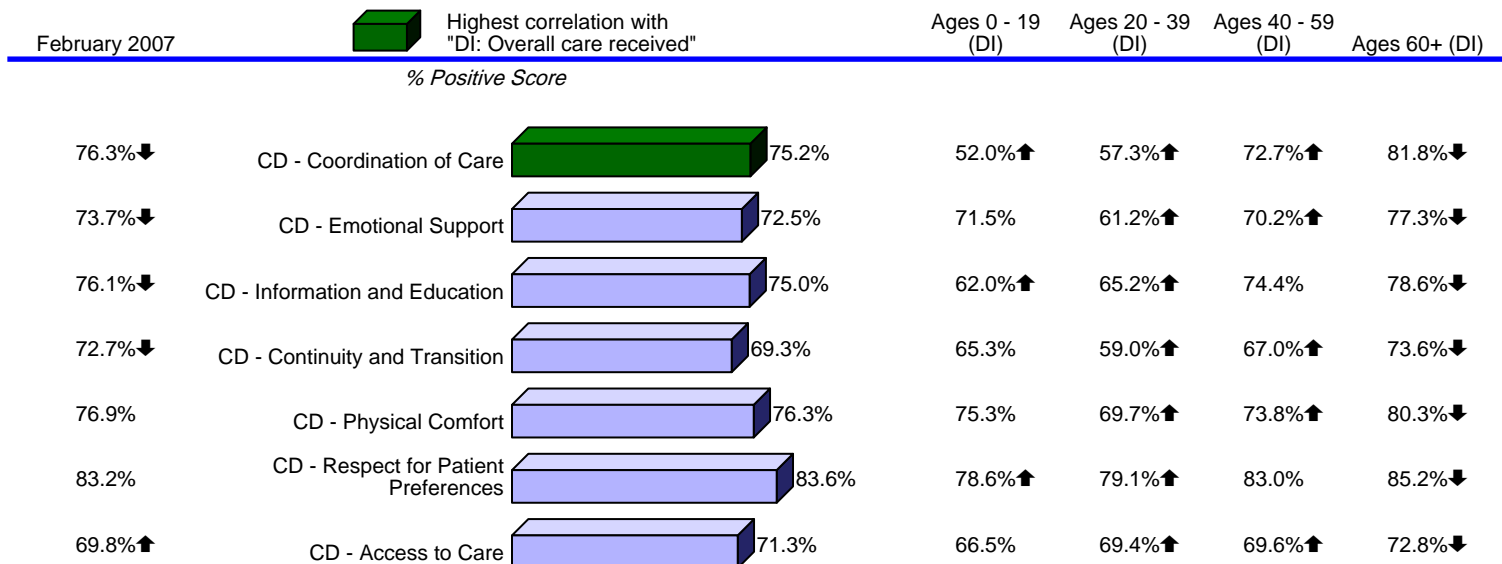


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2008 (n=8086)

**Detail**

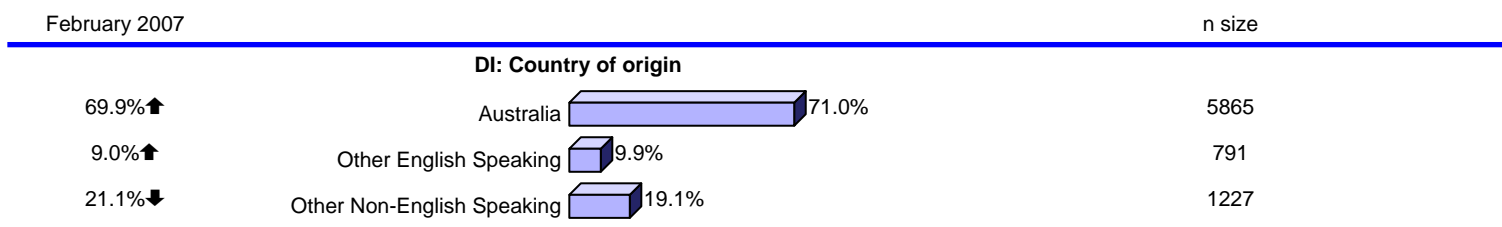
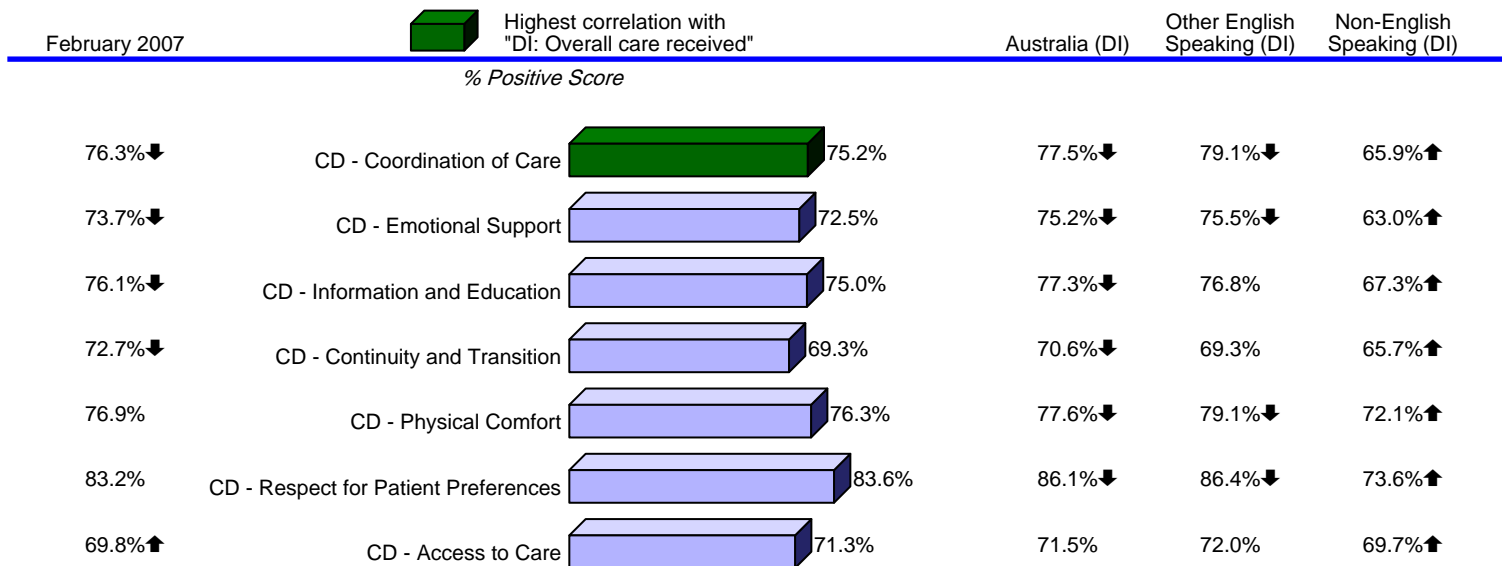


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2008 (n=8086)

**Detail**

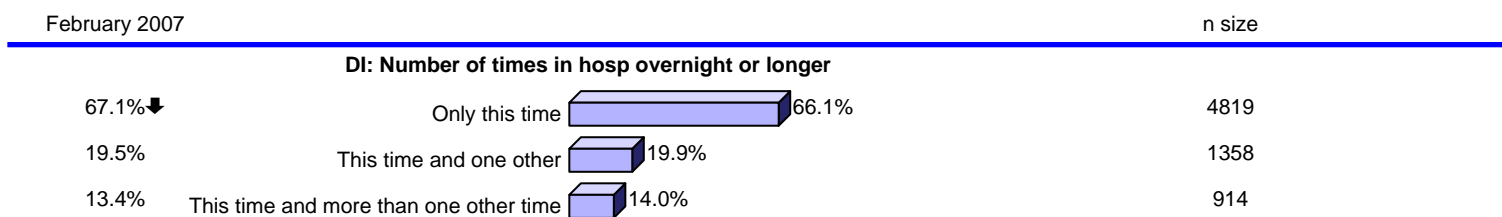
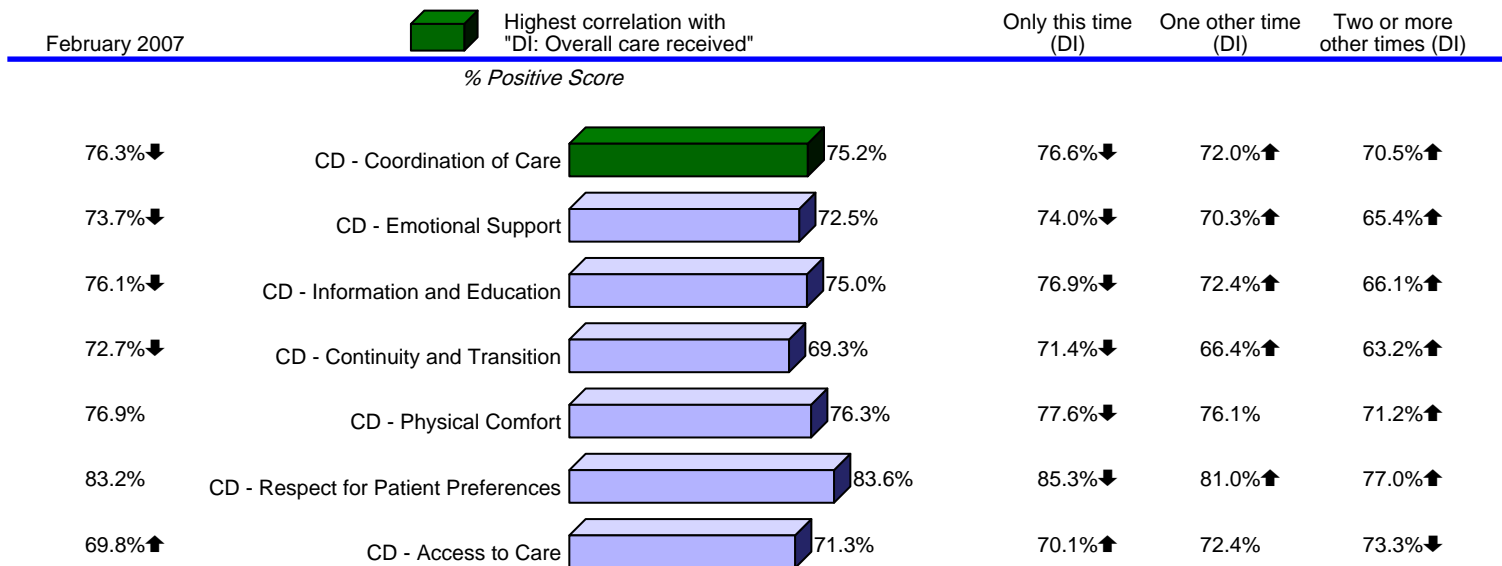


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2008 (n=8086)

**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 2008-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2008 (n=8086)

**Detail**

February 2007



Highest correlation with "DI: Overall care received"

% Positive Score

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

February 2007		% Positive Score	Poor/Fair Health Rating (DI)	Good Health Rating (DI)	Very Good Health Rating (DI)	Excellent Health Rating (DI)
76.3%↓	CD - Coordination of Care	75.2%	71.0%↑	74.8%	78.8%↓	79.8%↓
73.7%↓	CD - Emotional Support	72.5%	66.0%↑	72.0%	77.1%↓	82.1%↓
76.1%↓	CD - Information and Education	75.0%	65.9%↑	74.7%	81.5%↓	85.1%↓
72.7%↓	CD - Continuity and Transition	69.3%	63.4%↑	69.3%	73.0%↓	77.6%↓
76.9%	CD - Physical Comfort	76.3%	71.6%↑	77.3%	78.1%↓	82.4%↓
83.2%	CD - Respect for Patient Preferences	83.6%	77.9%↑	83.9%	87.3%↓	88.9%↓
69.8%↑	CD - Access to Care	71.3%	69.1%↑	71.4%	72.0%	74.4%↓

February 2007

n size

**DI: Rate health**

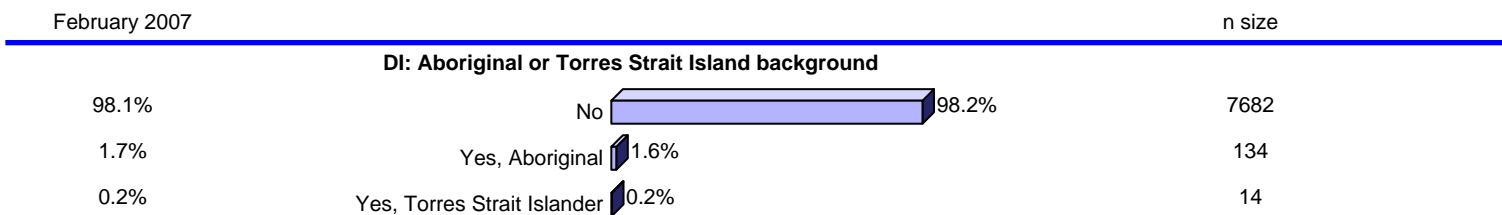
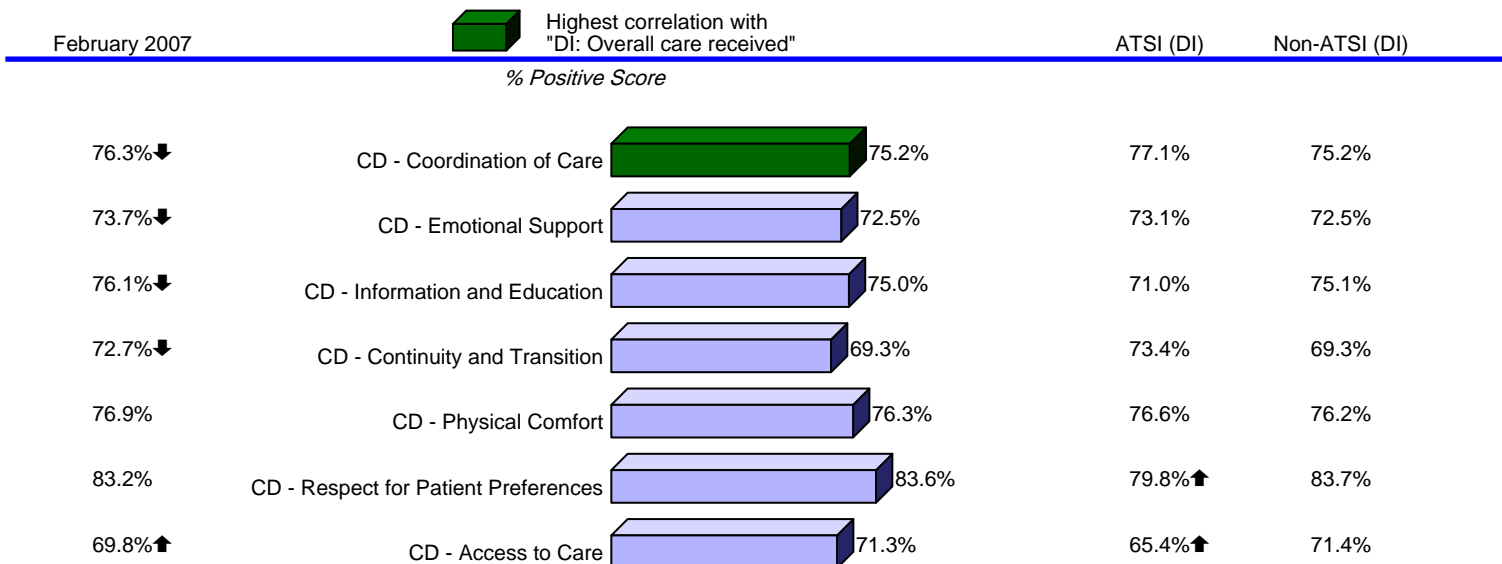
28.3%	Poor/Fair Health Rating	28.0%	2057
36.5%	Good Health Rating	36.1%	2777
26.6%	Very Good Health Rating	26.9%	2174
8.6%	Excellent Health Rating	9.0%	709

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 2008-Performance by Main Patient Subgroups - Day Only Inpatients (continued) February 2008 (n=8086)

**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 2008

▲ 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)	92.9%	50.1%	70.7%	82.6%	87.6%	81.7%	61.9%	89.6%
-Greater Southern Area Health Service	95.4%▲	56.0%▲	73.6%▲	83.8%	90.8%▲	88.0%▲	68.2%▲	93.4%▲
-Greater Western Area Health Service	94.9%▲	50.0%	68.3%	79.9%▼	91.5%▲	87.3%▲	67.0%▲	92.4%▲
-Hunter New England Area Health Service	95.8%▲	55.3%▲	74.9%▲	83.8%	92.3%▲	87.9%▲	67.0%▲	93.8%▲
-North Coast Area Health Service	94.9%▲	57.7%▲	75.9%▲	84.1%▲	90.2%▲	88.5%▲	71.0%▲	91.8%▲
-N Sydney/Central Coast AHS	92.0%	49.1%	68.2%▼	82.2%	84.9%▼	81.5%	60.8%	88.4%
-SE Sydney/Illawarra AHS	93.8%▲	49.6%	74.1%▲	83.9%▲	87.7%	81.2%	62.7%	89.2%
-Sydney South West AHS	88.7%▼	42.7%▼	64.8%▼	79.8%▼	82.0%▼	72.9%▼	53.5%▼	85.7%▼
-Sydney West Area Health System	91.8%▼	47.8%▼	68.1%▼	83.7%	88.0%	78.6%▼	59.4%▼	86.9%▼



## NSW Health Patient Survey 2008

▲ 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)	71.2%	75.0%	72.5%	75.2%	83.6%	76.3%	69.3%
-Greater Southern Area Health Service	70.0%	81.5%▲	78.5%▲	79.7%▲	89.6%▲	80.4%▲	74.1%▲
-Greater Western Area Health Service	70.4%	76.4%	77.9%▲	77.4%	87.0%▲	79.0%	72.0%▲
-Hunter New England Area Health Service	68.5%▼	80.4%▲	78.4%▲	80.4%▲	88.1%▲	79.7%▲	74.2%▲
-North Coast Area Health Service	68.1%▼	79.6%▲	78.3%▲	81.6%▲	87.1%▲	80.4%▲	75.0%▲
-N Sydney/Central Coast AHS	72.0%	75.9%	71.7%	75.5%	83.0%	77.3%	68.1%
-SE Sydney/Illawarra AHS	73.2%▲	74.8%	72.2%	74.7%	83.3%	75.5%	67.9%
-Sydney South West AHS	73.3%▲	68.0%▼	65.3%▼	69.0%▼	77.5%▼	72.7%▼	64.8%▼
-Sydney West Area Health System	72.8%	73.1%▼	69.8%▼	72.0%▼	81.3%▼	74.5%	66.5%▼





## NSW Health Patient Survey 2008-Peer Best Matrix - Day Only Inpatients February 2008 (n=8086)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	Liverpool Hospital	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst	St Vincent's Hospital, Darlinghurst
	88.1%	87.0%	79.3%	70.4%	81.1%	77.1%	78.8%	79.6%	87.5%
	311	311	318	90	322	317	300	204	318
	SESIAHS	SESIAHS	SESIAHS	SSWAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Principle Referral Group B (A1b)	Nepean Hospital	Wollongong Hospital	Nepean Hospital	Wollongong Hospital	Nepean Hospital	Gosford Hospital	Nepean Hospital	Nepean Hospital	Nepean Hospital
	66.7%	92.0%	82.4%	69.0%	73.5%	68.8%	73.5%	80.4%	83.1%
	72	176	72	172	72	102	71	53	72
	SWAHS	SESIAHS	SWAHS	SESIAHS	SWAHS	NSCCAHS	SWAHS	SWAHS	SWAHS
Ungrouped Acute (A3)	Calvary Mater Hospital-Newcastle	Calvary Mater Hospital-Newcastle	Royal Hospital for Women	Calvary Mater Hospital-Newcastle	Calvary Mater Hospital-Newcastle	Calvary Mater Hospital-Newcastle	Calvary Mater Hospital-Newcastle	Calvary Mater Hospital-Newcastle	Calvary Mater Hospital-Newcastle
	90.6%	100.0%	75.3%	78.6%	80.1%	78.8%	80.6%	82.1%	91.9%
	64	62	100	62	65	64	60	31	64
	HNEAHS	HNEAHS	SESIAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS
Major Metropolitan (B1)	Wyong Hospital	Manly District Hospital	Hornsby and Ku-Ring-Gai Hospital	Ryde Hospital	Manly District Hospital	Ryde Hospital	Ryde Hospital	Ryde Hospital	Manly District Hospital
	72.5%	95.5%	78.9%	78.8%	82.5%	76.7%	82.6%	82.4%	88.5%
	40	156	121	63	159	67	64	46	158
	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS
Major Non-Metropolitan (B2)	Coffs Harbour Base Hospital	Albury Base Hospital	The Maitland Hsptl, Rural Ref Cent	Lismore Base Hospital	Tamworth Hospital, Rural Ref Hsptl	Shoalhaven and Dist Mem Hospital	Shoalhaven and Dist Mem Hospital	Port Macquarie Base Hospital	Taree-Manning Rural Ref Hospital
	79.2%	99.0%	74.9%	82.0%	85.3%	79.9%	81.6%	88.1%	90.7%
	236	105	53	181	141	157	147	51	97
	NCAHS	GSAHS	HNEAHS	NCAHS	HNEAHS	SESIAHS	SESIAHS	NCAHS	HNEAHS
District Group 1 (C1)	Belmont District Health Service	Blue Mountains Dist Anzac Mem Hsptl	Camden Hospital	Bathurst Base Hospital	Belmont District Health Service	Bathurst Base Hospital	Bega District Hospital	Goulburn Base Hospital	Bathurst Base Hospital
	88.2%	100.0%	78.8%	84.0%	91.0%	87.7%	90.8%	83.5%	92.9%
	102	34	43	58	102	61	47	43	61
	HNEAHS	SWAHS	SSWAHS	GWAHS	HNEAHS	GWAHS	GSAHS	GSAHS	GWAHS



## NSW Health Patient Survey 2008-Peer Best Matrix - Day Only Inpatients (continued) February 2008 (n=8086)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
District Group 2 (C2)	Murwillumbah District Hospital	Cowra District Hospital, Cooma Health Service	Deniliquin Health Service	Macksville District Hospital	Deniliquin Health Service	Cooma Health Service	Cooma Health Service	Bateman's Bay District Hospital	Cooma Health Service
	91.2%	100.0%	84.3%	86.2%	96.5%	91.4%	98.6%	94.4%	97.4%
	68	42, 37	47	74	47	39	38	30	39
	NCAHS	GWAHS, GSAHS	GSAHS	NCAHS	GSAHS	GSAHS	GSAHS	GSAHS	GSAHS
Community Acute With Surgery (D1a)	Springwood Hospital	Gloucester District Health Service, Springwood Hospital, Young Health Service	Springwood Hospital	Wauchope District Memorial Hospital	Springwood Hospital	Springwood Hospital	Springwood Hospital	Wauchope District Memorial Hospital	Springwood Hospital
	91.9%	100.0%	72.4%	87.5%	96.4%	92.6%	94.3%	83.6%	97.4%
	37	44, 39, 32	39	64	39	39	37	37	39
	SWAHS	HNEAHS, SWAHS, GSAHS	SWAHS	NCAHS	SWAHS	SWAHS	SWAHS	NCAHS	SWAHS

## 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 --

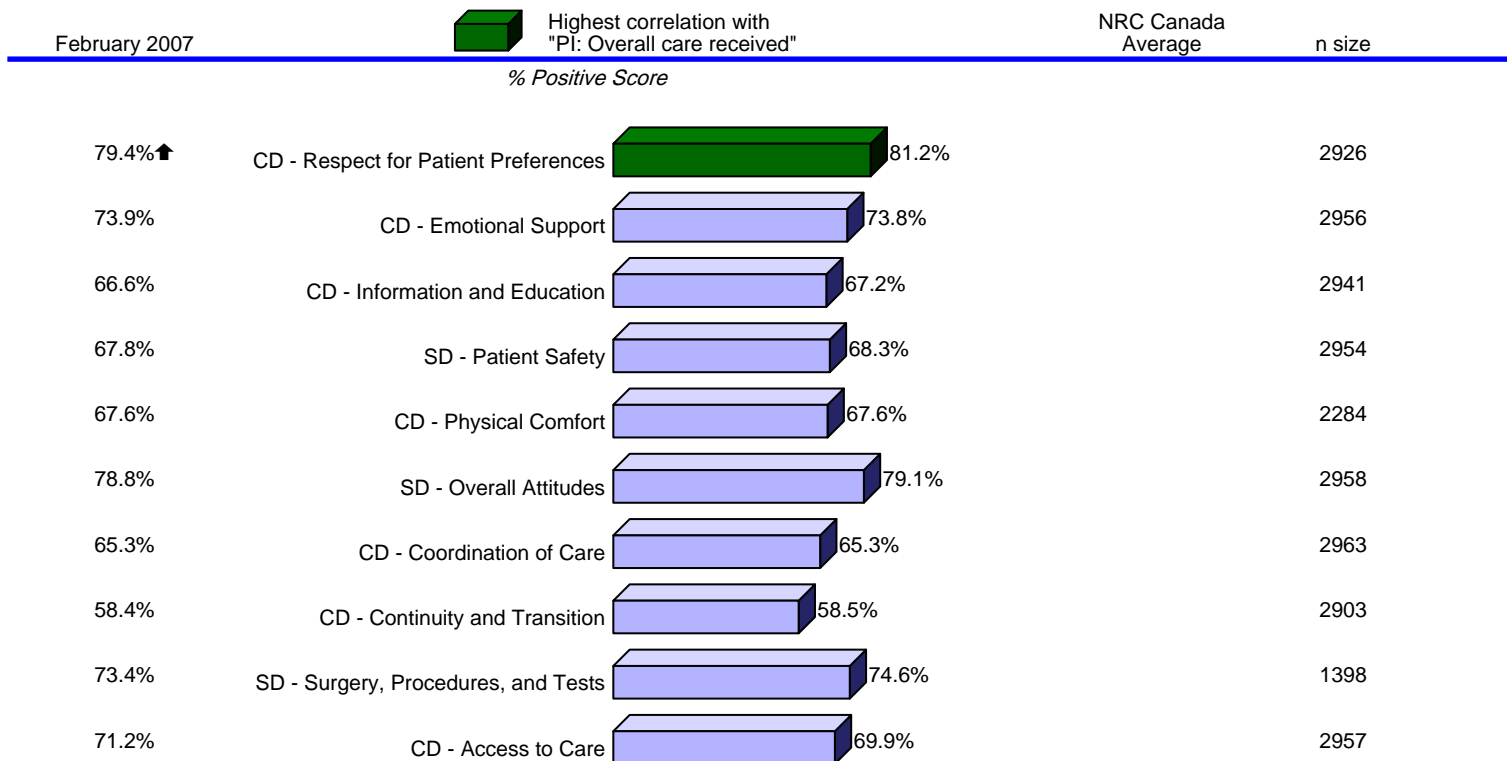
In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any 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
- \* **Patient Safety :** critical aspects of health care that directly impact the physical safety of patients during their encounter with health care
- \* **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 2008-Summary of Dimensions of Care - Paediatric Inpatients February 2008 (n=2965)

**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 2008-Key Drivers - Paediatric Inpatients February 2008 (n=2965)

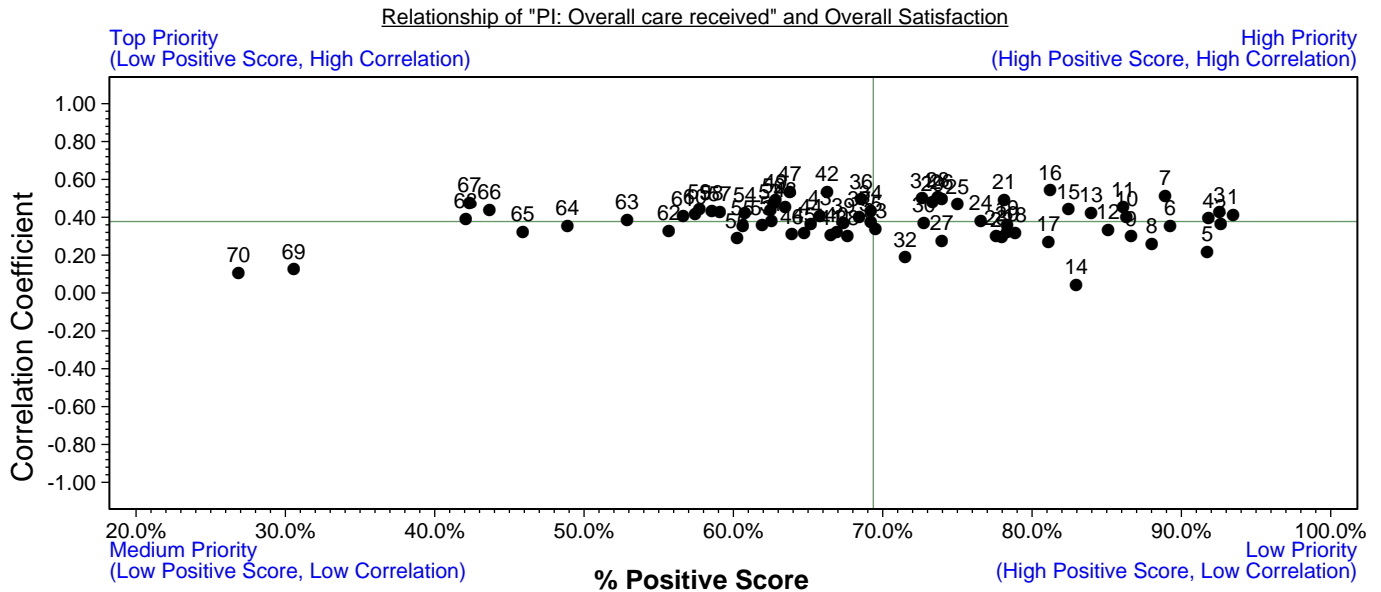
**Detail**

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>				
79.4%▲	PI: Treated with respect/dignity during stay		2926	0.542
63.0%	PI: Provider understood child's condition		2921	0.534
66.7%	PI: Nurses attn to my suggestions for child	68.5%▼	2942	0.533
88.2%	PI: Drs/Nurses worked well together		2922	0.513
73.9%	PI: Confidence/trust in Nurses		2950	0.505
73.4%	PI: Staff controlled pain		1512	0.500
73.9%	PI: Confidence/trust in Drs		2923	0.495
68.5%	PI: Nurses answers re: child understandable		2867	0.495
62.7%	PI: Organisation of ED care		1858	0.493
72.6%▲	PI: ICU Nurses available to answer questions		238	0.491
74.0%	PI: Comfortable asking child treatment questions		2941	0.483
43.7%	PI: Easy to find staff to talk to re: concerns		1666	0.477
63.0%	PI: Availability of Nurses for questions/concerns	68.5%▼	2893	0.474
76.3%▼	PI: Availability of Drs		2929	0.468
87.0%	PI: Rate availability of child's nurses		2944	0.453

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 2008-Opportunity Matrix - Paediatric Inpatients February 2008 (n=2965)



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

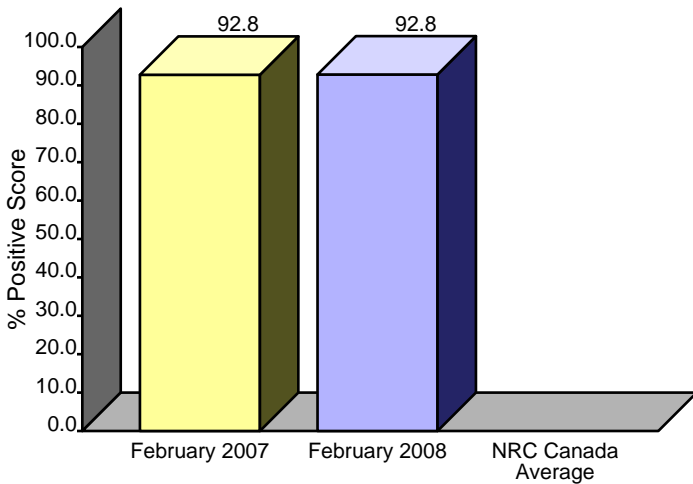
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

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

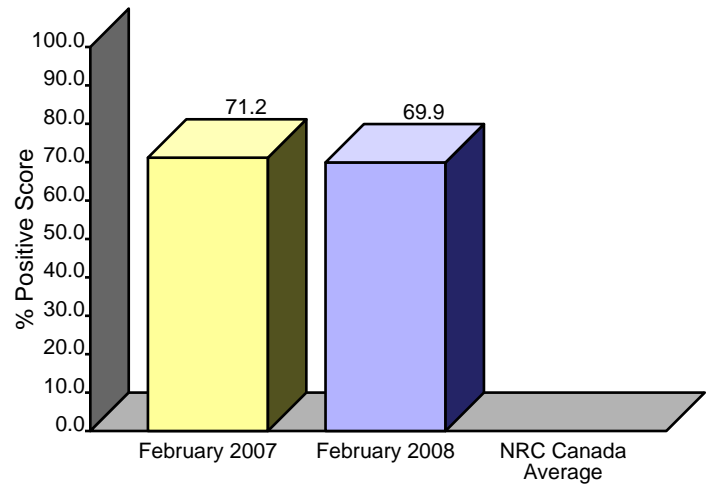


# NSW Health Patient Survey 2008-Access to Care - Paediatric Inpatients February 2008 (n=2965)

**PI: Overall care received**



**CD - Access to Care**



\* Significantly Different from Your Current Score

**Detail**

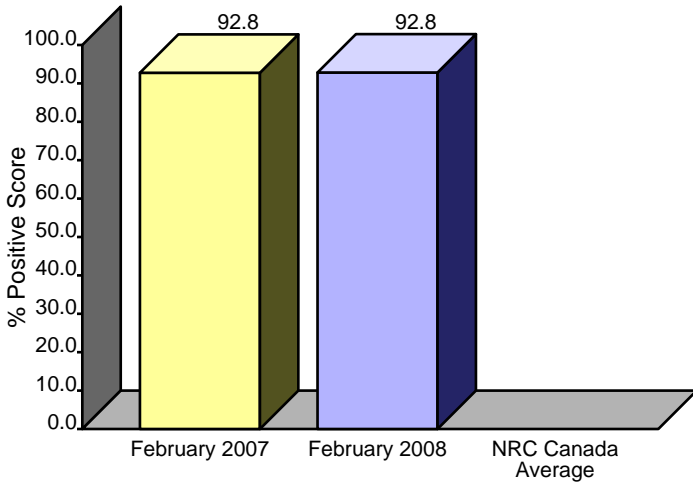
February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
76.3%↓	PI: Availability of Drs	75.0%	2929
87.0%	PI: Rate availability of child's nurses	86.1%	2944
72.3%	PI: Feelings about time on waiting list	71.5%	1020
34.1%↓	PI: Given choice of admission dates	30.6%	982
30.9%↓	PI: Length of time waited for admission	26.9%	983
84.4%	PI: Admission date changed by hospital	83.0%	1042

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

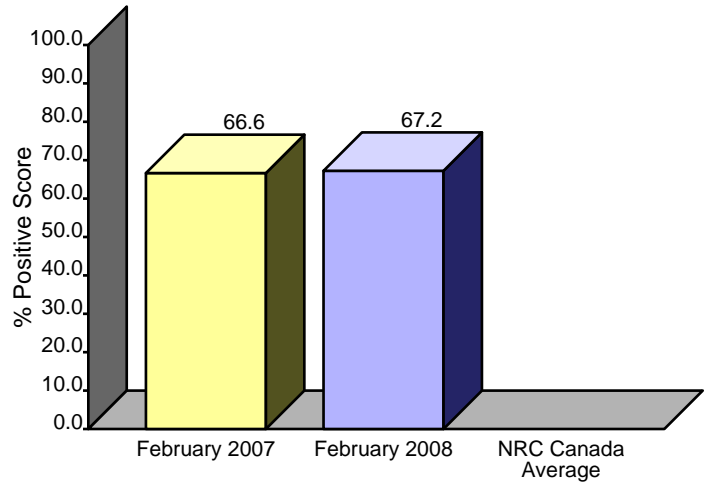


NSW Health Patient Survey 2008-Information and Education - Paediatric Inpatients  
February 2008 (n=2965)

PI: Overall care received



CD - Information and Education



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
68.5%	PI: Nurses answers re: child understandable	68.6%	2867
68.4%	PI: Answers to questions understandable	69.2%	2824
59.4%	PI: Explained reason for wait in going to room	60.2%	1328

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 2008-Other Measures Related to Information and Education

February 2008 (n=2965)

## Detail

February 2007		NRC Canada Average	n size
<b>PI: Taught how to care for child at home</b>			
54.1%↑	Yes, completely	64.1%↓	1652
25.6%	Yes, somewhat	21.8%↑	701
20.3%↓	No	14.1%↑	524
<b>PI: Explanation of test results were understandable</b>			
39.2%↑	Child is too young/could not understand		1241
14.5%	Child had no tests		414
27.0%↓	Yes, completely		699
16.6%	Yes, somewhat		454
2.6%	No		73
<b>PI: Amount of info given on treatment</b>			
1.1%↓	I did not want information		22
1.0%	Too much		31
85.8%	Right amount		2519
12.2%	Not enough		353
<b>PI: Information given to child understandable</b>			
44.4%↑	Child is too young/could not understand		1445
2.9%↓	No information was given		53
32.2%↓	Yes, definitely		828
17.3%	Yes, somewhat		497
3.3%↓	No		75
<b>PI: Information given to child</b>			
48.2%↑	Child is too young/could not understand		1550
45.4%↓	Yes		1157
6.3%	No		174

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 2008-Other Measures Related to Information and Education (continued) February 2008 (n=2965)

*Detail*

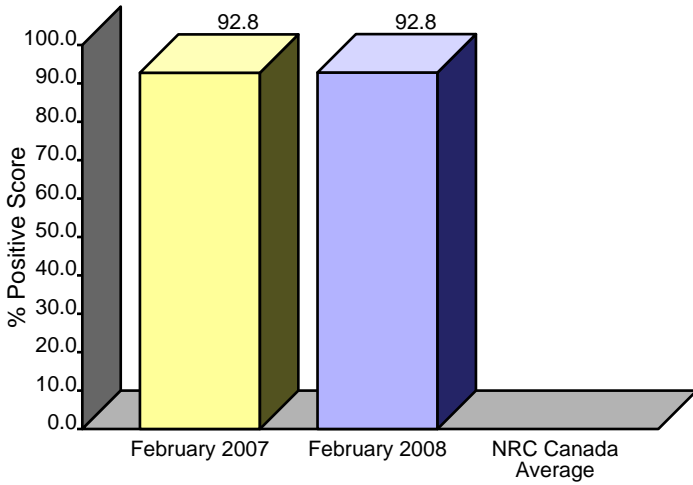
February 2007		NRC Canada Average	n size
<b>PI: Explanation of surgery results were understandable</b>			
73.6%	Yes, completely	73.6%	1033
19.2%	Yes, somewhat	19.2%	260
4.7%	No	4.2%	57
2.5%	Did not want/need explanation	3.0%	41
<b>PI: Received info re: child condition</b>			
9.3%↑	Did not use emergency room	11.2%	232
49.1%↑	Yes, definitely	51.0%	1079
34.1%↓	Yes, somewhat	31.2%	631
7.3%↓	No	6.4%	129
0.2%	Did not want information	0.2%	5

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

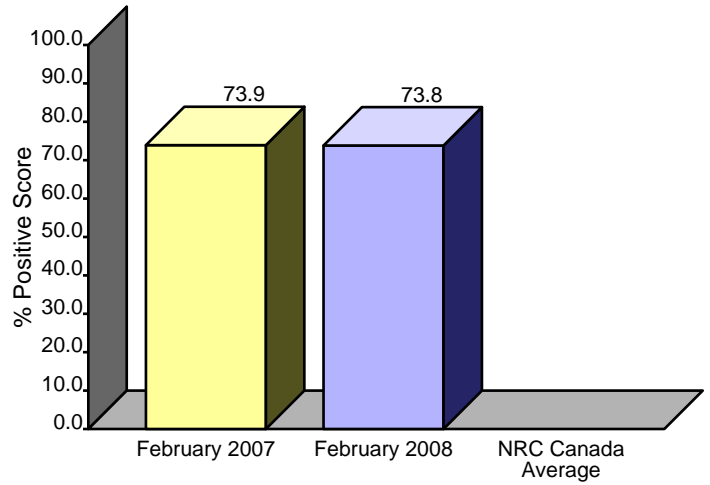


NSW Health Patient Survey 2008-Emotional Support - Paediatric Inpatients  
February 2008 (n=2965)

PI: Overall care received



CD - Emotional Support



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
73.9%	PI: Confidence/trust in Nurses	73.7%	2950
73.9%	PI: Confidence/trust in Drs	74.0%	2923

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 2008-Other Measures Related to Emotional Support

February 2008 (n=2965)

## Detail

February 2007		NRC Canada Average	n size
<b>PI: Availability of Drs to answer questions/concerns</b>			
5.0%	Never had questions or concerns		145
39.9%	Yes, always		1192
42.8%	Yes, sometimes		1271
12.2%↓	No		316
<b>PI: Availability of Nurses for questions/concerns</b>			
2.1%	Never had any questions or concerns	0.7%↑	56
61.7%	Yes, always	68.0%↓	1834
33.0%	Yes, sometimes	29.2%↑	972
3.2%	No	2.1%↑	87
<b>PI: Discussion of fears about surgery</b>			
11.1%↑	Didn't have any fears or anxieties		173
27.8%	Child is too young/couldn't understand		415
30.0%	Yes, completely		393
17.2%	Yes, somewhat		217
14.0%	No		177
<b>PI: ICU Drs available to answer questions</b>			
5.0%	Never had questions or concerns		7
51.3%	Yes, always		130
33.2%	Yes, sometimes		80
10.5%	No		22
<b>PI: Confidence/trust in ICU Drs</b>			
74.0%↑	Yes, always		201
21.2%↓	Yes, sometimes		30
4.8%↓	No		8

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 2008-Other Measures Related to Emotional Support (continued)  
February 2008 (n=2965)

Detail

February 2007		NRC Canada Average	n size
<b>PI: ICU Nurses available to answer questions</b>			
0.7%	Never had questions or concerns	1.2%	2
72.0% <b>↑</b>	Yes, always	77.2%	188
22.8%	Yes, sometimes	20.3%	46
4.4% <b>↓</b>	No	1.3%	4
<b>PI: Confidence/trust in ICU Nurses</b>			
77.4% <b>↑</b>	Yes, always	82.4%	197
20.5% <b>↓</b>	Yes, sometimes	15.6%	37
2.1%	No	1.9%	6

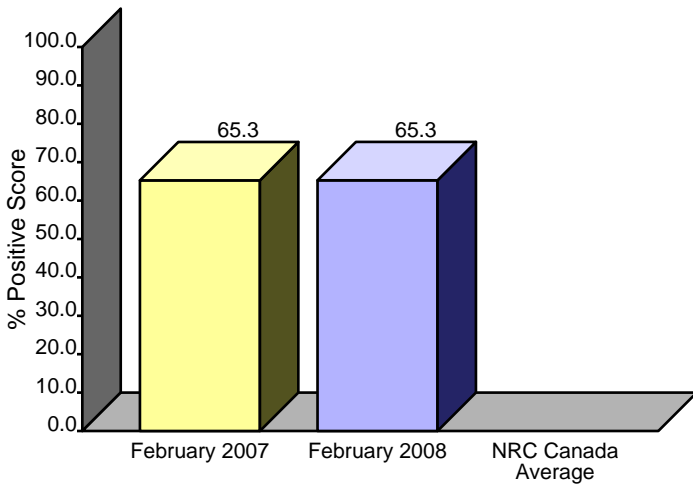
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher **↑** or lower **↓**.



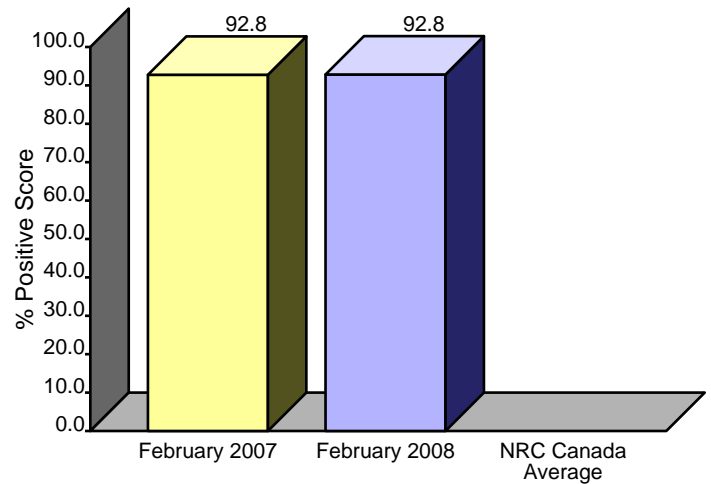
# NSW Health Patient Survey 2008-Coordination of Care - Paediatric Inpatients

February 2008 (n=2965)

**CD - Coordination of Care**



**PI: Overall care received**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
62.7%	PI: Organisation of ED care	62.8%	1858
66.9%	PI: Organisation of admission process	65.8%	2910
68.8%↓	PI: Dr/Nurses gave conflicting info	66.9%	2940
61.7%↑	PI: Waited too long before going to room	64.7%	2886

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 2008-Other Measures Related to Coordination of Care

## February 2008 (n=2965)

*Detail*

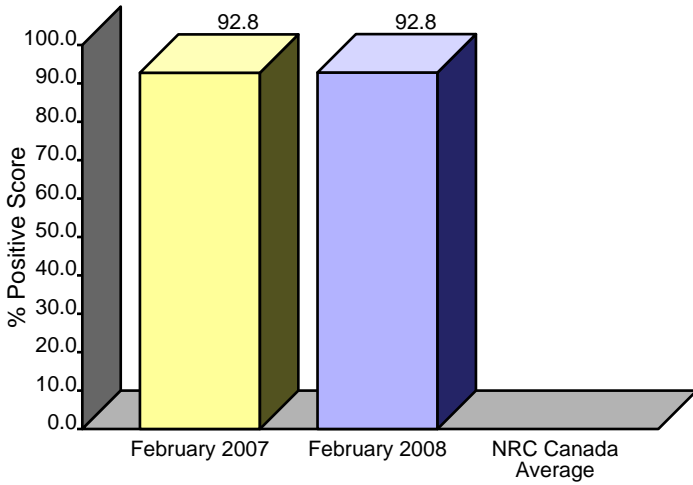
February 2007		NRC Canada Average	n size
<b>PI: Knew which Dr was in charge of care</b>			
74.4%	Yes	74.0%	2199
16.5%	No	16.8%	473
9.1%	Not sure	9.2%	261
<b>PI: Told who to ask for IP help for child</b>			
79.4%	Yes	78.9%	2324
20.6%	No	21.1%	599
<b>PI: Knew which Dr was in charge of child ICU</b>			
67.3%	Yes	67.4%	167
21.0%	No	18.7%	44
11.8%	Not sure	13.9%	32

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

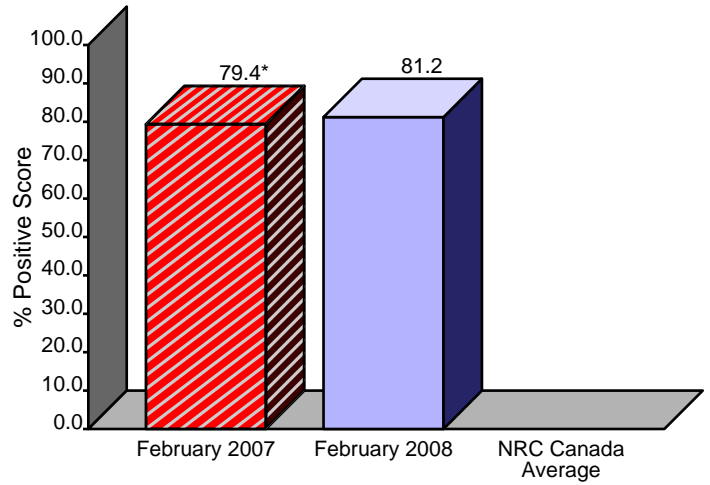


NSW Health Patient Survey 2008-Respect for Patient Preferences -  
Paediatric Inpatients  
February 2008 (n=2965)

PI: Overall care received



CD - Respect for Patient Preferences



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
79.4%↑	PI: Treated with respect/dignity during stay	81.2%	2926

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 2008-Other Measures Related to Respect for Patient Preferences

## February 2008 (n=2965)

### Detail

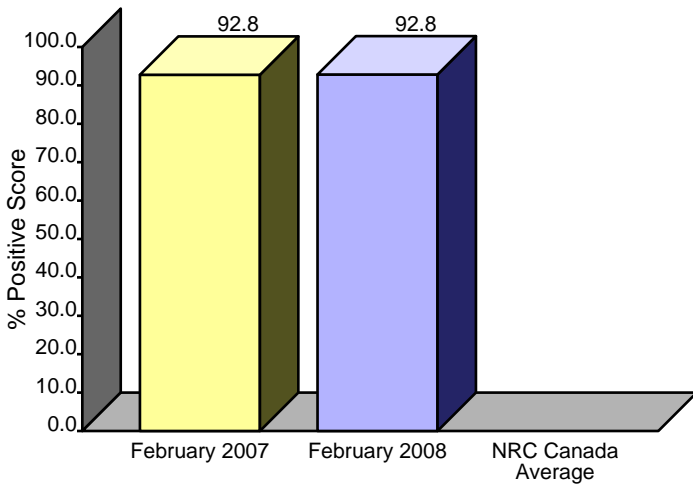
February 2007		NRC Canada Average	n size
<b>PI: More involvement in decision making</b>			
59.4%	No	55.3% <b>↑</b>	1793
24.2%	Yes, somewhat	23.9%	657
16.4%	Yes, definitely	20.8% <b>↓</b>	451
<b>PI: Able to explain nutritional needs to staff</b>			
63.3% <b>↓</b>	He or she had no special nutrition needs		1780
20.9% <b>↑</b>	Yes, completely		652
11.8%	Yes, somewhat		325
4.0%	No		124
<b>PI: Rate policy for visiting/staying with child</b>			
45.5%	Excellent		1345
30.8%	Very Good		896
17.0%	Good		460
4.8% <b>↑</b>	Fair		154
1.9% <b>↑</b>	Poor		69

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

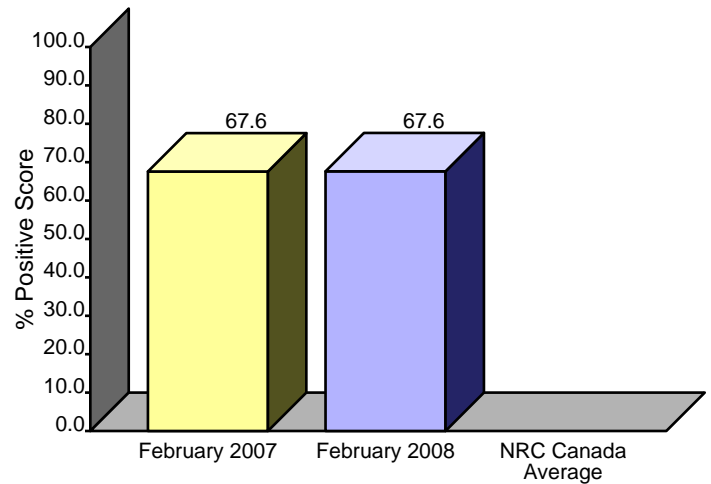


NSW Health Patient Survey 2008-Physical Comfort - Paediatric Inpatients  
February 2008 (n=2965)

PI: Overall care received



CD - Physical Comfort



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
73.4%	PI: Staff controlled pain	72.6%	1512
42.3%	PI: Response quickness of call button	43.7%	1432
65.9%	PI: Got help going to bathroom in time	65.2%	1115
89.3%	PI: Amount of pain medicine during stay	89.3%	1390

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 2008-Other Measures Related to Physical Comfort  
February 2008 (n=2965)

*Detail*

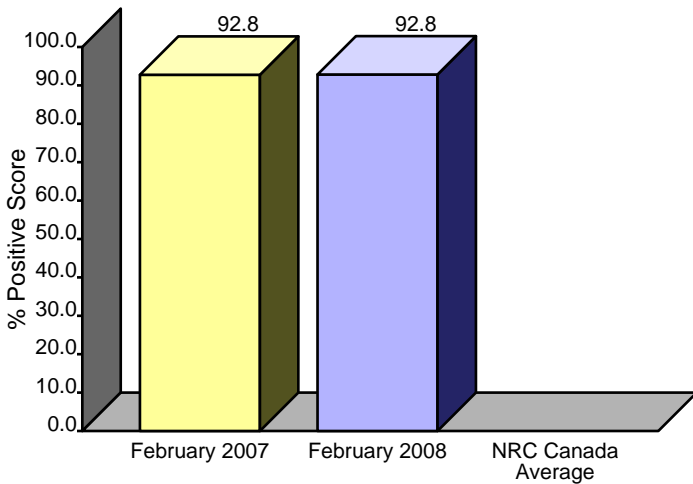
February 2007		NRC Canada Average	n size
<b>PI: Child had pain</b>			
58.2%↓	Yes	54.1%	1591
41.8%↑	No	45.9%	1327
<b>PI: Pain experienced greater than what told</b>			
11.1%	I was not told	10.8%	155
62.1%	No	63.9%	969
17.4%	Yes, somewhat	16.5%	246
9.4%	Yes, definitely	8.8%	136

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

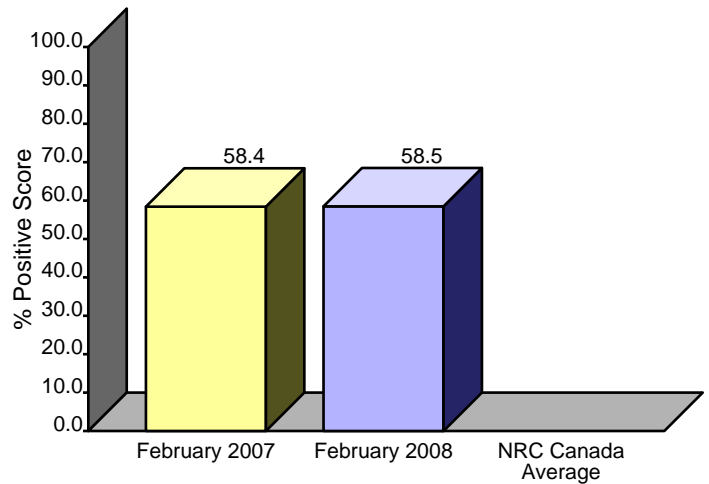


# NSW Health Patient Survey 2008-Continuity and Transition - Paediatric Inpatients February 2008 (n=2965)

**PI: Overall care received**



**CD - Continuity and Transition**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
62.0%	PI: Discussion of danger signals to watch for	62.5%	2861
63.7%↓	PI: Discussion of activities child could do at home	61.9%	2852
52.1%↑	PI: Discussion on how to give medication	55.7%	1352
45.7%	PI: Discussion of side effects from new medicine	45.9%	1386

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 2008-Other Measures Related to Continuity and Transition

February 2008 (n=2965)

## Detail

February 2007		NRC Canada Average	n size
<b>PI: Was prepared for child move from ICU</b>			
59.2%	Very prepared	62.5%	153
33.1%	Somewhat prepared	31.5%	71
7.7%	Not at all prepared	6.1%	15
<b>PI: Explained when allowed to go home</b>			
60.9%	Yes, completely	60.6%	1773
32.9%	Yes, somewhat	33.6%	966
6.2%	No	5.7%	164
<b>PI: Discussion on who to call with questions</b>			
77.4%	Yes	78.0%	2283
22.6%	No	22.0%	618
<b>PI: Told me when to follow-up w/Dr</b>			
10.0% <sup>↑</sup>	No follow-up needed	12.6%	367
83.0% <sup>↓</sup>	Yes	80.2%	2330
7.0%	No	7.2%	210
<b>PI: More time w/Dr to explain home care</b>			
69.2%	No	69.2%	2032
22.1%	Yes, a little more time	21.8%	616
8.7%	Yes, much more time	9.0%	254
<b>PI: More time w/Nurse to explain home care</b>			
74.2% <sup>↓</sup>	No	72.8%	2138
19.2%	Yes, a little more time	19.9%	572
6.6%	Yes, much more time	7.3%	201

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



# NSW Health Patient Survey 2008-Measures Related to Family and Friends February 2008 (n=2965)

## Detail

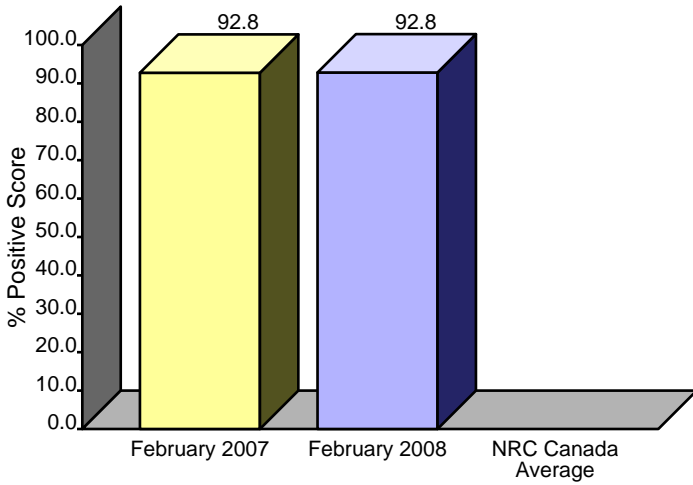
February 2007		NRC Canada Average	n size
<b>PI: Enough attention paid to experiences</b>			
63.5%	Yes, completely		1876
30.6%	Yes, somewhat		869
5.9%	No		164
<b>PI: Nurses attn to my suggestions for child</b>			
66.7%	Yes, completely	68.5%↓	1975
29.0%	Yes, somewhat	27.3%↑	844
4.3%	No	4.2%	123
<b>PI: More involvement in decision making</b>			
59.4%	No	55.3%↑	1793
24.2%	Yes, somewhat	23.9%	657
16.4%	Yes, definitely	20.8%↓	451
<b>PI: Participation in child's care</b>			
8.5%↑	Too much		276
88.9%	Right amount		2497
2.7%	Not enough		58
<b>PI: ICU allowed stay with child</b>			
89.9%↓	Yes, always		209
6.5%↑	Yes, sometimes		23
3.6%	No		8

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

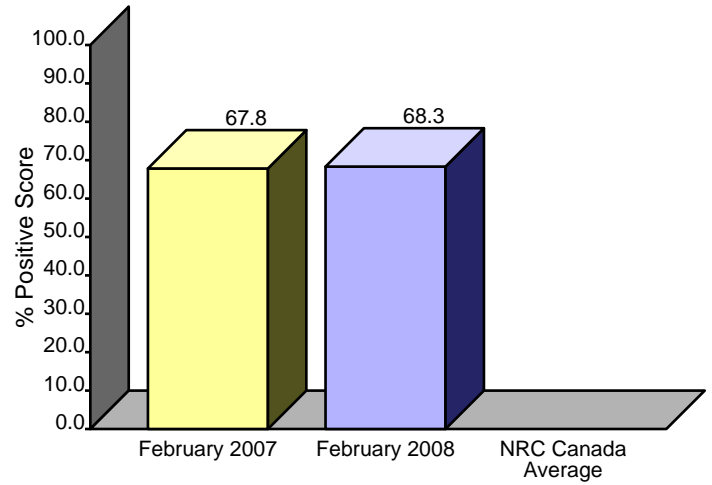


# NSW Health Patient Survey 2008-Questions About Patient Safety - Paediatric Inpatients February 2008 (n=2965)

**PI: Overall care received**



**SD - Patient Safety**



\* Significantly Different from Your Current Score

**Detail**

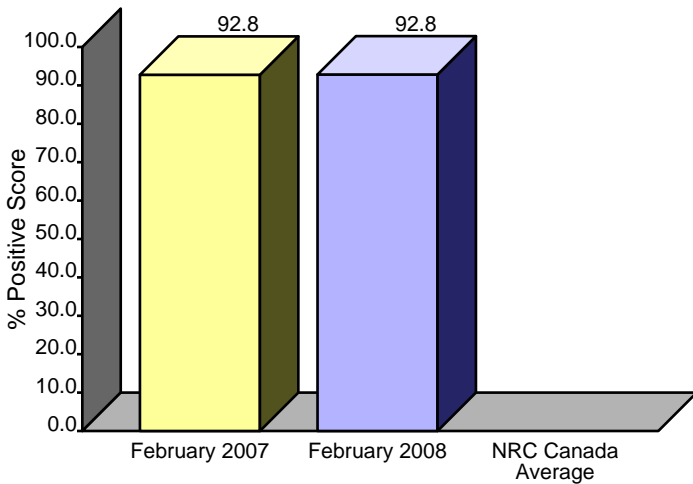
February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
63.0%	PI: Provider understood child's condition	63.8%	2921
74.0%	PI: Comfortable asking child treatment questions	73.3%	2941
66.0% <sup>↑</sup>	PI: Nurses said what meds they gave child	68.4%	2648
68.7%	PI: Family had to be sure child's needs were met	69.5%	2727
67.2%	PI: Providers checked child's ID band before meds	66.5%	2701

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

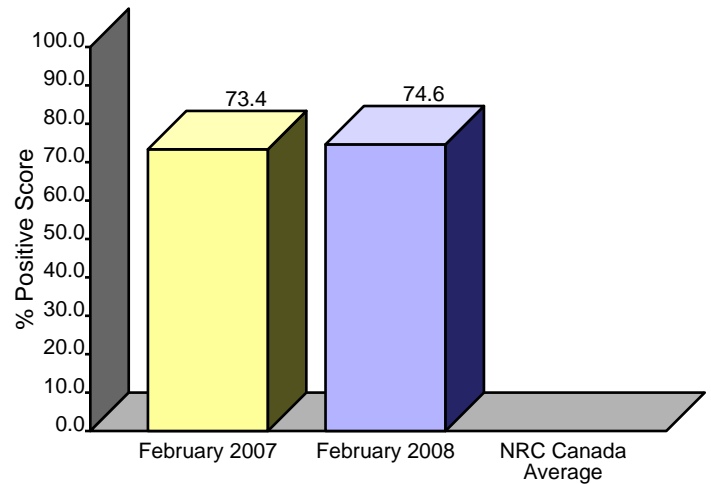


# NSW Health Patient Survey 2008-Questions About Surgery, Procedures, and Tests - Paediatric Inpatients February 2008 (n=2965)

**PI: Overall care received**



**SD - Surgery, Procedures, and Tests**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<b>% Positive Score</b>		
76.3% <b>↑</b>	PI: Answers to questions were understandable	78.3%	1316
77.0%	PI: Discussion of risks/benefits before surgery	77.6%	1392
65.0% <b>↑</b>	PI: Discussion of risks/benefits of anaesthesia	67.6%	1289

February 2007		n size
	<b>PI: Child had surgery/procedure in hospital</b>	
66.4% <b>↓</b>	Yes	1405
32.4% <b>↑</b>	No	1501
1.3% <b>↓</b>	Not sure	19

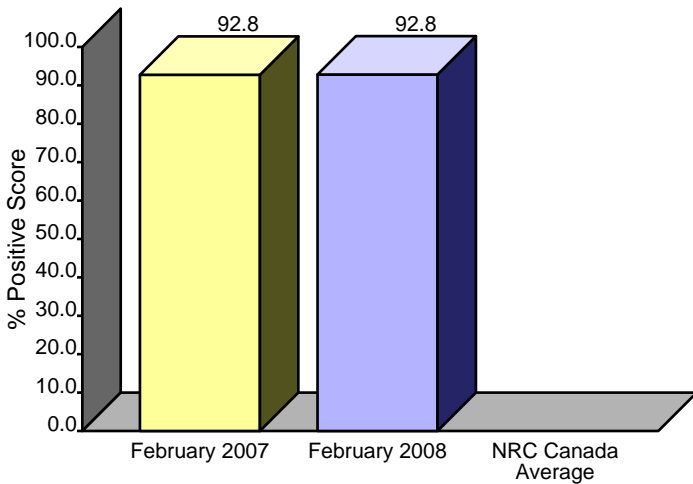
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher **↑** or lower **↓**.



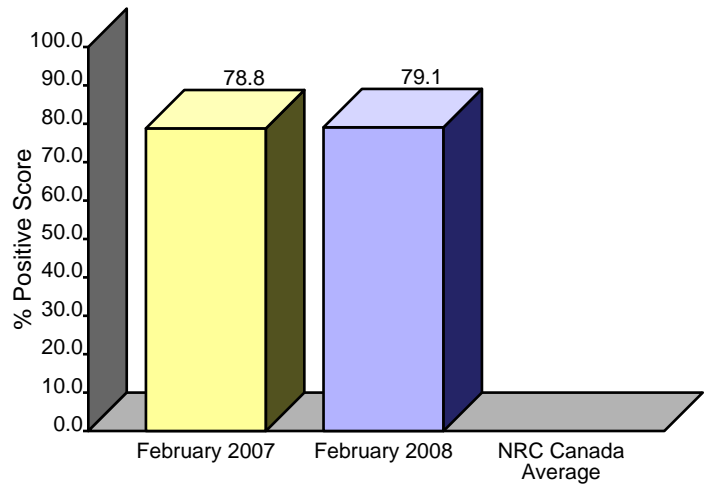


# NSW Health Patient Survey 2008-Questions About Overall Attitudes - Paediatric Inpatients February 2008 (n=2965)

**PI: Overall care received**



**SD - Overall Attitudes**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "PI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
38.6% <sup>↑</sup>	PI: Rate hospital 40.1%		2920
65.3%	PI: Would recommend for stay 64.8%		2919
88.2%	PI: Drs/Nurses worked well together 88.9%		2922
91.7% <sup>↑</sup>	PI: Rate courtesy of child's admission staff 92.6%		2899
93.0%	PI: Rate courtesy of child's nurses 93.5%		2929
92.7%	PI: Courtesy of Drs 92.6%		2926
82.0%	PI: Length of hospital stay 81.1%		2918

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



# NSW Health Patient Survey 2008-Questions About the Patients - Paediatric Inpatients February 2008 (n=2965)

**Detail**

February 2007		NRC Canada Average	n size
<b>PI: General health status</b>			
29.7%↑	Excellent	31.1%	911
39.0%↓	Very Good	36.4%	1076
21.4%↑	Good	24.5%	708
7.2%↓	Fair	6.2%	174
2.6%↓	Poor	1.9%	58
<b>PI: Days in bed due to illness/injury in Feb</b>			
22.3%↑	None	26.2%	763
13.5%↑	One day	15.0%	427
13.8%↓	Two days	12.3%	354
10.4%	Three days	10.3%	298
10.2%↓	Four days	9.2%	268
13.6%	Five-to-seven days	13.6%	396
6.2%↓	Eight-to-ten days	5.5%	160
9.9%↓	More than ten days	7.9%	233
<b>PI: Times admitted to this hospital in Feb</b>			
89.0%	One	88.7%	2569
8.2%	Two	8.7%	233
1.5%	Three	1.3%	36
0.8%	Four	0.7%	17
0.4%	Five to nine	0.5%	14
0.2%	Ten or more	0.1%	4
<b>PI: Number of IP stays last 6 months</b>			
70.3%↑	Only this time	72.4%	2052
17.6%	This time and one other time	16.9%	489
12.1%↓	This time and more than one other time	10.7%	314

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 2008-Questions About the Patients - Paediatric Inpatients (continued) February 2008 (n=2965)

*Detail*

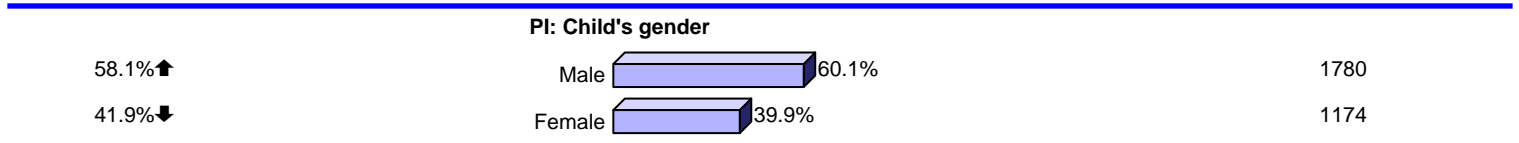
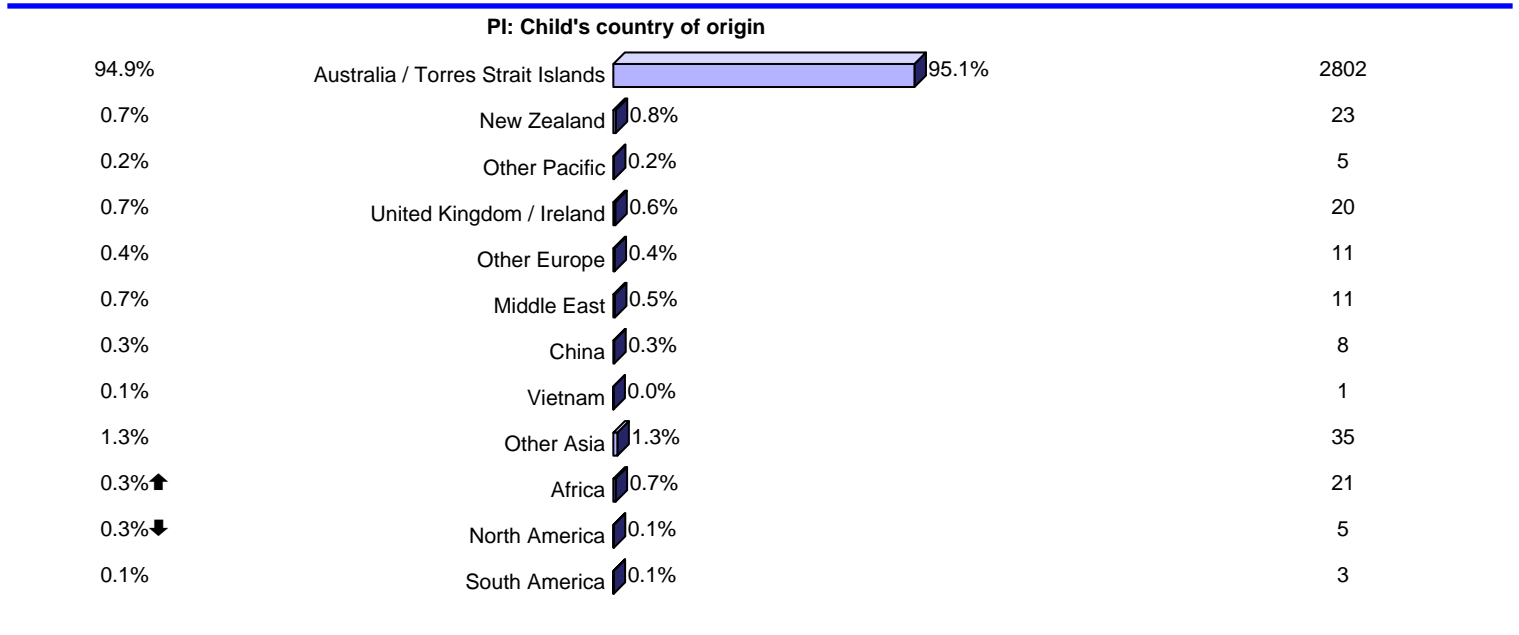
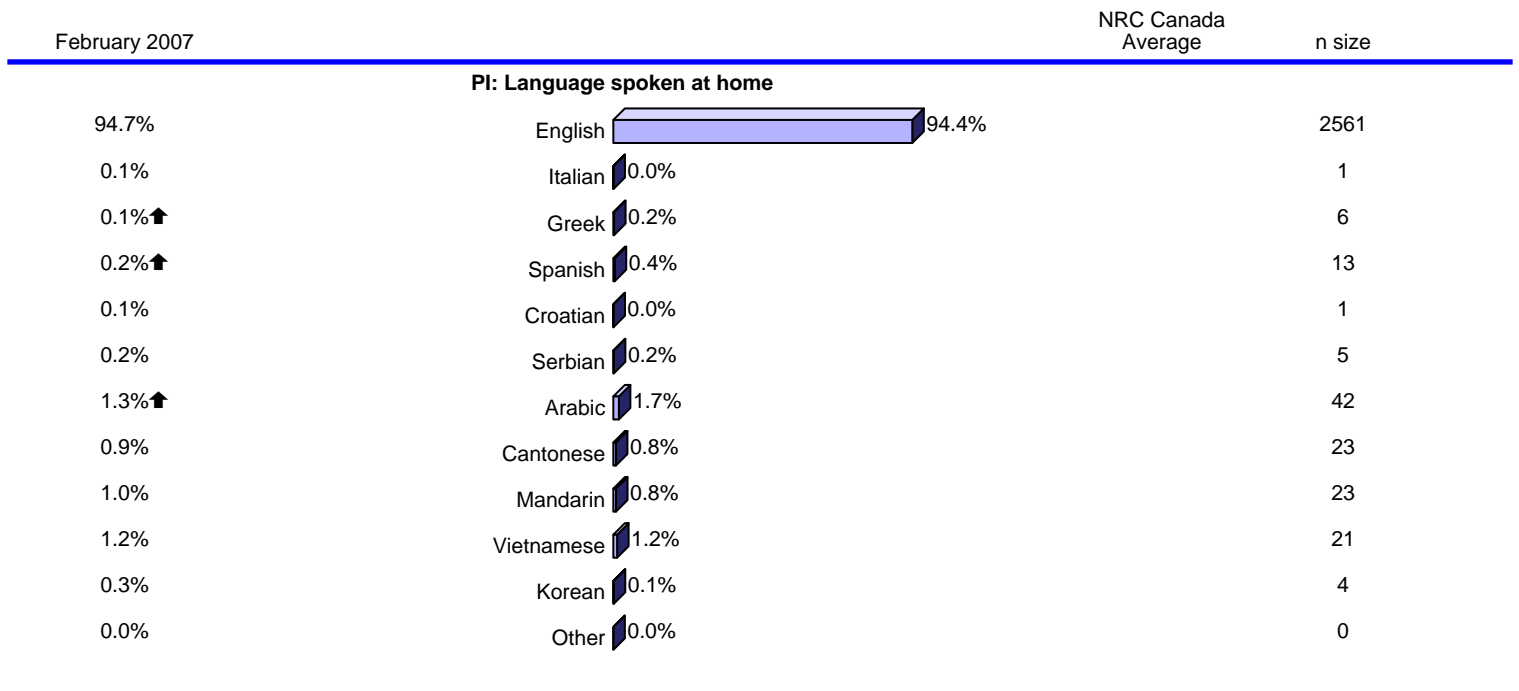
February 2007		NRC Canada Average	n size
<b>PI: Patient classification</b>			
75.4%↓	Public or Medicare patient	73.2%	2118
22.9%↑	Private patient/claiming against private health insurance	24.7%	749
0.1%↑	WorkCover patient	0.2%	7
0.0%	Department of Veterans Affairs (DVA) patient	0.0%	0
0.3%	Something else	0.3%	9
1.3%	Not sure	1.6%	44
<b>PI: Child's level of Education</b>			
24.2%↑	Kindergarten / day care only	26.4%	766
25.0%↓	Primary school up to Year 6	22.5%	665
20.3%↓	Less than Year 12 at secondary school	18.4%	511
0.2%	Completed Year 12 at secondary school	0.2%	6
0.2%↓	Commenced or completed trade or technical certificate or dip	0.1%	2
0.0%↑	Commenced university	0.1%	2
30.1%↑	Has yet to start education	32.3%	940
<b>PI: Aboriginal or Torres Strait Island background</b>			
96.1%↓	No	95.3%	2811
3.7%↑	Yes, Aboriginal	4.5%	124
0.2%	Yes, Torres Strait Islander	0.2%	5

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 2008-Questions About the Patients -  
Paediatric Inpatients (continued)  
February 2008 (n=2965)

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 2008-Questions About the Patients -  
Paediatric Inpatients (continued)  
February 2008 (n=2965)

*Detail*

February 2007		NRC Canada Average	n size
<b>PI: Child's age category</b>			
43.5%↑	Up to 4 years	49.6%	1464
25.3%↓	5 - 9 years	22.3%	668
19.4%	10 - 14 years	18.5%	539
11.7%↓	15 years or older	9.6%	265
<b>PI: Patient completed survey</b>			
2.8%↑	Yes - I completed the survey myself	3.5%	94
3.3%	Yes - but I completed the survey with the help from someone	3.8%	98
93.9%↓	No - someone completed this survey for me	92.7%	2747

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 2008-Questions About the Visits - Paediatric Inpatients

## February 2008 (n=2965)

### Detail

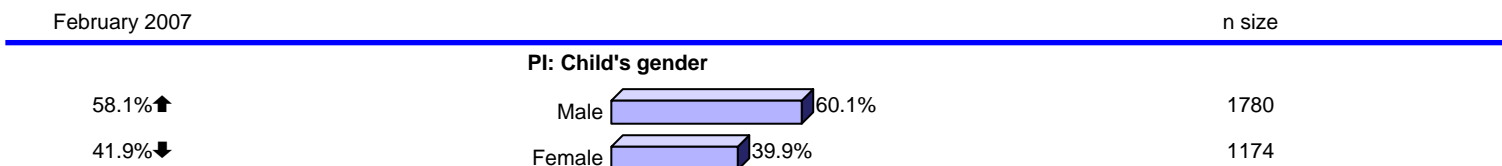
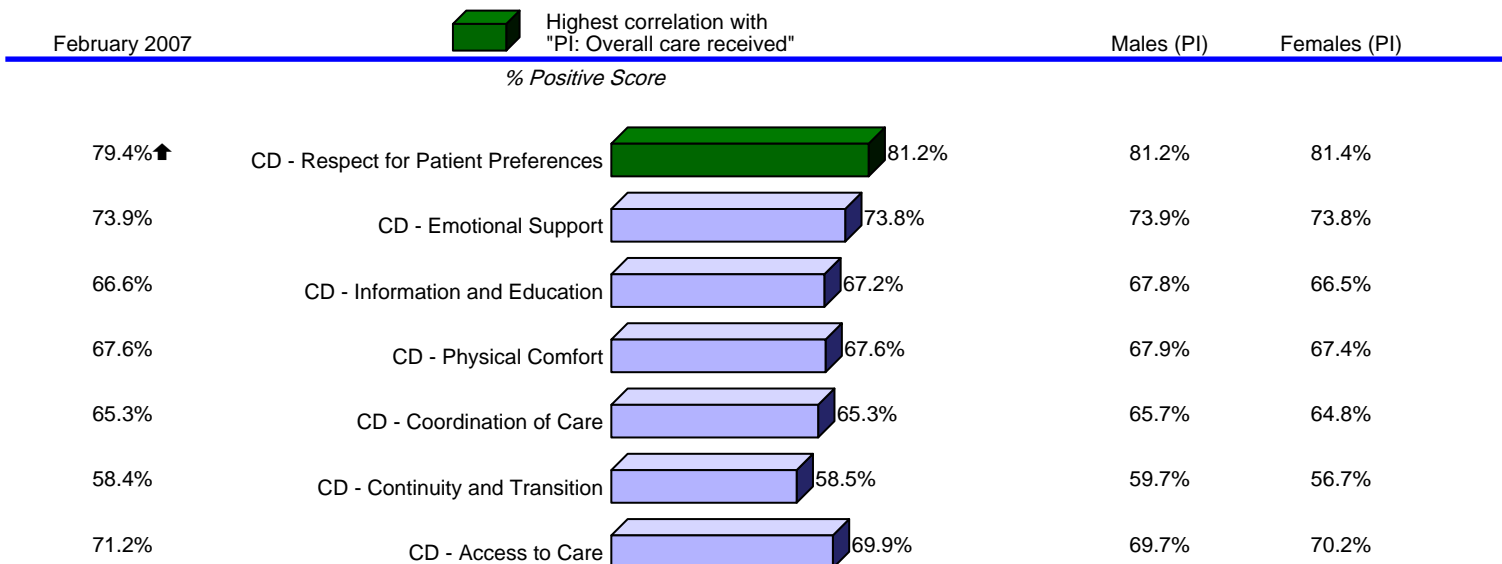
February 2007		NRC Canada Average	n size
<b>PI: Feb hospital stay was planned or emergency</b>			
63.3%↑	Emergency or urgent	65.2%	1864
34.0%↓	Waiting list or planned in advance	32.3%	987
2.8%	Something else	2.6%	70
<b>ICU units child was in during stay</b>			
4.2%↓	Intensive Care Unit (ICU)	3.6%	97
1.3%↑	Neonatal Intensive Care Unit (NICU)	2.7%	63
4.2%↓	Paediatric Intensive Care Unit (PICU)	3.6%	101
90.8%	Child not admitted to any intensive care unit	91.2%	2576
<b>PI: Same day or overnight patient</b>			
29.1%	Same day patient	28.3%	833
27.6%↑	Stayed for one night	29.5%	851
29.9%↓	Stayed for two or three nights	28.2%	842
13.3%	Stayed for four nights or more	14.0%	404

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 2008-Performance by Main Patient Subgroups - Paediatric Inpatients February 2008 (n=2965)

### Detail

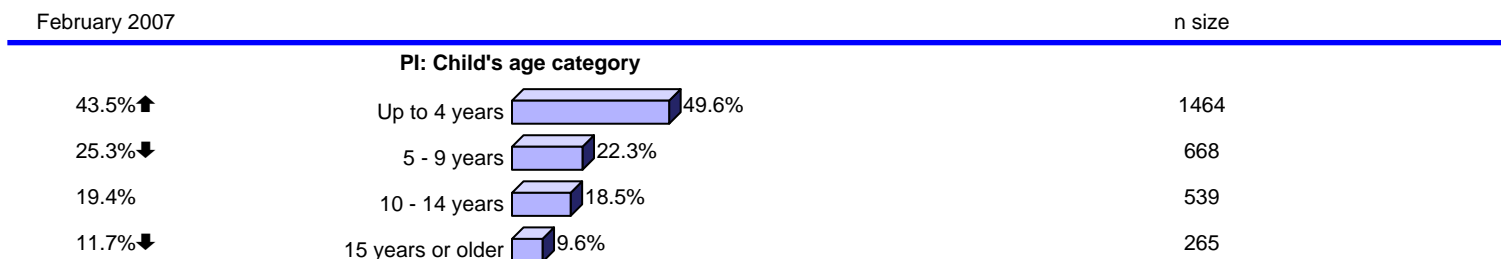
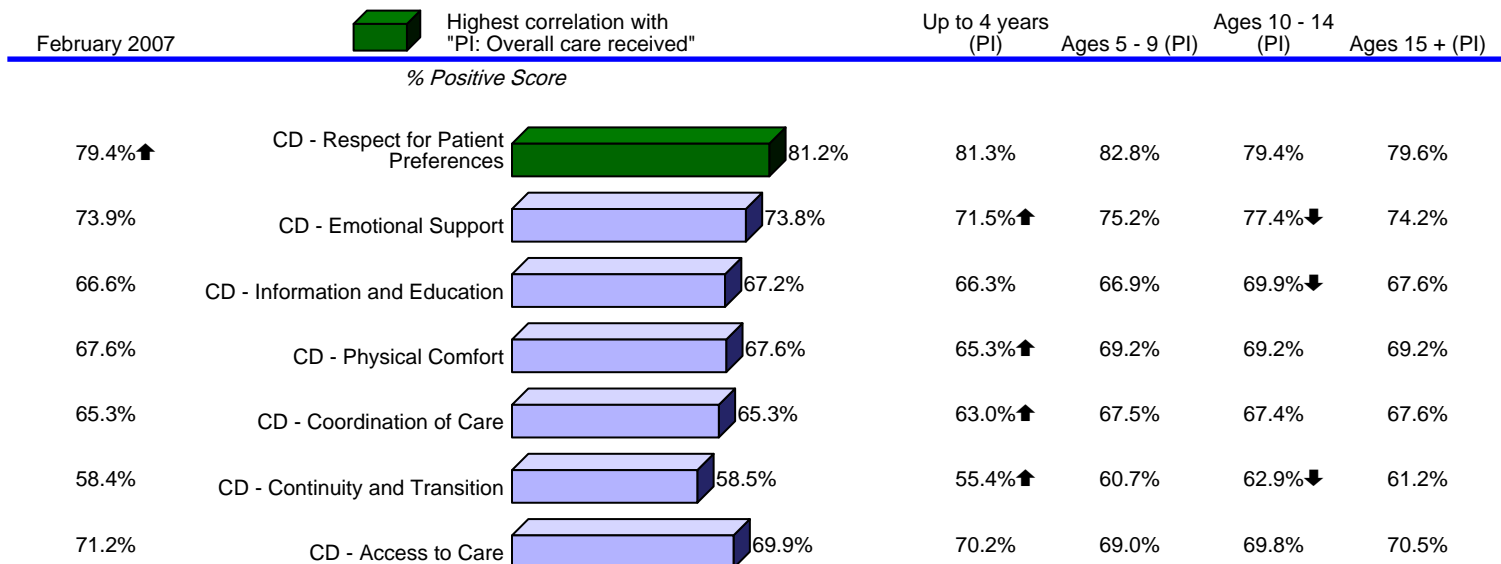


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2008 (n=2965)

### Detail



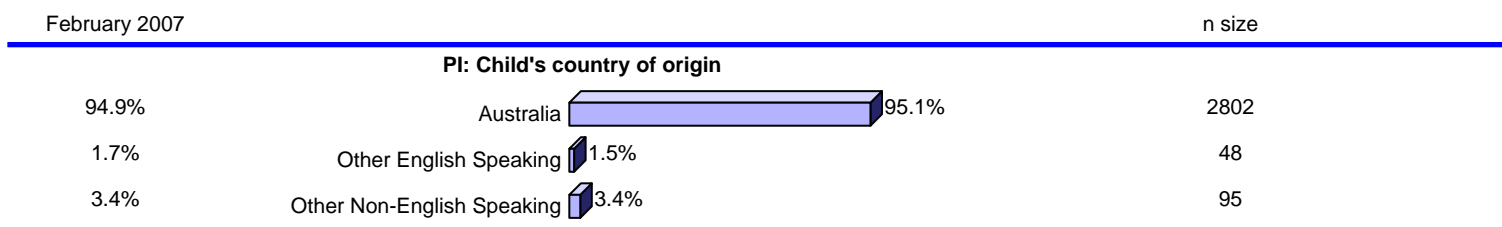
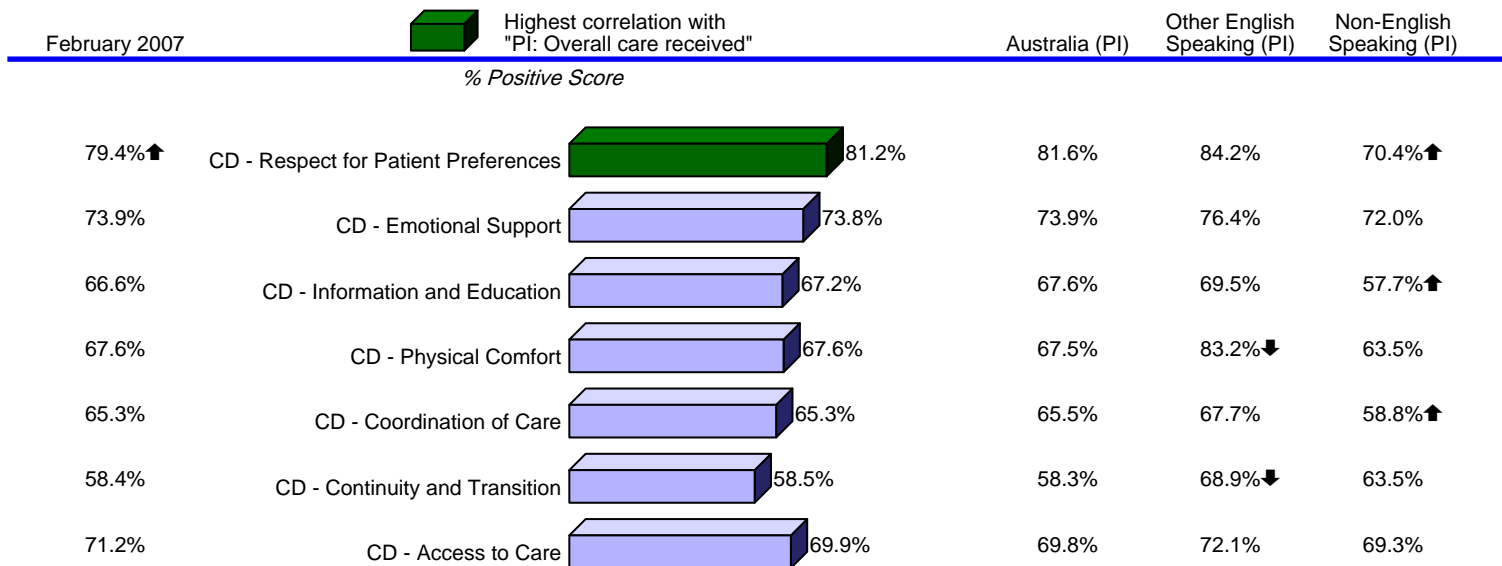
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.





# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2008 (n=2965)

**Detail**

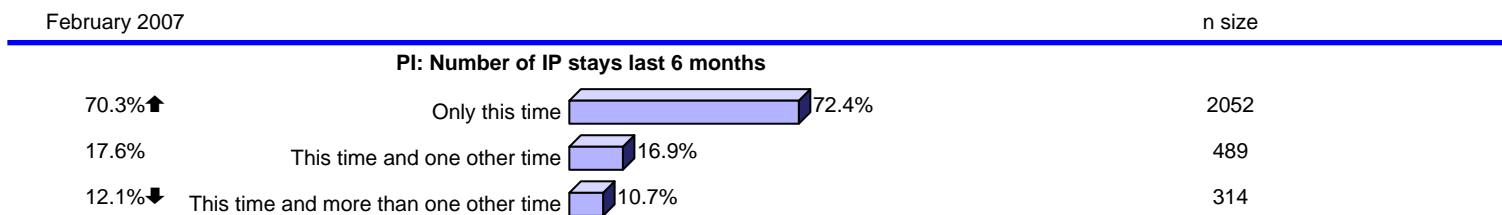
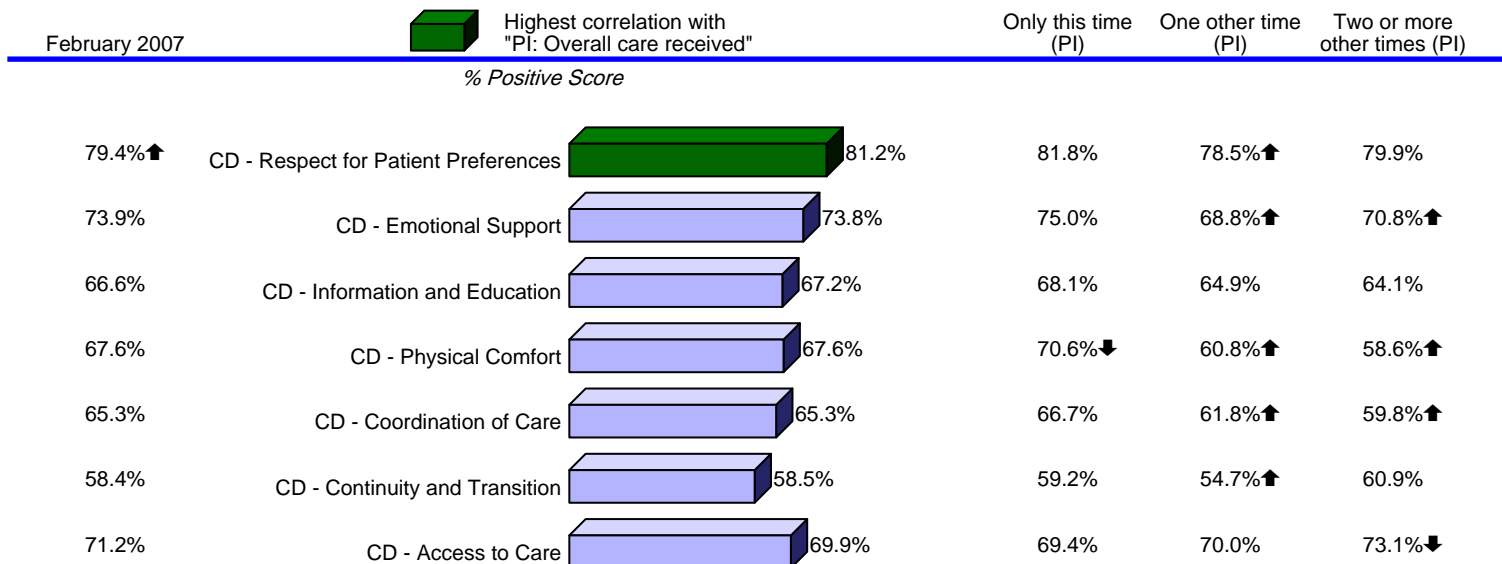


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ▲ or lower ▼.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2008 (n=2965)

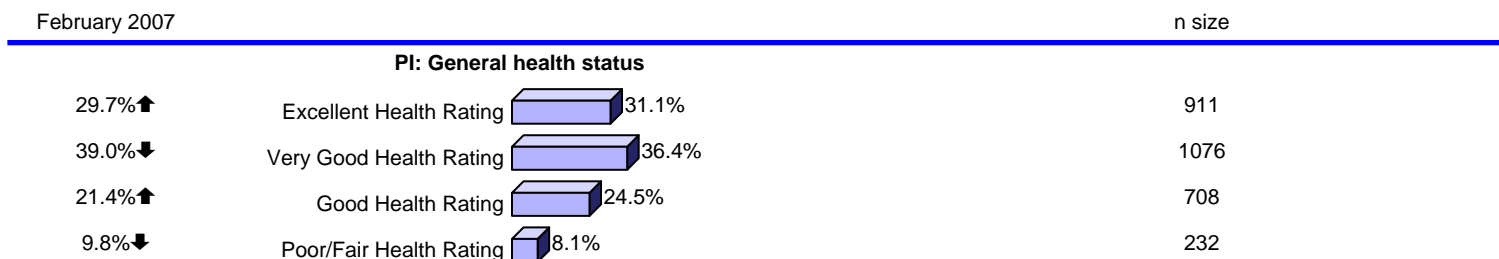
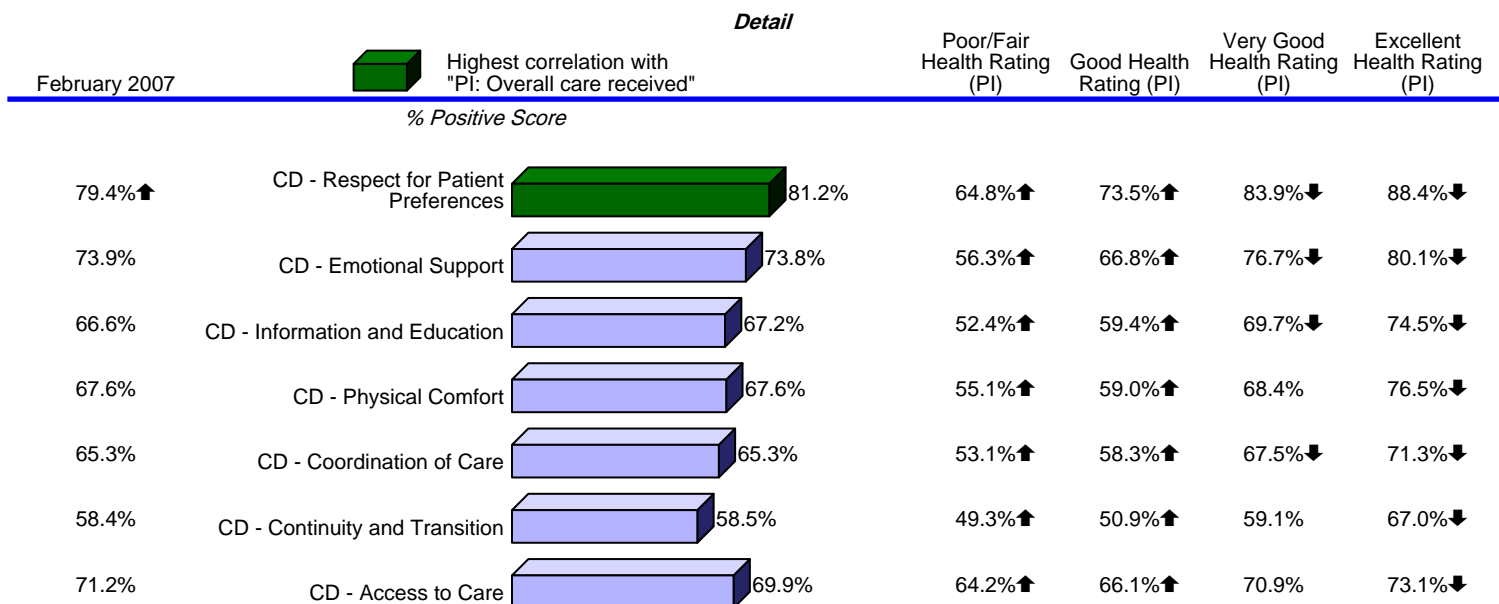
**Detail**



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# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2008 (n=2965)

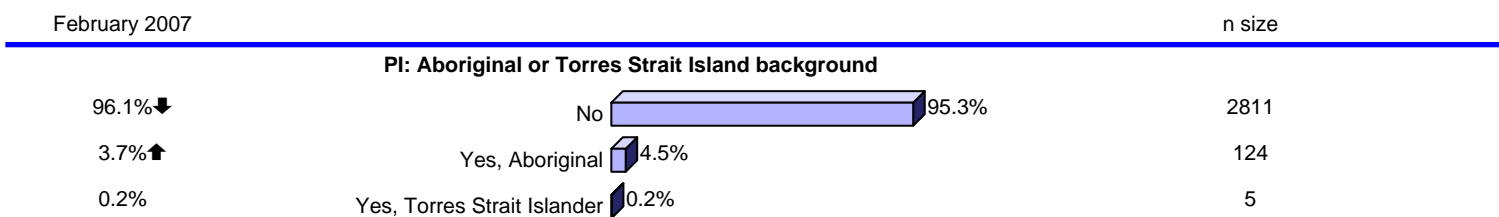
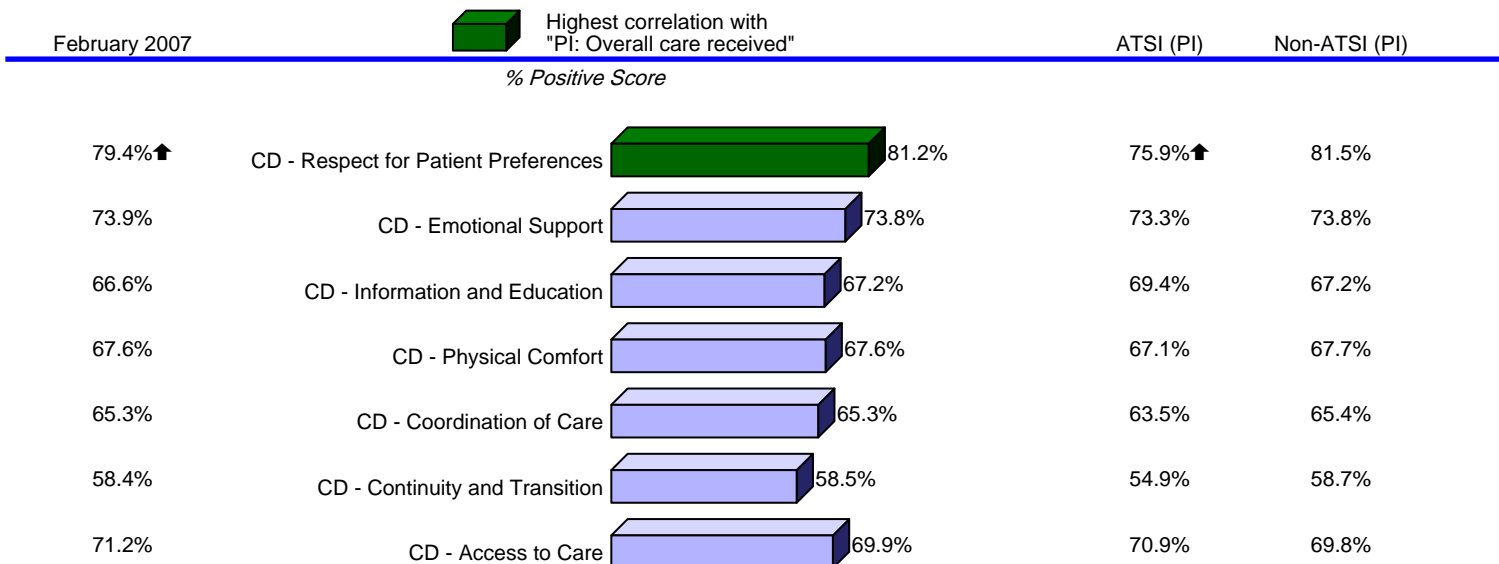


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Your current score is: higher <sup>↑</sup> or lower <sup>↓</sup>.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Paediatric Inpatients (continued) February 2008 (n=2965)

### 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 2008

▲ 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%	40.1%	64.8%	75.0%	86.1%	73.7%
-Greater Southern Area Health Service	88.8%▼	33.2%▼	48.8%▼	74.4%	84.1%	76.6%
-Greater Western Area Health Service	90.7%	31.9%▼	48.1%▼	77.0%	91.0%▲	75.2%
-Hunter New England Area Health Service	94.2%	38.5%	58.3%▼	73.2%	86.0%	74.0%
-North Coast Area Health Service	95.7%▲	36.7%	61.0%▼	72.9%	89.1%▲	80.6%▲
-N Sydney/Central Coast AHS	94.6%	35.1%▼	64.3%	76.7%	89.3%▲	79.1%▲
-SE Sydney/Illawarra AHS	94.1%▲	44.8%▲	71.5%▲	75.6%	86.7%	75.3%
-Sydney South West AHS	92.0%	35.6%▼	56.9%▼	69.6%▼	83.8%▼	68.0%▼
-Sydney West Area Health Service	89.0%▼	36.7%	64.0%	75.4%	85.5%	70.8%
-The Children's Hospital at Westmead	92.8%	49.0%▲	79.5%▲	79.8%▲	84.6%	71.5%



## NSW Health Patient Survey 2008

▲ 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)	69.9%	67.2%	73.8%	65.3%	81.2%	67.6%	58.5%
-Greater Southern Area Health Service	73.1%	68.5%	73.1%	63.1%	76.6%▼	68.1%	53.4%▼
-Greater Western Area Health Service	71.2%	69.3%	72.4%	66.0%	79.5%	70.8%	58.9%
-Hunter New England Area Health Service	69.1%	67.0%	74.2%	64.2%	83.3%	70.3%	56.5%
-North Coast Area Health Service	70.1%	66.9%	76.6%	64.1%	78.8%	72.3%▲	54.5%▼
-N Sydney/Central Coast AHS	72.4%	71.2%	78.6%▲	68.0%	85.5%▲	72.5%▲	58.2%
-SE Sydney/Illawarra AHS	70.3%	70.4%▲	76.7%▲	70.5%▲	85.2%▲	67.0%	61.1%▲
-Sydney South West AHS	68.2%	62.3%▼	66.7%▼	60.7%▼	76.9%▼	58.5%▼	55.2%▼
-Sydney West Area Health Service	71.5%	62.5%▼	70.8%	62.5%	79.5%	69.5%	54.1%▼
-The Children's Hospital at Westmead	68.9%	68.3%	75.4%	65.8%	81.6%	67.5%	64.9%▲



## NSW Health Patient Survey 2008-Peer Best Matrix - Paediatric Inpatients February 2008 (n=2965)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	Royal North Shore Hospital	Royal Prince Alfred Hospital	Royal Prince Alfred Hospital	Royal Prince Alfred Hospital	Royal Prince Alfred Hospital	Royal North Shore Hospital	Royal North Shore Hospital	Royal North Shore Hospital	Royal North Shore Hospital
	68.9%	94.7%	83.1%	61.1%	70.7%	75.7%	74.7%	61.9%	86.5%
	74	38	38	37	38	74	74	63	74
	NSCCAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS
Principle Referral Group B (A1b)	Bankstown - Lidcombe Hospital	Wollongong Hospital	Bankstown - Lidcombe Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital	Wollongong Hospital
	47.7%	92.0%	76.8%	52.2%	66.0%	71.8%	63.3%	61.8%	78.6%
	44	100	45	101	103	103	103	77	103
	SSWAHS	SESIAHS	SSWAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Paediatric Specialist (A2)	Sydney Children's Hospital	John Hunter Children's Hospital	Sydney Children's Hospital	The Children's Hospital at Westmead	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital
	81.4%	95.4%	71.0%	64.9%	73.2%	79.2%	73.1%	67.7%	87.0%
	370	152	372	659	372	372	370	274	368
	SESIAHS	HNEAHS	SESIAHS	CHW	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Major Metropolitan (B1)	Hornsby and Ku-Ring-Gai Hospital	Campbelltown Hospital	Sutherland Hospital	Mona Vale and District Hospital	Hornsby and Ku-Ring-Gai Hospital	Mona Vale and District Hospital	Mona Vale and District Hospital	Mona Vale and District Hospital	Hornsby and Ku-Ring-Gai Hospital
	73.2%	98.6%	79.2%	66.1%	71.9%	83.5%	73.2%	85.4%	90.2%
	41	70	47	61	41	61	60	39	41
	NSCCAHS	SSWAHS	SESIAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS
Major Non-Metropolitan (B2)	Shoalhaven and District Mem Hospital	Port Macquarie Base Hospital	The Maitland Hospital, Rural Rf Hos	Shoalhaven and District Mem Hospital	Shoalhaven and District Mem Hospital	Shoalhaven and District Mem Hospital	Wagga Wagga Base Hospital	The Maitland Hospital, Rural Rf Hos	The Maitland Hospital, Rural Rf Hos
	74.2%	100.0%	76.1%	70.0%	68.9%	81.5%	75.5%	86.1%	88.9%
	31	37	45	32	33	33	58	32	45
	SESIAHS	NCAHS	HNEAHS	SESIAHS	SESIAHS	SESIAHS	GSAHS	HNEAHS	HNEAHS
District Group 1 (C1)	Grafton Base Hospital	Grafton Base Hospital	Grafton Base Hospital	Grafton Base Hospital	Grafton Base Hospital	Grafton Base Hospital	Grafton Base Hospital		Grafton Base Hospital
	68.8%	96.9%	60.5%	57.3%	73.0%	76.2%	63.9%		90.3%
	32	32	32	32	32	32	32		31
	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS		NCAHS



NSW Health Patient Survey 2008-Peer Best Matrix - Paediatric Inpatients (continued)  
February 2008 (n=2965)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Mothercraft (F7)	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre	Tresillian Family Care Centre		Tresillian Family Care Centre
	64.6%	89.4%	53.9%	57.0%	69.9%	57.9%	66.0%		85.4%
	48	47	48	41	48	48	48		48
	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS		SSWAHS



## 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 --

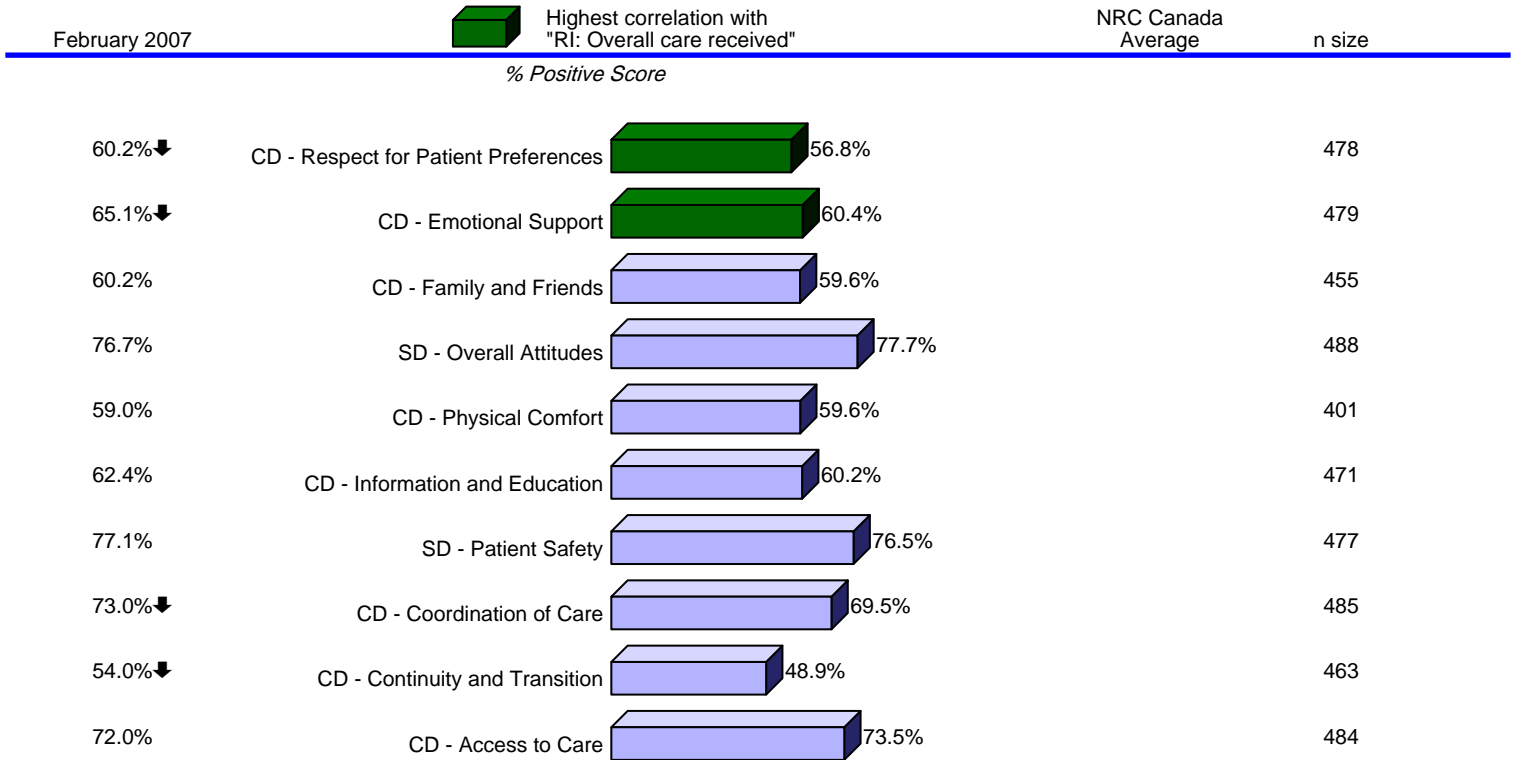
In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any 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
- \* Patient Safety : critical aspects of health care that directly impact the physical safety of patients during their encounter with health care
- \* 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 2008-Summary of Dimensions of Care - Adult Rehabilitation Inpatients February 2008 (n=493)

**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 2008-Key Drivers - Adult Rehabilitation

## Inpatients

### February 2008 (n=493)

**Detail**

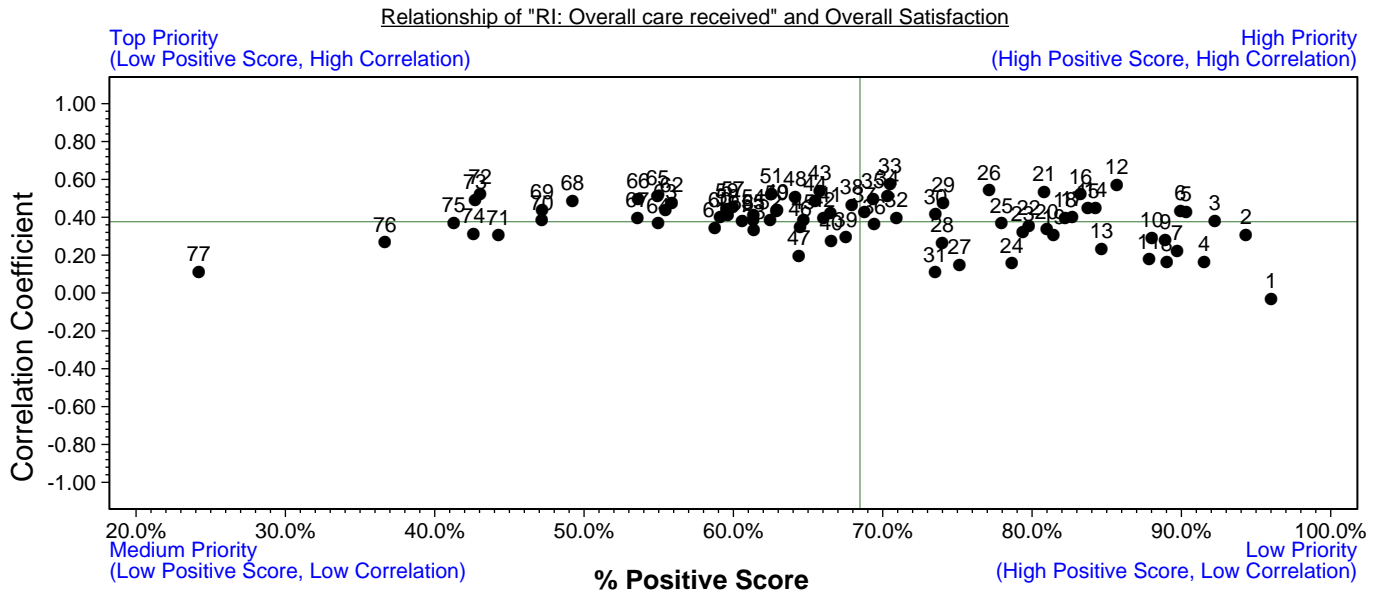
February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
	<i>% Positive Score</i>			
73.5%↓	RI: Dignity/respect	70.5%	468	0.578
85.6%	RI: How staff worked together	85.7%	461	0.570
75.8%	RI: Availability of Rehab Drs	77.1%	455	0.543
71.0%↓	RI: Confidence/trust in Nurses	65.8%	471	0.538
82.0%	RI: Availability of Nurses	80.8%	470	0.534
63.2%	RI: Staff worked together to plan rehab	62.6%	459	0.524
47.9%↓	RI: Someone discussed anxieties/fears	43.0%	384	0.522
84.5%	RI: Availability of Therapists	83.3%	447	0.521
61.4%↓	RI: Nurses answers understandable	54.9%	437	0.513
74.0%↓	RI: Confidence/trust in Therapists	70.3%	450	0.512
68.4%↓	RI: Confidence/trust in Rehab Drs	64.1%	464	0.507
57.9%↓	RI: Given info re: patient rights/responsibilities	53.6%	460	0.499
70.6%	RI: Courtesy of admission staff	69.4%	467	0.496
46.0%↓	RI: Enough say about treatment	42.7%	457	0.492
53.8%↓	RI: Rehab Dr discussed anxieties/fears	49.2%	382	0.488

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 2008-Opportunity Matrix - Adult Rehabilitation Inpatients

February 2008 (n=493)



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

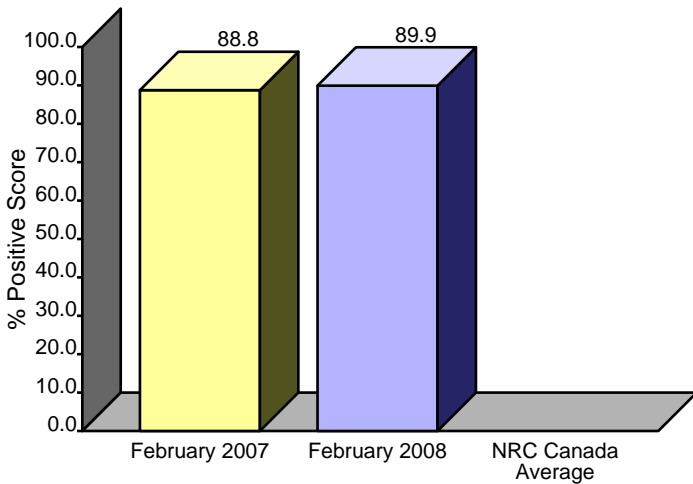
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

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

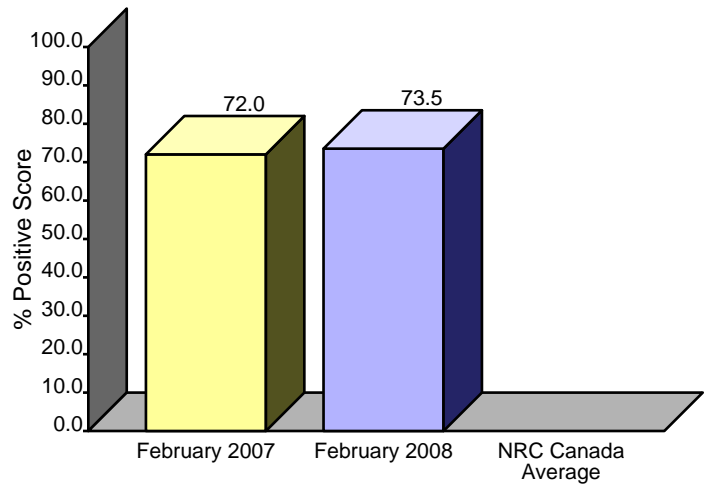


# NSW Health Patient Survey 2008-Access to Care - Adult Rehabilitation Inpatients February 2008 (n=493)

**RI: Overall care received**



**CD - Access to Care**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
75.8%	RI: Availability of Rehab Drs	77.1%	455
82.0%	RI: Availability of Nurses	80.8%	470
85.5%	RI: Feelings about time on waiting list	87.8%	360
90.9%	RI: Admission date changed by hospital	91.5%	394
65.7% <sup>↑</sup>	RI: Time waited to be admitted	78.6%	246
27.0%	RI: Given choice of admission dates	24.2%	374

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



# NSW Health Patient Survey 2008-Other Measures Related to Access to Care

## February 2008 (n=493)

### Detail

February 2007		n size
<b>RI: Therapists started sessions on time</b>		
69.5%↓	Yes, always	312
24.9%	Yes, sometimes	110
5.6%	No	25
<b>RI: Informed if Therapists were late</b>		
40.6%	Yes, always	188
22.5%	Yes, sometimes	96
16.2%	No	66
20.7%	They were never late	98
<b>RI: Time spent with Therapist</b>		
15.8%↑	Not enough	81
83.6%↓	About right	351
0.6%↑	Too much	11
<b>RI: Availability of Therapists</b>		
20.4%↑	Excellent	111
35.2%↓	Very Good	145
28.9%	Good	122
11.1%↑	Fair	54
4.4%	Poor	15
<b>RI: Time spent with Nurses</b>		
12.5%↑	Not enough	70
86.4%↓	About right	391
1.1%	Too much	9
<b>RI: Time spent with Rehab Drs</b>		
20.8%↑	Not enough	109
78.8%↓	About right	343
0.4%↑	Too much	8

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
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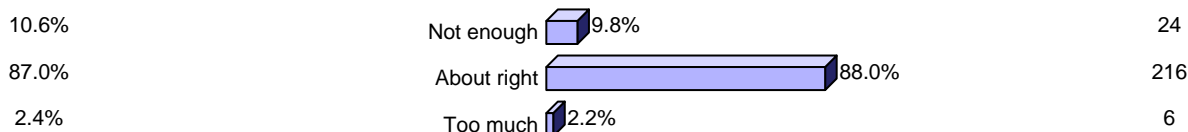
NSW Health Patient Survey 2008-Other Measures Related to Access to Care (continued)  
February 2008 (n=493)

Detail

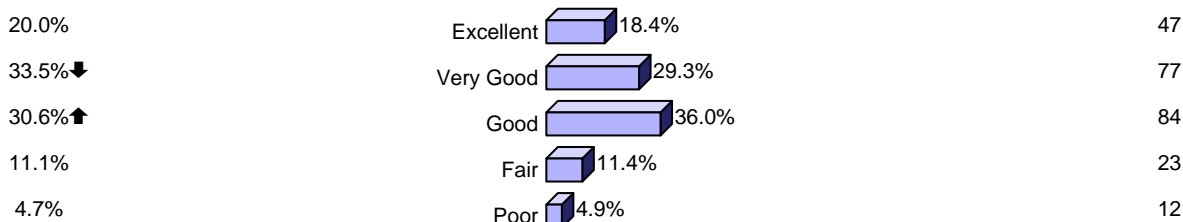
February 2007

n size

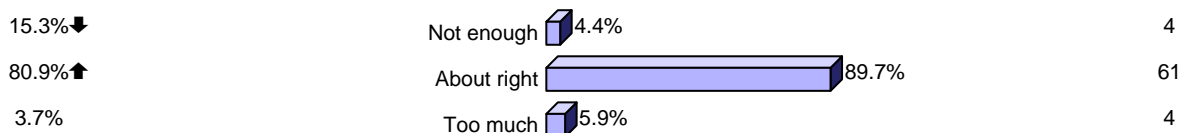
RI: Time spent with Social Worker



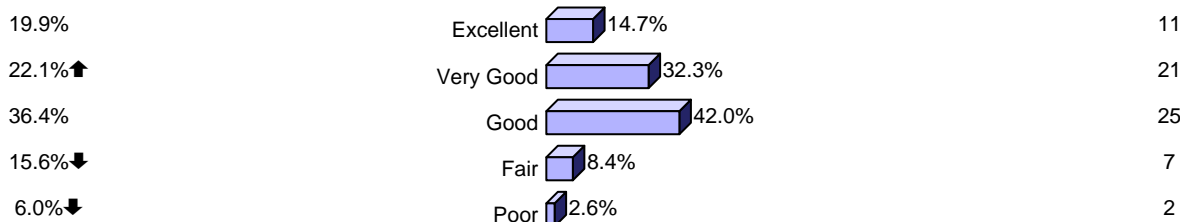
RI: Availability of Social Worker



RI: Time spent with Psychologist



RI: Availability of Psychologist

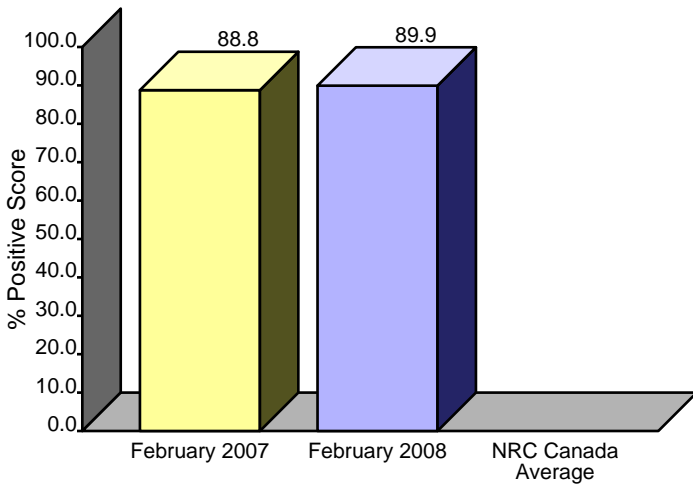


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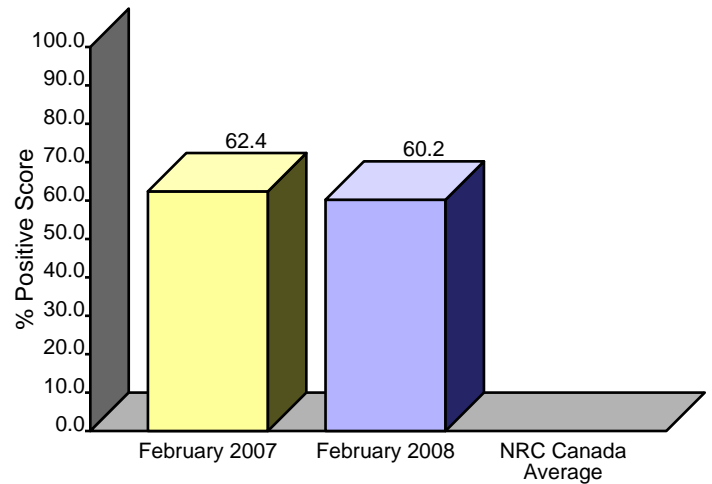


NSW Health Patient Survey 2008-Information and Education - Adult  
 Rehabilitation Inpatients  
 February 2008 (n=493)

RI: Overall care received



CD - Information and Education



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
61.4%↓	RI: Nurses answers understandable	54.9%	437
61.5%	RI: Rehab Dr answers understandable	60.0%	438
67.4%↑	RI: Explained reason for delay in going to room	75.1%	152

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 2008-Other Measures Related to Information and Education

February 2008 (n=493)

*Detail*

February 2007		NRC Canada Average	n size
<b>RI: Rehab therapy explained understandably</b>			
64.0%	Yes, completely	64.7%	303
29.6%	Yes, somewhat	29.6%	129
6.4%	No	5.8%	26
<b>RI: Length of Rehab program explained</b>			
38.3%	Yes, definitely	36.7%	172
31.0%	Yes, somewhat	32.9%	149
30.6%	No	30.4%	135
<b>RI: Explained therapy exercises understandably</b>			
71.1%	Yes, definitely	68.8%	318
23.9%	Yes, somewhat	23.9%	105
5.0%↑	No	7.3%	32
<b>RI: Therapist answers understandable</b>			
7.3%↑	Did not have any questions	9.3%	46
62.5%	Yes, always	61.6%	284
26.4%	Yes, sometimes	26.2%	110
3.8%	No	2.9%	11
<b>RI: Test results explained understandably</b>			
52.1%	Yes, completely	52.0%	243
33.4%↓	Yes, somewhat	30.4%	140
7.8%↑	No	10.6%	44
6.8%	No tests were done	6.9%	35

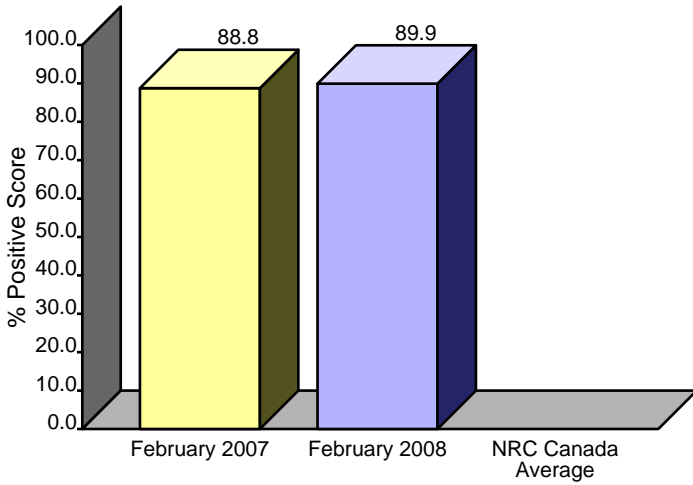
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



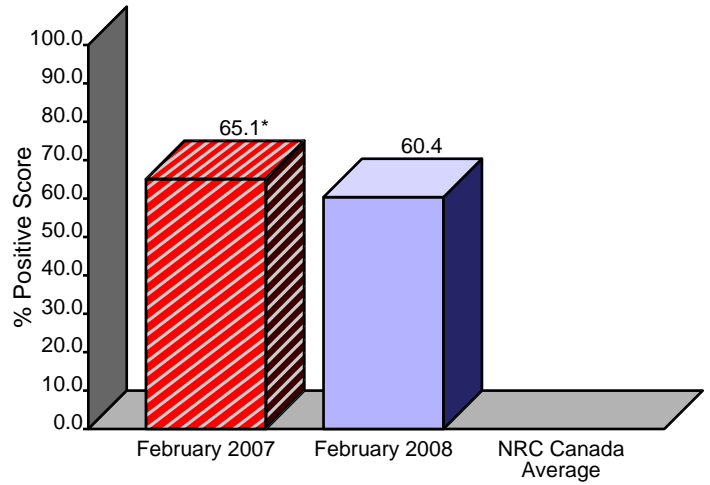
# NSW Health Patient Survey 2008-Emotional Support - Adult Rehabilitation Inpatients

February 2008 (n=493)

**RI: Overall care received**



**CD - Emotional Support**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
71.0%↓	RI: Confidence/trust in Nurses	65.8%	471
68.4%↓	RI: Confidence/trust in Rehab Drs	64.1%	464
53.8%↓	RI: Rehab Dr discussed anxieties/fears	49.2%	382

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 2008-Other Measures Related to Emotional Support February 2008 (n=493)

## Detail

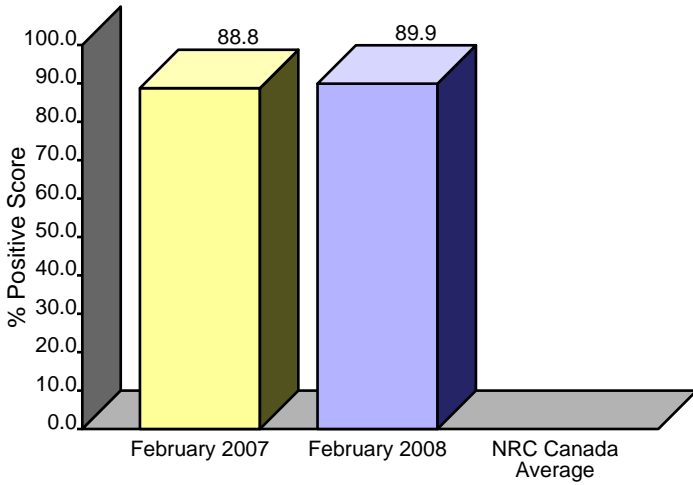
February 2007		NRC Canada Average	n size
<b>RI: Confidence/trust in Therapists</b>			
74.0%↓	Yes, definitely	70.3%	323
22.0%↑	Yes, somewhat	26.4%	113
3.9%	No	3.2%	14
<b>RI: Confidence/trust in Psychologist</b>			
66.3%↑	Yes, always	74.0%	50
26.0%	Yes, sometimes	22.9%	16
7.6%↓	No	3.1%	2
<b>RI: Confidence/trust in Social Worker</b>			
71.7%	Yes, always	70.9%	181
22.7%	Yes, sometimes	24.5%	53
5.6%	No	4.6%	12
<b>RI: Someone discussed anxieties/fears</b>			
38.3%	Yes, completely	36.3%	170
32.5%↑	Yes, somewhat	36.5%	164
9.1%↑	No	11.6%	50
20.1%↓	Did not have anxieties or fears	15.6%	74

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

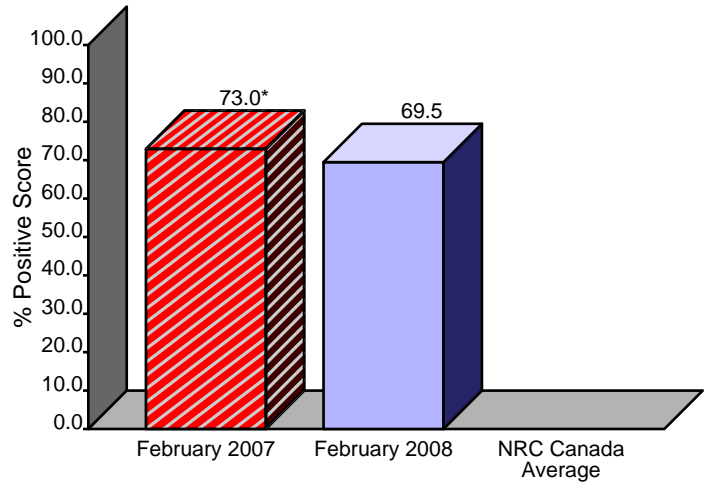


NSW Health Patient Survey 2008-Coordination of Care - Adult  
Rehabilitation Inpatients  
February 2008 (n=493)

RI: Overall care received



CD - Coordination of Care



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
61.6%↓	RI: Tests/procedures performed on time	55.5%	407
76.4%↓	RI: Organisation of admission process	73.5%	454
71.3%↓	RI: Staff said different things about care	66.0%	455
81.3%	RI: Waited too long to go to ward/room	81.4%	458

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 2008-Other Measures Related to Coordination of Care

## February 2008 (n=493)

### Detail

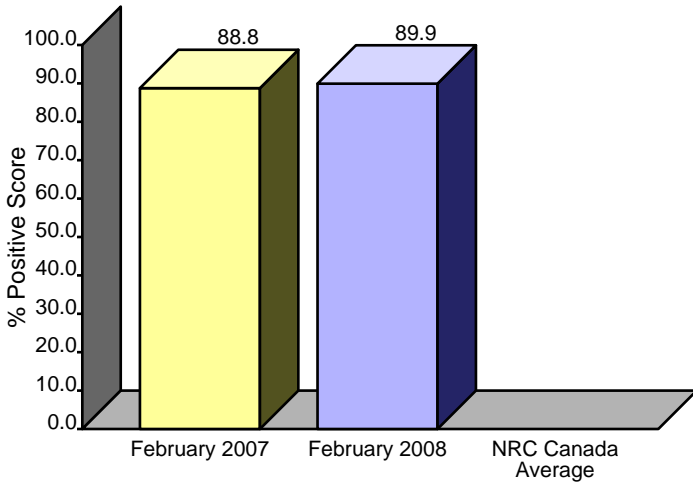
February 2007		NRC Canada Average	n size
<b>RI: One person in charge of coordinating care</b>			
56.0%↑	Yes	61.4%	282
14.7%↓	No	11.5%	54
29.3%	Not sure	27.1%	122
<b>RI: Staff worked together to plan rehab</b>			
63.2%	Yes, definitely	62.6%	298
30.4%	Yes, somewhat	30.5%	131
6.4%	No	6.9%	30
<b>RI: Knew who to ask questions about care</b>			
51.4%↓	Yes, always	47.2%	227
34.2%↑	Yes, sometimes	37.9%	170
14.4%	No	14.9%	63

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

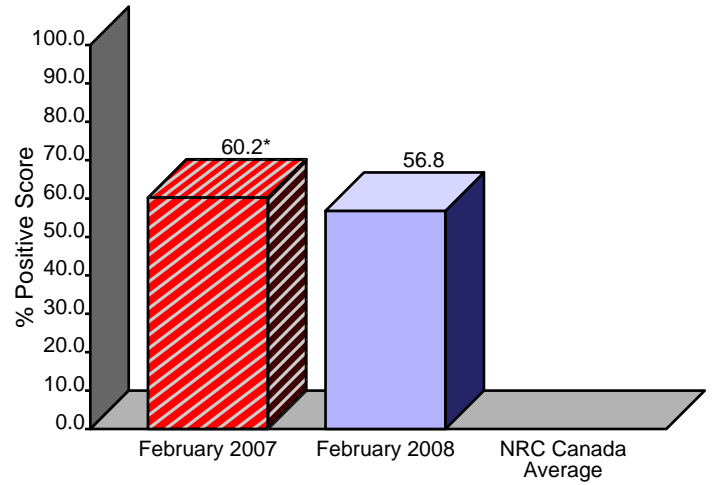


NSW Health Patient Survey 2008-Respect for Patient Preferences - Adult  
 Rehabilitation Inpatients  
 February 2008 (n=493)

RI: Overall care received



CD - Respect for Patient Preferences



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
73.5%↓	RI: Dignity/respect	70.5%	468
46.0%↓	RI: Enough say about treatment	42.7%	457

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 2008-Other Measures Related to Respect for Patient Preferences

## February 2008 (n=493)

**Detail**

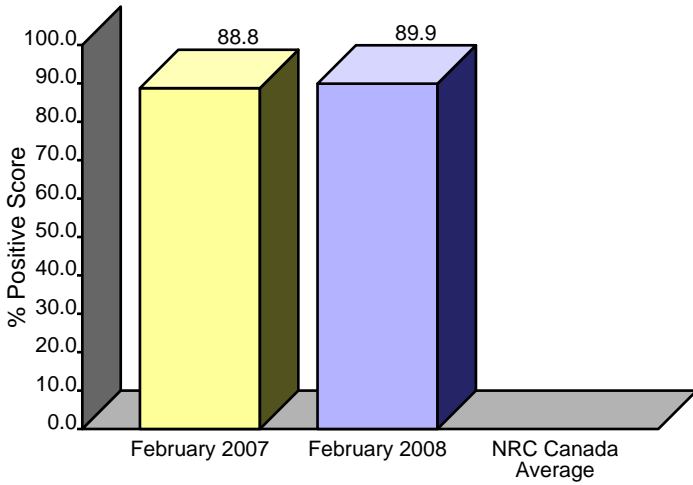
February 2007		NRC Canada Average	n size
<b>RI: Staff talked as though patient wasn't there</b>			
61.2%	No	58.8%	278
27.9%	Yes, sometimes	27.4%	117
10.9% <b>↑</b>	Yes, often	13.8%	61
<b>RI: Explained special nutrition needs to staff</b>			
44.4% <b>↓</b>	I had no special nutrition needs	37.5%	173
31.3% <b>↑</b>	Yes, completely	34.3%	156
18.3% <b>↑</b>	Yes, somewhat	22.5%	99
6.0%	No	5.7%	26
<b>RI: Privacy maintained by Rehab</b>			
63.3%	Yes, always	61.3%	295
29.0% <b>↑</b>	Yes, sometimes	33.9%	147
7.7% <b>↓</b>	No	4.7%	22
<b>RI: Given info re: patient rights/responsibilities</b>			
57.9% <b>↓</b>	Yes, completely	53.6%	262
28.0% <b>↑</b>	Yes, somewhat	34.2%	144
14.1%	No	12.2%	54

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

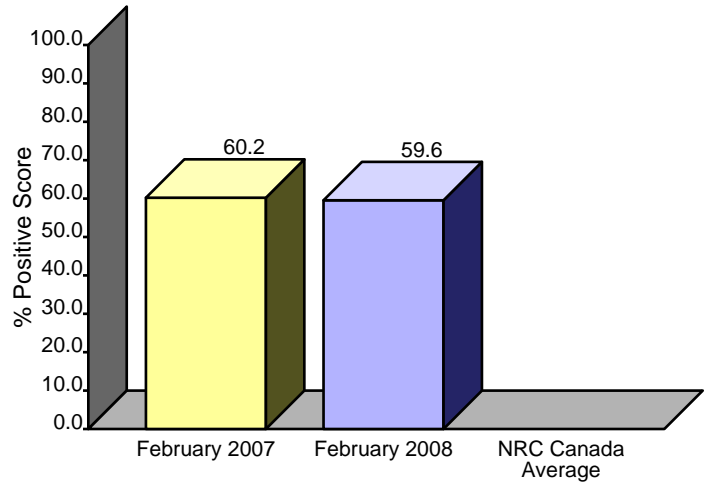


NSW Health Patient Survey 2008-Family and Friends - Adult Rehabilitation  
 Inpatients  
 February 2008 (n=493)

RI: Overall care received



CD - Family and Friends



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
60.2%	RI: Gave family info about home care	59.6%	455

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 2008-Other Measures Related to Family and Friends

## February 2008 (n=493)

**Detail**

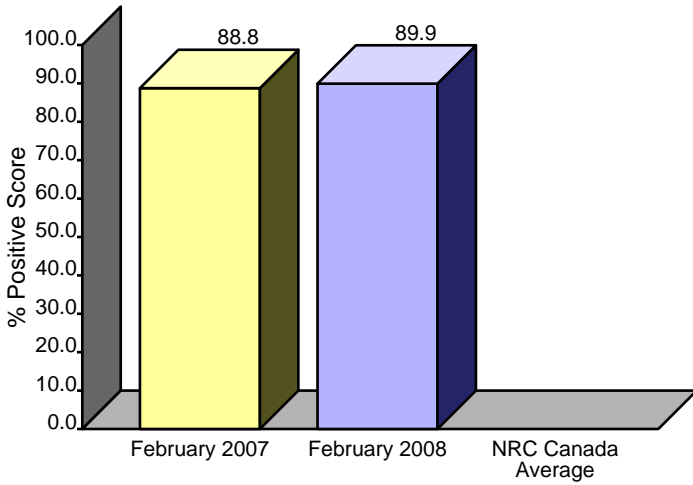
February 2007		NRC Canada Average	n size
<b>RI: Family/friends involved in rehab program</b>			
71.9%	Yes	73.5%	342
28.1%	No	26.5%	128
<b>RI: Visitors allowed as much as wanted</b>			
70.5%↓	Yes, definitely	67.5%	332
22.2%	Yes, somewhat	23.6%	101
7.3%	No	8.8%	39
<b>RI: Made visitors feel welcome</b>			
80.6%	Yes, always	82.7%	397
17.5%	Yes, sometimes	15.8%	69
1.9%	No	1.5%	6
<b>RI: Family had opportunity to talk with Dr</b>			
52.2%	Yes, definitely	53.6%	257
31.1%↑	Yes, somewhat	34.6%	155
16.7%↓	No	11.8%	51
<b>RI: Involved family in care planning</b>			
70.8%↓	Yes, definitely	66.6%	320
20.7%	Yes, somewhat	22.7%	94
8.5%↑	No	10.7%	48
<b>RI: Amount of info given to family</b>			
2.2%	Too much	2.6%	11
82.4%	Right amount	81.7%	378
15.4%	Not enough	15.7%	70
<b>RI: Therapists gave home adaptation info</b>			
59.0%	Yes, completely	59.1%	278
27.4%	Yes, somewhat	26.8%	110
13.7%	No	14.1%	64

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

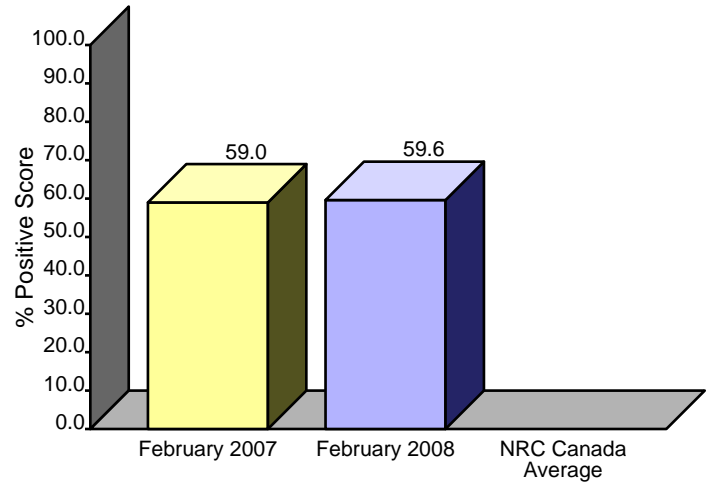


NSW Health Patient Survey 2008-Physical Comfort - Adult Rehabilitation  
 Inpatients  
 February 2008 (n=493)

RI: Overall care received



CD - Physical Comfort



\* Significantly Different from Your Current Score

**Detail**

February 2007



Highest correlation with  
 "RI: Overall care received"

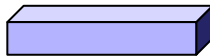
NRC Canada  
 Average

n size

% Positive Score

59.0%

RI: Got help going to bathroom in time



59.6%

401

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 2008-Other Measures Related to Physical Comfort  
February 2008 (n=493)

*Detail*

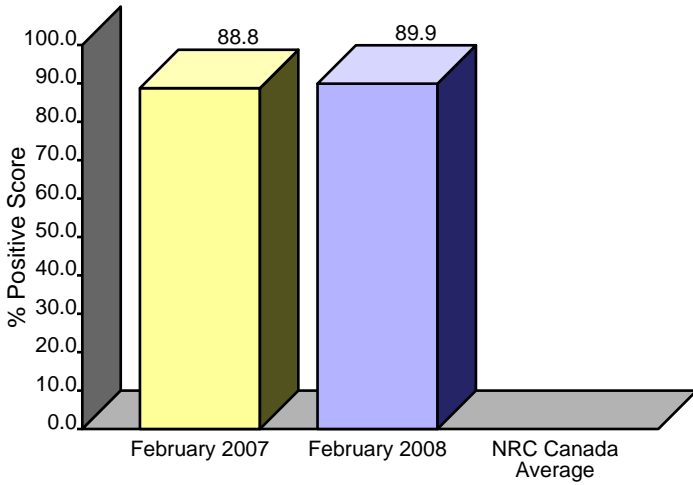
February 2007		NRC Canada Average	n size
<b>RI: Staff worked to control pain</b>			
49.0%	Yes, completely	47.2%	219
30.3%	Yes, somewhat	32.5%	145
3.8%	No	4.6%	19
16.9%	I had no pain	15.7%	76

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

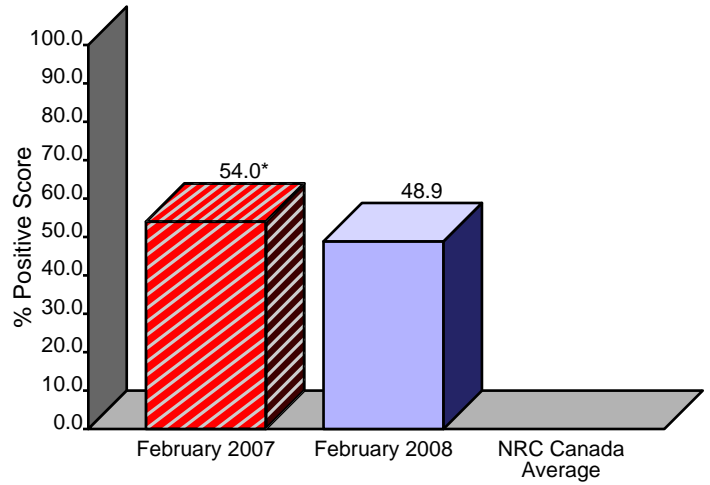


NSW Health Patient Survey 2008-Continuity and Transition - Adult  
 Rehabilitation Inpatients  
 February 2008 (n=493)

RI: Overall care received



CD - Continuity and Transition



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
71.1%↓	RI: Staff explained purpose of home meds	62.9%	386
47.7%↓	RI: Staff explained medication side effects	41.3%	341
44.3%	RI: Told danger signals to watch for at home	42.6%	447

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 2008-Other Measures Related to Continuity and Transition

February 2008 (n=493)

*Detail*

February 2007		NRC Canada Average	n size
<b>RI: Therapists taught important skills for home</b>			
65.5%↓	Yes, definitely	60.6%	285
24.6%↑	Yes, somewhat	30.6%	130
9.9%	No	8.8%	39
<b>RI: Therapists gave encouragement</b>			
5.5%↑	Not enough	10.9%	44
89.1%↓	About right	79.8%	359
5.4%↑	Too much	9.4%	42
<b>RI: Felt ready to go home after Rehab</b>			
65.5%	Yes, completely	64.5%	298
26.8%	Yes, somewhat	26.3%	121
7.8%	No	9.2%	40
<b>RI: Told in advance about going home</b>			
75.3%↑	Yes	79.4%	371
24.7%↓	No	20.6%	90
<b>RI: Told what to expect about progress</b>			
52.7%↓	Yes, completely	47.2%	227
33.4%↑	Yes, somewhat	40.3%	168
13.9%	No	12.5%	55
<b>RI: Learned home therapy exercises before leaving</b>			
14.7%↓	I had no exercises to do at home	10.1%	51
51.3%↑	Yes, completely	55.2%	258
25.4%	Yes, somewhat	27.5%	113
8.6%	No	7.3%	34

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 2008-Other Measures Related to Continuity and Transition (continued) February 2008 (n=493)

*Detail*

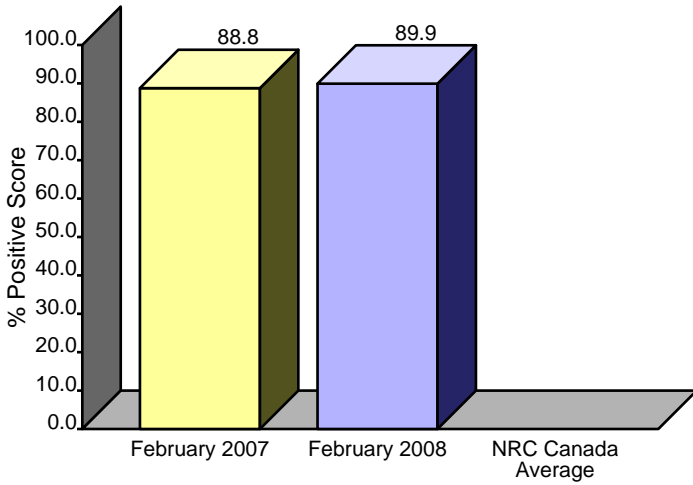
February 2007		NRC Canada Average	n size
<b>RI: Gave written info about home exercises</b>			
18.7%↓	I had no exercises to do at home	12.8%	60
48.8%↑	Yes	56.1%	259
32.5%	No	31.1%	138
<b>RI: Explained home activities</b>			
50.5%↓	Yes, definitely	44.3%	211
24.5%↑	Yes, somewhat	31.4%	130
25.0%	No	24.3%	110
<b>RI: Discussed home changes to help rehab goals</b>			
27.6%↓	No changes were needed	17.8%	87
51.1%↑	Yes, completely	57.0%	266
14.5%↑	Yes, somewhat	19.1%	76
6.8%	No	6.0%	29
<b>RI: Had equipment needed at home</b>			
23.6%↓	Did not need equipment at home	18.1%	85
65.7%	Yes	67.8%	311
10.6%↑	No	14.1%	61
<b>RI: Staff helped arrange other care</b>			
41.3%↓	No referral was made	35.5%	172
49.8%↑	Yes	54.6%	233
8.9%	No	9.9%	41
<b>RI: Know who to call w/questions after leaving</b>			
84.6%↓	Yes	81.0%	376
15.4%↑	No	19.0%	80

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

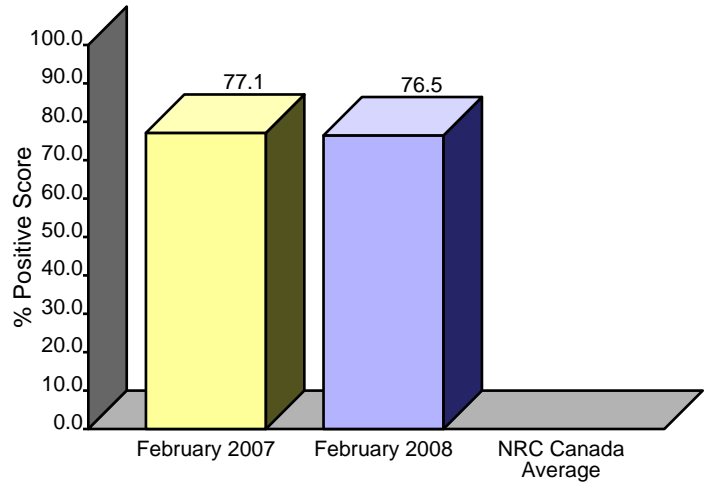


NSW Health Patient Survey 2008-Questions About Patient Safety - Adult  
 Rehabilitation Inpatients  
 February 2008 (n=493)

RI: Overall care received



SD - Patient Safety



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
65.3%	RI: Therapists understood rehab needs	65.5%	460
90.4%	RI: Minutes to receive help after using call button	88.9%	412

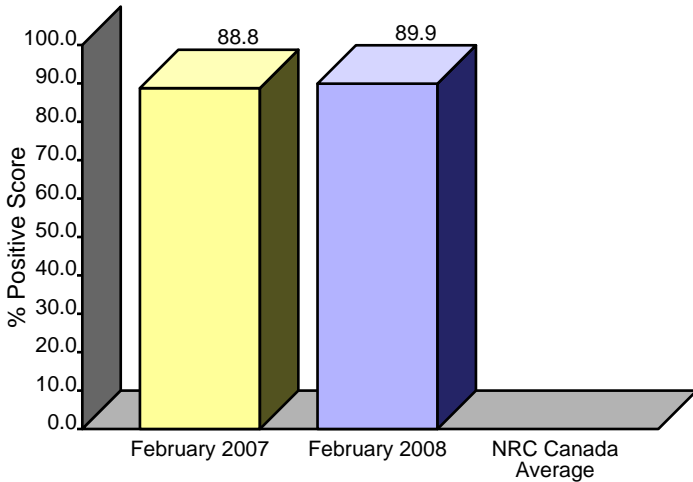
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



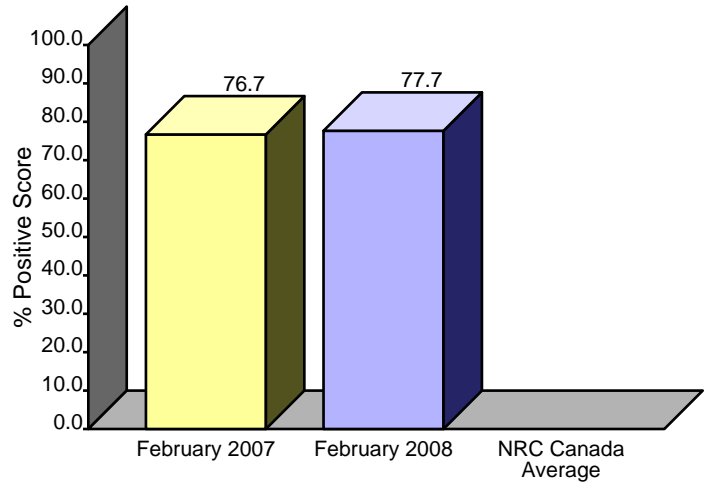
# NSW Health Patient Survey 2008-Questions About Overall Attitudes - Adult Rehabilitation Inpatients

February 2008 (n=493)

RI: Overall care received



SD - Overall Attitudes



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "RI: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
43.5%	RI: Rate visit as admitted rehab patient 41.9%		451
85.6%	RI: How staff worked together 85.7%		461
59.9%	RI: Would recommend Rehab 60.4%		455
70.6%	RI: Courtesy of admission staff 69.4%		467
89.9%	RI: Courtesy of Nurses 89.9%		470
86.4% <sup>▲</sup>	RI: Courtesy of Rehab Drs 90.3%		463
88.7% <sup>▲</sup>	RI: Courtesy of Social Worker 92.2%		245
93.5%	RI: Courtesy of Therapists 94.3%		448
88.8% <sup>▲</sup>	RI: Courtesy of Psychologist 96.0%		67

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





# NSW Health Patient Survey 2008-Questions About the Patients - Adult Rehabilitation Inpatients February 2008 (n=493)

**Detail**

February 2007		NRC Canada Average	n size
<b>RI: General health status</b>			
6.5%↓	Excellent	2.5%	11
17.2%↓	Very Good	11.5%	58
28.2%↑	Good	37.7%	174
30.7%	Fair	30.8%	147
17.4%	Poor	17.5%	81
<b>RI: Days in bed due to illness/injury in Feb</b>			
24.2%	None	24.8%	119
4.4%	One day	4.2%	19
5.5%↑	Two days	7.0%	34
5.3%↓	Three days	2.4%	13
4.6%	Four days	4.3%	22
13.3%	Five-to-seven days	11.7%	47
7.3%	Eight-to-ten days	8.6%	39
35.5%	More than ten days	37.0%	172
<b>RI: Times admitted to this hospital in Feb</b>			
83.9%	One	83.1%	352
10.3%	Two	12.2%	41
2.1%	Three	2.0%	9
0.9%	Four	0.7%	3
1.2%↓	Five to nine	0.4%	2
1.6%	Ten or more	1.6%	5
<b>RI: Times in hospital overnight in past six months</b>			
50.6%↓	Only this time	46.9%	225
25.6%	This time and one other	26.2%	121
23.8%↑	This time and more than one other time	26.8%	119

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 2008-Questions About the Patients - Adult  
Rehabilitation Inpatients (continued)  
February 2008 (n=493)**

*Detail*

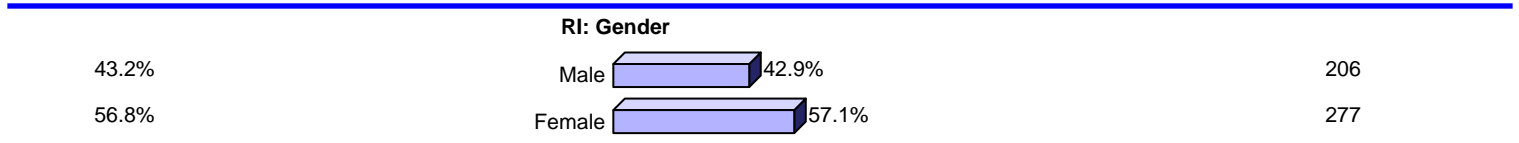
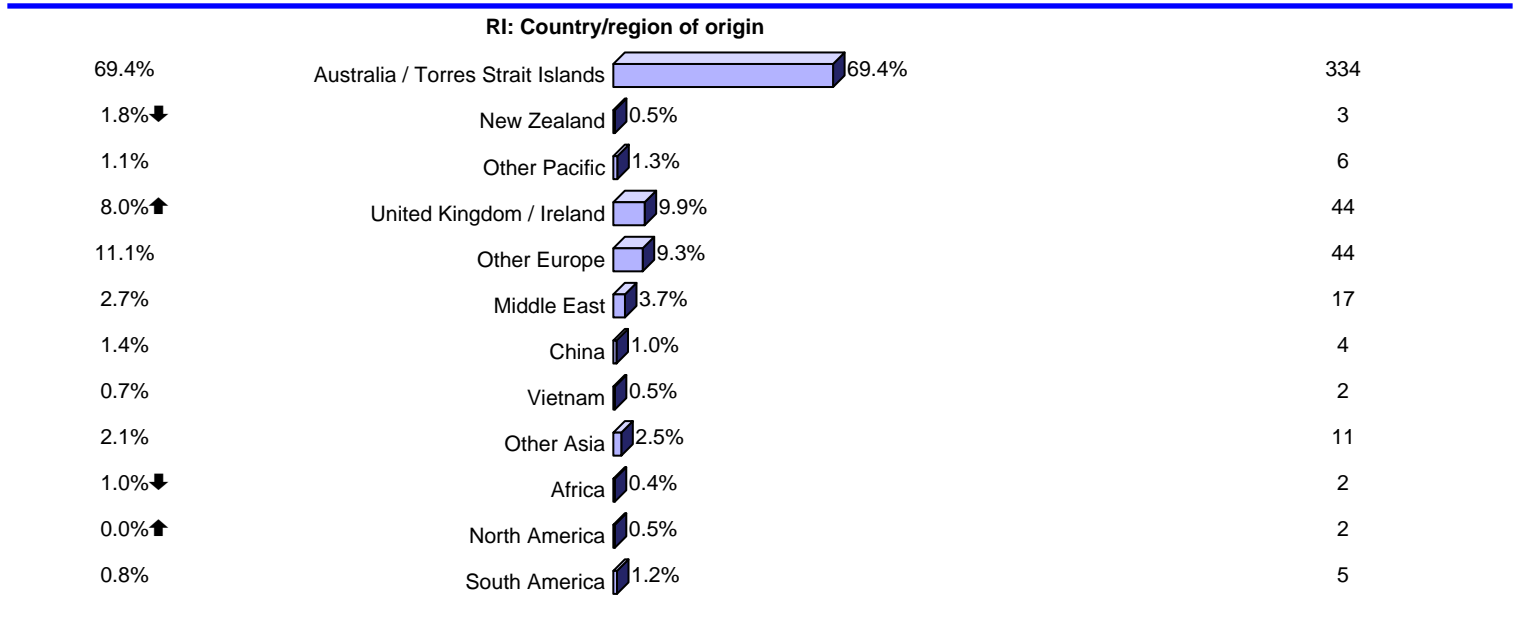
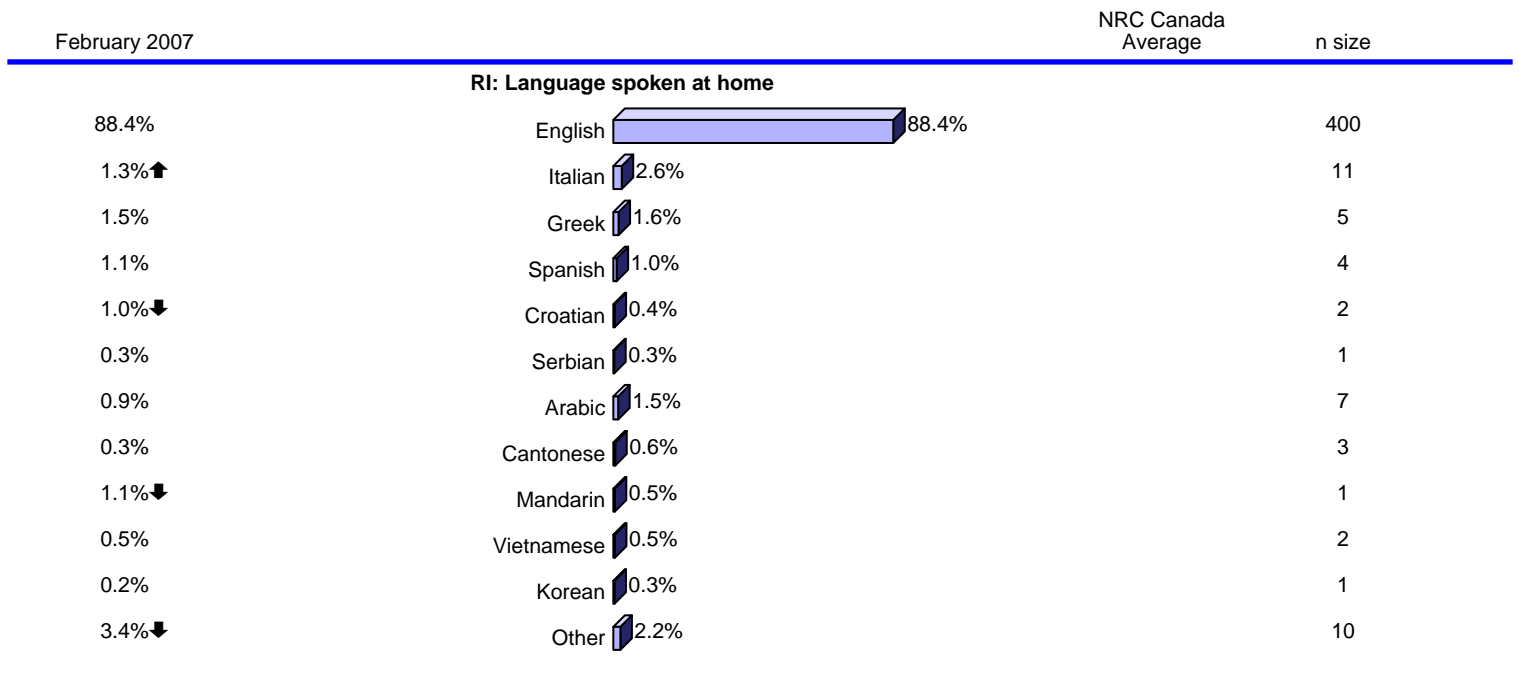
February 2007		NRC Canada Average	n size
<b>RI: Patient classification</b>			
76.0%↓	Public or Medicare patient	70.9%	332
15.1%↑	Private patient/claiming against private health insurance	18.5%	92
0.3%	WorkCover patient	0.1%	1
6.0%↑	Department of Veterans Affairs (DVA) patient	8.2%	37
0.2%	Something else	0.3%	2
2.5%	Not sure	1.9%	8
<b>RI: Level of education completed</b>			
53.3%	Less than Year 12 at secondary school	56.4%	251
17.7%↓	Completed Year 12 at secondary school	13.9%	63
17.9%↑	Trade or technical certificate or diploma	20.6%	91
7.4%↓	University graduate	5.6%	27
3.7%	Post graduate / higher degree	3.5%	13
<b>RI: Aboriginal or Torres Strait Island background</b>			
98.4%↑	No	99.3%	470
1.4%↓	Yes, Aboriginal	0.5%	2
0.2%	Yes, Torres Strait Islander	0.2%	1

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 2008-Questions About the Patients - Adult  
 Rehabilitation Inpatients (continued)  
 February 2008 (n=493)

Detail

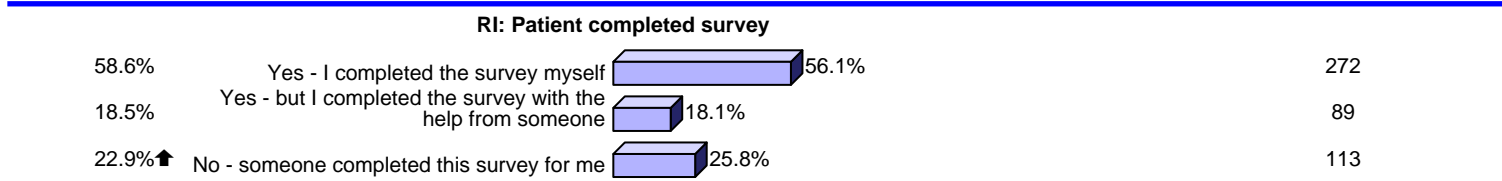
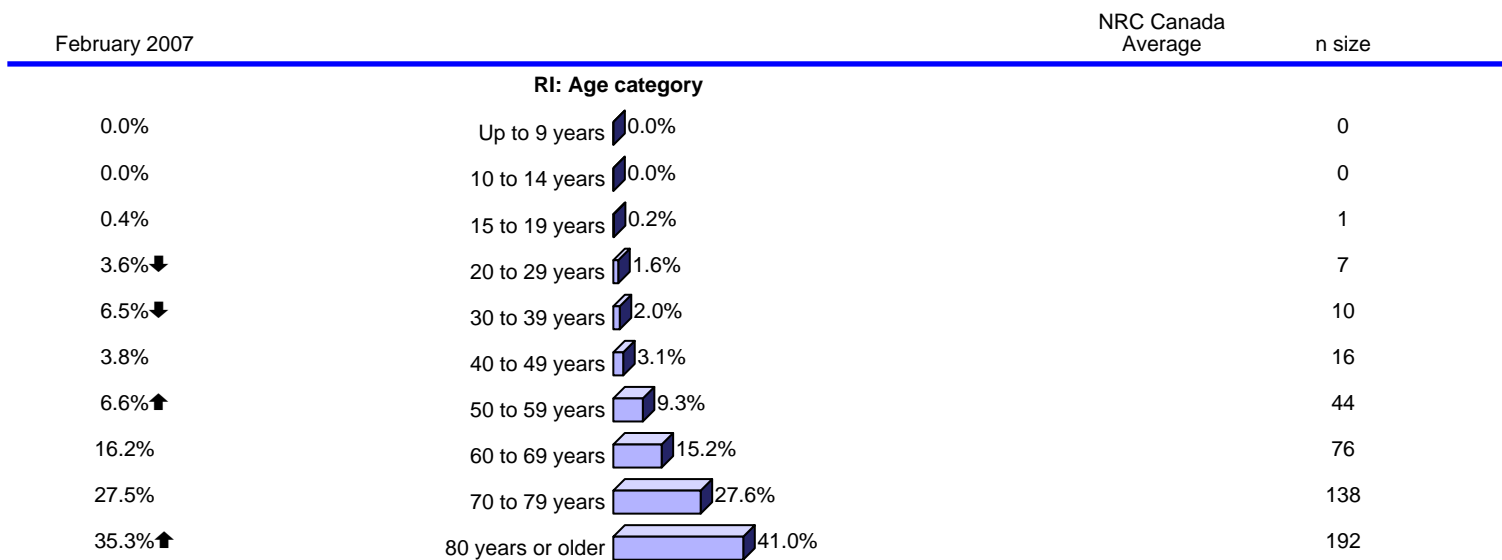


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ▲ or lower ▼.



NSW Health Patient Survey 2008-Questions About the Patients - Adult  
 Rehabilitation Inpatients (continued)  
 February 2008 (n=493)

*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 2008-Questions About the Visits - Adult  
 Rehabilitation Inpatients  
 February 2008 (n=493)

*Detail*

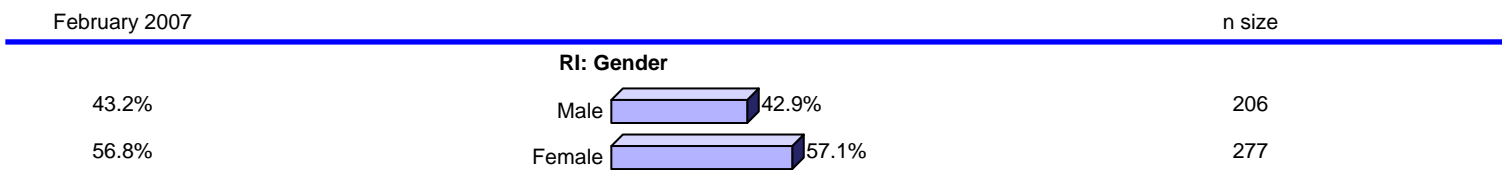
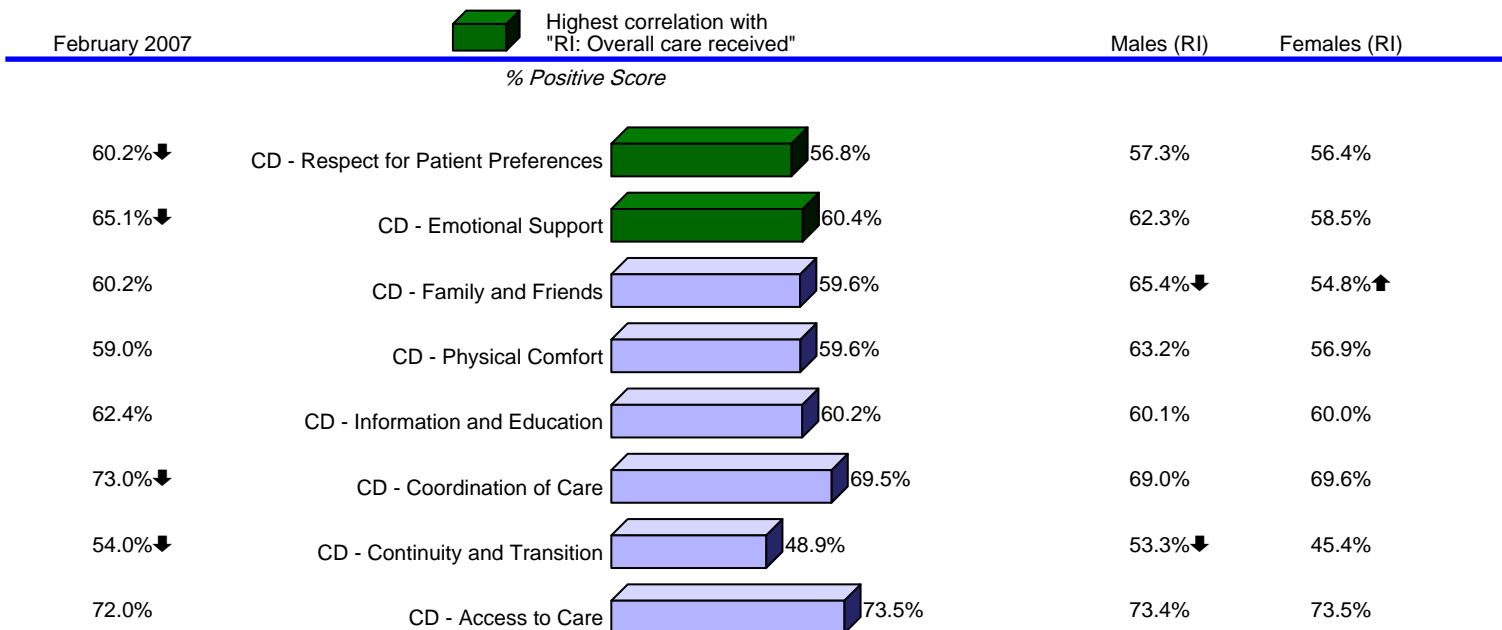
February 2007		NRC Canada Average	n size
<b>RI: Received care from Social Worker</b>			
56.3%↑	Yes	59.8%	253
39.9%↓	No	34.5%	160
3.8%↑	Not sure	5.8%	24
<b>RI: Received care from Psychologist</b>			
18.5%	Yes	16.7%	71
77.7%	No	77.4%	326
3.8%↑	Not sure	6.0%	26

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 2008-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2008 (n=493)

## 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 2008-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2008 (n=493)

## Detail

February 2007	Highest correlation with "RI: Overall care received"	Ages 0 - 19 (RI)	Ages 20 - 39 (RI)	Ages 40 - 59 (RI)	Ages 60+ (RI)
	<i>% Positive Score</i>				
60.2%↓	CD - Respect for Patient Preferences 56.8%	0.0%↑	54.7%	55.1%	57.3%
65.1%↓	CD - Emotional Support 60.4%	33.3%	54.9%	56.2%	61.2%
60.2%	CD - Family and Friends 59.6%	0.0%↑	36.1%↑	59.6%	60.3%
59.0%	CD - Physical Comfort 59.6%	0.0%↑	64.3%	57.6%	59.7%
62.4%	CD - Information and Education 60.2%	0.0%↑	59.6%	53.8%	61.3%
73.0%↓	CD - Coordination of Care 69.5%	100.0%	61.0%	71.0%	69.4%
54.0%↓	CD - Continuity and Transition 48.9%	0.0%	43.9%	61.4%↓	47.3%
72.0%	CD - Access to Care 73.5%	33.3%	68.7%	73.5%	73.8%

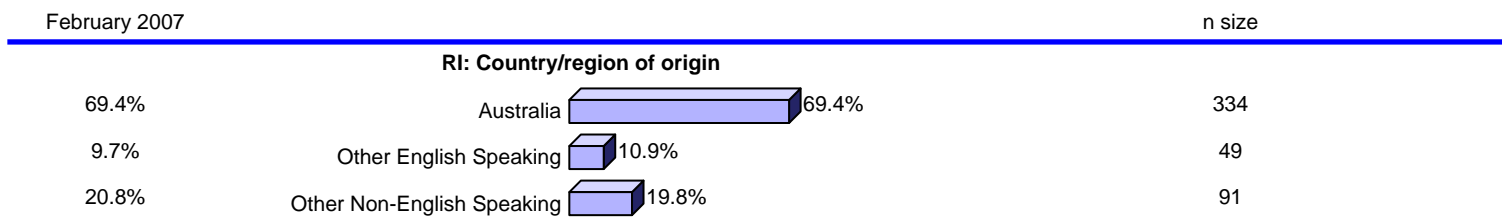
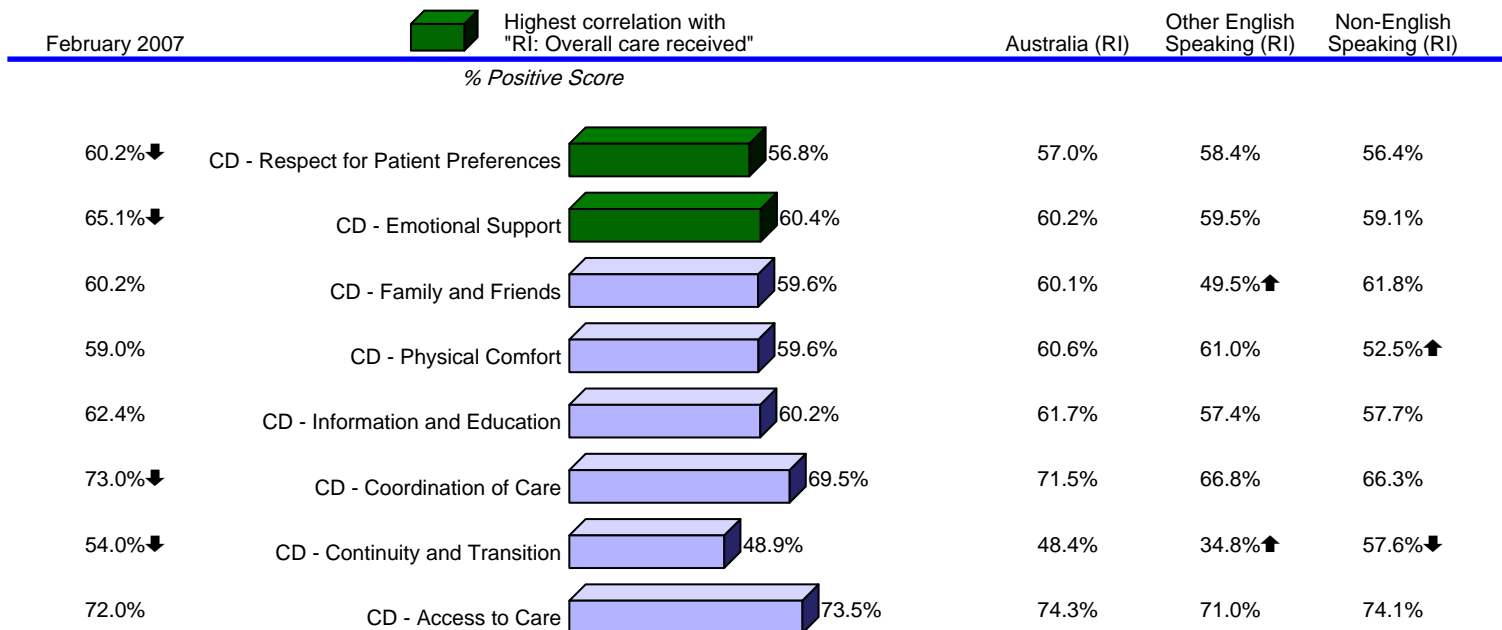
February 2007	RI: Age category	n size
0.4%	Ages 0 - 19 0.2%	1
10.2%↓	Ages 20 - 39 3.6%	17
10.4%↑	Ages 40 - 59 12.4%	60
79.0%↑	Ages 60 and over 83.8%	406

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 2008-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2008 (n=493)

### 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 2008-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2008 (n=493)

### Detail

February 2007



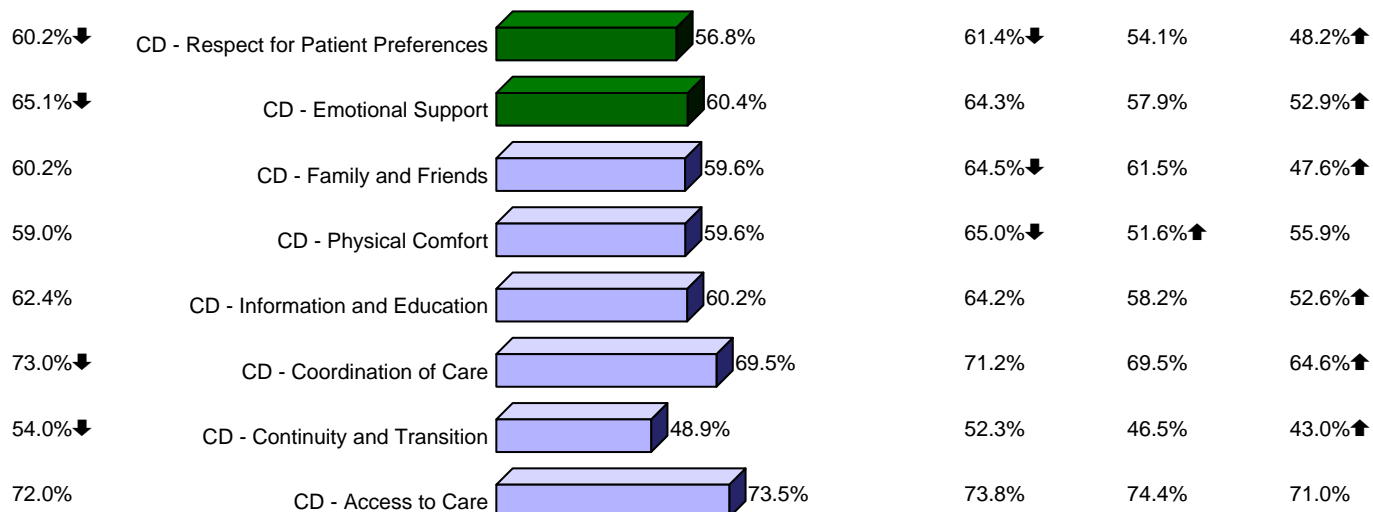
Highest correlation with "RI: Overall care received"

Only this time (RI)

One other time (RI)

Two or more other times (RI)

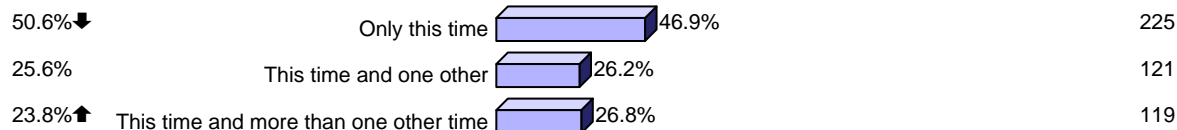
% Positive Score



February 2007

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 2008-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2008 (n=493)

February 2007		<i>Detail</i>				
Highest correlation with "RI: Overall care received"		Poor/Fair Health Rating (RI)	Good Health Rating (RI)	Very Good Health Rating (RI)	Excellent Health Rating (RI)	
% Positive Score						
60.2%↓	CD - Respect for Patient Preferences	56.8%	48.2%↑	61.3%↓	71.6%↓	65.8%
65.1%↓	CD - Emotional Support	60.4%	54.6%↑	63.1%	72.1%↓	61.9%
60.2%	CD - Family and Friends	59.6%	57.1%	59.6%	71.9%↓	72.6%
59.0%	CD - Physical Comfort	59.6%	49.9%↑	65.9%↓	70.7%↓	73.1%
62.4%	CD - Information and Education	60.2%	56.4%	61.3%	70.3%↓	59.1%
73.0%↓	CD - Coordination of Care	69.5%	66.0%	70.8%	80.9%↓	71.4%
54.0%↓	CD - Continuity and Transition	48.9%	42.8%↑	51.3%	65.1%↓	45.5%
72.0%	CD - Access to Care	73.5%	69.7%↑	77.9%↓	78.2%	71.7%

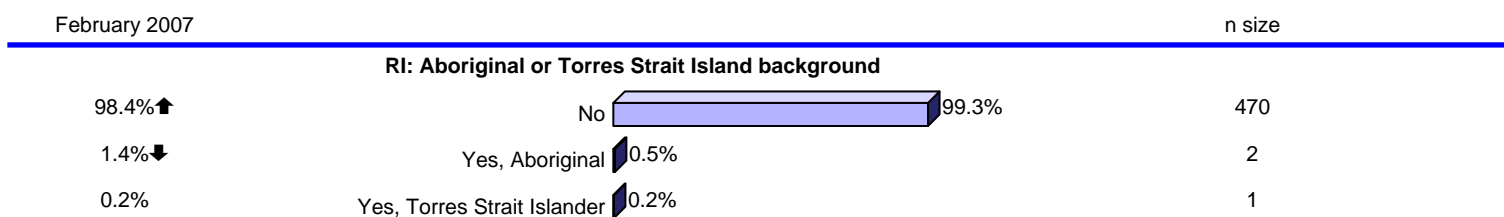
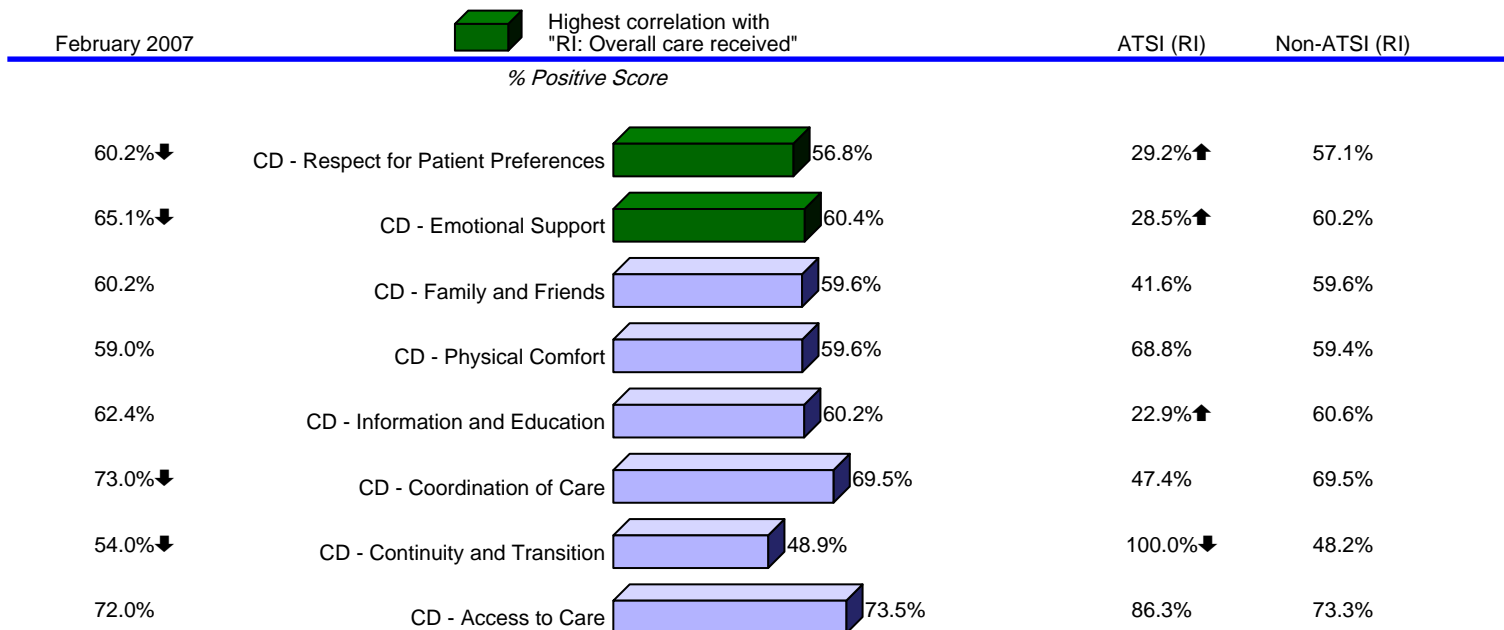
February 2007		n size	
RI: General health status			
6.5%↓	Excellent Health Rating	2.5%	11
17.2%↓	Very Good Health Rating	11.5%	58
28.2%↑	Good Health Rating	37.7%	174
48.1%	Poor/Fair Health Rating	48.3%	228

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 2008-Performance by Main Patient Subgroups - Adult Rehabilitation Patients February 2008 (n=493)

## 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 2008

▲ 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)	89.9%	41.9%	60.4%	77.1%	80.8%	65.8%	42.7%
-Greater Southern Area Health Service	91.6%	43.5%	63.1%	80.5%	81.4%	78.4%▲	50.1%▲
-Greater Western Area Health Service	92.6%	32.8%	60.1%	75.4%	75.5%	73.6%	45.6%
-Hunter New England Area Health Service	80.1%▼	28.6%▼	52.5%▼	70.7%	85.9%	53.6%▼	40.2%
-North Coast Area Health Service	95.4%	66.2%▲	65.8%	84.4%	88.4%	79.5%▲	61.3%▲
-N Sydney/Central Coast AHS	90.2%	44.7%	63.9%	79.7%	80.8%	67.6%	41.5%
-SE Sydney/Illawarra AHS	93.5%▲	49.3%▲	63.2%	79.3%	86.3%▲	69.9%	41.9%
-Sydney South West AHS	88.4%	38.8%	59.6%	71.6%▼	72.8%▼	61.0%	41.0%
-Sydney West Area Health Service	89.4%	33.6%▼	56.1%	79.1%	78.7%	57.2%▼	36.5%



## NSW Health Patient Survey 2008

▲ 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)	73.5%	60.2%	60.4%	69.5%	56.8%	59.6%	59.6%	48.9%
-Greater Southern Area Health Service	76.6%	62.0%	66.4%	73.4%	64.0%▲	67.6%▲	69.2%▲	59.3%▲
-Greater Western Area Health Service	70.1%	56.2%	59.5%	64.0%	54.8%	45.9%	62.2%	42.6%
-Hunter New England Area Health Service	76.4%	63.9%	46.2%▼	67.8%	44.8%▼	39.8%▼	54.8%	25.0%▼
-North Coast Area Health Service	77.4%	73.7%▲	75.6%▲	78.3%	70.4%▲	74.9%▲	63.1%	64.7%▲
-N Sydney/Central Coast AHS	73.3%	65.1%	64.9%	76.0%▲	58.8%	59.7%	62.0%	51.1%
-SE Sydney/Illawarra AHS	74.3%	63.6%	64.5%	71.6%	62.1%▲	64.6%	60.8%	52.8%
-Sydney South West AHS	70.5%	51.8%▼	58.8%	63.4%▼	51.9%	56.5%	49.9%▼	52.0%
-Sydney West Area Health Service	71.9%	56.5%	53.6%▼	66.0%	51.7%	60.9%	65.7%	42.2%▼



## 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 --






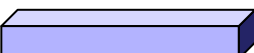

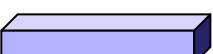
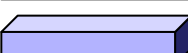
In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any 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 2008-Summary of Dimensions of Care - Non-Admitted Emergency Patients February 2008 (n=24638)

**Detail**

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
77.6%↑	CD - Access to Care  78.2%		23365
59.2%↑	CD - Emotional Support  60.5%	64.4%↓	24506
71.0%↑	SD - Overall Attitudes  71.8%	83.5%↓	24595
67.7%↑	CD - Coordination of Care  68.9%		24634
68.3%↑	CD - Physical Comfort  70.1%	64.1%↑	15115
74.2%↑	CD - Respect for Patient Preferences  74.9%	79.1%↓	24593
63.5%↑	SD - Surgery, Procedures, and Tests  64.8%	62.8%↑	12843
60.2%↑	CD - Continuity and Transition  60.8%	60.7%	24144
53.9%↑	CD - Information and Education  54.8%	69.0%↓	23799

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





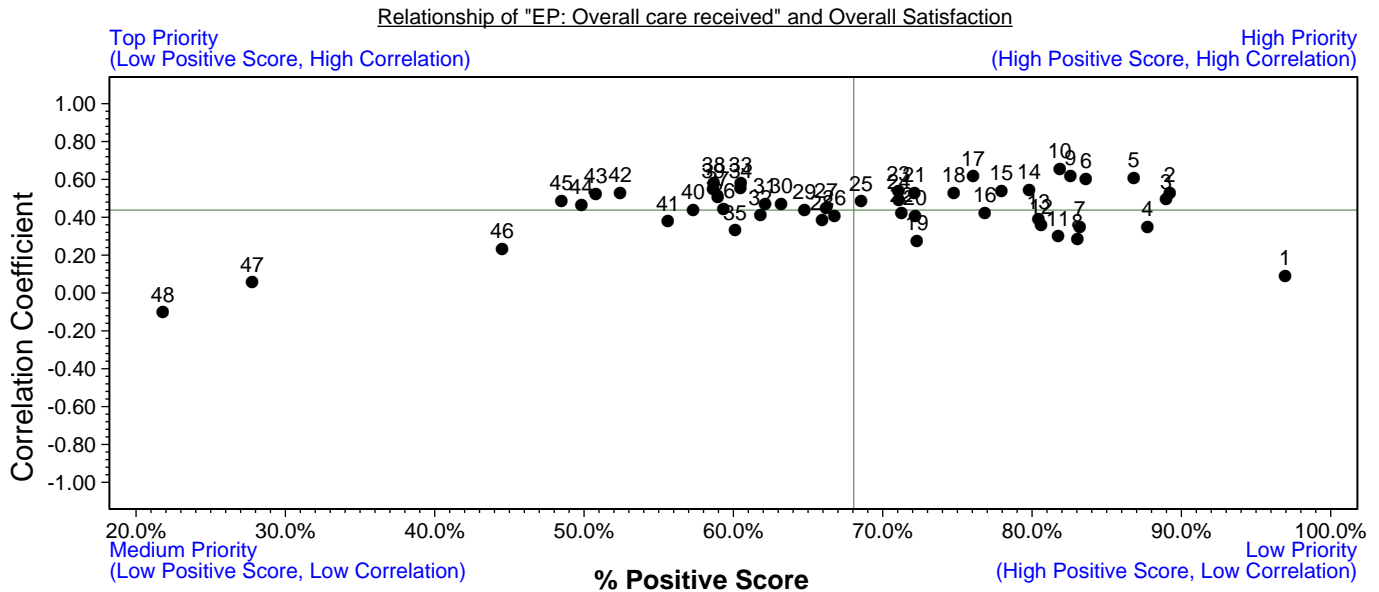
# NSW Health Patient Survey 2008-Key Drivers - Non-Admitted Emergency Patients February 2008 (n=24638)

		<i>Detail</i>		
February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>				
80.7% <sup>▲</sup>	EP: Completeness of ED care	81.9%	24343	0.657
82.1% <sup>▲</sup>	EP: Explanation of what ED did	82.6%	24304	0.619
74.4% <sup>▲</sup>	EP: Rate availability of drs	76.1%	16340	0.616
86.2% <sup>▲</sup>	EP: Courtesy of ED staff	86.8%	24308	0.607
83.4%	EP: How well ED Drs/Nurses worked together	83.6%	23997	0.603
58.9% <sup>▲</sup>	EP: Organisation of care	60.5%	24520	0.582
57.8% <sup>▲</sup>	EP: ED wait time rating	58.7%	24206	0.582
59.6% <sup>▲</sup>	EP: Had enough say about ED care	60.5%	24155	0.554
57.1% <sup>▲</sup>	EP: ED did all it could to control pain	58.6%	15069	0.549
80.0%	EP: Rate availability of nurses	79.8%	21410	0.544
77.3% <sup>▲</sup>	EP: Dignity/respect by ED staff	78.0%	24377	0.540
70.3% <sup>▲</sup>	EP: Confidence/trust in ED Drs	71.1%	16443	0.537
72.9% <sup>▲</sup>	EP: Needed help in ED but didn't get it	74.8%	24227	0.529
52.0% <sup>▲</sup>	EP: Enough info re: condition/treatment	52.4%	24236	0.528
71.8%	EP: Confidence/trust in ED Nurses	72.1%	21450	0.527

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



# NSW Health Patient Survey 2008-Opportunity Matrix - Non-Admitted Emergency Patients February 2008 (n=24638)



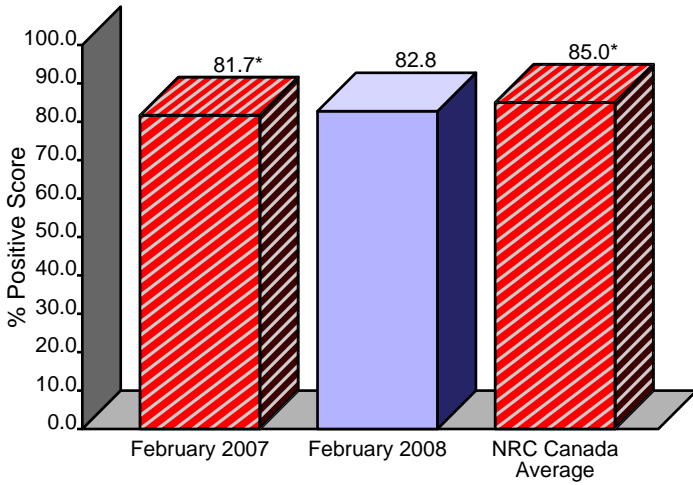
- |   |  |
|---|--|
| 1 EP: One Dr in charge of ED care                     | 25 EP: ED Nurses answered questions understandably     |
| 2 EP: Courtesy of ED Drs                              | 26 EP: ED got messages to family/friends               |
| 3 EP: Courtesy of ED Nurses                     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

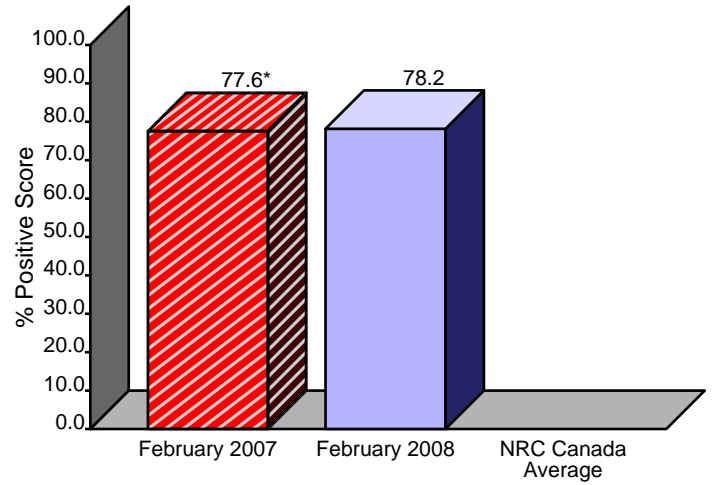


NSW Health Patient Survey 2008-Access to Care - Non-Admitted  
Emergency Patients  
February 2008 (n=24638)

EP: Overall care received



CD - Access to Care



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
74.4%↑	EP: Rate availability of drs	76.1%	16340
80.0%	EP: Rate availability of nurses	79.8%	21410

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 2008-Other Measures Related to Access to Care

## February 2008 (n=24638)

### Detail

February 2007		NRC Canada Average	n size	
<b>EP: Kept informed about ED room wait time</b>				
34.4%↓	Yes	33.3%	8154	
40.4%	No	40.7%	9674	
25.2%↑	I was seen immediately	26.0%	6452	
<b>EP: Wait time for dr after going to bed/exam room</b>				
18.3%↑	I did not wait at all	19.4%	4757	
41.4%↓	Less than 1/2 hour	40.7%	9835	
24.6%↓	Between 1/2 hour and 1 hour	24.2%	5679	
15.8%	1 to 2 hours	15.7%	3503	
<b>EP: Waited too long to see ED Dr</b>				
22.2%↓	No	21.8%	51.4%↓	3441
10.9%↓	Yes, somewhat	10.4%	28.7%↓	1578
66.9%↑	Yes, definitely	67.8%	19.9%↑	11456
<b>EP: Waited too long to see other ED Dr</b>				
2.7%↓	No other doctor was needed	1.9%	70.9%↓	84
63.7%↑	No	65.0%	17.7%↑	2749
20.6%	Yes, somewhat	21.0%	6.9%↑	875
13.1%↓	Yes, definitely	12.1%	4.5%↑	486
<b>EP: Waited too long to get ED test(s) completed</b>				
60.5%↑	No	61.8%	66.0%↓	8187
25.8%	Yes, somewhat	25.9%	23.1%↑	3173
13.7%↓	Yes, definitely	12.3%	10.9%↑	1514

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 2008-Other Measures Related to Access to Care (continued)  
February 2008 (n=24638)

*Detail*

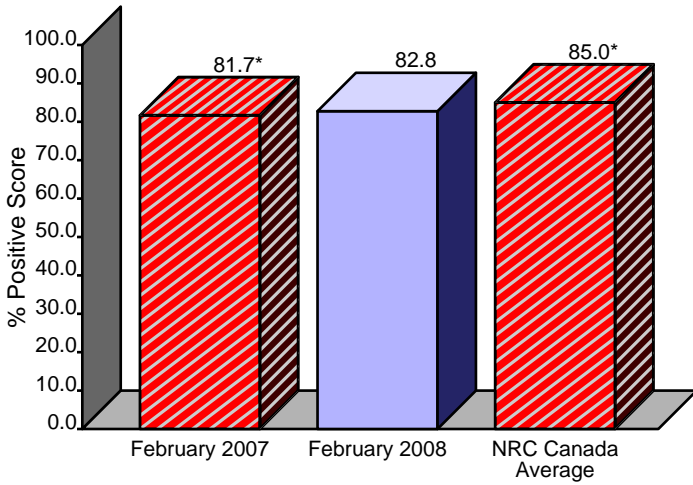
February 2007		NRC Canada Average	n size
<b>EP: Length of time spent in ED</b>			
13.5%↑	Less than 1 hour	13.9%	3715
41.6%↓	1 to 3 hours	41.2%	10223
28.9%↓	4 to 6 hours	27.9%	6241
8.8%↑	7 to 9 hours	9.3%	2031
7.1%↑	More than 9 hours	7.9%	1723
<b>EP: ED wait time rating</b>			
17.3%↑	Excellent	18.7%	4724
19.1%	Very Good	18.9%	4718
21.4%	Good	21.1%	5135
20.4%↑	Fair	20.9%	4921
21.8%↓	Poor	20.5%	4708

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

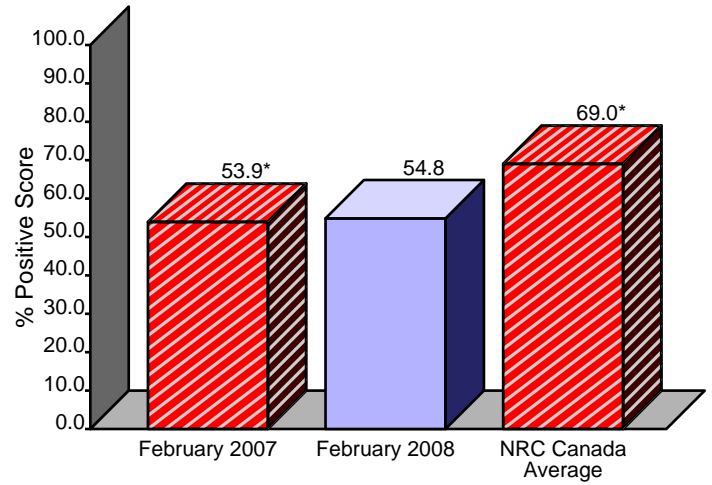


# NSW Health Patient Survey 2008-Information and Education - Non-Admitted Emergency Patients February 2008 (n=24638)

**EP: Overall care received**



**CD - Information and Education**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
70.2%↑	EP: ED Dr answered questions understandably 71.1%	70.5%↑	15073
67.9%↑	EP: ED Nurses answered questions understandably 68.6%	67.3%↑	19019
26.3%↑	EP: Explained reason for wait in going to bed/room 27.8%		18267

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 2008-Other Measures Related to Information and Education

February 2008 (n=24638)

**Detail**

February 2007		NRC Canada Average	n size
<b>EP: Enough info re: condition/treatment</b>			
1.6%	Did not want information	1.6%	402
0.7%↓	Did not use Emergency Department	0.0%	0
50.8%↑	Yes, definitely	51.6%	12888
35.1%↑	Yes, somewhat	35.9%	8750
11.8%↓	No	10.9%	2598
<b>EP: Interpreter needed while in ED</b>			
1.7%↑	Yes	1.8%	349
98.3%↓	No	98.2%	23736
<b>EP: Availability of interpreter in ED</b>			
60.4%↓	Yes, a relative or friend	48.9%	152
10.1%↑	Yes, a translator from the hospital	12.3%	40
9.8%	Yes, someone on the hospital staff	11.1%	36
19.7%↑	No	27.7%	88
<b>EP: ED explained reasons for tests understandably</b>			
71.2%↑	Yes, completely	67.6%↑	9351
22.2%↓	Yes, somewhat	20.9%↑	2709
6.6%	No	11.5%↓	823
<b>EP: ED explained causes for problem understandably</b>			
49.5%↑	Yes, completely	51.5%↓	12367
28.7%	Yes, somewhat	24.3%↑	6775
8.2%	No	8.5%	1979
13.5%↓	Did not need explanation	15.7%↓	3187

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 2008-Other Measures Related to Information and Education (continued)  
February 2008 (n=24638)

*Detail*

February 2007		NRC Canada Average	n size
<b>EP: Explanation of what ED did</b>			
25.5%	Excellent  25.7%	28.9%↓	6454
30.9%↑	Very Good  31.3%	34.1%↓	7667
25.6%	Good  25.6%	24.3%↑	6095
12.1%	Fair  12.1%	8.7%↑	2842
5.8%↓	Poor  5.3%	4.1%↑	1246

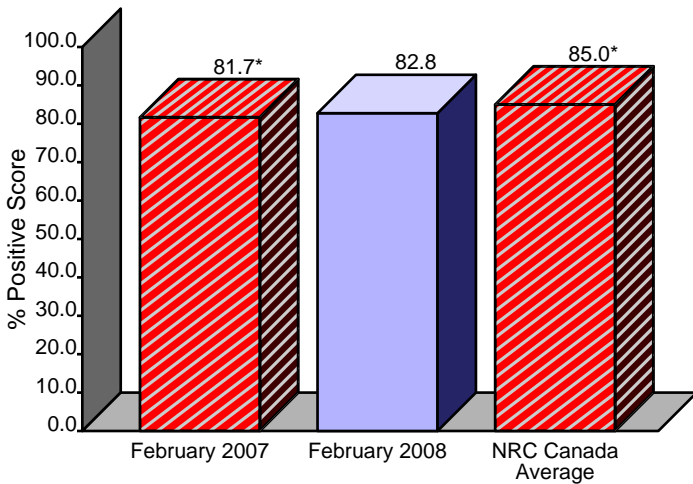
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



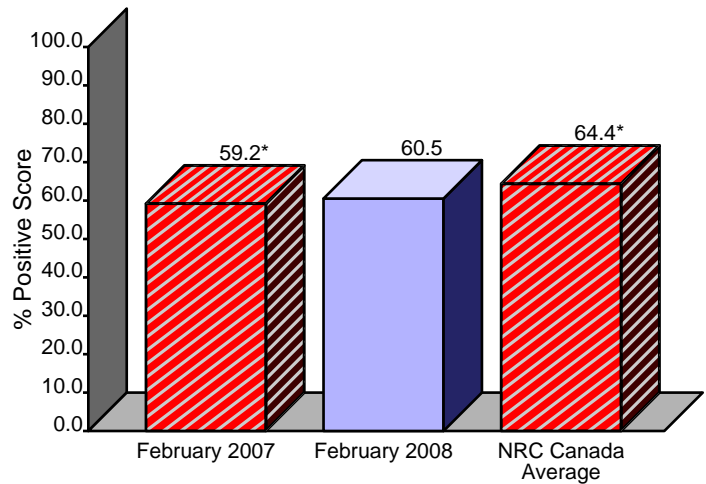


# NSW Health Patient Survey 2008-Emotional Support - Non-Admitted Emergency Patients February 2008 (n=24638)

**EP: Overall care received**



**CD - Emotional Support**



\* Significantly Different from Your Current Score

**Detail**

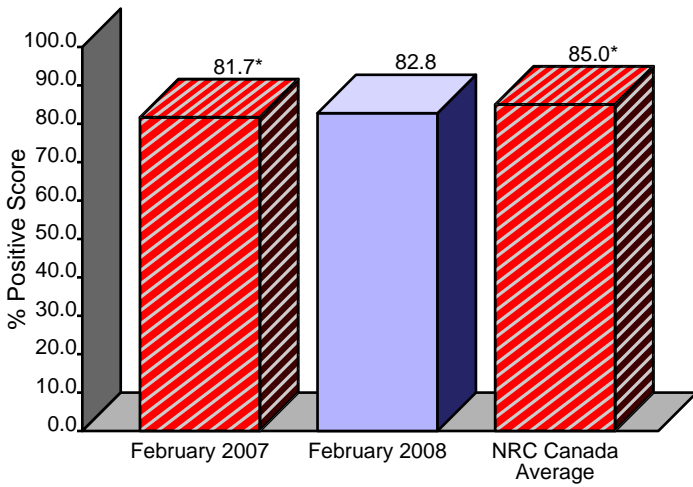
February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
70.3% <b>↑</b>	EP: Confidence/trust in ED Drs 71.1%	71.6% <b>↓</b>	16443
71.8%	EP: Confidence/trust in ED Nurses 72.1%	71.9%	21450
49.3% <b>↑</b>	EP: Easy to find staff to talk to re: concerns 50.8%		22654
55.6% <b>↑</b>	EP: ED Dr discussed fears/anxieties 59.0%	57.3% <b>↑</b>	11714
46.9% <b>↑</b>	EP: ED Nurse discussed fears/anxieties 48.5%	46.2% <b>↑</b>	14788

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

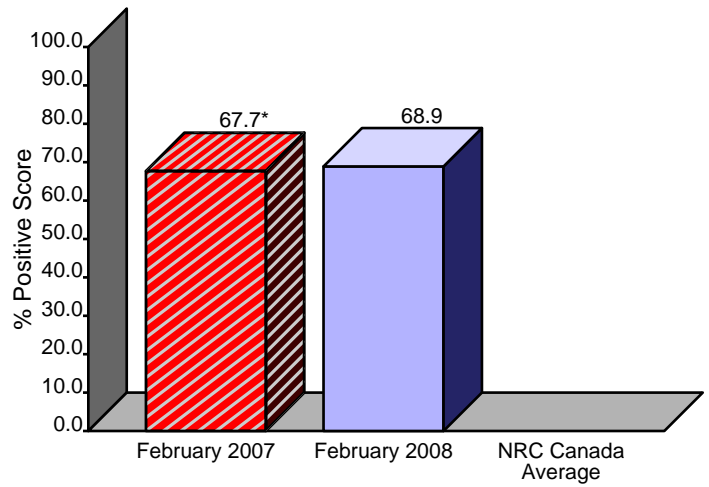


NSW Health Patient Survey 2008-Coordination of Care - Non-Admitted  
Emergency Patients  
February 2008 (n=24638)

EP: Overall care received



CD - Coordination of Care



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
58.9%↑	EP: Organisation of care	60.5%	24520
60.3%↑	EP: Waited too long to go to bed/room	62.1%	20532
83.0%	EP: Drs/Nurses gave conflicting info	83.2%	24245

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 2008-Other Measures Related to Coordination of Care

## February 2008 (n=24638)

*Detail*

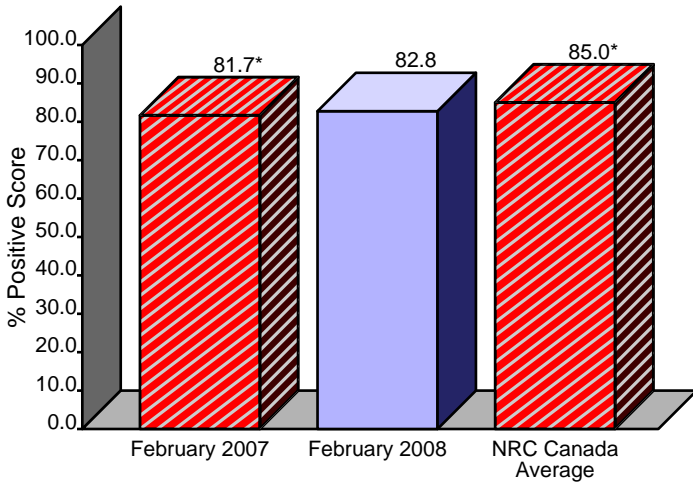
February 2007		NRC Canada Average	n size
<b>EP: One Dr in charge of ED care</b>			
96.6%↑	Yes	97.0%	16013
1.3%↓	No	0.8%	135
2.2%	Not sure	2.2%	343
<b>EP: Appt for treatment made before leaving ED</b>			
28.4%	Yes, with a new doctor or nurse	29.3%	1212
16.4%	Yes, with the same doctor or nurse	13.7%↑	686
55.2%	No	57.0%↓	2380
<b>EP: Completeness of ED care</b>			
26.2%↑	Excellent	26.8%	6782
30.2%↑	Very Good	30.9%	7569
24.2%	Good	24.1%	5750
12.4%↓	Fair	11.9%	2779
6.9%↓	Poor	6.3%	1463

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

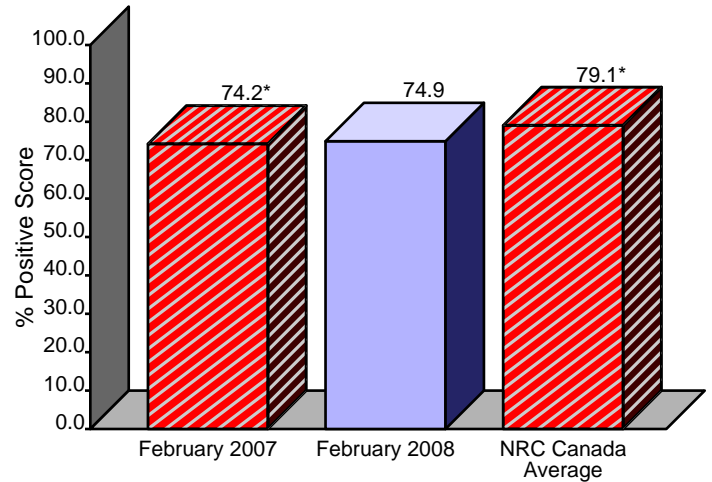


# NSW Health Patient Survey 2008-Respect for Patient Preferences - Non-Admitted Emergency Patients February 2008 (n=24638)

**EP: Overall care received**



**CD - Respect for Patient Preferences**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
59.6%↑	EP: Had enough say about ED care 60.5%	63.8%↓	24155
77.3%↑	EP: Dignity/respect by ED staff 78.0%	77.6%↑	24377
81.2%↑	EP: ED Nurses talked as if patient wasn't there 81.7%	86.2%↓	21386
82.5%↑	EP: ED Dr talked as if patient wasn't there 83.0%	88.5%↓	16396

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 2008-Other Measures Related to Respect for Patient Preferences February 2008 (n=24638)

*Detail*

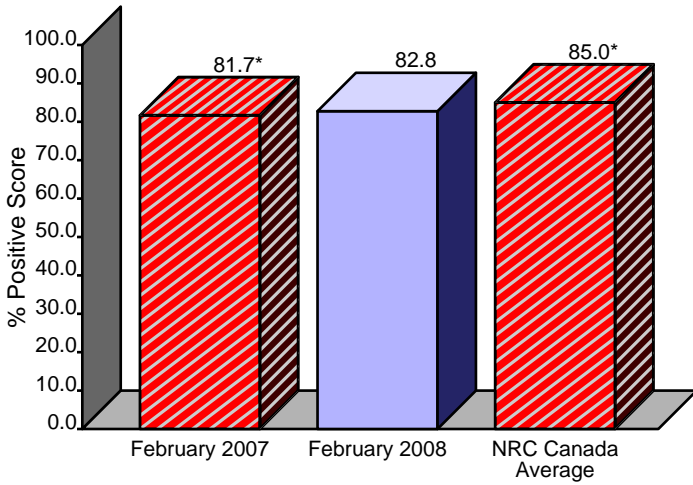
February 2007		NRC Canada Average	n size
<b>EP: Enough privacy during visit</b>			
66.7%↓	Yes, always	65.9%	16382
25.2%↑	Yes, sometimes	25.6%	5940
8.1%↑	No	8.5%	1934
<b>EP: Enough info re: patient rights/responsibilities</b>			
50.7%↓	Yes, completely	49.8%	12227
27.5%↑	Yes, somewhat	28.4%	6727
21.7%	No	21.8%	5070

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

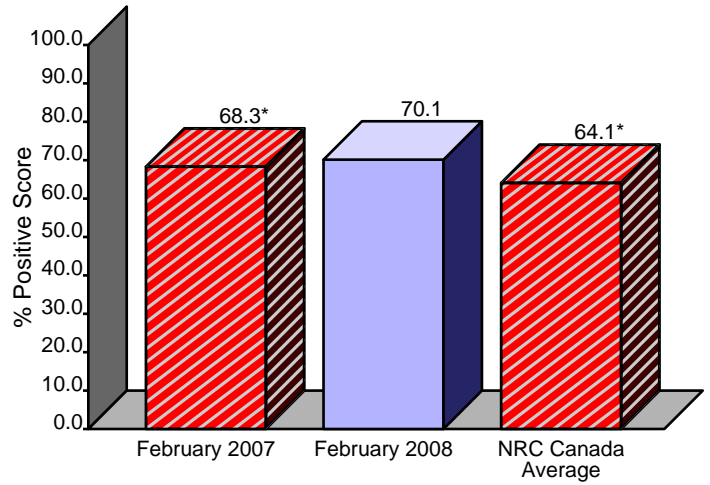


NSW Health Patient Survey 2008-Physical Comfort - Non-Admitted  
Emergency Patients  
February 2008 (n=24638)

EP: Overall care received



CD - Physical Comfort



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
57.1%↑	EP: ED did all it could to control pain	53.3%↑	15069
68.9%↑	EP: Minutes taken to get requested pain med	71.3%	5683
86.4%↑	EP: Amount of pain medicine received in ED	86.0%↑	9313

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 2008-Other Measures Related to Physical Comfort

February 2008 (n=24638)

*Detail*

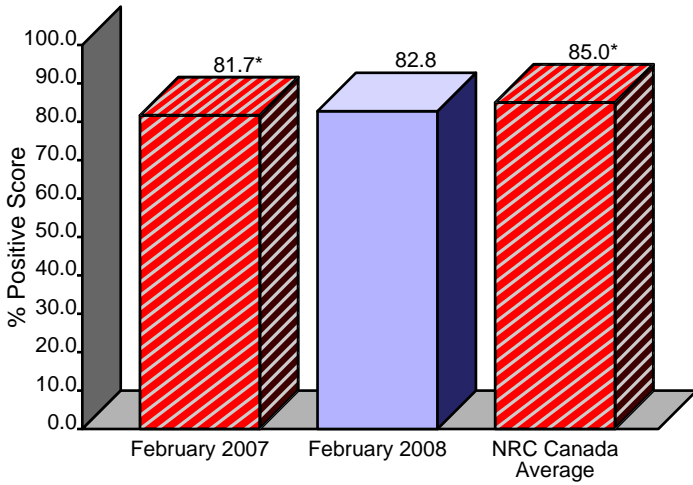
February 2007		NRC Canada Average	n size
<b>EP: Was in pain during ED visit</b>			
67.8%↓	Yes  65.0%	63.6%↑	15667
32.2%↑	No  35.0%	36.4%↓	8573
<b>EP: ED pain severe/moderate/mild</b>			
38.3%↓	Severe  37.4%	40.9%↓	5571
46.3%	Moderate  46.2%	45.2%↑	7159
15.4%↑	Mild  16.3%	14.0%↑	2585
<b>EP: Requested pain medicine</b>			
39.0%↑	Yes  39.7%		5852
61.0%↓	No  60.3%		9433
<b>EP: Received pain medicine in ED</b>			
54.8%↑	Yes  56.9%	43.2%↑	8543
45.2%↓	No  43.1%	56.8%↓	6751

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

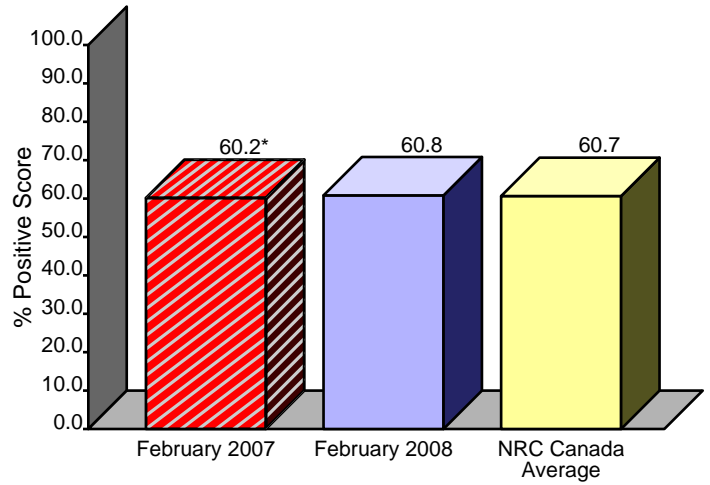


NSW Health Patient Survey 2008-Continuity and Transition - Non-Admitted  
Emergency Patients  
February 2008 (n=24638)

EP: Overall care received



CD - Continuity and Transition



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
56.9%	EP: ED explained danger signals to watch for	51.1% <sup>↑</sup>	24086
76.0% <sup>↑</sup>	EP: Explained purpose of home meds	76.8%	8059
54.7% <sup>↑</sup>	EP: ED explained medication side effects	70.8% <sup>↓</sup>	8532

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





# NSW Health Patient Survey 2008-Other Measures Related to Continuity and Transition

February 2008 (n=24638)

*Detail*

February 2007		NRC Canada Average	n size
<b>EP: Dr called another MD/specialist to ED</b>			
26.4%↑	Yes 28.3%	18.2%↑	4199
73.1%↓	No 71.1%	76.7%↓	11915
0.5%↑	I did not see a doctor 0.6%	5.0%↓	94
<b>EP: ED prescribed new meds before discharge</b>			
34.9%↑	Yes 36.9%	47.5%↓	8810
65.1%↓	No 63.1%	52.5%↑	15224
<b>EP: ED explained how to take new medications</b>			
75.8%	Yes, completely 76.2%	37.3%↑	6533
16.3%↓	Yes, somewhat 15.5%	8.4%↑	1312
3.5%↑	No 4.0%	8.3%↓	331
4.4%	Did not need explanation 4.2%	45.9%↓	379
<b>EP: Further treatment needed after leaving ED</b>			
54.0%↓	Yes 52.5%	42.4%↑	4475
46.0%↑	No 47.5%	57.6%↓	4208
<b>EP: Knew who to call if questions after leaving ED</b>			
68.6%	Yes 68.9%	64.7%↑	16771
19.8%↓	No 19.4%	20.2%↓	4456
11.6%	Not sure 11.7%	15.1%↓	2739

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 2008-Measures Related to Family and Friends February 2008 (n=24638)

*Detail*

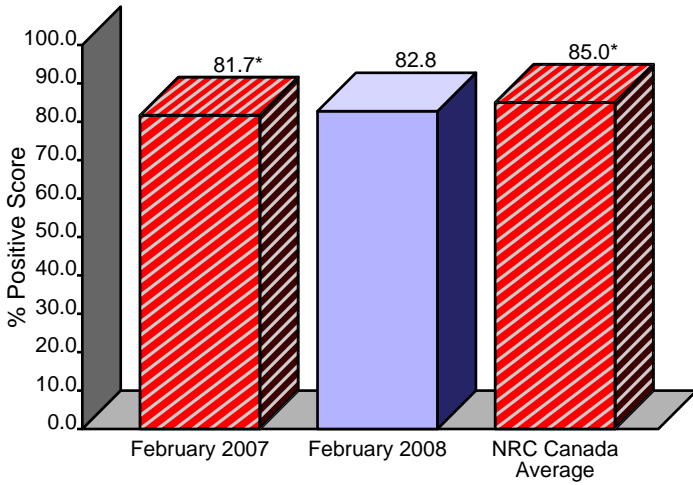
February 2007		NRC Canada Average	n size
<b>EP: ED got messages to family/friends</b>			
64.6%	I had no messages	79.7%↓	15765
24.2%↓	Yes	11.7%↑	5624
11.3%↑	No	8.6%↑	2723

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

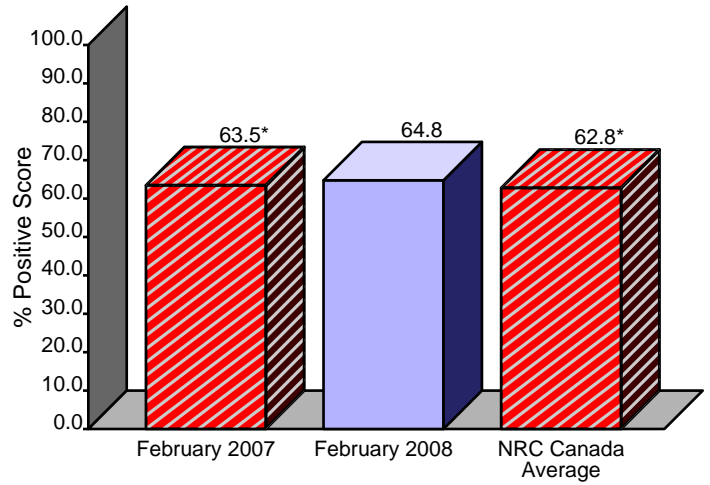


NSW Health Patient Survey 2008-Questions About Surgery, Procedures, and Tests - Non-Admitted Emergency Patients  
February 2008 (n=24638)

EP: Overall care received



SD - Surgery, Procedures, and Tests



\* Significantly Different from Your Current Score

Detail

February 2007



Highest correlation with "EP: Overall care received"

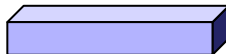
NRC Canada Average

n size

% Positive Score

63.5%↑

EP: ED explained test results understandably



64.8%

62.8%↑

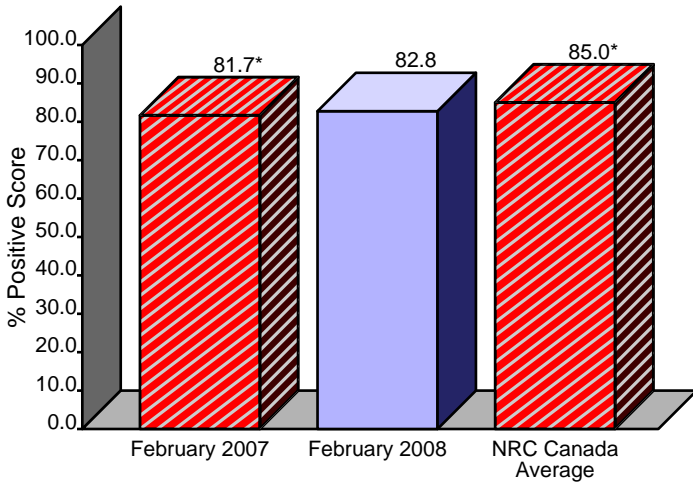
12843

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

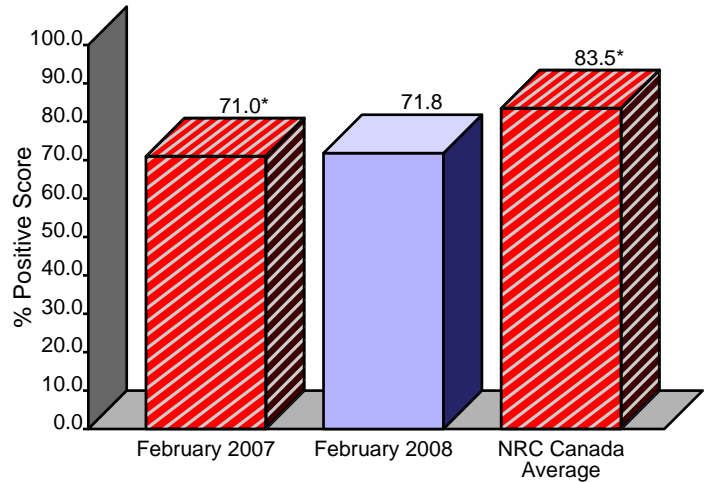


# NSW Health Patient Survey 2008-Questions About Overall Attitudes - Non-Admitted Emergency Patients February 2008 (n=24638)

**EP: Overall care received**



**SD - Overall Attitudes**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "EP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
53.9%↑	EP: Would recommend for ED services 55.1%	58.3%↓	24178
86.2%↑	EP: Courtesy of ED staff 86.8%	89.1%↓	24308
83.4%	EP: How well ED Drs/Nurses worked together 83.6%	89.4%↓	23997
31.2%↑	EP: Rate Emergency Room 32.0%		24072
72.9%↑	EP: Needed help in ED but didn't get it 74.8%		24227
88.5%↑	EP: Courtesy of ED Drs 89.2%	90.5%↓	16327
88.9%	EP: Courtesy of ED Nurses 89.0%	90.3%↓	21416

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 2008-Questions About the Patients - Non-Admitted Emergency Patients February 2008 (n=24638)

*Detail*

February 2007		NRC Canada Average	n size
<b>EP: General health status</b>			
17.8%↓	Excellent	16.5%	4117
30.9%↑	Very Good	32.4%	7926
32.1%	Good	31.9%	7704
14.8%	Fair	14.8%	3426
4.4%	Poor	4.4%	1022
<b>EP: Days in bed due to illness/injury in Feb</b>			
42.9%↑	None	44.0%	10939
14.7%↓	One day	13.5%	3175
12.0%↑	Two days	12.3%	2845
7.9%↓	Three days	7.7%	1832
5.4%↓	Four days	4.8%	1148
7.7%↓	Five-to-seven days	7.5%	1760
3.1%↑	Eight-to-ten days	3.4%	792
6.2%↑	More than ten days	6.7%	1514
<b>EP: Times at this Emergency room/dept in Feb</b>			
81.9%↑	One	83.8%	19094
12.6%↓	Two	11.8%	2733
3.3%↓	Three	2.8%	638
1.2%↓	Four	0.8%	183
0.9%↓	Five to nine	0.5%	124
0.2%↑	Ten or more	0.3%	53
<b>EP: Times in hospital overnight in past six months</b>			
72.9%↑	Only this time	75.0%	12927
17.1%↓	This time and one other	16.2%	2769
10.1%↓	This time and more than one other time	8.8%	1467

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 2008-Questions About the Patients - Non-Admitted Emergency Patients (continued) February 2008 (n=24638)

*Detail*

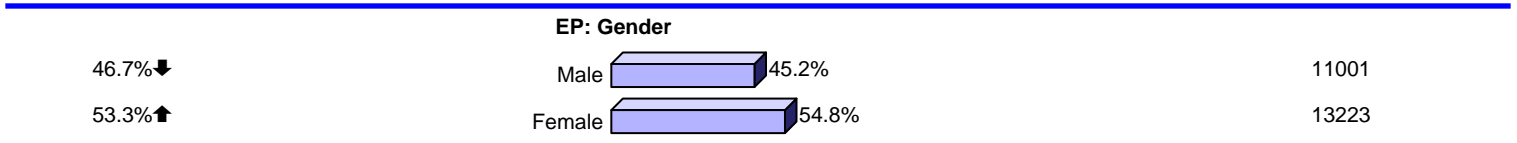
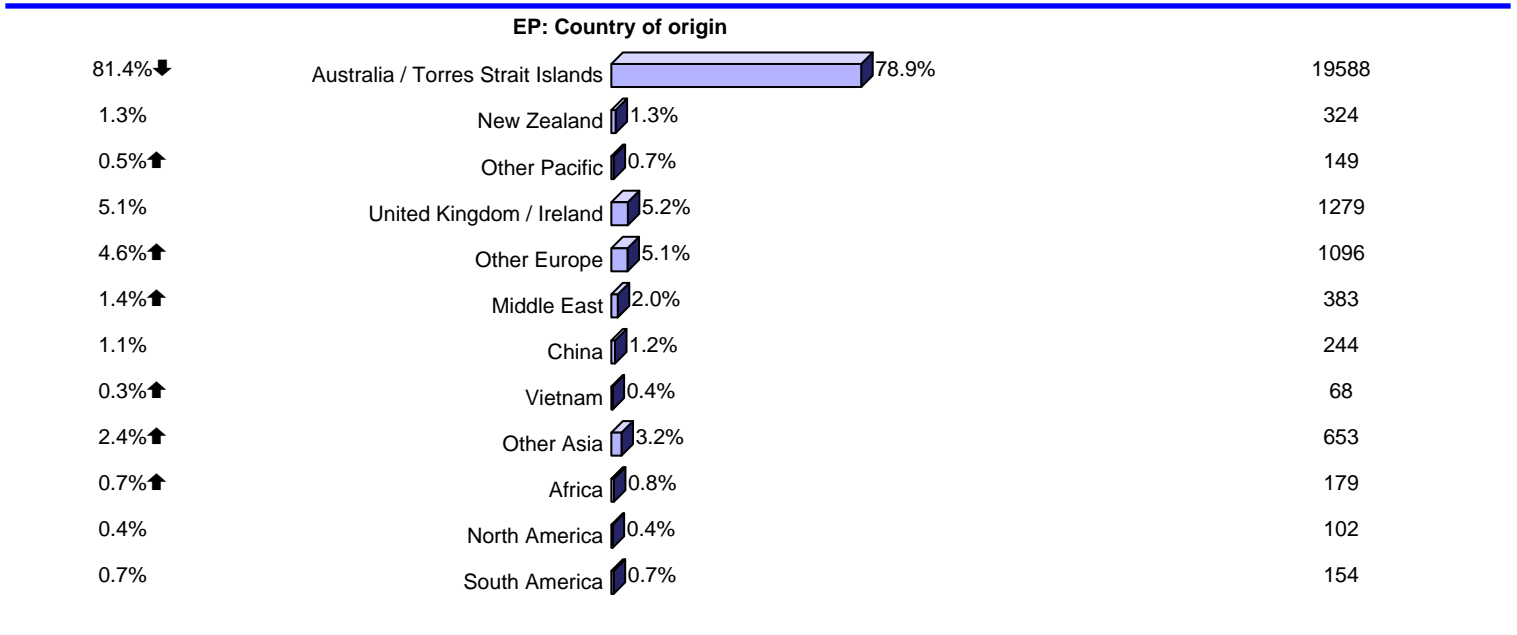
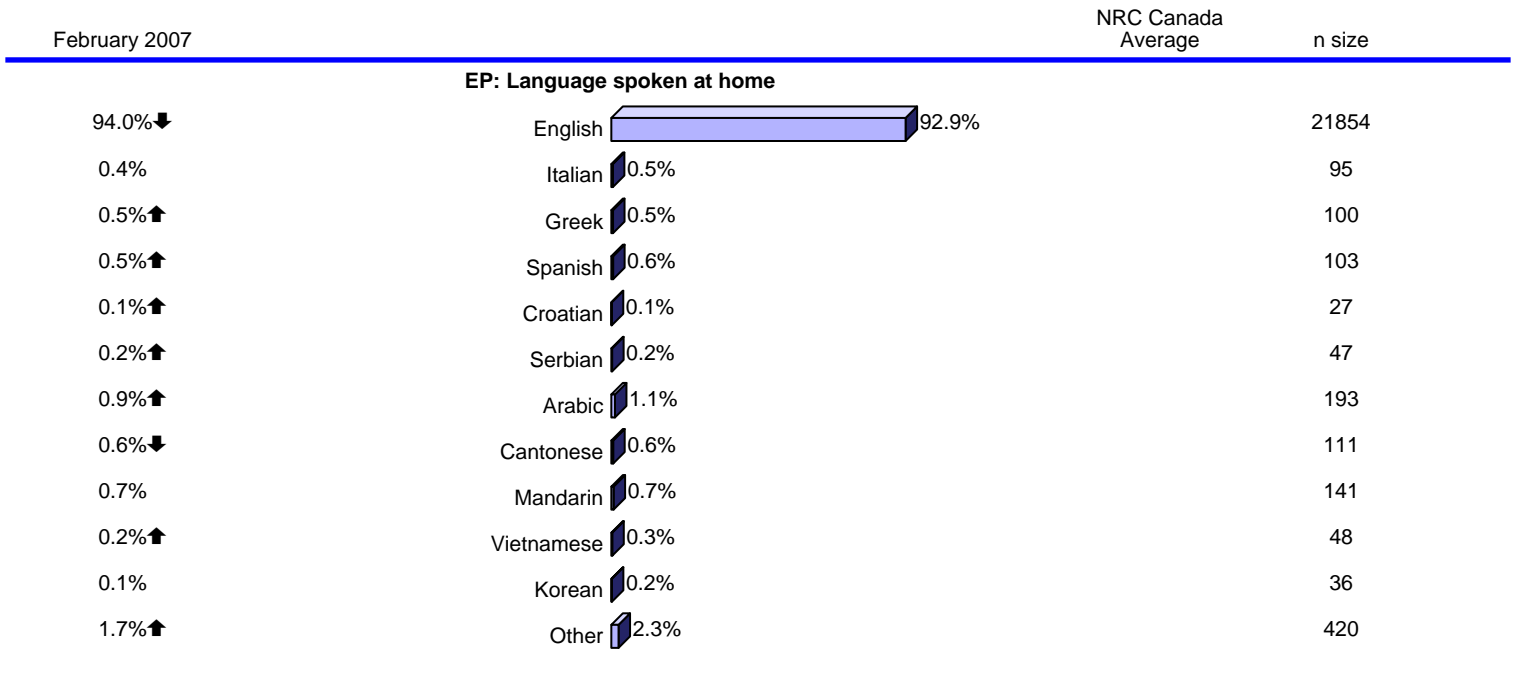
February 2007		NRC Canada Average	n size
<b>EP: Patient classification</b>			
83.4%↓	Public or Medicare patient	82.5%	19909
7.6%↑	Private patient/claiming against private health insurance	8.8%	2050
2.4%	WorkCover patient	2.3%	560
2.0%	Department of Veterans Affairs (DVA) patient	1.9%	476
0.6%	Something else	0.7%	152
4.0%	Not sure	3.8%	889
<b>EP: Level of education completed</b>			
49.1%↓	Less than Year 12 at secondary school	43.4%	9671
14.5%↑	Completed Year 12 at secondary school	15.9%	3273
20.2%↑	Trade or technical certificate or diploma	22.2%	4894
10.4%↑	University graduate	11.6%	2469
5.7%↑	Post graduate / higher degree	6.9%	1460
<b>EP: Aboriginal or Torres Strait Island background</b>			
97.0%	No	96.9%	23407
2.8%	Yes, Aboriginal	2.9%	676
0.1%↑	Yes, Torres Strait Islander	0.2%	48

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 2008-Questions About the Patients - Non-Admitted Emergency Patients (continued) February 2008 (n=24638)

*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 2008-Questions About the Patients - Non-Admitted Emergency Patients (continued) February 2008 (n=24638)

*Detail*

February 2007		NRC Canada Average	n size
<b>EP: Age Category</b>			
13.9%↑	Up to 9 years	15.4%	3762
5.7%	10 to 14 years	5.6%	1431
6.2%↓	15 to 19 years	5.8%	1437
9.0%	20 to 29 years	9.1%	2142
11.5%	30 to 39 years	11.4%	2701
12.8%↓	40 to 49 years	12.4%	2973
13.6%↓	50 to 59 years	12.6%	3112
12.4%↓	60 to 69 years	11.5%	2829
9.2%↑	70 to 79 years	9.5%	2366
5.8%↑	80 years or older	6.8%	1597

<b>EP: Patient completed survey</b>			
70.9%↓	Yes - I completed the survey myself	67.2%	16362
9.0%↓	Yes - but I completed the survey with the help from someone	8.1%	1815
20.1%↑	No - someone completed this survey for me	24.7%	6013

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 2008-Questions About the Visits - Non-Admitted Emergency Patients February 2008 (n=24638)

## Detail

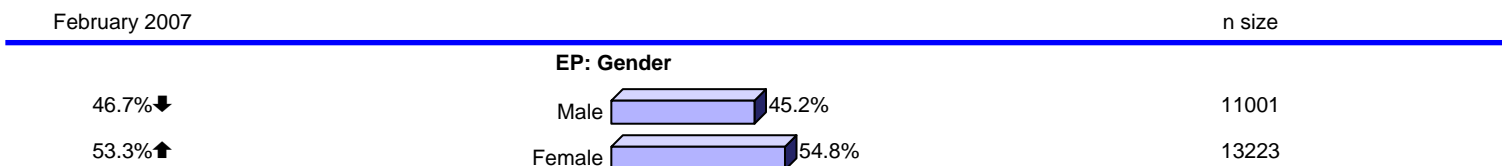
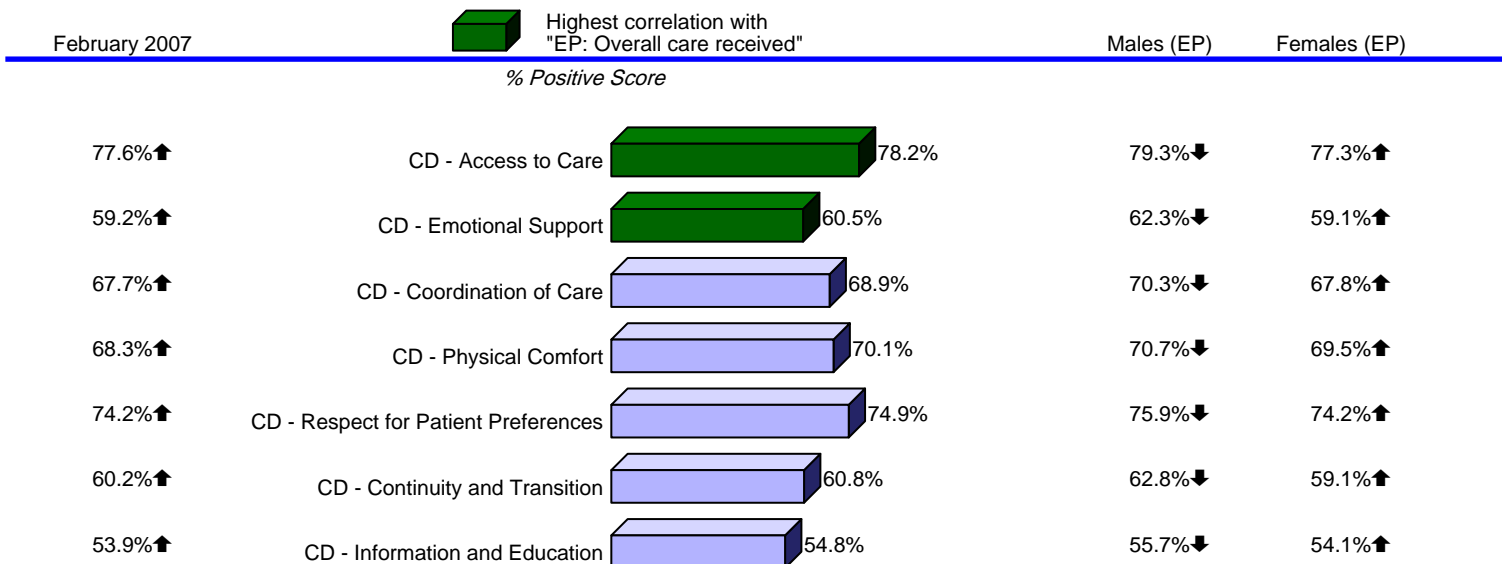
February 2007		NRC Canada Average	n size
<b>EP: Came to ED alone or with others</b>			
26.7%↑	Alone	30.3%	7278
73.3%↓	With family, friends, or someone else	69.7%	17081
<b>EP: Seen by Dr in ED</b>			
15.9%↓	Yes	14.7%	3153
26.3%↓	No	25.8%	5505
57.8%↑	Not sure	59.4%	13430
<b>EP: Seen by Nurse in ED</b>			
87.8%↑	Yes	88.5%	21663
10.0%↓	No	9.4%	2243
2.2%↓	Not sure	2.1%	485
<b>EP: Received tests in ED</b>			
56.1%↑	Yes	57.4%	13338
43.9%↓	No	42.6%	10925

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 2008-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2008 (n=24638)

### Detail

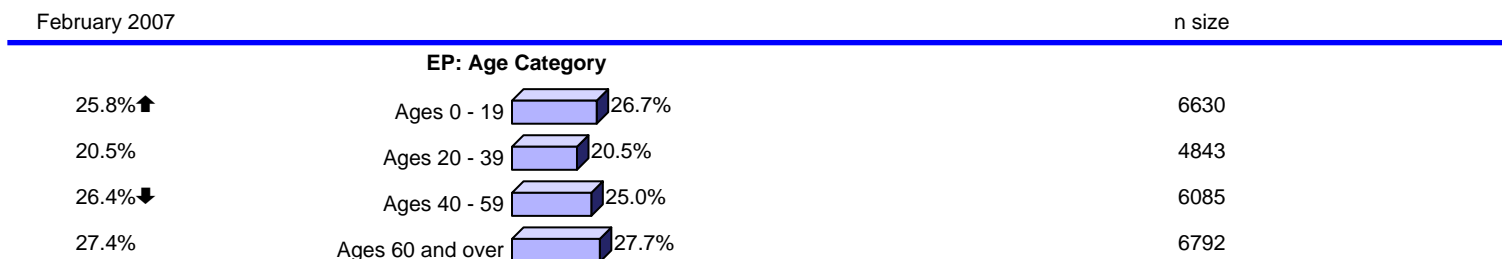
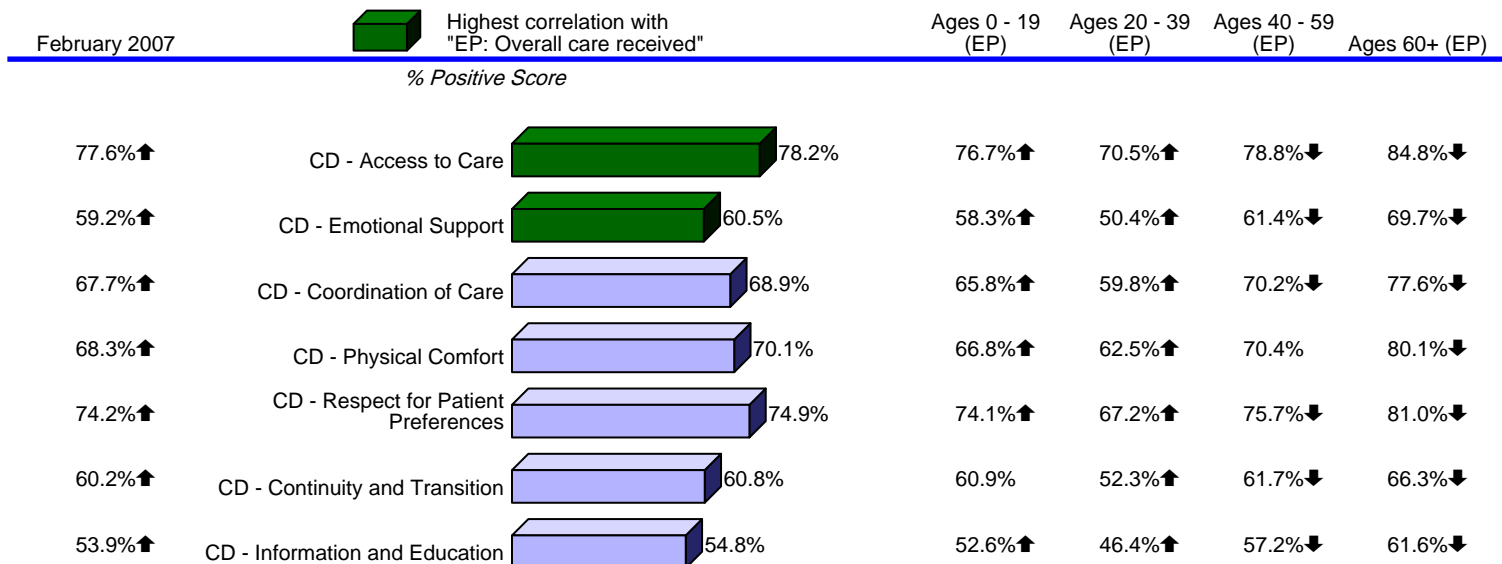


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2008 (n=24638)

## Detail

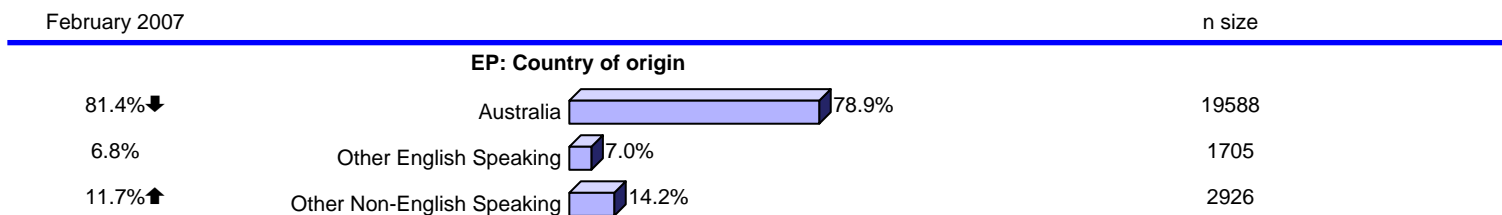
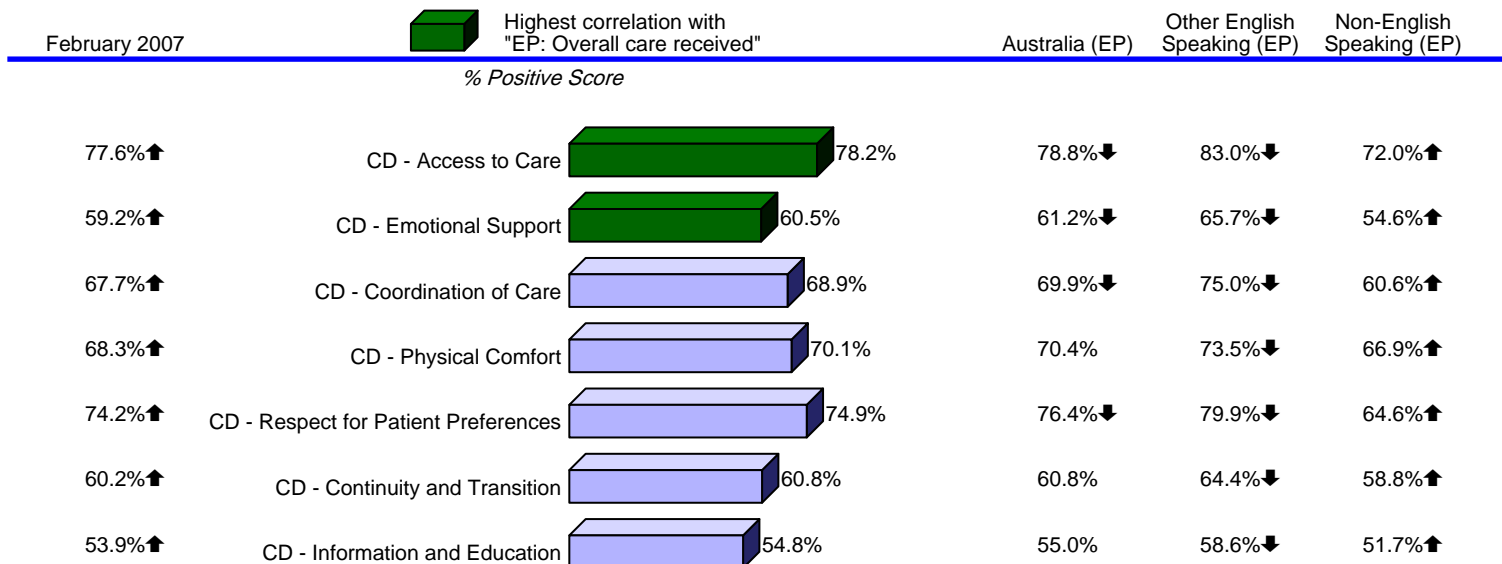


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2008 (n=24638)

## 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 2008-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2008 (n=24638)

### Detail

February 2007



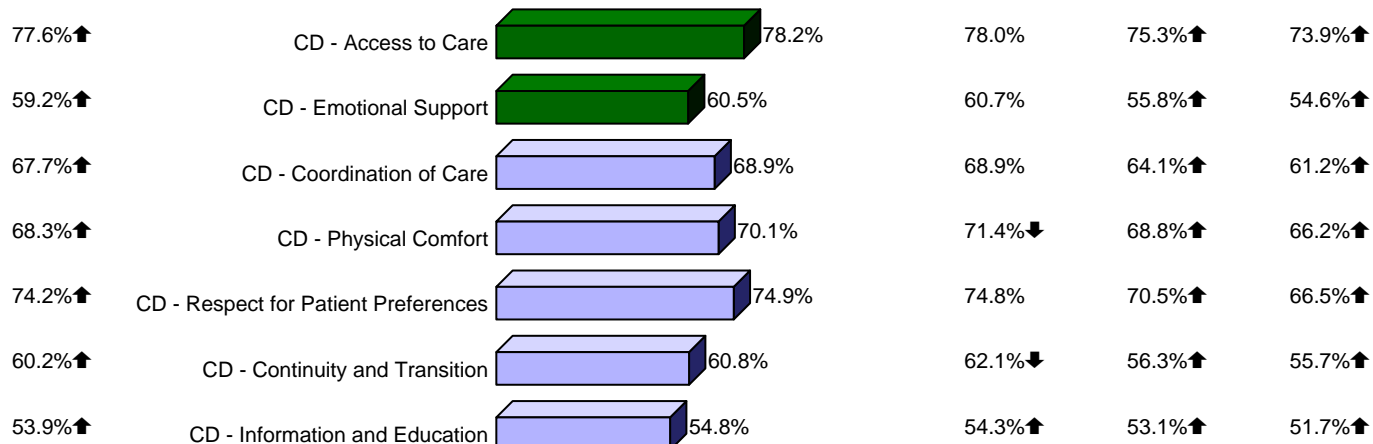
Highest correlation with "EP: Overall care received"

Only this time (EP)

One other time (EP)

Two or more other times (EP)

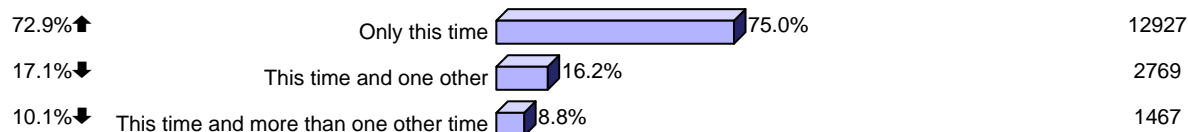
% Positive Score



February 2007

n size

### EP: 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 2008-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2008 (n=24638)

**Detail**

February 2007



Highest correlation with "EP: Overall care received"

% Positive Score

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

CD - 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	78.2%	73.7%↑	77.0%↑	80.7%↓	80.8%↓
CD - Emotional Support	60.5%	55.9%↑	58.1%↑	62.9%↓	66.3%↓
CD - Coordination of Care	68.9%	65.7%↑	67.5%↑	71.0%↓	72.0%↓
CD - Physical Comfort	70.1%	68.5%↑	69.5%↑	71.1%↓	71.9%↓
CD - Respect for Patient Preferences	74.9%	69.7%↑	72.5%↑	77.9%↓	80.0%↓
CD - Continuity and Transition	60.8%	57.2%↑	58.3%↑	62.9%↓	67.1%↓
CD - Information and Education	54.8%	52.7%↑	53.7%↑	55.9%↓	57.8%↓

February 2007

n size

**EP: General health status**

17.8%↓	Excellent Health Rating	16.5%	4117
30.9%↑	Very Good Health Rating	32.4%	7926
32.1%	Good Health Rating	31.9%	7704
19.2%	Poor/Fair Health Rating	19.2%	4448

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 2008-Performance by Main Patient Subgroups - Non-Admitted Emergency Patients February 2008 (n=24638)

**Detail**



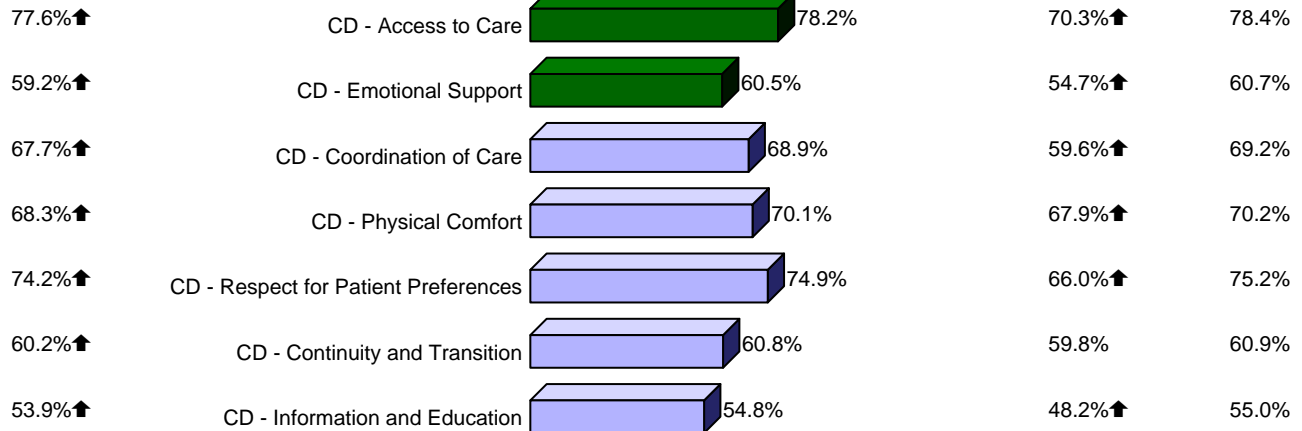
Highest correlation with "EP: Overall care received"

February 2007

ATSI (EP)

Non-ATSI (EP)

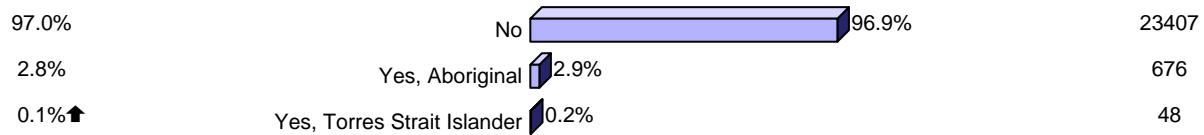
% Positive Score



February 2007

n size

**EP: Aboriginal or Torres Strait Island background**



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 2008

↑ 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)	82.8%	32.0%	55.1%	76.1%	79.8%	72.1%	48.5%	60.5%
-Greater Southern Area Health Service	80.7%↓	32.8%	53.9%↓	73.7%↓	80.3%	72.2%	48.1%	60.0%
-Greater Western Area Health Service	84.8%↑	34.9%↑	58.6%↑	79.2%↑	82.5%↑	75.7%↑	51.5%↑	64.8%↑
-Hunter New England Area Health Service	83.1%	31.9%	54.5%	75.3%↓	81.0%↑	74.6%↑	50.4%↑	61.3%↑
-North Coast Area Health Service	85.5%↑	35.5%↑	59.1%↑	77.2%↑	80.9%↑	76.7%↑	52.4%↑	64.7%↑
-N Sydney/Central Coast AHS	86.2%↑	34.4%↑	57.1%↑	80.5%↑	81.2%↑	74.7%↑	48.9%	61.1%
-SE Sydney/Illawarra AHS	83.8%↑	33.0%↑	59.2%↑	75.8%	80.0%	72.2%	48.7%	60.2%
-Sydney South West AHS	78.6%↓	28.3%↓	50.1%↓	74.3%↓	76.4%↓	66.6%↓	45.9%↓	57.3%↓
-Sydney West Area Health Service	80.2%↓	28.0%↓	48.8%↓	74.4%↓	78.4%↓	67.6%↓	42.1%↓	56.5%↓
-The Children's Hospital at Westmead	80.0%↓	23.7%↓	53.0%↓	69.0%↓	74.2%↓	60.1%↓	50.5%	54.6%↓





## NSW Health Patient Survey 2008

▲ 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)	78.2%	54.8%	60.5%	68.9%	74.9%	70.1%	60.8%
-Greater Southern Area Health Service	77.6%	52.6%▼	59.4%▼	70.1%▲	75.6%	66.3%▼	57.5%▼
-Greater Western Area Health Service	81.1%▲	57.1%▲	64.4%▲	72.2%▲	77.1%▲	73.3%▲	63.4%▲
-Hunter New England Area Health Service	78.5%	55.1%	61.0%	70.3%▲	76.7%▲	71.5%▲	60.8%
-North Coast Area Health Service	79.2%▲	57.6%▲	64.2%▲	71.7%▲	78.3%▲	73.3%▲	63.7%▲
-N Sydney/Central Coast AHS	80.8%▲	56.3%▲	62.5%▲	71.9%▲	76.6%▲	72.0%▲	60.9%
-SE Sydney/Illawarra AHS	78.1%	55.0%	61.0%	68.1%▼	74.9%	72.4%▲	62.8%▲
-Sydney South West AHS	75.5%▼	52.9%▼	57.5%▼	65.1%▼	70.0%▼	65.3%▼	58.2%▼
-Sydney West Area Health Service	76.7%▼	52.2%▼	55.9%▼	64.9%▼	72.1%▼	67.5%▼	58.3%▼
-The Children's Hospital at Westmead	71.9%▼	55.0%	55.0%▼	61.3%▼	70.5%▼	65.2%▼	60.9%



NSW Health Patient Survey 2008-Peer Best Matrix - Non-Admitted Emergency  
Patients (continued)  
February 2008 (n=24638)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Principle Referral Group A (A1a)	St. Vincent's Hospital, Darlinghurst	Concord Repatriation Gen Hospital	Concord Repatriation Gen Hospital	Royal Prince Alfred Hospital	Concord Repatriation Gen Hospital	St. Vincent's Hospital, Darlinghurst	Royal Prince Alfred Hospital	Royal North Shore Hospital	Royal North Shore Hospital
	66.0%	87.0%	86.0%	63.6%	77.2%	66.3%	58.8%	74.8%	77.9%
	285	285	270	436	288	290	429	357	619
	SESIAHS	SSWAHS	SSWAHS	SSWAHS	SSWAHS	SESIAHS	SSWAHS	NSCCAHS	NSCCAHS
Principle Referral Group B (A1b)	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital	Gosford Hospital
	57.0%	85.8%	81.4%	64.1%	71.5%	64.0%	57.5%	73.0%	75.9%
	507	507	493	503	519	518	503	339	518
	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS
Paediatric Specialist (A2)	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital	Sydney Children's Hospital
	74.7%	90.1%	85.6%	65.2%	73.7%	65.3%	57.3%	75.6%	79.1%
	371	373	353	372	375	375	368	156	375
	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS
Ungrouped Acute (A3)	Sydney/Sydney Eye Hospital	Sydney/Sydney Eye Hospital	Sydney/Sydney Eye Hospital	Sydney/Sydney Eye Hospital	Sydney/Sydney Eye Hospital	Sydney/Sydney Eye Hospital	Sydney/Sydney Eye Hospital	Calvary Mater Hospital - Newcastle	Calvary Mater Hospital - Newcastle
	74.7%	90.1%	79.2%	63.4%	69.9%	60.7%	55.3%	66.7%	74.9%
	311	319	300	317	321	319	301	170	264
	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	SESIAHS	HNEAHS	HNEAHS
Major Metropolitan (B1)	Hornsby and Ku-Ring-Gai Hospital	Manly District Hospital	Manly District Hospital	Mount Drutt Hospital	Hornsby and Ku-Ring-Gai Hospital	Mona Vale and District Hospital	Mona Vale and District Hospital	Manly District Hospital	Mona Vale and District Hospital
	60.6%	89.0%	86.4%	65.5%	73.6%	66.8%	58.4%	72.7%	81.2%
	350	245	219	238	353	325	315	154	326
	NSCCAHS	NSCCAHS	NSCCAHS	SWAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS	NSCCAHS
Major Non-Metropolitan (B2)	Tamworth Hospital, Rural Ref Hsptl	The Tweed Hospital	Orange Base Hospital	Port Macquarie Base Hospital	The Tweed Hospital	Wagga Wagga Base Hospital	Port Macquarie Base Hospital	Tamworth Hospital, Rural Ref Hsptl	Port Macquarie Base Hospital
	58.6%	87.8%	82.4%	67.0%	72.2%	63.3%	57.0%	77.6%	80.5%
	360	328	272	377	329	327	371	263	382
	HNEAHS	NCAHS	GWAHS	NCAHS	NCAHS	GSAHS	NCAHS	HNEAHS	NCAHS



# NSW Health Patient Survey 2008-Peer Best Matrix - Non-Admitted Emergency Patients

February 2008 (n=24638)

PEER GROUPS	ADVOCACY	OVERALL CARE	ACCESS TO CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	EMOTIONAL SUPPORT	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
District Group 1 (C1)	Camden Hospital	Blue Mountains Dist Anzac Mem Hspntl	Camden Hospital	Blue Mountains Dist Anzac Mem Hspntl	Blue Mountains Dist Anzac Mem Hspntl	Blue Mountains Dist Anzac Mem Hspntl	Blue Mountains Dist Anzac Mem Hspntl	Blue Mountains Dist Anzac Mem Hspntl	Blue Mountains Dist Anzac Mem Hspntl
	71.9%	91.7%	86.5%	69.5%	82.6%	68.5%	60.9%	79.6%	83.5%
	221	253	216	250	255	254	245	137	255
	SSWAHS	SWAHS	SSWAHS	SWAHS	SWAHS	SWAHS	SWAHS	SWAHS	SWAHS
District Group 2 (C2)	Murwillumbah District Hospital	Murwillumbah District Hospital	Bulli District Hospital	Murwillumbah District Hospital	Bulli District Hospital	Murwillumbah District Hospital	Forbes District Hospital	Inverell District Health Service	Narrabri District Health Service
	80.0%	94.1%	91.6%	71.5%	84.5%	76.9%	65.3%	84.9%	86.9%
	270	269	178	272	183	273	86	45	65
	NCAHS	NCAHS	SESAHS	NCAHS	SESAHS	NCAHS	GWAHS	HNEAHS	HNEAHS
Community Acute With Surgery (D1a)	Gloucester District Health Service	Gloucester District Health Service	Gloucester District Health Service	Scone District Health Service	Scone District Health Service	Gloucester District Health Service	Bellinger River District Hospital	Yass Health Service	Bellinger River District Hospital
	80.0%	97.5%	94.2%	82.5%	84.4%	81.1%	70.4%	83.2%	89.0%
	40	40	39	35	35	41	110	46	118
	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	HNEAHS	NCAHS	GSAHS	NCAHS
Community Acute Without Surgery (D1b)	Bonalbo Hospital	Bonalbo Hospital	Bonalbo Hospital	Bonalbo Hospital	Campbell Hospital, Coraki	Bonalbo Hospital	Bonalbo Hospital	Tenterfield Community Hospital	Bonalbo Hospital
	85.5%	96.4%	96.5%	72.9%	85.9%	79.3%	75.0%	80.0%	87.8%
	55	56	51	53	37	55	50	32	56
	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS	NCAHS	HNEAHS	NCAHS
Community Non-Acute (D2)	Crookwell Health Service	Crookwell Health Service	Crookwell Health Service	Crookwell Health Service	Manilla District Health Service	Crookwell Health Service	Manilla District Health Service	Manilla District Health Service	Crookwell Health Service
	93.9%	98.0%	96.4%	83.3%	91.0%	83.3%	74.1%	92.8%	92.3%
	49	49	47	48	73	50	68	36	49
	GSAHS	GSAHS	GSAHS	GSAHS	HNEAHS	GSAHS	HNEAHS	HNEAHS	GSAHS
Multi-Purpose Services (F3)	Rylstone Multi-Purpose Service	Dorrigo Multi-Purpose Service	Barraba Multi-Purpose Service	Dorrigo Multi-Purpose Service	Rylstone Multi-Purpose Service	Rylstone Multi-Purpose Service	Grenfell Multi-Purpose Service	Gilgandra Multi-Purpose Service	Rylstone Multi-Purpose Service
	88.4%	98.2%	93.6%	83.3%	90.8%	86.4%	73.5%	86.8%	88.3%
	43	56	55	54	43	43	36	45	43
	GWAHS	NCAHS	HNEAHS	NCAHS	GWAHS	GWAHS	GWAHS	GWAHS	GWAHS



## NSW Health Patient Survey 2008-CHAPTER 10 : Patient Category - Community Health Patients (CH) February 2008 (n=13172)

### 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 --

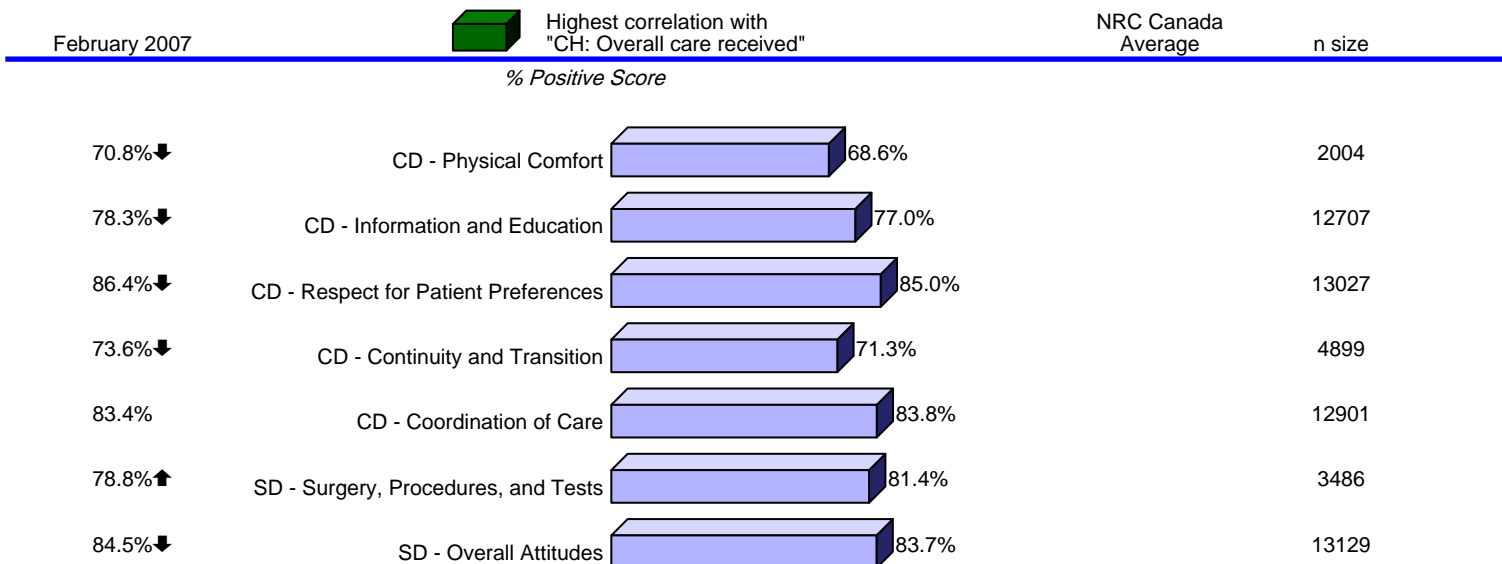
In addition to the Core Dimensions of Patient-centred Care, there are key areas that further complete the patient experience and are important facets of a facility's or system's ability to provide high quality patient care. These areas may touch specific segments of patient care or may transcend any 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 2008-Summary of Dimensions of Care - Community Health Patients February 2008 (n=13172)

**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 2008-Key Drivers - Community Health Patients February 2008 (n=13172)

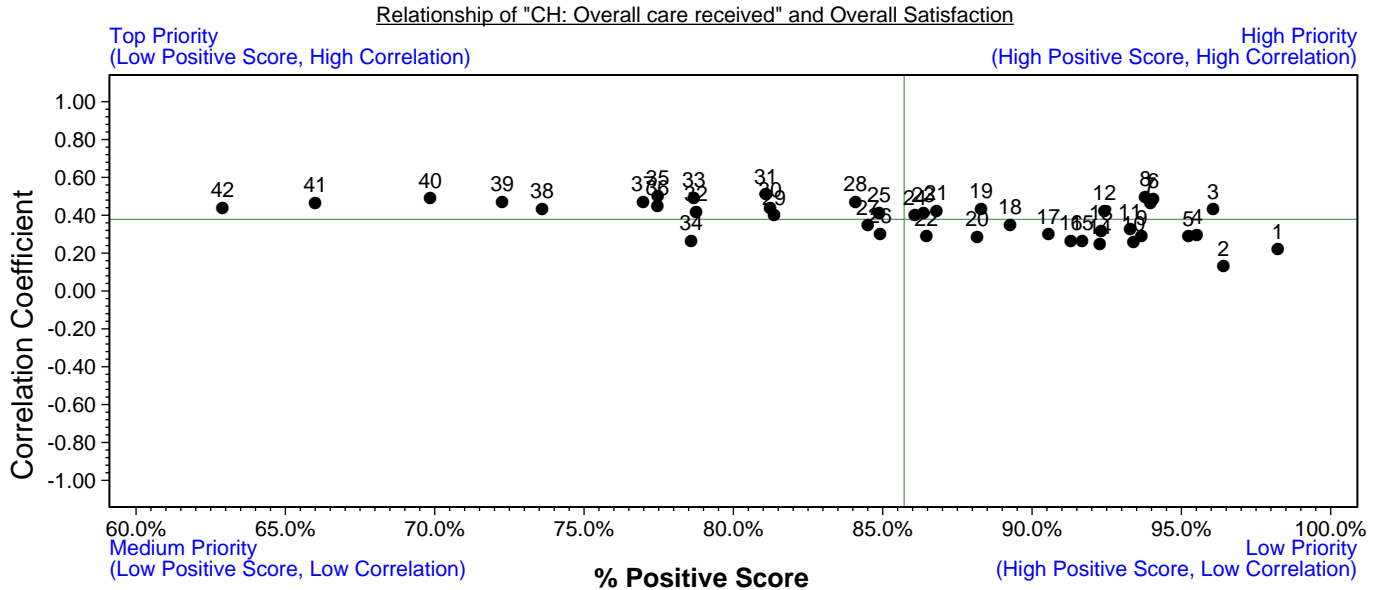
		<i>Detail</i>			
February 2007		Highest correlation with "CH: Overall care received"	NRC Canada Average	n size	Correlation Coefficient
<i>% Positive Score</i>					
80.6%▲	CH: Community Health Centre well organised	81.1%		12832	0.510
79.6%▼	CH: Enough say about care	77.5%		12698	0.502
94.4%▼	CH: Rate completeness of care for problem	93.8%		12792	0.498
80.1%▼	CH: Explained causes of problems understandably	78.7%		9200	0.492
72.2%▼	CH: Staff did everything to control pain	69.9%		2000	0.489
94.7%▼	CH: Rate explanation of treatment	94.1%		12681	0.486
84.5%	CH: Confidence/trust in Health Care Professional	84.1%		12903	0.472
78.3%▼	CH: Received enough info re: condition/treatment	77.0%		12707	0.472
72.7%	CH: Health Care Professional discussed anxieties	72.3%		7196	0.471
68.1%▼	CH: Responded quickly to pain med request	66.0%		861	0.466
94.0%	CH: Health Centre Professionals worked together	94.0%		12600	0.465
78.6%▼	CH: Explained what to do for problems	77.5%		9758	0.448
66.8%▼	CH: Explained side effects	62.9%		4052	0.440
81.7%	CH: Involved in care decisions	81.2%		12819	0.439
88.7%	CH: Listened to what I said	88.3%		11843	0.435

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 2008-Opportunity Matrix - Community Health Patients

February 2008 (n=13172)



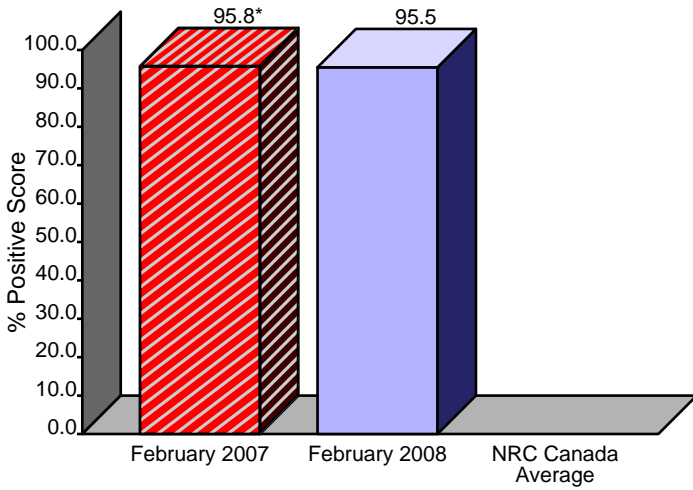
- |   |  |
|---|--|
| 1 CH: Asked how family/living situation affect health   | 22 CH: Health Care Professional gave conflicting info  |
| 2 CH: Language caused trouble talking                   | 23 CH: Listened to reasons for visit                   |
| 3 CH: Courtesy of Health Care Professional  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

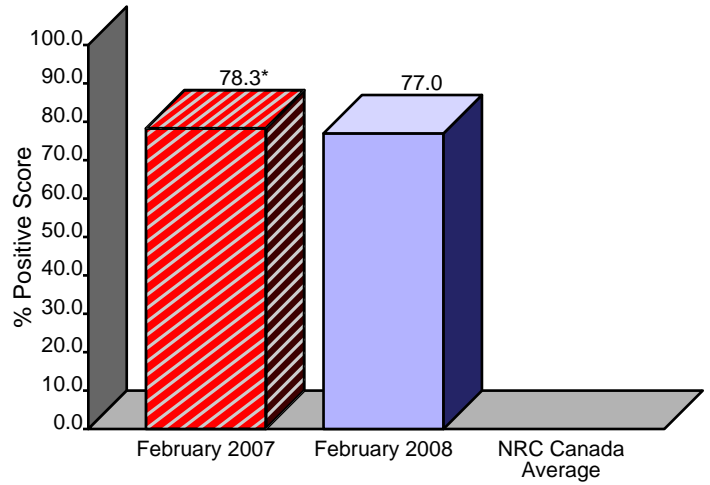


NSW Health Patient Survey 2008-Information and Education - Community Health Patients  
February 2008 (n=13172)

**CH: Overall care received**



**CD - Information and Education**



\* Significantly Different from Your Current Score

**Detail**

February 2007



Highest correlation with "CH: Overall care received"

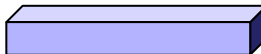
NRC Canada Average

n size

% Positive Score

78.3%↓

CH: Received enough info re: condition/treatment



77.0%

12707

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 2008-Other Measures Related to Information and Education

February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Explained reason for appt delay</b>			
72.5%↑	Appointment started on time	73.9%	6715
15.3%↓	Yes	14.2%	1302
12.2%	No	11.8%	930
<b>CH: Explained why tests were needed</b>			
83.5%↑	Yes, completely	84.5%	3038
13.1%↓	Yes, somewhat	11.7%	382
3.4%	No	3.8%	125
<b>CH: Told how to learn about test results</b>			
86.4%↑	Yes	88.3%	3190
7.2%	No	6.6%	203
6.4%↓	Not sure	5.1%	152
<b>CH: Told when to expect test results</b>			
83.4%↑	Yes	85.9%	3071
8.4%	No	7.7%	256
8.2%↓	Not sure	6.4%	205
<b>CH: Language caused trouble talking</b>			
96.6%	No	96.4%	12553
2.0%↑	Yes, somewhat	2.6%	259
1.4%↓	Yes, definitely	1.0%	116
<b>CH: Answered questions understandably</b>			
5.5%↑	Did not ask any questions	7.1%	1002
81.0%↓	Yes, always	80.0%	10413
12.1%	Yes, sometimes	11.8%	1355
1.4%↓	No	1.1%	130

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 2008-Other Measures Related to Information and Education (continued) February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Had questions about care that didn't discuss</b>			
7.8%↑	Did not have any questions	9.5%	1258
83.8%↓	No	83.0%	10496
8.4%↓	Yes	7.5%	842
<b>CH: Explained what to do for problems</b>			
19.6%↑	No problems or symptoms	22.2%	3035
63.1%↓	Yes, completely	60.3%	7805
12.7%	Yes, somewhat	12.9%	1395
4.6%	No	4.6%	558
<b>CH: Explained causes of problems understandably</b>			
60.6%↓	Yes, completely	57.8%	7506
12.8%↑	Yes, somewhat	13.8%	1470
2.3%↓	No	1.9%	224
24.3%↑	Did not need explanation	26.6%	3603
<b>CH: Rate explanation of treatment</b>			
40.3%↓	Excellent	37.8%	5204
34.4%	Very Good	34.0%	4327
20.0%↑	Good	22.2%	2553
4.2%↑	Fair	4.6%	465
1.1%↑	Poor	1.3%	132

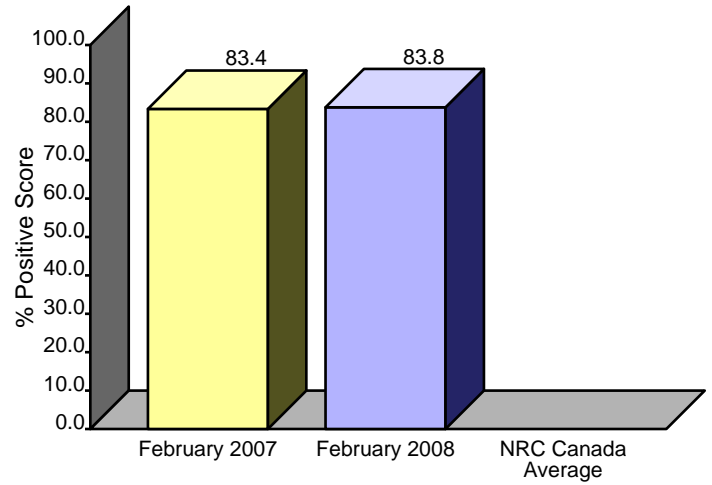
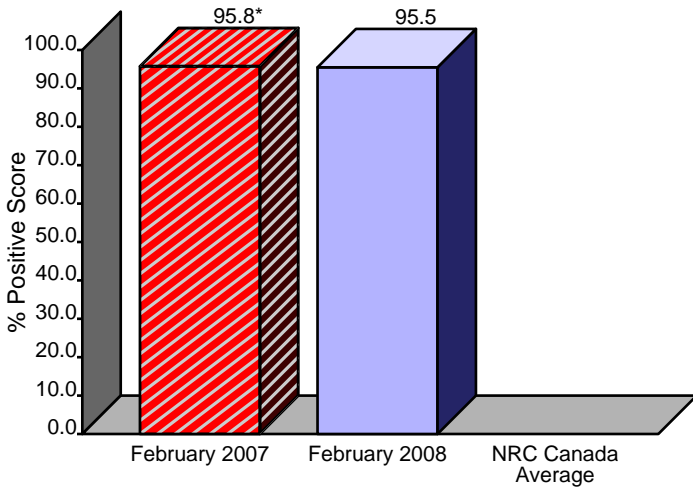
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



NSW Health Patient Survey 2008-Coordination of Care - Community  
 Health Patients  
 February 2008 (n=13172)

CH: Overall care received

CD - Coordination of Care



\* Significantly Different from Your Current Score

Detail

February 2007



Highest correlation with "CH: Overall care received"

NRC Canada Average

n size

% Positive Score

80.6%↑

CH: Community Health Centre well organised



81.1%

12832

86.1%

CH: Health Care Professional gave conflicting info



86.5%

12779

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 2008-Other Measures Related to Coordination of Care  
February 2008 (n=13172)

*Detail*

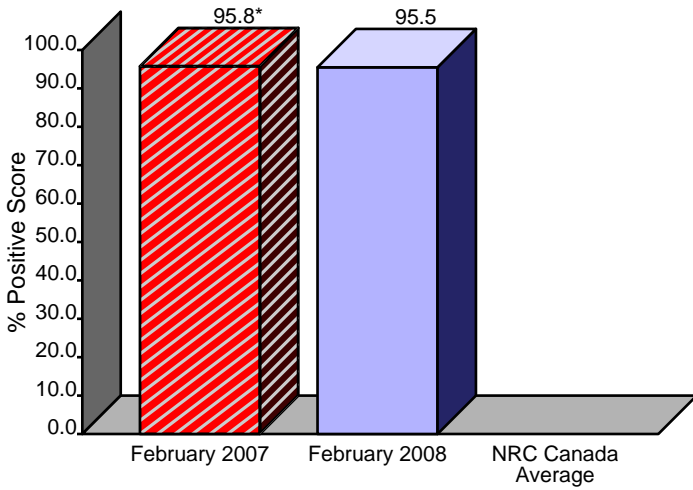
February 2007		NRC Canada Average	n size
<b>CH: Rate completeness of care for problem</b>			
42.2%↓	Excellent	40.0%	5528
34.8%	Very Good	34.4%	4377
17.4%↑	Good	19.5%	2267
4.3%↑	Fair	4.7%	481
1.3%↑	Poor	1.5%	139

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

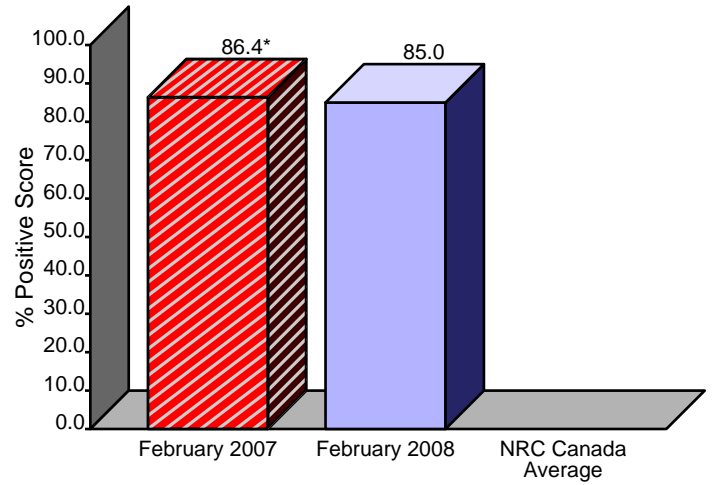


NSW Health Patient Survey 2008-Respect for Patient Preferences -  
Community Health Patients  
February 2008 (n=13172)

CH: Overall care received



CD - Respect for Patient Preferences



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
79.6%↓	CH: Enough say about care	77.5%	12698
93.1%↓	CH: Respect/dignity by Health Care Professional	92.4%	12948

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 2008-Other Measures Related to Respect for Patient Preferences February 2008 (n=13172)

*Detail*

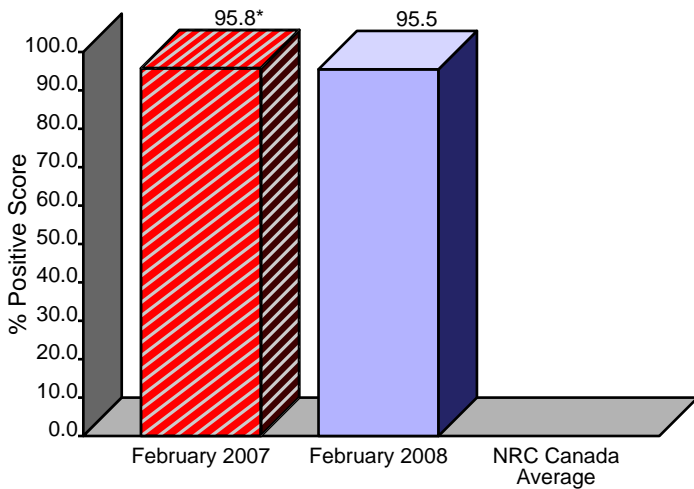
February 2007		NRC Canada Average	n size
<b>CH: Listened to reasons for visit</b>			
26.9%	Provider already knew	26.8%	3680
63.7%	Yes, completely	63.2%	7987
8.3% <sup>▲</sup>	Yes, somewhat	8.8%	920
1.1%	No	1.2%	141
<b>CH: Listened to what I said</b>			
5.0% <sup>▲</sup>	Had nothing to discuss	7.4%	1023
84.3% <sup>▼</sup>	Yes, completely	81.7%	10593
10.1%	Yes, somewhat	9.9%	1153
0.7% <sup>▲</sup>	No	1.0%	97
<b>CH: Involved in care decisions</b>			
81.7%	Yes, definitely	81.2%	10711
14.8%	Yes, somewhat	14.9%	1669
3.5% <sup>▲</sup>	No	3.9%	439
<b>CH: Enough privacy during this visit</b>			
90.9% <sup>▼</sup>	Yes, completely	89.3%	11755
7.7% <sup>▲</sup>	Yes, somewhat	9.5%	1003
1.4% <sup>▼</sup>	No	1.3%	149
<b>CH: Enough info re: patient rights/responsibilities</b>			
76.0% <sup>▼</sup>	Yes, completely	73.6%	9741
15.7% <sup>▲</sup>	Yes, somewhat	17.3%	1955
8.2% <sup>▲</sup>	No	9.1%	993

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

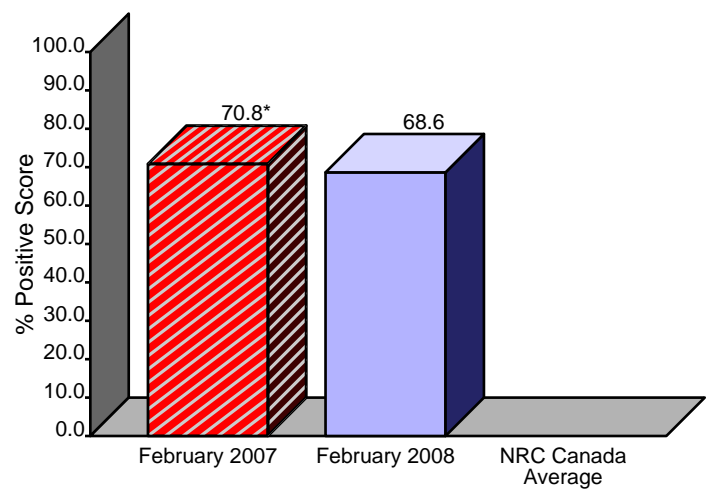


# NSW Health Patient Survey 2008-Physical Comfort - Community Health Patients February 2008 (n=13172)

**CH: Overall care received**



**CD - Physical Comfort**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
72.2%↓	CH: Staff did everything to control pain	69.9%	2000
68.1%↓	CH: Responded quickly to pain med request	66.0%	861

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 2008-Other Measures Related to Physical Comfort

February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Pain during treatment</b>			
18.7%	Yes		2192
81.3%	No		10421
<b>CH: Degree of pain during treatment</b>			
31.7%↓	Severe		549
48.9%↑	Moderate		1084
19.1%↑	Mild		424
0.4%	I had no pain		11
<b>CH: Given pain medicine</b>			
48.3%↓	Yes		902
51.7%↑	No		1174

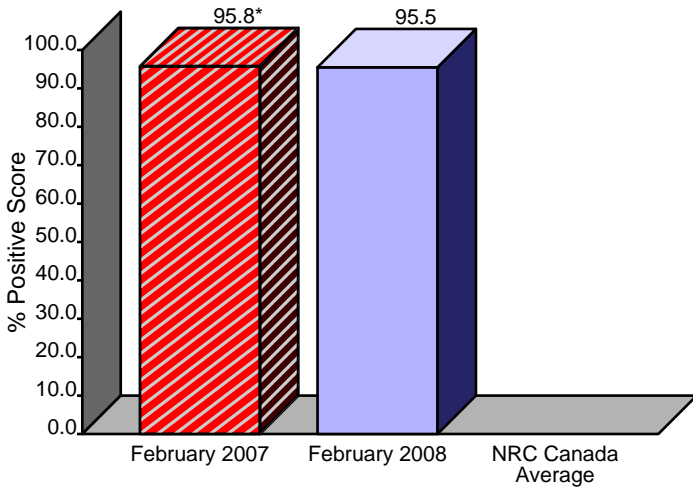
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
 Your current score is: higher ↑ or lower ↓.



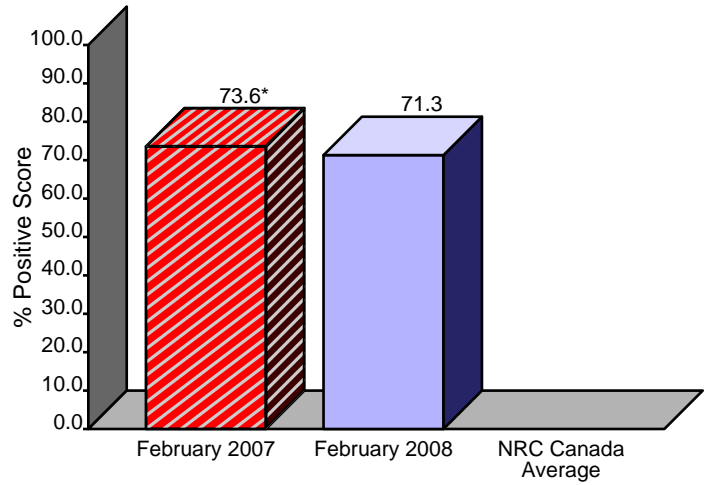


NSW Health Patient Survey 2008-Continuity and Transition - Community Health Patients February 2008 (n=13172)

CH: Overall care received



CD - Continuity and Transition



\* Significantly Different from Your Current Score

Detail

February 2007



Highest correlation with "CH: Overall care received"

NRC Canada Average

n size

% Positive Score

66.8%↓

CH: Explained side effects



4052

79.5%

CH: Explained meds understandably



4628

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 2008-Other Measures Related to Continuity and Transition

## February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Arranged another visit w/this Care Professional</b>			
23.6%↑	No other visit was needed	28.7%	3676
2.5%↑	Not sure	2.9%	291
70.7%↓	Yes	65.0%	8440
3.1%↑	No	3.4%	324
<b>CH: Arranged another visit w/other Care Professional</b>			
50.9%↑	No other visit was needed	54.1%	6996
3.5%	Not sure	3.7%	396
41.4%↓	Yes	37.9%	4767
4.2%	No	4.3%	433
<b>CH: Knew who to call for help after appt</b>			
90.1%↓	Yes	87.4%	11440
4.9%↑	No	6.3%	677
5.0%↑	Not sure	6.3%	654

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 2008-Measures Related to Access to Care - Community Health Patients February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Able to get appt when wanted</b>			
81.8%↓	Yes	78.6%	10523
18.2%↑	No	21.4%	2249
<b>CH: Waited too long for appt to begin</b>			
87.2%↓	No	84.9%	11173
10.0%↑	Yes, somewhat	12.0%	1364
2.8%↑	Yes, definitely	3.1%	350
<b>CH: Waited too long in exam room</b>			
91.3%	No	91.3%	8560
7.0%	Yes, somewhat	7.2%	591
1.7%↓	Yes, definitely	1.5%	128
<b>CH: Spent enough time w/Health Care Professional</b>			
93.9%↓	Yes	93.3%	12195
6.1%↑	No	6.7%	650
<b>CH: Rate waiting time for this visit</b>			
31.2%↓	Excellent	29.8%	4099
31.2%↓	Very Good	29.7%	3900
24.4%↑	Good	25.4%	3111
8.9%↑	Fair	10.5%	1132
4.3%↑	Poor	4.6%	458

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 2008-Measures Related to Emotional Support - Community Health Patients February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Reasons questions not discussed</b>			
9.9%↓	I was embarrassed about bringing them up	8.4%	126
22.9%↓	I forgot to bring them up	18.3%	321
10.4%↑	I didn't have time to bring them up	11.5%	181
13.1%↓	Health Care Professional didn't have time to listen	10.8%	166
4.8%	Too many interruptions/no privacy	4.4%	76
51.5%↑	I did not have any questions	58.3%	1114
<b>CH: Confidence/trust in Health Care Professional</b>			
84.5%	Yes, completely	84.1%	11120
14.1%	Yes, somewhat	14.4%	1626
1.4%	No	1.5%	157
<b>CH: Health Care Professional discussed anxieties</b>			
40.6%↑	Did not have anxieties or fears	41.5%	5606
43.2%↓	Yes, completely	42.3%	5370
10.2%	Yes, somewhat	10.5%	1139
6.0%	No	5.8%	687

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 2008-Measures Related to Family and Friends  
 - Community Health Patients  
 February 2008 (n=13172)

*Detail*

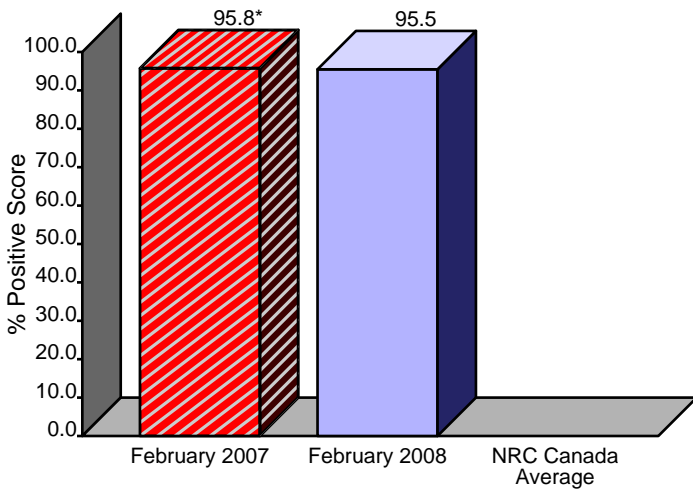
February 2007		NRC Canada Average	n size
<b>CH: Asked how family/living situation affect health</b>			
9.5%↓	No, the Health Care Professional already knew	8.2%	1221
4.9%	Not sure	4.9%	516
38.9%↓	Yes	33.7%	4449
45.0%↑	No, but it was not an issue for me	51.4%	6400
1.7%	No, and I wish he or she had asked	1.8%	177

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

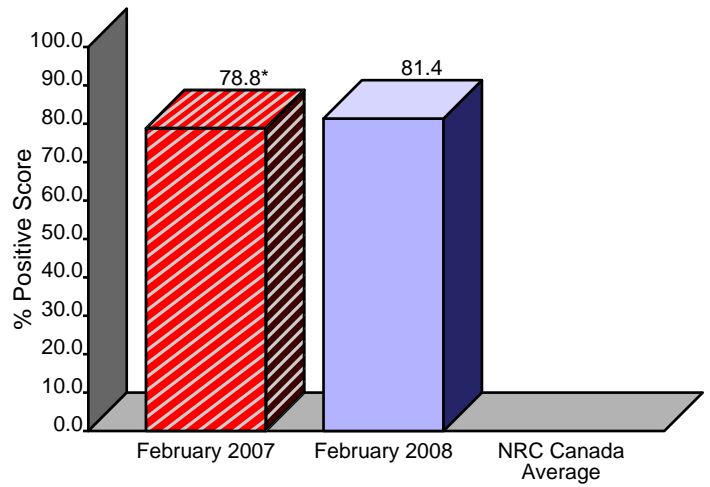


NSW Health Patient Survey 2008-Questions About Surgery, Procedures, and Tests - Community Health Patients  
February 2008 (n=13172)

CH: Overall care received



SD - Surgery, Procedures, and Tests



\* Significantly Different from Your Current Score

Detail

February 2007



Highest correlation with "CH: Overall care received"

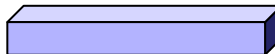
NRC Canada Average

n size

% Positive Score

78.8%↑

CH: Explained test results understandably



81.4%

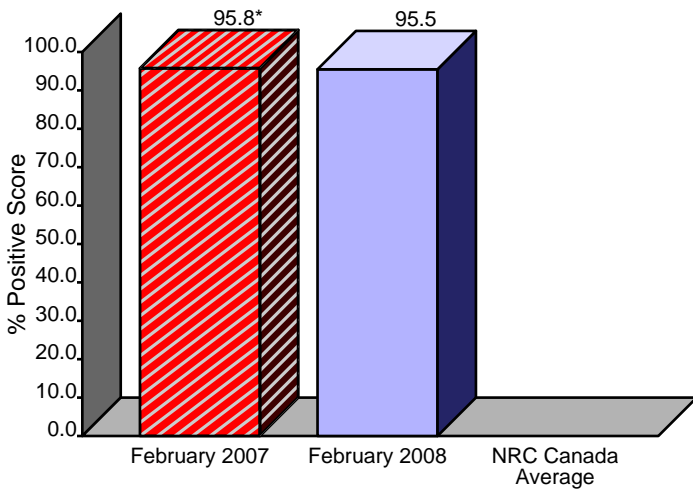
3486

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

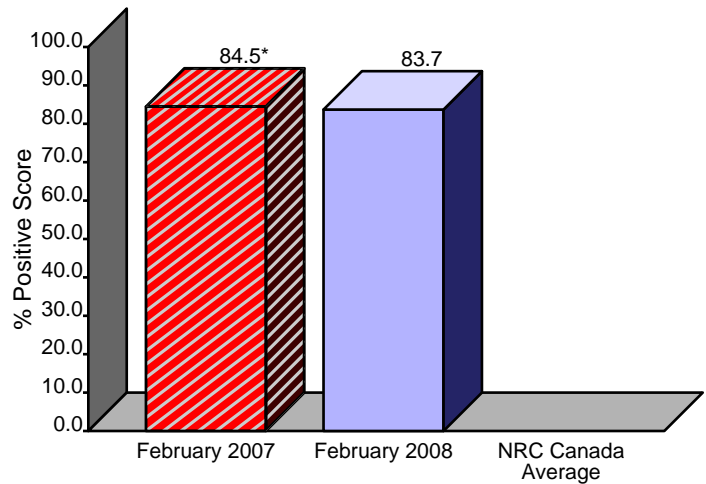


# NSW Health Patient Survey 2008-Questions About Overall Attitudes - Community Health Patients February 2008 (n=13172)

**CH: Overall care received**



**SD - Overall Attitudes**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "CH: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
56.7%↓	CH: Rate Community Health service	55.1%	12697
78.8%↓	CH: Would recommend Community Health Centre	77.0%	12791
97.1%↓	CH: Courtesy of Health Care Professional	96.1%	12902
86.6%	CH: Did not get help needed	86.8%	9353
93.0%↓	CH: Courtesy of reception staff at the CHC/ clinic	92.3%	9262
96.4%↓	CH: Rate courtesy of person who made appointment	95.5%	12138
86.1%	CH: Health Care Professional gave conflicting info	86.5%	12779

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 2008-Questions About the Patients - Community Health Patients February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: General health</b>			
9.5%↓	Poor	8.4%	1118
23.9%↓	Fair	21.5%	2869
31.1%↑	Good	32.0%	4114
23.0%↑	Very Good	25.7%	3244
12.5%	Excellent	12.5%	1473
<b>CH: Days in bed due to illness/injury in Feb</b>			
67.5%↑	None	69.5%	9014
4.7%	One day	4.8%	569
5.6%↓	Two days	5.1%	613
3.2%↓	Three days	3.0%	410
3.2%	Four days	3.1%	369
4.8%	Five-to-seven days	4.7%	570
2.6%	Eight-to-ten days	2.6%	312
8.5%↓	More than ten days	7.0%	897
<b>CH: Times at this outpatient clinic in Feb</b>			
48.2%↑	One	53.8%	5542
16.6%↓	Two	15.6%	1654
7.9%↓	Three	6.8%	741
9.3%↓	Four	7.4%	881
8.5%	Five to nine	8.2%	851
9.5%↓	Ten or more	8.2%	849
<b>CH: Times had IP stay last 6 mos</b>			
71.6%↓	No	69.2%	8847
18.7%↑	Yes, only one time	21.0%	2708
9.8%	Yes, more than one time	9.9%	1306

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 2008-Questions About the Patients -  
Community Health Patients (continued)  
February 2008 (n=13172)

*Detail*

February 2007		NRC Canada Average	n size
<b>CH: Patient classification</b>			
79.7%↑	Public or Medicare patient	81.7%	10106
4.5%↓	Private patient/claiming against private health insurance	4.2%	500
0.3%	WorkCover patient	0.3%	38
3.3%↓	Department of Veterans Affairs (DVA) patient	2.3%	338
2.7%	Something else	2.8%	321
9.5%↓	Not sure	8.8%	1071
<b>CH: Level of education completed</b>			
59.0%↓	Less than Year 12 at secondary school	51.6%	6268
13.7%	Completed Year 12 at secondary school	14.0%	1643
16.5%↑	Trade or technical certificate or diploma	19.0%	2162
7.3%↑	University graduate	10.2%	1158
3.4%↑	Post graduate / higher degree	5.2%	547
<b>CH: Aboriginal or Torres Strait Island background</b>			
96.2%↑	No	96.9%	12439
3.6%↓	Yes, Aboriginal	2.9%	381
0.1%	Yes, Torres Strait Islander	0.2%	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 2008-Questions About the Patients -  
Community Health Patients (continued)  
February 2008 (n=13172)

Detail

February 2007		NRC Canada Average	n size
<b>CH: Language spoken at home</b>			
97.0%↓	English	94.3%	12130
0.2%↑	Italian	0.5%	43
0.2%↑	Greek	0.3%	24
0.1%↑	Spanish	0.4%	26
0.1%	Croatian	0.1%	12
0.1%	Serbian	0.1%	11
0.3%↑	Arabic	0.8%	41
0.3%↑	Cantonese	0.6%	45
0.2%↑	Mandarin	0.7%	39
0.0%↑	Vietnamese	0.5%	15
0.0%	Korean	0.1%	8
1.4%↑	Other	1.7%	156
<b>CH: Country of origin</b>			
86.9%↓	Australia / Torres Strait Islands	82.2%	10936
1.0%↑	New Zealand	1.2%	141
0.4%	Other Pacific	0.4%	59
5.2%↑	United Kingdom / Ireland	5.8%	717
3.5%↑	Other Europe	3.9%	437
0.5%↑	Middle East	1.2%	89
0.4%↑	China	1.1%	76
0.0%↑	Vietnam	0.5%	22
1.1%↑	Other Asia	2.2%	223
0.4%↑	Africa	0.7%	72
0.3%	North America	0.3%	38
0.2%↑	South America	0.5%	40
<b>CH: Gender</b>			
38.6%↓	Male	34.4%	4274
61.4%↑	Female	65.6%	8620

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 2008-Questions About the Patients - Community Health Patients (continued) February 2008 (n=13172)

**Detail**

February 2007		NRC Canada Average	n size
<b>CH: Age Category</b>			
18.8%↓	Up to 9 years	17.4%	1929
1.5%↑	10 to 14 years	3.2%	236
1.2%↑	15 to 19 years	1.5%	162
4.9%↑	20 to 29 years	5.2%	680
8.4%↑	30 to 39 years	10.0%	1166
7.2%↑	40 to 49 years	7.7%	910
10.6%↑	50 to 59 years	11.4%	1640
14.6%	60 to 69 years	14.9%	2148
17.0%↓	70 to 79 years	15.2%	2190
15.9%↓	80 years or older	13.6%	1805

<b>CH: Patient completed survey</b>			
59.4%↑	Yes - I completed the survey myself	62.4%	8507
9.7%↓	Yes - but I completed the survey with the help from someone	7.9%	989
30.9%↓	No - someone completed this survey for me	29.7%	3315

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 2008-Questions About the Visits - Community Health Patients

February 2008 (n=13172)

## Detail

February 2007		NRC Canada Average	n size
<b>CH: Received care through CHC in Feb</b>			
66.8%↑	Yes, received care at a Community Health Centre in February	72.3%	9455
25.4%↓	Yes, received care at home through a Community Health Centre	24.9%	3298
2.3%↑	Yes, received care somewhere else but through a Community Health Centre	2.8%	419
5.5%↓	No, did not receive care through a Community Health Centre	0.0%	0
<b>CH: Appt through CHC/clinic made by drs office</b>			
53.7%↑	Yes	61.1%	7996
46.3%↓	No	38.9%	4817
<b>CH: When appt was made</b>			
15.0%↓	Less than 24 hours before visit	12.7%	1732
30.5%↓	1 to 6 days before visit	28.1%	3702
22.5%↑	1 to 2 weeks before visit	24.3%	3059
14.3%↑	3 to 4 weeks before visit	16.7%	1930
17.7%	More than 4 weeks before visit	18.1%	2146
<b>CH: Reason for visit</b>			
26.1%↑	Routine checkup	31.2%	4194
23.0%↑	Care for new problem or condition	24.2%	2786
8.0%↓	Follow up care after new illness	6.6%	938
32.6%↓	Routine care for ongoing problem or condition	27.2%	3742
7.4%↑	Urgent care for a severe condition	8.0%	794
3.0%	Not sure	2.8%	320
<b>CH: Came for visit alone</b>			
50.1%↑	Alone	52.0%	7009
49.9%↓	With someone else	48.0%	5721
<b>CH: Had tests during visit</b>			
27.6%↑	Yes	28.6%	3766
72.4%↓	No	71.4%	8667

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 2008-Performance by Main Patient Subgroups - CH February 2008 (n=13172)

### Detail



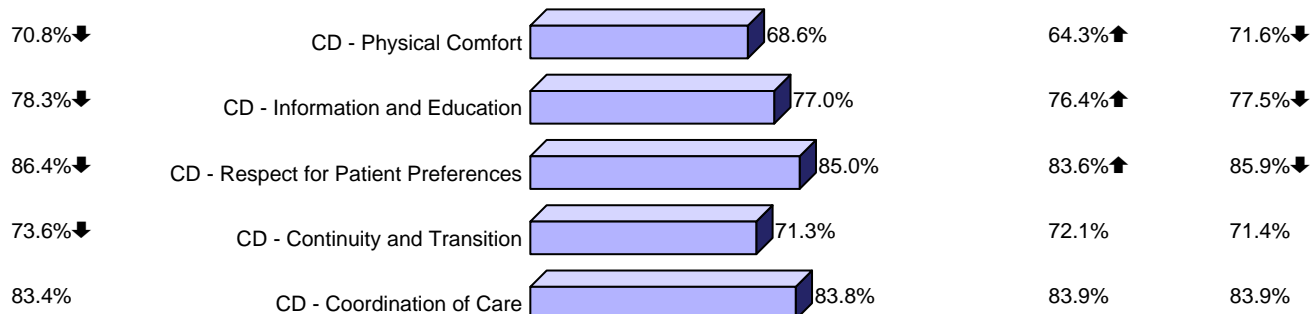
Highest correlation with "CH: Overall care received"

February 2007

Males (CH)

Females (CH)

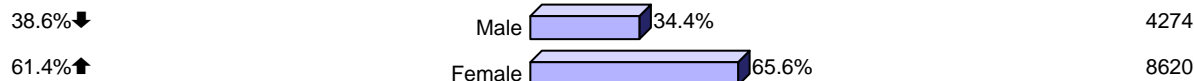
% Positive Score



February 2007

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 2008-Performance by Main Patient Subgroups - CH (continued) February 2008 (n=13172)

**Detail**

February 2007	Highest correlation with "CH: Overall care received"	Ages 0 - 19 (CH)	Ages 20 - 39 (CH)	Ages 40 - 59 (CH)	Ages 60+ (CH)
	<i>% Positive Score</i>				
70.8%↓	CD - Physical Comfort 68.6%	68.9%	59.1%↑	63.0%↑	74.2%↓
78.3%↓	CD - Information and Education 77.0%	74.5%↑	70.6%↑	73.4%↑	82.3%↓
86.4%↓	CD - Respect for Patient Preferences 85.0%	83.8%↑	79.9%↑	82.7%↑	88.5%↓
73.6%↓	CD - Continuity and Transition 71.3%	67.4%↑	69.3%↑	69.7%↑	73.8%↓
83.4%	CD - Coordination of Care 83.8%	82.0%↑	74.4%↑	82.7%↑	88.9%↓

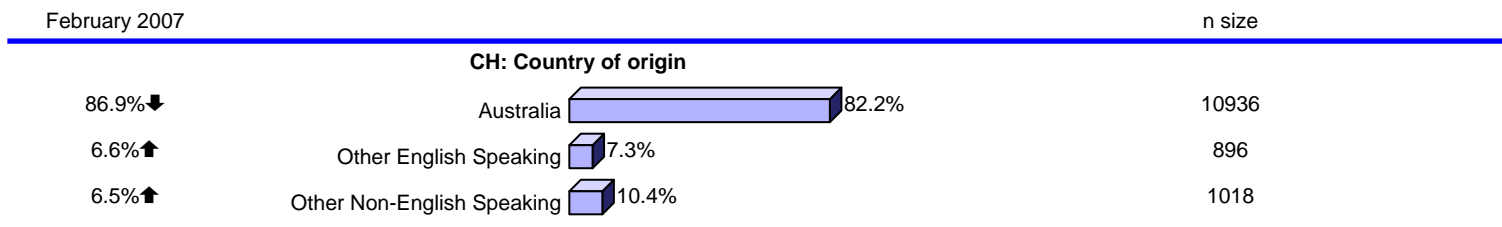
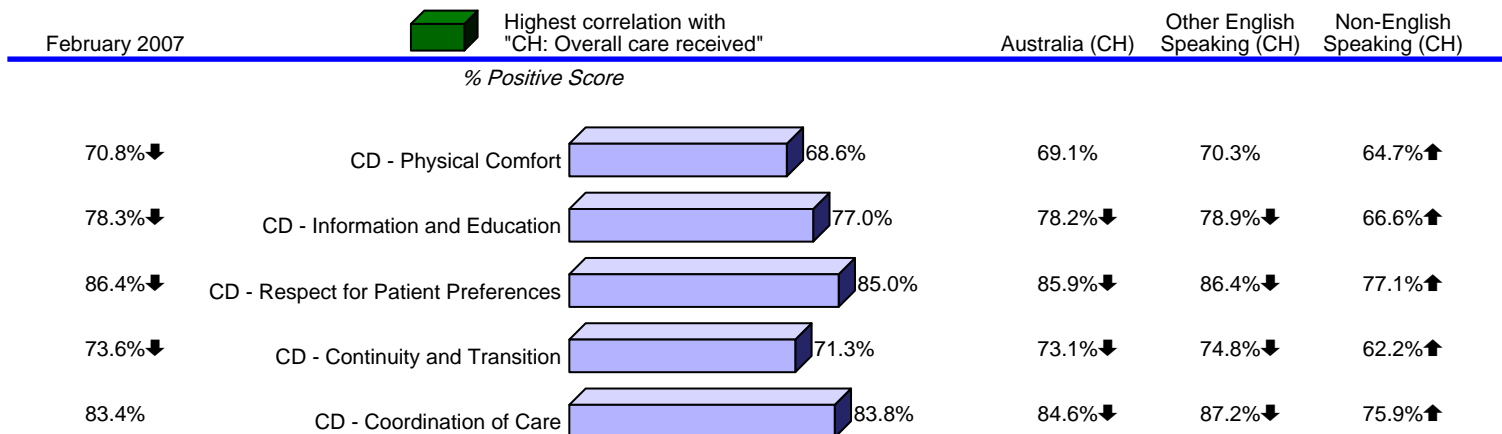
February 2007	CH: Age Category	n size
21.4%↑	Ages 0 - 19 22.1%	2327
13.3%↑	Ages 20 - 39 15.1%	1846
17.8%↑	Ages 40 - 59 19.1%	2550
47.5%↓	Ages 60 and over 43.7%	6143

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 2008-Performance by Main Patient Subgroups - CH (continued) February 2008 (n=13172)

**Detail**

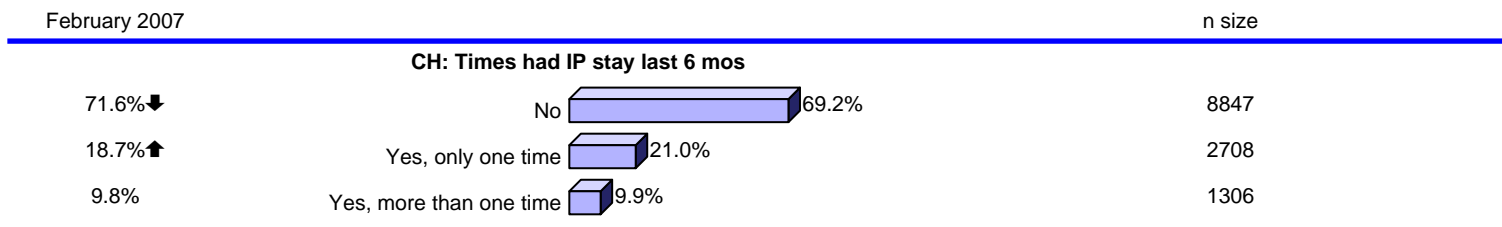
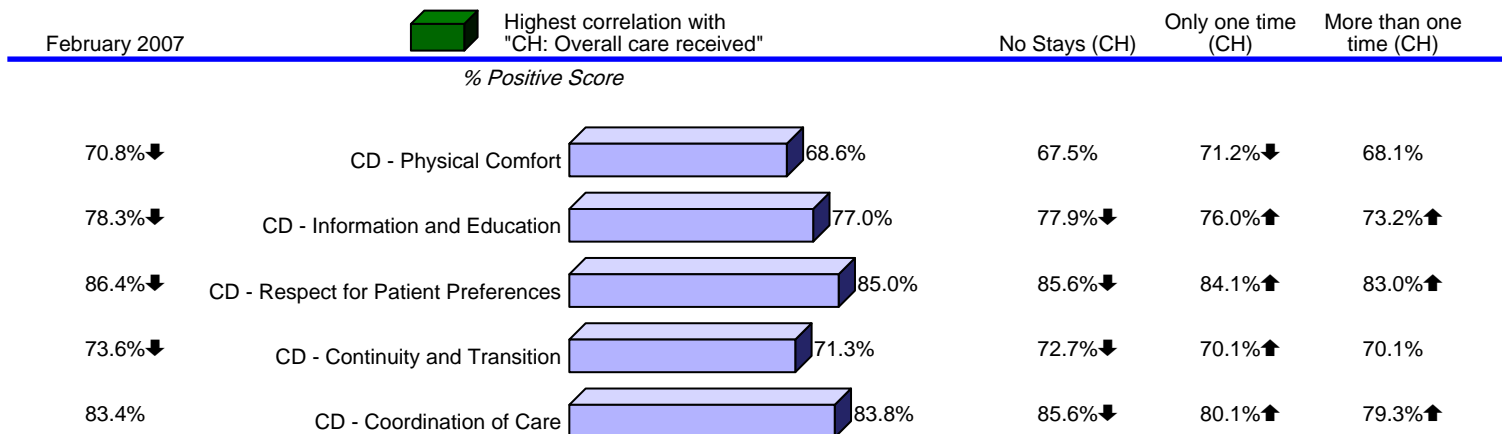


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - CH (continued) February 2008 (n=13172)

**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 2008-Performance by Main Patient Subgroups - CH (continued) February 2008 (n=13172)

**Detail**

February 2007



Highest correlation with "CH: Overall care received"

% Positive Score

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

Score Change	Category	% Positive Score	Poor/Fair Health Rating (CH)	Good Health Rating (CH)	Very Good Health Rating (CH)	Excellent Health Rating (CH)
70.8%↓	CD - Physical Comfort	68.6%	67.3%↑	66.0%↑	74.9%↓	81.0%↓
78.3%↓	CD - Information and Education	77.0%	72.3%↑	76.5%	79.9%↓	84.9%↓
86.4%↓	CD - Respect for Patient Preferences	85.0%	82.0%↑	83.9%↑	86.8%↓	91.6%↓
73.6%↓	CD - Continuity and Transition	71.3%	67.4%↑	71.8%	77.7%↓	83.1%↓
83.4%	CD - Coordination of Care	83.8%	82.3%↑	83.0%↑	85.1%↓	87.7%↓

February 2007

n size

**CH: General health**

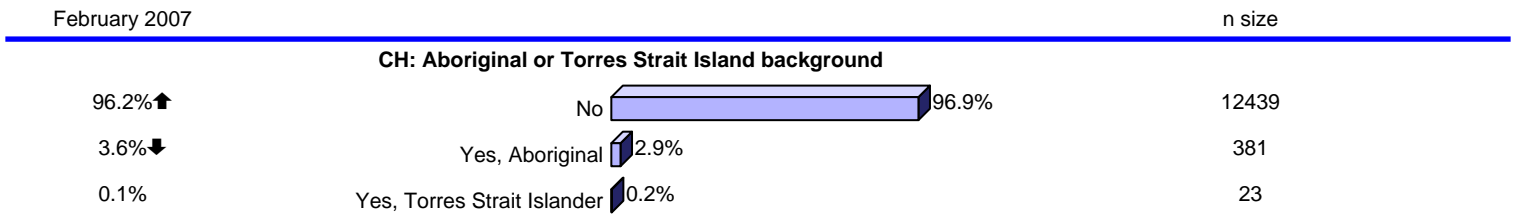
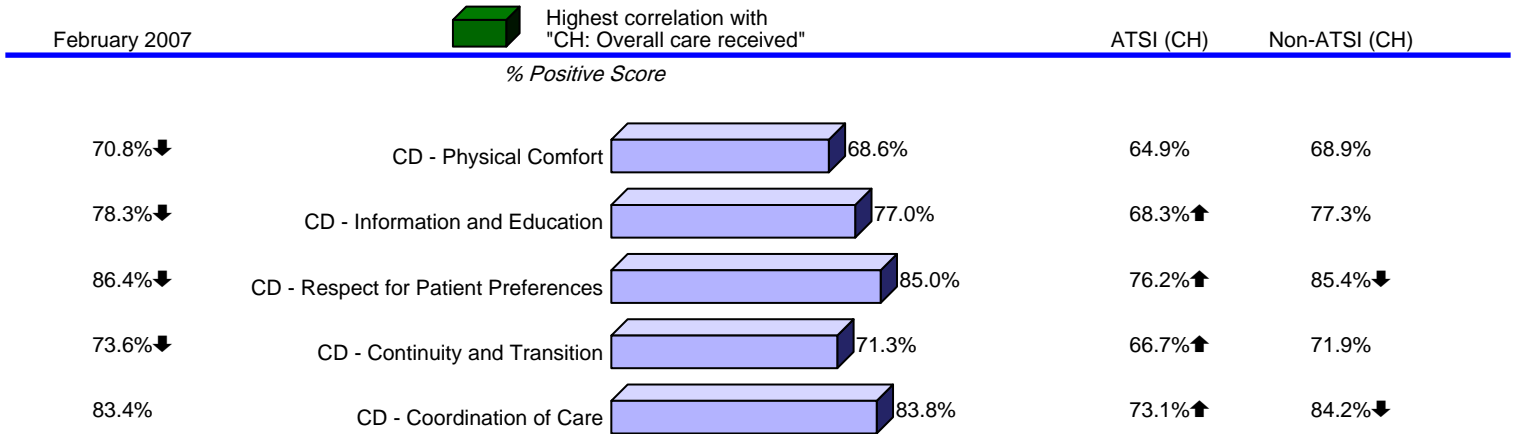
33.4%↓	Poor/Fair Health Rating	29.9%	3987
31.1%↑	Good Health Rating	32.0%	4114
23.0%↑	Very Good Health Rating	25.7%	3244
12.5%	Excellent Health Rating	12.5%	1473

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 2008-Performance by Main Patient Subgroups  
 - CH (continued)  
 February 2008 (n=13172)

**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 2008

▲ 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)	95.5%	55.1%	77.0%	77.5%
-Greater Southern Area Health Service	97.5%▲	62.4%▲	84.4%▲	84.4%▲
-Greater Western Area Health Service	95.9%	56.3%▲	80.7%▲	82.0%▲
-Hunter New England Area Health Service	95.0%▼	56.9%▲	77.3%	77.6%
-North Coast Area Health Service	96.8%▲	60.0%▲	81.9%▲	82.9%▲
-N Sydney/Central Coast AHS	96.4%▲	55.4%	78.5%▲	77.5%
-SE Sydney Illawarra AHS	95.0%	57.5%▲	79.9%▲	75.2%▼
-Sydney South West AHS	93.3%▼	39.7%▼	61.3%▼	66.4%▼
-Sydney West Area Health Service	96.1%▲	56.4%	79.6%▲	79.8%▲



## NSW Health Patient Survey 2008

▲ 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)	77.0%	83.8%	85.0%	68.7%	71.3%
-Greater Southern Area Health Service	82.4%▲	88.8%▲	89.8%▲	75.9%▲	77.8%▲
-Greater Western Area Health Service	79.8%▲	83.9%	87.4%▲	69.7%	75.6%▲
-Hunter New England Area Health Service	77.2%	84.6%▲	84.9%	67.2%▼	71.8%
-North Coast Area Health Service	81.9%▲	87.2%▲	88.4%▲	73.6%▲	73.3%▲
-N Sydney/Central Coast AHS	77.4%	85.0%▲	85.2%	71.5%▲	70.5%
-SE Sydney Illawarra AHS	77.2%	84.0%	84.6%	72.7%▲	69.9%
-Sydney South West AHS	66.3%▼	75.1%▼	78.0%▼	61.3%▼	63.0%▼
-Sydney West Area Health Service	78.5%▲	83.4%	86.8%▲	71.8%	75.4%▲



NSW Health Patient Survey 2008-Peer Best Matrix - Community  
Health Patients  
February 2008 (n=13172)

PEER GROUPS	ADVOCACY	OVERALL CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
> 100,000 (CH1)	Greater Newcastle Comm Health Serv	Broken Hill Health Service	Nepean Hospital	Illawarra/Shoalhaven Comm Health	Illawarra/Shoalhaven Comm Health	Tweed Heads Community Health Serv	Illawarra/Shoalhaven Comm Health
	85.0%	87.0%	81.0%	86.6%	84.0%	77.8%	89.9%
	266	44	57	216	219	47	220
	HNEAHS	GWAHS	SWAHS	SESAHS	SESAHS	NCAHS	SESAHS
50,000 - 99,999 (CH2)	Kempsey Community Health Centre	Grafton Community Health	Acute & Post-Acute Centre	Grafton Community Health	Kempsey Community Health Centre	Acute & Post-Acute Centre	Kempsey Community Health Centre
	91.8%	100.0%	85.5%	92.1%	90.2%	90.4%	93.0%
	184	103	90	103	184	34	187
	NCAHS	NCAHS	NSCCAHS	NCAHS	NCAHS	NSCCAHS	NCAHS
20,000 - 49,999 (CH3)	Goulburn Community Health	Casino Community Health Service	Cessnock District Health Service	Cooma Health Service	Mudgee District Hospital	Cessnock District Health Service	Casino Community Health Service
	90.3%	100.0%	86.7%	92.3%	87.6%	72.1%	92.5%
	93	80	85	71	145	32	80
	GSAHS	NCAHS	HNEAHS	GSAHS	GWAHS	HNEAHS	NCAHS
10,000 - 19,999 (CH4)	Springwood Comm Hlth Ctr	Molong Community Health Centre, Kyogle Community Health Service, Yass Health Service, Springwood Comm Hlth Ctr	Canowindra Community Health Centre	Singleton District Health Service	Springwood Comm Hlth Ctr	Bathurst Community Health Centre	Springwood Comm Hlth Ctr
	97.2%	100.0%	90.6%	93.6%	97.1%	68.5%	98.6%
	36	73, 34, 50, 36	30	71	35	38	36
	SWAHS	GWAHS, NCAHS, GSAHS, SWAHS	GWAHS	HNEAHS	SWAHS	GWAHS	SWAHS
5,000 - 9,999 (CH5)	Wyalong Health Service	Crookwell Health Service, Quirindi District Health Service, Wauchope Community Health Centre	Wyalong Health Service	Narrabri District Health Service	Barraba Multi-Purpose Service		Grenfell Community Health
	92.3%	100.0%	82.7%	93.0%	88.1%		96.9%
	91	41, 61, 68	46	101	59		34
	GSAHS	GSAHS, HNEAHS, NCAHS	GSAHS	HNEAHS	HNEAHS		GWAHS



NSW Health Patient Survey 2008-Peer Best Matrix - Community  
Health Patients (continued)  
February 2008 (n=13172)

PEER GROUPS	ADVOCACY	OVERALL CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
0 - 4,999 (CH6)	Barham Health Service	Goulburn Base Hospital	Auburn Community Health Centre	Guyra Community Hospital	Barham Health Service	Wingham Community Hospital	Barham Health Service
	90.7%	98.6%	72.5%	93.5%	88.2%	80.4%	93.5%
	54	73	52	54	51	30	54
	GSAHS	GSAHS	SWAHS	HNEAHS	GSAHS	HNEAHS	GSAHS
BreastScreen (CHBS)	Breast Screen NCBS	BreastScreen NSW South West	Breast Screen NSBS	Breast Screen NCBS	Breast Screen NCBS	BreastScreen NSW South West	Breast Screen NCBS
	89.1%	99.1%	68.6%	97.1%	87.5%	81.6%	91.9%
	395	346	30	396	367	47	397
	NCAHS	GWAHS	NSCCAHS	NCAHS	NCAHS	GWAHS	NCAHS
Ungrouped (UG)	Alcohol and other Drug Service	Alcohol and other Drug Service	Lowrey Lodge Detox Unit	Hunter Area Dental Service	Alcohol and other Drug Service	Alcohol and other Drug Service	Hunter Area Dental Service
	69.6%	94.9%	70.8%	83.5%	73.8%	76.9%	78.6%
	79	79	33	236	80	7	235
	NSCCAHS	NSCCAHS	HNEAHS	HNEAHS	NSCCAHS	NSCCAHS	HNEAHS



## NSW Health Patient Survey 2008-CHAPTER 11 : Patient Category - Outpatients (OP) February 2008 (n=14103)

### 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:

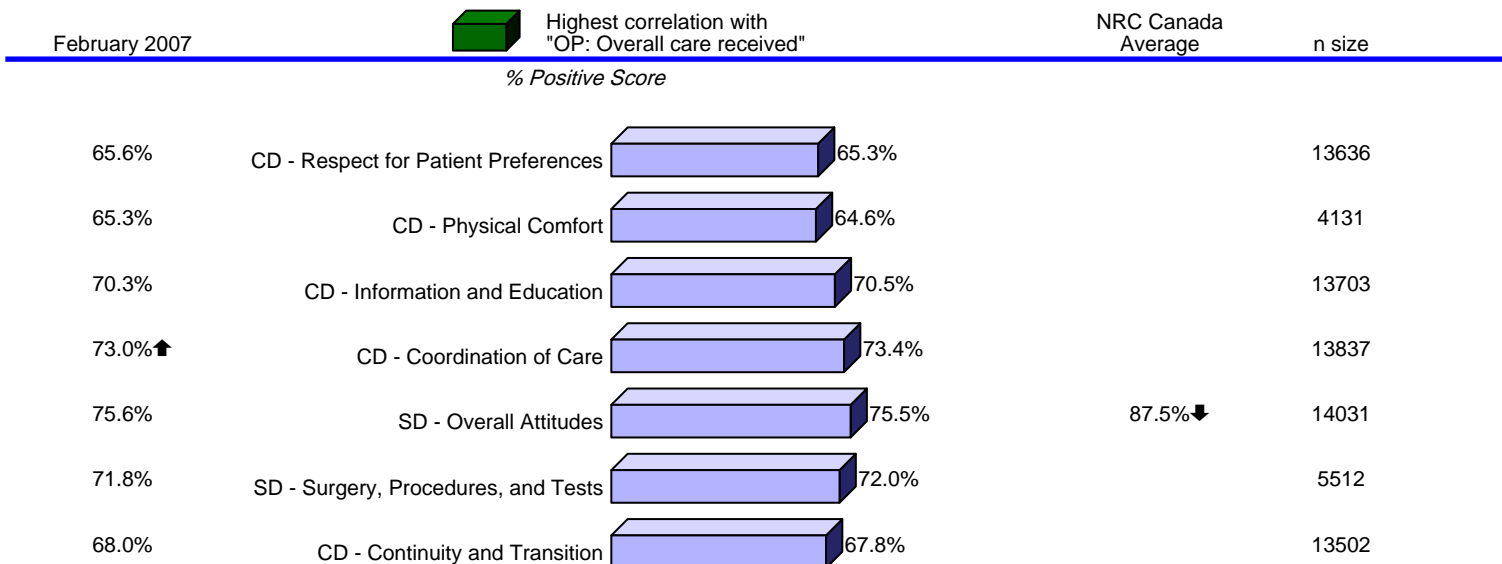
- \* **Surgery, Procedures, and Tests :** components of the patient experience that are specific to surgery, procedures, or tests and the information provided to patients before and after procedures.
- \* **Overall Attitudes :** global assessment of the patient experience that summarizes all experiences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



# NSW Health Patient Survey 2008-Summary of Dimensions of Care - Outpatients

## February 2008 (n=14103)

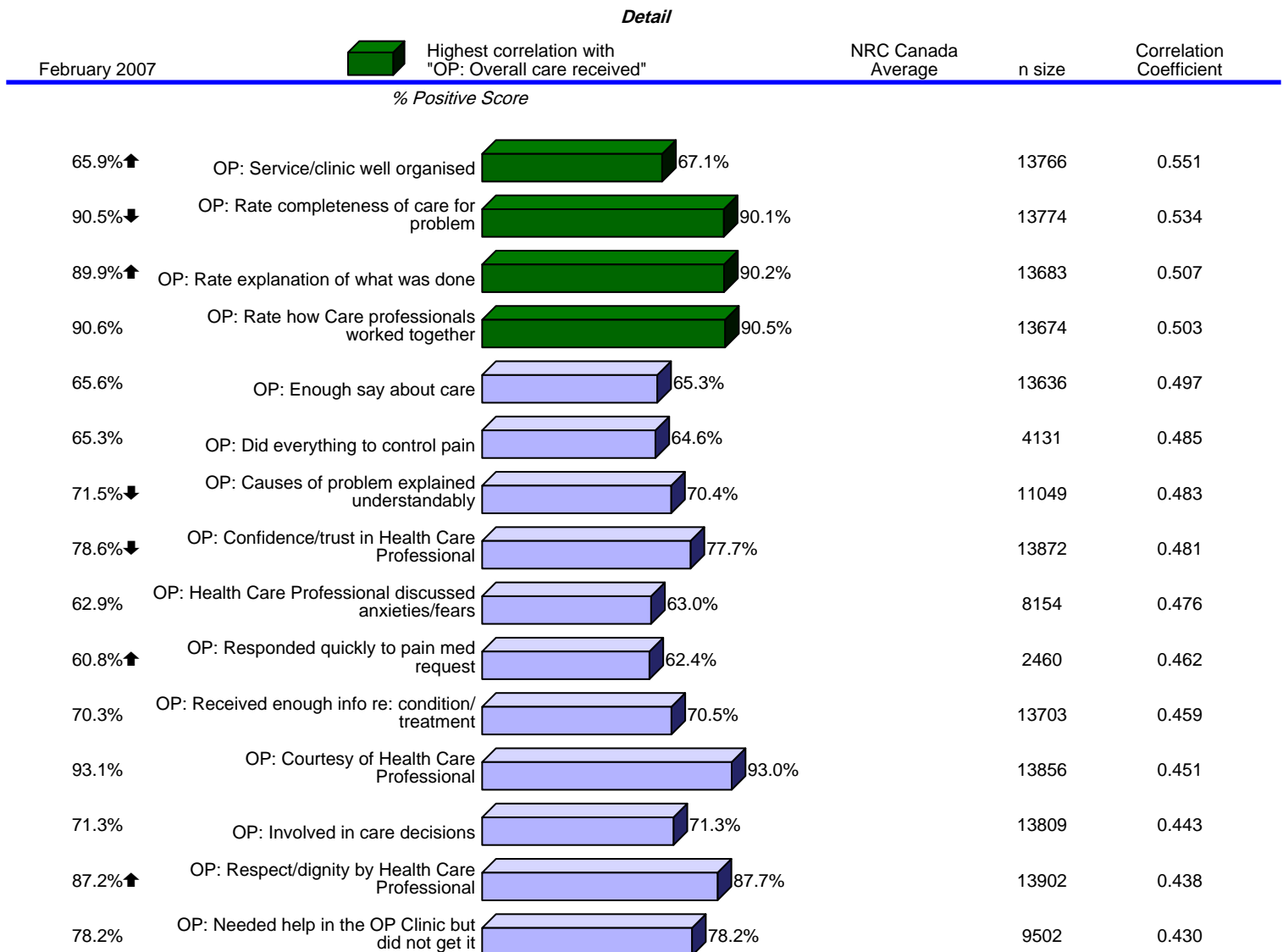
**Detail**



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



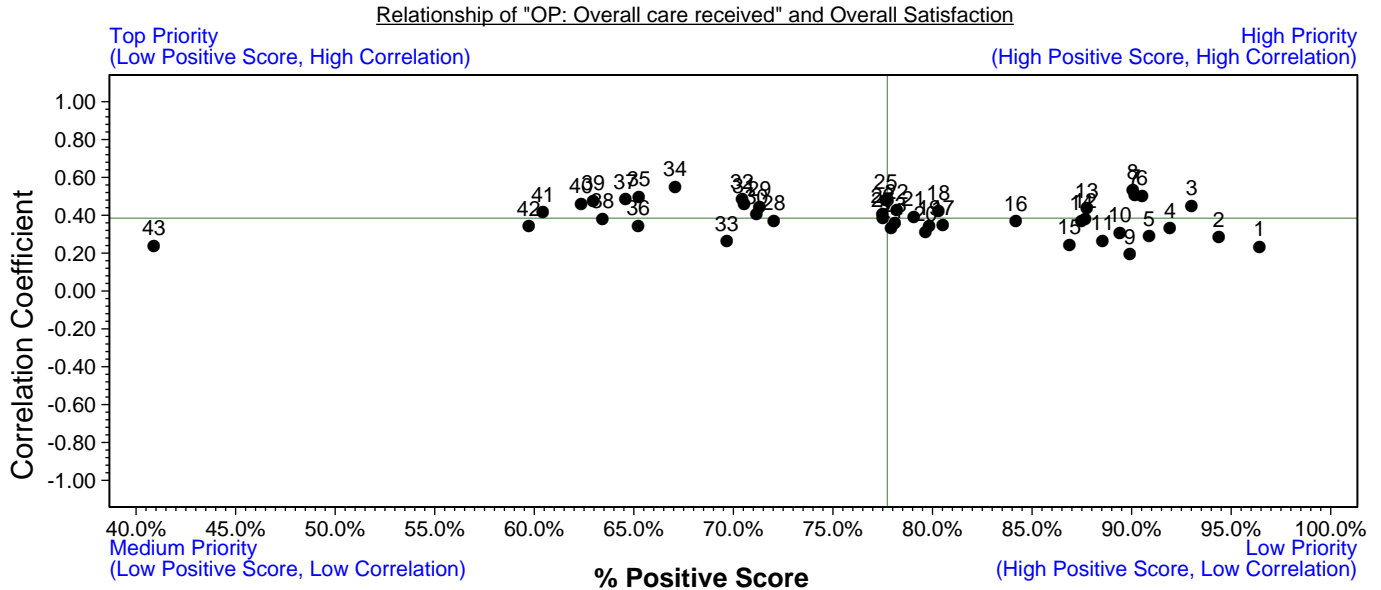
# NSW HEALTH NSW Health Patient Survey 2008-Key Drivers - Outpatients February 2008 (n=14103)



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 2008-Opportunity Matrix - Outpatients February 2008 (n=14103)



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

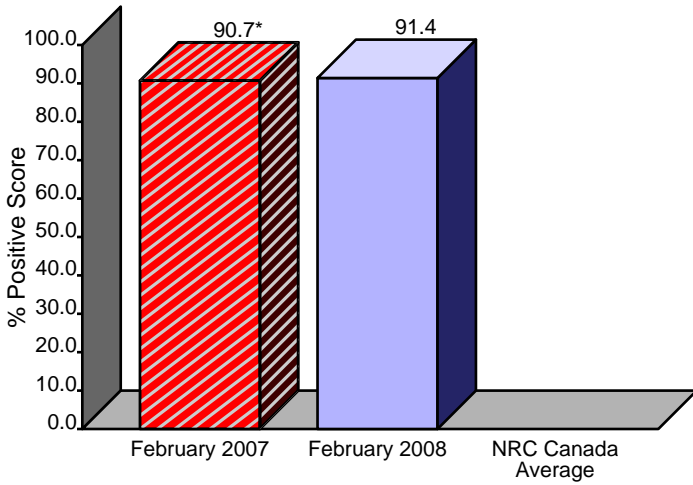
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.

Your current score is: higher ↑ or lower ↓.

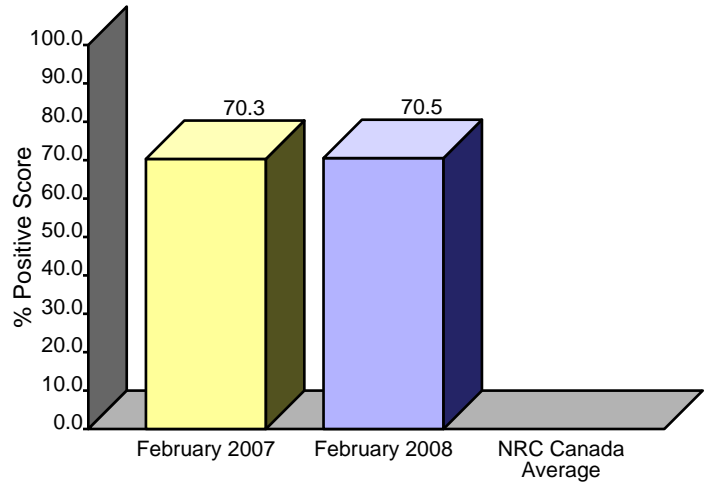


NSW Health Patient Survey 2008-Information and Education - Outpatients  
February 2008 (n=14103)

OP: Overall care received



CD - Information and Education



\* Significantly Different from Your Current Score

**Detail**

February 2007



Highest correlation with "OP: Overall care received"

NRC Canada Average

n size

% Positive Score

70.3%

OP: Received enough info re: condition/treatment



70.5%

13703

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 2008-Other Measures Related to Information and Education

February 2008 (n=14103)

## Detail

February 2007		n size
<b>OP: Explained reason for delay</b>		
42.9%↑	Appointment started on time	6761
21.9%	Yes	2911
35.2%↓	No	3689
<b>OP: Explained why tests were needed</b>		
80.5%	Yes, completely	4619
16.3%	Yes, somewhat	867
3.1%↑	No	192
<b>OP: Told how to learn about test results</b>		
83.7%↓	Yes	4669
10.6%↑	No	633
5.7%↑	Not sure	337
<b>OP: Told when to expect test results</b>		
80.0%	Yes	4479
13.1%	No	739
6.9%	Not sure	394
<b>OP: Language caused trouble talking</b>		
90.5%↓	No	12789
6.4%↑	Yes, somewhat	765
3.1%	Yes, definitely	343
<b>OP: Answered questions understandably</b>		
4.3%	Did not ask any questions	716
73.6%↑	Yes, always	10479
20.0%↓	Yes, sometimes	2432
2.1%	No	257

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 2008-Other Measures Related to Information and Education (continued)  
February 2008 (n=14103)

Detail

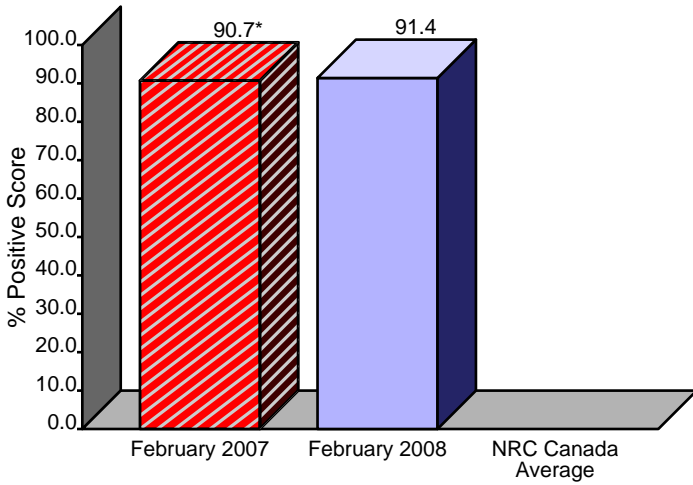
February 2007		n size
<b>OP: Questions about care not discussed</b>		
21.6%↓	Did not have any questions	2925
62.2%↑	No	8866
16.2%	Yes	1970
<b>OP: Explained what to do for problems</b>		
14.1%↓	No problems or symptoms	1979
61.5%	Yes, completely	8550
15.9%↑	Yes, somewhat	2048
8.4%	No	1125
<b>OP: Causes of problem explained understandably</b>		
18.2%↓	Did not need explanation	2626
58.5%	Yes, completely	8098
18.8%↑	Yes, somewhat	2453
4.5%↓	No	498
<b>OP: Rate explanation of what was done</b>		
29.1%↓	Excellent	4190
34.0%↓	Very Good	4588
26.7%↑	Good	3672
7.7%↓	Fair	923
2.5%	Poor	310

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

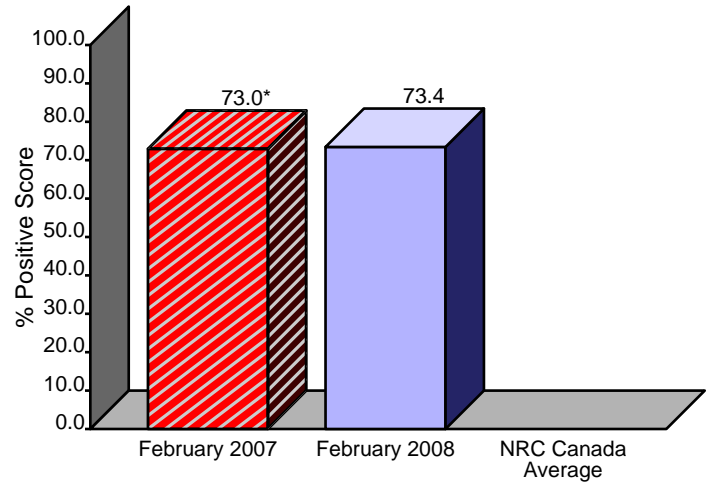


NSW Health Patient Survey 2008-Coordination of Care - Outpatients  
February 2008 (n=14103)

OP: Overall care received



CD - Coordination of Care



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
65.9%↑	OP: Service/clinic well organised	67.1%	13766
80.1%	OP: Health Care Professional gave conflicting info	79.8%	13732

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 2008-Other Measures Related to Coordination of Care  
February 2008 (n=14103)

*Detail*

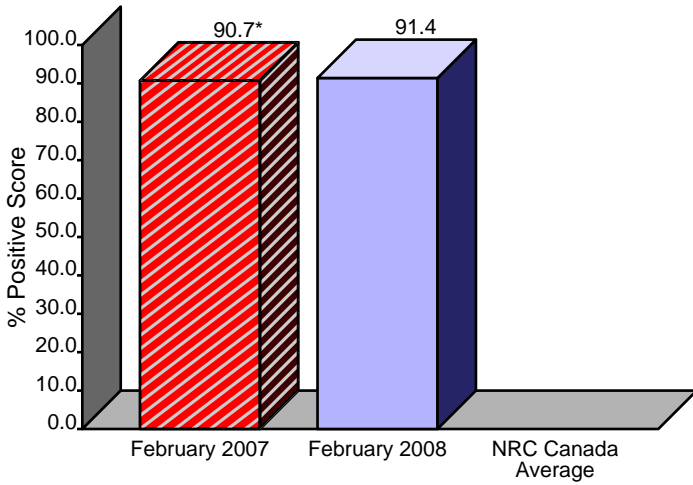
February 2007		NRC Canada Average	n size
<b>OP: Rate completeness of care for problem</b>			
29.4%	Excellent	29.6%	4408
35.1%↓	Very Good	32.5%	4624
26.1%↑	Good	28.0%	3549
7.4%↑	Fair	7.6%	924
2.1%↑	Poor	2.3%	269

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

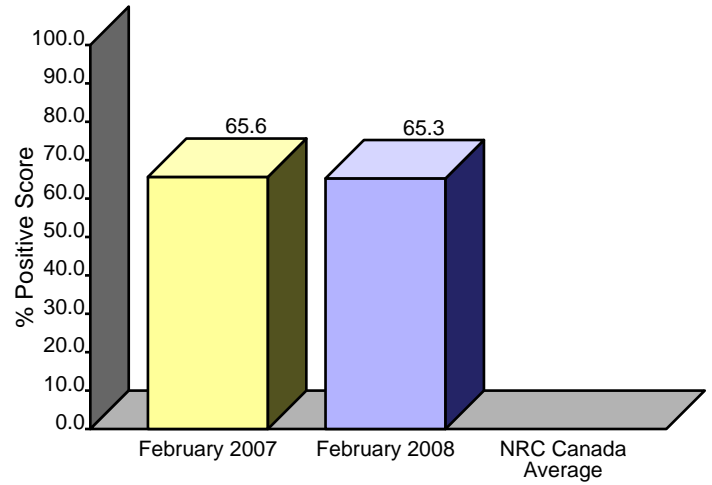


NSW Health Patient Survey 2008-Respect for Patient Preferences - Outpatients  
February 2008 (n=14103)

OP: Overall care received



CD - Respect for Patient Preferences



\* Significantly Different from Your Current Score

Detail

February 2007



Highest correlation with "OP: Overall care received"

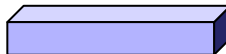
NRC Canada Average

n size

% Positive Score

65.6%

OP: Enough say about care



65.3%

13636

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 2008-Other Measures Related to Respect for Patient Preferences

## February 2008 (n=14103)

### Detail

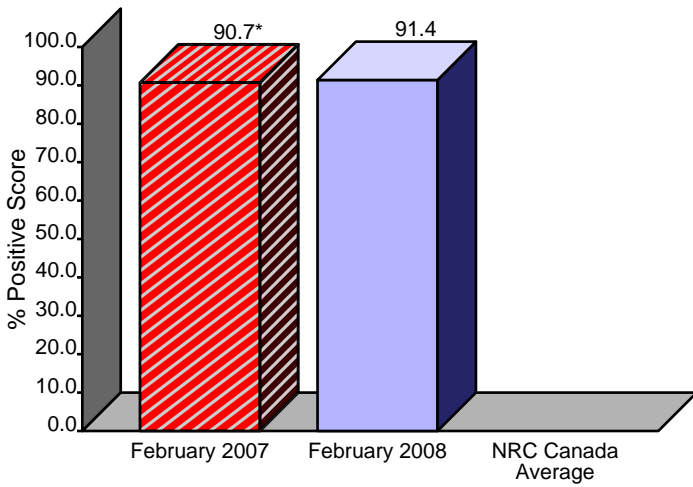
February 2007		NRC Canada Average	n size
<b>OP: Given chance to explain reasons for visit</b>			
29.8%↓	Health Care Professional already knew	29.3%	4024
55.5%	Yes, completely	55.9%	7649
12.5%	Yes, somewhat	12.4%	1470
2.1%↑	No	2.4%	275
<b>OP: Listened to what I said</b>			
76.9%↓	Yes, completely	75.9%	10713
16.5%↑	Yes, somewhat	17.2%	2128
1.4%	No	1.4%	188
5.2%↑	Had nothing to discuss	5.5%	824
<b>OP: Involved in care decisions</b>			
71.3%	Yes, definitely	71.3%	10247
22.1%	Yes, somewhat	22.2%	2766
6.6%	No	6.5%	796
<b>OP: Enough privacy during visit</b>			
79.6%↓	Yes, completely	78.1%	11112
16.8%↑	Yes, somewhat	17.7%	2183
3.6%↑	No	4.1%	522
<b>OP: Enough info re: patients rights/responsibilities</b>			
60.3%	Yes, completely	60.4%	8508
21.6%↑	Yes, somewhat	22.1%	2734
18.1%↓	No	17.5%	2180

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

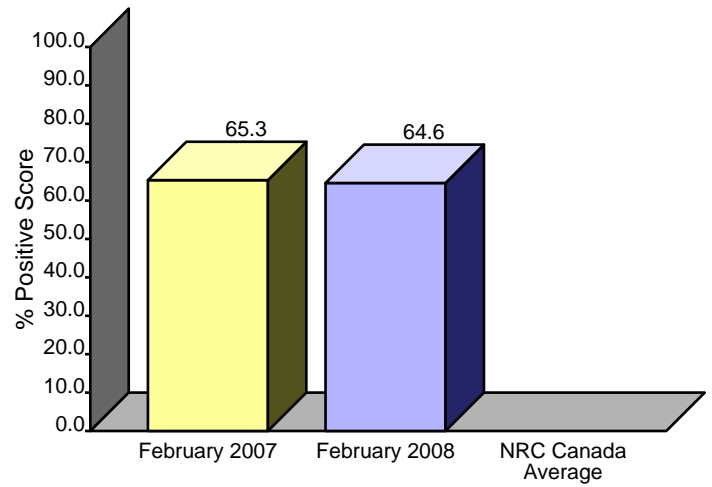


NSW Health Patient Survey 2008-Physical Comfort - Outpatients  
February 2008 (n=14103)

OP: Overall care received



CD - Physical Comfort



\* Significantly Different from Your Current Score

Detail

February 2007



Highest correlation with "OP: Overall care received"

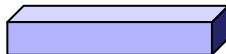
NRC Canada Average

n size

% Positive Score

65.3%

OP: Did everything to control pain



64.6%

4131

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 2008-Other Measures Related to Physical Comfort

February 2008 (n=14103)

*Detail*

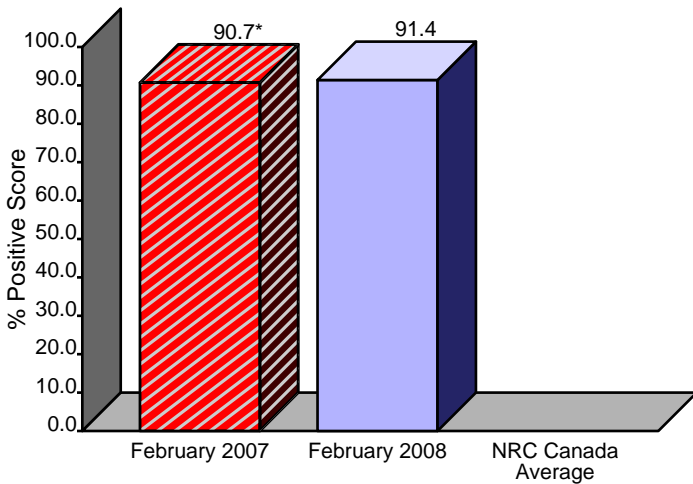
February 2007		NRC Canada Average	n size
<b>OP: Pain during treatment</b>			
29.9%↑	Yes	30.9%	4430
70.1%↓	No	69.1%	9157
<b>OP: Pain level during test</b>			
34.0%↓	Severe	29.7%	1327
46.5%↑	Moderate	48.9%	2062
19.0%↑	Mild	20.8%	800
0.5%	I had no pain	0.6%	18
<b>OP: Given pain medicine</b>			
61.7%↓	Yes	59.4%	2470
38.3%↑	No	40.6%	1791
<b>OP: Responded quickly to pain med request</b>			
60.8%↑	Yes, completely	62.4%	1606
28.6%↓	Yes, somewhat	26.9%	630
10.6%	No	10.8%	224

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

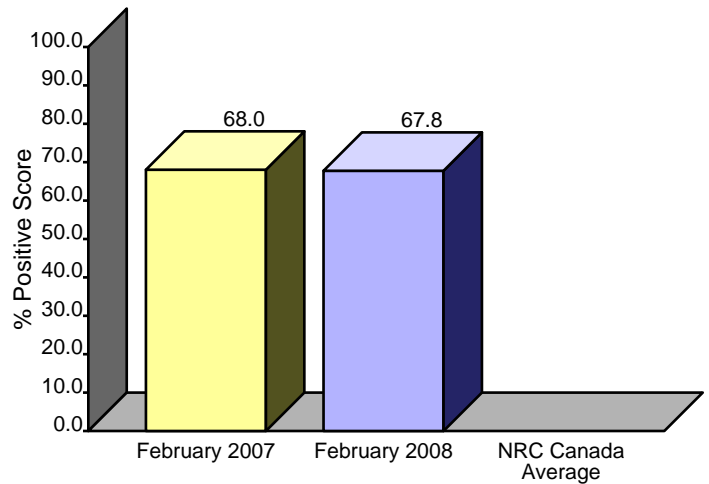


NSW Health Patient Survey 2008-Continuity and Transition - Outpatients  
February 2008 (n=14103)

OP: Overall care received



CD - Continuity and Transition



\* Significantly Different from Your Current Score

Detail

February 2007	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
77.5%	OP: Explained meds understandably	77.5%	7474
63.7%	OP: Told what danger signals to watch for at home	63.4%	13309
65.7%	OP: Explained side effects	65.2%	6952

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 2008-Other Measures Related to Continuity and Transition

February 2008 (n=14103)

*Detail*

February 2007		NRC Canada Average	n size
<b>OP: Arranged another visit w/this Care Professional</b>			
19.6%↓	No other visit was needed	17.9%	2891
3.0%↑	Not sure	3.6%	393
72.9%↑	Yes	73.9%	9935
4.5%	No	4.6%	548
<b>OP: Arranged another visit w/other Care Professional</b>			
40.7%	No other visit was needed	40.5%	6027
5.2%	Not sure	5.2%	555
48.8%	Yes	48.9%	6268
5.3%	No	5.4%	704
<b>OP: Knew who to call for help after appt</b>			
81.9%	Yes	81.7%	11521
10.6%	No	10.6%	1288
7.5%	Not sure	7.7%	934
<b>OP: Prescribed new medicines before leaving</b>			
20.9%	Yes	21.0%	2609
79.1%	No	79.0%	10910
<b>OP: Told how to take new medications</b>			
4.9%↓	Did not need explanation	3.6%	103
80.6%	Yes, completely	81.1%	2009
11.6%↑	Yes, somewhat	12.6%	303
2.9%	No	2.6%	74

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 2008-Measures Related to Access to Care - Outpatients

February 2008 (n=14103)

*Detail*

February 2007		NRC Canada Average	n size
	<b>OP: Able to get appt when wanted</b>		
71.1%↓	Yes	69.7%	9671
28.9%↑	No	30.3%	3629
	<b>OP: Waited too long in waiting room</b>		
56.7%↑	No	59.7%	8953
28.9%↓	Yes, somewhat	27.8%	3462
14.4%↓	Yes, definitely	12.5%	1452
	<b>OP: Waited too long in exam/test room</b>		
77.3%↑	No	77.9%	11215
16.8%	Yes, somewhat	16.7%	1981
5.9%↓	Yes, definitely	5.4%	637
	<b>OP: Enough time w/Health Care Professional</b>		
87.8%	Yes	87.7%	12326
12.2%	No	12.3%	1516
	<b>OP: Length of time spent in Outpatient Clinic</b>		
33.8%↑	Less than 1 hour	36.9%	5308
48.3%↓	1 to 3 hours	45.4%	5455
10.1%	4 to 6 hours	10.2%	1454
2.9%↑	7 to 9 hours	3.2%	424
4.9%↓	More than 9 hours	4.3%	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 2008-Measures Related to Emotional Support - Outpatients

## February 2008 (n=14103)

### Detail

February 2007		NRC Canada Average	n size
<b>OP: Reasons questions not discussed</b>			
3.8%↓	I was embarrassed about bringing them up	3.1%	295
14.9%↓	I forgot to bring them up	13.6%	1301
6.6%	I didn't have time to bring them up	6.4%	636
7.5%↓	Health Care Professional didn't have time to listen	7.1%	671
4.4%↓	Too many interruptions/no privacy	4.0%	377
73.2%↑	I did not have any questions	74.0%	8075
<b>OP: Confidence/trust in Health Care Professional</b>			
78.6%↓	Yes, completely	77.7%	11069
18.6%↑	Yes, somewhat	19.7%	2469
2.9%↓	No	2.6%	334
<b>OP: Health Care Professional discussed anxieties/fears</b>			
37.3%↑	Did not have anxieties or fears	38.3%	5559
39.5%↓	Yes, completely	38.8%	5286
16.0%↓	Yes, somewhat	15.4%	1954
7.3%	No	7.5%	914

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 2008-Measures Related to Family and Friends February 2008 (n=14103)

*Detail*

February 2007		NRC Canada Average	n size
<b>OP: Asked how family/living situation affect health</b>			
30.6%↑	Yes	31.5%	4326
50.3%	No, but it was not an issue for me	50.4%	7038
3.9%↓	No, and I wish he or she had asked	3.6%	436
8.3%↓	No, the Health Care Professional already knew	8.0%	1123
6.8%↓	Not sure	6.5%	762

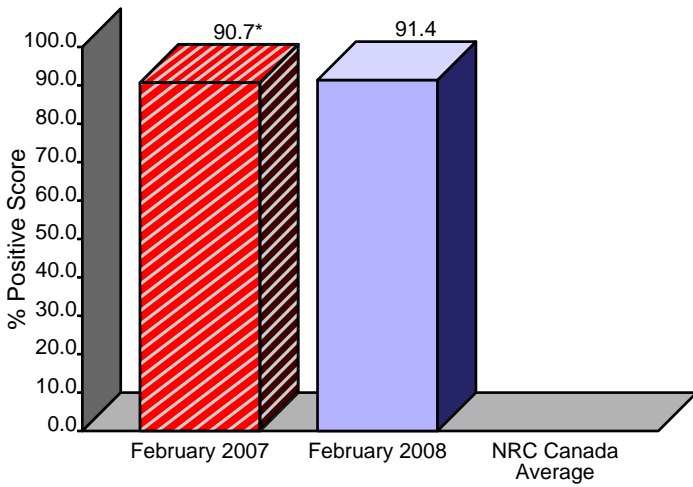
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



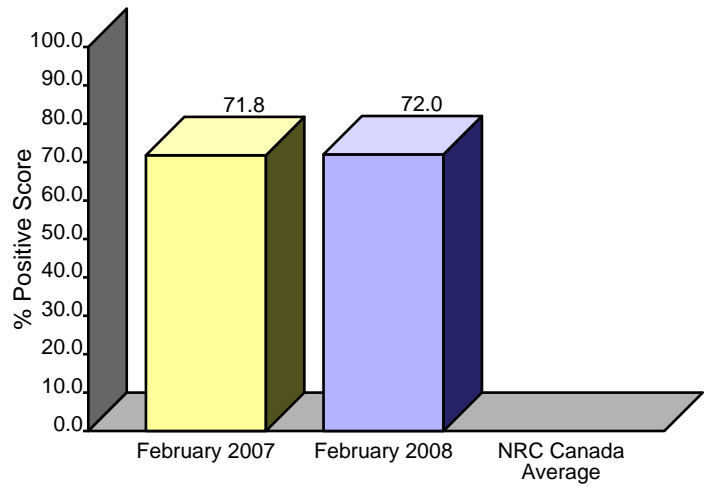


# NSW Health Patient Survey 2008-Questions about Surgery, Procedures, and Tests - Outpatients February 2008 (n=14103)

**OP: Overall care received**



**SD - Surgery, Procedures, and Tests**



\* Significantly Different from Your Current Score

**Detail**

February 2007



Highest correlation with "OP: Overall care received"

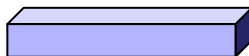
NRC Canada Average

n size

% Positive Score

71.8%

OP: Explained test results understandably



72.0%

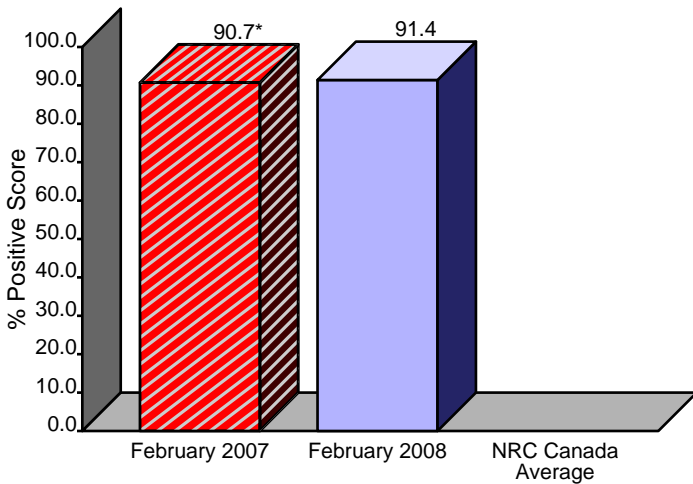
5512

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

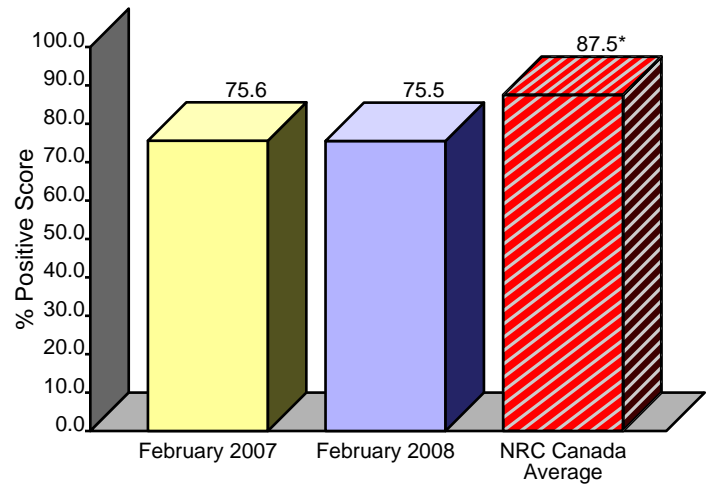


# NSW Health Patient Survey 2008-Questions About Overall Attitudes - Outpatients February 2008 (n=14103)

**OP: Overall care received**



**SD - Overall Attitudes**



\* Significantly Different from Your Current Score

**Detail**

February 2007	Highest correlation with "OP: Overall care received"	NRC Canada Average	n size
	<i>% Positive Score</i>		
39.4%↑	OP: Rate Outpatient Clinic 40.2%		13537
62.6%	OP: Would recommend for services 63.0%	87.5%↓	13648
90.6%	OP: Rate how Care professionals worked together 90.5%		13674
78.6%↓	OP: Confidence/trust in Health Care Professional 77.7%		13872
78.2%	OP: Needed help in the OP Clinic but did not get it 78.2%		9502
88.0%↓	OP: Rate courtesy of reception staff 87.5%		13820
92.1%	OP: Courtesy of person who made appt 91.9%		13450




















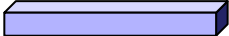


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Questions About the Patients - Outpatients

February 2008 (n=14103)

**Detail**

February 2007		NRC Canada Average	n size
<b>OP: General health</b>			
8.5%	Excellent  8.3%		1253
22.0%	Very Good  22.2%		3157
36.3% <b>↑</b>	Good  37.5%		5012
25.2%	Fair  25.0%		3384
7.9% <b>↓</b>	Poor  7.0%		956
<b>OP: Days in bed due to illness/injury in Feb</b>			
60.7%	None  60.9%		8363
7.2%	One day  7.1%		985
7.3% <b>↑</b>	Two days  7.8%		1028
5.3%	Three days  5.1%		691
3.7% <b>↑</b>	Four days  3.9%		527
5.8%	Five-to-seven days  5.9%		791
2.6%	Eight-to-ten days  2.6%		354
7.5% <b>↓</b>	More than ten days  6.7%		902
<b>OP: Times at this Outpatient Clinic in Feb</b>			
64.9% <b>↓</b>	One  63.5%		8255
19.8% <b>↑</b>	Two  21.7%		2666
7.0% <b>↓</b>	Three  6.8%		870
4.1%	Four  4.0%		565
2.6% <b>↓</b>	Five to nine  2.5%		352
1.5% <b>↑</b>	Ten or more  1.6%		161
<b>OP: Times had IP stay last 6 mos</b>			
64.5% <b>↑</b>	No  66.9%	86.4% <b>↓</b>	8951
25.2% <b>↓</b>	Yes, only one time  23.6%	10.5% <b>↑</b>	3536
10.2% <b>↓</b>	Yes, more than one time  9.5%	3.1% <b>↑</b>	1330

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 2008-Questions About the Patients - Outpatients (continued) February 2008 (n=14103)

### Detail

February 2007		NRC Canada Average	n size
<b>OP: Patient classification</b>			
89.0%↑	Public or Medicare patient	89.6%	12155
5.7%↓	Private patient/claiming against private health insurance	5.2%	739
0.5%↓	WorkCover patient	0.4%	82
1.7%↓	Department of Veterans Affairs (DVA) patient	1.3%	222
0.7%↑	Something else	1.2%	121
2.3%	Not sure	2.3%	269
<b>OP: Level of education completed</b>			
51.0%↓	Less than Year 12 at secondary school	47.0%	6175
16.0%↑	Completed Year 12 at secondary school	16.4%	2029
18.9%↑	Trade or technical certificate or diploma	20.6%	2610
9.6%↑	University graduate	10.8%	1275
4.5%↑	Post graduate / higher degree	5.2%	663
<b>OP: Aboriginal or Torres Strait Island background</b>			
98.2%↓	No	98.1%	13488
1.6%	Yes, Aboriginal	1.7%	243
0.2%↑	Yes, Torres Strait Islander	0.2%	29

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 2008-Questions About the Patients - Outpatients (continued) February 2008 (n=14103)

## Detail

February 2007		NRC Canada Average	n size
<b>OP: Language spoken at home</b>			
87.2%↓	English	84.6%	11535
1.4%	Italian	1.4%	140
0.8%↑	Greek	1.5%	142
0.7%↑	Spanish	1.1%	103
0.3%↓	Croatian	0.3%	24
0.4%↓	Serbian	0.3%	26
2.2%↑	Arabic	2.5%	186
1.2%↑	Cantonese	1.4%	119
1.3%	Mandarin	1.2%	98
1.2%↓	Vietnamese	1.1%	77
0.3%↑	Korean	0.4%	32
3.0%↑	Other	4.3%	366
<b>OP: Country of origin</b>			
70.7%↓	Australia / Torres Strait Islands	65.4%	9761
1.6%↓	New Zealand	1.4%	205
1.0%	Other Pacific	1.1%	100
4.9%↑	United Kingdom / Ireland	6.4%	956
8.1%↑	Other Europe	9.1%	1053
3.2%↑	Middle East	4.2%	363
2.1%↑	China	2.5%	226
1.4%↓	Vietnam	1.3%	108
4.6%↑	Other Asia	5.7%	561
1.0%↑	Africa	1.3%	139
0.4%	North America	0.4%	54
1.0%↑	South America	1.2%	130
<b>OP: Gender</b>			
39.0%↑	Male	39.5%	5341
61.0%↓	Female	60.5%	8531

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 2008-Questions About the Patients -  
 Outpatients (continued)  
 February 2008 (n=14103)

*Detail*

February 2007		NRC Canada Average	n size
<b>OP: Age Category</b>			
7.5%↓	Up to 9 years	6.5%	831
3.7%↑	10 to 14 years	4.2%	473
2.7%↑	15 to 19 years	3.1%	358
9.2%↓	20 to 29 years	7.9%	1015
11.7%	30 to 39 years	11.6%	1593
9.4%↑	40 to 49 years	10.6%	1291
13.7%	50 to 59 years	13.5%	1797
17.5%↓	60 to 69 years	16.8%	2494
17.1%	70 to 79 years	17.3%	2652
7.6%↑	80 years or older	8.5%	1375

<b>OP: Patient completed survey</b>			
73.6%↓	Yes - I completed the survey myself	73.2%	10342
9.8%↓	Yes - but I completed the survey with the help from someone	9.3%	1147
16.5%↑	No - someone completed this survey for me	17.5%	2239

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 2008-Questions About the Visits - Outpatients February 2008 (n=14103)

## Detail

February 2007		NRC Canada Average	n size
<b>OP: Appt made by Drs office</b>			
47.5%↓	Yes	44.4%	5999
52.5%↑	No	55.6%	7765
<b>OP: When appt was made</b>			
11.7%↓	Less than 24 hours before visit	10.1%	1616
12.8%↑	1 to 6 days before visit	13.9%	2071
17.8%↑	1 to 2 weeks before visit	18.8%	2523
18.9%↑	3 to 4 weeks before visit	20.0%	2489
38.8%↓	More than 4 weeks before visit	37.2%	4525
<b>OP: Reason for visit</b>			
17.1%↑	Routine checkup	17.9%	2164
26.4%↑	Care for new problem or condition	27.0%	3957
8.4%	Follow up care after new illness	8.2%	1193
32.6%↓	Routine care for ongoing problem or condition	31.7%	4114
12.4%	Urgent care for a severe condition	12.3%	1769
3.0%	Not sure	2.8%	351
<b>OP: Arrived for visit alone/with someone</b>			
41.3%↑	Alone	44.0%	6004
58.7%↓	With someone else	56.0%	7891
<b>OP: Had test during visit</b>			
51.1%↓	Yes	47.8%	6069
48.9%↑	No	52.2%	7333

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 2008-Performance by Main Patient Subgroups - Outpatients February 2008 (n=14103)

**Detail**



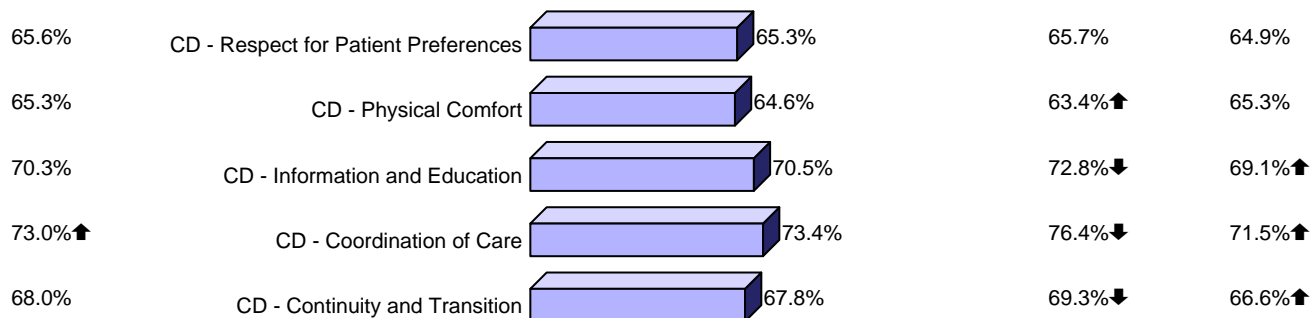
Highest correlation with "OP: Overall care received"

February 2007

Males (OP)

Females (OP)

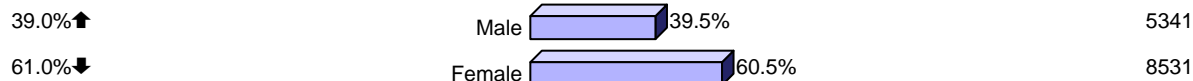
*% Positive Score*



February 2007

n size

**OP: Gender**



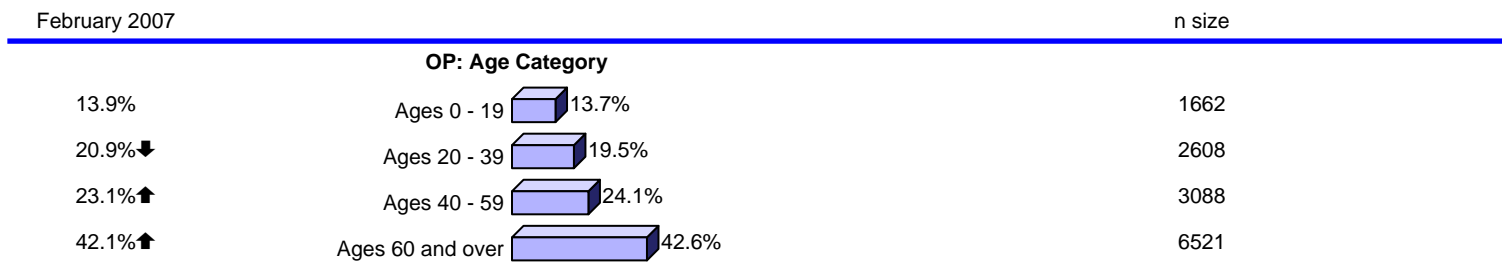
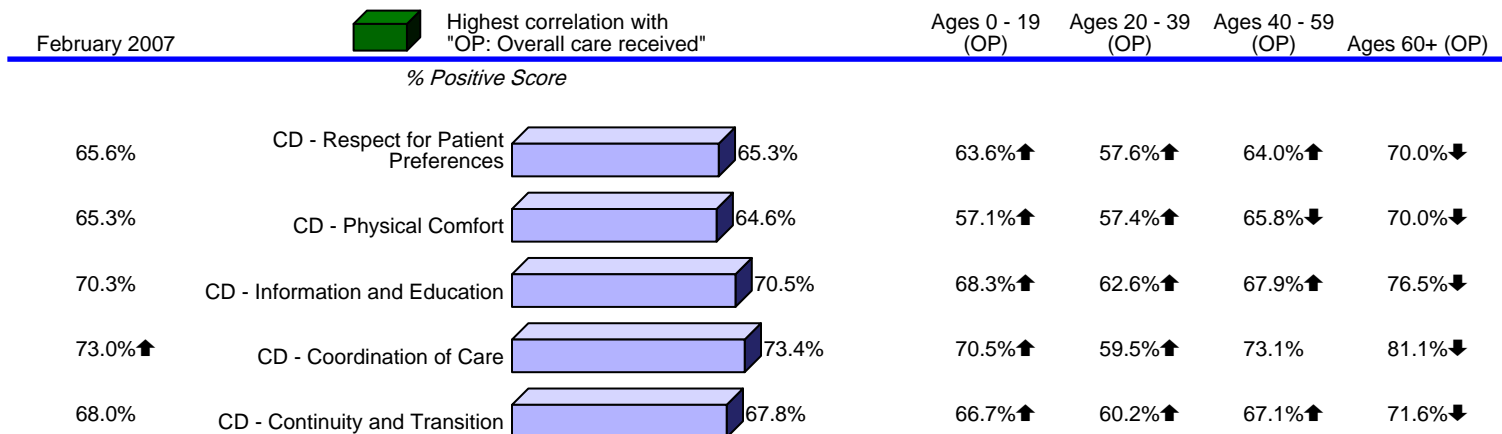
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.





# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Outpatients (continued) February 2008 (n=14103)

**Detail**

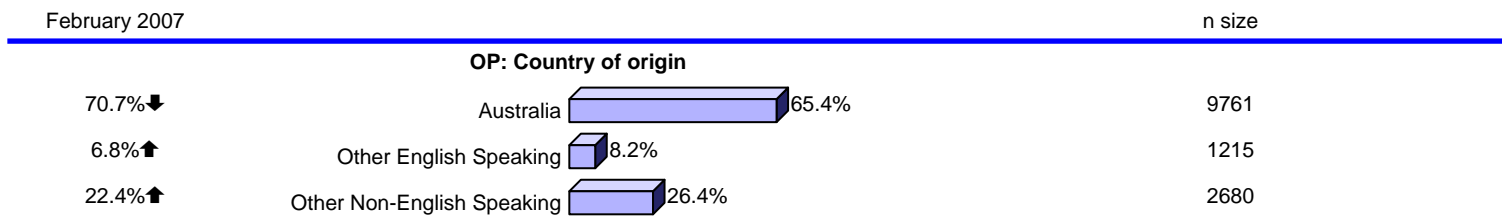
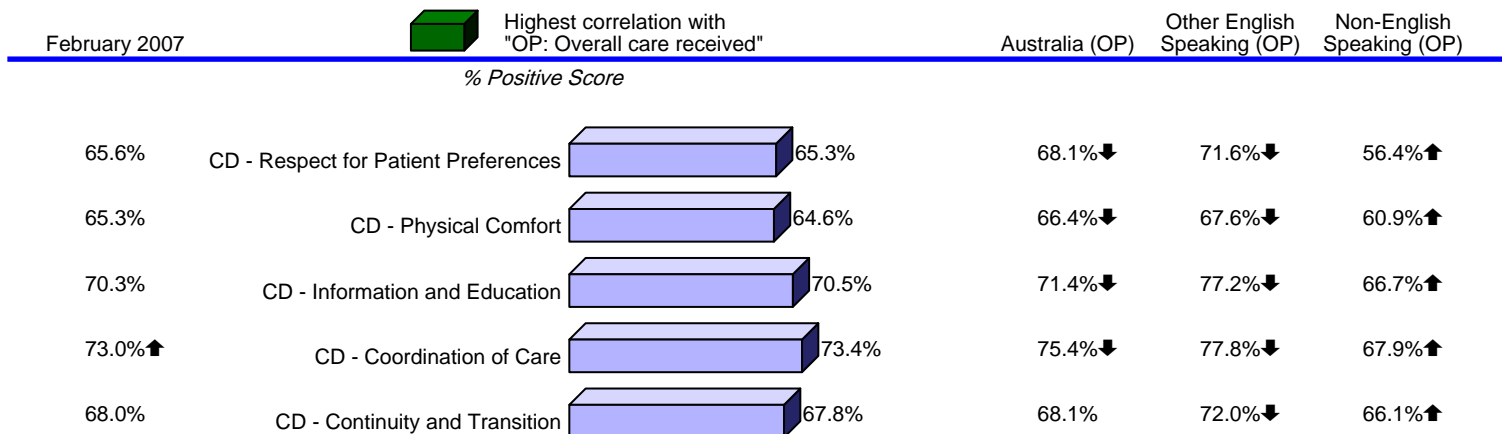


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Outpatients (continued) February 2008 (n=14103)

**Detail**

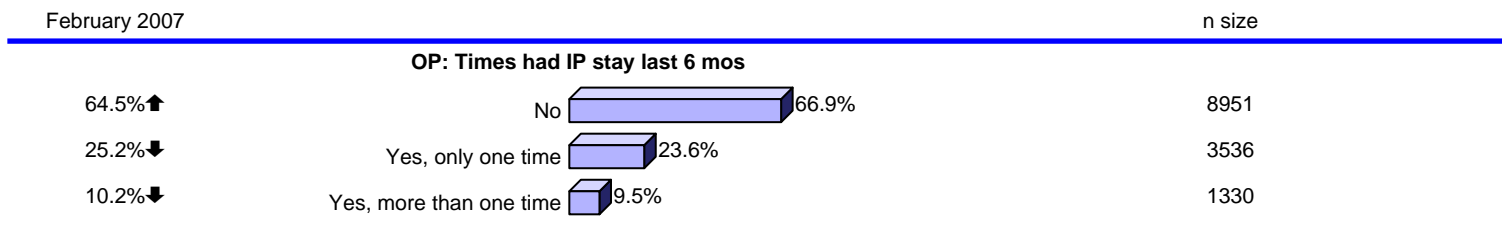
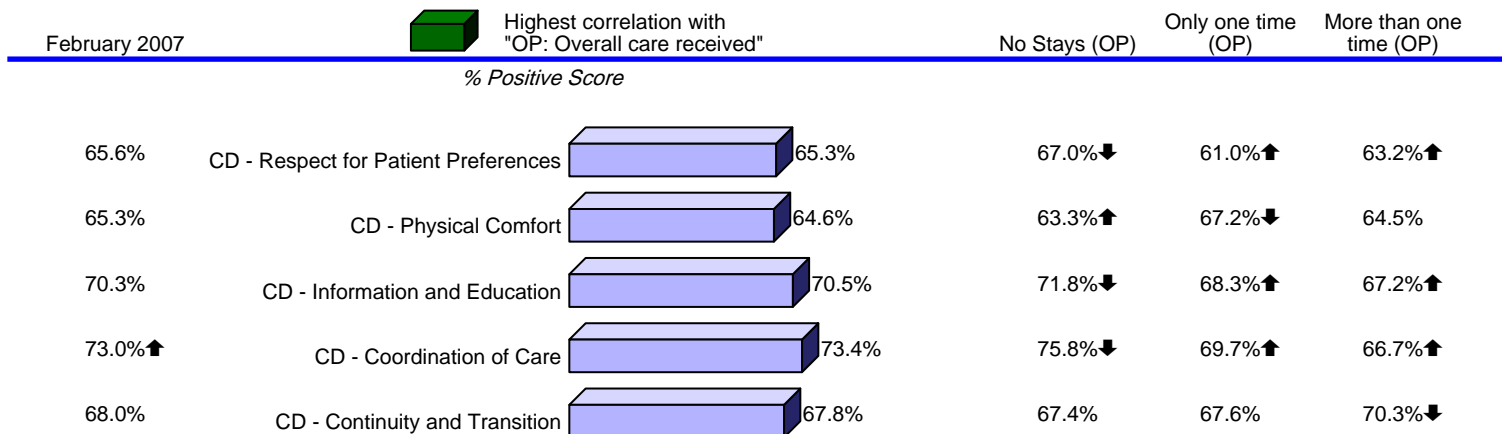


Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups - Outpatients (continued) February 2008 (n=14103)

**Detail**



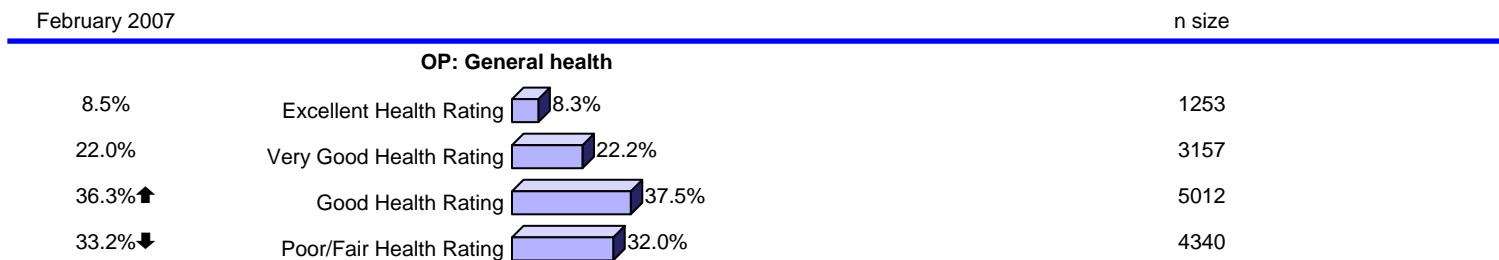
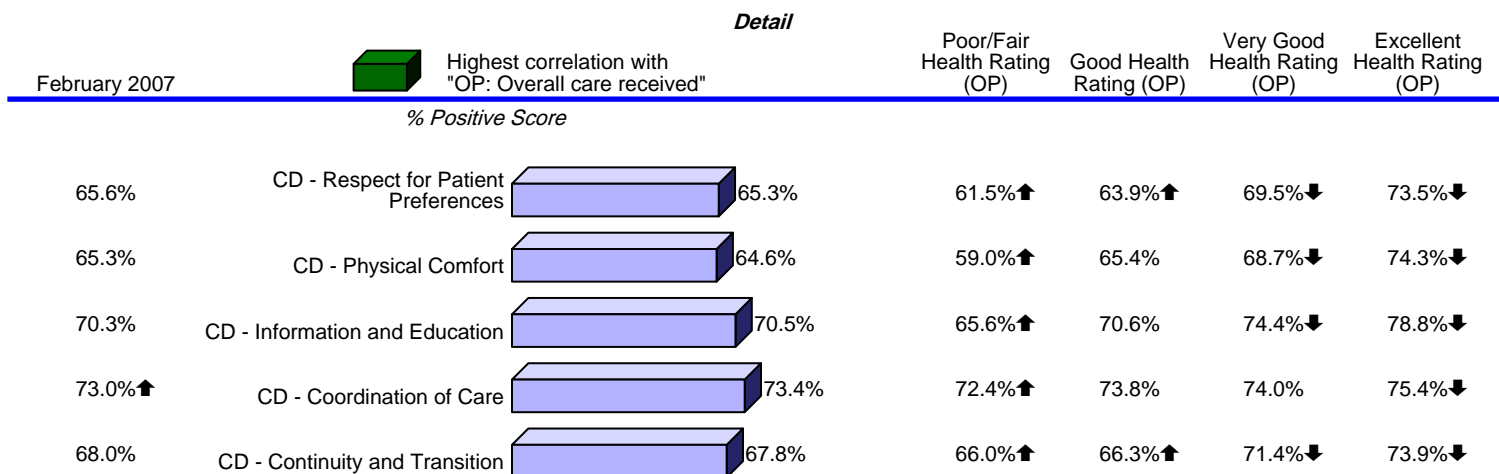
Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.  
Your current score is: higher ↑ or lower ↓.



# NSW Health Patient Survey 2008-Performance by Main Patient Subgroups

## - Outpatients (continued)

### February 2008 (n=14103)



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 2008-Performance by Main Patient Subgroups - Outpatients (continued) February 2008 (n=14103)

**Detail**



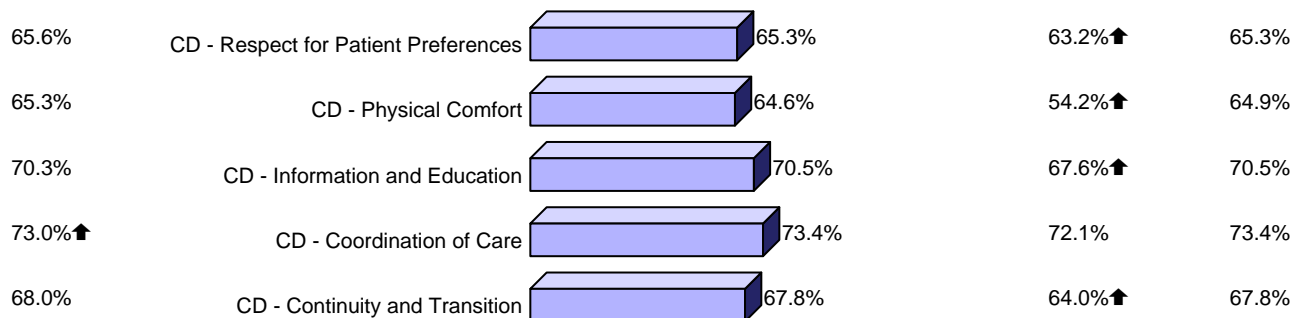
Highest correlation with "OP: Overall care received"

February 2007

ATSI (OP)

Non-ATSI (OP)

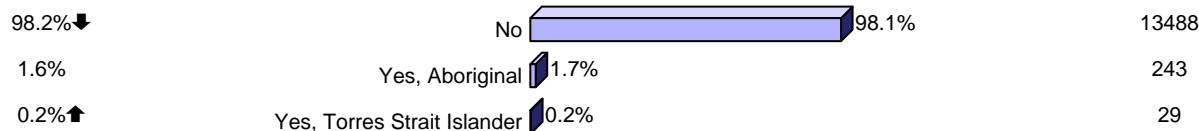
% Positive Score



February 2007

n size

**OP: Aboriginal or Torres Strait Island background**



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 2008

↑ 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)	91.4%	40.2%	63.0%	65.3%
-Greater Southern Area Health Service	90.7%	42.3%	68.0%↑	71.6%↑
-Greater Western Area Health Service	91.9%	41.7%	65.4%↑	70.3%↑
-Hunter New England Area Health Service	93.3%↑	43.9%↑	64.3%↑	68.8%↑
-North Coast Area Health Service	92.3%↑	47.1%↑	65.3%↑	69.3%↑
-N Sydney/Central Coast AHS	92.2%↑	42.4%↑	65.6%↑	69.6%↑
-SE Sydney/Illawarra AHS	91.7%	41.7%↑	64.7%↑	66.5%↑
-Sydney South West AHS	90.2%↓	37.3%↓	61.8%↓	63.2%↓
-Sydney West Area Health Service	90.3%↓	38.2%↓	59.5%↓	61.1%↓
-The Children's Hospital at Westmead	95.4%↑	37.8%↓	66.3%↑	63.0%↓



## NSW Health Patient Survey 2008

▲ 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)	70.5%	73.4%	65.3%	64.6%	67.8%
-Greater Southern Area Health Service	73.3%▲	77.1%▲	71.6%▲	70.1%▲	67.5%
-Greater Western Area Health Service	70.8%	74.6%	70.3%▲	64.7%	69.8%▲
-Hunter New England Area Health Service	71.8%▲	76.3%▲	68.8%▲	71.1%▲	70.6%▲
-North Coast Area Health Service	72.0%▲	77.1%▲	69.3%▲	71.4%▲	71.3%▲
-N Sydney/Central Coast AHS	73.2%▲	76.6%▲	69.6%▲	66.2%	67.3%
-SE Sydney/Illawarra AHS	72.3%▲	75.5%▲	66.5%▲	66.5%▲	68.3%
-Sydney South West AHS	69.3%▼	70.7%▼	63.2%▼	61.6%▼	67.2%
-Sydney West Area Health Service	68.1%▼	71.7%▼	61.1%▼	60.3%▼	64.4%▼
-The Children's Hospital at Westmead	71.5%	70.1%▼	63.0%▼	56.3%▼	70.0%▲









## NSW Health Patient Survey 2008-Peer Best Matrix - Outpatients (continued)

### February 2008 (n=14103)

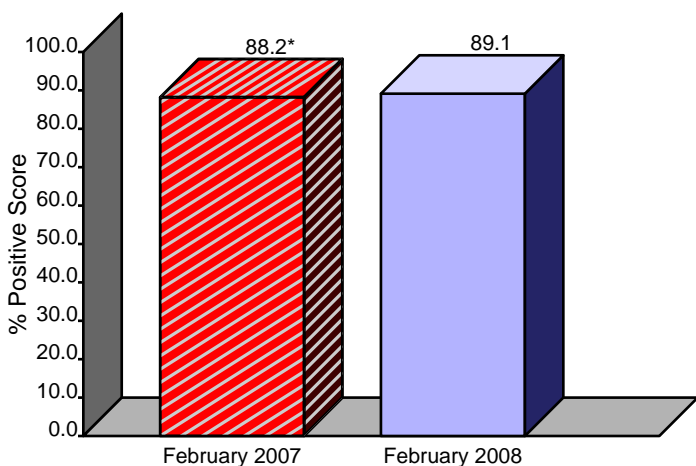
PEER GROUPS	ADVOCACY	OVERALL CARE	CONTINUITY AND TRANSITION	COORDINATION OF CARE	INFORMATION AND EDUCATION	PHYSICAL COMFORT	RESPECT FOR PATIENT PREFERENCES
Rehabilitation (F6)	War Memorial Hospital, Waverley	War Memorial Hospital, Waverley	Royal Rehabilitation Hospital - Coorabel	War Memorial Hospital, Waverley	Royal Rehabilitation Hospital - Coorabel	War Memorial Hospital, Waverley	War Memorial Hospital, Waverley
	79.8%	97.8%	68.7%	92.4%	86.5%	69.6%	78.4%
	228	227	37	228	37	46	222
	SESAHNS	SESAHNS	NSCCAHS	SESAHNS	NSCCAHS	SESAHNS	SESAHNS
Ungrouped Non-Acute (F8)	St. Vincent's Hospital	St. Vincent's Hospital	United Dental Hospital	St. Vincent's Hospital	St. Vincent's Hospital	United Dental Hospital	St. Vincent's Hospital
	80.0%	93.9%	65.8%	92.4%	87.9%	61.3%	75.8%
	30	33	252	34	33	62	33
	GWAHS	GWAHS	SSWAHS	GWAHS	GWAHS	SSWAHS	GWAHS



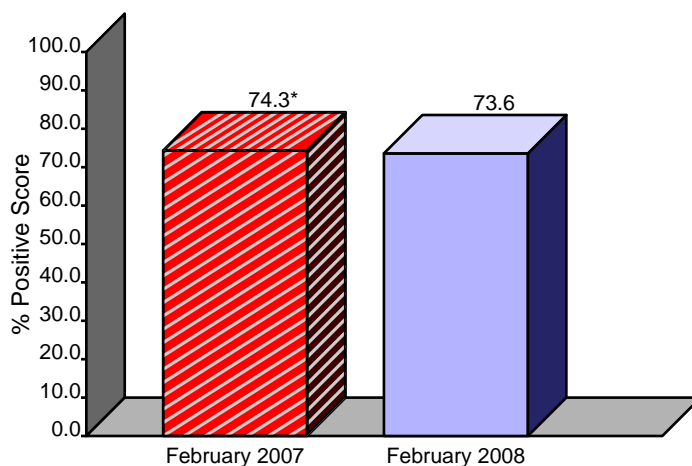
# NSW Health Patient Survey 2008-CHAPTER 12 : Questions About Facilities/Amenities

February 2008 (n=74732)

Overall care received



Facilities/Amenities



\* Significantly Different from Your Current Score

**Detail**

February 2007



Highest correlation with "Overall care received"

n size

% Positive Score

February 2007	Category	February 2008	n size
89.4%	Cleanliness of room during stay	89.3%	21961
74.5%↓	Cleanliness of facility	73.9%	68975
81.6%↑	Noise levels kept to a minimum during stay	82.0%	68321
89.5%↓	Courtesy/helpfulness of food staff	88.6%	21209
85.8%↓	Accuracy of food items ordered	84.1%	19992
68.2%↓	Taste of food	66.5%	20464
75.5%↓	Temperature of food	73.7%	20257
85.6%	Understanding inside/outside signs	85.4%	68588
45.6%↑	Availability of parking	46.1%	67067

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



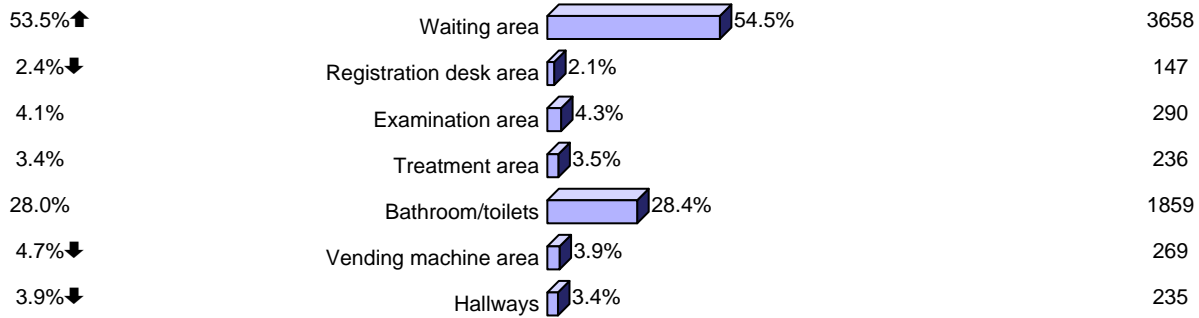
NSW Health Patient Survey 2008-CHAPTER 12 : Questions About Facilities/Amenities (continued)  
February 2008 (n=74732)

Detail

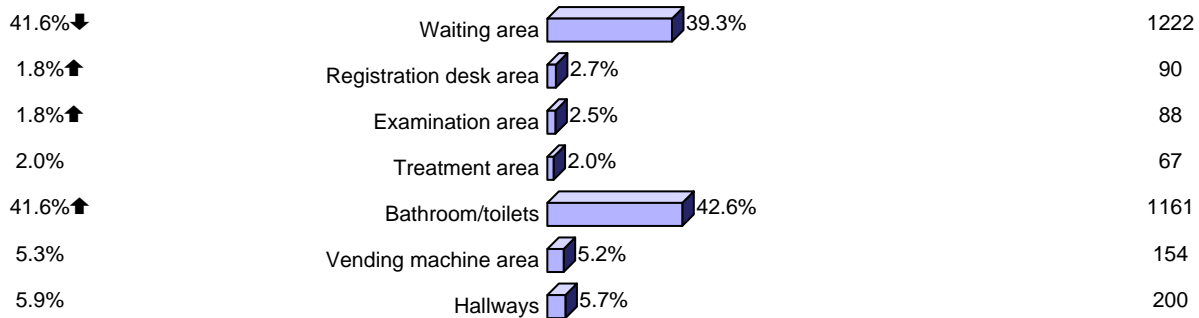
February 2007

n size

Areas of ED that were not clean



Areas of OP clinic that were not clean



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 2008-APPENDIX A : Additional Information About the NSW Health Patient Survey February 2008

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### 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>

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