



## Results from the 2017 patient survey

# Adults admitted to hospital

More than 21,000 patients told us about their experiences in public hospitals in NSW in 2017.

Hospital care for adult admitted patients encompasses a wide range of services. People attend hospitals for planned and emergency surgery, as well as other medical treatment.

Safe, high-quality care is responsive to a patient's needs, minimises complications and ensures positive outcomes and transitions of care that supports patients and their families.

This snapshot highlights key findings in relation to the experiences of adult admitted patients in public hospitals across a range of aspects of care and the extent to which their experiences vary between hospitals.

The survey results reflect the experiences of 21,026 adults admitted to one of 77 NSW public hospitals in 2017 including results at the hospital level for each of those facilities.

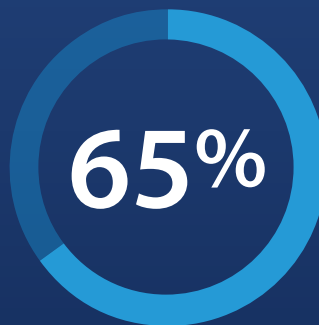
**Overall ratings of care:** Almost all patients (94%) rated their care as either 'very good' (65%) or 'good' (29%). Nearly eight in 10 patients (78%) said they would 'speak highly' of the care they received and 92% gave a positive rating ('very good' or 'good') to how well healthcare professionals worked together.

**Experiences of care:** Six in 10 patients (61%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, and most patients (86%) said they were 'always' treated with respect and dignity in public hospitals.

**Outcomes of care:** Three in four patients (76%) said the care and treatment received in hospital 'definitely' helped, while 15% of patients said they experienced a problem or complication, such as an infection or negative reaction to medication, during or shortly after their hospital stay.

Overall, patients rated their care in public hospitals as

'very good'



'good'



# Overall ratings of care

Overall ratings are an important measure of patient satisfaction, reflecting broadly on their experiences during a hospital stay. Among NSW adults admitted to a public hospital in 2017, almost two in three (65%) said, overall, the care they received was 'very good' and an additional 29% said the care they received was 'good' (Figure 1a). Hospital results ranged from 50% to 85% (Figure 2a).

Nearly eight in 10 patients (78%) said they would 'speak highly' of the care they received if asked by family and friends (Figure 1b). Across hospitals, results ranged from 64% to 91% (Figure 2b).

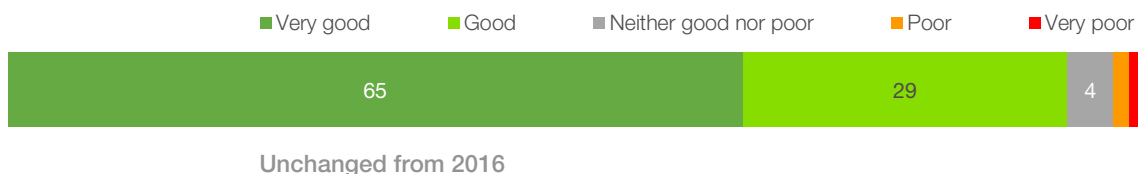
When asked how well they would rate how health professionals worked together, nearly six in 10 patients said 'very good' (58%) (Figure 1c).

The three questions highlighted on this page, as well as a further question on the organisation of care, form an overall patient experience index used by NSW Ministry of Health to monitor patient experiences across local health districts in NSW.

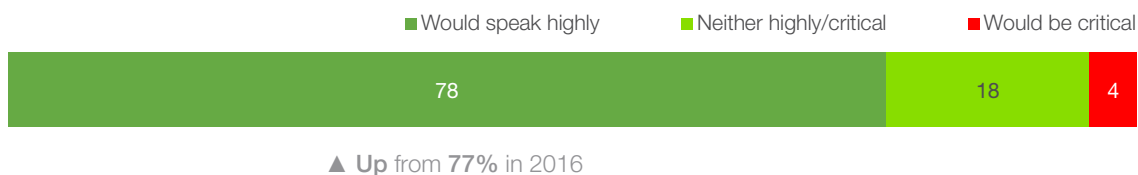
For results of all survey questions, further information on survey methodology and a copy of the questionnaire, please see [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program](http://bhi.nsw.gov.au/nsw_patient_survey_program)

Figure 1 Percentage of patients in NSW for all response categories, 2017

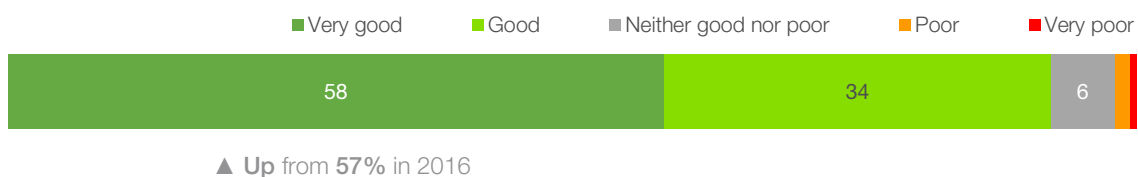
a. Overall, how would you rate the care you received while in hospital?



b. If asked about your hospital experience by friends and family how would you respond?



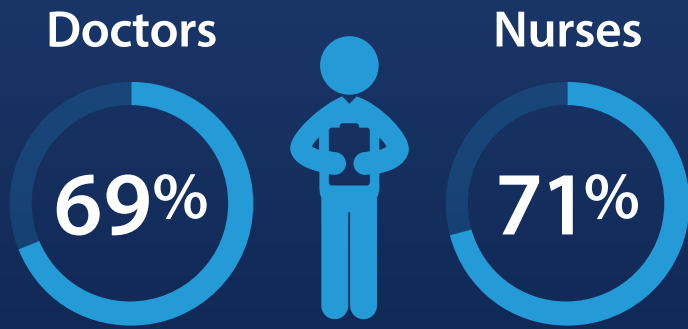
c. How would you rate how well the health professionals worked together?





“The surgeon and his fellows were wonderful. The nursing team and support personnel worked well as a team.”

Seven in 10 patients rated the care they received from doctors and nurses as ‘very good’



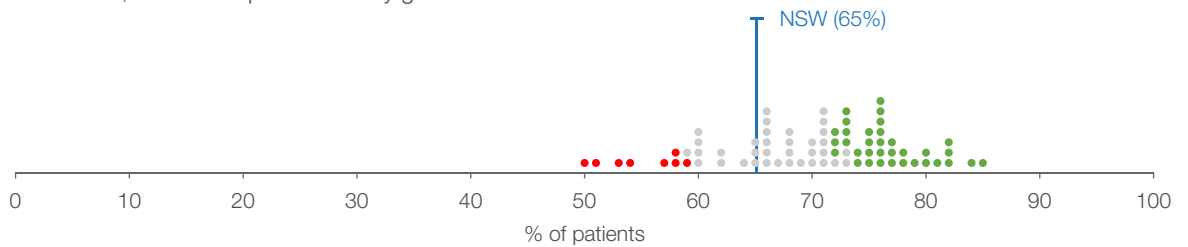
Hospital results are represented by dots in the figures below. Detailed results are available in data tables on the Adult Admitted Patient Survey page at [bhi.nsw.gov.au](http://bhi.nsw.gov.au) and on BHI’s online interactive portal, **Healthcare Observer**.

Figure 2

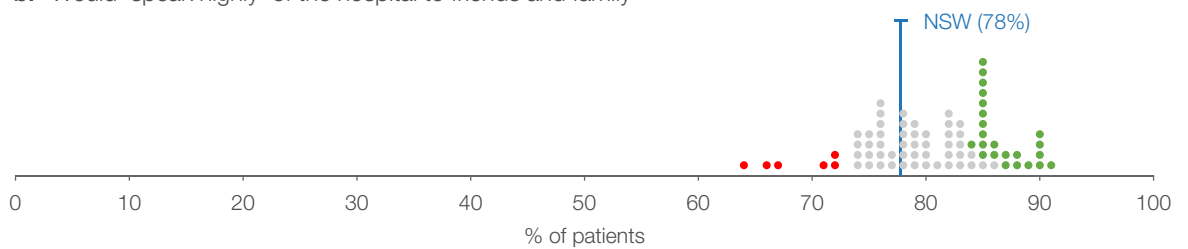
**Percentage of patients in each hospital who selected the most positive response category, 2017**

Hospital result relative to NSW public hospitals: • Less favourable • Not significantly different • More favourable

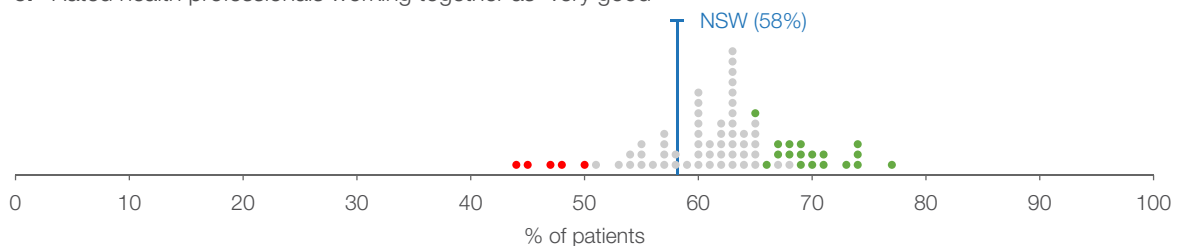
a. Overall, care in hospital was ‘very good’



b. Would ‘speak highly’ of the hospital to friends and family



c. Rated health professionals working together as ‘very good’



# Experiences of care

Adult patients admitted to hospital shared their experiences about different aspects of their care, including how involved they were in decisions about their care and how prepared they were for discharge from hospital.

Nearly all patients (92%) said they were involved as much as they wanted to be in decisions about their care and treatment. Of those patients, more than six in 10 (61%) said they were ‘definitely’ involved as much as they wanted to be in decisions about their care and treatment (Figure 3a). Across hospitals, results ranged from 54% to 80% (Figure 4a).

Almost nine in 10 patients (86%) said they were ‘always’ treated with respect and dignity while in hospital (Figure 3b). There was a strong performance

across public hospitals in NSW for this measure, with results ranging from 74% to 96% (Figure 4b).

Most patients (94%) said they needed information about how to manage their care at home. Of those who did, more than seven in 10 patients (74%) said they were given ‘completely’ enough information about how to manage their care at home (Figure 3c).

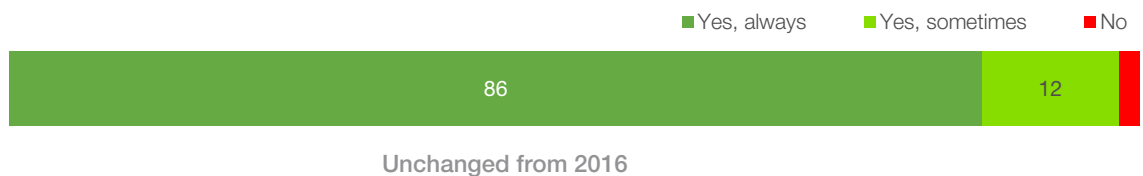
At discharge, hospitals are required to provide patients with a summary of the care they received. Nearly eight in 10 patients (79%) said they received a discharge summary. There was wide-ranging variation across hospitals for this measure, with results ranging from 39% to 93%.

Figure 3 Percentage of patients in NSW for all response categories, 2017

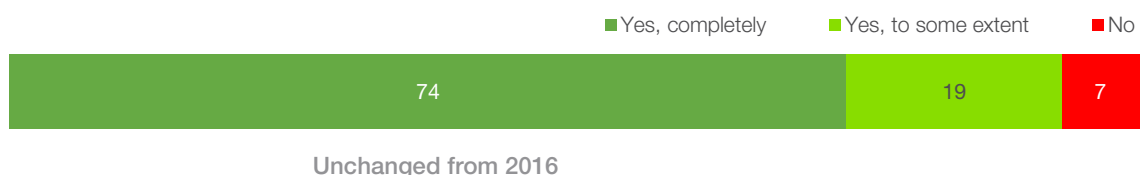
a. Were you involved, as much as you wanted to be, in decisions about your care and treatment?



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



c. Thinking about when you left hospital, were you given enough information about how to manage your care at home?





“This was my first surgical procedure and everything was explained to me from start to finish.”



Most patients said health professionals ‘always’ explained things in an understandable way.

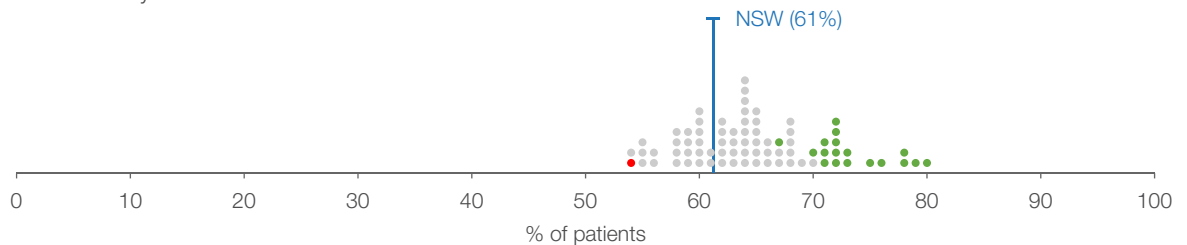
Of the **18%** who could not ‘always’ understand, the main reasons given were: ‘They didn’t have enough time with health professionals’, or ‘They used complicated medical language’.

Figure 4

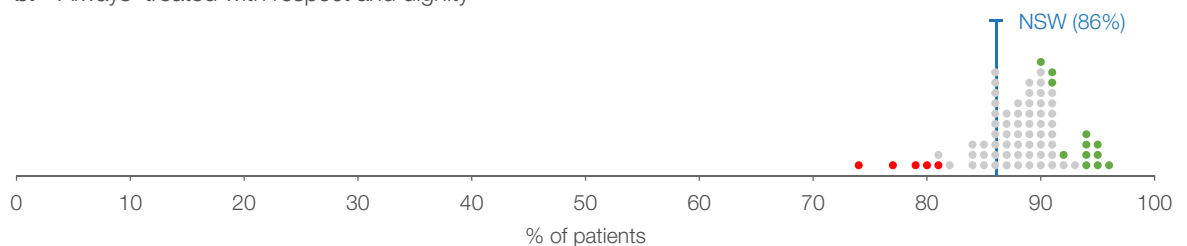
### Percentage of patients in each hospital who selected the most positive response option, 2017

Hospital result relative to NSW public hospitals: ● Less favourable ● Not significantly different ● More favourable

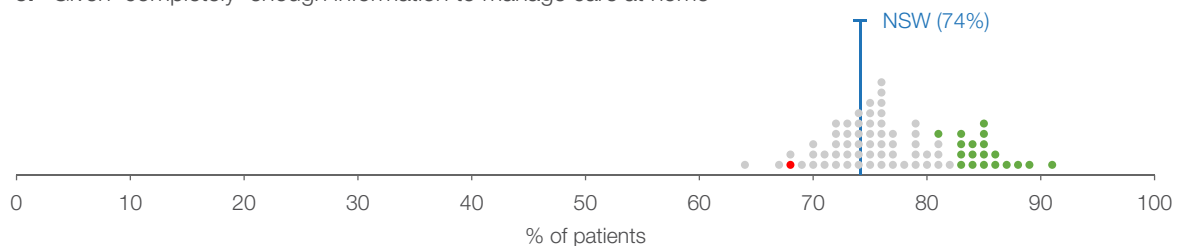
a. ‘Definitely’ involved in decisions about treatment and care



b. ‘Always’ treated with respect and dignity



c. Given ‘completely’ enough information to manage care at home



# Outcomes of care

Patient surveys capture patients' perspectives on outcomes that matter to them and the impact healthcare has on important areas such as their pain, mobility and quality of life.

Three in four patients (76%) said the care and treatment they received 'definitely' helped them (Figure 5a). Across hospitals, results ranged from 69% to 87% (Figure 6a).

More than one in 10 patients (15%) said they experienced a problem or complication during or soon after their hospital stay (Figure 5b). Across hospitals, results ranged from 6% to 21% (Figure 6b).

The most commonly reported complications reported by patients were infection (5%), complication from surgery (3%), and negative reaction to medication (3%).

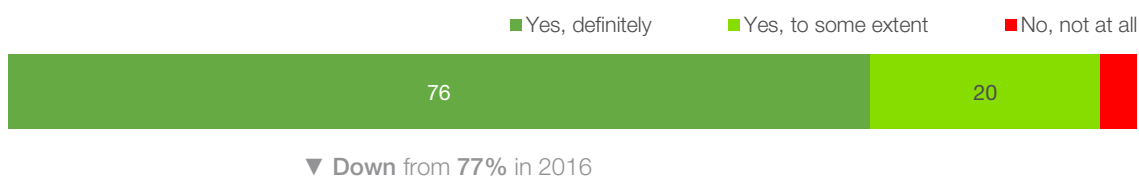
About half of patients (52%) who said they experienced a problem or complication said staff were 'completely' open with them about it.

Following discharge, almost one in 10 patients (8%) said they were readmitted to hospital or went to an emergency department in the month following their hospitalisation because of problems or complications related to the care they received (Figure 5c).

Problems or complications which occur during patient care may not be preventable. Therefore, patients' self-reported experiences of problems or complications may not correspond with clinical definitions of complications, leading to different results for administrative and survey data.

Figure 5 Percentage of patients in NSW for all response categories, 2017

a. Did the care and treatment received in hospital help you?

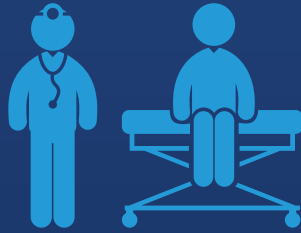


b. Experienced problem or complication during or shortly after hospital stay



c. In the month following your discharge, did you go to an emergency department or hospital because of complications related to the care you received?





“I was particularly impressed by the fact that all possible complications... were taken into consideration.”

Of the **15%** of patients who experienced a complication or problem, they said the impact was

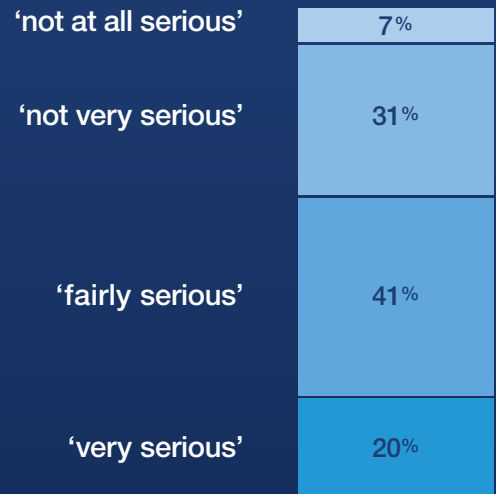
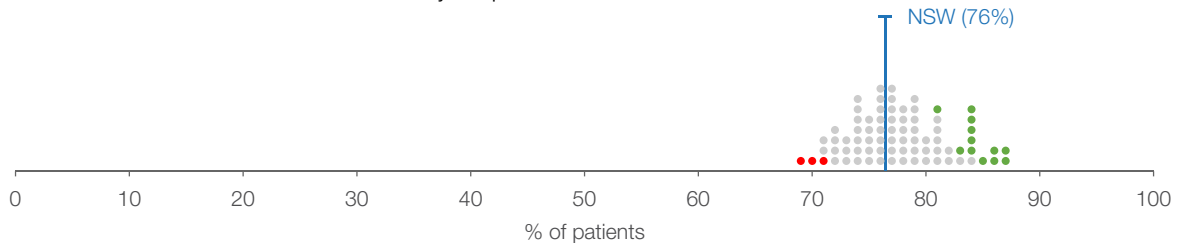


Figure 6

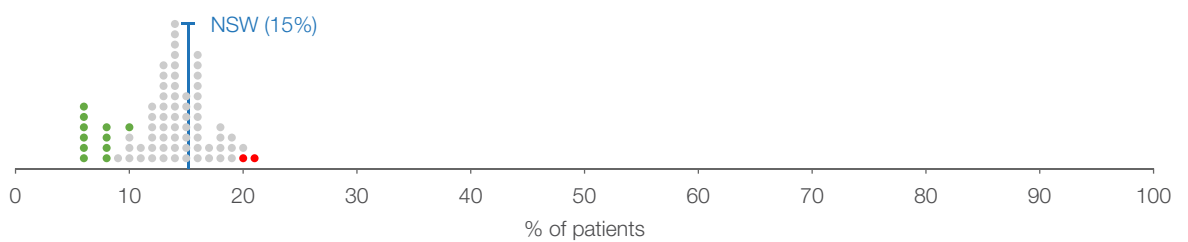
**Percentage of patients in each hospital who selected the indicated response option, 2017**

Hospital result relative to NSW public hospitals: • Less favourable • Not significantly different • More favourable

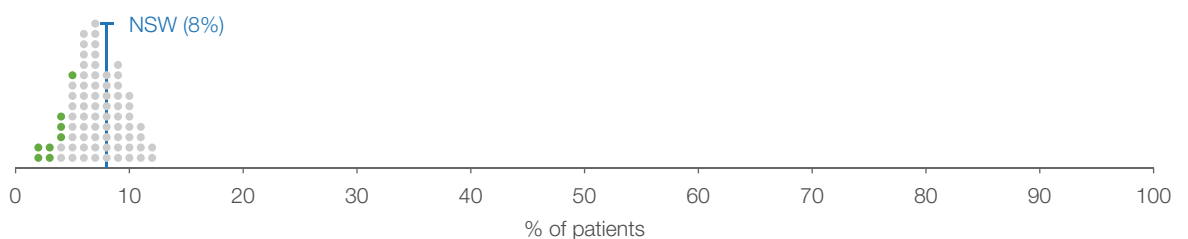
**a. Care and treatment received 'definitely' helped**



**b. Experienced problem or complication during or shortly after hospital stay**



**c. Complications leading to representation to ED or readmission to hospital in month following discharge**



## Healthcare Observer

Healthcare Observer is the Bureau of Health Information's (BHI) online interactive data portal which lets you explore and download information about the performance of the NSW healthcare system.

For further detail on our Adult Admitted Patient Survey 2017 data and other patient survey results, please visit:

[bhi.nsw.gov.au/Healthcare\\_Observer](http://bhi.nsw.gov.au/Healthcare_Observer)



Adult Admitted Patient Survey



Emergency Department Patient Survey



Admitted Children and Young Patients Survey



Outpatient Survey



Maternity Care Survey



Small and Rural Hospitals Survey



Outpatient Cancer Clinics Survey



Small Hospital Emergency Care Survey



BreastScreen NSW Client Experience Survey

## The Bureau of Health Information Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as accessibility and timeliness, the physical environment of the hospital, safety and hygiene, communication and information, and whether they were treated with respect and dignity.

Results from our surveys can be found via our website: [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program](http://bhi.nsw.gov.au/nsw_patient_survey_program)

## About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, in order to inform actions to improve healthcare and strengthen accountability.

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



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