Dubbo Base Hospital

This profile presents selected results from the Adult Admitted Patient Survey for patients with cancer, for the period July 2013 to July 2014. Patients with cancer were identified by an ICD-10 code of C00–D48 in the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

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

<table>
<thead>
<tr>
<th></th>
<th>Very good</th>
<th>Good</th>
<th>Neither good nor poor</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>All patients</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>64</td>
<td>29</td>
<td>5</td>
<td></td>
<td></td>
</tr>
<tr>
<td>This hospital</td>
<td>60</td>
<td>30</td>
<td>7</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Patients with cancer</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>NSW</td>
<td>71</td>
<td>24</td>
<td>4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>This hospital</td>
<td>80</td>
<td>15</td>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Summary results for patients with cancer, by theme

1. Time between booking appointment with specialist and hospital admission was 'about right'
2. Waiting time to be admitted to hospital was 'about right'

3. Felt well enough to leave hospital when discharged
4. 'Right amount' of information about condition or treatment was given to family or carer
5. Staff 'completely' considered family and home situation when planning discharge
6. Family or carer 'definitely' had opportunity to talk to a doctor
7. Patient told who to contact if they were worried after discharge
8. Doctors 'always' knew enough about medical history
9. Nurses 'always' knew enough about care and treatment
10. 'Completely' adequate arrangements were made for services after discharge
11. Care in hospital was 'very well organised'

12. Hospital staff explained surgical procedure in a 'completely' understandable way
13. Doctors 'always' answered important questions in an understandable way
14. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way
15. 'Always' got the opportunity to talk to a nurse when needed
16. 'Always' got the opportunity to talk to a doctor when needed
17. Staff "always" explained the purpose of test, X-ray or scans
18. 'Completely' given enough information to manage care at home

19. Did not report complication or problem
20. Care and treatment received in hospital 'definitely' helped
21. Problem resulting in hospital admission 'much better'
22. 'Not difficult at all' to perform normal daily activities

23. 'Always' had confidence and trust in doctors
24. 'Always' had confidence and trust in nurses

25. Hospital staff 'definitely' did everything they could to help manage pain
26. Able to get assistance in a reasonable timeframe 'all the time'
Demographic differences between patients with cancer at this hospital and NSW overall

<table>
<thead>
<tr>
<th>% of patients identifying as Aboriginal and/or Torres Strait Islander origin</th>
<th>% of patients who speak a language other than English at home</th>
<th>% of patients aged 75 years and older</th>
<th>% of patients who are male</th>
</tr>
</thead>
<tbody>
<tr>
<td>This hospital</td>
<td>NSW</td>
<td>This hospital</td>
<td>NSW</td>
</tr>
<tr>
<td>12%</td>
<td>3%</td>
<td>0%</td>
<td>11%</td>
</tr>
</tbody>
</table>

Notes

1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

A selection of 33 questions have been presented in this profile. Selection of these questions was guided by a conceptual framework (Cancer Care Ontario: Person-centred care guidelines) and was conducted independently by four researchers, followed by a Delphi-like process to agree on the groupings. External reviewers ratified the question selection.

Results for each hospital that were significantly different from the NSW average were identified by comparing 95% confidence intervals for the estimates for each hospital with those of the NSW average. Where confidence intervals do not overlap, an estimate is considered to be significantly different from the NSW average.

2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

If a section of the graph is green, that result for this hospital was significantly more positive than the NSW average. Results that are coloured red were significantly less positive than the NSW average.

If a section of the graph is blank, there were insufficient respondents to report on this question.

3. More information about NSW Patient Survey Program

The Bureau of Health Information has been running the NSW Patient Survey Program since July 2012. The data presented in this profile comes from the Adult Admitted Patient Survey. For more information about the NSW Patient Survey Program or the Adult Admitted Patient Survey, please visit


To see data from the Adult Admitted Patient Survey in further detail, please visit Healthcare Observer,


Technical supplements, copies of the survey questionnaire as well as a guide to interpreting the data is all available at the BHI website,

www.bhi.nsw.gov.au