

Rural Hospital Emergency Care Patient Survey 2019

Development Report

February 2020

BUREAU OF HEALTH INFORMATION

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Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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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.

Background

In 2019, the Bureau of Health Information (BHI) revised the Small and Rural Hospitals Emergency Department Patient Survey 2016 to ensure that it captured relevant information for the rural local health districts (LHDs). The name of the survey was subsequently changed to the Rural Hospital Emergency Care Patient Survey 2019 to reflect that emergency health services in small and rural facilities are not always provided in what is considered to be an 'emergency department' (ED).

Method

The survey went through the following development stages:

- 1) stakeholder engagement
- 2) historical data analysis.

Stakeholder engagement

BHI established a committee of experts in rural health provision to assist in the development of the Rural Emergency Care Patient Survey 2019 and the subsequent Rural Hospital Adult Admitted Patient Survey 2019. Committee members were asked to comment on the facilities to be included, the use of the term 'emergency department' in the name of the survey and whether they felt the questionnaire content was relevant and appropriate.

Historical data analysis

BHI analysed the Small and Rural Hospitals Emergency Department Patient Survey 2016 data to assess question quality and questionnaire design, including:

- response patterns for each question, such as rates of item non-response (not answering a question when they should have), invalid responses (selecting more than one answer to a single response question or answering a question they should have skipped) and non-specific responses, such as 'don't know', 'can't remember' or 'not applicable to me'
- ceiling and floor effects of response categories (responses where almost all patients were very positive or very negative, with little variation between facilities) using the scored mean, standard deviation and skewness of responses
- correlations between questions (using the most positive response option) to understand if any questions appeared to be duplicating the same aspect of care (using the Pearson method).

The final Rural Hospital Emergency Care Patient Survey 2019 questionnaire was reviewed and signed off by the BHI Chief Executive.

Overview of changes

A short summary of amended questions and sections is outlined below. Details of changes are explained in the following section.

New questions (in 2019 questionnaire)

- Q18, Q22, Q45, Q64, Q81–82, Q86.

Deleted questions (in 2016 questionnaire)

- Q6, Q19, Q23, Q46, Q73, Q85–86.

Modified questionnaire content

- Modified questions and/or response options:
 - Q1–3, Q7–12, Q14–16, Q19–21, Q26, Q28, Q30–31, Q34, Q41, Q44, Q51–52, Q54, Q56, Q66–74, Q77, Q80, Q84–85, Q87, Q90, Q92.
- Modified question formatting:
 - Q91.
- Modified sections:
 - On Arrival
 - Ambulance
 - Triage – The Initial Assessment
 - Children
 - Your Comments.

Details of changes

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q1	Q1	What was your <u>main</u> form of transport to the emergency department (ED)?	Modified question 'Emergency Department' changed to 'emergency department'	The question wording was changed to align with the BHI style guide.
Q2	Q2	Was there a problem in finding a parking place near the ED?	Modified question 'Near to the Emergency Department (ED)?' changed to 'near the ED?'	The question wording was changed for clarity and to align with the BHI style guide.
Q3	Q3	Was the signposting directing you to the ED of the hospital easy to follow?	Modified question 'Emergency Department (ED)' changed to 'ED'	The question wording was changed to align with the BHI style guide.
Q6	n/a	n/a	Deleted Did the ambulance crew transfer information about your condition to the ED staff?	BHI engaged with its Rural Hospital Patient Survey Advisory Committee on whether ambulance questions should be included, as results for these questions could not be attributed to a specific hospital. Although there was not consensus amongst members, the ambulance questions were removed to align the survey with BHI's Emergency Department Patient Survey for larger EDs.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q8	Q7	<p>Were the ED staff you met on your arrival polite and courteous?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	<p>Modified question and response option</p> <p>'Were the staff you met on your arrival to the ED polite and courteous?' changed to 'Were the ED staff you met on your arrival polite and courteous?'</p> <p>Response option from the 2016 questionnaire deleted:</p> <ul style="list-style-type: none"> • I didn't meet any reception staff...Go to Q12 <p>Instructions removed from response options</p> <p>Directional arrow removed from response options</p>	<p>The question wording was changed for increased clarity and to align with the BHI style guide.</p> <p>Changes were made for consistency in defining ED staff and to align this questionnaire with the Emergency Department Patient Survey. The Small and Rural Hospitals Emergency Department Patient Survey 2016 response option about reception staff (Rural ED) was removed as this option is no longer relevant to the question. As all patients attending an ED met at least one staff member (to be eligible for the survey), all patients should be able to answer this question. However, not all patients would have seen a receptionist.</p> <p>As the response option with the skip instruction was removed from the 2019 questionnaire, the directional arrow was also removed.</p>
Q9	Q8	<p>Did the ED staff who met you on arrival give you enough information about what to expect during your visit?</p>	<p>Modified question</p> <p>'the ED' added before 'staff'</p>	<p>The question wording was changed for consistency with other questions in the survey.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q10	Q9	Did the ED staff you met on arrival tell you how long you would have to wait for treatment?	Modified question 'Did staff who met you on arrival...' changed to 'Did the ED staff you met on arrival...'	The question wording was changed for increased clarity and for consistency with other questions in the survey.
Q11	Q10	Was the waiting time given to you by the ED staff you met on arrival about right? <ul style="list-style-type: none"> • Yes • No, I waited less time • No, I waited longer • Don't know/can't remember 	Modified question and response option Question in the 2016 questionnaire: Was the waiting time given to you by staff who met you on arrival about right? 'No, I didn't wait that long' changed to 'No, I waited less time'	The question wording was changed for clarity, and for consistency with other questions in the survey. The response option was changed for increased clarity and to align with the BHI style guide.
Q12	Q11	Did you experience any of the following issues when in the waiting room? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • I couldn't find somewhere to sit • The seats were uncomfortable • It was too noisy • I did not feel safe • It was too hot • It was too cold • There were bad or unpleasant smells • No, I did not experience these issues • I did not spend time in the waiting area 	Modified response option Response option added: 'I did not feel safe'	The response option was added for consistency with other BHI patient survey questionnaires and to capture information about how safe patients felt in the ED following the removal of Q46 used in the 2016 questionnaire (How safe did you feel during your visit to the ED?).

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q13	Q12	<p>From the time you first arrived at the ED, how long did you wait before being triaged by a nurse – that is, before an initial assessment of your condition was made?</p> <ul style="list-style-type: none"> • I was triaged immediately • 1–15 minutes • 16–30 minutes • 31–59 minutes • 1 hour to less than 2 hours • 2 hours or more • I did not see a triage nurse • Don't know/can't remember 	<p>Modified question and response options</p> <p>'Emergency Department (ED)' changed to 'ED'</p> <p>Hyphens changed to en dashes for options two to four</p> <p>'1 hour to under 2 hours' changed to '1 hour to less than 2 hours'</p>	<p>The question wording and was changed to align with the BHI style guide.</p> <p>These changes were made to align with the BHI style guide.</p>
Q15	Q14	<p>Why did you leave the ED before receiving treatment?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • I decided to see a general practitioner (GP) • I decided to go to another hospital • I did not feel comfortable waiting in the ED • The waiting time was too long • I decided I no longer needed emergency treatment for my condition • Other • Don't know/can't remember 	<p>Modified response option</p> <p>'I decided to see a GP' changed to 'I decided to see a general practitioner (GP)'</p>	<p>The response option was changed for increased clarity and to align with the BHI style guide.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q16	Q15	<p>After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?</p> <ul style="list-style-type: none"> • I was treated immediately.... Go to Q18 • 1–10 minutes • 11–30 minutes • 31–59 minutes • 1 hour to less than 2 hours • 2 hours to less than 4 hours • 4 hours or more • Don't know/can't remember 	<p>Modified response options</p> <p>Response options in the 2016 questionnaire:</p> <ul style="list-style-type: none"> • I was treated immediatelyGo to Q19 • 1-15 minutes • 16-30 minutes • 31-59 minutes • 1 hour to under 2 hours • 2 hours to under 4 hours • 4 hours or more • Don't know/can't remember <p>Hyphens changed to en dashes for options two to four</p> <p>'1 hour to under 2 hours' changed to '1 hour to less than 2 hours'</p> <p>'2 hours to under 4 hours' changed to '2 hours to less than 4 hours'</p>	<p>Response options were altered to align with the Emergency Department Patient Survey and with the Australian Triage Scale recommended benchmarks for when treatment should begin (from triage). This allows direct triangulation with the administrative data. The two categories can still be combined into 1–30 minutes to allow historical comparison.</p> <p>These changes were made to align with the BHI style guide.</p>
Q17	Q16	<p>While you were waiting to be treated, did ED staff check on your condition?</p> <ul style="list-style-type: none"> • Yes • No, but I would have liked them to check • No, but I did not need them check • Don't know/can't remember 	<p>Modified response options</p> <p>'Yes, someone checked on my condition' changed to 'Yes'</p> <p>'No, no-one checked on my condition' deleted and replaced with:</p> <ul style="list-style-type: none"> • No, but I would have liked them to check • No, but I did not need them check 	<p>The response options were changed for consistency with other BHI patient survey questionnaires.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q19	n/a	n/a	Deleted Did the Emergency Department (ED) doctors know your medical history, which had already been given to the triage nurse or ambulance crew?	This question requires the patient to have knowledge of the staff handover, which may have occurred without their knowledge. While this question might be a proxy for good communication, it is inferred and indirect. It was removed to increase the rigour of the questionnaire.
n/a	Q18	Did you have enough time to discuss your health or medical problem with <u>doctors</u> ? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I wasn't treated by a doctor... Go to Q22 • Don't know/can't remember 	New	The question was added to replace the previous Q18 which asked whether the patient's medical history had been passed on to ED doctors. This new question addresses an issue that both literature and previous patient survey comments have identified as important to patients.
Q20	Q19	Did you have confidence and trust in the doctors treating you?	Modified question 'ED' removed before 'doctors'	'ED' was removed from the question wording as it's possible the attending doctor for emergency care was not specifically an ED doctor.
Q21	Q20	Were the doctors polite and courteous?	Modified question 'ED' removed before 'doctors'	'ED' was removed from the question wording as it's possible the attending doctor for emergency care was not specifically an ED doctor.
Q22	Q21	Overall, how would you rate the doctors who treated you?	Modified question 'ED' removed before 'doctors'	'ED' was removed from the question wording as it's possible the attending doctor for emergency care was not specifically an ED doctor.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q23	n/a	n/a	Deleted Did the ED nurses know your medical history, which had already been given to the triage nurse or ambulance crew?	As with the previous Q19, this question requires the patient to have knowledge of the staff handover, which may have occurred without their knowledge. While this question might be a proxy for good communication, it is inferred and indirect. It was removed to increase the rigour of the questionnaire.
n/a	Q22	In your opinion, did the ED <u>nurses</u> who treated you know enough about your care and treatment? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I wasn't treated by a nurse.... Go to Q26 • Don't know/can't remember 	New	The question was added to replace the previous Q23 as patients frequently make free-text comments (both positive and negative) regarding the clinical competency and skills of ED staff.
Q27	Q26	Did the ED health professionals introduce themselves to you? <ul style="list-style-type: none"> • Yes, all of them introduced themselves • Some of them introduced themselves • Very few or none of them introduced themselves • I already knew all the staff who cared for me • Don't know/can't remember 	Modified response options Five new response options replaced the three in the 2016 questionnaire: <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	The response options were changed to elicit more specific information and for consistency with other BHI patient survey questionnaires.
Q29	Q28	During your ED visit, how much information about your condition or treatment was given to you?	Modified question 'During your visit to the ED...' changed to 'During your ED visit...'	The question wording was simplified for increased clarity.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q31	Q30	If your family members, carer or someone else close to you wanted to talk to the ED staff, did they get the opportunity to do so?	<p>Modified question</p> <p>'Carer' added to the question</p> <p>'Emergency Department (ED)' changed to 'ED'</p>	<p>This change was made to ensure the question wording captured all possible individuals who may have wanted to speak to ED staff on patients' behalf.</p> <p>This change was made to align with the BHI style guide.</p>
Q32	Q31	<p>How much information about your condition or treatment was given to your family, carer or someone else close to you?</p> <ul style="list-style-type: none"> • Not enough • The right amount • Too much • It was not necessary to provide information to any family or friends • Don't know/can't say 	<p>Modified response option</p> <p>'The' added to response option 'right amount'</p>	<p>The response option was changed for increased clarity and to align with the BHI style guide.</p>
Q35	Q34	Did you ever receive contradictory information about your condition or treatment from the ED health professionals?	<p>Modified question</p> <p>'The' added before 'ED'</p>	<p>The question wording was changed to align with the BHI style guide.</p>
Q42	Q41	Were you ever in pain while in the ED?	<p>Modified question</p> <p>'Emergency Department (ED)' changed to 'ED'</p>	<p>The question wording was changed to align with the BHI style guide.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q45	Q44	How clean was the treatment area in the ED? <ul style="list-style-type: none"> • Very clean • Fairly clean • Not very clean • Not at all clean 	Modified question Question in 2016 questionnaire: How clean were the waiting and treatment areas in the ED?	The question wording was changed for consistency with other BHI patient survey questionnaires.
Q46	n/a	n/a	Deleted How safe did you feel during your visit to the ED?	BHI investigated previous patient comments to better understand how patients used and understood the term 'safe'. Investigations showed that there are at least two possible different understandings (safe from other patients and visitors, and safe from worsening medical condition) of this word. The question was therefore removed and replaced with a specific question (the new Q45) regarding threats from other patients or visitors.
n/a	Q45	While you were in the ED, did you feel threatened by other patients or visitors? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	New	This question clarified the concept of 'safe' from the previous Q46 as it is specifically about feeling threatened by other people in the ED.
Q52	Q51	Did an ED health professional explain the test, X-ray or scan results in a way that you could understand? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No • I was not told the results while in the ED 	Modified response option 'the' added before 'ED'	The wording of this response option was changed for increased clarity and to align with the BHI style guide.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q53	Q52	<p>What happened at the end of your ED visit?</p> <ul style="list-style-type: none"> • I was admitted to the same hospital...Go to Q65 • I was transferred to a different hospital or healthcare facility..... Go to Q65 • I went home or went to stay with a friend, relative, or elsewhere 	<p>Modified question and response option</p> <p>'Visit to the Emergency Department (ED)' changed to 'ED visit'</p> <p>'Went' added before '...to stay with a friend...'</p>	<p>The question wording was changed for increased clarity and to align with the BHI style guide.</p> <p>This wording of this response option was changed for increased clarity and readability.</p>
Q55	Q54	<p>Thinking about when you left the ED, were you given enough information about how to manage your care at home?</p> <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, I was not given enough information • I did not need this type of information 	<p>Modified response option</p> <p>'Information' added after 'enough' in the fourth response option</p>	<p>The wording of this response option was changed for increased clarity and ease of understanding.</p>
Q57	Q56	<p>Thinking about when you left the ED, were adequate arrangements made by the hospital for any services you needed?</p> <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, arrangements were not adequate • These services were not offered in the area • It was not necessary 	<p>Modified response option</p> <p>'Are not' was changed to 'were not' in the third response option</p>	<p>This response option was changed to acknowledge the fact that the available services may have changed between the time that the patient visited the hospital and when they filled in the survey.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
n/a	Q64	Did the ED staff provide you with a document that summarised the care you received (e.g. a copy of the letter to your GP, a discharge summary)? <ul style="list-style-type: none">• Yes• No• Don't know/can't remember	New	This question was added for consistency with other BHI patient survey questionnaires, particularly with the Emergency Department Patient Survey.
Q66	Q66	Did a member of ED staff explain the reason for the delay? <ul style="list-style-type: none">• Yes• No	Modified question 'ED' added before 'staff'	The question wording was changed for consistency with other questions in the survey.
Q67	Q67	What were the main reasons for the delay?	Modified question 'The' added before 'delay'	The question wording was changed for increased readability and to align with the BHI style guide.
Q68	Q68	Overall, how would you rate the care you received while in the ED?	Modified question 'Emergency Department (ED)' changed to 'ED'	This change was made to align with the BHI style guide.
Q69	Q69	If asked about your experience in the ED by friends and family, how would you respond? <ul style="list-style-type: none">• I would speak highly of the ED• I would neither speak highly nor be critical• I would be critical of the ED	Modified question and response option 'Emergency Department (ED)' changed to 'ED' Comma added after 'family' 'Emergency Department' changed to 'ED'	These changes were made for increased clarity and readability and to align with the BHI style guide.
Q70	Q70	Did the care and treatment you received in the ED help you?	Modified question 'You' added before 'received'	This change was made for increased clarity and to align with the BHI style guide.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q71	Q71	In total, how long did you spend in the ED? (From the time you entered the ED until the time you left the ED to go to a ward, another hospital, home, or elsewhere) <ul style="list-style-type: none"> • 1–30 minutes • 31–59 minutes • 1 hour to less than 2 hours • 2 hours to less than 4 hours • 4 hours or more • Don't know/can't remember 	Modified response options Hyphens replaced with en dashes for response options one and two '1 hour to under 2 hours' changed to '1 hour to less than 2 hours' '2 hours to under 4 hours' changed to '2 hours to less than 4 hours'	These changes were made to align with the BHI style guide.
Q72	Q72	Did you want to make a complaint about something that happened in the ED? <ul style="list-style-type: none"> • No, I did not want to make a complaint • Yes, and I did complain • Yes, but I did <u>not</u> complain 	Instructions removed from response options Directional arrow and skip instruction removed from response options	As the follow-up question (Q73) from the 2016 questionnaire was deleted, the direction arrow and skip instructions were no longer needed.
Q73	n/a	n/a	Deleted Why didn't you make a complaint?	A recent review of the Emergency Department Patient Survey indicated this question was of low value to LHDs.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q74	Q73	<p>Were you ever treated unfairly for any of the reasons below?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Age • Sex • Aboriginal background • Ethnic background • Religion • Sexual orientation • A disability that you have • Marital status • Something else • I was <u>not</u> treated unfairly 	<p>Modified response options</p> <p>Added new response option 'Aboriginal background'</p> <p>Removed 'Your' from the following response options:</p> <ul style="list-style-type: none"> • Age • Sex • Ethnic background • Religion • Sexual orientation 	<p>The response options were changed for consistency with other BHI patient surveys questionnaires.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q75	Q74	<p>Not including the reason you went to the ED, during your visit or soon afterwards, did you experience any of the following complications or problems?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • An infection • Uncontrolled bleeding • A negative reaction to medication • A complication as a result of tests or procedures • Severe pain due to the treatment • A blood clot • A fall • Any other complication or problem • <u>None</u> of these..... Go to Q77 	<p>Modified question and response option</p> <p>Changed 'came' to 'went' in question text Comma removed after 'visit'</p> <p>Response option from the 2016 questionnaire 'Complications as a result of tests or procedures' was reworded</p>	<p>The question wording was changed for increased clarity and to align with the BHI style guide.</p> <p>The wording of this response option was modified to be consistent with the other response options, which all refer to single events.</p>
Q78	Q77	<p>What year were you born?</p> <p>Write in (yyyy)</p>	<p>Modified question</p> <p>'WRITE IN (YYYY)' changed to lower case</p>	<p>This change was made to align with the BHI style guide.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q81	Q80	<p>Which, if any, of the following longstanding conditions do you have (including age-related conditions)?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease) • A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis) • An intellectual disability • A mental health condition (e.g. depression) • A neurological condition (e.g. Alzheimer's, Parkinson's) • <u>None</u> of these..... Go to Q83 	<p>Modified question and response options</p> <p>'Long-standing' changed to 'longstanding'</p> <p>Hyphen added between 'age' and 'related'</p> <p>'Long-standing' changed to 'longstanding'</p> <p>Added examples of 'A longstanding physical condition' (e.g. arthritis, spinal injury, multiple sclerosis)</p> <p>Replaced 'A learning disability' with 'An intellectual disability'</p> <p>Instructions added to response options</p> <p>Directional arrow added to options one to seven</p> <p>'Go to Q83' instruction added to '<u>None</u> of these'</p>	<p>These changes were made to align with the BHI style guide.</p> <p>Specific examples were provided for 'A longstanding physical condition' to explain what might constitute such a condition.</p> <p>Intellectual disability is the preferred term to use in Australia.</p> <p>Directional arrow and 'Go to Q83' instruction were introduced as the new Q81 and Q82 in the 2019 questionnaire were only applicable to the cohort of patients who had longstanding conditions.</p>
n/a	Q81	<p>Does this condition(s) cause you difficulties with your day-to-day activities?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	New	This question was added to allow BHI to interpret which of the longstanding conditions has resulted in disability for the patient.
n/a	Q82	<p>Are you a participant of the National Disability Insurance Scheme (NDIS)?</p> <ul style="list-style-type: none"> • Yes • No • Don't know 	New	This question was added to assess which patients with longstanding conditions were part of NDIS. It also allows analysis to increase understanding of this patient cohort.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q83	Q84	<p>Which language do you mainly speak at home?</p> <ul style="list-style-type: none"> English.....Go to Q85 A language other than English <p>What is that language? Please write below</p>	<p>Modified question</p> <p>Instruction 'Please write in the language' changed to 'What is that language? Please write below'</p> <p>Instruction added to response option</p> <p>'Go to Q85' was added to 'English'</p>	<p>This change was introduced to clarify the instruction.</p> <p>This skip instruction was added because the free-text box creates a visual barrier to completing the questionnaire. The skip was inserted to assist patients who may have been confused by this.</p>
Q84	Q85	<p>Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <ul style="list-style-type: none"> Yes, Aboriginal Yes, Torres Strait Islander Yes, both Aboriginal and Torres Strait Islander No..... Go to Q87 	<p>Instructions added to response options</p> <p>Directional arrow added to options one to three</p> <p>'Go to Q87' instruction added to 'No'</p>	<p>Directional arrows and 'Go to Q87' instruction were introduced as the new Q86 in the 2019 questionnaire is only applicable to the cohort of patients who identified themselves as Aboriginal, Torres Strait Islander or both.</p>
n/a	Q86	<p>Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in the ED?</p> <ul style="list-style-type: none"> Yes No Don't know/can't remember 	<p>New</p>	<p>This question was added to allow analysis of whether access to an Aboriginal Health Worker in the ED resulted in better experiences and/or outcomes for patients.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q85	n/a	n/a	Deleted What were your reasons for going to the ED?	This is a research-type question rather than a patient experience or performance question. Also, responses do not change very quickly. It was therefore removed to make space for more dynamic questions. The data from this question is interesting and relevant, however, so it may be considered for future surveys.
Q86	n/a	n/a	Deleted Was your visit to the ED for a condition that, at the time, you thought could have been treated by a General Practitioner (GP)?	Again, this is a research-type question. It was removed to make space for more critical questions.
Q87	Q87	In the month before visiting the ED, did you...? Please X <u>all</u> the boxes that apply to you <ul style="list-style-type: none"> • Visit a general practitioner or local doctor • Get admitted as an inpatient to hospital • Visit an outpatient clinic • Make an earlier visit to the ED • <u>None</u> of these • Don't know/can't remember 	Modified response options 'General Practitioner' changed to 'general practitioner' 'In-patient' changed to 'inpatient' 'Out-patient' changed to 'outpatient'	These changes were made to align with the BHI style guide.

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q90	Q90	<p>The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your healthcare information will allow us to better understand how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p> <ul style="list-style-type: none"> • Yes • No 	<p>Modified question</p> <p>'health care' changed to 'healthcare' in the first paragraph</p> <p>Added 'of' after 'health' and 'by' after 'health facilities' in the first paragraph</p> <p>Removed 'for the two years before and after your visit' from between 'your healthcare information' and 'will' in the first paragraph</p> <p>Bold style restricted to key information</p>	<p>This change was made to align with the BHI style guide.</p> <p>The wording and text style was updated to make it clearer, and to be consistent with the text now used across the BHI survey program.</p>
Q91	Q91	<p>What was the <u>best part</u> of the care you received while in this ED?</p>	<p>Reformatted and modified question</p> <p>Underlined 'best part' in the question</p> <p>'Emergency Department' changed to 'ED'</p>	<p>The formatting change was made to highlight the important component of the question.</p> <p>This change was made to align with the BHI style guide.</p>

Question # 2016	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q92	Q92	What <u>most needs improving</u> about the care you received while in this ED?	<p>Modified question</p> <p>Question in the 2016 questionnaire: What part of your care provided by this Emergency Department most needs improving?</p> <p>'Emergency Department' changed to 'ED'</p>	<p>The question was reworded to better highlight the important component of the question.</p> <p>This change was made to align with the BHI style guide.</p>

Section 2016	Section 2019	Updated section (as it appears in 2019 questionnaire)	Change from 2016	Rationale
Q4–7	Q4–6	Ambulance Please answer this section, Q4–Q6, if you travelled to the ED by ambulance. If not, please go to the next section, 'On arrival', at Q7.	Modified description Hyphen changed to en dash 'On Arrival' changed to 'On arrival'	These changes were made to align with the BHI style guide.
Q8–12	Q7–11	On Arrival For the following questions, please think about when you first arrived at the ED	Modified description 'In the ED' changed to 'At the ED'	The wording was changed for increased clarity and to align with the BHI style guide.
Q13–18	Q12–17	Triage – The Initial Assessment IF YOU LEFT BEFORE RECEIVING TREATMENT, PLEASE NOW GO TO THE 'OVERALL' SECTION, ON PAGE 9, Q68	Modified instruction 'AT Q68' changed to 'ON PAGE 9, Q68'	This change was introduced to clarify the instruction.
Q47–49	Q46–48	Children This section is for people responding to this questionnaire on behalf of a child (0 to 15 years). If a child was not the patient, please go to Q49.	Modified description Description in the 2016 questionnaire: Please answer this section, Q47–Q49, if you are answering the survey on behalf of a child. If not, please go to the next section on 'Tests', at Q50	The wording was modified for increased clarity (what age bracket patients are considered to be children) and readability.
Q91–92	Q91–92	Your Comments	Modified heading Changed 'Your Final Comments' to 'Your Comments'	Asking respondents to provide comments determined to be more appropriate than asking for 'final' comments.