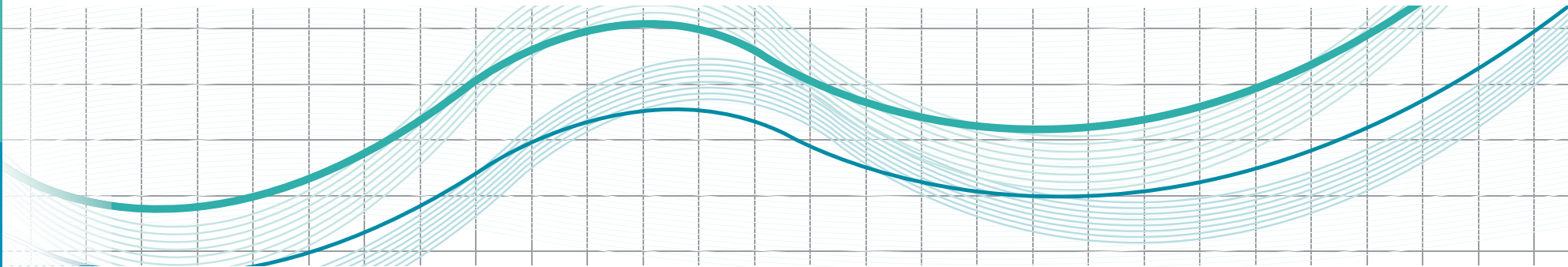


# Insights into Care

## NSW Public Hospitals Report

### North Coast Area Health Service

May 2010



# RESULTS BY PUBLIC HOSPITAL IN NORTH COAST AREA HEALTH SERVICE

In 2009 approximately 20,000 people completed the NSW Health Patient Survey to share their experiences visiting public hospitals where they stayed one or more nights (overnight patients) or received care in one day for a test, surgery or other procedure (day only patients). The Bureau of Health Information analysed the responses to determine what mattered most about care experiences from the patients' perspective. *Insights into Care: Patients' Perspectives on NSW Public Hospitals* describes the result of analysis to identify what mattered most to overnight and day only patients (available at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)).

This *NSW Public Hospitals Report* includes graphs showing the result of this analysis for overnight and day only patients (pages 2 and 6, respectively). The results are shown in two categories – actual results and standardised results.

- Actual results are provided to support healthcare workers in learning about and addressing their performance.
- Standardised results are provided to support fair comparison of patients' ratings and show how a hospital would rate if they served very similar populations of patients.

The process of standardisation is important because different hospitals provide services to different kinds of people with different illnesses and severity of illness. These differences can affect patients' ratings of care independently of the quality of the care healthcare workers give them during their stay in hospital.



The Bureau supports standardising patient ratings of care for fairer comparisons between hospitals. However, to ensure transparency and to allow healthcare workers to see, and to seek to address, the views that their patients actually expressed, we have also made the actual or non-standardised comparisons available.

Results are reported for large public hospitals. The Bureau was able to calculate reliable estimates for large public hospitals because these hospitals had large sample sizes. Hospitals with fewer respondents are reported as a group for each area health service.

## Overnight care experience by hospital in North Coast Area Health Service in 2009

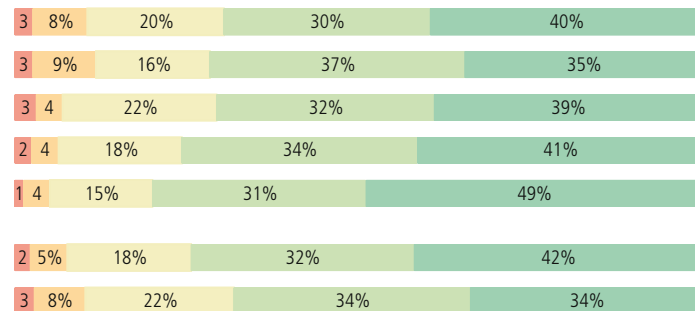
Overnight patients include individuals that stayed one or more nights in a public hospital. It does not include patients less than 17 years of age, patients who received all their care in emergency departments or those who received cancer, rehabilitation or mental health care services. The Bureau excluded maternity patients for this analysis.

### How do overnight patients rate:

#### Overall care

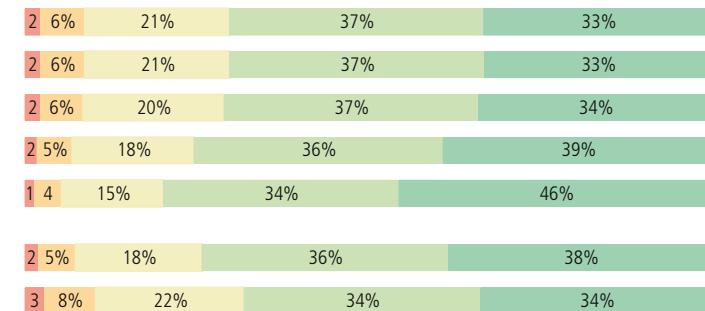
Overnight patients, 2009

Actual results



Poor Fair Good Very good Excellent

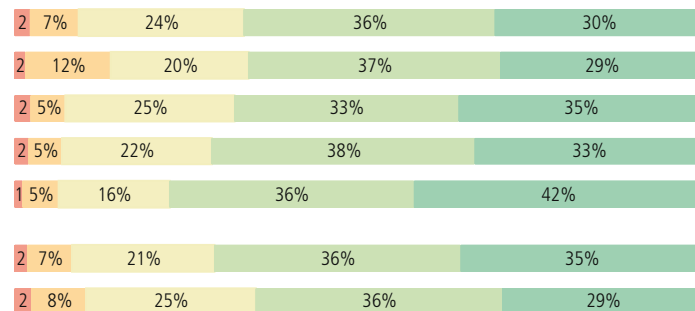
Standardised results



#### Staff teamwork

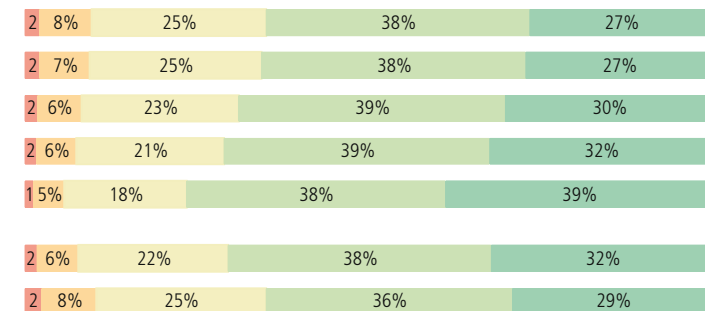
Overnight patients, 2009

Actual results



Poor Fair Good Very good Excellent

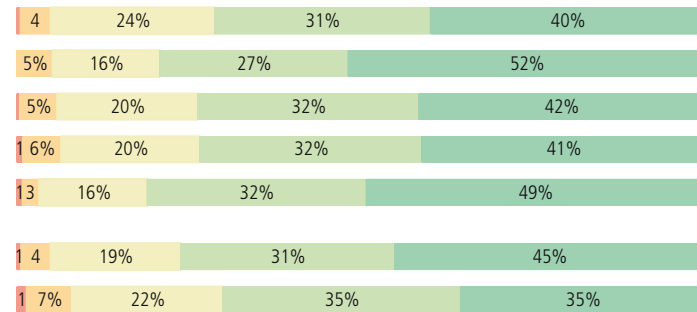
Standardised results



## Courtesy of nurses

Overnight patients, 2009

Actual results



Coffs Harbour Base Hospital

Lismore Base Hospital

Port Macquarie Base Hospital

The Tweed Hospital

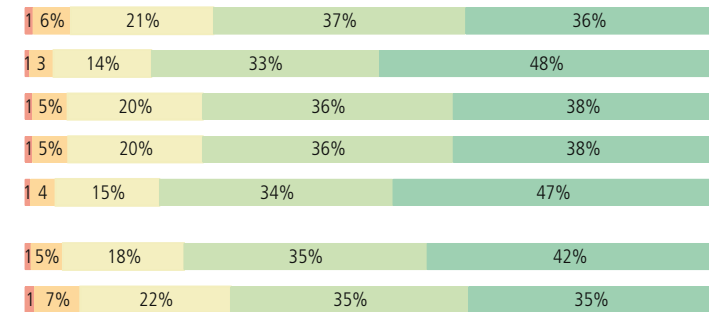
Other North Coast

**North Coast**

**New South Wales**

Poor Fair Good Very good Excellent

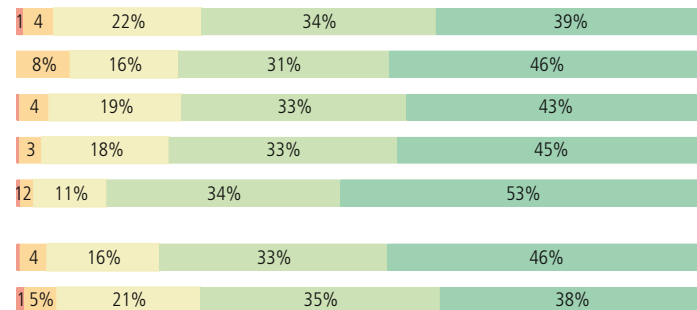
Standardised results



## Courtesy of the person who admitted them

Overnight patients, 2009

Actual results



Coffs Harbour Base Hospital

Lismore Base Hospital

Port Macquarie Base Hospital

The Tweed Hospital

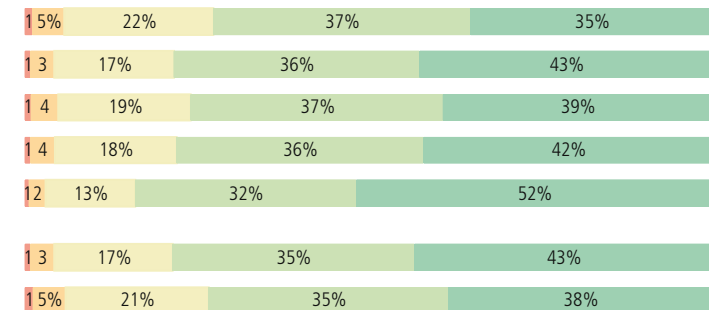
Other North Coast

**North Coast**

**New South Wales**

Poor Fair Good Very good Excellent

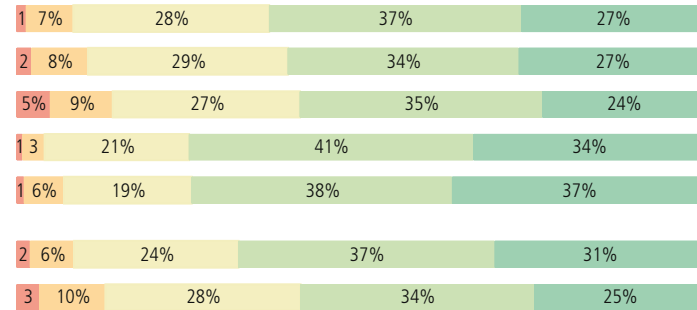
Standardised results



## Cleanliness of the room

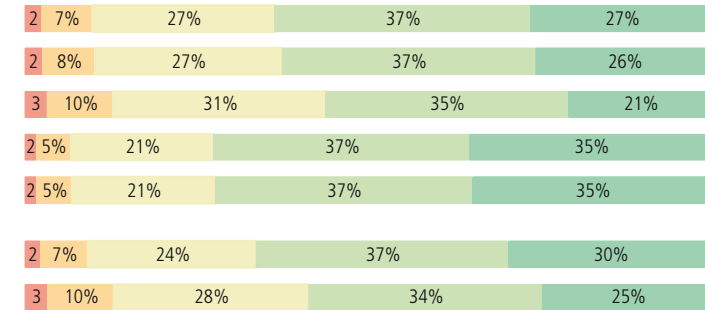
Overnight patients, 2009

Actual results



Poor Fair Good Very good Excellent

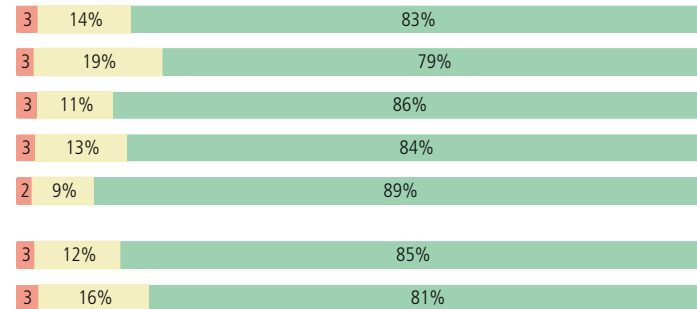
Standardised results



## Treated with respect and dignity

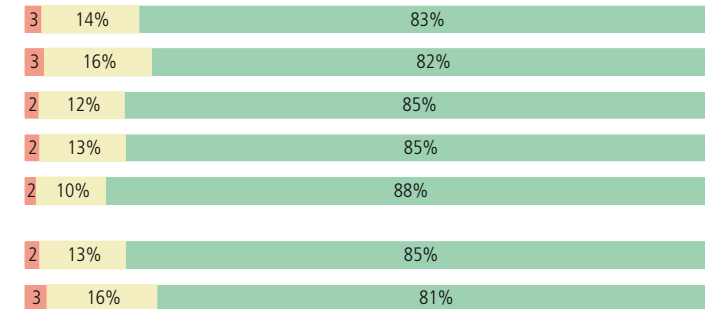
Overnight patients, 2009

Actual results



No Yes, sometimes Yes, always

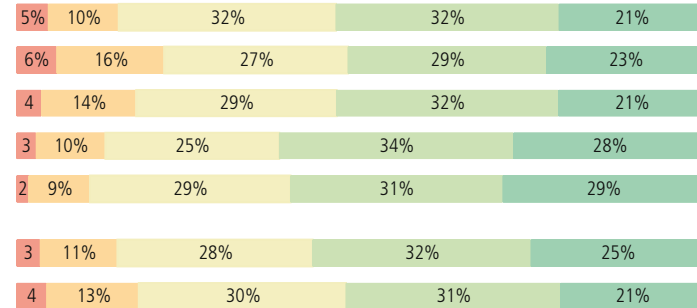
Standardised results



## Availability of nurses

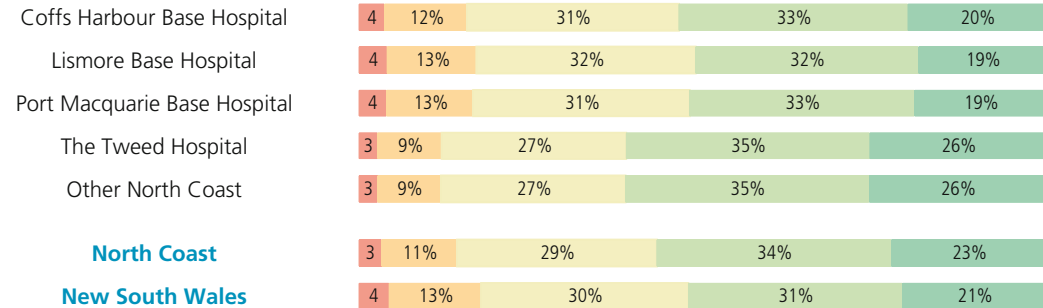
Overnight patients, 2009

Actual results



Poor Fair Good Very good Excellent

Standardised results



## Understanding the graphs

Percentages have been standardised to account for differences between hospitals in the types of patients served (age group, self reported health status, education, language spoken at home, Aboriginality, gender, patient classification (Medicare, private or other), days that illness or injury kept them in bed in February 2009, planned or emergency admission, surgery patients). A detailed summary of the statistical methods used in this report is in the *Insights into Care: Technical Supplement* at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).

Percentages might not add up to 100 per cent due to rounding. Respondents who did not answer the question were excluded.

Data source: *NSW Health Patient Survey 2009*.

## Day only care experience by hospital in North Coast Area Health Service in 2009

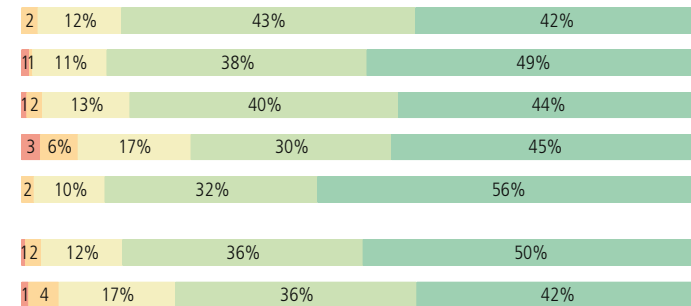
Day only patients include individuals who spent a day in a public hospital receiving a test, surgery or other procedure. It does not include patients less than 17 years of age, patients who received all their care in emergency departments or those who received cancer, rehabilitation or mental health care services.

### How do day only patients rate:

#### Overall care

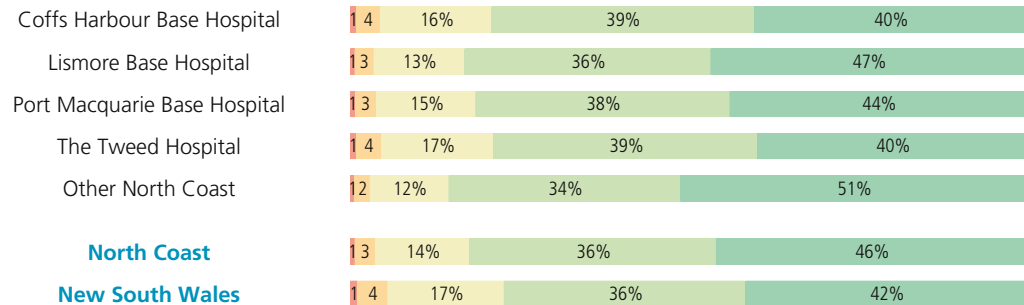
Day only patients, 2009

Actual results



Poor Fair Good Very good Excellent

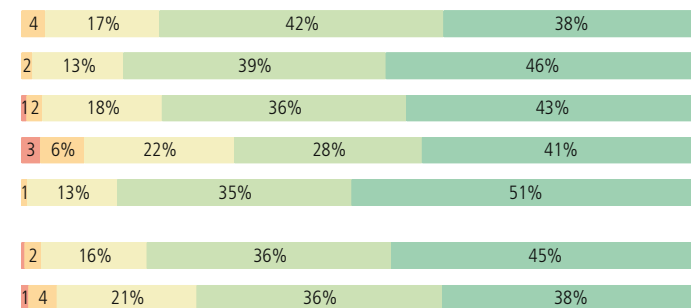
Standardised results



#### Staff teamwork

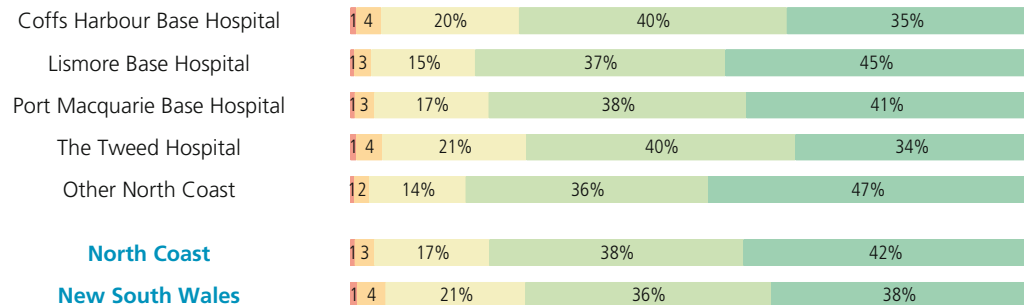
Day only patients, 2009

Actual results



Poor Fair Good Very good Excellent

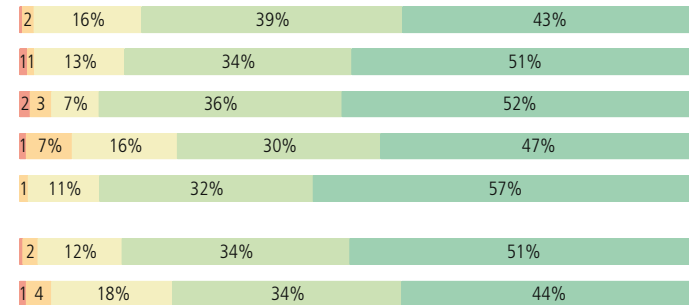
Standardised results



## Courtesy of nurses

Day only patients, 2009

Actual results

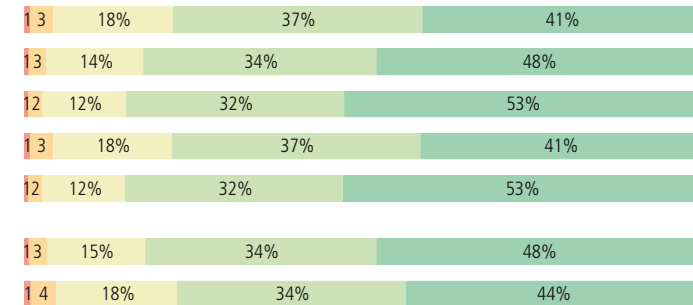


Coffs Harbour Base Hospital  
Lismore Base Hospital  
Port Macquarie Base Hospital  
The Tweed Hospital  
Other North Coast

**North Coast**  
**New South Wales**

■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

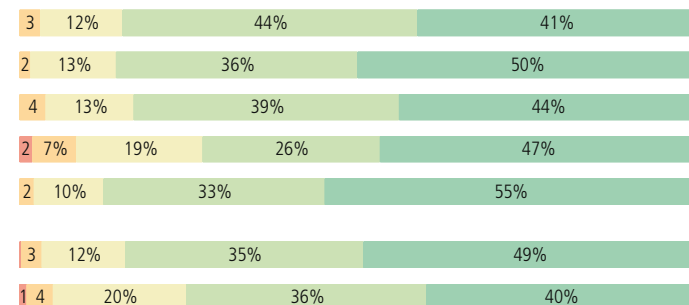
Standardised results



## Courtesy of the person who admitted them

Day only patients, 2009

Actual results

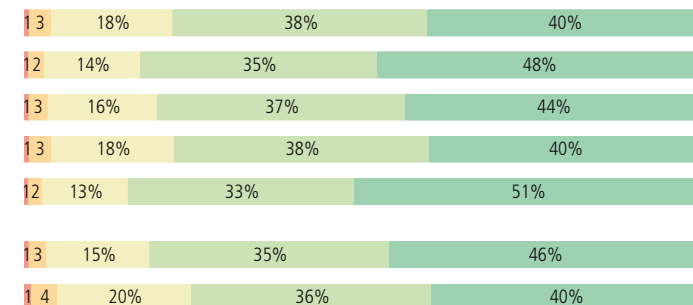


Coffs Harbour Base Hospital  
Lismore Base Hospital  
Port Macquarie Base Hospital  
The Tweed Hospital  
Other North Coast

**North Coast**  
**New South Wales**

■ Poor ■ Fair ■ Good ■ Very good ■ Excellent

Standardised results

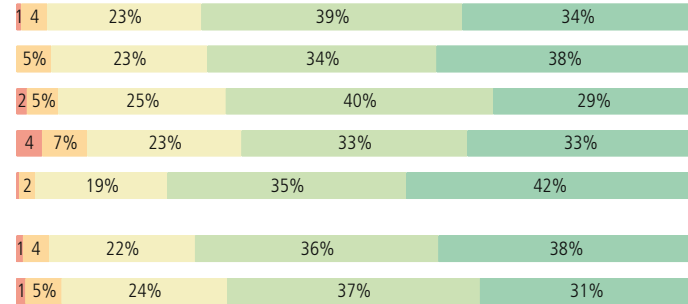




## Cleanliness of the room

Day only patients, 2009

Actual results

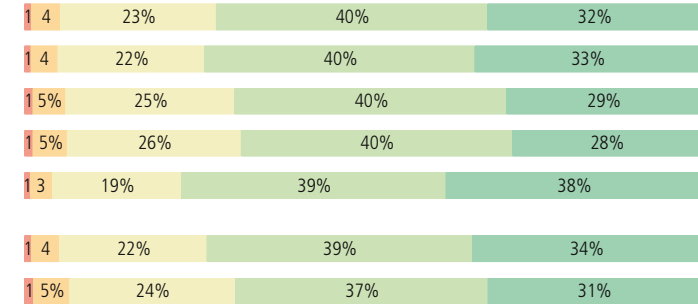


Coffs Harbour Base Hospital  
Lismore Base Hospital  
Port Macquarie Base Hospital  
The Tweed Hospital  
Other North Coast

**North Coast**  
**New South Wales**

Poor Fair Good Very good Excellent

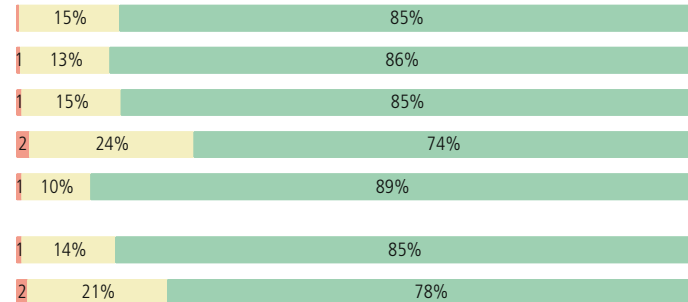
Standardised results



## Hospital well organised

Day only patients, 2009

Actual results

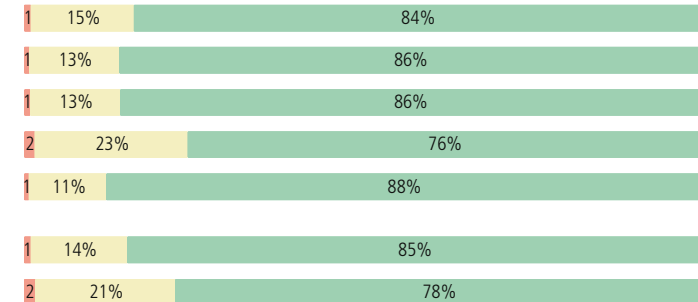


Coffs Harbour Base Hospital  
Lismore Base Hospital  
Port Macquarie Base Hospital  
The Tweed Hospital  
Other North Coast

**North Coast**  
**New South Wales**

Not at all organised Somewhat organised Very organised

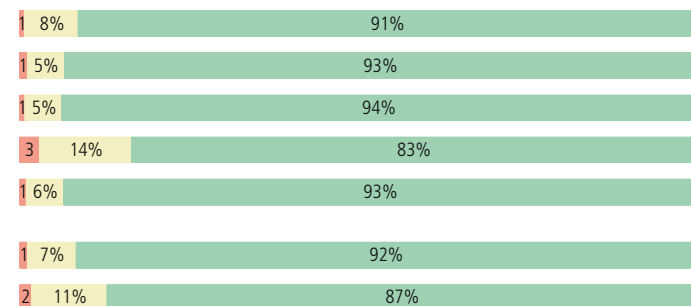
Standardised results



## Treated with respect and dignity

Day only patients, 2009

Actual results

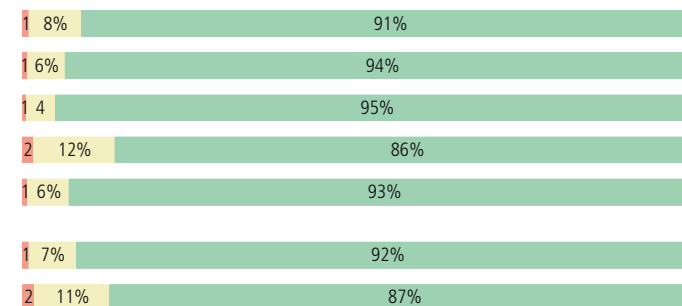


Coffs Harbour Base Hospital  
Lismore Base Hospital  
Port Macquarie Base Hospital  
The Tweed Hospital  
Other North Coast

**North Coast**  
**New South Wales**

No Yes, sometimes Yes, always

Standardised results



## Understanding the graphs

Percentages have been standardised to account for differences between hospitals in the types of patients served (age group, self reported health status, education, language spoken at home, patient classification (Medicare, private or other), days that illness or injury kept them in bed in February 2009, planned or emergency admission). A detailed summary of the statistical methods used in this report is in the *Insights into Care: Technical Supplement* at [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au).

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Data source: *NSW Health Patient Survey 2009*.