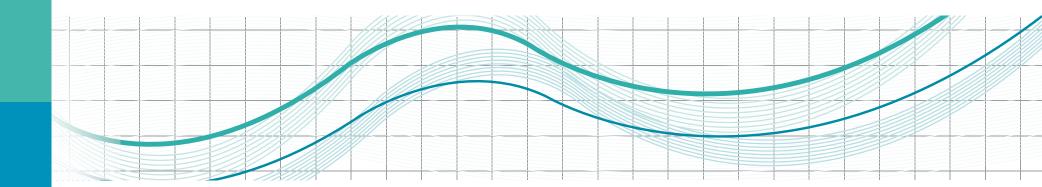
# Insights into Care

NSW Area Health Services Report

May 2010





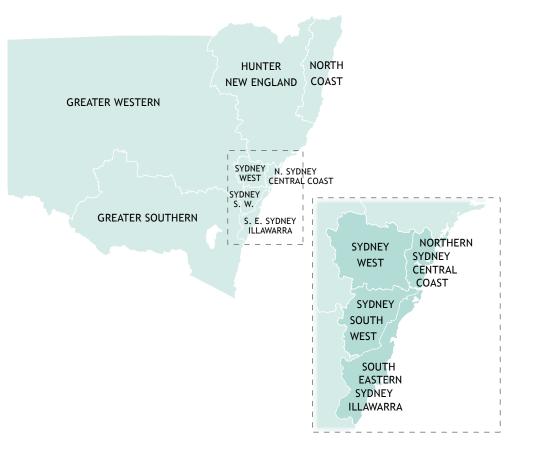
# **RESULTS BY AREA HEALTH SERVICE**

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).

This *NSW Area Health Services 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 an area health service would rate if they served very similar populations of patients.

The process of standardisation is important because different area health services 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 area health services. However, to ensure transparency and to allow healthcare workers to see, and to seek to address, the views their patients actually expressed, we have also made the actual or non-standardised comparisons available.

# Overnight care experience by area health service in New South Wales 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.

**New South Wales** 

Northern Sydney Central Coast South Eastern Sydney Illawarra Sydney South West Sydney West North Coast Greater Southern Hunter New England Greater Western

**New South Wales** 

## How do overnight patients rate:

## Overall care

Overnight patients, 2009 Actual results

| 3 8%  | 25% | 34% | 30% |
|-------|-----|-----|-----|
| 3 7%  | 22% | 35% | 33% |
| 4 9%  | 24% | 33% | 30% |
| 2 11% | 21% | 35% | 30% |
| 2 5%  | 18% | 32% | 42% |
| 3 6%  | 18% | 35% | 38% |
| 2 6%  | 20% | 35% | 36% |
| 2 6%  | 18% | 38% | 35% |
|       |     |     |     |
| 3 8%  | 22% | 34% | 34% |

|                                | Standar | dised results |  |
|--------------------------------|---------|---------------|--|
| Northern Sydney Central Coast  | 3 8%    | 24%           |  |
| South Eastern Sydney Illawarra | 2 7%    | 21%           |  |
| Sydney South West              | 3 8%    | 23%           |  |
| Sydney West                    | 3 7%    | 23%           |  |
| North Coast                    | 2 5%    | 18%           |  |
| Greater Southern               | 2 6%    | 20%           |  |
| Hunter New England             | 2 6%    | 21%           |  |
| Greater Western                | 2 7%    | 21%           |  |
|                                |         |               |  |

| Standardised results |     |     |     |  |  |
|----------------------|-----|-----|-----|--|--|
| 3 8%                 | 24% | 37% | 29% |  |  |
| 2 7%                 | 21% | 37% | 33% |  |  |
| 3 8%                 | 23% | 37% | 30% |  |  |
| 3 7%                 | 23% | 37% | 31% |  |  |
| 2 5%                 | 18% | 36% | 38% |  |  |
| 2 6%                 | 20% | 36% | 35% |  |  |
| 2 6%                 | 21% | 37% | 34% |  |  |
| 2 7%                 | 21% | 37% | 34% |  |  |
|                      |     |     |     |  |  |
| 3 8%                 | 22% | 34% | 34% |  |  |

Good Very good Excellent



Poor Fair

Good Very good Excellent

Standardised results

| 2 8% | 27% | 38% | 25% |
|------|-----|-----|-----|
| 2 7% | 24% | 38% | 28% |
| 2 8% | 26% | 38% | 26% |
| 2 9% | 27% | 37% | 24% |
| 2 6% | 22% | 38% | 32% |
| 2 7% | 23% | 38% | 30% |
| 2 7% | 23% | 38% | 30% |
| 2 7% | 23% | 38% | 30% |
|      |     |     |     |
| 2 8% | 25% | 36% | 29% |

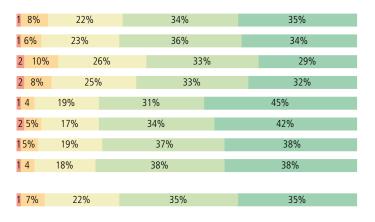
# Staff teamwork

Overnight patients, 2009 Actual results

| 3 8%  | 29% | 34% | 26% |
|-------|-----|-----|-----|
| 2 8%  | 25% | 36% | 29% |
| 2 10% | 26% | 36% | 26% |
| 3 11% | 25% | 35% | 25% |
| 2 7%  | 21% | 36% | 35% |
| 3 7%  | 21% | 36% | 33% |
| 2 6%  | 23% | 37% | 31% |
| 3 6%  | 21% | 38% | 32% |
|       |     |     |     |
| 2 8%  | 25% | 36% | 29% |

## Courtesy of nurses

Overnight patients, 2009 Actual results



| Northern Sydney Central Coast  |  |  |
|--------------------------------|--|--|
| South Eastern Sydney Illawarra |  |  |
| Sydney South West              |  |  |
| Sydney West                    |  |  |
| North Coast                    |  |  |
| Greater Southern               |  |  |
| Hunter New England             |  |  |
| Greater Western                |  |  |
|                                |  |  |

**New South Wales** 

## Poor Fair Good Very good Excellent

#### Standardised results

| 1 6% | 22% | 37% | 33% |
|------|-----|-----|-----|
| 1 6% | 22% | 37% | 35% |
| 1 7% | 25% | 37% | 29% |
| 1 7% | 23% | 37% | 32% |
| 15%  | 18% | 35% | 42% |
| 15%  | 19% | 36% | 38% |
| 1 6% | 20% | 36% | 37% |
| 1 6% | 20% | 36% | 37% |
|      |     |     |     |
| 1 7% | 22% | 35% | 35% |

# Courtesy of the person who admitted them

Overnight patients, 2009 Actual results

| 15%  | 22% | 35% | 38% |  |
|------|-----|-----|-----|--|
| 14   | 21% | 36% | 37% |  |
| 2 6% | 25% | 35% | 33% |  |
| 1 7% | 26% | 31% | 36% |  |
| 4    | 16% | 33% | 46% |  |
| 14   | 17% | 36% | 43% |  |
| 15%  | 18% | 36% | 41% |  |
| 2 3  | 17% | 37% | 41% |  |
|      |     |     |     |  |
| 15%  | 21% | 35% | 38% |  |

Northern Sydney Central Coast South Eastern Sydney Illawarra Sydney South West Sydney West North Coast Greater Southern Hunter New England Greater Western

**New South Wales** 

#### Good Very good Excellent Poor Fair

## Standardised results

| 15% | 21%  | 37%  | 37%  |
|-----|------|------|------|
| 14  | 20%  | 37%  | 38%  |
| 15% | 23%  | 37%  | 34%  |
| 15% | 22%  | 37%  | 35%  |
| 13  | 17%  | 35%  | 43%  |
| 14  | 19%  | 36%  | 40%  |
| 14  | 19%  | 36%  | 39%  |
| 14  | 19%  | 36%  | 40%  |
| 1   | 210/ | 250/ | 200/ |
| 15% | 21%  | 35%  | 38%  |

## Cleanliness of the room

Overnight patients, 2009 Actual results

| 4 14% | 30% | 33% | 20% |
|-------|-----|-----|-----|
| 4 8%  | 28% | 37% | 23% |
| 4 10% | 32% | 32% | 22% |
| 3 12% | 30% | 34% | 21% |
| 2 6%  | 24% | 37% | 31% |
| 2 8%  | 26% | 33% | 31% |
| 2 9%  | 28% | 34% | 28% |
| 3 10% | 26% | 33% | 28% |
|       |     |     |     |
| 3 10% | 28% | 34% | 25% |

| Northern Sydney Central Coast  |  |  |
|--------------------------------|--|--|
| South Eastern Sydney Illawarra |  |  |
| Sydney South West              |  |  |
| Sydney West                    |  |  |
| North Coast                    |  |  |
| Greater Southern               |  |  |
| Hunter New England             |  |  |
| Greater Western                |  |  |
|                                |  |  |

**New South Wales** 

## Poor Fair Good Very good Excellent

## Standardised results

| 4 | 11% | 32% | 33% | 19% |
|---|-----|-----|-----|-----|
| 3 | 9%  | 29% | 36% | 24% |
| 3 | 10% | 30% | 35% | 22% |
| 3 | 10% | 31% | 35% | 21% |
| 2 | 7%  | 24% | 37% | 30% |
| 2 | 7%  | 25% | 37% | 28% |
| 3 | 8%  | 27% | 36% | 27% |
| 3 | 9%  | 28% | 36% | 24% |
|   |     |     |     |     |
| 3 | 10% | 28% | 34% | 25% |

Treated with respect and dignity

Overnight patients, 2009 Actual results

| 3 | 18%   | 79%  |
|---|-------|------|
| 3 | 16%   | 81%  |
| 4 | 20%   | 76%  |
| 3 | 18%   | 79%  |
| 3 | 12%   | 85%  |
| 3 | 14%   | 83%  |
| 3 | 14%   | 83%  |
| 3 | 12%   | 86%  |
| 2 | 4.50/ | 0101 |
| 3 | 16%   | 81%  |

Northern Sydney Central Coast South Eastern Sydney Illawarra Sydney South West Sydney West North Coast Greater Southern Hunter New England Greater Western

**New South Wales** 

## 🦰 Yes, sometimes 🛛 🔤 Yes, always

## Standardised results

No

| 3 | 16% | 81% |
|---|-----|-----|
| 3 | 15% | 83% |
| 3 | 17% | 80% |
| 3 | 15% | 82% |
| 2 | 13% | 85% |
| 3 | 14% | 84% |
| 3 | 14% | 84% |
| 2 | 12% | 86% |
|   |     |     |
| 3 | 16% | 81% |

## Availability of nurses

Overnight patients, 2009 Actual results

| Norther | 17% | 29% | 32% | 17% | 5% |
|---------|-----|-----|-----|-----|----|
| South E | 19% | 33% | 31% | 12% | 5% |
| Sy      | 18% | 28% | 32% | 16% | 6% |
|         | 22% | 29% | 32% | 13% | 4  |
|         | 25% | 32% | 28% | 11% | 3  |
| 0       | 24% | 34% | 27% | 12% | 4  |
| Hu      | 24% | 33% | 29% | 11% | 3  |
| (       | 24% | 34% | 27% | 11% | 4  |
|         |     |     |     |     |    |
| Ne      | 21% | 31% | 30% | 13% | 4  |
|         |     |     |     |     |    |

| orthern Sydney Central Coast  |  |  |  |  |
|-------------------------------|--|--|--|--|
| outh Eastern Sydney Illawarra |  |  |  |  |
| Sydney South West             |  |  |  |  |
| Sydney West                   |  |  |  |  |
| North Coast                   |  |  |  |  |
| Greater Southern              |  |  |  |  |
| Hunter New England            |  |  |  |  |
| Greater Western               |  |  |  |  |
|                               |  |  |  |  |

New South Wales

| Jui | luaruiset |     |     |     |
|-----|-----------|-----|-----|-----|
| 5%  | 15%       | 33% | 31% | 17% |
| 4   | 13%       | 31% | 33% | 20% |
| 5%  | 14%       | 33% | 31% | 17% |
| 4   | 12%       | 31% | 33% | 20% |
| 3   | 11%       | 29% | 34% | 23% |
| 4   | 12%       | 30% | 34% | 21% |
| 3   | 11%       | 29% | 34% | 22% |
| 3   | 11%       | 29% | 34% | 22% |
|     |           |     |     |     |
| 4   | 13%       | 30% | 31% | 21% |

Poor Fair Good Very good Excellent

Standardised results

## Understanding the graphs

Percentages have been standardised to account for differences between area health services 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 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 area health service in New South Wales 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

| 14    | 17% | 38% | 40% |
|-------|-----|-----|-----|
| 14    | 19% | 35% | 40% |
| 2 6%  | 21% | 37% | 34% |
| 1 8%  | 19% | 33% | 40% |
| 12 12 | 2%  | 36% | 50% |
| 3 1   | 4%  | 36% | 46% |
| 13    | 15% | 34% | 46% |
| 13    | 15% | 38% | 43% |
|       |     |     |     |
| 14    | 17% | 36% | 42% |

# South Eastern Sydney Illawarra Sydney South West Sydney West North Coast Greater Southern Hunter New England Greater Western

**New South Wales** 

Northern Sydney Central Coast

South Eastern Sydney Illawarra

Sydney South West

Sydney West

North Coast

Greater Southern

Hunter New England

Greater Western

**New South Wales** 

Northern Sydney Central Coast

| Star | Standardised results |     |     |  |  |  |
|------|----------------------|-----|-----|--|--|--|
| 14   | 18%                  | 39% | 38% |  |  |  |
| 14   | 16%                  | 38% | 41% |  |  |  |
| 14   | 18%                  | 39% | 37% |  |  |  |
| 14   | 17%                  | 39% | 39% |  |  |  |
| 13   | 14%                  | 36% | 46% |  |  |  |
| 13   | 15%                  | 38% | 43% |  |  |  |
| 14   | 16%                  | 38% | 41% |  |  |  |
| 14   | 17%                  | 39% | 40% |  |  |  |
|      |                      |     |     |  |  |  |
| 14   | 17%                  | 36% | 42% |  |  |  |

Fair Good Very good Excellent



Poor

Very good Excellent

## Standardised results

| 14 | 21% | 39% | 34% |
|----|-----|-----|-----|
| 14 | 20% | 39% | 37% |
| 14 | 22% | 40% | 33% |
| 14 | 20% | 39% | 36% |
| 13 | 17% | 38% | 42% |
| 13 | 19% | 39% | 38% |
| 14 | 20% | 39% | 37% |
| 14 | 20% | 39% | 37% |
|    |     |     |     |
| 14 | 21% | 36% | 38% |

Good

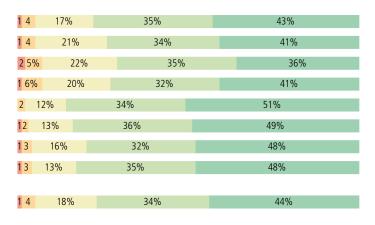
# Staff teamwork

Day only patients, 2009 Actual results



# Courtesy of nurses

Day only patients, 2009 Actual results



| Northern Sydney Central Coast  |  |  |  |  |
|--------------------------------|--|--|--|--|
| South Eastern Sydney Illawarra |  |  |  |  |
| Sydney South West              |  |  |  |  |
| Sydney West                    |  |  |  |  |
| North Coast                    |  |  |  |  |
| Greater Southern               |  |  |  |  |
| Hunter New England             |  |  |  |  |
| Greater Western                |  |  |  |  |
|                                |  |  |  |  |

**New South Wales** 

Standardised results

Fair Good Very good Excellent

| 13 | 17% | 36% | 42% |
|----|-----|-----|-----|
| 13 | 17% | 36% | 42% |
| 14 | 19% | 37% | 39% |
| 14 | 18% | 37% | 41% |
| 13 | 15% | 34% | 48% |
| 13 | 15% | 35% | 47% |
| 13 | 17% | 36% | 43% |
| 13 | 16% | 35% | 46% |
|    |     |     |     |
| 14 | 18% | 34% | 44% |
|    |     |     |     |

# Courtesy of the person who admitted them

Day only patients, 2009

Actual results

| 13   | 19% | 38% | 38% |
|------|-----|-----|-----|
| 14   | 23% | 35% | 37% |
| 2 5% | 26% | 35% | 33% |
| 1 6% | 25% | 32% | 36% |
| 3 12 | 2%  | 35% | 49% |
| 13   | 13% | 37% | 46% |
| 3    | 15% | 37% | 44% |
| 12   | 15% | 38% | 43% |
|      |     |     |     |
| 14   | 20% | 36% | 40% |

Northern Sydney Central Coast South Eastern Sydney Illawarra Sydney South West Sydney West North Coast Greater Southern Hunter New England Greater Western

#### **New South Wales**

## Poor Fair Good Very good Excellent

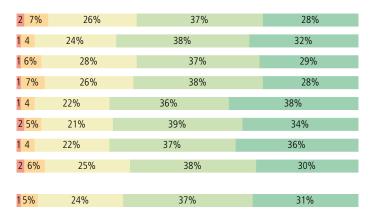
## Standardised results

Poor

| 14 | 20% | 38% | 38%  |
|----|-----|-----|------|
| 14 | 20% | 50% | 5070 |
| 14 | 20% | 38% | 37%  |
| 14 | 22% | 39% | 34%  |
| 14 | 22% | 39% | 35%  |
| 13 | 15% | 35% | 46%  |
| 13 | 16% | 36% | 44%  |
| 13 | 18% | 37% | 42%  |
| 13 | 18% | 37% | 42%  |
|    |     |     |      |
| 14 | 20% | 36% | 40%  |

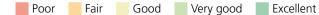
## Cleanliness of the room

Day only patients, 2009 Actual results



| Northern Sydney Central Coast  |
|--------------------------------|
| South Eastern Sydney Illawarra |
| Sydney South West              |
| Sydney West                    |
| North Coast                    |
| Greater Southern               |
| Hunter New England             |
| Greater Western                |
|                                |

**New South Wales** 



## Standardised results

| 2 6% | 28% | 39% | 25% |
|------|-----|-----|-----|
| 14   | 22% | 39% | 33% |
| 15%  | 25% | 39% | 29% |
| 15%  | 25% | 39% | 29% |
| 14   | 22% | 39% | 34% |
| 15%  | 24% | 39% | 31% |
| 14   | 22% | 39% | 33% |
| 1 6% | 27% | 39% | 27% |
|      |     |     |     |
| 15%  | 24% | 37% | 31% |

## Hospital well organised

Day only patients, 2009 Actual results

| 2 | 21% | 77% |
|---|-----|-----|
| 2 | 23% | 75% |
| 2 | 24% | 74% |
| 2 | 25% | 73% |
| 1 | 14% | 85% |
| 1 | 19% | 81% |
| 1 | 16% | 82% |
| 1 | 21% | 78% |
|   |     |     |
| 2 | 21% | 78% |

# Northern Sydney Central Coast South Eastern Sydney Illawarra Sydney South West Sydney West North Coast Greater Southern Hunter New England Greater Western

**New South Wales** 

# Not at all organised

Somewhat organised Very organised

### Standardised results

| 1 | 21% | 78% |
|---|-----|-----|
| 1 | 20% | 78% |
| 1 | 20% | 79% |
| 1 | 20% | 79% |
| 1 | 14% | 85% |
| 1 | 18% | 80% |
| 1 | 17% | 82% |
| 1 | 20% | 79% |
|   |     |     |
| 2 | 21% | 78% |

# Treated with respect and dignity

Day only patients, 2009 Actual results

| 1 12%             | 87% | 1 |
|-------------------|-----|---|
| 2 11%             | 87% |   |
| 3 15%             | 83% |   |
| 2 14%             | 84% |   |
| 1 7%              | 92% |   |
| 1 9%              | 91% |   |
| <mark>1 9%</mark> | 89% |   |
| 2 9%              | 90% |   |
|                   |     |   |
| 2 11%             | 87% |   |
|                   |     |   |

| Northern Sydney Central Coast  |  |  |
|--------------------------------|--|--|
| South Eastern Sydney Illawarra |  |  |
| Sydney South West              |  |  |
| Sydney West                    |  |  |
| North Coast                    |  |  |
| Greater Southern               |  |  |
| Hunter New England             |  |  |
| Greater Western                |  |  |
|                                |  |  |

**New South Wales** 

| 0                | Standardised results |     |
|------------------|----------------------|-----|
| st 1             | 9%                   | 89% |
| a <mark>1</mark> | 9%                   | 90% |
|                  | 2 11%                | 87% |
| 1                | 9%                   | 89% |
| 1                | 7%                   | 92% |
| 1                | 8%                   | 91% |
| 1                | 9%                   | 90% |
| 1                | 8%                   | 91% |
|                  |                      |     |
| 1                | 2 11%                | 87% |

No Yes, sometimes Yes, always

## Understanding the graphs

Percentages have been standardised to account for differences between area health services 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.

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.