

At a Glance

INSIGHTS INTO CARE

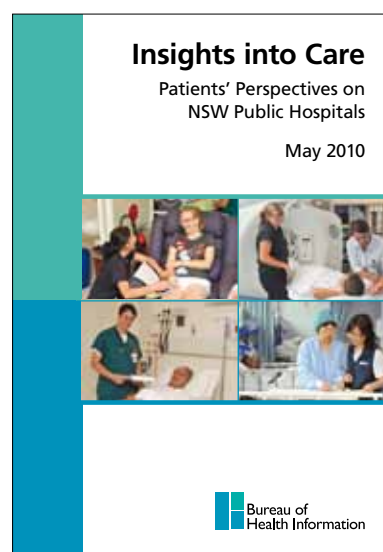
PATIENTS' PERSPECTIVES ON NSW PUBLIC HOSPITALS

The Bureau of Health Information's inaugural report *Insights into Care: Patients' Perspectives on NSW Public Hospitals* looks closely at the care experiences of the patients who spend a day, or one or more nights, in NSW public hospitals each year.

The report helps us understand patients' views on care in NSW public hospitals and how to improve care. It tells us what matters most to patients is teamwork – doctors and nurses working together. To the patients of NSW excellence in hospital care is more than professional competency and appropriate use of technology – it is about a caring culture.

The report provides comparative information across large public hospitals about the **key care experiences that matter to patients:**

- Staff teamwork
- Courtesy of nurses
- Courtesy of the person who admitted the patient
- Treated with dignity and respect
- Cleanliness of the room
- Hospital well organised
- Availability of nurses.



Insights into Care Patients' Perspectives on NSW Public Hospitals

Published May 2010
Available at www.bhi.nsw.gov.au

Want to learn about patients' perspectives on public hospitals in your area?

Patient ratings of care experiences across area health services and large public hospitals in NSW are available from the Bureau in the *NSW Area Health Services Report* and the *NSW Public Hospitals Report* at www.bhi.nsw.gov.au.

*...what matters most to patients is
teamwork – doctors and nurses working
together to create a caring culture...*

What we did

In 2009 over 20,000 people completed the NSW Health Patient Survey to share information about their experiences in public hospitals. The survey included extensive information and the Bureau analysed the responses to determine what mattered most about care experiences from the patients' perspective.

The Bureau's analyses focused on three key areas:

- First, it examined the responses from patients who reported high quality of care, with the aim of identifying the key drivers of excellence and to underline what people working in hospitals are doing well and should continue to do.
- Second, it focused on the feedback from people who offered fair or poor ratings of care to identify circumstances that healthcare workers should avoid if they are to improve care experiences for all patients.
- Third, it compared area health services and large public hospitals in NSW. It did this as fairly as possible by taking account, in the comparisons, of differences between regions and hospitals in patient characteristics, such as age, that influence ratings.

What we learnt

Most patients across NSW have positive care experiences

Most **overnight** patients (individuals who stayed for one or more nights in a public hospital) rated their care as excellent (34%), very good (34%) or good (22%). A minority reported it to be fair (8%) or poor (3%).

Most **day only** patients (individuals who spent the day in a public hospital receiving a test, surgery or other procedure) rated care as excellent (42%), very good (36%) or good (17%), while a minority reported it to be fair (4%) or poor (1%).

Staff teamwork matters most to patients

Among patients who offered excellent ratings and patients who offered poor or fair ratings, how well the doctors and nurses worked together was the main factor that influenced their rating.

Many overnight patients rated staff teamwork as excellent (29%) and a larger proportion of day only patients rated staff teamwork as excellent (38%).

Less than two per cent of patients who gave poor or fair ratings to overall care rated staff teamwork as excellent.

Public hospitals with higher patient ratings are located across NSW

The Bureau identified hospitals with higher and lower patient ratings of overall care from the 38 large public hospitals in NSW.

The percentage of overnight or day only patients who gave excellent ratings to care was twice as high in the highest performing hospital as in the lowest performing hospital.

Figures 1 and 2 show patient ratings of overall care in hospitals with higher and lower patient ratings for overnight and day only patients, respectively.

There is no region that is home to all of the large public hospitals that are higher or lower performing in terms of patient ratings of care.

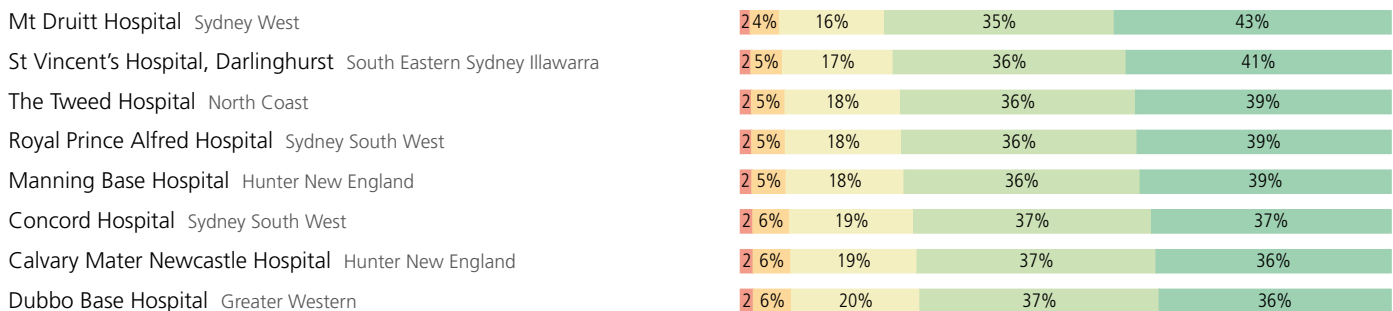
The percentage of overnight or day only patients who gave excellent ratings to care was twice as high in the highest performing hospital as in the lowest.

Overnight patient ratings of care by hospital and region in 2009

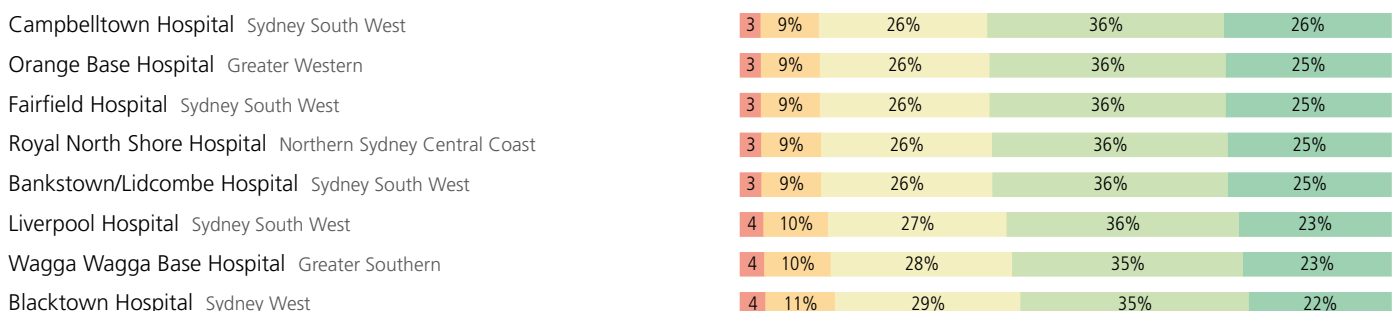
Overnight patients stayed one or more nights in a public hospital.

Figure 1 Comparisons of standardised ratings of **overnight** patients' care experiences in large public hospitals with higher and lower patient ratings*

Public hospitals with higher patient ratings



Public hospitals with lower patient ratings

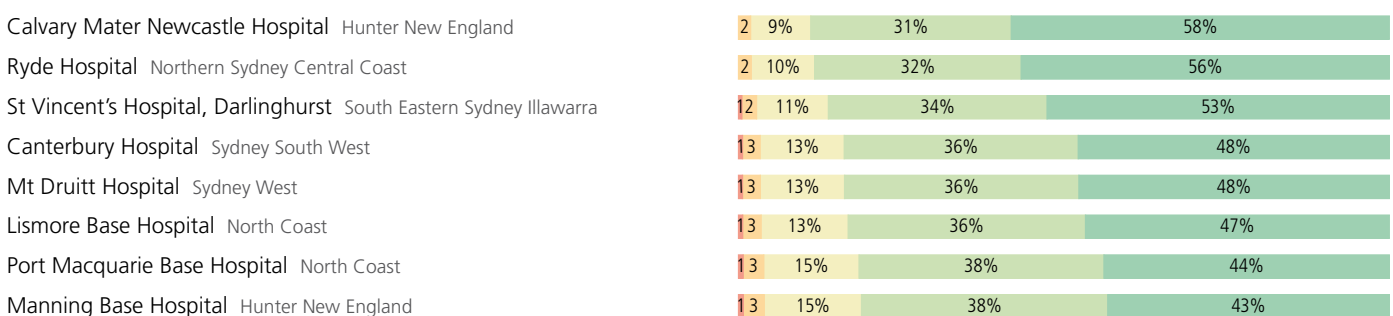


Day only patient ratings of care by hospital and region in 2009

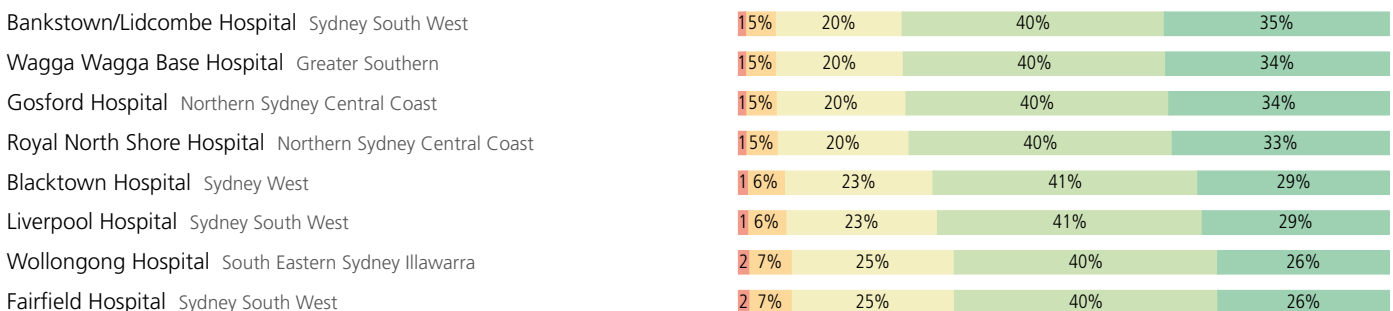
Day only patients spent the day in a public hospital receiving a test, surgery or other procedure.

Figure 2 Comparisons of standardised ratings of **day only** patients' care experiences in large public hospitals with higher and lower patient ratings*

Public hospitals with higher patient ratings



Public hospitals with lower patient ratings



* Hospitals with higher patient ratings are those in the top 20 per cent of large public hospitals. Hospitals with lower patient ratings are those in the bottom 20 per cent.

The way forward

This first report from the Bureau of Health Information shows clearly that patients are calling out for improvements, and that improvement in staff teamwork, between doctors and nurses, is the action most likely to change a fair or poor patient care experience into an excellent one.

This report provides strong evidence about what determines patients' perspectives of excellence in care and areas where improvements are still necessary. It also gives insight into issues in care that could lead to significant improvements in patients' experiences. By learning about the first-hand experiences that most matter to patients, and observing that these insights are also raised at a clinical and system management level, people who work in healthcare can better focus their efforts to improve care.

The report... gives insight into issues in care that could lead to significant improvements in patients' experiences.

What's next?

In 2010 the Bureau of Health Information will publish regular reports on the performance of the NSW public health system. In August it will release information on the performance of hospitals including emergency and surgical care sectors. Later in the year it will release an annual report that benchmarks the performance of the NSW public health system against other comparable health systems.

Download the report

The report, *Insights into Care: Patients' Perspectives on NSW Public Hospitals*, related reports and supplements are available at www.bhi.nsw.gov.au.

The suite of products includes:

- *Insights into Care: Patients' Perspectives on NSW Public Hospitals*
- *Insights into Care: NSW Area Health Services Report*
- *Insights into Care: NSW Public Hospitals Report*
- *Insights into Care: Data Quality Supplement*
- *Insights into Care: Technical Supplement.*

About the Bureau

The Bureau of Health Information was established following the *Special Commission of Inquiry into Acute Care Services in NSW Public Hospitals* (Garling inquiry) to report on quality and safety of patient care.

The Bureau is an independent, board-governed organisation established by the NSW Government to be the leading source of information on the performance of the public health system in NSW.

The Bureau will provide the community, health care professionals and the NSW Parliament with timely, accurate and comparable information about the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and well-being of people in NSW.

How to contact the Bureau

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