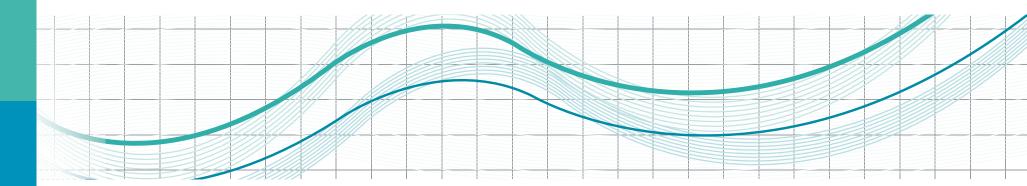
Insights into Care

NSW Public Hospitals Report

South Eastern Sydney Illawarra Area Health Service

May 2010





RESULTS BY PUBLIC HOSPITAL IN SOUTH EASTERN SYDNEY ILLAWARRA 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 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 nonstandardised 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 South Eastern Sydney Illawarra 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

2 8%	23%	39%	29%
3 9%	26%	31%	32%
2 3 17%		39%	39%
2 6%	36%	19%	36%
7% 13%		50%	30%
5% 9%	26%	29%	31%
2 6% 20	0%	34%	38%
3 7%	22%	35%	33%
3 8%	22%	34%	34%

	S
Prince of Wales Hospital	2
St George Hospital	3
St Vincent's Hospital, Darlinghurst	2
Sutherland Hospital	3
Sydney/Sydney Eye Hospital	2
Wollongong Hospital	3
Other South Eastern Sydney Illawarra	2
	_
South Eastern Sydney Illawarra	2
New South Wales	3

	Poo	r 📕 Fair	Good 📃 Very good	Excellent		
	Standardised results					
	2 7%	22%	37%	32%		
	3 7%	23%	37%	30%		
t	2 5%	17%	36%	41%		
	3 8%	23%	37%	29%		
	2 7%	22%	37%	32%		
	3 8%	25%	37%	27%		
ra	2 5%	19%	37%	37%		
	_					
a	2 7%	21%	37%	33%		
	3 8%	22%	34%	34%		

Staff teamwork

Overnight patients, 2009 Actual results

2 8%	24%	37%	27%
3 7%	27%	37%	26%
2 5%	23%	32%	38%
2 11%	32%	17%	38%
3 20	1%	57%	20%
4 11%	27%	31%	27%
1 7%	26%	36%	30%
2 8%	25%	36%	29%
2 8%	25%	36%	29%

	2
Prince of Wales Hospital	2
St George Hospital	2
St Vincent's Hospital, Darlinghurst	1
Sutherland Hospital	2
Sydney/Sydney Eye Hospital	2
Wollongong Hospital	3
Other South Eastern Sydney Illawarra	2
South Eastern Sydney Illawarra	2

New South Wales

Standardised results					
2 7%	25%	39%	28%		
2 8%	25%	38%	27%		
1 5%	20%	38%	35%		
2 7%	24%	39%	29%		
2 8%	26%	38%	25%		
3 9%	28%	37%	23%		
2 7%	24%	39%	29%		
2 7%	24%	38%	28%		
2 8%	25%	36%	29%		

Poor Fair Good Very good Excellent

Courtesy of nurses

Overnight patients, 2009 Actual results



Prince of Wales Hospital			
St George Hospital			
St Vincent's Hospital, Darlinghurst			
Sutherland Hospital			
Sydney/Sydney Eye Hospital			
Wollongong Hospital			
Other South Eastern Sydney Illawarra			
South Eastern Sydney Illawarra			
New South Wales			

		· J				
Standardised results						
1 6%	22%	37%	34%			
1 6%	23%	37%	33%			
1 6%	21%	37%	36%			
1 6%	23%	37%	32%			
1 7%	23%	37%	32%			
1 6%	22%	37%	33%			
1 5%	20%	36%	38%			
		2724	274			
1 6%	22%	37%	35%			
1 7%	22%	35%	35%			

Poor Fair Good Very good Excellent

Courtesy of the person who admitted them

Overnight patients, 2009 Actual results

2 3	22%	38%	35%	
1 5%	21%	36%	36%	
1 5%	18%	34%	42%	
2 2	33%	22%	40%	
3	13%	60%	23%	
1 6%	25%	28%	40%	
13	19%	38%	40%	
14	21%	36%	37%	
1 5%	21%	35%	38%	

Prince of Wales Hospital
St George Hospital
St Vincent's Hospital, Darlinghurst
Sutherland Hospital
Sydney/Sydney Eye Hospital
Wollongong Hospital
Other South Eastern Sydney Illawarra

South Eastern Sydney Illawarra **New South Wales**

10			very good	Excellent			
Standa	Standardised results						
14	21%	37%		37%			
14	21%	37%		36%			
14	18%	36%		41%			
1 5%	22%	38%		34%			
1 5%	24%	38	%	32%			
1 5%	22%	37%		35%			
14	18%	36%		41%			

Poor Fair Good Very good Excellent

14	20%	37%	38%
15%	21%	35%	38%

INSIGHTS INTO CARE NSW PUBLIC HOSPITALS REPORT MAY 2010 www.bhi.nsw.gov.au

Cleanliness of the room

Overnight patients, 2009 Actual results



	36
Prince of Wales Hospital	3
St George Hospital	4
St Vincent's Hospital, Darlinghurst	2
Sutherland Hospital	3
Sydney/Sydney Eye Hospital	3
Wollongong Hospital	3
Other South Eastern Sydney Illawarra	2
	_
South Eastern Sydney Illawarra	3
New South Wales	3

Poor Fair Good Very good Excellent

Standardised results

3	10%	31%		35%		20%	
4	12%	34	1%	33%		17%	
2	6%	23%	3	38%		31%	
3	9%	29%		36%		23%	
3	8%	29%		36%		24%	
3	10%	32%		35%		20%	
2	6%	24%	-	38%		31%	
2	0.04	200/		260/		2.40/	
3	9%	29%		36%		24%	
3	10%	28%		34%		25%	

Treated with respect and dignity

Overnight patients, 2009 Actual results

3	17%	80%
3	17%	80%
4	14%	82%
4	17%	78%
1	4%	86%
5%	19%	76%
2	13%	85%
2	100/	040/
3	16%	81%
3	16%	81%

Prince of Wales Hospital St George Hospital St Vincent's Hospital, Darlinghurst Sutherland Hospital Sydney/Sydney Eye Hospital Wollongong Hospital Other South Eastern Sydney Illawarra

South Eastern Sydney Illawarra **New South Wales**

Yes, sometimes Yes, always No

Sta	andardised	l results
3	14%	83%
3	16%	81%
2	13%	84%
3	17%	79%
2	12%	86%
3	18%	78%
2	11%	87%
3	15%	83%
3	16%	81%

Availability Overnight pat Actual results	of nurses ients, 2009					Poor	Fair Good	Very good Exce	ellent
4 14%	32%	33%	17%	Prince of Wales Hospital	4		32%	33%	19%
6% 10%	34%	31%	19%	St George Hospital	4	13%	31%	33%	19%
5% 12%	32%	31%	21%	St Vincent's Hospital, Darlinghurst	4	12%	31%	33%	20%
7% 11%	30%	36%	16%	Sutherland Hospital	4	12%	31%	33%	20%
11%	37%	37%	15%	Sydney/Sydney Eye Hospital	5%	15%	33%	31%	17%
7% 15%	26%	34%	18%	Wollongong Hospital	4	13%	32%	32%	18%
2 11%	27%	37%	23%	Other South Eastern Sydney Illawarra	3	10%	28%	35%	24%
5% 12%	31%	33%	19%	Couth Fostern Cudnou Illouranno	4	13%	31%	33%	20%
4 13%	30%	31%	21%	South Eastern Sydney Illawarra New South Wales	4		30%	31%	20%

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.

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 South Eastern Sydney Illawarra 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

13	26%	30%	40%		
1 9%	23%	32%	36%		
1 <mark>3</mark> 129	%	36%	48%		
9%	20%	36%	34%		
6%	18%	38%	38%		
6% 4	27%	34%	29%		
3 15%		38%	44%		
14	19%	35%	40%		
14	17%	36%	42%		

Prince of Wales Hospital					
St George Hospital					
St Vincent's Hospital, Darlinghurst					
Sutherland Hospital					
Sydney/Sydney Eye Hospital					
Wollongong Hospital					
Other South Eastern Sydney Illawarra					
South Eastern Sydney Illawarra					
New South Wales					

		1 dill	0000	very	good	Excellent			
Standardised results									
13	16%		38%			42%			
1 4 19%			40%		36%				
12	11%	349	6			53%			
14	17%		39%			39%			
14	18%		40%	D		37%			
2 7%	0 2	25%		40%		26%			
13	15%		38%			44%			
14	16%		38%			41%			
14	17%		36%			42%			

Poor Fair Good Very good Excellent



Day only patients, 2009 Actual results

12 2	26%	34%		38%	
3 6%	30%	31%		31%	
3 189	%	33%		45%	
2 2	30%	33%		33%	
5%	27%	29%		39%	
4 5%	35%		30%	27%	
4 169	6	41%		39%	
		• • • • (
1 4	24%	34%		37%	
14	21%	36%		38%	

Prince of Wales Hospital
St George Hospital
St Vincent's Hospital, Darlinghurst
Sutherland Hospital
Sydney/Sydney Eye Hospital
Wollongong Hospital
Other South Eastern Sydney Illawarra
South Eastern Sydney Illawarra

outh	Eastern	Sydney	Illawarra
	New So	uth Wa	les

Poor	Fair	Good	Very good	Excellent

Standardised results

13	17%	3	38%		41%		
15%	24%		40%		30%		
12	<mark>14%</mark> 36				47%	47%	
14	4 20%		40%		36%		
14	22%		40%		34%		
2 7%		31%	39%		22%		
13	18%		39%			40%	
14	20%	39%			37%		
14	21%	21% 36%			38%		

Courtesy of nurses

Day only patients, 2009 Actual results



Prince of Wales Hospital					
St George Hospital					
St Vincent's Hospital, Darlinghurst					
Sutherland Hospital					
Sydney/Sydney Eye Hospital					
Wollongong Hospital					
Other South Eastern Sydney Illawarra					
South Eastern Sydney Illawarra					
New South Wales					

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	P	oor	Fair	Good	Very	/ good	Excellent		
	Standardised results								
	13	17%		36%			43%		
	13	18%		37%			41%		
	13	14%		34%			49%		
	13	15%		35%			46%		
	14	21%		38	%		36%		
	1 5%	24%	0		38%		32%		
а	13	17%		36%			43%		
	_								
	13	17%		36%			42%		
	14	18%		34%			44%		

Courtesy of the person who admitted them

Day only patients, 2009 Actual results

4	29%	34%	33%
1 7%	22%	39%	32%
14	19%	37%	40%
5%	18%	38%	40%
8%	25%	31%	36%
4 6%	269	6 37%	27%
12	20%	32%	44%
14	23%	35%	37%
14	20%	36%	40%

Prince of Wales Hospital				
St George Hospital				
St Vincent's Hospital, Darlinghurst				
Sutherland Hospital				
Sydney/Sydney Eye Hospital				
Wollongong Hospital				
Other South Eastern Sydney Illawarra				

South Eastern Sydney Illawarra
New South Wales

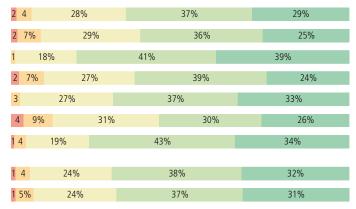
Pc	oor 📒 F	air	Good 📃 Ve	ery good	E	xcellent	
Standardised results							
14	21%		39%			35%	
14	20%		39%			37%	
13	17%		37%			42%	
13	15%		36%		4	46%	
14	23%		39%			32%	
2 6%	2	8%	3	9%		26%	
13	17%		37%			42%	
	2001		2001			270/	
14	20%		38%			37%	
14	20%		36%			40%	

Cleanliness of the room

Day only patients, 2009 Actual results

21%

2



Prince of Wales Hospital	1
St George Hospital	
St Vincent's Hospital, Darlinghurst	1
Sutherland Hospital	1
Sydney/Sydney Eye Hospital	1
Wollongong Hospital	
Other South Eastern Sydney Illawarra	1
South Eastern Sydney Illawarra	1
South Eastern Syuney mawarra	
New South Wales	

			, ,	
Standa	rdised results			
14	23%	40%		31%
1 5%	27%	40'	%	27%
<mark>13</mark> 1	5%	37%		44%
1 5%	25%	40%		28%
1 5%	24%	40%		30%
2 7%	32%		38%	21%
14	21%	40%		34%
14	22%	39%		33%
1 5%	24%	37%		31%

78%

21%

2

Poor Fair Good Very good Excellent

Hospital well orga Day only patients, 2009			Not at all organised	d 🧧 Somewhat organised 📃 Very organised
Actual results			Standardised results	
1 19%	79%	Prince of Wales Hospital	1 14%	85%
4 23%	73%	St George Hospital	1 20%	78%
1 12%	86%	St Vincent's Hospital, Darlinghurst	1 10%	89%
7% 21%	71%	Sutherland Hospital	2 24%	75%
1 32%	66%	Sydney/Sydney Eye Hospital	3 33%	64%
4 34%	63%	Wollongong Hospital	3 34%	64%
1 23%	76%	Other South Eastern Sydney Illawarra	1 20%	78%
2 23%	75%	South Eastern Sydney Illawarra	1 20%	78%

New South Wales

78%

Treated with respect and dignity Yes, sometimes No Yes, always Day only patients, 2009 Actual results Standardised results 2 11% 87% Prince of Wales Hospital 92% 1 7% 80% St George Hospital 2 12% 87% 3 17% 91% St Vincent's Hospital, Darlinghurst 1 6% 93% 8% 85% Sutherland Hospital 1 9% 90% 15% 3 9% 88% Sydney/Sydney Eye Hospital 1 10% 88% 79% Wollongong Hospital 2 82% 16% 90% 92% Other South Eastern Sydney Illawarra 10% 1 7% 2 11% 87% 90% South Eastern Sydney Illawarra 1 9% 87% 87% 2 11% **New South Wales** 2 11%

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.

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.