

Emergency Department Patient Survey 2020–21

Development Report

June 2021

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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

The Emergency Department Patient Survey (EDPS) is a core component of the NSW Patient Survey Program, which provides essential system-wide intelligence about patient experience to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust and representative comparative patient experience information at hospital, local health district (LHD) and State level. It plays a distinct and complementary role alongside current and emergent real-time feedback regarding patients' experiences in emergency departments (EDs) which can inform day-to-day local improvement.

As part of the NSW Patient Survey Program Strategy (2019–22), the Bureau of Health Information (BHI) is reforming the survey program. As well as addressing the timeliness and usefulness of results to inform improvements, BHI is reviewing the survey length and structure to minimise the burden on patients, maximise the value of results and improve response rates to the survey.

The overall aim of reviewing the 2019–20 EDPS questionnaire was to make the 2020–21 questionnaire shorter and more focused, while preserving essential evidence-based content entrenched in what matters to patients and clinicians. It also needed to continue to support key performance indicators and key aspects of accreditation. The new approach aims to maintain a set of core questions across BHI surveys, while enabling an agile inclusion of one-off or periodic modules to meet particular needs for additional information.

Development of the 2020–21 EDPS questionnaire

2019 pilot

The 2020–21 EDPS questionnaire was developed following a pilot of a shorter questionnaire during 2019. This pilot was prompted by feedback from LHDs that the existing 91-question survey generated a volume of data that exceeded their ability to make best use of it. The pilot was also intended to assess the impact of using a shorter questionnaire on response rates.

BHI sought feedback from LHD patient experience leads and ED clinicians (via the Agency for Clinical Innovation (ACI's) Emergency Care Institute) regarding the importance, relevance and actionability of each survey question. Approximately one-quarter of questions were rated as 'low priority', another one-quarter were rated as 'medium priority' and the rest were identified as 'high priority'.

BHI sent the pilot questionnaire to approximately 5,000 patients who visited an ED in NSW in April 2019. The pilot was run at the same time as EDPS 2018–19, which had a sample size of approximately 10,000 patients.

An analysis of the results of the two questionnaires was conducted. The overall findings are:

- The pilot questionnaire achieved a comparable response rate to the EDPS 2018–19 questionnaire (22.5% compared with 22.3%, respectively). Response rates by age group were almost identical at the NSW level.
- More patients who answered the pilot questionnaire completed the full questionnaire, which resulted in fewer missing values. This was attributed to the pilot questionnaire being more streamlined, with fewer filter questions than the EDPS 2018–19 questionnaire.
- The responses to most of the questions common to the two questionnaires were similar.
- Responses to the pilot survey showed a small effect on some of the key performance indicator (KPI) questions, and that the impact was more frequently positive than negative.

- Variation was noted between the results for patients who completed the pilot questionnaire compared with those who completed the EDPS 2018–19 questionnaire within LHDs, although no consistent pattern was observed.

Finalising the 2020–21 EDPS questionnaire

Taking into account the findings of the pilot questionnaire, BHI undertook a final review to create a draft 2020–21 EDPS questionnaire. This draft was shared with a number of stakeholders for feedback, including ED clinicians (via ACI's Emergency Care Institute), the NSW Patient Survey Program Strategy Committee and the NSW Ministry of Health's Patient Experience and System Performance Division.

Following stakeholder feedback, the final 2020–21 EDPS questionnaire was created. The final questionnaire comprised 45 questions and includes:

- core patient-reported experience measures (PREMs) identified as the minimum dataset for other statewide PREMs collections, as approved by the NSW Health PRMs Strategic Steering Committee in 2018
- questions that contribute to the calculation of the KPIs included in LHD Service Agreements (Overall Patient Experience Index and Patient Engagement Index)
- questions identified as important drivers of patient experience through factor analysis undertaken by BHI
- questions identified as being of particular importance to clinicians and LHDs
- questions relevant for hospital accreditation against the Australian Safety and Quality in Health Care (ACSQHC) standards, particularly the Partnering with Consumers Standard
- questions identified as key statewide areas for improvement as reported in the BHI report *Healthcare in Focus – People's experiences of hospital care: Insights from five years of patient feedback* (released July 2020).

Many of the questions that were removed from the full EDPS questionnaire to create the pilot questionnaire were noted to have the potential to be incorporated in future supplementary modules focusing on specific topics, such as medication safety.

The following sections provide an overview and detailed outline of all changes that were made to the EDPS 2019–20 questionnaire to create the final EDPS 2020–21 questionnaire.

Overview of changes

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

New questions (in 2020–21 questionnaire)

- Q11, Q36.

Deleted questions (from 2019–20 questionnaire)

- Q1–2, Q7–13, Q15, Q22–23, Q26, Q32, Q35, Q38, Q41–47, Q52, Q55–59, Q61–63, Q67–77, Q82, Q84–85, Q87–90.

Deleted sections (from 2019–20 questionnaire)

- Triage –The Initial Assessment
- Children
- Tests
- Purpose of visit.

Modified questionnaire content (in 2020–21 questionnaire)

- Modified questions and/or response options:
 - Q1–6, Q8–9, Q12, Q18, Q21, Q26–32, Q35, Q40, Q42–45.
- Modified sections:
 - Arrival
 - Care and Treatment
 - Overall Experience
 - Comments.

Details of changes

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q1	N/A	N/A	Deleted What was your <u>main</u> form of transport to the emergency department (ED)?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q2	N/A	N/A	Deleted Was there a problem in finding a parking place near the ED?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q3	Q1	Was the signposting directing you to the ED easy to follow? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	Modified question and response option Removed 'of the hospital' from question wording 'Not applicable' response option added	This phrase was deleted as it was redundant. The new response option 'not applicable' was added to acknowledge that patients who arrive at the ED via ambulance will not have seen signposting.
Q4	Q2	Were the ED staff you met on your arrival polite and courteous?	Modified question and response option 'reception staff' changed to 'ED staff' Previous response option 'I didn't meet any reception staff' deleted	This question was broadened to refer to all ED staff as specifying reception staff was deemed unnecessary. This response option was removed to align with the new question wording. It was unnecessary as all patients would have met at least one member of ED staff.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q5	Q3	Did the ED staff give you enough information about what to expect during your visit? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	Modified question and response options 'you met on arrival' deleted from the question wording Previous response option 'Yes, completely' changed to 'Yes, definitely'	This question was shortened as the section heading and preceding Q2 have already established that this section refers to experiences on arrival. The response option was modified for grammatical reasons and for consistency with response options used throughout the questionnaire.
Q6	Q4	Did the ED staff tell you how long you might have to wait for treatment?	Modified question 'you met on arrival' deleted from the question wording 'would' changed to 'might'	This question was shortened as the section heading and preceding Q2–3 have already established that this section refers to experiences on arrival. The question wording was amended to avoid the implication that ED staff should be able to predict waiting times.
Q7	N/A	N/A	Deleted Was the waiting time given to you by the ED staff you met on arrival about right?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q8	N/A	N/A	Deleted Did you experience any of the following issues when in the waiting area?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q9	N/A	N/A	Deleted How clean was the waiting area in the ED?	This question was removed to reduce questionnaire length. Stakeholder feedback suggested that cleanliness in the treatment area (Q24) was more important to measure and monitor.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q10	N/A	N/A	Deleted 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?	This question was removed as waiting time information is available via administrative data.
Q11	N/A	N/A	Deleted Did you stay until you received treatment?	This question was removed as people who do not receive treatment in the ED are removed from the eligible sampling cohort for this survey. Additionally, this information is available via administrative data.
Q12	N/A	N/A	Deleted Why did you leave the ED before receiving treatment?	This question was removed as it is a follow-up question to the former Q11 and was therefore unnecessary.
Q13	N/A	N/A	Deleted After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?	This question was removed as waiting time information is available via administrative data.
Q14	Q5	While you were waiting to be treated, did the ED staff check on your condition? <ul style="list-style-type: none"> • Yes • No, but I would have liked them to check • No, but I didn't need them to check • Don't know/can't remember 	Modified question and response option 'the' added to ED staff in the question wording 'Did not' shortened to 'didn't' in the response option	The question wording was modified to align with the BHI style guide. The response option was modified to align with the BHI style guide.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q15	N/A	N/A	Deleted While you were waiting to be treated, did your symptoms or condition get worse?	This question was removed to reduce questionnaire length. Stakeholder feedback suggested that it was more important to ask whether anyone had checked on them while they were waiting (Q5).
Q16	Q6	Did the ED health professionals who treated you introduce themselves to you? <ul style="list-style-type: none"> • Yes, all of them • Some of them • Very few or none of them • Don't know/can't remember 	Modified question and response options Question wording changed from 'the health professionals' to 'the health professionals who treated you' 'introduced themselves' deleted from the response options	The question wording was modified for clarity. The response options were modified as the repetition of 'introduced themselves' was redundant.
Q17	Q7	Did the ED health professionals explain things in a way you could understand?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q18	Q8	Did you have enough time to discuss your health or medical problem with the ED health professionals? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	Modified question and response option 'doctors' changed to 'ED health professionals' 'I wasn't treated by a doctor' deleted from the response options	Stakeholder feedback highlighted that patients treated in the ED may not need, or be able, to distinguish between the roles of different health professionals. This response option was no longer applicable following the change in question scope.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q19	Q9	<p>During your ED visit, how much information about your condition or treatment was given to you?</p> <ul style="list-style-type: none"> • Not enough • The right amount • Too much • I didn't need this type of information 	<p>Modified response option</p> <p>Response option changed from 'Not applicable to my situation' to 'I didn't need this type of information'</p>	<p>This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs.</p> <p>The response option was modified for consistency with other BHI patient questionnaires.</p>
Q20	Q10	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p>	<p>Unchanged</p>	<p>This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs. It is also a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p> <p>The 2019 pilot tested the use of a statement 'I was involved as much as I wanted in making decisions about my treatment and care' from ACSQHC's Australian Hospital Patient Experience Question Set (AHPEQS). However, following stakeholder feedback, and for consistency across the survey, the statement was amended to be a question. Therefore, this question remains unchanged.</p>
N/A	Q11	<p>Did the ED health professionals listen carefully to any views and concerns you had?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't have any views and concerns 	<p>New</p>	<p>This is a new core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p> <p>The 2019 pilot questionnaire tested the use of a statement 'My views and concerns were listened to' from the AHPEQS. Following stakeholder feedback, and for consistency across the survey, the statement was amended to be a question.</p>

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q21	Q12	<p>If your family members or someone else close to you wanted to talk to the ED health professionals, did they get the opportunity to do so?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, they didn't get the opportunity • Not applicable to my situation • Don't know/can't say 	<p>Modified question and response option</p> <p>'ED staff' changed to 'ED health professionals'</p> <p>'Did not' shortened to 'didn't'</p>	<p>The question wording was modified to align with other questions in the Care and Treatment section that refer to 'ED health professionals'.</p> <p>The response option was modified for consistency with other BHI patient questionnaires and the BHI style guide.</p>
Q22	N/A	N/A	<p>Deleted</p> <p>How much information about your condition or treatment was given to your family, carer or someone else close to you?</p>	This question was removed as a result of stakeholder feedback that it was of low importance.
Q23	N/A	N/A	<p>Deleted</p> <p>Were you able to get assistance or advice from ED staff for your personal needs (e.g. for eating, drinking, going to the toilet, contacting family)?</p>	This question was removed as a result of stakeholder feedback that it was of low importance.
Q24	Q13	How would you rate how the ED health professionals worked together?	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs.
Q25	Q14	Did you have confidence and trust in the ED health professionals treating you?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q26	N/A	N/A	<p>Deleted</p> <p>Were the ED health professionals polite and courteous?</p>	This question was removed following stakeholder feedback that it wasn't necessary following the broadening of Q2 to refer to 'ED staff'.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q27	Q15	Overall, how would you rate the ED health professionals who treated you?	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs.
Q28	Q16	Did you ever receive contradictory information about your condition or treatment from the ED health professionals?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q29	Q17	Were the ED health professionals kind and caring towards you?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q30	Q18	Were you treated with respect and dignity while you were in the ED?	Modified question 'Did you feel you were' replaced with 'Were you'	The question wording was modified for consistency with other survey questions.
Q31	Q19	Were you given enough privacy during your visit to the ED?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q32	N/A	N/A	Deleted Were your cultural or religious beliefs respected by the ED staff?	This question was removed as performance has been consistently high over many survey years, which denotes a ceiling effect.
Q33	Q20	Did you have worries or fears about your condition or treatment while in the ED?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q34	Q21	Did the ED health professionals discuss your worries or fears with you? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	Modified question and response options 'an ED health professional' changed to 'the ED health professionals' 'Yes, completely' changed to 'Yes, definitely'	The question wording was modified for consistency with other survey questions. The response option was modified for grammatical reasons and for consistency with response options used throughout the questionnaire.
Q35	N/A	N/A	Deleted In your opinion, did the ED nurses who treated you know enough about your care and treatment?	Following the survey's shift towards asking about ED health professionals as a whole rather than about specific groups of health professionals such as doctors and nurses, this question was removed.
Q36	Q22	Were you ever in pain while in the ED?	Unchanged	This question is a necessary filter question for Q37.
Q37	Q23	Do you think the ED health professionals did everything they could to help manage your pain?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q38	N/A	N/A	Deleted Did you see ED health professionals wash their hands, or use hand gel to clean their hands, before touching you?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q39	Q24	How clean was the treatment area in the ED?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q40	Q25	While you were in the ED, did you feel threatened by other patients or visitors?	Unchanged	This is a core patient experience measure related to the construct of 'safety', which is routinely measured across NSW Patient Survey Program surveys.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q41	N/A	N/A	Deleted While you were in the ED, did you see or hear any aggressive or threatening behaviour towards ED staff?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q42	N/A	N/A	Deleted Were there things for your child to do (such as books, games and toys) in the ED?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.
Q43	N/A	N/A	Deleted Was the area in which your child was treated suitable for someone of their age group?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.
Q44	N/A	N/A	Deleted Did the ED staff provide care and understanding appropriate to the needs of your child?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.
Q45	N/A	N/A	Deleted During your visit to the ED, did you have any tests, X-rays or scans?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.
Q46	N/A	N/A	Deleted Did an ED health professional discuss the purpose of these tests, X-rays or scans with you?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q47	N/A	N/A	Deleted Did an ED health professional explain the test, X-ray or scan results in a way that you could understand?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.
Q48	Q26	What happened at the end of your ED visit? <ul style="list-style-type: none"> • I was admitted to the same hospital • I was transferred to a different hospital or healthcare facility • I went home or to stay with a friend, relative, or elsewhere 	Modified response option 'I went home or went to stay with a friend, relative, or elsewhere'	The additional 'went' was removed for grammatical reasons and to align with the BHI style guide.
Q49	Q27	Did you feel involved in decisions about your discharge from the ED? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't want or need to be involved 	Modified response options 'I didn't feel involved' deleted from the response option 'No, I didn't feel involved' 'Did not' shortened to 'didn't'	This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs. Response options were modified for consistency with response options used throughout the questionnaire.
Q50	Q28	Thinking about when you left the ED, were you given enough information about how to manage your care at home? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't need this type of information 	Modified response options 'I wasn't given enough information' deleted from the response option 'No, I wasn't given enough information' 'Did not' shortened to 'didn't'	This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs. Response options were modified for consistency with response options used throughout the questionnaire.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q51	Q29	<p>Was your family and home situation taken into account when you were discharged?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • It wasn't necessary • Don't know/can't remember 	<p>Modified question and response options</p> <p>Question wording changed from 'Did ED staff take your family and home situation into account when planning your discharge?'</p> <p>'Staff didn't take my home situation into account' deleted from the response option</p> <p>'No, staff didn't take my situation into account'</p> <p>'Was not' shortened to 'wasn't'</p>	<p>The question was modified to focus on the discharge process rather than ED staff.</p> <p>Response options were modified for consistency with response options used throughout the questionnaire.</p>
Q52	N/A	N/A	<p>Deleted</p> <p>Thinking about when you left the ED, were adequate arrangements made by the hospital for any services you needed?</p>	<p>This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.</p>
Q53	Q30	<p>Were you told who to contact if you were worried about your condition or treatment after you left hospital?</p>	<p>Modified question</p> <p>Question wording changed from 'Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?'</p>	<p>This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs.</p> <p>The question was modified to focus on the discharge process rather than ED staff.</p>

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q54	Q31	<p>Were you told about what signs or symptoms, related to your illness or treatment, to watch out for after you went home?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Modified question and response options</p> <p>Question wording changed from 'Thinking about your illness or treatment, did an ED health professional tell you about what signs or symptoms to watch out for after you went home?'</p> <p>'Yes, completely' changed to 'Yes, definitely'</p>	<p>This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs.</p> <p>The question was modified to focus on the discharge process and the provision of information rather than ED health professionals.</p> <p>This response option was modified for consistency with response options used throughout the questionnaire.</p>
Q55	N/A	N/A	<p>Deleted</p> <p>Were you given or prescribed any new medication to take at home?</p>	<p>This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.</p>
Q56	N/A	N/A	<p>Deleted</p> <p>Did an ED health professional explain the purpose of this medication in a way you could understand?</p>	<p>This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.</p>
Q57	N/A	N/A	<p>Deleted</p> <p>Did an ED health professional tell you about medication side effects to watch for?</p>	<p>This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.</p>
Q58	N/A	N/A	<p>Deleted</p> <p>Did you feel involved in the decision to use this medication in your ongoing treatment?</p>	<p>This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.</p>

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q59	N/A	N/A	Deleted Did an ED health professional tell you when you could resume your usual activities, such as when you could go back to work or drive a car?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q60	Q32	Were you provided with a document that summarised the care you received (e.g. a copy of the letter to your GP or a discharge summary)?	Modified question Question wording changed from '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 or a discharge summary)?'	The question was modified to focus on the discharge process and account for discharge summaries that are provided electronically.
Q61	N/A	N/A	Deleted Was your departure from the ED delayed – that is, before leaving the ED to go to a ward, another hospital, home, or elsewhere?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q62	N/A	N/A	Deleted Did a member of the ED staff explain the reason for the delay?	This question was removed because the preceding question was removed.
Q63	N/A	N/A	Deleted What were the main reasons for the delay?	This question was removed because the preceding question was removed.
Q64	Q33	Overall, how would you rate the care you received while in the ED?	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs. It is also a core patient experience measure, used routinely across NSW Patient Survey Program surveys.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q65	Q34	If asked about your experience in the ED by friends and family, how would you respond?	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs.
Q66	Q35	Did the care and treatment received in the ED help you?	Modified question 'you' deleted from 'treatment you received'	The response option was modified for consistency with other BHI patient questionnaires.
N/A	Q36	Did you need to return to this or any other ED within 48 hours of discharge? <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	The question was added to replace a previous question about problems/complications. Following its inclusion in the 2019 pilot, it was approved for ongoing use.
Q67	N/A	N/A	Deleted 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)	This question was removed as a result of stakeholder feedback that it was of low importance. Additionally, this information is available from administrative data.
Q68	N/A	N/A	Deleted Did you want to make a complaint about something that happened in the ED?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q69	N/A	N/A	Deleted Were you ever treated unfairly for any of the reasons below?	This question was removed as performance has been consistently high over many survey years, which denotes a ceiling effect.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q70	N/A	N/A	Deleted Not including the reason you came to the ED, during your visit or soon afterwards, did you experience any of the following complications or problems?	This question was replaced with the new Q36 to specifically ask whether respondents had to return to an ED within 48 hours.
Q71	N/A	N/A	Deleted Was the impact of this complication or problem...?	This question was removed because the preceding question was removed.
Q72	N/A	N/A	Deleted In your opinion, were members of the hospital staff open with you about this complication or problem?	This question was removed because the preceding question was removed.
Q73	N/A	N/A	Deleted What were your reasons for going to the ED?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q74	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 GP?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q75	N/A	N/A	Deleted In the month before visiting the ED, did you...?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q76	N/A	N/A	Deleted Before your visit to the ED, had you previously been to an ED for the same condition or something related to it?	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q77	N/A	N/A	Deleted In the past 12 months, how many times have you visited an ED for your own care?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q78	Q37	What year were you born?	Unchanged	This question is necessary to support analysis of results.
Q79	Q38	What is your gender?	Unchanged	This question is necessary to support analysis of results.
Q80	Q39	What is the highest level of education that you have <u>completed</u> ?	Unchanged	This question is necessary to support analysis of results.
Q81	Q41	Are you of Aboriginal origin, Torres Strait Islander origin, or both?	Unchanged	This question is necessary to support analysis of results.
Q82	N/A	N/A	Deleted Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in the ED?	The question only applies to a subset of respondents. In previous years, results for this question were not reportable across hospital and LHD levels due to low numbers.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q83–Q84	Q40	<p>Do you have longstanding health conditions that cause you difficulty with your day-to-day activities?</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 	<p>Modified question and response options</p> <p>Merged two previously separate questions: 'Which, if any, of the following longstanding conditions do you have (including age-related conditions)?'</p> <p>AND</p> <p>'Does this condition(s) cause you difficulties with your day-to-day activities?'</p> <p>'or' replaced with a ',' in the response option 'A longstanding physical condition (e.g. arthritis, spinal injury, multiple sclerosis)</p>	<p>The question wording was modified to identify longstanding health conditions that cause patients difficulty with their day-to-day activities.</p> <p>The response option was modified to align with the BHI style guide.</p>
Q85	N/A	N/A	<p>Deleted</p> <p>Are you a participant of the National Disability Insurance Scheme (NDIS)?</p>	<p>This question was removed as a result of stakeholder feedback that it was of low importance.</p>
Q86	Q42	<p>Which language do you mainly speak at home?</p> <ul style="list-style-type: none"> • English • A language other than English <p>What is that language? Please write below.</p>	<p>Modified response option</p> <p>Changed instructions from 'Please write in the language' to 'What is that language? Please write below'</p>	<p>This change was introduced to clarify the instruction.</p>

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q87	N/AN/A	N/AN/A	Deleted Did you need, or would have liked, to use an interpreter at any stage while you were in the ED?	In previous years, results for this question were not reportable across hospital and LHD levels due to low numbers. However, it is an important issue for culturally and linguistically diverse groups that could be addressed in a targeted question module.
Q88	N/A	N/A	Deleted Did the ED provide an interpreter when you needed one?	In previous years, results for this question were not reportable across hospital and LHD levels due to low numbers. However, it is an important issue for culturally and linguistically diverse groups that could be addressed in a targeted question module.
Q89	N/A	N/A	Deleted In general, how would you rate your health?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q90	N/A	N/A	Deleted Who completed this survey?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q91	Q43	Do you give permission for BHI to link your answers from this survey to health records related to you (the patient)?	Modified question 'the' deleted from 'the BHI'	The question wording was modified to appropriately reflect the BHI abbreviation.
Q92	Q44	What was the <u>best part</u> of the care you received while in this ED?	Modified question 'Best part' underlined	The formatting change was made to highlight the important component of the question.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q93	Q45	What <u>most needs improving</u> about the care you received while in this ED?	Modified question Question wording changed from 'What part of your care provided by this ED most needs improving?' 'Most needs improving' underlined	The question was modified to highlight the important component of the question.
Q4–9	Q1–5	ARRIVAL	Modified section heading 'ON ARRIVAL' changed to 'ARRIVAL'	The heading was shortened for clarity and readability.
Q10–15	N/A	N/A	Deleted section TRIAGE – THE INITIAL ASSESSMENT	All but one question related to this section was removed. After the remaining question was moved to the 'Arrival' section, the 'Triage' section was no longer required.
Q16–41	Q6–25	CARE AND TREATMENT	Modified section heading 'TREATMENT AND CARE' changed to 'CARE AND TREATMENT'	The section heading was modified for clarity and readability.
Q42–44	N/A	N/A	Deleted section CHILDREN	All questions in this section were removed following stakeholder feedback that they were only applicable to a subset of respondents. As such the section was no longer required.
Q45–47	N/A	N/A	Deleted section TESTS	All questions in this section were removed following stakeholder feedback that they were only applicable to a subset of respondents. As such the section was no longer required.

Question # 2019–20	Question # 2020–21	Updated question (as it appears in 2020–21 questionnaire)	Change from 2019–20	Rationale
Q64–72	Q33–36	OVERALL EXPERIENCE	Modified section heading 'OVERALL' changed to 'OVERALL EXPERIENCE'	The section heading was modified for clarity.
Q73–77	N/A	N/A	Deleted section PURPOSE OF VISIT	All questions related to this section were removed following stakeholder feedback that they were only applicable to a subset of respondents. As such the section was no longer required.
Q92–93	Q44–45	COMMENTS	Modified section heading 'YOUR FINAL COMMENTS' changed to 'COMMENTS'	Asking respondents to provide comments was considered more appropriate than asking for 'final' comments.