

Emergency Department Patient Survey 2021–22

Development Report

October 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 Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system. BHI manages the NSW Patient Survey Program on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their experiences of care in the healthcare system and subsequent outcomes, using evidence-based, validated survey instruments.

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 from patients about their experiences in emergency departments (EDs), which can inform day-to-day local improvement.

In mid-2021, BHI reviewed the EDPS 2020–21 questionnaire to inform any content changes needed for the 2021–22 questionnaire. This document summarises the changes to the EDPS 2020–21 questionnaire for EDPS 2021–22. Please refer to the previous EDPS development reports available at bhi.nsw.gov.au for information about how previous questionnaires were developed. These reports include information about stakeholder consultation and engagement, questionnaire development and sampling methodology, and more development notes.

Review of the Emergency Department Patient Survey

As part of the NSW Patient Survey Program Strategy 2019–22, BHI undertook a major review of the EDPS questionnaire in 2020 with the aim of ensuring timely and useful results to inform system-wide improvements. BHI reviewed the length and structure of the questionnaire to minimise the burden on patients, maximise the value of results and improve response rates to the survey. The result was a shorter EDPS 2020–21 questionnaire.

In 2021, BHI reviewed the shorter EDPS 2020–21, focusing on identifying any questions that were not performing as expected. We undertook a historical data scan including a quantitative review of the survey's performance. This quantitative data review provided insights into how questions performed as part of the short-form questionnaire that was used for the first time in 2020–21.

As part of the review, we also aligned the questionnaire content with the latest Adult Admitted Patient Survey 2021 and adopted the new 'Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables 2020', released by the Australian Bureau of Statistics in early 2021.

Overview of changes

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

Deleted questions (from 2020–21 questionnaire)

- Q20.

Modified questionnaire content (from 2020–21 questionnaire)

- Modified questions and/or response options:
 - Q2, Q9–13, Q20–21, Q28–29, Q32, Q38–39, Q43.
- Modified formatting to questions and/or response options:
 - Q40–42.
- Modified sections:
 - Comments.

Details of changes

Question # 2020–21	Question # 2021–22	Updated question (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
Q2	Q2	<p>Were the ED staff you met on your arrival polite and welcoming?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	<p>Modified question</p> <p>Changed 'courteous' to 'welcoming'</p>	<p>The question wording was modified to improve readability and ease of understanding.</p>
Q9	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 • Not applicable 	<p>Modified response option</p> <p>Changed 'I didn't need this type of information' to 'Not applicable'</p>	<p>The response option was modified for consistency with other BHI patient questionnaires.</p>
Q10	Q10	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't want or need to be involved 	<p>Modified response options</p> <p>Deleted response option 'I was not well enough to be involved'</p> <p>Changed 'did not' to 'didn't'</p>	<p>The response options were modified for consistency with other BHI patient questionnaires.</p>

Question # 2020–21	Question # 2021–22	Updated question (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
Q11	Q11	<p>Did the ED health professionals listen carefully to any views or concerns you had?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't have any views or concerns 	<p>Modified question and response option</p> <p>Question wording changed from 'Did the ED health professionals listen carefully to any views and concerns you had?'</p> <p>Response option changed from 'I didn't have any views and concerns' to 'I didn't have any views or concerns'</p>	<p>The question wording was modified for consistency with other BHI patient questionnaires.</p> <p>The response option was modified for consistency with other BHI patient questionnaires.</p>
Q12	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 • Not applicable • Don't know/can't say 	<p>Modified response options</p> <p>Changed 'No, they didn't get the opportunity' to 'No'</p> <p>Changed 'Not applicable to my situation' to 'Not applicable'</p>	<p>The response options were modified for consistency with other BHI patient questionnaires.</p>
Q13	Q13	<p>How would you rate how well the ED health professionals worked together as a team?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	<p>Modified question</p> <p>Question wording changed from 'How would you rate how the ED health professionals worked together?'</p>	<p>The question wording was modified to focus on health professionals working as a team.</p>

Question # 2020–21	Question # 2021–22	Updated question (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
Q20	N/A	N/A	Deleted Did you have worries or fears about your condition or treatment while in the ED?	This filter question was removed to reduce questionnaire length. A response option was added to the amended ‘worries or fears’ question (Q20). This approach is consistent with other BHI patient questionnaires.
Q21	Q20	Did the ED health professionals give you the support you needed to help with any worries or fears related to your care and treatment? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn’t have any worries or fears 	Modified question and response option Question wording changed from ‘Did a health professional discuss your worries or fears with you?’ Added response option ‘I didn’t have any worries or fears’	The question wording was modified to focus on whether patients received support to address their emotional health needs. The response option was added for patients who didn’t have any worries or fears.
Q28	Q27	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 • Not applicable 	Modified response option Changed ‘I didn’t need this type of information’ to ‘Not applicable’	The response option was modified for consistency with other BHI patient questionnaires.
Q29	Q28	Was your family and home situation taken into account when you were discharged? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don’t know/can’t remember • Not applicable 	Modified response option Changed ‘It wasn’t necessary’ to ‘Not applicable’	The response option was modified for consistency with other BHI patient questionnaires.

Question # 2020–21	Question # 2021–22	Updated question (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
Q32	Q31	<p>Did you receive a document summarising your hospital care (e.g. a digital or physical copy of the letter to your GP or a discharge summary)?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	<p>Modified question</p> <p>Question wording changed from '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)?'</p>	<p>The question wording was modified to improve readability and to include reference to digital documents. This change is consistent with other BHI patient questionnaires.</p>
Q38	Q38	<p>How do you describe your gender?</p> <p>Please X <u>one</u> option</p> <ul style="list-style-type: none"> • Man or male • Woman or female • Non-binary • Prefer to use a different term <p>Please specify below. [FREE TEXT]</p> <ul style="list-style-type: none"> • Prefer not to answer 	<p>Modified question and response options</p> <p>Question changed from 'What is your gender?'</p> <p>Response options changed from 'Male; Female'</p>	<p>The question wording and response options were modified to align with the updated Australian Bureau of Statistics standard for collecting data with regards to a person's gender identity, available at abs.gov.au/statistics/standards/standard-sex-gender-variations-sex-characteristics-and-sexual-orientation-variables/latest-release</p>
Q39	Q39	<p>What is the highest level of education you have <u>completed</u>?</p> <ul style="list-style-type: none"> • Not yet started school • Still at primary or secondary school • Less than Year 12 or equivalent • Completed Year 12 or equivalent • Trade or technical certificate or diploma • University degree • Postgraduate/higher degree 	<p>Modified response option</p> <p>Changed 'Post graduate' to 'Postgraduate'</p>	<p>The response option was modified to align with the BHI style guide.</p>

Question # 2020–21	Question # 2021–22	Updated question (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
40	41	<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 	Modified question order	The question order was modified for consistency with other BHI patient questionnaires.
41	37	<p>Are you of Aboriginal origin, Torres Strait Islander origin, or both?</p> <ul style="list-style-type: none"> • Yes, Aboriginal • Yes, Torres Strait Islander • Yes, both Aboriginal and Torres Strait Islander • No 	Modified question order	The question order was modified for consistency with other BHI patient questionnaires.
42	40	<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. [FREE TEXT]</p>	Modified question order	The question order was modified for consistency with other BHI patient questionnaires.

Question # 2020–21	Question # 2021–22	Updated question (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
Q43	Q42	<p>The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information).</p> <p>Linking to your healthcare information will allow us to better understand how the care provided by health facilities is related to the health of their patients and their use of these services.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.</p> <p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p> <ul style="list-style-type: none"> • Yes • No 	<p>Modified question</p> <p>Deleted '(BHI)'</p> <p>Changed 'how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients' to 'how the care provided by health facilities is related to the health of their patients and their use of these services'</p> <p>Changed 'BHI' to 'We'</p> <p>Changed 'BHI' to 'the Bureau of Health Information'</p>	<p>The question wording was modified to improve readability and ease of understanding.</p>

Section 2020–21	Section 2021–22	Updated section (as it appears in 2021–22 questionnaire)	Change from 2020–21	Rationale
Q44–45	Q43–44	<p>COMMENTS</p> <p>This survey is anonymous. In the comment boxes below, please don't include your name, address or any personal information about yourself or the health professionals who treated you.</p>	<p>Added description</p> <p>Added description 'This survey is anonymous. In the comment boxes below, please don't include your name, address or any personal information about yourself or the health professionals who treated you.'</p>	<p>The description was added to improve clarity and emphasise confidentiality of the survey.</p>