

Technical Supplement: Adult Admitted Patient Survey, 2015

July 2017

Contents

The NSW Patient Survey Program	1
Organisational roles in producing survey samples	2
Inclusion criteria	3
Phase 1 screening	3
Phase 2 screening	4
Drawing of the sample	4
Data management	6
Data analysis	7
Weighting of data	7
Assessment of weights	8
Reporting	14
Appendix 1: Percentage of missing and 'Don't know' responses	16
Appendix 2: Derived measures	20

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Please note that there is the potential for minor revisions of information in this report. Please check the online version at bhi.nsw.gov.au for any amendments.

The NSW Patient Survey Program

The NSW Patient Survey Program began surveying patients in NSW public facilities from 2007. From 2007 to mid-2012, the program was coordinated by the NSW Ministry of Health using questionnaires obtained under license from NRC Picker. Ipsos Social Research Institute Ltd (Ipsos) was contracted to manage the logistics of the survey program. Responsibility for the Patient Survey Program was transferred from the Ministry of Health to the Bureau of Health Information (BHI) in July 2012.

The aim of the survey program is to measure and report on patients' experiences of care in public health facilities in New South Wales (NSW), on behalf of the NSW Ministry of Health and the local health districts (LHDs). The results are used as a source of performance measurement for individual hospitals, LHDs and NSW as a whole.

This document outlines the sampling methodology, data management and analysis of the 2015 Adult Admitted Patient Survey (AAPS).

For information on changes to the questionnaire between 2015 and 2014, please refer to the *Development Report* at bhi.nsw.gov.au/nsw_patient_survey_program

For more information on how to interpret results and whether differences in the results between hospitals, LHDs or NSW are statistically different, please refer to the BHI *Guide to Interpreting Survey Differences* at bhi.nsw.gov.au/nsw_patient_survey_program

Organisational roles in producing survey samples

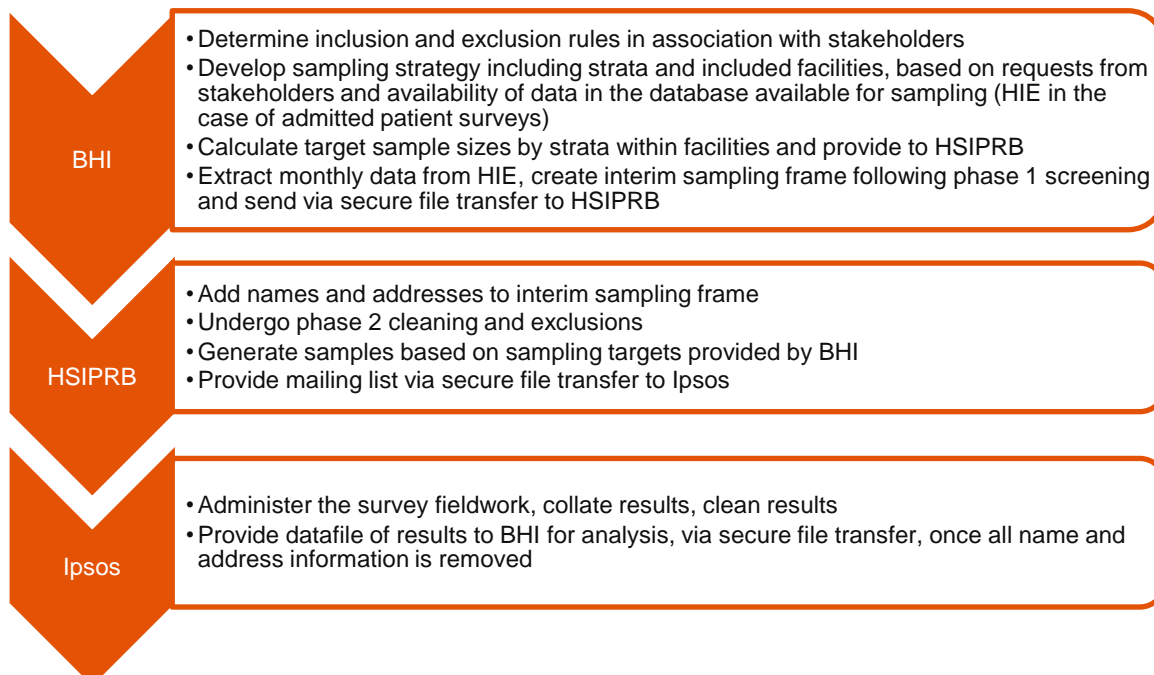
The survey program assures patients that their responses will be confidential and that staff at hospitals will not be able to determine who gave which response. BHI does this through a number of mechanisms, including:

- Data suppression (results for fewer than 30 responses are suppressed)
- Reporting aggregated results
- Anonymisation of patient comments
- Segregation of roles when constructing the survey samples (see below).

The sampling method for the survey program is a collaboration between BHI, Ipsos and the NSW Ministry of Health's Health Systems Information and Performance Reporting Branch (HSIPRB) (see Figure 1). All surveys of admitted patients use data from the Health Information Exchange (HIE).

BHI has access to de-identified unit record data from selected tables of the HIE database. Use of an encrypted patient number allows deduplication of patients within a hospital. For the AAPS, sampling frames are defined separately for each month, with the date at discharge used to define eligible records. Sample sizes for each included hospital are calculated in advance, as defined later in this report.

Figure 1 Organisational responsibilities in sampling and survey processing, Adult Admitted Patient Survey, 2015



Inclusion criteria

Phase 1 screening

Admitted patient data pass through two phases of screening. Phase 1 screening is conducted by BHI.

Inclusions

- Admitted patients aged 18 years and older
- Admitted to a facility with a peer group classification of:
 - A1: Principal referral
 - A3: Ungrouped acute – tertiary referral
 - B: Major hospitals group 1
 - C1: District group 1
 - C2: District group 2.

Exclusions

- Facilities where there were fewer than 100 admissions in the previous 12 months
- Patients who died during their hospital admission – mode of separation of 6 (Death with autopsy) or 7 (Death without autopsy)
- Patients receiving Acute and Post-Acute Care (APAC) services
- Patients who are not receiving either acute or rehabilitation care in hospital (Episode of care types 1 and 2)
- Patients who were admitted to a psychiatric unit during the hospital stay
- Patients with a personal history of self-harm (ICD-10 Z91.5) or who have intentionally self-harmed (ICD-10 X60-X84, Y87.0, Y34)
- Patients with a family history of mental or behavioural disorders (ICD-10 Z81.8) and patients who have expressed suicidal ideation (ICD-10 R45.81)
- Patient recorded with maltreatment syndromes (ICD-10 T74) in any diagnosis field, including neglect or abandonment, physical abuse, sexual abuse, psychological abuse, other maltreatment syndromes and maltreatment syndrome, unspecified
- Patients who gave birth during their admission (ICD-10 Z37.0, Z37.2, O80-O84, or procedure codes of 90467, 90468, 90469, 90470 or 16520)
- Patients who experienced a stillbirth (ICD-10 Z37.1, Z37.3, Z37.4, Z37.6, Z37.7)
- Patients who experienced pregnancy with an abortive outcome (ICD-10 O00-O08)
- Patients admitted for a termination of pregnancy procedure (ICD-10 35643-03, 35640-03)
- Patients admitted for same-day haemodialysis – code 13100-00 in any procedure fields
- Same day patients who stayed for less than three hours
- Same day patients transferred to another hospital

- Patients recorded as receiving contraceptive management (ICD-10 Z30) in any diagnosis field, including general counselling and advice on contraception, surveillance of contraceptive drugs, surveillance of contraceptive device, other contraceptive management and contraceptive management, unspecified.

Where patients had multiple visits within the sampling month, their most recent hospital stay was retained for sampling. The questionnaire instructs the patient to respond to the survey based on their most recent admission in a particular month.

Phase 2 screening

BHI provides the interim sampling frame to HSIPRB, who add patient name and address information. Data then undergo a second phase of screening. This review results in exclusions for administrative/logistical reasons, or where death had been recorded after discharge for the stay used for sample selection, but before the final sampling frame is prepared.

Exclusions

Patients meeting the following exclusion criteria are removed in this phase:

- Invalid address (including those with addresses listed as hotels, motels, nursing homes, community services, Mathew Talbot Hostel, 100 William Street, army quarters, jails, “unknown”)
- Invalid name (including twin, baby of)
- Invalid date of birth
- On the ‘do not contact’ list
- Sampled in the previous six months for any BHI patient survey currently underway
- Recorded as deceased according to the NSW Birth Deaths and Marriages Registry and/or Agency Performance and Data Collection, prior to the sample being provided to Ipsos.

The data following these exclusions are defined by BHI as the final sampling frame.

Drawing of the sample

Survey design

A stratified sample design was applied, with each facility defined as a stratum. Within each facility, patients were further stratified by the following variables:

- Age – 18–49 or 50 years and over (including patients with missing age data), based on the age variable
- Stay type – same day or overnight admission, based on the start and end times of the last hospital stay in the month.

Simple random sampling without replacement was applied within each stratum.

Calculation of sample sizes and reporting frequency

Monthly sample sizes were determined prior to the commencement of the survey year. These calculations were based on data extracted from the HIE for the previous 12-month period, using the inclusion and exclusion criteria described in section Phase 1 screening (see page 3).

All facilities were sampled on the basis of quarterly reporting, with the exception of Bulli District Hospital, which did not have sufficient patient volumes for quarterly reporting. The reporting frequency for each facility included in the survey is shown later in the report (Table 2).

Equation 1 was used to estimate the sample size per year:

$$S_i = \frac{\chi^2 NP(1-P)}{d^2(N_i-1) + \chi^2 P(1-P)} \times R_i \quad (1)$$

Where:

s_i = desired sample size for facility i

χ^2 = tabulated value of chi-squared with one degree of freedom at 5% level of significance (3.841)

N_i = patient population of facility i

P = expected proportion giving positive response to the question on satisfaction with overall care (0.8), based on previous levels of response to patient surveys

d = degree of accuracy of the 95% confidence interval expressed as a proportion (± 0.07)

R_i = number of reporting periods per year for facility i .

Sample sizes were allocated proportionately across each stratum of age group and stay type.

Sample sizes were adjusted to account for expected response rates. For this survey, the expected response rates were:

- 18–49 years: 30%
- 50+ years: 60%.

Monthly survey targets were provided to HSIPRB after dividing the inflated sample size evenly by 12, and applying a minimum monthly sample size of at least four to each sampling stratum. For each month of sampling, HSIPRB randomly selects patients within each facility and stratum, with the aim of achieving the targets provided by BHI.

Notes:

- Because the patient population at RPAH Institute of Rheumatology & Orthopaedics is relatively small, it was pooled with the Royal Prince Alfred Hospital for calculation of sample size. After calculation, the sample for these combined facilities were proportionately allocated, by strata.

Data management

Data collection

Upon completion of a survey questionnaire, the respondent either mails a paper-based questionnaire or submits the survey responses online to Ipsos. If a paper form is returned, Ipsos scans in the answers electronically and manually enters free text fields.

Once all data are collated into a single dataset, names and addresses are removed from the dataset. Also, all text entry fields are checked for potential identifiers (names of patients, names of doctors, telephone numbers, etc.) and any that are found are replaced with 'XXXX'.

Following this, each record is checked for any errors in completion. Where necessary, adjustments are made, such as removing responses where the patient has not correctly followed questionnaire instructions or where the respondent has provided multiple answers to a single response question.

At the end of this process, Ipsos uses a secure NSW Ministry of Health system to transfer the data from their servers to BHI's secure servers, all of which are password protected with limited staff access.

At no stage does BHI, who analyse the data, have access to the names and contact details of respondents. This ensures that respondent answers remain confidential and identifying data can never be publicly released.

Data analysis

Completeness of survey questionnaires

Survey completeness is a measure of how many questions each respondent answered as a proportion of all questions in the questionnaire. The level of survey completeness was high overall, with respondents answering, on average, 76 out of the 98 of the non-text questions. Over 90% of respondents answered at least 83 questions.

Weighted response rate

Younger patients were oversampled to ensure greater representation of these patients in the respondent profile. As a result, the distribution of patients in the sample does not necessarily match the distribution of patients in the population. Therefore, response rates were weighted to ensure that the overall survey response rate reflects a response rate that would be observed if patients were sampled in proportion to the patient mix. For more details about the calculation of weighted response rates, refer to the *2014 Adult Admitted Patient Survey Technical Supplement*.

The overall weighted response rate was 42%. At the LHD level, this ranged from 34% to 49%; at the facility level, this ranged from 28% to 62%. Response rates at LHD and facility level are provided in Tables 2 and 3 respectively, later in the document.

Weighting of data

Responses from the survey were weighted to ensure that results from respondents are representative of the overall patient population. At the LHD and NSW level, weights also ensure that the different sampling proportions used at the facility level are accounted for, so that LHD results are not unduly influenced by small facilities that had larger sampling proportions.

For each reporting period, responses were weighted to match the population by facility and, where appropriate, by stay type (same-day or overnight) and age (18–49 or 50+ years). Weights were calculated as follows.

An initial weight was calculated for respondents in each stratum using Equation 2:

$$w_i = \frac{N_i}{n_i} \quad (2)$$

where:

N_i = total number of patients eligible for the survey in the i^{th} stratum

n_i = number of respondents in the i^{th} stratum.

Where sampling was stratified within a facility, if the stratum cell size was five or fewer, cells were aggregated prior to weighting, provided that the aggregation did not increase the weights allocated to the cell with the small sample size.

In general, for surveys that include facilities sampled on the basis of quarterly reporting, weights were calculated for each quarter of data. Otherwise, weights were calculated for 12 months of data combined. For the 2015 Adult Admitted Patient Survey, weights were calculated separately for each quarter for all facilities. These weights were used for analyses at both the quarterly and annual levels.

Assessment of weights

Weights were assessed to ensure that undue emphasis is not applied to individual responses. The ratio of the maximum to median weight at the facility level was reviewed. For this survey, this ranged from 1.2 to 4.7.

The design effect (DEFF) estimates the increase in the variance of estimates due to the complex sample design over that of a simple random sample. It is estimated as $(1 + \text{coefficient of variance (weights)}^2)$. Sample sizes, weighted response rates and DEFFs are shown in Table 1 (by LHD and NSW) and Table 2 (by facility).

A DEFF of two indicates that the variance of estimates will be double the sample variance that would have been obtained if simple random sampling had been done. Generally speaking, LHDs with the largest DEFFs are those that have the greatest range in patient volumes across the facilities within the LHD. The standard errors at the LHD level are fairly small because of the sample sizes at that level. Therefore the increase in standard errors caused by the survey design (and leading to a larger DEFF at LHD level) is more than offset by the fact that each facility that is sampled has sufficient sample size to allow facility-level reporting. In addition, the estimates at the LHD level have appropriate distribution of respondents between large and small facilities.

Table 1 Sample size, response rates and design effects (DEFF), by LHD and overall, AAPS, January to December 2015

LHD	Surveys mailed	Survey responses	Weighted response rate (%)	DEFF
Central Coast	2,004	826	46	1.1
Far West	936	316	39	1.2
Hunter New England	13,176	5,150	43	2.4
Illawarra Shoalhaven	3,632	1,555	46	2.2
Mid North Coast	4,026	1,817	49	1.8
Murrumbidgee	4,222	1,649	43	2.0
Nepean Blue Mountains	2,900	1,084	40	2.5
Northern NSW	6,283	2,763	48	2.0
Northern Sydney	5,138	1,922	41	1.5
South Eastern Sydney	5,369	1,917	42	1.4
South Western Sydney	5,628	1,834	36	1.5
Southern NSW	5,443	2,332	49	1.2
St Vincent's Health Network	1,037	316	36	1.1
Sydney	3,516	1,151	36	1.1
Western NSW	5,997	2,373	42	1.7
Western Sydney	4,557	1,386	34	1.7
NSW	73,864	28,391	42	2.1

Table 2 Sample size, response rates and design effects (DEFF), by facility, AAPS, January to December 2015

Facility name	Reporting period	Surveys mailed	Survey responses	Weighted response rate (%)	DEFF
Armidale and New England Hospital	Quarterly	956	405	47	1.0
Auburn Hospital	Quarterly	1,186	305	28	1.0
Ballina District Hospital	Quarterly	876	439	56	1.1
Bankstown/Lidcombe Hospital	Quarterly	1,044	315	33	1.0
Bateman's Bay District Hospital	Quarterly	843	397	54	1.0
Bathurst Base Hospital	Quarterly	990	397	45	1.1
Bega District Hospital	Quarterly	962	430	53	1.1
Bellinger River District Hospital	Quarterly	347	163	48	1.1
Belmont Hospital	Quarterly	984	405	47	1.1
Blacktown Hospital	Quarterly	1,124	316	32	1.0
Blue Mountains District Anzac Memorial Hospital	Quarterly	907	383	48	1.0
Bowral and District Hospital	Quarterly	928	413	50	1.1
Broken Hill Base Hospital	Quarterly	936	316	39	1.2
Bulli District Hospital	Semi-annually	166	66	42	1.3
Calvary Mater Newcastle	Quarterly	965	392	44	1.0
Camden Hospital	Quarterly	350	124	36	1.2
Campbelltown Hospital	Quarterly	1,096	354	36	1.1
Canterbury Hospital	Quarterly	1,085	333	34	1.0
Casino and District Memorial Hospital	Quarterly	783	342	48	1.1
Cessnock District Hospital	Quarterly	856	325	43	1.1
Coffs Harbour Base Hospital	Quarterly	1,009	400	45	1.1
Concord Hospital	Quarterly	1,045	355	37	1.1
Cooma Health Service	Quarterly	831	360	49	1.0
Cowra District Hospital	Quarterly	761	319	46	1.1
Deniliquin Health Service	Quarterly	715	318	48	1.1
Dubbo Base Hospital	Quarterly	1,038	365	40	1.1
Fairfield Hospital	Quarterly	1,136	310	30	1.0
Forbes District Hospital	Quarterly	704	281	42	1.1
Gosford Hospital	Quarterly	1,043	408	45	1.0
Goulburn Base Hospital	Quarterly	947	386	47	1.1
Grafton Base Hospital	Quarterly	967	425	50	1.1
Griffith Base Hospital	Quarterly	1,014	307	36	1.1
Gunnedah District Hospital	Quarterly	626	229	39	1.3
Hornsby and Ku-Ring-Gai Hospital	Quarterly	1,021	416	45	1.0
Inverell District Hospital	Quarterly	799	298	43	1.1
John Hunter Hospital	Quarterly	1,094	361	39	1.1
Kempsey Hospital	Quarterly	912	433	55	1.0
Kurri Kurri District Hospital	Quarterly	708	413	62	1.1
Lismore Base Hospital	Quarterly	1,037	388	43	1.1
Lithgow Health Service	Quarterly	844	354	47	1.1
Liverpool Hospital	Quarterly	1,074	318	33	1.0

Facility name	Reporting period	Surveys mailed	Survey responses	Weighted response rate (%)	DEFF
Macksville District Hospital	Quarterly	803	420	57	1.0
Maclean District Hospital	Quarterly	652	325	53	1.1
Maitland Hospital	Quarterly	1,036	379	42	1.1
Manly District Hospital	Quarterly	1,035	381	41	1.1
Manning Base Hospital	Quarterly	942	445	52	1.0
Milton and Ulladulla Hospital	Quarterly	567	275	52	1.1
Mona Vale and District Hospital	Quarterly	984	393	43	1.1
Moree District Hospital	Quarterly	740	212	31	1.1
Moruya District Hospital	Quarterly	891	375	49	1.1
Mount Druitt Hospital	Quarterly	1,098	419	42	1.1
Mudgee District Hospital	Quarterly	759	334	48	1.0
Murwillumbah District Hospital	Quarterly	912	438	53	1.1
Muswellbrook District Hospital	Quarterly	826	299	42	1.1
Narrabri District Hospital	Quarterly	670	242	39	1.2
Nepean Hospital	Quarterly	1,149	347	36	1.1
Orange Health Service	Quarterly	1,037	381	41	1.1
Parkes District Hospital	Quarterly	708	296	43	1.2
Port Macquarie Base Hospital	Quarterly	955	401	47	1.1
Prince of Wales Hospital	Quarterly	1,084	378	40	1.0
Queanbeyan Health Service	Quarterly	969	384	44	1.0
Royal Hospital for Women	Quarterly	1,186	382	32	1.1
Royal North Shore Hospital	Quarterly	1,097	373	38	1.0
Royal Prince Alfred Hospital	Quarterly	1,386	463	37	1.0
Ryde Hospital	Quarterly	1,001	359	40	1.0
Shellharbour Hospital	Quarterly	924	414	48	1.0
Shoalhaven District Memorial Hospital	Quarterly	945	440	51	1.0
Singleton District Hospital	Quarterly	936	332	40	1.1
St George Hospital	Quarterly	1,046	362	38	1.0
St Vincent's Hospital, Darlinghurst	Quarterly	1,037	316	36	1.1
Sutherland Hospital	Quarterly	998	426	48	1.1
Sydney/Sydney Eye Hospital	Quarterly	1,055	369	40	1.0
Tamworth Base Hospital	Quarterly	1,038	413	45	1.0
The Tweed Hospital	Quarterly	1,056	406	44	1.1
Tumut Health Service	Quarterly	668	275	42	1.3
Wagga Wagga Base Hospital	Quarterly	1,046	395	43	1.0
Westmead Hospital	Quarterly	1,149	346	33	1.1
Wollongong Hospital	Quarterly	1,030	360	40	1.1
Wyong Hospital	Quarterly	961	418	47	1.0
Young Health Service	Quarterly	779	354	49	1.1

Comparing weighted and unweighted patient characteristics

One of the aims of weighting is to ensure that, after weighting, the characteristics of the respondents closely reflect the characteristics of the patient population.

Table 3 shows the demographic characteristics of respondents against the patient population. The four columns denote:

1. % in patient population – the patient population prior to the phase 2 screening process
2. % in eligible population – final sampling frame from which the sample is drawn. Limited demographic variables are available at this level.
3. % in respondents – respondents to survey, not adjusted for unequal sampling
4. % in respondents (weighted) – respondents to survey, adjusted by weighting to be representative of the patient population.

Table 3 Demographic characteristics of patient population vs respondents to survey, AAPS, January to December 2015

Demographic variable	Sub-group	% in patient population	% in eligible population	% in respondents (unweighted)	% in respondents (weighted)
LHD	Central Coast	5	5	3	5
	Far West	0	0	1	0
	Hunter New England	12	12	18	12
	Illawarra Shoalhaven	5	5	5	5
	Mid North Coast	4	4	6	4
	Murrumbidgee	3	3	6	3
	Nepean Blue Mountains	4	4	4	4
	Northern NSW	7	6	10	6
	Northern Sydney	9	9	7	9
	South Eastern Sydney	9	10	7	10
	South Western Sydney	12	12	6	12
	Southern NSW	3	2	8	2
	St Vincent's Health Network	3	2	1	2
	Sydney	9	9	4	9
	Western NSW	4	4	8	4
Western Sydney	11	10	5	10	
Peer group	A1	47	49	17	49
	A3	3	3	4	3
	B	33	34	28	34
	C1	9	8	18	8
	C2	8	6	33	6
Age stratum	18–49	32	32	24	31
	50+	68	68	76	69
Stay type	Overnight	66	66	62	66
	Same day	34	34	38	34
Aboriginal status	Not Aboriginal	97	.	98	99
	Aboriginal and/or Torres Strait Islander	3	.	2	1
Gender	Male	49	.	45	46
	Female	51	.	55	54

Reporting

Statistical analysis

Data were analysed for the period from January to December 2015 combined, as well as by quarter. Analysis was undertaken in SAS V9.4 using the SURVEYFREQ procedure, with facility, age groups and stay type as strata. Results were weighted for all questions, with the exception of questions related to socio-demographic characteristics and self-reported health.

To ensure that respondents are not identifiable, BHI only publishes results that include a minimum of 30 respondents. For facilities or LHDs where there were too few respondents, results are suppressed.

Levels of reporting are shown in Table 4.

Table 4 Levels of reporting, AAPS, January to December 2015

Grouping	Reporting frequency	NSW	Peer group	LHD	Facility
All patients	Annually	✓	✓	✓	✓
	Quarterly	✓	✓	✓	✓*
Age group: self-reported – administrative data used where question on year of birth was missing or invalid	Annually	✓	✓	✓	✓
Gender: self-reported – administrative data used where question on gender was missing or invalid		✓	✓	✓	✓
Education: response 'Still at secondary school' was combined with 'Less than Year 12'		✓	✓	✓	✓
Main language spoken at home		✓	✓	✓	✓
Rurality of hospital: based on ARIA+ [#] category of facility location – outer regional, remote and very remote combined		✓			
Long-standing health conditions		✓	✓	✓	✓
Self-reported health status		✓	✓	✓	✓
Quintile of disadvantage: based on the Australian Bureau of Statistics Index of Relative Socio-demographic Disadvantage		✓	✓	✓	✓
Country of birth: from administrative data		✓	✓	✓	✓
Rurality of patient residence: based on ARIA+ [#] category of postcode of respondent residence – outer regional, remote and very remote combined		✓	✓	✓	✓

Note: Only for facilities that were sampled on the basis of quarterly reporting and where at least six quarters of unsuppressed results were available.

Accessibility/Remoteness Index of Australia is the standard Australian Bureau of Statistics measure of remoteness. For more information refer to www.abs.gov.au/websitedbs/d3310114.nsf/home/remoteness+structure

Results are reported at the quarterly level for the period from January 2013 to December 2015, where questions were comparable across years. For these quarterly results, only questions related to hospital performance are reported in Healthcare Observer (bhi.nsw.gov.au/healthcare_observer). In addition, results are only reported for hospitals with reportable data for at least six quarters.

Unless otherwise specified, missing responses and those who responded 'Don't know/can't remember' to questions were excluded from analysis. For a detailed breakdown of the amount of missing or 'Don't know' responses by question, refer to Appendix 1. Typically, performance-type questions exclude missing values and 'Don't know/can't remember'-type responses. The exception is for 'Don't know/can't remember' responses for questions that ask about a third party (e.g. if family had enough opportunity to talk to doctor) or that are over 10%. Meanwhile, questions that are not related to hospital performance include results for people who responded 'Don't know/can't remember', who selected a 'Not applicable'-type response, and those who should have answered the question but did not (a 'missing response').

Confidence intervals can be displayed in Healthcare Observer for both annual and quarterly results for all performance-type questions. The BHI document, *Guide to Interpreting Survey Differences*, provides information for comparing results. However, some differences in results between facilities may be due to differences in the demographic profile of patients attending those facilities. BHI is currently developing methods to standardise survey results in order to account for differences in patient mix and to optimise direct comparisons.

Some results are calculated indirectly from respondents' answers to a survey question. See Appendix 2 for details on how response options were grouped for each of these derived measures.

Appendix 1: Percentage of missing and ‘Don’t know’ responses

These percentages are unweighted.

Table 5 Proportion of missing responses ‘don’t know’ responses for questions in the AAPS 2015

Question text	Missing (%)	Don’t know (%)	Missing + Don’t know (%)*
1 Was your stay in hospital planned in advance or an emergency?	1.7	.	1.7
2 When you arrived in hospital did you spend time in the emergency department?	2.5	1.8	4.4
3 Were the emergency department staff polite and courteous?	3.8	1.3	5.1
4 Do you think the amount of time you spent in the emergency department was...?	4.3	4.5	8.8
5 Were the staff you met on your arrival to hospital polite and courteous?	1.9	.	1.9
6 Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?	2.3	3.0	5.4
7 How clean were the wards or rooms you stayed in while in hospital?	1.5	.	1.5
8 How clean were the toilets and bathrooms that you used while in hospital?	2.7	.	2.7
9 Did you see nurses wash their hands, or use hand gel to clean their hands, before touching you?	1.5	12.4	13.9
10 Did you see doctors wash their hands, or use hand gel to clean their hands, before touching you?	2.3	17.8	20.2
11 Were you given enough privacy when being examined or treated?	2.5	.	2.5
12 Were you given enough privacy when discussing your condition or treatment?	4.9	.	4.9
13 Did you have any hospital food during this stay?	2.5	.	2.5
14 How would you rate the hospital food?	2.1	.	2.1
15 Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?	2.7	.	2.7
16 Was the hospital food suitable for your dietary needs?	2.7	1.4	4.1
17 Did you need help from staff to eat your meals?	2.7	.	2.7
18 Did you get enough help from staff to eat your meals?	2.0	.	2.0
19 If you needed to talk to a doctor, did you get the opportunity to do so?	2.8	.	2.8
20 When you had important questions to ask a doctor, did they answer in a way you could understand?	3.6	.	3.6
21 In your opinion, did the doctors who treated you know enough about your medical history?	3.6	.	3.6
22 Did you have confidence and trust in the doctors treating you?	3.1	.	3.1
23 Were the doctors kind and caring towards you?	3.2	.	3.2
24 Overall, how would you rate the doctors who treated you?	2.7	.	2.7

Question text	Missing (%)	Don't know (%)	Missing + Don't know (%)*
25 If you needed to talk to a nurse, did you get the opportunity to do so?	1.9	.	1.9
26 When you had important questions to ask a nurse, did they answer in a way you could understand?	2.2	.	2.2
27 In your opinion, did the nurses who treated you know enough about your care and treatment?	2.4	.	2.4
28 Did nurses ask your name or check your identification band before giving you any medications, treatments or tests?	2.1	4.0	6.2
29 Did you have confidence and trust in the nurses treating you?	2.1	.	2.1
30 Were the nurses kind and caring towards you?	2.0	.	2.0
31 Overall, how would you rate the nurses who treated you?	2.4	.	2.4
32 Did the health professionals explain things in a way you could understand?	2.5	.	2.5
33 During your stay in hospital, how much information about your condition or treatment was given to you?	2.6	.	2.6
34 Did you have worries or fears about your condition or treatment while in hospital?	2.6	.	2.6
35 Did a health professional discuss your worries or fears with you?	3.4	.	3.4
36 Were you involved, as much as you wanted to be, in decisions about your care and treatment?	2.2	.	2.2
37 If your family or someone else close to you wanted to talk to a doctor, did they get the opportunity to do so?	2.4	4.7	7.1
38 How much information about your condition or treatment was given to your family, carer or someone close to you?	2.5	5.0	7.5
39 How would you rate how well the health professionals worked together?	1.8	.	1.8
40 If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?	1.7	.	1.7
41 Was a call button placed within easy reach?	2.4	4.1	6.4
42 Did you feel you were treated with respect and dignity while you were in the hospital?	2.0	.	2.0
43 Were your cultural or religious beliefs respected by the hospital staff?	3.2	.	3.2
44 Were you ever treated unfairly for any of the reasons below?	6.6	.	6.6
45 While in hospital, did you receive or see any information about how to comment or complain about your care?	3.5	35.1	38.6
46 Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?	5.7	.	5.7
47 Was the impact of this complication or problem...?	4.5	.	4.5
48 In your opinion, were members of the hospital staff open with you about this complication or problem?	5.2	.	5.2
49 Were you ever in any pain while in hospital?	2.3	.	2.3
50 When you had pain, was it usually severe, moderate or mild?	3.1	.	3.1
51 Do you think the hospital staff did everything they could to help manage your pain?	2.1	.	2.1
52 During your stay in hospital, did you have any tests, X-rays or scans?	2.1	.	2.1

Question text	Missing (%)	Don't know (%)	Missing + Don't know (%)*
53 Did a health professional discuss the purpose of these tests, X-rays or scans with you?	4.3	.	4.3
54 Did you receive test, X-ray or scan results while you were still in hospital?	4.9	.	4.9
55 Did a health professional explain the test, X-ray or scan results in a way that you could understand?	3.4	.	3.4
56 During your stay in hospital, did you have an operation or surgical procedure?	2.3	.	2.3
57 Was your operation or surgical procedure planned before you came to hospital?	0.9	.	0.9
58 Thinking back to when you first tried to book an appointment with a specialist, how long did you have to wait to see that specialist?	9.3	9.3	18.6
59 From the time a specialist said you needed the operation or surgical procedure, how long did you have to wait to be admitted to hospital?	8.8	3.0	11.8
60 Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was...?	8.8	2.9	11.7
61 Before your arrival, how much information about your operation or surgical procedure was given to you by the hospital?	8.6	4.1	12.7
62 Before your operation or surgical procedure began, did a health professional explain what would be done in a way you could understand?	1.8	.	1.8
63 After the operation or procedure, did a health professional explain how the operation or surgical procedure had gone in a way you could understand?	1.9	2.7	4.7
64 Did you feel involved in decisions about your discharge from hospital?	3.0	.	3.0
65 At the time you were discharged, did you feel that you were well enough to leave the hospital?	2.7	.	2.7
66 Thinking about when you left hospital, were you given enough information about how to manage your care at home?	2.6	.	2.6
67 Did hospital staff take your family and home situation into account when planning your discharge?	2.9	2.7	5.6
68 Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?	2.9	.	2.9
69 Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	3.2	9.5	12.6
70 Were you given or prescribed any new medication to take at home?	2.8	.	2.8
71 Did a health professional in the hospital explain the purpose of this medication in a way you could understand?	4.8	.	4.8
72 Did a health professional in the hospital tell you about medication side effects to watch for?	5.8	.	5.8
73 Did you feel involved in the decision to use this medication in your ongoing treatment?	5.7	.	5.7
74 Did you receive a copy of a letter from the hospital doctors to your family doctor (GP)?	4.0	13.7	17.7
75 On the day you left hospital, was your discharge delayed?	2.9	.	2.9
76 How long was the delay? [in discharge]	2.8	4.0	6.9
77 Did a member of staff explain the reason for the delay? [in discharge]	3.4	.	3.4
78 What were the main reasons for the delay?	4.2	5.0	9.2
79 Overall, how would you rate the care you received while in hospital?	1.4	.	1.4
80 How well organised was the care you received in hospital?	1.5	.	1.5

Question text	Missing (%)	Don't know (%)	Missing + Don't know (%)*
81 If asked about your hospital experience by friends and family how would you respond?	1.8	.	1.8
82 Did you want to make a complaint about something that happened in hospital?	2.9	.	2.9
83 Why didn't you make a complaint?	3.1	.	3.1
84 Did the care and treatment received in hospital help you?	2.2	.	2.2
85 Is the problem you went to hospital for...?	3.7	.	3.7
86 In the week before your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?	4.1	.	4.1
87 About one month after your discharge from hospital, how difficult was it for you to carry out your normal daily activities?	3.5	.	3.5
88 What year were you born?	4.1	.	4.1
89 What is your gender?	1.7	.	1.7
90 Language mainly spoken at home	1.8	.	1.8
91 Did you need, or would you have liked, to use an interpreter at any stage while you were in hospital?	1.3	.	1.3
92 Was an interpreter provided when you needed one?	3.1	.	3.1
93 Aboriginal and/or Torres Strait Islander origin	4.3	.	4.3
94 Highest level of education completed	6.7	.	6.7
95 In general, how would you rate your health?	2.2	.	2.2
96 Which, if any, of the following long-standing conditions do you have (including age-related conditions)?	5.4	.	5.4
97 Who completed this survey?	2.1	.	2.1
98 Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you?	4.5	.	4.5

* Percentages for this column may not equal the sum of the 'Missing %' and 'Don't know %' columns because they were calculated using unrounded figures.

Appendix 2: Derived measures

Definition

Derived measures are those for which results are calculated indirectly from respondents' answers to a survey question. These tend to be from questions that contain a 'not applicable' type response option and are used to gather information about the array of patients' needs.

Derived measures involve the grouping together of more than one response option to a question. The derived measure 'Quintile of Disadvantage' is an exception to this rule (for more information on this, please see the *Data Dictionary: Quintile of disadvantage*)

Statistical methods

Results are expressed as the percentage of respondents who chose a specific response option or options for a question. The reported percentage is calculated as the numerator divided by the denominator (see definitions below).

Results are weighted as described in this report.

Numerator

The number of survey respondents who selected a specific response option or specific response options to a certain question, minus exclusions.

Denominator

The number of survey respondents who selected any of the response options to a certain question, minus exclusions.

Exclusions

For derived measures, the following are excluded:

- Response: 'don't know/can't remember' or similar non-committal response
- Response: invalid (i.e. respondent was meant to skip a question but did not)
- Response: missing (with the exception of questions that allow multiple responses or a 'none of these' option, to which the missing responses are combined to create a 'none reported' variable).

Interpretation of indicator

The higher the percentage, the more respondents fall into that response category.

The following questions and responses were used in the construction of the derived measures.

Table 6 Derived measures for the Adult Admitted Patient Survey questionnaire 2015

Derived measure	Actual question text	Derived measure categories	Actual question responses
Needed to talk to a doctor	Q19. If you needed to talk to a doctor, did you get the opportunity to do so?	• Needed to talk to doctor	• Yes, always • Yes, sometimes • No, I did not get the opportunity
		• No need to talk to doctor	• I had no need to talk to a doctor
Had important questions to ask a doctor	Q20. When you had important questions to ask a doctor, did they answer in a way you could understand?	• Asked doctor questions	• Yes, always • Yes, sometimes • No, I did not get answers I could understand
		• Didn't ask any questions	• I did not ask any questions
Needed to talk to a nurse	Q25. If you needed to talk to a nurse, did you get the opportunity to do so?	• Needed to talk to nurse	• Yes, always • Yes, sometimes • No, I did not get the opportunity
		• No need to talk to nurse	• I had no need to talk to a nurse
Had important questions to ask a nurse	Q26. When you had important questions to ask a nurse, did they answer in a way you could understand?	• Asked nurse questions	• Yes, always • Yes, sometimes • No, I did not get answers I could understand
		• Didn't ask any questions	• I did not ask any questions
Wanted information about condition or treatment during stay	Q33. During your stay in hospital, how much information about your condition or treatment was given to you?	• Wanted information	• Not enough • The right amount • Too much
		• Not applicable	• Not applicable to my situation
Wanted to be involved in decisions about care and treatment	Q36. Were you involved, as much as you wanted to be, in decisions about your care and treatment?	• Wanted involvement	• Yes, definitely • Yes, to some extent • No
		• Didn't want involvement	• I was not well enough • I did not want or need to be involved

Derived measure	Actual question text	Derived measure categories	Actual question responses
Had family/someone close who wanted to talk to doctor	Q37. If your family or someone else close to you wanted to talk to a doctor, did they get the opportunity to do so?	<ul style="list-style-type: none"> Wanted to talk to doctor Not applicable 	<ul style="list-style-type: none"> Yes, definitely Yes, to some extent No, they did not get the opportunity Not applicable to my situation
Had family/someone close who wanted information about condition or treatment	Q38. How much information about your condition or treatment was given to your family, carer or someone close to you?	<ul style="list-style-type: none"> Wanted information Not applicable 	<ul style="list-style-type: none"> Not enough Right amount Too much It was not necessary to provide information to any family or friends
Needed assistance while in hospital	Q40. If you needed assistance, were you able to get a member of staff to help you within a reasonable timeframe?	<ul style="list-style-type: none"> Needed assistance Didn't need assistance 	<ul style="list-style-type: none"> All of the time Most of the time Some of the time Rarely Never I did not need assistance
Had religious or cultural beliefs to consider	Q43. Were your cultural or religious beliefs respected by the hospital staff?	<ul style="list-style-type: none"> Had beliefs to consider Beliefs not an issue 	<ul style="list-style-type: none"> Yes, always Yes, sometimes No, my beliefs were not respected My beliefs were not an issue
Experienced complication or problem during or shortly after hospital stay	Q46. Not including the reason you came to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?	<ul style="list-style-type: none"> Experienced complication None reported 	<ul style="list-style-type: none"> An infection Uncontrolled bleeding A negative reaction to medication Complications as a result of an operation or surgical procedure Complications as a result of tests, x-rays or scans A blood clot A pressure wound or bed sore A fall Any other complication or problem None of these Missing
Complication or problem occurred during hospital stay	Q48. In your opinion, were members of the hospital staff open with you about this complication or problem?	<ul style="list-style-type: none"> Occurred in hospital Occurred after left 	<ul style="list-style-type: none"> Yes, completely Yes, to some extent No Not applicable, as it happened after I left
Wanted explanation of what would be done in	Q62. Before your operation or surgical procedure began, did a health professional explain	<ul style="list-style-type: none"> Wanted explanation 	<ul style="list-style-type: none"> Yes, completely Yes, to some extent No

Derived measure	Actual question text	Derived measure categories	Actual question responses
operation or surgical procedure	what would be done in a way you could understand?	<ul style="list-style-type: none"> • Didn't want explanation 	<ul style="list-style-type: none"> • I did not want or need an explanation
Wanted to be involved in decisions about their discharge	Q64. Did you feel involved in decisions about your discharge from hospital?	<ul style="list-style-type: none"> • Wanted involvement • Didn't want involvement 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, I did not feel involved • I did not want or need to be involved
Needed information on how to manage care at home	Q66. Thinking about when you left hospital, were you given enough information about how to manage your care at home?	<ul style="list-style-type: none"> • Needed information • Didn't need information 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, I was not given enough • I did not need this type of information
Needed family and home situation taken into account when planning discharge	Q67. Did hospital staff take your family and home situation into account when planning your discharge?	<ul style="list-style-type: none"> • Had situation to consider • Not necessary 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, staff did not take my situation into account • It was not necessary
Needed services after discharge	Q68. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?	<ul style="list-style-type: none"> • Needed services • Didn't need services 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, arrangements were not adequate • It was not necessary
Wanted to be involved in decision to use medication in ongoing treatment	Q73. Did you feel involved in the decision to use this medication in your ongoing treatment?	<ul style="list-style-type: none"> • Wanted involvement • Didn't want involvement 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, I did not feel involved • I did not want or need to be involved