

Snapshot



# Adults admitted to hospital

Results from the 2022 patient survey





We heard from almost  
**20,000 people** about their  
experiences as admitted patients  
in NSW **public hospitals** in 2022



People are admitted to hospital for a wide range of services, including medical and surgical care. The care they receive should be safe and of high-quality, result in positive health outcomes and enable them to transition well from hospital to home.

The results of the Adult Admitted Patient Survey 2022 reflect the experiences of 19,797 adults who completed a survey about their care in one of 87 NSW public hospitals from January to December 2022. This Snapshot report highlights key findings in relation to patients' experiences across a range of aspects of care and shows variation across hospitals. Results for each hospital are available in supplementary data tables and on the interactive Bureau of Health Information (BHI) Data Portal at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

COVID-19 was still prevalent in NSW in 2022 and continued to present challenges to health services. Hospitals needed to adapt in multiple ways to maintain sufficient capacity and adopt additional preventative measures to ensure the safety of staff and patients, which may have affected experiences of care. This was compounded by high numbers of admissions and increasing lengths of stay during 2022.

**Overall ratings of care:** Around nine in 10 patients (92%) said, overall, the care they received was 'very good' (66%) or 'good' (26%), and when asked how

well health professionals worked together, around six in 10 patients (63%) said 'very good' (pages 4–5).

**Patient engagement:** More than six in 10 patients (65%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment. Almost eight in 10 patients (79%) said health professionals 'always' explained things in a way they could understand (pages 6–7).

**Preparing for discharge:** Around six in 10 patients (62%) said they 'definitely' felt involved in decisions about their discharge, and more than seven in 10 (74%) said hospital staff took their family and home situation into account when planning their discharge (pages 8–9).

**Experiences in rural and urban hospitals:** Patients who attended rural and urban hospitals generally gave positive ratings of their care. For most questions, there were no significant differences between rural and urban patients (page 10).

**Experiences of virtual care:** Of those patients who said they had a virtual care appointment with a hospital or outpatient clinic in the three months following discharge, more than eight in 10 (86%) said, overall, the virtual care they received was 'very good' or 'good'. Almost eight in 10 (79%) said their virtual care experiences with hospital outpatient clinics were 'better' (24%) or 'about the same' (55%) compared with in-person appointments (page 11).

Overall, **92%** of patients rated their care as



'very good'

66%

'good'

26%

# Overall ratings of care

Overall ratings of care reflect general measures of patient satisfaction about their hospital experience.

Around nine in 10 patients (92%) said, overall, the care they received was 'very good' (66%) or 'good' (26%) (Figure 1a). For those patients who said 'very good', results ranged from 48% to 90% across hospitals (Figure 2a).

When asked to rate how well health professionals worked together, around six in 10 patients (63%) said 'very good' (Figure 1b). Across hospitals, results ranged from 44% to 84% (Figure 2b).

More than six in 10 patients (66%) said the care they received in hospital was 'very well organised' (Figure 1c). Across hospitals, results ranged from 52% to 92% (Figure 2c).

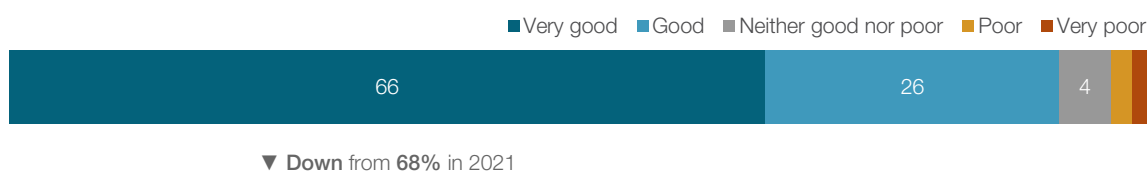
BHI has introduced a new statistical approach which delivers greater precision when flagging hospitals' results as significantly different from NSW. Some patient groups tend to respond more positively to surveys. This means hospitals with higher proportions of patients with these characteristics tend to have higher patient experience ratings.

To enable fair comparison across hospitals, BHI has taken into account differences in patient characteristics (age, gender, education level and language spoken at home) at each hospital. Therefore, when a hospital is flagged as having a significantly higher (green) or significantly lower (red) result than NSW, it is more likely to reflect differences in patient experiences rather than the hospital's patient mix.

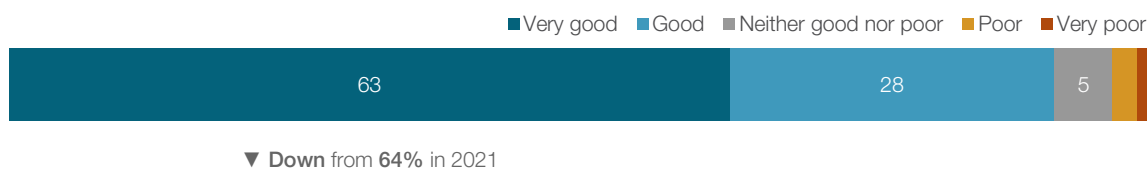
For further details on the new statistical model, please see the survey's technical supplement at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

Figure 1 Percentage of patients in NSW, all response options, 2022

a. Overall, how would you rate the care you received while in hospital?



b. How would you rate how well the health professionals worked together as a team?



c. How well organised was the care you received in hospital?



Note: Results may not add up to 100% due to rounding.

Almost all patients (96%) said the care and treatment they received in hospital helped

**77%**

said

**'yes, definitely'**

**19%**

said

**'yes, to some extent'**



**Best part of care...**

“

I had an ideal outcome from my surgery and achieved my health goals.

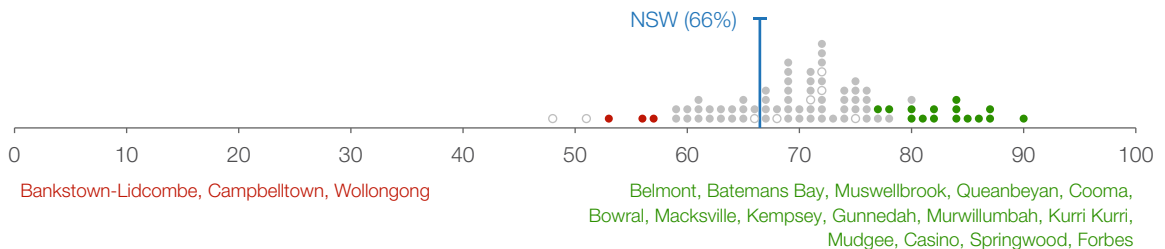
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In the figures below, each dot represents an individual hospital's result. To enable fairer comparison across hospitals, BHI has taken into account differences in patient characteristics (age, gender, education level and language spoken at home) at each hospital. Those with results significantly different from NSW are listed below the graph in order from lowest to highest. Detailed results for all hospitals are available in supplementary data tables and on BHI's interactive Data Portal at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

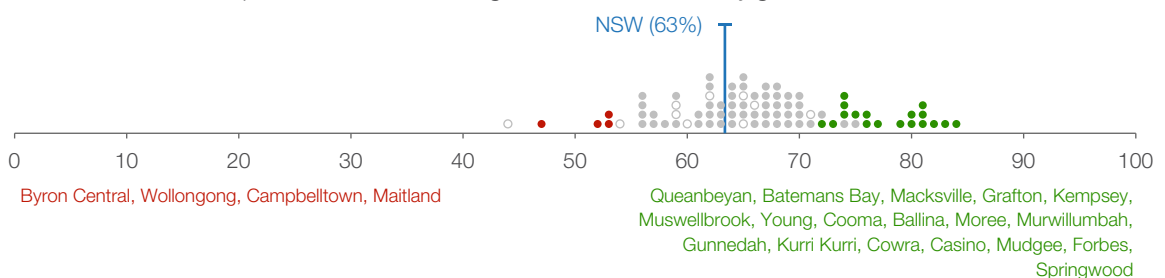
Figure 2 **Percentage of patients in each hospital who selected the most positive response option, 2022**

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

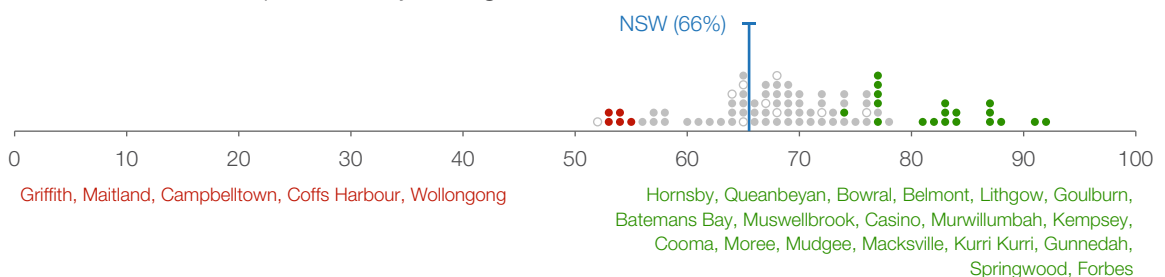
a. Overall, hospital care was 'very good'



b. Rated how health professionals worked together as a team as 'very good'



c. Care received in hospital was 'very well organised'



Note: Due to greater variability in hospital results with fewer respondents, hospitals marked 'Interpret with caution' are not compared with the NSW result.

# Patient engagement

Adult patients who were admitted to hospital shared their experiences of a range of aspects of their care, including whether they felt sufficiently involved in decisions about their care and treatment.

Around eight in 10 patients (83%) said they received ‘the right amount’ of information about their condition or treatment while 16% said ‘not enough’ (Figure 3a). For those patients who said ‘the right amount’, results ranged from 68% to 96% across hospitals (Figure 4a).

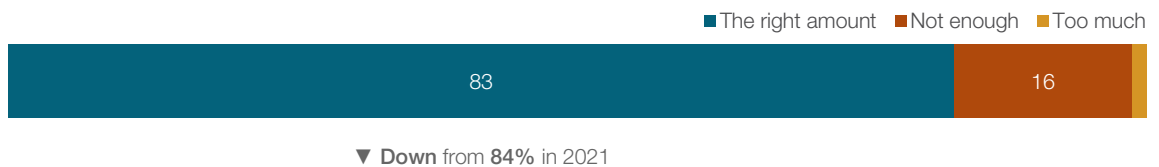
Around nine in 10 patients (93%) said they were ‘definitely’ (65%) or ‘to some extent’ (28%) involved as much as they wanted to be in decisions about their care and treatment (Figure 3b). For those patients who said ‘definitely’, results ranged from 44% to 85% across hospitals (Figure 4b).

Around seven in 10 patients (71%) said health professionals ‘definitely’ listened carefully (Figure 3c). Across hospitals, results ranged from 54% to 87% (Figure 4c).

This Snapshot report focuses on experiences of care in 2022 and presents changes from the previous survey year for the most positive response option for selected questions at NSW level. To see changes from the previous survey for all comparable questions at NSW, local health district and hospital levels, please see the BHI Data Portal and the supplementary data tables for this report at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

Figure 3 Percentage of patients in NSW, all response options, 2022

a. During your stay in hospital, how much information about your condition or treatment was given to you?



b. Were you involved, as much as you wanted to be, in decisions about your care and treatment?\*



c. Did the health professionals listen carefully to any views and concerns you had?



\* Based on 17,911 patients (94%) who wanted to be involved in decisions about their care and treatment.  
Note: Results may not add up to 100% due to rounding.



Almost eight in 10 patients (79%) said that health professionals 'always' explained things in a way they could understand.

Best part of care...

“

The doctor was great and explained everything I needed to know.

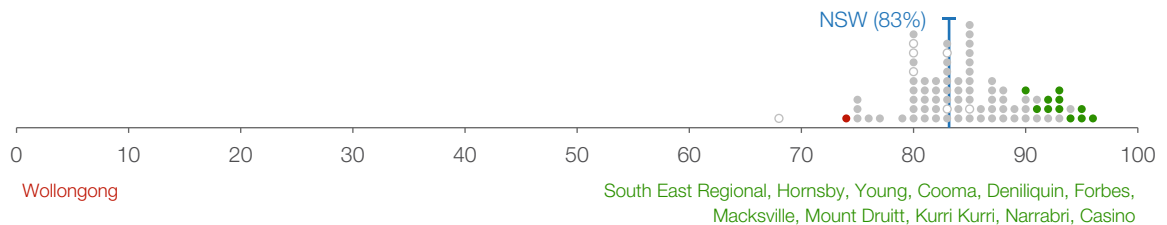
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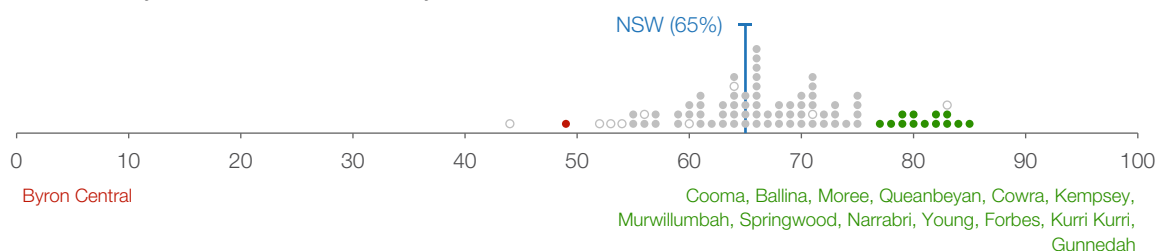
Figure 4 Percentage of patients in each hospital who selected the most positive response option, 2022

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

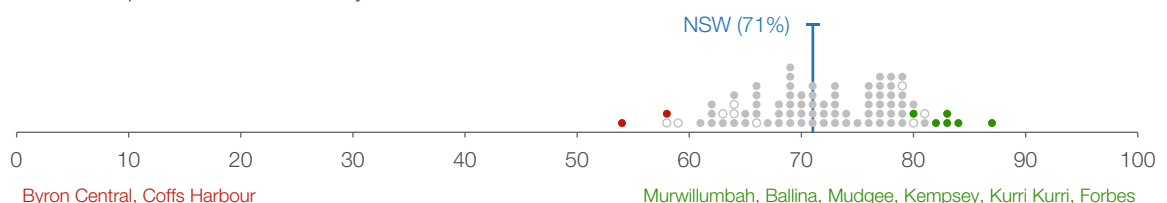
a. 'The right amount' of information was given about condition or treatment



b. 'Definitely' involved, as much as they wanted to be, in decisions about care and treatment



c. Health professionals 'definitely' listened to views and concerns



Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (age, gender, education level and language spoken at home) have been taken into account. Due to greater variability in hospital results with fewer respondents, hospitals marked 'Interpret with caution' are not compared with the NSW result.

# Preparing for discharge

The survey also captured patients' experiences when leaving hospital.

Around six in 10 patients (62%) said they 'definitely' felt involved in decisions about their discharge (Figure 5a). Across hospitals, results ranged from 50% to 89% (Figure 6a). Around one in 10 patients (12%) said they did not feel involved in decisions about their discharge.

Many patients need support from family and friends to manage their ongoing care. More than eight in 10 patients (84%) said they had a family or home

situation that needed to be considered when planning their discharge. Of these patients, more than seven in 10 (74%) said staff 'definitely' took their situation into account (Figure 5b). Across hospitals, results ranged from 56% to 92% (Figure 6b).

Around seven in 10 patients (71%) said they were definitely given enough information about how to manage their care at home (Figure 5c). Across hospitals, results ranged from 51% to 94% (Figure 6c).

Figure 5 Percentage of patients in NSW, all response options, 2022

a. Did you feel involved in decisions about your discharge from hospital?\*



b. Was your family and home situation taken into account when you were discharged?†



c. Thinking about when you left hospital, were you given enough information about how to manage your care at home?‡



\* Based on the responses of 17,352 patients (92%) who wanted to be involved in decisions about their discharge from hospital.

† Based on the responses of 16,195 patients (84%) who had a family or home situation to take into account.

‡ Based on the responses of 17,879 patients (95%) who needed information about how to manage their care at home.

Note: Results may not add up to 100% due to rounding.



What could improve...

“

A real push was on to be discharged post-surgery... I felt I was pushed out the door.

”



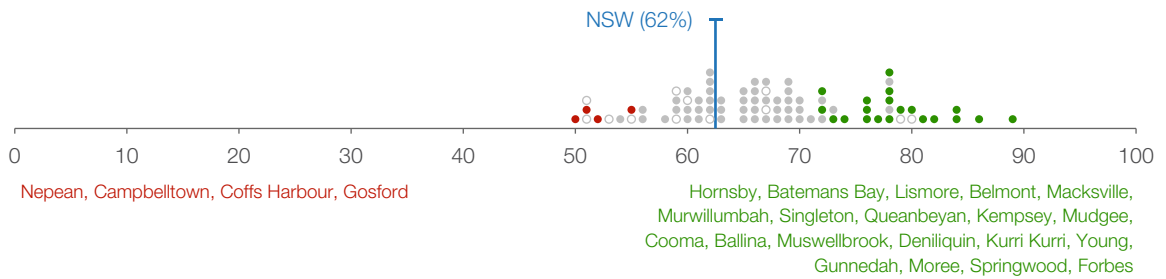
**87% of patients**

were told who to contact if they were worried about their condition or treatment after they left hospital

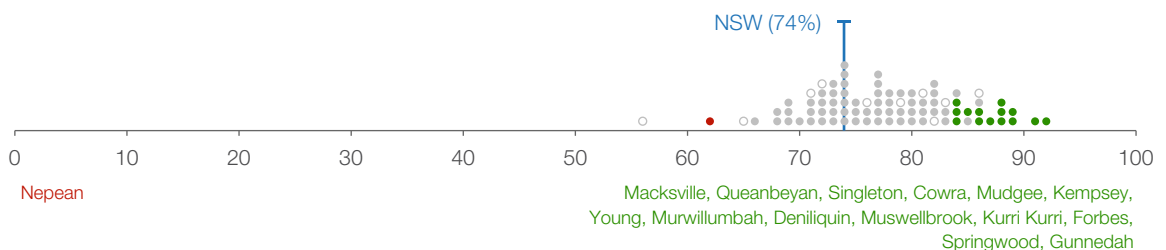
Figure 6 Percentage of patients in each hospital who selected the most positive response option, 2022

Hospital result relative to NSW: ● Significantly lower ● Not significantly different ● Significantly higher ○ Interpret with caution

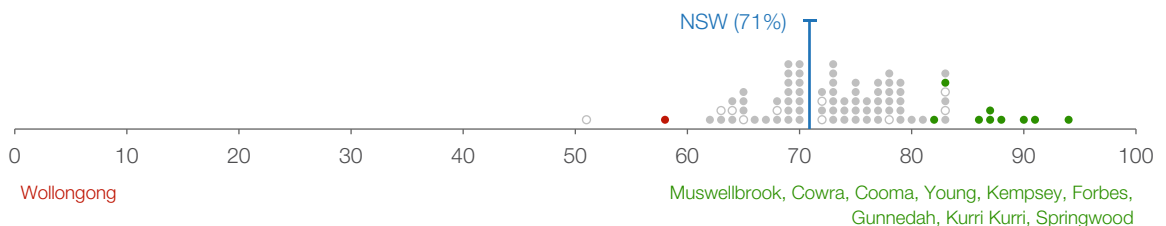
a. 'Definitely' involved as much as they wanted to be in decisions about their discharge from hospital



b. Family and home situation was 'definitely' taken into account when discharged



c. 'Definitely' given enough information about how to manage care at home



Note: A hospital is noted as having a result that is significantly higher or significantly lower than the NSW result for a question after differences in patient characteristics (age, gender, education level and language spoken at home) have been taken into account. Due to greater variability in hospital results with fewer respondents, hospitals marked 'Interpret with caution' are not compared with the NSW result.

# Experiences in rural and urban hospitals

BHI conducted additional analyses for this Snapshot report to examine the experiences of 8,793 patients who attended the 46 larger urban hospitals included in this survey, and 10,331 patients who attended the 41 larger rural hospitals. Experiences were compared across the most positive response options.

Patients who attended large rural and urban hospitals gave mostly positive ratings of their care. For the majority of questions in the survey, there were no significant differences between rural and urban patients.

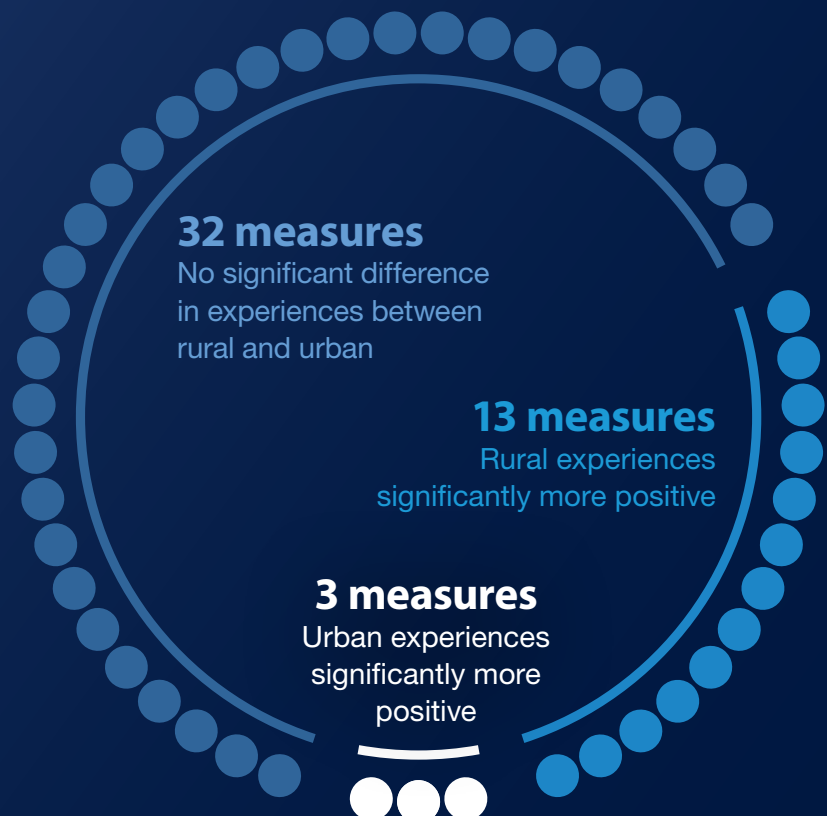
Patients in rural hospitals gave higher ratings for overall satisfaction and outcomes, timely and coordinated care, clear information, involvement in decision making, and a safe, comfortable environment. For example, 70% of patients in rural hospitals said that, overall, the care and treatment they received in hospital was 'very good', compared with 65% of patients in urban hospitals.

There were no significant differences between patients in urban and rural hospitals for questions related to trust and confidence and effective communication.

Patients in urban hospitals were more likely to say they received a document summarising their care (83%, compared with 69% for rural patients). They were also more likely to say they were not readmitted to hospital and did not go to an emergency department because of complications related to the care they received: within one month following discharge (92%, compared with 90%); or within three months following discharge (94%, compared with 92%).

Patient characteristics (age, gender, education level and language spoken at home) have been taken into account when identifying significant differences between urban and rural hospitals' results. For more information, see the technical supplement. Detailed results for survey questions by patient groups, including rurality of hospital, are available on the BHI Data Portal at [bhi.nsw.gov.au/data-portal](https://bhi.nsw.gov.au/data-portal)

We compared experiences of care in large rural and urban hospitals across 48 measures



# Experiences of virtual care

The use of virtual care has continued to expand in recent years, particularly during the COVID-19 pandemic.

As part of this survey, patients admitted to hospital from January to June 2022 were asked about their use of virtual care appointments (by telephone or video) after discharge. At that time, 16% of patients (1,234) reported having at least one virtual care appointment with hospital outpatient clinics and 32% (2,785) reported at least one virtual care appointment with a general practitioner (GP) in the three months after their discharge from hospital.

Among patients who had at least one virtual care appointment with a hospital outpatient clinic, more than eight in 10 patients (86%) said, overall, the

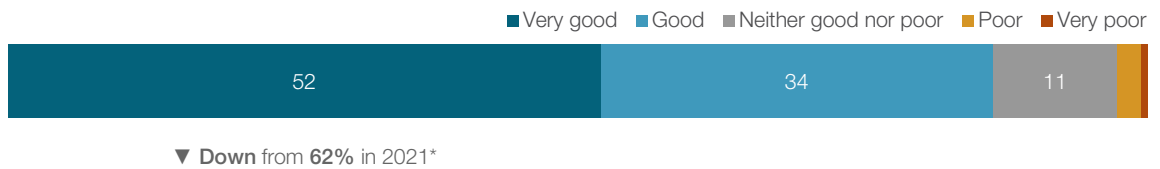
virtual care they received was 'very good' (52%) or 'good' (34%) (Figure 7a). Almost eight in 10 patients (79%) said their virtual care experiences with hospital outpatient clinics were 'better' (24%) or 'about the same' (55%) compared with in-person appointments, however, 21% said they were 'not as good' (Figure 7b).

Almost eight in 10 patients (77%) said, if given the choice, they would use virtual care again 'definitely' (29%) or in some circumstances (48%) (Figure 7c).

Detailed results for all performance questions from the hospital outpatient clinic and GP virtual care modules are available in the supplementary data tables for this report at [bhi.nsw.gov.au](https://bhi.nsw.gov.au)

Figure 7 **Percentage of patients in NSW who also had a virtual care appointment with a hospital outpatient clinic in three months after discharge, all response options, January to June 2022**

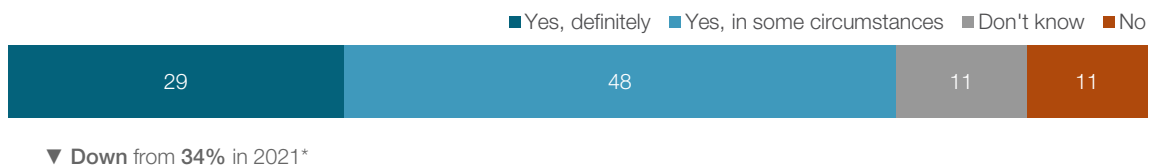
a. Overall, how would you rate the virtual care you received?



b. Compared with in-person appointments, was your virtual care experience...?



c. If given the choice, would you use virtual care again?

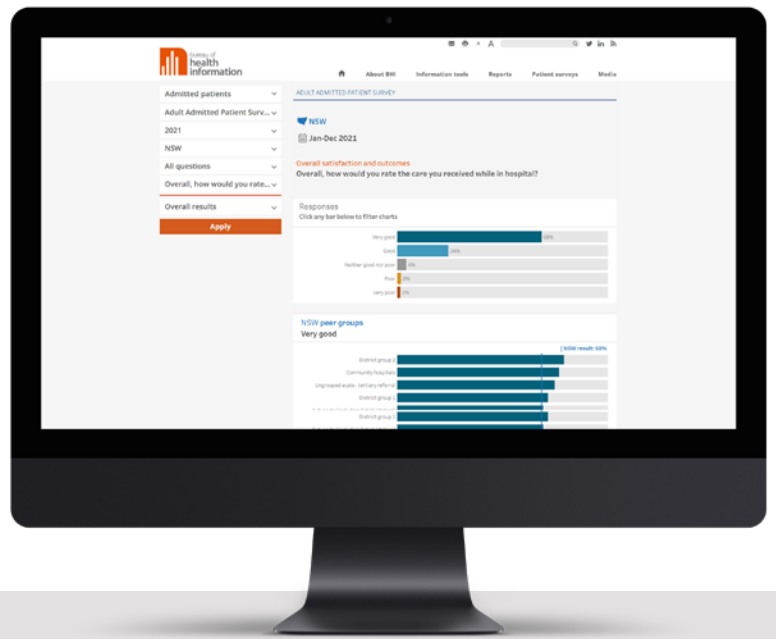


\* Comparisons are made with July to December 2021. Public health restrictions between July and December 2021 and a substantial increase in the prevalence of COVID-19 in the community in late-2021/early 2022 may have affected experiences of care.  
Note: Results may not add up to 100% due to rounding.

## Data portal

The **BHI Data Portal** is part of a transition to a digital-first way of reporting healthcare performance results in NSW, making them more accessible and user friendly.

The Data Portal allows you to find and compare activity and performance, and patient survey results, including for the larger individual hospitals and local health districts.



Adult Admitted Patient Survey



Emergency Department Patient Survey



Outpatient Cancer Clinics Survey



Virtual Care Survey



Maternity Care Survey



Rural Hospital Adult Admitted Patient Survey



Rural Hospital Emergency Care Patient Survey

## NSW Patient Survey Program

Each month we ask thousands of people in NSW to tell us about their recent experience with the public healthcare system as part of the NSW Patient Survey Program.

The surveys ask people questions about different aspects of their care such as compassion, respect and kindness, involvement in decision-making, effective communication, and a safe, comfortable environment.

Further information about our surveys can be found at [bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program](http://bhi.nsw.gov.au/nsw_patient_survey_program)

## About the Bureau of Health Information

BHI is a board-governed organisation that publishes independent reports and information about the performance of the healthcare system in NSW.

We aim to provide the community, health professionals and policy makers with information that enhances visibility and understanding of the performance of the healthcare system, to inform actions to improve healthcare and strengthen accountability.

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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.



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