

Emergency Department Patient Survey 2018–19

Development Report

May 2020

BUREAU OF HEALTH INFORMATION

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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

In 2018, BHI reviewed the Emergency Department Patient Survey (EDPS) 2017–18 questionnaire to inform any content changes required for the 2018–19 questionnaire.

BHI reviews all recurrent surveys before they are repeated to ensure the questionnaire is still appropriate for the NSW context and all questions remain optimal. This document summarises the changes to the EDPS 2017–18 questionnaire for 2018–19. Please refer to previous EDPS development reports from 2013–14 onwards, available at bhi.nsw.gov.au, for information about how those questionnaires were developed. These reports include details such as stakeholder consultation and engagement, questionnaire development, sampling methodology, and additional development notes.

As part of the NSW Patient Survey Program Strategy (2019-22), BHI is undertaking reform of the survey program. This work aims to improve the timeliness, representativeness and usefulness of survey data for NSW stakeholders. These reforms will occur during 2020 and 2021.

Method

The review of the questionnaire focused on a methodological analysis of the 2017–18 data. The resulting changes and rationales are presented in this document.

BHI's analysis of EDPS 2017–18 data to test the quality of questions and questionnaire design included an examination of the following:

- response patterns for each question, including rates of item non-response (not answering a question when they should have), invalid responses (selecting more than one answer to a single response question or answering a question they should have skipped) and non-specific responses, such as 'don't know', 'can't remember' or 'not applicable to me'
- ceiling and floor effects of response categories (responses where almost all patients were very positive or very negative, with little variation between hospitals) using the scored mean, standard deviation and skewness of responses
- correlations between questions (using the most positive response option) to understand if any questions appear to be duplicating the same aspect of care (using the Pearson method).

Following the analysis of the 2017–18 questionnaire content and data, proposed changes were discussed and agreed upon. The final EDPS 2018–19 questionnaire was reviewed and signed off by BHI Chief Executive.

Overview of changes

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

New questions (in 2018–19 questionnaire)

- Q15, Q82.

Modified questionnaire content

- Modified questions and/or response options:
 - Q1, Q4, Q10, Q13, Q22, Q67, Q69, Q81, Q83, Q88
- Modified formatting to response option:
 - Q68.

Details of changes

Question # 2017–18	Question # 2018–19	Updated question (as it appears in 2018–19 questionnaire)	Change from 2017–18	Rationale
Q1	Q1	What was your main form of transport to the emergency department (ED)? <ul style="list-style-type: none"> • Private motor vehicle (car, motorbike, van) • Ambulance Go to Q4 • Public transport Go to Q3 • Other Go to Q3 	Instruction added to response option 'Go to Q3' instruction added to 'Other'	The skip instruction was added to better support the flow of the questionnaire for respondents who selected this response option.
Q4	Q4	Were the reception staff you met on your arrival polite and courteous? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't meet any reception staff • Don't know/can't remember 	Modified question & response option Changed 'ED staff' to 'reception staff' Added new response option 'I didn't meet any reception staff'	Question wording amended and response option added in response to stakeholder feedback.
Q10	Q10	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? <ul style="list-style-type: none"> • I was triaged immediately • 1-15 minutes • 16-30 minutes • 31-59 minutes • 1 hour to less than 2 hours • 2 hours or more • I did not see a triage nurse • Don't know/can't remember 	Modified response option Changed response option '1 hour to under 2 hours' to '1 hour to less than 2 hours'	The change was introduced to align with the BHI style guide.

Question # 2017–18	Question # 2018–19	Updated question (as it appears in 2018–19 questionnaire)	Change from 2017–18	Rationale
Q13	Q13	<p>After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?</p> <ul style="list-style-type: none"> • I was treated immediately.....Go to Q16 • 1-10 minutes • 11-30 minutes • 31-59 minutes • 1 hour to less than 2 hours • 2 hours to less than 4 hours • 4 hours or more • Don't know/can't remember 	<p>Modified response options</p> <p>Changed response option '1 hour to under 2 hours' to '1 hour to less than 2 hours'</p> <p>Changed response option '2 hours to under 4 hours' to '2 hours to less than 4 hours'</p>	These changes were introduced to align with the BHI style guide.
n/a	Q15	<p>While you were waiting to be treated, did your symptoms or condition get worse?</p> <ul style="list-style-type: none"> • Yes, much worse • Yes, slightly worse • No • Don't know/can't remember 	New	This question was re-introduced to the questionnaire in response to stakeholder feedback emphasising the value of the question.
Q21	Q22	<p>How much information about your condition or treatment was given to your family, carer or someone else close to you?</p> <ul style="list-style-type: none"> • Not enough • The right amount • Too much • It was not necessary to provide information to any family or friends • Don't know/can't say 	<p>Modified response option</p> <p>Added 'The' to response option 'right amount'</p>	The response option was changed for increased clarity and to align with the BHI style guide.

Question # 2017–18	Question # 2018–19	Updated question (as it appears in 2018–19 questionnaire)	Change from 2017–18	Rationale
Q66	Q67	<p>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)</p> <ul style="list-style-type: none"> • 1-30 minutes • 31-59 minutes • 1 hour to less than 2 hours • 2 hours to less than 4 hours • 4 hours or more • Don't know/can't remember 	<p>Modified response options</p> <p>Changed '1 hour to under 2 hours' to '1 hour to less than 2 hours'</p> <p>Changed '2 hours to under 4 hours' to '2 hour to less than 4 hours'</p>	These changes were introduced to align with the BHI style guide.
Q67	Q68	<p>Did you want to make a complaint about something that happened in the ED?</p> <ul style="list-style-type: none"> • No, I did not want to make a complaint • Yes, and I did complain • Yes, but I did <u>not</u> complain 	<p>Reformatted response option</p> <p>Underlined 'not' in response option 'Yes, but I did <u>not</u> complain'</p>	This formatting change was made to highlight the most important component of the question.
Q68	Q69	<p>Were you ever treated unfairly for any of the reasons below?</p> <p>Please X <u>all</u> options that apply to you</p> <ul style="list-style-type: none"> • Age • Sex • Aboriginal background • Ethnic background • Religion • Sexual orientation • A disability that you have • Marital status • Something else • I was <u>not</u> treated unfairly 	<p>Modified response options</p> <p>Added new response option 'Aboriginal background'</p> <p>Removed 'Your' from existing response options</p>	The response options were changed for consistency with other BHI patient survey questionnaires.

Question # 2017–18	Question # 2018–19	Updated question (as it appears in 2018–19 questionnaire)	Change from 2017–18	Rationale
Q87	Q81	<p>Are you of Aboriginal origin, Torres Strait origin, or both?</p> <ul style="list-style-type: none"> • Yes, Aboriginal • Yes, Torres Strait Islander • Yes, both Aboriginal and Torres Strait Islander • No Go to Q83 	<p>Instructions added to response options</p> <p>Directional arrow added for options one to three ‘Go to Q83’ instruction added to ‘No’</p>	<p>Directional arrow and ‘Go to Q83’ instruction was introduced as the new question (Q82) added in 2018–19 is only applicable to the cohort of patients who identified themselves as Aboriginal/Torres Strait Islander or both.</p>
n/a	Q82	<p>Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in the ED?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	<p>This question was added for consistency with other BHI patient survey questionnaires.</p>
Q81	Q83	<p>Which, if any, of the following longstanding conditions do you have (including age related conditions)?</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 or 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 Go to Q100 	<p>Modified question and response option</p> <p>Changed ‘long-standing’ to ‘longstanding’</p> <p>Replaced ‘A learning disability’ with ‘An intellectual disability’</p>	<p>This change was made to align with the BHI style guide.</p> <p>Intellectual disability is the preferred term to use in Australia.</p>

Question # 2017–18	Question # 2018–19	Updated question (as it appears in 2018–19 questionnaire)	Change from 2017–18	Rationale
Q86	Q88	Did the ED provide an interpreter when you needed one? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • I did not need the ED to provide a professional interpreter 	Modified response option Replaced 'an' with 'a professional' in the response option 'I did not need the ED to provide an interpreter'	This change was introduced to clarify the definition of 'interpreter'.