

Snapshot

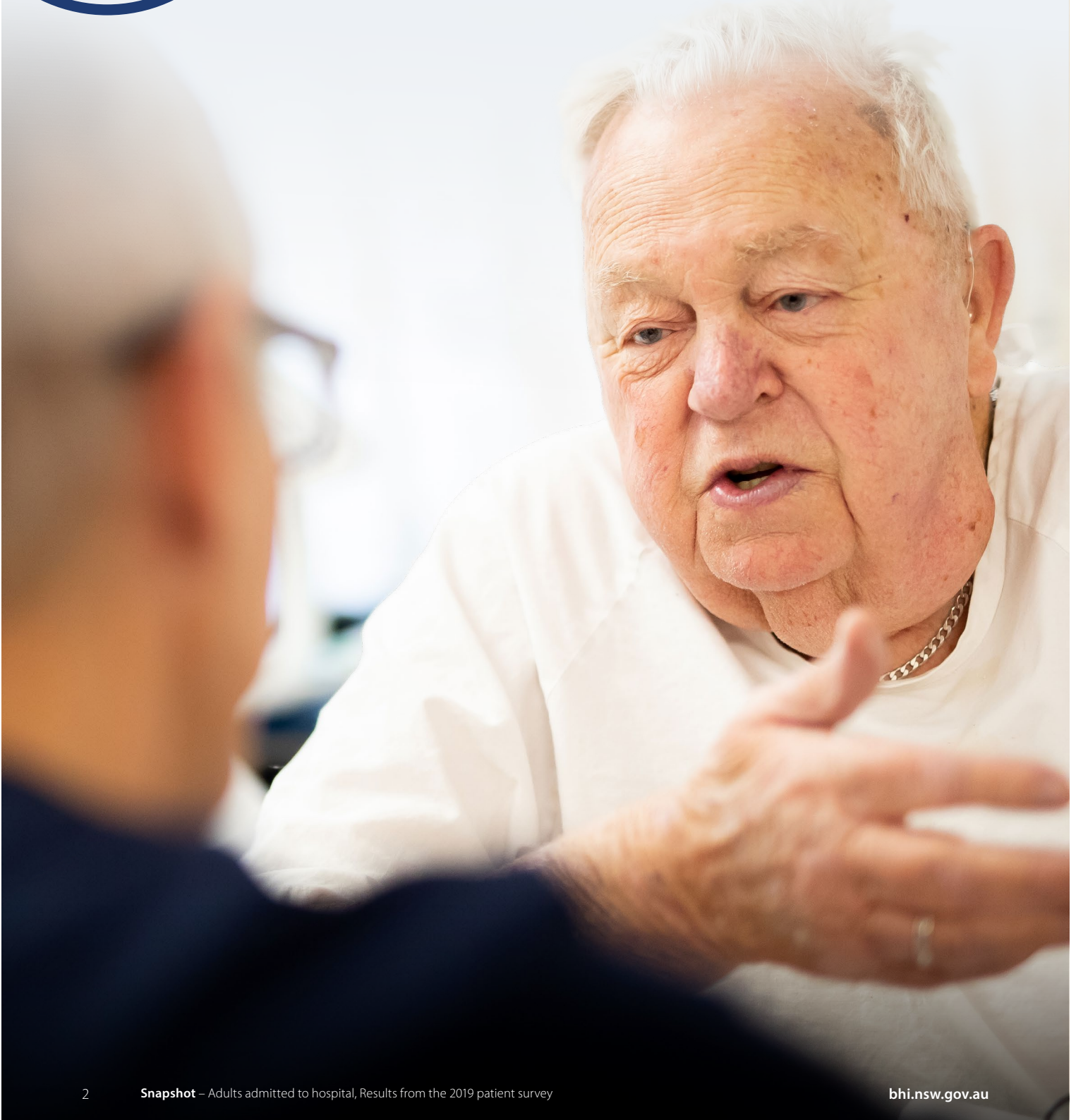


# Adults admitted to hospital

Results from the 2019 patient survey



We heard from almost  
**22,000 people** about their  
experiences as admitted patients  
in NSW **public hospitals** in 2019



People are admitted to hospital for a wide range of services, including medical and surgical care. The care they experience should involve a respectful partnership between patients and health professionals.

The results of the Adult Admitted Patient Survey 2019 reflect the experiences of 21,900 adults who responded to the questionnaire following admission to one of 75 NSW public hospitals in 2019. Results for these hospitals are available in supplementary data tables and on the Bureau of Health Information (BHI's) interactive data portal, Healthcare Observer, at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

This Snapshot report highlights key findings in relation to patients' experiences across a range of aspects of care and shows variation across hospitals.

**Overall ratings of care:** Around nine in 10 patients (93%) rated their overall care as either 'very good' (67%) or 'good' (26%). When asked how well health professionals worked together, six in 10 patients (60%) said 'very good', while more than six in 10 (66%) said the care they received in hospital was 'very well organised' (pages 4–5).

**Experiences of care:** More than eight in 10 patients (86%) said they were 'always' treated with respect

and dignity while in hospital. Six in 10 patients (60%) said they were 'always' able to talk to a doctor when they needed to, and eight in 10 patients (80%) said health professionals 'always' explained things in a way they could understand (pages 6–7).

**Engagement at discharge:** More than six in 10 patients (65%) said they 'definitely' felt involved in decisions about their discharge. Around seven in 10 patients (73%) said hospital staff took their family and home situation into account when planning their discharge (pages 10–11).

**Outcomes of care:** Almost eight in 10 patients (77%) said the care and treatment they received 'definitely' helped them. Almost one in 10 patients (9%) said that in the month following discharge, they went to an emergency department or were readmitted to hospital because of problems or complications related to the care they received (pages 12–13).

**Aboriginal patients' experiences:** As part of this survey, every adult Aboriginal patient who was admitted to a NSW public hospital during 2019 was invited to provide feedback about their experiences of care. This Snapshot report also highlights key NSW-level findings for the 3,454 Aboriginal people who responded to the survey (pages 14–19).

Overall, **93%** of patients rated their care as



# Overall ratings of care

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

Around nine in 10 patients (93%) said overall, the care they received was 'very good' (67%) or 'good' (26%) (Figure 1a). For those patients who said 'very good', results ranged from 50% to 87% across hospitals (Figure 2a).

When asked to rate how well health professionals worked together, six in 10 patients (60%) said 'very good' (Figure 1b). Across hospitals, results ranged from 47% to 86% (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 50% to 86% (Figure 2c).

Around seven in 10 patients (72%) rated their doctors as 'very good'. Similarly, more than seven in 10 patients (75%) rated their nurses as 'very good' (data not shown).

Some patient groups tend to respond more positively to surveys. This means that hospitals with higher proportions of patients with these characteristics tend to have higher patient experience ratings.

To enable fairer comparisons across hospitals, BHI has taken the characteristics of each hospital's patients (age, sex, education and language spoken at home) into account.

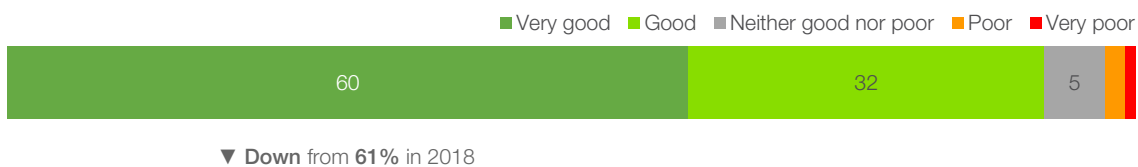
Therefore, when a hospital is flagged as having a significantly higher or lower result than NSW, this is more likely to reflect differences in patients' experiences and less likely to reflect differences in the hospital's patient mix. For further details, please see this survey's technical supplement at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

Figure 1 Percentage of patients in NSW, all response options, 2019

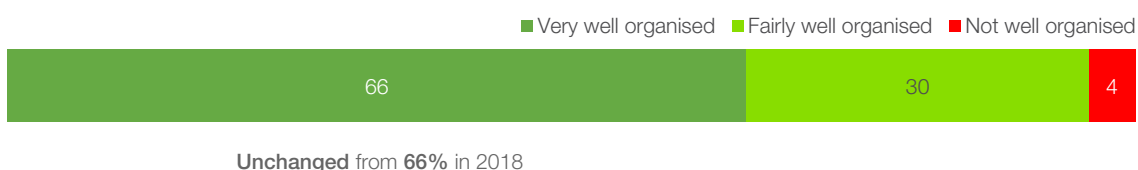
a. Overall, how would you rate the care you received while in hospital?



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



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



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

More than seven in 10 patients said they would rate the doctors and nurses as 'very good'



Best part of care...

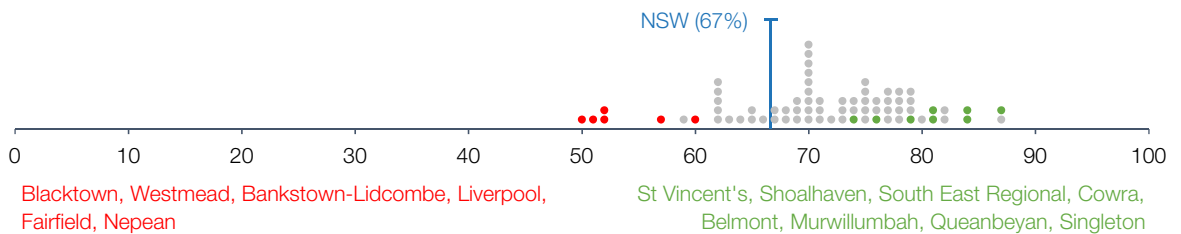
“  
The efficiency and care of all the staff. They made me feel comfortable and confident in the procedure.  
”

In the figures below, each dot represents an individual hospital's result. After accounting for patient characteristics, hospitals whose results are significantly different from NSW are listed below the graph in order from lowest to highest. Detailed results for all hospitals are available in Healthcare Observer and the supplementary data tables at [bhi.nsw.gov.au](http://bhi.nsw.gov.au)

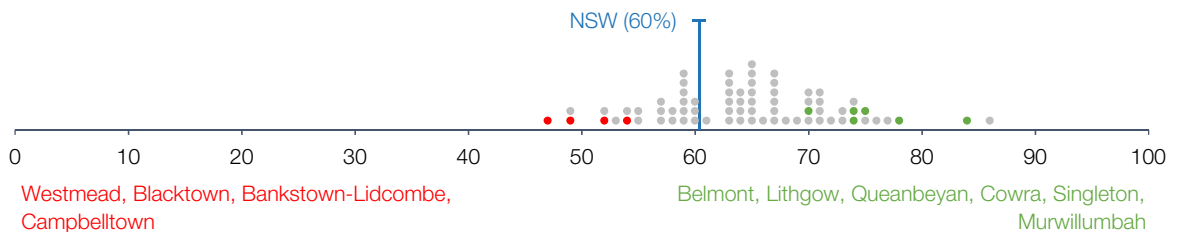
Figure 2 Percentage of patients in each hospital who selected the most positive response option, 2019

Hospital result relative to NSW public hospitals: ● Significantly lower ● Not significantly different ● Significantly higher

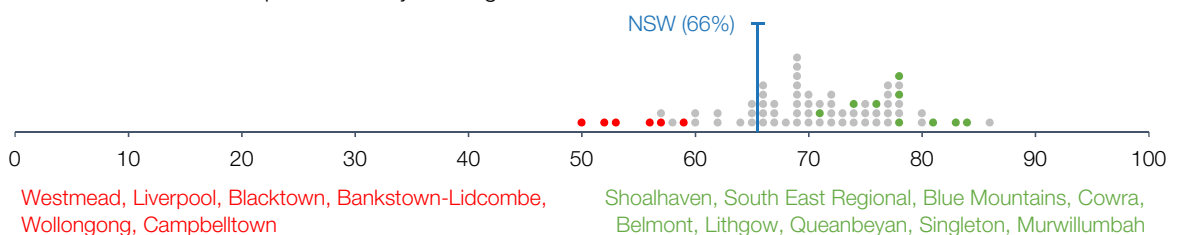
a. Overall, hospital care was 'very good'



b. Would rate how health professionals worked together as 'very good'



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



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, sex, education and language spoken at home) have been taken into account.

# Experiences of care

Adult patients who were admitted to hospital shared their experiences of a range of aspects of their care, including whether they felt respected by health professionals.

More than eight in 10 patients (86%) said they were 'always' treated with respect and dignity while in hospital (Figure 3a). Across hospitals, results ranged from 77% to 97% (Figure 4a).

Of the almost nine in 10 patients who said they needed to talk a doctor (87%), six in 10 (60%) said they 'always' had that opportunity (Figure 3b). Across hospitals, results ranged from 47% to 88% (Figure 4b).

Eight in 10 patients (80%) said health professionals 'always' explained things in a way they could understand (Figure 3c). Across hospitals, results ranged from 72% to 96% (Figure 4c).

Around seven in 10 patients (71%) said their ward or room was 'very clean' (data not shown).

Around six in 10 patients (63%) said the toilets and bathrooms they used were 'very clean' (data not shown).

This Snapshot report focuses on experiences of care in 2019 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 supplementary data tables to this report and BHI's interactive data portal, Healthcare Observer at [bhi.nsw.gov.au](http://bhi.nsw.gov.au).

Figure 3 **Percentage of patients in NSW, all response options, 2019**

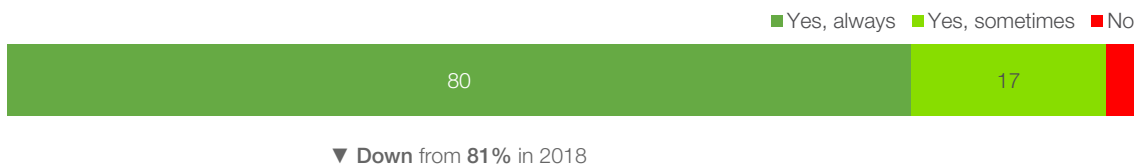
a. Did you feel you were treated with respect and dignity while you were in the hospital?



b. If you needed to talk to a doctor, did you get the opportunity to do so?\*



c. Did the health professionals explain things in a way you could understand?



\*Based on the responses of 18,069 patients (87%) who said they needed to talk to a doctor.  
Note: Results may not add up to 100% due to rounding.



When asked about the amount of information they received about their condition or treatment...

**85%**

said they received the 'right' amount of information

**14%**

said they did not get enough information

What could improve...

“

Consistency of information from nurses and doctors. Often conflicting information was given by each person.

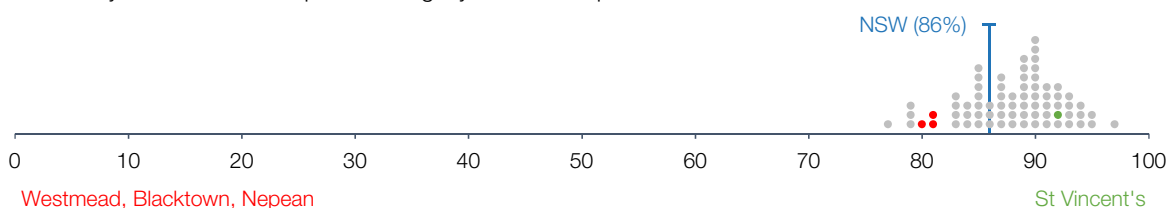
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Figure 4

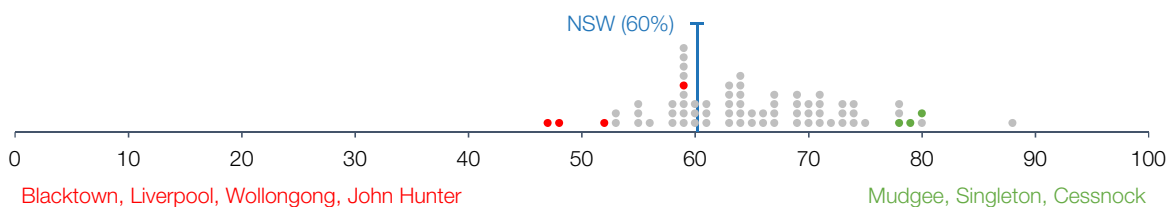
Percentage of patients in each hospital who selected the most positive response option, 2019

Hospital result relative to NSW public hospitals: ● Significantly lower ● Not significantly different ● Significantly higher

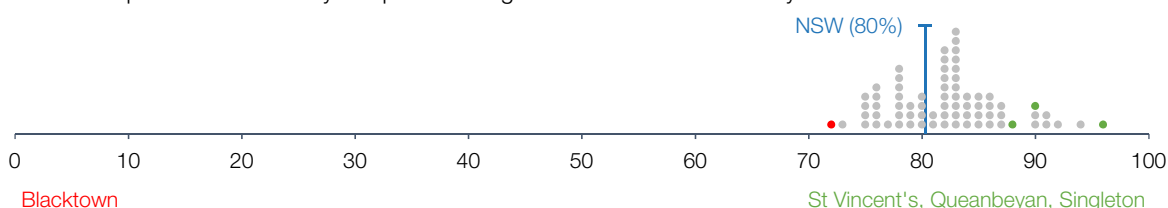
a. 'Always' treated with respect and dignity while in hospital



b. 'Always' had the opportunity to talk to a doctor if needed



c. Health professionals 'always' explained things in an understandable way



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, sex, education and language spoken at home) have been taken into account.



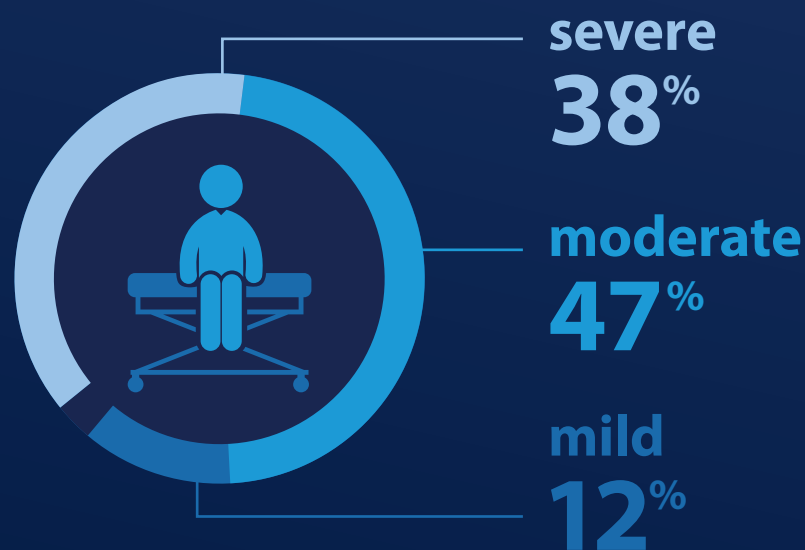




About seven in 10 patients (71%) said hospital staff 'definitely' did everything they could to help them manage their pain

**This was down from 75% in 2018**

Patients described their pain as



**Best part of care...**

“

The empathy from the staff about my pain. They provided me with a variety of ways to ease my pain as well as medication.

”

Note: Around half of patients (51%) said they experienced pain.

# Engagement at discharge

The survey also captured patients' experiences when leaving hospital.

Around nine in 10 patients (92%) wanted to be involved in decisions about their discharge. Of these patients, more than six in 10 (65%) said they 'definitely' felt involved (Figure 5a). Across hospitals, results ranged from 53% to 87% (Figure 6a). Around one in 10 patients (12%) said they did not feel involved in decisions about their discharge.

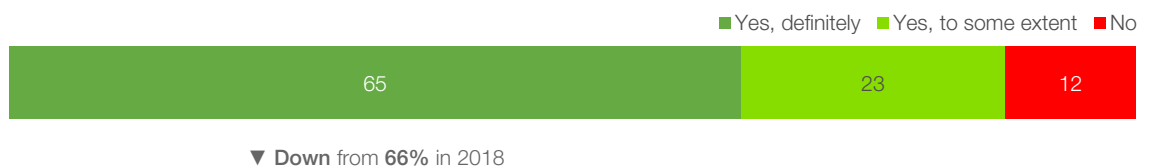
Many patients need support from family and friends to manage their ongoing care. More than seven in 10 patients (76%) said they had a family or home situation that needed to be considered when planning their discharge. Of these patients, around seven in 10 (73%) said staff 'completely' took their situation into account (Figure 5b). Across hospitals, results ranged from 62% to 94% (Figure 6b).

Around nine in 10 patients (93%) said they needed information about how to manage their care at home. Of these patients, around seven in 10 (73%) said they were given 'completely' enough information (Figure 5c). Across hospitals, results ranged from 61% to 95% (Figure 6c).

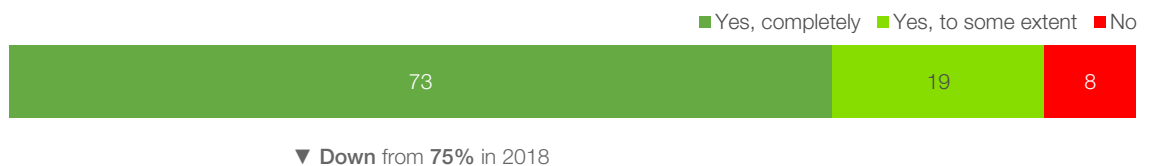
Almost half of patients (47%) were prescribed a new medication to take home. Of these patients, around eight in 10 (82%) said health professionals 'completely' explained its purpose and about half (54%) said they 'completely' explained possible side effects (data not shown).

Figure 5 Percentage of patients in NSW, all response options, 2019

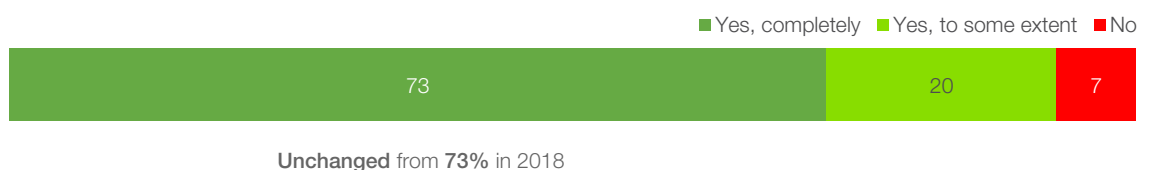
a. Did you feel involved in decisions about your discharge from hospital?\*



b. Did hospital staff take your family and home situation into account when planning your discharge?\*\*\*



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 19,259 patients (92%) who wanted to be involved in decisions about their discharge.

\*\*Based on the responses of 15,590 patients (76%) who had a family or home situation that needed to be taken into account.

\*\*\*Based on the responses of 19,570 patients (93%) who needed information about how to manage their care at home.

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

When asked if health professionals told them about medication side effects to watch for...



**54%** said 'yes, completely'

**22%** said 'yes, to some extent'

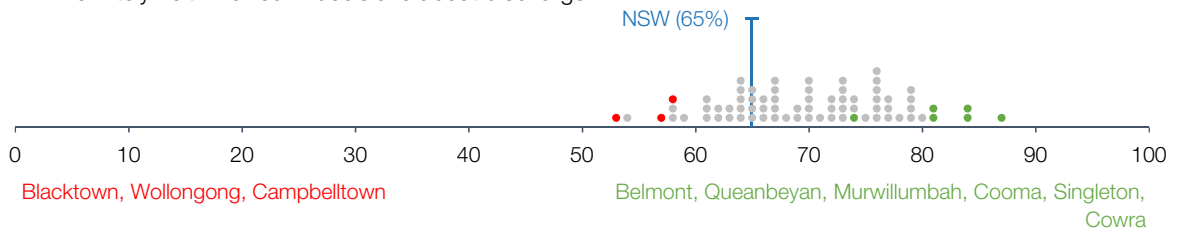
**24%** said 'no'

Figure 6

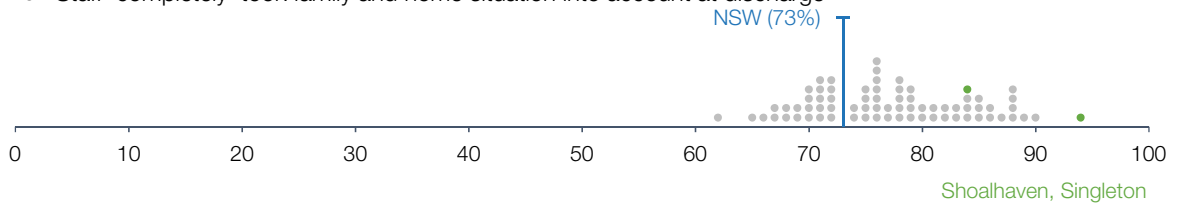
Percentage of patients in each hospital who selected the most positive response option, 2019

Hospital result relative to NSW public hospitals: ● Significantly lower ● Not significantly different ● Significantly higher

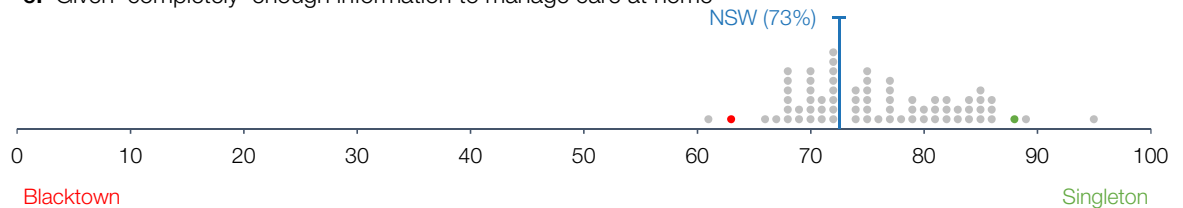
a. 'Definitely' felt involved in decisions about discharge



b. Staff 'completely' took family and home situation into account at discharge



c. Given 'completely' enough information 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, sex, education and language spoken at home) have been taken into account.

# Outcomes of care

Patient surveys capture patients' perspectives on health outcomes that matter to them and the impact healthcare had on important aspects such as their pain, mobility and quality of life.

Almost eight in 10 patients (77%) said the care and treatment they received during their hospital stay 'definitely' helped them (Figure 7a).

Patients may experience problems or complications during or shortly after a hospital stay. More than one in 10 patients (16%) said they experienced at least one problem or complication related to their stay (Figure 7b).

Almost five in 10 patients who said they experienced a problem or complication (49%) said health professionals were 'completely' open with them about it (data not shown).

In the month following discharge, almost one in 10 patients (9%) said they went to an emergency department or were readmitted to hospital because of problems or complications related to the care they received (Figure 7c).

Results are provided without hospital comparison for outcomes of care questions. Patients with more complex conditions are likely to have less positive outcomes, and surveys do not contain the information required to fully account for this complexity.

Figure 7 Percentage of patients in NSW, all response options, 2019

a. Did the care and treatment received in hospital help you?



b. Not including the reason you went to hospital, during your hospital stay, or soon afterwards, did you experience a problem or complication?

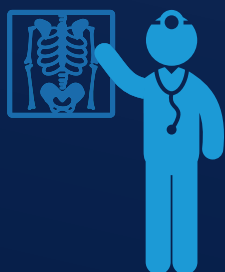


c. In the month following discharge, went to an emergency department or readmitted to hospital because of complications related to the care received.



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

Almost one in 10 patients (9%) said they were readmitted to hospital or went to an emergency department in the month following discharge because of complications related to their care



### Best part of care...



Staff put my mind at ease, investigated my pain, did tests and ordered further tests once I was home.



### What could improve...



If and when a complication arises, more transparency between doctors, nurses and patients.



# Aboriginal patients' experiences

## Safe and supportive environment

Listening to what Aboriginal people have to say about their experiences of hospital care is important to ensure they receive high quality healthcare, tailored to their needs.

Being greeted with a welcoming environment is important in ensuring a positive experience for patients on their admission to hospital. Of Aboriginal patients who were admitted to hospital via the emergency department, eight in 10 (80%) said the staff they met on arrival were polite and courteous (Figure 8a).

Around eight in 10 Aboriginal patients said the nurses (81%) and doctors (80%) they saw during their hospital stay were 'always' kind and caring (data not shown).

More than five in 10 Aboriginal patients (56%) said they did not receive or were not offered support

from an Aboriginal Health Worker while they were in hospital (Figure 8b).

Of the almost nine in 10 Aboriginal patients who said they needed to talk to a doctor (89%), more than five in 10 (54%) said they 'always' had that opportunity, whereas one in 10 Aboriginal patients (10%) said they did not (Figure 8c).

As part of this survey, every adult Aboriginal patient who was admitted to a NSW public hospital during 2019 was invited to provide feedback about their experiences of care. This Snapshot report highlights key NSW-level findings for the 3,454 Aboriginal people who responded to the survey.

In 2021, BHI will release an in-depth Insights report on Aboriginal patient experience in NSW public hospitals.

Figure 8 Percentage of Aboriginal patients in NSW, all response options, 2019

a. Were the emergency department staff polite and courteous?\*



b. Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in hospital?



c. If you needed to talk to a doctor, did you get the opportunity to do so?\*\*\*



\*Based on the responses of 1,557 Aboriginal patients (50%) who were admitted to hospital via the ED.

\*\*Based on the responses of 2,965 Aboriginal patients (89%) who said they needed to talk to a doctor.

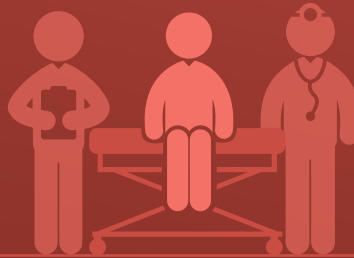
Note: Results may not add up to 100% due to rounding.



About eight in 10 Aboriginal patients said the doctors and nurses were 'always' kind and caring

**Nurses**

**81%**



**Doctors**

**80%**



**Best part of care...**

“

The staff were organised and efficient. They introduced themselves and said what they were doing and why. They made sure I was comfortable.

”



**What could improve...**

“

It would be good to have more Aboriginal workers and support for the people from country.

”

## Aboriginal patients' experiences

# Family involvement and appropriate care

Involving patients and their families as partners in care is often beneficial to all and can help improve patients' health outcomes.

Eight in 10 Aboriginal patients (80%) had family, a carer or someone close to them who wanted information about their condition or treatment. Of these patients, around seven in 10 (72%) said their family or carer got 'the right amount' of information. Around two in 10 patients (22%) said their family or carer did not get enough information about their condition or treatment (Figure 9a).

Eight in 10 Aboriginal patients (80%) had a family or home situation that needed to be taken into account when planning their discharge. Almost seven in 10

patients (67%) said hospital staff 'completely' took their family and home situation into account when planning their discharge (Figure 9b).

Aboriginal patients should be provided with culturally safe and appropriate care. Almost eight in 10 Aboriginal patients (78%) said they were 'always' treated with respect and dignity while they were in the hospital (Figure 9c).

More than seven in 10 Aboriginal patients (75%) said they were 'always' given enough privacy when discussing their condition and treatment, and around eight in 10 (83%) said they were 'always' given privacy when being examined or treated (data not shown).

Figure 9 Percentage of Aboriginal patients in NSW, all response options, 2019

a. How much information about your condition or treatment was given to your family, carer or someone close to you?\*



b. Did hospital staff take your family and home situation into account when planning your discharge?\*\*\*



c. Did you feel you were treated with respect and dignity while you were in the hospital?



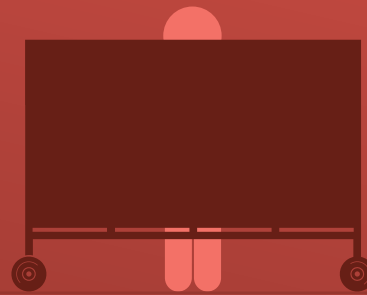
\*Based on the responses of 2,496 Aboriginal patients (80%) who had family, a carer or someone close to them who wanted information.

\*\*Based on the responses of 2,673 Aboriginal patients (80%) who had a family or home situation that needed to be taken into account.

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



When Aboriginal patients were asked if they were given enough privacy...



**75%**

said they were 'always' given enough privacy when discussing their condition and treatment

**83%**

said they were 'always' given enough privacy when being examined or treated



**Best part of care...**

“

The nurses, doctors and all allied staff were excellent with my family, keeping them fully informed as to what was happening.

”



**What could improve...**

“

Sensitivity is an issue that most Aboriginal patients have to deal with. Discussions about medical issues should be in private.

”

## Aboriginal patients' experiences

# Communication and continuity of care

Aboriginal patients shared their experiences of how well health professionals in NSW public hospitals communicated with them, as well as the level of coordination and continuity of their care.

Around seven in 10 Aboriginal patients (73%) said health professionals 'always' explained things in a way they could understand (Figure 10a).

Seven in 10 Aboriginal patients (70%) said they did not receive contradictory information about their condition or treatment from health professionals while three in 10 (30%) said they did (Figure 10b).

More than nine in 10 Aboriginal patients (95%) needed information on how to manage their care at home. Of these patients, almost seven in 10 (67%) said they were given 'completely' enough of this information (Figure 10c).

More than nine in 10 Aboriginal patients (95%) wanted to be involved in decisions about their discharge from hospital. Of these patients, around six in 10 (62%) said they were 'definitely' involved, around two in 10 (22%) said they were involved 'to some extent' while more than one in 10 (16%) said they did not feel involved in decisions about their discharge from hospital (data not shown).

The distribution of Aboriginal respondents across age, sex and residential location is broadly representative of all Aboriginal adults who were admitted to hospital in 2019. For more information about the profile of the survey respondents and analysis methods, see the technical supplement to this survey.

Figure 10 Percentage of Aboriginal patients in NSW, all response options, 2019

a. Did the health professionals explain things in a way you could understand?



b. Did you ever receive contradictory information about your condition or treatment from the health professionals?



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 3,182 Aboriginal patients (95%) who needed information on how to manage their care at home.  
Note: Results may not add up to 100% due to rounding.

EXIT

When Aboriginal patients were asked if they were involved in decisions around their discharge...



62%

said  
**'yes, definitely'**

22%

said  
**'yes, to some extent'**

16%

said  
**'no'**



**Best part of care...**

“

Everyone I spoke to gave me a lot of information regarding my health issue and I was able to make the best choices.

”



**What could improve...**

“

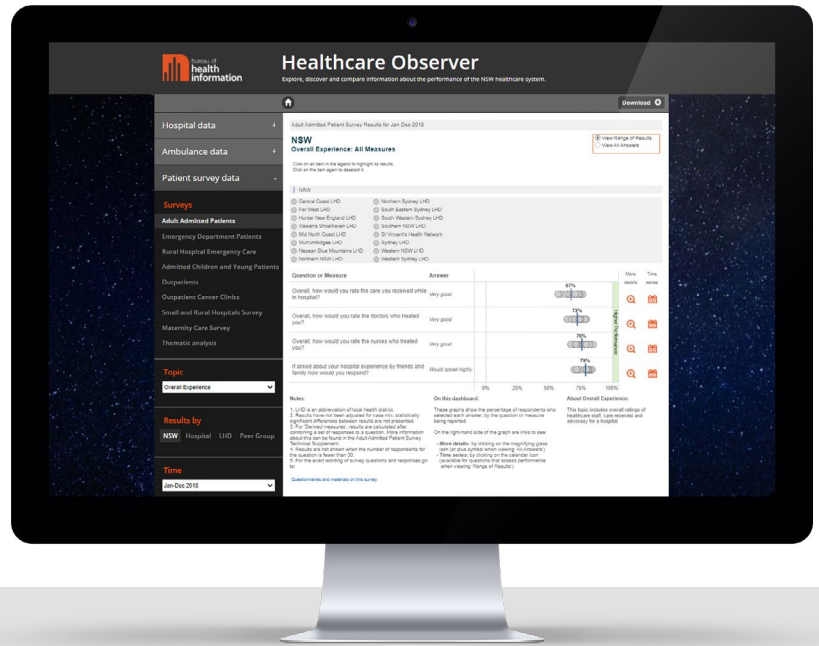
The continuity of care was just not there. Different healthcare professionals had different ideas about what should happen.

”

# Healthcare Observer

Healthcare Observer is the Bureau of Health Information (BHI's) online interactive data portal which lets you explore and download information about the performance of the NSW healthcare system.

Full results from the Adult Admitted Patient Survey 2019 are available at [bhi.nsw.gov.au/Healthcare\\_Observer](http://bhi.nsw.gov.au/Healthcare_Observer)



Adult Admitted Patient Survey



Emergency Department Patient Survey



Outpatient Cancer Clinics Survey



Admitted Children and Young Patients 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 accessibility and timeliness, the physical environment of the hospital, safety and hygiene, communication and information, and whether they were treated with respect and dignity.

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, in order to inform actions to improve healthcare and strengthen accountability.

State Health Publication Number: (BHI) 200506

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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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