

Admitted Children and Young Patients Survey 2017

Development Report

December 2018

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

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Background

In early 2017, the Bureau of Health Information (BHI) reviewed the questionnaires used in the *2016 Admitted Children and Young Patients Survey (CYPS)* to prepare for the collection of data measuring children and young patients' experiences in NSW public hospitals from January to December 2017. Each year, the CYPS samples patients from the three tertiary paediatric hospitals. Every third year, the survey is expanded to include all NSW public hospitals with sufficient numbers of children and young patients. The 2017 CYPS included all NSW public hospitals.

Patients were surveyed approximately three months after discharge to understand experiences on admission, during the process of care, as well as outcomes and continuity of care after discharge from hospital. Accordingly, data collection began in May 2017 and ended in June 2018.

BHI undertakes reviews of all recurrent surveys before they are repeated. The purpose of the review is to ensure the questionnaire is still appropriate for the NSW context and that all questions remain optimal. The CYPS has three questionnaires, each specific to the age of the patient (see below).

This document summarises the changes to the CYPS questionnaires made for 2017. Please refer to previous CYPS development reports, available at bhi.nsw.gov.au, for information about development of past questionnaires. These reports include details on stakeholder consultation and engagement, questionnaire development, sampling methodology and additional development notes.

Method

As this was the fourth CYPS, minimal review of the questionnaires was required. Where appropriate, questions were amended to align with other BHI surveys. A brief analytic review of the questionnaires was undertaken and no significant issues requiring changes were identified. This review included rates of item non-response (not answering a question that should have been), invalid responses (selecting more than one answer to a single-response question or answering a question that should have been skipped) and non-specific responses, such as 'don't know', 'can't remember' or 'not applicable to me'.

Questionnaire versions

For practical reasons, the CYPS is principally designed to obtain responses from the parents of patients. However, the questionnaires also provide the opportunity for young patients to provide their views of care. The three questionnaires used to collect patient and carer experiences for these age groups were:

- A questionnaire for the parents/carers of children aged 0–7 years
- A questionnaire for the parents/carers of young people aged 8–15, which includes a section for the young person to complete
- A questionnaire for young people aged 16–17 at the time of hospital admission, which is intended to be completed by the young person.

This document summarises the changes to the questionnaires from 2016 to 2017.

Details of changes

Modified questions and questionnaire content

Cover letter

Action

The main changes to the cover letter include:

- Improvements to the information provided and the invitation to participate
- Addition of CYPs-specific branding and colouring
- Addition of full-colour BHI logo.

Rationale

International research has demonstrated that succinct text and clear subheadings on a survey cover letter are associated with increased response rates. The cover letter and information sheet for the CYPs questionnaires were modified to make this more accessible to patients and to promote use of the online completion tool.

BHI applied survey-specific branding to all survey types so that each survey has its own logo and colour-scheme. This had become necessary due to the large suite of surveys developed by BHI and ensures each can be distinguished from the others. This will make it easier for patients to describe which survey they received and reduce errors in printing and processing survey materials.

Question 65 (0–7 years), Question 53 (8–15 years) and Question 58 (16–17 years).

Previously Questions 65, 53 and 58, respectively.

Did the hospital provide you with a document summarising the care [you/your child] received in hospital (e.g. a copy of the letter to your GP or a discharge summary)?

- ☐ Yes
- ☐ No
- ☐ Don't know/can't remember

Action

Modified the question wording to encompass more options than only the hospital letter to the patient's GP.

Rationale

This question was amended to align with the discharge document question used in other BHI questionnaires. As shown in other surveys, this should partially address the high rate of patients saying they 'don't know/can't remember', which is currently greater than 10%. The new text also clarified the purpose of the discharge document to better inform patients. It also addresses feedback that while a letter is often seen as a printed document, this information can be provided in electronic format (e.g. by email).

Interpreter questions

The former question on use of an interpreter while in hospital was replaced with two questions to align with other BHI surveys. The current versions are shown below:

Questions 82 and 83 (0–7 years), Questions 70 and 71 (8–15 years) and Questions 75 and 76 (16–17 years). Previously Questions 82, 70 and 75, respectively.

Did you [the patient or parent/carer] need, or would you have liked, to use an interpreter at any stage while your child was in hospital?

- ☐ Yes
- ☐ No

Did the hospital provide an interpreter when you needed one?

- ☐ Yes, always
- ☐ Yes, sometimes
- ☐ No
- ☐ I did not need the hospital to provide an interpreter

Rationale

In addition to standardising this question across BHI surveys, this change also increased the attribution of the question by making it specific to when it was necessary for the hospital to provide the service, rather than relying on friends or relatives to provide interpretation.