

Equity of Care

Results from the Outpatient Cancer Clinics Survey

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Bureau of Health Information

Produces **independent reports** on the performance of the NSW healthcare system

Manages the **NSW Patient Survey Program**

Asked **270,000 patients** about their **experiences** in the NSW health system in 2017–18

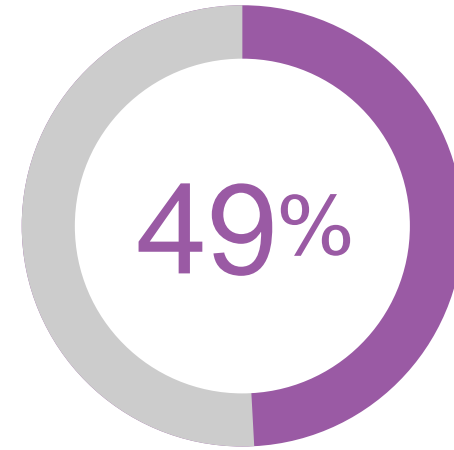
The power of
patients' voices,
**strengthening
accountability**
and **informing
improvement**

Outpatient Cancer Clinics Survey

Conducted annually since 2015 in partnership with Cancer Institute NSW

The latest issue, Outpatient Cancer Clinics Survey 2017, was released by BHI

More than 11,000 patients shared their experiences in outpatient cancer clinics from 50 facilities in NSW



Response rate

Equity of Care

Results from the Outpatient Cancer Clinics Survey

This study aims to:

investigate how different patient groups reported their experiences of care in the 2017 survey

identify potential inequities in experiences of care between patient groups

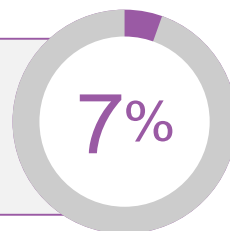
Understanding potential inequities in experiences may assist healthcare professionals in tailoring care to patient groups.

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Results from the Outpatient Cancer Clinics Survey

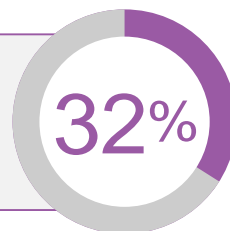
This study examines two patient groups represented in the survey:

Self-reported as having a
long-standing mental health condition



n = 799

Born outside Australia



n = 3,591

Methods

Comparing the **likelihood of patient groups** selecting the **most positive response** option

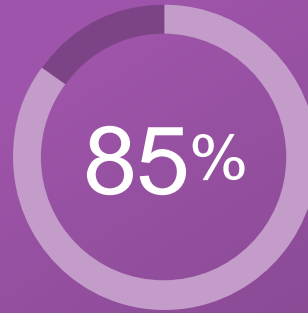
- Logistic regression model with age/sex adjustment
- Weighted to take into account study design

Examining both **size of differences** and **statistical significance**

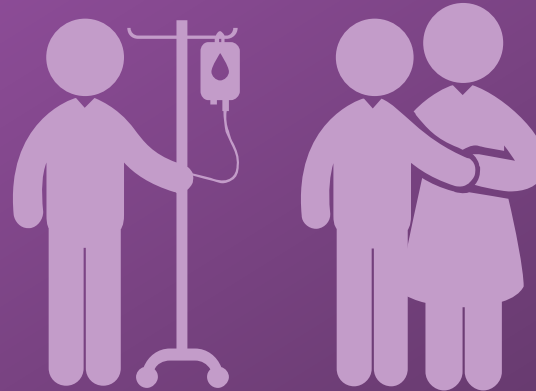
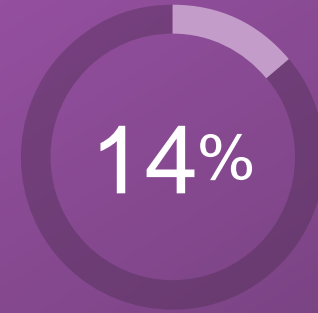
Analysing results at **NSW** level

Overall, patients
rated the care at
cancer clinics as

'very good'



'good'



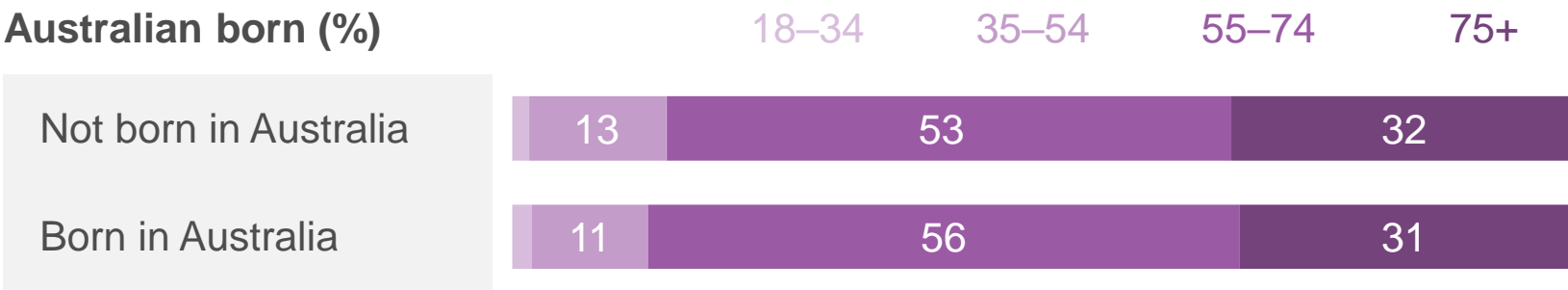
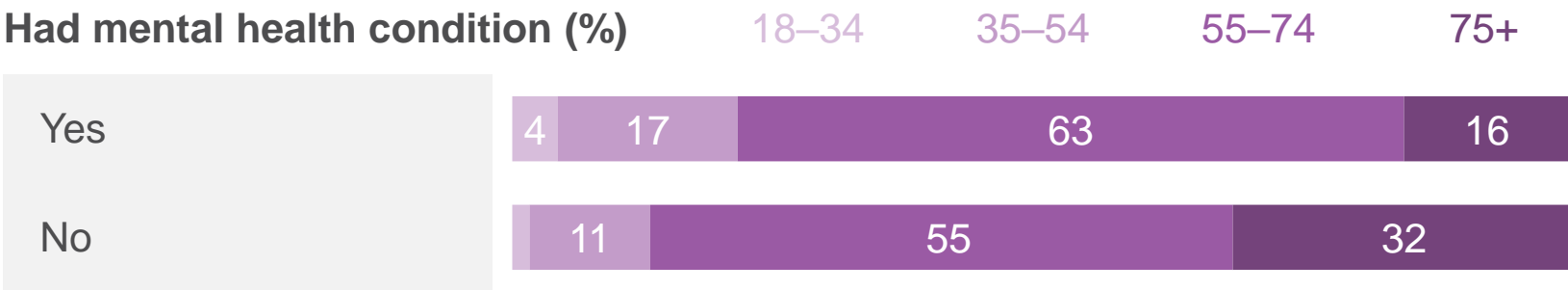
“

Staff were professional, friendly
and helpful, and worked well
together as a team ...
I found this reassuring.

”

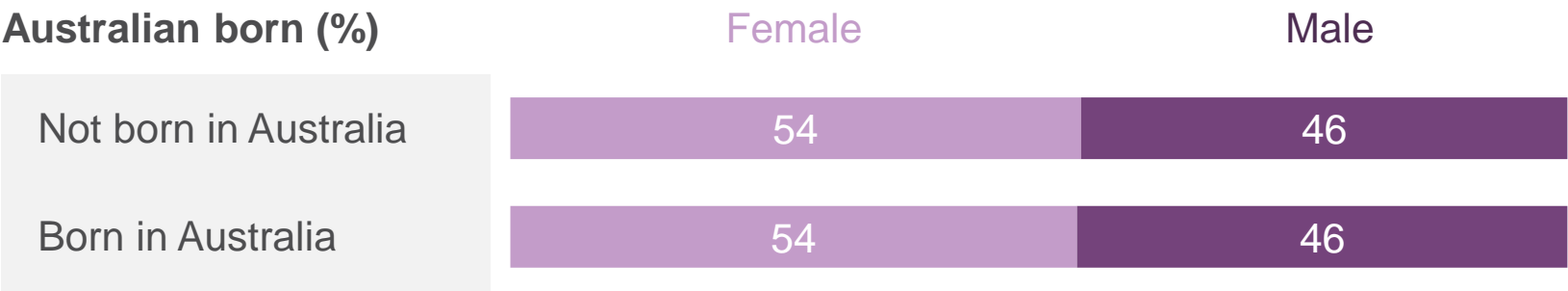
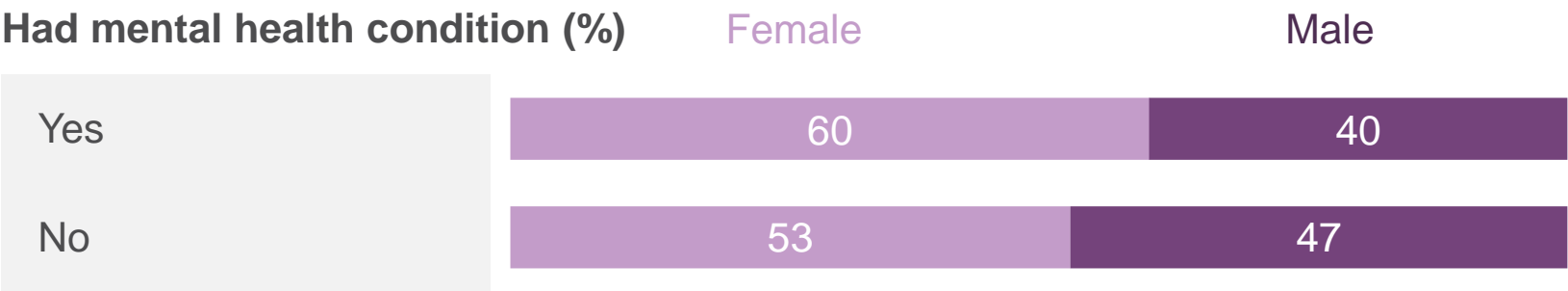
Patient group profiles

Age

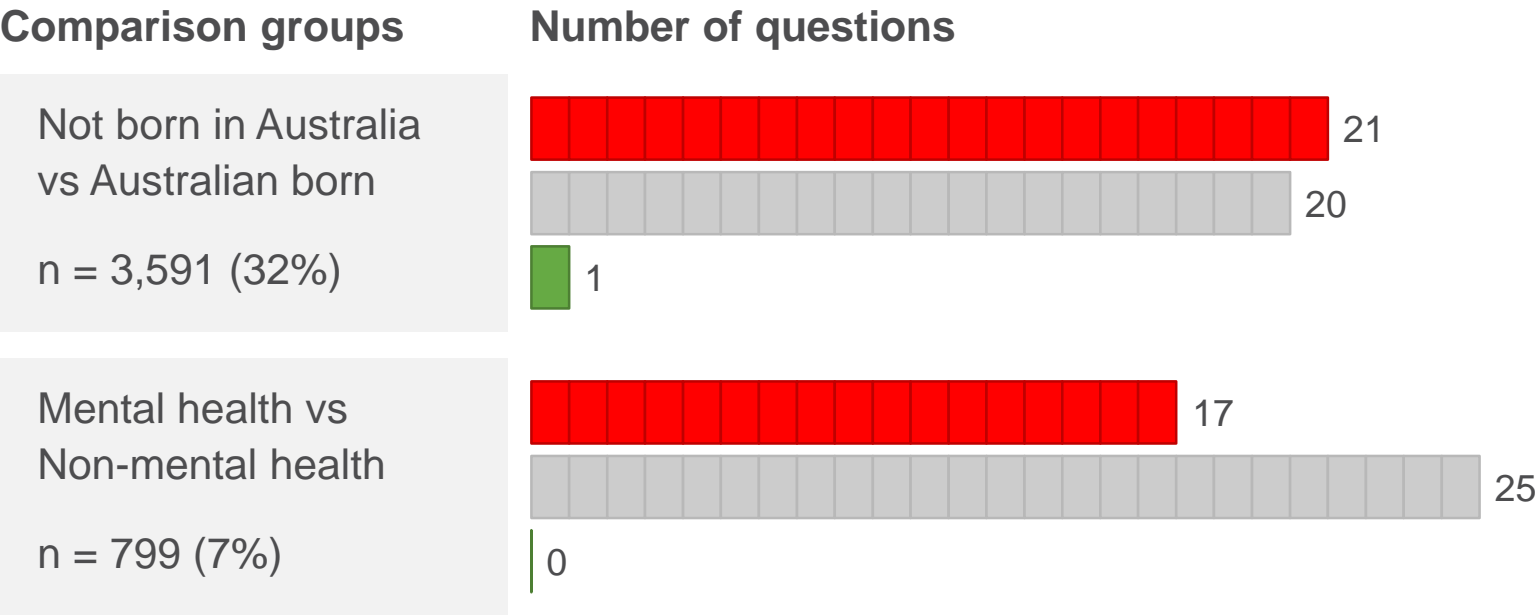


Patient group profiles

Sex



Findings at a glance



Notes
n shown for non-reference group.
Results were adjusted for age and sex.

Rated less positively No difference Rated more positively

Mental health status – key findings

Aspects of Care	Question	Self-reported mental health (%)	Non-mental health (%)	% gap
Communication & Information	Health professional at the clinic "yes, completely" told you about side effects of this medication to watch for	61	72	11*
Access & Timeliness	"Yes, definitely" had enough time to discuss health issue with the health professionals	82	88	6*
Coordination & Continuity	Did not receive conflicting information about patients condition or treatment from the health professionals	85	90	5*
Engagement & Participation	"Yes, definitely" were involved, as much as patients wanted to be, in decisions about their care and treatment	74	80	5*
Trust & Confidence	"Yes, definitely" had confidence and trust in the health professionals	84	88	4*

*p<0.05, adjusted for age and sex. % gap were calculated on unrounded figures.

Country of birth – key findings

Aspects of Care	Question	Born outside Australia (%)	Australian born (%)	% gap
Physical Environment & Comfort	Rated the treatment area “very clean”	81	90	9*
Overall Experience	Overall, rated the care received in the clinic “very good”	80	87	7*
Coordination & Continuity	Did not receive conflicting information about your condition or treatment from the health professionals	85	92	6*
Access & Timeliness	Appointment actually start “within 30 mins” after the scheduled appointment time	77	81	4*
Engagement & Participation	“Yes, definitely” involved, as much as patients wanted to be, in decisions about their care and treatment	77	81	4*

*p<0.05, adjusted for age and sex. % gap were calculated on unrounded figures.

Key conclusions

Differences in experiences of care were observed across the two patient groups examined in the study.

Patients born outside Australia or who self-reported as having a mental health condition were less likely to rate their care positively.

The biggest differences were seen for questions relating to:

- communication and information
- access and timeliness
- trust and confidence
- and overall care.

Find out more...

The BHI website features:

a wide range of results and information products from across the NSW Patient Survey Program.

our interactive data portal, Healthcare Observer, which lets you explore healthcare performance in specific hospitals and facilities, as well as ambulance activity and performance.

bhi.nsw.gov.au



Thank you

Our thanks to the thousands of patients who shared their experiences, which can be used to enhance quality of care.

Thanks also to the healthcare professionals delivering care to those and many more patients every day.