

Erratum

Date 3 May 2023

In 2023, BHI introduced a new statistical approach to improve fairness and precision when flagging hospital performance as significantly higher (green) or significantly lower (red) than the NSW result in the Snapshot report and supplementary data tables. BHI also identified a minor programming error in relation to the application of the previous approach. BHI undertook an assessment of materiality of that error in relation to EDPS 2020–21 results that were flagged as green or red. Of the 1,999 results available for flagging, 163 (8.15%) would now be flagged differently under the new methodology. For clarity, this does not affect the percentage results themselves, only the flags applied.

In terms of public reporting, BHI assessed 12 of these as material (listed below). This assessment was made in instances that affected key performance questions, and where results were flagged as red when they would now be identified as 'not significantly different' or were identified as 'not significantly different' when they would now be flagged as red. For those hospitals where results were flagged as red and now would be identified as 'not significantly different' or were identified as 'not significantly different' when they would now be flagged as red, the difference between the hospital's results and the NSW result was between 8 to 18 percentage points.

When looking at performance over time, the focus should be on the changes in percentage results rather than whether those results are flagged as green or red, noting that year-on-year differences may not reflect clinically or statistically significant differences and that changes in an ED's patient mix may contribute to changes in results.

Table 1 Changes in flags using the existing and the new methodology for key performance questions, Emergency Department Patient Survey, 2020–21

Flags: Red = Significantly higher None = Not significantly different

Key performance question	Hospital	2020–21 hospital result (%)	2020–21 NSW result (%)	Published flag	Flag using new statistical approach
Overall, how would you rate the care you received while in the ED? Response: 'Very good'	Cowra Health Service	55	62	Red	None
	Armidale Hospital	50	62	None	Red
	Manning Hospital	52	62	None	Red
If asked about your experience in the ED by friends and family, how would you respond? Response: 'Would speak highly'	Nepean Hospital	65	73	Red	None
	Armidale Hospital	62	73	None	Red
	Coffs Harbour Health Campus	65	73	None	Red
Overall, how would you rate the ED health professionals who treated you? Response: 'Very good'	Nepean Hospital	55	65	Red	None
	Manning Hospital	55	65	None	Red

Key performance question	Hospital	2020–21 hospital result (%)	2020–21 NSW result (%)	Published flag	Flag using new statistical approach
How would you rate how the ED health professionals worked together? Response: ‘Very good’	Nepean Hospital	49	59	Red	None
	Blacktown Hospital	49	59	Red	None
During your ED visit, how much information about your condition or treatment was given to you? Response: ‘The right amount’	Blacktown Hospital	74	83	None	Red
Were you told about what signs or symptoms, related to your illness or treatment, to watch out for after you went home? Response: ‘Yes, definitely’	Cowra Health Service	44	62	None	Red