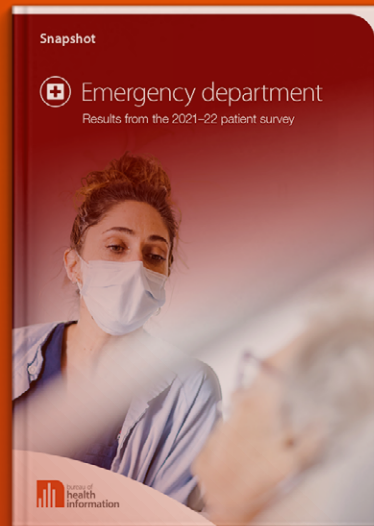
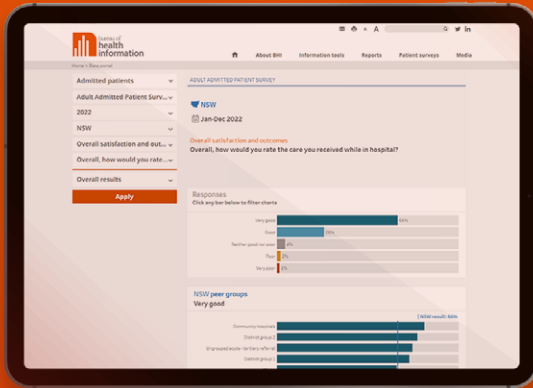


# Year in Review 2022-23





## **BUREAU OF HEALTH INFORMATION**

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Published November 2023

We provide the community, health professionals and policymakers with information about the performance of the NSW public healthcare system.

The Bureau of Health Information (BHI) is a board-governed organisation, which is chaired by Professor Carol Pollock AO and Chief Executive Dr Diane Watson.

BHI's independent reports are produced through excellence in analytics, data visualisation, communications and stakeholder engagement.

We provide this information to strengthen accountability and support system-wide and local improvements to patients' healthcare experiences and outcomes. Public reporting of this information enhances transparency and understanding of healthcare performance among consumers and local communities.

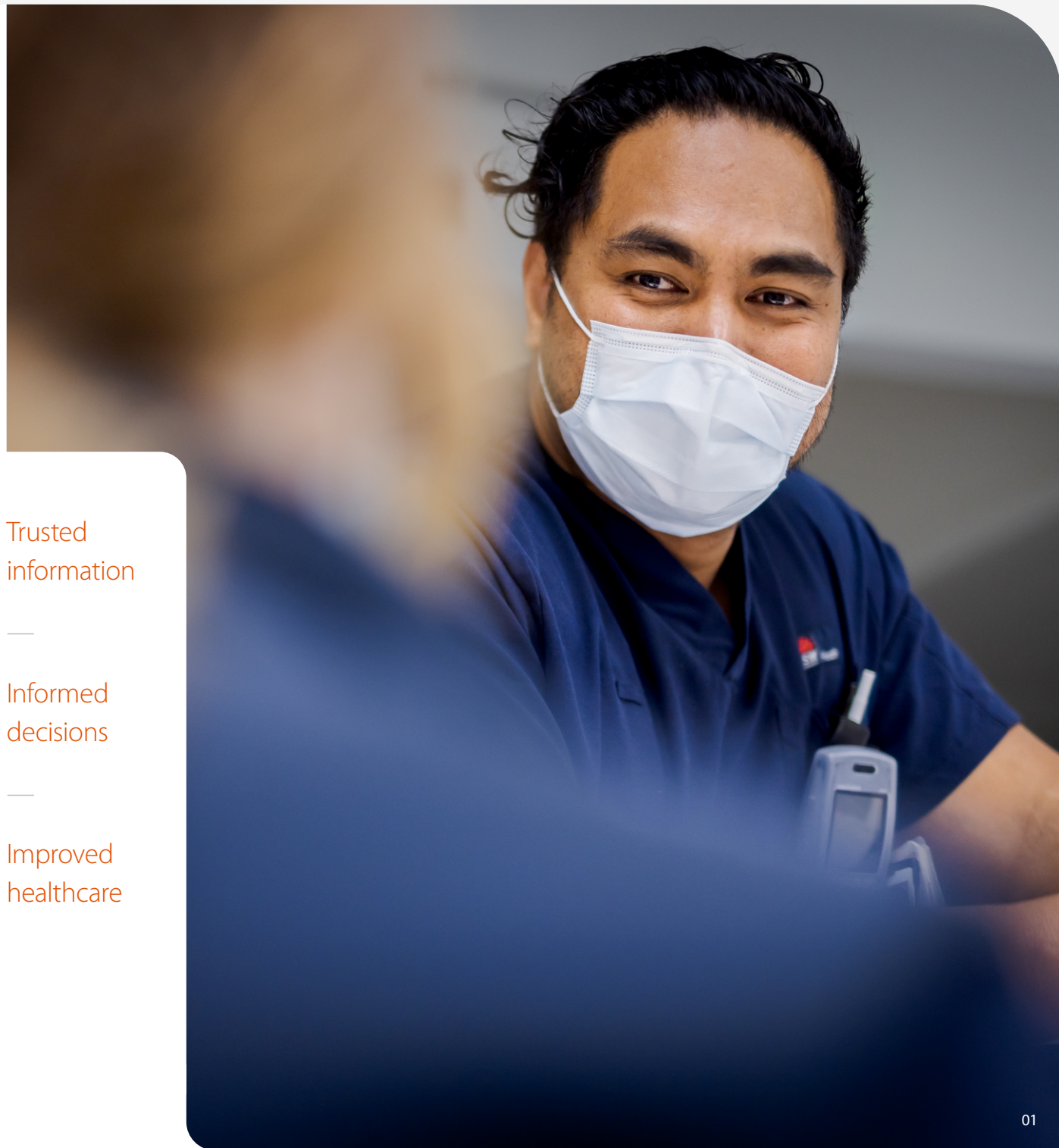
Trusted  
information

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Informed  
decisions

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Improved  
healthcare





## From the Board Chair and Chief Executive



**Professor Carol Pollock AO**  
Board Chair



**Dr Diane Watson**  
Chief Executive

In 2022–23, we expanded our work program, accelerated our delivery of survey results and significantly increased our engagement with stakeholders to maximise opportunities to inform health system improvements across NSW.

Systemic change takes time and the faster our survey results are delivered to stakeholders, the sooner necessary improvements can be made across the health system. In 2022–23, we focused on improving the timeliness of our NSW Patient Survey Program through innovations in sampling, data collection and delivery.

Through these innovations we succeeded in substantially reducing the timelines for two of our key surveys – the Adult Admitted Patient Survey 2022 and Virtual Care Survey 2022, by nine and 15 weeks respectively.

Ensuring our reporting remains aligned with health system priorities, we introduced targeted questionnaire modules into our surveys for ambulance services, elective surgery, virtual care and Aboriginal patient experiences, and released new short-form reports to deliver high-value insights based on advanced analysis of the results.

To maximise understanding and use of our growing bank of survey results, we held a series of capability-building workshops to help our key stakeholders navigate our reports and information products.

We also increased the use of our results through data linkage and sharing, including bringing together concurrent admission episode information with survey results, and developing a secure data analytics environment to allow other experts to access our data and produce their own high-value insights.

As NSW continued to be affected by the COVID-19 pandemic, we provided further insights into health system performance through our major report series *Healthcare in Focus* and *Healthcare Quarterly*.

In line with our *Strategic Plan 2023–2026*, we will continue to enhance our reports and surveys to provide valuable, independent healthcare performance insights to support health professionals in their efforts to strengthen the State's healthcare system.

A big thank you to BHI staff for their brilliance and dedication, and to our Board for their reliable guidance and advice throughout 2022–23.



# Strategic Plan 2023–2026

In 2022–23, BHI began implementing the *Strategic Plan 2023–2026*, which was developed through extensive consultations with stakeholders across NSW. Our primary goal across the three years is to maximise the impact of our information on behalf of NSW patients and communities and enhance its value to the NSW healthcare system.

In the first six months of 2023, we made significant progress on our key priorities of delivering high value information, and increasing awareness and use of BHI information among our stakeholders, to improve health services.

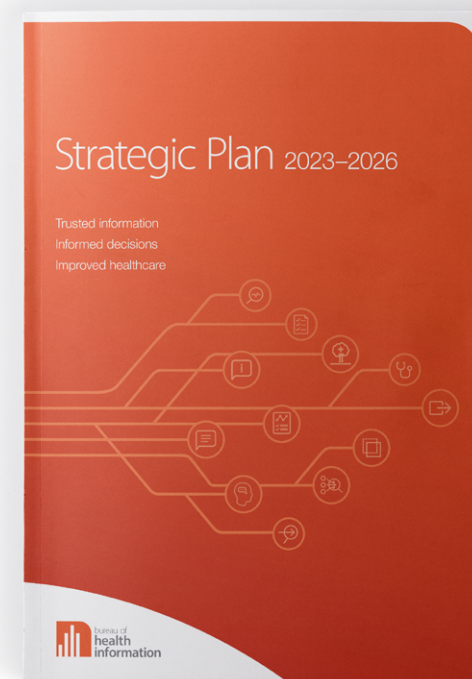
BHI presented an ongoing program of information sessions and workshops to more than 800 senior executives, health system managers and clinicians across NSW. We also shared our unique information about patient experiences with similar sized audiences nationally. These highly rated sessions provided demonstrations on how to access and use BHI information for strategic improvement, evaluation and accountability.

BHI's Strategic Plan 2023–2026 is our roadmap for enhancing the value of the healthcare performance information we provide to healthcare professionals and the community to support the delivery of high-quality care for people across NSW.

We continued to maximise the value and use of BHI data through data linkage and sharing, leading the way in NSW in making data available through a secure data analytics environment to share with experts in other organisations. BHI analysts submitted publications to peer review journals and made presentations to NSW Health leadership.

BHI strengthened the NSW Patient Survey Program in 2022–23 by introducing agile questionnaire modules on high-priority areas, and improving the timeliness of reporting on the survey program through innovations in sampling, data collection and delivery.

We will continue to build on these achievements to meet the objectives of the *Strategic Plan 2023–2026* in the coming years.



# NSW Patient Survey Program

In 2022–23, more than 70,000 people told us about their experiences with the NSW public healthcare system, providing first-hand insights for healthcare professionals and system managers into what hospitals and healthcare services are doing well and where they could improve.

As part of BHI's commitment to increase the agility of the survey program we continued to implement flexible questionnaire modules developed by our survey experts. This enabled us to respond to system priorities relating to priority population groups and their journeys of care, and including experiences with ambulance services in NSW, virtual care, rural emergency care and elective surgery.

A key strategy for BHI is improving the timeliness of our reporting. The time from survey respondents' encounters with healthcare services and when we published the results was reduced for the Adult Admitted Patient Survey and Virtual Care Survey by nine and 15 weeks respectively.

The NSW Patient Survey Program provides robust and reliable benchmarks and trends for patient experience performance at NSW, local health district and hospital level.

BHI published results from four surveys, including on patients' experiences of emergency department, admitted and virtual care, and care in outpatient cancer clinics.

To ensure we are delivering insights that can be used to inform improvements in patients' experiences and outcomes in high priority areas, BHI also developed and released our first short-form *Insights Series* report on patients' experiences with ambulance services. This new approach to reporting provides valuable information in a format that can be readily consumed and easily understood by our audiences.

BHI continued to provide rich information on healthcare experiences for different patient groups, including those in rural and urban areas, which can be explored in the BHI Data Portal.

## Adult Admitted Patient Survey questionnaire

The image displays two overlapping survey questionnaires. The top questionnaire is titled 'NSW Patient Survey: Adult Admitted Patients' and includes sections for 'ARRIVAL', 'THE HOSPITAL ENVIRONMENT', and 'HEALTH PROFESSIONALS'. The bottom questionnaire is titled 'Emergency Department Patient Survey questionnaire' and includes sections for 'EMERGENCY DEPARTMENT' and 'HEALTH PROFESSIONALS'. Both questionnaires feature multiple-choice questions and checkboxes for patient feedback.

**NSW Patient Survey: Adult Admitted Patients**

For the questions in this section, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.

**ARRIVAL**

01 Were the staff you met on your arrival to hospital polite and welcoming?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ Don't know/can't remember

02 How well organised was the admission process?

☐ Very well organised  
☐ Fairly well organised  
☐ Not well organised  
☐ Not applicable

**THE HOSPITAL ENVIRONMENT**

For the questions in this section, please think about your experiences of the hospital environment during your stay.

03 How clean were the areas of the hospital you used during your stay?

☐ Very clean  
☐ Fairly clean  
☐ Not very clean  
☐ Not at all clean

04 How would you rate the food you were served while in hospital?

☐ Very good  
☐ Good  
☐ Neither good nor poor  
☐ Poor  
☐ Very poor  
☐ I wasn't served any hospital food

05 Were you given enough privacy during your stay at the hospital?

☐ Yes, always  
☐ Yes, sometimes  
☐ No

06 Did you stay for one or more nights in a room or ward which was only for patients of the same gender as you?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ I didn't stay overnight  
☐ I stayed in a single room

**HEALTH PROFESSIONALS**

For the questions in this section, please think about all the health professionals who treated or examined you at the hospital. This may include doctors, nurses, allied health (e.g. physiotherapists) and others.

07 Did the health professionals who treated you introduce themselves to you?

☐ Yes, all of them  
☐ Very few or none of them  
☐ Don't know/can't remember

08 Did the health professionals ask your name or check your identification band before giving you any medications, treatments or tests?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ Don't know/can't remember  
☐ Not applicable

**Emergency Department Patient Survey questionnaire**

When completing this questionnaire, please think about the emergency department (ED) of the hospital named, in the month you were treated.

We will first ask you questions about the ED ambulance questions because your hospital is the first point of contact for many patients.

If you are a parent or carer helping to complete questions from the patient's point of view, please mark [X] clearly next to the answer you choose using a blue pen. Don't worry if you make a mistake, as the box [X] and mark [X] in the correct box.

For each question, please mark [X] clearly next to the answer you choose using a blue pen. Don't worry if you make a mistake, as the box [X] and mark [X] in the correct box.

**EMERGENCY DEPARTMENT**

For the questions in this section, please think about your experiences of the emergency department, including receptionists, nurses and others.

01 Was the signposting directing you easy to follow?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ Not applicable

02 Were the ED staff you met on your arrival to hospital polite and welcoming?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ Don't know/can't remember

03 How well organised was the admission process?

☐ Very well organised  
☐ Fairly well organised  
☐ Not well organised  
☐ Not applicable

04 How clean were the areas of the hospital you used during your stay?

☐ Very clean  
☐ Fairly clean  
☐ Not very clean  
☐ Not at all clean

05 How would you rate the food you were served while in hospital?

☐ Very good  
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☐ Poor  
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☐ Don't know/can't remember

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☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ Don't know/can't remember  
☐ Not applicable

## Emergency Department Patient Survey questionnaire

# Aboriginal patient experience

BHI is partnering with the NSW Ministry of Health's Centre for Aboriginal Health to deliver the ongoing Aboriginal Patient Experience Survey Program.

Thousands of Aboriginal adults were invited to provide feedback on their hospital experiences through the Adult Admitted Patient Survey which includes a special module of questions that matter most to Aboriginal patients, developed in partnership with the Centre for Aboriginal Health.

In 2022–23, BHI provided healthcare professionals and service managers with detailed information about what more than 2,500 Aboriginal people have told us so far, supporting efforts to tailor care and help improve health outcomes. This included, for the first time, information about Aboriginal patients' virtual care experiences with outpatient clinics and GPs.

This built on the rich information provided in the 2021 in-depth BHI report, *The Insights Series – Aboriginal people's experiences of hospital care*.

Surveys continue to be sent to Aboriginal people as part of the program and further results will be reported in 2024.

In 2022–23, BHI continued to deliver unique and high-value information about Aboriginal people's experiences with NSW public hospitals.

**NSW Patient Survey: Adult Admitted Patients**

**ARRIVAL**

For the questions in this section, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.

01 Were the staff you met on your arrival to hospital polite and welcoming?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ Don't know/can't remember

02 How well organised was the admission process?

☐ Very well organised  
☐ Fairly well organised  
☐ Not well organised  
☐ Not applicable

**THE HOSPITAL ENVIRONMENT**

For the questions in this section, please think about your experiences of the hospital environment during your stay.

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☐ Fairly clean  
☐ Not very clean  
☐ Not at all clean

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☐ Neither good nor poor  
☐ Poor  
☐ Very poor  
☐ I wasn't served any hospital food

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☐ Yes, sometimes  
☐ No

06 Did you stay for one or more nights in a room or ward which was only for patients of the same gender as you?

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☐ Some of them  
☐ Very few or none of them  
☐ Don't know/can't remember

08 Did the health professionals ask your name or check your identification band before giving you any medications, treatments or tests?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ Don't know/can't remember  
☐ Not applicable

09 Did you have enough time to discuss your health or medical problem with the health professionals?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ Don't know/can't remember

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

☐ Yes, always  
☐ Yes, sometimes  
☐ No

11 Did you have confidence and trust in the health professionals treating you?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No

12 Were the health professionals kind and caring towards you?

☐ Yes, always  
☐ Yes, sometimes  
☐ No

13 Overall, how would you rate the doctors who treated you?

☐ Very good  
☐ Good  
☐ Neither good nor poor  
☐ Poor  
☐ Very poor

14 Overall, how would you rate the nurses who treated you?

☐ Very good  
☐ Good  
☐ Neither good nor poor  
☐ Poor  
☐ Very poor

**CARE AND TREATMENT**

For the questions in this section, please think about the care and treatment you received while in hospital.

15 During your stay in hospital, how much information about your condition or treatment was given to you?

☐ Not enough  
☐ The right amount  
☐ Too much  
☐ Not applicable

16 How much information about your condition or treatment was given to your family, carer or someone close to you?

☐ Not enough  
☐ The right amount  
☐ Too much  
☐ Don't know/can't remember  
☐ Not applicable

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

☐ Yes  
☐ No

18 In your opinion, did the health professionals who treated you know enough about your care and treatment?

☐ Yes, always  
☐ Yes, sometimes  
☐ No

19 Did the health professionals give you the support you needed to help with any worries or fears related to your care and treatment?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ I didn't have any worries or fears

20 Were you involved, as much as you wanted to be, in decisions about your care and treatment?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ I didn't want or need to be involved

21 When the health professionals spoke about your care in front of you, were you included in the conversation?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ Not applicable

22 Did the health professionals listen carefully to any views or concerns you had?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No  
☐ I didn't have any views or concerns

23 How would you rate how well the health professionals worked together as a team?

☐ Very good  
☐ Good  
☐ Neither good nor poor  
☐ Poor  
☐ Very poor

24 Were you treated with respect and dignity while in hospital?

☐ Yes, always  
☐ Yes, sometimes  
☐ No

25 Were your cultural or religious beliefs respected by the hospital staff?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ Not applicable

26 If you needed help with personal care (e.g. eating and drinking, moving around or going to the bathroom), did hospital staff help you within a reasonable timeframe?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ I didn't need help with personal care

27 Were you ever in any pain while in hospital?

☐ Yes  
☐ No

28 Do you think the health professionals did everything they could to help manage your pain?

☐ Yes, definitely  
☐ Yes, to some extent  
☐ No

29 Did the health professionals explain what would happen during your tests, operations or procedures in a way you could understand?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ Don't know/can't remember  
☐ Not applicable

30 Did the health professionals explain the results or outcomes of your tests, operations or procedures in a way you could understand?

☐ Yes, always  
☐ Yes, sometimes  
☐ No  
☐ Don't know/can't remember  
☐ Not applicable

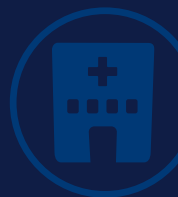
**Adult Admitted Patient Survey questionnaire, with module for Aboriginal people**



## Surveys

Survey reports that highlighted key patient experiences at NSW level were published for four BHI patient surveys in 2022–23. For the larger surveys, more detailed results at hospital, local health district and NSW levels were made available on the BHI website.

### Adult Admitted Patient Survey 2021



More than 19,000 people told us about their experiences of care in one of 87 NSW public hospitals in 2021.

Overall, **92%** of patients rated their care as



### Emergency Department Patient Survey 2021–22



Almost 22,000 patients told us about their experiences of care in one of 77 large NSW emergency departments in 2021–22.

Overall, **88%** of patients rated their care as



## Surveys

### Outpatient Cancer Clinics Survey 2021



More than 8,000 patients told us about their experiences of care at one of 42 NSW facilities housing outpatient cancer clinics in November 2021, including three private facilities.

Overall, almost all patients (**98%**) rated their care at cancer clinics as



### Virtual Care Survey 2021



More than 2,800 people told us about their experiences of virtual care with hospital outpatient clinics and/or general practitioners during 2021.

Overall, **91%** of patients rated the virtual care they received as



# Healthcare Quarterly

In 2022–23, BHI published the 50th issue of this report series which has continued to evolve to ensure it provides high value insights on activity and performance for the NSW healthcare system.

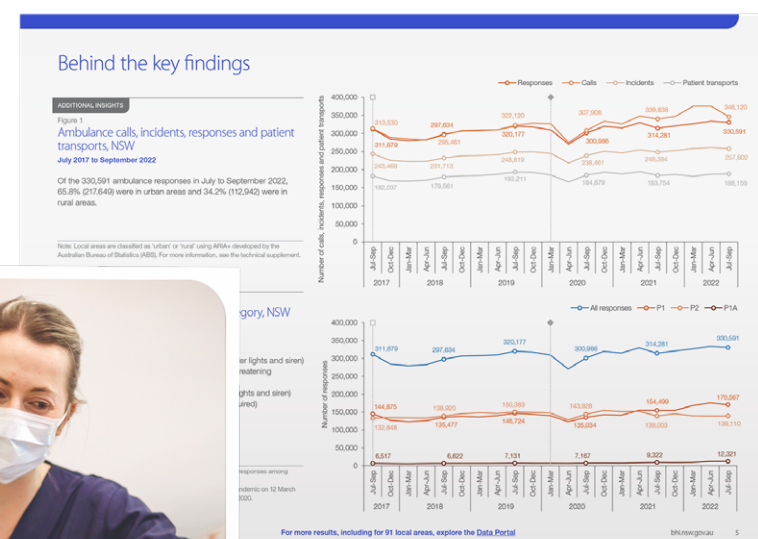
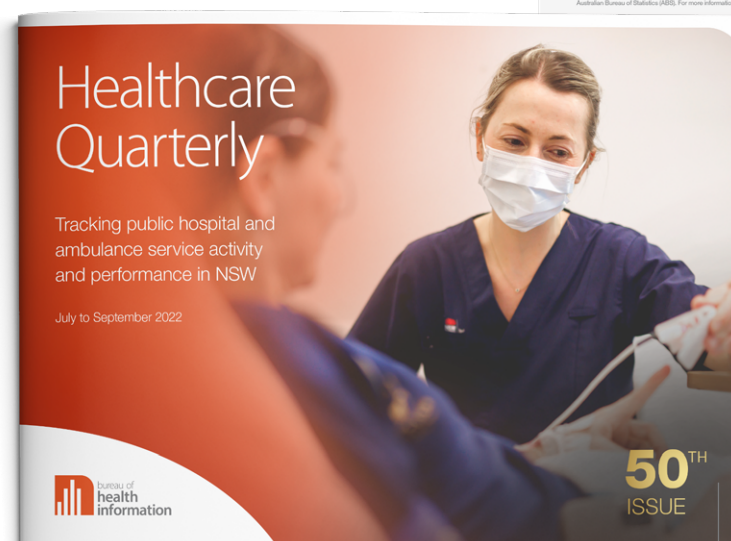
*Healthcare Quarterly* tracks activity and performance for emergency department (ED), admitted patient, elective surgery and ambulance services in NSW. It also includes reporting on seclusion and restraint in public hospitals with specialised acute mental health units.

The report continued to provide important insights into the impact of the pandemic, including special reporting on COVID-19 case numbers and hospitalisations.

To meet the increasing demand for information about healthcare services in rural areas, the report also included breakdowns of activity and performance for rural and urban areas for key measures.

As part of our commitment to deploy advanced analytics to produce high-value insights, BHI also provided special insights on the likelihood of patients returning to EDs when they had previously left without, or before completing, treatment.

*Healthcare Quarterly* results were presented in the main report, with more detailed, comparative information, including at hospital and local health district level, available on the Data Portal and in Activity and performance profiles.



Healthcare Quarterly



## Healthcare in Focus

BHI's annual healthcare performance report focused on the impact of the COVID-19 pandemic on the NSW healthcare system from 2020 to 2022.

Throughout the pandemic, BHI has played a lead role in meeting the need for information about the effect of COVID-19 on the delivery of health services.

This has included dedicating three successive issues of our annual Healthcare in Focus report to this purpose. This report illustrated how successive waves of COVID-19 significantly influenced patterns of healthcare activity and performance across the State, including patients' experiences.

The report examined ambulance services, emergency departments (EDs), admitted patients, elective surgery, virtual care and mortality. It included insights at the NSW level, and for rural and urban areas.

Key findings included:

- Patients waited longer to receive hospital and ambulance care than prior to the pandemic.
- Patients' ratings of ED experiences declined slightly but nevertheless remained high.
- From early 2021, patients spent longer in hospital.
- Demand for ambulance services increased, and performance declined steadily from mid-2020.
- Use of virtual care increased rapidly.



## The Insights Series

# Patients' experiences of ambulance services

To gain insights into the experiences of patients with ambulance services in NSW, BHI introduced a special module into the Emergency Department Patient Survey 2022–23 questionnaire. Patients who arrived by ambulance to one of 76 large NSW public hospital emergency departments (EDs) between July and September 2022 provided feedback on their ambulance care, including the handover to ED staff.

This two-page report shows patients were very positive about their experiences. Overall, 98% of patients rated their ambulance care as either 'very good' (88%) or 'good' (10%). BHI undertook additional analyses of survey responses, which identified three aspects of care as having the strongest association with positive overall ratings of care: effective communication; well-coordinated care; and kind and caring ambulance staff.

More detailed results were also made available in supplementary data tables.

BHI began work on further short-form *Insights Series* reports as part of our commitment to increase the agility of our reporting and continue to deliver high-value information about the NSW healthcare system.

Among our innovations in 2022–23, BHI developed this first short-form Insights Series report, designed to deliver actionable insights using advanced analytics.



**The Insights Series – Patients' experiences of ambulance services**

## Bureau of Health Information Data Portal

In 2022–23, the benefits of BHI's digital-first focus continued to be realised with an increasing number of visits to the new portal, launched in mid-2021. There were 20,211 visits to the portal, up 30% on 2021–22.

Further results were added to the portal as BHI moved towards the final stages of migration of historical information to the new platform, which will be finalised in early 2024.

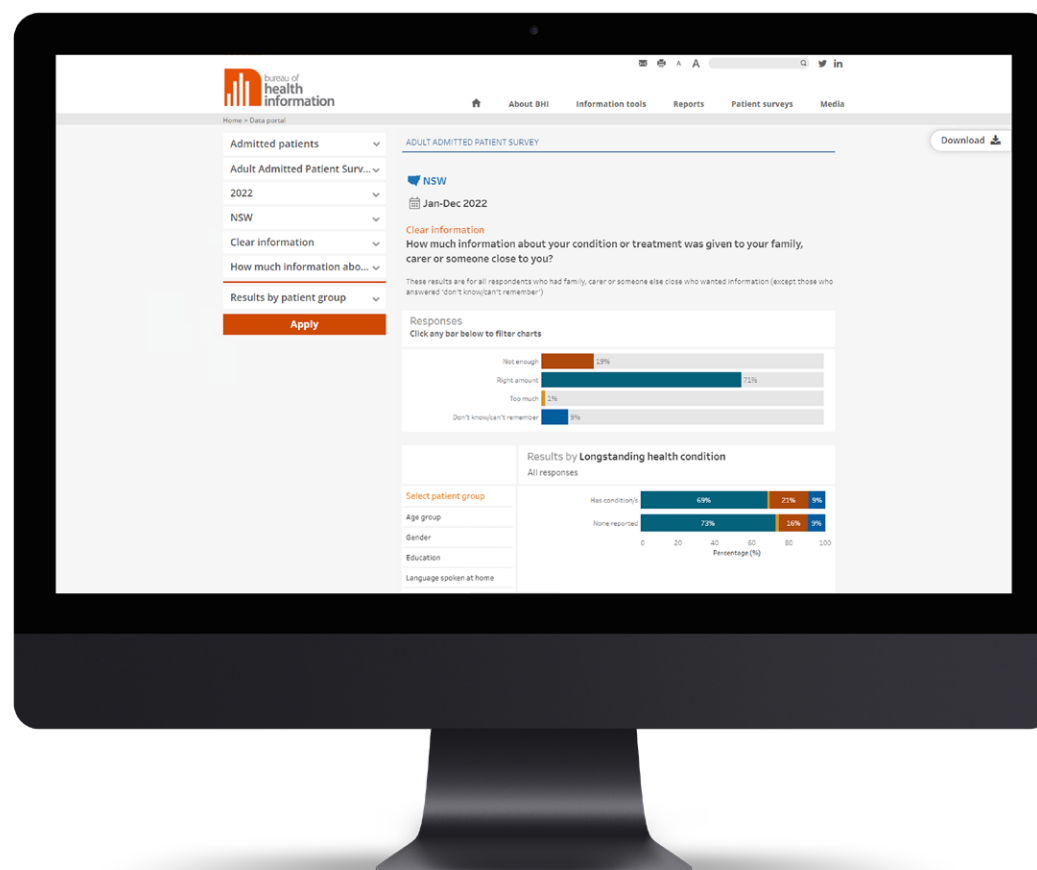
Visitors to the Data Portal can explore results for NSW, and for individual hospitals, local health districts (LHDs) and peer groups. Results can be compared with other similar health services, and with past performance through trend graphs for quarterly activity and performance measures and a range of results from the NSW Patient Survey Program.

Results at NSW and LHD level can also be compared across demographic groups, including age, gender and language spoken at home.

As part of BHI's Digital Strategy, we launched a new, improved website in October 2023.

BHI makes available extensive data on the performance of the NSW public healthcare system in an accessible, digital format through our Data Portal.

Adult Admitted Patient Survey results, BHI Data Portal





## Engagement and collaboration

In 2022–23, we significantly expanded our engagement and collaboration with stakeholders to deliver new findings about patients' experiences, and support our colleagues in using our information to improve patient care and strengthen accountability across the health system.

### Driving awareness and use of BHI reports and information products

We rolled out a program of 18 capability-building sessions and workshops to increase awareness, understanding and use of BHI reporting and information products, reaching more than 800 health system managers, clinicians and policy stakeholders.

“The conversation here was that we know we are not accessing and utilising your information to full advantage – this opens doors for us to engage more strongly and make better use of these great reports.”

– LHD stakeholder

### Engagement to develop high value information

BHI continued to engage with partners across NSW Health to deliver important measures of patient experience. This included performance measures to support monitoring and evaluation of key policies, including the NSW Virtual Care Strategy, the NSW Health Regional Health Strategic Plan and Transforming Aboriginal Health. In response to a key system priority, we started work to develop new analyses of hospital experiences among culturally and linguistically diverse communities.

We also continued to work with the Clinical Excellence Commission to incorporate mortality results into its Quality Improvement Data System (QIDS), making them more accessible to clinicians and health managers to help inform local and system-wide efforts to improve care.

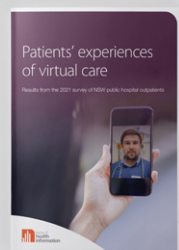
### Leveraging our measurement expertise

BHI worked in close collaboration with partners across the health system to explore opportunities to strengthen and streamline patient experience measurement at statewide and local levels. This work is informing ongoing reform of the NSW Patient Survey Program and guiding and supporting the development and effective use of local patient experience data collections.

## Who did we reach?

### Reports

**10**  
public  
reports



### Mentions in the media

**6,213**

Total

**2,175**

Online

**426**

Print

**2,880**

Broadcast

**732**

Social



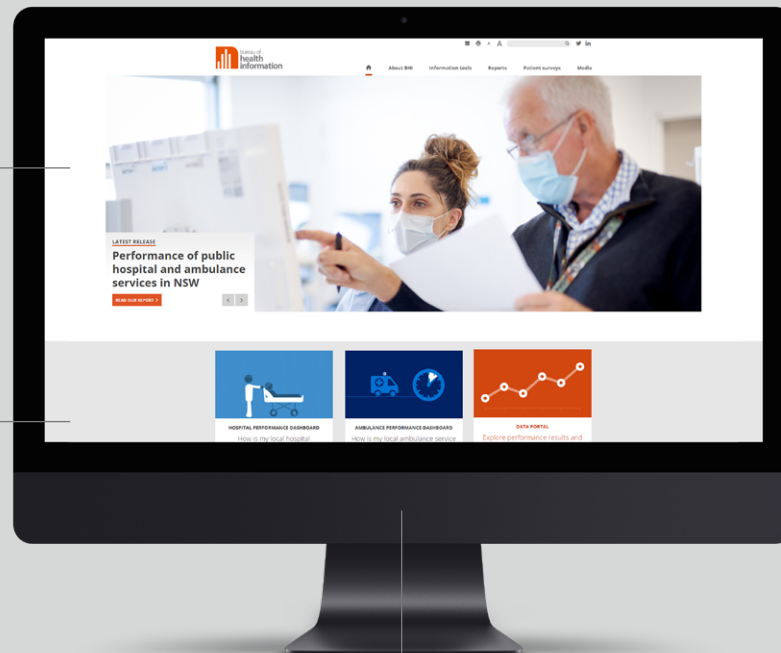
## Who did we reach?

### Website

94,247  
visits

261,500  
page views

193  
visitors per day



### Social media and e-newsletter

1,717  
Twitter followers

1,089  
LinkedIn followers

1,380  
e-newsletter subscribers



## About the Bureau of Health Information

The Bureau of Health Information (BHI) is a board-governed organisation that provides independent information about the performance of the NSW healthcare system.

BHI was established in 2009 and supports the accountability of the healthcare system by providing regular and detailed information to the community, government and healthcare professionals. This in turn supports quality improvement by highlighting how well the healthcare system is functioning and where there are opportunities to improve.

BHI manages the NSW Patient Survey Program, gathering information from patients about their experiences and outcomes of care in public hospitals and other healthcare facilities.

BHI publishes a range of reports and information products, including interactive tools, that provide objective, accurate and meaningful information about how the health system is performing.

BHI's work relies on the efforts of a wide range of healthcare, data and policy experts. All of our assessment efforts leverage the work of hospital coders, analysts, technicians and healthcare providers who gather, codify and supply data.

Our public reporting of performance information is enabled and enhanced by the infrastructure, expertise and stewardship provided by colleagues from NSW Health and its pillar organisations.

**[bhi.nsw.gov.au](http://bhi.nsw.gov.au)**