

Listening and Learning

What people have told us about their experiences of care

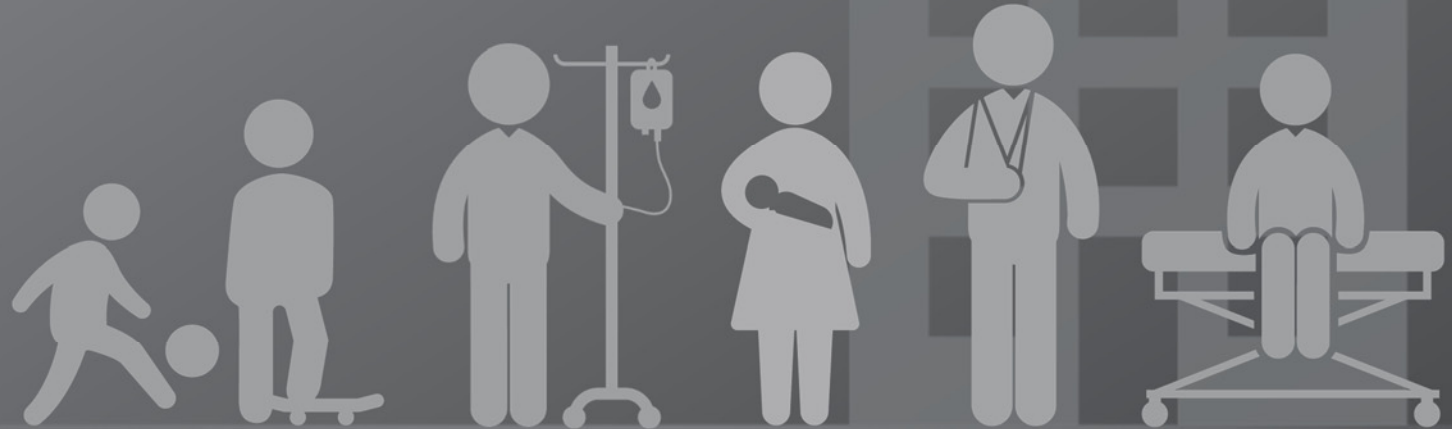
Dr Diane Watson

April 2019

We have heard from more than


815,000 patients

about their experiences in the NSW
health system and reported on their
views on experiences of care and
outcomes since 2007



360,000 surveys will be mailed in 2019


Patient surveys provide a unique perspective on the healthcare system that can only come from asking people about their personal experiences.



Share your experience to improve hospital care

The NSW Adult Admitted Patient Survey is asking people who were recently admitted to a public hospital about their experience.

If you are one of the 78,000 people surveyed this year, it's your opportunity to tell us what you think worked for you and what could have been done better. Your feedback is important and will be used to help improve hospital services in the future.

 Bureau of Health Information
Adult Admitted Patient Survey

For more information visit our website at bhl.nsw.gov.au

 bureau of health information



Help improve hospital care for Aboriginal people

Have your say
Fill in a patient survey

The Bureau of Health Information is asking Aboriginal adults to tell us about the care they received. This is your chance to tell us about what worked well and what could have been done better.

For more information visit our website at bhl.nsw.gov.au

The original artwork on this poster was created by the Wiradjuri people of the Murrumbidgee region.

 bureau of health information



Share your experience to improve care for kids

The NSW Admitted Children and Young Patients Survey is asking about the experiences of kids and teenagers who were recently admitted to a public hospital.

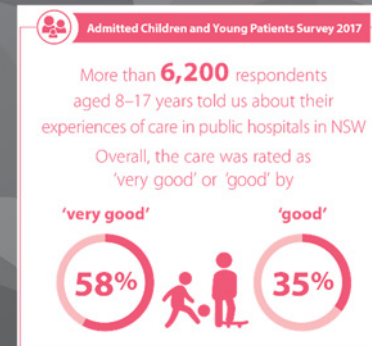
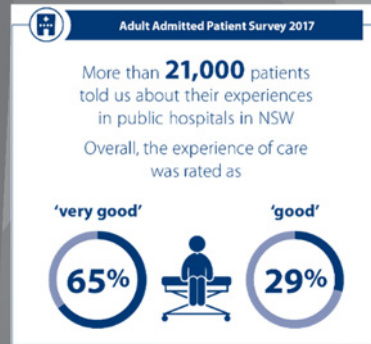
The survey is an opportunity for young people and their parents or carers to tell us what they thought worked for them, and what could have been done better. You and your child's feedback is important and will be used to help improve hospital services for other kids and teenagers in the future.

 Bureau of Health Information
Admitted Children and Young Patients Survey

For more information visit our website at bhl.nsw.gov.au

 bureau of health information

BHI listens to
different patient
groups across a
variety of health
sectors in NSW



Our information products

Overall ratings of care



Percentage of patients in NSW for all response categories, 2017

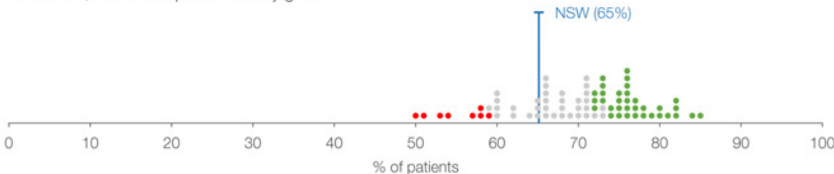
a. Overall, how would you rate the care you received while in hospital?



Percentage of patients in each hospital who selected the most positive response category, 2017

Hospital result relative to NSW public hospitals: • Less favourable • Not significantly different • More favourable

a. Overall, care in hospital was 'very good'

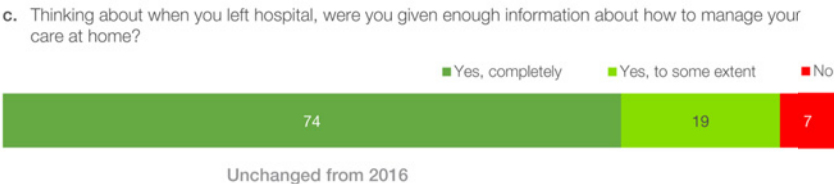


Our information products

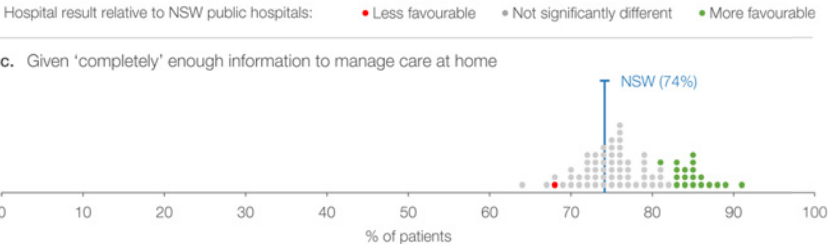
Experiences of care



Percentage of patients in NSW for all response categories, 2017



Percentage of patients in each hospital who selected the most positive response category, 2017



Our information products

Outcomes of care



Percentage of patients in NSW for all response categories, 2017

b. Experienced problem or complication during or shortly after hospital stay

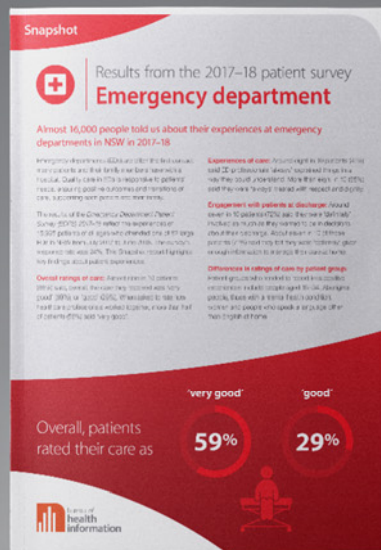


Our information products

Emergency Department Patient Survey

BHI last week released survey results reflecting the experiences of care of almost 16,000 patients of all ages in 82 emergency departments in NSW public hospitals in 2017–2018.

OUR LATEST RELEASE



Our information products

Healthcare Observer

The full results of all BHI surveys are published at hospital, local health district, peer group and state level at bhi.nsw.gov.au



Patients' voices drive positive change

Through patient feedback we can identify and report on the strengths and weaknesses of the healthcare system overall.

Hospitals and local health districts can identify things they are doing well and areas in which their services could be improved.

Hospital managers can compare their hospital's performance with other hospitals and encourage shared learning between staff at facilities.



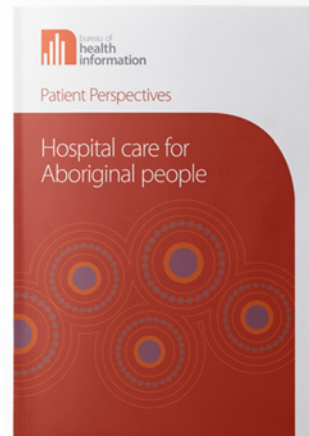
Providing insights

Delving deep in the thousands of patient responses to provide insights into experiences of care, particularly for specific population groups, and identifying opportunities to improve care.

Providing expertise

BHI is recognised as a NSW centre of expertise in the design, analysis and reporting of patient-reported measures (PRMs).

NSW Health uses key survey results to monitor and manage local health district performance to improve patient experience.



60,000 Admitted Patient Stories

- Establish key performance indicators for LHDs based on priorities of admitted patients
- Listen to how patients 'theme' the stories they want to tell us
- BHI created the 'overall patient experience' and 'patient engagement' indices, and calculates these measures quarterly for LHDs
- BHI quantified the importance of courtesy and respect in driving views on experiences with care



NSW Adult Admitted Patient Survey

	Structure	Patient defined content	Stakeholder defined content
Admission to hospital			
The hospital environment			
Doctors			
Nurses			
Your treatment and care			
Discharge			
Overall			
Outcomes and complications			
Patient demographics			

60,000 Admitted Patient Stories

How the doctors
cared for me

Cleanliness

Privacy

How the
nurses cared
for me

The outcomes
of my care

My overall
experience
of care

Hygiene

How involved
was I in my care

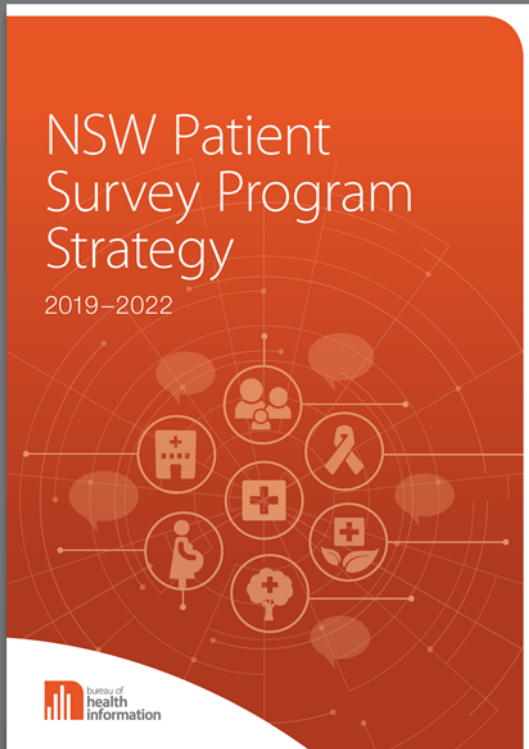
Was I treated with
respect and dignity



33,000 Emergency Department Patient Stories



Delivering distinct and complementary value



The NSW Patient Survey Program

Reflections on whole episodes of care

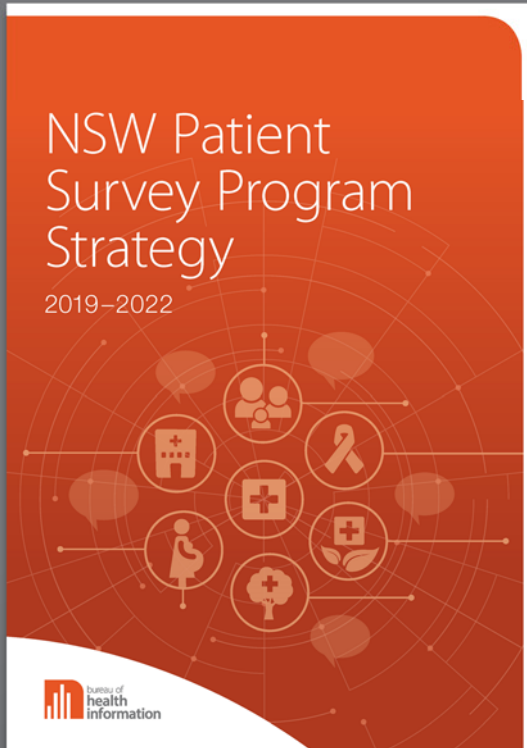
Systematically collected feedback

Statistically valid benchmarks and trends

Patient experience KPIs

Publicly reports results

Delivering distinct and complementary value



Strategic priorities

Maintain the robust and representative nature of the surveys

Improve the timeliness of data collection and reporting

Strengthen engagement, marketing and communications

Make survey results more useful in informing improvement

Ensure effective program governance and management

Leverage the value of BHI's data and our expertise in PRMs design and analysis

Thank you

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