Listening and Learning

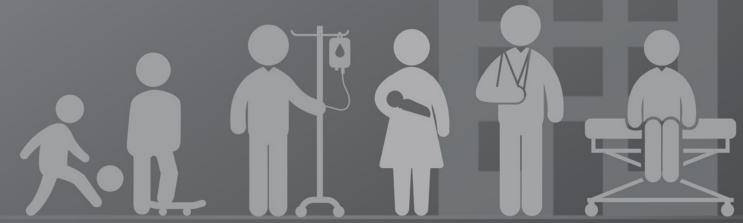
What people have told us about their experiences of care

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.



Help improve hospital care for Aboriginal people Have your say Fill in a patient survey 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 health



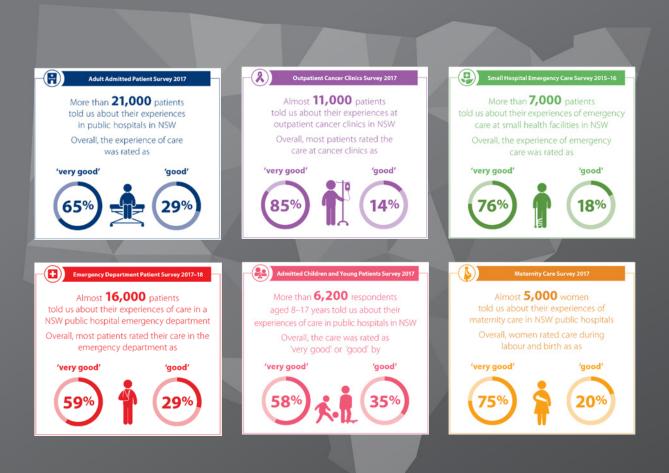
Share your experience to improve care for kids

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.



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



Overall ratings of care

Snapshot

Results from the 2017 patient survey
Adults admitted to hospital

More than 21,000 patients told us about their experiences in public hospitals in NSW in 2017.

Hospital care for adult admitted patients encompasses a wide range of services. People attend hospitals for planned and emergency surgery, as well as other medical treatment.

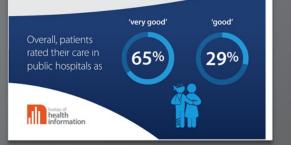
Safe, high-quality care is responsive to a patient's needs, minimises complications and ensures positive outcomes and transitions of care that supports patients and their families.

This snapshot highlights key findings in relation to the experiences of adult admitted patients in public hospitals across a range of aspects of care and the extent to which their experiences vary between hospitals.

The survey results reflect the experiences of 21,026 adults admitted to one of 77 NSW public hospitals in 2017 including results at the hospital level for each of these facilities. Overall ratings of care: Almost all patients (04%) rated their care as ether 'very good' (85%) or 'good' (25%). Nearly eight in 10 patients (75%) said they would 'speak highly' of the care they received and 92% gave a positive rating (very good' or 'good') to how well healthcare prefersionals worked together.

Experiences of care: Six in 10 patients (61%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, and most patients (86%) said they were 'aways' treated with respect and (analy in public hospitals.

Outcomes of care: Three in four patients (70%) said the care and treatment received in hospital 'definitely' helped, while 15% of patients said they reperienced a problem or complication, such as an infection or negative reaction to medication, during or shortly after their hospital stay.



Percentage of patients in NSW for all response categories, 2017 a. Overall, how would you rate the care you received while in hospital? Neither good nor poor Very good Good Poor Very poor 29 Unchanged from 2016 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' NSW (65%) 10 20 30 40 50 70 90 100 60 80 % of patients

Our information products Experiences of care

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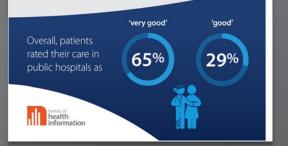
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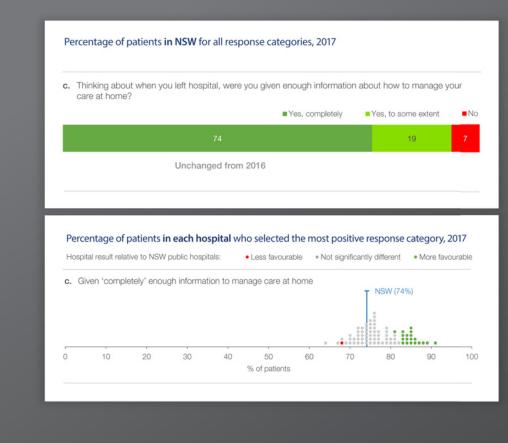
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Experiences of care: Six in 10 patients (51%) said they were 'definitely' involved as much as they wanted to be in decisions about their care and treatment, and most patients (80%) said they were 'always' treated with respect and dignly in public hospitals.

Outcomes of care: Three in four patients (79%) said the care and treatment received in hospital 'definitely' helped, while 15% of patients said they experienced a problem or complication, such as an inflection or negative reaction to medication, during or shortly after their hospital stay.





Our information products Outcomes of care

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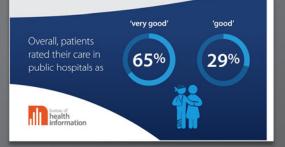
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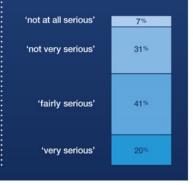
Percentage of patients in NSW for all response categories, 2017

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





"I was particularly impressed by the fact that all possible complications... were taken into consideration." Of the **15%** of patients who experienced a complication or problem, they said the impact was



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.

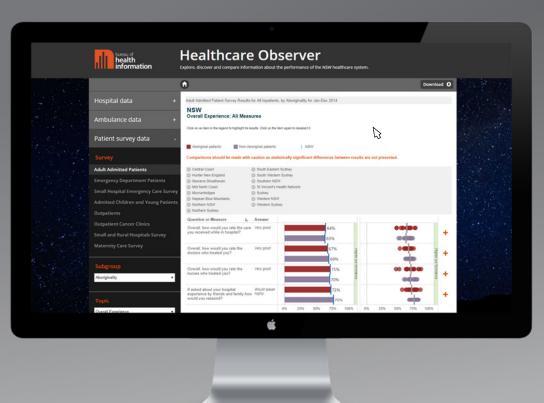




OUR LATEST RELEASE

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	99		••••
Doctors		() () () ()	
Nurses		 ♀ ♀ ♀ ♀ 	•
Your treatment and care			\$ \$ \$
Discharge	•	Q Q Q Q Q Q	••••••
Overall	() () () ()	••••	•••
Outcomes and complications	•		@ @ @ @ @
Patient demographics	999999 99999 9999 999	•••	

60,000 Admitted Patient Stories



33,000 Emergency Department Patient Stories



Delivering distinct and complementary value

NSW Patient Survey Program Strategy

Image: state state

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

NSW Patient Survey Program Strategy

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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