

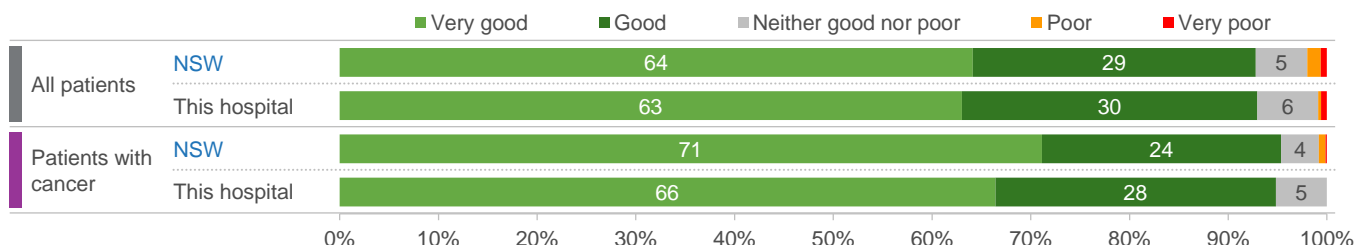


# Concord Hospital

This profile presents selected results from the Adult Admitted Patient Survey for patients with cancer, for the period July 2013 to July 2014. Patients with cancer were identified by an ICD-10 code of C00–D48 in

the primary or first secondary diagnosis of their admission record. Across NSW, almost 6,500 patients with cancer responded to the survey, which represents a response rate of 51%.

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



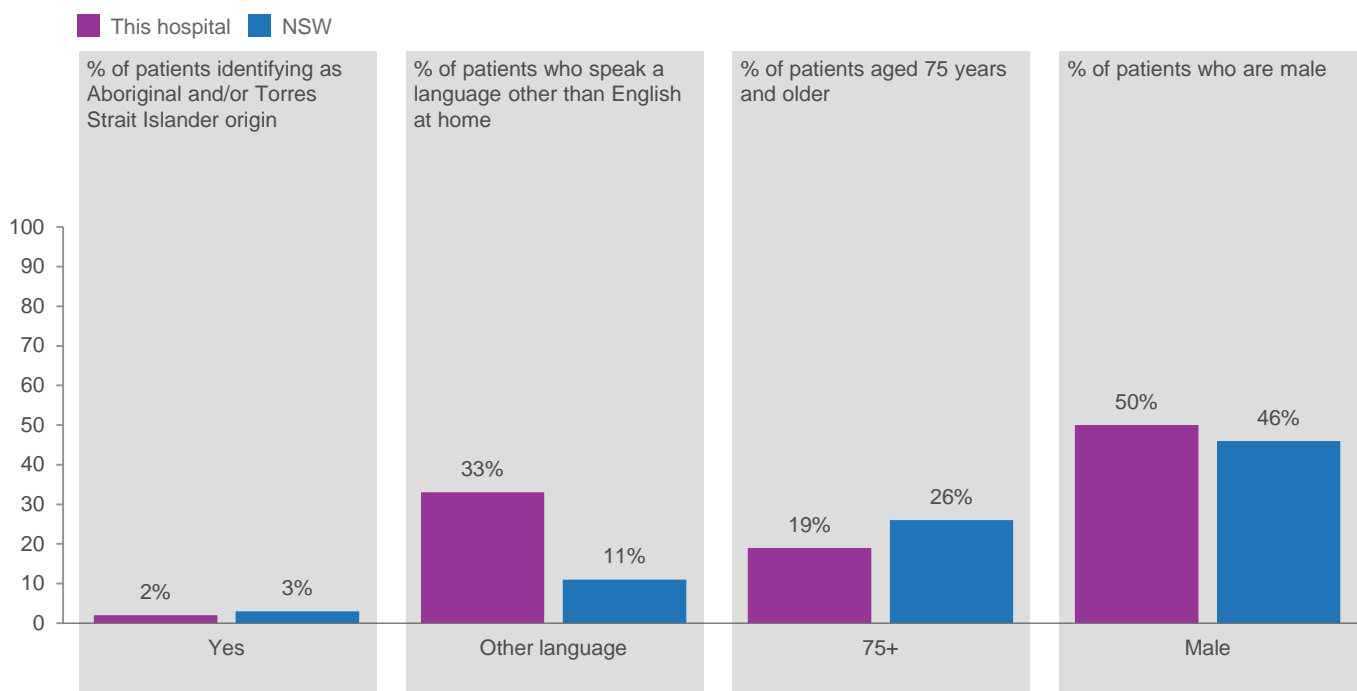
## Summary results for patients with cancer, by theme

Compared to NSW: Significantly more favourable Significantly less favourable No significant difference Less than 30 responses

|  |   |
|--|---|
| <p><b>Access</b></p> <p>1. Time between booking appointment with specialist and hospital admission was 'about right'</p> <p>2. Waiting time to be admitted to hospital was 'about right'</p>   | <p><b>Tailoring healthcare service for each patient</b></p> <p>1. Felt well enough to leave hospital when discharged</p> <p>2. 'Right amount' of information about condition or treatment was given to family or carer</p> <p>3. Staff 'completely' considered family and home situation when planning discharge</p> <p>4. Family or carer 'definitely' had opportunity to talk to a doctor</p>   |
| <p><b>Continuity of care and relationships</b></p> <p>1. Patient told who to contact if they were worried after discharge</p> <p>2. Doctors 'always' knew enough about medical history</p> <p>3. Nurses 'always' knew enough about care and treatment</p> <p>4. 'Completely' adequate arrangements were made for services after discharge</p> <p>5. Care in hospital was 'very well organised'</p> | <p><b>Effective communication</b></p> <p>1. Hospital staff explained surgical procedure in a 'completely' understandable way</p> <p>2. Doctors 'always' answered important questions in an understandable way</p> <p>3. Hospital staff explained results of test, X-ray or scan in a 'completely' understandable way</p> <p>4. 'Always' got the opportunity to talk to a nurse when needed</p> <p>5. 'Always' got the opportunity to talk to a doctor when needed</p> |
| <p><b>Information to support patients</b></p> <p>1. Staff 'always' explained the purpose of test, X-ray or scans</p> <p>2. 'Completely' given enough information to manage care at home</p>  | <p><b>Shared decision-making</b></p> <p>1. 'Definitely' involved in decisions about discharge</p> <p>2. Felt 'completely' involved in decisions about use of medication</p> <p>3. 'Definitely' involved in decisions about care and treatment</p>   |
| <p><b>Outcomes</b></p> <p>1. Did not report complication or problem</p> <p>2. Care and treatment received in hospital 'definitely' helped</p> <p>3. Problem resulting in hospital admission 'much better'</p> <p>4. 'Not difficult at all' to perform normal daily activities</p>  | <p><b>Respect for the patient</b></p> <p>1. 'Always' given enough privacy when being examined or treated</p> <p>2. Doctors were 'always' kind and caring</p> <p>3. 'Always' treated with respect and dignity while in hospital</p> <p>4. Nurses were 'always' kind and caring</p>   |
| <p><b>Addressing patient concerns</b></p> <p>1. 'Always' had confidence and trust in doctors</p> <p>2. 'Always' had confidence and trust in nurses</p>   | <p><b>Care requirements</b></p> <p>1. Hospital staff 'definitely' did everything they could to help manage pain</p> <p>2. Able to get assistance in a reasonable timeframe 'all the time'</p>   |



## Demographic differences between patients with cancer at this hospital and NSW overall



### Notes

#### 1. Data and methods

The results presented in this performance profile were obtained from the Adult Admitted Patient Survey for the period July 2013 to July 2014. Over this period, patients with cancer (identified by ICD-10 code C00-D48 in the primary or first secondary diagnosis field) were oversampled in selected hospitals to ensure sufficient numbers of respondents to report at the hospital level. Participants were randomly selected from the population of patients with cancer that receive inpatient care in NSW public hospitals. In total, 12,755 patients with cancer were randomly selected to receive a survey during the oversampling period and 6,457 responded, representing a response rate of 51%.

A selection of 33 questions have been presented in this profile. Selection of these questions was guided by a conceptual framework (Cancer Care Ontario: Person-centred care guidelines) and was conducted independently by four researchers, followed by a Delphi-like process to agree on the groupings. External reviewers ratified the question selection.

Results for each hospital that were significantly different from the NSW average were identified by comparing 95% confidence intervals for the estimates for each hospital with those of the NSW average. Where confidence intervals do not overlap, an estimate is considered to be significantly different from the NSW average.

#### 2. How to interpret the results

Results presented for the themes are for the top category results only (that is, the most favourable response to the question) for patients with cancer at this hospital. The numbers of the questions listed under theme headings correspond to the numbers in the different sections of the graph to the right of that theme heading.

If a section of the graph is green, that result for this hospital was significantly more positive than the NSW average. Results that are coloured red were significantly less positive than the NSW average.

If a section of the graph is blank, there were insufficient respondents to report on this question.

#### 3. More information about NSW Patient Survey Program

The Bureau of Health Information has been running the NSW Patient Survey Program since July 2012. The data presented in this profile comes from the Adult Admitted Patient Survey. For more information about the NSW Patient Survey Program or the Adult Admitted Patient Survey, please visit

[www.bhi.nsw.gov.au/nsw\\_patient\\_survey\\_program](http://www.bhi.nsw.gov.au/nsw_patient_survey_program)

To see data from the Adult Admitted Patient Survey in further detail, please visit Healthcare Observer, [www.bhi.nsw.gov.au/healthcare\\_observer](http://www.bhi.nsw.gov.au/healthcare_observer)

Technical supplements, copies of the survey questionnaire as well as a guide to interpreting the data is all available at the BHI website, [www.bhi.nsw.gov.au](http://www.bhi.nsw.gov.au)