

Adult Admitted Patient Survey 2018

Development Report

October 2019

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Please note that there is the potential for minor revisions of data in this report. Please check the online version at **bhi.nsw.gov.au** for any amendments

Background

In late 2017, BHI reviewed the Adult Admitted Patient Survey (AAPS) 2017 questionnaire to inform any content changes required for the 2018 survey.

BHI reviews all recurrent surveys before they are repeated to ensure the questionnaire is still appropriate for the NSW context and all questions remain optimal. This document summarises the changes to the AAPS 2017 questionnaire. Please refer to the 2013–2017 AAPS Development Reports available at bhi.nsw.gov.au for information about how those questionnaires were developed. These reports include details such as stakeholder consultation and engagement, questionnaire development, sampling methodology, and additional development notes.

Method

The review of the questionnaire focused on a methodological analysis of the 2017 data, as well as an evaluation of the use of survey data for reporting on the performance of NSW public hospitals for admitted patient experiences. The resulting changes and rationales are presented in this document.

BHI's analysis of AAPS 2017 data to test the quality of questions and questionnaire design included an examination of the following:

- response patterns for each question, including rates of item non-response (not answering a question when they should have), invalid responses (selecting more than one answer to a single response question or answering a question they should have skipped) and non-specific responses, such as 'don't know', 'can't remember' or 'not applicable to me'
- ceiling and floor effects of response categories (responses where almost all patients were very positive or very negative, with little variation between hospitals) using the scored mean, standard deviation and skewness of responses
- correlations between questions (using the most positive response option) to understand if any questions appear to be duplicating the same aspect of care (using the Pearson method).

Following the analysis of the questionnaire content and data, proposed changes were discussed and agreed upon. The final version of the questionnaire was reviewed and signed off by BHI's Chief Executive.

Overview of changes

A short summary of amended questions and sections is outlined below. Details of changes are explained in the following section.

New questions

- Q30
- Q37
- Q94
- Q98
- Q99

Deleted question

- Q32 (in 2017 questionnaire)

Modified questionnaire content

- Modified questions and/or response options:
 - Q41, Q47, Q57, Q97
- Modified formatting to questions and/or response options:
 - Q35, Q36, Q38–44, Q81, Q101
- Modified sections:
 - Doctors
 - Nurses
 - Food

Details of changes

Question # 2017	Question # 2018	Updated question/section (as it appears in 2018 questionnaire)	Change from 2017	Rationale
Q13	Q44	Was your sleep ever disturbed due to noise at night?	Question moved	This question was moved to make space for new questions and to better support the flow of the questionnaire.
n/a	Q30	Did the health professionals introduce themselves to you? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	New	This question was introduced in the AAPS 2013 questionnaire but removed in 2014 due to the ceiling effect. It was re-introduced to make the questionnaire consistent with other BHI patient survey questionnaires.
Q32	n/a	Why did you have difficulty understanding the explanations of health professionals?	Deleted	This question was introduced in the AAPS 2016 questionnaire to learn why patients might not understand health professionals. It was deleted as this information has been gathered. Answers are not expected to change in the foreseeable future.
n/a	Q37	Did you ever receive contradictory information about your condition or treatment from the health professionals? <ul style="list-style-type: none"> • Yes • No 	New	This was added for consistency with other BHI patient survey questionnaires.

Question # 2017	Question # 2018	Updated question/section (as it appears in 2018 questionnaire)	Change from 2017	Rationale
Q40	Q41	<p>Were you ever treated unfairly for any of the reasons below?</p> <p>Please X <u>all</u> options that apply to you</p> <ul style="list-style-type: none"> • Age • Sex • Aboriginal background • Ethnic background • Religion • Sexual orientation • A disability that you have • Marital status • Something else • I was <u>not</u> treated unfairly 	Modified response options Added response option 'Aboriginal background' Removed 'Your' from existing response options	The new response option 'Aboriginal background' was added due to the high proportion of Aboriginal respondents who answered 'Something else' to the question in 2017.
Q36–43	Q35–36, Q38–Q43	Various questions	Questions moved	In 2017, a higher than usual proportion of respondents failed to answer questions positioned on the same page as the grid response question (Q43). On the recommendation of BHI designers, the grid was moved (now Q38) to the top of the page to assess whether this will increase response rates to questions on that page.
Q46	Q47	In your opinion, were the health professionals open with you about this complication or problem?	Modified question Replaced 'members of the hospital staff' with 'the health professionals'	This question was changed for consistency with other BHI patient survey questionnaires.

Question # 2017	Question # 2018	Updated question/section (as it appears in 2018 questionnaire)	Change from 2017	Rationale
Q56	Q57	<p>Thinking back to when you first tried to book an appointment with a specialist, how long did you have to wait to see that specialist?</p> <ul style="list-style-type: none"> • Less than 1 week • 1 to 4 weeks • 5 to 8 weeks • 9 to 12 weeks • More than 12 weeks • Don't know/can't remember 	Modified response options Included <ul style="list-style-type: none"> • 9 to 12 weeks • More than 12 weeks Deleted <ul style="list-style-type: none"> • More than 8 	The 2017 response option 'More than 8 weeks' was selected by 18% of respondents, and responses did not tail off towards the end of the list of response options. The two new response options were added to elicit greater detail about the longer waits.
Q82	Q81	Did you want to make a complaint about something that happened in hospital?	Question moved	This question was moved to make space for new questions and to better support the flow of the questionnaire.
n/a	Q94	<p>Did you see an Aboriginal Health Worker while you were at the hospital?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	New	This question was added for consistency with other BHI patient survey questionnaires.

Question # 2017	Question # 2018	Updated question/section (as it appears in 2018 questionnaire)	Change from 2017	Rationale
Q95	Q97	<p>Which, if any, of the following longstanding conditions do you have (including age related conditions)?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <ul style="list-style-type: none"> • Deafness or severe hearing impairment • Blindness or severe vision impairment • A longstanding illness (e.g. cancer, HIV, diabetes, chronic heart disease) • A longstanding physical condition (e.g. arthritis, spinal injury or multiple sclerosis) • An intellectual disability • A mental health condition (e.g. depression) • A neurological condition (e.g. Alzheimer's, Parkinson's) • <u>None of these</u>Go to Q100 	<p>Modified response options</p> <p>Changed 'long-standing' to 'longstanding'</p> <p>Added examples of 'A longstanding physical condition' (e.g. arthritis, spinal injury or multiple sclerosis)</p> <p>Replaced 'A learning disability' with 'An intellectual disability'</p>	<p>This change was made to align with the BHI style guide.</p> <p>Specific examples were provided for 'A longstanding physical condition' to explain what might constitute such a condition.</p> <p>Intellectual disability is the appropriate term to use in Australia.</p>
n/a	Q98	<p>Does this condition(s) cause you difficulties with your day-to-day activities?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	New	<p>This question was added to identify the proportion of respondents whose longstanding condition affects them on a daily basis.</p>
n/a	Q99	<p>Are you a participant of the National Disability Insurance Scheme (NDIS)?</p> <ul style="list-style-type: none"> • Yes • No • Don't know 	New	<p>This question was added for consistency with other BHI patient survey questionnaires. It also provides an additional proxy measure for analysis of patients who have a disability, in combination with Qs 97–98.</p>
Q97	Q101	<p>Do you give permission for the Bureau of Health Information to link your answers from this survey to health records related to you (the patient)?</p>	<p>Modified question</p> <p>Selected text bolded</p>	<p>Selected text was bolded to reinforce key content.</p>

Section 2017	Section 2018	Updated section (as it appears in 2018 questionnaire)	Change from 2017	Rationale
Q18–23	Q13–18	Doctors	Sections moved	These sections were moved to provide space for new questions and to better support the flow of the questionnaire.
Q24–30	Q19–25	Nurses		
Q14–17	Q26–29	Food		