

Adult Admitted Patient Survey 2019

Development Report

May 2020

BUREAU OF HEALTH INFORMATION

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Please note that there is the potential for minor revisions of this report.

Please check the online version at **bhi.nsw.gov.au** for any amendments or errata.

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The conclusions in this report are those of BHI and no official endorsement by the NSW Minister for Health, the NSW Ministry of Health or any other NSW public health organisation is intended or should be inferred.

Background

In late 2018, the Bureau of Health Information (BHI) reviewed the Adult Admitted Patient Survey (AAPS) 2018 questionnaire to inform any content changes required for the 2019 questionnaire.

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 2018 questionnaire for 2019. Please refer to the 2013–2018 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.

As part of the NSW Patient Survey Program Strategy (2019-22), BHI is undertaking reform of the survey program. This work aims to improve the timeliness, representativeness and usefulness of survey data for NSW stakeholders. These reforms will occur during 2020 and 2021.

Method

The review of the questionnaire focused on a methodological analysis of the 2018 data. The resulting changes and rationales are presented in this document.

BHI's analysis of AAPS 2018 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 2018 questionnaire content and data, proposed changes were discussed and agreed upon. The final AAPS 2019 questionnaire was reviewed and signed off by BHI 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.

Modified questionnaire content

- Modified questions and/or response options:
 - Q35, Q45, Q56, Q73, Q88, Q90, Q94, Q97, Q101, Q103.
- Modified formatting to questions and/or response options:
 - Q38, Q61–62, Q102.
- Modified sections:
 - The Emergency Department
 - Planned Admissions
 - Your Comments
 - The Hospital and Ward
 - Leaving Hospital (Discharge).

Details of changes

Question # 2018	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2018	Rationale
Q35	Q35	<p>I was involved as much as I wanted in making decisions about my treatment and care...</p> <ul style="list-style-type: none"> • Always • Mostly • Sometimes • Rarely • Never 	<p>Modified question and new response options</p> <p>Replaced 2018 wording "Were you involved, as much as you wanted to be, in decisions about your care and treatment?"</p>	<p>This question was added to ensure all eight of the statewide Patient Reported Measures (PRMs) questions were included. These will initially be implemented for assessment of the Leading Better Value Care and Integrated Care programs. Where feasible, BHI survey questions will be aligned with the question set used.</p>
Q38	Q38	<p>During your stay in this hospital, did staff assist you when you needed help for any of the following?</p> <p>Please X <u>one</u> box for each line (Grid question)</p> <p>Rows: Eating or drinking; Taking medication; Going to the toilet; Adjusting your position in bed; Standing up or walking; Getting dressed; Getting in or out of a wheelchair or chair; Using the telephone or television</p> <p>Columns: Yes, always; Yes, sometimes; No; I did not need assistance with this; Not applicable</p>	<p>Reformatted question instruction and modified response options</p> <p>Underlined 'one' in question instruction</p> <p>Added the response option 'Not applicable' to the response option grid</p>	<p>This change was introduced to clarify the instruction.</p> <p>The response option was added because the existing response options might not be applicable to all respondents.</p>

Question # 2018	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2018	Rationale
Q45	Q45	<p>Not including the reason you went to hospital, during your hospital stay, or soon afterwards, did you experience any of the following complications or problems?</p> <p>Please X <u>all</u> the boxes that apply to you</p> <p>An infection</p> <p>Uncontrolled bleeding</p> <p>A negative reaction to medication</p> <p>A complication as a result of an operation or surgical procedure</p> <p>A complication as a result of tests, X-rays or scans</p> <p>A blood clot</p> <p>A pressure wound or bed sore</p> <p>A fall</p> <p>Any other complication or problem</p> <p><u>None</u> of theseGo to Q48</p>	<p>Modified question and response option</p> <p>Changed 'came' to 'went' in question text</p> <p>Reworded the original response option 'Complications as a result of tests or procedures' to refer to a single event, 'A complication as a result of tests or procedures'</p>	<p>The question wording was changed for grammatical reasons and to align with the BHI style guide.</p> <p>The wording of this response option was modified to be consistent with the other response options, which all refer to single events.</p>
Q56	Q56	Was your operation or surgical procedure planned before you went to hospital?	<p>Modified question</p> <p>Changed 'came' to 'went'</p>	The question wording was changed for grammatical reasons and to align with the BHI style guide.
Q61	Q61	Before your operation or surgical procedure began, did a health professional explain <u>what would be done</u> in a way you could understand?	<p>Reformatted question</p> <p>Underlined 'what would be done' in the question</p>	The formatting change was made to highlight the most important component of the question.
Q62	Q62	After the operation or procedure, did a health professional explain how the operation or surgical procedure <u>had gone</u> in a way you could understand?	<p>Reformatted question</p> <p>Underlined 'had gone' in the question</p>	The formatting change was made to highlight the most important component of the question.

Question # 2018	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2018	Rationale
Q73	Q73	Did the hospital provide you with a document summarising the care you received in hospital (e.g. a copy of the letter to your GP, a discharge summary)?	Modified question Replaced 'or' with comma after 'GP'	This response option was changed for consistency with other BHI patient survey questionnaires.
Q88	Q88	What year were you born? Write in (YYYY)	Modified question 'WRITE IN (YYYY)' changed to lower case	This change was made to align with the BHI style guide.
Q90	Q90	Which language do you mainly speak at home? <ul style="list-style-type: none"> EnglishGo to Q93 A language other than English What is that language? Please write below.	Modified question Instruction 'Please write in the language' changed to 'What is that language? Please write below'	This change was introduced to clarify the instruction.
Q94	Q94	Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in hospital?	Modified question Question in the 2018 questionnaire: Did you see an Aboriginal Health Worker while you were at the hospital?	This question was changed for consistency with other BHI patient survey questionnaires.

Question # 2018	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2018	Rationale
Q97	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, multiple sclerosis) • An intellectual disability • A mental health condition (e.g. depression) • A neurological condition (e.g. Alzheimer's, Parkinson's) • <u>None</u> of these.....Go to Q100 	<p>Modified question and response option</p> <p>Added a dash in between 'age' and 'related'</p> <p>Removed 'or' and replaced with comma between 'injury' and 'multiple' in the 'longstanding physical condition' response option</p>	<p>This change was made to align with the BHI style guide.</p> <p>This response option was changed for consistency with other BHI patient survey questionnaires.</p>

Question # 2018	Question # 2019	Updated question (as it appears in 2019 questionnaire)	Change from 2018	Rationale
Q101	Q101	<p>The Bureau of Health Information would like your permission to link your survey answers to other information from health records relating to you which are maintained by various NSW and Commonwealth agencies (including your hospitalisations, medical visits, ambulance transportation, medication or health registry information). Linking to your healthcare information will allow us to better understand how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients.</p> <p>Your information will be treated in the strictest confidence. We will receive the linked information after your name and address have been removed. We will not report any results which may identify you as an individual and your responses will not be accessible to the people who looked after you.</p> <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>Amended 'health care' to be one word in the first paragraph</p> <p>Removed 'for the two years before and after your visit' from between 'information' and 'will' in the first paragraph</p> <p>Added 'of' after 'health' and 'by' after 'health services' in the first paragraph</p>	<p>This change was made to align with the BHI style guide.</p> <p>This wording was updated to make it clearer, and for consistency with other BHI patient survey questionnaires.</p>
Q102	Q102	What was the <u>best part</u> of the care you received while in this hospital?	<p>Reformatted question</p> <p>Underlined 'best part' in the question</p>	The formatting change was made to highlight the important component of the question.
Q103	Q103	What <u>most needs improving</u> about the care you received from the hospital?	<p>Modified question and formatting</p> <p>Replaced 2018 wording "What part of your care provided by this hospital most needs improving?"</p>	The question was reworded for increased clarity, and selected text was underlined to highlight the important component of the question.

Section 2018	Section 2019	Updated section (as it appears in 2019 questionnaire)	Change from 2018	Rationale
Q3–4	Q3–4	The Emergency Department	Modified heading Removed '(ED)' from the heading	The abbreviation was removed because it is not used in this section.
Q5–6	Q5–6	Planned Admissions	Modified heading Removed 'And other types of arrival' from the heading	The wording was simplified for increased clarity and to acknowledge that all admissions to hospital that are not via the emergency department are planned admissions.
Q102–103	Q102–103	Your Comments	Modified heading Changed 'Your Final Comments' to 'Your Comments'	Asking respondents to provide comments determined to be more appropriate than asking for 'final' comments.
Q7–12	Q7–12	The Hospital and Ward For the following questions, please think about the time from when you arrived at your ward or room until you left hospital.	Modified description Changed ellipsis (...) to a full stop (.)	This change was made to align with the BHI style guide.
Q63–77	Q63–77	Leaving Hospital (Discharge) Thinking now about when you were discharged, that is when you left the hospital to go home or to another facility.	Modified description Changed ellipses (...) to a full stop (.)	This change was made to align with the BHI style guide.