

Erratum

Date 30 August 2023

In 2023, BHI introduced a new statistical approach to improve fairness and precision when flagging facility performance as significantly higher (green) or significantly lower (red) than the NSW result in patient survey results materials including the Snapshot report and supplementary data tables. BHI identified a minor programming error in relation to the application of the previous approach. BHI undertook an assessment of materiality of that error in relation to Outpatient Cancer Clinics Survey 2021 results that were flagged as green or red. Of the 1,200 results available for flagging for all 39 facilities reported on individually in the 2021 survey, 89 (7.4%) would now be flagged differently under the new methodology. For clarity, this does not affect the percentage results themselves, only the flags applied.

In terms of public reporting, BHI assessed 3 of these as material (listed below). This assessment was made in instances that affected the 9 core performance questions, and where results were flagged as red when they would now be identified as 'not significantly different' or were identified as 'not significantly different' when they would now be flagged as red. For those results, the difference between the facilities' results and the NSW result was between 6 and 13 percentage points.

When looking at performance over time, the focus should be on the changes in percentage results rather than whether those results are flagged as green or red, noting that year-on-year differences may not reflect clinically or statistically significant differences and that changes in a facility's patient mix may contribute to changes in results.

Table 1 Changes in flags using the existing and the new methodology for core performance questions, Outpatient Cancer Clinics Survey, 2021

Flags: Red = Significantly lower None = Not significantly different

Key performance question	Facility	2021 facility result (%)	2021 NSW result (%)	Published flag	Flag using new statistical approach
How would you rate how well the health professionals worked together? Response: Very good	Bankstown-Lidcombe	64	77	None	Red
Overall, how would you rate the health professionals who treated you? Response: Very good	Tamworth	81	87	None	Red
Were you told who to contact if you were worried about your condition or treatment after your appointment? Response: Yes	The Tweed	75	85	None	Red