

Performance Profiles

Patient Care Experiences:
Outpatient services in NSW public hospitals

August 2011

New South Wales

The Insights Series

Volume 3



Performance Profile preface: Outpatient services

The following pages contain Performance Profiles presenting information about outpatient services provided by 54 NSW public hospitals.

Hospitals are arranged according to their peer group (see page ii) to support comparisons. Information from all respondents in NSW is summarised on page 1 and 2.

Each hospital meeting the criteria for individual reporting has two pages of information.

What patients rated highest / lowest about these outpatient services

Patient responses to each question were allocated a score from zero to 100, reflective of how positive or negative the response was. For example, one question asked: *“did the healthcare professional treat you with respect and dignity?”* The most positive response option, **‘yes, definitely’**, was allocated a score of 100, the most negative response, **‘no’**, was allocated a score of zero, and the intermediate response, **‘yes, somewhat’**, a score of 50.

Because each question is converted to the same scale of 0–100, we can directly compare all questions with a quality aspect and then rank them highest to lowest. For each hospital, the three highest and three lowest questions on this scale are presented, along with how patients responded to each question. NSW data for each question are presented for comparison. These data have not been statistically modified for comparison between hospitals (i.e. standardised).

Patient experiences with outpatient services

This section describes what patients said for each hospital when asked: *“overall, how would you rate the care you received in the outpatient clinic?”* This information is presented in two ways:

- Actual, which is how patients responded but weighted by age to reflect the population of people attending outpatient services at that hospital during February 2010
- Standardised, in which the principal patient characteristics that influenced their ratings of outpatient care (age group, self-reported health status and language spoken at home) have been statistically controlled for to allow for comparison between hospitals.

Comparison data for all respondents from that peer group and all respondents in NSW are provided.

Actual and standardised data for the three questions most associated with excellent, or fair and poor ratings of overall care at a NSW level are presented for each hospital.

Patients who used outpatient services

This section details the number of attendances at outpatient services for this hospital during February 2010 (the population pool that the survey drew from, known as the sampling frame), the number of people sent the survey and were eligible to complete it (the sample), and the percentage of people who returned a completed questionnaire (the response rate).

The three patient characteristics used for standardising data are presented for each hospital, comparing age group, self-reported health status and language spoken at home, to NSW data.

An index of hospitals that met the criteria to have individual hospital performance profiles is provided on [pages iii and iv](#) of this document.

Peer groups

NSW hospitals vary in size and the types and complexity of clinical services that they provide. To enable valid comparisons to be made between hospitals, it is important to compare similar or like hospitals together. To do this, the Bureau used a NSW Health classification system called 'peer group'.

Bankstown / Lidcombe Hospital was classified as a major metropolitan hospital in the Health Information Exchange during the analysis phase of this report and is therefore presented as such in this document. Since then, this hospital has been confirmed in the principal referral group of hospitals and this change will be reflected in future reports.

The hospital peer groups included in this report are described in the table below:

Group	Name	Description
A1	Principal referral	Very large hospitals providing a broad range of services, including specialised units at a state or national level.
A2	Paediatric specialist	Specialist hospitals for children and young people
A3	Ungrouped acute - tertiary referral	Major specialist hospitals that are not similar enough to any other peer group to be classified with them.
BM	Major metropolitan	Large metropolitan hospitals in the greater Sydney area.
BNM	Major non-metropolitan	Large hospitals in rural and smaller urban areas.
C1	District group 1	Medium sized hospitals treating between 5,000–10,000 patients each year.
C2	District group 2	Smaller hospitals, typically in rural locations.

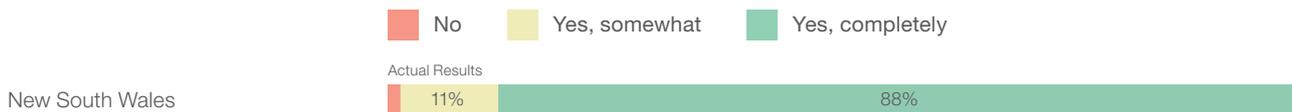
New South Wales: What patients rated *highest* about these outpatient services¹

NSW Health Patient Survey, February 2010

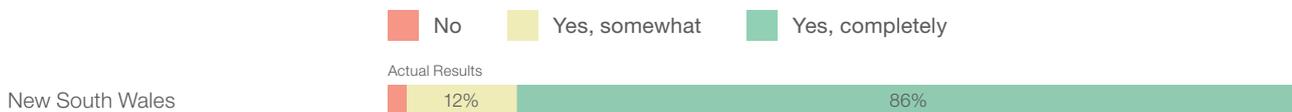
HIGHEST: If you needed a visit with this healthcare professional, was this arranged?



SECOND HIGHEST: Did the healthcare professional treat you with respect and dignity?



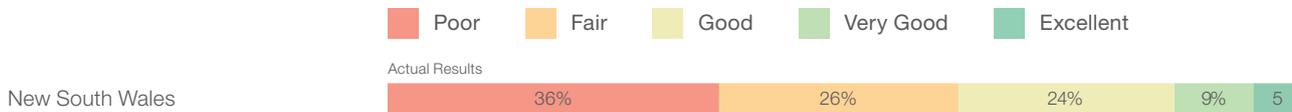
THIRD HIGHEST: Did someone explain how to take the new medications?



New South Wales: What patients rated *lowest* about these outpatient services¹

NSW Health Patient Survey, February 2010

LOWEST: Availability of parking



SECOND LOWEST: If your appointment didn't start on time, were you given a reason for the delay?



THIRD LOWEST: Keeping noise levels to a minimum



New South Wales: Patient experiences with outpatient services

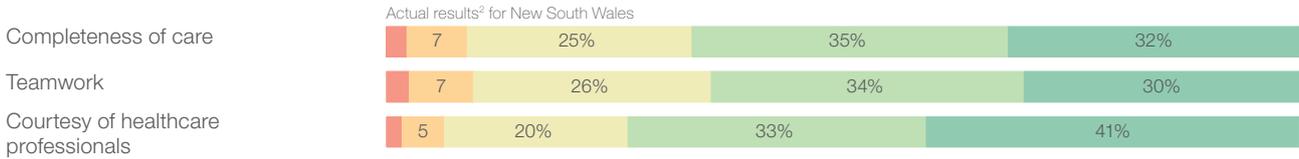
NSW Health Patient Survey, February 2010

Key to patient ratings: ■ Poor ■ Fair ■ Good ■ Very Good ■ Excellent

Overall patient ratings of outpatient services



Patient ratings of care experiences that matter most⁴



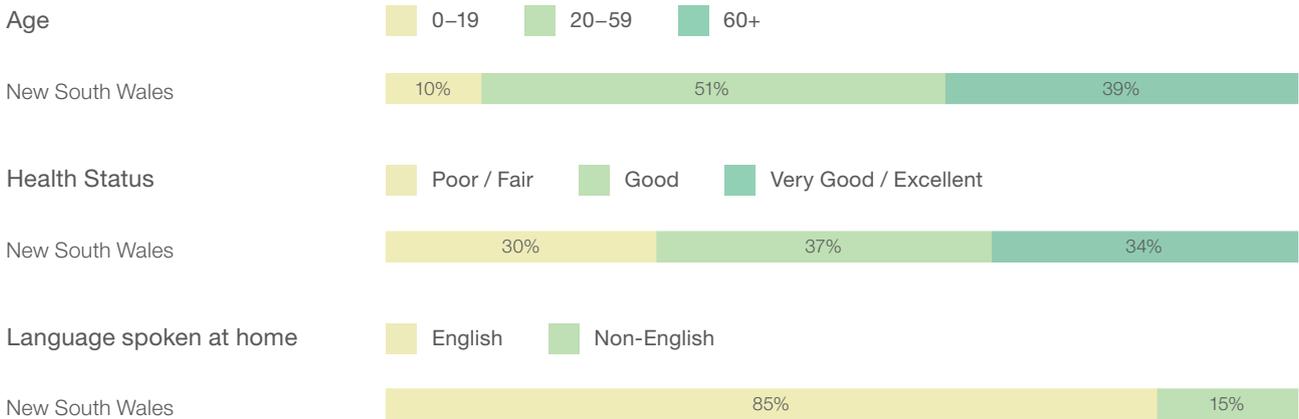
New South Wales: Patients who used these outpatient services

NSW Health Patient Survey, February 2010

Outpatient attendances during February 2010: 188,449 patients

19,549 people who received outpatient services were sent a questionnaire; 36% returned a completed questionnaire.

Characteristics of patients who completed the survey²



- Highest and lowest ratings of care are based upon a quality scale which incorporates all response options for a question. Additional detail can be found in the Bureau's *Technical Supplement: Measures of patient experience in NSW outpatient services*.
- Data weighted by age to reflect the population of all attendees during February 2010.
- To account for differences between hospitals in the types of patients served, values were standardised for age, self-reported health status and language spoken at home.
- Care experiences that matter most are based on analysis of all respondents to the Outpatient Care module of the *NSW Health Patient Survey 2010*, excluding those who attended a sexual health clinic or did not rate their overall care.

Note: All percentages rounded to whole numbers and therefore percentages may not add to 100%.

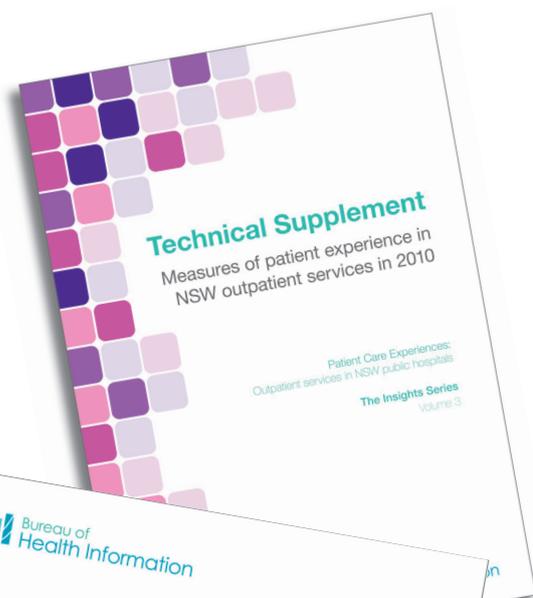
Source: Patient experience data from the Outpatient Care module of the *NSW Health Patient Survey 2010*.

Download our reports

The report, *Patient Care Experiences: Outpatient services in NSW public hospitals, August 2011* and related documents are available at www.bhi.nsw.gov.au

The suite of products includes:

- *Main report*
- *Performance Profiles* (reports for 54 hospitals and NSW as a whole)
- *Technical Supplement* (research methods and statistical analyses)



About the Bureau

The Bureau of Health Information provides the community, healthcare professionals and the NSW Parliament with timely, accurate and comparable information on the performance of the NSW public health system in ways that enhance the system's accountability and inform efforts to increase its beneficial impact on the health and wellbeing of the people of NSW.

The Bureau is an independent, board-governed statutory health corporation. The conclusions in this report are those of the Bureau and no official endorsement by the NSW Minister for Health, the NSW Department of Health or any other NSW statutory health corporation is intended or should be inferred.

To contact the Bureau

Telephone: +61 2 8644 2100

Fax: +61 2 8644 2119

Email: enquiries@bhi.nsw.gov.au

Postal address:

PO Box 1770

Chatswood

New South Wales 2057

Australia

Web: www.bhi.nsw.gov.au

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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 www.bhi.nsw.gov.au for any amendments.