

Emergency Department Patient Survey: Derived Measures

Definition

Derived measures are those for which results are calculated indirectly from respondents' answers to a survey question. These tend to be from questions that contain a 'not applicable' type response option and are used to gather information about the array of patients' needs.

Derived measures involve the grouping together of more than one response option to a question. The derived measure 'Quintile of Disadvantage' is an exception to this rule (for more information on this, please see the Data Dictionary for this measure).

Statistical methods

Results are expressed as the percentage of respondents who chose a specific response option or options for a question. The reported percentage is calculated as the numerator divided by the denominator (see definitions below).

Derived measures are adjusted to represent the patient population by weighting results to the distribution of patients by age group (0-16, 17-49 and 50+ years) and departure status (admitted vs. non-admitted) for each facility.

Numerator

The number of survey respondents who selected a specific response option or specific response options to a certain question, minus exclusions.

Denominator

The number of survey respondents who selected any of the response options to a certain question, minus exclusions.

Inclusions

The following questions and responses were used in the construction of the derived measures.

Derived Measure	Original Question (in 2013 EDPS)	Derived Measure Categories	Original Question Responses
Arrived by ambulance	<p>Q2. Why did you recently visit the Emergency Department?</p> <ul style="list-style-type: none"> • My General Practitioner (GP) advised me to go • I was brought by an ambulance • I was brought by the police • A specialist told me I had to go to the Emergency Department • Someone else (e.g. a friend, family member, colleague) decided I had to go to the Emergency Department • I decided myself that I had to go to the Emergency Department 	<ul style="list-style-type: none"> • Arrived by ambulance • Arrived other way 	<ul style="list-style-type: none"> • I was brought by an ambulance • My General Practitioner (GP) advised me to go • I was brought by the police • A specialist told me I had to go to the Emergency Department • Someone else (e.g. a friend, family member, colleague) decided I had to go to the Emergency Department • I decided myself that I had to go to the Emergency Department
Needed parking near the Emergency Department	<p>Q6. Was there a problem in finding a parking place near to the Emergency Department?</p> <ul style="list-style-type: none"> • Yes, a big problem • Yes, a small problem • No problem • Not applicable – I came by public transport, taxi, walking or on a bike 	<ul style="list-style-type: none"> • Didn't need parking • Needed parking 	<ul style="list-style-type: none"> • Not applicable – I came by public transport, taxi, walking or on a bike • Yes, a big problem • Yes, a small problem • No problem
Received treatment from a doctor	<p>Q23. Did the doctors know your medical history, which had already been given to the triage nurse or ambulance crew?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • I did not see a doctor 	<ul style="list-style-type: none"> • Saw a doctor • Didn't see a doctor 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • I did not see a doctor

Derived Measure	Original Question (in 2013 EDPS)	Derived Measure Categories	Original Question Responses
Received treatment from a nurse	Q27. Did the nurses know your medical history, which had already been given to the triage nurse or ambulance crew? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • I only saw a triage nurse • I did not see any nurses 	<ul style="list-style-type: none"> • Saw nurses <hr/> <ul style="list-style-type: none"> • Didn't see a nurse 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No <hr/> <ul style="list-style-type: none"> • I only saw a triage nurse • I did not see any nurses
Spent time in the Emergency Department treatment area	Q33. How long did you spend in the Emergency Department treatment area? <ul style="list-style-type: none"> • I did not spend time in the treatment area • 1-30 minutes • 31-60 minutes • More than 1 hour but no more than 2 hours • More than 2 hours but no more than 4 hours • More than 4 hours • I can't remember 	<ul style="list-style-type: none"> • Time in treatment area <hr/> <ul style="list-style-type: none"> • No time in treatment area 	<ul style="list-style-type: none"> • 1-30 minutes • 31-60 minutes • More than 1 hour but no more than 2 hours • More than 2 hours but no more than 4 hours • More than 4 hours <hr/> <ul style="list-style-type: none"> • I did not spend time in the treatment area
Needed help using a bed pan, or going to the bathroom during ED visit	Q34. While waiting in the treatment area, did you receive help using a bed pan, or being taken to the bathroom? <ul style="list-style-type: none"> • Yes, I received help • No, I did not receive help but needed it • No, I did not need help • No, I did not need to use bed pan or bathroom • Don't know/can't remember 	<ul style="list-style-type: none"> • Needed help toileting <hr/> <ul style="list-style-type: none"> • Didn't need help 	<ul style="list-style-type: none"> • Yes, I received help • No, I did not receive help but needed it <hr/> <ul style="list-style-type: none"> • No, I did not need help • No, I did not need to use bed pan or bathroom
Needed information about condition or treatment	Q38. How much information about your condition or treatment was given to you by Emergency Department health professionals? <ul style="list-style-type: none"> • Not enough • Right amount • Too much • It was not necessary to provide information • Don't know/can't say 	<ul style="list-style-type: none"> • Needed information <hr/> <ul style="list-style-type: none"> • Didn't need information 	<ul style="list-style-type: none"> • Not enough • Right amount • Too much <hr/> <ul style="list-style-type: none"> • It was not necessary to provide information

Derived Measure	Original Question (in 2013 EDPS)	Derived Measure Categories	Original Question Responses
Had worries or fears when in Emergency Department	Q42. Did an Emergency Department health professional discuss your worries or fears with you? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, no-one discussed my worries and fears with me • No, I did not have any worries or fears 	<ul style="list-style-type: none"> • Yes <hr/> <ul style="list-style-type: none"> • No 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, no-one discussed my worries and fears with me <hr/> <ul style="list-style-type: none"> • No, I did not have any worries or fears
Wanted to be involved in decisions about care and treatment	Q44. Were you involved, as much as you wanted to be, in decisions about your care and treatment? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I was not well enough or did not want to be involved in decisions about my care or treatment 	<ul style="list-style-type: none"> • Wanted involvement <hr/> <ul style="list-style-type: none"> • Didn't want involvement 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No <hr/> <ul style="list-style-type: none"> • I was not well enough or did not want to be involved in decisions about my care or treatment
Had family/ someone close who wanted to talk to staff	Q45. If a member of your (the patient's) family or someone else close to you wanted to talk to the staff, did they have enough opportunity to do so? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, they did not have enough opportunity • This was not applicable to my situation • Don't know/can't say 	<ul style="list-style-type: none"> • Wanted to talk to staff <hr/> <ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, they did not have enough opportunity <hr/> <ul style="list-style-type: none"> • This was not applicable to my situation
Had family/ someone close who wanted information about condition or treatment	Q46. How much information about your (the patient's) condition or treatment was given to your family, carer or someone else close to you? <ul style="list-style-type: none"> • Not enough • Right amount • Too much • It was not necessary to provide information to any family or friends • Don't know/can't say 	<ul style="list-style-type: none"> • Wanted information <hr/> <ul style="list-style-type: none"> • Not applicable 	<ul style="list-style-type: none"> • Not enough • Right amount • Too much <hr/> <ul style="list-style-type: none"> • It was not necessary to provide information to any family or friends

Derived Measure	Original Question (in 2013 EDPS)	Derived Measure Categories	Original Question Responses
Experienced pain during visit to Emergency Department	Q49. If you were in pain during your visit to the Emergency Department, do you think the Emergency Department health professionals did everything they could to help manage it? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, they did not do everything they could to help • No, I had no pain • Don't know/can't remember 	• Yes	<ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No, they did not do everything they could to help
		• No	<ul style="list-style-type: none"> • No, I had no pain
Had a test, X-ray or scan during visit to the Emergency Department	Q53. If you had a test, X-ray or scan during your visit to the Emergency Department, did a doctor, nurse or other health professional discuss the purpose with you? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, did not discuss with me • No, did not have any tests, X-rays, or scans • Don't know/can't remember 	• Had tests, X-rays, scans	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, did not discuss with me
		• Didn't have tests etc.	<ul style="list-style-type: none"> • No, did not have any tests, X-rays, or scans
Needed information on how to manage care at home	Q57. Thinking about when you left the Emergency Department, were you given enough information about how to manage your care at home? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No • I did not need this type of information 	• Needed information	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No
		• Didn't need information	<ul style="list-style-type: none"> • I did not need this type of information
Needed family and home situation taken into account when planning discharge	Q62. Did Emergency Department staff take your family and home situation into account when planning your discharge? <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, staff did not take my family and home situation into account • It was not necessary • Don't know/can't remember 	• Had situation to consider	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No, staff did not take my family and home situation into account
		• Not necessary	<ul style="list-style-type: none"> • It was not necessary

Derived Measure	Original Question (in 2013 EDPS)	Derived Measure Categories	Original Question Responses
Needed services after discharge	<p>Q65. Thinking about when you left the Emergency Department, were adequate arrangements made by the hospital for any services you needed?</p> <ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No • I did not need any services 	<ul style="list-style-type: none"> • Needed services • Didn't need services 	<ul style="list-style-type: none"> • Yes, completely • Yes, to some extent • No • I did not need any services
Had religious or cultural beliefs to consider	<p>Q75. Were your religious or cultural beliefs respected by the Emergency Department staff?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, my beliefs were not respected • My beliefs were not an issue during my visit 	<ul style="list-style-type: none"> • Had beliefs to consider • Beliefs not an issue 	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, my beliefs were not respected • My beliefs were not an issue during my visit
Not including the reason came to ED, experienced [insert individual complication] during visit or soon afterwards (derived measure)	<p>Q79. Not including the reason you came to the Emergency Department, did you experience any of the following complications or negative effects due to your visit?</p> <ul style="list-style-type: none"> • An infection • Uncontrolled bleeding • A negative reaction to medication • Complications as a result of tests or procedures • A blood clot • Confusion/disorientation • A fall • Any other complication or negative effect • None of these 	<ul style="list-style-type: none"> • None reported • Experienced [individual complication selected from list in Q79] <p>(Note: Confusion/disorientation not reported in EDPS results)</p>	<ul style="list-style-type: none"> • None of these • Missing • Each individual complication in Q79

Needed an interpreter	Q87. Was an interpreter provided when you (the patient) needed one?	• Needed an interpreter	• Yes, always • Yes, sometimes • No, I needed an interpreter but one was not provided
	<ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No, I needed an interpreter but one was not provided • No, I did not need an interpreter 	• Didn't need interpreter	• No, I did not need an interpreter

Exclusions

For derived measures, the following are excluded:

- Response: 'don't know/can't remember' or the like
- Response: invalid (i.e. respondent was meant to skip a question but did not)
- Response: missing (with the exception of questions that allow multiple responses or a 'none of these' option, to which the missing responses are combined to create a 'none reported' variable)

Note: refer to the [Weighting and Statistical Analysis](#) for percentage of respondents who responded with 'don't know/can't remember' or the like and the percentage of respondents who were considered valid missings.

Interpretation of indicator

The higher the percentage, the more respondents fall into that response category.

History

The Emergency Department Patient Survey is part of the NSW Patient Survey Program. This suite of surveys collects information on the experiences of patients receiving care in public hospitals and other public healthcare facilities across NSW. The NSW Ministry of Health ran the NSW Health Patient Survey (as it was then known) from 2007 until 2011. Since 2012, BHI, working with Ipsos Social Research Institute, has overseen the redesign, implementation and reporting of the program on behalf of NSW Ministry of Health and local health districts, with the 2013-14 EDPS being the second redeveloped survey in field.