

Emergency Department Patient Survey 2019–20

Development Report

May 2020

BUREAU OF HEALTH INFORMATION

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State Health Publication Number: (BHI) 200092

Suggested citation:

Bureau of Health Information. Development Report – Emergency Department Patient Survey 2019–20.
Sydney (NSW): BHI; 2020.

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.

Published May 2020

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 early 2019, the Bureau of Health Information (BHI) reviewed the Emergency Department Patient Survey (EDPS) 2018–19 questionnaire to inform any content changes required for the 2019–20 questionnaire. BHI reviews recurrent surveys before they are repeated to ensure the questionnaire is still appropriate for the NSW context and all questions remain optimal.

As part of the NSW Patient Survey Program Strategy (2019–22), BHI is undertaking reform of the survey program, beginning with the emergency department patient survey. As well as addressing timeliness and usefulness of results, BHI will undertake work aimed at improving response rates to the survey. This work will include investigation of email and SMS for contacting patients, as well as review of survey promotion, cover letters and the online tools.

Due to this significant reform, it was decided that no changes to the 2018–19 questionnaire were required for 2019–20. Instead, this reform will direct changes to be implemented in EDPS 2020–21.

Please refer to previous EDPS development reports from 2013–14 onwards, 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

Due to significant methodological reform currently underway for EDPS, BHI did not undertake a review of the 2018–19 EDPS data for the purposes of making updates to the 2019–20 survey questionnaire.

The 2018–19 questionnaire was reproduced for 2019–20 and this questionnaire was reviewed and approved by BHI's Chief Executive.

Overview of changes

No content changes were made to the 2018–19 EDPS questionnaire for 2019–20.