

Adult Admitted Patient Survey 2021

Development Report

May 2021

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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

The Bureau of Health Information (BHI) is the statutory agency responsible for reporting on the performance of the NSW public health system. BHI manages the NSW Patient Survey Program on behalf of NSW Health. Every year this statewide program gives thousands of patients the opportunity to provide feedback about their experiences of care in the healthcare system and subsequent outcomes, using evidence-based, validated survey instruments.

As part of the NSW Patient Survey Program Strategy 2019–22, BHI is reforming the survey program. As well as addressing the timeliness and usefulness of results to inform improvements, BHI is reviewing the survey length and structure to minimise the burden on patients, maximise the value of results and improve response rates to the survey.

The Adult Admitted Patient Survey (AAPS) is a core component of the NSW Patient Survey Program, which provides essential system-wide intelligence about patient experience to strengthen accountability and support improvement. It is the only statewide data asset that delivers robust and representative comparative patient experience information at hospital, local health district (LHD) and state level. It plays a distinct and complementary role alongside current and emergent real-time feedback from patients about their experiences in hospitals, which can inform day-to-day local improvement.

In late 2020, BHI reviewed the AAPS 2020 questionnaire to inform any content changes needed for the 2021 questionnaire. This document summarises the changes to the AAPS 2020 questionnaire for 2021. Please refer to the 2013–2020 AAPS development reports available at bhi.nsw.gov.au for information about how those questionnaires were developed. These reports include information about stakeholder consultation and engagement, questionnaire development and sampling methodology, and more development notes.

Review of the Adult Admitted Patient Survey

The aim of reviewing the 2020 AAPS questionnaire was to make the 2021 questionnaire shorter and more focused, while preserving essential evidence-based content informed by what matters to patients and clinicians. The new questionnaire also needed to continue to support the monitoring of key performance indicators and key aspects of accreditation.

The BHI survey review process included the following key steps in reviewing the AAPS questionnaire:

1. Literature scan
2. Historical data review
3. Stakeholder engagement
4. Cognitive testing interviews

Literature scan

BHI performed a rapid literature scan of comparable questionnaire tools and NSW Government policies and initiatives to inform the content of the AAPS 2021 questionnaire. The purpose of the scan was to identify any important issues or areas of unmet needs for admitted patients as well as any relevant new topics or questions to be included.

Overall, the literature scan did not reveal any new important issues that are not currently covered by the AAPS questionnaire. It identified the new 'Standard for Sex, Gender, Variations of Sex Characteristics and Sexual Orientation Variables 2020' released by the Australian Bureau of Statistics, which describes how to collect data about a person's gender identity. BHI is adopting this approach across all NSW Patient Survey Program surveys.

Historical data review

BHI reviewed the 2019 AAPS data to look at response patterns for each question. In particular, we identified non-response items (missing responses), non-specific responses (don't know/can't remember), ceiling and floor effects (responses where almost all patients were very positive or very negative, with little variation between hospitals), correlations between questions, and any other sampling or analysis issues that have arisen in the past. We also reviewed patient comments made in response to free-text questions to identify any topics mentioned as being highly relevant to patients.

The historical data review helped to determine which sections and questions from the 2020 AAPS questionnaire could be removed to reduce the length of the questionnaire.

Stakeholder consultation

Two rounds of stakeholder consultation contributed to the review of the 2020 AAPS questionnaire for 2021.

Firstly, as part of the review of the Rural Hospital Adult Admitted Patient Survey in 2019, survey contacts at each LHD were asked to rate the relative importance of each 2019 AAPS question (low/medium/high) for supporting improvement. They were also asked to indicate which questions they used for audit and/or performance measurement purposes. The responses to this consultation were used to develop the 2021 AAPS questionnaire, particularly in deciding which questions could be flagged to be removed because of low importance, value or use.

Secondly, following the literature scan and historical data review in 2020, BHI conducted another round of consultation. We engaged stakeholders working in patient experience across NSW Health, pillar agencies and LHDs to seek feedback on the proposed list of questions for the shorter AAPS 2021 questionnaire, and those proposed for deletion.

Cognitive testing

BHI completed cognitive testing with patients to ensure the questions and response options would be interpreted consistently and as intended, and to identify issues with question flow, skip logic and formatting. All participants were adults who were admitted to an NSW public hospital in the 12 months prior to testing – either due to a planned procedure or an emergency admission. There was a mix of overnight and day patients and regional and metropolitan NSW residents. Interviews were conducted virtually due to public health considerations, and typically lasted 30–45 minutes. We conducted eight interviews across two rounds. This process ensured we had a 'review and revise' period to apply changes to the draft questions and response options and re-test during the second round.

The interviews generated valuable insights that helped to refine the questionnaire. Participants gave detailed feedback, including on wording, perceived question value and interpretation, sequencing, skip logic, and suggestions for modifications.

The questionnaire went through final revisions based on the findings of the cognitive testing.

Overview of changes

A short summary of the amended questions and sections is outlined below. Details of these changes are explained in the following section.

New questions (in 2021 questionnaire)

- Q2, Q6, Q9, Q21, Q22, Q34.

New sections (in 2021 questionnaire)

- Arrival
- Health Professionals.

Deleted questions (from 2020 questionnaire)

- Q1–4, Q6, Q9–10, Q13–14, Q19–20, Q26, Q28–29, Q33, Q41, Q43–44, Q49, Q51, Q53, Q55–60, Q70, Q72, Q75, Q77, Q81, Q83–85, Q91–92, Q94, Q96, Q99–100.

Deleted sections (from 2020 questionnaire)

- The Emergency Department
- Planned Admissions
- Doctors
- Nurses
- Food
- Pain
- Tests
- Operations and Procedures
- Outcomes.

Modified questionnaire content (from 2020 questionnaire)

- Modified questions and/or response options:
 - Q5, Q7–8, Q11–12, Q15–17, Q21–24, Q27, Q30, Q32, Q34–36, Q38–40, Q42, Q45–47, Q50, Q52, Q54, Q61–63, Q65–68, Q73, Q76, Q82, Q86–87, Q89, Q95, Q97–98, Q101.
- Modified formatting to questions and/or response options:
 - Q71.
- Modified sections:
 - The Hospital Environment
 - Care and Treatment
 - Problems and Complications
 - Overall Experience
 - Comments.

Details of changes

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q1	N/A	N/A	Deleted Was your stay in hospital planned in advance or an emergency?	This question was removed as the focus of the questionnaire is the experience of admitted patients. The Emergency Department Patient Survey collects patient experience data specific to that context.
Q2	N/A	N/A	Deleted When you arrived in hospital did you spend time in the emergency department?	This question was removed as the focus of the questionnaire is the experience of admitted patients. The Emergency Department Patient Survey collects patient experience data specific to that context.
Q3	N/A	N/A	Deleted Were the emergency department staff polite and courteous?	This question was removed as the focus of the questionnaire is the experience of admitted patients. The Emergency Department Patient Survey collects patient experience data specific to that context.
Q4	N/A	N/A	Deleted Do you think the amount of time you spent in the emergency department was...?	This question was removed as the focus of the questionnaire is the experience of admitted patients. The Emergency Department Patient Survey collects patient experience data specific to that context.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q5	Q1	<p>Were the staff you met on your arrival to hospital polite and welcoming?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	<p>Modified question and response options</p> <p>Question wording changed from 'courteous' to 'welcoming'</p> <p>Response options changed:</p> <ul style="list-style-type: none"> • 'Yes, always' to 'Yes, definitely' • 'Yes, sometimes' to 'Yes, to some extent' • 'Don't know/can't remember' added 	<p>The question was modified to improve readability as a result of stakeholder feedback.</p> <p>The response options were modified for consistency with other BHI patient questionnaires and response options used throughout the questionnaire.</p>
N/A	Q2	<p>How well organised was the admission process?</p> <ul style="list-style-type: none"> • Very well organised • Fairly well organised • Not well organised • Not applicable 	<p>New question</p>	<p>This question was added to the revised 'ARRIVAL' section to understand how patients experience the admission process.</p>
Q6	N/A	N/A	<p>Deleted</p> <p>Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?</p>	<p>This question was removed as a result of stakeholder feedback that it was of low importance.</p>
Q7 and Q8	Q3	<p>How clean were the areas of the hospital you used during your stay?</p> <ul style="list-style-type: none"> • Very clean • Fairly clean • Not very clean • Not at all clean 	<p>Modified question</p> <p>Merged the two previously separate questions:</p> <p>'How clean were the wards or rooms you stayed in while in hospital?'</p> <p>AND</p> <p>'How clean were the toilets and bathrooms that you used while in hospital?'</p>	<p>The previous two cleanliness questions were merged to reduce questionnaire length. The question wording was modified for consistency with other survey questions.</p>

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
N/A	Q6	Did you stay for one or more nights in a room or ward which was only for patients of the same gender as you? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • I didn't stay overnight • I stayed in a single room 	New question	This question was added in response to stakeholder feedback – in particular, mentions of this issue in patient comments.
Q9	N/A	N/A	Deleted Did you see <u>nurses</u> wash their hands, or use hand gel to clean their hands, before touching you?	This question was removed as data analysis of the 2019 survey showed that 16% of respondents missed answering this question.
Q10	N/A	N/A	Deleted Did you see <u>doctors</u> wash their hands, or use hand gel to clean their hands, before touching you?	This question was removed as data analysis of the 2019 survey showed that 22% of respondents missed answering this question.
Q11 and Q12	Q5	Were you given enough privacy during your stay at the hospital? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Modified question Merged the two previously separate questions: 'Were you given enough privacy when being <u>examined or treated</u> ?' AND 'Were you given enough privacy when <u>discussing</u> your condition or treatment?'	The previous two privacy questions were merged to reduce questionnaire length. The question wording was modified for consistency with other survey questions.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q13	N/A	N/A	Deleted If you needed to talk to a doctor, did you get the opportunity to do so?	Stakeholder feedback indicated that doctors, nurses and other health professionals work as a 'team' and as such it is less important to ask specific questions about doctors and nurses. This question was replaced by a new question (Q9) for consistency with other surveys and to reduce questionnaire length.
N/A	Q9	Did you have enough time to discuss your health or medical problem with the health professionals? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember 	New question	This question replaces two previous questions (Q13 and Q19) that specifically referred to nurses and doctors. The new question focuses on patients having enough time to speak to health professionals, rather than having an 'opportunity' to talk to a doctor/nurse. The question refers to 'health professionals' for consistency with the wording of other survey questions.
Q14	N/A	N/A	Deleted When you had important questions to ask a doctor, did they answer in a way you could understand?	Stakeholder feedback indicated that doctors, nurses and other health professionals work as a 'team' and as such it is less important to ask specific questions about doctors and nurses. This question was removed as the concept is captured in Q10, which asks whether health professionals explained things in a way the patient could understand.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q15 and Q21	Q18	In your opinion, did the health professionals who treated you know enough about your care and treatment? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Modified question Merged the two previously separate questions: 'In your opinion, did the doctors who treated you know enough about your medical history?' AND 'In your opinion, did the nurses who treated you know enough about your care and treatment?'	The question was amended to refer to 'health professionals' for consistency with the wording of other survey questions.
Q16 and Q23	Q11	Did you have confidence and trust in the health professionals treating you? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	Modified question Merged the two previously separate questions: 'Did you have confidence and trust in the doctors treating you?' AND 'Did you have confidence and trust in the nurses treating you?'	The question was amended to refer to 'health professionals' for consistency with the wording of other survey questions.
Q17 and Q24	Q12	Were the health professionals kind and caring towards you? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Modified question Merged the two previously separate questions: 'Were the doctors kind and caring towards you?' AND 'Were the nurses kind and caring towards you?'	The question was amended to refer to 'health professionals' for consistency with the wording of other survey questions.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q18	Q13	Overall, how would you rate the <u>doctors</u> who treated you? <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q19	N/A	N/A	Deleted If you needed to talk to a nurse, did you get the opportunity to do so?	Stakeholder feedback indicated that doctors, nurses and other health professionals work as a 'team' and as such it is less important to ask specific questions about doctors and nurses. This question was replaced by a new question (Q9) for consistency with other surveys and to reduce questionnaire length.
Q20	N/A	N/A	Deleted When you had important questions to ask a nurse, did they answer in a way you could understand?	Stakeholder feedback indicated that doctors, nurses and other health professionals work as a 'team' and as such it is less important to ask specific questions about doctors and nurses. This question was removed as the concept is captured in Q10, which asks whether health professionals explained things in a way the patient could understand.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q22	Q8	<p>Did the health professionals ask your name or check your identification band before giving you any medications, treatments or tests?</p> <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Don't know/can't remember • Not applicable 	<p>Modified question and response options</p> <p>Question wording changed from 'nurses' to 'health professionals'</p> <p>Response options changed:</p> <ul style="list-style-type: none"> • 'No, they did not ask my name or check my identification band' to 'No' • 'Not applicable' added 	<p>The question was amended to refer to 'health professionals' for consistency with the wording of other survey questions.</p> <p>The response options were modified for consistency with other BHI patient questionnaires and response options used throughout the questionnaire.</p>
Q25	Q14	<p>Overall, how would you rate the <u>nurses</u> who treated you?</p> <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	Unchanged	<p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>
Q26	N/A	N/A	<p>Deleted</p> <p>Did you have any hospital food during this stay?</p>	<p>This filter question was removed to reduce questionnaire length. A response option was added to the amended food rating question (Q4).</p>

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q27	Q4	How would you rate the food you were served while in hospital? <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor • I wasn't served any hospital food 	Modified question and response options Question changed from 'How would you rate the hospital food?' 'I wasn't served any hospital food' added as a response option	The question was amended to focus on food served in hospital including meals and snacks, in contrast to food available for purchase on hospital grounds (e.g. cafés, vending machines). The response option was added for patients who weren't served any hospital food (e.g. day patients).
Q28	N/A	N/A	Deleted Did you have any special dietary needs (e.g. vegetarian, diabetic, food allergies, religious, cultural, or related to your treatment)?	This question was removed as a result of stakeholder feedback that it was of low importance. Rating of hospital food was combined into a single broader question (Q4).
Q29	N/A	N/A	Deleted Was the hospital food suitable for your dietary needs?	This question was removed as a result of stakeholder feedback that it was of low importance. Rating of hospital food was combined into a single broader question (Q4).
Q30	Q7	Did the health professionals who treated you introduce themselves to you? <ul style="list-style-type: none"> • Yes, all of them • Some of them • Very few or none of them • Don't know/can't remember 	Modified question and response options Question wording changed from 'the health professionals' to 'the health professionals who treated you' Response options changed: <ul style="list-style-type: none"> • 'Yes, always' to 'Yes, all of them' • 'Yes, sometimes' to 'Some of them' • 'No' to 'Very few or none of them' • 'Don't know/can't remember' added 	The question wording was modified for clarity. The response options were modified for consistency with response options used throughout the questionnaire.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q31	Q10	Did the health professionals explain things in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q32	Q15	During your stay in hospital, how much information about your condition or treatment was given to you? <ul style="list-style-type: none"> • Not enough • The right amount • Too much • Not applicable 	Modified response option Changed 'Not applicable to my situation' to 'Not applicable'	This question was retained as it is one of the questions used to calculate the patient engagement index key performance indicator (KPI) for LHDs. The response option was modified for consistency with other BHI patient questionnaires.
Q33	N/A	N/A	Deleted Did you have worries or fears about your condition or treatment while in hospital?	This filter question was removed to reduce questionnaire length. A response option was added to the amended 'worries or fears' question (Q19).
Q34	Q19	Did the health professionals give you the support you needed to help with any worries or fears related to your care and treatment? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't have any worries or fears 	Modified question and response options Question changed from 'Did a health professional discuss your worries or fears with you?' Response options changed: <ul style="list-style-type: none"> • 'Yes, completely' to 'Yes, definitely' • 'I didn't have any worries or fears' added 	The question wording was modified to focus on whether patients received support to address their emotional health needs. The response options were modified for consistency with response options used throughout the questionnaire.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q35	Q20	<p>Were you involved, as much as you wanted to be, in decisions about your care and treatment?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't want or need to be involved 	<p>Modified question and response options</p> <p>Question changed from 'I was involved as much as I wanted in making decisions about my treatment and care...'</p> <p>Response options changed from 'Always; Mostly; Sometimes; Rarely; Never'</p>	<p>This question was retained as it is one of the questions used to calculate the patient engagement index key performance indicator (KPI) for LHDs.</p> <p>It is also a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p> <p>The format was amended from a statement to a question in response to stakeholder feedback and for consistency with other BHI patient questionnaires.</p> <p>The response options were modified for consistency with response options used throughout the questionnaire.</p>
N/A	Q21	<p>When the health professionals spoke about your care in front of you, were you included in the conversation?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	<p>New question</p>	<p>This question was added to ask about patient involvement in decision-making and appropriate communication between health professionals and patients. The question wording was adapted from the UK NHS survey program for consistency with the wording of other survey questions.</p>
N/A	Q22	<p>Did the health professionals listen carefully to any views or concerns you had?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't have any views or concerns 	<p>New question</p>	<p>This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.</p>

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q36	Q16	How much information about your condition or treatment was given to your family, carer or someone close to you? <ul style="list-style-type: none"> • Not enough • The right amount • Too much • Don't know/can't remember Not applicable	Modified response options Changed 'Right amount' to 'The right amount' Changed 'It was not necessary to provide information to any family or friends' to 'Not applicable' Changed 'can't say' to 'can't remember'	The response options were modified for consistency with response options used throughout the questionnaire.
Q37	Q17	Did you ever receive contradictory information about your condition or treatment from the health professionals? <ul style="list-style-type: none"> • Yes • No 	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q38	Q26	If you needed help with personal care (e.g. eating and drinking, moving around or going to the bathroom), did hospital staff help you within a reasonable timeframe? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • I didn't need help with personal care 	Modified question and response options Question wording changed from 'During your stay in this hospital, did staff assist you when you needed help for any of the following?' Response options changed from a list of personal care items	The question was modified to focus on 'personal care' and to ask whether patients received help in a timely manner. Examples of personal care were added into the question wording, so that the matrix grid listing personal care items could be removed. The response options were modified for consistency with response options used throughout the questionnaire.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q39	Q24	Were you treated with respect and dignity while in hospital? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No 	Modified question Changed from 'Did you feel you were treated with respect and dignity while you were in the hospital?'	The question wording was modified for consistency with other survey questions. This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q40	Q25	Were your cultural or religious beliefs respected by the hospital staff? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Not applicable 	Modified response options Changed 'My beliefs were not an issue' to 'Not applicable' Changed 'No, my beliefs were not respected' to 'No'	The response options were modified for consistency with response options used throughout the questionnaire.
Q41	N/A	N/A	Deleted Were you ever treated unfairly for any of the reasons below?	This question was removed as performance has been consistently high over many survey years, which suggests a ceiling effect.
Q42	Q23	How would you rate how well the health professionals worked together as a team? <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	Modified question Changed from 'How would you rate how well the health professionals worked together?'	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs. The question wording was modified to focus on health professionals working as a team.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q43	N/A	N/A	Deleted Was a call button placed within easy reach?	This question was removed as data analysis of the 2019 survey showed that 10% of respondents missed answering this question. The issue of patients receiving help in a timely manner when needed is also covered in Q26.
Q44	N/A	N/A	Deleted Was your sleep ever disturbed due to noise at night?	This question was removed as a result of stakeholder feedback that it was of low importance. Additionally, data analysis of the 2019 survey showed that 13% of respondents missed answering this question.
Q45	Q31	During your hospital stay or soon after, did you experience any problem related to your care and treatment? <ul style="list-style-type: none"> • Yes • No 	Modified question and response options Question changed from '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?' Response options changed from a list of specific clinical complications	The question and response options were modified, including removing the list of specific clinical complications, so that the focus is on any problems perceived by the patient. These may include but are not limited to clinically defined complications.
Q46	Q32	Was the impact of this problem...? <ul style="list-style-type: none"> • Very serious • Fairly serious • Not very serious • Not at all serious 	Modified question Changed from 'Was the impact of this complication or problem...?'	The question was modified to refer to any problems perceived by the patient, which may include but are not limited to clinically defined complications.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q47	Q33	Were the health professionals open with you about this problem? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	Modified question and response options Question changed from 'In your opinion, were the health professionals open with you about this complication or problem?' Response options changed: <ul style="list-style-type: none"> • 'Yes, completely' to 'Yes, definitely' • 'Not applicable, as it happened after I left' to 'Not applicable' 	The question was modified to refer to any problems perceived by the patient, which may include but are not limited to clinically defined complications, and for consistency with the wording of the preceding questions. The response options were modified for consistency with response options used throughout the questionnaire.
N/A	Q34	Were the health professionals responsive in addressing this problem? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	New question	This question was added to assess whether and how well health professionals dealt with problems.
Q48	Q27	Were you ever in any pain while in hospital? <ul style="list-style-type: none"> • Yes • No 	Unchanged	This question is a necessary filter question for Q28.
Q49	N/A	N/A	Deleted When you had pain, was it usually severe, moderate or mild?	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q50	Q28	Do you think the health professionals did everything they could to help manage your pain? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	Modified question Changed 'hospital staff' to 'health professionals'	The question wording was modified for consistency with other survey questions.
Q51	N/A	N/A	Deleted During your stay in hospital, did you have any tests, X-rays or scans?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents. The question concept was incorporated into combined questions asking about tests, operations and procedures (Q29–30).
Q52 and Q61	Q29	Did health professionals <u>explain what would happen</u> during your tests, operations or procedures in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Don't know/can't remember • Not applicable 	Modified question Merged the two previously separate questions: 'Did a health professional discuss the <u>purpose</u> of these tests, X-rays or scans with you?' AND 'Before your operation or surgical procedure began, did a health professional explain <u>what would be done</u> in a way you could understand?'	The question wording was modified for consistency with other survey questions. Questions asking about tests, X-rays, scans, operations and surgical procedures were merged to reduce questionnaire length and as a result of stakeholder feedback that it is unnecessary to ask about these concepts separately.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q53	N/A	N/A	Deleted Did you receive test, X-ray or scan <u>results</u> while you were still in hospital?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents. The question concept was incorporated into combined questions asking about tests, operations and procedures (Q29–30).
Q54 and Q62	Q30	Did health professionals <u>explain the results or outcomes</u> of your tests, operations or procedures in a way you could understand? <ul style="list-style-type: none"> • Yes, always • Yes, sometimes • No • Don't know/can't remember • Not applicable 	Modified question Merged the two previously separate questions: 'Did a health professional explain the test, X-ray or scan results in a way that you could understand?' AND '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?'	The question wording was modified for consistency with other survey questions. Questions asking about tests, X-rays, scans, operations and surgical procedures were merged to reduce questionnaire length and as a result of stakeholder feedback that it is unnecessary to ask about these concepts separately.
Q55	N/A	N/A	Deleted During your stay in hospital, did you have an operation or surgical procedure?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents. The question concept was incorporated into combined questions asking about tests, operations and procedures (Q29–30).

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q56	N/A	N/A	Deleted Was your operation or surgical procedure planned before you went to hospital?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents. The question concept was incorporated into combined questions asking about tests, operations and procedures (Q29–30).
Q57	N/A	N/A	Deleted Thinking back to when you first tried to book an appointment with a specialist, how long did you have to wait to see that specialist?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q58	N/A	N/A	Deleted From the time a specialist said you needed the operation or surgical procedure, how long did you have to wait to be admitted to hospital?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q59	N/A	N/A	Deleted Do you think the total time between when you first tried to book an appointment with a specialist and when you were admitted to hospital was...?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q60	N/A	N/A	Deleted Before your arrival, how much information about your operation or surgical procedure was given to you by the hospital?	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q63	Q35	Did you feel involved in decisions about your discharge from hospital? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't want or need to be involved 	Modified response options Changed 'No, I didn't feel involved' to 'No' Changed 'did not' to 'didn't'	This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs. The response options were modified for consistency with response options used throughout the questionnaire.
Q64	Q36	At the time you were discharged, did you feel that you were well enough to leave the hospital?	Unchanged	This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs.
Q65	Q37	Thinking about when you left hospital, were you given enough information about how to manage your care at home? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Not applicable 	Modified response options Changed 'Yes, completely' to 'Yes, definitely' Changed 'No, I wasn't given enough' to 'No' Changed 'I didn't need this type of information' to 'Not applicable'	This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs. The response options were modified for consistency with response options used throughout the questionnaire.
Q66	Q38	Was your family and home situation taken into account when you were discharged? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • Don't know/can't remember • Not applicable 	Modified question and response options Question changed from 'Did hospital staff take your family and home situation into account when planning your discharge?' Response options changed: <ul style="list-style-type: none"> • 'No, staff did not take my situation into account' to 'No' • 'It was not necessary' to 'Not applicable' 	The question was modified to focus on the discharge process rather than hospital staff. The response options were modified for consistency with response options used throughout the questionnaire.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q67	Q39	Thinking about when you left hospital, were adequate arrangements made for any services you needed (e.g. equipment, home care, community care, follow-up appointments)? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No • I didn't need any services 	Modified question and response options Question changed from 'Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?' Response options changed: <ul style="list-style-type: none"> • 'Yes, completely' to 'Yes, definitely' • 'No, arrangements were not adequate' to 'No' • 'It was not necessary' to 'I didn't need any services' 	The question was amended to include examples. The response options were modified for consistency with response options used throughout the questionnaire.
Q68	Q40	Were you told who to contact if you were worried about your condition or treatment after you left hospital? <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	Modified question Changed from 'Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?'	This question was retained as it is one of the questions used to calculate the patient engagement index KPI for LHDs. The question was modified to focus on the discharge process rather than hospital staff.
Q69	Q41	Were you given or prescribed any <u>new</u> medication to take at home? <ul style="list-style-type: none"> • Yes • No 	Unchanged	This question is a necessary filter question for Q42.
Q70	N/A	N/A	Deleted Did a health professional in the hospital explain the <u>purpose</u> of this medication in a way you could understand?	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q71	Q42	<p>Did a health professional in the hospital tell you about medication side effects to watch for?</p> <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	<p>Reformatted question</p> <p>Removed the underline from 'side effects'</p>	The underline was used to distinguish the side effects question from other questions about medication and was no longer needed, as other medication questions were removed.
Q72	N/A	N/A	<p>Deleted</p> <p>Did you feel involved in the decision to use this medication in your ongoing treatment?</p>	This question was removed as a result of stakeholder feedback that it only applied to a subset of respondents.
Q73	Q43	<p>Did you receive a document summarising your hospital care (e.g. a digital or physical copy of the letter to your GP or a discharge summary)?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	<p>Modified question</p> <p>Changed from '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)?'</p>	The question wording was modified to improve readability and to include reference to digital documents.
Q74	Q44	<p>On the day you left hospital, was your discharge delayed?</p> <ul style="list-style-type: none"> • Yes • No 	Unchanged	This question is a necessary filter question for Q45.
Q75	N/A	N/A	<p>Deleted</p> <p>How long was the delay?</p>	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q76	Q45	Did hospital staff explain the reason for the delay? <ul style="list-style-type: none"> • Yes • No 	Modified question Changed 'a member of staff' to 'hospital staff'	The question wording was modified for consistency with other survey questions.
Q77	N/A	N/A	Deleted What were the main reasons for the delay?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q78	Q46	Overall, how would you rate the care you received while in hospital? <ul style="list-style-type: none"> • Very good • Good • Neither good nor poor • Poor • Very poor 	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs. It is also a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q79	Q47	How well organised was the care you received in hospital? <ul style="list-style-type: none"> • Very well organised • Fairly well organised • Not well organised 	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs.
Q80	Q48	If asked about your hospital experience by friends and family, how would you respond? <ul style="list-style-type: none"> • I would speak highly of the hospital • I would neither speak highly nor be critical • I would be critical of the hospital 	Unchanged	This question was retained as it is one of the questions used to calculate the overall experience index KPI for LHDs.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q81	N/A	N/A	Deleted Did you want to make a complaint about something that happened in hospital?	This question was removed for consistency with other BHI patient questionnaires.
Q82	Q49	Did the care and treatment received in hospital help you? <ul style="list-style-type: none"> • Yes, definitely • Yes, to some extent • No 	Modified response option Changed 'No, not at all' to 'No'	The response option was modified for consistency with response options used throughout the questionnaire.
Q83	N/A	N/A	Deleted Is the problem you went to hospital for...?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q84	N/A	N/A	Deleted In the <u>week before</u> your hospital stay, how difficult was it for you to carry out your normal daily activities (e.g. physical activity, going to work, caring for children)?	This question was removed as a result of stakeholder feedback that it was of low importance.
Q85	N/A	N/A	Deleted About <u>one month after</u> your discharge from hospital, how difficult was it for you to carry out your normal daily activities?	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q86 and Q87	Q50	<p><u>In the month following your discharge</u>, were you re-admitted to any hospital or did you go to an emergency department because of complications related to the care you received?</p> <ul style="list-style-type: none"> • Yes • No • Don't know/can't remember 	<p>Modified question</p> <p>Merged previously separate questions: 'In the month following your discharge, did you go to an <u>emergency department</u> because of complications related to the care you received?'</p> <p>AND</p> <p>'In the month following your discharge, were you <u>re-admitted</u> to any hospital because of complications related to the care you received?'</p>	The previous two re-admission questions were merged to reduce questionnaire length.
Q88	Q51	What year were you born?	Unchanged	This question is necessary to support analysis of results.
Q89	Q52	<p>How do you describe your gender?</p> <p>Please x <u>one</u> option</p> <ul style="list-style-type: none"> • Man or male • Woman or female • Non-binary • Prefer to use a different term <p>Please specify below.</p> <p>[FREE TEXT]</p> <ul style="list-style-type: none"> • Prefer not to answer 	<p>Modified question and response options</p> <p>Question changed from 'What is your gender?'</p> <p>Response options changed from 'Male; Female'</p>	The question wording and response options were modified to align with the updated Australian Bureau of Statistics standard for collecting data with regards to a person's gender identity, available at abs.gov.au/statistics/standards/standard-sex-gender-variations-sex-characteristics-and-sexual-orientation-variables/2020#gender

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q90	Q54	Which language do you mainly speak at home? <ul style="list-style-type: none"> English A language other than English What is that language? Please write below.	Unchanged	This question is necessary to support analysis of results.
Q91	N/A	N/A	Deleted Did you need, or would you have liked, to use an interpreter at any stage while you were at the hospital?	In previous years, results for this question were not reportable across hospital and LHD levels due to low numbers. However, it is an important issue for culturally and linguistically diverse groups that could be addressed in a targeted question module.
Q92	N/A	N/A	Deleted Did the hospital provide an interpreter when you needed one?	In previous years, results for this question were not reportable across hospital and LHD levels due to low numbers. However, it is an important issue for culturally and linguistically diverse groups that could be addressed in a targeted question module.
Q93	Q55	Are you of Aboriginal origin, Torres Strait Islander origin, or both? <ul style="list-style-type: none"> Yes, Aboriginal Yes, Torres Strait Islander Yes, both Aboriginal and Torres Strait Islander No 	Unchanged	This question is necessary to support analysis of results.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q94	N/A	N/A	Deleted Did you receive support, or the offer of support, from an Aboriginal Health Worker while you were in hospital?	In previous years, results for this question were often not reportable across hospital and LHD levels due to low numbers. However, it is an important issue for Aboriginal people that is being addressed in an Aboriginal-specific question module.
Q95	Q53	What is the highest level of education you have <u>completed</u> ? <ul style="list-style-type: none"> • Less than Year 12 or equivalent • Completed Year 12 or equivalent • Trade or technical certificate or diploma • University degree • Postgraduate/higher degree 	Modified response option Changed 'Post graduate' to 'Postgraduate'	This question is necessary to support analysis of results. The response option was modified to align with the BHI style guide.
Q96	N/A	N/A	Deleted In general, how would you rate your health?	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q97 and Q98	Q56	<p>Do you have longstanding health conditions that cause you difficulty with your day-to-day activities?</p> <p>Please x all 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 	<p>Modified question</p> <p>Merged two previously separate questions:</p> <p>'Which, if any, of the following longstanding conditions do you have (including age-related conditions)?'</p> <p>AND</p> <p>'Does this condition(s) cause you difficulties with your day-to-day activities?'</p>	The question wording was modified to identify longstanding health conditions that cause patients difficulty with their day-to-day activities.
Q99	N/A	N/A	<p>Deleted</p> <p>Are you a participant of the National Disability Insurance Scheme (NDIS)?</p>	This question was removed as a result of stakeholder feedback that it was of low importance.
Q100	N/A	N/A	<p>Deleted</p> <p>Who completed this survey?</p>	This question was removed as a result of stakeholder feedback that it was of low importance.

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q101	Q57	<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).</p> <p>Linking to your healthcare information will allow us to better understand how the care provided by health facilities is related to the health of their patients and their use of these services.</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 that 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> <ul style="list-style-type: none"> • Yes • No 	<p>Modified question</p> <p>Changed 'how different aspects of the care provided by health facilities are related to the health of, and use of health services by, their patients' to 'how the care provided by health facilities is related to the health of their patients and their use of these services'</p>	<p>This question is necessary to support analysis of results.</p> <p>The question wording was modified to improve readability and ease of understanding.</p>

Question # 2020	Question # 2021	Updated question (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q102	Q58	What was the <u>best part</u> of the care you received while in this hospital?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.
Q103	Q59	What <u>most needs improving</u> about the care you received from the hospital?	Unchanged	This is a core patient experience measure, used routinely across NSW Patient Survey Program surveys.

Section 2020	Section 2021	Updated section (as it appears in 2021 questionnaire)	Change from 2020	Rationale
N/A	Q1–2	ARRIVAL For the following questions, please think about when you first arrived at the hospital and all the staff you met, including receptionists, nurses and others.	New heading	The heading was added for consistency with other BHI patient questionnaires.
Q3–4	N/A	N/A	Section deleted THE EMERGENCY DEPARTMENT	All questions in this section were removed as the focus of the questionnaire is the experience of admitted patients. The Emergency Department Patient Survey collects patient experience data specific to that context.
Q5–6	N/A	N/A	Heading deleted PLANNED ADMISSIONS	The heading was removed as the distinction between emergency and planned admissions is not necessary anymore. Of the two questions in this section, one was removed and one was moved to the 'ARRIVAL' section.

Section 2020	Section 2021	Updated section (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q7–12	Q3–6	<p>THE HOSPITAL ENVIRONMENT</p> <p>For the following questions, please think about your experience of the hospital environment during your stay.</p>	<p>Modified heading and description</p> <p>Heading changed from 'THE HOSPITAL AND WARD'</p> <p>Description changed from 'For the following questions, please think about the time from when you arrived at your ward or room until you left hospital.'</p>	The heading and description were modified to improve clarity.
Q13–18	N/A	N/A	<p>Heading deleted, questions modified and moved to 'HEALTH PROFESSIONALS' section</p> <p>DOCTORS</p>	The 'DOCTORS' and 'NURSES' sections were removed and replaced with an overall 'HEALTH PROFESSIONALS' section. Questions that were similar across the two were kept and modified to refer to 'health professionals' instead of 'doctors' or 'nurses'.
Q19–25	N/A	N/A	<p>Heading deleted, questions modified and moved to 'HEALTH PROFESSIONALS' section</p> <p>NURSES</p>	The 'DOCTORS' and 'NURSES' sections were removed and replaced with an overall 'HEALTH PROFESSIONALS' section. Questions that were similar across the two were kept and modified to refer to 'health professionals' instead of 'doctors' or 'nurses'.

Section 2020	Section 2021	Updated section (as it appears in 2021 questionnaire)	Change from 2020	Rationale
N/A	Q7–15	HEALTH PROFESSIONALS For the following questions, please think about all the health professionals who treated or examined you at the hospital. This may include doctors, nurses, allied health (e.g. physiotherapists) and others.	New heading and description	This section replaced the previous 'DOCTORS' and 'NURSES' sections.
Q26–29	N/A	N/A	Heading deleted FOOD	This heading was removed, as the only remaining food-related question was moved to the 'THE HOSPITAL ENVIRONMENT' section.
Q30–44	Q15–30	CARE AND TREATMENT For the following questions, please think about the care and treatment you received while in hospital.	Modified heading and description Heading changed from 'YOUR TREATMENT AND CARE' Description changed from 'For the following questions, please think about all the health professionals who treated or examined you in the hospital, including doctors, nurses and others.'	The heading and description were modified to improve clarity and readability.
Q45–47	Q31–34	PROBLEMS AND COMPLICATIONS For the following questions, think about any problem or clinical complication that you may have experienced related to your care and treatment.	Modified heading and added description Heading changed from 'COMPLICATIONS'	The heading was modified and a description added to improve clarity.
Q48–50	N/A	N/A	Heading deleted PAIN	This heading was removed, as the reduced number of pain-related questions was moved to the 'CARE AND TREATMENT' section.

Section 2020	Section 2021	Updated section (as it appears in 2021 questionnaire)	Change from 2020	Rationale
Q51–54	N/A	N/A	Heading deleted TESTS	This heading was removed, as the reduced number of tests-related questions was moved to the 'CARE AND TREATMENT' section.
Q55–62	N/A	N/A	Heading deleted OPERATIONS AND PROCEDURES	This heading was removed, as the reduced number of questions related to operations and procedures was moved to the 'CARE AND TREATMENT' section.
Q78–81	Q46–50	OVERALL EXPERIENCE For the following questions, please think about your overall experiences of the care provided to you while in hospital.	Modified heading and added description Heading changed from 'OVERALL'	The heading was modified and a description added to improve clarity.
Q82–87	N/A	N/A	Heading deleted OUTCOMES	This heading was removed, as the only remaining outcomes-related question was moved to the 'CARE AND TREATMENT' section.
Q102–103	Q58–59	COMMENTS	Modified heading Changed from 'YOUR COMMENTS'	The heading was modified for consistency with other BHI patient questionnaires.