

# Measuring Consumer Experience 2019

SA Health

In 2018, SA Health interviewed more than 3,500 consumers to find out more about their public hospital experience. The survey questions provide invaluable information on areas of strength as well as those that needed improving to ensure consumers have the best possible hospital experience.

Views and concerns listened to



ALMOST  
**85%**

of patients felt their views and concerns were listened to always or mostly.

Individual needs met



OVER  
**87%**

of patients felt their individual needs were met almost or most of the time.

Felt cared for by staff



OVER  
**88%**

of patients felt mostly or always cared for.

Involved in making decisions



OVER  
**83%**

of patients felt they were involved in decision making.

Being kept informed



ALMOST  
**84%**

felt they were kept informed as much as they wanted about their care and treatment.

Pain relief met needs



ALMOST  
**90%**

of patients received pain relief that met their needs.

Felt confident in safety



OVER  
**90%**

felt confident in the safety of their treatment.

Staff communicated with each other



OVER  
**85%**

could tell staff involved in their care communicated with each other.

Overall quality



ALMOST  
**90%**

felt the overall quality of care received was good or very good.

Recommend hospital



OVER  
**93%**

of patients would recommend their hospital to a relative or friend.

PERFORMANCE BENCHMARKS WERE MET IN

**8** OUT OF **10** CATEGORIES

Questions are based on the Australian Patient Hospital Experience Questions Set (AHPEQS) from Australian Commission on Safety and Quality in Health Care. Summary of Development and Testing of the AHPEQS – December 2017. Sydney: ACSQHC; 2017.

Find out more by visiting: [sahealth.sa.gov.au/safetyandquality](http://sahealth.sa.gov.au/safetyandquality)



Government of South Australia

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