

# Measuring Consumer Experience 2019



# Measuring Consumer Experience 2019

SA Health wants every single patient to have the best possible hospital experience and high quality healthcare that puts our patients first. Listening to our patients improves our health care services.

Each year we talk to South Australians to find out about their overnight stay in a public metropolitan or country hospital. We ask about their views and concerns, involvement in decision making, being kept informed, being heard, treatment and care, clinical knowledge and skills, pain relief and overall care.

The survey feedback shows us what we're doing well and where we need to improve. It is also a great way for us to compare our care with other hospitals around Australia and the world. SA Health uses an independent body to conduct the survey, known as the SA Consumer Experience Surveillance System (SACCESS).

“Listening to our patients improves our health care services.”





# 3,530

South Australians interviewed in 2018

METRO  
HOSPITALS

# 7

COUNTRY  
HOSPITALS

# 6

22.4%  
16–34 YEARS

# 791

31.2%  
55–74 YEARS

# 1,100

20.6%  
35–54 YEARS

# 727

25.8%  
75 AND OVER

# 912



Main language spoken at home:

ENGLISH

# 3,175

OTHER

# 355

<u>Languages include:</u>	
Arabic	Nepal
Croatian	Tagalog
Italian	Serbian
German	Vietnamese
Greek	Russian
Punjabi	



# Measuring Consumer Experience

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 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



Being kept informed



Pain relief met needs



OVER

**83%**

of patients **felt they were involved in decision making.**

ALMOST

**84%**

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

ALMOST

**90%**

of patients **received pain relief that met their needs.**

# Measuring Consumer Experience

Felt confident in safety



Staff communicated with each other



Overall quality



OVER

**90%**

felt **confident in the safety** of their treatment.

OVER

**85%**

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

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.

Questions are based on the Australian Patient Hospital Experience Questions Set (AHPEQS).

Australian Commission on Safety and Quality in Health Care. Summary of development and Testing of the AHPEQS December 2017. Sydney: ACSQHC; 2017



# Views and concerns listened to

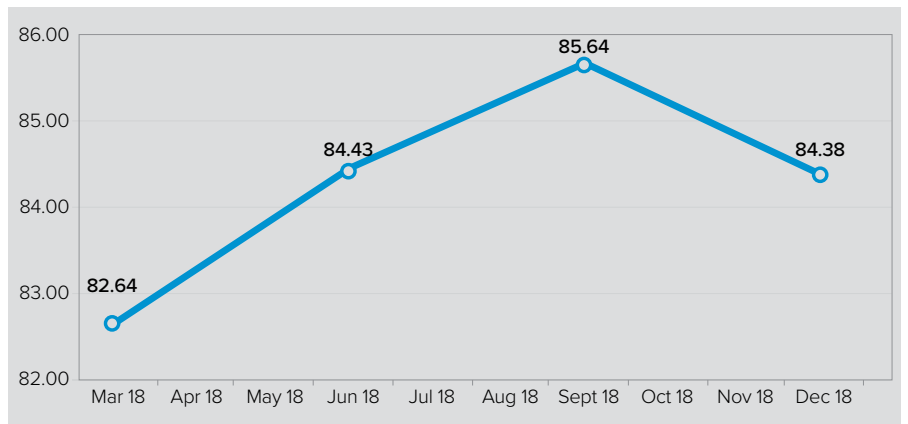
ALMOST

# 85%

of patients felt their **views and concerns** were listened to 'Always' or 'Mostly'.

## My views and concerns were listened to

The majority of respondents felt that their views and concerns were listened to always (57.1%) or mostly (27.3%), while only very few thought that it happened rarely (2.8%) or never (1.6%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Distress acknowledgment	Having any distress or discomfort acknowledged by staff
Emotional support	Receiving emotional support from staff when needed
Patient knowledge	Patient's knowledge of their body and condition taken seriously by staff
Invited to be involved in decisions about care and treatment	Patient being invited to contribute their knowledge, needs, preferences and views to care and treatment decisions
Carer's knowledge	Carer's knowledge and input being valued by staff
Being listened to	Being listened to
Having enough time	Having enough time to talk to staff

We are listening to our consumers

"I felt really comfortable, nurses and doctors listened to me."

"One of the nurses was not listening to me when I was telling her. She was not listening to my concerns."





# Individual needs met

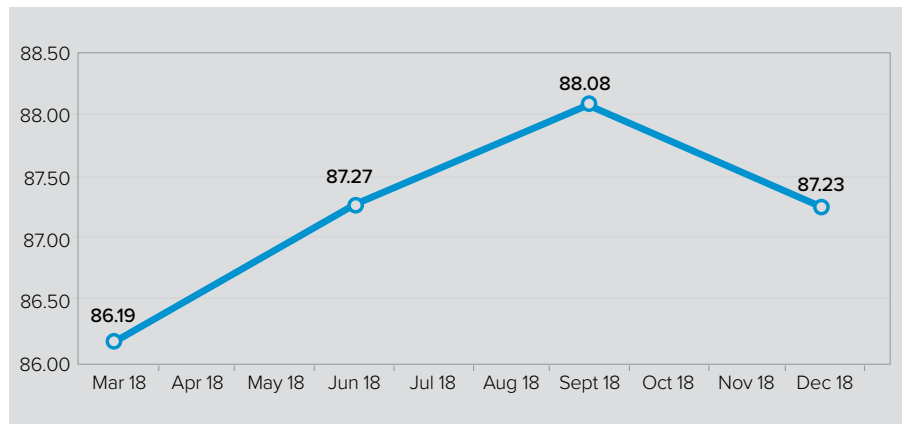
OVER

# 87%

of patients felt their **individual needs** were met 'Always' or 'Mostly'.

## My individual needs were met

The majority of respondents felt that their needs were met always (57.9%) or mostly (29.4%), while only a few thought that it happened rarely (1.8%) or never (1.0%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Responsiveness and flexibility	Staff being flexible in their approach in response to a patient's needs and preferences
Whole person approach	Staff take 'whole of life' needs into account (eg social, psychological, work and quality of life needs)
Comorbidities	Staff taking other health conditions or illnesses into account (other than the reason for admission)

We are listening to our consumers

**"The staff were very caring and treated me like an individual."**

**"When I was getting discharged, no-one helped me out."**

# Individual needs were not met

Q3 only applies if Q2 was answered negatively.

WHEN INDIVIDUAL NEEDS WERE NOT MET

# 429

patients who reported that their individual needs were not met:

## 13.8%

responded that staff always explained why this was the case

## 11.6%

said that this happened mostly

while almost a third (**32.5%**) responded that staff never explained why their needs could not be met





# Felt cared for by staff

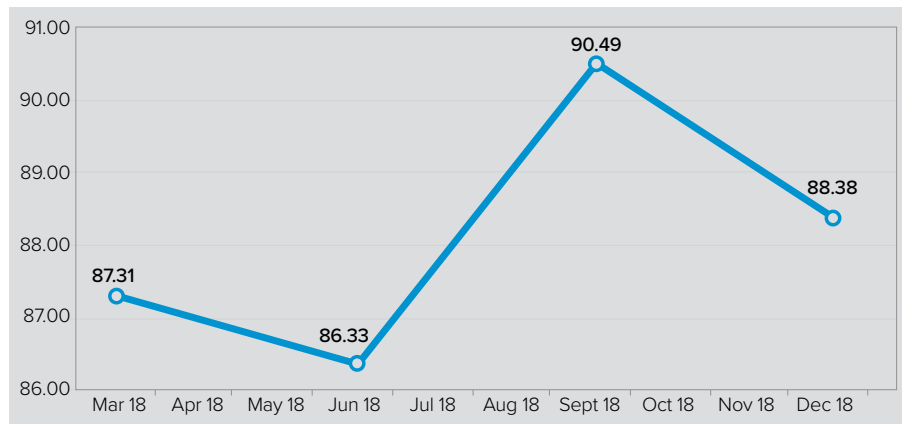
OVER

# 88%

of patients felt **cared for by staff** was 'Always' or 'Mostly'.

## I felt cared for

The majority of respondents felt that they were cared for always (66.0%) or mostly (22.1%), while only very few thought that it happened rarely (2.2%) or never (1.3%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Staff availability	Feeling that staff are available if you need them
Staff responsiveness	Feeling that staff will respond to any concerns or questions
Left to cope alone	Not being left to manage alone when you need support or help
Genuine caring, attempt to understand, empathy	Feeling that staff genuinely care about you
Thoughtfulness and personal touch	Being treated in a kind and thoughtful way
Staff positivity, reassurance	Staff having a positive and reassuring manner

We are listening to our consumers

**“They treated me with the utmost respect and I appreciate everything they did.”**

**“I felt I wasn’t really cared for, staff were too busy and could not spend the right amount of time.”**



# Involved in making decisions

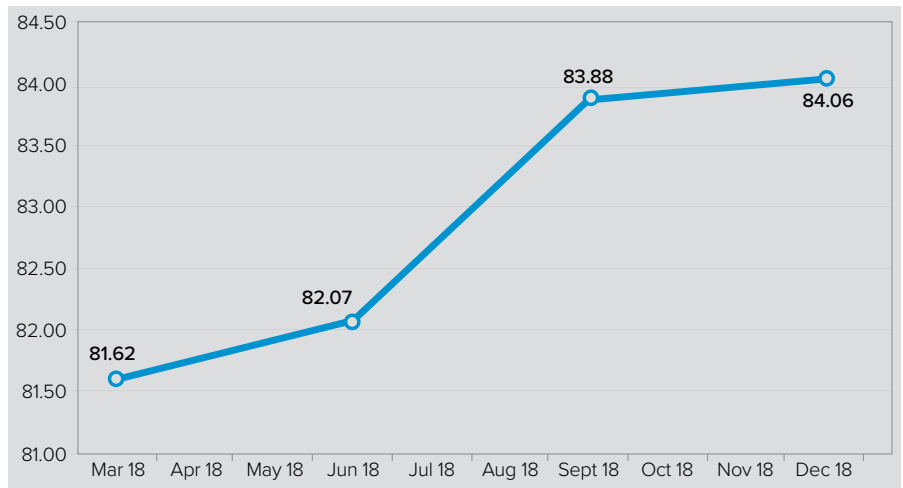
OVER

# 83%

of patients felt they were involved in decision making.

## I was involved as much as I wanted in making decisions about my treatment and care

The results were very similar for the second question in this section, with most people being involved making the decisions about their treatment and care always (59.2%) or mostly (23.9%) and very few feeling like that happened rarely (3.3%) or never (3.4%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Distress acknowledgment	Having any distress or discomfort acknowledged by staff
Emotional support	Receiving emotional support from staff when needed
Patient knowledge	Patient's knowledge of their body and condition taken seriously by staff
Invited to be involved in decisions about care and treatment	Patient being invited to contribute their knowledge, needs, preferences and views to care and treatment decisions
Being listened to	Being listened to
Having enough time	Having enough time to talk to staff

We are listening to our consumers

**“They were very compassionate and involved me in decision making.”**

**“Staff need to be more proactive in giving patients more information, so that the patient can actually make a well informed decision.”**



# Being kept informed

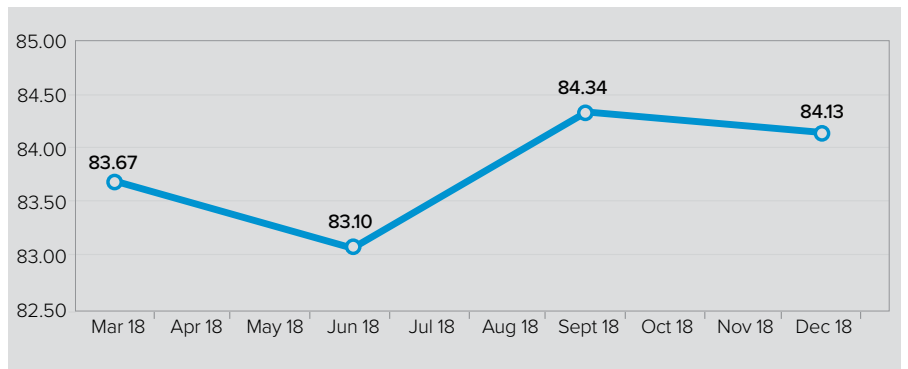
ALMOST

# 84%

of patients felt they were **kept informed** as much as they wanted about their treatment and care 'Always' or 'Mostly'.

## I was kept informed as much as I wanted about my treatment and care

The majority of respondents felt that they were kept informed as much as they wanted about their treatment and care always (62.6%) or mostly (21.3%), while very few thought that it happened rarely (3.5%) or never (2.6%).



## What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Distress acknowledgment	Having any distress or discomfort acknowledged by staff
Emotional support	Receiving emotional support from staff when needed
Patient knowledge	Patient's knowledge of their body and condition taken seriously by staff
Invited to be involved in decisions about care and treatment	Patient being invited to contribute their knowledge, needs, preferences and views to care and treatment decisions
Being listened to	Being listened to
Having enough time	Having enough time to talk to staff

We are listening to our consumers

“The doctors looking after me kept me well informed and looked after me well.”

“The communication was very poor.”





# Staff communicated with each other

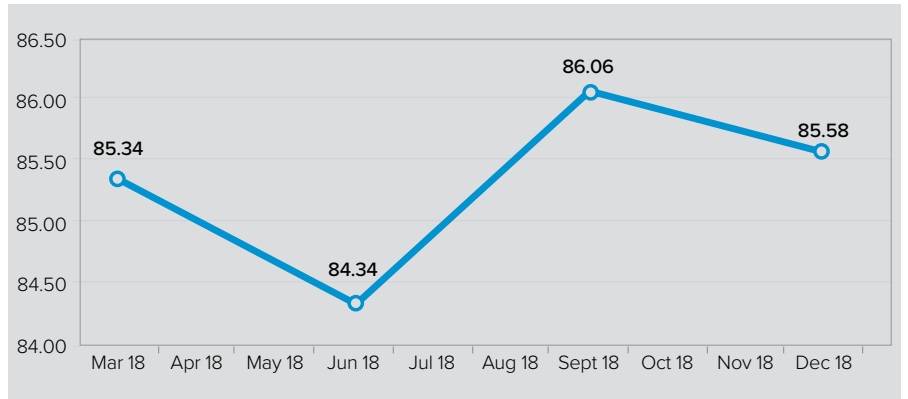
OVER

# 85%

of patients felt that **staff involved in their care** communicated with each other 'Always' or 'Mostly'.

## As far as I could tell, the staff involved in my care communicated with each other about my treatment

The majority of respondents felt that staff involved in their care communicated with each other always (57.2%) or mostly (28.1%), while only a few thought that it happened rarely (3.4%) or never (1.6%).



## What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Written overall plan	Having a written plan showing the steps involved in care and treatment
Staff share information	Different staff or services involved in a patient's care and communicating with one another about this care
Care co-ordination	Having one person or team co-ordinating all the different parts of a patient's care
Continuity of relationship	Being able to see the same staff for treatment and care over time

## We are listening to our consumers

**"The communication between the different specialists, doctors and nurses was fabulous."**

**"Need better communication between hospitals."**





# Pain relief met needs

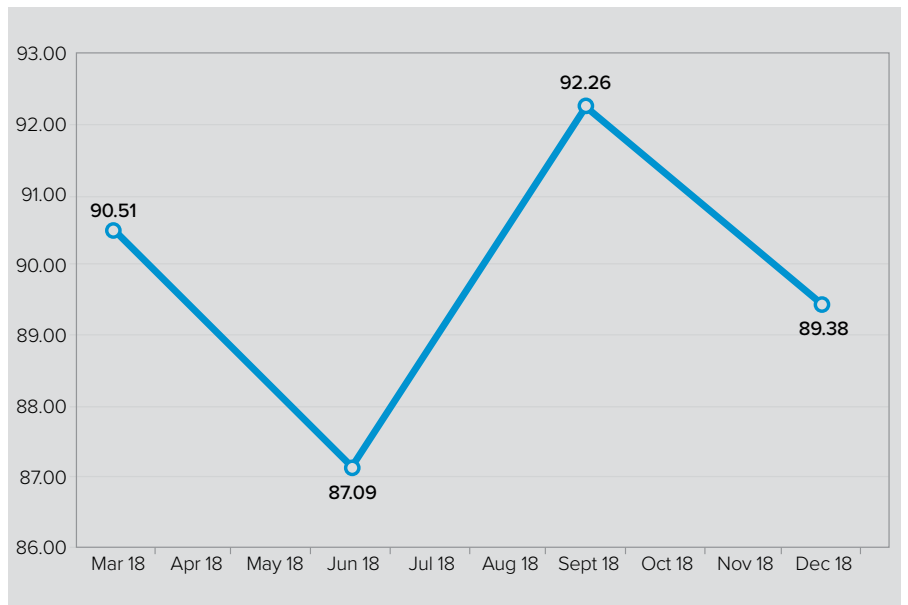
ALMOST

# 90%

of patients felt that the **pain relief** they received met their needs 'Always' or 'Mostly'.

## I received pain relief that met my needs

The majority of respondents felt that the pain relief they received met their needs always (72.8%) or mostly (17.0%), while very few thought that it happened rarely (1.3%) or never (1.4%).



We are listening to our consumers

**“I was in a lot of pain and they gave me medication to help me.”**

**“Had to wait too long for pain medication.”**



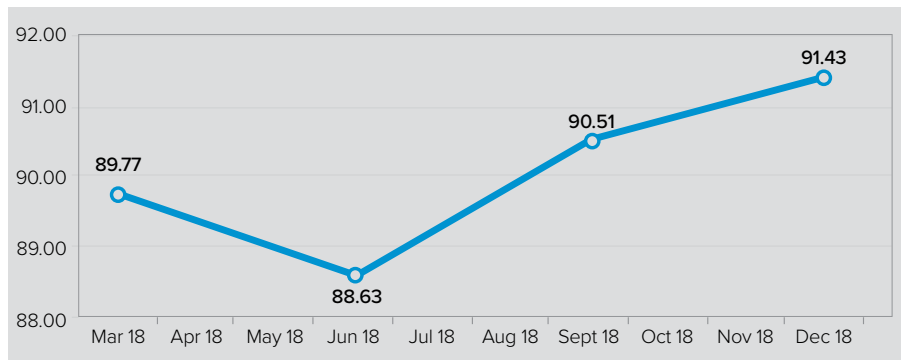
# Felt confident in safety

OVER  
**90%**

of patients felt confident in the safety of their treatment and care 'Always' or 'Mostly'.

## When I was in hospital, I felt confident in the safety of my treatment

The majority of respondents felt confident in the safety of their treatment and care always (72.1%) or mostly (18.2%), while only a few thought that it happened rarely (1.9%) or never (1.5%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Staff clinical knowledge	Patient feeling that staff have good knowledge of illness/condition
Staff clinical skills	Patient finding that staff have good clinical skills (eg surgery, needle insertion)
Trust in professionals	Patient having confidence in the abilities of the professionals involved in their care and treatment

We are listening to our consumers

**“I was impressed by the caring nature of the staff. The staff were very knowledgeable.”**

**“Lack of knowledge about food allergies and dietary requirements for patients.”**

# Harm or distress discussed with staff

Q11 applies if Q10 was answered in the affirmative

OF THE

**13.7%**

that did experience harm or/and distress:

**1.8%**

had experienced physical harm

**9.0%**

experienced emotional distress

**2.9%**

experienced both

OF THE

**479**

respondents who reported that they had experienced harm or distress:

**46.3%**

said that this was discussed with them

**42.7%**

said that their harm or distress was not discussed with them





# Overall quality

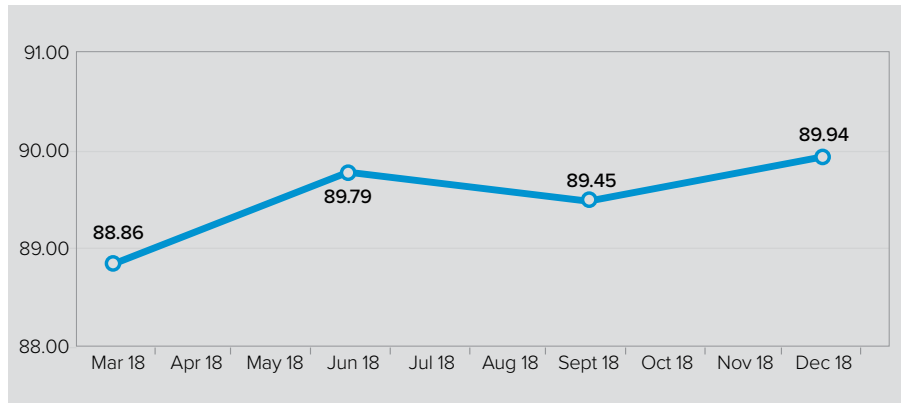
ALMOST

# 90%

of patients felt the **overall quality of care** was 'Very Good' or 'Good'.

## Overall, the quality of the treatment and care I received was very good or good

The majority of respondents felt that the overall quality of their care was very good (64.5%) or good (25.1%) while only a minority thought that it was poor (2.2%) or very poor (1.2%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Overall organisation	Feeling that the health service is well organised overall in relation to treatment and care

We are listening to our consumers

**“The nurses and doctors were excellent. Overall a positive experience.”**

**“The organisation of follow-up scans/results was supposed to be organised before I left.”**



# Patient rights and engagement

A set of five questions around patient rights and engagement include:

1

Did anyone ask whether you had any cultural or religious beliefs that might affect the way you were treated in hospital?

○

**65.7%** were **not asked** if they had any **cultural or religious beliefs** that might affect the way they were treated in the hospital

○

while over a quarter (**25.8%**) were asked after admission

○

**8.5%** were asked at pre admission

2

If you needed one, did you have access to an interpreter?

○

Of the 275 respondents who required an interpreter **79.0%** of patients were **offered access to an interpreter**

3

Was your right to have an opinion respected?

○

**70.4%** of patients felt that their **right to an opinion was always respected**, with a further

○

**18.3%** responding that this was the case usually

4

Were you provided information on your rights as a patient?

○

**71.3%** were **given enough information** about their rights as a patient

5

Did staff explain your rights as a patient to you?

○

**59.8%** had their rights explained to them



OVER

93%

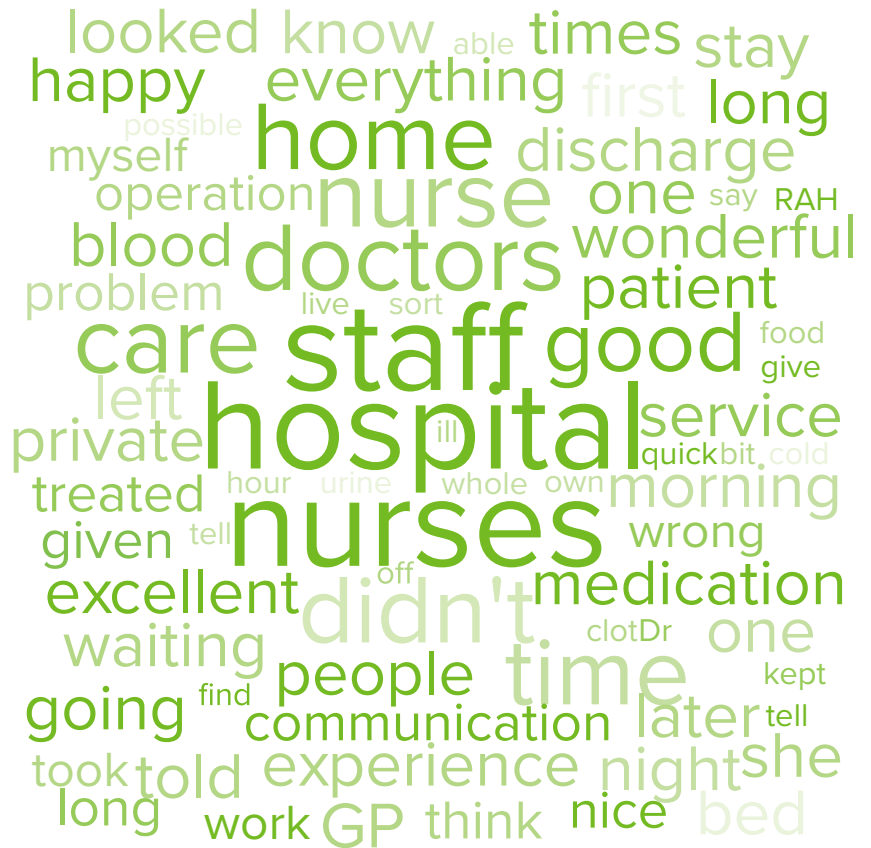
of patients would recommend their hospital to a relative or friend

# Recommend hospital

Key themes from consumer feedback on their positive experience in a public city or country hospital:

# 1,316

satisfied comments were received







# Recommend hospital

Key concerns raised by our consumers include:

**1,375**

**dissatisfied** comments were received



# Consumer experience drives improvement

Listening to our consumer’s experience drives us to improve our services

**Don't Delay, ASK TODAY**

We want to empower you by encouraging you or your family member/carer to ask more questions about your care and where possible encourage you to get up, get dressed and keep moving while in hospital.

Ask your nurse, doctor or other health professional the following questions:

- Why am I here?
- What is going to happen – now, today, tomorrow?
- What do I need to achieve to go home?
- When can I expect to go home?

*'Home' is different for all of our patients/consumers and that is ok. We will work with you to get you to the right place for your care.*

## Don't Delay, Ask Today – Central Adelaide Local Health Network

As part of our commitment to better care, we are encouraging our patients to ask four simple yet important questions each and every day.

We're not always going to have the answers straight away but all have a responsibility to find them by using the multidisciplinary team huddles.

Answers will be dependent on strong clinical multi-disciplinary leadership.

'Home' will be different for all of our patients/consumers and that's okay. We will work with them and their family members/carers to get them to the right place for their care.

Northern Adelaide Local Health Network

## Consumer Feedback

Providing feedback  
Your voice can make a difference!

Government of South Australia  
SA Health

## Consumer and Carer Engagement – Northern Adelaide Local Health Network

Ward 1B at Lyell McEwin Hospital ensures every patient (and/or their next of kin or carer) is checked on during 'Day Two' to ensure the patient is satisfied with their in-patient stay progress.

At this time the patient (next of kin or carer) is given a ward information brochure which includes medical staff contact details along with doctor's names and the Nurse Unit Manager. A Consumer Feedback Form is also provided. The Feedback Form is an opportunity for patients to raise any issues about their hospital stay or give positive feedback. If the patient is confused or incapable of completing the Feedback Form, the next of kin or carer is contacted (if not present at the time) notifying them of the form when they next come in.

This Feedback process is extremely successful with patients, next of kin and carers appreciating the introduction at the beginning of the patient's stay and the clear communication on how to access the doctors or the Nurse Unit Manager for information if they need to.

**“We want to get it right while patients are in hospital, not hear about what was wrong after they have left”.**

– Nurse Unit Manager, Ward 1B

## For more information

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