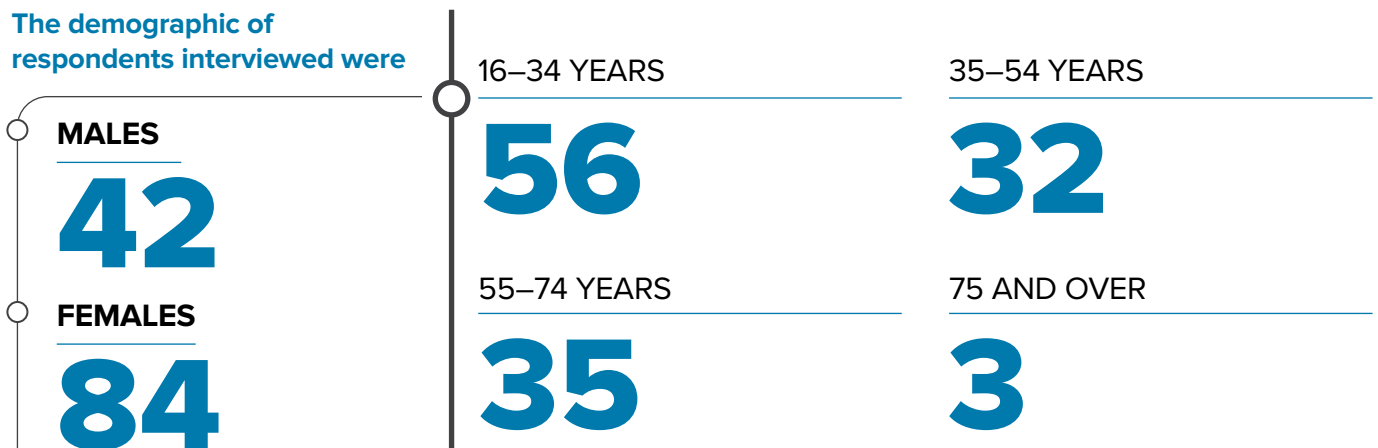


ABORIGINAL AND TORRES STRAIT ISLANDER

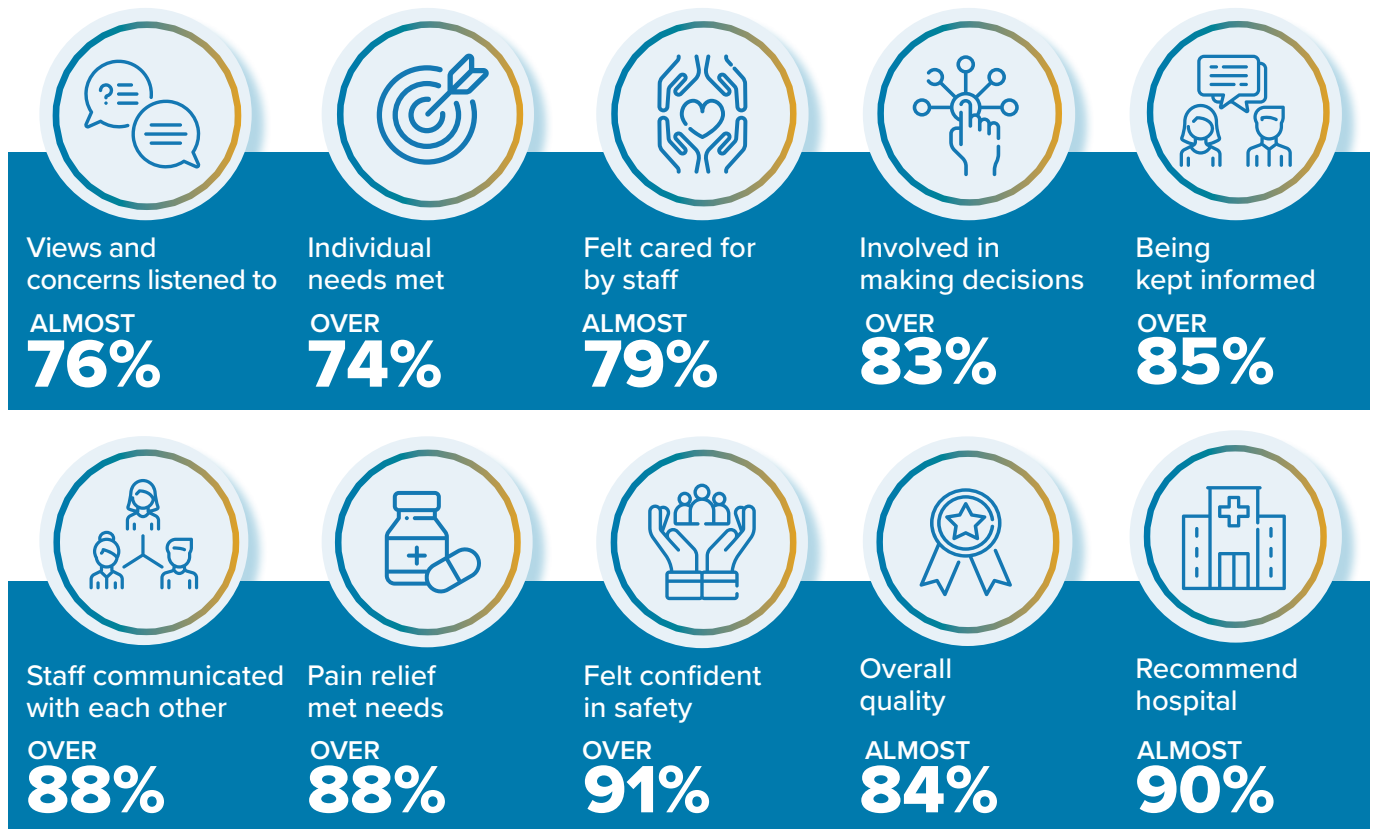
Measuring Consumer Experience 2021 Snapshot

As part of the SA Consumer Experience Surveillance (SACCESS) interviews for the year between January 2020 and December 2020, a total of **126 Aboriginal and Torres Strait Islander consumers** were interviewed.

The demographic of respondents interviewed were



The consumers were asked the Australian Hospital Patient Experience Question Set (AHPEQS), where the majority of respondents responding either 'always' or 'mostly' when asked if:



INDIVIDUAL NEEDS WERE NOT MET

“MY INDIVIDUAL NEEDS WERE MET” WAS ASKED AND ANSWERED NEGATIVELY.

OF THE
32

patients who reported that their individual needs were not met mostly or always

ALMOST
25%

reported that staff explained why.

HARM OR DISTRESS DISCUSSED WITH STAFF

77%

of patients **did not** experience harm or/and distress as a result of their treatment and care.

OF THE
23%

that did experience harm or/and distress:

4.9%

had experienced physical harm

11.1%

experienced emotional distress

6.8%

experienced both

OF THE
29

respondents who reported that they had experienced harm or distress:

38.6%

said that this was discussed with them and

61.4%

said that their harm or distress was not discussed with them



WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

OVER
58%

of respondents reported not being asked if they had any cultural or religious beliefs that might affect their treatment,

while the majority of respondents felt that their right to have an opinion was respected all of the time (71.9%).

Of the 15 consumers who required an interpreter,

OVER
70%

were given access to one.

THE MAJORITY OF CONSUMERS ALSO:

OVER
68%

received information on their rights as a patient and had read some of that information.

ALMOST
55%

had staff explained their patient rights to them.

Each participant was given the opportunity to provide both a satisfied and dissatisfied qualitative comment about their experience, which was provided to the Local Health Network's (LHNs) and their hospitals.

A TOTAL OF 82 ABORIGINAL AND TORRES STRAIT ISLANDER RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

OVER
68%

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF
60

satisfied comments were received and were most commonly related to the coordination and integration of care; doctors and nurses; respect for patients' values, preferences and expressed needs.

A TOTAL OF
45

dissatisfied comments were received and comments were most commonly related to food and physical comfort.