

Measuring Consumer Experience 2020



Measuring Consumer Experience Report 2020

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.

In 2019, **3,951** South Australians were interviewed (83.9% response rate) and their responses were analysed to measure hospital performance. Surveys were undertaken between January to December 2019.

SA Health has adopted the Australian Hospital Patient Experience Question Set (AHPEQS), which was developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). This survey is used by hospitals and healthcare services to ask recent patients about their experiences of treatment and 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. The answers provided feed into processes to improve hospital and health care services.

SA Health uses an independent body to conduct the survey, known as the SA Consumer Experience Surveillance System (SACCESS).

Your experience matters, it drives change and improves our health care services.

METRO
HOSPITALS

7

COUNTRY
HOSPITALS

7

3,951

South Australians interviewed in 2019

21%
16-34 YEARS

20.9%
35-54 YEARS

831

825

31.7%
55-74 YEARS

26.4%
75 AND OVER

1,253

1,042

55% FEMALE
2,171

45% MALE
1,780

Main language spoken
at home:

ENGLISH

3,552

OTHER

399

- Languages include:
- Arabic
 - Chinese/Mandarin
 - Croatian
 - Dutch
 - German
 - Greek
 - Hindi
 - Italian
 - Polish
 - Russian
 - Serbian
 - Vietnamese

Improving consumer experience



Views and concerns listened to

87%

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

compared to 2018
84.4%



Individual needs met

OVER **89%**

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

compared to 2018
87.3%



Felt cared for by staff

OVER **90%**

of patients **felt mostly or always cared for.**

compared to 2018
88.2%



Involved in making decisions

OVER **85%**

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

compared to 2018
83.1%



Being kept informed

ALMOST **85%**

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

compared to 2018
83.8%



Staff communicated with each other

OVER **85%**

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

compared to 2018 **85.3%**



Felt confident in safety

OVER **91%**

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

compared to 2018 **90.2%**



Pain relief met needs

ALMOST **92%**

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

compared to 2018 **89.8%**



Overall quality

ALMOST **90%**

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

compared to 2018 **89.6%**



Recommend hospital

OVER **94%**

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

compared to 2018 **93.5%**

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



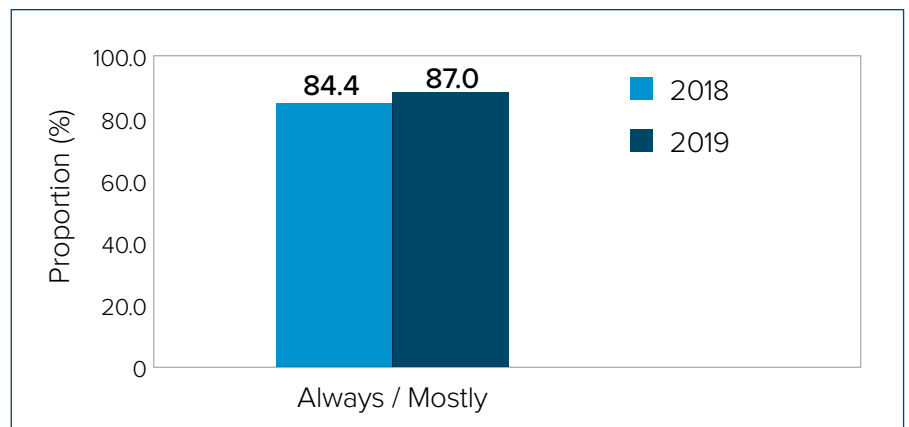
Views and concerns listened to

87%

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 (57.9%) or mostly (29.1%), while only a few thought that it happened rarely (2.7%) or never (1.0%)



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

“The nurses were excellent. When the specialist came in, they listened and explained. I always say they have their heart in their hands, because they touch you and make you feel good. They stroke your hand, or just touch you and make you feel nice.”

“They didn't listen to my opinions or keep me informed very much.”



Individual needs met

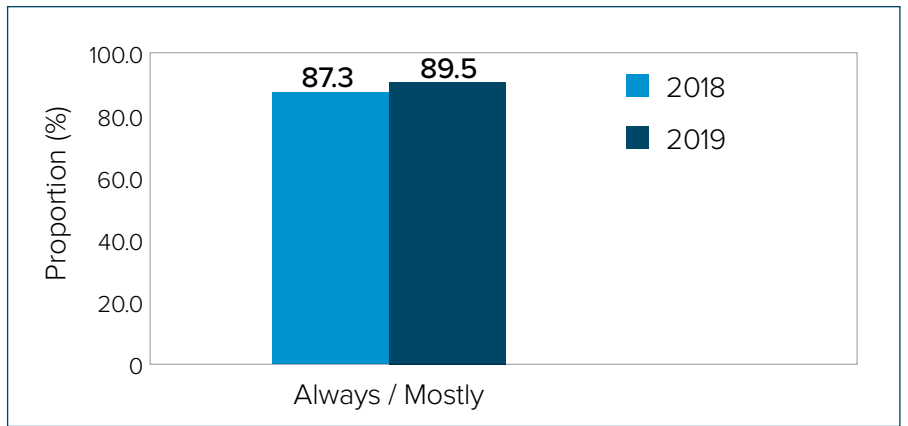
OVER

89%

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 (61.0%) or mostly (28.6%), while only a few thought that it happened rarely (2.3%) or never (0.9%)



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 accommodating and flexible and the care was excellent."

"I felt that the doctors and nurses did not listen to my opinion about my condition as I've had it for a while and also, they did not read my notes which had all the information in it. This meant that I had to go through a lot of unnecessary tests which were a waste."

Individual needs were not met

*My individual needs were met was asked, and answered negatively.

WHEN INDIVIDUAL NEEDS WERE NOT MET

412

patients who reported that their individual needs were not met:

10.9%

responded that staff always explained why this was the case

15.3%

said that this happened mostly

while less than a quarter **23.6%** responded that staff never explained why their needs could not be met.





Felt cared for by staff

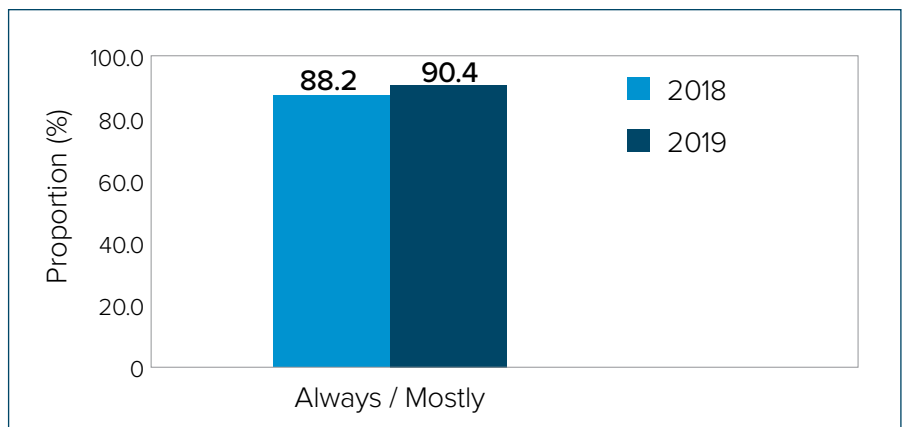
OVER

90%

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 (68.6%) or mostly (21.8%), while only a few thought that it happened rarely (1.6%) or never (0.9%).



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

“The care the nurses gave me was excellent. They went above and beyond.”

“The communication was not very good as I found that it was difficult to speak to the doctors in charge as they were very busy and if I forgot a question it would be a long time before they were available.”



Involved in making decisions

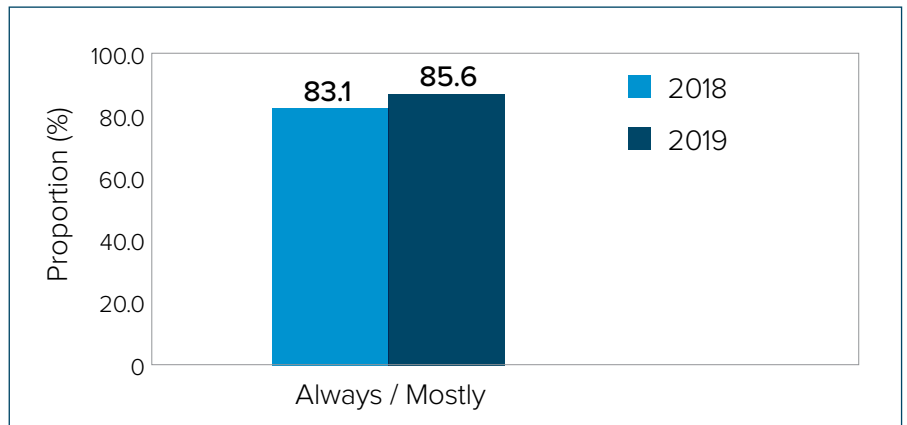
OVER

85%

patients felt that they were being **involved in making decisions** about their treatment and care were met 'Always' or 'Mostly'.

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

The majority of respondents felt that they were being involved in making the decisions about their treatment and care always (62.3%) or mostly (23.3%), while only a few thought that it happened rarely (3.6%) or never (2.4%).



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

"All the staff were very kind and caring and supported any decision I made in the hospital."

"They made a decision without my input, that was the biggest thing that caused me emotional distress. They explained it poorly, so I didn't understand what they were telling me."



Being kept informed

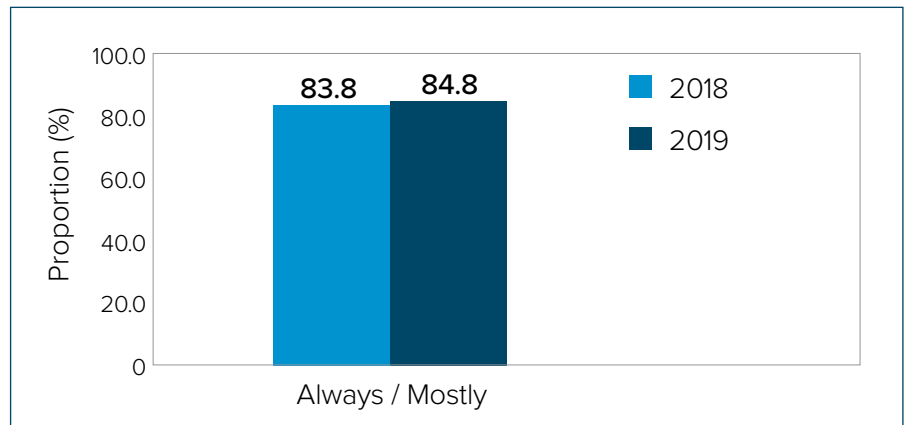
ALMOST

85%

of patients they were **kept informed** as much as they wanted about their treatment and care were met '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 (61.7%) or mostly (23.1%), while only a few thought that it happened rarely (4.1%) or never (1.9%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Knowing what's going on	Knowing what is happening with treatment and care
Knowing what to expect	Knowing what to expect with treatment and care
Knowing reason	Knowing why things are being done
Knowing how it went	Knowing how treatments or procedures have gone
Knowing who staff are and why they're involved	Knowing the roles of staff and why they are involved in care.

We are listening to our consumers

“Mostly being informed about what was going on and the medication I would need after I go home. As this was my first visit to hospital. I had no idea what and how things work. The staff were good helping me with everything, it was excellent”

“The doctors did not listen to me or respected my opinion and different doctors had different opinions about my issues so I was very confused with my treatment and care and left feeling upset and not knowing what I should do.”



Staff communicated with each other

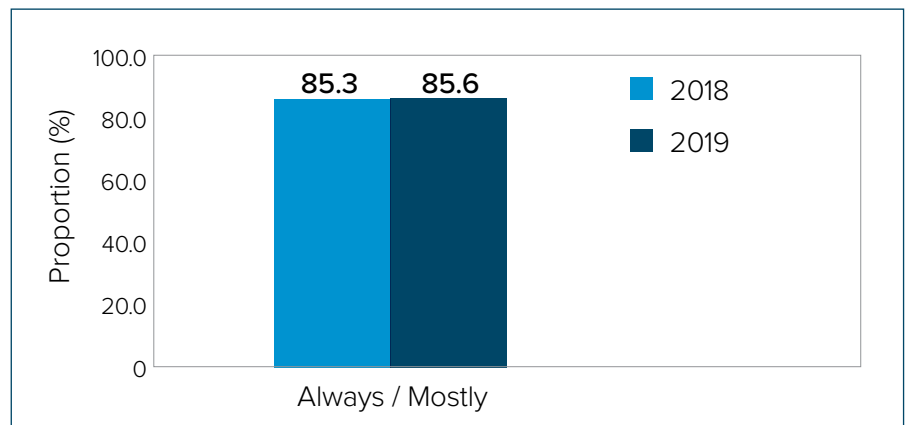
OVER

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 community with each other always (59.2%) or mostly (26.4%), while only a few thought that it happened rarely (2.9%) or never (1.4%).



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

“Everything ran smoothly. It just felt like a well oiled machine, from start to finish. Everyone knew what they had to do and did it to perfection.”

“Communication between shifts and other departments was poor.”



Pain relief met needs

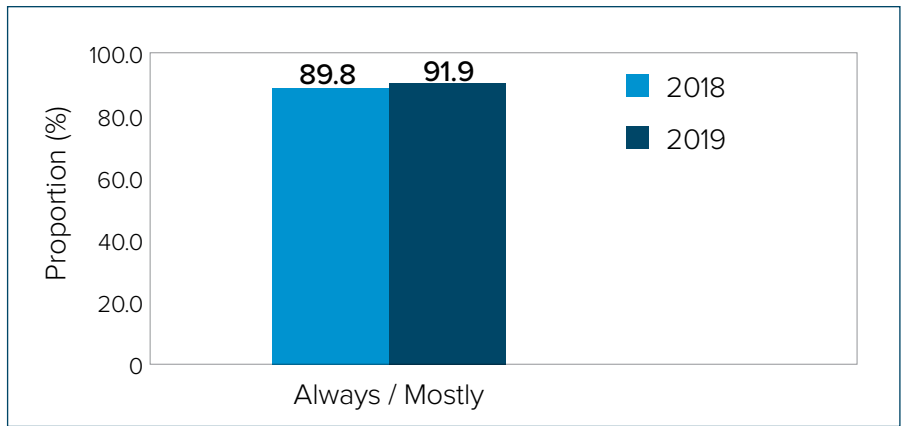
ALMOST

92%

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 (77.5%) or mostly (14.4%), while only a few thought that it happened rarely (1.5%) or never (1.3%).



What does this mean for the consumer?

FACTOR	DEFINITION (What does this mean)
Waiting in pain	Not waiting unnecessarily long for pain relief
Appropriateness of pain relief	Receiving appropriate pain relief
Medication management	Medicines being managed safely

We are listening to our consumers

“The nurses were really good, they took perfect care of me, even at night time. If they didn’t have an answer, they’d call the doctor. I was in a lot of pain after the procedure, but they made sure they took proper care of me.”

“I wasn’t given enough pain killers after my operation.”



Felt confident in safety

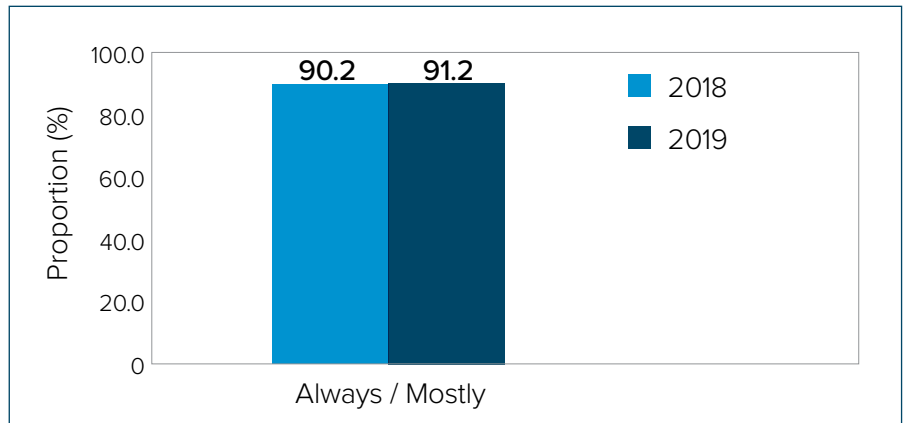
OVER

91%

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 always (74.1%) or mostly (17.1%), while only a few thought that it happened rarely (1.9%) or never (1.2%).



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

“It’s been a good experience, especially the staff and the doctors, too, are very experienced and caring. I felt that I was in safe hands.”

“There was a lack of communication between one of the doctors who came on one night and didn’t have much knowledge of my situation and I had to explain everything to him.”

Harm or distress discussed with staff

*Applies when question relating to experiencing harm or distress is answered in the affirmative.

OF THE

13.1%

that did experience harm or/and distress:

1.9%

had experienced physical harm

7.8%

experienced emotional distress

3.4%

experienced both

OF THE

515

respondents who reported that they had experienced harm or distress:

46.0%

said that this was discussed with them

43.2%

said that their harm or distress was not discussed with them



Overall quality

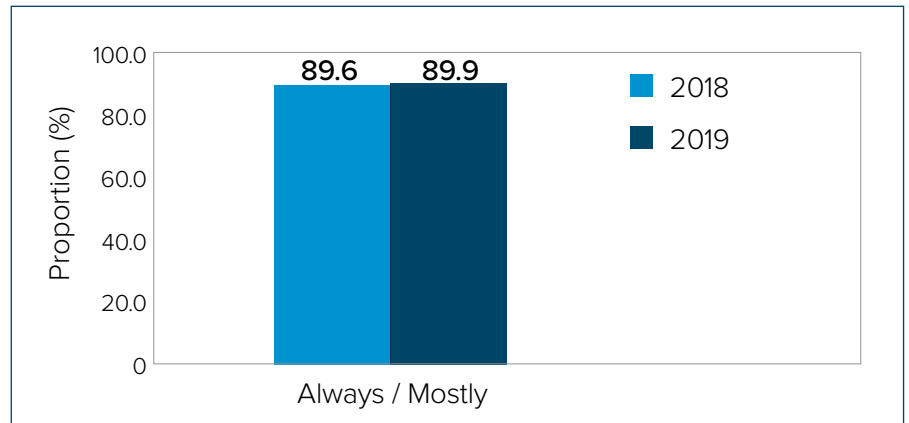
ALMOST

90%

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

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 (25.5%), while only a minority thought that it was poor (1.7%) or very poor (1.5%).



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

“I thought the staff were very friendly and looked after me with great diligence.”

“The only issue I had was as an outpatient for follow up to the surgery. Just the very long waiting time. The two appointments that I had, I waited about an hour and a half after the appointment time.”



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?**

 - **64.5%** 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 **24.9%** were asked after admission, and
 - **10.6%** were asked at pre admission
- 2 If you needed one, did you have access to an interpreter?**

 - Of the **449** respondents who required an interpreter, more than half **56.8%** of patients were **offered access to an interpreter**
- 3 Was your right to have an opinion respected?**

 - **88.9%** of patients felt that their **right to an opinion was always respected**
- 4 Were you provided information on your rights as a patient?**

 - **74.6%** were **given enough information** about their rights as a patient
- 5 Did staff explain your rights as a patient to you?**

 - **55.9%** had their **rights explained** to them



OVER
94%

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:

2,073

satisfied comments were received



Culturally and Linguistically Diverse (CALD) resources



Interpreter ID card (business card size)

In 2019, the Culturally and Linguistically Diverse (CALD) resources were reviewed and updated to reflect the top 20 well established communities and new and emerging communities that access South Australian healthcare sites.

SA Health in collaboration with Multicultural Communities Council SA (MCCSA) developed a number of CALD resources, including:

- > Two (2) posters were developed asking “Do you need an INTERPRETER?”, - please point to your national flag and tell us which language you speak.
- > Interpreter identification cards (preferred language and dialect spoken)
- > Interpreter symbol poster
- > Instructions for staff to use when they are unable to identify the language or dialect required for the patient/consumer.



Well established communities

The posters and resources are available in all health care settings including emergency departments, outpatient departments, admissions areas, wards and community settings.

Over 2,000 posters and 4,000 interpreter wall cards were circulated throughout SA Health sites.



New and emerging communities

Consumer experience in real time

The Measuring Consumer Experience Computer Assisted Personal Interview (MCE CAPI) program continues to help give everyone a chance to share their experience using mobile devices.

Surveys can be tailored to specific patient populations such as Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse (CALD) patients, those with a specific condition, maternity and children, and those with a lived experience.

MCE CAPI is a unique, hand held survey tool which easily engages with children, and young people, non-English speakers, visually impaired patients, patients with low levels of literacy, learning difficulties and certain challenging motor skills. Children can share their story with Fabio the frog, an animated character that helps them engage with the survey. People can also read or hear the survey in their own language.

With over **25** surveyors, we continue to work with hospital volunteers and staff, who have been trained in assisting consumers.



Volunteers at Modbury Hospital

Consumer experience in real time

IN 2019, OVER

5,350

consumers have shared their experience using MCE CAPI:

OVER

130

carers have participated in carer experience surveys including carers of people with a mental illness.



1,536

Statewide Rehabilitation inpatient

405

Home rehabilitation

544

Geriatric Evaluation and Management (GEM)

252

Day Rehabilitation

19

Palliative Care

637

Mental Health “Your Experience of Service (YES)” short survey

1,276

Mental Health “YES” long survey

28

Children’s Development Unit

41

Intermediate Care Services

23

Refugee Health Services

33

Plastic and Reconstructive Surgery

369

Drug and Alcohol Service SA (DASSA)

180

SA Ambulance Service (SAAS)



**Your
feedback
is important**

Consumer feedback

SA Health encourages patients, consumers, families, carers and the community to provide feedback.

Feedback provides an opportunity for health services to observe the quality of health care from the perspective of patients, consumers, families, carers and the community. It also assists in directing improvement in the quality of health care services.

SA Health established the Consumer Feedback and Complaints Management Program Board to develop a statewide strategic framework. This will ensure that we re-focus on the importance of ensuring patients, consumers, families, carers and the communities have a right to provide feedback.

Program Board members included the Health and Community Services Complaints Commissioner (HCSCC), Senior Leaders from the Local Health Networks (LHNs), SA Ambulance (SAAS), Drug and Alcohol Service (DASSA), Office of the Chief Psychiatrist, as well as consumers and carers.

The SA Health Consumer, Carer and Community Feedback and Complaints Management Strategic Framework, Guide and resources will be released in 2021. The Framework will enable South Australians to provide feedback in a consumer friendly manner which best meets their needs and preferences.



For more information

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