

TOP THREE

Our inpatients are asked to choose the three things that matter most to their care and treatment.

1. Communication (51%)

Communication is the aspect of our care most patients (51%) say makes a difference to the quality of their care and treatment.

"I was provided with answers to questions in a concise way that helped me understand and kept me calm during the procedure..." (Rated excellent)

How are we doing on communication?



2. Confidence (43%)

Two in every five patients (43%), say that feeling confident about their care and treatment is one of the top three things that matter to the quality of their care and treatment.

"Those staff taking care of me were clearly knowledgeable about my condition and knew what they were doing to resolve it." (Rated very good)

How are we doing with patients feeling confident about their care and treatment?



3. Consistency (40%)

Four out of every 10 patients (40%) rate getting consistent and coordinated care while in hospital as one of the things that make the most difference.

"The nurse on my first day was lovely and positive. For the rest of my stay I didn't know who was my nurse and I didn't feel I could ask anything..." (Rated very good)

How are we doing with consistent and coordinated care?



● = + change, ● = no change ● = - change

Information

While information is an important dimension to look at by itself, it is also an area that consistently appears as an important factor in other dimensions. It is very closely aligned to communication (being given information in a way which is easy to understand), dignity and respect (the way in which information is conveyed), decisions (having the right information to make decisions about care and treatment), consistent and coordinated care (getting the same information from different staff members), and the coordination of care between hospital and other services (ensuring that information is passed on to the relevant people).

Not surprisingly, getting good information is also highly associated with overall patient ratings; those who say they are given enough information are much more likely to rate their overall experience highly.

For anyone worried about overwhelming our patients, the majority (86%) tell us that they get the right amount of information. Only 1 percent tell us they get too much.

Overall our patients tell us that we do well at keeping them informed; about what is happening, why it is happening, and – importantly for some – when.

Since we last reported on this measure in April 2014, we have seen a 4% improvement in how well we prepare patients for leaving hospital, with Women's Health and Children's Health directorates both improving significantly.

Our patient comments also offer us another important insight. In 2014 almost 3% of patients commented they were given information whilst still groggy from anaesthetic. In the last twelve months only three patients (.2%) have commented that this had happened.

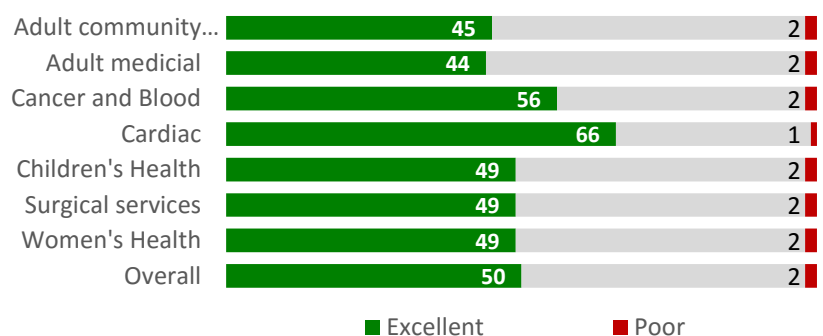
Good information is a combination of the right information provided in a form that is easy to understand, as well as that information being provided at the right time and in the right way. It's great to see the improvements our clinical teams are making in keeping our patients fully informed – well done!

Dr. Andrew Old
Chief of Strategy, Participation & Improvement

DIRECTORATE RATINGS

Overall, half of our patients rate their care and treatment as 'excellent'. Cardiac service patients continue to rate their care and treatment highly, with two-thirds (66%) rating it 'excellent' in the 12 months to April 30, 2016.

Patient excellent and poor ratings by directorate. May 1 2015 to April 30 2016 (%)



Adult CLT n=130; Adult Medical n=430; Cancer and Blood n=126; Cardiac n=379; Children's Health n=1010; Surgical n=1280; Women's Health n=562 The differences are significant p <0.01

FOCUS ON INFORMATION

Getting good information is important to patients, and two out of every five patients say it is one of the three things that makes the most difference to their care and treatment. It is also highly associated with overall patient ratings; those who say they are not given enough information are much more likely to rate their overall experience poorly.



38 percent of our inpatients say that getting good information whilst in hospital is one of the three things that makes the most difference to the quality of their care and treatment

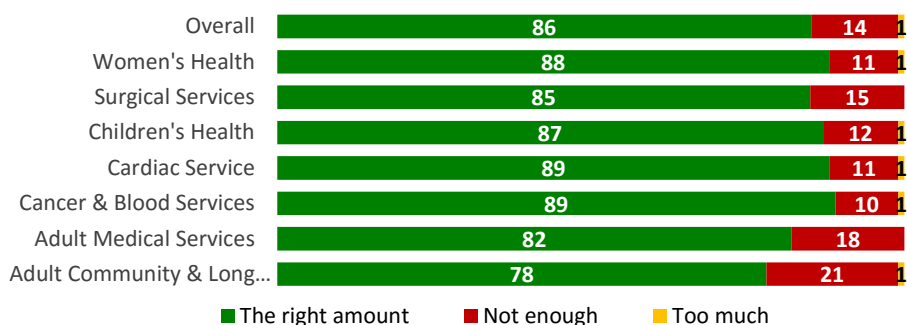
HOW ARE WE DOING?

The following data are from May 1, 2015 to April 30, 2016. The comparative data is taken from the previous report on information, in April 2014.

How much information was given in hospital?

Respondents are asked to rate how much information they were given. Only one percent tells us they are given too much information, with approximately one in every seven patients telling us they do not get enough. There are no significant improvements in the data when compared to the previous report in April 2014.

Percentage of patients who say they got the right amount, too much or not enough information



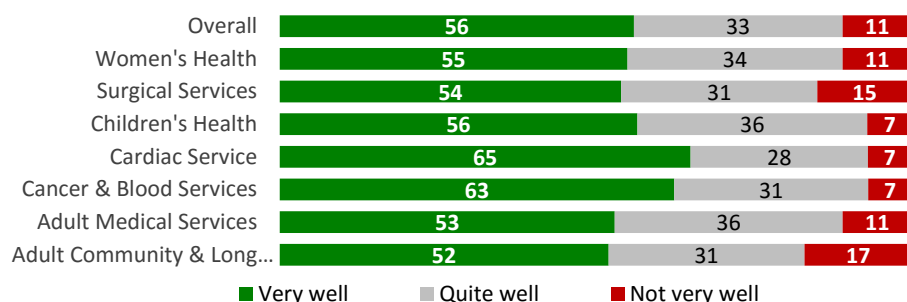
Adult community & long term conditions n=156; Adult medical services n=508; Cancer & blood services n=150; Cardiac service n=436; Children's health n=1197; Surgical services n=1496; Women's health n=641 Overall n=4584



There have been no significant changes in these ratings since the last report in April 2014.

How well do we prepare patients to leave hospital?

Nine out of 10 patients say that we prepare them quite well (33%) or very well (56%) to leave hospital. Overall, we have improved on this measure since April 2014, with Women's Health and Children's Health directorates both showing significant improvements (from 48% to 55% and 51% to 56% respectively). Although the ratings for Cancer and Blood and Cardiac Service directorates are high, it should be noted that these directorates have slipped since April 2014, from 68% to 63% and 69% to 65% respectively. The differences are significant ($p < .05$).



Adult community & long term conditions n=134; Adult medical services n=453; Cancer & blood services n=132; Cardiac service n=400; Children's health n=993; Surgical services n=1324; Women's health n=535 Overall n=3971



4% There has been a 4% improvement in how well we prepare patients for leaving hospital since the last report in April 2014.

AVERAGE RATINGS ON INFORMATION, BY DEMOGRAPHIC & DIRECTORATE

(MAY 2015 TO APRIL 2016, n=1448)

AVERAGE RATING

Overall: 8.0

AVERAGE RATING BY GENDER

Female: 7.8

Male: 8.1

AVERAGE RATING BY ETHNICITY

NZ European: 8.0

Māori: 8.2

Pasifika: 8.4

Asian: 7.6

Other: 8.2

AVERAGE RATING BY AGE

17 and under: 8.0

25 – 44: 7.6

45 – 64: 7.9

65 – 74: 8.6

75+: 8.3

AVERAGE RATING BY DIRECTORATE

Adult Medical: 7.9

Cardiac Services: 8.3

Children's Health: 7.8

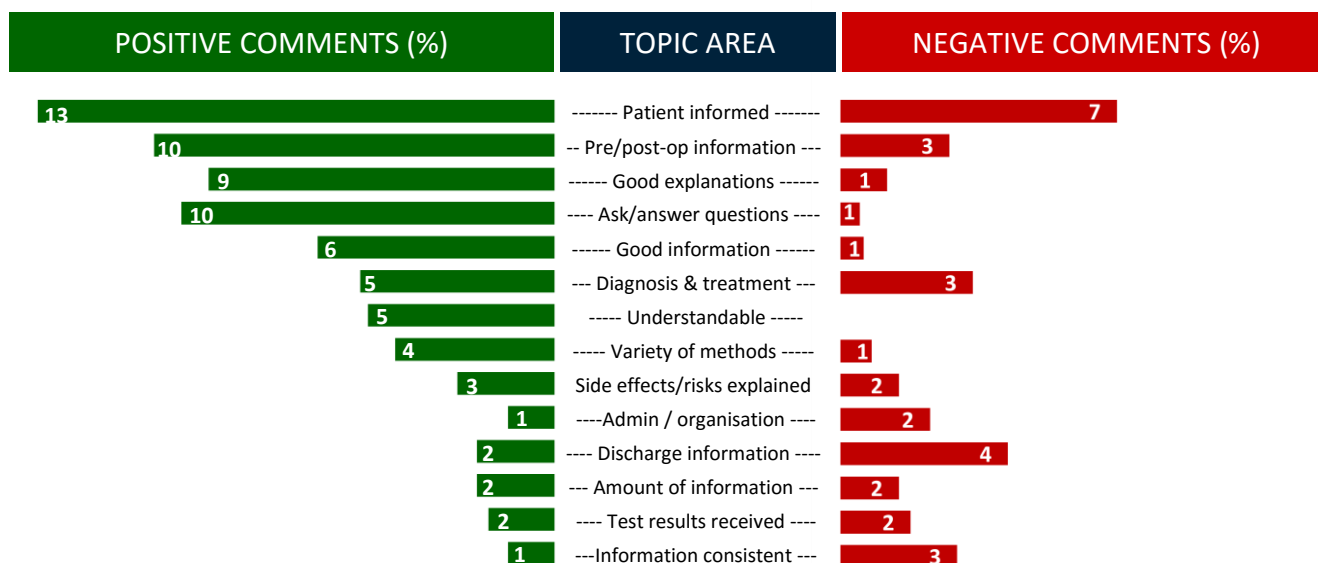
Surgical Services: 8.1

Women's Health: 8.0

Note that directorate and age data with less than 100 respondents have been excluded.

A CLOSER LOOK AT PATIENT COMMENTS

A total of 1646 patients commented on information. Nearly three quarters (73%) of the comments were positive, with 31 percent of comments negative (note that some patients made both positive and negative comments, which is why the total is greater than 100 percent). In only three areas were there more negative than positive comments: information provided on discharge; consistency of information (being given the same information by different staff members); and quality of administrative and organisation information.



PATIENT COMMENTS

PATIENTS KEPT INFORMED (13%)

The greatest number of positive comments came from patients who felt they were kept informed, that is, they were told what was happening, knew what the next steps were or what to expect and the information was given in a timely manner. Patients told us that when this happened they felt more at ease, confident and less anxious about their care and treatment.

Being well informed took the fear out of the thought of the operation, and this really made a difference.

Everyone (from receptionist/ telephonist to anaesthetist) we dealt with was open and clear in their communication with regards to what we could expect, timelines, outcomes, etc.

All of the team made sure I knew everything that was being done.

GOOD PRE- AND POST-OPERATIVE INFO (10%)

One in ten respondents said they appreciated the amount of pre and post-operative information that was given to them. Many of these told how this information enabled them to feel more confident about managing their condition.

Excellent pre op information helping me feel ok to leave my son in theatre. Excellent post op care information, I was well aware of side effects, risks and how to manage pain which helped me feel confident about managing my son at home.

I left hospital feeling completely confident and happy with the care we received - as a result post op healing went fantastically - no troubles at all!

PATIENTS NOT KEPT INFORMED (7%)

Patients who felt they weren't kept informed told us they didn't know what to expect in terms of their care and treatment, who they might expect to see and when they should expect to see them. A large number of these respondents felt they were not properly informed about delays to surgery or other scheduled procedures which caused some anxiety.

Consistently told [my 6 yr. old] would have surgery and had to stay nil by mouth, however due to more serious cases she was without food from 6:30pm Monday to 11:30am Wednesday 1 July - a total of 41 hrs and not acceptable. If we were kept informed of the likelihood of the constant delays she could have had something. I understood the reason for the delays but not for the lack of information.

POOR PRE- AND POST-OPERATIVE INFO (3%)

Patients who felt they received poor pre and post-operative information asked for more information about what to expect during and after surgery, how the surgery or procedure went, recovery times and information on specific do's or don'ts to aid healing.

I in terms of post-surgery it was "learn as you go" and I realised that staff expected me to know things that had not been explained to me. I could have managed my "care" far more effectively had I known what was happening and what was expected of me.

I found it hard to get a straight answer from staff as to what exactly the procedure involved. I like having the information as it helps me process what is happening.

PATIENT COMMENTS (cont...)

GOOD EXPLANATIONS PROVIDED, QUESTIONS ASKED AND ANSWERED (19%)

Our respondents (10%) appreciate it when information is explained well, thorough and easy to understand.

Given a medical name for condition (I was able to google later), followed by clear layman's explanation which even my 10yr old son (patient) was able to understand.

Nurse and doctors that saw me both explained what they were looking for and why and how things worked which was very useful.

For some of our respondents (9%) good information is about being able to ask questions, and having them answered.

I had every single one of my questions answered fully with clear and easy language that I could understand and make sense of.

GOOD DISCHARGE INFORMATION (2%)

Some respondents commented specifically on the quality of the discharge information they received – either verbally or in written form.

...loads of information about care at home.

After the operation was given a sheet with instructions of after care and I had a follow up ph call the next day.

DIAGNOSIS & TREATMENT (5%)

Five respondents appreciated getting information about their diagnosis and what it means and any implications for their treatment or recovery.

Being informed about what your condition is, what the options for treatment are and being involved in the decision making helps to feel you have some control in a situation where you really don't. It helps build rapport and trust

VARIETY OF METHODS (4%)

Patients told us they appreciated it when information was given in a variety of ways, particularly when verbal information was followed up with written brochures or information packs.

All relevant information communicated to me and provided in hard copy paperwork, which was great as I was a little lethargic after the anaesthetic and forgot a few things I was told.

OTHER

- Side effects, risks and medications explained well (3%)
- Information consistent between staff and teams (1%)
- Good amount of information provided (2%)
- Test results received in a timely manner and discussed with patient (2%).

POOR EXPLANATIONS, NO OPPORTUNITY TO ASK OR ANSWER QUESTIONS (2%)

A small number of respondents (1%) would have liked better explanations i.e. easy to understand and using less jargon

It wasn't that I wasn't given information, I think what the staff fail to remember is that their patients are non-medical and do not understand everything no matter how intelligent the patient might be.

A small number of respondents (1%) felt they were not given a chance to ask questions, or their questions went unanswered.

Team came to visit and seemed in a rush and often asking them questions seemed like I was affecting their time frame.

Often I [found] that once [the doctors were] gone I didn't get to ask the questions that had been on my mind.

POOR DISCHARGE INFORMATION (4%)

Four percent of patients felt that they were sent home with very little information. In some cases, respondents felt this compromised their recovery.

Exit plan for post hospital care was poor. Our child now has an infection that we are struggling to manage with GP, if there was a plan in place perhaps this could have been avoided.

NO DIAGNOSIS OR INFORMATION (3%)

Some respondents spoke about their frustration at not being given a diagnosis or understanding what was involved with their treatment, due to either having a rare condition or feeling that clinical staff were not properly informed about their medical history to give an accurate diagnosis.

NOT GIVEN WRITTEN INFORMATION (1%)

A small number of patients said they were not given the information they needed in written form.

When I was being discharged, the nurse realised I hadn't been given the basic information sheet. She managed to "steal" one for me, but only because she knew where the doctors hid them. I felt I had been smuggled information I should have had from the beginning.

OTHER

- Side effects and risks not explained and/or medications not discussed (2%)
- Conflicting information between staff or information not consistent (3%)
- Too much or not enough information (2%)
- Test results/reports not received or discussed or long waiting time for results (2%)