

## 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 kept very well informed of what was happening at each stage of my stay by all members of staff and any questions I had were always promptly replied to." (Rated excellent)*

How are we doing on communication?

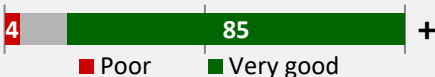


### 2. Confidence (44%)

Two in every five patients (44%), 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.

*"Before our son received [medication] ... the nurse called another nurse to double check her calculations. It seemed to be standard procedure and I felt reassured to know the dose had been checked twice." (Rated excellent)*

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 team I dealt with were very proactive and productive." (Rated very good)*

How are we doing with consistent and coordinated care?



'+' = positive change; '●' = no change; '-' = negative change

## Dignity and Respect

Respect | Manaaki is one of our core values so it's particularly good to see us performing well in this domain. When we first started surveying patients in 2011, 79 percent told us they were always treated with respect and dignity. We have increased this rating by a statistically significant five percentage points since then to 84 percent. Nearly three-quarters of our respondents say there was a member of staff they could talk to about their worries or fears

Whilst dignity and respect is rated as important to 35 percent of patients overall, for our Pasifika and Asian populations it is far more important, with nearly half (45%) telling us that being treated with dignity and respect is one of the three things that makes the most difference to their care and treatment. They also tell us that we are doing well at meeting their need to be treated with dignity and respect, rating us 9.0 (Pasifika) and 8.9 (Asian) out of 10 on this measure over the past 12 months. This is a great result and one we should be justifiably proud of.

Overall, being treated with dignity and respect is one of the three dimensions we rate most highly on, with 85% rating our performance at 8, 9 or 10 on a 10-point scale (second equal along with confidence).

Patients tell us that dignity and respect means:

- being treated with care and compassion;
- polite, courteous staff;
- having their privacy and dignity actively respected; and
- having their views listened to and taken into consideration.

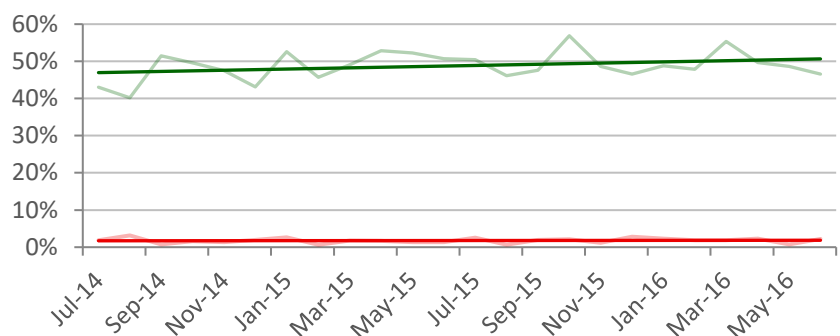
One area patients do tell us we can improve is talking in front of them as if they weren't there. One in every five respondents say that staff sometimes or often do this so it's timely to reflect on the role of the patient and the family as partners in their care and to take opportunities to include them.

**Dr. Andrew Old**  
Chief of Strategy, Participation & Improvement

## POOR AND EXCELLENT RATINGS @2 YEARS

Our "excellent" ratings have had a continual upward trend over the past 24 months, rising by a small but statistically significant two percentage points over this time (from an average of 48 to 50 percent). The differences are significant and sustained when demographic factors such as the age and gender of respondents are controlled for.

### INPATIENT OVERALL EXPERIENCE OF CARE RATING, AUGUST 2014 TO JUNE 2016 (n=7891)



# FOCUS ON DIGNITY AND RESPECT

Ensuring that patients are treated with dignity and respect is important; one in every three say it is one of the three things that makes the most difference to their care and treatment.



35 percent of our inpatients say that being treated with dignity and respect whilst in hospital is one of the three things that makes the most difference to the quality of their care and treatment

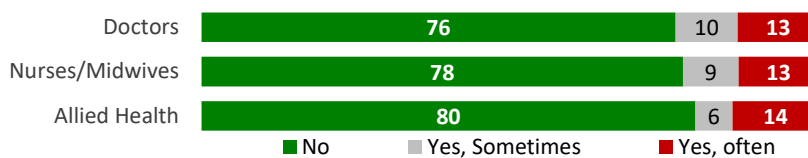
## HOW ARE WE DOING?

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

### Staff talking about patients, not to them.

One in every five respondents say that doctors, nurses or midwives and allied health sometimes or often talked in front of them as if they weren't there.

#### Percentage of patients who say staff talked in front of them

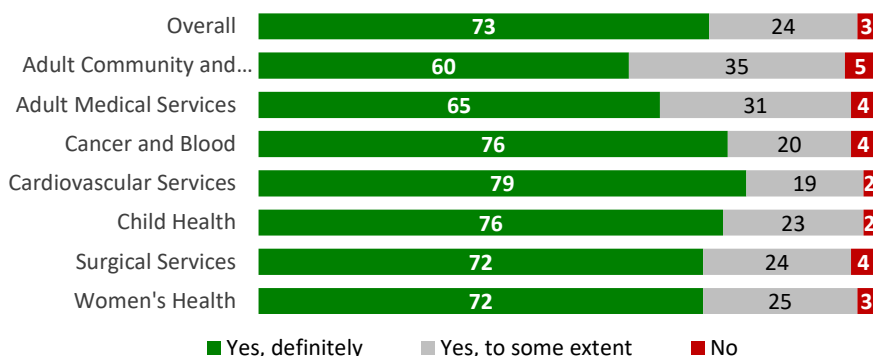


Doctors n= 3831; Nurses/Midwives n=3743, Allied Health n=2645



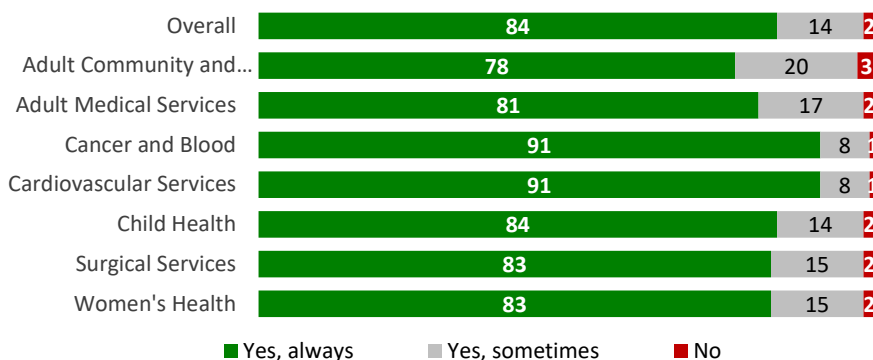
There have been no significant changes in these ratings since the last report in May 2014.

#### Percentage of patients who could find someone to talk to about their worries and fears



Adult Community and Long-term Conditions n=121; Adult Medical Services n=393; Cancer and Blood n=130; Cardiovascular Services n=373; Child Health n=915; Surgical Services n=1255; Women's Health n=474 Overall n=3662. Note that NA answers have been excluded and the data recalculated

#### Percentage of patients who said they were treated with dignity and respect



Adult Community and Long-term Conditions n=138; Adult Medical Services n=441; Cancer and Blood n=139; Cardiovascular Services n=419; Child Health n=958; Surgical Services n=1364; Women's Health n=501 Overall n=3961.



2% There has been a 2% improvement in the percentage of patients who say we treat them with dignity and respect since May 2014.

#### AVERAGE RATINGS ON DIGNITY & RESPECT, BY DEMOGRAPHIC & DIRECTORATE

(JULY 2015 TO JUNE 2016, n=1385)

##### AVERAGE RATING

Overall: 8.7

##### AVERAGE RATING BY GENDER

Female: 8.5

Male: 8.9

##### AVERAGE RATING BY ETHNICITY

NZ European: 8.6

Māori: 8.5

Pasifika: 9.0

Asian: 8.9

Other: 9.0

##### AVERAGE RATING BY AGE

17 and under: 8.8

25 – 44: 8.4

45 – 64: 8.7

65 – 74: 9.1

75+: 8.8

##### AVERAGE RATING BY DIRECTORATE

Adult Medical: 8.6

Cardiovascular: 9.1

Children's Health: 8.7

Surgical Services: 8.7

Women's Health: 8.7

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

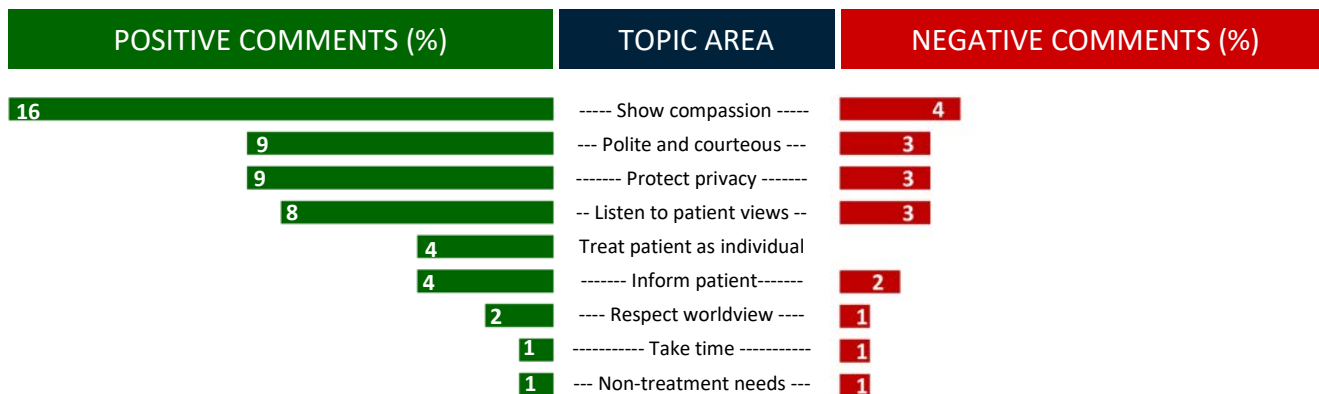
# RESPECT | MANAAKI

We respect, nurture and care for each other

Respect is one of our core values. Respectful behaviours we want to see are: listening to different points of view; show compassion; protect dignity and privacy; and ask permission. What no one wants to see are staff who shout and talk down to people, take others' time for granted, disregard cultural differences and bully or belittle people. An in-depth look at our patient comments suggests that we are doing well at behaving in respectful, nurturing and caring ways. Whilst there are some incidences of behaviour that no one wants to see, these appear to be exceptions rather than the rule.

## A CLOSER LOOK AT PATIENT COMMENTS

A total of 2838 patients commented on dignity and respect. Three quarters (75%) of the comments were positive, with 26 percent of comments negative (note that some patients made both positive and negative comments, which is why the total is greater than 100 percent).



## PATIENT COMMENTS

### CARE AND COMPASSION SHOWN (16%)

Patients who commented positively about being treated with dignity and respect were most likely to say they were treated with care and compassion by staff who were friendly, helpful, professional, and understanding. Patients say this helped them feel safe and better able to cope with the hospital experience.

*The nurses were always kind, even when I wasn't feeling great and they had to do things that compromised my dignity. They were always very professional.*

*All staff members were extremely professional yet had a very caring and understanding approach. They made [us] completely at ease in what could have been a very overwhelming experience.*

*Nurses and doctors would talk to me like they really truly cared about my wellbeing and how I was feeling emotionally and also made sure my pain was manageable, always asking if they could do something for me, making me feel safe ...*

**The 398 respondents who commented specifically about care and compassion used words like amazing, fantastic, lovely, wonderful and awesome to describe our staff.**

*Nurses were amazingly caring; they took good care and eased my fears as I was alone. They made my stay at hospital very comfortable.*

*The staff were all so friendly and helpful, both to me and my mum. They reassured me and were so lovely.*

*All three doctors I spoke to were great. They were empathetic and tried to calm my fears about how likely it was to happen again.*

### LITTLE OR NO CARE OR COMPASSION (4%)

Although only a relatively small number of respondents to the Patient Experience Survey in the last 12 months (104) say they were not treated with care or compassion, for many this clouded an otherwise positive experience.

*The largest percentage of nurses were great. A couple of them were terrible. One nurse watched me hobble towards her at the desk and walked away as I got there. When I asked for sanitary products she sighed, turned and then thrust them at me. Upset, I explained I needed help from her. Her response - You aren't the only person in hospital.*

**Some respondents talked about being treated with such a lack of compassion that it left them feeling diminished and belittled.**

*While I was in the HDU, the nurses openly spoke about me [within earshot], and I heard one nurse clearly say that 'she is wasting our time even being in here'.*

*Treated like I did not matter. That I was a waste of space and had no right being there.*

*The nurse insinuated that I was a big baby when it came to pain and the negative impact on that was that I didn't want to ask for pain relief when she was on duty as I felt like I was being judged.*

**Patients who felt they weren't treated with care and compassion said staff were abrupt, sarcastic, rough, and condescending**

*When asking a midwife a question she responded with sarcasm as if I was dumb and didn't know what I was talking about.*

## PATIENT COMMENTS (cont...)

### STAFF WERE POLITE AND COURTEOUS (9%)

**Our respondents (9%) appreciated it when staff introduced themselves, asked permission, and used respectful language. Many of the patients who commented on courtesy appreciated that staff used their name. Some said these basic courtesies reminded them of their humanity, and made them feel “like a person instead of a patient.”**

*Staff always introduced themselves and always used my name...even asking what I preferred to be called... they made me feel that I was important and they SAW me!*

*Staff were fantastic, introducing themselves before the procedure made me feel far more comfortable, treated like a person, not a number!*

*[Staff] introduced themselves [which] reduced my anxiety and made me feel like a person instead of a patient.*

### PATIENT'S PRIVACY WAS PROTECTED (9%)

**Patients appreciate it when staff pull curtains, handle personal or vulnerable situations carefully and respectfully and take care to not divulge personal information**

*All the staff ensured that they did not gossip or share my information with other people in front of me or my family.*

### PATIENT'S OPINIONS AND POINT OF VIEW LISTENED TO AND RESPECTED (8%)

**Almost 200 patients (8%) commented on how having their views considered and listened to made them feel respected and as though they mattered.**

*Nursing staff checking what I prefer to do rather than deciding what I should be doing.*

*I felt listened to ... as though I was a human being rather than just another patient or a number that had no worth.*

### PATIENT INFORMED (4%)

**Being told what was happening in terms of appointments, treatment, surgeries or procedures and wait times made patients feel they were treated with respect.**

*An urgent case had to be attended to [and my operation was delayed]. The doctors promptly notified me, explaining the shift in schedule ... I felt like I was important.*

### OTHER

**Patient's religion, culture, ethnicity or worldview respected (2%)**

*As a Māori person there are certain things that we hold as personal and private this was treated with the most respect*

**Staff take time and don't rush (1%)**

**Patients non-treatment needs are respected (e.g. whānau support, sleep, food) (1%)**

### STAFF WERE RUDE (3%)

**Our patients are asking us to introduce ourselves, to speak kindly and to use respectful language. Some patients would also like to remind staff that they are often overheard discussing patients, and to be more careful about what they say and where they say it.**

*I think it would be nice if Doctors introduced not only themselves but [also] students with them, it was overwhelming to have 6 people in green scrubs standing bedside staring with no introduction or explanation.*

*I overheard a nurse say during handover that my son was vomiting and pooing all night and that she "never felt so disgusted in her life." I felt sorry for her but I felt sorrier for my [toddler] son.*

*Sometimes staff could have spoken more quietly so other people in the room didn't hear. I heard a lot of personal details about other people in the room.*

### PRIVACY NOT PROTECTED (3%)

**A small number of patients felt that their physical or informational privacy was compromised, mostly due to shared wards and curtains not being closed properly, or conversations that were overheard.**

*The 4 patients in my room heard every word the doctors said about their cases at the morning round.*

### PATIENT'S OPINIONS OR CONCERNS NOT RESPECTED (3%)

**Whilst only a relatively small number of respondents (64) commented about not being listened to, the length of and detail in their comments would suggest that, for most, this was a very negative experience.**

*When I asked for only Panadol (due to being tired of feeling so wasted on morphine) the [nurse] said I needed morphine to shut me up and to take it and make the most of the high.*

### PATIENT NOT INFORMED (2%)

**A minority of respondents were not informed what was happening, or were left waiting.**

*I felt very alone and abandoned once we first arrived on the ward and was severely disappointed in the communication.*

*It was a very busy day in the O.R. I had to wait for four hours until I was taken in. I felt a bit alone.*

### OTHER

**A very small number of respondents (16) felt they were not respected because of their religion, culture, ethnicity, age or worldview (1%)**

*Just because you are ... over 65 ... doesn't mean you are senile. Some people may be vulnerable at the moment, but that doesn't mean they're not intelligent.*

**Staff rush and don't take time with patient (1%)**

**Patients non-treatment needs not respected (1%)**