

IN FOCUS

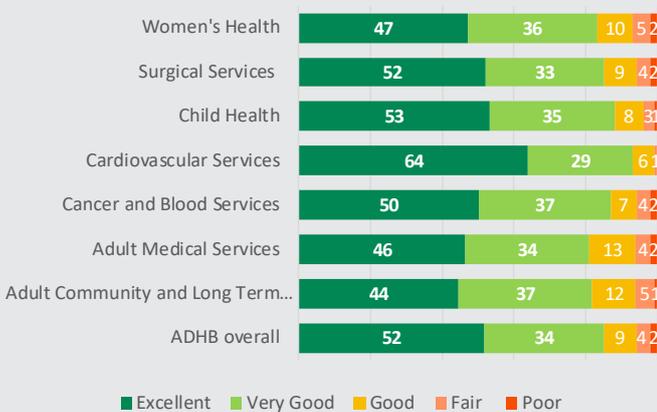
This month's report looks at consistent, coordinated care whilst in hospital.

There is a strong correlation between consistent care and excellent patient experience (.74). This means that patients who experience consistent, seamless care between staff and teams are more likely to rate their overall experience as excellent. In general, we rate well on our consistency of care. Inpatients who say that getting consistent and coordinated care whilst in hospital matters most to them rate our performance an average 8.2 out of 10. Our teamwork, however, is where we rate very well, with eight out of 10 inpatient respondents saying our teamwork is excellent. Our ratings on this measure have increased significantly over the past five years.

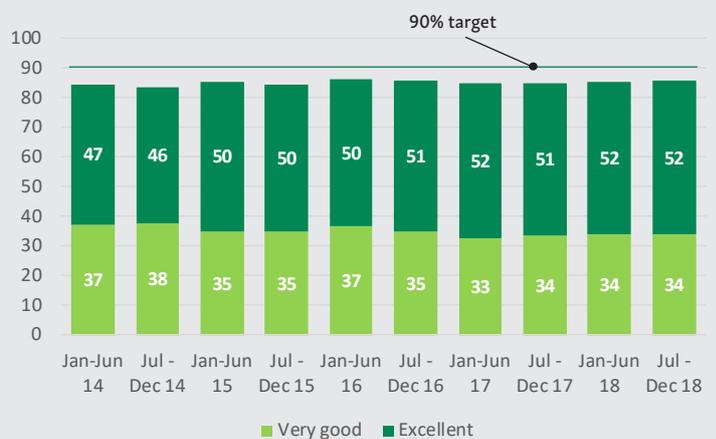
OVERALL RESULTS

We aim to have 90% of patients rating their overall care as either "very good" or "excellent." On average, 85% of inpatients have rated their care this way since 2014.

2018 EXPERIENCE RATINGS BY DIRECTORATE (%)



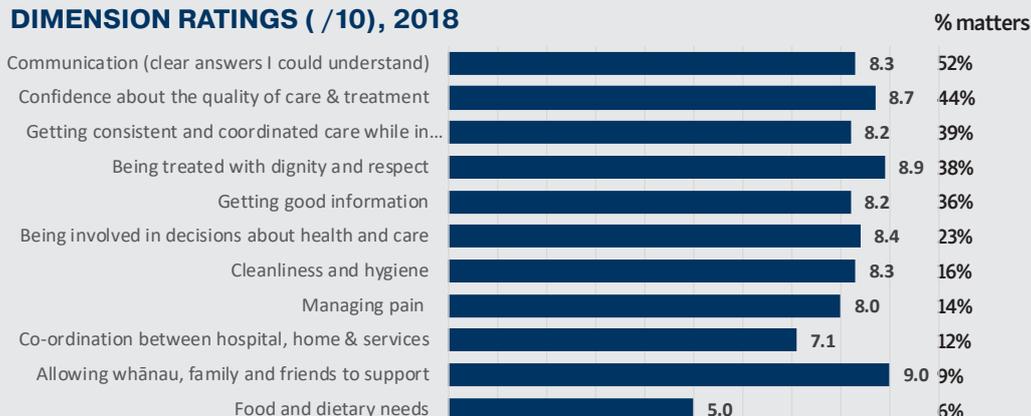
VERY GOOD AND EXCELLENT RATINGS 2014 - 2018



DIMENSIONS

The dimensions of care are ordered according to what matters most to our inpatients.

DIMENSION RATINGS (/10), 2018



✓
"I kept thinking how lucky we are to have this hospital. When you come in, distressed, you feel reassured, knowing you are in the right place and that they will do all they can for you."
RATED OVERALL CARE EXCELLENT

✓
"The care, compassion and professionalism of the staff was of the highest standards, something the ADHB should be immensely proud of."
RATED OVERALL CARE EXCELLENT

CHANGES TO THE ONLINE PORTAL

We are making changes to our online portal for reviewing survey results and will be launching our new look portal in late March.

If you already have access we will be in touch with a new link; to get access to our new portal contact Sarah Devine, SarahD@adhb.govt.nz

REPORT KEYS

Each graph in the report is colour coded. **Green** indicates where we are doing well, and **gold** and **orange** indicate where there is room for improvement.

YEAR ON YEAR DIFFERENCES

All information in this report is from 01 January 2018- 31 December 2018. The data has been compared with annual data from the same periods 2014-2017. Any statistically significant differences (<p.05) are noted.

TEAMWORK

We asked our inpatients how well staff worked together.

Doctors and nurses or midwives



Eight out of 10 respondents (81%) rated the way that doctors, nurses and midwives worked together as **excellent** or **very good**.

Allied health and healthcare team



Similarly, 80% of respondents rated the way that allied health worked with other members of the healthcare team as **excellent** or **very good**.

CHANGE OVER TIME (5 YEARS)

There has been a significant **6-point shift** in 'excellent' teamwork ratings for both doctors, nurses and midwives and allied health and the healthcare team between 2014 and 2018. The differences are significant and sustained.



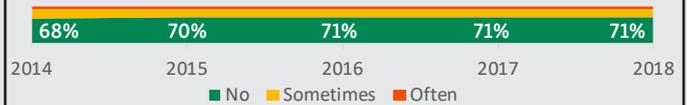
CONFLICTING COMMENTS

We asked inpatients if, during their stay in hospital, they experienced one staff member saying one thing and another telling them something completely different.



CHANGE OVER TIME (5 YEARS)

There has been a small but significant **3-point shift** in 'no' answers between 2014 and 2018, however the data has remained **static** since 2016.



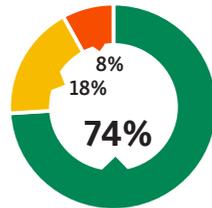
WHEN CONSISTENCY MATTERS MOST

CONSISTENCY MATTERS



39% of inpatients tell us that getting consistent, coordinated care whilst in hospital is one of the three things that matter most to their care and treatment.

CONSISTENT CARE RATINGS



AVERAGE RATING OVER LAST TWO YEARS

Inpatients who say getting consistent, coordinated care whilst in hospital matters most rate our communication highly. In 2018 the average rating was 8.2 out of 10.



✓ "Being accompanied by a nurse from the ED when moving to other departments for treatments etc. [made me feel] like there was good co-ordination and communication between those departments..."
RATED OVERALL CARE EXCELLENT

✓ "I didn't have to repeat myself to the new nurses/drs. It makes a difference when they do their due diligence and read your chart and don't ask you to tell them everything all over again."
RATED OVERALL CARE EXCELLENT

! "Incorrect dosages were given constantly and there was no consistency with medication from shift to shift."
RATED OVERALL CARE POOR

INPATIENTS SAY CONSISTENT CARE HAPPENS WHEN...



Clinical records are kept up to date and any plans and instructions are recorded properly.



Teamwork is obvious, such as at shift handover, when patients are moved from ED onto a ward or when new staff become involved in their care. Patients tell us that seeing teamwork in action gives them confidence.



Discharge arrangements are documented, and everyone involved in discharge is aware of the plan.



Staff familiarise themselves with clinical records so that they understand the patient's history, condition and treatment options.



Advice and messages are consistent between staff and teams.