

IN FOCUS

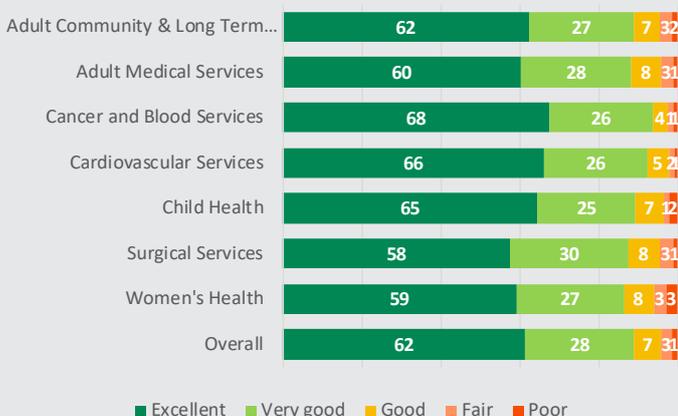
This month's report looks at outpatients' experiences of our coordination of care

Coordination of care is about the provision of a seamless, integrated service. It is a complex area with many moving parts which involves coordination between the clinic, GP and other services prior to clinic. It also includes information and discussions around results, the plan of care and how patients should manage their condition, medications, and what to look out for. Its complexity makes it difficult to get right, and for this reason it may not be surprising that coordination of care is the lowest rating dimension of care that we measure in our Outpatient Experience survey. Nonetheless, we have seen statistically significant improvements over the last five years in all the coordination indicators that we measure including coordination prior to clinic, the quality of discussion around care and coordination of appointments.

OVERALL RESULTS

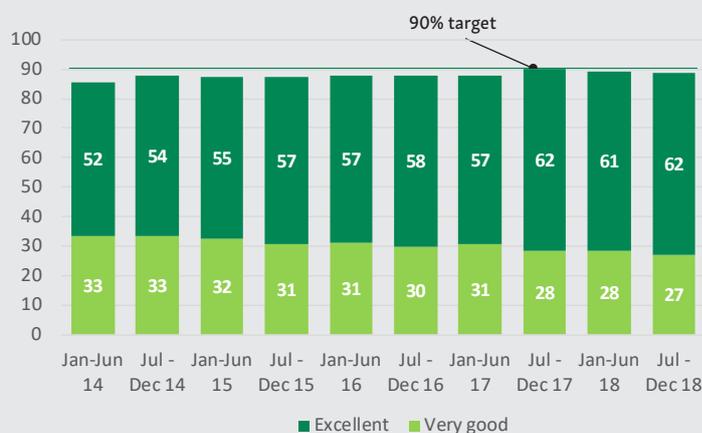
We aim to have 90% of patients rating their overall care as either "very good" or "excellent." These ratings have increased by two percentage points between 2014 and 2018 (87% - 89%).

2018 EXPERIENCE RATINGS BY DIRECTORATE (%)



AC<C n=1174; Adult Medical Services n=1384; Cancer and Blood Services n=1093; Cardiovascular Services n=995; Child Health n=955; Surgical Services n=3097; Women's Health n=1012

VERY GOOD AND EXCELLENT RATINGS 2014 - 2018



DIMENSIONS

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



HELPFULNESS & SATISFACTION

8.8
(n=9610)

In 2018, outpatient respondents rated the overall helpfulness of their appointment as 8.8 out of 10.

MAIN REASON MET?



85% of outpatient respondents told us that the main reason they went to the clinic was dealt with to their satisfaction. Three percent, or 302 outpatient respondents, said that it was not dealt with. (n=9700)

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.

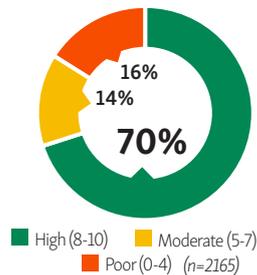
WHEN COORDINATION MATTERS MOST

COORDINATION MATTERS



23% of outpatients tell us that coordination of care between the clinic, GP and other services is one of the three things that matter most to their care and treatment.

COORDINATION RATINGS

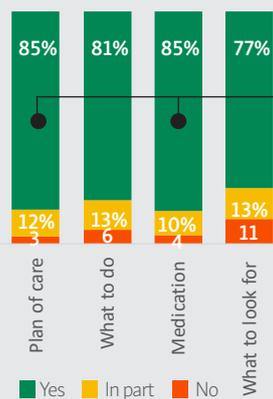


AVERAGE RATING OVER LAST TWO YEARS

Outpatients who say coordination of care matters rate us an average of 7.9 out of 10.



QUALITY OF DISCUSSIONS



We asked outpatients if staff discussed different aspects of their care and treatment.

They told us we were **most likely** to discuss the plan of care and medication (including what it is for and how to take it) in ways they could understand.

There is some **room for improvement** in discussions around what to look out for and who to contact, and what outpatients should and should not do.

Plan of care n=8717; What to do n=8063; Medication n=6275; What to look for n=7789

CHANGE OVER TIME (5 YEARS)

Since 2014 there has been a statistically significant and positive **3-point shift** in 'yes' answers for discussion of plan of care (82%-85%), what to do (78%-81%) and information around medication (82%-85%), and a **5-point shift** in what to look for and who to contact (72%-77%).

COORDINATION OF APPOINTMENT

We asked outpatients how well coordinated their appointment was.



Most outpatients say their appointment was well organised **whilst they were there**, however there are still some **improvements** to be made in organisation prior to and post-appointment.

CHANGE OVER TIME (5 YEARS)

Since 2014 there has been a statistically significant and positive **4-point shift** in 'very organised' answers for prior to appointments (71%-75%), a positive **6-point shift** at the appointment (74%-80%) and a positive **2-point shift** post appointment (70%-72%).

OUTPATIENTS SAY GOOD COORDINATED CARE OCCURS WHEN...

- There is a good flow of information between departments, GPs and other services.
- Appointments occur within expected timeframes and are well organised. Outpatients appreciate when their needs (e.g. childcare, travel) are taken into account when appointments are coordinated.
- Referrals and transition between different services is both speedy and seamless.
- Patients leave their appointment clear on next steps and how to monitor and manage their condition.

My GP is always notified about my treatment and can answer any queries I have, so between the clinic and my GP I am always aware of my condition.
RATED OVERALL CARE EXCELLENT

My GP relies entirely on me telling her what was discussed and arranged at my hospital visits. Sometimes she receives a letter and report but on the occasions that she has received this (only about once in ten hospital appointments) it arrives up to 6 weeks later by which time she has seen me at least twice.
RATED OVERALL CARE POOR

PRIOR TO APPOINTMENT

We asked outpatients to rate the coordination of their care between the person who referred them, the clinic and other services before they came to the clinic.



Most (76%) rated coordination as **excellent** or very good, however one in 10 (10%) said it was **poor** or **fair**.

There has been a statistically significant and positive **6-point shift** in 'excellent' answers since 2014