

Improving patient experience 2013-2017

We first started surveying inpatients in 2011. We have now amassed a significant amount of data from more than 27,000 respondents over the last seven years, all of whom have told us what makes the most difference to their care and treatment, and how well we are doing at addressing what matters most to them. We do this because evidence shows that improving patient experience is positively associated with a range of performance indicators, such as: higher levels of adherence to recommended prevention and treatment processes; better clinical outcomes; better patient safety within hospitals; less health care utilisation; and lower costs.¹

For this report we have looked at data from the last five years (January 2013 to December 2017) to ascertain whether anything has changed over this time. Not surprisingly, our work to improve patient experience, of which this survey is just one part, has positively impacted patient experience in a number of areas. Of the 35 inpatient indicators that we measure, 27 have improved significantly², including measures of confidence and trust and getting consistent and coordinated care, which are highly correlated to an overall excellent patient experience.

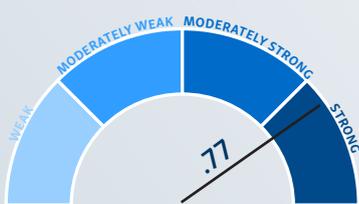
The improvements in each of our indicators are reflected in the increase in the percentage of patients who rate their inpatient experience as excellent, **which has increased by 8 percentage points** over the past four years, from 44% in January 2014 to 52% in December 2017.

¹Doyle, Lennox and Bell. A systematic review of evidence on the links between patient experience and clinical safety and effectiveness, BMJ Open, 2013; Coulter et al. Collecting data on patient experience is not enough: they must be used to improve care, BMJ, 2014; 348.

²All results reported are both statistically significant ($p < .05$) and sustained over time.

INPATIENT EXPERIENCE IMPROVEMENTS 2013 - 2017

WHY ARE THESE CHANGES IMPORTANT?



Confidence in care is strongly correlated to an excellent experience (.77); inpatients who give high ratings for confidence and trust are more likely to rate their overall experience "excellent."



IN 2017, MORE INPATIENTS TOLD US THEY ALWAYS HAD CONFIDENCE AND TRUST IN OUR STAFF THAN IN 2013.

Inpatients who told us they **always** had confidence and trust in the doctors treating them **increased** by 2 percentage points from 85 percent in 2013 to 87 percent in 2017.

The percentage of inpatients who said they **always** had confidence and trust in the nurses and midwives treating them **increased** by 4 points from 76 percent in 2013 to 80 percent in 2017.

Similarly, inpatients who said they **always** had confidence and trust in allied health staff **increased** by 3 percentage points between 2013 and 2017 (from 78% to 81%).

OVERALL, OUR INPATIENTS EXPRESSED HIGHER LEVELS OF CONFIDENCE IN OUR CARE IN 2017 THAN THEY DID IN 2013.

The percentage of patients who said they **definitely** had confidence they were getting good care and treatment **increased** by 3 points between 2013 (78%) and 2017 (81%).



INPATIENTS GAVE SIGNIFICANTLY HIGHER RATINGS TO OUR TEAMWORK IN 2017 THAN IN 2013.

There was an **increase** of 7 percentage points between 2013 and 2017 in the numbers of patients who rated the way that doctors and nurses/midwives worked together as **excellent** (from 37% to 44%).

Similarly, the numbers of inpatients who rated the way that allied health worked with other members of their healthcare team as **excellent** **increased** by 8 percentage points between 2013 (34%) and 2017 (42%).

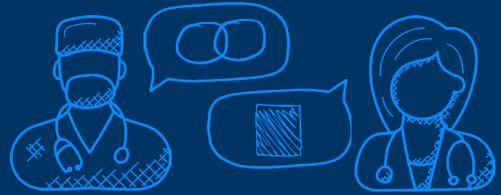
WHY ARE THESE CHANGES IMPORTANT?



Change in this measure is important, as **consistent and coordinated care** has a moderately strong correlation (.74) to an excellent inpatient experience.

INPATIENTS SAID THEY WERE LESS LIKELY TO GET CONFLICTING INFORMATION IN 2017

There was a small but significant increase (2 percentage points) in patients who told us they were never given conflicting information from staff members, from 69 percent in 2013 to 71 percent in 2017.



WHY ARE THESE CHANGES IMPORTANT?



Dignity and respect has a moderately strong correlation to an excellent experience (.72); inpatients who feel they are treated with dignity and respect are more likely to rate their overall experience "excellent."

MORE INPATIENTS TOLD US THEY COULD DEFINITELY FIND SOMEONE ON THE HOSPITAL STAFF TO TALK TO ABOUT THEIR WORRIES AND FEARS IN 2017.



Overall, there was a 5 percentage point **increase** on this measure between 2013 (69%) and 2017 (74%).

IN 2017, MORE INPATIENTS SAID THEY WERE TREATED WITH DIGNITY AND RESPECT THAN IN 2013

The numbers of inpatients who answered **definitely** when they were asked if they felt they were treated with dignity and respect **increased** by 3 percentage points between 2013 (81%) and 2017 (84%).

MORE INPATIENTS IN 2017 TOLD US THEY WERE SIGNIFICANTLY BETTER PREPARED FOR DISCHARGE THAN IN 2013

The number of inpatients who said they were **very well** prepared to be discharged from hospital **increased** by 5 percentage points between 2013 (52%) and 2017 (57%).

INPATIENTS SAY COORDINATION AFTER DISCHARGE HAS IMPROVED BETWEEN 2013 AND 2017



There was an **increase** of 3 percentage points in the numbers of patients who rated the coordination of care between hospital, home and other services as **excellent** (a rating of 5 on a 5 point scale) between 2013 (27%) and 2017 (30%).

INPATIENTS TELL US THERE IS AN IMPROVEMENT ACROSS ALL STAFFING GROUPS FOR HAVING THEIR QUESTIONS ANSWERED IN WAYS THEY CAN UNDERSTAND.

DOCTORS +2

There was a 2 percentage point **increase** in the number of inpatients who said **doctors always** answered their questions in ways they could understand between 2013 (78%) and 2017 (80%).

NURSES AND MIDWIVES +4



The numbers of inpatients who said **nurses and midwives always** answered their questions in ways they could understand increased by 4 percentage points between 2013 (74%) and 2017 (78%).

ALLIED HEALTH +4

There was an **increase** of 4 percentage points between 2013 and 2017 in the numbers of inpatients who said **allied health** members of their team **always** answered their questions in ways they could understand (from 70% to 74%).



ADMINISTRATION & RECEPTION +6

Lastly, there was a 6 percentage point **increase** in the number of inpatients who said **administrative or reception staff always** answered their questions in ways they could understand between 2013 (64%) and 2017 (70%).



WHY IS THIS CHANGE IMPORTANT?

The reasonably strong correlation (.69) between **communication** and overall experience means that outpatients who say they experienced good communication are more likely to rate their overall experience as "excellent."

IN 2017, MORE THAN TWO-THIRDS OF PATIENTS TOLD US THEY WERE DEFINITELY INVOLVED IN DECISIONS ABOUT THEIR CARE, TREATMENT AND DISCHARGE



The percentage of inpatients who said they were **definitely** involved in decisions around their care and treatment **increased** by 2 percentage points between 2013 (66%) and 2017 (68%).

Similarly, there was an **increase** of 4 percentage points in the numbers of inpatients who said they were **definitely** involved in decisions about their discharge, from 64 percent in 2013 to 68 percent in 2017.

WHY ARE THESE CHANGES IMPORTANT?



The moderately strong correlation (.68) between **involvement in decisions** and overall experience means inpatients who say they felt involved in decision making about their care and treatment are more likely to rate their overall experience as excellent.



NINE OUT OF 10 PATIENTS WHO WANT SUPPORT FROM FAMILY, WHĀNAU OR FRIENDS SAY WE DEFINITELY MADE THEIR SUPPORT PEOPLE FEEL WELCOME

There was an **increase** of four percentage points in the numbers of inpatients who said that their whānau, family or friends were **definitely** made to feel welcome and able to give them the support they needed, from 85 percent in 2013, to 89 percent in 2017.

IN 2017, MORE INPATIENTS TOLD US THEIR SUPPORT PEOPLE WERE DEFINITELY ABLE TO TALK TO A DOCTOR

The numbers of inpatients who said their support people were **definitely** given the opportunity to speak with a doctor **increased** by 5 percentage points between 2013 (58%) and 2017 (63%).



PATIENTS GAVE SIGNIFICANTLY HIGHER RATINGS TO THE CLEANLINESS OF OUR HOSPITAL ROOMS, BATHROOMS AND TOILETS IN 2017 THAN THEY DID IN 2013.

The percentage of patients who say our hospital rooms are **very clean** **increased** by 4 points between 2013 (67%) and 2017 (71%).

Similarly, there was an **increase** of 3 percentage points in the number of patients who rated our bathrooms and toilets as **very clean**, from 57 percent in 2013 to 60 percent in 2017.

STAFF HAND HYGIENE HAS IMPROVED SIGNIFICANTLY BETWEEN 2013 AND 2017



The percentage of inpatients who said **doctors always** used hand hygiene **increased** by 9 percentage points between 2013 (77%) and 2017 (86%).

Inpatients who told us **nurses and midwives always** used hand hygiene **increased** by 6 percentage points from 74 percent in 2013 to 82 percent in 2017.

Lastly, there was an **increase** of 11 percentage points in the numbers of inpatients who said **allied health staff always** used hand hygiene between 2013 (72%) and 2017 (83%).

INPATIENTS TELL US THE QUALITY OF OUR FOOD HAS IMPROVED SINCE 2013

The percentage of patients who rate the quality of our food as **very good** **increased** by 6 points, from 12 percent in 2013 to 18 percent in 2017.



IN 2017, MORE INPATIENTS WITH SPECIAL DIETARY NEEDS TOLD US WE CATERED PROPERLY TO THEIR NEEDS THAN IN 2013

There was a **rise** of 6 percentage points in the numbers of patients with special dietary needs who said their dietary needs were **always** catered for, from 49 percent in 2013 to 55 percent in 2017.