

## Inpatient Experience – One Year On

Our patient experience survey started with 51 completed responses in July 2014, and we now have over 2,030 responses!

These numbers are hard to ignore.

Every location now has its own patient experience data. You can use this data to understand what is important to YOUR patients, and to see how your location compares overall.

### Have you logged in yet?

Service leaders can easily log in and see how our patients are experiencing our care, in real time. Staff who have accessed the portal tell us that it gives them an important insight into what matters for their patients. They are overwhelmed by the amount of positive feedback (not surprising, given 80% of our patients rate our care as very good or excellent). The data and patient comments have been used as a talking point in staff meetings to raise awareness, commend, motivate and occasionally remind us of how and where we can improve.

### We want to encourage all staff to use the portal.

We ask that all staff actively engage with the Patient Experience survey, and the survey results. To do this, simply go to <https://cx.myexperience.health.nz/cmdhb>

- Enter your email address and password and click Log In.
- If you have forgotten your password, you can reset it off the log in page.

If you require access to the portal or need further information please contact:

Lyndee Allan, Consumer Feedback Coordinator.

[Lyndee.Allan@middlemore.co.nz](mailto:Lyndee.Allan@middlemore.co.nz),

Ext: 9469, or mobile: 021 2424860

### We would like to share your stories.

We would also like to understand any changes that staff may make as a result of our findings. Please let us know:

- How you are using this information;
- What actions you are taking as a result of this feedback; and
- If you notice any changes as a result of these actions.

Please contact Lyndee Allan (contact details above) with your stories.

David Hughes  
Deputy Chief Medical Officer

## WHAT MATTERS TO OUR PATIENTS?

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

### 1. Communication

Communication is the aspect of our care most patients (55%) say makes a difference to the quality of their care and treatment.

*"[Staff] were not very helpful when I asked questions in regards to my pain or advised how my tests went. I was placed in isolation but wasn't told why." (Rated good)*

How are we doing on communication?



### 2. Dignity & Respect

Being treated with compassion, dignity and respect makes a difference to the quality of care and treatment for nearly half our patients (44%).

*"I felt listened to. If I asked any foolish questions I was not aware of it as all answers were given respectfully." (Rated very good)*

How are we doing with dignity and respect?



### 3. Confidence in Care and Treatment

More than one in three of our patients (39%) rate having confidence in their care and treatment as one of the things that makes the most difference.

*"They were very competent and professional and compassionate." (Rated excellent)*

How are we doing with confidence?



**Rated overall care excellent**

*“The nursing staff were a standout, they were so authentic and kind, really easy to have a chat to while they were doing things they needed to do.”*

*“As a support person staying with a child needing surgery, I felt like I was welcome. I appreciated the bed and the meals and the way nurses always did their stuff in my presence. The nurses took time to explain things. The playroom in the Surgery ward of KidzFirst was great and the staff very supportive. There was a lot of empathy.”*

**Rated overall care very good:**

*“I was really impressed with the care I received for my surgery. I was very nervous and had no idea what was ahead having thoughts of just another public hospital [but] to my surprise it was amazing!! The care was second to none, [from] the nursing care on my arrival right through to theatre staff and then staff on the ward.”*

*“Meals better than expected. Attention greater than anticipated. Linen was nice and fresh and comfortable bed. Nice outlook.”*

**Rated overall care good**

*“My surgeon has been fantastic, she has been giving me follow up phone calls to check how things are going. Without this I think I would have gone into panic with some of the things that have come up for me after surgery. I understand how busy everyone in hospitals are and that they try to give the best care possible, it would have made life much easier if I had been given more info on what to expect when I got home, especially since I had to go through this with not much help.”*

**Rated overall care fair**

*“Tell patients visitors to keep as quiet as possible. There are people recovering or sleeping.”*

**Rated overall care poor**

*“[One of the nurses] was unreasonable and I was left feeling bullied and victimized.”*

*“I took an hour and 2 trains to go to Auckland Hospital because I did NOT want to go back [to Middlemore]... I was even willing to say to the staff at Auckland hospital that I was homeless, just so I wouldn't have to be transferred to Middlemore if I was admitted.”*

# How have we done?

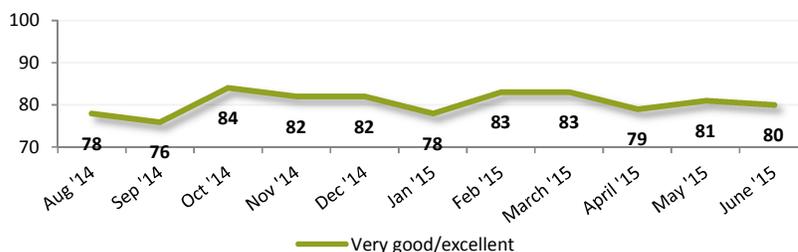
Over the past twelve months we have asked our patients to rate us on 12 dimensions which are related to effective care and treatment.

Overall, all but one of the dimensions has improved in ratings. If we look a little closer, however, we can see cleanliness is the only dimension which has improved consistently each quarter. As our ratings are likely to become more consistent as more patients take part in the survey, our focus should remain on seeking constant improvement so that our ratings do not slip backwards.

Note that the differences are not statistically significant but appear to be slowly trending upwards.

DIMENSION	JUL - SEP 2014	OCT - DEC 2014	JAN - MAR 2015	APR - JUN 2015	TREND	CHANGE
Communication	7.4	8	7.7	7.9		+1.5
Compassion, dignity & respect	8.4	8.7	8.4	8.6		+1.2
Confidence in care	8.1	8.7	8.5	8.5		+1.4
Consistent care in hospital	7.4	8.1	8.1	8.1		+1.7
Information	7.6	7.9	7.7	7.8		+1.2
Pain and nausea	7.9	8.5	8.2	8.5		+1.6
Cleanliness	7.3	7.8	7.8	8.2		+1.9
Involvement in decisions	7.7	8.2	8.1	8		+1.3
Coordination of care	7.4	7.6	7.3	6.7		-1.7
Food and dietary needs	3.9	4.8	4.6	4.7		+1.6
Support of whānau	8	9.3	7.7	8.3		+1.3
Cultural needs	6.8	7.6	7.2	7.9		+1.1

Overall care and treatment ratings, rated very good and excellent (%)



# What we are doing well

Our patients are asked at the end of the Patient Experience survey if they would like to offer a general comment on what was good about their hospital stay. In total, 1361 patients, or 67% per cent of all respondents, chose to comment.

*The percentages in this section relate to these 1361 respondents. Note that patients often comment on more than one thing, which means percentages may exceed 100%.*



## Our outstanding staff

More than three-quarters (77%) of patients said that the best thing about their stay in hospital was the **care** shown to them by the staff. A word frequency analysis shows that the words most often used to describe staff and the care they received are: **friendly** (17%); **helpful** (14%); **excellent** (16%); **caring** (12%); **amazing** (7%); **professional** (6%); and **kind** (5%).

*"The nurses in my ward were amazing. They were particularly attentive and very empathetic and caring without over-stepping. I have been a patient in many hospitals over the years and this was my first admission to Middlemore and I have to say I've never had such great nurses and they made my stay a whole lot more bearable."*

*"I found everyone to be really polite and professional. They were not only concerned about my physical comfort but also about my emotional well being, which was nice."*



## A positive experience

Nearly one in ten patients who commented about what was good wanted to say how **positive the experience** was. Many of these had **feared** going to hospital, but realised their fears were unfounded.

*"I just found the whole experience to be one of total excellence. People go into hospital full of fear of the unknown - as I was initially - we put our lives and trust into people we do not know and come out the other end wondering what all the fuss was about..."*

*"Everything was excellent and above my high expectations."*



## Confidence in care received

Six per cent of patients commented that they were extremely confident they had received the **best care possible**. Some said they felt staff went **above and beyond the call of duty** to attend to their needs

*"There has never been a time that I have been admitted to Middlemore Hospital that I have not been amazed at the great effort made in thorough investigations and excellent treatment and most of the care."*

## Other

Other patient comments related to the high standard of the **amenities and facilities** (5%), getting good **information** (2%), good **communication** (2%), being treated with **dignity and respect** (2%), getting **consistent care** (2%), **nice food** (2%), and **fast, efficient service** with no waiting time (2%).

## QUICK WINS

### REMEMBER THAT EVERY INTERACTION MATTERS

Our patients are asking us to remember that every interaction matters. Often, one negative interaction can overshadow what is otherwise a positive experience.

In particular, our patients are asking that we:

- Treat them respectfully, and with care and compassion;
- Introduce ourselves and welcome them;
- Reassure them;
- Show them they matter by being proactive, checking on them, taking an interest in their well-being;
- Support them (through good information and communication) to make decisions;
- Listen to them, and respect their views, beliefs and decisions;
- Value their privacy and dignity;
- Value other patients' privacy and dignity by talking quietly about their condition and treatment both to the patient and to others.

### CONTINUE WITH ACTS OF KINDNESS

Many of our patients talk about moments of kindness, and the difference that a kind act can make to their stay in hospital. Some regret that they were not in a position to thank the person at the time. Although it may seem at times that small acts of kindness go unappreciated, our patients assure us that they do notice, and that it does make a difference.

# Patient suggestions for improvement

Not surprisingly, our patients are far more specific with their ideas about what can be improved, than they are about what was good. In total, 987 patients chose to share their ideas for improvement.

*The percentages in this section relate to these 987 respondents. Note that patients often comment on more than one thing, which means percentages may exceed 100%.*



## Food and dietary needs

One in every five patients who commented chose to talk about how they didn't enjoy the food on offer. Specifically, they felt the **food quality was poor** (e.g. bread was mouldy), the **taste** wasn't enjoyable, the food was **not suitable** for their diet (e.g. vegetarian, gluten intolerant), the food was **cold** when it was delivered, or they were **not given a choice** of food options.



## Staff interaction

Some patients felt that staff were rushed, unhelpful, stressed, unresponsive, rough or just plain rude. Many put this down to understaffing and the pressure on staff to look after a lot of people. Often, these negative interactions overshadowed what was otherwise a positive experience for many patients, and some cases affected their confidence in the care and treatment.



## Noise and visitors

Some patients felt that the overall level of noise on their ward was not conducive to rest and recovery. Specifically, the noise came from **machines** that were not responded to, **other patients** (and their televisions and radios), and **staff conversations** (particularly at night). Six percent of those who offered suggestions for improvement felt that the level of **noise generated by other patients' visitors**, particularly children, was unacceptable. Many commented on the noise generated by visitors **late at night or the early hours of the morning** (e.g. 1am – 4am), and that visitors would often **prevent** patients from using facilities, such as bathrooms or toilets.



## Coordination at time of discharge

Coordination of care between home, hospital and other services, as well as service at the time of discharge, was commented on by 14% of patients. Some were **sent home with no information** about how to manage their care or condition, others **did not receive follow-up contact or information that was promised**. Most comments about discharge, however, related to **lengthy waiting times** (some up to 8 hours) in the discharge lounge, **not understanding the discharge process** (and not having it explained), or being able to leave but having to **wait** for an hour or more for a wheelchair.

## Other

Other patient suggestions for improvement included **improving the facilities and amenities** (10%), **higher standards of cleanliness and hygiene** (9%), **better communication** (6%), **more information** about their care and treatment (5%), to treat patients with **dignity and respect** (5%), **improve waiting times** to see staff (3%), and **improve privacy**, particularly when patients can overhear private conversations.

## QUICK WINS

Whilst some patient ideas for improvement require larger, institutional change, there are still a number of quick and easy ways that we can respond to this patient feedback:

- Make sure that patients understand they have a choice of food options, and their options are communicated to the kitchens;
- Try and keep noise at night to a minimum, particularly staff conversations;
- Respond to call bells and alarms in a timely manner;
- Ensure that patients and their visitors are aware of visiting rules. Sometimes our patients may need a gentle reminder that only one whānau or family support person is able to stay overnight.
- Ensure that visitors know the location of the public bathrooms.
- Explain discharge plans and give patients the information in written form. Include information on what to expect and any signs and symptoms to look out for, along with contact details of whom to contact;
- Keep patients informed of how long they might need to wait in the discharge lounge. For many patients, not knowing how long they will have to wait is much worse than the waiting.
- Ensure that enough wheelchairs are available in the discharge lounge, so that patients don't have to wait for one to be delivered.