

Inpatient Experience Survey

This month we will be focusing on what creates the very best experience for our patients, i.e. the difference between very good care, and excellent care. Already 41% of our patients rate their care and treatment as excellent. A further 39% rate their experience as very good.

What can we learn from those who rate our care and treatment as excellent? How can we improve our ratings?

To receive very good ratings it appears that patients expect:

- warm, kind, supportive care;
- competent care;
- to have their questions answered;
- staff to be helpful;
- to be treated with courtesy and respect.

Where patients do not receive this level of care they are more likely to rate our performance as poor, fair or good.

Those who rated our care and treatment as excellent said that staff:

- responded to them individually and understood their needs, i.e. what matters most to them;
- interacted with them in a warm and friendly manner;
- were caring and kind towards them and showed compassion;
- appeared to be genuinely concerned and interested in their welfare and wellbeing;
- took time and did not rush;
- were helpful;
- were respectful and respected their privacy and ensure noise was kept to a minimum.

These patients felt staff genuinely cared about their wellbeing. They felt as if they and their loved ones mattered.

"We feel very much valued and cared for as a person."

"(The nurse's) care and dedication was superb. She not only treated me with great attention to detail and empathy, but also answered my wife's questions with great reassurance. It became clear during her shifts, that she treated all her patients with this regard. Please pass on my comments to her supervisor or manager."

Importantly, many of the patients who rated their care as excellent had excellent care from each and every member of the CM Health team. Everyone worked together to provide great care. The experiences these patients describe are how we would like to be treated and how we would hope our loved ones would be treated. As one patient said:

"The care I received was excellent from beginning to end... the care from everyone - from doctors, nurses to cleaners and tea ladies was excellent. Keep up the great work."

David Hughes
Deputy Chief Medical Officer

WHAT MATTERS

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

1. Communication (56%)

Communication is the aspect of our care most patients (56%) say makes a difference to the quality of their care and treatment.

"All staff that I interacted with were very clear and forthcoming with any information whether it was volunteered or requested." (Rated excellent)

How are we doing on communication?



2. Dignity & Respect (45%)

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

"I don't eat ham or pork and the nurses on two occasions went out of their way to get me something else." (Rated excellent)

How are we doing with dignity and respect?



3. Confidence (38%)

More than one in three of our patients (38%) rate having confidence in their care and treatment as one of the things that makes the most difference.

"I couldn't believe the number of health professionals involved in my care. All were so kind and respectful and professional. I was so impressed." (Rated excellent)

How are we doing with confidence?



Rated overall care excellent

"The nurses were uniformly professional, caring and empathetic even when busy-they deserve a pat on the back for providing this level of care in very busy stressful circumstances. The consultants were outstanding."

"The care shown by the nurses was of the highest. In many other countries, a person would only get this level of treatment in a private hospital. I've been in one last year, and Middlemore came out tops for me, especially when it comes to the level of treatment. Thank you"

"Doctors were very diligent and kept in regular communication with me and with each other."

Rated overall care very good:

"The team listened to what my needs were and I felt empowered and hopeful about my health challenges"

"Always double checking how I feel mentally which made me feel more comfortable."

"The care that I received in the Emergency department was excellent. The nurse was a great communicator as well as compassionate and caring."

Rated overall care good

"Overall care was good. Good practices to make my care safe. This was well delivered. A smile speaks many languages please encourage your staff to continue this small action as it make a patients day. Appreciate the care I received."

"[The result of surgery] is better than expected - especially not having any pain which was my main worry. Also I quite enjoyed the food - the sandwiches were very nice."

Rated overall care fair

"I never got to see the doctors who carried out my surgery during few days stay in the hospital. I wanted to ask them directly how my surgery went..."

Rated overall care poor

"The nurse on the Sunday morning was the most wonderful nurse...She was the only person who made me feel like a human being."

"Staff were polite. That's all. I am still in the same pain."

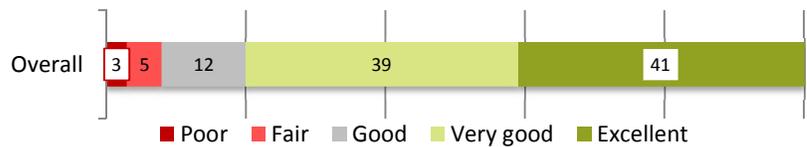
Overall care and treatment

Over 1,400 patients to date have completed the survey (as of 31st March 2015.) Most patients to date rate the care and treatment at Counties Manukau Health positively, with an average of 81 per cent rating it very good or excellent. Eight per cent of patients, however, rate their care as poor or fair.

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



Overall care and treatment ratings to March 31, 2015 (%)



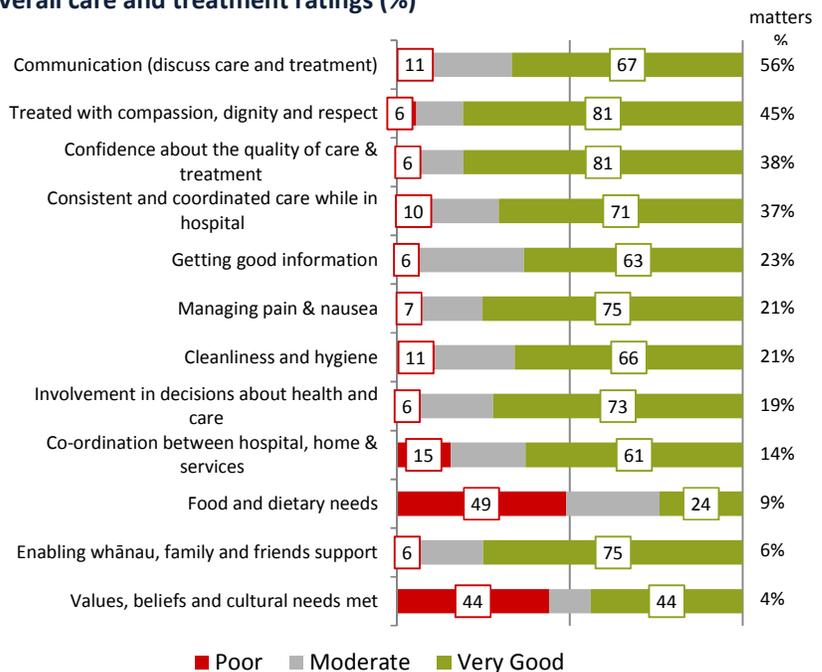
Overall n= 1578

What matters to patients

Most patients rate Counties Manukau Health's performance highly (between 8 and 10) on the dimensions they consider important. Overall, the things patients say Counties Manukau Health does best are giving them confidence in their treatment and care (81%) and treating them with compassion, dignity and respect (81%). Similarly, patients also rate highly the way Counties Manukau Health helps to control pain and nausea (75%) and enable support from whānau, family and friends (75%).

The graph below ranks the dimensions of care *in order of what matters most to patients* and shows how we are doing on each of those dimensions. The percentages of patients who say that each dimension makes a difference are listed next to each.

Overall care and treatment ratings (%)



Excellence

Last month an analysis of feedback from over 1000 patients found, perhaps unsurprisingly, that patients who have their individual needs met were much more likely to rate their experiences positively. This month we are focusing on what distinguishes excellent care from very good care.

Why does this matter?

A systematic review of evidence on the links between patients experience and clinical safety and effectiveness published in the British Medical Journal (BMJ Open 2013;3) found consistent and positive associations between patient experience, patient safety and objectively measured health outcomes.

They concluded that clinicians should resist side-lining patient experience as subjective or divorced from the “real clinical work of measuring safety and effectiveness”.

The authors support the case for patient experience to be seen as one of the three pillars of quality healthcare, alongside patient safety and clinical outcomes.

“The weight of evidence across different areas of healthcare indicates that patient experience is clinically important.”

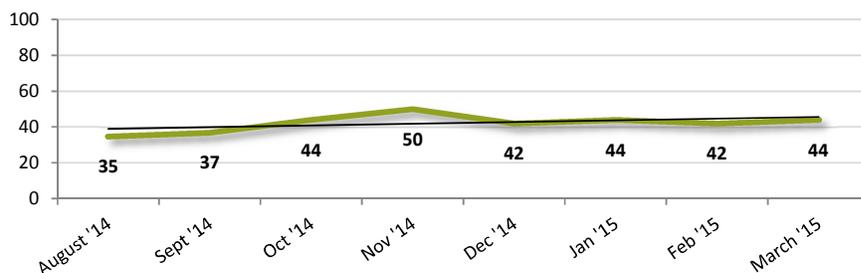
So what does excellent care look like to patients?

When we examine the comments from those who rate their care and treatment as excellent closely, we see some common and distinct themes emerging. These insights can be used to further improve our performance.

Overall excellence ratings

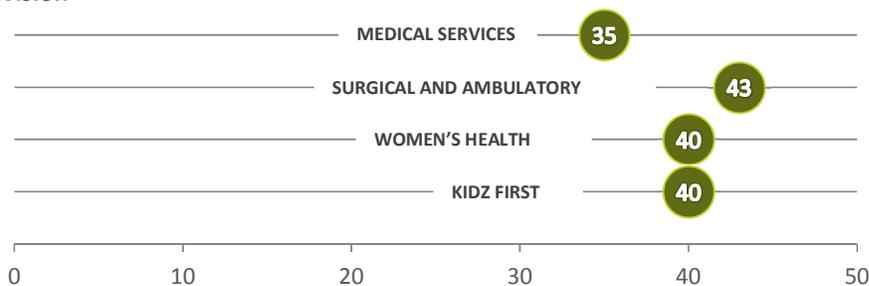
On average, just under half of Counties Manukau Health’s patients (44%) rate our performance as excellent. Overall, our excellent ratings have been trending upwards since August 2014.

Inpatients that rated CM Health’s overall performance as excellent (%)



Just over 4 out of 10 patients in surgical and ambulatory services rate their care and treatment as excellent. Other divisions also rate well. Note that the respondent numbers in some divisions were too low to be included here.

Inpatients that rated CM Health’s overall performance as excellent (%) by division

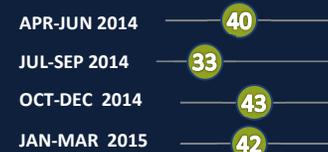


Medical services n=353; Surgical and Ambulatory n=835; Women’s Health n=311; Kidz First n=52. The differences between service groups are small but significant (p<.05).

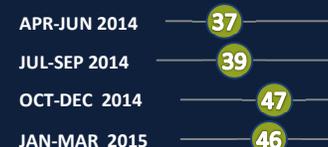
FOCUS AREA

Excellence ratings by gender each quarter

FEMALE

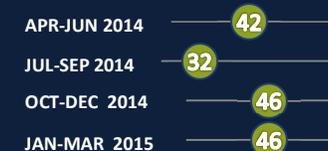


MALE

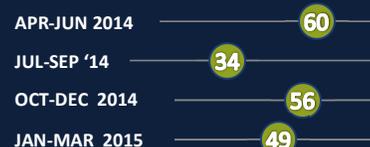


Excellence ratings by ethnicity each quarter

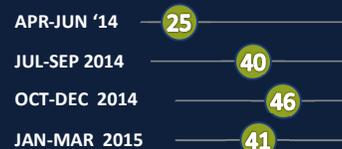
NZ EUROPEAN



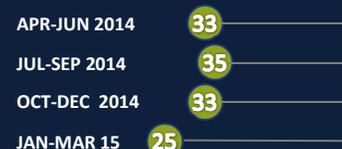
MAORI



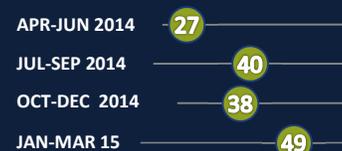
PASIFIKA



ASIAN



OTHER



A closer look at excellence

In total almost one thousand (928) patients have rated their care and treatment as very good (449) or excellent (479). What differentiates excellent from very good care? How can we lift our ratings from very good to excellent?



Positive comments



Focusing on what matters to patients

One third (33%) of patients commented that their overall care was excellent, compared with 21% who rated their care as very good.

These patients were more likely to rate their care as excellent in the three areas that mattered to them.



Staff care

One-quarter (25%) of patients who rated their care as excellent noted that staff genuinely seemed to care about their wellbeing and were friendly, caring and supportive towards them. This compares with 22% who rated their care as very good. The difference is small but significant.



Professional and polite

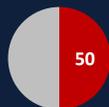
Patients who rated their care excellent were more likely to comment that staff were professional, polite and competent (8%) than those who rated their care as very good (3%)

Acts of compassion count

Patient comments suggest that it is often small acts of kindness and compassion that lift a patient's experience of care from very good to excellent.

"A nurse got me an iceblock."

"Because of my illness at the time I was unable to lie down in bed, a nurse on the shift got me a lazyboy chair that I used the whole time I was in hospital. I have to say I think all the staff were brilliant and made my stay as comfortable as possible."



Areas to improve



Noise

Patients who rated their care as excellent were less likely to comment on noise (3%) than patients who rated their care as very good (7%). Noise was from patients, family members, nurses private conversations, drip alarms etc



Discharge process and information

Only 3% of patients who rated their care as excellent commented on improvements in discharge process and procedures, compared with 7% of those who rated their care as very good. Of particular concern was delays.

"Everything went well expect for the discharge. I waited 3.5 hours in the discharge area before anything was signed off to let me go... it was very frustrating."



Staff busy and rushed

Patients who rated their care as excellent were less likely to comment that staff were rushed (2%) than patients who rated their care as very good (5%).

"Nurses bedside manner. Seem to always be in a rush."

Overshadowing excellent care

Just as acts of kindness can lift patients' experience of care, one rude or interaction can overshadow otherwise excellent care.

"Overall excellent care, except for a rude nurse."

"The surgeon did not introduce themselves to me at all. I do not know who did my surgery."

ACTIONS

HOW TO LIFT OUR PERFORMANCE FROM VERY GOOD TO EXCELLENT

Overall patients who rated their care as very good or excellent commented that:

- Staff were friendly, kind and supportive 22%
- Staff were helpful 8%
- Staff were professional and polite 6%
- Their questions were answered 5%

They were also likely to make suggestions for improvements on:

- Food 11%
- Housekeeping issues 8%
- Noise 5%
- Information 5%
- Discharge information and procedures 5%

What can we do to improve?

- To lift our care from very good to excellent patients are asking us to:
- Understand their needs and what matters most to them
- Interact with them in a warm and friendly, but professional manner
- Show kindness and compassion – small acts count
- Show you are genuinely interested in their welfare and wellbeing
- Take time ' Be respectful – keep noise to a minimum.

Stories of change

We would like to understand any changes that are being made as a result of the findings. We would like to share these stories.

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 send your stories to the Consumer Experience Coordinator, Lyndee.Allan@middlemore.co.nz