

INPATIENT EXPERIENCE SURVEY

Compassion, Dignity and Respect

According to New Zealand's Code of Rights, everyone who uses a health and disability service has the right to be treated with respect, dignity and independence. This means the right to be cared for in a way that takes into account their beliefs and values and respects their needs for privacy and independence.

Our Inpatient Experience survey shows that being treated with dignity and respect matters to our patients at Counties Manukau Health. Almost half (44%) of our patients consider this to be one of the areas of care that makes the most difference to the quality of their care and treatment. Patients who rate us highly on this dimension also tend to rate us highly on their overall care and treatment.

So what does compassion, dignity and respect mean to our patients?

Reading through patient comments relating to this dimension, it would appear as though we could rename compassion, dignity and respect as "being treated as a person who matters."

By far the majority of our patients tell us that we do treat them as someone who matters. Our patients speak highly of the care and compassion shown to them by our staff at all levels of the organisation. The words most frequently used by our patients when they talk about compassion, dignity and respect are 'care', 'support', 'kindness', 'attention', 'help', 'reassurance' and 'safe'.

Nearly three quarters of the patients who say compassion, dignity and respect is important to them tell us, unprompted, that we:

- Treat them in a way which is kind, warm, caring and empathetic.
- Make an effort to protect their dignity, physical privacy and modesty.
- Are helpful and proactive with their care.
- Listen to them and respect their views.
- Are informative, explain things clearly and answer questions.

There is some room for improvement, however. Among the stories of excellent care are examples of patients being spoken to rudely, handled roughly or treated in a way which left them frightened or humiliated.

The comments suggest that being treated with dignity and respect is important in every interaction, from being treated courteously by administration staff, to keeping our voices down at night or making sure that other patients cannot overhear sensitive conversations.

Please take some time to read through this report, in particular the comments from our patients, to see how we can further improve the overall quality of our care and treatment.

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.

"My condition was explained to me in easy to understand language which put me at ease." (Rated overall care excellent)

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 (44%) our patients.

"Each time someone came into the room they checked my name and then told me what to expect (Rated overall care very good).

How are we doing with dignity and respect?



3. Consistent, Coordinated Care

More than one in three of our patients (37%) rate receiving consistent and coordinated care in hospital as one of the things that makes the most difference.

"I liked the consistency of seeing the same staff each day as they were familiar with my situation and I didn't need to explain everything again." (Rated overall care excellent)

How are we doing with consistent care?



Rated overall care excellent

"The people. Your best asset."

"The care and concern from the staff was exemplary and the bedside manner impeccable ... the staff treated me with the greatest of care."

"... the staff are amazing the care, love that was shown to me I believed helped with my recovery, ... Patients usually cry to go home not me I cried [sic] cause I had to go home, thank you."

"The staff ... were great friendly, smiles, informative, approachable and caring, this includes administration, cleaners, orderlies, nurses and doctors. My stay for myself and my wife was orsum [sic], we both felt comfortable. Many thanks to all... Sorry the security guards were also great."

Rated overall care very good

"Following my accident, my initial treatment was very good. The emergency doctor was very good in explaining the damage I'd done and my treatment before and after surgery was of the highest order. The junior doctors were easy to talk to and listened..."

"I found the staff amazing and checking in to see that everything was alright with me. Totally patient focused."

"The staff were great in the emergency dept. and the ward considering the stressful environment they work in always happy to help and answer questions their manner overall was great."

Rated overall care good

"I really appreciate the excellent service and care provided by the health board overall. Also the calibre of the specialist staff. However, the standard of [care], particularly at night and over weekend makes being in hospital feel like being on an episode of survivor."

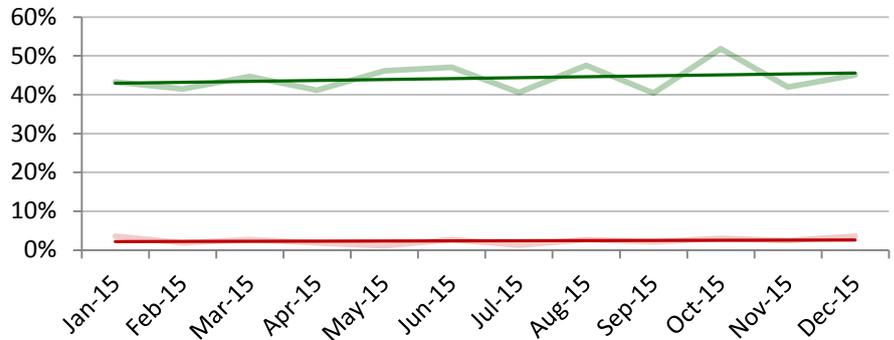
Rated overall care fair or poor

Please teach your [staff] about customer service, being friendly and showing some care goes a long way. Also, please don't assume we know your hospital processes because we don't. Please also improve your food. I am far from fussy but the food was horrible..."

OVERALL CARE AND TREATMENT

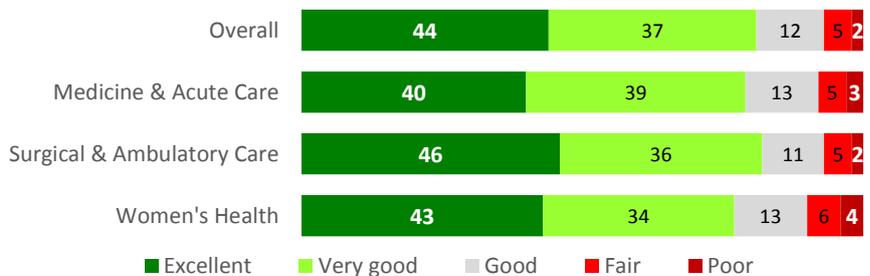
Over 2200 patients completed our Inpatient Experience Survey in the 12 months to December 31st 2015. Our 'excellent' ratings continue to trend upwards, with an average of 44 percent of patients rating our care as 'excellent' over the past 12 months. The number of patients who rate our care as 'poor' has averaged two percent since January 2015.

Inpatient overall experience of care rating, Jan 2015 to Dec 2015 (%)



n=2246

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

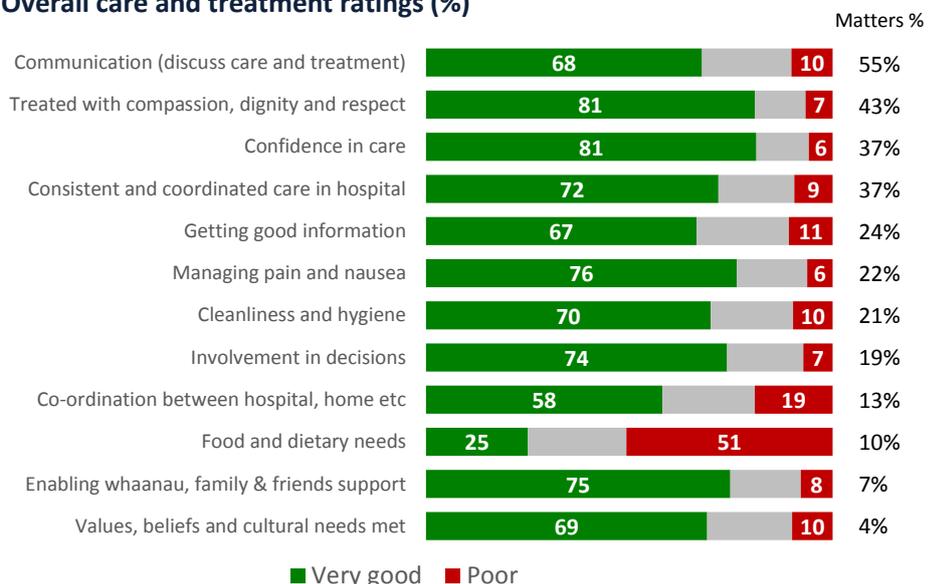


Overall n= 2231; Medicine & Acute Care n=454; Surgical & Ambulatory Care n=1153; Women's Health n=526. Note that the data from some divisions are too small to be included here (<100).

WHAT MATTERS TO PATIENTS

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 (%)



FOCUS ON DIGNITY & RESPECT

Almost half of our inpatient respondents (44% or 967 patients) tell us that being treated with compassion, dignity and respect is important to them. The percentages in the right hand column are from the patients who commented on this dimension.



44 percent of our inpatients say that being treated with dignity and respect makes the most difference to the quality of their care and treatment

HOW ARE WE DOING?

Respecting and taking patient views into account

More than three-quarters of our patients tell us they feel their views are “often” respected and taken into account. Between 16 and 19 percent tell us this is “sometimes” the case, and three to four percent say this does not happen.

There is very little change in our performance on this measure between 2014 and 2015. The differences are not significant.

PERCENTAGE OF PATIENTS WHO SAY THEIR VIEWS WERE RESPECTED AND TAKEN INTO ACCOUNT

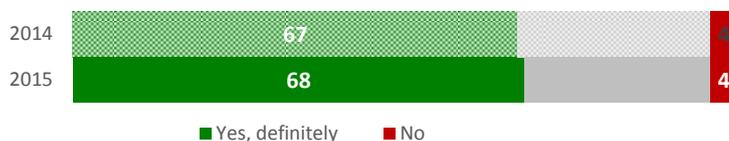


2014: Doctors n=978; Nurses/Midwives n=862; Other staff n=483.
2015: Doctors n=1973; Nurses/Midwives n=1658; Other staff n=1502.

Having someone to talk to about worries or fears

Nearly seven out of 10 patients say they “definitely” had a staff member they could talk to about their worries or fears, however one-third say this is not always the case.

PERCENTAGE OF PATIENTS WHO SAY THEY COULD TALK TO STAFF ABOUT ANY WORRIES, FEARS OR CONCERNS THEY HAD ABOUT THEIR CONDITION OR TREATMENT



2014: n=945; 2015 n=1910.

Treated with empathy and compassion

Three quarters of our patients say they were definitely treated with empathy and compassion whilst in hospital, whilst three percent disagree that this was so.

PERCENTAGE OF PATIENTS WHO SAY THEY WERE TREATED WITH EMPATHY AND COMPASSION



2014: n=1050; 2015 n=1641.

Our patients rate us highly on compassion, dignity and respect when we...

- Treat them in a way which is kind, warm, caring and empathetic (49%).
- Make an effort to protect their dignity, physical privacy and modesty (16%).
- Are helpful and proactive with their care (11%).
- Listen to them and respect their views (9%).
- Are informative, explain things clearly and answer questions (8%).

Our patients comment negatively when we...

- Are insensitive, rude, condescending or appear to be telling the patient off (15%).
- Are unhelpful or not proactive with their care and pain management (5%).
- Don't listen to patients or do not appear to respect their views (5%).
- Don't make an effort to respect their physical privacy, dignity or modesty (4%).
- Are rough with them or display unhygienic practices (4%).
- Leave patients waiting with little explanation as to what is happening (3%).

DIGNITY & RESPECT – PATIENT COMMENTS

Overall, nearly 950 patients have commented on dignity and respect in the 12 months to December 2015. Three quarters (75%) of the comments were positive. Note that the percentage of respondents who commented negatively or positively on these areas of compassion, dignity and respect are in brackets.

CARE, COMPASSION AND REASSURANCE

BEHAVIOUR WE WANT TO SEE (49%)

Nearly half of all patient comments around dignity and respect focussed on how the empathetic and compassionate behaviour of staff made them feel cared for, reassured, valued, encouraged and respected. Many of these expressed their appreciation and gratitude to the staff for making their stay in hospital a more positive experience than they had anticipated it would be.

"All the nurses were very passionate about what they do. I was overwhelmed with how well they treated me with empathy, respect and self-worth..."

"The Nurses assigned to my care were compassionate in so many little ways, and although at no stage did I feel my dignity or respect compromised, I really appreciated the gentle humour that lightened some of the experiences that could have been embarrassing or challenging. A delicate balance, handled beautifully."

BEHAVIOUR WE DON'T WANT TO SEE (15%)

Some of our patients talked about staff speaking in a condescending or rude manner, showing impatience or insensitivity or handling them in a rough manner. A number of those who felt they weren't treated with respect talked about staff noise, particularly loud conversations, at night time. Some of those who commented negatively felt the experience left them "frightened" or "humiliated."

"[I was in] pain and had a fever...only after the third buzz the nurse came and said she'll bring me some tablets, she never did, I buzzed again she came and she was so annoyed with me and told me to wait till the midnight staff comes on. When the midnight staff came and did my ops [sic] they saw I got a high temperature and immediately tried to bring it down. The nurse who refused to assist told me she was watching the cricket and to stop buzzing."

TALK, LISTEN AND EXPLAIN

BEHAVIOUR WE WANT TO SEE (17%)

Our patients appreciate it when they feel that staff take time to listen, and when they feel their opinions are respected. Many commented on how reassured they felt when staff were forthcoming with information, explained things clearly and answered any questions they had.

"I was treated as an intelligent person, capable of making decisions. I was always listened to and my personal needs were treated with respect."

BEHAVIOUR WE DON'T WANT TO SEE (7%)

Some of our patients felt they were not listened to or "fobbed off" by medical staff. Most of these felt they were left waiting in pain because they were not believed or their concerns were not taken seriously.

"No one seemed to want to listen to how I felt so there was no compassion."

PROTECT PRIVACY, MODESTY AND DIGNITY

BEHAVIOUR WE WANT TO SEE (16%)

Many patients talked about how they felt physically and mentally vulnerable in hospital, and the many ways they were treated by staff which helped alleviate this. For many patients, not feeling physically exposed was important.

"Curtains and sheets were used to cover me while examination. I was allowed to make informed choice. My choices/decisions were respected."

BEHAVIOUR WE DON'T WANT TO SEE (4%)

Whilst a minority of patients said they felt their privacy or modesty was compromised, those who did said it was a traumatic experience. Patients described having their case discussed openly in front of other patients on the ward, having to walk between wards in their underwear, being physically exposed to another patient's visitors, or having their case notes left lying around and read by non-medical staff (e.g. other patients).

HELPFUL, PROACTIVE CARE

BEHAVIOUR WE WANT TO SEE (11%)

Our patients tell us they appreciate it when staff offer help when needed, continually check on them, offer proactive pain relief or ask if there is anything they can do to make them comfortable.

"With having to use a bed pan ... it is a horrible thing to ask for help [but] the nurses were soooo [sic] compassionate and nothing was a problem which made the experience bearable as I am quite a proud & independent person. Your staff are amazing."

BEHAVIOUR WE DON'T WANT TO SEE (5%)

Patients talked about not being given charted pain relief, not being able to wash or brush their teeth whilst bedridden, or having to cut up and eat meals with one hand. For these patients, even a small act of help or kindness can make a huge difference.

"I only had the use of one hand and was left to try and put surgical stockings on and given a top sheet for the bed expected to be able to make it."