

Inpatient Experience Survey

In this report we are looking at the aspects of care that make the most difference to the way Counties Manukau Health patients rate our services.

Over 1400 patients have now completed our Inpatient Experience survey. Around 80 per cent of patients have rated their overall experience with our services as very good or excellent. This is a great result. But this means one in every five patients (20%) do not feel that they are getting very good or excellent care. We can do better.

This month we have dug a little deeper into the ratings and stories that patients have shared with us to find out:

- What drives our patients to rate the overall care and treatment as good, excellent or poor?
- If there were one thing that we could change that would make the most difference to how rate our services, what would it be?
- What aspects of our care should we prioritising?

There are five areas that appear to be highly associated with the way patients rate their experience of our services. These are:

- How they would rate their ward stay on comfort;
- How well doctors and nurses or midwives work together;
- Confidence that they are getting good quality care and treatment;
- Having any cultural and religious needs relating to their care met; and
- Being treated with dignity and respect.

Those who rate their care and treatment as poor on those dimensions are more likely to rate their overall care and treatment as poor. Conversely those who rate their care highly on those dimensions of care are more likely to rate their overall care and treatment highly.

It would appear that if we can deliver great care in these key areas, we are likely to improve the way patients experience and rate their overall care and treatment.

However if there was one thing that we could change that would make the most difference to how rate our services, it would be focus on the individual needs of each patient – find out what matters to them.

An in depth statistical analysis of the patient experience data has found, not unexpectedly, that the greatest gains can be made when we listen to our patients, find out what is important to them, and meet their needs.

And different patients have different needs. Some, for example, would like test results shared with them as they come to hand. Others would prefer family members present for support, as they find the information difficult to take in and find someone else there helpful to them.

Partnering with our patients and their families is about listening to them, and finding out what matters. It appears that this approach might also provide improvements to the way patients experience our services.

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 (57%)

Communication is the aspect of our care most patients (57%) say makes a difference to the quality of their care and treatment.

"I received excellent information, communicated to me in a warm and friendly manner. I was never made to feel as though I was being lectured or talked down to." (Rated excellent)

How are we doing on communication?



2. Dignity & Respect (46%)

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

"The doctors listened to what I had to say and spoke to me as an equal ... the nursing staff on all shifts were professional and compassionate-they answered any questions I had." (Rated excellent)

How are we doing with dignity and respect?

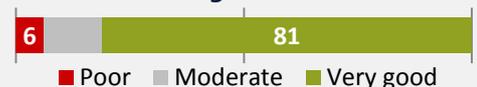


3. Confidence (38%)

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.

"All the staff were very knowledgeable, everyone looked like they knew what they were doing and every step of the process was reiterated to me." (Rated excellent)

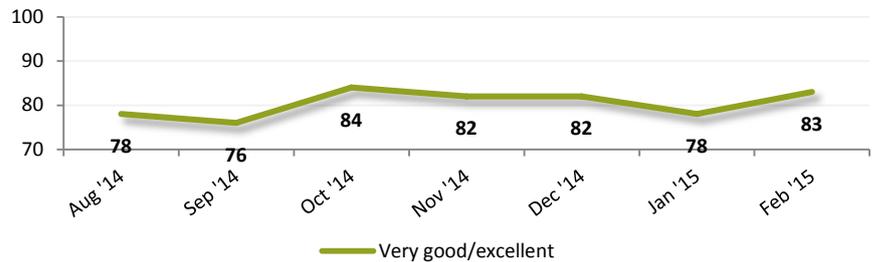
How are we doing with confidence?



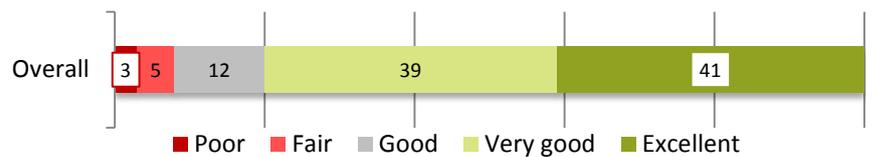
Overall care and treatment

Over 1,400 patients to date have completed the survey (as of 21st March 2015.) Most patients to date rate the care and treatment at Counties Manukau Health positively, with an average of 80 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 January 31, 2015 (%)



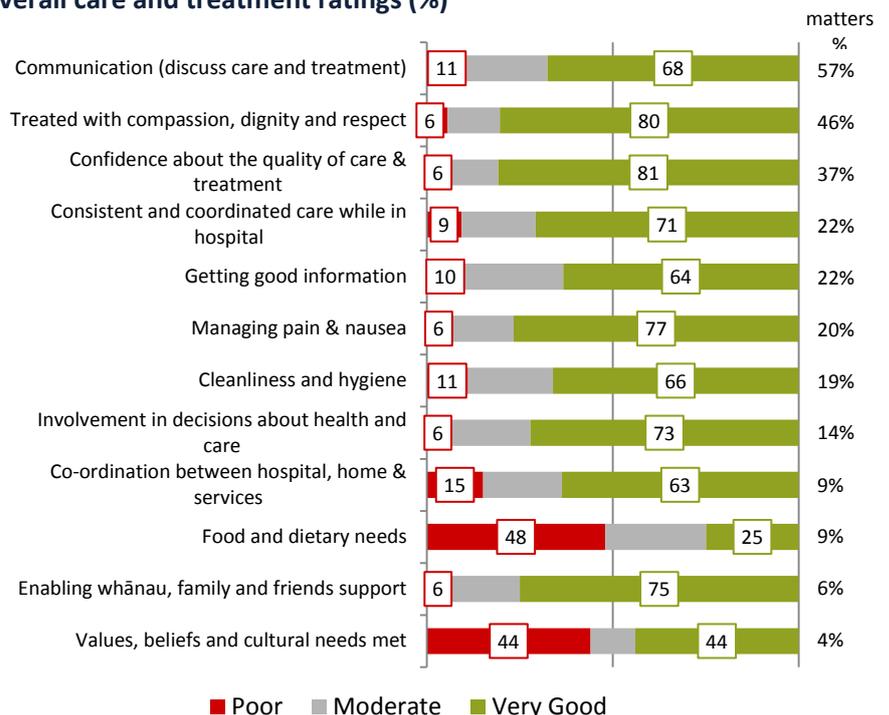
Overall n= 1255

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 (80%). Similarly, patients also rate highly the way Counties Manukau Health help to control pain and nausea (77%).

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 (%)



Rated overall care excellent

“Asking for my concerns and ensuring that it was addressed.”

“I found the doctors in E.D and in my ward most friendly and informative. They treated me with care and respect and the nursing staff did the same.”

Rated overall care very good:

“The fact that family was able to be near me when I needed.”

“The Play Room! What a treat for sick and injured children. Friendly staff, helpful and understanding. Thank you!”

“The overall care, information provided, staff attitudes, feeling valued was at least a 50% improvement on my previous experiences with Middlemore hosp. Management and staff should be proud of the standards of care they are now achieving.”

Rated overall care good

“Prior to going into surgery I was treated very well by the nurses and surgeon, felt very calming as I was very nervous about having surgery but the nurses and surgeon made me feel comfortable at all times.”

“The noise at night was really bad. Bells ringing, patients calling out. Lights on and off all the time. I hardly slept which was not good as I was exhausted and near to tears.”

Rated overall care fair

“I am extremely concerned about the lack of information provided prior to the surgery and being discharged without adequate information after surgery. While I had researched independently and knew a fair bit about the procedure I could still not anticipate some of the issues and I should never have been discharged without being told of the warning signs to look out for.”

Rated overall care poor

“Privacy was not a priority and I was within hearing distance of conversations I should not have heard.”

“I would just like to reiterate that NO-ONE GAVE ME ANY EXPLANATION OF WHAT WAS WRONG WITH ME and that I felt like I got the “bum’s rush” to leave the hospital despite the consultant telling me they wouldn’t “Push me out” or send me home before I felt my pain was under control..”

Making a difference

Which areas of care make a difference?

This report is designed to find out how we can improve our services.

An analysis of data from 1400 Counties Manukau Health patients has identified five key areas most highly associated with how they rate our overall care and treatment.

These five areas (along with their correlation coefficients) are:*

- | | |
|---|------|
| • How they would rate their ward stay on comfort | .667 |
| • How well doctors and nurses or midwives worked together | .629 |
| • Confidence that they were getting good care and treatment | .580 |
| • Having cultural needs relating to their care met | .570 |
| • Being treated with dignity and respect | .548 |

It appears that patients who rate us poorly on these dimensions of care and treatment are more likely to rate us poorly on their overall care and treatment.

Conversely patients that rate us highly on these dimensions, tend to rate their overall care and treatment highly.

Note that some areas of our care and treatment do not appear to be highly correlated with overall ratings. There does not appear to be a particularly strong association between food and overall ratings (.385), for example. Hence improvements in food are less likely to deliver improvements in patient experience ratings than improvements in comfort or the coordination of care.

Making the most difference

It appears that even greater improvements in the way we deliver our services could be made if staff find out the areas of care that each patient says are most important to them. For some patients communication makes the most difference to their care and treatment, for others it might be having family and whanau with them, or being treated with compassion.

The survey asks patients to identify the areas that make the most difference to their care and treatment. Whilst the above analysis identified the overall drivers of ratings on our care and treatment, if we focus on the areas that matter to each patient, then look at overall ratings the relationship is even stronger.

Each individual patient has things that matter to them. If these requirements are met, there is even greater potential to improve the way they feel about our services and rate our care and treatment.

When looking at the patients who have identified an area of care as important to them we find an even stronger association with overall ratings, particularly in the following areas:

- | | |
|---|------|
| • Getting consistent and coordinated care while in hospital | .730 |
| • Feeling confident about the quality of their care and treatment | .730 |
| • Communication (discuss care and treatment | .698 |
| • Being treated with compassion, dignity and respect | .675 |
| • Being involved in decisions about their care and treatment | .668 |

Hence it would appear that focusing on the areas that matter most to patients, could make an even bigger difference to the way patients experience our services, and deliver even greater improvements in the way they rate their overall experiences with our services.

*The correlations are significant at the 0.01 level.

How to interpret correlations

Correlations are used to help us understand how closely two things are related. In this case we are looking at when patients rate us on one dimension, such as how doctors and nurses work together, and seeing how then rate us on our overall care and treatment.

The numbers (correlation coefficients) are between 0 (no correlation) and 1 (perfectly correlated).

Note that correlations cannot be used to imply causality.

Overall

Zero or low numbers (under .3) mean these things are not strongly related – e.g. there is unlikely to be a strong correlation between allergies and favourite colour

Moderate .4 - .6 is when two things appear to be moderately correlated – such as height and footsize.

The closer to 1 the stronger the association. 1 means that the two things appear to be very closely related.

Implications for the patient experience survey

Ratings on the areas of care that matter most to patients are highly correlated with overall ratings.

This suggests the greatest gains in our ratings will be made if staff are aware of the individual requirements of each patient and we are able to customise our care to meet those needs.

Why is delivering care in areas that matter to patients important?

Rated overall treatment as very good or excellent

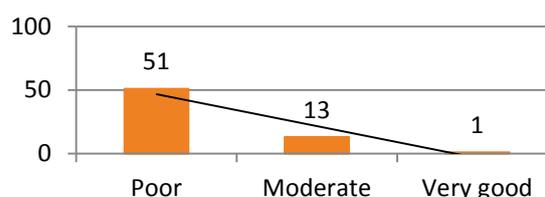
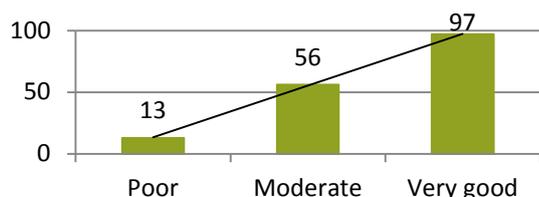
Rated overall treatment as fair or poor

Consistency and coordination of care (n=363)

There is a strong association between ratings on consistency of care, and overall ratings of ratings of care and treatment. Almost all the patients (97%) who rated the consistency and coordination of their care and treatment highly rated their overall care and treatment as very good or excellent.

Only 13% of those who rated the consistency of their care and treatment poorly rated their overall care and treatment as very good or excellent.

Only 1% of patients who rated the consistency and coordination of their care highly, gave our overall care a poor or fair rating.

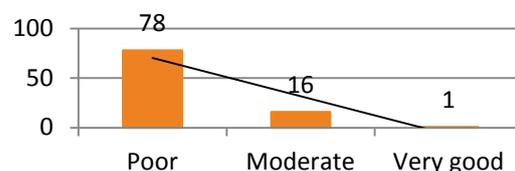
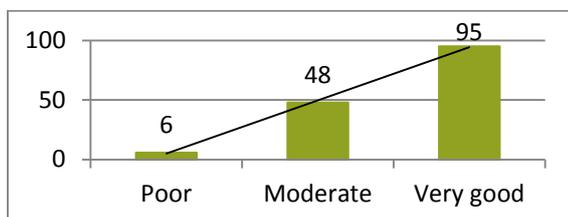


Confidence in the quality of care and treatment n=424

Those who rated the confidence in the quality of their care and treatment highly rated their overall care highly. Ninety five per cent of patients who said they were confident about the quality of their care and treatment, rated their overall care and treatment as very good or excellent.

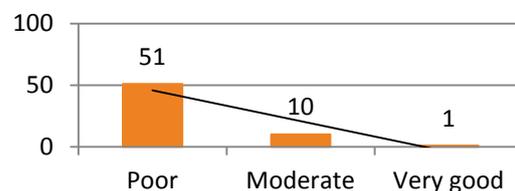
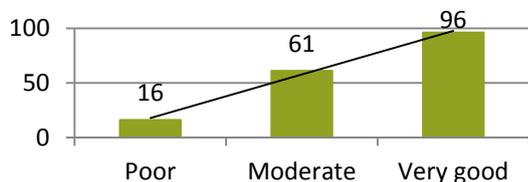
Only 6 per cent of those who rated confidence of the quality of their care poorly rated their overall care and treatment this way.

Most patients (78%) who rated their confidence in the quality of their care and treatment poorly, also rated their overall care and treatment as fair or poor.



Communication n=534

These patterns are repeated, with 96% of patients who rated communication highly rating their overall care and treatment very good or excellent. Half of those who rated communication poorly also rated our overall care and treatment as poor or fair. Only 1 per cent of those who rated communication highly rated their overall care as poor or fair.



Compassion and dignity (n=601)

Again those who say they are treated with compassion and dignity are more likely to rate our services highly.

