

## INPATIENT EXPERIENCE SURVEY

### Confidence and Trust

Confidence and trust is at the heart of the clinician-patient relationship.

Most patients say they always have confidence and trust in staff at Counties Manukau Health (CM Health). However, at least one in four of our inpatients do not always feel this way.

An analysis of the results from our Inpatient Experience survey (April 2015) shows that there is a strong association (.730) between overall ratings and how confident patients feel about the quality of their care and treatment. What this means is that patients who have little confidence and trust in our care are much more likely to rate their overall experience of our services as poor. Similarly, those who had confidence and trust in our staff are much more likely to rate their overall care and treatment positively.

We rate well on confidence and trust. Three-quarters of our patients (76%) tell us they are always confident they get good care and treatment at CM Health, and more than three quarters tell us they always have confidence and trust in the staff treating them. Our performance on these measures, however, has not changed since 2014. There is clearly some room for improvement here.

Our patients tell us the following matter most to their feelings of confidence and trust:

- **Respectful and professional care.** Patients are asking us to listen to them, share information with them, talk to them about their options and generally treat them as partners in their care. They tell us that their confidence and trust in their care and treatment is undermined when staff do not listen to them or are dismissive of their views.
- **Professional competence.** Our patients want to see staff who are knowledgeable about their condition. Patients have confidence in their care and treatment when they are reassured that staff are competent and know what they are doing. Whilst our patients are not telling us they expect us to know everything, they do find it concerning when we don't take time to read their case notes or don't understand their medical history.
- **Manner:** Our patients say they are more trusting of staff who show them kindness and compassion as they feel staff genuinely care about them. Patients express confidence in their care when staff are proactive, helpful and friendly. When we are abrupt, rushed, and lack empathy or treat our patients as though they are a hassle or a problem to be dealt with, they do not feel as if they matter to us or that we have their best interests at heart.

Our patients and their families and whaanau trust us to provide the right care and put enormous faith in our ability to do so. Ultimately their confidence and trust comes down to receiving professional and respectful care, feeling as though they are in competent hands and as though they genuinely matter to us.

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 (56%) say makes a difference to the quality of their care and treatment.

*"My condition, care options and ongoing plans were discussed with me each morning. I was aware at all times of what was going on in regard to daily testing and the results." (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 (43%) our patients.

*"my overall feeling is that I was valued..." (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.

*"It was obvious that great care was given to coordinate my care, this was shown by the handovers that were done at the shift changes.... (Rated overall care excellent)*

How are we doing with consistent care?



**Rated overall care excellent**

*"I know [staff] are all very busy but while with me they acted and treated me like they had all the time in the world."*

*"The dedication of the doctors and nurses made it possible for me to recover from my illness sooner than we thought."*

*"...I was a little apprehensive, but procedures were so efficient, staff so kind and considerate, and my room so clean and comfortable I was able to relax and appreciate my good fortune to be the recipient of such superb care."*

*"I found the whole experience very well co-ordinated and care excellent. Before surgery I found [it] surprisingly calming the way things were run between staff."*

*"The care I received was outstanding from start to finish."*

**Rated overall care very good**

*"The nurses on the ward that I was on were fantastic ... always happy and positive very polite and made the stay less daunting :)"*

*"... even though the nurses were very busy during their shifts, I still received quality care, compassion and friendship from the staff. This made my ... stay more comfortable and reassuring."*

*"I love the fact that at Kidz First there are beds for the parents ... and that there is food provided for the parents or caregivers."*

**Rated overall care good**

*"The nurses were excellent but appeared overworked...There seemed to be excessive time delays throughout my stay waiting for doctors and/or tests and test results."*

**Rated overall care fair or poor**

*"No information about my condition during the time I was in hospital and no results received since. Very worrying. All the doctor said to me was that he could confirm that I had an infection!!!! Not very helpful a month later when we still don't know what we are dealing with. My [GP] is in the dark as to how to manage my health so we are just trying what we can till the hospital eventually gives us the results of my biopsies!"*

# OVERALL CARE AND TREATMENT

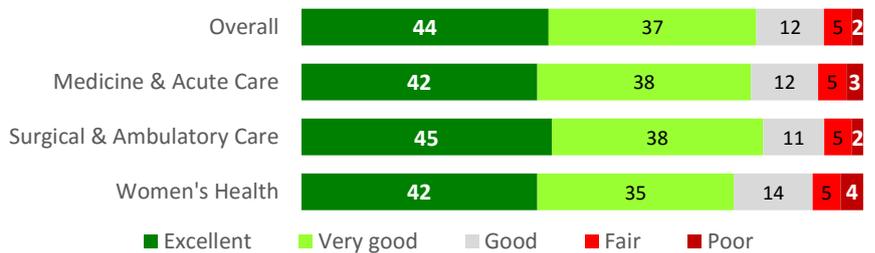
More than 3000 patients have completed our Inpatient Experience Survey between 1 August 2014 and 29 February 2016. Looking back, we can see that although our "excellent" ratings have fluctuated over that time, the overall trend is heading upwards. During this same time period, however, our "very good" ratings have trended downwards. One of our challenges over the coming months will be to ensure that our "excellent" and "very good" ratings rise in tandem, rather than at the expense of each other.

**Inpatient overall experience of care rating (very good and excellent), August 2014 to Feb 2016 (%)**



n=3335

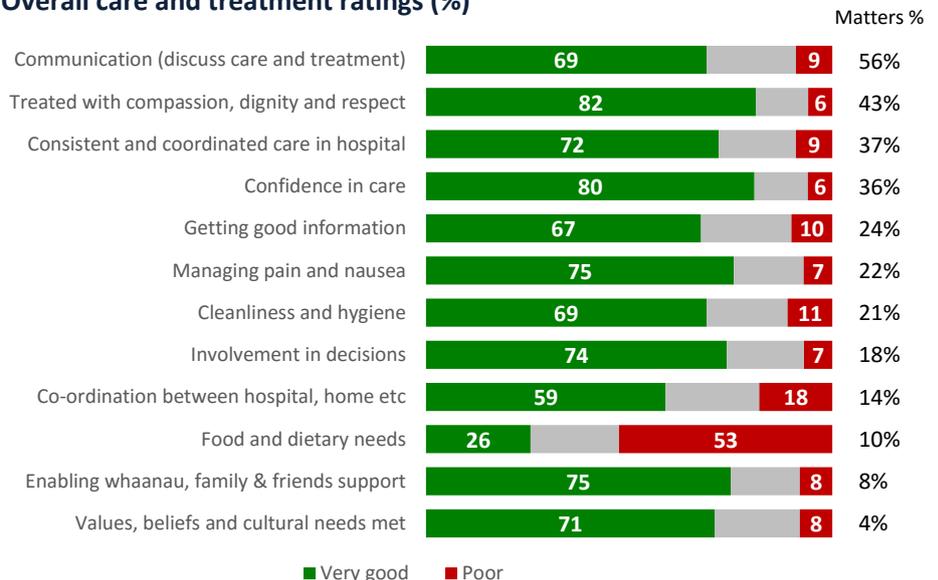
**Overall care and treatment ratings March 2015 - Feb 2016 (%)**



Overall n= 2304; Medicine & Acute Care n=474; Surgical & Ambulatory Care n=1151; Women's Health n=555. Note that the data from some divisions are too small to be included here (<100).

# WHAT MATTERS TO PATIENTS

**Overall care and treatment ratings (%)**



# FOCUS ON CONFIDENCE AND TRUST IN CARE

Over the past 12 months, more than one-third of our inpatient respondents (36% or 834 patients) have told us that having confidence and trust in their care whilst in hospital is important to them.



36 percent of our inpatients say that having confidence and trust in their care whilst in hospital makes the most difference to the quality of their care and treatment

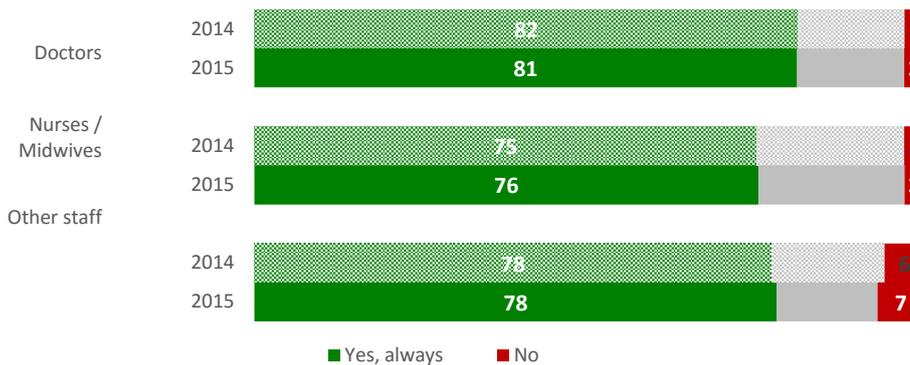
## HOW ARE WE DOING?

### Confidence and trust in our staff

More than three-quarters of our patients told us they had confidence and trust in the staff who were treating them. Note that in 2015 the percentage of patients who told us they had no confidence in other members of their healthcare team (7%) was more than double that of those who told us they had no confidence in doctors and nurses/midwives (3% each).

There is very little change in our performance on this measure between 2014 and 2015. Note that the differences between staff groups are significant (<p.05), however the differences between years are not.

#### PERCENTAGE OF PATIENTS WHO SAY THEY HAD CONFIDENCE AND TRUST IN THE STAFF TREATING THEM



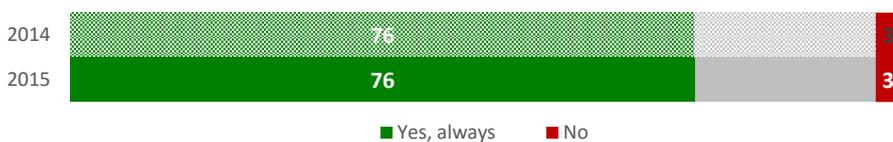
2014: Doctors n=1329; Nurses/Midwives n=1162; Other staff n=760.  
2015: Doctors n=2202; Nurses/Midwives n=1851; Other staff n=1125.

### Overall confidence

Overall, three-quarters of our patients (76%) told us they were always confident they were getting good care and treatment with CM Health.

Statistically, there has been no change on this measure between 2014 and 2015. Please see page 4 of this report for comments from our patients on behaviours and practices which drive confidence and trust in our care, and conversely, behaviours and practices which undermine it. Attending to these can drive improvements in how patients rate us on this measure.

#### PERCENTAGE OF PATIENTS WHO SAY THEY ARE CONFIDENT THEY WERE GETTING GOOD CARE AND TREATMENT



2014: 1365; 2015: 2282

#### RATINGS ON CONFIDENCE AND TRUST (MARCH 2015 TO FEB 2016)

##### AVERAGE RATING

Overall: **8.5**

##### AVERAGE RATING BY GENDER

Female: **8.3**

Male: **8.7**

##### AVERAGE RATING BY ETHNICITY

NZ European: **8.4**

Maaori: **8.6**

Pasifika: **8.6**

Asian: **8.2**

Other European: **8.4**

##### AVERAGE RATING BY AGE

17 and under: **7.5**

18 – 24: **7.2**

25 – 44: **8.3**

45 – 64: **8.6**

65 – 74: **8.9**

75+: **8.8**

##### AVERAGE RATING BY DIVISION

Medicine and Acute Care: **8.6**

Surgical and Ambulatory Care: **8.5**

Women's Health: **8.3**

# CONFIDENCE AND TRUST - PATIENT COMMENTS

Overall, 862 patients commented on confidence in their care and treatment in the 12 months to March 2016. More than two-thirds (68%) of the comments were positive. Note that the percentage of respondents who commented negatively or positively are in brackets.

## Respectful and professional care

### BEHAVIOUR WE WANT TO SEE (16%)

Patients want to be treated respectfully and professionally. This involves taking time with patients to listen, answer questions, and respect their point to view.

*"The professional and caring attitude of the staff in handling my (often repeated) questions and quest for detail left me in no doubt as to their ability to provide the care and treatment I required."*

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

Patients do not want to be treated disrespectfully or unprofessionally. In particular, they are concerned when staff do not listen to them or are dismissive of their views.

*"One of the doctors dealing with me rolled her eyes when I told her I had [a serious condition] when asked if I had any other conditions. I was made to feel like I was making things up. It was proven from the CT scan that I wasn't!"*

## Knowledgeable about the patient and their condition

### BEHAVIOUR WE WANT TO SEE (15%)

Patients want to see staff that are knowledgeable about their condition and have a good understanding of the history of their case. They want to be reassured that staff are competent and know what they are doing. They want to know that they are getting the best treatment.

*"Surgery staff discussed aspects of my previous surgeries which made me more comfortable that they knew my med history."*

*"I felt like they knew what they were doing. Their confidence in their voices was evident. They were friendly and reassured me."*

### BEHAVIOUR WE DON'T WANT TO SEE (8%)

Patients do not appreciate it when staff lack knowledge about their condition, care and treatment. They are concerned when staff have not taken the time to read their clinical notes and understand their medical history, particularly when they have serious allergies or need medication or treatment.

*"Being told I had not been charted medication for an asthma attack ... and having a nurse tell me to wait while I struggled to breathe left me no choice but to question the quality of my care."*

*"A qualified nurse told me she could not put in a line for fluids as she did not feel confident doing it!!!"*

## Helpful, caring and friendly manner

### BEHAVIOUR WE WANT TO SEE (14%)

Patients want to feel cared about and as if they matter. They have confidence in their care and treatment when they feel that staff genuinely care about them. This is demonstrated when staff are proactive, helpful and friendly.

*"Always being informed of what's happening also friendly staff really helps to trust in them."*

*"I had every confidence in the quality of my care and treatment because you could feel that the staff genuinely cared about you, it wasn't just a job to do for them, you felt their compassion and love for their job and the patients they worked with."*

### BEHAVIOUR WE DON'T WANT TO SEE (3%)

Patients do not want to feel ignored, or treated with indifference. Patients rate their care and treatment poorly if they are made to feel as though they are a hassle or problem. They do not have confidence in their care and treatment if staff are unhelpful, unkind or no one appears to take responsibility for them, as they do not feel as if staff care enough about them to be giving them the best treatment.

*"Everyone agreed I had a problem that needed fixing but no one seemed to really take responsibility for fixing it."*

*I was repeatedly "forgotten" during my stay...the nursing staff consistently forgot to connect me to fluids when I was nil by mouth and my [blood pressure] kept dropping because of it. And[I] wasn't offered a blanket till my second night.*

## OTHER

### BEHAVIOUR WE WANT TO SEE

Patients also commented positively on:

- Clear and direct information, e.g. about options (12%)
- Consistent care and regular monitoring (8%)
- Coordinated care and teamwork on wards and between different departments (6%)

### BEHAVIOUR WE DON'T WANT TO SEE

Patients commented negatively when:

- There was a lack of consistency or continuity in their care, e.g. with different doctors (6%)
- Staff gave them conflicting information (4%)
- Information was unclear, partial or lacking, or was not in layman's terms (4%)