INPATIENT EXPERIENCE SURVEY

Environment

One of the things that has struck me since taking up my new role in January is how many of our returning patients are noticing and commenting on how their most recent experience is an improvement on prior experiences. It’s pleasing that these observations are supported by our data, which show a one to three percentage point improvement across all our dimensions of care (see “What matters to patients” on page two). Moreover, the percentage of patients who rate our care as “excellent” is continuing to trend upwards, and is an average of two percentage points higher (46%) than in January 2015 (44%).

This month’s report looks at our physical environment. A good physical environment does not simply “look nice” or “feel nice”, it helps patients recover and be safer, and help staff do their jobs better. Overseas studies have found that a well-designed, well-maintained, clean, comfortable and quiet physical environment can:

- Reduce staff stress and fatigue and increase effectiveness in delivering care;
- Improve patient safety;
- Reduce stress and improve outcomes; and
- Improve overall healthcare quality. *

There is also strong evidence that a comfortable, aesthetically pleasing environment increases patient satisfaction with the quality of care provided. This is true of our CMDHB inpatients; one in five respondents to the patient experience survey (21%) tell us that being in a hospital environment which is clean, comfortable, private and quiet is one of the three things that makes the most difference to their care and treatment.

Our patients also tell us that, by and large, we manage to balance encouraging support from whaanau, family and friends with maintaining a restful and quiet environment. They ask, however, that patients’ whaanau, family and friends are mindful of their noise and refrain from using patient facilities such as bathrooms and toilets.

Overall, our inpatients tell us we are doing well at providing a clean and comfortable physical environment. Nine out of 10 tell us that the wards, rooms and bathrooms are generally clean, and most note that staff sanitised or washed their hands, or wore gloves before touching or examining them.

Jenny Parr
Director of Patient Care, Chief Nurse and Allied Health Officer

*https://www.healthdesign.org/ghd/research/role-physical-environment-hospital-21st-century
https://www.ncbi.nlm.nih.gov/books/NBK2633/

WHAT MATTERS MOST TO OUR MAAORI PATIENTS?

Our inpatients are asked to choose the things that matter most to their care and treatment. Every month we will look at ‘what matters’ to different groups of patients, beginning this month with Maaori respondents to the patient experience survey.

The percentage of Maaori patients who say these dimensions of care matter most, with average rating

<table>
<thead>
<tr>
<th>Matters</th>
<th>Dimension</th>
<th>% matters most</th>
<th>Avg rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>COMMUNICATION</td>
<td>55%</td>
<td>8.1</td>
</tr>
<tr>
<td>(All patients)</td>
<td></td>
<td>56%</td>
<td>7.9</td>
</tr>
<tr>
<td>2</td>
<td>BEING TREATED WITH DIGNITY, COMPASSION AND RESPECT</td>
<td>41%</td>
<td>8.6</td>
</tr>
<tr>
<td>(All patients)</td>
<td></td>
<td>46%</td>
<td>8.7</td>
</tr>
<tr>
<td>3</td>
<td>FEELING CONFIDENT ABOUT THE QUALITY OF CARE</td>
<td>39%</td>
<td>8.7</td>
</tr>
<tr>
<td>(All patients)</td>
<td></td>
<td>35%</td>
<td>8.5</td>
</tr>
<tr>
<td>4</td>
<td>GETTING CONSISTENT AND COORDINATED CARE</td>
<td>38%</td>
<td>7.3</td>
</tr>
<tr>
<td>(All patients)</td>
<td></td>
<td>37%</td>
<td>7.3</td>
</tr>
<tr>
<td>5</td>
<td>GETTING GOOD INFORMATION</td>
<td>20%</td>
<td>7.6</td>
</tr>
<tr>
<td>(All patients)</td>
<td></td>
<td>25%</td>
<td>7.9</td>
</tr>
</tbody>
</table>

Overall experience of care (%)

- Excellent
- Very good
- Good
- Fair
- Poor

Maaori patients

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PATIENT VOICES

Rated overall care excellent
“The midwives were very supportive, encouraging and informative which being a first-time mum was exactly what I needed.”

“Everyone was empathetic, everyone was helpful and everyone was supportive…”

“Staff were always on hand to assist. If you had to push your buzzer for assistance, there was never a long period of time before it was answered; and I was always greeted by a smile.”

“I think the hospital is excellent and the teaching side of the hospital is great. The younger staff were very well treated and would have learnt very well.”

“The people were outstanding - particularly the nurses and admin staff. Nothing seemed to be too much for them. Always seemed happy. Was more like being in a hotel [and I was almost sad to leave!”

Rated overall care very good
“… I felt like I was in great hands. I know this is a tough job and it takes tough people to commit to such a profession. Nga mihi nui kia koutou katoa.”

“We were most impressed with the way different medical teams and specialists collaborated … It was encouraging to hear these open discussions between different specialists, including pharmacists, on the best treatment including medication…”

“Very good communication between the teams! Keeping me very well informed about my care plan.”

Rated overall care good
“…Nurses were good, most of them were very professional and took extra effort to help [however] the patient file kept in the dock/the foldable rack outside the rooms, seems to be visible to all the visitors and others working there… I would not want the visitors or the other staffs read my personal information or about my health condition.”.

Rated overall care fair or poor
“Cleanliness in rooms. More cleaning staff around the clock. Way room cleans are carried out - walls in bathrooms aren’t done. Showers are wiped but really need a scrub. For a place trying to make you better it really should be very clean.”

OVERALL CARE AND TREATMENT

The percentage of patients who rate our care as “excellent” is continuing to trend upwards, and is an average of two percentage points higher (46%) than in Feb 2015 to Jan 2016 (44%). Whilst this difference is not yet statistically significant, it is heading in the right direction.

Inpatient overall experience of care rating, Feb 2016 to Jan 2017 (%)

n=2356

Overall care and treatment ratings by division Feb 2016 to Jan 2017 (%)

Overall care and treatment ratings Feb 2016 to Jan 2017 (%)

Photocredit: Counties Manukau Health

WHAT MATTERS TO PATIENTS

Our patients are asked to nominate the three dimensions of care that are important to them, and then to rate us on these.

Communication (discuss care and treatment)
Treated with compassion, dignity and respect
Consistent and coordinated care in hospital
Confidence in care
Getting good information
Managing pain and nausea
Cleanliness and hygiene
Involvement in decisions
Co-ordination between hospital, home etc
Food and dietary needs
Enabling whaanau, family & friends support
Values, beliefs and cultural needs met

Communication n=1440; Dignity and respect n=1167; Consistent care n=937; Confidence n=902; Information n=598; Pain and nausea n=496; Cleanliness n=510; Decisions n=452; Coordination n=597; Food n=274; Whānau support n=194; Meeting cultural needs n=102
FOCUS ON OUR ENVIRONMENT

Over the past 12 months, just over one in five of our inpatient respondents (21%) have told us that being in a hospital environment which is clean, comfortable private and quiet and has good visitor parking makes the most difference to their care and treatment.

HOW ARE WE DOING?

Cleanliness and hygiene
There has been no statistically significant change in how patients’ rate the cleanliness of hospital rooms or wards, bathrooms and toilets between February 2015 – January 2016 and February 2016 – January 2017.

PATIENT RATINGS OF CLEANLINESS AND HYGIENE

<table>
<thead>
<tr>
<th>Division</th>
<th>Average rating ( /10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall</td>
<td>7.9</td>
</tr>
<tr>
<td>Medicine &amp; Acute Care</td>
<td>7.8</td>
</tr>
<tr>
<td>Surgical &amp; Ambulatory Care</td>
<td>7.8</td>
</tr>
<tr>
<td>Women’s Health</td>
<td>8.1</td>
</tr>
</tbody>
</table>

Hand Hygiene
PERCENTAGE OF PATIENTS WHO SAY STAFF DID NOT WASH OR SANITISE HANDS

Patients tell us that other members of the healthcare team (e.g. physiotherapists, radiographers, dieticians or occupational therapists) are twice as likely to not have washed or sanitised their hands before touching or examining them.

Physical environment
A small minority of patients over the last two years* (151-223 or around 1%) have indicated that ward noise, privacy, comfort, and visitor parking are important to how they feel about their care and treatment.

These patients rate us highest on comfort and privacy, however four out of 10 rate us poorly on ward noise, and the majority (60%) rate visitor parking as either poor (35%) or fair (25%).

PATIENT RATINGS ON WARD NOISE, PRIVACY, COMFORT AND VISITOR PARKING

*Note that data is supressed for Divisions<100 Location <10
ENVIRONMENT – PATIENT COMMENTS

CLEANLINESS

POSITIVE COMMENTS
Patients (184) who have commented positively on cleanliness and hygiene since the last cleanliness report in May 2016 told us that they appreciated the overall cleanliness of the facilities (25%), rooms (13%) and bathrooms (10%).

“From the entrance of the hospital to the toilets everything was clean. It didn’t smell like a hospital.”

“The [cleaning staff] were always busy cleaning and they were happy and friendly while working. They were quiet so not to disturb me but very considerate of my privacy. My visitors were impressed to enter the ward and my room when it was looking clean and smelling fresh.”

Thirteen percent also commented specifically on the high standard of hand hygiene they had observed

“Even if I didn’t notice anyone washing their hands or using sanitizer they always wore gloves and did not touch anything else until they were finished what they were doing. And if they needed help opening a packet or something after they had gloves on they would ask for help.”

“Staff were always using hand sanitiser as they enter or exit the rooms.”

NEGATIVE COMMENTS
Patients who commented negatively on cleanliness (186) were most likely to say the bathrooms and toilets (25%) or rooms, particularly floors (13%) were unclean.

“The toilet had not been cleaned and still had faeces stuck to the seat, the previous patient had been in isolation so I was horrified.”

“(I had an) accident with urine bottle and spilled some urine on the floor … Cleaner arrived a day later and put up Floor Wet sign and disappeared. 2 days later nothing had been done about it.”

Specific comments were made around the lack of supplies (toilet paper, soap, sanitiser etc.), overflowing rubbish and sanitary bins, or linen that was not changed regularly.

Eight percent of comments focussed on staff hygiene standards, particularly hand hygiene and staff coming to work when they were not well.

“…some of the staff were coughing and sniffing around the wards with colds. Staff should be wearing masks if they are going to work sick especially around patients with low immunity.”

AMENITIES AND FACILITIES

POSITIVE COMMENTS
Approximately 4 percent of respondents have commented positively in the last twelve months on the standard of some of our facilities and amenities, particularly how comfortable the rooms and beds are, the visitor facilities and the play rooms.

“The good things [about Kidz First] are there are playrooms for the kids, tvs in the rooms for the kids, and there is a sleeping spot for the caregiver as well as tea/coffee/bread for the caregiver. The ward is very child friendly and well secured at night.”

“I was amazed at the comfort and standard of the hospital since I was last in there.”

NEGATIVE COMMENTS
Approximately one in ten respondents have commented negatively in the last 12 months on the amenities and facilities. Most comments focus on the inconvenience of shared bathrooms (including visitor use of patient bathrooms). Some patients also talk about inefficient heating and cooling, lack of tea and coffee making facilities (or lack of tea and coffee in the facilities) and tired fixtures and fittings including televisions, books and toys. There are also several comments about the unpleasant nature of the “smoker’s corridor” outside the main entrance.

“The toys and books available to children are tired or broken, even in the playroom.”

NOISE AND VISITORS

POSITIVE COMMENTS
One in every 12 patients tell us that having whaanau, family and friends around during their care and treatment is important to them, and three quarters of these tell us we perform very well on this measure. Some patients also appreciate the fact that staff restrict noise at night.

“I was expecting a lot of noise at night but found the atmosphere peacefully quiet which allowed me to sleep better…thankyou staff.”

“Neat because the extended family could visit without feeling like they were bothering others, plenty of room and not encroaching on the next patient’s space.”

NEGATIVE COMMENTS
Respondents ask that staff, particularly night staff, keep noise down and non-work related conversations quiet, and that the number of, and noise from other patients’ visitors is monitored, particularly at night time.

“The noise made by some nurses on the night shift was a little bit much. I feel that cupboards could be shut quieter etc. to make it a little bit easier for the patient.”

“Consideration needs to be given at night after 9 - often you would be trying to settle down and visitors in large groups bringing food etc. would come in make a noise disturbing patients.”

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