

## Inpatient Experience Survey

This month our inpatient experience survey will be looking at compassion, dignity, and respect.

Under New Zealand's Code of Rights, patients have the right to be treated with respect. They also have the right to dignity, and to make informed choices. This means that in addition to be treated respectfully, they have the right to have their views, values, and choices respected. They also have the right to support.

Being treated with compassion, dignity, and respect are areas of care that matter most to our patients. Almost half (41 per cent) of our patients consider this dimension to be one of the areas of care that make the most difference to the overall quality of their care and treatment.

So how are we doing?

The rating at CM Health on this important dimension of care is largely positive, with most patients feeling as if they are treated well. Nonetheless, there is considerable room for improvement. Around one in four of our patients tell us that they were not always treated with empathy and compassion while receiving care in hospital, and one in five say that their views were not always taken into account nor respected.

How we treat patients on this dimension of care makes a difference to how they view our overall care. Those who rate us poorly on being treated with compassion, respect, and dignity also rate our overall care and treatment poorly. Similarly, those who rate their experience positively, and feel that they were treated compassionately and respectfully, also rate their overall experience of care and treatment positively. The association between these ratings is high (correlation coefficient 0.65).

So what does being treated with care, compassion and dignity look like to patients? The comments from our patients give us clear insight into what they think both good and poor care look like.

Our patients are saying they want to be treated as individuals – as people. Patients want to know that they matter. Many patients acknowledged that their stay in hospital was a very difficult time for them: they were worried, in pain, away from home and their sources of support, and in unfamiliar surroundings. They want to know that we care.

They also want to have their opinions, individual circumstances, and feelings acknowledged and respected. They want to be treated as equals.

This is also a cultural matter. Patients want culture, views, and beliefs to be treated with respect.

For older and Pasifika patients in particular, it is about having their dignity respected. They are asking that conversations are not able to be overheard and that examinations take place with as few people as possible, behind closed doors and with curtains properly closed.

Importantly, patients are telling us that they want to be treated with kindness and care. It was often small but consistent acts of kindness and compassion that made the most difference. However, rude, unkind, or disrespectful comments from staff made a difference too, along with staff that were seen as lacking empathy or were found to be unhelpful.

It is clear from our patients' comments that every interaction is important, from receptionists to clinical staff. A poor rating was often the result of one poor interaction, which overshadowed the good care that we had been providing.

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.

### WHAT MATTERS

Inpatients believe these things make the most difference to the quality of their care and treatment:

- 1 Communication **62%**
- 2 Treated with compassion, dignity and respect **41%**
- 3 Consistent and coordinated care while in hospital **38%**

(n= 492)

### PATIENT VOICES

#### Rated overall care excellent

*"I found everyone to be really polite and professional. They were not only concerned about my physical comfort but also about my emotional well-being, which was nice. I have absolutely no complaints about the care I received."*

#### Rated overall care very good

*"Level of care was very good, treatment was prompt, decent, respectful – people were efficient and friendly."*

#### Rated overall care good

*"They always asked if there was anything I needed, treated me with respect, were cheerful and yet professional. Both took the time to stop for a bit to really talk to me, rather than just complete a task and go – made me feel like they cared."*

#### Rated overall care fair

*"Staff were rude and chose to argue with me and reduce me to tears rather than help me ... taking the time to argue with me, telling me what their job was and they didn't have time to give me the care needed to get out of bed – took longer than actually getting me up."*

#### Rated overall care poor

*"Privacy was not a priority and I was within hearing distance of conversations I should not have heard. Respect and dignity was lacking from certain staff members."*

(Eleven-point scale where 0 =poor and 10=excellent)

**Rated respect highly (8-10)**

*"I always felt treated with compassion, dignity and respect. I felt as though all staff listened with care to any worries that I may have had and never minimised any worries that I had."*

*"All nursing staff gave me the impression that they had time to listen to me and attend to my needs. They were busy but not rushed – they stopped to listen!"*

*"No matter what time of day or night that I called for assistance, staff would be there in a matter of seconds with a smile on their face, always making me feel comfortable and cared for... For someone like myself who hates to bother people or make a fuss this gave me reassurance and confidence."*

**Rated respect well (5-7):**

*"Staff went to great lengths to make sure my dignity was intact, especially given that my surgery was in a sensitive area. I was spoken to, by nurses in particular, with genuine compassion and a willingness to help. I did feel however that the (doctor) had her own opinions of what was best for me, ignoring what I wanted, and there were considerable delays in treatment because of this."*

*"I've had wonderful support, caring service and meaningful engagement, and also the polar opposite from rude, culturally insensitive and professionally negligent staff. The problem is not knowing what to expect from staff – whether they'll be excellent or appalling."*

**Rated respect as poor (0-4):**

*"Left exposed while having examinations. Left alone while using a commode and then forgotten about."*

*"They never afforded me any privacy whilst injections were being administered, i.e. closing curtains for privacy etc., and one nurse even gave my injection during visiting hours whilst I was in the lounge with work colleagues who had come to visit me – that was very embarrassing."*

*"Because the bell lead was loose in the wall, each time I turned in bed the bell went off and a female nurse stormed into the room three times, waking me up from a sleep each time yelling at me."*

# Overall care and treatment

Over three hundred patients to date have completed the survey. Most patients to date rate the care and treatment at our hospital positively, with 79% rating it very good or excellent. One in ten patients, however, rates their care as poor or fair.

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

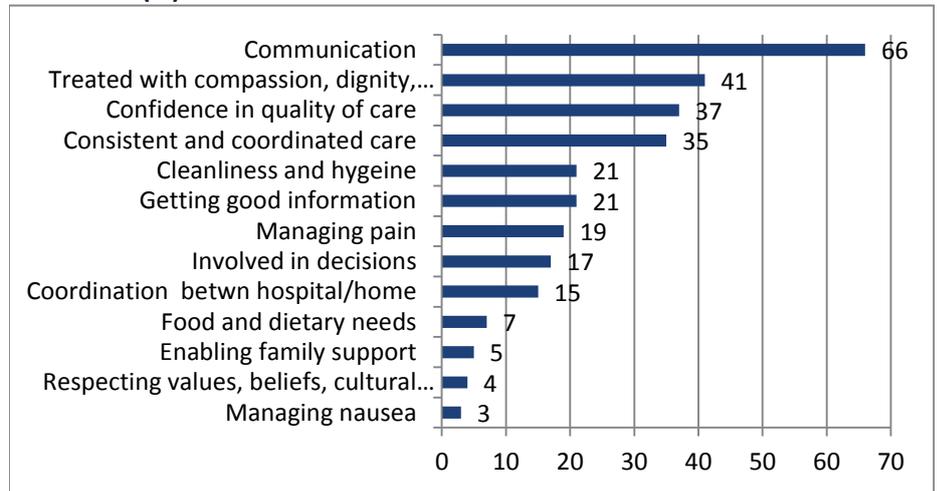


Overall n= 311

## What matters to patients

This month's report focuses on being treated with compassion, dignity, and respect – a dimension of care considered very important to 41% of our patients.

**Aspects of care that make the most difference to quality of care and treatment (%)**

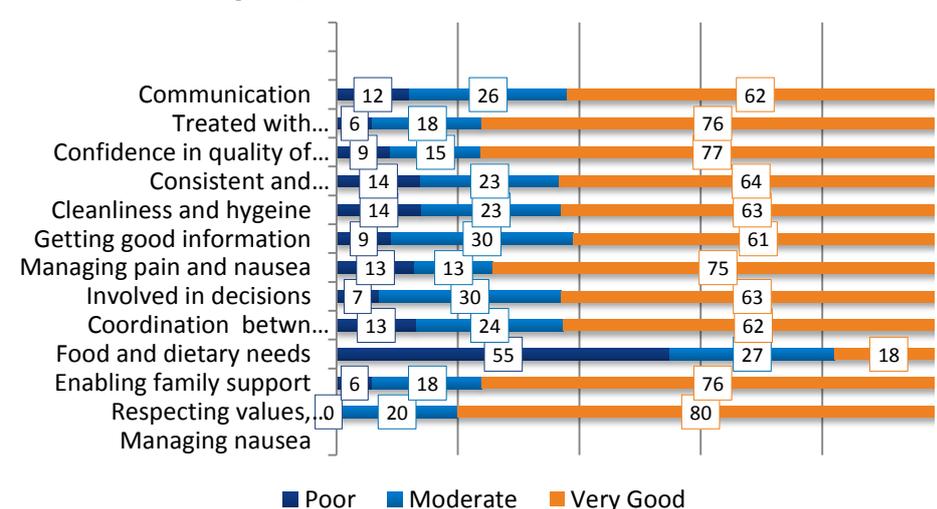


n= 312

## How are we doing?

Patients who considered compassion, respect, and dignity to be something that made a difference to their care and treatment were asked to rate our performance in this area on a scale from 0 (poor) to 10 (excellent). Most (76%) rated it positively (8-10). Six per cent rated it poorly (0-4).

**Performance ratings (%)**



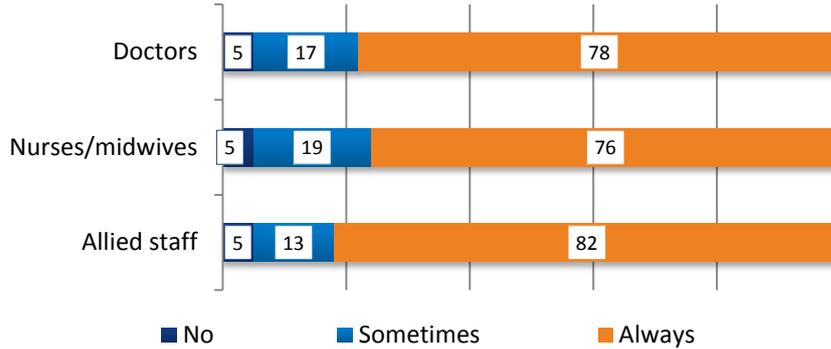
# Compassion, dignity, and respect

Each month we will report on how patients rate their overall care and the treatment they received while in hospital. We will then look more closely at one of the dimensions of care that patients say is important to them. This month we will be looking at compassion, dignity, and respect.

## How are we doing?

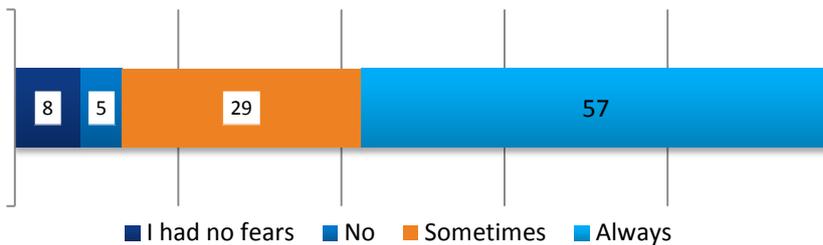
Firstly, patients were asked if they felt their views were taken into account and respected by members of their healthcare team. Although most patients said that staff took their views into account, around one-quarter said that this was not always the case.

### Views taken into account and respected by staff (%)



Patients were asked if they could talk to staff about any worries, fears, or concerns they had about their condition or treatment. Over half said that they had always felt that they had someone to talk to; however, one-third of patients did not feel that this was the case.

### Worries and fears (%)

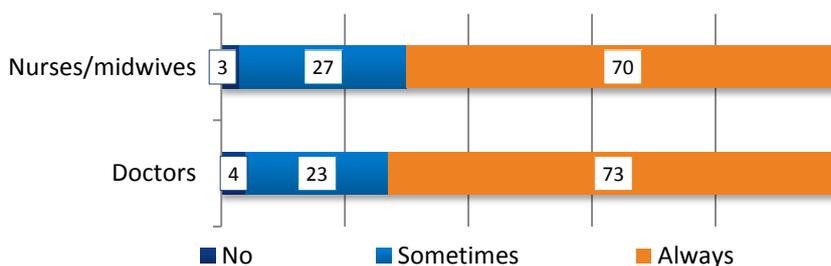


n= 295

### Listened to what patients had to say

Patients were asked whether staff always listened to what patients had to say. Although most said that they felt listened to, around one in four patients did not feel this way.

### Treated with empathy and compassion (%)

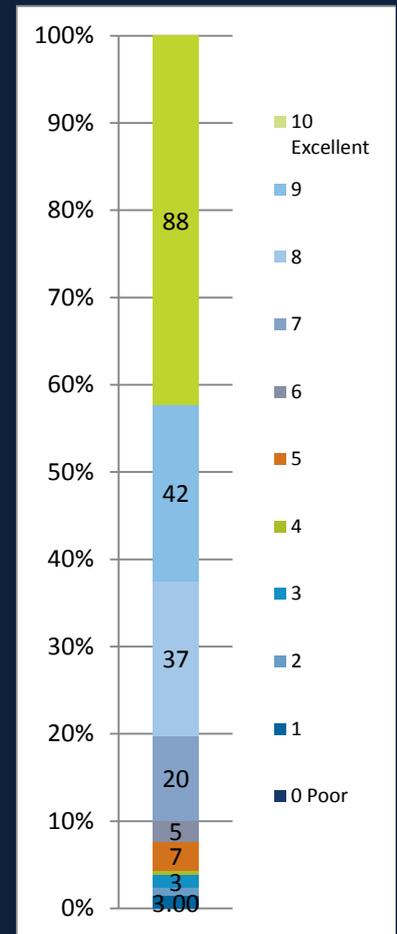


## Respect

Those who selected compassion, dignity, and respect as one of three things that made a difference to their care were asked to rate how well CM Health inpatient services performed on this dimension.

Overall, on an 11-point scale, where 0 is poor and 10 is excellent, most patients rated CM Health highly with 88 rating it a 10 (excellent).

Rating (%)



n=211

## Patient comments

*“Staff took time to listen and explained slowly and made sure I understood what was being said. They also included my husband in the discussions.” (Rated 10 – excellent)*

*“There were countless communication errors, including and not limited to: no test results/procedure results were ever communicated to me, even though I asked and could easily understand the results (due to my profession).” (Rated 0 – poor)*

## Close up: Compassion, dignity, and respect

Patients are asked to comment on each dimension of care that they consider makes a difference to their care and treatment, along with any good aspects of their hospital care and whether there is anything that could be improved. They are also asked for suggestions for what we could do differently.

This month 153 patients commented on compassion, dignity, and respect. Their comments allow us to see what good treatment looks like and what poor treatment looks like. Of the 217 comments, 78 per cent were positive.

### Positive comments (78%)

#### Kind, warm, and caring (25%)

*"No matter what time of day or night that I called for assistance staff would be there in a matter of seconds with a smile on their face, always making me feel comfortable and cared for. Even something so simple as helping me to sit up comfortably or get out of bed, they were genuinely helpful and didn't make me feel like I was a nuisance. For someone like myself who hates to bother people or make a fuss this gave me reassurance and confidence."*

#### Privacy, dignity and modesty (9%)

*"The nurse was very careful to protect my mother's dignity whilst doing her tests and procedures that had to be done. With the age of my mother also (over 70), it is most important to her that she feels respect and treated with dignity in sure an unpredictable environment."*

#### Generally respectful (7%)

*"Very respectful staff."*

#### Helpful and/or proactive (6%)

*"I was looked after well here, I was alone and was made to feel very comfortable and was reassured when I was feeling upset about theatre. My nurse was very helpful and nice."*

#### Informative, explained, answered questions (5%)

*"The specialists and following staffs explained to me fully about my health condition. It was also explained what will happen before or after surgery. It was excellent experience and I understood fully. Keep on – good job."*

#### Competent and professional (5%)

*"Excellent clinical staff -- communication skills could not be faulted."*

#### Listened and respected views (4%)

*"Individual concerns were always listened to. Child's point of view was always asked for and the staff always used my child's responses as a guide to their involvement."*

### Suggestions for improvement (22%)

The main improvements suggested were:

#### Incompetent or unprofessional (4%)

*"I am angry – there should be always one checking person to double-check the nurse before giving any medicine to a patient – he gave me medicine that the doctor had already erased."*

#### Lack of care and attention (3%)

*"Some of the nurses are really rough doing their job, and also if something drops on the floor, she picked it up and I thought she would get a new one but she didn't, so I told her off because I love my son."*

*"35 minutes to respond to a toilet assistance call is not good management by nursing staff and needs attention. (The nurse said to me that I needed to be patient and that the nurses were busy.)"*

#### Lack of privacy (3%)

*"I just felt that when I was in the ward overnight after the op that I was left a little exposed when I wanted to get out of bed. I just felt the curtain should have been pulled slightly so I was protected from anyone walking past the doorway."*

#### Point of view not listened to (3%)

*"Because this was my second child I felt that the midwives didn't really take my concerns seriously."*

#### Rude/insensitive and/or told off (2%)

*"At one point in my ultrasound she said, 'I don't know why I'm doing this (looking for a eptopic pregnancy) when it's just an ordianry miscarriage.' This was extremly upsetting. I was already crying during the scan and she was rude enough to make a comment like that during a very hard time. To me this was not ordinary and an extremly traumatising experience having a miscarriage."*

*"I had to keep asking for (pain relief). If I didn't, I didn't get it, and I felt uncomfortable – having to keep ringing the bell to request it. If meds are charted, they should be provided at the correct time by the staff, and I should not have to be in charge of this, and then be told off for not keeping up with it."*

### Improving performance

Overall, patients are rating CM Health well on compassion, dignity, and respect.

Patients are asking us to:

- Provide warm, kind, and compassionate care. This requires empathy for their situation.
- Treat them as individuals who matter. They may be one of many patients to us, but they want to feel as if they matter and know that we are professional, competent, and doing our best for them.
- Respect their privacy and dignity by making sure personal information is given privately and making sure their dignity is respected by pulling curtains closed, especially during examinations.
- Be helpful and proactive about providing help.
- Listen and respect their point of view – it is their health.
- Be generally respectful. It appears that patients were deeply upset by rude or insensitive comments, and some felt that they 'told off' by staff for doing things they had no control over.

### Supporting the survey

Please remember that the survey relies on staff collecting email addresses from patients. Please do not assume that patients do not have email addresses – check first, as many do. Also, please check that the email address provided is correct.

### 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:  
PatientExperience@middlemore.co.nz