

Inpatient Experience Survey

This month we are focusing on the confidence and trust that patients have in our staff and services.

Confidence in their care and treatment is one of the things that over one-third (37%) of our patients makes the most difference to the quality of their care. It is at the heart of the clinician-patient relationship and valued by our patients.

Under the Code of Rights, our clients have the right to services provided with reasonable care and skill, consistent with their needs, and to have services provided in a manner that minimises potential harm and optimises their quality of life.

Patients and their families put their trust in us to provide them with competent care and treatment. Without trust there is no therapeutic relationship and the quality of our care and patient outcomes suffers as a result.

Most of our patients rate us highly on this important dimension of care. They believe that the NZ health system is good and that our staff are well-trained, competent and know what they are doing. Nonetheless, around one in five of our patients do not feel this is always the case.

They have given us insight into the aspects of their care which they consider build confidence and trust. Their comments can help us to further improve our service.

They are telling us that confidence is higher when staff listen to what patients have to say, discuss options, and give full explanations of their diagnoses, treatment options and test results. They also appear to have trust in our service when staff show patients that they care about what is happening to them by being attentive and helpful.

Conversely, confidence and trust is eroded when the patients are overlooked, when patients feel forgotten about, and when staff do not seem particularly concerned or to care about what is happening to them. This is particularly the case when there are long delays or waits with no information, or when staff appear too busy to care for them. They also appear to lose confidence when they are given conflicting information by different members of staff.

The confidence and trust they have in our service extends beyond the hospital. Some patients lost confidence in our care and treatment when they were given inadequate discharge information. It not only left them feeling ill prepared but felt as if staff did not really care what happened to them once they walked out the hospital door.

It appears that there is a strong association between how patients rate the confidence they have in their care and treatment, and the overall rating of their care and treatment. Those who said they had confidence in their care and treatment were much more likely to rate our overall care and treatment highly. Conversely, those who lacked confidence in our care were more likely to rate our overall service poorly.

Our patients have generously provided their feedback and made suggestions as to how our services could be improved. Please take the time to read the report and their comments, and look at ways we can improve the 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	Confidence in care and treatment	37%

(n= 722)

PATIENT VOICES

Rated overall care excellent

"Everyone was very busy but my care was very individual to my needs, I felt totally confident in my care."

Rated overall care very good

"The team involved in my surgery were exceptional and made me feel very comfortable, at ease and confident in their abilities. They explained everything they were doing every step of the way."

Rated overall care good

"Realise doctors are very busy but felt they spent very little time with patients. No discussion regarding operation or outcome. Had to come home and google info from my discharge sheet."

Rated overall care fair

"Consistency of service is so important. The difference of negative healthcare experiences compared to positive (as mentioned above) is that one leaves feeling disempowered, degraded... as if there is no hope. The feeling worthlessness is a powerful emotion that has ripple effects in one's life. One negative experience with a healthcare professional, particularly when one is at their most vulnerable, can be scarring."

Rated overall care poor

"Unsafe practice. No blue allergy alert bracelet put on. My medication, was incorrectly administered on a full stomach and at incorrect times."

"We definitely need more senior doctors and more doctors on the weekends."

PATIENT VOICES

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

Rated confidence highly (8-10)

"Talking with the surgeon and her team in the lead up to the op gave me the confidence that I was in very good hands."

"It was apparent that the surgeon involved with my son's care was up to date with the latest information related to his condition as he referred to a recent journal article he had read and how this had changed how he would manage our son's condition."

"Every question I had, was answered swiftly, the nurses did their jobs very well. The nurses and doctors showed utmost dedication to their roles, my procedure was explained to me in ways that left my with full understanding. No areas of distrust."

"I was always involved in discussions with my treatment. The collaborative approach to care between surgical, ward staff and others i.e. physio etc. gave me confidence that everyone was working together to ensure I had the best care. When staff said they would do something they always did which fosters confidence for a patient."

Rated confidence well (5-7):

"Given past experiences with medical personnel I do have issues around trusting doctors and nursing staff however there have been major steps forward on the part of the nursing care and I was very impressed with it this time."

"I was treated by two specialist teams who seemed to have conflicting opinions regarding my time in hospital."

Rated confidence poorly (0-4):

"I could not trust nurses that weren't well specialised in the care. Some nurses made mistakes and made decisions against my consent."

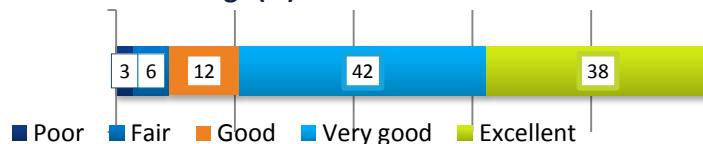
"Too much conflicting information from the doctors. Even had doctors saying I hadn't had pain relief when I had. Felt like they didn't care."

"Because of lack of communication from the nurses I was not confident ... because they seemed busy and at times preoccupied with other patients ... I didn't feel confident they had discussed my treatment."

Overall care and treatment

Over 700 patients up until October 31st 2014 have now completed the survey. Most patients to date rate the care and treatment at our hospital positively, with 80 per cent rating it very good or excellent. Just under one in ten patients (9%), however, rate their care as poor or fair.

Overall care and treatment ratings (%)

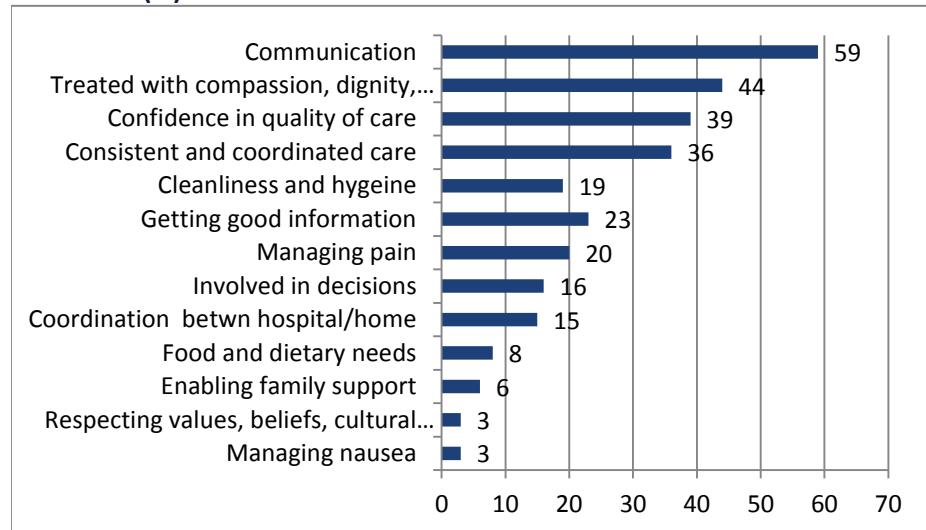


Overall n= 725

What matters to patients

This month's report focuses on having confidence in our care and treatment – a dimension of care that 39 per cent of our patients say makes the most difference to their care and treatment.

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

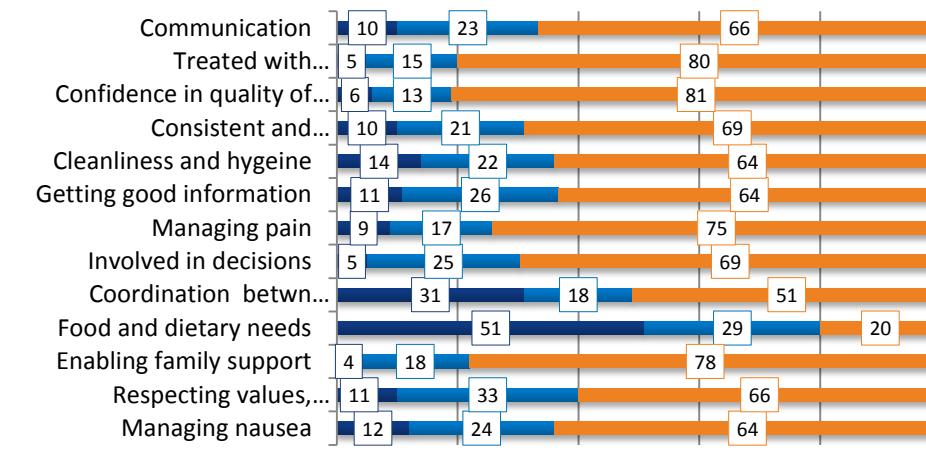


n= 722

How are we doing?

Patients who considered having confidence in their care and treatment 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 (81%) rated it positively (8-10). Six per cent rated it poorly (0-4).

Performance ratings (%)



■ Poor ■ Moderate ■ Very Good

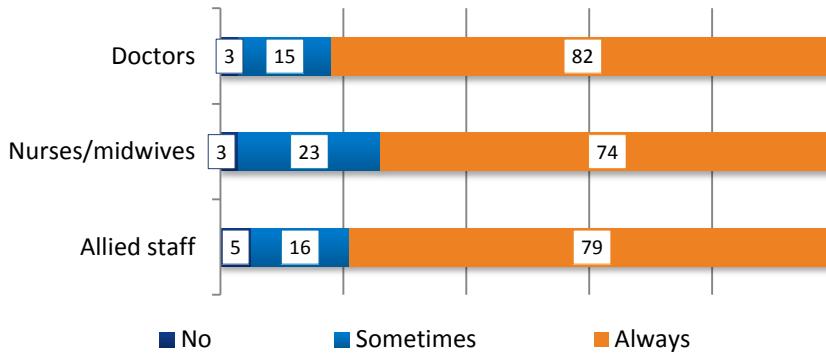
Confidence in care and treatment

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 whether patients have confidence and trust in our care and treatment.

How are we doing?

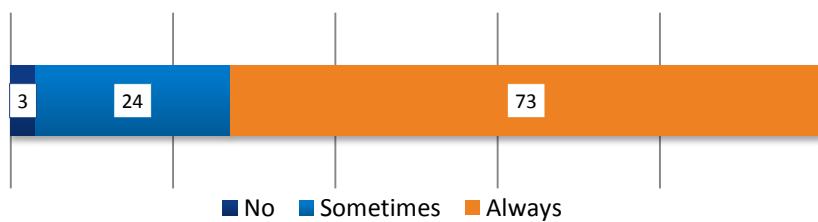
Firstly, patients were asked if they had had confidence and trust in the staff treating them. Although most patients said that they did, around one in five said that this was not always the case.

Confidence and trust in the staff treating you (%) n=706



Patients were asked if they had confidence that they were getting good care and treatment. Although almost three-quarters (73%) said that they did, one-quarter said that this was not always the case.

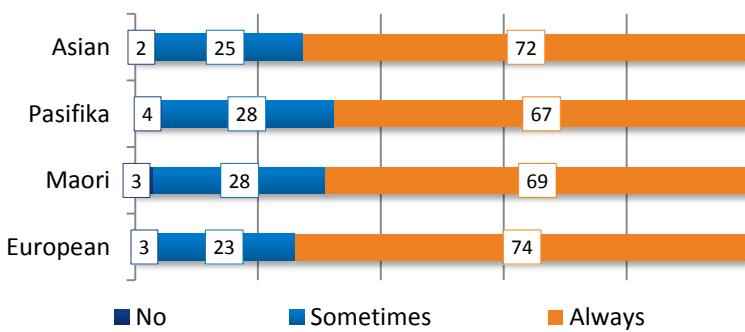
Overall in confidence in care and treatment (%) n=724



Overall confidence

Pasifika patients were least likely to have confidence in their care and treatment.

Overall confidence in care and treatment by ethnicity (%) n=724



Impact on ratings

It appears that there is a strong association between how patients rate the confidence they have in their care and treatment, and the overall rating of their care and treatment. Ninety-five per cent of patients who said they always had confidence in their care and treatment rated our overall service as very good or excellent. This compared with fewer than 5 per cent of patients who did not have such confidence.

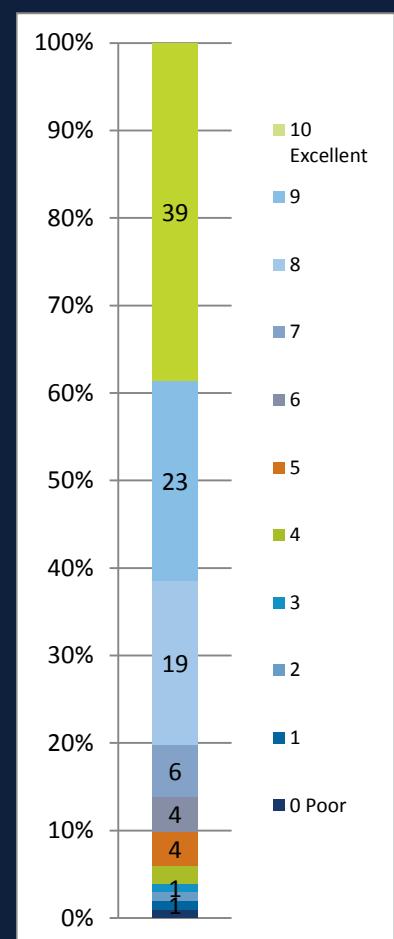
FOCUS AREA

Confidence and trust

Those who selected confidence and trust 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 81% rating it a 8-10 (excellent).

Rating (%)



Patient comments

"I was provided with sufficient information to make decisions about ongoing treatment." (Rated 9 – excellent)

"The nurse doing the procedure didn't seem to know what she was doing and asked 2 other staff members of this was correct (Rated 3 – poor)

Close up: Confidence and trust

A total of 191 of our patients commented on having confidence and trust in the care and treatment that CM Health provides. Most patients (72%) commented positively, however 28 per cent of patients suggested areas for improvement.

Positive comments (72%)

Competent staff (22%)

One in five of those who commented said that they generally had trust and confidence in the staff treating them. They felt that the NZ health system is good and that the staff are well trained, competent, and provide consistent information and care.

"I never had any doubts that the doctors and nurses knew what they were doing, even though there were complexities in my case."

"They all knew what they were talking about and the consistency of information was the same between doctors and nurses."

Staff caring and attentive (11%)

Patients had confidence when staff were caring and attentive as they felt that they were in safe hands, being monitored, and that staff cared about their wellbeing.

"The staff are attentive and helpful which reinforces that they know what they are doing."

"My son was monitored well and his needs were addressed quickly and with empathy."

Well informed (11%)

Many patients said that they had confidence in their care and treatment as they were kept well informed about what was happening, and were constantly consulted. Full explanations also inspired confidence and trust.

"Staff spoke to me at all steps of my care so I knew what was going on. They explained what they were doing and asked if I had any questions. This meant I had full confidence in the staff as I felt they knew exactly what they were doing and what was best for me."

"Everything was well explained. They were very thorough and I felt safe and that I was getting the right treatment."

Listened and asked questions (8%)

Patients had confidence and trust when staff listened to their point of view, and asked questions.

"They were always conscious of asking the most important questions and listening to my answers."

Suggested improvements (28%)

Delays and overlooked (7%)

Some patients lost confidence when there were long waits, delays in their care and treatments or when they felt overlooked. It was exacerbated by poor communication during the long waits.

"I was not seen right away by nurses or doctor ... and doctors does not even tell me why I am having that pain they just come in they ask questions and then they will tell you they will order some scans or bloods and off they go."

"The wait time, communication, lack of testing and care was appalling."

Conflicting information (4%)

Patients lost confidence in their care and treatment when they were given conflicting information by different staff members.

"Sometimes the conflicting information between staff made me doubt some things."

Poor discharge process and information (4%)

Some patients felt lost confidence in the quality of their care and treatment on discharge. They felt that they were not given sufficient post care information (2%) that they were rushed out of hospital before they were ready (1%) and without a thorough investigation of their condition, including test results or findings (1%). Some also felt that they were given contradictory discharge information by different staff members.

"The (staff member) in the morning did not provide sufficient information on my recovery, pain management or post-operative care. There was a clear change in the treatment and quality of care from the first part of my patient journey."

Staff too busy (3%)

Some felt that staff were too busy to provide treatment and were left worried.
"Nursing staff were run off their feet. When I had chest pain ...and pain in my left arm, I had to wait simply ages for someone to come

TAKE HOME MESSAGE

Improving performance

Overall, patients are rating CM Health positively. To improve confidence and trust patients are asking us to:

- Listen to them so they feel that the important information they hold is being heard and their decisions are understood
- Discuss all the options with them
- Give them full explanations
- Keep them informed about what is happening, especially where there are delays
- Provide consistent information, advice, care and treatment
- Show that they care about them by being attentive and helpful

They are also asking us to recognise that for patients their care and treatment is a journey, and that they need good discharge information for after they leave the hospital.

"The doctor always had a back up to seek advice, nurses most of the times had trainees or junior nurses with them and explained what they were about to do and why, staff made sure I could cope at home and had equipment that would help me to be able to leave hospital."

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