INPATIENT EXPERIENCE SURVEY

Cleanliness and Hygiene

Providing a clean healthcare environment and strong hygiene practices is critical to patient safety. It is an area of care that is important to patients. It is also an area of care that is not particularly difficult to achieve. Basic precautions such as washing hands, using gloves, wearing gowns when required, ensuring equipment is kept clean, and all traces of blood, urine and faeces are cleaned up, can and do, make a significant difference to patient outcomes.

From our patients’ point of view, the cleanliness of our hospital is more than having mopped floors and changed bed linen. A hygienic environment helps to engender confidence in the care and treatment they receive from us. Patients become concerned and worried about the risk of infections when our hospital environment does not seem clean or standards of hygiene appear to be low.

Such fears are not misplaced. Healthcare associated infections are one of the most common adverse events in healthcare worldwide, with up to ten percent of patients in modern hospital facilities in the developed world acquiring one or more infections.

Most of our patients rated us highly on the cleanliness of our facilities. They consider our rooms, wards and bathrooms to be clean all or most of the time and many commented on the regularity and thoroughness of the cleaning.

Only one to two percent of respondents felt that the facilities were unclean. Top concerns were bathrooms and rooms that had been soiled by faeces, blood or vomit which were not immediately cleaned up, or dressings that had been left on the floor or in overflowing rubbish bins, and insects such as ants in bins. In a hospital environment, such incidents will happen. These may go unnoticed by staff.

Patients provide us with additional eyes. They should be encouraged to report such incidents to staff so that we can notify the cleaning service.

It is particularly pleasing to have seen a statistically significant increase in patients reporting good hand hygiene practices. Hand hygiene is one of the simplest and most effective ways of preventing healthcare associated infections. To be effective, it requires a high level of compliance. It appears that more and more of our patients are noticing staff hand hygiene practices. And over 80 percent of respondents reported that clinical staff had cleansed their hands before examining or touching them.

Lastly, congratulations to the cleaning staff for the excellent work that they are doing keeping our facilities clean. Almost one in ten of the patients who commented, praised the work of our cleaning staff. They commented both on the friendliness of staff and the thoroughness of the cleaning.

David Hughes
Deputy Chief Medical Officer
PATIENT VOICES

Rated overall care excellent
“I felt that I was in safe, competent, professional and caring hands. You saved me, what else can I say?”
“All staff that I had contact with were particularly good at (providing) reassurance, at what was a frightening time. I had complete confidence in all of them.”
“Found the hospital staff and doctors were all very helpful and bent over backwards to make you feel comfortable at all times and to make you aware of everything that was being done to you ... made you feel very comfortable and relaxed in your surroundings.”
“From the time I got to the hospital until my discharge, all staff, doctors, nurses and midwives have been nothing but a pleasure to talk to ... I thank them all for the awesome care they provided me with.”

Rated overall care very good
“Friendliness of staff and being treated as a person, not just another statistic. Also, being kept informed throughout the whole process was excellent.”
“Yes I was happy with my treatment and how well the nurses and doctors went out of their way to make me well again and also educating me along the way.”
“Staff were friendly, attentive and informative. They would give as much information as they could as to when you would see the doctor, what would happen etc.”

Rated overall care good
“The room was spacious, clean and well-equipped. Staff were accommodating and friendly - just took a long time to be heard sometimes which was quite draining ... communication could be improved between staff ...”

Rated overall care fair or poor
“To be completely honest, I hated my experience. I was sent home with the plan to just “deal with the pain” because there is nothing that could be done. I just need to deal with it, which to be honest is the worst action plan to leave hospital with. The doctors were worse than the nurses. Although a couple of the nurses actually sympathised with me, they were few and far between.”

WHAT MATTERS TO PATIENTS

Inpatient overall ratings (very good or poor) for different aspect of care, 1 April 2015 to 31 March 2016 (%)

Communication (discuss care and treatment) 69 Very good 10 Poor
Treated with compassion, dignity and respect 81 Very good 6 Poor
Consistent and coordinated care in hospital 72 Very good 9 Poor
Confidence in care 80 Very good 6 Poor
Getting good information 68 Very good 10 Poor
Managing pain and nausea 77 Very good 7 Poor
Cleanliness and hygiene 69 Very good 10 Poor
Involvement in decisions 73 Very good 7 Poor
Co-ordination between hospital, home etc 57 Very good 19 Poor
Food and dietary needs 27 Very good 51 Poor
Enabling whaanau, family & friends support 77 Very good 8 Poor
Values, beliefs and cultural needs met 71 Very good 8 Poor

OVERALL CARE AND TREATMENT

More than 3700 patients have completed our Inpatient Experience Survey between 1 August 2014 and 31 March 2016. Although our “excellent” ratings have fluctuated over that time, those rating our care as excellent appears to be increasing.

Inpatient overall experience of care rating (very good and excellent), August 2014 to March 2016 (%)
FOCUS ON CLEANLINESS AND HYGIENE

Over the past 12 months, one fifth of our inpatient respondents (20% or 470 respondents) told us that cleanliness and hygiene whilst in hospital was one of the dimensions of care most important to them.

HOW ARE WE DOING?

Cleanliness and Hygiene in the Hospital
Overall, patients rated the cleanliness and hygiene of the facilities positively. More than half of our patients rated the cleanliness and hygiene of their bathrooms as very clean. Two thirds said that their hospital rooms or wards were very clean. The differences between years are not statistically significant (p> 0.05).

<table>
<thead>
<tr>
<th>PERCENTAGE OF PATIENTS WHO SAY THE FACILITIES WERE CLEAN</th>
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<tbody>
<tr>
<td>Bathrooms 2015</td>
</tr>
<tr>
<td>Very Clean</td>
</tr>
<tr>
<td>56</td>
</tr>
<tr>
<td>Hospital 2015</td>
</tr>
<tr>
<td>Very Clean</td>
</tr>
<tr>
<td>65</td>
</tr>
</tbody>
</table>

2015: Bathrooms n=1593; Hospital Room or Ward n=1553
2016: Bathrooms n=2302; Hospital Room or Ward n=2247

Hand Hygiene
Most respondents said that nurses, midwives and doctors always used hand sanitiser or washed their hands before touching or examining them. The percentage of patients who said that staff other than doctors, nurses and midwives, cleansed their hands increased significantly between 2015 and 2016, from 79% to 84% (p <0.05).

There was also a significant increase between 2015 and 2016 in the percentage of patients who noticed whether or not staff other than doctors, nurses or midwives cleansed their hands before examining or treating them, (p <0.05).

<table>
<thead>
<tr>
<th>PERCENTAGE OF PATIENTS WHO SAY STAFF CLEANSED HANDS</th>
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</thead>
<tbody>
<tr>
<td>Doctors 2015</td>
</tr>
<tr>
<td>Yes, always</td>
</tr>
<tr>
<td>83</td>
</tr>
<tr>
<td>Nurses / Midwives 2015</td>
</tr>
<tr>
<td>Yes, always</td>
</tr>
<tr>
<td>80</td>
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<tr>
<td>Other staff 2015</td>
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<tr>
<td>Yes, always</td>
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<td>79</td>
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</tbody>
</table>

2015: Doctors n=1215; Nurses/Midwives n=1150; Other staff n=554.
2016: Doctors n=1776; Nurses/Midwives n=1572; Other staff n=717.

Note that those who didn’t know or couldn’t remember whether staff cleansed their hands, have been removed from this chart.

RATINGS ON CLEANLINESS AND HYGIENE
(APRIL 2015 TO MARCH 2016)

AVERAGE RATING
Overall: 7.9

AVERAGE RATING BY GENDER
Female: 8.0
Male: 7.9

AVERAGE RATING BY ETHNICITY
NZ European: 7.8
Maori: 8.0
Pasifika: 7.7
Asian: 8.3
Other European: 8.0

AVERAGE RATING BY AGE
17 and under: 6.7
18 – 24: 8.6
25 – 44: 8.1
45 – 64: 8.1
65 – 74: 7.9
75+: 8.2

AVERAGE RATING BY DIVISION
Medical Services: 7.2
Surgical and Ambulatory Care: 8.2
Women’s Health: 8.2
CLEANLINESS AND HYGIENE - PATIENT COMMENTS

Overall, 305 patients commented on cleanliness and hygiene in the 12 months between 1 April 2015 and 31 March 2016.

**Cleanliness of the Facilities**

**ROOMS, FACILITIES AND BATHROOMS WERE CLEAN AND TIDY (32%)**

Many respondents commented that cleanliness and hygiene were important to them and they appreciated that the facilities, in particular the bathrooms, were kept clean during their stay.

“I felt that the whole hospital had a clean feel, and I was never worried about hygiene.”

**FACILITIES, IN PARTICULAR THE BATHROOMS, WERE NOT KEPT CLEAN (46%)**

Almost half of those who commented were concerned with the hygiene and cleanliness of the facilities. One quarter (28%) felt that the bathrooms were unclean and unhygienic. Patients were also concerned about the cleanliness of the floors (8%). Others said that walls, curtains or areas out of sight, such as under the beds, were not kept clean (3%).

**Staff Hygiene Practices**

**GOOD HYGIENE PRACTICES (20%)**

One in five patients who commented, noted that staff showed good hygiene practices. They noted that staff had used hand sanitiser (6%), gloves (5%) and washed their hands before treating them (4%). They also appreciated it when staff wore gowns if required (1%).

“Nurses etc. used gloves each time they saw a patient, and I never once saw anyone not use sanitiser before and after seeing me.”

“I had a drain removed this morning and the nurse sanitised her hands and changed gloves about 5 times...highly impressed.”

**POOR HYGIENE PRACTICES (10%)**

Some respondents were concerned staff did not demonstrate good hygiene practices. They commented that they had not seen staff use hand sanitisers or wash their hands before or after touching or examining patients. Some were concerned that they had not seen staff clean the instruments before use on another patient. Others noted staff had not used gowns, gloves or masks in isolation areas.

“I have had some nurses try to handle my PICC line without washing their hands. I respectively asked them to wash up before touching the line because from what I understand the line sits close to my heart.”

**Regular Cleaning**

**CLEANING WAS DONE REGULARLY (8%)**

Patients appreciated it when cleaning was undertaken on a regular basis, or when required.

“Everything was kept clean, and when any mess was present it was dealt with quickly. Especially the toilets where there is nothing worse than walking into a messy toilet.”

“My room was cleaned every day, and provided with fresh towels and flannels.”

**CLEANING WAS IRREGULAR (18%)**

One fifth of those who commented said the cleaning was irregular, or not done when needed. They were particularly concerned that beds and linen were not changed regularly, and in some cases, felt that the bed linen was dirty (8%).

“There was faecal matter on the toilet seat and ants all over the bin and sink. I asked for a cleaner and was told there was no one around.”

“After 6 days the cleaner was seen only once.”

**Cleaning Staff**

One in ten respondents (9%) commented positively on the qualities of the cleaning staff, and showed an appreciation of their work. The cleaners were described as polite, friendly, willing to help, and as doing a thorough job of cleaning rooms and facilities.

“The cleaning staff were very courteous on entering my room and were very thorough. I was very impressed with their service.”

“Ward cleaner was excellent in her methods and kept the ward spotless A+.”

**Other**

One in ten respondents (12%) noted a wide range of issues with cleanliness and hygiene that concerned them. Comments included concerns that food trays were not collected or cleaned, there were insects in rooms, and that some cleaners did not appear to demonstrate good hygiene practices.

“The cleaner when she came in did not gown up (I was in isolation) she never moved anything when mopping just wiped around it.”

“The food tray wasn’t cleaned the whole time I was there.”