

## INPATIENT EXPERIENCE SURVEY

### Safety Matters

At Counties Manukau Health our hospital staff strive to provide safe, high-quality health care to all our patients, save lives and reduce harm. And our aim is to continue improving.

Both nationally and internationally there is room for improvement regarding patient safety. In 2002 researchers found that around 13% of New Zealand public hospital admissions were associated with an adverse event, of which half were considered preventable. Similar results have been found in the UK, Europe and USA. More recent New Zealand studies have found some kind of harm was associated with nearly 30% of hospital admissions.<sup>1</sup>

There is a growing body of international research that shows that understanding the views and priorities of patients is critical to improving both safety and the quality of our services. Patient experience is positively associated with a range of safety outcomes, including:

- higher levels of adherence to recommended prevention and treatment processes;
- better clinical outcomes;
- better patient safety within hospitals;
- less health care utilisation;
- fewer unplanned readmissions to hospital; and
- lower costs.

This month marks national Patient Safety Week (1-7 November). The theme is Let's Talk, and the focus is good communication with our patients and their whaanau and families.

We are listening. Our inpatient experience survey has had over 2700 respondents. They have identified lots of bright spots in our care. Our patients are telling us that they feel safe when:

- communication is clear and understandable and options are clearly explained;
- they are listened to and their concerns are taken seriously and acted on;
- there is consistent and coordinated communication between teams and staff; and
- they are treated in a way which is supportive and caring and which maintains their privacy and dignity.

We can learn from this. As we all recognise, knowing is not enough. To build on this we need to make sure we apply what we are learning so we can ensure that every patient is safe and our care is of the highest quality possible. National Patient Safety Week is a reminder of the type of care that we at Counties Manukau Health want to make sure we deliver all year.

David Hughes  
Deputy Chief Medical Officer

<sup>[1]</sup> Shuker, C. et al., (2015). The Health Quality and Safety Commission: Making good health care better. Volume 128 Number 1408 <https://www.nzma.org.nz/journal/read-the-journal/all-issues/2010-2019/2015/vol-128-no-1408/6419>

## 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 (54%) say makes a difference to the quality of their care and treatment.

*"Nurses were very attentive and helpful. They pretty much run the show. Doctors always seem a little rushed. 60 seconds consultation if you're lucky." (Rated overall care good)*

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 (44%) our patients.

*"All the doctors and nurses have displayed respect and compassion." (Rated overall care excellent)*

How are we doing with dignity and respect?



### 3. Confidence in Care and Treatment

More than one in three of our patients (38%) rate having confidence in their care and treatment as one of the things that makes the most difference.

*"I had absolute confidence in the surgeons & the doctor on the ward. They acted quickly in a suspected complication...I knew I was in good hands even though at one point it seemed like a life 'n death situation. I felt calm & well taken care of." (Rated overall care excellent)*

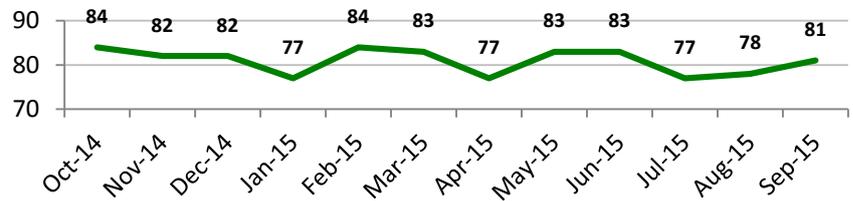
How are we doing with confidence?



# OVERALL CARE AND TREATMENT

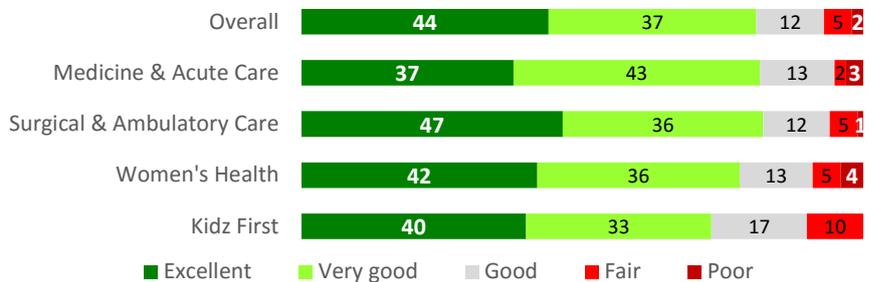
Over 2200 patients completed the survey in the 12 months to September 30<sup>th</sup> 2015. Most patients rate the care and treatment at Counties Manukau Health positively, with an average of 80 per cent rating it very good or excellent. Seven per cent of patients, however, rate their care as poor or fair.

## Overall care and treatment ratings, rated very good and excellent (%)



Ratings between service divisions are consistent over time. The differences between divisions are small but significant (p < .05).

## Overall care and treatment ratings to September 30th, 2015 (%)



Overall n= 2259; Medicine & Acute Care n=487; Surgical & Ambulatory Care n=1149; Women's Health n=509; Kidz First n=70. Note that the data from some divisions are too small to be included here (<50).

### Rated overall care excellent

*"For such a large Hospital and the number of staff - I can only say that each and every time that I have been there I have been impressed with the standard of efficiency from the Nurses and Doctors that work in this Hospital."*

*"The nurses were wonderful, the food was great and the whole place especially the bathrooms, were very clean."*

*"I found that the care and attention I received was due to the excellent communication between the doctors and nursing staff and all other staff. The logistics of the hospital seemed to me to be very good."*

*"The efficiency is great."*

### Rated overall care very good

*"The registrar, nurses and staff involved with my care ... were amazing during my stay. They showed respect, dignity and kindness. They were always there to answer any concerns. They attended to my request for extra blankets and kept me informed of my procedure. Their care and attention to my needs was truly wonderful."*

*"The nurses on the night shift of my stay in PCU where excellent and so kind and gentle, They really took care of me and checked on me all the time to ensure I was comfortable and pain free."*

*"I thought that everyone cared, however I think that some of the young doctors over rate themselves while others were very good and understanding."*

### Rated overall care good

*"The physiotherapy team were excellent to deal with and made the experience very personal.... The ambulance crew were also superb and made me very comfortable and reassured me very well. The nurses were all very nice and easy to deal with, and met all my needs well."*

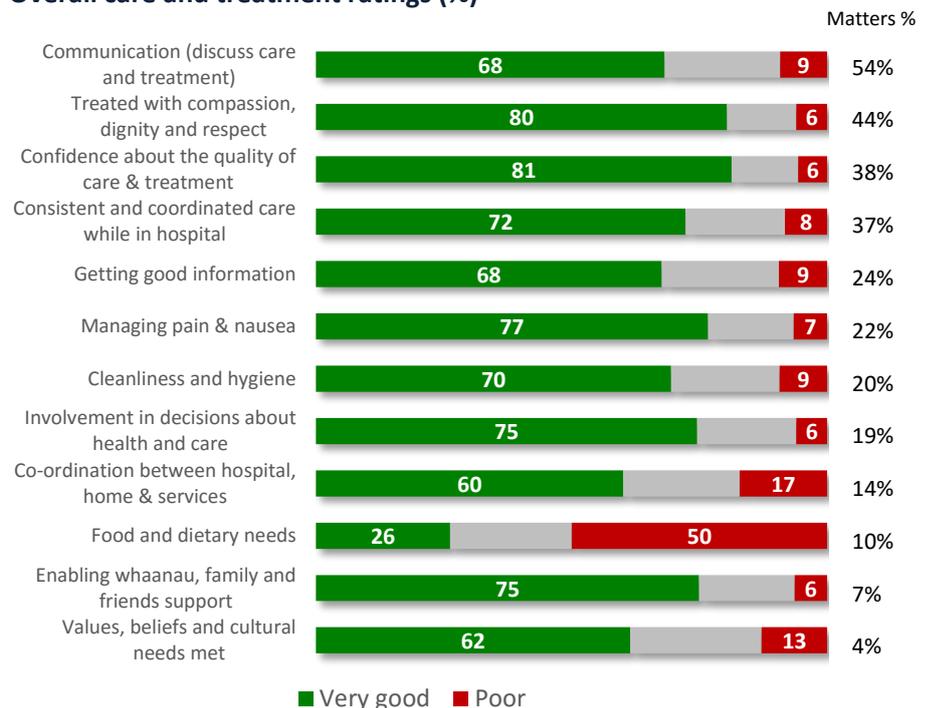
### Rated overall care fair or poor

*"My ward looked like it was full of junk. Machines for unknown purpose. The shower was also full of stuff including one patient's dirty clothes. I did not have anywhere to put my clothes. The sink was also full of clothes so I was unable to wash hands."*

# WHAT MATTERS TO PATIENTS

The graph below ranks the dimensions of care *in order of what matters most to patients* and shows how we are doing on each of those dimensions. The percentages of patients who say that each dimension makes a difference are listed next to each.

## Overall care and treatment ratings (%)



# FOCUS ON SAFETY

Our patients tell us they feel safe when there is good communication, information is consistent between staff and teams and when staff are kind and reassuring and display good hand hygiene practices. These correspond to several dimensions of care that are covered in our patient experience survey.

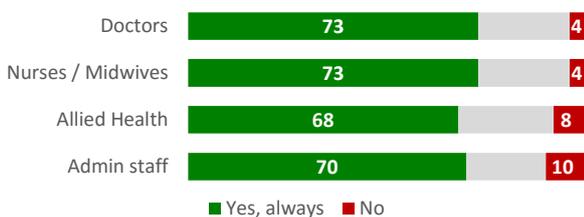
The following data is from the period October 1, 2014 to September 30, 2015.

## SAFETY: COMMUNICATION AND COORDINATED CARE

Good communication between staff and patients, and between staff and clinical teams is critical to ensuring that patients not only experience safe, competent practice, but that they also feel safe in our care.

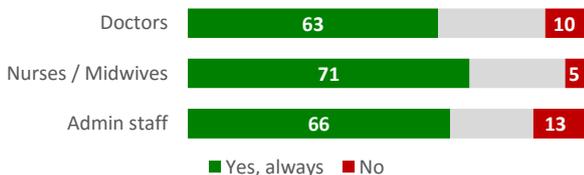
### How are we doing?

#### PERCENTAGE OF PATIENTS WHO SAY STAFF TALKED TO THEM IN WAYS THEY COULD UNDERSTAND



Doctors n=2169; Nurses/Midwives n=1791; Allied health n=1557; Admin staff n=1185. The differences are significant (p<0.05).

#### PERCENTAGE OF PATIENTS WHO SAY THEY HAD ENOUGH TIME TO DISCUSS THEIR HEALTH AND TREATMENT WITH STAFF



Doctors n=2081; Nurses/Midwives n=1639; Admin staff n=863. The differences are significant (p<0.05).

#### PERCENTAGE OF PATIENTS WHO SAY THEY HAD THE INFORMATION THEY NEEDED TO MAKE INFORMED CHOICES ABOUT THEIR CARE AND TREATMENT



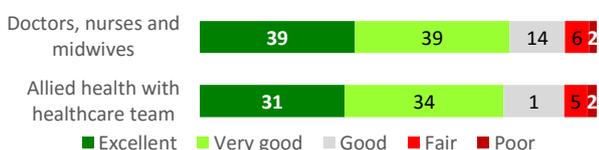
n=2229

#### PERCENTAGE OF PATIENTS WHO SAY THEY WERE GIVEN CONFLICTING INFORMATION BY DIFFERENT STAFF MEMBERS



n=2089

#### PATIENT RATINGS OF HOW WELL STAFF WORK TOGETHER



Doctors/Nurses/Midwives n=2208; Allied health n=1685. The differences are significant (p<0.05).



### Behaviour we want to see

Our patients feel safe when communication from staff is clear and understandable, and their options or choices are clearly explained.

#### Safe practice example

"The nurse, anaesthetist / technician and surgeon were very clear in explaining their role in my experience and why they had to ask the questions they had to, and gave me the opportunity to ask any questions that I had. The most important thing for me was that they made me feel safe and special."

Patients want consistent communication from all staff involved in their treatment and feel safe when staff and clinical teams are coordinated.

#### Safe practice example

"I experienced numerous hospital teams working together to get me well again. It was easy to see that hospital staff enjoyed their particular function in the ward. I felt safe knowing that everything was under control and happening in the right sequence."



### Behaviour we don't want to see

Our patients believe their safety may be compromised when they get conflicting information or advice from different staff involved in their care or treatment.

#### Unsafe practice example

"The surgeon felt [their] opinions were the only option and initially I went along with [this] however this ended in a less than satisfactory result and necessitated the need for further surgeries to correct the issues. [The surgeon] still tried to convince me that [their] other ideas would be better for me which led to considerable delays in sorting the initial problems."

Patients feel unsafe when communication between clinical staff, teams or services is poor or inconsistent

#### Unsafe practice example

"[It] is important to give the patient confidence that the lines of communication are open and you are getting the best information. It is unsettling to get inconsistent information."

## SAFETY AND OUR STAFF

Many patients who commented on safety said staff actions and disposition went a long way towards making them feel safe, or unsafe.

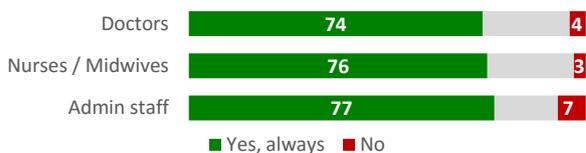
### How are we doing?

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



Doctors n=2168; Nurses/Midwives n=1886; Allied health n=1172. The differences are significant (p<0.05).

#### PERCENTAGE OF PATIENTS WHO SAY THEY FELT LISTENED TO BY STAFF



Doctors n=2054; Nurses/Midwives n=1690; Admin staff n=901.

#### PERCENTAGE OF PATIENTS WHO SAY THEY WERE TREATED WITH EMPATHY AND COMPASSION



n=2221



#### Behaviour we want to see

**Our patients say they feel safe when staff listen to them, care for, reassure and support them.**

##### Safe practice examples

*"The nurse was the best... her attention to details made me so comfortable and I felt important as she looked in on me. I was scared and she made me feel so safe."*

*"Doctors and nurses very friendly. Always provided the info I needed about my health and care. Made me feel safe during my 4 nights in hospital."*



#### Behaviour we don't want to see

**Patients feel unsafe when staff are rushed or when they do not feel listened to.**

##### Unsafe practice example

*"Doctors on their rounds always seem rushed. They say the right things like 'so do you have any questions' but you can feel intimidated by the size of the team of people watching / learning and you didn't always feel like the questions come to you immediately."*

## SAFETY AND OUR ENVIRONMENT

Being in a safe environment is important for our patients. For many, however, a safe environment is less about physical safety, and more about the environment we create around respecting privacy and personal security. For others, a safe hospital environment is clean and hygienic, and where staff proactively practice good hand hygiene.

### How are we doing?

#### PATIENTS' RATING OF PRIVACY WHILST IN HOSPITAL



n=80

#### PATIENTS' RATING OF CLEANLINESS IN HOSPITAL ROOM AND BATHROOM



Hospital room n=2192; Bathroom/toilet n=2223. The differences are significant (p<0.05).

#### PERCENTAGE OF PATIENTS WHO SAY STAFF WASHED OR SANITISED THEIR HANDS BEFORE TREATING THEM



Doctors n=1722; Nurses/Midwives n=1598; Admin staff n=737



#### Behaviour we want to see

**Patients feel safe when their privacy is respected.**

##### Safe practice example

*"Giving birth is a very intimate and vulnerable state to be in but I always felt as though my dignity was maintained and never felt judged, always felt safe."*

**A clean and hygienic hospital environment makes patients feel safe.**

##### Safe practice example

*"ICU was spotless and I felt safe."*



#### Behaviour we don't want to see

**When staff fail to protect patients' privacy, it leaves them feeling unsafe, scared, vulnerable and exposed.**

##### Unsafe practice example

*"I was being given insulin injections ... [staff] never afforded me any privacy whilst these 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."*