Inpatient Experience Survey

Our inpatient experience survey has been fully underway since August 2014.

As Professor Alan Merry, the chair of the Health Quality and Safety Commission states:

“Our health and disability services exist for the patients and consumers they serve. They must be patient and consumer focused. No-one is better placed to understand the experience of a service than the person receiving it.”

Each week patients who provide us with an email address are sent a link to the survey. Over 1,200 to date of our patients have generously shared their perspectives, ratings and comments on our services.

Our inpatient experience survey provides us with an opportunity to see the care that we provide through our patients’ eyes.

For the most part, our ratings and comments are positive. And it is encouraging to see the great care that is being provided in our hospital. In January the percentage of patients that rated their overall care and treatment as very good or excellent was 78 per cent. But that suggests that nearly one in five patients who came through our doors did not. The comments vary between services and wards. They also vary between population groups.

The experiences patients share with us allow us to identify the ways in which we can improve the quality, safety and experience of care that we deliver.

Our aim at CM Health is to provide consistently great care to all our patients. If we are to improve the way our patients see our services we need to understand, and where necessary, act on their comments.

This month our inpatient experience report will be looking at consistency and coordination of care while in hospital. It describes what both good and poor care looks like to patient and provides suggestions on how we can improve our care of patients.

We want to improve our services. You can help with this by:

- Reading the reports to understand what good and poor care looks like from patients’ perspectives.
- Making sure a staff member on your ward has access to the patient experience portal and logs in regularly to check the feedback (Contact Lyndee Allan for a login Lyndee.Allan@middlemore.co.nz).
- Sharing the patient feedback and reports with your team regularly, for example at weekly or monthly meetings and training sessions.
- Placing the reports in staff rooms, lunchrooms and on noticeboards.
- Identifying where you can make improvements to your service and passing the comments on to the staff and areas that can make those changes.
- Using the graphs to monitor your progress and ratings.

In hospitals where staff are engaging with patient experience survey feedback we are seeing improvements in ratings and results.

We would like to thank those of you who have started collecting email addresses from patients to help us send out the survey. We would also like to thank the staff who have started making the changes that they have identified will help to improve the experience of our patients. And we hope this resource will inspire you to help improve the quality of our service.

David Hughes
Deputy Chief Medical Officer

WHAT MATTERS

Our inpatients are asked to choose the three things that matter most to their care and treatment.

1. Communication (57%)

Communication is the aspect of our care most patients (57%) say makes a difference to the quality of their care and treatment.

“Every day I was informed about what the plans were and what would be happening to me in regards to tests.” (Rated excellent)

How are we doing on communication?

**11** Poor  **68** Moderate  **Very good**

2. Dignity & Respect (45%)

Being treated with compassion, dignity and respect makes a difference to the quality of care and treatment for nearly half our patients.

“I am overweight and I like to hide my body, when I received the compassion, dignity, and respect I felt at ease, and was not nervous or ashamed anymore to be seen by the doctors and nurses.” (Rated excellent)

How are we doing with dignity and respect?

**6** Poor  **80** Moderate  **Very good**

3. Confidence (38%)

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.

“They always listened.” (Rated excellent)

How are we doing with confidence?

**6** Poor  **81** Moderate  **Very good**
PATIENT VOICES

Rated consistency excellent
“I was most impressed with the co-ordination and care taken by an overwhelming number of people in recording essential information and passing it on. I had trouble keeping tabs on all the people I saw but I felt that they together had assembled a very thorough picture of me.”

“There was no confusion or misunderstandings about my operation or recovery, everything was explained in ways where I did not need to ask any questions. The nurses knew everything they needed to and answered questions well where any arose.”

Rated consistency very good:
“Advice from Doctors carried out straight away by the Nurses with an explanation of what they had to do. Prompt attention and help when required regular monitoring.”

“I found the staff very consistent in what they were doing for me and some staff went out of their way to be really nice and friendly. I’ve been in hospital before and I must say, this time around was very pleasant.”

Rated consistency good
“Each person that came up to me, e.g. doctors, nurses, surgeons etc. told me different things about my condition and treatment. Each opinion conflicted and was confusing.”

Rated consistency fair
“A big problem I found was the inconsistency of different nurses on the wards was confusing. Different methods of treatment and attitudes frustrated me, I don’t know weather they are trained different or preferred their own methods but it was a bit concerning to me.”

Rated consistency poor
“The number of times I was told one thing by one healthcare professional and then told something completely different only minutes or hours later amazed me. This lead to all my lines being removed (having difficult venous access I was not keen to have every single line removed) and then only an hour later, a nurse would come to give me some medication intravenously and find there were no lines there!! This lead to many painful re-cannulations which I feel were completely unnecessary.”

Overall care and treatment
Over 1,200 patients to date have completed the survey (as of 31st January 2015.)
Most patients to date rate the care and treatment at Counties Manukau Health positively, with an average of 80 per cent rating it very good or excellent. Eight per cent of patients, however, rate their care as poor or fair.

What matters to patients
This month’s report focuses getting consistent and coordinated care – a dimension of care considered very important to 36 per cent of our patients.

Most patients rate Counties Manukau Health’s performance highly (between 8 and 10) on the dimensions they consider important. Overall, the things patients say Counties Manukau Health does best are giving them confidence in their treatment and care (81%) and treating them with compassion, dignity and respect (80%). Similarly, patients also rate highly the way Counties Manukau Health allows whānau/family and friends to support them (78%), and managing pain and nausea (78%).

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.

<table>
<thead>
<tr>
<th>Dimension</th>
<th>Poor</th>
<th>Moderate</th>
<th>Very Good</th>
<th>matters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication (discuss care and treatment)</td>
<td>11</td>
<td>68</td>
<td>68</td>
<td>57%</td>
</tr>
<tr>
<td>Treated with compassion, dignity and respect</td>
<td>6</td>
<td>80</td>
<td>80</td>
<td>45%</td>
</tr>
<tr>
<td>Confidence about the quality of care &amp;…</td>
<td>6</td>
<td>81</td>
<td>70</td>
<td>38%</td>
</tr>
<tr>
<td>Consistent and coordinated care while in…</td>
<td>9</td>
<td>70</td>
<td>70</td>
<td>36%</td>
</tr>
<tr>
<td>Getting good information</td>
<td>14</td>
<td>68</td>
<td>68</td>
<td>22%</td>
</tr>
<tr>
<td>Managing pain &amp; nausea</td>
<td>6</td>
<td>78</td>
<td>78</td>
<td>22%</td>
</tr>
<tr>
<td>Cleanliness and hygiene</td>
<td>12</td>
<td>65</td>
<td>65</td>
<td>20%</td>
</tr>
<tr>
<td>Involvement in decisions about health and…</td>
<td>7</td>
<td>71</td>
<td>71</td>
<td>19%</td>
</tr>
<tr>
<td>Co-ordination between hospital, home &amp;…</td>
<td>19</td>
<td>63</td>
<td>63</td>
<td>14%</td>
</tr>
<tr>
<td>Food and dietary needs</td>
<td>48</td>
<td>25</td>
<td>25</td>
<td>9%</td>
</tr>
<tr>
<td>Enabling whānau, family and friends support</td>
<td>5</td>
<td>78</td>
<td>78</td>
<td>6%</td>
</tr>
<tr>
<td>Values, beliefs and cultural needs met</td>
<td>16</td>
<td>56</td>
<td>56</td>
<td>4%</td>
</tr>
</tbody>
</table>

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

Overall care and treatment ratings to January 31, 2015 (%)
Consistent and coordinated care

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 look at consistent and coordinated care while in hospital.

How are we doing?

Consistency of information

Firstly, patients were asked whether they were given conflicting information by staff. Overall, just over one-third of patients said that they were sometimes or always told one thing by one staff member and something else by another.

% of patients who are given conflicting information (n=1172)

<table>
<thead>
<tr>
<th></th>
<th>Yes, often</th>
<th>Yes, sometimes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>All staff</td>
<td>10</td>
<td>26</td>
<td>64</td>
</tr>
</tbody>
</table>

“Not receiving conflicting advice from the physio and the nurses gave me confidence.”

Working together

Nearly eight out of 10 patients (77%) rated how well doctors, nurses and midwives worked together as either very good or excellent.

How well doctors, nurses and midwives worked together (%) (n=1244)

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doctors / Nurses / Midwives</td>
<td>3</td>
<td>7</td>
<td>13</td>
<td>41</td>
<td>36</td>
</tr>
</tbody>
</table>

“The information I was given from all sources, doctors, nurses, physiotherapists etc. about treatment, rehabilitation, time to resume certain activities etc. all was consistent and made sense.”

Similarly, most (76%) gave a high rating to the way allied health staff (such as physiotherapists, social workers, occupational therapists, speech language therapists, radiographers or dieticians) worked together with members of their health team.

How well allied staff worked with other members of healthcare team (%) (n=820)

<table>
<thead>
<tr>
<th></th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very good</th>
<th>Excellent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allied staff</td>
<td>3</td>
<td>6</td>
<td>15</td>
<td>41</td>
<td>35</td>
</tr>
</tbody>
</table>

(Note that the patients who indicated this was not applicable to them have been omitted from these data)

“The co-ordination between all staff, from doctors, nurses, physiotherapists, occupational therapists & attendants was seamless. Cleaners & meal staff were also kind & caring to patients.”

Patient comments

“Both doctors and nurses were sharing the same information. I did not receive any conflicting information.” (Rated 10 – excellent)

“I would often receive conflicting information from doctors, nurses or other people involved in my care. I don’t think the communications systems are very effective and patients can be left in dangerous situations. (Rated 5 - moderate)
Comments: Consistent & coordinated care
A total of 296 patients commented on consistent and coordinated care. Note that some patients make more than one comment; therefore percentages may exceed 100%

<table>
<thead>
<tr>
<th>Positive comments</th>
<th>Areas to improve</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Good staff communication</strong></td>
<td><strong>Areas to improve</strong></td>
</tr>
<tr>
<td>One in six patients commented that staff passed on information, handovers seemed thorough and staff worked as a team. “Everything was documented in writing. Handover was great. They communicated everything that was to happen when the next staff member took over.”</td>
<td><strong>Poor competence and standard of care</strong></td>
</tr>
<tr>
<td><strong>Quality of care and consistency</strong></td>
<td><strong>Delays</strong></td>
</tr>
<tr>
<td>Patients were impressed with the consistency and quality of care they received. Patients appeared to be reassured and have confidence in their care when staff convey consistent messages. “All staff dealing with the patient appeared to be working together to provide excellent care.”</td>
<td>There were long waits and delays waiting for medication, pain relief, toileting, treatment, tests, test results and at discharge. There were often without explanation. “Sometimes I had to wait up to 2-3 hours for a nurse to come to my aid as they seemed to be a bit short staffed and really the nurses on duty were so busy I felt sorry for them having to attend to my needs.”</td>
</tr>
<tr>
<td><strong>Compassionate, caring and friendly</strong></td>
<td><strong>Conflicting information</strong></td>
</tr>
<tr>
<td>Patients appreciated being treated with kindness and compassion. Staff were empathetic and showed concern. “I felt “special” and appreciated their genuine interest &amp; care in my wellbeing.”</td>
<td>Patients did not like getting conflicting information or inconsistent treatment. “A big problem I found was the inconsistency of different nurses on the wards was confusing. Different methods of treatment and attitudes frustrated me … It was a bit concerning to me.”</td>
</tr>
<tr>
<td><strong>Timing, promptness</strong></td>
<td><strong>Other comments:</strong></td>
</tr>
<tr>
<td>The care was efficient and timely. Medication was given on time, tests done promptly, and results given quickly.</td>
<td>A lack of communication from staff to patients (8%)</td>
</tr>
<tr>
<td><strong>Competent and knowledgeable</strong></td>
<td>Poor organisation and lack of efficiency (6%)</td>
</tr>
<tr>
<td>Patients considered staff to be professional, knowledgeable and to understand their condition, treatment options and care.</td>
<td>Miscommunication between staff e.g. where nurses are not aware of doctors’ instructions (4%)</td>
</tr>
</tbody>
</table>

---

**ACTIONS**

**Improving performance**
Overall, patients are rating CM Health reasonably highly on consistent and coordinated care

Patients are asking us to:

- Make sure staff communicate well with each other so that everyone is on the same page.
- Write notes down and make sure that we familiarise ourselves with notes so that we understand the patient’s history, condition and treatment options.
- Show kindness and compassion consistently. Often one rude interaction overshadowed otherwise good care. Conversely, one act of kindness and compassion was often memorable to patients at this vulnerable time.
- Make sure that medication, tests, test results are given promptly and delays are explained.
- If in doubt, find out. It does not inspire confidence when staff do not appear to know what they are doing.

“The doctor apologized to me for the wait to see her which showed her respect for my time too.”

**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 the Consumer Experience Coordinator, Lyndee Allan at Lyndee.Allan@middlemore.co.nz