

Inpatient Experience Survey

Our different population groups

In our patient experience survey we ask people what three aspects of care make the most difference during their hospital stays. The top five have been consistent, month after month, and are:

1. Communication (clear answers patients can understand);
2. Being treated with compassion, dignity and respect;
3. Feeling confident about the quality of care and treatment;
4. Getting consistent and coordinated care while in hospital; and
5. Getting good information.

This report looks at the aspects of care that different ethnicity-based population groups have identified as important to them.

Counties Manukau Health strives to work in partnership with our communities to improve the health status of all, with particular emphasis on Māori and Pacific peoples and other communities with health disparities.

If we look across our population groups, we can see trends that enable us to better understand what is important to different groups of patients. Although different population groups of patients appear to value similar overall aspects of care, such as good communication, caring staff, being listened to, getting good information and the coordination of their care and treatment, there are important differences. For example, whilst being treated with compassion, dignity and respect is valued by all our population groups, it is most highly valued for those from Pasifika and Asian cultures. Interestingly, patients from 'Other' cultures (e.g. Middle Eastern, Latin American/Hispanic, African, other Euro, Other) are the only group to include cleanliness and hygiene in their top five dimensions.

Understanding what matters to different groups of patients is important. It also allows us to see where improvements can be made. The data suggests that we can improve the experiences of our different population groups if we:

- Improve our communication with all our patients and with our Māori patients in particular. Our patients say that good communication is talking to them about their condition and treatment in ways that make it easy for them to understand, and reassuring them that their health professionals are listening to them;
- Improve the information (e.g. results, information needed to make informed choices) we give to all our patients and to our Pasifika, Māori and Asian patients in particular. It is interesting to note that only 15 of 1955 respondents (0.8%) to the patient experience survey feel they are provided with too much information.

The greatest gains in improving the quality of our services will be made if we are aware of the needs of our patients and are able to deliver care accordingly.

David Hughes
Deputy Chief Medical Officer

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 (56%) say makes a difference to the quality of their care and treatment.

"I never knew what was happening or what the next step in the process would be." (Rated 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 our patients (44%).

"From day one everyone involved were on to it. We were treated as if they all were part of the family. Too much love and respect for us. Give our blessing to each and every one ..." (Rated 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.

"Staff were competent, engaged, interested in my wellbeing & comfort which was extremely reassuring." (Rated excellent)

How are we doing with confidence?



Rated overall care excellent

"The staff members were very polite and informative. They showed empathy and were so caring. They always made sure I was ok and always updated me on what was going to happen next which I am very grateful about."

"My whole experience at Manukau Surgery Centre was of the highest quality. The systems in place made for a very smooth, person-centred process and the facilities were excellent. It's the first time that I've been able to sleep, at night, in a hospital!"

"[I appreciated] the consistency of care with the same nurses which we got on well with and were happy to stop and chat if I needed to. Cannot fault the nurse care."

Rated overall care very good:

"I ... found all Middlemore staff to be so friendly and knowledgeable. When the [medical staff] changed shifts they did a complete handover so I did not need to repeat myself. They also came and introduced themselves."

"From initially being afraid, I was soon made to feel confident. Although there was no room for me on the ward, so many staff came down daily to see me that it did not matter."

Rated overall care good

"Doctors are very caring and give good information most nurses are very friendly too I found that on my ward everyone was friendly and nice. My health care was taken seriously and I felt I was being looked after in regards to my treatment."

"All the Doctors were good and informative, 70% of the nurses were kind and helpful."

Rated overall care fair

"The hospital felt on the edge of being overwhelmed. Nurses consistently worked through their breaks simply to try and keep up with demands for their time..."

"...leaving hospital without any written instructions, then having to wait nearly 2 weeks for correspondence was the worst and [most] concerning aspect of the whole experience."

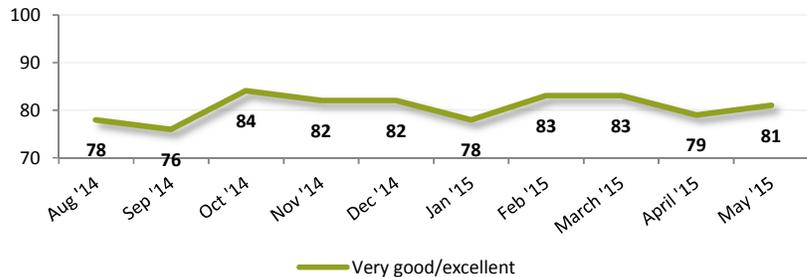
Rated overall care poor

"[It was] very unorganised. Half my papers were missing when needed and parts weren't filled out. The nurses on the floor were all over the place and took far too long to get to you."

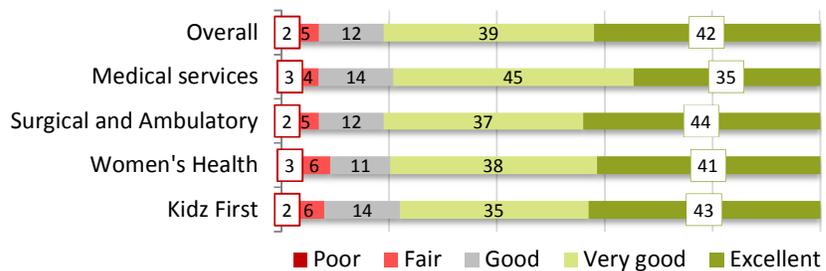
Overall care and treatment

Over 2,000 patients to date have completed the survey (as of 23rd June 2015.) Most patients rate the care and treatment at Counties Manukau Health positively, with an average of 81 per cent rating it very good or excellent. Eight per cent of patients, however, rate their care as poor or fair.

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



Overall care and treatment ratings to May 31, 2015 (%), by division

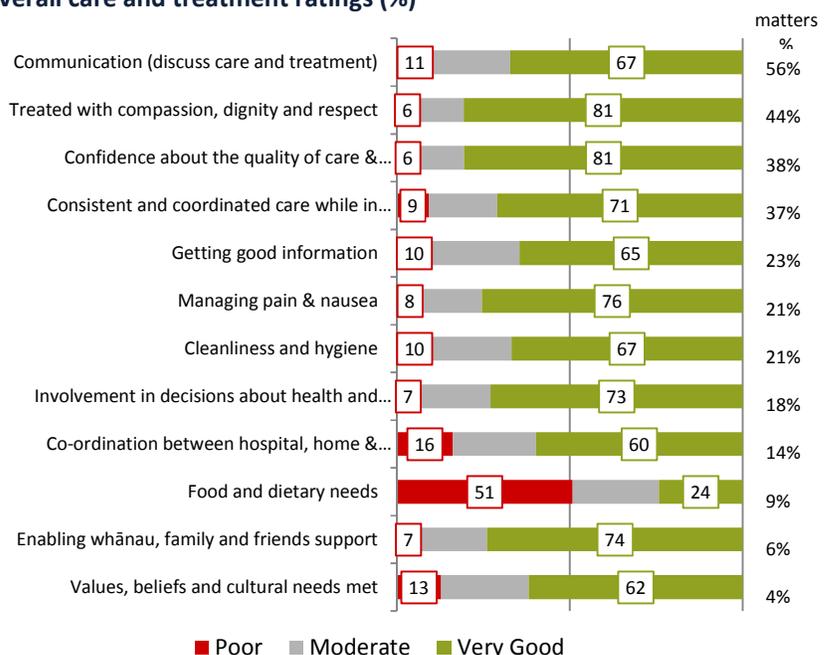


Overall n= 1963; Medical services n=436; Surgical and Ambulatory n=1026; Women's Health n=403; Kidz First n=63. The differences between service groups are small but significant (p<.05). Note that the data from some divisions are too small to be included here (<50).

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 (%)



Our population groups

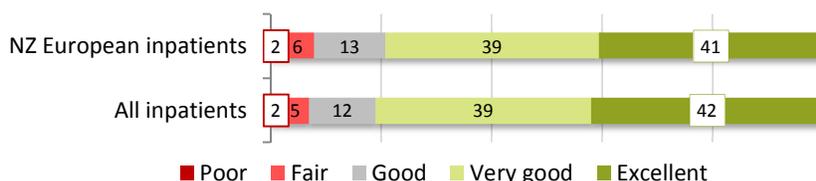
This month's report looks at our different population groups and shows, unsurprisingly, that different people hold different views about what aspects of our dimensions of care are more or less important.

These ethnicity specific views provide valuable insight into how we can improve care for these patients and although many of the themes are similar, there are some important differences. The data below illustrate not only the differences, but also show some disparities in how our different population groups are rating our care and treatment.

NZ European patients

Our NZ European inpatients, who make up more than half (55%) of the respondents to our survey, rate us reasonably well on the things that matter to them.

Care and treatment ratings (NZ European) (%)



All inpatients n=1963; NZ European n=1023

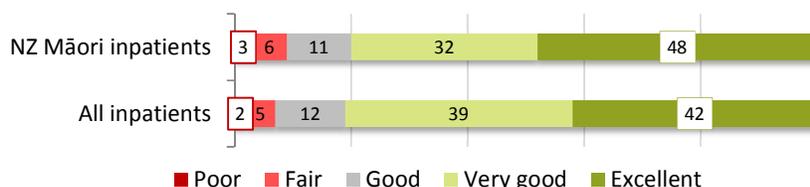
What matters most to our NZ European patients? (n=1023)

Dimension	% matters most	Avg rating
1 Communication	58%	7.8
2= Being treated with compassion, dignity and respect	41%	8.5
2= Feeling confident about the quality of care	41%	8.5
3 Getting consistent and coordinated care	35%	7.9
4 Getting good information	23%	7.7

NZ Māori patients

Communication is the dimension of care most important to our Māori patients, yet it is also the dimension with the lowest average rating (7.5 out of 10), suggesting that improvements could be made in this area.

Care and treatment ratings (NZ Māori) (%)



All inpatients n=1963; NZ Maori n=171

What matters most to our Māori patients? (n=171)

Dimension	% matters most	Avg rating
1 Communication	56%	7.5
2 Being treated with compassion, dignity and respect	42%	8.7
3 Getting consistent and coordinated care	36%	8.3
4 Feeling confident about the quality of care	30%	8.1
5 Getting good information	25%	7.9

PATIENT VOICES

NZ European patients

"I am Pakeha but many of my values are the same as Māori and I have an extended whanau who are Māori so my needs were met appropriately because I was asked what I needed" (rated excellent).

"On discharge... I asked the nurse if she would be able to take me in the lift down to the ground floor as I have a fear of lifts after getting stuck in one as a child, and she didn't hesitate and took the time to reassure me and come with me. I was so grateful!" (rated excellent).

"Very difficult when large groups of people were visiting other patients" (rated very good).

"Overall care was good. Good practices to make my care safe... A smile speaks many languages, please encourage your staff to continue this small action as it make a patients day. Appreciate the care I received" (rated good).

NZ Māori patients

"The nurses and the medical doctors... take the time out to make sure you understand everything about your condition and treatments. Also making sure my whanau understand" (rated excellent).

"They took my sons greenstone off his neck while in surgery, when those are not to be removed ever" (rated very good).

"A man passed away in [in my room] while I was there. The staff quickly wheeled his bed away and cleared the space. I done my own karakia and prayers. But there should have been a blessing for the room..." (rated very good).

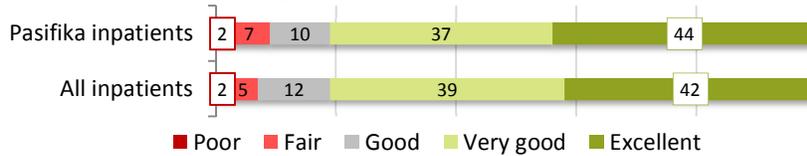
"Nurse to speak English when at work, especially when patients are present" (rated fair).

"Nursing staff need improving their NZ cultural competency and communication skills" (rated poor).

Pasifika patients

Being treated with compassion, dignity and respect is the most important dimension of care for our Pasifika inpatients, and they rate our performance on this dimension highly (average 8.9 out of 10).

Care and treatment ratings (Pasifika patients) (%)



All inpatients n=1963; Pasifika n=227 (Samoan, Cook Island Maori, Tongan, Tokelauan, Fijian, other Pacific Peoples)

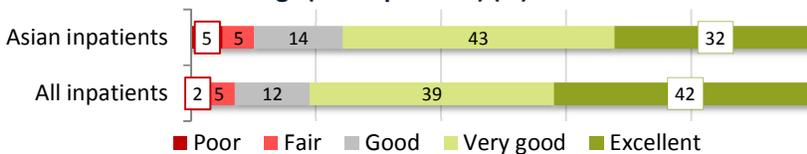
What matters most to our Pasifika inpatients? (n=227)

Dimension	% matters most	Avg rating
1 Being treated with compassion, dignity and respect	55%	8.9
2 Communication	54%	8.2
3 Getting consistent and coordinated care	42%	7.9
4 Feeling confident about the quality of care	26%	8.7
5 Getting good information	25%	7.3

Asian patients

Our Asian inpatients do not rate the standard of their overall care and treatment as highly as other groups.

Care and treatment ratings (Asian patients) (%)



All inpatients n=1963; Asian n=219 (South East Asian, Chinese, Indian, other Asian)

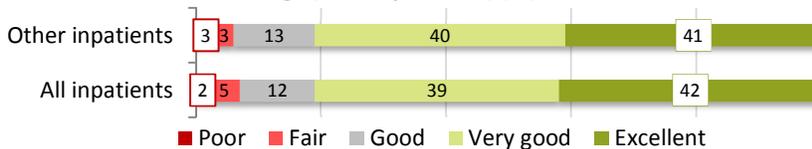
What matters most to our Asian patients? (n=219)

Dimension	% matters most	Avg rating
1 Being treated with compassion, dignity and respect	50%	8.2
2 Communication	48%	7.6
3= Getting consistent and coordinated care	35%	7.7
3= Feeling confident about the quality of care	35%	8.0
4 Getting good information	24%	7.8

Other patients

Our patients from Other population groups feel most confident in the quality of our care and treatment, rating us 9 out of 10 on this dimension.

Care and treatment ratings (Other patients) (%)



All inpatients n=1963; Other n=234 (Middle Eastern, Latin American/Hispanic, African, other Euro, Other)

What matters most to our Other inpatients? (n=234)

Dimension	% matters most	Avg rating
1 Communication	58%	7.7
2 Feeling confident about the quality of care	45%	9.0
3 Getting consistent and coordinated care	43%	8.7
4 Being treated with compassion, dignity and respect	39%	8.9
5 Cleanliness and hygiene	24%	8.0

“We communicated with the nurse about how we needed my aunty to come in and give our daughter a Samoan massage because we believed that it would help our daughter and the nurse called the Top Doctor for permission for the Samoan massage and we were so thankful and grateful when the nurse came back and told us that the Doctor was ok with us having my Aunty perform this massage on our daughter. This made us feel overwhelmed because we were not sure if the Doctor was gonna allow our culture n beliefs help our Daughter but we were VERY thankful that there was understanding.” (Pasifika, rated excellent)

[I felt our culture was respected by] being able to attend weekly masses in the Hospital chapel. Just allowing the family their space when needed and explaining why certain things are done the way they are while in Hospital...” (Pasifika, rated Excellent)

“I’ve had varied experience at Middlemore and Super Clinic. I’ve had wonderful support, caring service and meaningful engagement, and also the polar opposite from rude, culturally insensitive and professionally negligent nurses and registrars. The problem is not knowing what to expect from staff - whether they’ll be excellent or appalling. ...” (Pasifika, rated fair)

“Asian culture believes that after surgery, one is not allowed any cold food or drinks. My dietary requirements were no being discussed.” (Asian, rated very good)

As my English is not good enough, midwives/caregivers tried their best to communicate with me using body languages, easy English words, demonstrations etc. (Asian, rated very good)