CREATING AN EXCELLENT PATIENT EXPERIENCE

We are fortunate at Counties Manukau Health to have had more than 8,000 patients take part in our Patient Experience Survey since 2015. This has provided us with a wealth of information on the areas where our patients tell us we provide exceptional care, and an in-depth insight into where we can focus our efforts to ensure every patient has an excellent experience in hospital.

This month’s report looks at where we are doing well and where we should focus our efforts in our three biggest divisions: Surgery, Anaesthesia & Perioperative Services, Medicine and Women’s Health. You’ll see that not only are the results slightly different for each division, so are the drivers of an excellent experience in hospital. Over the coming months we will look more closely at our performance around these drivers and what we might do to give our patients an even better experience of our care.

Jenny Parr
Director of Patient Care, Chief Nurse and Allied Health Professions Officer

PATIENTS TELL US COUNTIES MANUKAU HEALTH DOES THESE THINGS EXCEPTIONALLY WELL:

INFORMATION
83% of patients ALWAYS get the right amount of information about their condition or treatment.
84% of patients ALWAYS get all the information they need to make informed decisions.

CONFIDENCE
82% of patients ALWAYS have confidence in their DOCTORS.

HAND HYGIENE
Patients say DOCTORS (85%), NURSES and MIDWIVES (83%) and OTHER HEALTHCARE STAFF (85%) ALWAYS wash or sanitise their hands before touching them.

CULTURAL NEEDS
91% of patients say their values, beliefs and cultural needs are ALWAYS respected.
SURGERY, ANAESTHESIA & PERIOPERATIVE SERVICES

INFORMATION
81% of patients ALWAYS get the right amount of information about their condition or treatment.
84% of patients ALWAYS get all the information they need to make informed decisions.

“I was given the information that I asked about readily and in a way that was easily understood.”

CONFIDENCE
82% of patients ALWAYS have confidence in their DOCTORS.

“The doctors were confident in diagnosing and explaining my condition to me as well as the procedure. Their confidence, knowledge and consistent view made me feel secure.”

RESPECT
80% of patients say NURSES and OTHER HEALTHCARE STAFF ALWAYS respect their views and take them into account.
93% say their values, beliefs and cultural needs are ALWAYS respected.

“I was treated by all staff with care, attention, affection and respect. I was informed of all things that were going to happen, both pre op and afterwards in recovery. Everyone appeared to enjoy their vocation and that was reflected back to us patients.”

MANAGING PAIN AND NAUSEA
81% of patients say staff DEFINITELY do everything they can to manage their pain.
81% of patients say staff DEFINITELY do everything they can to manage their nausea.

“I was often asked by nurses about my pain level often... They were always happy to help and very prompt with pain relief.”

3 KEYS TO UNLOCKING A GREAT PATIENT EXPERIENCE

There is a strong correlation for Surgery, Anaesthesia & Perioperative Services patients between these three dimensions of care and an overall excellent experience in hospital.

GIVE PATIENTS CONFIDENCE IN THEIR CARE
- Provide respectful and professional care.
- Be knowledgeable about the patient and their condition.
- Be proactive, helpful and caring.
- Use clear and direct communication.

PROVIDE CONSISTENT AND COORDINATED CARE
- Ensure there is consistent communication, advice and care between staff and teams.
- Make information and clinical notes available to every member of the care team.
- Attend patients promptly.

INVOLVE PATIENTS IN DECISION-MAKING
- Give options and choices.
- Help patients feel in control of the decision-making process by ensuring they have all the information they need.
- Answer questions properly and honestly.
MEDICINE SERVICES

INFORMATION
81% of patients **ALWAYS** get the right amount of information about their condition or treatment.
81% of patients **ALWAYS** get all the information they need to make informed decisions.

“Full report given on problem, diagnosis, treatment in easy to understand language, very detailed and explained in person by doctor”

RESPECT
Patients say **DOCTORS** (80%) and **OTHER HEALTHCARE STAFF** (84%) **ALWAYS** respect their views and take them into account.
89% say their values, beliefs and cultural needs are **ALWAYS** respected.

“I was treated as a person with needs and views. The professionals used upmost courtesy when they dealt with me.”

CONFIDENCE
83% of patients **ALWAYS** have confidence in their **DOCTORS** and **OTHER HEALTHCARE STAFF**.

“I felt confident because there was communication amongst all members of the staff concerning my care. The doctors made decisions, the nurses were also involved and it seemed that they all worked together.”

HAND HYGIENE
Patients say **DOCTORS** (81%), **NURSES** (80%) and **OTHER HEALTHCARE STAFF** (84%) **ALWAYS** wash or sanitise their hands before touching them.

“Hands were washed, sanitised and clean gloves worn every time staff carried out their duty with each patient.”

3 KEYS TO UNLOCKING A GREAT PATIENT EXPERIENCE
There is a strong correlation for Medicine Services patients between these three dimensions of care and an overall excellent experience in hospital.

**GIVE PATIENTS CONFIDENCE IN THEIR CARE**
- Provide respectful and professional care.
- Be knowledgeable about the patient and their condition.
- Be proactive, helpful and caring.
- Use clear and direct communication.

**PROVIDE CONSISTENT AND COORDINATED CARE**
- Ensure there is consistent communication, advice and care between staff and teams.
- Make information and clinical notes available to every member of the care team.
- Attend patients promptly.

**TREAT PATIENTS WITH DIGNITY AND RESPECT**
- Show care, compassion and reassurance.
- Talk, listen and explain.
- Protect privacy, modesty and dignity.
- Provide helpful, proactive care.
WOMEN’S HEALTH SERVICES

WOMEN’S HEALTH SERVICES DOES THESE THINGS EXCEPTIONALLY WELL:

INFORMATION
88% of patients ALWAYS get the right amount of information about their condition or treatment.

88% of patients ALWAYS get all the information they need to make informed decisions.

“All medical procedures were explained before commencement. I was fully informed of any unexpected situations and any change of plan.”

RESPECT
90% say their values, beliefs and cultural needs are ALWAYS respected.

HAND HYGIENE
Patients say DOCTORS (87%), NURSES and MIDWIVES (85%) and OTHER HEALTHCARE STAFF (87%) ALWAYS wash or sanitise their hands before touching them.

WOMEN’S HEALTH SERVICES HAS MADE SOME SIGNIFICANT CHANGES SINCE 2015.

COMMUNICATION
+7 The percentage of patients who say ADMINISTRATIVE STAFF ALWAYS listen increased from 69% to 76% since 2015.

INvolvement in decision-making
+7 The percentage of patients who say they are ALWAYS involved in decisions about their care and treatment increased from 66% to 73% since 2015.

“Staff involved me when deciding on discharge day.”

FOOD AND NUTRITION
+5 Patients tell us our food has improved; fewer rate the quality of our food as poor (from 23% to 18%).

“The food was so good just like a home cooked meal. Better than takeaways!!”

3 KEYS TO UNLOCKING A GREAT PATIENT EXPERIENCE

There is a strong correlation for Women’s Health Services patients between these three dimensions of care and an overall excellent experience in hospital.

GIVE PATIENTS CONFIDENCE IN THEIR CARE
• Provide respectful and professional care.
• Be knowledgeable about the patient and their condition.
• Be proactive, helpful and caring.
• Use clear and direct communication.

PROVIDE CONSISTENT AND COORDINATED CARE
• Ensure there is consistent communication, advice and care between staff and teams.
• Make information and clinical notes available to every member of the care team.
• Attend patients promptly.

INVOLVE PATIENTS IN DECISION-MAKING
• Give options and choices.
• Help patients feel in control of the decision-making process by ensuring they have all the information they need.
• Answer questions properly and honestly.