



# Measuring Consumer Experience Community Report 2018



# YOUR EXPERIENCE MATTERS

SA Health continues to work to deliver the best possible patient/consumer experience and health care services. We are committed to ensuring that every patient's needs, values and preferences are respected.

Each year we talk to more than 2,200 South Australians to find out about their overnight stay in a public metropolitan or country hospital. We ask them about all aspects of their stay.

This includes how they were treated, their role in decision-making, hospital cleanliness, food quality, discharge information and their privacy.

The survey feedback shows us what we're doing well and where we need to improve. It is also a great way for us to compare our care with other hospitals around Australia and the world.

SA Health uses an independent body to conduct the survey, known as the SA Consumer Experience Surveillance System (SACCESS).

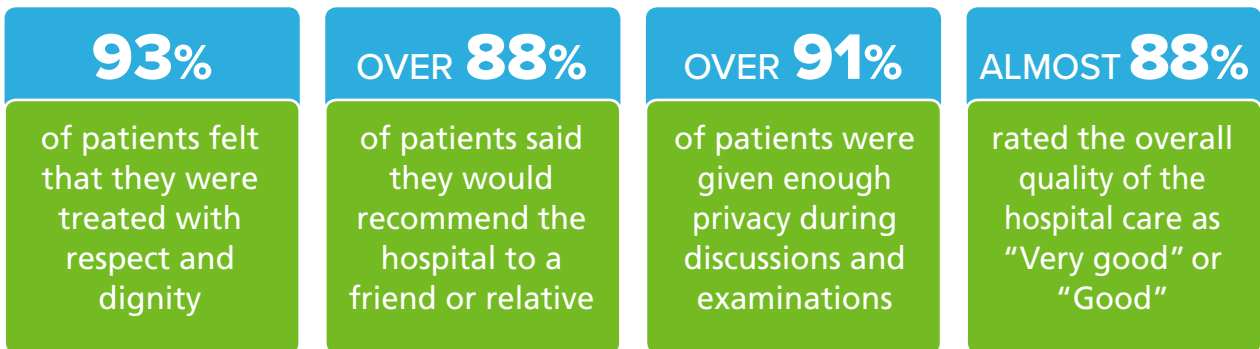
## Consumer experience drives improvement

We ask numerous questions around a whole variety of areas of care. We then compare our performance against 10 internationally recognised care categories and specific SA Health program areas.

We also give South Australians the chance to speak freely about any issues they wanted to share and 37% of respondents took this opportunity. They tell us the good and the bad, and their feedback helps us to improve our services, and to drive change in our hospitals.

A score of 85 out of 100 is the SA Health benchmark, in accordance with the international Picker Institute scoring protocol. A score below this benchmark means we have areas to improve and this requires immediate action.

## Our strengths



Although patients are often having a difficult time when they come to stay with us, their overall experience in hospital is positive.

The SACCESS survey asks questions relating to 10 care categories. These questions are based on national and international research. Their feedback gives us a well-rounded picture of patient experience.



of patients trusted their doctors and nurses taking care of them



We continue to meet or exceed our goal in six of the care categories:



treated with respect and dignity



cleanliness



doctors



pain control

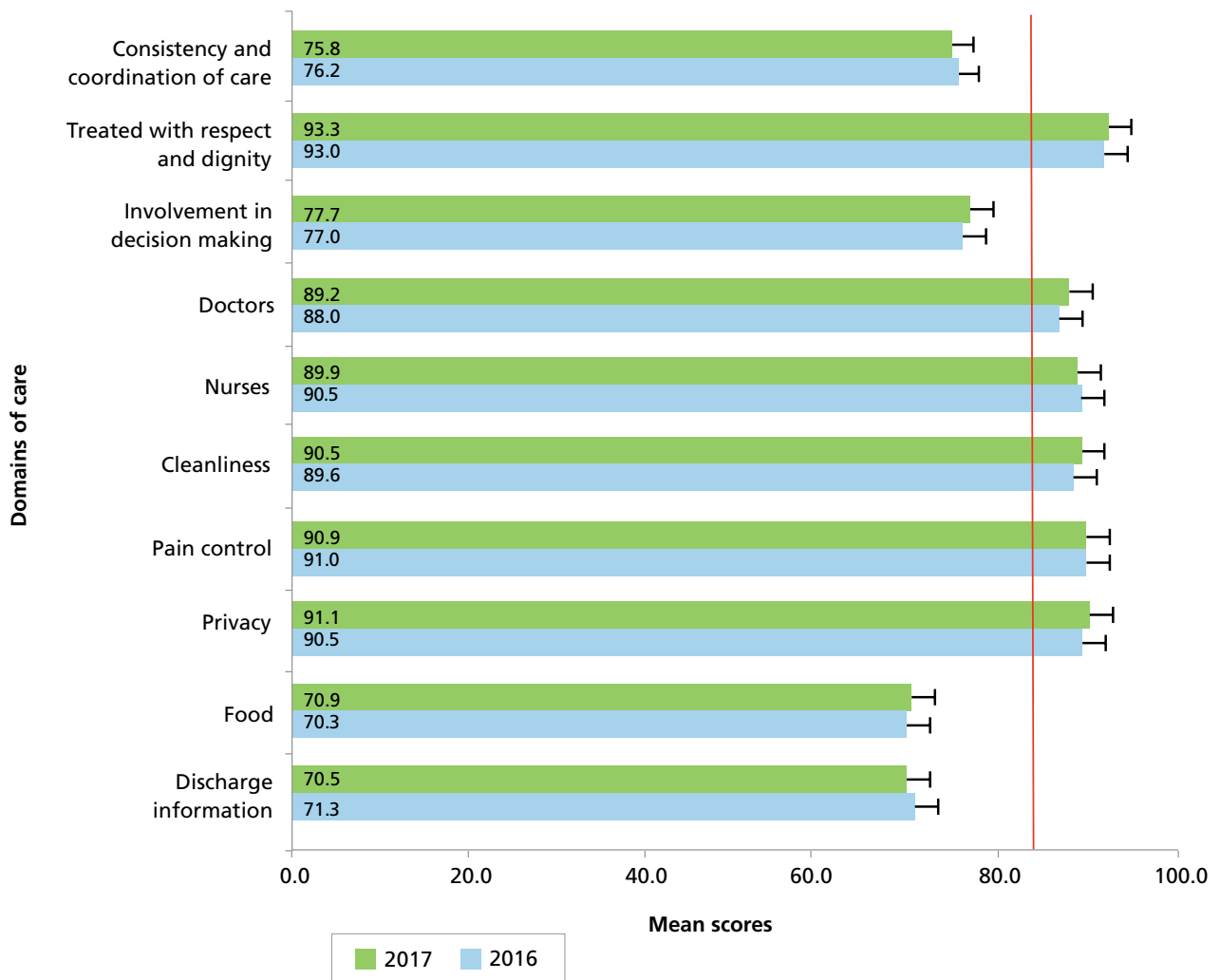


nurses



privacy

## Mean scores for Picker Institute domains of care, SA overall, SACESS 2016 and 2017



### What we're working on:

The four categories which did not meet our goal include consistency and co-ordination of care, involvement in decision-making, food and discharge information.

Looking more closely at these areas helps us to find out why some patients have a poor experience.

- > Over 73% rated the relationship of how well doctors and nurses worked together as "Excellent" or "Very good".
- > 38% of patients reported that they received conflicting or inconsistent information, stating that it happened sometimes or often.

- > Approximately 9.5% of patients felt that they were not involved in decision-making about their care and treatment.
- > 18% of patients felt that they were not given enough information about their condition or treatment.
- > About 11.5% patients felt they were not involved in decisions about their discharge from hospital.
- > Of the patients who needed assistance to eat their meals, one quarter felt that they did not get enough help from staff.
- > Almost 20% of patients reported that their family were not given information needed to help care for them.

## What we're doing to improve

### Involvement in the decision making

The Northern Adelaide Local Health Network consumer feedback management process encourages and supports participation in family meetings, Divisional Directors and their delegates to manage feedback at the point of care to enable timely resolution of consumer concerns in this domain.

Nurse Unit Managers and Team Leaders are actively engaging with consumers to ask the question

*“Is there anything I can help you with or do for you?”*

This is not the same nursing staff providing their direct clinical care on a daily basis, to support confidence in the process of providing feedback.

Country Health SA Local Health Network encourage patients and families to call for immediate help and advice if they notice unexpected deterioration in the patient's condition.

Health service staff value patients, families and carers observations and recognise that these can contribute to patient safety.

## Discharge information

The Northern Adelaide Local Health Network has two significant initiatives currently contributing to improvement in the discharge information domain:

- > The Hospital Research Foundation is supporting the development of You're Going Home Discharge Toolkit. This has increased the focus on information which is helpful for consumers at the individual level when being discharged.
- > The Division of Medicine has developed a 2017-2019 consumer engagement plan of which part of this is called Discharge Harmonisation. It is intended to address the care domain of providing discharge information and engaging with consumers including their discharge. It is a whole of Division plan and strategy with all wards identifying ways and strategies to improve communication with consumers.

SA Health is developing a discharge information booklet for patients when they are discharged from hospital.

The booklet includes information for patients, their family / friends or carers relating to follow up appointments and instructions, discharge medications and information on health services once they are home.



## Focus on patient / consumer centred care

Five questions are designed to measure the SA Health Key Performance Indicator (KPI) – Involvement in care and treatment.

Our average score of **67.9** fell short of our goal of **85**. Scores from single questions in the group ranged from “very low” to “very high”.

Of the patients who could recall, **40.6%** reported that they were not asked about their dietary needs when they arrived on the ward.

About **29%** reported that they had been asked about their cultural or religious beliefs that may affect the way they were treated in hospital.

## Additional areas of care

The survey also addresses eight areas of care including:

- > hospital environment
- > consumer feedback
- > patient rights and engagement
- > open disclosure
- > emergency department
- > workforce
- > hand hygiene
- > facilities – cleanliness

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Four areas exceed the SA Health benchmarks of 85:



emergency department



hand hygiene



workforce

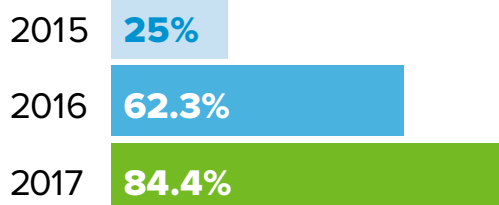


cleanliness

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## Culturally and Linguistically Diverse (CALD) consumer resources

Although slightly below the SA Health benchmark, across the state there has been a marked improvement of patients reporting having access to an interpreter has increased from:



These improvements in accessing interpreters may be attributed to the implementation of the SA Health CALD resources.

In Southern Adelaide Local Health Network (SALHN) patients reporting having access to interpreters significantly increased from **39.9** in 2016 to **93.7** in 2017.


SALHN simplified the inpatient and outpatient interpreter manuals for staff, created an intranet site for information to be accessed easily and established an online form which is managed centrally by the SALHN Interpreter Coordinator.

The CALD resources were developed in partnership with consumers, Multicultural Communities Council SA (MCCSA) and Interpreting and Translating Centre (ITC).


CALD resources ensure that patients/consumers who do not speak English, or have a low level of English proficiency are respected, and their preferences and express needs will be met. The resources were implemented to assist by:

- > making it easier for patients/consumers to request an interpreter
- > helping staff when arranging an interpreter for the patient/consumer to ensure that the interpreter is provided in their preferred language and dialect.

The CALD resources are available in all health care settings including main entrances, reception areas, emergency departments, admission centres, outpatient departments, day surgery units and wards.




**Interpreter card**  
The interpreter card is available as a wallet/business card size.




**National interpreter symbol**  
The national interpreter symbol provides a simple way of indicating where people with limited English proficiency can ask for language assistance when using government agencies.

**Poster 1 :  
Top 20 CALD communities**



**Poster 2:  
New and emerging communities**



The CALD posters will be updated in late 2018, following the review of patients accessing SA Health sites from a CALD background.



## Open disclosure

A patient incident is any event or circumstance which could have (near miss) or did lead to unintended and/or unnecessary psychological or physical harm to a patient, that occurs during an episode of health care.

Open disclosure is the process of providing an open, consistent approach to communicating with patients/consumers, their family, carer and/or support person following a patient incident. This process includes expressing regret or saying sorry.

### Patients are asked

*“Did you experience an incident resulting in harm to you while you in hospital?”*

Of those that answered “yes” (n=100 respondents, ie 5.1% in 2017), we then ask

*“Did staff talk to you about what happened in a way you could understand?”*

We’re seeing slight improvements in this question, and the mean scores reported as **58.9** in 2015, **65.0** in 2016 and **71.3** in 2017.

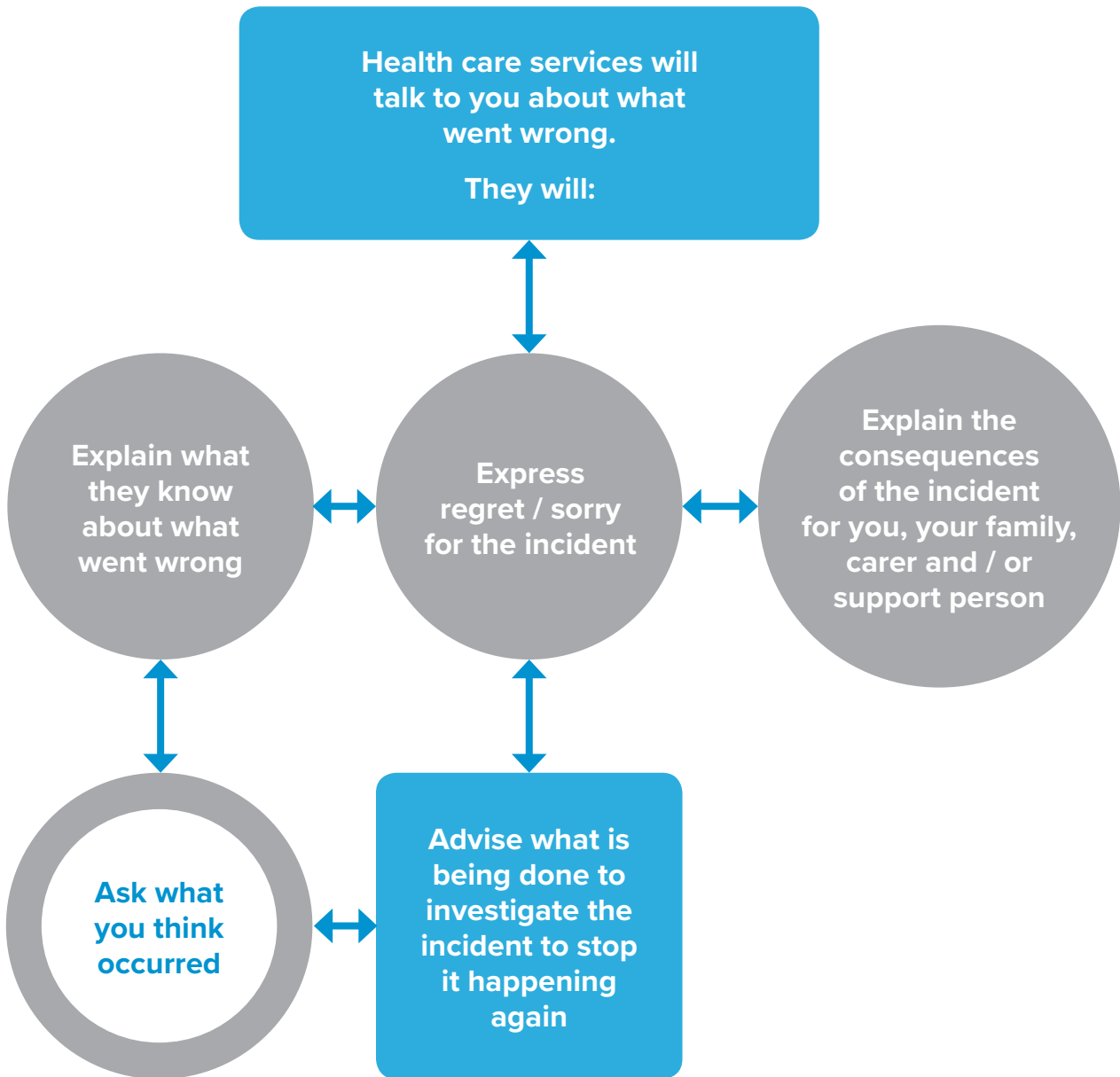
The Patient Incident Management and Open Disclosure Policy Directive and Toolkit were released.

Open disclosure information for consumers and resources are available including:

- > Open disclosure brochure
- > Guide for patients/consumers beginning an open disclosure process
- > Flowchart for patients/consumers
- > Frequently asked questions about open disclosure
- > Evaluation survey

The consumer resources are available on the on the SA Health website at [www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

**Consumer information on what to expect**  
from the open disclosure process.



With more patients and community members involved in health care, we can:

- > improve the safety and quality of our services
- > use our resources more effectively
- > improve access to better health care
- > improve health outcomes.



Positive comments were displayed in celebration on International Nurses Day and International Day of the Midwife

# WHAT DO PATIENTS SAY ABOUT OUR NURSES?

The nursing staff were brilliant.

I think the nurses were wonderful.

The nurses were wonderful!  
Good communication re my medication.  
**BRILLIANT!**

I really appreciated the nurses.  
They were very friendly and treated me well.

Doctors and nurses kept me alive.

The nurses are great always willing to help.

The nurses were excellent they were like family I was well cared for.

I was very happy.  
The doctors and nurses were fantastic.

The nurses were caring and efficient.

The nurses were caring supportive made me feel at ease.

I was impressed with the way some of the nurses treated the young student nurses.

18040.2

These positive qualitative comments are sourced from The SA Consumer Experience Surveillance System for nursing staff from January to December 2017.  
Nursing and Midwifery Office: [sahealth.sa.gov.au/NursingandMidwifery](http://sahealth.sa.gov.au/NursingandMidwifery)



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## We are listening to our consumers and community

In 2017, we continue the Measuring Consumer Experience Computer Assisted Personal Interview (MCE CAPI) program, using mobile devices.

MCE CAPI helps to give everyone a chance to share their experience. Surveys can be tailored to specific patient populations such as Aboriginal and Torres Strait Islander communities, CALD communities, those with a special condition, maternity and children, and those with a lived experience.

Children can share their story with Fabio the frog, an animated character that helps them engage with the survey. People can also read or hear the survey in their own language.



In 2017, over **1,800** consumers participated in MCE CAPI surveys in:

- > Women's and Children's Hospital listening post
- > family clinics
- > day rehabilitation settings
- > Brain Injury Rehabilitation and Community Home (BIRCH)
- > inpatient rehabilitation
- > rehabilitation at home
- > mental health services
- > physiotherapy department
- > renal unit
- > drug and alcohol services.

### **Women's and Children's Hospital Fabio the Frog Listening Posts**

In 2017, the Women's and Children's Health Network (WCHN) Divisional Listening Posts focused on staff and consumer/carer communication, which was decided upon based on consumer experience feedback in 2016.

The Listening Posts occurred between March and September 2017 with **468** consumer interviews occurring across several weeks.

Number of participants and areas included:

Children and Young people	Adults	Aboriginal and Torres Strait Islander	Migrant, refugee or new arrival	Wards and Divisions accessed
<b>117</b>	<b>351</b>	<b>33</b>	<b>68</b>	<b>46</b>



Every WCHN clinical division was asked the same set of questions in relation to the patient/consumer experience on:

- > information being clear and easy to understand
- > being treated with respect
- > being kept informed
- > prompted to ask questions
- > staff were responsive to questions
- > communication between patient, family member and health care professionals.

A listening post is an approach to gathering consumer feedback on experience and is coordinated through the Consumer and Community Engagement Unit in partnership with divisional Safety and Quality Managers or equivalent. Two consumer representatives assisted to gather the feedback.



## Outcomes

- > A customer service training session was held with staff from all divisions focusing on phone etiquette. The workshop that was co-facilitated with consumers developed a phone script to provide a consistent and person and family centred care approach to answering the phone.
- > WCHN Shared Decision-Making Guide was developed and promoted to support informed consent and care planning. There must be a focus on prompting consumers and caregivers to ask questions by their main healthcare professional at all times (see next page).
- > A feasibility study is being developed to consider a roll out of a cultural supervisory session for staff working with a significant cohort of migrant, new arrival and refugee populations.
- > Corporate Orientation for staff now features a session on “plain English communication” based on a health literacy campaign that resulted from the listening post known as “Drop the Jargon”.

The Ask me to explain campaign is designed to assist children, teenagers and caregivers to have staff explain how they can be involved in their care.



Patients are encouraged to ask three questions at three critical stages of their care within the emergency department:

- > What do I need to know about my child or me? (diagnosis stage)
- > What do I need to know about the treatment we have received? (treatment stage)
- > What is important for me to know about my child or me, when I leave? (discharge stage).

Patients are provided with a folder which have the questions as a prompt and space to write notes and keep all other documents they collect and save.



## A new approach to capturing consumer experience



In 2017, SA Health piloted the HappyOrNot Smiley terminals which report on patient satisfaction by asking one question on their experience, service delivery and quality of care.

The terminals give consumers a voice to convey their experience, enables monitoring and continuous improvements, and the ability to implement strategic changes in a more timely fashion.

Clear and timely reporting enables health care sites to drill down to hours or days of service delivery, and enables health care sites to set goals, see fluctuations, monitor, implement changes, and identify target areas for improvement.

Pilot sites included Cancer Clinic and Outpatient Department at Flinders Medical Centre, Emergency Department and Outpatient Department at Lyell McEwin Hospital, and Emergency Department at Women's and Children's Hospital.

In 2018, the devices will be placed in other health care services throughout the state.

For more information

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