

ABORIGINAL AND TORRES STRAIT ISLANDER

Measuring Consumer Experience 2022 Snapshot

As part of the SA Consumer Experience Surveillance (SACCESS) interviews for the year between January and December 2021, a total of **130 Aboriginal and Torres Strait Islander consumers** were interviewed.

The demographic of respondents interviewed were

MALES

37

FEMALES

93

16–34 YEARS

61

35–54 YEARS

26

35–54 YEARS

33

75 AND OVER

11

The consumers were asked the Australian Hospital Patient Experience Question Set (AHPEQS), where the majority of respondents responding either 'always' or 'mostly' when asked if:



Views and concerns listened to

OVER
72%



Individual needs met

ALMOST
76%



Felt cared for by staff

OVER
83%



Involved in making decisions

ALMOST
78%



Being kept informed

ALMOST
77%



Staff communicated with each other

ALMOST
73%



Pain relief met needs

OVER
82%



Felt confident in safety

ALMOST
83%



Overall quality

OVER
79%



Recommend hospital

ALMOST
87%

INDIVIDUAL NEEDS WERE NOT MET

“MY INDIVIDUAL NEEDS WERE MET” WAS ASKED AND ANSWERED NEGATIVELY.

OF THE
31

Aboriginal respondents who reported that their individual needs were not met mostly or always

ALMOST
12%

reported staff explained mostly or always why their need could not be met

HARM OR DISTRESS DISCUSSED WITH STAFF

80%

of Aboriginal respondents **did not** experience unexpected harm or distress as a result of their treatment or care.

OF THE
20%

Aboriginal respondents **that did** experience harm or distress:

OF THE
26

Aboriginal respondents who reported that they had experienced unexpected harm or distress:

11.4%

experienced emotional distress

27.7%

said that this was discussed with them

8.6%

experienced both physical and emotional harm



WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

OVER
66%

Aboriginal respondents **were not** asked if they had any cultural or religious beliefs that might affect the way they were treated in the hospital.

Of the **33.6%** that did get asked, **31.8%** were asked after admission.

Of the 28 Aboriginal respondents who **required an interpreter,**

ALMOST
41%

were given access to one.

THE MAJORITY OF CONSUMERS:

OVER
77%

felt that their right to an opinion was **always or usually respected.**

Each participant was given the opportunity to provide both a satisfied and dissatisfied qualitative comment about their experience, which was provided to the Local Health Networks (LHNs) and their hospitals.

A TOTAL OF 91 ABORIGINAL AND TORRES STRAIT ISLANDER RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

ALMOST
66%

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF
63

satisfied comments were received and were most commonly related to doctors and nurses; coordination and integration of care; respect for patients' values, preferences and expressed needs.

A TOTAL OF
54

dissatisfied comments were received and comments were most commonly related to patients' values; preferences and expressed needs; doctors and nurses; coordination and integration of care; physical comfort; and information; communication and education.