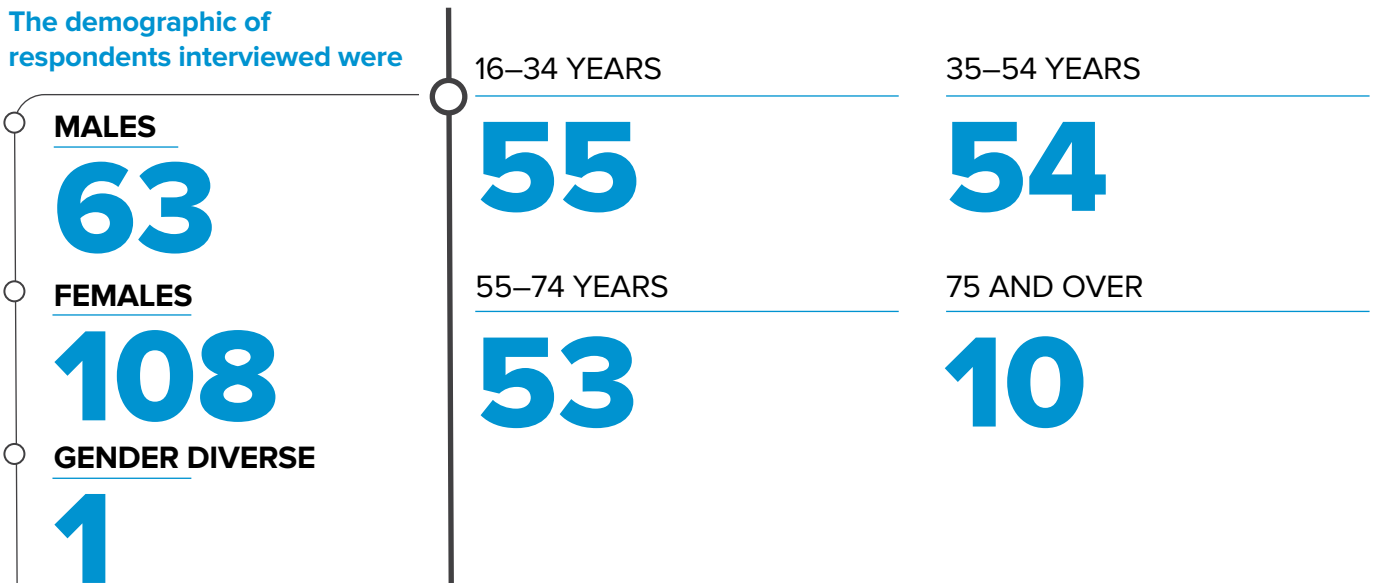


ABORIGINAL AND TORRES STRAIT ISLANDER

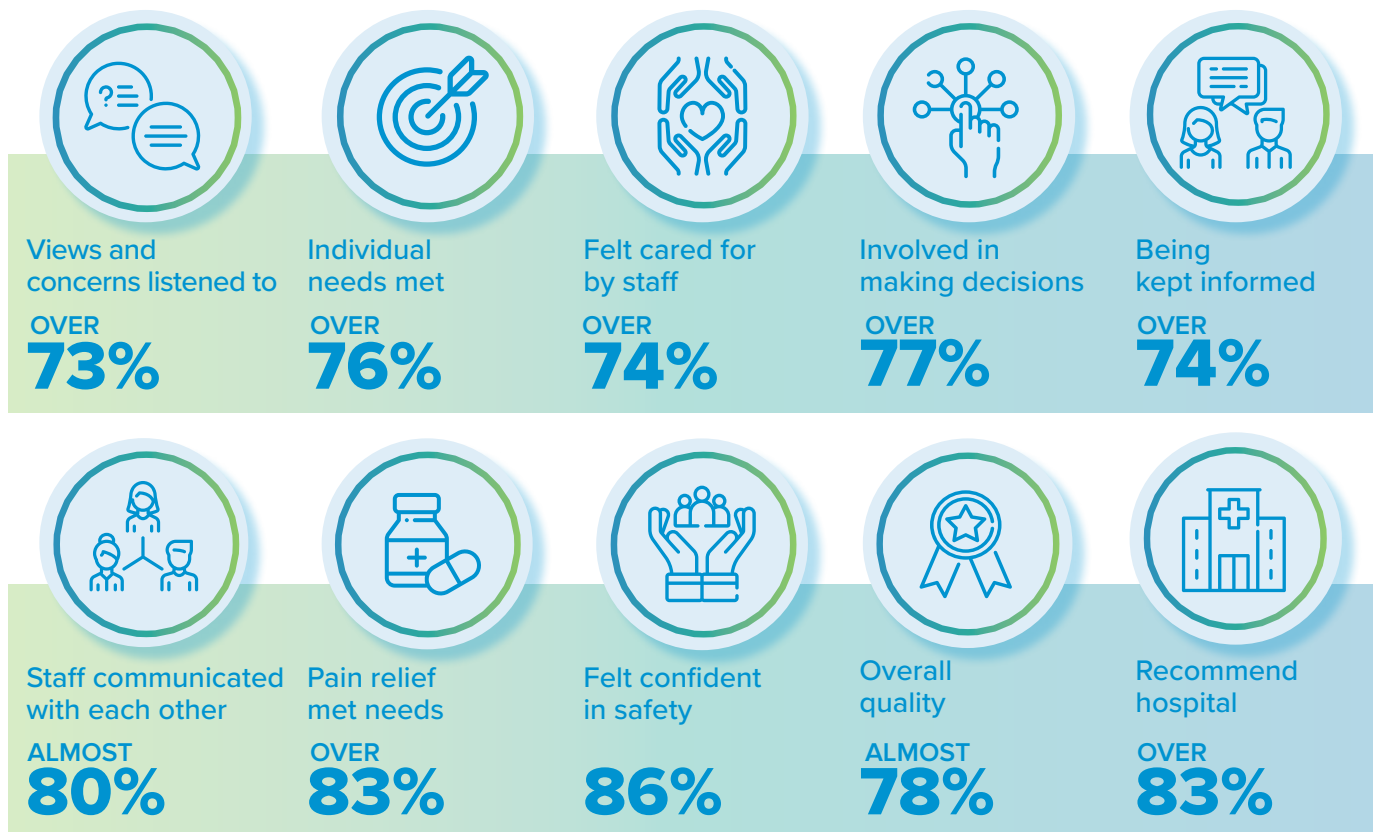
Measuring Consumer Experience 2023 Snapshot

As part of the SA Consumer Experience Surveillance interviews for the year between January and December 2022, a total of **172 Aboriginal and Torres Strait Islander consumers were interviewed.**

The demographic of respondents interviewed were



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



INDIVIDUAL NEEDS WERE NOT MET

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

OF THE
40

Aboriginal respondents who reported that their individual needs were not met mostly or always, **38** responded to the follow-up questions “when a need could not be met, staff explained why?”

AROUND
21%

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

HARM OR DISTRESS DISCUSSED WITH STAFF

82.4%

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

OF THE
17.6%

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

9.8%
experienced emotional harm

7.3%
experienced both physical and emotional harm

OF THE
30

Aboriginal respondents who reported that they had experienced unexpected harm or distress, all responded to the follow-up question:

53%
said that this was discussed with them



WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

73%

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 **27%** that did get asked, **25.6%** were asked after admission.

Of the 24 Aboriginal respondents who **required an interpreter,**

ALMOST

39%

were provided one in 2022.

THE MAJORITY OF ABORIGINAL RESPONDENTS:

OVER 79%

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 and their hospitals.

A TOTAL OF 120 ABORIGINAL AND TORRES STRAIT ISLANDER RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

OVER

67%

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF 77

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; and physical comfort.

A TOTAL OF 74

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