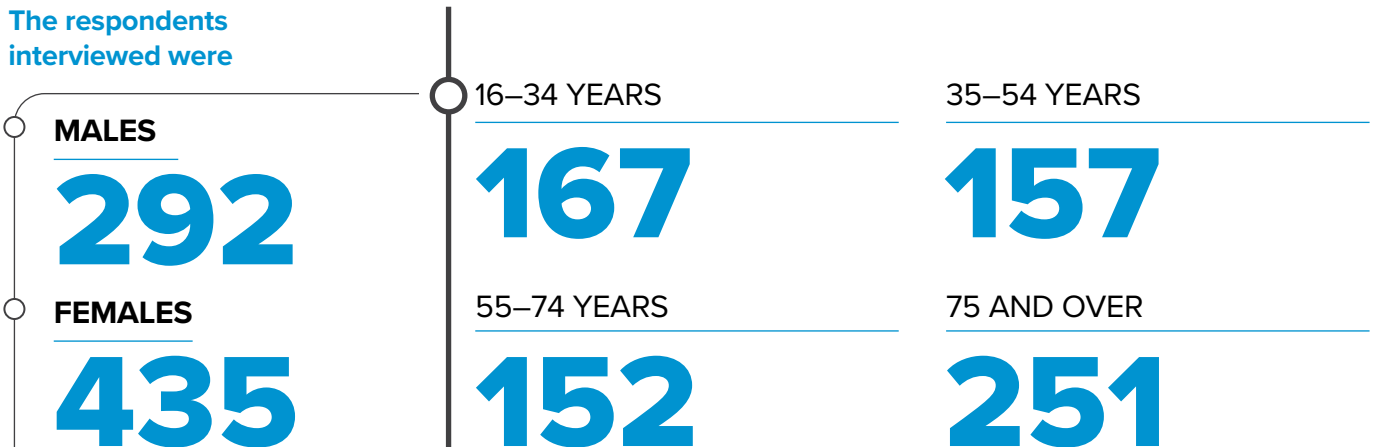


CULTURALLY AND LINGUISTICALLY DIVERSE

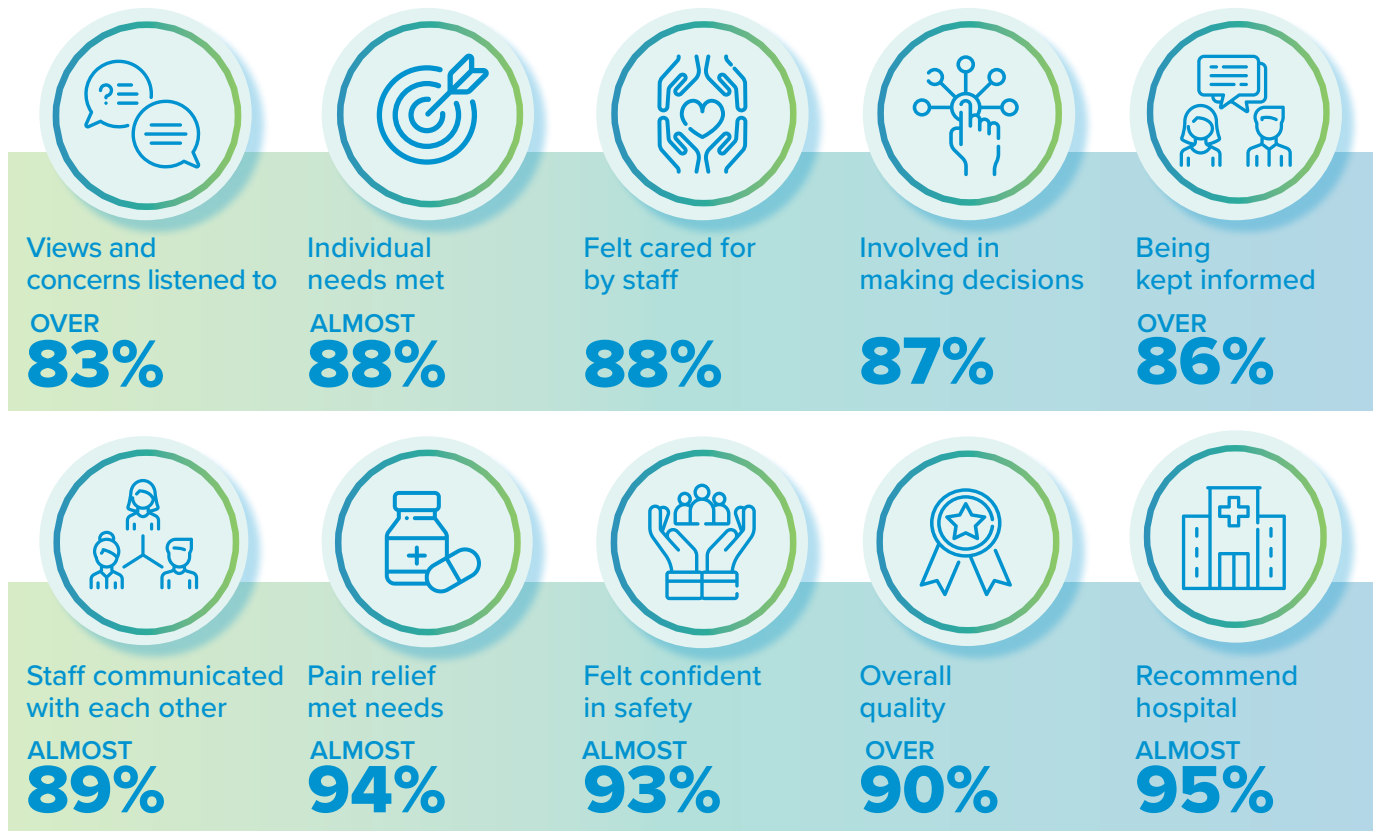
Measuring Consumer Experience 2024 Snapshot

As part of the SA Consumer Experience Surveillance interviews for the year between January and December 2023, a total of **727 Culturally and Linguistically Diverse (CALD) consumers were interviewed.**

The 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
90

CALD respondents who reported that their individual needs were not met mostly or always, **85** responded to the follow-up question:

ALMOST
19%

responded that staff always explained why this was the case

ALMOST
15%

said that this happened mostly

ALMOST
36%

said that this happened sometimes

OVER
30%

said staff rarely or never explained why their needs could not be met.

HARM OR DISTRESS DISCUSSED WITH STAFF

OVER
87%

of CALD respondents **did not** experience harm or/and distress as a result of their treatment and care.

OF THE
12.6%

that did experience harm or/and distress:

0.8%

had experienced physical harm

8.9%

experienced emotional distress

2.9%

experienced both

OF THE
91

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

91

responded to the follow-up question

50.5%

of CALD respondents reported that their harm or distress was discussed with them.



WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

OVER
71%

of CALD respondents **reported not being asked if they had any cultural or religious beliefs** that might affect their treatment.

Of the **28.8%** that did get asked, **24.4%** were asked after admission and **4.4%** were asked before admission.

Of the 167 consumers who **required an interpreter,**

78.5%

were provided one in 2023.

THE MAJORITY OF CALD RESPONDENTS:

ALMOST
90%

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 485 CALD RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

71.6%

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF
371

satisfied comments were received and were most commonly related to the coordination and integration of care; physical comfort; other; information; communication and education; food; access to care; transition and continuity; involvement of family and friends; Emergency Department; and emotional support and alleviation of fear and anxiety.

A TOTAL OF
257

dissatisfied comments were received and comments were most commonly related to coordination and integration of care; physical comfort; doctors and nurses; respect for patients' values and expressed needs; information; communication and education; access to care; transition and continuity; other; food; involvement of family and friends; Emergency Department; and emotional support and alleviation of fear and anxiety.