This work is copyright. It may be reproduced and the Population Research and Outcome Studies Unit (PROS) welcomes requests for permission to reproduce in the whole or in part for work, study or training purposes subject to the inclusion of an acknowledgment of the source and not commercial use or sale. PROS will only accept responsibility for data analysis conducted by PROS staff or PROS supervision.
# Table of Contents

**INTRODUCTION** .................................................................................................................. 4

**AIM** .................................................................................................................................... 5

**METHODOLOGY** .................................................................................................................. 5

Sample Selection .......................................................................................................................... 5

Introductory Letter ..................................................................................................................... 6

Questions ................................................................................................................................... 6

Data Collection .......................................................................................................................... 7

CATI .......................................................................................................................................... 7

Call Backs .................................................................................................................................. 7

Validation ................................................................................................................................... 8

Data Processing .......................................................................................................................... 8

Response rate .............................................................................................................................. 8

**SOCIOECONOMIC AND DEMOGRAPHIC CHARACTERISTICS** ......................... 8

Demographic profile of participants ............................................................................................. 8

**CULTURAL SUPPORT AND RESPECT** ................................................................. 10

**ABORIGINAL HOSPITAL LIAISON SERVICES** ...................................................... 12

**REFERENCES** .................................................................................................................... 12

**ATTACHMENT A: ABORIGINAL AND TORRES STRAIT ISLANDER PEHS MAIN SURVEY** .................................................................................................................. 13

**ATTACHMENT B: ABORIGINAL AND TORRES STRAIT ISLANDER PEHS MINI SURVEY** .................................................................................................................. 29

**ATTACHMENT C: ABORIGINAL AND TORRES STRAIT ISLANDER PEHS SURVEY EXAMPLE PATIENT LETTER** ....................................................................... 35

**ABORIGINAL AND TORRES STRAIT ISLANDER PATIENT SATISFACTION SURVEY 2007** ................................................................................................. 36
Introduction

This report presents data for the SA Strategic Plan “Indigenous Health: Cultural Competency” target based on questions asked as part of the Aboriginal and Torres Strait Islander (ATSI) continuous Patient Evaluation of Health Services (PEHS) survey which commenced in 2007. Overall, 194 adult patients who identified as being of Aboriginal and/or Torres Strait Islander descent, received at least one night of care in a South Australian public hospital and were discharged between July 1st 2008 and December 31st 2008 were interviewed on aspects of their care.

The survey sample comprises two streams:

- The first stream (Stream 1) comprises those patients who met the main criteria for, and who completed the entire ATSI PEHS – main survey (see Attachment A). The ATSI PEHS main survey is conducted to gain patient’s perceptions, experiences and satisfaction with health services, and the quality and safety of their care and treatment. The survey presents satisfaction scores for a sample of patients who received at least one night of care in a South Australian public hospital over a set time period for seven care and service ‘Areas’.

- The second stream (Stream 2) comprises patients who would normally be excluded from the ATSI PEHS main survey and who completed the ATSI PEHS – mini survey; a subset of PEHS questions (see Attachment B), particularly relating to cultural support and respect and customer satisfaction. These patients were excluded from the main survey for at least one of the following exclusion criteria: did not spend at least one night in hospital; principle diagnosis relating to mental health, maternity (those with abortive outcomes were excluded from both main and mini surveys), renal dialysis, radiotherapy or chemotherapy; attended one of the following hospitals: St Margaret’s Rehab, Hampstead Rehab, Glenside Campus, Southern Districts War Memorial Hospital.

The indicator for the “Indigenous Health: Cultural Competency” is the “Percentage of clients that express satisfaction with cultural support and respect by staff”. There are two questions to inform this indicator in the ATSI Patient Evaluation of Health Services – main and mini surveys. The first question asked was “Do you feel that the hospital staff treated you differently because you are an Aboriginal or Torres Strait Islander?” If the respondent answered yes to that question, they were then asked “Do you feel that the treatment was better or worse?”.

The proportion of respondents who feel that they were treated better because they were an Aboriginal or Torres Strait Islander and those who did not feel that they were treated differently because they were an Aboriginal or Torres Strait Islander were included in the analysis (i.e. those who were treated better or the same).
This report should be read in conjunction with the *Aboriginal and Torres Strait Islander Health: Patient Evaluation of Health Services* report and the *Aboriginal and Torres Strait Islander Health: Customer Satisfaction* report.

**Aim**

The aim of this report is to provide reliable estimates on ATSI clients’ satisfaction with cultural support and respect by staff pertaining to an overnight admission to SA Public hospitals.

**Methodology**

**Sample Selection**

The sample was drawn from South Australian public hospital (metropolitan and country) patients discharged between July 1st 2008 and December 31st 2008, with eligible patients identified by hospital coding of ATSI status. It is recognized that the accuracy of recording Aboriginal or Torres Strait Islander status varies widely between hospitals, and is more likely, than other hospital data (administrative or clinical), to be inaccurate. Furthermore, accuracy has been reported to increase in areas with higher proportion of ATSI residents (1).

Initial contact was made by Aboriginal Hospital Liaison Officers or Workers who were asked to inform patients, during their regular hospital visits during this period, of the upcoming survey (they were provided with a flyer to facilitate this).

The metropolitan public hospital’s sample was obtained from the Open Architecture Clinical Information System (OACIS) database, which contains patient IDs for all people discharged from public metropolitan hospitals in the previous month. In the first stage, the sample was downloaded from OACIS. The second stage involved filtering out patients who did not fit the inclusion criteria, next the names, addresses and phone numbers of the patients who meet the inclusion criteria were downloaded.

The sample from country public hospitals was obtained from downloading all patients discharged in the previous month from the Country Data Mart (CDM). Patients who met the inclusion criteria were identified in the same way as the sample from the metropolitan hospitals.
Patients identified for inclusion in the study were required to meet the following criteria.

- be identified in the hospital system as being of Aboriginal or Torres Strait Islander background;
- be a South Australian resident;
- be aged 18 to 80 years;
- have had at least one overnight stay in hospital;
- be discharged between July 1st 2008 and December 31st 2008;
- not have been discharged to a nursing home or other institution or deceased and;
- not be a maternity patient with any of the following outcomes: pregnancy with abortive outcome, obstetric death of unspecified cause, death from any obstetric cause occurring more than 42 days but less than one year after delivery, death from sequelae of direct obstetric causes or still birth.

Introductory Letter

A letter introducing the study was sent to the household of each selected telephone number informing them of the purpose and timing of the survey, and its confidentiality (example letter in Attachment C). Overall, 60.3% (n=117) of those who participated indicated that they had received and understood the letter. Additionally, they were provided with an 1800 phone number which could be used to make queries, schedule an appointment or decline involvement in the survey. There were no replacements for non-contactable persons.

Questions

Cultural respect questions

ATSI1 Do you feel that the hospital staff treated you differently because you are an Aboriginal or Torres Strait Islander?

ATSI2 Do you feel that the treatment was better or worse?

ATSI3 What happened to make you feel you were treated better than the other patients?

ATSI4 What happened to make you feel you were treated worse than the other patients?

ATSI5 Do you know about the Aboriginal Hospital Liaison services?

ATSI6 Did you use the Aboriginal Hospital Liaison services?
In addition to the customer satisfaction questions, demographic questions were asked concerning the patient’s education, annual household income, main language spoken at home and living arrangements.

Data Collection

Data were collected by a contracted agency and interviews were conducted in English by Aboriginal Interviewers. The decision was made to employ Aboriginal interviewers for the ATSI survey wherever possible. This was considered important to ensure that the interviewer understood the influences of culture in a telephone interview with an Aboriginal person. It was also felt that hearing an ‘Aboriginal voice’ on the phone may encourage a higher response. Additionally, where possible, male patients were contacted by a male interviewer and female patients were contacted by a female interviewer. The average length of interviews was 22.9 minutes for patients in Stream 1 and 9.3 minutes for patients in Stream 2.

CATI

The CATI III (Computer Assisted Telephone Interview) system was used to conduct the interviews. This system allows immediate entry of data from the interviewer’s questionnaire screen to the computer database. The main advantages of this system are the precise ordering and timing of call-backs and correct sequencing of questions as specific answers are given. The CATI system enforces a range of checks on each response with most questions having a set of pre-determined response categories. When open-ended responses were required these were transcribed exactly by the interviewer.

Call Backs

Letters were sent to the recorded postal address of all eligible patients. Contact was attempted with patients over a period of three months post discharge. After the sample was extracted from OACIS or the CDM each month, at least ten attempts were made to contact the patients by telephone. Different times of the day or evening were scheduled for each call back. If a person could not be interviewed immediately they were re-scheduled for interview at a time suitable to them. Replacement interviews for persons who could not be contacted or interviewed were not permitted. For patients with whom no contact could be established in the first month following discharge, at least ten attempts were made to contact the patients by telephone the following month and the month following that if required. Thus, where necessary at least 30 attempts were made to contact the patients by telephone.
Validation

Of each interviewer’s work, 10% was selected at random for validation by the supervisor. The contracted agency is a member of Interviewer Quality Control Australia (IQCA).

Data Processing

Raw data from the CATI system were imported into SPSS for Windows format. Data were then analysed using SPSS for Windows Version 15 (2).

Response rate

The overall sample response rate was unable to be determined, as this was a rolling three month survey. There were 194 interviews that form the basis of this report. Whilst non-Indigenous patients (who have been incorrectly classified as Indigenous) can be identified upon contact, it is not possible to identify the number of Indigenous patients excluded (due to incorrect classification as non-Indigenous). It is not possible to determine sample loss due to non-connected numbers, non-residential numbers, and fax/modem connections. There were 992 Aboriginal and Torres Strait Islander separations recorded in the South Australian public hospital system between July 1\textsuperscript{st} 2008 and December 31\textsuperscript{st} 2008 that were identified as eligible for the Cultural Support and Respect survey.

Socioeconomic and Demographic Characteristics

Demographic profile of participants

Overall, data were collected for n=194 adults aged 18 years and over. The demographic profile of the survey participants are shown in Table 1.
<table>
<thead>
<tr>
<th>Table 1: Demographic profile of participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Variable</td>
</tr>
<tr>
<td>----------</td>
</tr>
<tr>
<td><strong>Sex</strong></td>
</tr>
<tr>
<td>Male</td>
</tr>
<tr>
<td>Female</td>
</tr>
<tr>
<td><strong>Age</strong></td>
</tr>
<tr>
<td>18 to 24 years</td>
</tr>
<tr>
<td>25 to 34 years</td>
</tr>
<tr>
<td>35 to 44 years</td>
</tr>
<tr>
<td>45 to 54 years</td>
</tr>
<tr>
<td>55 to 64 years</td>
</tr>
<tr>
<td>65 years and over</td>
</tr>
<tr>
<td><strong>Hospital region</strong></td>
</tr>
<tr>
<td>Metropolitan</td>
</tr>
<tr>
<td>Country</td>
</tr>
<tr>
<td><strong>Language spoken</strong></td>
</tr>
<tr>
<td>English then ATSI</td>
</tr>
<tr>
<td>ATSI then English</td>
</tr>
<tr>
<td><strong>Education level</strong></td>
</tr>
<tr>
<td>No schooling to completed primary school</td>
</tr>
<tr>
<td>Some high school</td>
</tr>
<tr>
<td>Completed high school</td>
</tr>
<tr>
<td>TAFE or trade certificate or Diploma</td>
</tr>
<tr>
<td>University, CAE or other tertiary degree</td>
</tr>
<tr>
<td><strong>Annual Household income</strong></td>
</tr>
<tr>
<td>Up to $12,000</td>
</tr>
<tr>
<td>$12,001 - $20,000</td>
</tr>
<tr>
<td>$20,001 - $40,000</td>
</tr>
<tr>
<td>$40,001 - $60,000</td>
</tr>
<tr>
<td>More than $60,000</td>
</tr>
<tr>
<td>Don’t know</td>
</tr>
<tr>
<td><strong>Living arrangements</strong></td>
</tr>
<tr>
<td>Live alone</td>
</tr>
<tr>
<td>Live with partner</td>
</tr>
<tr>
<td>Live with children</td>
</tr>
<tr>
<td>Live with partner and children</td>
</tr>
<tr>
<td>Live with parents and siblings</td>
</tr>
<tr>
<td>Live in extended family household</td>
</tr>
<tr>
<td><strong>Total</strong></td>
</tr>
</tbody>
</table>
The following table shows the number and proportion of respondents from each of the SA health regions: the Central Northern Adelaide Health Service, the Southern Adelaide Health Service, Children, Youth and Women’s Health and Country South Australia. There were no respondents from non-affiliated metropolitan hospitals.

### Table 2: Proportion of respondents from each health region in South Australia

<table>
<thead>
<tr>
<th>Regions</th>
<th>n</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Northern Adelaide Health Service</td>
<td>50</td>
<td>25.8</td>
</tr>
<tr>
<td>Southern Adelaide Health Service</td>
<td>23</td>
<td>11.9</td>
</tr>
<tr>
<td>Child, Youth and Women’s Health Service</td>
<td>12</td>
<td>6.2</td>
</tr>
<tr>
<td>Country SA</td>
<td>109</td>
<td>56.2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>194</td>
<td>100.0</td>
</tr>
</tbody>
</table>

### Cultural Support and Respect

In total 10.8% (n=21) of respondents felt they were treated differently by the hospital staff because they were an Aboriginal or Torres Strait Islander. The following table presents these results by each health region (Table 3).

### Table 3: Proportion of respondents by Metro & Country health regions who felt they were treated differently because they are an Aboriginal or Torres Strait Islander

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th></th>
<th>No</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Metropolitan</td>
<td>6</td>
<td>7.1</td>
<td>77</td>
<td>90.6</td>
</tr>
<tr>
<td>Country SA</td>
<td>15</td>
<td>13.8</td>
<td>91</td>
<td>83.5</td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>21</td>
<td>10.8</td>
<td>168</td>
<td>86.6</td>
</tr>
</tbody>
</table>

Note: 5 respondents that answered ‘Don’t know’ were excluded from analysis

Those who felt they were treated differently by the hospital staff because they were an Aboriginal or Torres Strait Islander were then asked if they felt they were treated better or worse. Their answers are shown in Table 4.

### Table 4: Proportion of respondents by Metro & Country health regions who felt they were treated better or worse because they are an Aboriginal or Torres Strait Islander

<table>
<thead>
<tr>
<th></th>
<th>Better</th>
<th></th>
<th>Worse</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>n</td>
<td>%</td>
<td>n</td>
<td>%</td>
</tr>
<tr>
<td>Metropolitan</td>
<td>2</td>
<td>33.3</td>
<td>4</td>
<td>66.7</td>
</tr>
<tr>
<td>Country SA</td>
<td>5</td>
<td>33.3</td>
<td>8</td>
<td>53.3</td>
</tr>
<tr>
<td><strong>Overall</strong></td>
<td>7</td>
<td>33.3</td>
<td>12</td>
<td>57.1</td>
</tr>
</tbody>
</table>

Note: 2 respondents that answered ‘Don’t know’ were excluded from analysis
Patients who had indicated that they were treated better or worse were then asked what happened to make them feel they were treated differently than other patients. The following two questions attempted to provide details on what made patient’s treatment better or worse.

Of those patients who had indicated that felt they were treated better, the majority (71.4%) were able to specify what had happened to make them feel that they were treated better than other patients. These patients gave the following reasons for feeling they were treated better:

- Know me personally and grew up with them and went to school with them
- Personal
- The way they talked and looked
- Went straight in and they got rid of the pain
- When I needed them they never took that long treat me with respect.

Note: 2 respondents did not specify

Of those patients who had indicated that felt they were treated worse, all were able to specify what had happened to make them feel that they were treated worse than other patients. Their responses were:

- Didn’t listen or pay attention to me (n=3)
- Kept me waiting (n=2)
- Treated other patients better (n=2)
- Treated me unfairly or unequally (n=2)
- Heard staff say something bad about Aboriginal people (n=1)
- Acted negatively or disrespectfully (n=1)
- Was rude or impolite (n=1)
- Other response (n=9).

Note: totals do not add up as respondents were able to answer multiple times.
Aboriginal Hospital Liaison services

The Aboriginal Hospital Liaison service provides a link between the Aboriginal patient and a range of hospital services. Patients using this service are visited by an Aboriginal Liaison Officer. In total 74.2% (n= 144) of respondents indicated that they knew about the Aboriginal Hospital Liaison services.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th></th>
<th>No</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan</td>
<td>60</td>
<td>70.6</td>
<td>25</td>
<td>29.4</td>
</tr>
<tr>
<td>Country SA</td>
<td>84</td>
<td>77.1</td>
<td>25</td>
<td>22.9</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>144</td>
<td>74.2</td>
<td>50</td>
<td>25.8</td>
</tr>
</tbody>
</table>

Of those respondents who indicated that they knew about the Aboriginal Hospital Liaison services, 49.3% (n= 71) had used the services.

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th></th>
<th>No</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Metropolitan</td>
<td>32</td>
<td>53.3</td>
<td>28</td>
<td>46.7</td>
</tr>
<tr>
<td>Country SA</td>
<td>39</td>
<td>46.4</td>
<td>44</td>
<td>52.4</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>71</td>
<td>49.3</td>
<td>72</td>
<td>50.0</td>
</tr>
</tbody>
</table>

Note: 1 participant did not respond

References

1. Aboriginal and Torres Strait Islander Health and Welfare Information Unit. *Assessing the Quality of Identification of Aboriginal and Torres Strait Islander People in Hospital Data*. Canberra: Australian Institute of Health and Welfare and Australian Bureau of Statistics; 1999.
Attachment A:
Aboriginal and Torres Strait Islander
PEHS Main Survey
Patient Evaluation of Hospital Services

Aboriginal & Torres Strait Islander Survey – Main
February 2007

Introduction

Good ...... My name is ...... I am calling on behalf of the Department of Health. May I speak with ............please?

Either
1. Get person and repeat introduction
2. Make appointment to call back later

Recently you were a patient in [            ] hospital and we would like you to answer some questions about your experience so that we can identify things important to you, as an Indigenous Australian.

This is a chance for Indigenous people to have their say, so that hospital services can be improved for Indigenous patients.

To answer the questions takes about 20 minutes, but the survey may take longer if you’ve got a lot to tell us.

You were sent a letter recently about the survey on behalf of the Department.

Did you receive and understand the letter?
(Single Response)
1. Yes
2. No
3. Don’t know

I can assure you that the information you give will remain confidential. If at any time you do not feel comfortable answering a question you are not obliged to do so. You are free to withdraw at any time. The answers from all people interviewed will be gathered together and presented in a report. No individual answers will be passed on.

THE OUTCOME OF YOUR HOSPITAL STAY

1 PS6 How were you admitted to hospital?

[Interviewer note: if answer is ‘through outpatients’, response equals unplanned admission.]

(Read Options. Single Response)
1. Emergency or unplanned admission
2. Transferred from another hospital
3. Referred by my doctor and my admission was planned
4. Other

2 PS7 Did you have any pain before you were admitted to hospital?

[Interviewer note: if answer is “unconscious on admission”, response = 3.]

(Single Response)
1. Yes
2. No
3. Can’t Judge

3 MN10 As a result of your hospital stay did you get relief from the pain?

(Single Response)
1. Yes
2. Some
3. No
4. Can’t Judge

4 PS8 Did you have any other symptoms before you were admitted to hospital?

(Single Response)
1. Yes
2. No
3. Can’t Judge

(If 1=1 Go to 8)
5 PS9 Did your condition restrict your daily life (that is your normal activities) before you were admitted to hospital?

(Single Response)
1. Yes [ ]
2. No [ ] Go to 7
3. Can’t Judge [ ] Go to 7

6 MN11 As a result of your hospital stay did this improve?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Can’t Judge [ ]

7 PS10 Were you able to manage your condition before you were admitted to hospital?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Can’t Judge [ ]

8 MN12 Which of the following situations do you think best applies to you at this time?

(Read Options. Single Response)
1. I feel I am still recovering although the doctor thought I would be able to return to work/normal activities by now [ ]
2. I felt that I could have returned to my work or normal routines earlier than was estimated by the doctor [ ]
3. The doctor estimated about the right recovery time [ ]
4. I am still recovering as was expected [ ]
5. I feel I am coping with my ongoing condition [ ]
6. None of these [ ]
7. Don’t know/can’t say [ ]

9 MN2 Did you have any unexpected complication(s)?

(Single Response)
1. Yes [ ]
2. No [ ] Go to 11
3. Don’t know/can’t say [ ] Go to 11

10 MN3 Did the complication require a doctor to arrange extra treatment or medication?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Don’t know/can’t say [ ]

11 ATSI14 When you left hospital, where were you discharged to?

(Read Options. Single Response)
1. Home [ ]
2. Hostel [ ]
3. Remote community [ ]
4. Other (specify) [ ]
5. Don’t know/can’t say [ ]

12 MN13 Which of the following statements best describes what your hospital stay did for you?

(Read Options. Single Response)
1. My hospital stay helped me to maintain or restore my health [ ]
2. My hospital stay helped me to cope better with my problem [ ]
3. My hospital stay made no difference [ ]
4. My hospital stay made it more difficult to cope with my problem [ ]
5. My hospital stay made my health worse [ ]
6. Don’t know/can’t say [ ]

13 MN1 Overall, how would you rate the health care provided by the hospital on this visit?

(Read Options. Single Response)
1. Poor [ ]
2. Acceptable [ ]
3. Good [ ]
4. Excellent [ ]
5. Don’t know/can’t say [ ]
HOSPITAL PROCESS

The next questions ask you about your experience with various parts of the hospital system. Some questions will ask whether or not you got the services that you needed, others will ask how you felt about the services you received.

(If 1=1 Go to 16)

14 AH2 How long did you have to wait to be admitted to hospital after your doctor told you it was necessary?

(Single Response)
1. Didn’t have to wait [   ]
2. 1 – 7 days (<1wk) [   ]
3. 8 – 14 days (1-2wks) [   ]
4. 15 – 30 days (3 - 4wks) [   ]
5. 31 – 60 days (5-8 wks) [   ]
6. 61 – 90 days (9-12wks) [   ]
7. Over 90 days (>3mnths) [Specify] [   ]
8. Can’t remember [   ]

(If 1=1 Go to 19)

15 AH3 Once you got to hospital, how long did you wait before you were taken or sent to your room or ward?

(Interviewer note: Question relates to time to ward NOT until any proposed operation or treatment. Doesn’t apply is equal to didn’t have to wait)

(Single Response)
1.Didn’t have to wait [   ]
2. Within 30 minutes [   ]
3. 30 to 60 minutes [   ]
4. Between 1 and 2 hours [   ]
5. If over two hours, how long did you wait (in hours) [   ]
6. Can’t remember [   ]

16 CC1 If you used the call system, while you were in hospital, how long did it usually take before a nurse came to ask you why you had called?

(Single Response)
1. I didn’t use the call system [   ]
2. Within 5 minutes [   ]
3. 5 to 10 minutes [   ]
4. 11 to 15 minutes [   ]
5. If over 15 minutes, specify [   ]
6. Didn’t come at all [   ]
7. Can’t remember [   ]

17 IC1 Were you sent any information on how to prepare for your hospital stay?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply [   ]

18 AH1 When you got to the hospital, did you know what you were supposed to do and where you were supposed to go?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply [   ]

19 CC2 Did anyone ask you whether or not you were currently taking any medication(s)?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply to me [   ]
20 PI1 Were you asked about your dietary needs when you arrived on the ward?

(Single Response)
1. Yes [ ]
2. Asked pre-admission [ ]
3. No [ ]
4. Can’t remember [ ]
5. Doesn’t apply to me [ ]

21 ATSI15 When you were admitted to hospital, were you asked whether you identify as being of Aboriginal or Torres Strait Islander origin?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Can’t remember/Don’t know [ ]

22 PI2 Did anyone ask whether you had any cultural or religious beliefs that might affect the way you were treated in hospital?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Asked pre-admission [ ]
4. Can’t remember [ ]
5. Doesn’t apply [ ]

23 ATSI12 Did you feel that your cultural and religious beliefs were honoured?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Don’t know [ ]
4. Doesn’t apply [ ]

The next question refers to you, your family and/or carers.

24 PI3 If you needed one, did you have access to an interpreter?

[Interviewer note: If response is just “no”, prompt for reason (ie. response 2 or 3)]

(Single Response)
1. Yes [ ]
2. No – was not offered [ ]
3. No – could not access interpreter/none available [ ]
4. Can’t remember [ ]
5. Doesn’t apply [ ]

25 PI4 Did the nurse in charge of your care introduce him or herself to you at each shift change?

[Interviewer note: response must apply to every shift]

(Single Response)
1. Yes [ ]
2. No [ ]
3. Can’t remember [ ]
4. Doesn’t apply to me [ ]

26 PI5 Did the nursing staff let you know when a doctor would be coming so that you had a chance to think about some questions?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Can’t remember [ ]
4. Doesn’t apply to me [ ]
5. Doctor came regularly [ ]

27 PI6 Did you feel that you could have refused to have students (medical or nursing) present during your treatment?

[Interviewer note: If the person doesn’t understand the question, explain that in some cases there are medical/nursing students present, and patients can ask for them to leave.] (Single Response)
1. Yes [ ]
2. No [ ]
3. Didn’t know/feel I could refuse [ ]
4. Doesn’t apply to me [ ]
28 AP1 If you needed some help to manage your recovery when you got home (e.g. nursing care, or help with personal care) did the hospital staff help you get it?

(Interviewer note: Refers to hospital staff organising other people/services to help them when they get home.)

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply to me [   ]

[Interviewer note: If letter not received, omit the commencing phrase “prior to receiving our letter” for this question]

29 PS2 [If letter received] Prior to receiving our letter, did you know there was a Public Patients Charter listing your rights as a patient?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply [   ]

30 PS3 Are you aware that each hospital/each region has a patient’s adviser to assist with complaints?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply [   ]

31 PS4 Are you aware that there is a Health and Community Complaints Commissioner (formerly Health Ombudsman) that can assist with complaints not resolved by the hospital?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Can’t remember [   ]
4. Doesn’t apply [   ]

REASON FOR HOSPITAL STAY

In view of what you knew about the reason for your being in hospital, please rate how acceptable the following were.

(If 1=1 Go to 32)

32 AH4 The notice you received if your admission date was cancelled or changed was:

(Read Options. Single Response)
1. Unacceptable [   ]
2. Could be improved [   ]
3. Acceptable [   ]
4. No opinion [   ]
5. Doesn’t apply [   ]

33 AH5 The time you waited to get into hospital was:

(Read Options. Single Response)
1. Unacceptable [   ]
2. Could be improved [   ]
3. Acceptable [   ]
4. No opinion [   ]
5. Doesn’t apply [   ]

34 AH6 The time you waited to be seen by the admissions clerk was:

(Read Options. Single Response)
1. Unacceptable [   ]
2. Could be improved [   ]
3. Acceptable [   ]
4. No opinion [   ]
5. Doesn’t apply [   ]

35 AH7 The time you waited before you were able to go to your ward or room after you had seen the admissions clerk was:

(Read Options. Single Response)
1. Unacceptable [   ]
2. Could be improved [   ]
3. Acceptable [   ]
4. No opinion [   ]
5. Doesn’t apply [   ]

(If 16=1 Go to 36)
**Aboriginal and Torres Strait Islander Cultural Support and Respect**

<table>
<thead>
<tr>
<th>Question</th>
<th>Response Options</th>
</tr>
</thead>
</table>
| 36 AP2 The time you waited for a nurse after using the call system was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 37 AP3 The time you waited for a doctor if you asked to see one was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 38 AP4 The way health care professionals (e.g. nurses, physios) provided any help you needed (for example going to the toilet) was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 39 IC2 The effort made by doctors to discuss the benefits and risks of your treatment was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 40 IC3 The way health care professionals responded to any concerns or comments about your treatment was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 41 IC9 The way health care professionals explained the outcome of your treatment, procedure or surgery was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 42 CC8 The coordination of your care over time if you had more than one visit was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
| 43 IC4 The communication between doctors, nurses and other health care professionals about your treatment was: | 1. Unacceptable [ ]  
2. Could be improved [ ]  
3. Acceptable [ ]  
4. No opinion [ ]  
5. Doesn’t apply [ ] |
44 CC3 The way things were fixed if there was any problem while in the hospital was:

[Interviewer note: if no problems, response is doesn’t apply]

(Read Options. Single Response)
1. Unacceptable
2. Could be improved
3. Acceptable
4. No opinion
5. Doesn’t apply

45 CC4 The time you waited at discharge for any prescription or medication was:

(Read Options. Single Response)
1. Unacceptable
2. Could be improved
3. Acceptable
4. No opinion
5. Doesn’t apply

46 CC5 The way any complaints were dealt with by the hospital was:

(Read Options. Single Response)
1. Unacceptable
2. Could be improved
3. Acceptable
4. No opinion
5. Doesn’t apply

CARE AND TREATMENT / MANAGEMENT

The following questions ask you to rate the level of service you received.

47 IC10 Regarding the information given to you about your planned treatment when you got to the ward, did you get....

(Read Options. Single Response)
1. None
2. Want more
3. Enough
4. Too much
5. No opinion
6. Doesn’t apply

48 CC6 Regarding attention by nursing staff to your care for example, drips and wound dressing, did you get.....

(Read Options. Single Response)
1. None
2. Want more
3. Enough
4. Too much
5. No opinion
6. Doesn’t apply

49 CC7 Regarding the time doctors spent on your care and treatment. Did you get....

(Read Options. Single Response)
1. None
2. Want more
3. Enough
4. Too much
5. No opinion
6. Doesn’t apply

50 IC5 Regarding the information about the purpose of the tests, did you get...

(Read Options. Single Response)
1. None
2. Want more
3. Enough
4. Too much
5. No opinion
6. Doesn’t apply

51 IC6 Regarding the information about the results of tests. Did you get...

(Read Options. Single Response)
1. None
2. Want more
3. Enough
4. Too much
5. No opinion
6. Doesn’t apply
52 IC7 Regarding information about medications. Did you get...

(Read Options. Single Response)
1. None [ ]
2. Want more [ ]
3. Enough [ ]
4. Too much [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

53 PI7 Regarding time to consider any consent form you needed to sign. Was there:

(Read Options. Single Response)
1. No time [ ]
2. Too short [ ]
3. Enough [ ]
4. Too long [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

54 PI8 Regarding the information about your progress while in hospital, did you get...

(Read Options. Single Response)
1. None [ ]
2. Want more [ ]
3. Enough [ ]
4. Too much [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

55 PI9 Regarding information given to your family or carers about your progress, did they get...

(Read Options. Single Response)
1. None [ ]
2. Want more [ ]
3. Enough [ ]
4. Too much [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

56 PI10 Regarding involvement in decisions about your care and treatment, did you have...

(Read Options. Single Response)
1. None [ ]
2. Wanted more [ ]
3. Enough [ ]
4. Too much [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

57 AP5 Regarding access to any extra support you needed to help your recovery, for example a support group, did you get...

[Interviewer note: support is any extra help or information about groups at all. Read Options. Single Response]
1. None [ ]
2. Want more [ ]
3. Enough [ ]
4. Too much [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

58 MN4 Regarding the length of time you stayed in hospital, was it:

(Read Options. Single Response)
1. Too short [ ]
2. Enough [ ]
3. Too long [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

59 MN5 Regarding the time given to prepare for your discharge, did you get.....

(Read Options. Single Response)
1. No Time [ ]
2. Want more [ ]
3. Enough [ ]
4. Too long [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]
60  IC8  Regarding information on how to manage your condition or recovery at home, did you get.....

(Read Options. Single Response)
1. None [ ]
2. Want more [ ]
3. Enough [ ]
4. Too much [ ]
5. No opinion [ ]
6. Doesn’t apply [ ]

PERSONAL NEEDS
Being in hospital can be an unsettling experience. Consideration of your personal needs by hospital staff whenever possible is an important part of hospital care. The following questions relate to the degree that your needs were met.

61  RA1 Did you feel you could see visitors as much as you needed/wanted to?

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

62  RA2 Was there screens (curtains) around the bed when being examined to ensure privacy.....

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

63  PI11 Was your right to have an opinion respected.....

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

64  MN6 Did you feel you were shown respect while being examined or interviewed?

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

65  MN7 Were the staff considerate and polite to you?

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

66  MN8 Did you feel that you could ask for information if you felt anxious about something...

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

67  RA3 Did you feel safe and secure while in the hospital...

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]

68  MN9 Did the hospital staff use low voices when talking or examining so that others couldn’t overhear?

(Read Options. Single Response)
1. Never [ ]
2. Sometimes [ ]
3. Usually [ ]
4. Always [ ]
5. Doesn’t apply [ ]
RESIDENTIAL ASPECTS OF THE HOSPITAL

Now, we would like you to rate some of the residential aspects of the hospital.

69 RA4 Did you find the hospital parking...

(Interviewer note: Includes visitors. Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

70 RA5 Did you find the sign posting to help you get around the hospital...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

(If 1=1 Go to 71)

71 RA6 Did you find the help provided to get into the hospital (e.g. wheelchair)....

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

72 RA7 Did you find the quality of food to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

73 RA8 Did you find the range and appeal of the menus to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

74 RA9 Did you find the temperature of the food to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

75 RA10 Did you find the position of the call for help button to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

76 RA11 Did you find the comfort of your bed to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

77 RA12 Did you find the temperature in your room or ward to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]
RA13 Did you find the storage for your personal possessions to be...

(Read Options. Single Response)
1. Poor [ ]
2. Fair [ ]
3. Good [ ]
4. No opinion [ ]
5. Doesn’t apply [ ]

CULTURAL SUPPORT & RESPECT

ATSI1 Do you feel that the hospital staff treated you differently because you are an Aboriginal or Torres Strait Islander?

(Single Response)
1. Yes [ ]
2. No [ ] Go to 82
3. Don’t know [ ] Go to 82
4. Refused [ ] Go to 82

ATSI2 Do you feel that the treatment was better or worse?

1. Better [ ]
2. Worse [ ] Go to 81
3. Don’t know [ ] Go to 82
4. Refused [ ] Go to 82

ATSI3 What happened to make you feel you were treated better than the other patients?

1. Specify ______________ Go to 82
2. Unsure/Don’t know [ ] Go to 82
3. Refused [ ] Go to 82

ATSI4 What happened to make you feel you were treated worse than the other patients?

[Interviewer note: Do not read responses. Multiple response possible.]
1. The doctor or staff talked down to me [ ]
2. Heard staff say something bad about me [ ]
3. Heard staff say something bad about Aboriginal people [ ]
4. Kept me waiting [ ]
5. Treated other patients better [ ]
6. Treated me unfairly or unequally [ ]
7. Didn’t spend enough time or rushed [ ]
8. Didn’t listen or pay attention to me [ ]
9. Acted negatively or disrespectfully [ ]
10. Was rude or impolite [ ]
11. Other [specify] ______________
12. Don’t know / not stated [ ]
13. Refused [ ]

ATSI5 Do you know about the Aboriginal Hospital Liaison services?

(Interviewer note: The Aboriginal Hospital Liaison service provides a link between the Aboriginal patient and a range of hospital services. Patients using this service are visited by an Aboriginal Liaison Officer)

(Single response)
1. Yes [ ]
2. No [ ] Go to 84
3. Refused [ ] Go to 84

ATSI6 Did you use the Aboriginal Hospital Liaison services?

(Single response)
1. Yes [ ]
2. No [ ]
3. Not required [ ]
4. Don’t know [ ]
5. Refused [ ]
OTHER INDICATORS

Now a few questions about your condition.

85 IND1 What condition were you in hospital for?

[Interviewer note: item 4, cancer includes all cancers e.g. leukaemia, lymphomas, chronic myelogenous leukemia (CML) etc]

(Multiple Response)
1. Allergies (specify - to what?) [ ]
2. Arthritis (osteo-, rheumatoid) [ ]
3. Eye diseases e.g. cataract, glaucoma [ ]
4. Cancer [ ]
5. Diabetes [ ]
6. Epilepsy [ ]
7. Gastrointestinal conditions eg. reflux, hernia, irritable bowel syndrome, diverticulitis, Crohn’s disease [ ]
8. Gout/ joint problems e.g. knee [ ]
9. Genital conditions eg. endometriosis, hysterectomy, prostate [ ]
10. Hearing problem [ ]
11. Heart attack/angina [ ]
12. Kidney disease [ ]
13. Parkinson’s disease - neurological [ ]
14. Respiratory e.g. asthma, chronic bronchitis or emphysema [ ]
15. Skeletal problems/ fracture / injury e.g. back, osteoporosis [ ]
16. Skin diseases eg dermatitis [ ]
17. Thyroid problem / underactive thyroid [ ]
18. Lupus [ ]
19. Mental health condition [ ]
20. Substance misuse [ ]
21. Family violence [ ]
22. Road/traffic accident [ ]
23. Other (specify) [ ]
24. Not stated [ ]

86 IND2 How long had you had the problem prior to being admitted?

[Interviewer note: time from when the condition became a problem and when hospital admission was discussed, not when first diagnosed]

(Single Response)
1. ≤ 1 day [ ]
2. ≤ 1 week [ ]
3. 1 to 4 weeks [ ]
4. > 1 month but ≤ 12 months [ ]
5. > 1 year and ≤ 5 years [ ]
6. 5+ years [ ]
7. Don’t know/can’t remember [ ]

87 IND3 How many times have you been admitted to any hospital with this condition previously?

(Single Response)
1. Specify [ ]
2. Don’t know/can’t remember [ ]
3. None [ ]

88 IND4 Do you have any other current major medical conditions?

(Single Response)
1. Yes [ ]
2. No [ ] Go to 90
89 IND5 What is (are) it (they)?

[Interviewer note: Item 4, cancer includes all cancers e.g. leukaemia, lymphomas, chronic myelogenous leukemia (CML) etc]

(Multiple Response)

1. Allergies (specify - to what?) [ ]
2. Arthritis (osteo-, rheumatoid) [ ]
3. Eye diseases e.g. cataract, glaucoma [ ]
4. Cancer [ ]
5. Diabetes [ ]
6. Epilepsy [ ]
7. Gastrointestinal conditions e.g. reflux, hernia, irritable bowel syndrome, diverticulitis, Crohn’s disease [ ]
8. Gout/ Joint problems e.g. knee [ ]
9. Genital conditions e.g. endometriosis, hysterectomy, prostate [ ]
10. Hearing problem [ ]
11. Heart attack/angina [ ]
12. Kidney stones [ ]
13. Parkinson’s disease [ ]
14. Respiratory e.g. asthma, chronic bronchitis or emphysema [ ]
15. Skeletal problems/fracture / injury e.g. back, osteoporosis [ ]
16. Skin diseases e.g. dermatitis [ ]
17. Thyroid problem / underactive thyroid [ ]
18. Liver disease [ ]
19. Other (specify) [ ]
20. Not stated [ ]

90 ATSI7 Which of the following best describes your smoking habits?

(Read options. Single response)

1. I smoke daily [ ]
2. I smoke occasionally [ ]
3. I don’t smoke now, but I used to [ ]
4. I’ve tried it a few times, but never smoked regularly [ ]
5. I’ve never smoked [ ]
6. Refused [ ]

91 ATSI8 Compared with usual, while you were in hospital, you …

(Read options. Single response)

1. Smoked less [ ]
2. Smoked about the same [ ]
3. Smoked more [ ]
4. Quit smoking [ ]
5. Don’t know [ ]
6. Refused [ ]

92 ATSI9 Why did you stop smoking?

(Multiple response)

1. I couldn’t smoke in hospital [ ]
2. For my health [ ]
3. My family/friends wanted me to stop [ ]
4. Too expensive [ ]
5. Other [specify] [ ]
6. Don’t know [ ]
7. Refused [ ]

93 ATSI10 Since you left hospital, did you start smoking again?

(Single response)

1. Yes [ ]
2. No [ ]
3. Refused [ ]

94 ATSI11 What is the main reason stopping you from quitting smoking at the moment?

(Single response)

1. I’m addicted to smoking [ ]
2. Smoking helps me cope with stress [ ]
3. I enjoy it too much [ ]
4. I would gain weight [ ]
5. I have too little willpower [ ]
6. My friends, relatives, workmates smoke [ ]
7. Quitting is not important to me [ ]
8. Don’t know [ ]
9. Refused [ ]
10. Other [specify] [ ]
**CUSTOMER SATISFACTION**

I am now going to ask you to rate how satisfied you have been with your experiences when dealing with Government Services. On a scale of one to five, 1 means very dissatisfied and 5 means very satisfied.

95. **How satisfied were you with the overall quality of service delivery?**
   (Single response)
   1. 1 (Very dissatisfied) [ ]
   2. 2 [ ]
   3. 3 [ ]
   4. 4 [ ]
   5. (Very satisfied) [ ]
   6. Don’t know [ ]
   7. Refused [ ]

96. **Overall, how satisfied were you with the accessibility of the service/product?**
   (Single response)
   1. 1 (Very dissatisfied) [ ]
   2. 2 [ ]
   3. 3 [ ]
   4. 4 [ ]
   5. (Very satisfied) [ ]
   6. Don’t know [ ]
   7. Refused [ ]

97. **Overall, how satisfied were you with the amount of time it took to get the service?**
   (Single response)
   1. 1 (Very dissatisfied) [ ]
   2. 2 [ ]
   3. 3 [ ]
   4. 4 [ ]
   5. (Very satisfied) [ ]
   6. Don’t know [ ]
   7. Refused [ ]

I am now going to ask you to rate the next four statements in relation to your experience with [agency name]. One means you strongly disagree and 5 means you strongly agree.

98. **I was treated fairly?**
   (Single response)
   1. 1 (strongly disagree) [ ]
   2. 2 [ ]
   3. 3 [ ]
   4. 4 [ ]
   5. (strongly agree) [ ]
   6. Don’t know [ ]
   7. Refused [ ]

99. **I was informed of everything I had to do to get the service/product?**
   (Single response)
   1. 1 (strongly disagree) [ ]
   2. 2 [ ]
   3. 3 [ ]
   4. 4 [ ]
   5. (strongly agree) [ ]

100. **Staff were knowledgeable and competent?**
    (Single response)
    1. 1 (strongly disagree) [ ]
    2. 2 [ ]
    3. 3 [ ]
    4. 4 [ ]
    5. (strongly agree) [ ]

101. **Staff went the extra mile to make sure I got what I needed?**
    (Single response)
    1. 1 (strongly disagree) [ ]
    2. 2 [ ]
    3. 3 [ ]
    4. 4 [ ]
    5. (strongly agree) [ ]

102. **In the end, did you get what you needed?**
    (Single response)
    1. Yes [ ]
    2. No [ ]
    3. I got part of what I needed [ ]
    4. Don't know [ ]
    5. Refused [ ]
DEM生机和社交

指示器

现在结束一些一般性问题。

103 M2 你在家主要说什么语言？

（单一选项）
1. 英语 [   ]
2. 原住民/托雷斯海峡岛民语言（具体）
3. 其他（具体）

104 DEM3 你完成的最高教育水平是什么？

（单一选项。访谈员注：必要时提示）
1. 从未上学 [   ]
2. 初级学校 [   ]
3. 完成初级学校 [   ]
4. 初级学校 [   ]
5. 完成高中（例如：12年，6年，HSC） [   ]
6. TAFE或职业证书或文凭 [   ]
7. 大学，CAE或其他高等教育机构 [   ]
8. 其他（具体）

105 DEM4 你能告诉我你家的约年度总收入是多少吗？这是指家庭成员在税前的总收入。我会读出一些类别，你能请告诉我你们的家庭收入属于哪个范围？

（读取选项。单一选项）
1. 不到$12,000 [   ]
2. $12,001 - $20,000 [   ]
3. $20,001 - $40,000 [   ]
4. $40,001 - $60,000 [   ]
5. $60,001 - $80,000 [   ]
6. 大于$80,000 [   ]
7. 未说明/拒绝 [   ]
8. 不知道 [   ]

106 DEM5 你能告诉我哪种生活安排最符合你的家庭？你...

（读取选项。单一选项）
1. 单独 [   ]
2. 与伴侣 [   ]
3. 与子女 [   ]
4. 与伴侣和子女 [   ]
5. 与父母 [   ]
6. 与父母和兄弟姐妹 [   ]
7. 与其他不相关成年人 [   ]
8. 与相关成年人 [   ]
9. 与家外拓展家庭 [   ]
10. 其他 [   ]

107 PS11 你会推荐这个医院给亲戚朋友吗？

（单一选项）
1. 是 [   ]
2. 不是 [   ]
3. 不知道 [   ]

108 ATSI13 你的整体旅程有改进的空间吗？

[访谈员注：这包括从家庭到医院，再到医院回家]
1. 需要改进（具体）
2. 不知道/不会
3. 没有

日期访谈
星期一访谈
时间访谈

这完成了调查。

代表卫生部，我要非常感谢你花时间参与调查。谢谢你们的时间。
Attachment B:
Aboriginal and Torres Strait Islander
PEHS Mini Survey
Patient Evaluation of Hospital Services

Aboriginal & Torres Strait Islander Survey – Mini
February 2007

Introduction

Good ...... My name is ....... I am calling on behalf of the Department of Health. May I speak with ............please?

Either
1. Get person and repeat introduction
2. Make appointment to call back later

Recently you were a patient in [   ] hospital and we would like you to answer a few questions about your experience so that we can identify things important to you, as an Indigenous Australian.

This is a chance for Indigenous people to have their say, so that hospital services can be improved for Indigenous patients.

To answer the questions takes about 5 minutes, but the survey may take longer if you’ve got a lot to tell us.

You were sent a letter recently about the survey on behalf of the Department.

Did you receive and understand the letter?

(Single Response)
1. Yes [   ]
2. No [   ]
3. Don’t know [   ]

I can assure you that the information you give will remain confidential. If at any time you do not feel comfortable answering a question you are not obliged to do so. You are free to withdraw at any time. The answers from all people interviewed will be gathered together and presented in a report. No individual answers will be passed on.

THE OUTCOME OF YOUR HOSPITAL STAY

1  MN13 Which of the following statements best describes what your hospital stay did for you?

(Read Options. Single Response)
1. My hospital stay helped me to maintain or restore my health [   ]
2. My hospital stay helped me to cope better with my problem [   ]
3. My hospital stay made no difference [   ]
4. My hospital stay made it more difficult to cope with my problem [   ]
5. My hospital stay made my health worse [   ]
6. Don’t know/can’t say [   ]

2  ATSI14 When you left hospital, where were you discharged to?

(Read Options. Single Response)
1. Home [   ]
2. Hostel [   ]
3. Remote community [   ]
4. Other (specify) [   ]
5. Don’t know/can’t say [   ]

3  MN1 Overall, how would you rate the health care provided by the hospital on this visit?

(Read Options. Single Response)
1. Poor [   ]
2. Acceptable [   ]
3. Good [   ]
4. Excellent [   ]
5. Don’t know/can’t say [   ]
HOSPITAL PROCESS

The next questions ask you about your experience with various parts of the hospital system. Some questions will ask whether or not you got the services that you needed, others will ask how you felt about the services you received.

4 ATSI15 When you were admitted to hospital, were you asked whether you identify as being of Aboriginal or Torres Strait Islander origin?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Can’t remember/Don’t know [ ]

5 PI2 Did anyone ask whether you had any cultural or religious beliefs that might affect the way you were treated in hospital?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Asked pre-admission [ ]
4. Can’t remember [ ]
5. Doesn’t apply [ ]

6 ATSI12 Did you feel that your cultural and religious beliefs were honoured?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Don’t know [ ]
4. Doesn’t apply [ ]

The next question refers to you, your family and/or carers.

7 PI3ATSI If you needed one, did you have access to an interpreter?

[Interviewer note: If response is just “no”, prompt for reason (ie. response 2 or 3)]

(Single Response)
1. Yes [ ]
2. No – was not offered [ ]
3. No – could not access interpreter/none available [ ]
4. Can’t remember [ ]
5. Doesn’t apply [ ]

CULTURAL SUPPORT & RESPECT

8 ATSI1 Do you feel that the hospital staff treated you differently because you are an Aboriginal or Torres Strait Islander?

(Single Response)
1. Yes [ ]
2. No [ ] Go to 12
3. Don’t know [ ] Go to 12
4. Refused [ ] Go to 12

9 ATSI2 Do you feel that the treatment was better or worse?

1. Better [ ]
2. Worse [ ] Go to 11
3. Don’t know [ ] Go to 12
4. Refused [ ] Go to 12

10 ATSI3 What happened to make you feel you were treated better than the other patients?

1. Specify ________________ Go to 12
2. Unsure/Don’t know [ ] Go to 12
3. Refused [ ] Go to 12

11 ATSI4 What happened to make you feel you were treated worse than the other patients?

(Interviewer note: Do not read responses. Multiple response possible.)
1. The doctor or staff talked down to me [ ]
2. Heard staff say something bad about me [ ]
3. Heard staff say something bad about Aboriginal people [ ]
4. Kept me waiting [ ]
5. Treated other patients better [ ]
6. Treated me unfairly or unequally [ ]
7. Didn’t spend enough time or rushed [ ]
8. Didn’t listen or pay attention to me [ ]
9. Acted negatively or disrespectfully [ ]
10. Was rude or impolite [ ]
11. Other [specify] ________________
12. Don’t know / not stated [ ]
13. Refused [ ]
### Aboriginal Hospital Liaison services?

12 **ATS15** Do you know about the Aboriginal Hospital Liaison services?

(Interviewer note: The Aboriginal Hospital Liaison service provides a link between the Aboriginal patient and a range of hospital services. Patients using this service are visited by an Aboriginal Liaison Officer)

(Single response)

1. Yes [ ]
2. No [ ] Go to 14
3. Refused [ ] Go to 14

### CUSTOMER SATISFACTION

I am now going to ask you to rate how satisfied you have been with your experiences when dealing with Government Services. On a scale of one to five, 1 means very dissatisfied and 5 means very satisfied.

#### 14 How satisfied were you with the overall quality of service delivery?

(Single response)

1. 1 (Very dissatisfied) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. 5 (Very satisfied) [ ]
6. Don’t know [ ]
7. Refused [ ]

#### 15 Overall, how satisfied were you with the accessibility of the service / product?

(Single response)

1. 1 (Very dissatisfied) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. 5 (Very satisfied) [ ]
6. Don’t know [ ]
7. Refused [ ]

#### 16 Overall, how satisfied were you with the amount of time it took to get the service?

(Single response)

1. 1 (Very dissatisfied) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. 5 (Very satisfied) [ ]
6. Don’t know [ ]
7. Refused [ ]
I am now going to ask you to rate the next four statements in relation to your experience with [agency name]. One means you strongly disagree and 5 means you strongly agree.

17 I was treated fairly?
(Single response)
1. 1 (strongly disagree) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. (strongly agree) [ ]
6. Don’t know [ ]
7. Refused [ ]

18 I was informed of everything I had to do to get the service/product?
(Single response)
1. 1 (strongly disagree) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. (strongly agree) [ ]

19 Staff were knowledgeable and competent?
(Single response)
1. 1 (strongly disagree) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. (strongly agree) [ ]

20 Staff went the extra mile to make sure I got what I needed?
(Single response)
1. 1 (strongly disagree) [ ]
2. 2 [ ]
3. 3 [ ]
4. 4 [ ]
5. (strongly agree) [ ]

21 In the end, did you get what you needed?
(Single response)
1. Yes [ ]
2. No [ ]
3. I got part of what I needed [ ]
4. Don’t know [ ]
5. Refused [ ]

22 DEM2 What is the main language you speak at home?
(Single Response)
1. English [ ]
2. Aboriginal/Torres Strait Islander languages (specify) [ ]
3. Other (specify) [ ]

23 DEM3 What is the highest level of education you have completed?
(Single Response. Interviewer note: Prompt if necessary)
1. Never attended school [ ]
2. Some Primary school [ ]
3. Completed Primary School [ ]
4. Some High School [ ]
5. Completed High School (i.e. Year 12, Form 6, HSC) [ ]
6. TAFE or Trade Certificate or Diploma [ ]
7. University, CAE or some other Tertiary Institute degree [ ]
8. Other (specify) [ ]

24 DEM4 Can you tell me the approximate annual gross income of your household? That is, for all people in the household before tax is taken out. I’ll read out some categories and could you please tell me into which one your household’s income falls?
(Read Options. Single Response)
1. Up to $12,000 [ ]
2. $12,001 - $20,000 [ ]
3. $20,001 - $40,000 [ ]
4. $40,001 - $60,000 [ ]
5. $60,001 - $80,000 [ ]
6. More than $80,000 [ ]
7. Not stated/refused [ ]
8. Don’t know [ ]
25 DEM5 Can you tell me which of the following living arrangements describes your household? Do you...

(Read Options. Single Response)
1. Live alone [ ]
2. Live with partner [ ]
3. Live with children [ ]
4. Live with partner & children [ ]
5. Live with parent(s) [ ]
6. Live with parent(s) and siblings [ ]
7. Live with other unrelated adults [ ]
8. Live with other related adults [ ]
9. Live in extended family household [ ]
10. Other [ ]

26 PS11 Would you recommend the hospital to a relative or friend?

(Single Response)
1. Yes [ ]
2. No [ ]
3. Unsure/ Don’t Know [ ]

27 ATSI13 Was there any way your overall journey could have been improved?

[Interviewer note: This includes journey from home to hospital, and back to home from hospital]

1. Things to be improved (specify) ______
2. Unsure/ Don’t know
3. No

Date of interview
Day of week interview undertaken
Time of day interview undertaken

That concludes the survey.

On behalf of the Department of Health I would like to thank you very much for taking part in the survey. Thank you for your time.
Attachment C:
Aboriginal and Torres Strait Islander
PEHS Survey Example Patient Letter
EXAMPLE LETTER

4 May 2010

Patient name
Patient Address

Dear Patient

**Aboriginal and Torres Strait Islander Patient Satisfaction Survey 2007**

The SA Department of Health, the Central Northern Adelaide and the Queen Elizabeth Hospital would appreciate feedback from you, about your hospital care.

We are working together to provide the best possible service for all patients. To help us improve patient quality and safety, we will be conducting a statewide telephone survey to ask what you think about the care and services provided during your recent hospital visit. We realise that you are busy, but we hope that you will take the time to talk to us.

In the next few weeks, a person will telephone you on behalf of the department to ask you some questions about your hospital visit. This will take about 15 to 25 (5 for mini survey letter) minutes. We want you to know that all your answers are confidential. The answers you give us will then be put into a report so that health services can work towards providing the highest quality of care possible. Although some information about your hospital stay will be used in the study, no personal details will appear in any reports.

Your feedback is important and we value your involvement in making our health care services better. You will be able to stop at any time during the interview and we are happy to phone you at a time and place convenient to you.

We have enclosed a brochure with information about the survey and the Public Hospital Patient Charter outlining your rights and responsibilities.

Please call the Population Health Study Hotline on (free call) 1800 635 352 if you have any questions or cannot take part, or if you would like to take part in the survey but do not have a telephone at home and would like to talk to us about alternative contact details.

Yours sincerely

**Assoc Prof Kaye Challinger**
Acting Chief Executive
Central Northern Adelaide Health Service