Aboriginal and Torres Strait Islander Health: Patient Evaluation of Health Services

Population Research and Outcome Studies Unit

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Introduction

The 2008 Aboriginal and Torres Strait Islander Patient Evaluation of Hospital Services (PEHS) survey presents satisfaction scores for a sample of 105 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. Data were collected using Computer Assisted Telephone Interviewing (CATI).

Seven care and service ‘Areas’ have been assessed, with questions in these Areas coded to reflect the patient’s level of satisfaction from 0 (least satisfied/negative response) to 100 (most satisfied/positive response). The average of the responses to the questions in each of the seven Areas provides an Area score, while the Overall score is the average of the seven Area scores. Areas with a score of 90 and above have achieved a high level of satisfaction; this is seen as the ‘Gold standard’. Those with scores around 80 have a reasonable satisfaction level (but could improve), while Area scores around 70 reveal a level of satisfaction that warrants urgent attention.

Overview of findings

The overall level of satisfaction of the 105 patients surveyed was 84.3. This compares with levels of satisfaction of 88.0 for patients in the 2008 Hospital Inpatient Survey; 78.6 for Mental Health patients in 2006; and 82.2 for Emergency patients in 2007.

The level of satisfaction for each Area score is as follows:

- Coordination and consistency of care – 87.7.
- Access to the hospital (e.g. waiting for an admission date and being able to get into the hospital) – 85.5.
- Availability of people caring for the patient – 85.2.
- Information and communication between patient and service providers – 86.6.
- Patient’s involvement in their care and treatment – 82.3.
- Residential aspects of the hospital (e.g. food, room/ward, toilet) – 79.6.
- Meeting personal as well as clinical needs – 84.0.

From the Western Australian experience, it can be considered that the Areas with a reported level of 90 and above have achieved a high level of satisfaction; this is seen as the ‘Gold standard’. Those with scores around 80 have a reasonable satisfaction level (but could improve), while Area scores around 70 reveal a level of satisfaction that warrants urgent attention.

A low participation rate was achieved for this survey. However, it is of note that a high number of patients could not be contacted for the interviews. This was most notable in the remote areas, where telephone numbers were often not available, or telephones went unanswered.
This report should be read in conjunction with the *Aboriginal and Torres Strait Islander Health: Cultural Support and Respect Indicator* report and the *Aboriginal and Torres Strait Islander Health: Customer Satisfaction* report.

**Background**

Quality improvement is an important issue in the health care system in Australia. The Commonwealth and South Australian governments are committed to the development and implementation of quality improvement and enhancement practices which reward or promote high standards in the delivery of public hospital services (1). The South Australian Hospitals Safety and Quality Council formed to oversee the process and review progress with regard to the achievement of state and national priorities.

In 2001, the South Australian Hospitals Safety and Quality Council initiated a South Australian Patient Evaluation of Hospital Services (PEHS) survey, for patients that spent at least one night in hospital (Hospital Inpatient survey), to identify key dimensions of care and to measure patient satisfaction within these Areas. The procedures and questions for this survey were based on the collections that have been in development in Western Australia since 1996 when the Health Department of Western Australia established the ongoing collection of patient evaluations of hospital services through the use of mail self-complete questionnaires and Computer Assisted Telephone Interview (CATI) surveys.

A number of exclusion criteria were applied in the general Hospital Inpatient PEHS surveys. Of particular relevance, patients identifying as being of Aboriginal and/or Torres Strait Islander descent were excluded, with the intention of developing a specific survey for this population. The current report details the methodology and findings for the South Australian Aboriginal and Torres Strait Islander PEHS survey.

The Aboriginal and Torres Strait Islander-specific PEHS survey is critically important for a number of reasons. Research shows that South Australian Aboriginal people are two to four times more likely to be hospitalised than non-Indigenous South Australians, an issue that is likely to be underestimated (2). ATSI Australians experience a higher burden of disease, leading to increased hospitalisation and a lower life expectancy than the rest of the population (3). Importantly, it has also been shown that health outcomes improve when the consumer/patient has a more positive experience while receiving care or treatment (4).

It has also been reported that Australian health services do not provide the same quality and level of care and services to ATSI people as they do to the mainstream community (5). Whilst differentials in quality and services are thought to be due to a variety of reasons, including socio-economic and
environmental factors and less 'benign' factors (e.g. racism, respect, limited cultural understanding and poor communication) also influence access to, and quality of health care services. The challenge, then, is to ensure that the experiences of ATSI people are documented and at the forefront of decision-making processes, when determining appropriate changes to health care policies and procedures. Equally important, is the necessity to evaluate these changes and ensure that positive outcomes are achieved in terms of health outcomes and improved consumer satisfaction.

The ATSI PEHS survey contributes to the growing body of knowledge about the provision of hospital care and services in South Australia. More specifically, it will provide an opportunity for Aboriginal and Torres Strait Islander people to have a voice in the way care and services are provided to them. Importantly, as a government initiative, and as part of the safety and quality agenda, hospitals are expected to act on key findings from the survey.

**Methodology**

The survey presents satisfaction scores for a sample of 105 eligible adult patients who were identified as being of Aboriginal or Torres Strait Islander descent and received at least one night of care in a South Australian Public Hospital between 1st July 2008 and December 31st 2008.

**Sample Selection**

The sample was drawn from South Australian public hospital (metropolitan and country) patients discharged between 1st July 2008 and December 31st 2008, with eligible patients identified by hospital coding of ATSI status. It is recognised 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 (6).

Initial contact was made by Aboriginal Hospital Liaison Officers or Workers who were asked to inform patients, during their hospital visit, 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) data base, which contains patient ID’s 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 hospital records 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;
- not have been discharged to a nursing home or other institution or deceased; and
- not have a primary diagnosis for maternity, psychiatric, substance abuse, chemotherapy, radiotherapy or renal dialysis.

**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 B). Overall, 61.0% (n=64) 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**

This report examines patient demographic and economic background and their satisfaction with the following areas of hospital services:

- Coordination and consistency of care;
- Access to the hospital (e.g. waiting for an admission date and being able to get into the hospital);
- Availability of people caring for the patient;
- Information and communication between patient and service providers;
- Patient’s involvement in their care and treatment;
- Residential aspects of the hospital (e.g. food, room/ward, toilet); and
- Meeting personal as well as clinical needs.

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.
Questions in each of the seven service Areas have been coded to reflect the patient’s level of satisfaction from 0 (least satisfied/negative response) to 100 (most satisfied/positive response). The average of the responses to the questions in each of the seven Areas provides an Area score, while the Overall score is the average of the seven Area scores.

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 interview was 22.9 minutes.

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 callbacks 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 (7).

Data Analyses

The data were not weighted. Statistical tests have been employed to compare results. Confidence intervals (CIs), independent samples t-tests and one way ANOVAs were used to compare differences in mean satisfaction levels. Chi-square analyses were employed to determine statistical significance of proportional differences between categories.

Response rate

The overall sample response rate was unable to be determined, as this was a rolling three month survey. There were 105 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 was 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 1st 2008 and December 31st 2008 that were identified as eligible for the PEHS survey.

Patient Evaluation of Health Services - Overall scores by Socio-demographic characteristics

Table 1 shows the mean of South Australian Overall satisfaction scores by the socio-demographic characteristics of participants.
Table 1: Overall satisfaction level by socio-demographic characteristics, Aboriginal and Torres Strait Islander PEHS

<table>
<thead>
<tr>
<th>Gender</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Male</td>
<td>26</td>
<td>88.8</td>
<td>2.1</td>
<td>84.6</td>
<td>93.1</td>
</tr>
<tr>
<td>2 Female</td>
<td>79</td>
<td>82.9</td>
<td>1.7</td>
<td>79.5</td>
<td>86.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ten year age groups</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 18 to 24 years</td>
<td>18</td>
<td>87.3</td>
<td>3.2</td>
<td>80.6</td>
<td>94.0</td>
</tr>
<tr>
<td>2 25 to 34 years</td>
<td>21</td>
<td>80.1</td>
<td>3.3</td>
<td>73.1</td>
<td>87.0</td>
</tr>
<tr>
<td>3 35 to 44 years</td>
<td>16</td>
<td>86.4</td>
<td>2.6</td>
<td>80.9</td>
<td>91.9</td>
</tr>
<tr>
<td>4 45 to 54 years</td>
<td>26</td>
<td>81.0</td>
<td>3.4</td>
<td>73.9</td>
<td>88.1</td>
</tr>
<tr>
<td>5 55 to 64 years</td>
<td>16</td>
<td>86.7</td>
<td>3.4</td>
<td>79.4</td>
<td>94.0</td>
</tr>
<tr>
<td>6 65 years and over</td>
<td>8</td>
<td>91.4</td>
<td>1.3</td>
<td>88.3</td>
<td>94.6</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the main language you speak at home?</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 English</td>
<td>95</td>
<td>84.4</td>
<td>1.4</td>
<td>81.6</td>
<td>87.3</td>
</tr>
<tr>
<td>2 Aboriginal/Torres Strait Islander languages</td>
<td>10</td>
<td>83.7</td>
<td>6.0</td>
<td>70.2</td>
<td>97.3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>What is the highest level of education you have completed?</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Some Primary school</td>
<td>6</td>
<td>88.5</td>
<td>3.2</td>
<td>80.3</td>
<td>96.6</td>
</tr>
<tr>
<td>3 Completed Primary School</td>
<td>4</td>
<td>90.4</td>
<td>3.5</td>
<td>79.2</td>
<td>101.7</td>
</tr>
<tr>
<td>4 Some High School</td>
<td>56</td>
<td>83.7</td>
<td>2.1</td>
<td>79.5</td>
<td>87.9</td>
</tr>
<tr>
<td>5 Completed High School (i.e. Year 12, Form 6, HSC)</td>
<td>12</td>
<td>84.0</td>
<td>2.7</td>
<td>78.0</td>
<td>89.9</td>
</tr>
<tr>
<td>6 TAFE or Trade Certificate or Diploma</td>
<td>16</td>
<td>81.6</td>
<td>4.4</td>
<td>72.4</td>
<td>90.9</td>
</tr>
<tr>
<td>7 University, CAE or some other Tertiary Institute degree</td>
<td>9</td>
<td>87.6</td>
<td>4.1</td>
<td>78.1</td>
<td>97.1</td>
</tr>
<tr>
<td>8 Other</td>
<td>2</td>
<td>89.3</td>
<td>1.9</td>
<td>64.8</td>
<td>113.9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Can you tell me the approximate annual gross income of your household?</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Up to $12,000</td>
<td>15</td>
<td>74.4</td>
<td>5.4</td>
<td>62.8</td>
<td>86.1</td>
</tr>
<tr>
<td>2 $12,001 - $20,000</td>
<td>14</td>
<td>89.4</td>
<td>2.3</td>
<td>84.4</td>
<td>94.5</td>
</tr>
<tr>
<td>3 $20,001 - $40,000</td>
<td>10</td>
<td>85.6</td>
<td>4.3</td>
<td>75.8</td>
<td>95.3</td>
</tr>
<tr>
<td>4 $40,001 - $60,000</td>
<td>13</td>
<td>89.8</td>
<td>2.0</td>
<td>85.5</td>
<td>94.2</td>
</tr>
<tr>
<td>5 $60,001 - $80,000</td>
<td>1</td>
<td>89.3</td>
<td>.1</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>6 More than $80,000</td>
<td>4</td>
<td>70.5</td>
<td>9.7</td>
<td>39.7</td>
<td>101.4</td>
</tr>
<tr>
<td>8 Don t know</td>
<td>48</td>
<td>85.2</td>
<td>1.8</td>
<td>81.5</td>
<td>88.9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Can you tell me which of the following living arrangements describes your household?</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Live alone</td>
<td>17</td>
<td>83.1</td>
<td>4.0</td>
<td>74.7</td>
<td>91.6</td>
</tr>
<tr>
<td>2 Live with partner</td>
<td>9</td>
<td>90.9</td>
<td>2.5</td>
<td>85.2</td>
<td>96.6</td>
</tr>
<tr>
<td>3 Live with children</td>
<td>17</td>
<td>83.3</td>
<td>3.6</td>
<td>75.7</td>
<td>91.0</td>
</tr>
<tr>
<td>4 Live with partner &amp; children</td>
<td>34</td>
<td>84.8</td>
<td>2.2</td>
<td>80.3</td>
<td>89.3</td>
</tr>
<tr>
<td>5 Live with parent(s) and siblings</td>
<td>2</td>
<td>87.6</td>
<td>.7</td>
<td>79.2</td>
<td>96.1</td>
</tr>
<tr>
<td>6 Live with parent(s) and siblings and siblings</td>
<td>2</td>
<td>95.1</td>
<td>1.1</td>
<td>81.3</td>
<td>108.9</td>
</tr>
<tr>
<td>8 Live with other related adults</td>
<td>8</td>
<td>83.2</td>
<td>4.8</td>
<td>71.9</td>
<td>94.5</td>
</tr>
<tr>
<td>9 Live in extended family household</td>
<td>13</td>
<td>83.2</td>
<td>5.2</td>
<td>71.9</td>
<td>94.5</td>
</tr>
<tr>
<td>10 Other</td>
<td>3</td>
<td>71.2</td>
<td>11.8</td>
<td>20.4</td>
<td>121.9</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>82.5</td>
<td>2.8</td>
<td>76.6</td>
<td>88.4</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>85.0</td>
<td>2.7</td>
<td>79.1</td>
<td>90.9</td>
</tr>
<tr>
<td>3 Children, Youth and Women's</td>
<td>6</td>
<td>83.4</td>
<td>6.4</td>
<td>66.9</td>
<td>99.8</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>85.2</td>
<td>2.0</td>
<td>81.2</td>
<td>89.2</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29
The overall satisfaction score for the ATSI PEHS survey in South Australia was 84.3. The overall scores for reportable health service regions can be seen in Table 2 and Figure 1. There were no significant differences observed between regions.

Table 2: Overall: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>82.5</td>
<td>2.8</td>
<td>76.6</td>
<td>88.4</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>85.0</td>
<td>2.7</td>
<td>79.1</td>
<td>90.9</td>
</tr>
<tr>
<td>3 Children, Youth and Women's</td>
<td>6</td>
<td>83.4</td>
<td>6.4</td>
<td>66.9</td>
<td>99.8</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>85.2</td>
<td>2.0</td>
<td>81.2</td>
<td>89.2</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29

Figure 1: Overall: Mean satisfaction scores by region, ATSI PEHS.
Area scores

As previously mentioned, an ‘Area’ score consists of the average of responses to items asked about similar care and service Areas. For example, the Area score for Coordination and Consistency of Care contains items about: time between use of the call system and response; coordination of care over a number of visits; how complaints were dealt with; and attention to care from health care professionals. It is important to note that satisfaction scores are generally skewed towards the high end of the scale. Therefore, it should be recalled that the gold standard, a high level of satisfaction is identified by a score of 90 or more. Scores around 80 are considered reasonable (but could improve), whilst scores around 70 are cause for concern.

Figure 2 presents the satisfaction scores for each Area. This shows that the highest satisfaction levels were found in the areas: Coordination and Consistency of Care, Information and Communication Between Patient and Service Provider, Access to the Hospital, Availability of People Caring for the Patient. State wide satisfaction was lowest in Residential Aspects of the Hospital and Patient’s Involvement in their Care and Treatment. The following sections present detailed results for each of the Area scores.
Coordination and Consistency of Care

Satisfaction scores for the Coordination and Consistency of Care Area have been calculated from the responses to the survey questions presented in Table 3. The average of responses to these items provides the Area score given in Figure 2.

Figure 2: Patient satisfaction level by Area, ATSI PEHS.
Table 3: Coordination and Consistency of Care items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>16CC1</td>
<td>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?</td>
</tr>
<tr>
<td>19CC2</td>
<td>Did anyone ask you whether or not you were currently taking any medication(s)?</td>
</tr>
<tr>
<td>42CC8</td>
<td>The coordination of your care over time if you had more than one visit was …</td>
</tr>
<tr>
<td>44CC4</td>
<td>The way things were fixed if there was any problem while in the hospital was …</td>
</tr>
<tr>
<td>45CC4</td>
<td>The time you waited at discharge for any prescription or medication was …</td>
</tr>
<tr>
<td>46CC5</td>
<td>The way any complaints were dealt with by the hospital was …</td>
</tr>
<tr>
<td>48CC6</td>
<td>Regarding attention by nursing staff to your care, for example, drips and wound dressing, did you get …</td>
</tr>
<tr>
<td>49CC7</td>
<td>Regarding the time doctors spent on your care and treatment, did you get …</td>
</tr>
</tbody>
</table>

Coordination and Consistency of Care received a satisfaction score of 87.7. Scores for health service regions can be seen in Table 4 and Figure 3. No significant differences were found between regions.

Table 4: Coordination and Consistency of Care: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>87.3</td>
<td>3.5</td>
<td>80.1</td>
<td>94.5</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>88.0</td>
<td>3.7</td>
<td>80.1</td>
<td>96.0</td>
</tr>
<tr>
<td>3 Children, Youth and Women's</td>
<td>6</td>
<td>89.5</td>
<td>7.3</td>
<td>70.9</td>
<td>108.2</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>87.6</td>
<td>2.3</td>
<td>83.0</td>
<td>92.3</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29*
Figure 3: Coordination and Consistency of Care: Mean satisfaction scores by region, ATSI PEHS.
Information and Communication Between Patient and Service Provider

Satisfaction scores for the *Information and Communication between Patient and Service Provider* Area have been calculated from the responses to the survey questions presented in Table 5. The average of responses to these items provides the Area score given in Figure 2.

Table 5: Information and Communication between Patient and Service Providers items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>17IC1</td>
<td>Were you sent any information on how to prepare for your hospital stay?</td>
</tr>
<tr>
<td>39IC2</td>
<td>The effort made by doctors to discuss the benefits and risks of your treatment was…</td>
</tr>
<tr>
<td>40IC3</td>
<td>The way health care professionals responded to any concerns or comments about your treatment was …</td>
</tr>
<tr>
<td>41IC9</td>
<td>The way health care professionals explained the outcome of your treatment, procedure or surgery was …</td>
</tr>
<tr>
<td>43IC4</td>
<td>The communication between doctors, nurses and other health care professionals about your treatment was …</td>
</tr>
<tr>
<td>47IC10</td>
<td>Regarding the information given to you about your planned treatment when you got to the ward, did you get …</td>
</tr>
<tr>
<td>50IC5</td>
<td>Regarding the information about the purpose of the tests, did you get …</td>
</tr>
<tr>
<td>51IC6</td>
<td>Regarding the information about the results of the tests, did you get …</td>
</tr>
<tr>
<td>52IC6</td>
<td>Regarding information about medications, did you get …</td>
</tr>
<tr>
<td>60IC8</td>
<td>Regarding information on how to manage your condition or recovery at home, did you get …</td>
</tr>
</tbody>
</table>

The *Information and Communication Between Patient and Service Providers* satisfaction score for all hospitals was 86.6. Scores for health service regions can be seen in
Table 6 and Figure 4. There were no statistically significant differences found between regions.
Table 6: Information and Communication between Patient and Service Providers: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>87.4</td>
<td>4.1</td>
<td>78.9</td>
<td>95.9</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>90.3</td>
<td>4.2</td>
<td>81.3</td>
<td>99.3</td>
</tr>
<tr>
<td>3 Children, Youth and Women’s</td>
<td>6</td>
<td>87.5</td>
<td>7.1</td>
<td>69.4</td>
<td>105.6</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>85.3</td>
<td>2.4</td>
<td>80.5</td>
<td>90.2</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29*

Figure 4: Information and Communication between Patient and Service Providers: Mean satisfaction scores by region, ATSI PEHS.
Availability of People Caring for the Patient

Satisfaction scores for the Availability of People Caring for the Patient Area have been calculated from the responses to the survey questions presented in Table 7. The average of responses to these items provides the Area score given in Figure 2.

Table 7: Availability of People Caring for the Patient items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>28AP1</td>
<td>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?</td>
</tr>
<tr>
<td>35AP2</td>
<td>The time you waited for a nurse after using the call system was …</td>
</tr>
<tr>
<td>37AP3</td>
<td>The time you waited for a doctor if you asked to see one was …</td>
</tr>
<tr>
<td>38AP4</td>
<td>The way health care professionals (e.g. nurses, physios) provided any help you needed (for example going to the toilet) was …</td>
</tr>
<tr>
<td>57AP5</td>
<td>Regarding access to any extra support you needed to help your recovery, for example a support group, did you get …</td>
</tr>
</tbody>
</table>

The score for Availability of People Caring for the Patient was 85.2. Scores for health service regions can be seen in Table 8 and Figure 5. There were no significant differences found between regions.

Table 8: Availability of People Caring for the Patient: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>82.7</td>
<td>5.1</td>
<td>72.2</td>
<td>93.2</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>91.3</td>
<td>3.3</td>
<td>84.2</td>
<td>98.4</td>
</tr>
<tr>
<td>3 Children, Youth and Women's</td>
<td>6</td>
<td>83.3</td>
<td>10.9</td>
<td>55.4</td>
<td>111.2</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>85.1</td>
<td>2.9</td>
<td>79.2</td>
<td>91.0</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29
Figure 5: Availability of People Caring for the Patient: Mean satisfaction scores by region, ATSI PEHS.
Patient Involvement in Care and Treatment

Satisfaction scores for the Patient’s Involvement in their Care and Treatment Area have been calculated from the responses to the survey questions presented in Table 9. The average of responses to these items provides the Area score given in Figure 2.

Table 9: Patient’s Involvement in their Care and Treatment items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>20PI1</td>
<td>Were you asked about your dietary needs when you arrived on the ward?</td>
</tr>
<tr>
<td>22PI2</td>
<td>Did anyone ask whether you had any cultural or religious beliefs that might affect the way you were treated in hospital?</td>
</tr>
<tr>
<td>24PI3</td>
<td>If you needed one, did you have access to an interpreter?</td>
</tr>
<tr>
<td>25PI4</td>
<td>Did the nurse in charge of your care introduce him or herself to you at each shift change?</td>
</tr>
<tr>
<td>26PI5</td>
<td>Did the nursing staff let you know when a doctor would be coming so that you had a chance to think about some questions?</td>
</tr>
<tr>
<td>27PI6</td>
<td>Did you feel that you could have refused to have students (medical or nursing) present during your treatment?</td>
</tr>
<tr>
<td>53PI7</td>
<td>Regarding time to consider any consent form you needed to sign, was there …</td>
</tr>
<tr>
<td>54PI8</td>
<td>Regarding the information about your progress while in hospital, did you get …</td>
</tr>
<tr>
<td>55PI9</td>
<td>Regarding information given to your family or carers about your progress, did they get …</td>
</tr>
<tr>
<td>56PI10</td>
<td>Regarding involvement in decisions about your care and treatment, did you have…</td>
</tr>
<tr>
<td>63PI11</td>
<td>Was your right to have an opinion respected?</td>
</tr>
</tbody>
</table>

Patient’s Involvement in their Care and Treatment was 82.3. Scores for health service regions can be seen in Table 10 and Figure 6. No significant differences were found between regions.

Table 10: Patient’s Involvement in their Care and Treatment: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Northern Adelaide</td>
<td>27</td>
<td>79.8</td>
<td>3.5</td>
<td>72.6</td>
<td>87.0</td>
</tr>
<tr>
<td>Southern Adelaide</td>
<td>14</td>
<td>82.3</td>
<td>4.0</td>
<td>73.6</td>
<td>91.0</td>
</tr>
<tr>
<td>Children, Youth and Women's</td>
<td>6</td>
<td>82.9</td>
<td>4.6</td>
<td>71.1</td>
<td>94.7</td>
</tr>
<tr>
<td>Country Health SA</td>
<td>58</td>
<td>83.4</td>
<td>2.6</td>
<td>78.1</td>
<td>88.7</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29
Figure 6: Patient’s Involvement in their Care and Treatment: Mean satisfaction scores by region, ATSI PEHS.
Access to the Hospital

Satisfaction scores for the Access to the Hospital Area have been calculated from the responses to the survey questions presented in Table 11. The average of responses to these items provides the Area score given in Figure 2.

Table 11: Access to the Hospital items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>14AH2</td>
<td>How long did you have to wait to be admitted to hospital after your doctor told you it was necessary?</td>
</tr>
<tr>
<td>15AH3</td>
<td>Once you got to the hospital, how long did you wait before you were taken or sent to your room or ward?</td>
</tr>
<tr>
<td>18AH1</td>
<td>When you got to the hospital, did you know what you were supposed to do and where you were supposed to go?</td>
</tr>
<tr>
<td>32AH4</td>
<td>The notice you received if your admission date was cancelled or changed was…</td>
</tr>
<tr>
<td>33AH5</td>
<td>The time you waited to get into hospital was …</td>
</tr>
<tr>
<td>34AH6</td>
<td>The time you waited to be seen by the admissions clerk was …</td>
</tr>
<tr>
<td>35AH7</td>
<td>The time you waited before you were able to go to your ward or room after you had seen the admissions clerk was …</td>
</tr>
</tbody>
</table>

The Access to the Hospital satisfaction score for the Aboriginal and Torres Strait Islander PEHS survey in South Australia was 85.5. The scores for regional health services can be seen in Table 12 and Figure 7. Significantly higher satisfaction scores were found in the Country Health SA region when compared to scores in the Central Northern Adelaide Health Service region.

Table 12: Access to the Hospital: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>78.1</td>
<td>4.8</td>
<td>68.2</td>
<td>88.0</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>84.3</td>
<td>4.3</td>
<td>74.9</td>
<td>93.8</td>
</tr>
<tr>
<td>3 Children, Youth and Women’s</td>
<td>6</td>
<td>87.5</td>
<td>8.0</td>
<td>67.0</td>
<td>108.0</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>89.0</td>
<td>2.1</td>
<td>84.9</td>
<td>93.1</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29
Figure 7: Access to the Hospital: Mean satisfaction scores by region, ATSI PEHS.
Meeting Personal as Well as Clinical Needs

Satisfaction scores for the Meeting Personal Area as well as Clinical Needs area have been calculated from the responses to the survey questions presented in Table 13. The average of responses to these items provides the Area score given in Figure 2.

Table 13: Meeting Personal as well as Clinical Needs items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>3MN10</td>
<td>As a result of your hospital stay, did you get relief from the pain?</td>
</tr>
<tr>
<td>6MN11</td>
<td>As a result of your hospital stay, did [restriction to your daily life] improve?</td>
</tr>
<tr>
<td>8MN12</td>
<td>Which of the following situations do you think best applies to you at this time?</td>
</tr>
<tr>
<td>9MN2</td>
<td>Did you have any unexpected complication(s)?</td>
</tr>
<tr>
<td>10MN3</td>
<td>Did [the unexpected complication(s)] require a doctor to arrange extra treatment or medication?</td>
</tr>
<tr>
<td>12MN13</td>
<td>Which of the following statements best describes what your hospital did for you?</td>
</tr>
<tr>
<td>13MN1</td>
<td>Overall, how would you rate the health care provided by the hospital on this visit?</td>
</tr>
<tr>
<td>58MN4</td>
<td>Regarding the length of time you stayed in hospital, was it …</td>
</tr>
<tr>
<td>59MN5</td>
<td>Regarding the time given to prepare for your discharge, did you get …</td>
</tr>
<tr>
<td>64MN6</td>
<td>Did you feel you were shown respect while being examined or interviewed?</td>
</tr>
<tr>
<td>65MN7</td>
<td>Were the staff considerate and polite to you?</td>
</tr>
<tr>
<td>66MN8</td>
<td>Did you feel that you could ask for information if you felt anxious about something?</td>
</tr>
<tr>
<td>68MN9</td>
<td>Did the hospital staff use low voices when talking or examining so that others couldn’t overhear?</td>
</tr>
</tbody>
</table>

The satisfaction score for Meeting Personal as Well as Clinical Needs was 84.0. Scores for health service regions can be seen in Table 14 and Figure 8. No significant differences were found between regions.

Table 14: Meeting Personal as Well as Clinical Needs: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>82.6</td>
<td>3.6</td>
<td>75.3</td>
<td>90.0</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>83.0</td>
<td>4.7</td>
<td>72.9</td>
<td>93.1</td>
</tr>
<tr>
<td>3 Children, Youth and Women's</td>
<td>6</td>
<td>84.7</td>
<td>9.2</td>
<td>61.1</td>
<td>108.3</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>84.9</td>
<td>2.4</td>
<td>80.0</td>
<td>89.7</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29
Figure 8: Meeting Personal as Well as Clinical Needs: Mean satisfaction scores by region, ATSI PEHS.
Residential Aspects of the Hospital

Satisfaction scores for the Residential Aspects of the Hospital Area have been calculated from the responses to the survey questions presented in Table 15. The average of responses to these items provides the Area score given in Figure 2.

Table 15: Residential Aspects of the Hospital items, ATSI PEHS.

<table>
<thead>
<tr>
<th>Reference</th>
<th>Question wording</th>
</tr>
</thead>
<tbody>
<tr>
<td>61RA1</td>
<td>Did you feel you could see visitors as much as you needed/wanted to?</td>
</tr>
<tr>
<td>62RA2</td>
<td>Was there screens (curtains) around the bed when being examined to ensure privacy?</td>
</tr>
<tr>
<td>67RA3</td>
<td>Did you feel safe and secure while in the hospital?</td>
</tr>
<tr>
<td>69RA4</td>
<td>Did you find the hospital parking …</td>
</tr>
<tr>
<td>70RA5</td>
<td>Did you find the sign posting to help you get around the hospital …</td>
</tr>
<tr>
<td>71RA6</td>
<td>Did you find the help provided to get into the hospital (e.g. wheelchair)…</td>
</tr>
<tr>
<td>72RA7</td>
<td>Did you find the quality of the food to be …</td>
</tr>
<tr>
<td>73RA8</td>
<td>Did you find the range and appeal of the menus to be …</td>
</tr>
<tr>
<td>74RA9</td>
<td>Did you find the temperature of the food to be …</td>
</tr>
<tr>
<td>75RA10</td>
<td>Did you find the position of the call for help button to be …</td>
</tr>
<tr>
<td>76RA11</td>
<td>Did you find the comfort of your bed to be …</td>
</tr>
<tr>
<td>77RA12</td>
<td>Did you find the temperature in your room or ward to be …</td>
</tr>
<tr>
<td>78RA13</td>
<td>Did you find the storage for your personal possessions to be …</td>
</tr>
</tbody>
</table>

Residential Aspects of the Hospital received a state satisfaction score of 79.6. Scores for health service regions can be seen in Table 16 and Figure 9. No statistically significant differences were found between regions.

Table 16: Residential Aspects of the Hospital: Mean satisfaction scores by region, ATSI PEHS.

<table>
<thead>
<tr>
<th>Hospital Region</th>
<th>N</th>
<th>Mean</th>
<th>SE</th>
<th>Lower 95% CI</th>
<th>Upper 95% CI</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Central Northern Adelaide</td>
<td>27</td>
<td>79.7</td>
<td>3.7</td>
<td>72.2</td>
<td>87.2</td>
</tr>
<tr>
<td>2 Southern Adelaide</td>
<td>14</td>
<td>77.1</td>
<td>3.6</td>
<td>69.4</td>
<td>84.9</td>
</tr>
<tr>
<td>3 Children, Youth and Women’s</td>
<td>6</td>
<td>68.3</td>
<td>6.3</td>
<td>52.2</td>
<td>84.4</td>
</tr>
<tr>
<td>4 Country Health SA</td>
<td>58</td>
<td>81.3</td>
<td>2.3</td>
<td>76.6</td>
<td>86.0</td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE and CI see pg 29
Patient Comparisons

Metropolitan versus country

Analyses were conducted examining differences between patients who were admitted to metropolitan hospitals (n=47) and those who were admitted to country hospitals (n=58; Table 17).
Table 17: Area score comparisons: Metropolitan and Country patients, ATSI PEHS.

<table>
<thead>
<tr>
<th>Care and Service Area</th>
<th>Mean</th>
<th>SD</th>
<th>SE</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordination &amp; Consistency</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>87.78</td>
<td>16.59</td>
<td>2.42</td>
<td>.827</td>
</tr>
<tr>
<td>Country</td>
<td>87.64</td>
<td>17.54</td>
<td>2.30</td>
<td></td>
</tr>
<tr>
<td>Information &amp; Communication</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>88.25</td>
<td>19.08</td>
<td>2.78</td>
<td>.963</td>
</tr>
<tr>
<td>Country</td>
<td>85.32</td>
<td>18.49</td>
<td>2.43</td>
<td></td>
</tr>
<tr>
<td>Availability of Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>85.34</td>
<td>23.13</td>
<td>3.37</td>
<td>.801</td>
</tr>
<tr>
<td>Country</td>
<td>85.10</td>
<td>22.31</td>
<td>2.93</td>
<td></td>
</tr>
<tr>
<td>Involved in Care</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>80.93</td>
<td>16.30</td>
<td>2.38</td>
<td>.453</td>
</tr>
<tr>
<td>Country</td>
<td>83.36</td>
<td>20.14</td>
<td>2.65</td>
<td></td>
</tr>
<tr>
<td>Access to Hospital</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metropolitan</td>
<td>81.18</td>
<td>21.57</td>
<td>3.22</td>
<td>.048</td>
</tr>
<tr>
<td>Country</td>
<td>89.02</td>
<td>15.35</td>
<td>2.05</td>
<td></td>
</tr>
<tr>
<td>Meeting Needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Metropolitan</td>
<td>83.00</td>
<td>18.40</td>
<td>2.68</td>
<td>.729</td>
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<tr>
<td>Country</td>
<td>84.87</td>
<td>18.44</td>
<td>2.42</td>
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<tr>
<td>Residential Aspects</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Metropolitan</td>
<td>77.48</td>
<td>17.16</td>
<td>2.50</td>
<td>.750</td>
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<tr>
<td>Country</td>
<td>81.31</td>
<td>17.75</td>
<td>2.33</td>
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</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE, SD and CI see pg 29

Age groups
Analyses were conducted to examine differences between patients aged 16 to 44 (n=55) and those aged 45 years and over (n=50; Table 18).

Table 18: Area score comparisons: Patients aged 16 to 44, and 45+ years, ATSI PEHS.

<table>
<thead>
<tr>
<th>Care and Service Area</th>
<th>Mean</th>
<th>SD</th>
<th>SE</th>
<th>Sig</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coordination &amp; Consistency</td>
<td></td>
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<tr>
<td>Aged 16 to 44</td>
<td>87.06</td>
<td>17.12</td>
<td>2.31</td>
<td>.870</td>
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<tr>
<td>Aged 45+</td>
<td>88.41</td>
<td>17.11</td>
<td>2.42</td>
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</tr>
<tr>
<td>Information &amp; Communication</td>
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</tr>
<tr>
<td>Aged 16 to 44</td>
<td>87.08</td>
<td>18.66</td>
<td>2.52</td>
<td>.955</td>
</tr>
<tr>
<td>Aged 45+</td>
<td>86.14</td>
<td>18.97</td>
<td>2.68</td>
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<tr>
<td>Availability of Care</td>
<td></td>
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<tr>
<td>Aged 16 to 44</td>
<td>85.23</td>
<td>23.16</td>
<td>3.12</td>
<td>.501</td>
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<td>Aged 45+</td>
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<td>22.13</td>
<td>3.13</td>
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<td>Involved in Care</td>
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<tr>
<td>Aged 16 to 44</td>
<td>82.19</td>
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<td>16.98</td>
<td>2.45</td>
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<td>Meeting Needs</td>
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<tr>
<td>Aged 16 to 44</td>
<td>85.63</td>
<td>15.89</td>
<td>2.14</td>
<td>.153</td>
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<tr>
<td>Aged 45+</td>
<td>82.28</td>
<td>20.76</td>
<td>2.94</td>
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<tr>
<td>Residential Aspects</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Aged 16 to 44</td>
<td>78.61</td>
<td>18.41</td>
<td>2.48</td>
<td>.218</td>
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<tr>
<td>Aged 45+</td>
<td>80.67</td>
<td>16.59</td>
<td>2.35</td>
<td></td>
</tr>
</tbody>
</table>

*Note: for definitions of Mean, SE, SD and CI see pg 29
Statistical Terms and References

In order to facilitate benchmarking, we have employed some statistical terms in this report. Please note that conservative analysis has been used in this report. A brief description of these terms, and sources for further information, are as follows.

**Mean**: the mean, or arithmetic mean, refers to the average. It is the sum of a set of values divided by the number of values in that set.

**Standard Error (SE)**: is the population estimate of the deviation (or fluctuation) around the mean. It is of note that the larger the sample, the smaller the SE (i.e. there is less fluctuation around the mean of larger samples).

**Standard Deviation (SD)**: is a measure of the spread of a distribution around the mean. In a normal distribution 68% of the values will lie within one standard deviation from the mean, 95% are within two standard deviations and 99% are within three. As with standard error, the larger the sample size the smaller the standard deviation.

**Confidence Intervals (CI)**: 95% confidence intervals are reported around estimates. This means there is a .95 probability that the true estimate in the population is contained within these parameters. The formula for a 95% confidence interval is as follows: CI = Mean ± SE*1.96. Conservatively, the CIs of two Means can be used to determine statistical significance by observing whether they overlap. In this report, statistical significance is reported when there is no overlap between the CIs.

Sources of further information:


References

ATTACHMENT A: Aboriginal and Torres Strait Islander PEHS 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 [ ] Go to seq. guide before 5
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 [ ] Go to 4
3. Can’t Judge [ ] Go to 4

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 [ ] Go to seq. guide before 5
3. Can’t Judge [ ] Go to seq. guide before 5

(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 [ ] Go to 7
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 [   ]

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 [   ]
(If 1=1 Go to 19)

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 [ ]

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 [ ]

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 [ ]

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)
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
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<tbody>
<tr>
<td>AP2</td>
<td>The time you waited for a nurse after using the call system was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>AP3</td>
<td>The time you waited for a doctor if you asked to see one was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>AP4</td>
<td>The way health care professionals (e.g. nurses, physios) provided any help you needed (for example going to the toilet) was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>IC2</td>
<td>The effort made by doctors to discuss the benefits and risks of your treatment was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>IC3</td>
<td>The way health care professionals responded to any concerns or comments about your treatment was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>IC9</td>
<td>The way health care professionals explained the outcome of your treatment, procedure or surgery was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>CC8</td>
<td>The coordination of your care over time if you had more than one visit was:</td>
</tr>
<tr>
<td>[Interviewer note: relates to all visits including outpatient visits associated with this admission.]</td>
<td></td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
<tr>
<td>IC4</td>
<td>The communication between doctors, nurses and other health care professionals about your treatment was:</td>
</tr>
<tr>
<td>1. Unacceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>2. Could be improved</td>
<td>[ ]</td>
</tr>
<tr>
<td>3. Acceptable</td>
<td>[ ]</td>
</tr>
<tr>
<td>4. No opinion</td>
<td>[ ]</td>
</tr>
<tr>
<td>5. Doesn’t apply</td>
<td>[ ]</td>
</tr>
</tbody>
</table>
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 [ ]
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 [ ]

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 [ ]

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 [ ]

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 [ ]

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 [ ]

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 [ ]

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 [ ]

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 [ ]
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.

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

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

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

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

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

Were the staff considerate and polite to you?

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

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

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

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 [ ]
78  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

79  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

80  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

81  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

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 [   ]

83  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

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 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 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 [   ]

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 [   ]
DEMOGRAPHIC AND SOCIAL INDICATORS

Now to finish off with some general questions.

103 M2 What is the main language you speak at home?

(Single Response)
1. English [ ]
2. Aboriginal/Torres Strait Islander languages (specify) [ ]
3. Other (specify) [ ]

104 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) [ ]

105 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 [ ]

106 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 [ ]

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

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

108 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 B:
PEHS Survey Patient Letters
EXAMPLE LETTER

4 May 2010

Patient name
Patient Address

Dear Patient

Aboriginal and Torres Strait Islander Patient Satisfaction Survey 2008

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 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