

Bureau of Health Information (BHI) Emergency Department Patient Survey

(April 2014 - March 2015)

Overview

The Bureau of Health Information's Emergency Department Patient Survey asks for feedback from people who have recently visited a public hospital emergency department in NSW. Each year the Bureau of Health Information send surveys to approximately 80,000 people about three months after their visit. This is an ongoing survey that is sent out monthly.

In NSW, 18,000+ people completed a survey.

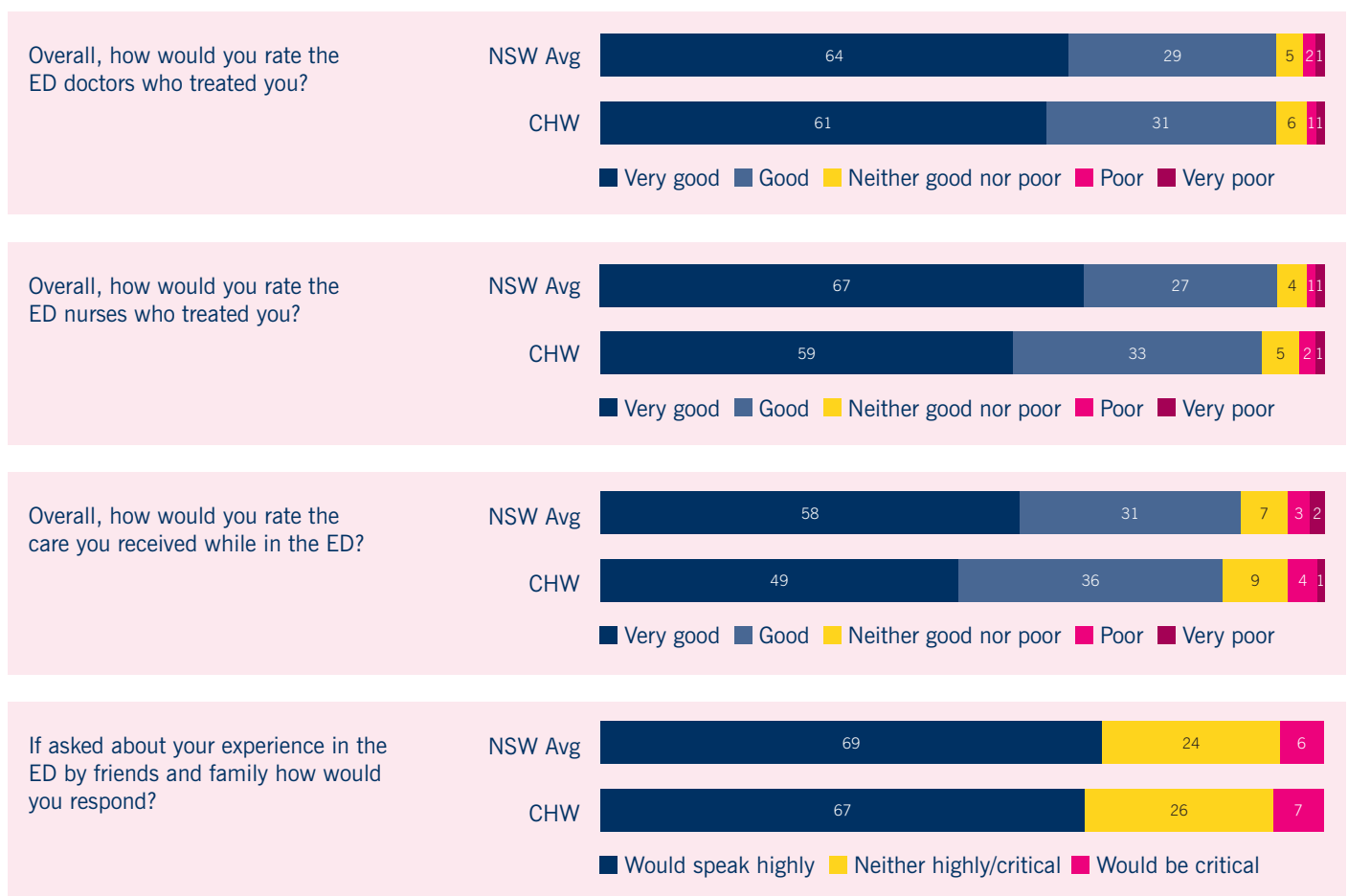
During April 2014 - March 2015

494 people completed a survey from CHW
1980 surveys mailed out to CHW families

Want more information?

Go to bhi.nsw.gov.au

Overall patient experience



Overall findings

The survey consisted of 75 different questions broken down into 17 major groups. Of these 75 questions, The Children's Hospital at Westmead had performed at the top 2.5% of all NSW Emergency Departments on five questions (7%), performed within average range of NSW Emergency Departments in 53 questions (71%), performed below 2.5% of NSW Emergency Departments in 12 questions (16%) and had five questions (7%) which either did not have enough response rate for analysis or were irrelevant to The Children's Hospital at Westmead Emergency Department.



Best and worst performing areas for The Children's Hospital at Westmead



Performing well



Improvement in progress

Category	Question	Performance Status	NSW Avg	CHW
Communication and information	Did the ED health professionals explain things in a way you could understand?	Performing well	79	85
	How much information about your condition or treatment was given to your family, carer or someone else close to you?	Performing well	82	87
	Thinking about your illness or treatment, did an ED health professional tell you about what signs or symptoms to watch out for after you went home?	Performing well	57	71
Coordination and continuity	Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Performing well	82	91
	Did you receive a copy of a letter from the ED doctors to your family doctor (GP)?	Performing well	53	74
	While you were waiting to be treated, did ED staff check on your condition?	Improvement in progress	57	44
	How would you rate how the ED health professionals worked together?	Improvement in progress	53	45
Physical environment and comfort	Was there a problem in finding a parking place near to the ED?	Improvement in progress	55	47
	How clean were the waiting and treatment areas in the ED?	Improvement in progress	54	36
Access and timeliness	After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?	Improvement in progress	19	10
	Was your departure from the ED delayed - that is, before leaving the ED to go to a ward, another hospital, home or elsewhere?	Improvement in progress	81	75
	Did you stay until you received treatment	Performing well	97	92
	After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse? (Triage category 4 patients)	Improvement in progress	68	42
	In total, how long did you spend in the ED? (From when entered until left to go to a ward/another hospital/home/elsewhere)	Improvement in progress	5	6
Overall experience	Overall, how would you rate the care you received while in the ED?	Improvement in progress	67	59
	Overall, how would you rate the ED nurses who treated you?	Improvement in progress	67	59
Assistance and responsiveness	Do you think the ED health professionals did everything they could to help manage your pain?	Improvement in progress	64	53

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Please note that the overview section and all data presented are sourced from the Bureau of Health Information. Review of the top and bottom 2.5% of state is presented to BHI definition. Worst performing areas were measured only by the number of "very good" responses and "good" responses were not measured. Please note: the percentages may not add up to 100% due to rounding.