

(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.

Of 3943 surveys sent to families who have attended Sydney Children's Hospitals Network Emergency Departments between April 2014 to March 2015, 1068 surveys were returned.

DURING APRIL 2014 - MARCH 2015

18,000+ people completed a survey
6,000+ surveys mailed out each month
27% adjusted response rate

WANT MORE INFORMATION?

Go to bhi.nsw.gov.au

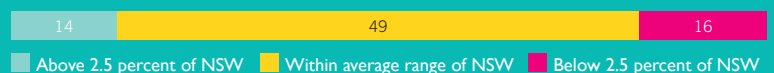
OVERALL PATIENT EXPERIENCE



OVERALL FINDINGS

The survey consisted of 75 different questions broken down into 17 major groups. Of these 75 questions, Sydney Children's Hospitals Network had performed at the top 2.5% of all NSW Emergency Departments on 14 questions (19%), performed within average range of NSW Emergency Departments in 49 questions (65%), performed below 2.5% of NSW Emergency Departments in eight questions (11%) and had four questions (5%) which either did not have enough response rate for analysis or was irrelevant to Sydney Children's Hospitals Network Emergency Departments.

SCHN performance against NSW ED
(based on 74 questions included in review)



BEST AND WORST PERFORMING AREAS FOR

SYDNEY CHILDREN'S HOSPITALS NETWORK



Performing well



Improvement in progress

Category	Question	Performance	Data															
Access and timeliness	While you were waiting to be treated, did your symptoms or condition get worse?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>74</td> <td>20</td> <td>6</td> </tr> <tr> <td>SCHN</td> <td>81</td> <td>17</td> <td>2</td> </tr> </table> <p>■ No ■ Yes, slightly worse ■ Yes, much worse</p>	NSW Avg	74	20	6	SCHN	81	17	2							
	NSW Avg	74	20	6														
	SCHN	81	17	2														
	Did you stay until you received treatment?	Improvement in progress	<table border="1"> <tr> <td>NSW Avg</td> <td>97</td> <td>3</td> </tr> <tr> <td>SCHN</td> <td>84</td> <td>6</td> </tr> </table> <p>■ Received treatment ■ Left before treatment</p>	NSW Avg	97	3	SCHN	84	6									
	NSW Avg	97	3															
SCHN	84	6																
After triage (initial assessment), how long did you wait before being treated by an ED doctor or nurse?	Improvement in progress	<table border="1"> <tr> <td>NSW Avg</td> <td>19</td> <td>23</td> <td>19</td> <td>13</td> <td>12</td> <td>9</td> <td>4</td> </tr> <tr> <td>SCHN</td> <td>12</td> <td>18</td> <td>17</td> <td>13</td> <td>19</td> <td>15</td> <td>7</td> </tr> </table> <p>■ Treated immediately ■ 1-15 minutes ■ 16-30 minutes ■ 31-59 minutes ■ 1hr to under 2hrs ■ 2hrs to under 4hrs ■ 4hrs or more</p>	NSW Avg	19	23	19	13	12	9	4	SCHN	12	18	17	13	19	15	7
NSW Avg	19	23	19	13	12	9	4											
SCHN	12	18	17	13	19	15	7											
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	<table border="1"> <tr> <td>NSW Avg</td> <td>68</td> <td>14</td> <td>12</td> <td>6</td> </tr> <tr> <td>SCHN</td> <td>51</td> <td>22</td> <td>16</td> <td>6</td> </tr> </table> <p>■ Less than 1hr ■ 1hr to under 2hrs ■ 2hrs to under 4hrs ■ 4hrs or more</p>	NSW Avg	68	14	12	6	SCHN	51	22	16	6						
NSW Avg	68	14	12	6														
SCHN	51	22	16	6														
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	<table border="1"> <tr> <td>NSW Avg</td> <td>5</td> <td>10</td> <td>19</td> <td>31</td> <td>65</td> <td>70</td> </tr> <tr> <td>SCHN</td> <td>3</td> <td>17</td> <td>33</td> <td>64</td> <td>82</td> </tr> </table> <p>■ 1-30 minutes ■ 31-59 minutes ■ 1hr to under 2hrs ■ 2hrs to under 4hrs ■ Less than 4hrs ■ 4hrs or more</p>	NSW Avg	5	10	19	31	65	70	SCHN	3	17	33	64	82			
NSW Avg	5	10	19	31	65	70												
SCHN	3	17	33	64	82													
Assistance and Responsiveness	Do you think the ED health professionals did everything they could to help manage your pain?	Improvement in progress	<table border="1"> <tr> <td>NSW Avg</td> <td>64</td> <td>27</td> <td>6</td> </tr> <tr> <td>SCHN</td> <td>56</td> <td>37</td> <td>7</td> </tr> </table> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>	NSW Avg	64	27	6	SCHN	56	37	7							
NSW Avg	64	27	6															
SCHN	56	37	7															
Communication and Information	Did reception staff give you enough information about what to expect during your visit?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>40</td> <td>36</td> <td>15</td> </tr> <tr> <td>SCHN</td> <td>54</td> <td>38</td> <td>8</td> </tr> </table> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>	NSW Avg	40	36	15	SCHN	54	38	8							
	NSW Avg	40	36	15														
	SCHN	54	38	8														
	Did the ED health professionals explain things in a way you could understand?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>79</td> <td>18</td> <td>3</td> </tr> <tr> <td>SCHN</td> <td>86</td> <td>13</td> <td>1</td> </tr> </table> <p>■ Yes, always ■ Yes, sometimes ■ No</p>	NSW Avg	79	18	3	SCHN	86	13	1							
	NSW Avg	79	18	3														
SCHN	86	13	1															
During your visit to the ED, how much information about your condition or treatment was given to you?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>65</td> <td>1</td> <td>14</td> </tr> <tr> <td>SCHN</td> <td>89</td> <td>1</td> <td>11</td> </tr> </table> <p>■ Right amount ■ Too much ■ Not enough</p>	NSW Avg	65	1	14	SCHN	89	1	11								
NSW Avg	65	1	14															
SCHN	89	1	11															
How much information about your condition or treatment was given to your family, carer or someone else close to you?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>82</td> <td>1</td> <td>10</td> <td>8</td> </tr> <tr> <td>SCHN</td> <td>89</td> <td>1</td> <td>6</td> <td>4</td> </tr> </table> <p>■ Right amount ■ Too much ■ Not enough ■ Don't know/can't say</p>	NSW Avg	82	1	10	8	SCHN	89	1	6	4						
NSW Avg	82	1	10	8														
SCHN	89	1	6	4														
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	<table border="1"> <tr> <td>NSW Avg</td> <td>57</td> <td>25</td> <td>18</td> </tr> <tr> <td>SCHN</td> <td>71</td> <td>22</td> <td>7</td> </tr> </table> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>	NSW Avg	57	25	18	SCHN	71	22	7								
NSW Avg	57	25	18															
SCHN	71	22	7															
Complications	Not including the reason came to ED, did you experience uncontrolled bleeding during visit or soon afterwards (derived measure)	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>99</td> <td>1</td> </tr> <tr> <td>SCHN</td> <td>100</td> <td>0</td> </tr> </table> <p>■ None reported ■ Experienced uncontrolled bleeding</p>	NSW Avg	99	1	SCHN	100	0									
NSW Avg	99	1																
SCHN	100	0																
Coordination and Continuity	Thinking about when you left the ED, were you given enough information about how to manage your care at home?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>67</td> <td>25</td> <td>8</td> </tr> <tr> <td>SCHN</td> <td>74</td> <td>23</td> <td>3</td> </tr> </table> <p>■ Yes, completely ■ Yes, to some extent ■ No</p>	NSW Avg	67	25	8	SCHN	74	23	3							
	NSW Avg	67	25	8														
	SCHN	74	23	3														
	Did ED staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>82</td> <td>18</td> </tr> <tr> <td>SCHN</td> <td>90</td> <td>10</td> </tr> </table> <p>■ Yes ■ No</p>	NSW Avg	82	18	SCHN	90	10									
	NSW Avg	82	18															
SCHN	90	10																
Did an ED health professional tell you when you could resume your usual activities, such as when you could go back to work or drive a car?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>53</td> <td>25</td> <td>22</td> </tr> <tr> <td>SCHN</td> <td>62</td> <td>26</td> <td>12</td> </tr> </table> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>	NSW Avg	53	25	22	SCHN	62	26	12								
NSW Avg	53	25	22															
SCHN	62	26	12															
Did you receive a copy of a letter from the ED doctors to your family doctor (GP)?	Performing well	<table border="1"> <tr> <td>NSW Avg</td> <td>63</td> <td>15</td> <td>22</td> </tr> <tr> <td>SCHN</td> <td>65</td> <td>17</td> <td>18</td> </tr> </table> <p>■ Yes ■ Don't know/can't remember ■ No</p>	NSW Avg	63	15	22	SCHN	65	17	18								
NSW Avg	63	15	22															
SCHN	65	17	18															
While you were waiting to be treated, did ED staff check on your condition?	Improvement in progress	<table border="1"> <tr> <td>NSW Avg</td> <td>57</td> <td>43</td> </tr> <tr> <td>SCHN</td> <td>44</td> <td>56</td> </tr> </table> <p>■ Yes, someone checked ■ No, no-one checked</p>	NSW Avg	57	43	SCHN	44	56										
NSW Avg	57	43																
SCHN	44	56																

Outcomes	Did the care and treatment received in the ED help you?		<p>NSW Avg </p> <p>SCH </p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
Physical Environment and comfort	Was there a problem in finding a parking place near to the ED?		<p>NSW Avg </p> <p>SCH </p> <p>■ No problem ■ Yes, a small problem ■ Yes, a big problem</p>
	How clean were the waiting and treatment areas in ED?		<p>NSW Avg </p> <p>SCH </p> <p>■ Very clean ■ Fairly clean ■ Not very clean ■ Not clean at all</p>
Respect and Dignity	Were the reception staff you met on your arrival to the ED polite and courteous?		<p>NSW Avg </p> <p>SCH </p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>
Trust and Confidence	Did you have confidence and trust in the ED doctors treating you?		<p>NSW Avg </p> <p>SCH </p> <p>■ Yes, definitely ■ Yes, to some extent ■ No</p>

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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. Please note: the percentages may not add up to 100% due to rounding