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Top Line Patient Satisfaction Survey Report

Waikato DHB

For the period:
October 2010 - October 2010

Sample Report only

Date produced: 20 January 2011

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Health Services
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New Zealand

1. Introduction

The HSCR database of the New Zealand Patient Survey presently consists of some 559,600 patient records and 8.5 million ratings from inpatients and outpatients in 21 DHBs. The data shown in this report is based on a 12 month period ending with December 2010 and weighted to take into account differences in age and ethnicity distributions among DHBs. Because patient satisfaction varies with hospital size, only the results of similar size DHBs are compared. The current report is a sample issue specific to the Patient Survey results of Waikato DHB.

1.1 Inpatient sample characteristics

Although the Patient Guidelines provide detailed advice on the number of inpatient questionnaires that need to be sent out, many DHBs sent out fewer than required. In the most recent quarter, only 6 of the 21 DHBs collect a sufficient number of questionnaires to obtain a valid sample size. Capital & Coast and Waitemata DHBs did not supply information regarding the number of inpatient discharges during the current quarter (see Table 1).

Table 1 Overview of compliance with Patient Survey Guidelines

3 month period ending December 2010	Inpatients discharged	No of questionnaires posted	Minimum number required	No of valid returns	Over or under	Response rate %
<i>Sector total</i>	113,045	18,147		5,962		33%
Auckland	11,431	1,342	370	435	65	32%
Bay of Plenty	9,598	2,580	368	964	596	37%
Canterbury	18,062	920	375	418	43	45%
Capital & Coast		2,560		262		10%
Counties Manukau	20,785	1,742	377	347	(30)	20%
Hawke's Bay	2,394	517	327	159	(168)	31%
Hutt	4,288	600	351	225	(126)	38%
Lakes	2,098	650	322	202	(120)	31%
Mid Central	4,137	540	351	222	(129)	41%
Nelson Marlborough	2,639	794	335	311	(24)	39%
Northland	5,595	900	357	361	4	40%
Otago	2,323	539	327	229	(98)	42%
South Canterbury	1,298	427	291	159	(132)	37%
Southland	2,495	510	331	211	(120)	41%
Tairāwhiti	2,879	659	338	160	(178)	24%
Taranaki	1,647	930	310	315	5	34%
Waikato	8,135	1,044	367	420	53	40%
Wairarapa	1,332	465	297	166	(131)	36%
Waitemata				177		
West Coast	1,318		297	33		
Whanganui	591	428	226	186	(40)	43%

1.2 Waikato DHB Inpatients overall satisfaction over time

The Inpatient Survey asks inpatients discharged during the previous 14 days a set of 17 questions, 16 of which are specific to the quality of care received.

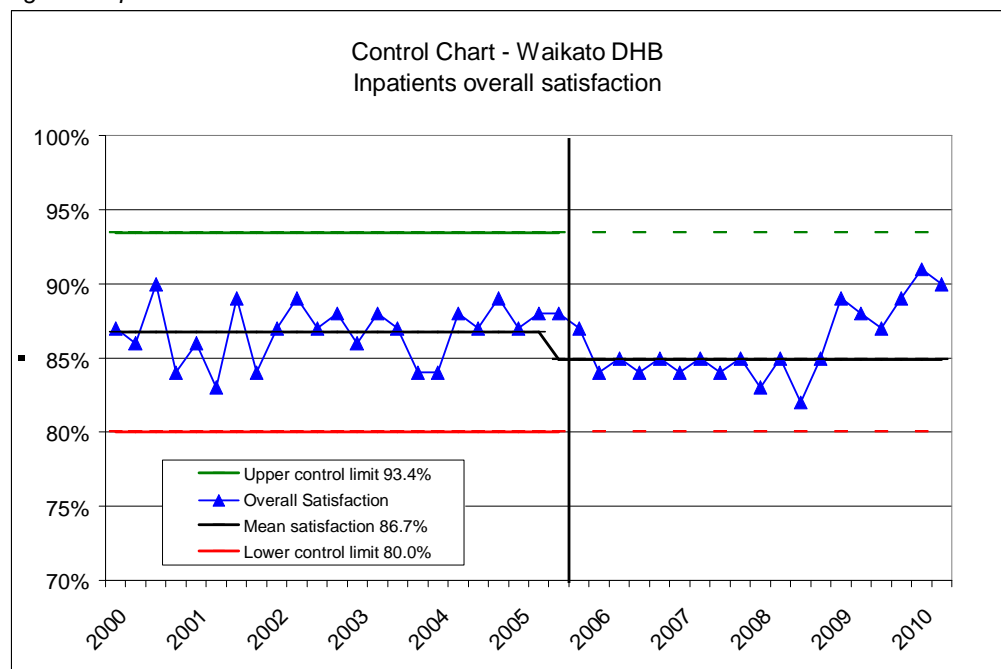
Table 2 shows the percentage of inpatients indicating overall satisfaction with the service received from Waikato DHB calculated on an annual Moving Annual Total (MAT) basis. This information is presented on a quarterly basis in Figure 1 in the form of a control chart.

Table 2 Overall inpatient satisfaction for Waikato DHB

Overall inpatient satisfaction	MAT Dec 2002	MAT Dec 2003	MAT Dec 2004	MAT Dec 2005	MAT Dec 2006	MAT Dec 2007	MAT Dec 2008	MAT Dec 2009	MAT Dec 2010
Total responses	1,184	1,334	1,325	1,420	1,443	1,613	311	1,380	1,253
Very good & good	1,019	1,141	1,160	1,219	1,268	1,407	265	1,167	1,070
	86%	86%	88%	86%	88%	87%	85%	85%	85%
Average	123	134	107	141	116	141	29	142	129
	10%	10%	8%	10%	8%	9%	9%	10%	10%
Poor & very poor	42	59	58	60	58	65	17	71	55
	4%	4%	4%	4%	4%	4%	5%	5%	4%

Note: the column in black bold type face is the reference column. Any percentages in orange type font in the other columns signify that there is a statistically significant difference @ $p < .05$ between that percentage and the percentage in the black column. Any percentages in green signify a statistically significant difference of $p < .01$

Figure 1 Inpatient overall satisfaction over time



1.3 Inpatient satisfaction over time and compared to other DHBs

Because satisfaction has been shown to be different between larger and smaller hospitals, it is more appropriate to compare DHBs of similar size. For this reason, the 21 DHBs have been divided into three groups:

- *larger* DHBs: Auckland, Counties Manukau, Waitemata, Waikato, Capital & Coast, Canterbury
- *medium sized* DHBs: Northland, MidCentral, Bay of Plenty, Hutt, Nelson Marlborough, Otago, Southland
- *smaller* DHBs: Whanganui, Wairarapa, Hawke's Bay, Taranaki, Lakes, Tairāwhiti, West Coast, South Canterbury

The tables below show a comparison over time and between comparative DHB's.

Table 3 Overall inpatient satisfaction over time (averages)

	MAT to Dec 2002	MAT to Dec 2003	MAT to Dec 2004	MAT to Dec 2005	MAT to Dec 2006	MAT to Dec 2007	MAT to Dec 2008	MAT to Dec 2009	MAT to Dec 2010
Auckland DHB	4.44	4.43	4.41	4.35	4.39	4.44	4.42	4.46	4.52
Canterbury DHB	4.64	4.55	4.56	4.58	4.60	4.57	4.58	4.58	4.61
Capital & Coast DHB	4.37	4.37	4.42	4.36	4.42	4.39	4.38	4.24	4.29
Counties Manukau DHB	4.15	4.33	4.31	4.28	4.33	4.30	4.27	4.27	4.31
Waikato DHB	4.38	4.49	4.51	4.44	4.48	4.44	4.50	4.52	4.54
Waitemata DHB	4.37	4.45	4.34	4.35	4.26	4.32	4.34	4.28	4.42

Note: This Comparison table shows the overall increase or decrease in satisfaction over time for each of the five comparable DHBs: the bold black column is the reference column. Orange font colour indicates a statistically significant difference at $p < .05$; whereas a green font indicates significance at $p < .01$

Table 4 In-group comparison (larger DHBs averages)

	MAT to Dec 2002	MAT to Dec 2003	MAT to Dec 2004	MAT to Dec 2005	MAT to Dec 2006	MAT to Dec 2007	MAT to Dec 2008	MAT to Dec 2009	MAT to Dec 2010
Large group DHB's	4.39	4.44	4.43	4.39	4.41	4.41	4.42	4.39	4.45
Auckland DHB	4.44	4.43	4.41	4.35	4.39	4.44	4.42	4.46	4.52
Canterbury DHB	4.64	4.55	4.56	4.58	4.60	4.57	4.58	4.58	4.61
Capital and Coast DHB	4.37	4.37	4.42	4.36	4.42	4.39	4.38	4.24	4.29
Counties Manukau DHB	4.15	4.33	4.31	4.28	4.33	4.30	4.27	4.27	4.31
Waikato DHB	4.38	4.49	4.51	4.44	4.48	4.44	4.50	4.52	4.54
Waitemata DHB	4.37	4.45	4.34	4.35	4.26	4.32	4.34	4.28	4.42

Note: In this Grouped comparison table the use of the green font colour indicates one standard deviation higher than average, a red font colour indicates a one standard deviation lower than average, while a blue font colour indicates that the achieved rate lies in between these two values.

1.4 Inpatients satisfaction with specific issues

In order to understand how inpatient satisfaction in Waikato DHB compares with that in other DHBs, we analyse the ratings over time and compare the results with the average in the group of similar sized DHBs. Again the use of the green font colour indicates one standard deviation higher than average, a red font colour indicates a one standard deviation lower than average, while a blue font colour lies in between these two values.

The below table suggests that Waikato DHB patient satisfaction ratings on four aspects of care, namely external co-ordination, ward cleanliness, quality of food and the patients satisfaction with security, were well below the average for the group during 2002. However, over time, it appears that the other aspects of care have also declined with *not one* aspect of care highly rated by patients when compared with other DHBs in this group over the most recent MAT.

This table, and the one reporting on outpatient satisfaction, thus show at a glance which area of care needs attention and where policies to increase patient satisfaction have been effective.

Table 5 Mean ratings for each aspect of care over time

Waikato DHB	MAT to Dec 2002	MAT to Dec 2003	MAT to Dec 2004	MAT to Dec 2005	MAT to Dec 2006	MAT to Dec 2007	MAT to Dec 2008	MAT to Dec 2009	MAT to Dec 2010
ED keep you informed of wait	3.77	3.68	3.75	3.95	3.88	3.90	3.79	3.81	3.76
How ED would treat problem	3.99	4.00	4.05	4.17	4.09	4.12	4.21	3.96	3.89
Explaining what was wrong	4.31	4.35	4.40	4.40	4.40	4.36	4.39	4.25	4.22
Info on treatment options	4.21	4.23	4.25	4.29	4.28	4.29	4.35	4.09	4.05
Asking your permission	4.38	4.43	4.42	4.47	4.46	4.42	4.46	4.12	4.11
Listening to you	4.38	4.38	4.39	4.40	4.42	4.41	4.39	4.21	4.19
Involving family/whanau	4.36	4.49	4.49	4.45	4.46	4.42	4.45	4.15	4.14
Offering cultural choices	4.33	4.16	4.22	4.19	4.17	4.14	4.28	3.87	3.86
Dignity and respect	4.47	4.53	4.56	4.53	4.58	4.56	4.54	4.37	4.37
Internal co-ordination	4.36	4.41	4.44	4.42	4.43	4.39	4.38	4.25	4.18
Preparation for discharge	4.14	4.06	4.10	4.07	4.08	4.06	3.97	4.00	3.91
External co-ordination	4.08	4.16	4.23	4.12	4.15	4.12	4.04	4.02	4.02
Staff availability	4.18	4.22	4.27	4.22	4.24	4.19	4.19	4.06	4.11
Cleanliness of ward/unit	4.22	4.27	4.25	4.21	4.26	4.28	4.26	4.00	4.10
Quality of Hospital food	3.42	3.50	3.53	3.52	3.56	3.54	3.66	3.55	3.54
Safety and Security	4.39	4.42	4.45	4.43	4.44	4.45	4.43	4.35	4.35
Overall satisfaction	4.37	4.37	4.42	4.36	4.42	4.39	4.38	4.24	4.29

Note: In this table the use of the green font colour indicates one standard deviation higher than average, a red font colour indicates a one standard deviation lower than average, while a blue font colour indicates that the achieved rate lies in between these two values

1.5 Outpatient sample characteristics

Similar to what we found with regard to inpatients, many DHBs also sent out fewer outpatient questionnaires than required. In the most recent quarter, only 5 of the 21 DHBs collect a sufficient number of questionnaires to obtain a valid sample size. Again Capital & Coast and Waitemata DHBs did not supply information regarding the number of outpatient visits during the current quarter.

Table 6 provides an overview of the number of outpatient visits during the most recent quarter, the number of questionnaires posted, the number of survey forms required to attain a valid sample, the actual number of valid returns, the surplus or deficit in the number of survey forms and the response rate.

Table 6 Overview of compliance with Patient Survey Guidelines

3 month period ending December 2010	Outpatient visits	No of questionnaires posted	Minimum number required	No of valid returns	Over or under	Response rate %
Sector total	517,999	17,366	7,324	6,841		39%
Auckland	132,109	1,378	384	511	127	37%
Bay of Plenty	20,852	2,100	377	880	503	42%
Canterbury	57,906	1,343	381	595	214	44%
Capital & Coast		1,092		211		19%
Counties Manukau	87,047	1,946	382	659	277	34%
Hawke's Bay	10,117	906	370	284	(86)	31%
Hutt	14,845	600	370	194	(176)	32%
Lakes	5,438	703	357	241	(116)	34%
Mid Central	26,935	580	377	305	(72)	53%
Nelson Marlborough	12,961	760	370	317	(53)	42%
Northland	9,238	900	368	410	42	46%
Otago	16,369	584	375	249	(126)	43%
South Canterbury	8,050	519	367	209	(158)	40%
Southland	9,429	558	368	238	(130)	43%
Tairāwhiti	3,512	644	346	182	(164)	28%
Taranaki	7,776	930	364	347	(17)	37%
Waikato	27,176	738	377	303	(74)	41%
Wairarapa	8,534	575	367	218	(149)	38%
Waitemata				200		
West Coast	3,259		341	38	(303)	
Whanganui	1,446	510	302	250	(52)	49%

1.6 Waikato DHB Outpatients overall satisfaction over time

The Outpatient Survey asks outpatients discharged during the previous 14 days a set of 15 questions, which are specific to the quality of care received.

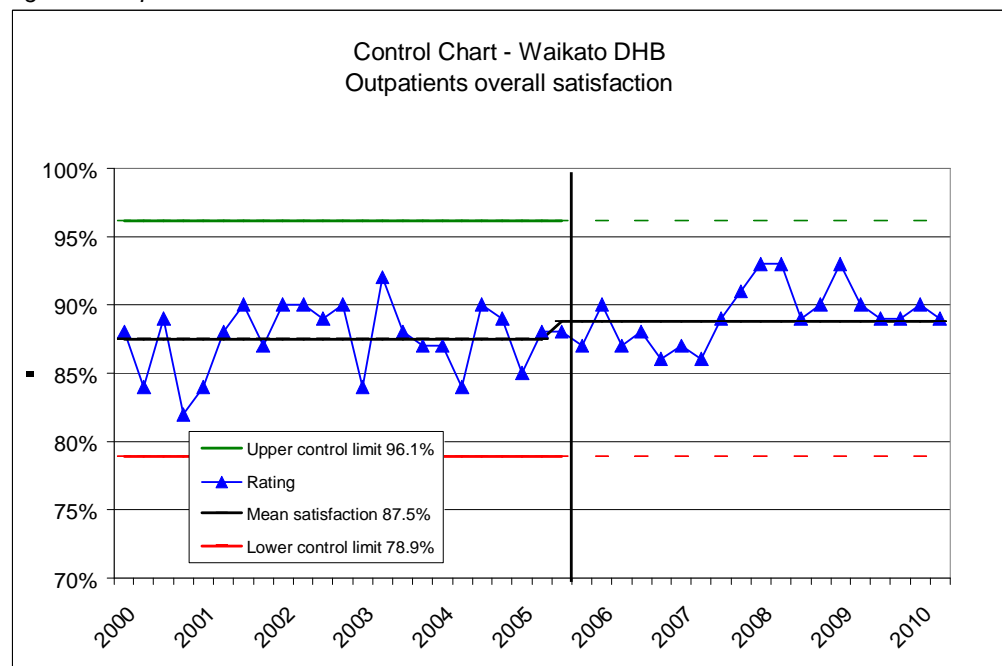
The table below shows the percentage of outpatients indicating overall satisfaction with the service received from Waikato DHB calculated on an annual Moving Annual Total (MAT) basis. This information is presented on a quarterly basis in fig 3 in the form of a control chart.

Table 7 Overall inpatient satisfaction for Waikato DHB

Overall outpatient satisfaction	MAT Dec 2002	MAT Dec 2003	MAT Dec 2004	MAT Dec 2005	MAT Dec 2006	MAT Dec 2007	MAT Dec 2008	MAT Dec 2009	MAT Dec 2010
Total responses	1,178	1,166	1,260	1,502	1,393	1,321	342	580	936
Very good & good	997	1,032	1,112	1,332	1,211	1,164	299	468	857
	85%	89%	88%	89%	87%	88%	97%	92%	92%
Average	135	104	100	133	132	115	31	28	51
	11%	9%	8%	9%	10%	9%	9%	5%	5%
Poor & very poor	46	30	48	37	49	42	12	12	27
	4%	3%	4%	2%	4%	3%	4%	2%	3%

Note: the column in black bold type face is the reference column. Any percentages in orange type font in the other columns signify that there is a statistically significant difference @ $p < .05$ between that percentage and the percentage in the black column. Any percentages in green signify a statistically significant difference of $p < .01$

Figure 2 Outpatients overall satisfaction over time



1.7 Outpatient satisfaction over time and compared to other DHBs

Because satisfaction has been shown to be different between larger and smaller hospitals, it is more accurate to compare DHBs of similar size. For this reason, the 21 DHBs have been divided into three groups:

- *larger* DHBs: Auckland, Counties Manukau, Waitemata, Waikato, Capital & Coast, Canterbury
- *medium sized* DHBs: Northland, MidCentral, Bay of Plenty, Hutt, Nelson Marlborough, Otago, Southland
- *smaller* DHBs: Whanganui, Wairarapa, Hawke's Bay, Taranaki, Lakes, Tairāwhiti, West Coast, South Canterbury

The tables below show a comparison over time and between comparative DHB's.

Table 8 Overall outpatient satisfaction over time

	MAT to Dec 2002	MAT to Dec 2003	MAT to Dec 2004	MAT to Dec 2005	MAT to Dec 2006	MAT to Dec 2007	MAT to Dec 2008	MAT to Dec 2009	MAT to Dec 2010
Auckland DHB	4.40	4.48	4.50	4.45	4.47	4.51	4.51	4.53	4.52
Canterbury DHB	4.63	4.57	4.59	4.60	4.61	4.62	4.61	4.63	4.60
Capital and Coast DHB	4.33	4.41	4.43	4.41	4.39	4.42	4.42	4.46	4.44
Counties Manukau DHB	4.47	4.53	4.57	4.56	4.57	4.54	4.53	4.54	4.57
Waikato DHB	4.50	4.54	4.54	4.54	4.56	4.52	4.59	4.49	4.57
Waitemata DHB	4.56	4.53	4.52	4.47	4.57	4.57	4.60	4.52	4.60

Note: This Comparison table shows the overall increase or decrease in satisfaction over time for each of the five comparable DHBs: the bold black column is the reference column. Orange font colour indicates a statistically significant difference at $p < .05$; whereas a green font indicates significance at $p < .01$

Table 9 In-group comparison (larger DHBs)

	MAT to Dec 2002	MAT to Dec 2003	MAT to Dec 2004	MAT to Dec 2005	MAT to Dec 2006	MAT to Dec 2007	MAT to Dec 2008	MAT to Dec 2009	MAT to Dec 2010
Total Large DHB's	4.48	4.51	4.53	4.51	4.53	4.53	4.54	4.53	4.55
Auckland DHB	4.40	4.48	4.50	4.45	4.47	4.51	4.51	4.53	4.52
Canterbury DHB	4.63	4.57	4.59	4.60	4.61	4.62	4.61	4.63	4.60
Capital and Coast DHB	4.33	4.41	4.43	4.41	4.39	4.42	4.42	4.46	4.44
Counties Manukau DHB	4.47	4.53	4.57	4.56	4.57	4.54	4.53	4.54	4.57
Waikato DHB	4.50	4.54	4.54	4.54	4.56	4.52	4.59	4.49	4.57
Waitemata DHB	4.56	4.53	4.52	4.47	4.57	4.57	4.60	4.52	4.60

Note: In this Grouped comparison table the use of the green font colour indicates one standard deviation higher than average, a red font colour indicates a one standard deviation lower than average, while a blue font colour indicates that the achieved rate lies in between these two values.

1.8 Outpatients satisfaction with specific issues

In order to understand how outpatient satisfaction in Waikato DHB compares with that in other DHBs, we again compare the results with the average in the group of similar sized DHBs.

The below table suggests that Waikato DHB patient satisfaction ratings in 2002 were well below that of the rest of the group. Over time, there have been improvements with different treatment options, asking permission to treat, listening to you, cultural choices and treatment with dignity, however in the present MAT the only aspects of care rated as average when compared to the remainder of the group, refers to staff asking for permission to treat and giving the patients choices specific to their culture.

Table 10 thus show at a glance which area of care needs attention and where policies to increase patient satisfaction have been effective.

Table 10 Mean ratings for each aspect of care over time

Waikato DHB	MAT to Dec 2002	MAT to Dec 2003	MAT to Dec 2004	MAT to Dec 2005	MAT to Dec 2006	MAT to Dec 2007	MAT to Dec 2008	MAT to Dec 2009	MAT to Dec 2010
How well time suited you	4.07	4.16	4.20	4.18	4.16	4.13	4.22	4.13	4.12
Effort to make time suit	4.09	4.14	4.16	4.20	4.15	4.12	4.25	4.16	4.12
Information on appointment	4.22	4.31	4.31	4.33	4.34	4.29	4.40	4.32	4.36
Making you feel welcome	4.22	4.23	4.32	4.28	4.30	4.24	4.31	4.30	4.30
How long to wait	3.56	3.59	3.65	3.62	3.58	3.61	3.58	3.72	3.69
Explaining what was wrong	4.26	4.31	4.34	4.37	4.35	4.39	4.40	4.35	4.37
Different treatment options	4.06	4.14	4.20	4.26	4.25	4.21	4.32	4.27	4.28
Asking permission to treat	4.26	4.28	4.30	4.33	4.31	4.32	4.37	4.44	4.46
Listening to you	4.25	4.30	4.37	4.41	4.41	4.42	4.43	4.30	4.31
Choices specific to your culture	3.96	4.08	4.04	4.21	4.11	4.20	4.27	4.29	4.31
Dignity and respect	4.40	4.48	4.54	4.55	4.53	4.55	4.57	4.49	4.50
External co-ordination	4.14	4.20	4.28	4.32	4.26	4.28	4.25	4.20	4.23
Cleanliness of facilities	4.12	4.22	4.33	4.21	4.31	4.31	4.38	4.18	4.24
How to manage your condition	4.22	4.28	4.31	4.29	4.27	4.28	4.31	4.32	4.34
Overall satisfaction	4.33	4.41	4.43	4.41	4.39	4.42	4.42	4.46	4.44

Note: In this table the use of the green font colour indicates one standard deviation higher than average, a red font colour indicates a one standard deviation lower than average, while a blue font colour indicates that the achieved rate lies in between these two values.