CORAS report of Aggregate Statistics regarding Patient Experiences of Care for South Coast Private

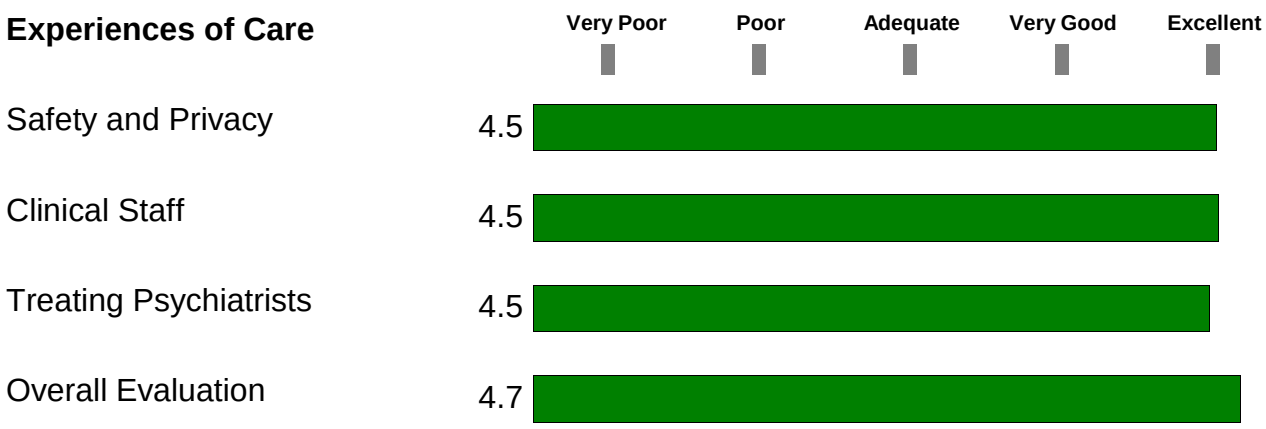
Overnight Inpatients

October 2019

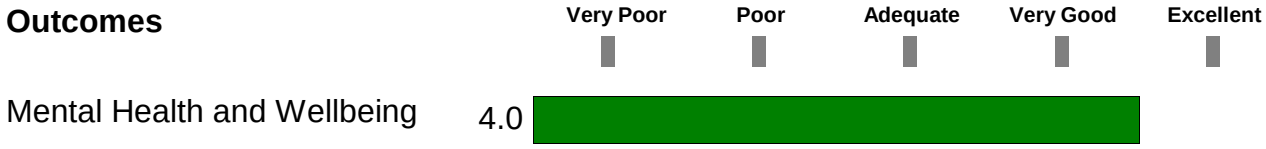
Prepared on 01 November 2019

Overnight Inpatients
views regarding the quality of services provided.

Experiences of Care



Outcomes



Surveys completed: 72

Explanation of the statistics

The items belonging to each of the Summary Scores are listed below. The summary scores are the average ratings given by patients in response to the items that belong to each factor that the summary score represents. The average score may range from 1 through 5.

SAFETY and PRIVACY:
Services were appropriate for my age; My physical health was assessed, and appropriate care was provided when needed; I have felt safe whilst at this hospital; My privacy was respected; The hospital was clean and well maintained; Any concerns or complaints I had about the hospital services were addressed.

CLINICAL STAFF:
I felt welcome at this hospital; My rights and responsibilities were explained fully in a way that I could understand; With my permission my nominated carer was involved in my hospital treatment; My individuality and personal preferences were respected; Staff were sensitive to my cultural background; Hospital staff were positive that my mental health and quality of life could improve; Hospital staff helped me obtain the information I needed so that I could take charge of managing my illness; I was informed about and encouraged to use self-help or peer support groups in the community; I had opportunities to discuss my progress with the staff caring for me; I was encouraged to ask questions about my treatment and medication; When I had questions, hospital staff gave helpful answers I could understand; Hospital staff were available if I needed to talk with them; I was able to access the hospital services as soon as I needed to.

TREATING PSYCHIATRIST
When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs; My treating psychiatrist ensured that I understood the effects of my treatment options; I have been involved in decisions about my care and treatment; I have been involved in planning the care I may need after I leave hospital; I was given information about how to manage my medication and any side-effects I may experience; My treating psychiatrist and hospital staff worked as a team in my care and treatment.

OVERALL EVALUATION
Overall, the quality of care provided by the hospital has been excellent; I have been treated with respect and dignity at all times; I would recommend this hospital to a friend or family member, if they needed psychiatric care.

MENTAL HEALTH and WELLBEING
My sense of wellbeing has improved; My symptoms are not bothering me as much; I feel I will be better able to deal with crises; I am more hopeful about my future.

Survey Items ranked by their Agreement Index for Overnight Inpatients

99%	**E0701**	**Hospital staff were positive that my mental health and quality of life could improve.**
97%	**E0806**	**When I had questions, hospital staff gave helpful answers I could understand.**
97%	**E0703**	**Hospital staff helped me obtain the information I needed so that I could take charge of managing my illness.**
96%	**E0202**	**My rights and responsibilities were explained fully in a way that I could understand.**
94%	**E0603**	**My privacy was respected.**
94%	**E0807**	**Hospital staff were available if I needed to talk with them.**
94%	**E0403**	**Staff were sensitive to my cultural background.**
93%	**E0201**	**I felt welcome at this hospital.**
93%	**E0805**	**When I had questions, my treating psychiatrist gave helpful answers I could understand.**
93%	**E0802**	**I had opportunities to discuss my progress with the staff caring for me.**
93%	**E0304**	**I have been involved in decisions about my care and treatment.**
93%	**E0405**	**Services were appropriate for my age.**
91%	**E0402**	**My individuality and personal preferences were respected.**
90%	**E0604**	**The hospital was clean and well maintained.**
90%	**E0305**	**I have been involved in planning the care I may need after I leave hospital.**
89%	**E0801**	**My treating psychiatrist and hospital staff worked as a team in my care and treatment.**
87%	**E0302**	**My treating psychiatrist ensured that I understood the effects of my treatment options.**
87%	**E0203**	**I was informed about the cost of my hospital stay and services.**
86%	**E0301**	**When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs.**
84%	**E0501**	**My physical health was assessed, and appropriate care was provided when needed.**
83%	**E0602**	**I have felt safe whilst at this hospital.**
82%	**E0705**	**I was given information about how to manage my medication and any side-effects I may experience.**
82%	**E0803**	**I was encouraged to ask questions about my treatment and medication.**
82%	**E0606**	**Any concerns or complaints I had about the hospital services were addressed.**
80%	**E0704**	**I was informed about and encouraged to use self-help or peer support groups in the community.**
78%	**E0307**	**With my permission my nominated carer was involved in my hospital treatment.**
78%	**E1003**	**I was able to access the hospital services as soon as I needed to.**

Explanation of the statistics

The Agreement Index is calculated as the proportion of patients that Agree or Strongly Agree with the Survey Item minus the proportion that indicated they Disagreed or Strongly Disagreed. Patients who gave a response of Neutral or Not Applicable are not included in the calculation.

Statistics regarding individual Survey Items for Overnight Inpatients

Surveys completed: **72**

Overall Evaluation of the Quality of Care

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	Any Disagree	Any Agree
Aggregate of the following items related to the Overall Evaluation								
(E001)	0%	2%	0%	24%	73%	0%	2%	97%
Overall, the quality of care provided by the hospital has been excellent.								
(E1101)	0%	1%	0%	32%	67%	0%	1%	99%
I have been treated with respect and dignity at all times.								
(E1102)	0%	4%	0%	24%	72%	0%	4%	96%
I would recommend this hospital to a friend or family member, if they needed psychiatric care.								
(E1103)	0%	1%	1%	17%	80%	0%	1%	97%

Experiences of Care

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	Any Disagree	Any Agree
Aggregate of the following items related to Experiences of Care								
(E002)	0%	2%	6%	30%	61%	8%	2%	92%
I felt welcome at this hospital.								
(E0201)	0%	3%	1%	19%	76%	0%	3%	96%
My rights and responsibilities were explained fully in a way that I could understand.								
(E0202)	1%	0%	1%	32%	65%	0%	1%	97%
I was informed about the cost of my hospital stay and services.								
(E0203)	4%	0%	6%	25%	66%	26%	4%	91%
When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs.								
(E0301)	0%	3%	9%	33%	55%	4%	3%	88%
My treating psychiatrist ensured that I understood the effects of my treatment options.								
(E0302)	0%	1%	10%	21%	68%	1%	1%	89%
I have been involved in decisions about my care and treatment.								
(E0304)	0%	0%	7%	27%	66%	1%	0%	93%
I have been involved in planning the care I may need after I leave hospital.								
(E0305)	0%	1%	7%	35%	56%	6%	1%	91%
With my permission my nominated carer was involved in my hospital treatment.								
(E0307)	0%	2%	17%	30%	50%	36%	2%	80%
My individuality and personal preferences were respected.								
(E0402)	0%	4%	0%	33%	62%	4%	4%	96%

Staff were sensitive to my cultural background.

(E0403)	0%	0%	6%	35%	59%	53%	0%	94%

Services were appropriate for my age.

(E0405)	0%	1%	4%	29%	65%	4%	1%	94%

My physical health was assessed, and appropriate care was provided when needed.

(E0501)	1%	3%	7%	21%	68%	6%	4%	88%

I have felt safe whilst at this hospital.

(E0602)	0%	6%	6%	25%	64%	0%	6%	89%

My privacy was respected.

(E0603)	0%	1%	3%	32%	64%	0%	1%	96%

The hospital was clean and well maintained.

(E0604)	0%	1%	7%	28%	63%	0%	1%	92%

Any concerns or complaints I had about the hospital services were addressed.

(E0606)	0%	4%	10%	30%	56%	31%	4%	86%

Hospital staff were positive that my mental health and quality of life could improve.

(E0701)	0%	0%	1%	24%	75%	0%	0%	99%

Hospital staff helped me obtain the information I needed so that I could take charge of managing my illness.

(E0703)	0%	0%	3%	47%	50%	6%	0%	97%

I was informed about and encouraged to use self-help or peer support groups in the community.

(E0704)	2%	3%	11%	34%	50%	10%	5%	84%

I was given information about how to manage my medication and any side-effects I may experience.

(E0705)	1%	0%	15%	40%	44%	6%	1%	84%

My treating psychiatrist and hospital staff worked as a team in my care and treatment.

(E0801)	1%	1%	6%	33%	59%	1%	3%	91%

I had opportunities to discuss my progress with the staff caring for me.

(E0802)	0%	0%	7%	31%	62%	1%	0%	93%

I was encouraged to ask questions about my treatment and medication.

(E0803)	1%	1%	12%	41%	44%	4%	3%	85%

When I had questions, my treating psychiatrist gave helpful answers I could understand.

(E0805)	0%	3%	1%	27%	69%	1%	3%	96%

When I had questions, hospital staff gave helpful answers I could understand.

(E0806)	0%	0%	3%	34%	63%	1%	0%	97%

Hospital staff were available if I needed to talk with them.

(E0807)	0%	1%	3%	32%	64%	0%	1%	96%

I was able to access the hospital services as soon as I needed to.

(E1003)	0%	7%	8%	25%	60%	0%	7%	85%

Outcomes of Care

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable	Any Disagree	Any Agree
Aggregate of the following items related to Outcomes								
(E003)	1%	5%	19%	44%	32%	0%	6%	75%
My sense of wellbeing has improved.								
(E0101)	0%	6%	18%	44%	32%	0%	6%	76%
My symptoms are not bothering me as much.								
(E0102)	3%	8%	18%	43%	28%	0%	11%	71%
I feel I will be better able to deal with crises.								
(E0103)	0%	1%	24%	43%	32%	0%	1%	75%
I am more hopeful about my future.								
(E0108)	1%	4%	15%	44%	35%	0%	6%	79%