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

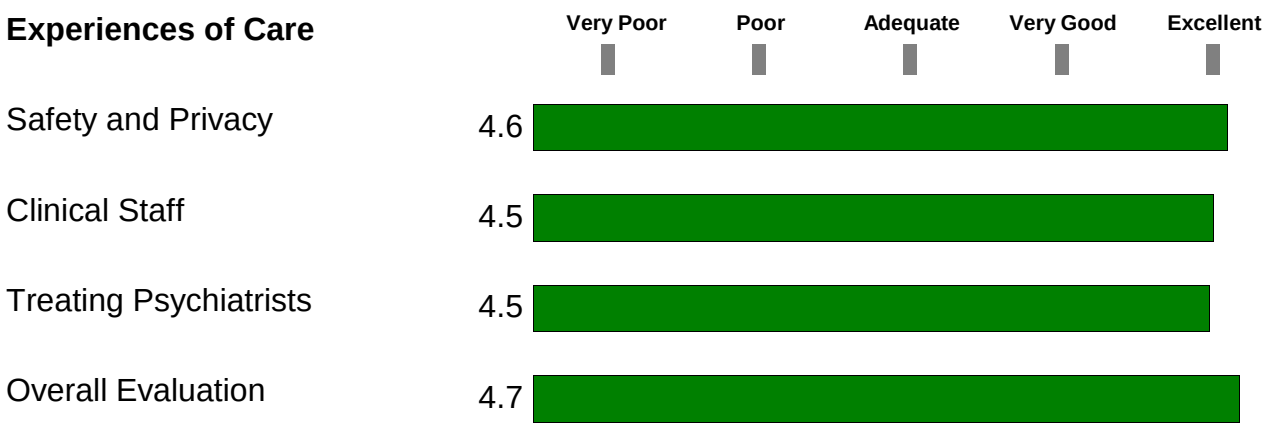
Overnight Inpatients

September 2019

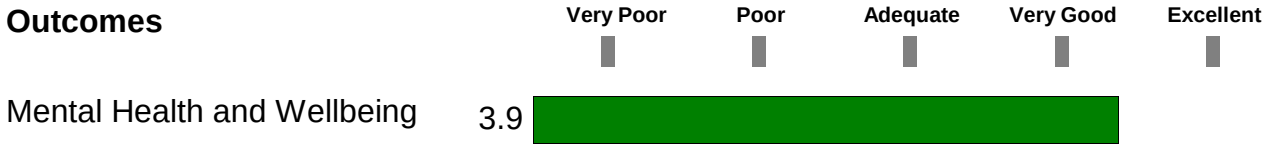
Prepared on 01 October 2019

Overnight Inpatients
views regarding the quality of services provided.

Experiences of Care



Outcomes



Surveys completed: 84

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

97%	E0203	I was informed about the cost of my hospital stay and services.
96%	E0405	Services were appropriate for my age.
95%	E0201	I felt welcome at this hospital.
95%	E0604	The hospital was clean and well maintained.
95%	E0806	When I had questions, hospital staff gave helpful answers I could understand.
94%	E0701	Hospital staff were positive that my mental health and quality of life could improve.
94%	E0602	I have felt safe whilst at this hospital.
93%	E0805	When I had questions, my treating psychiatrist gave helpful answers I could understand.
93%	E0801	My treating psychiatrist and hospital staff worked as a team in my care and treatment.
92%	E0402	My individuality and personal preferences were respected.
90%	E0603	My privacy was respected.
90%	E0807	Hospital staff were available if I needed to talk with them.
90%	E0703	Hospital staff helped me obtain the information I needed so that I could take charge of managing my illness.
89%	E0501	My physical health was assessed, and appropriate care was provided when needed.
89%	E0304	I have been involved in decisions about my care and treatment.
89%	E0302	My treating psychiatrist ensured that I understood the effects of my treatment options.
87%	E0606	Any concerns or complaints I had about the hospital services were addressed.
87%	E1003	I was able to access the hospital services as soon as I needed to.
87%	E0802	I had opportunities to discuss my progress with the staff caring for me.
87%	E0202	My rights and responsibilities were explained fully in a way that I could understand.
86%	E0403	Staff were sensitive to my cultural background.
84%	E0305	I have been involved in planning the care I may need after I leave hospital.
81%	E0301	When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs.
80%	E0307	With my permission my nominated carer was involved in my hospital treatment.
79%	E0803	I was encouraged to ask questions about my treatment and medication.
76%	E0705	I was given information about how to manage my medication and any side-effects I may experience.
72%	E0704	I was informed about and encouraged to use self-help or peer support groups in the community.

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: **84**

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%	0%	4%	22%	73%	0%	1%	95%
Overall, the quality of care provided by the hospital has been excellent.								
(E1101)	0%	0%	6%	27%	67%	0%	0%	94%
I have been treated with respect and dignity at all times.								
(E1102)	1%	1%	5%	20%	73%	0%	2%	93%
I would recommend this hospital to a friend or family member, if they needed psychiatric care.								
(E1103)	0%	0%	2%	18%	80%	0%	0%	98%

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)	1%	2%	6%	28%	63%	6%	3%	91%
I felt welcome at this hospital.								
(E0201)	0%	1%	2%	19%	77%	0%	1%	96%
My rights and responsibilities were explained fully in a way that I could understand.								
(E0202)	0%	5%	4%	32%	60%	0%	5%	92%
I was informed about the cost of my hospital stay and services.								
(E0203)	0%	0%	3%	38%	59%	27%	0%	97%
When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs.								
(E0301)	2%	4%	7%	31%	55%	0%	6%	87%
My treating psychiatrist ensured that I understood the effects of my treatment options.								
(E0302)	0%	2%	6%	30%	61%	1%	2%	92%
I have been involved in decisions about my care and treatment.								
(E0304)	1%	2%	4%	24%	69%	0%	4%	93%
I have been involved in planning the care I may need after I leave hospital.								
(E0305)	0%	4%	8%	25%	63%	1%	4%	88%
With my permission my nominated carer was involved in my hospital treatment.								
(E0307)	2%	2%	14%	25%	58%	30%	3%	83%
My individuality and personal preferences were respected.								
(E0402)	0%	2%	4%	27%	67%	0%	2%	94%

Staff were sensitive to my cultural background.

(E0403)	0%	0%	14%	27%	59%	39%	0%	86%

Services were appropriate for my age.

(E0405)	0%	0%	4%	30%	66%	5%	0%	96%

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

(E0501)	1%	4%	1%	31%	63%	0%	5%	94%

I have felt safe whilst at this hospital.

(E0602)	1%	0%	4%	22%	73%	0%	1%	95%

My privacy was respected.

(E0603)	1%	1%	5%	26%	67%	0%	2%	93%

The hospital was clean and well maintained.

(E0604)	0%	1%	2%	22%	75%	0%	1%	96%

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

(E0606)	2%	0%	9%	24%	65%	36%	2%	89%

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

(E0701)	0%	0%	6%	26%	68%	0%	0%	94%

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

(E0703)	0%	0%	10%	35%	55%	2%	0%	90%

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

(E0704)	0%	6%	15%	32%	47%	6%	6%	78%

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

(E0705)	3%	5%	9%	36%	47%	7%	8%	83%

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

(E0801)	1%	2%	0%	34%	63%	1%	4%	96%

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

(E0802)	1%	1%	8%	35%	55%	0%	2%	89%

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

(E0803)	1%	1%	16%	27%	55%	2%	2%	82%

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

(E0805)	1%	0%	5%	20%	73%	1%	1%	94%

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

(E0806)	0%	1%	2%	24%	72%	2%	1%	96%

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

(E0807)	0%	1%	7%	27%	65%	0%	1%	92%

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

(E1003)	0%	2%	8%	33%	56%	0%	2%	89%

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)	3%	5%	18%	51%	23%	0%	8%	74%
My sense of wellbeing has improved.								
(E0101)	2%	5%	17%	50%	26%	0%	7%	76%
My symptoms are not bothering me as much.								
(E0102)	2%	6%	17%	54%	21%	0%	8%	75%
I feel I will be better able to deal with crises.								
(E0103)	4%	5%	19%	51%	21%	0%	8%	73%
I am more hopeful about my future.								
(E0108)	4%	4%	19%	50%	24%	0%	7%	74%

Comments by
Overnight Inpatients

September 2019

Was there anything particularly good about your care?

Kitchen staff, nursing staff, yoga, group facilitator,TMS, Maintenance man

I really enjoyed the group sessions and connecting with other people who were going through similaer experiences. I also really appreciated how the nurses took care of me.

Food and food service was excellent. Staff called me by my name.

The nurses are fantastic and always avaliable and competant. Cleaning staff are so friendly. Dining staff are the very best and food was great. Huge thankyou to two senior staff for being such special people.

Staff were excellent and very understanding of my particular needs.

The interaction with other patients at meal time and on level 3 common area. Realising that i am not alone. I just want to say thankyou.

Kitchen, cleaning and maintenance were friendly. Nursing were very good. My psychiatrist was amazing in every way.

The MAP course was great. Nursing staff have been great and the meals great.

Kindness and respect from all the staff.

Medication was avaliable when i needed it.

The staff were very accomodating to my needs.

Everything was good

The level of care i recieved was outstanding.

All the staff in this hospital are awsome.

Meal variety.

The staff were amazing.

Psychiatrist

The staff were always around and offering help.

Friendly environment with staff and patients. The staff are lovely and call you by your name.

Nursing care

The food service and hosekeeping staff were so consistantly happy and provided great service. Nurses were all amazing in providing support, insight and advice/

Nurses

Everything

Friendly staff in all areas

All the staff were understanding and supportive and went out of their way to provide the best posible care.

Excellent care and food from the kitchen, excellent

All excellent

Excellent doctor, friendly and competant staff, great food. All inpatients were polite and provided good company.

The facilitators were excellent . Nursing staff were friendly and encouraging. Course content useful. Kitchen fantastic and meet my needs.

The staff arew all wonderful and considerate people.I have the confidence to take responsibility for my life and well being, thank you all.

Staff were fantstic. Facilitator was fantastic

I felt valued, respected and cared for and felt that it was heartfelt and genuine. I appreciate all the supporyt and time given to me by all the nursing staff caring for me.

Kitchen meal plan allowing for allergies

All staff were fantastic and careful.

Group sessions were well structured. Staff were universally excellent.

Avaliability and caring nursing staff.

Group facilitator was very knowledgable and professional. Nurses extremely helpful, supportive and friendly.

Nursing staff are amazing.

Nursing staff were friendly and easiest to approach. My treating psychiatrist was excellent.

The food and the staff were always extremely nice. I dont know how staff always remember your name.. Art was great.

The PTSD group was excellent, kitchen staff were loively and accomodating, all staff were nice.

The nurses were very good to me and nothing was ever a problem with them, they are angels.

Friends made, social interaction.

Nursing staff and my psychiatrist, cleaning staff, gym lady and maintenance were all exceptional in their work. CNC made huge difference to my health and helped in my recovery.

The nursing staff were always kind and compassionate, nothing seemed a problem.

The group sessions gave me a sense of connection and engagement. Very positive

The staff were wonderful, always happy to talk or help. The food and grounds are excellent and well maintained. Group facilitator and psychiatrist were incrediably supportive and encouraging.

The staff were excellent.

The food was amazing. All the staff remember your name from the get go. Everyone of the staff are worth their weight in gold.

The nursing staff were fantastic, they were very approachable, caring and understanding (awsome). All the staff were awsome.

I found all the staff friendly and helpful.

The staff were all very kind.

Everything, all the staff

Nurses and my doctor were all very helpful.

I felt accepted by the staff and the patients. Accomodation was clean and private.

All the staff are friendly.

The nurses are great, the cleaning and kitchen staff are great.

Was there anything that could be improved?

Communication about what is expected during your stay. At least one 1:1 session with a psychologist.

Other patients banging their door closed.

I can not complasin about anything.

More washing machines and dryers.

More washing machine and dryers.

None

Nothing comes to mind

Dull torches

The gym could use more equipment.

Patients up late.

Suggestions were in a previous survey and have been implimented.

More outdoor/ nature involved groups

Disclaimer

Use of this report is at the Hospital's own risk. The accuracy of the information contained in this report depends first on the validity and completeness of the data entered into CORAS. While all reasonable professional care has been taken in the development of the programme that generated this report, the Australian Private Hospitals Association and the Director of the APHA's Data Reporting and Analysis Service do not warrant that this report is free from errors or omissions and do not warrant its suitability for any clinical, management or commercial purpose.

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