

 Victorian Healthcare Experience Survey

Williamstown Hospital

June 2017

About the Victorian Healthcare Experience Survey

The Victorian Healthcare Experience Survey (VHES) is a state-wide survey of people's public healthcare experiences. The Ipsos Social Research Institute – an independent contractor - conducts the survey on behalf of the Victorian Department of Health and Human Services using questionnaires based on the internationally recognised work of the Picker Institute.

The VHES allows a wide range of people to provide feedback on their experiences and provides specialised questionnaires for:

- adult and child inpatients, including parents/guardians
- adult and child emergency department attendees, including parents/guardians
- maternity consumers
- adult and child specialist clinic attendees, including parents/guardians.
- adult community health clients
- adult ambulance service users (both planned and emergency)

The inpatient, emergency, maternity, specialist and ambulance questionnaires are distributed to a randomly selected group of eligible people from each health service in the month following the hospital discharge or the emergency department attendance. Community health questionnaires are distributed to clients while they use a community health service.

Inpatient, emergency and maternity surveys are conducted monthly, while specialist clinics, ambulance and community health surveys are conducted over a three monthly period once annually.

People are able to respond either online or by pen and paper with a freepost return.

Comprehensive quarterly survey results for individual health services are reported through this website. Health Services use these results to direct quality improvement activities.

For further information about the VHES please email: vhes@dhhs.vic.gov.au

If you are having technical difficulties with this portal, please view the [help](#) page, or contact results@vhes.com.au

This PDF was generated on 13 09 2017.

Answers to frequently asked questions and further information about the project's methodology are available in the appendix of this report.

The diagram below describes how to interpret each chart

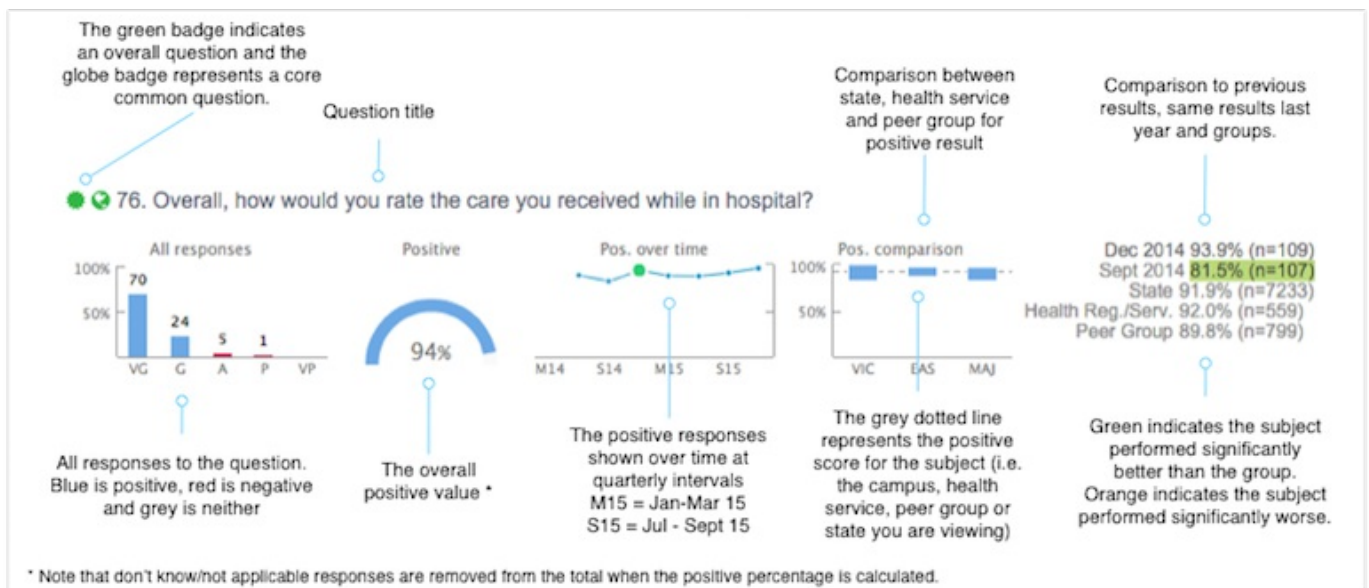


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Williamstown Hospital

Williamstown Hospital is a member of Western Health health service (WES) and is within the Other Metro peer group (OTH).

The Other Metro peer group consists of the following campuses

- Angliss Hospital
- Sandringham Hospital
- Healesville & District Hospital
- Yarra Ranges Health
- Werribee Mercy Hospital
- Broadmeadows Health Service
- Craigieburn Health Service
- Rosebud Hospital
- Moorabbin Hospital
- Casey Hospital
- Cranbourne Integrated Care Service
- Williamstown Hospital
- Sunbury Day Centre

Response rates and overall experience



Adult Inpatient - April 2017 - June 2017

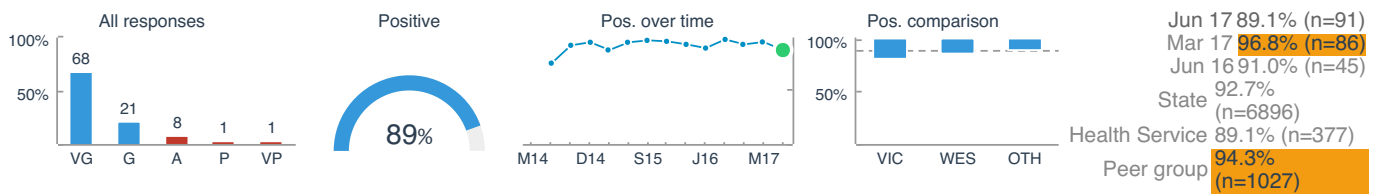
Overall Experience and Key Aspects of Care

The VHES Adult inpatient questionnaire seeks to discover the experience of people, 16 and over, who have been admitted to one of 116 Victorian public hospitals. Potential respondents are randomly selected from people who were discharged from the health service in the preceding month.

This section features the overall experience question, and the five key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult inpatient category.

In order to better understand the factors influencing patients' overall experiences in Victorian public hospitals, we asked a range of people to tell the story of their recent healthcare experiences. Videos about care and compassion, information and communication and confidence and trust can be viewed below.

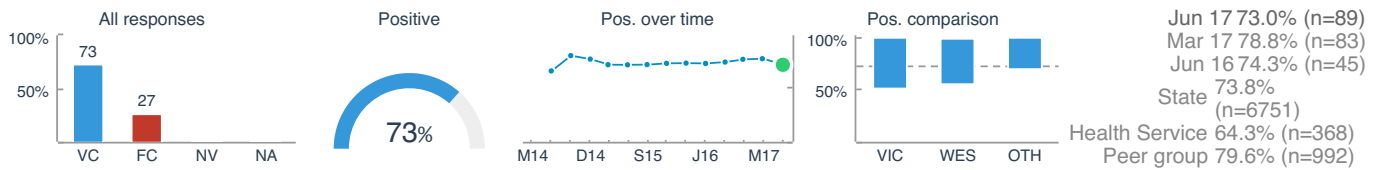
🌱 76. Overall, how would you rate the care you received while in hospital? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

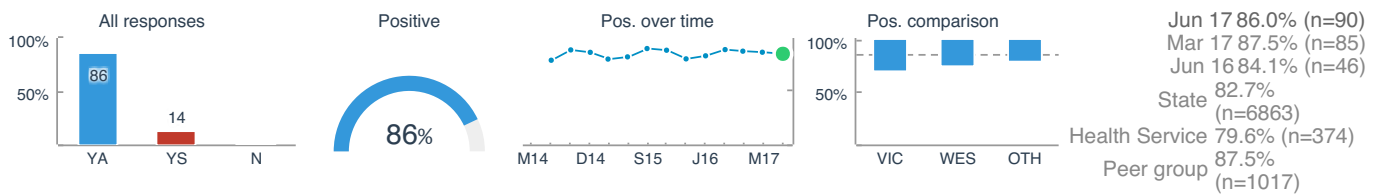
★ 12. In your opinion, how clean was the hospital room or ward that you were in? [View data](#)



Answers

VC - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean

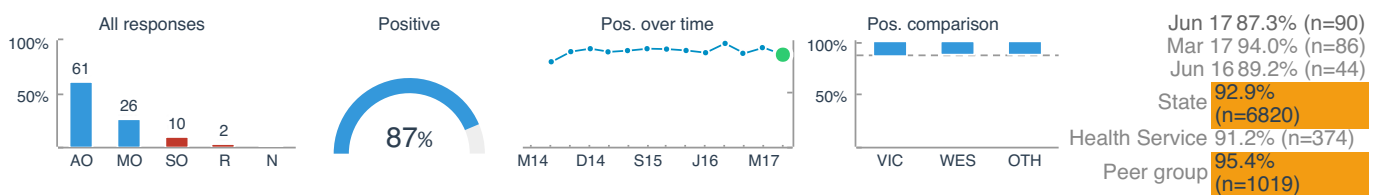
★ 25. Did you have confidence and trust in the nurses treating you? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

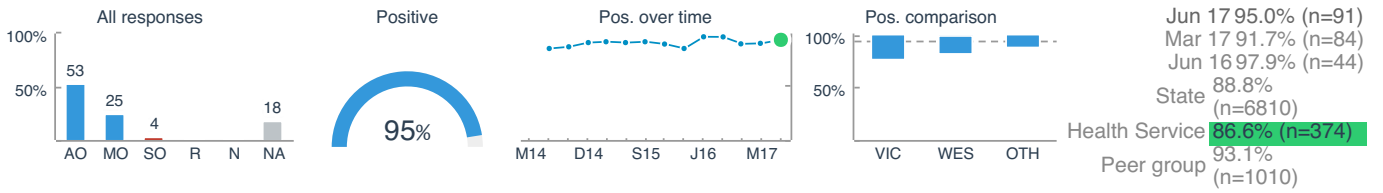
★ 33. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

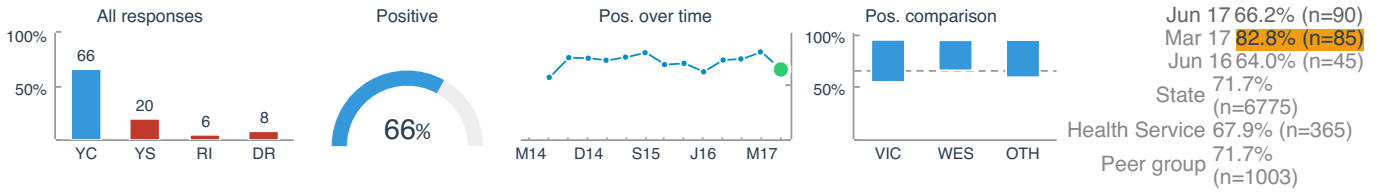
★ 42. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never **NA** - Not applicable

★ 69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

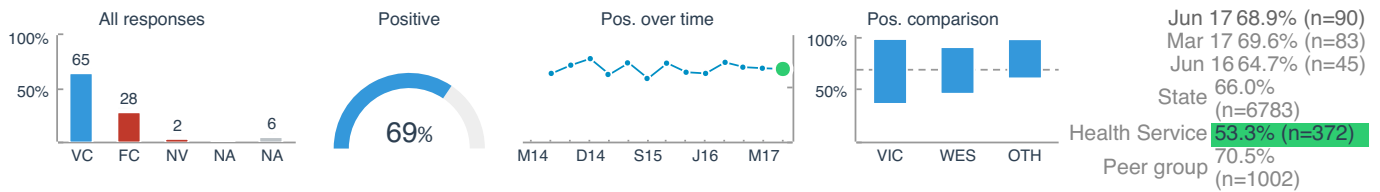
YC - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

Adult Inpatient - April 2017 - June 2017

Core Common Questions

These are a nationally-endorsed set of hospital-level survey questions and are used for adult inpatients in surveys throughout Australia. In the survey they are marked with a 🌱 symbol.

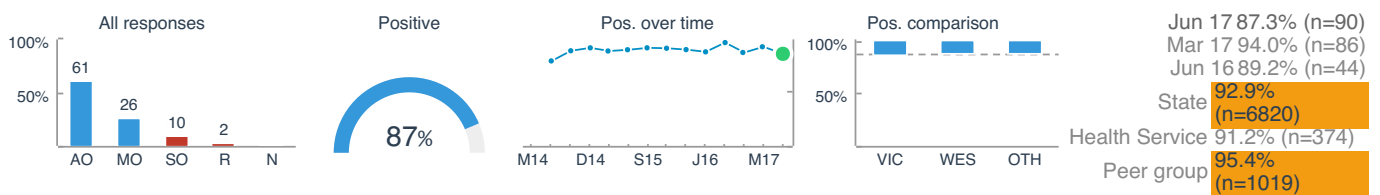
🌱 13. How clean were the toilets and bathrooms that you used in hospital? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean NA - Not applicable

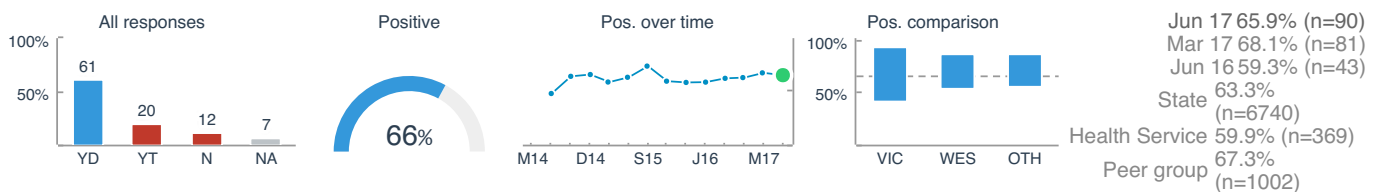
★ 🌱 33. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never

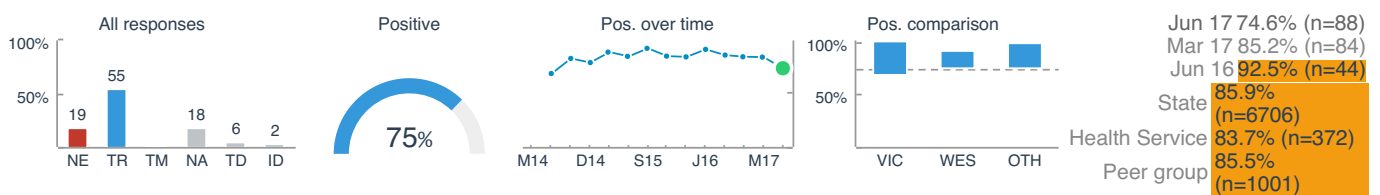
🌱 37. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

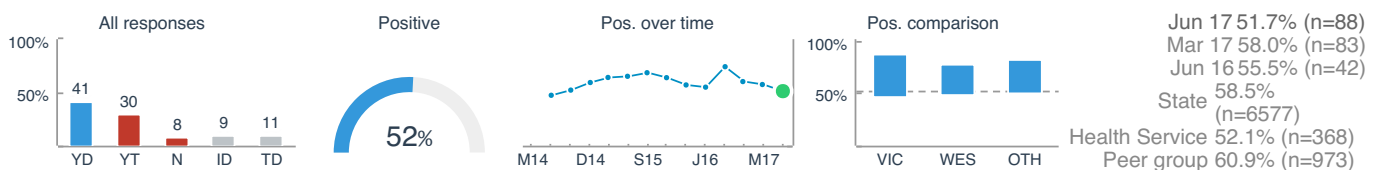
🌱 39. How much information about your condition or treatment was given to your family, carer or someone close to you? [View data](#)



Answers

NE - Not enough TR - The right amount TM - Too much NA - Not applicable TD - They did not want this ID - I didn't want this

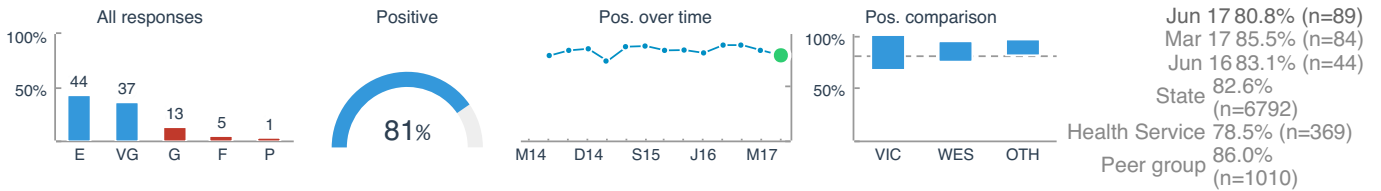
🌱 40. Did your family or someone close to you have enough opportunity to talk to the staff? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't want this TD - They didn't want this

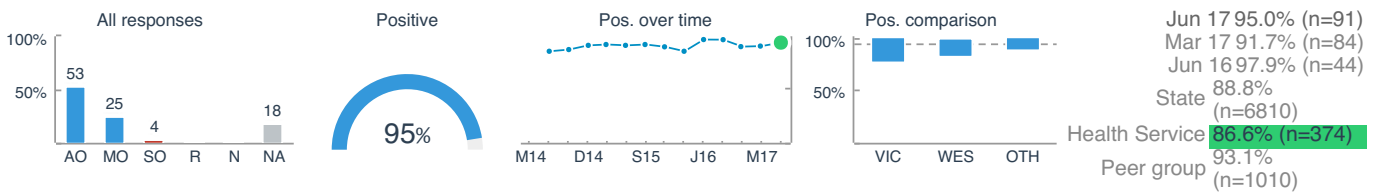
41. How would you rate how well the doctors and nurses worked together? [View data](#)



Answers

E - Excellent VG - Very good G - Good F - Fair P - Poor

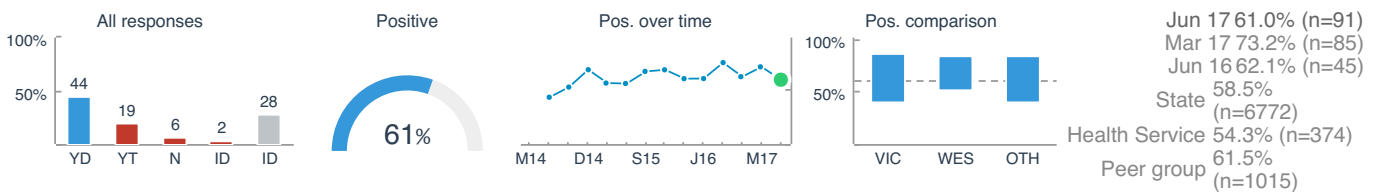
42. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never NA - Not applicable

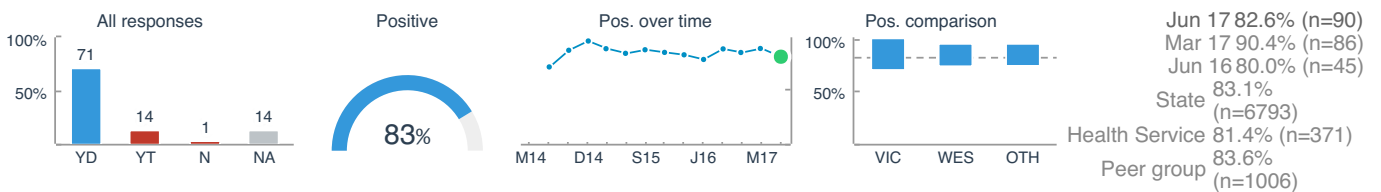
43. If you had any worries or fears about your condition or treatment, did a health professional discuss them with you? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't raise them ID - I didn't have any

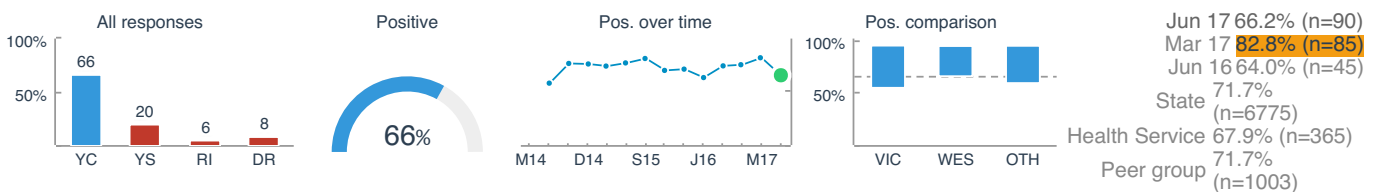
47. Do you think the hospital staff did everything they could to help manage your pain? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

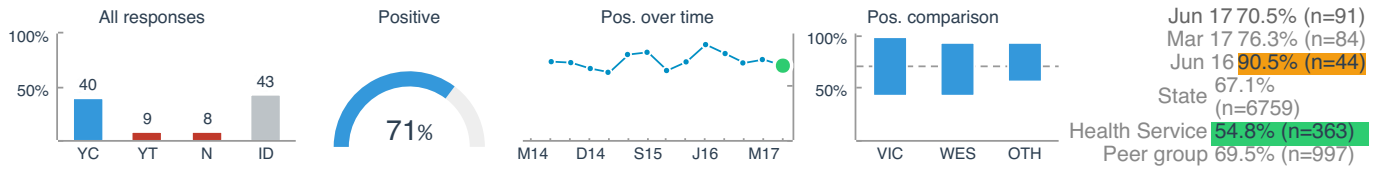
69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

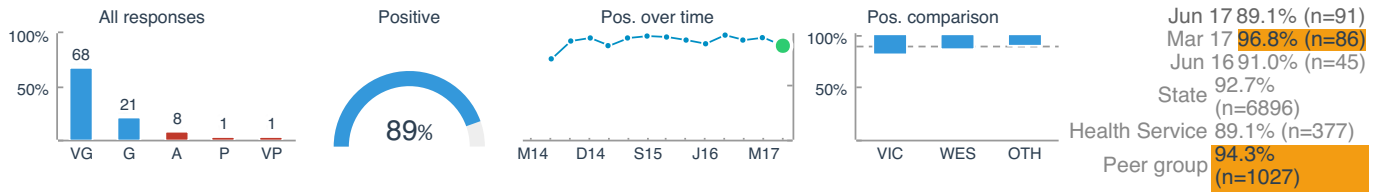
71. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? (e.g. transport, meals, mobility aids) [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No ID - I didn't need this

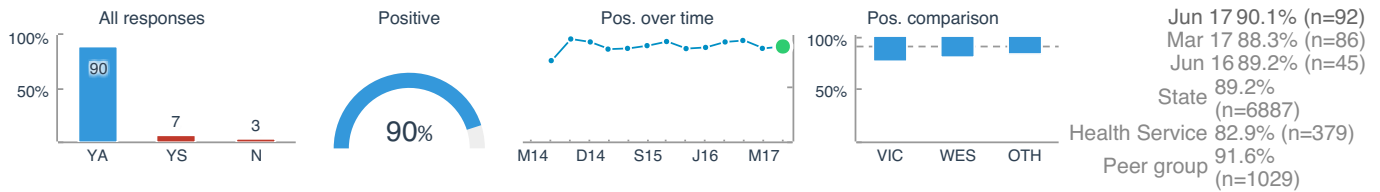
76. Overall, how would you rate the care you received while in hospital? [View data](#)



Answers

VG - Very good G - Good A - Adequate P - Poor VP - Very poor

78. Overall, did you feel you were treated with respect and dignity while you were in hospital? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

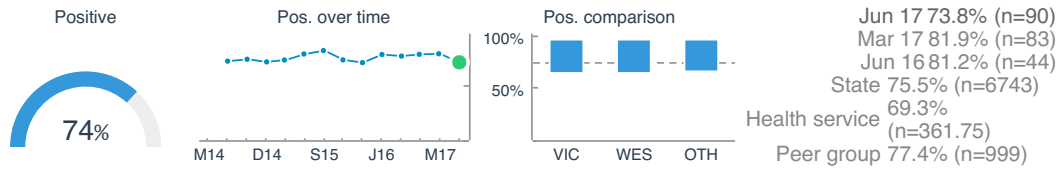
Adult Inpatient - April 2017 - June 2017

Spotlight

Transitions index adult inpatient

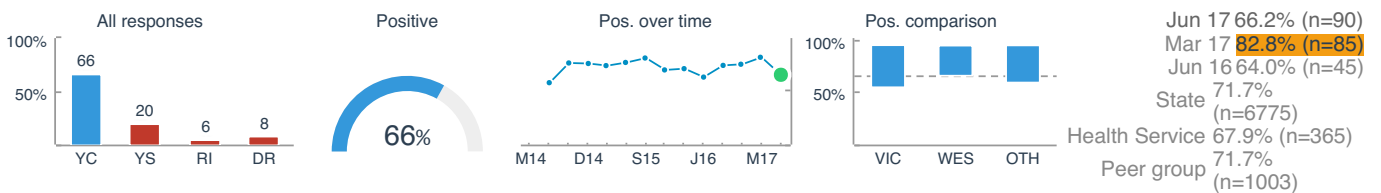
The transitions index has been developed with the aim of improving processes relating to discharge planning. It incorporates the average of the positive scores for four adult inpatient questions relating to discharge. The index provides an overview of how hospitals, health services, peer groups and the state are performing in the discharge process.

The transitions index is shown below followed by the four questions that contribute to the index.



n represents the average n across questions within the Spotlight. [View data »](#)

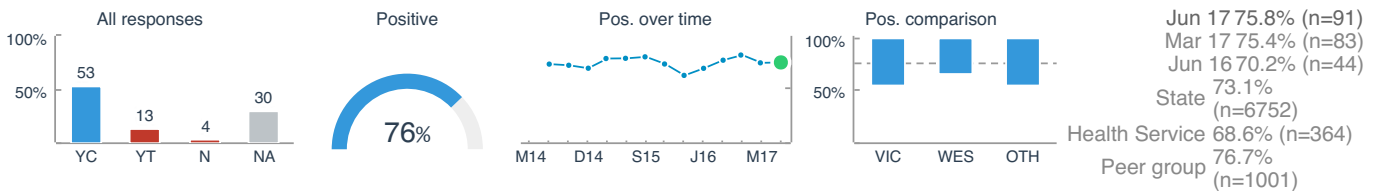
★ 69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YC - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

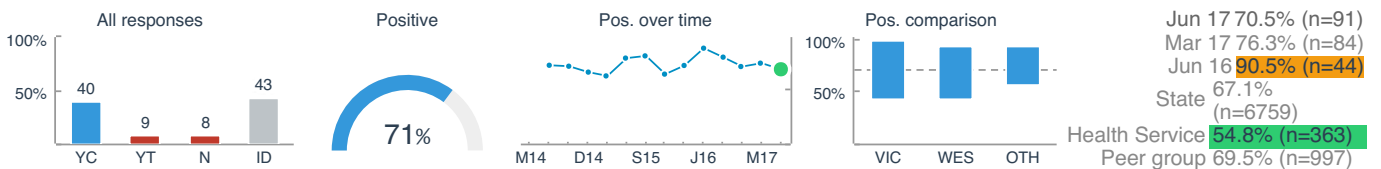
70. Did hospital staff take your family or home situation into account when planning your discharge? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

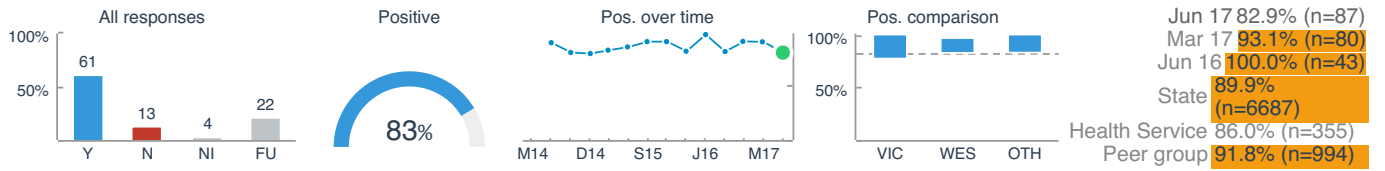
🌍 71. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? (e.g. transport, meals, mobility aids) [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **ID** - I didn't need this

72. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital? [View data](#)



Answers

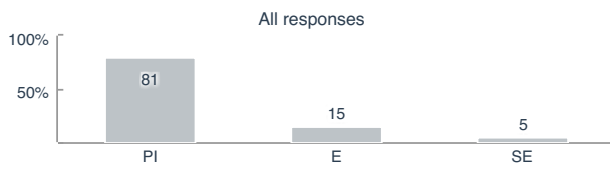
Y - Yes N - No NI - No info was needed FU - Follow up wasn't required

Adult Inpatient - April 2017 - June 2017

Admission To Hospital

Patients were asked whether their hospital stay was planned in advance or an emergency.

1. Was this hospital stay planned in advance or an emergency?



Answers

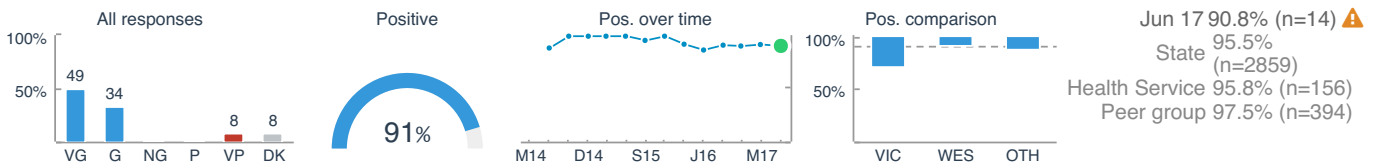
PI - Planned in advance **E** - Emergency **SE** - Something else

Adult Inpatient - April 2017 - June 2017

The Emergency Department

In this section, patients who arrived at hospital via the Emergency Department were asked to rate the politeness and courtesy of staff and the care and treatment they received from the doctors and nurses in the ED.

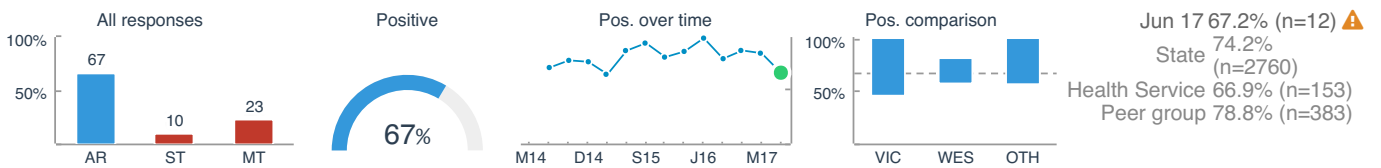
2. How would you rate the politeness and courtesy of staff in the ED? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **DK** - Don't know

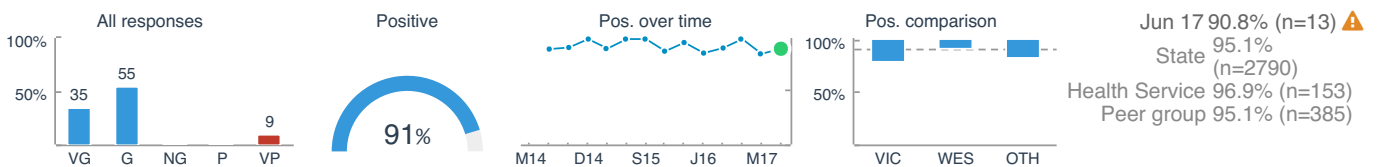
3. Do you think the amount of time you spent in the ED was...? [View data](#)



Answers

AR - About right **ST** - Slightly too long **MT** - Much too long

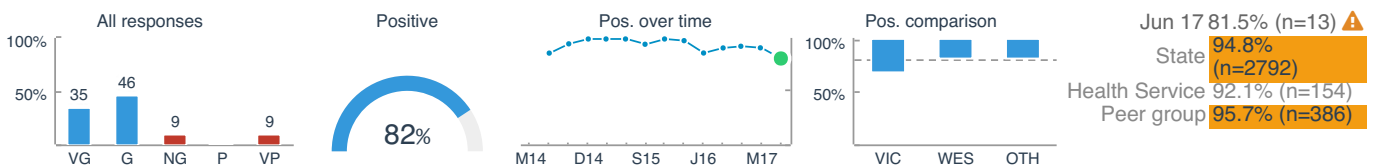
4. Overall, how would you rate the care and treatment you received from your doctors in the ED? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

5. Overall, how would you rate the care and treatment you received from your nurses in the ED? [View data](#)



Answers

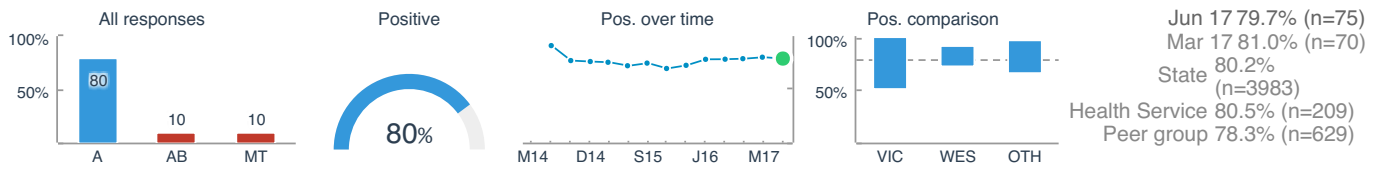
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Adult Inpatient - April 2017 - June 2017

Waiting List Or Planned Admission

Those whose hospital stay was planned in advance were asked how they felt about the length of time they were on the waiting list before their admission to hospital and whether they received sufficient information about their hospital stay before their arrival.

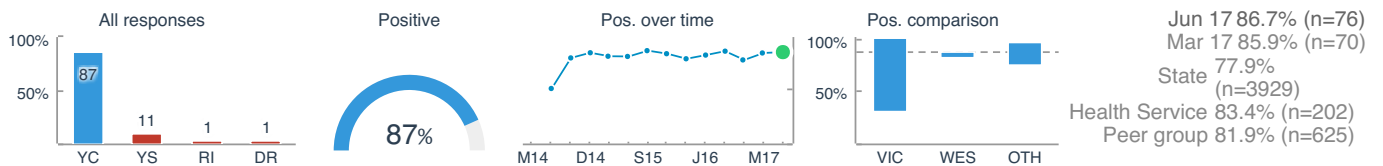
6. How do you feel about the length of time you were on the waiting list before your admission to hospital? [View data](#)



Answers

A - Appropriate **AB** - A bit too long **MT** - Much too long

7. Before your arrival, did you receive sufficient information about your hospital stay? [View data](#)



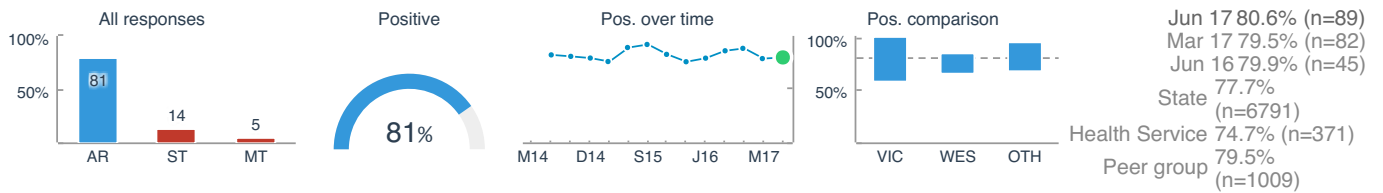
Answers

YC - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info

Adult Inpatient - April 2017 - June 2017

All Types Of Admission

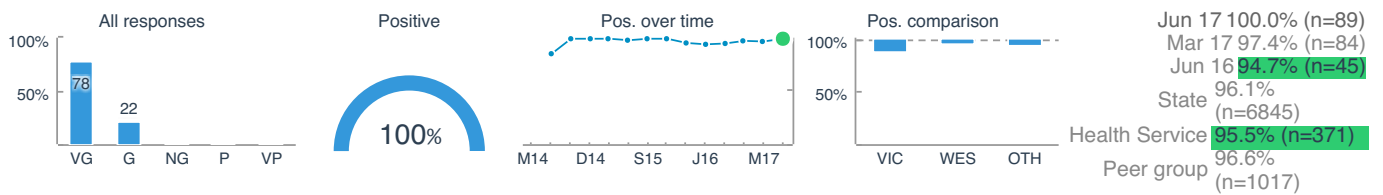
8. Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...? [View data](#)



Answers

AR - About right **ST** - Slightly too long **MT** - Much too long

9. How would you rate the politeness and courtesy of admissions staff? [View data](#)



Answers

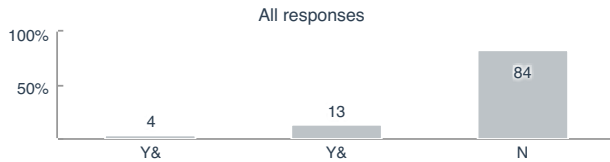
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Adult Inpatient - April 2017 - June 2017

The Hospital & Ward

This section explored the physical environment of the hospital and ward. Patients were asked about the cleanliness of their ward and the toilets and whether hand-wash gels were available for patients and visitors. They were also asked if they shared a room with a patient of the opposite sex.

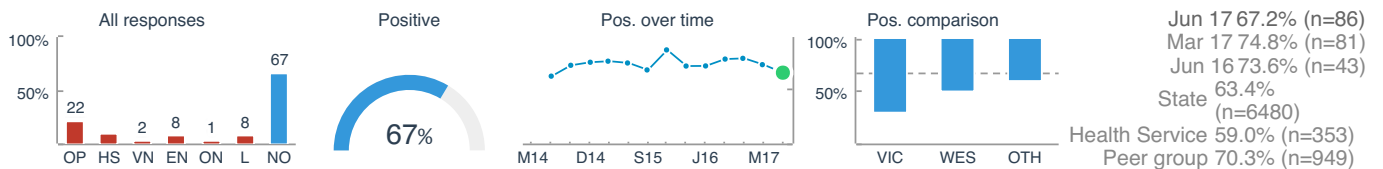
10. During your hospital stay, did you share a room with a patient of the opposite sex?



Answers

Y& - Yes & this was a concern **Y&** - Yes & this was not a concern **N** - No

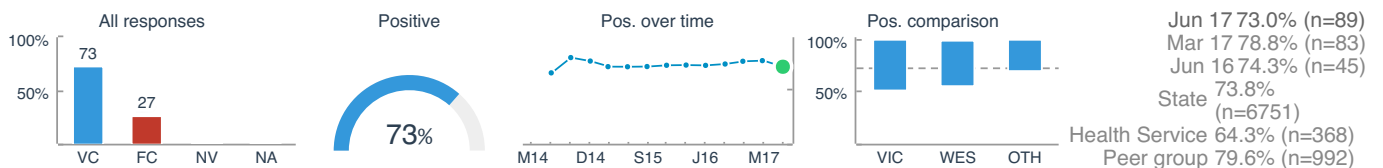
11. During your hospital stay, were you ever bothered by any of the following? (Please select all that apply) [View data](#)



Answers

OP - Other patients' noise **HS** - Hospital staff noise **VN** - Visitors' noise **EN** - Equipment noise **ON** - Other noise **L** - Lighting
NO - None of the above

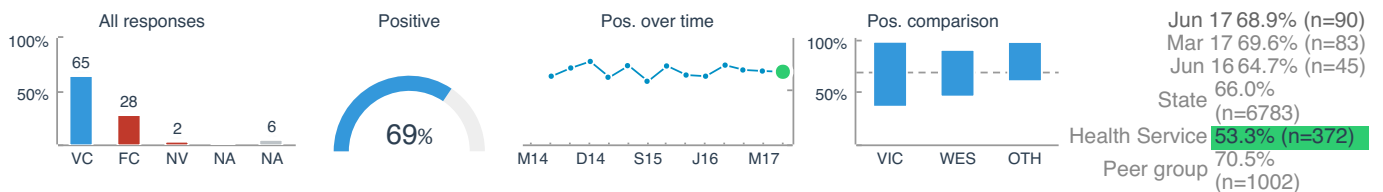
★ 12. In your opinion, how clean was the hospital room or ward that you were in? [View data](#)



Answers

VC - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean

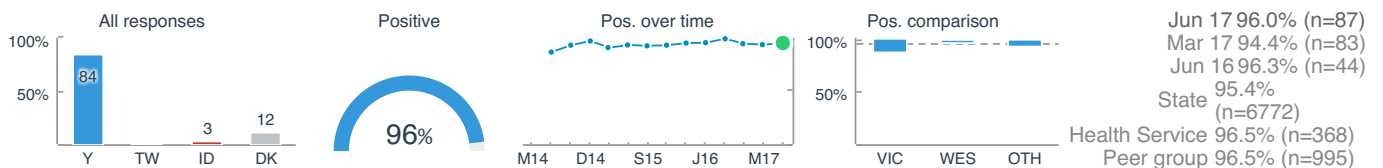
🌍 13. How clean were the toilets and bathrooms that you used in hospital? [View data](#)



Answers

VC - Very clean **FC** - Fairly clean **NV** - Not very clean **NA** - Not at all clean **NA** - Not applicable

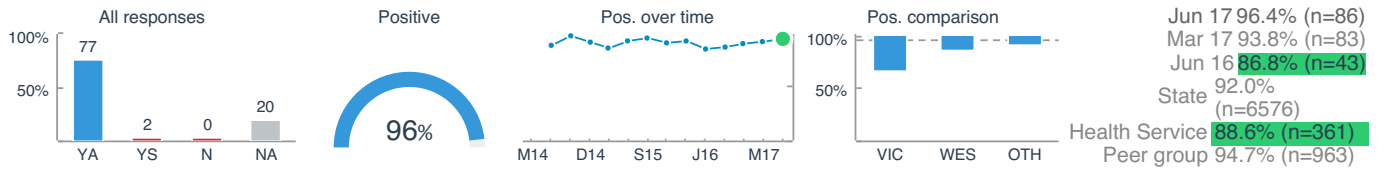
14. Were hand-wash gels available for patients and visitors to use? [View data](#)



Answers

Y - Yes **TW** - They were empty **ID** - I did not see any **DK** - Don't know

15. Did you feel friends and family were welcome to visit you? [View data](#)



Answers

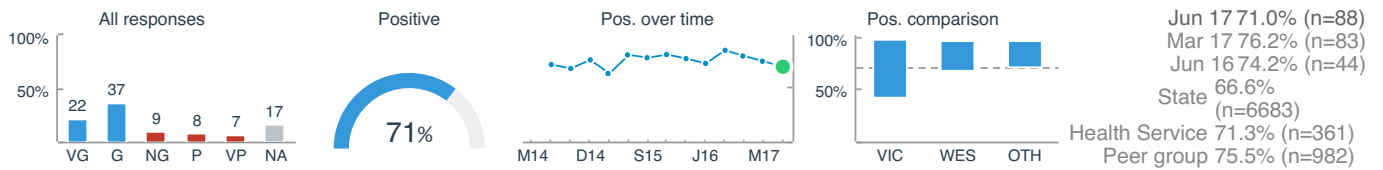
YA - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

Adult Inpatient - April 2017 - June 2017

Food

In this section, patients were asked whether the hospital food was suitable for their dietary needs and whether they received enough help from staff to eat their meals. Patients were also asked to rate the hospital food.

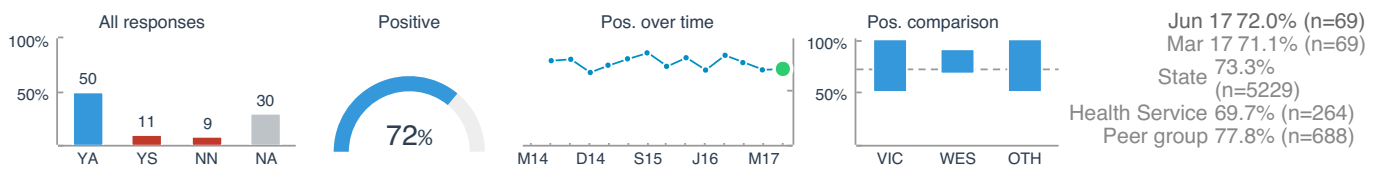
16. How would you rate the hospital food? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **NA** - Not applicable

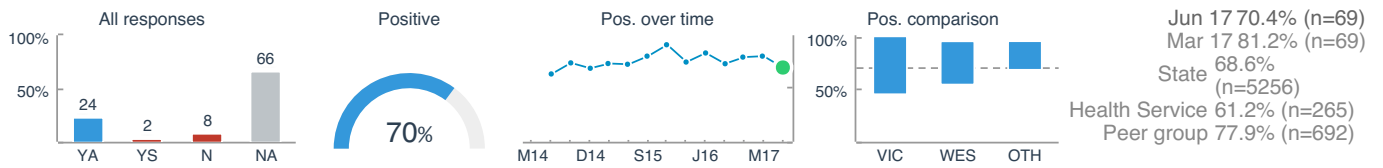
17. Was the hospital food suitable for your dietary needs (for example medical, cultural, or religious needs or personal preference)? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **NN** - No, never **NA** - Not applicable

18. Did you get enough help from staff to eat your meals? [View data](#)



Answers

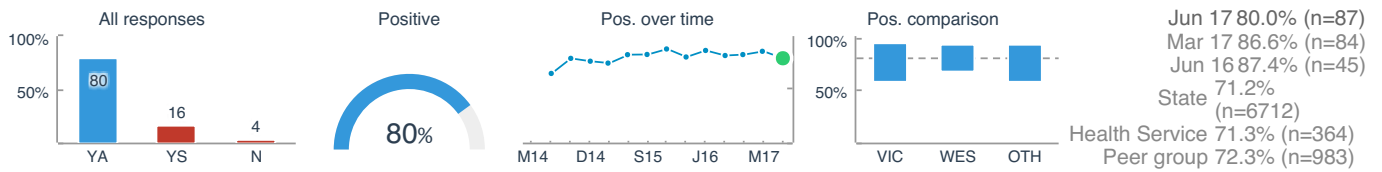
YA - Yes, always **YS** - Yes, sometimes **N** - No **NA** - Not applicable

Adult Inpatient - April 2017 - June 2017

Your Doctors

This section covers the care provided specifically by doctors. It includes whether the patient felt that the doctors treating them knew enough about their medical history and whether they had confidence and trust in these doctors. Patients were also asked about the doctors' compassion, and to rate the care they received from doctors overall.

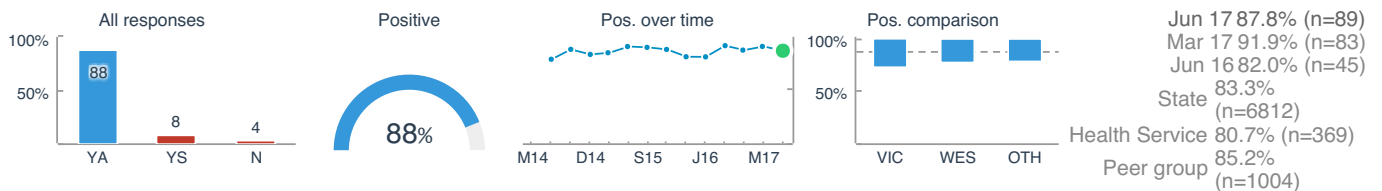
19. During your hospital stay, did the doctors who treated you know enough about your medical history? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

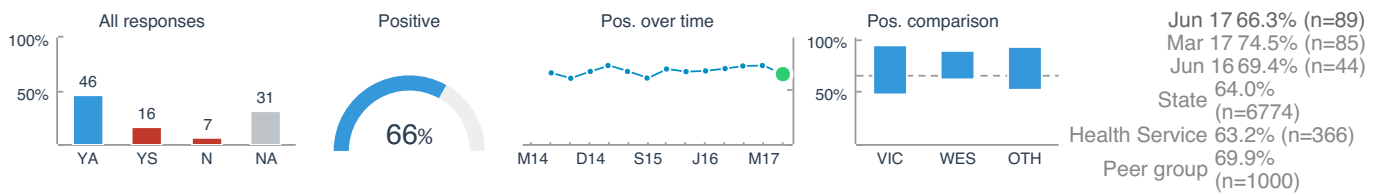
20. Did you have confidence and trust in the doctors treating you? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

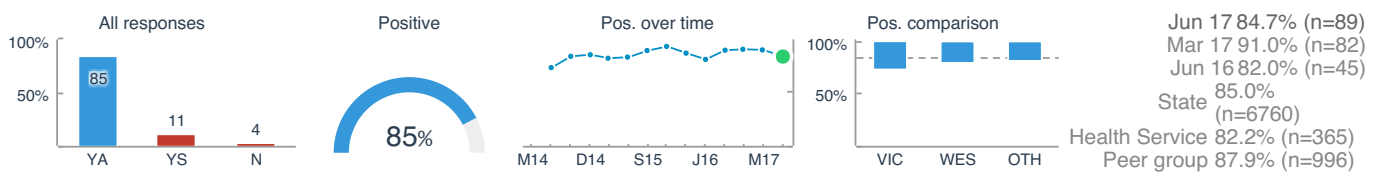
21. If you needed to talk to a doctor, did you get the opportunity to do so? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No NA - Not applicable

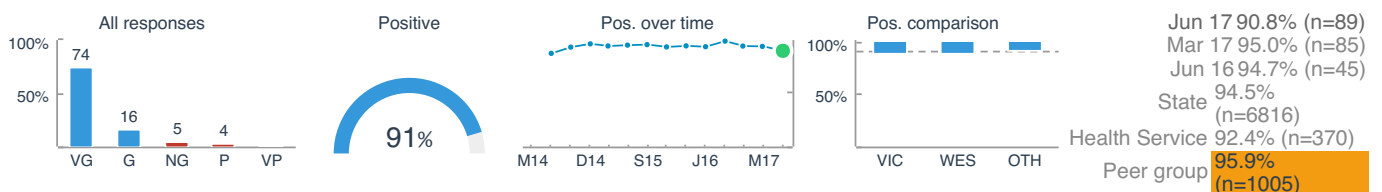
22. Were the doctors treating you compassionate? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

23. Overall, how would you rate the care and treatment you received from your doctors? [View data](#)



Answers

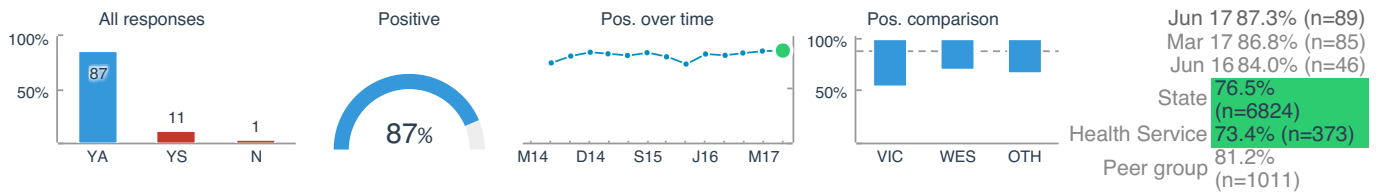
VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

Adult Inpatient - April 2017 - June 2017

Your Nurses

This section covers the care provided specifically by nurses. It included questions about nurses' knowledge of patients' condition and treatment and patients' feelings of confidence and trust in nurses. Patients were also asked whether the nurses treated them compassionately and to rate the treatment they received from the nurses.

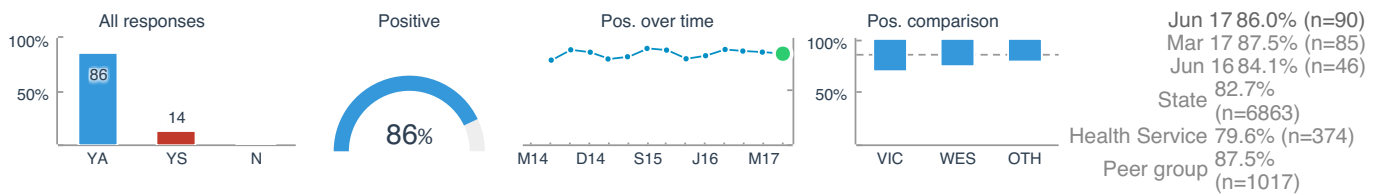
24. During your hospital stay, did the nurses who treated you know enough about your condition and treatment? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

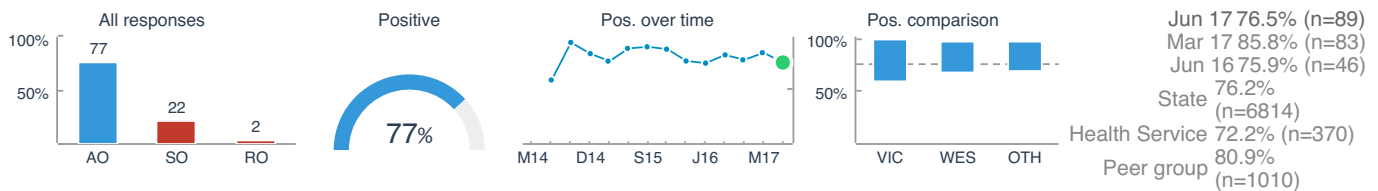
★ 25. Did you have confidence and trust in the nurses treating you? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

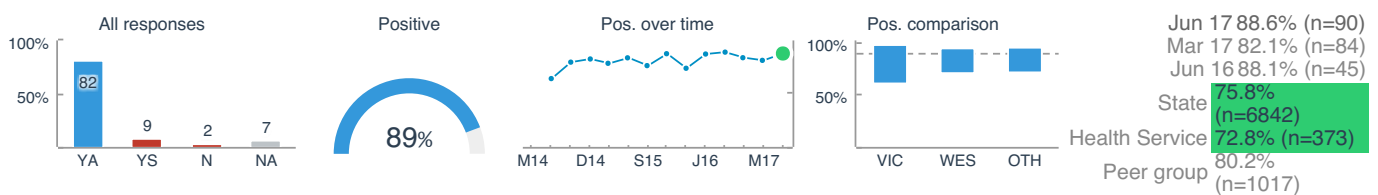
26. In your opinion, were there enough nurses on duty to care for you in hospital? [View data](#)



Answers

AO - Always or nearly always SO - Some of the time RO - Rarely or never

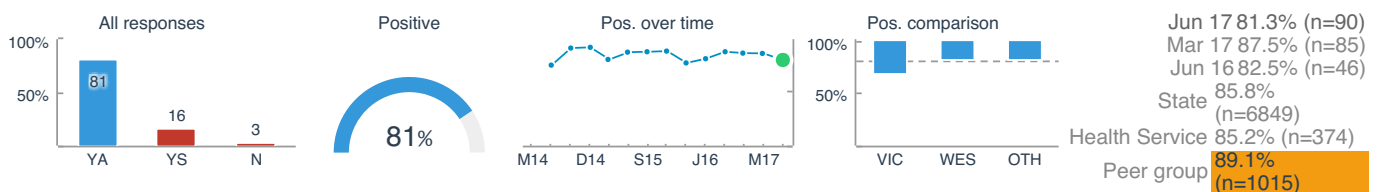
27. If you needed to talk to a nurse, did you get the opportunity to do so? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No NA - Not applicable

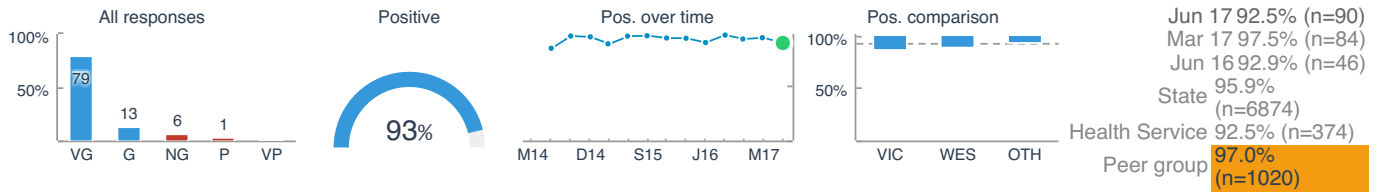
28. Were the nurses treating you compassionate? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

29. Overall, how would you rate the care and treatment you received from your nurses? [View data](#)



Answers

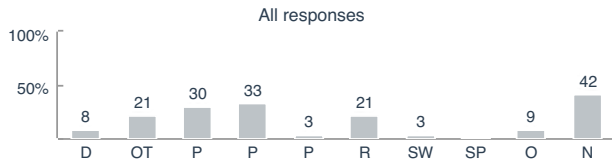
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Adult Inpatient - April 2017 - June 2017

Other Healthcare Professionals

In this section, patients were asked about the quality of care and treatment they received from health professionals other than doctors and nurses.

30. Which, if any, of the following other healthcare professionals did you receive care or treatment from during this hospital stay? (Please select all that apply)

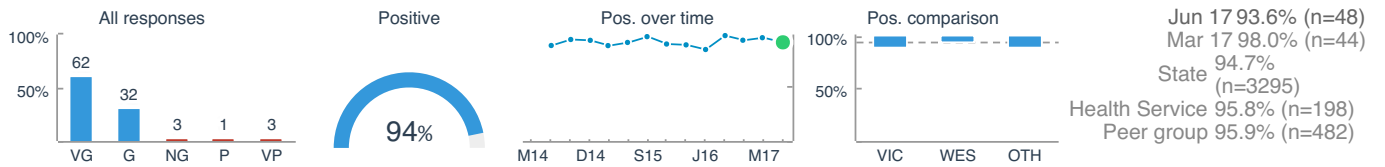


Answers

D - Dietician **OT** - Occupational Therapist **P** - Pharmacist **P** - Physiotherapist **P** - Psychologist **R** - Radiographer **SW** - Social worker

SP - Speech Pathologist **O** - Other **N** - None

31. Overall, how would you rate the care and treatment you received from these other healthcare professionals? [View data](#)



Answers

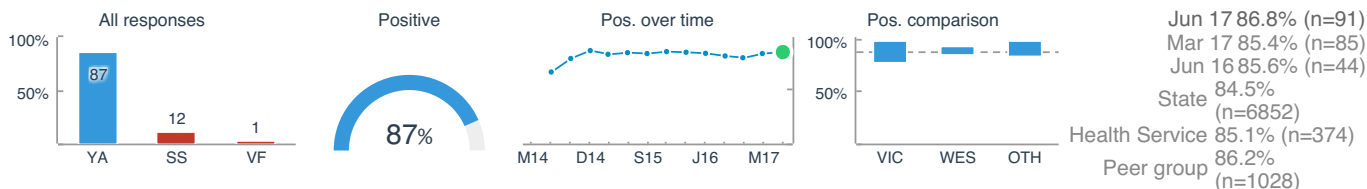
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Adult Inpatient - April 2017 - June 2017

Your Care

This section covers care provided by all health professionals to patients during their hospital stay. Patients were asked whether the staff treating and examining them introduced themselves and their role and how often doctors, nurses and other healthcare professionals explained things in a way the patient could understand. Questions also covered the behaviour of the hospital staff, including whether they talked about the patient as if they weren't there and whether they cleaned their hands or put on gloves before examining the patient. Patients were also asked how much information was given to them and their relatives about their condition and treatment and whether they received emotional support and assistance from hospital staff during their stay.

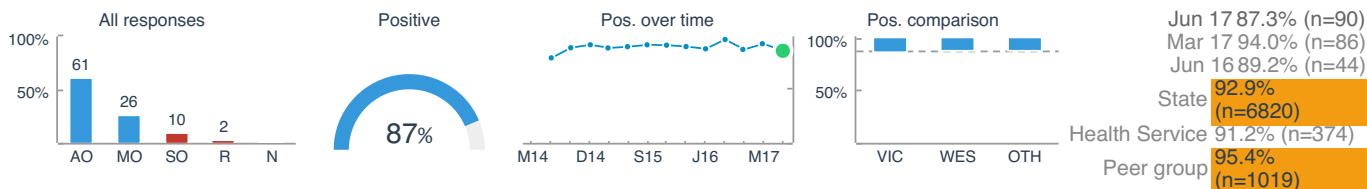
32. Did the staff treating and examining you introduce themselves and their role? [View data](#)



Answers

YA - Yes, all staff SS - Some staff VF - Very few / none

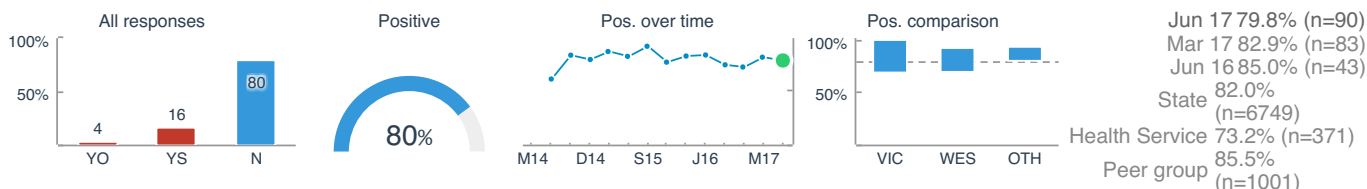
★ 33. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never

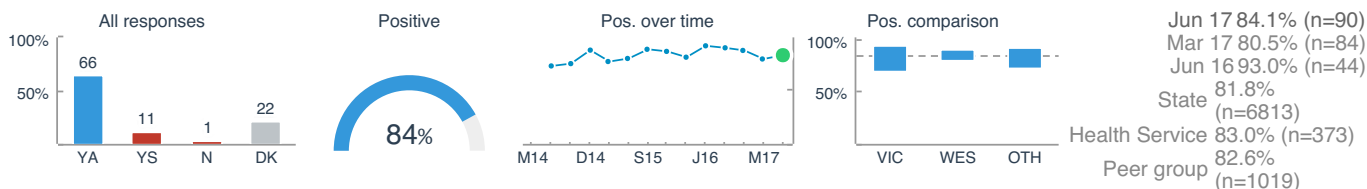
34. While you were in hospital, did hospital staff talk about you as if you weren't there? [View data](#)



Answers

YO - Yes, often YS - Yes, sometimes N - No

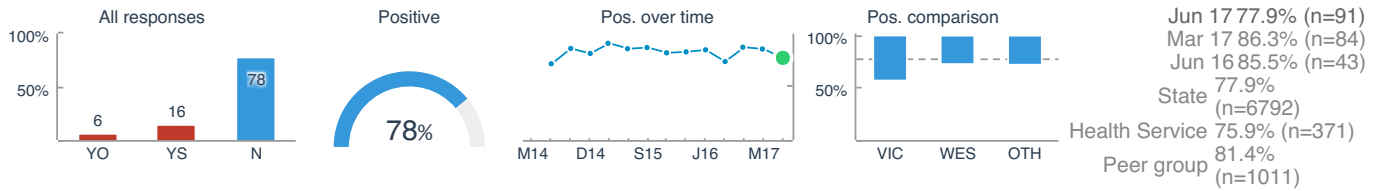
35. Did you see hospital staff wash their hands, use hand gel to clean their hands, or put on clean gloves before examining you? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No DK - Don't know

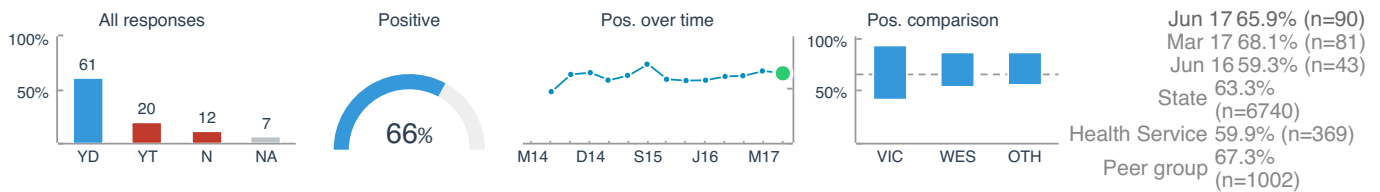
36. Sometimes in a hospital, a member of staff will say one thing about your care and another will say something quite different. Did this happen to you? [View data](#)



Answers

YO - Yes, often YS - Yes, sometimes N - No

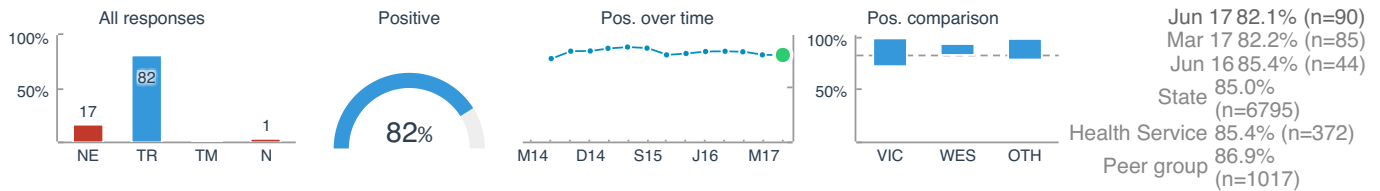
37. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

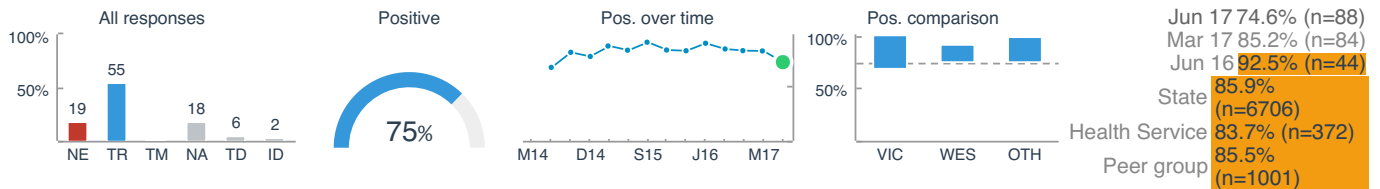
38. How much information about your condition and treatment was given to you? [View data](#)



Answers

NE - Not enough TR - The right amount TM - Too much N - None

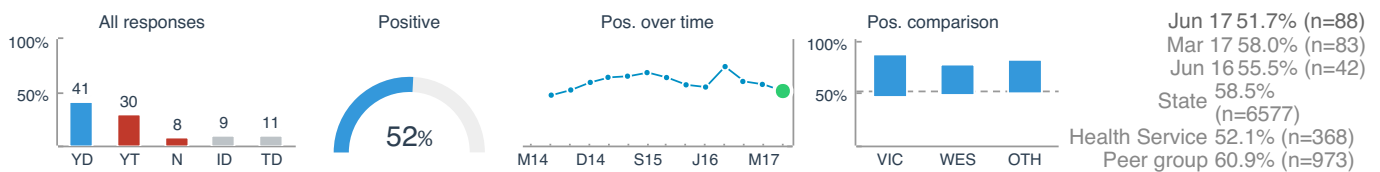
39. How much information about your condition or treatment was given to your family, carer or someone close to you? [View data](#)



Answers

NE - Not enough TR - The right amount TM - Too much NA - Not applicable TD - They did not want this ID - I didn't want this

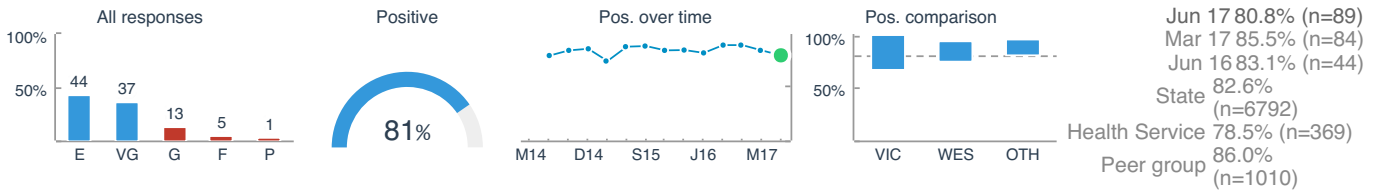
40. Did your family or someone close to you have enough opportunity to talk to the staff? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't want this TD - They didn't want this

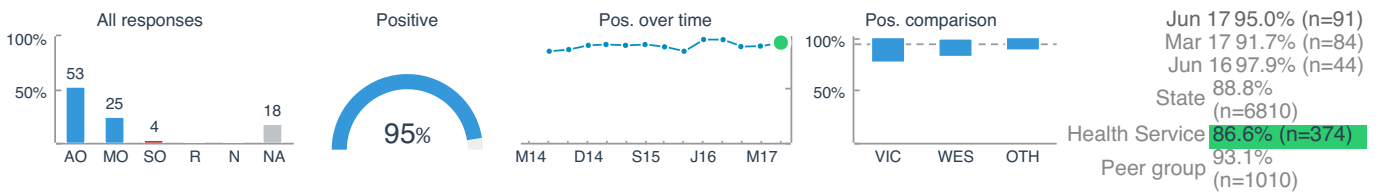
41. How would you rate how well the doctors and nurses worked together? [View data](#)



Answers

E - Excellent VG - Very good G - Good F - Fair P - Poor

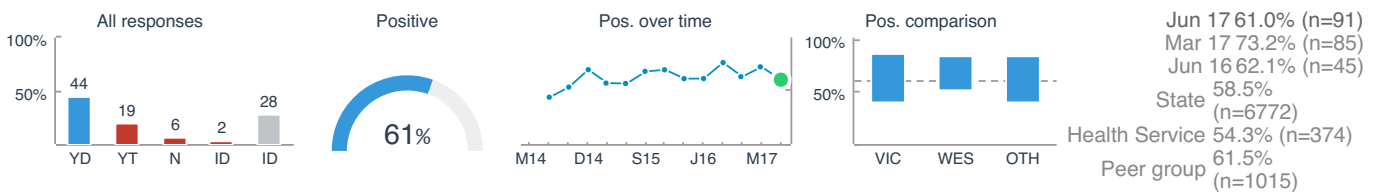
42. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never NA - Not applicable

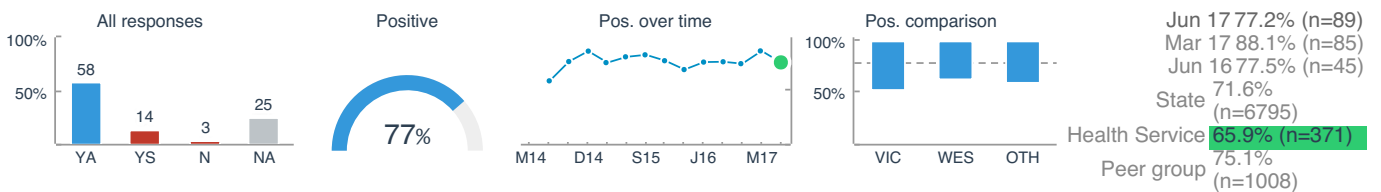
43. If you had any worries or fears about your condition or treatment, did a health professional discuss them with you? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't raise them ID - I didn't have any

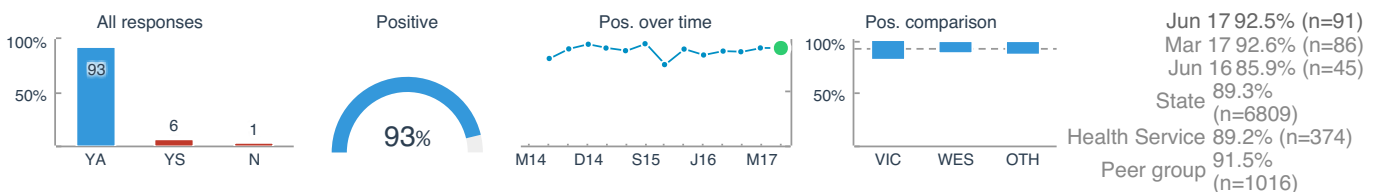
44. Do you feel you received enough emotional support from hospital staff during your stay? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No NA - Not applicable

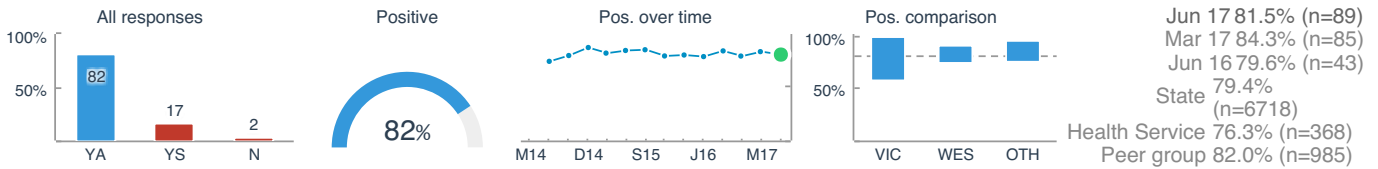
45. Were you given enough privacy when being examined or treated? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

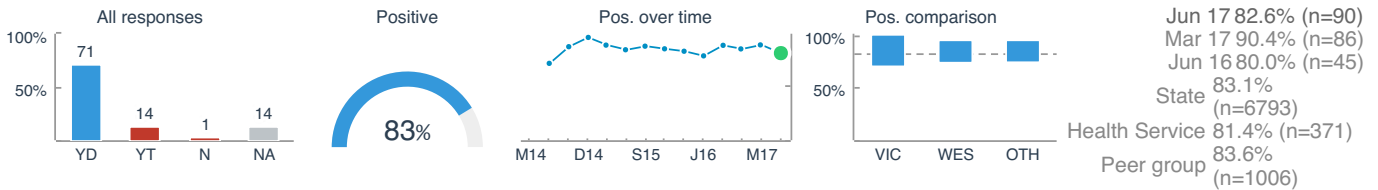
46. At other times during your hospital stay did you have enough privacy? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

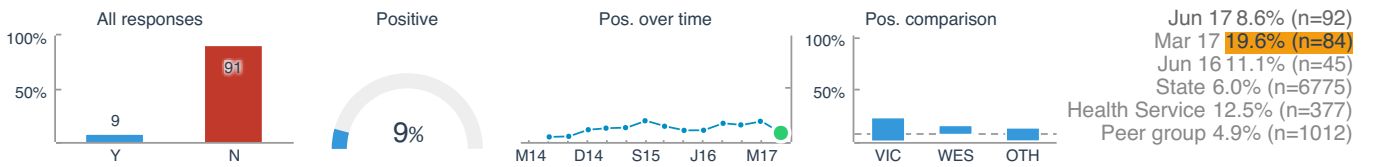
47. Do you think the hospital staff did everything they could to help manage your pain? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

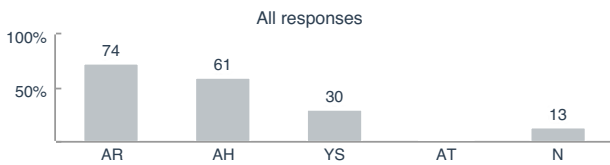
48. Do you need any help understanding English? [View data](#)



Answers

Y - Yes N - No

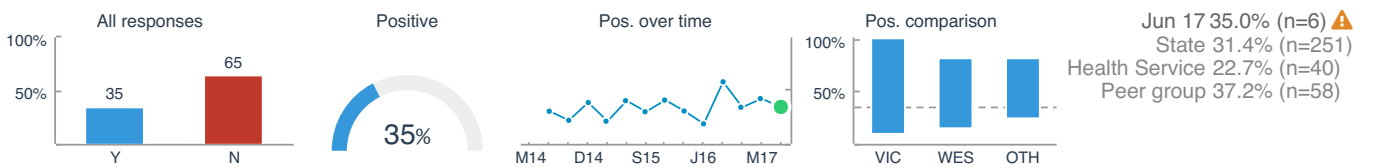
49. When you were in hospital, was there someone who could interpret for you?



Answers

AR - A relative or friend AH - A hospital interpreter YS - Yes, someone else on hospital staff AT - A telephone interpreter N - No

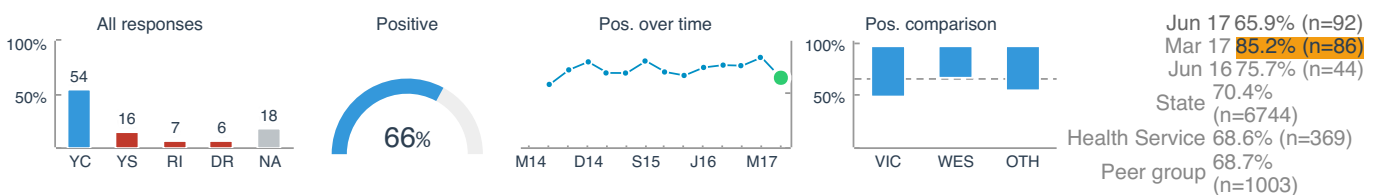
50. Were you given any information (e.g. leaflets) in your language? [View data](#)



Answers

Y - Yes N - No

51. Did you receive sufficient information about any medication you were given while in hospital (e.g. purpose, side effects and how to administer the medication)? [View data](#)



Answers

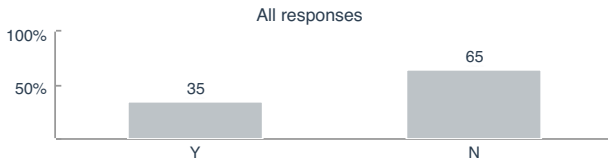
YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info NA - Not applicable

Adult Inpatient - April 2017 - June 2017

Tests

This section covers any tests (such as X-rays or scans) experienced by patients during their hospital stay. Those who received tests were asked whether a staff member explained why the patient needed the tests and the results of the tests in a way they could understand.

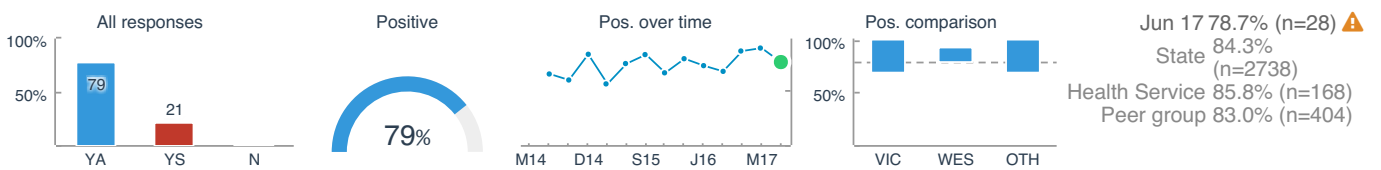
52. During your stay in hospital, did you have any tests, X-rays or scans?



Answers

Y - Yes N - No

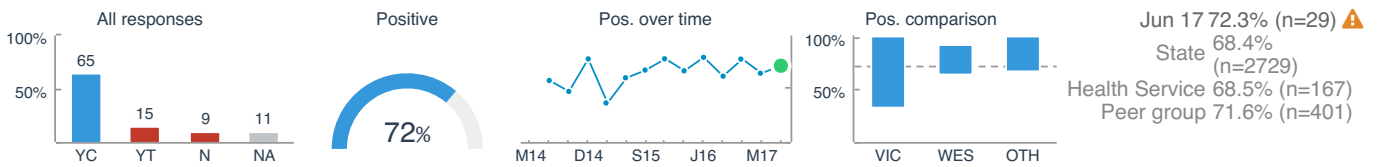
53. Did a member of staff explain why you needed these test(s) in a way you could understand? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

54. Did a member of hospital staff explain the results of the tests in a way you could understand? [View data](#)



Answers

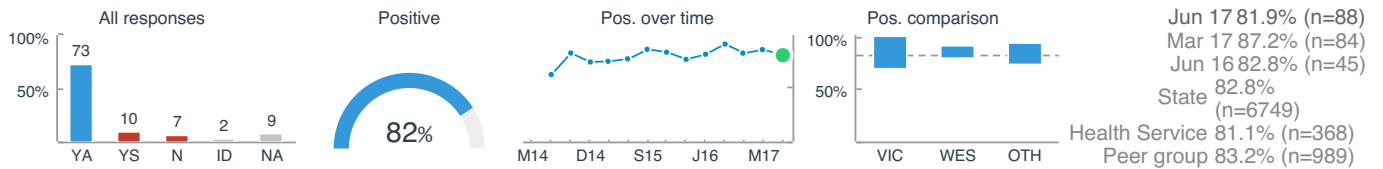
YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

Adult Inpatient - April 2017 - June 2017

Your Treatments

In this section, patients were asked about any treatments (such as injections, dressings or physiotherapy) they experienced while in hospital. Questions covered whether the purpose of any treatments they received was explained to them and whether they felt that they could refuse any treatment that they did not agree with or want. Patients were also asked whether their permission was sought if any students accompanied any health professionals and whether they were comfortable with the students' presence.

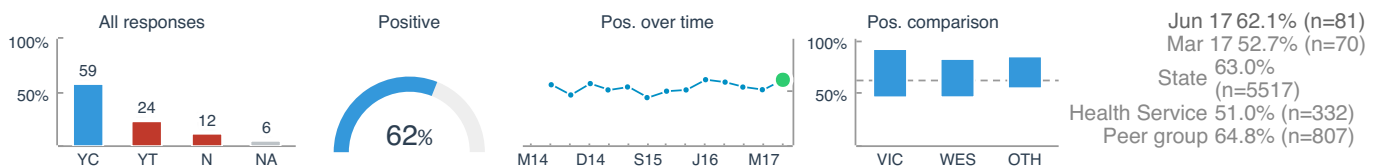
55. Did hospital staff explain the purpose of any treatments (e.g. an injection, dressing, physiotherapy) before these were administered? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No ID - I didn't want this NA - Not applicable

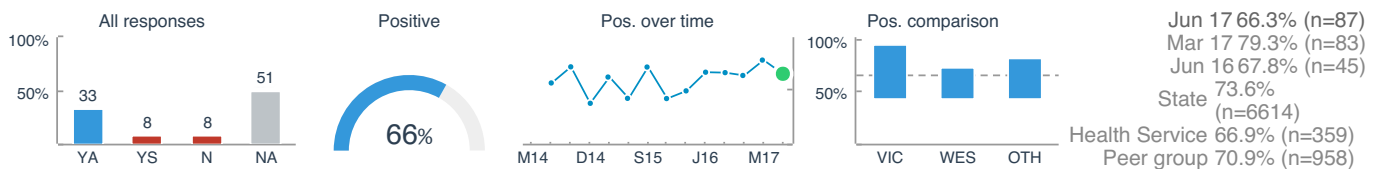
56. Did you feel you could refuse any treatment that you did not agree with or did not want? [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

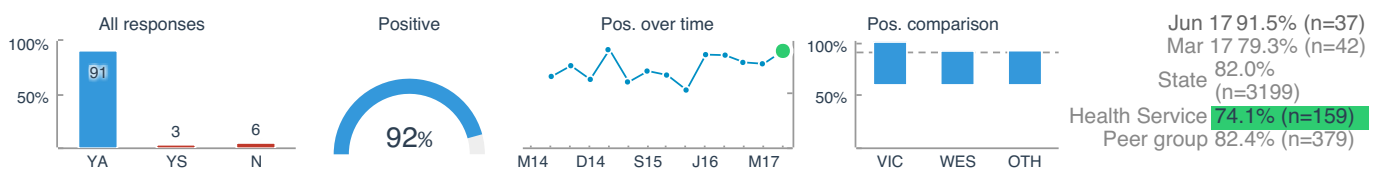
57. Sometimes, students accompany health professionals when they are treating or examining patients. If this happened to you, was your permission sought? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No NA - Not applicable

58. Were you comfortable with the presence of students? [View data](#)



Answers

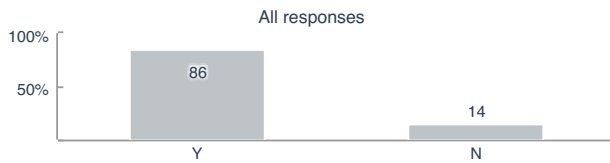
YA - Yes, always YS - Yes, sometimes N - No

Adult Inpatient - April 2017 - June 2017

Operations & Procedures

Patients who had an operation or procedure while in hospital were asked whether a staff member explained what would be done and how the procedure went in a way that they could understand.

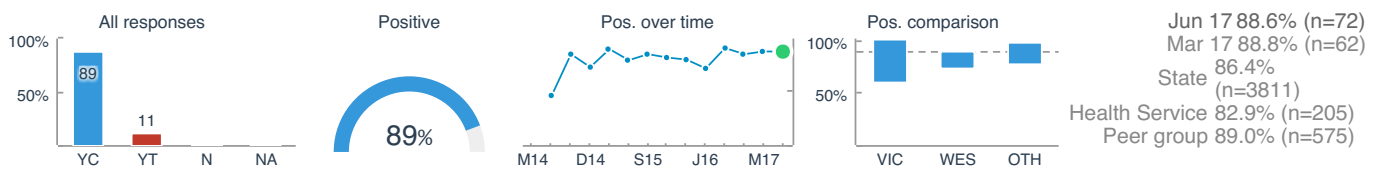
59. During your stay in hospital, did you have an operation or procedure?



Answers

Y - Yes N - No

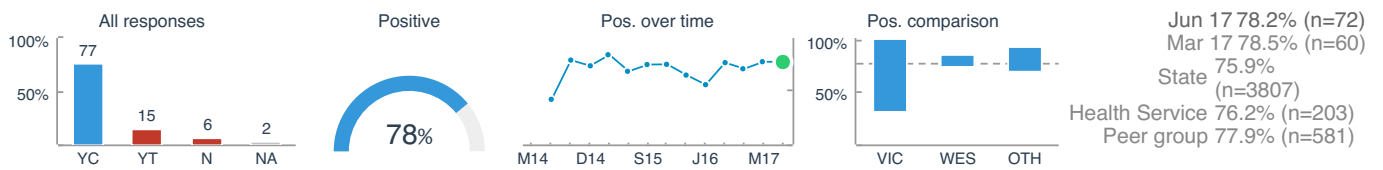
60. Before your operation or procedure, did a member of hospital staff explain what would be done in a way that you could understand? [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

61. During your hospital stay, did a member of staff explain how your operation or procedure had gone in a way you could understand? [View data](#)



Answers

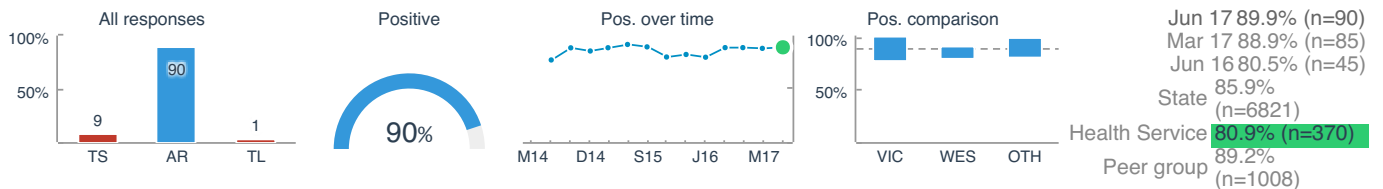
YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

Adult Inpatient - April 2017 - June 2017

Leaving Hospital

This section covers the discharge process. Patients were asked about how they felt about the length of their hospital stay, whether they were given enough notice about when they were going to be discharged and about any delays they faced. In addition, questions also covered whether the patient was given enough information about managing their health and care at home and whether their family/home situation was taken into account when planning their discharge. Patients were also asked to rate the discharge process.

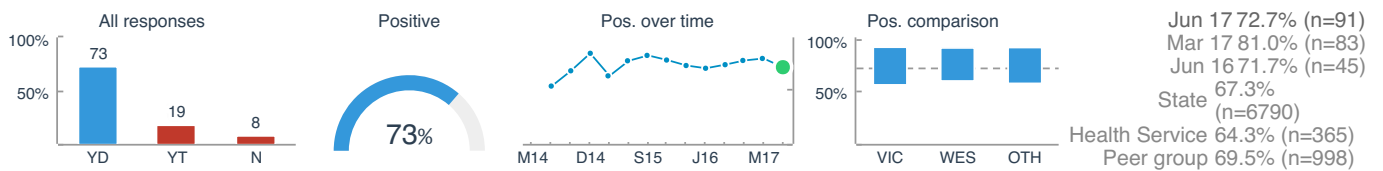
62. Looking back, do you feel that the length of your hospital stay was... [View data](#)



Answers

TS - Too short **AR** - About right **TL** - Too long

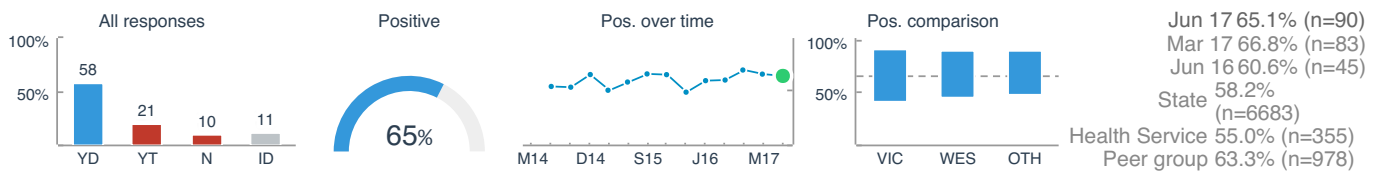
63. Were you given enough notice about when you were going to be discharged? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

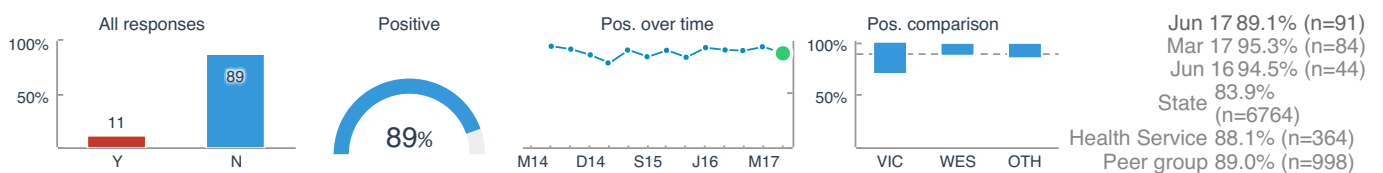
64. Did you feel you were involved in decisions about your discharge from hospital? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No **ID** - I didn't want this

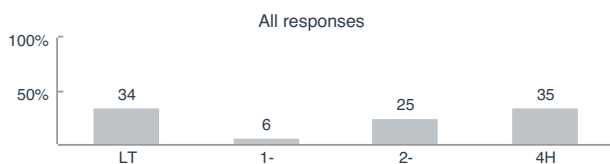
65. On the day you left hospital, was your discharge delayed for any reason? [View data](#)



Answers

Y - Yes **N** - No

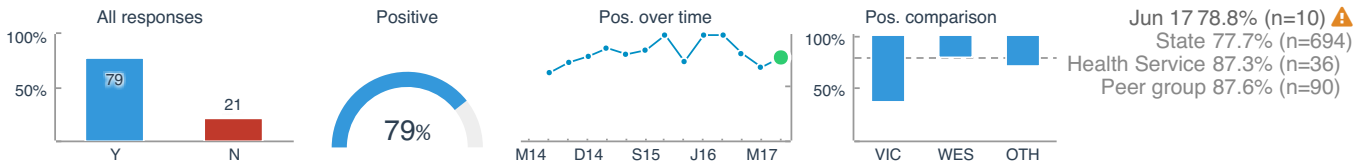
66. How long was the delay?



Answers

LT - Less than 1 hour **1-** - 1 - 2 hours **2-** - 2 - 4 hours **4H** - 4 hours or longer

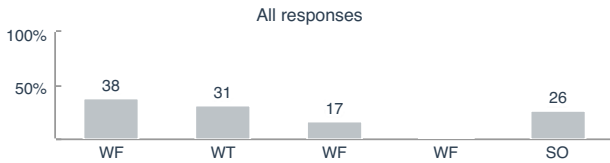
67. Did a member of staff explain the reason for the delay? [View data](#)



Answers

Y - Yes N - No

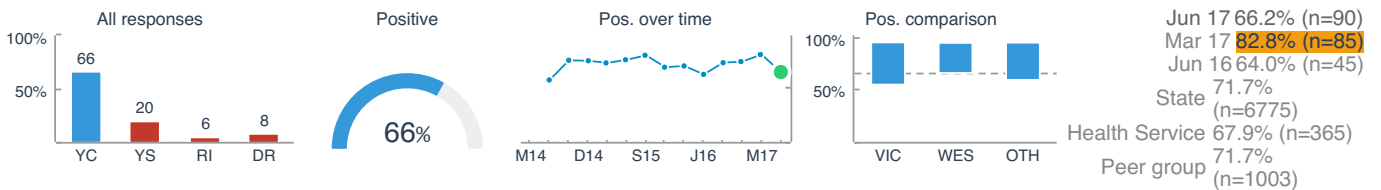
68. What was the reason or reasons for the delay? (Please select all that apply)



Answers

WF - Wait for medicines WT - Wait to see the doctor WF - Wait for transport WF - Wait for GP letter SO - Some other reason

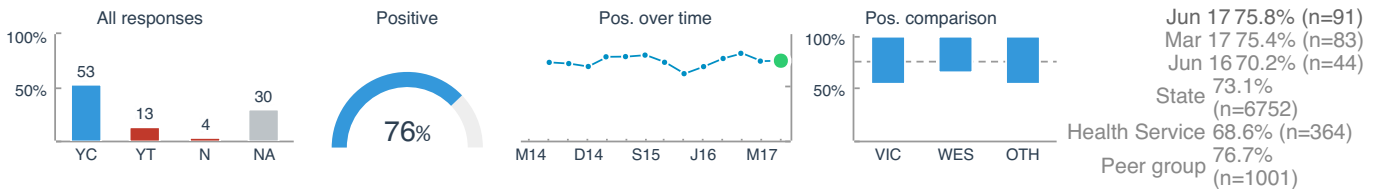
★ 69. Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

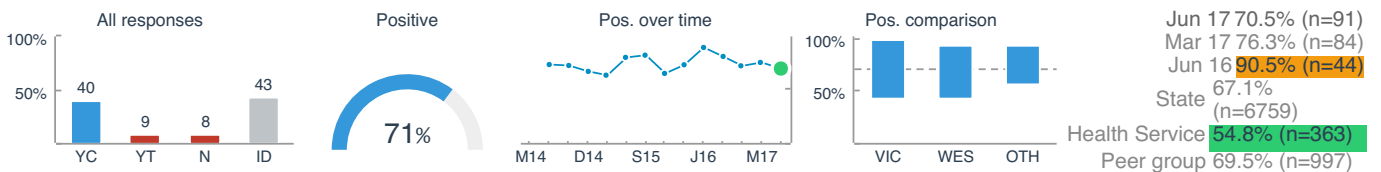
70. Did hospital staff take your family or home situation into account when planning your discharge? [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No NA - Not applicable

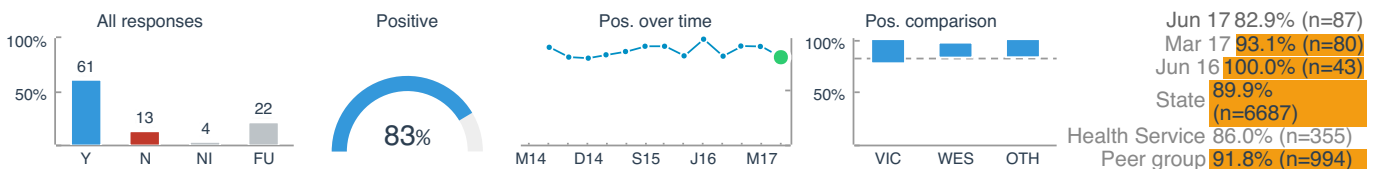
71. Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed? (e.g. transport, meals, mobility aids) [View data](#)



Answers

YC - Yes, completely YT - Yes, to some extent N - No ID - I didn't need this

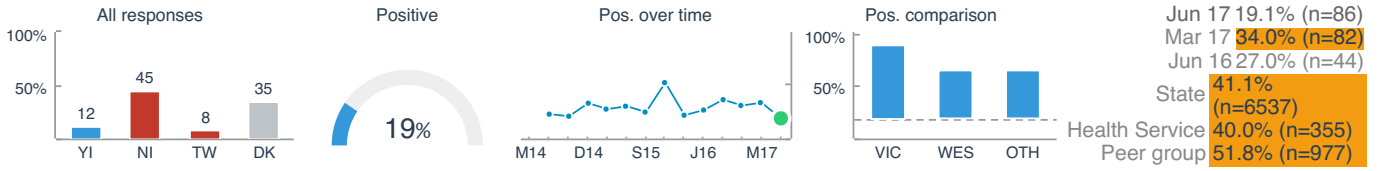
72. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital? [View data](#)



Answers

Y - Yes N - No NI - No info was needed FU - Follow up wasn't required

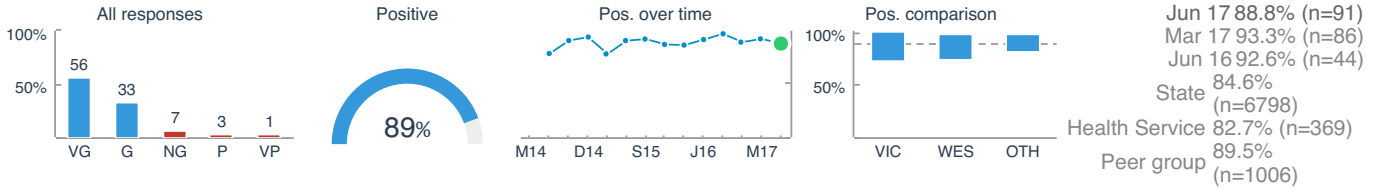
73. Did you receive copies of communications sent between hospital doctors and your GP? [View data](#)



Answers

YI - Yes, I received copies **NI** - No, I did not receive copies **TW** - There were none **DK** - Don't know

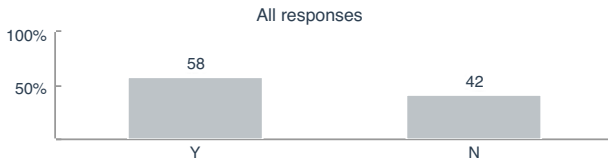
74. Overall, how would you rate the discharge process? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

75. Did you have any follow up with the doctors or other health professionals you saw while in hospital after you were discharged?



Answers

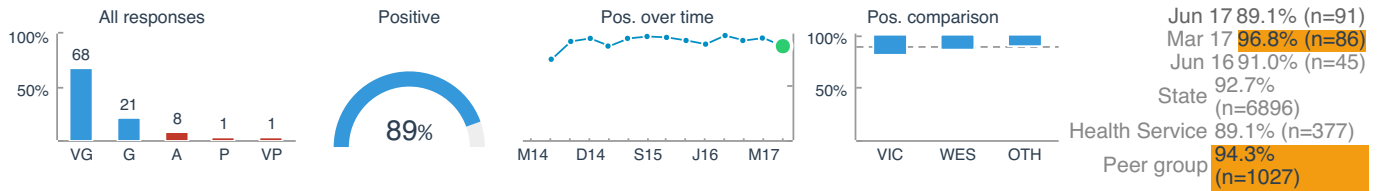
Y - Yes **N** - No

Adult Inpatient - April 2017 - June 2017

Overall

This section covers patient's overall feelings about their experience, including whether they felt they were treated with respect and dignity and were listened to and understood by the people looking after them. Questions also asked the patients to rate the care they received and whether they felt that they were treated unfairly.

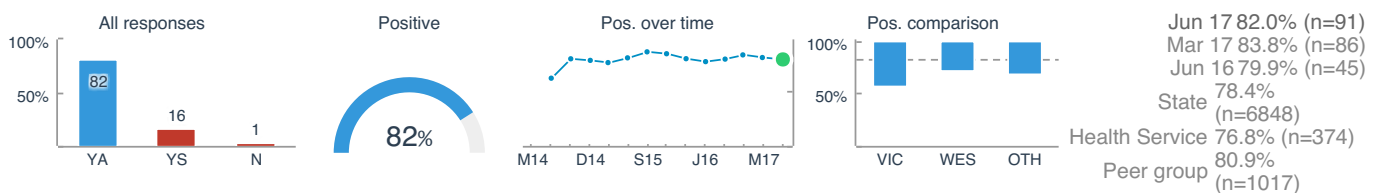
🌱 76. Overall, how would you rate the care you received while in hospital? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

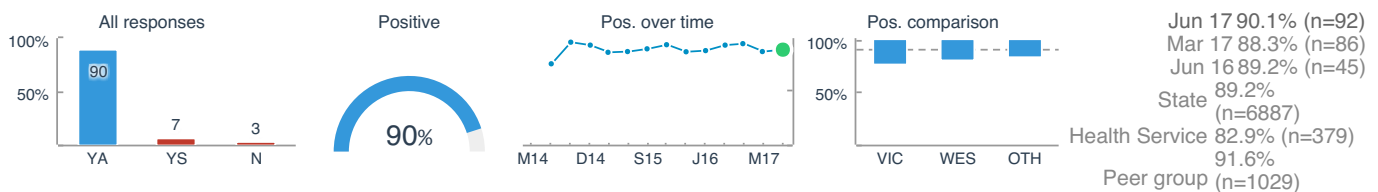
77. Do you feel that you were listened to and understood by the people looking after you in hospital? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

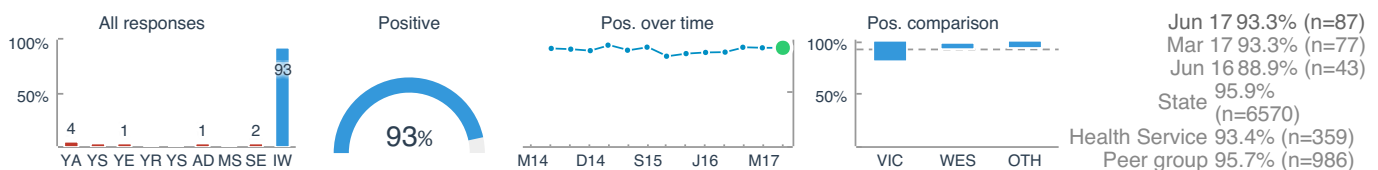
🌱 78. Overall, did you feel you were treated with respect and dignity while you were in hospital? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

79. Were you ever treated unfairly for any of the reasons below? (Please select all that apply) [View data](#)



Answers

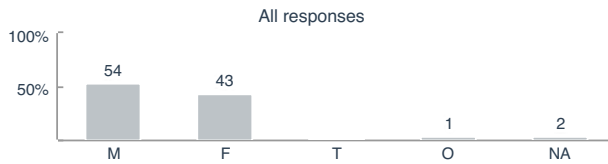
YA - Your age **YS** - Your sex **YE** - Your ethnic background **YR** - Your religion **YS** - Your sexual orientation **AD** - A disability that you have **MS** - Marital status **SE** - Something else **IW** - I was not treated unfairly

Adult Inpatient - April 2017 - June 2017

About You

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Patients were also asked a number of questions about their health, including how often in the last twelve months they had been admitted as an inpatient and any long standing medical conditions they have.

80. What is your gender?



Answers

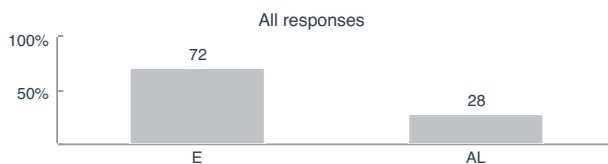
M - Male **F** - Female **T** - Transgender **O** - Other **NA** - Would prefer not to say

81. Average age of patient

The average age of the patient was

62

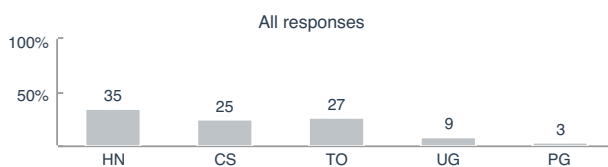
82. Which language do you mainly speak at home?



Answers

E - English **AL** - A language other than English

83. What is the highest level of education you have completed?



Answers

HN - Have not completed secondary school **CS** - Completed secondary school **TO** - Trade or technical certificate or diploma

UG - University graduate **PG** - Post graduate / higher degree

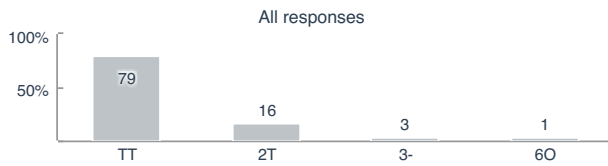
84. Are you of Aboriginal origin, Torres Strait Islander origin, or both?



Answers

YA - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

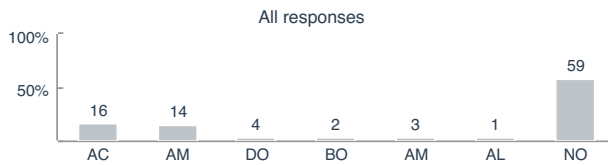
85. How many times in the last 12 months have you been admitted as an inpatient to this hospital?



Answers

TT - This time only **2T** - 2 times **3-** - 3 - 5 times **6O** - 6 or more times

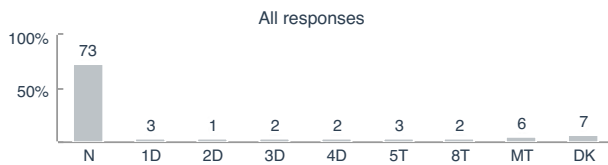
86. Which, if any, of the following long-standing conditions do you have? (Please select all that apply)



Answers

AC - A chronic illness **AM** - A mobility impairment **DO** - Deafness or hearing impairment **BO** - Blindness or vision impairment
AM - A mental health condition **AL** - A learning disability **NO** - None of these

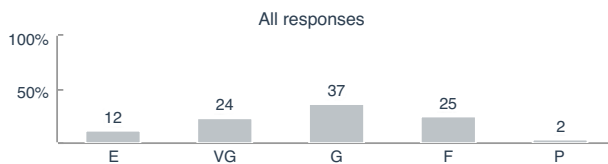
87. Thinking about the month leading up to your hospital stay, how many days did illness or injury keep you in bed for all or a substantial part of the day?



Answers

N - None **1D** - 1 day **2D** - 2 days **3D** - 3 days **4D** - 4 days **5T** - 5 to 7 days **8T** - 8 to 10 days **MT** - More than 10 days **DK** - Don't know

88. In general, how would you rate your health?



Answers

E - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

89. Who completed this questionnaire?



Answers

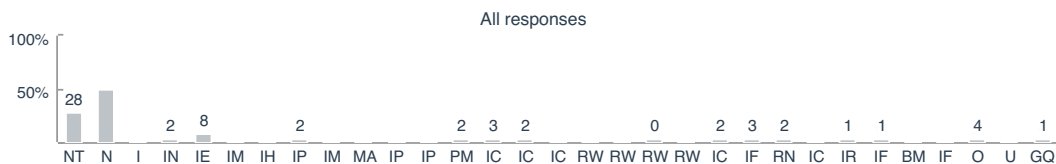
ID - I did (the patient) **IR** - I received help from someone else **SE** - Someone else on my behalf

Adult Inpatient - April 2017 - June 2017

Other Comments

This section allowed the patients to suggest ways that they felt the hospital could improve their care and services and to list the best and worst things about their stay in the hospital.

90. What could the hospital do to improve the care and services it provides to better meet the needs of patients?



Answers

NT - Nothing **N** - None **I** - Incomprehensible **IN** - Staff numbers **IE** - Emotional / interpersonal care **IM** - Medical treatment **IH** - Handwashing
IP - Patient involvement in care **IM** - Follow-up or communication with GP **MA** - Length of stay **IP** - Patient safety **IP** - Privacy
PM - Provide more information **IC** - Communication between staff and family / friends / carers **IC** - Communication between staff and patient
IC - Communication / collaboration between staff members **RW** - Wait times (waiting list) **RW** - Wait times (ED) **RW** - Wait times (discharge)
RW - Wait times (other) **IC** - Cleanliness **IF** - Facilities **RN** - Reduce noise **IC** - Car parking **IR** - Room sharing protocol **IF** - Food quality
BM - Meeting dietary needs **IF** - Food quantity **O** - Other **U** - Unclear **GQ** - Staff quality

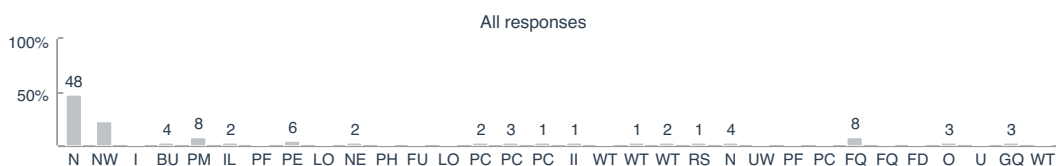
91. What were the best things about your stay in hospital?



Answers

NB - Nothing **N** - None **I** - Incomprehensible **E** - Everything **NW** - Wait times **EC** - Emotional / interpersonal care **QO** - Medical treatment
MO - Medical outcome **PI** - Patient involvement in care **AC** - A chance to rest / recover **GC** - Communication between staff and patient
GC - Communication between staff and family / friends / carers **GC** - Communication / collaboration between staff members
QO - Information quality **F-** - Facilities - general **PR** - Private rooms / good room sharing **QE** - Quiet / relaxed environment **SA** - Social aspect
F - Food **O** - Other **U** - Unclear **GQ** - Staff quality

92. What were the worst things about your stay in hospital?



Answers

N - None **NW** - Nothing **I** - Incomprehensible **BU** - Being unwell / in hospital **PM** - Medical treatment **IL** - Length of stay
PF - Follow-up or communication with GP **PE** - Emotional / interpersonal care **LO** - Lack of patient involvement in care **NE** - Not enough staff
PH - Poor handwashing **FU** - Felt unsafe **LO** - Lack of privacy **PC** - communication between staff and family / friends / carers
PC - Communication between staff and patient **PC** - Communication / collaboration between staff members **II** - Insufficient information
WT - Wait times (ED) **WT** - Wait times (discharge) **WT** - Wait times (other) **RS** - Room sharing **N** - Noise **UW** - Unclean ward / bathrooms
PF - Facilities **PC** - Car-parking **FQ** - Food quality **FQ** - Food quantity **FD** - Food did not meet dietary needs **O** - Other **U** - Unclear
GQ - Staff quality **WT** - Wait times (waiting list)

Adult Emergency - April 2017 - June 2017

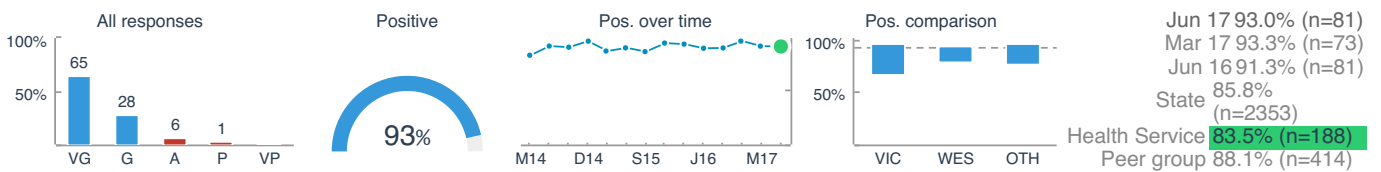
Overall Experience and Key Aspects of Care

The VHES adult Emergency Department questionnaire seeks to discover the experience of people over 16 who have attended one of Victoria's 36 Emergency Departments but were not admitted to hospital. Potential respondents are randomly selected from people who visited the ED in the preceding month.

This section features the overall experience question, and the five key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult emergency category.

In order to better understand the factors influencing patients' overall experiences in Victorian public hospitals, we asked a range of people to tell the story of their recent healthcare experiences. A video about the emergency experience can be viewed below.

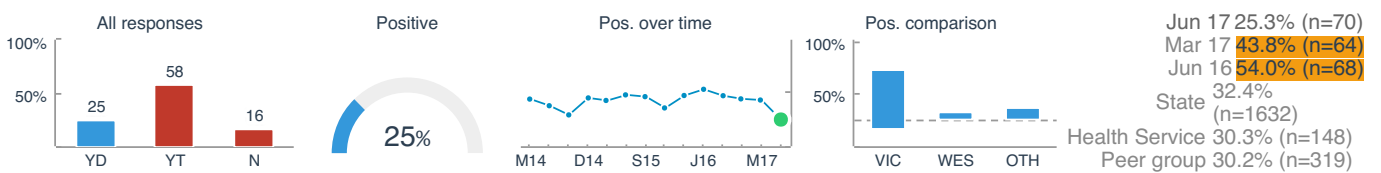
68. Overall, how would you rate the care you received while in the ED? [View data](#)



Answers

VG - Very good G - Good A - Adequate P - Poor VP - Very poor

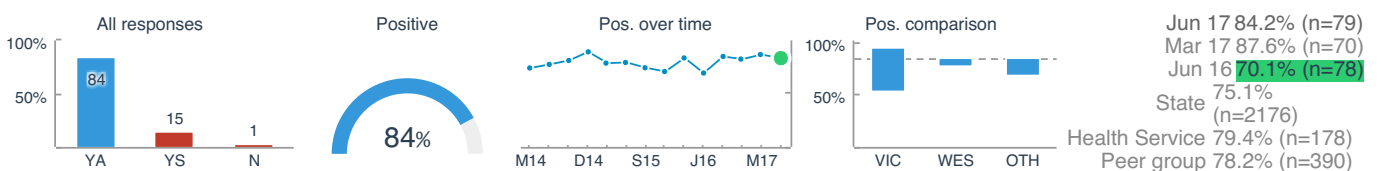
19. Were the seats in the waiting area comfortable? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

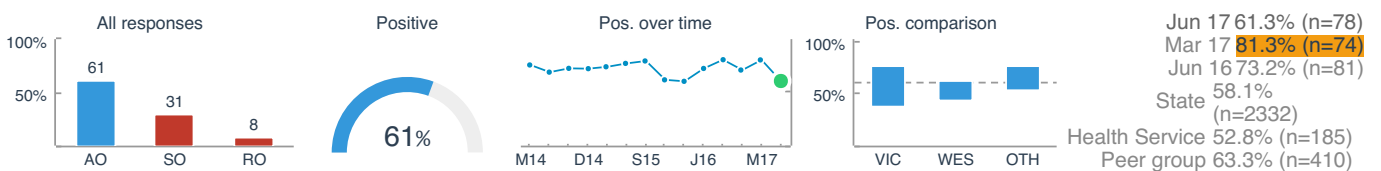
23. Did you have confidence and trust in the doctors treating you? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

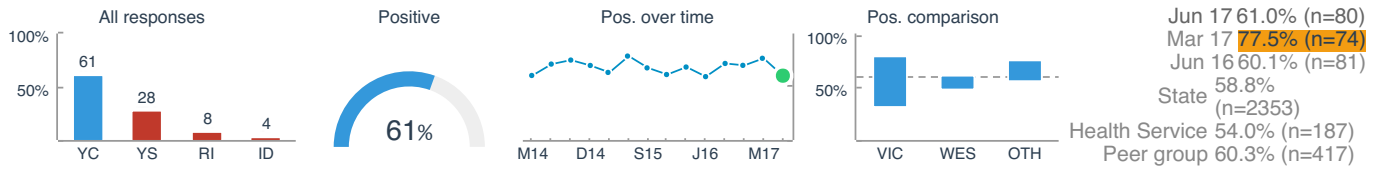
30. In your opinion, were there enough nurses and doctors on duty to care for you in the ED? [View data](#)



Answers

AO - Always or nearly always SO - Some of the time RO - Rarely or never

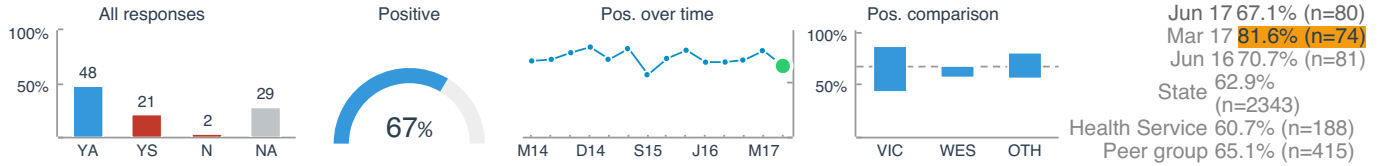
★ 36. While you were in the ED, did you receive sufficient information about your condition and treatment? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info ID - I didn't receive info

★ 40. Do you feel you received enough emotional support from hospital staff during your stay? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No NA - Not applicable

Adult Emergency - April 2017 - June 2017

Spotlight

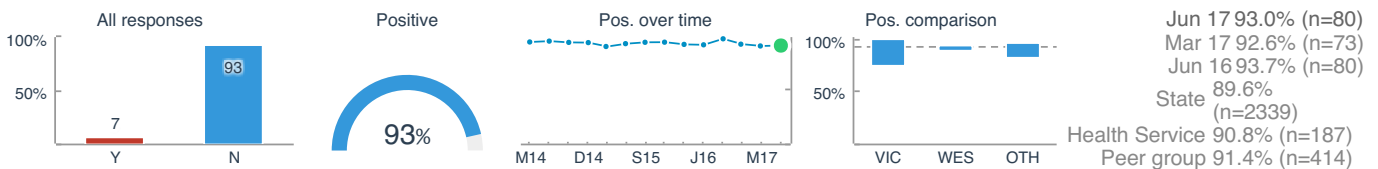
Transitions index adult emergency

The transitions index has been developed with the aim of improving the departure process from the emergency department. It incorporates the average of the positive scores for four adult emergency questions relating to leaving the emergency department. The index provides an overview of how hospitals, health services, peer groups and the state are performing in this process.



n represents the average n across questions within the Spotlight. [View data »](#)

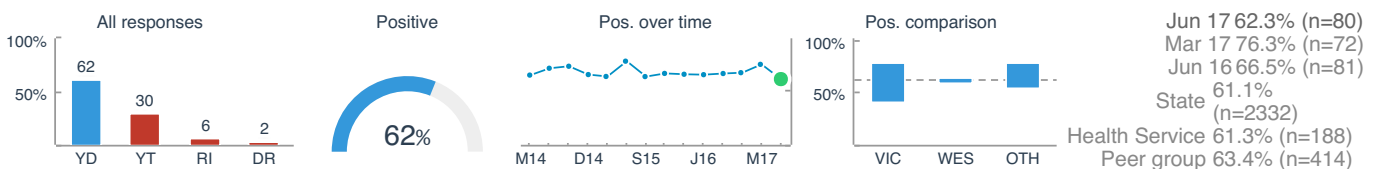
60. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

Y - Yes **N** - No

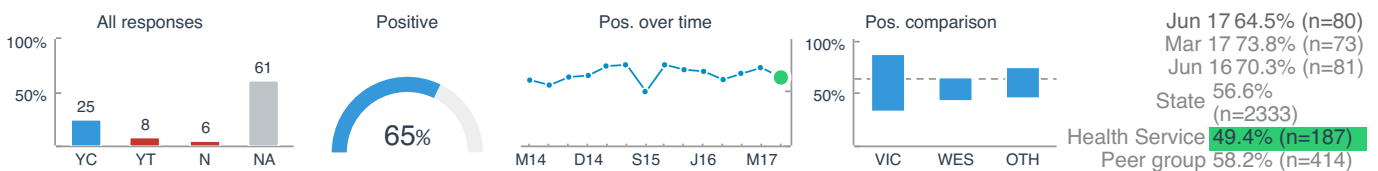
64. Before you left the ED, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **RI** - Received insufficient info **DR** - Didn't receive info

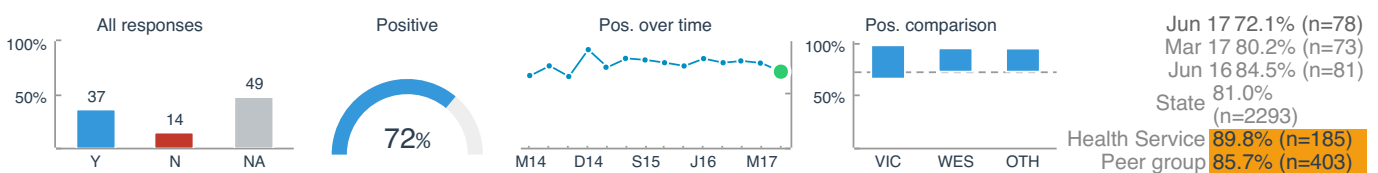
65. Did hospital staff take your family or home situation into account when you were leaving the ED? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

66. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received in the ED? [View data](#)



Answers

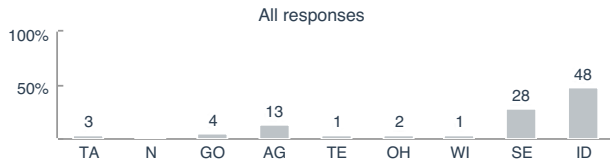
Y - Yes **N** - No **NA** - Not applicable

Adult Emergency - April 2017 - June 2017

Arrival At The Emergency Department

In this section, patients were asked who advised them to go to the Emergency Department (ED), their method of travel to the ED and whether the ED was easy to find.

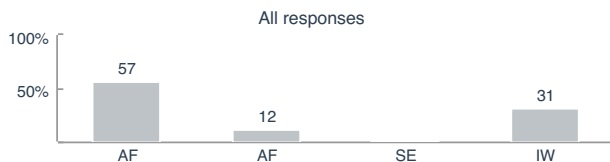
1. Who advised you to go to the Emergency Department (ED)? (If more than one option applies, select the main source of advice)



Answers

TA - The ambulance service **N** - Nurse-on-call **GO** - GP out of hours service **AG** - A GP at a surgery **TE** - The ED by phone
OH - Other health professional **WI** - Website information **SE** - Somebody else **ID** - I decided

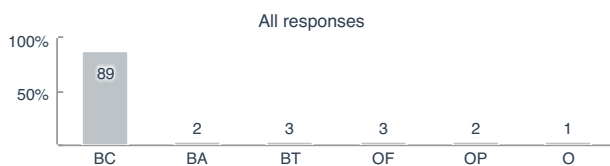
2. Who went with you to the ED?



Answers

AF - A family member **AF** - A friend **SE** - Someone else **IW** - I went alone to the ED

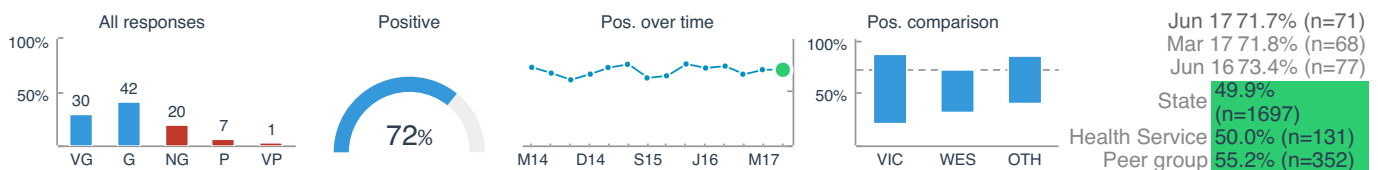
3. How did you travel to the ED?



Answers

BC - By car **BA** - By ambulance **BT** - By taxi **OF** - On foot **OP** - On public transport **O** - Other

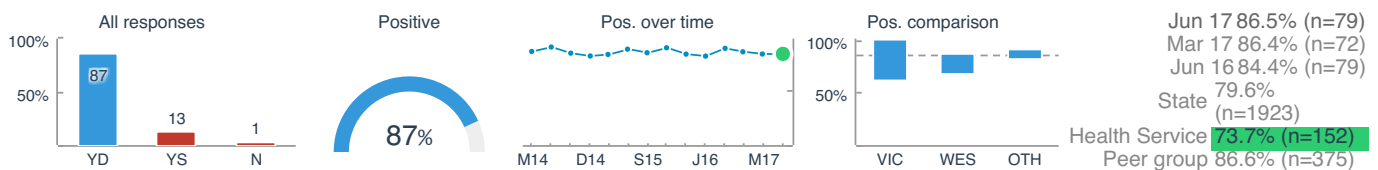
4. How would you rate the car-parking at the hospital? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

5. Was the ED easy to find? [View data](#)



Answers

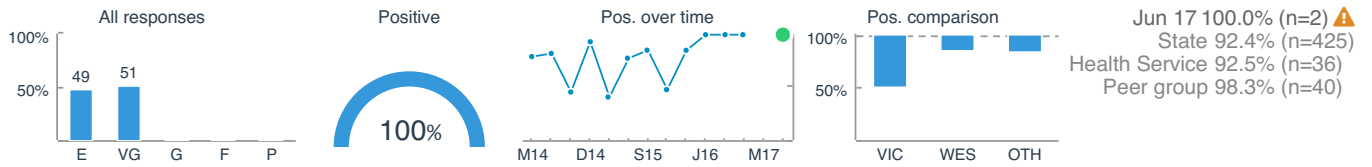
YD - Yes, definitely **YS** - Yes, somewhat **N** - No

Adult Emergency - April 2017 - June 2017

Ambulance

In this section, those patients who arrived at the ED by ambulance were asked how well the ambulance service and ED staff worked together and how long they waited with the ambulance crew before being handed over to the ED staff. They were also asked what happened after they arrived at the ED.

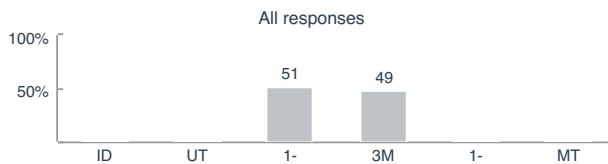
6. How well do you think the ambulance service and ED staff worked together? [View data](#)



Answers

E - Excellent **VG** - Very Good **G** - Good **F** - Fair **P** - Poor

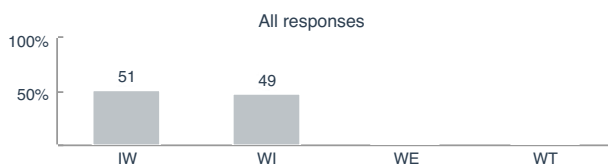
7. Once you arrived at hospital, how long did you wait with the ambulance crew before your care was handed over to the ED staff?



Answers

ID - I did not have to wait **UT** - Up to 15 minutes **1-** - 16 - 30 minutes **3M** - 30 minutes - 1 hour **1-** - 1 - 2 hours **MT** - More than 2 hours

8. What happened after you arrived at the ED?



Answers

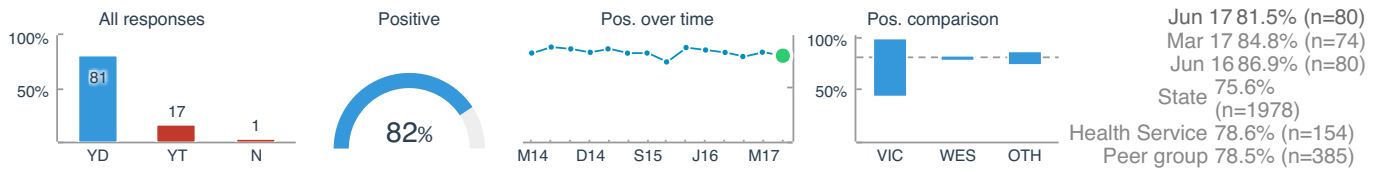
IW - I went to reception **WI** - Waited in waiting area **WE** - Waited elsewhere **WT** - Went to a cubicle / room

Adult Emergency - April 2017 - June 2017

Reception

In this section, patients were asked whether it was clear who to talk to when they first arrived at the ED and to rate the politeness and courtesy of the reception staff.

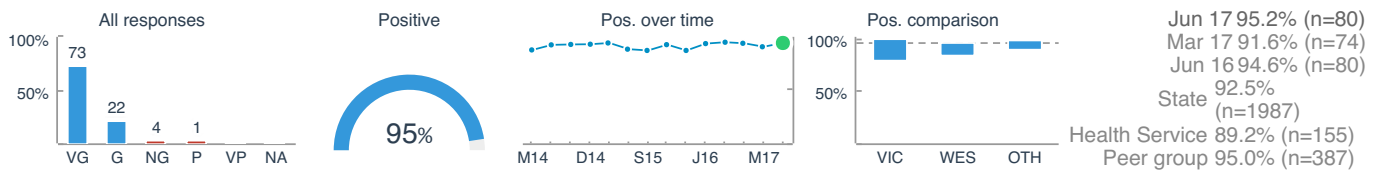
9. When you first arrived at the ED, was it clear who to talk to? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

10. How would you rate the politeness and courtesy of the ED reception staff? [View data](#)



Answers

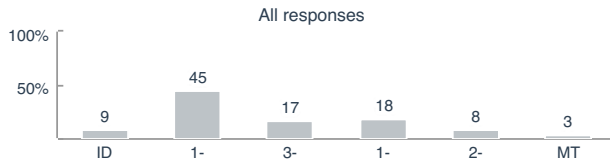
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **NA** - Not applicable

Adult Emergency - April 2017 - June 2017

Waiting

This section covers the patient's experience in the waiting area. It includes length of wait, communication and care while waiting, the cleanliness and comfort of the waiting room, and how long they waited to be examined after being transferred to a cubical or room.

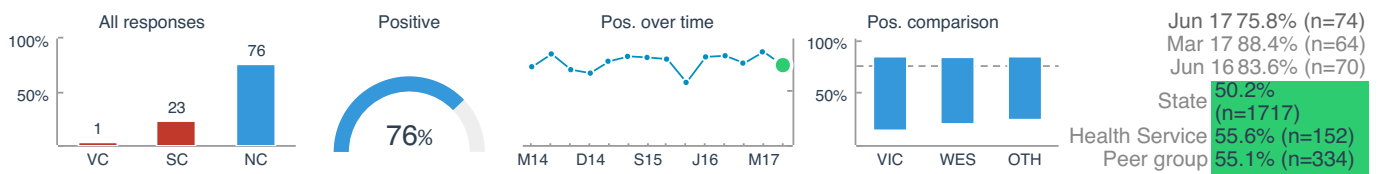
11. Overall, how long did you spend in the waiting area?



Answers

ID - I did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

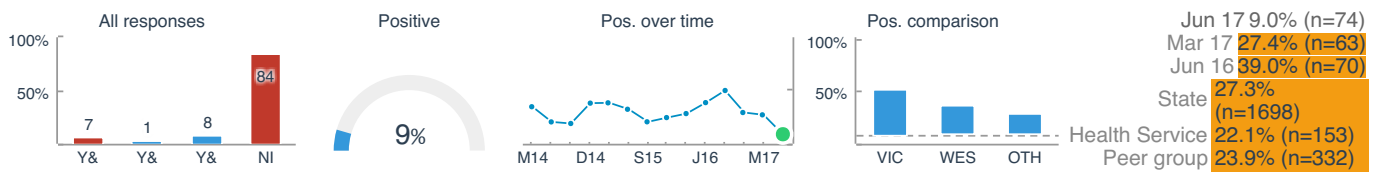
12. Was the ED waiting area... [View data](#)



Answers

VC - Very crowded **SC** - Somewhat crowded **NC** - Not crowded

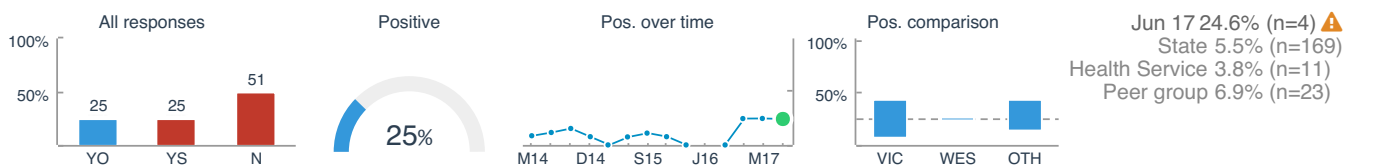
13. Were you told how long you would have to spend in the waiting area? [View data](#)



Answers

Y& - Yes & wait was longer **Y&** - Yes & wait was shorter **Y&** - Yes & accurately **NI** - No, I was not told

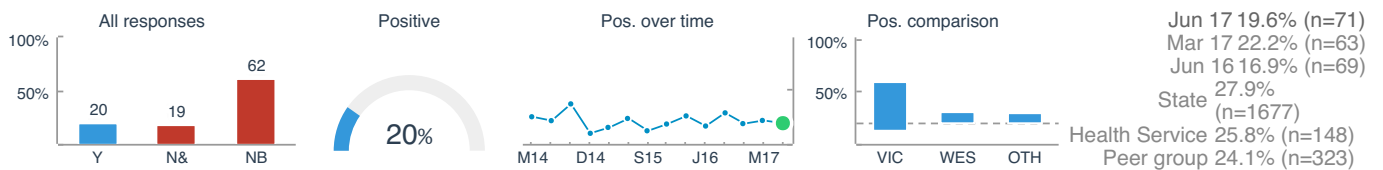
14. Were you provided with updated information on how long you would have to wait in the waiting area? [View data](#)



Answers

YO - Yes, often **YS** - Yes, sometimes **N** - No

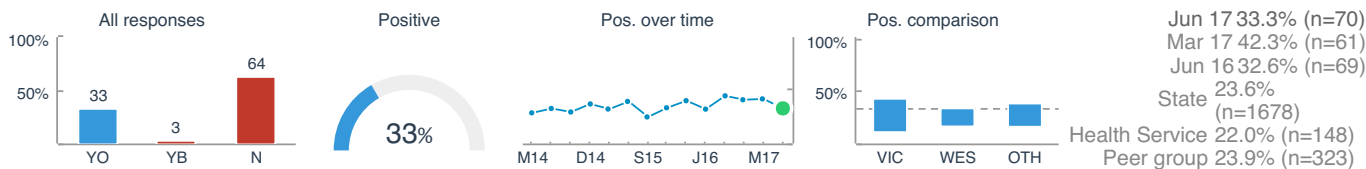
15. Were you told why you had to wait? [View data](#)



Answers

Y - Yes **N&** - No & I would like this **NB** - No, but I did not mind

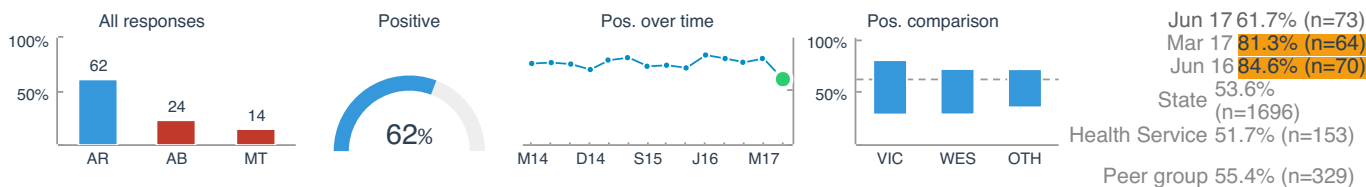
16. While you were waiting, did ED staff check on your condition? [View data](#)



Answers

YO - Yes, often enough YB - Yes, but not often enough N - No

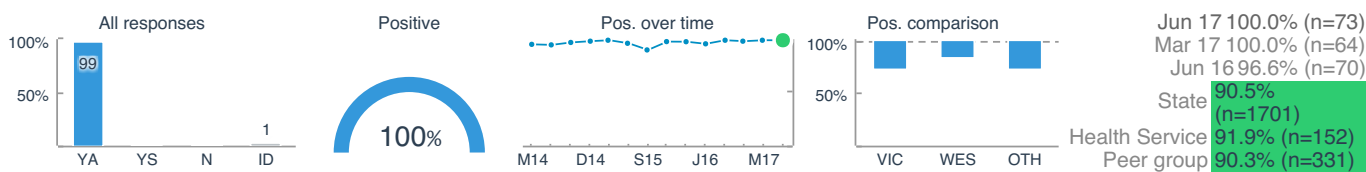
17. Do you think the amount of time you spent in the waiting area was... [View data](#)



Answers

AR - About right AB - A bit too long MT - Much too long

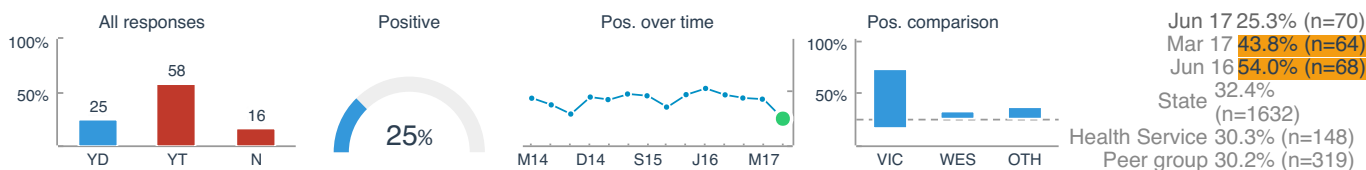
18. Were you able to find a place to sit in the waiting area? [View data](#)



Answers

YA - All / most of the time YS - Yes, some of the time N - No ID - I didn't want this

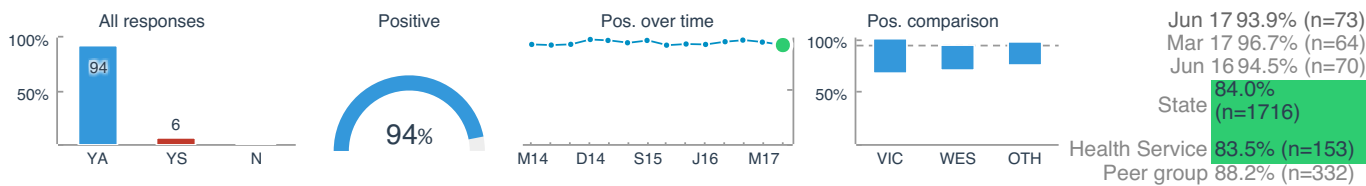
★ 19. Were the seats in the waiting area comfortable? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

20. While you were waiting in the ED, did you feel safe? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

21. Once you had been transferred to a cubicle or room, how long did you wait to be examined?



Answers

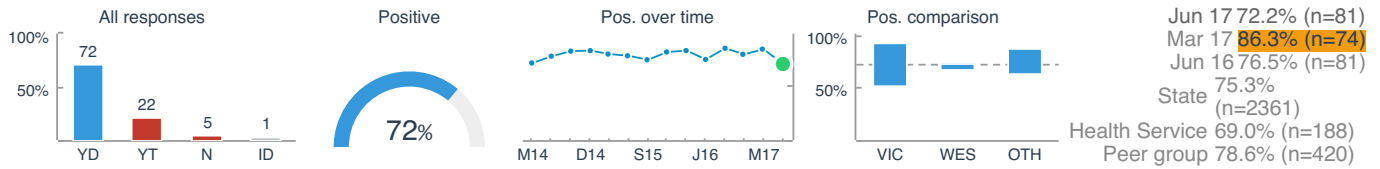
ID - I did not have to wait 1- - 1 - 30 minutes 3- - 31 - 60 minutes 1- - 1 - 2 hours 2- - 2 - 4 hours MT - More than 4 hours NT - Never transferred

Adult Emergency - April 2017 - June 2017

Your Doctors

This section covers the care provided specifically by doctors. Patients were asked whether they had enough time to discuss their health with a doctor in the ED, whether they had confidence and trust in the doctors treating them, whether they felt they were treated with compassion, and to rate the care and treatment received from doctors overall.

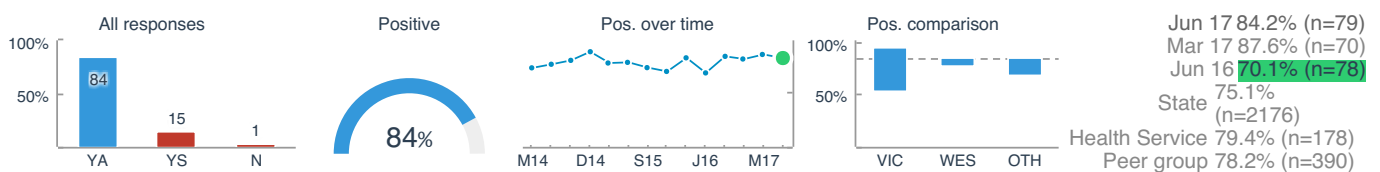
22. Did you have enough time to discuss your health or medical problem with a doctor in the ED? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I did not see a doctor

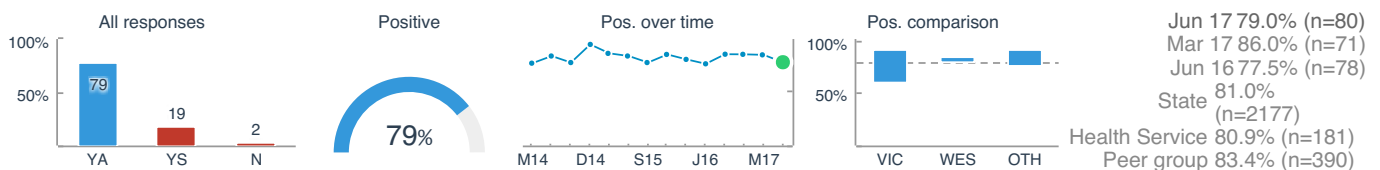
★ 23. Did you have confidence and trust in the doctors treating you? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

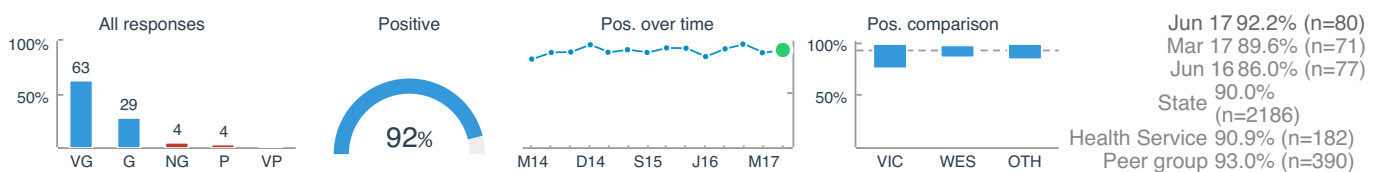
24. Were the doctors treating you compassionate? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

25. Overall, how would you rate the care and treatment you received from your doctors? [View data](#)



Answers

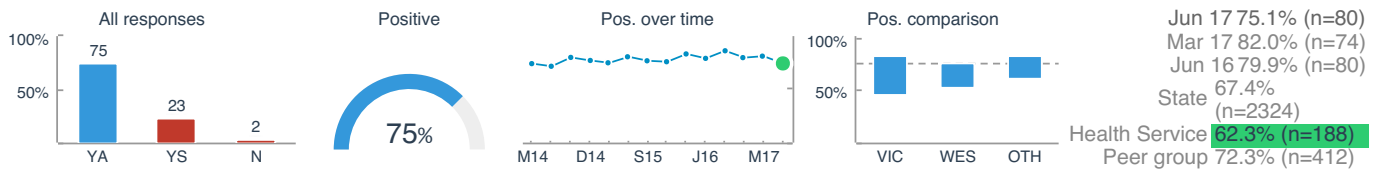
VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

Adult Emergency - April 2017 - June 2017

Your Nurses

This section covers the care provided specifically by nurses. Patients were asked to rate the nurses' knowledge of their condition and treatment, their confidence and trust in the nurses, whether or not the nurses were compassionate, and the overall care and treatment received.

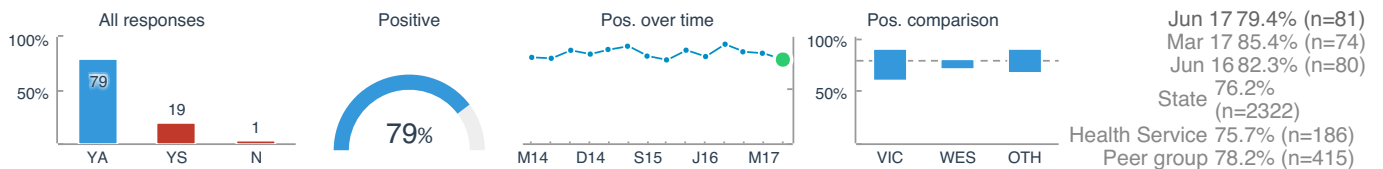
26. In your opinion, did the nurses who treated you in the ED know enough about your condition and treatment? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

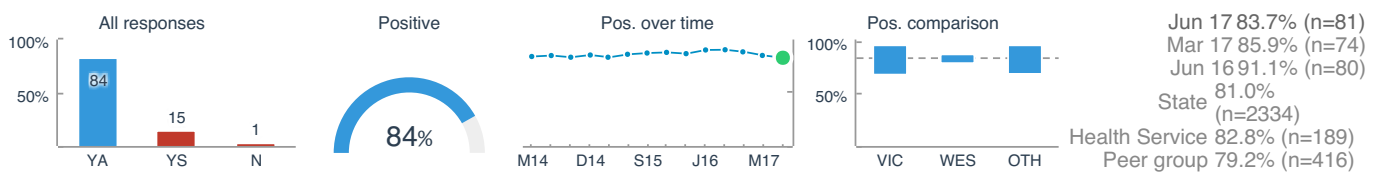
27. Did you have confidence and trust in the nurses treating you? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

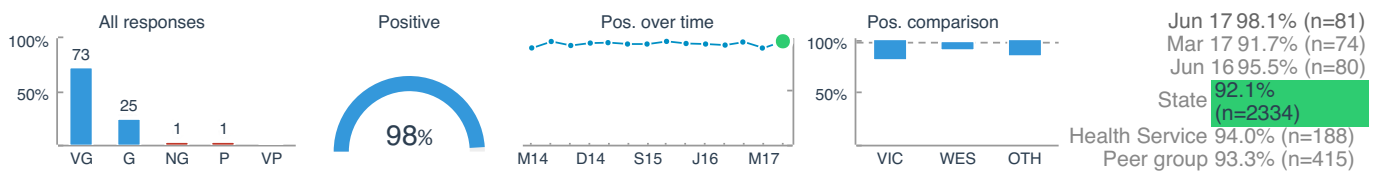
28. Were the nurses treating you compassionate? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

29. Overall, how would you rate the care and treatment you received from your nurses? [View data](#)



Answers

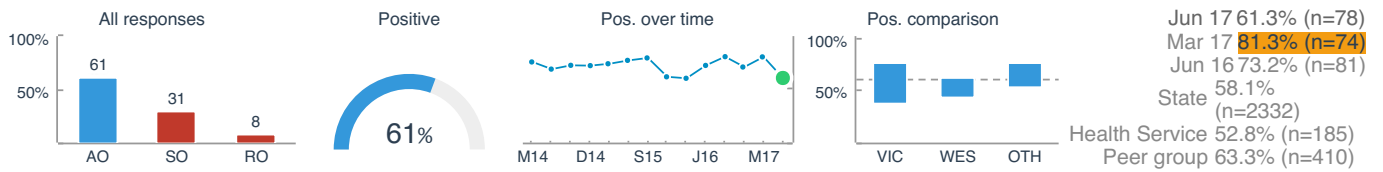
VG - Very good G - Good NG - Neither good nor poor P - Poor VP - Very poor

Adult Emergency - April 2017 - June 2017

Your Care And Treatment

This section covers care provided by all health professionals to patients during their ED visit. Patients were asked whether there were enough doctors and nurses on duty to care for them and whether staff introduced themselves and explained things in a way they could understand. Questions also covered hand washing, the consistency and sufficiency of information, the availability of staff, emotional support, privacy, pain management and services provided in a language other than English.

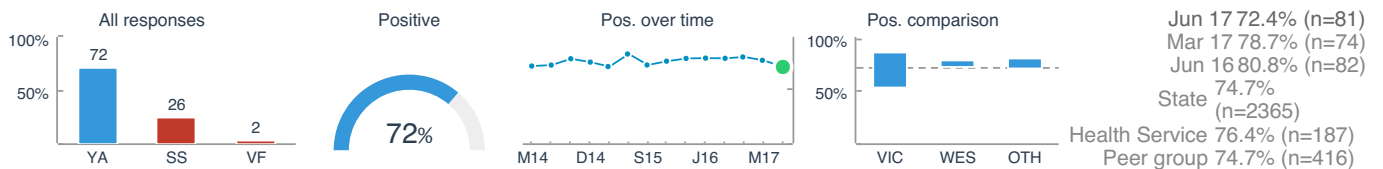
★ 30. In your opinion, were there enough nurses and doctors on duty to care for you in the ED? [View data](#)



Answers

AO - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

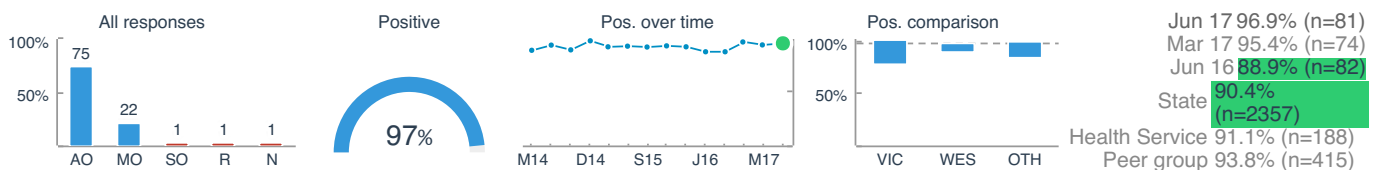
31. Did the staff treating and assessing you introduce themselves and their role? [View data](#)



Answers

YA - Yes, all staff **SS** - Some staff **VF** - Very few / none

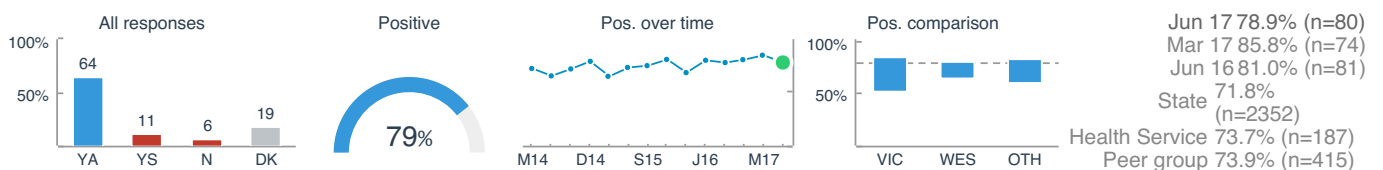
32. How often did the doctors, nurses and other healthcare professionals caring for you explain things in a way you could understand? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

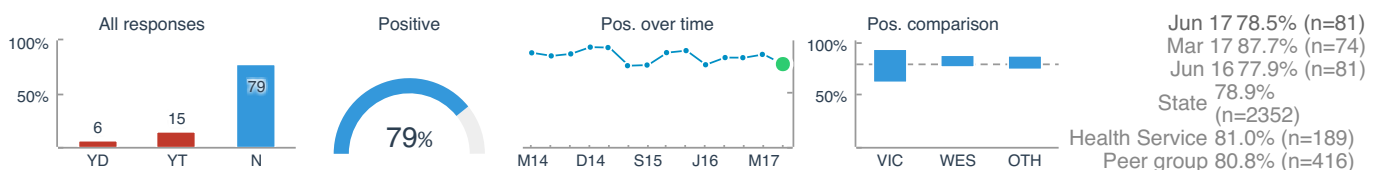
33. Did you see ED staff wash their hands, or use hand gel to clean their hands, or put on clean gloves before examining you? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No **DK** - Don't know

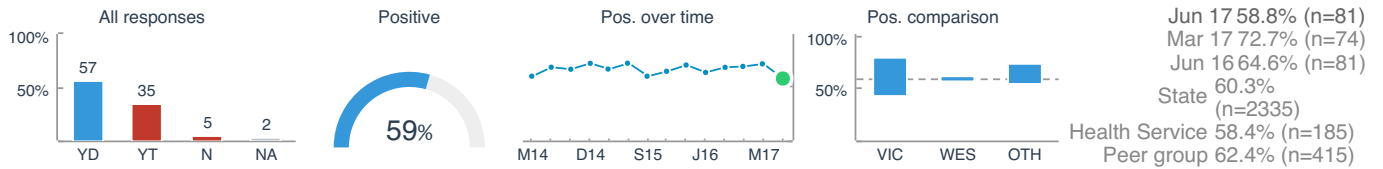
34. Sometimes in a hospital, a member of staff will say one thing about your care and another will say something quite different. Did this happen to you in the ED? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

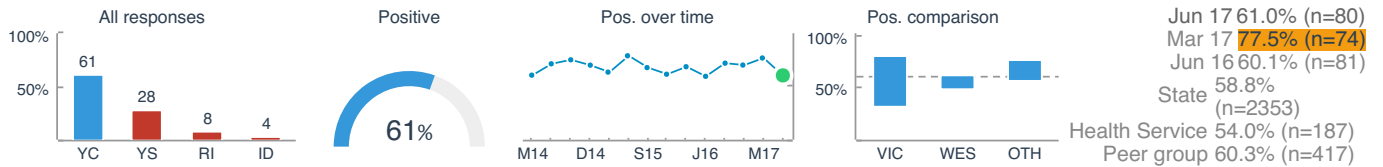
35. Were you involved, as much as you wanted to be, in decisions about your care and treatment? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

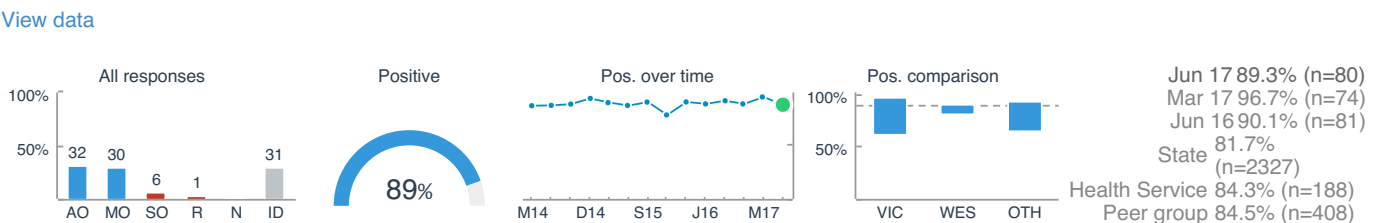
★ 36. While you were in the ED, did you receive sufficient information about your condition and treatment? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info ID - I didn't receive info

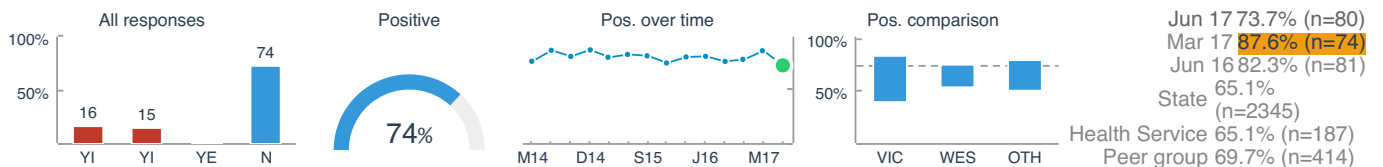
37. If you needed assistance, were you able to get a member of staff to help you within a reasonable time? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never ID - I did not need assistance

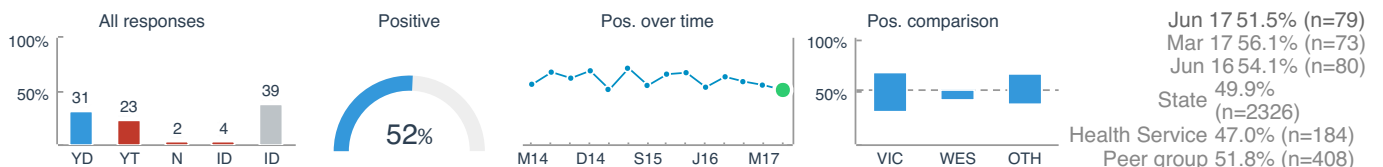
38. At any point, did you ever feel worried that staff in the ED had forgotten about you? (Please select all that apply) [View data](#)



Answers

YI - Yes, in the waiting area YI - Yes, in a cubicle / room YE - Yes, elsewhere N - No

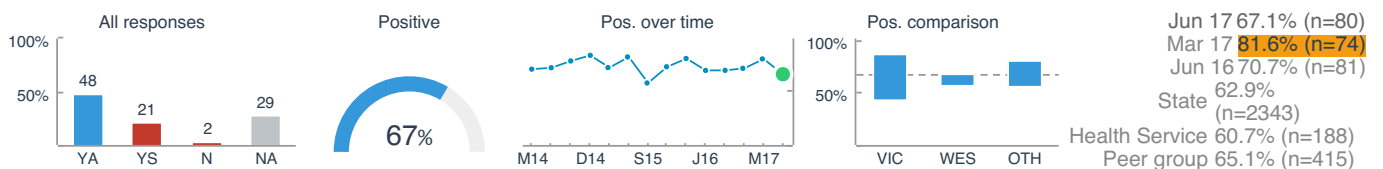
39. If you had any worries or fears about your condition or treatment, did a health professional discuss them with you? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't raise them ID - I didn't have any

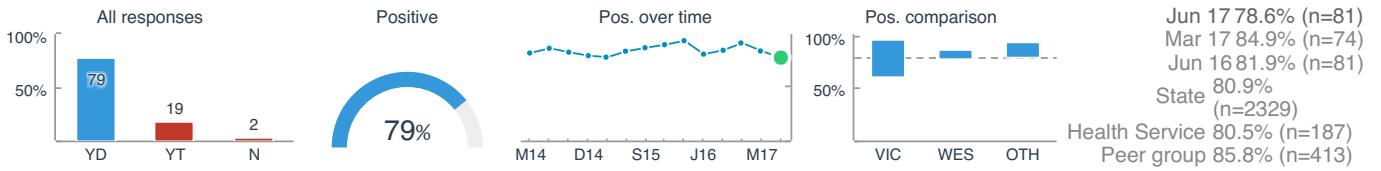
★ 40. Do you feel you received enough emotional support from hospital staff during your stay? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No NA - Not applicable

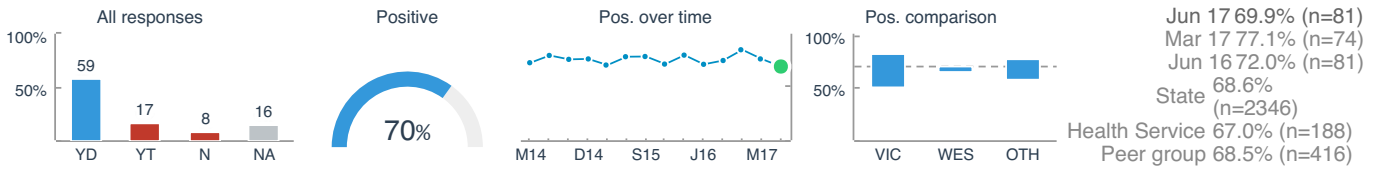
41. Were you given enough privacy when being examined or treated? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

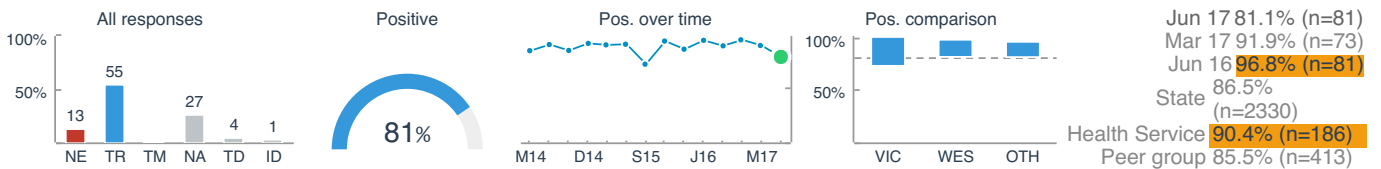
42. Do you think the ED staff did everything they could to help manage your pain? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

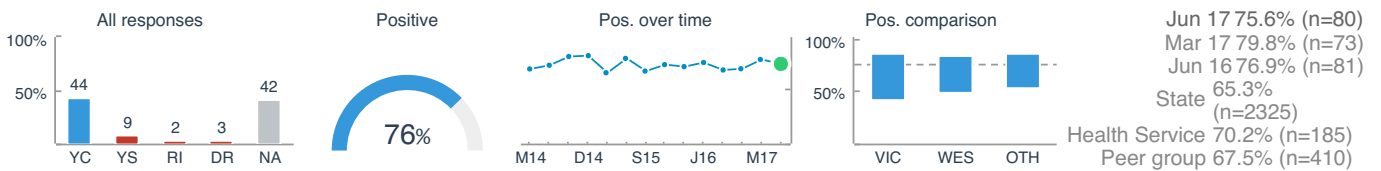
43. How much information about your condition or treatment was given to your family, carer or someone close to you? [View data](#)



Answers

NE - Not enough **TR** - The right amount **TM** - Too much **NA** - Not applicable **TD** - They didn't want this **ID** - I didn't want this

44. Did you receive sufficient information about any medication you were given while in the ED (e.g. purpose, side effects and how to administer the medication)? [View data](#)



Answers

YC - Yes, completely **YS** - Yes, somewhat **RI** - Received insufficient info **DR** - Didn't receive info **NA** - Not applicable

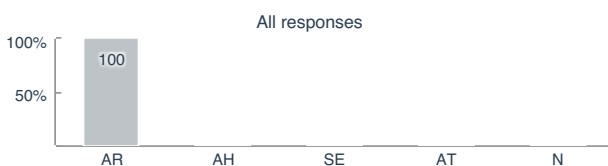
45. Do you need any help understanding English?



Answers

Y - Yes **N** - No

46. When you were in the ED, was there someone who could interpret for you? (Please select all that apply)

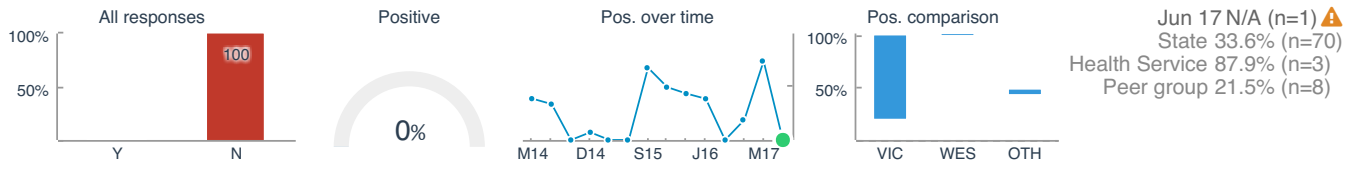


Answers

AR - A relative or friend **AH** - A hospital interpreter **SE** - Someone else on hospital staff **AT** - A telephone interpreter **N** - No

47. Were you given any information (e.g. leaflets, other types of media) in a language you can understand?

[View data](#)



Answers

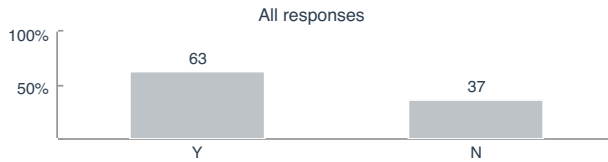
Y - Yes N - No

Adult Emergency - April 2017 - June 2017

Tests

This section covers any tests (such as X-rays or scans) experienced by patients during their hospital stay. Those who received tests were asked whether a staff member explained why the patient needed the tests and the results of the tests in a way they could understand.

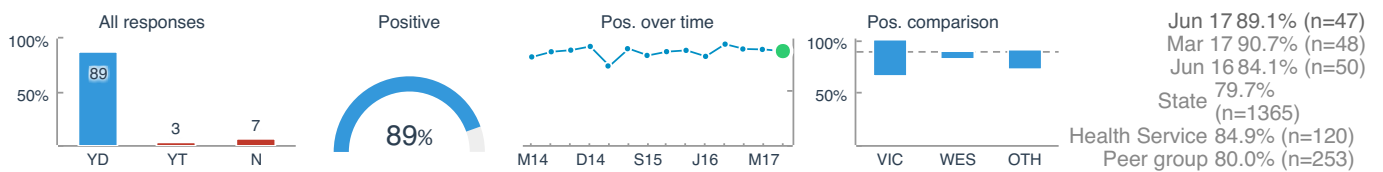
48. Did you have any tests (such as x-rays, scans or blood tests) when you visited the ED?



Answers

Y - Yes N - No

49. Did a member of staff explain why you needed these test(s) in a way you could understand? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

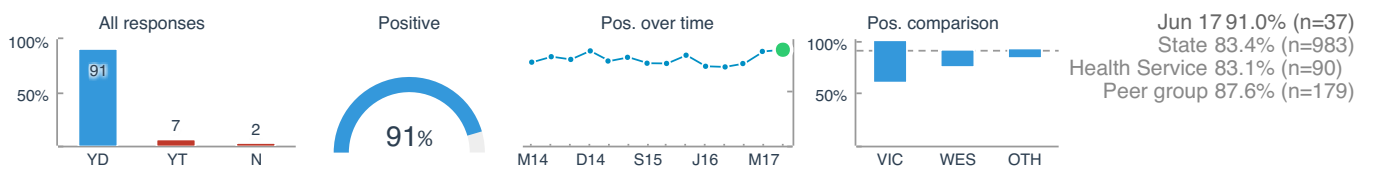
50. Before you left the ED, did you get the results of any of your tests?



Answers

Y - Yes N - No RA - Received at a later date

51. Did a member of staff explain the results of these tests in a way you could understand? [View data](#)



Answers

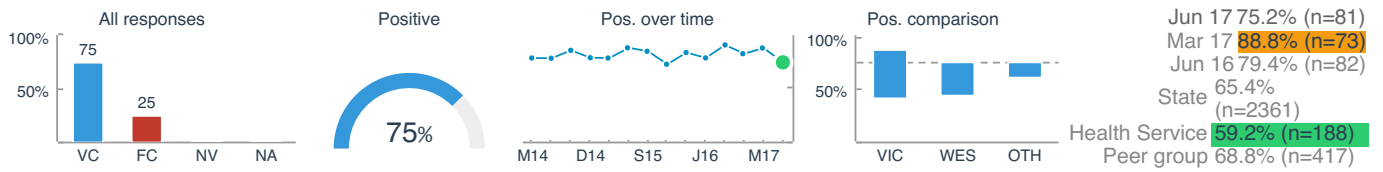
YD - Yes, definitely YT - Yes, to some extent N - No

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Hospital Environment And Facilities

This section explored the physical environment of the ED. Patients were asked about the cleanliness of the ED and toilets, hand washing, way finding, safety and access to food and drinks.

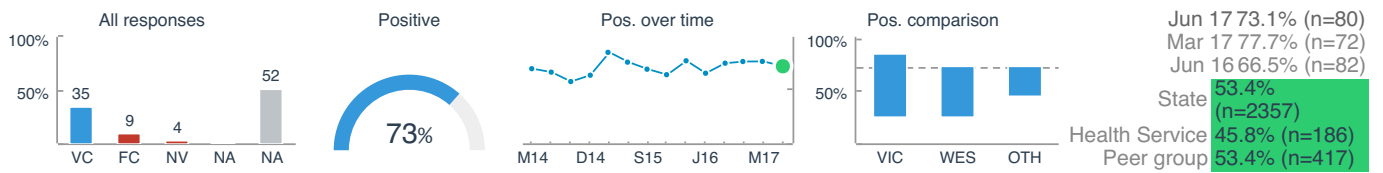
52. In your opinion, how clean was the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean

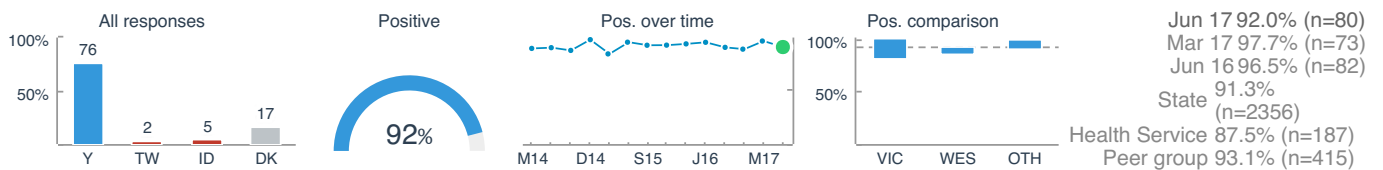
53. How clean were the toilets in the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean NA - Not at all clean NA - Not applicable

54. Were hand-wash gels available for patients and visitors to use? [View data](#)

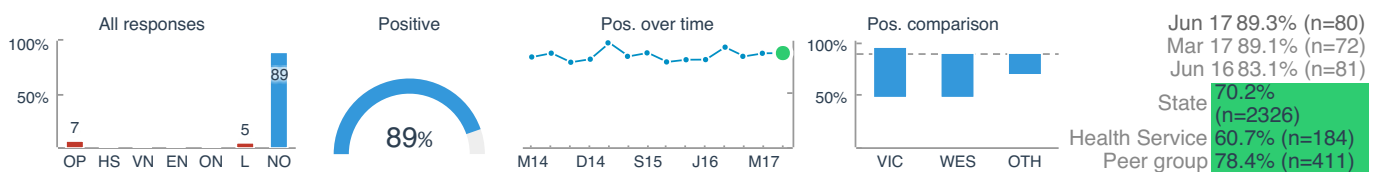


Answers

Y - Yes TW - They were empty ID - I did not see any DK - Don't know

55. During your visit to the ED, were you ever bothered by any of the following? (Please select all that apply)

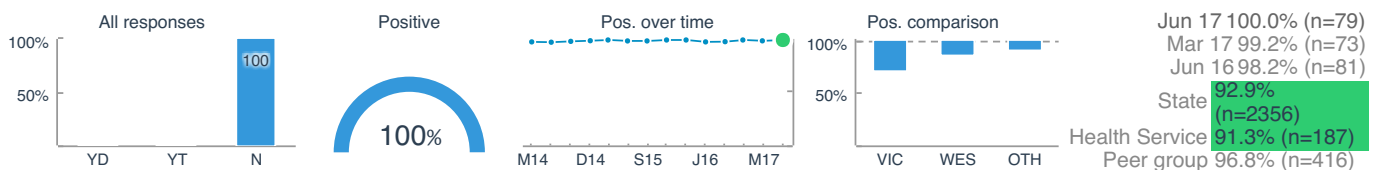
[View data](#)



Answers

OP - Other patients' noise HS - Hospital staff noise VN - Visitors' noise EN - Equipment noise ON - Other noise L - Lighting NO - None of the above

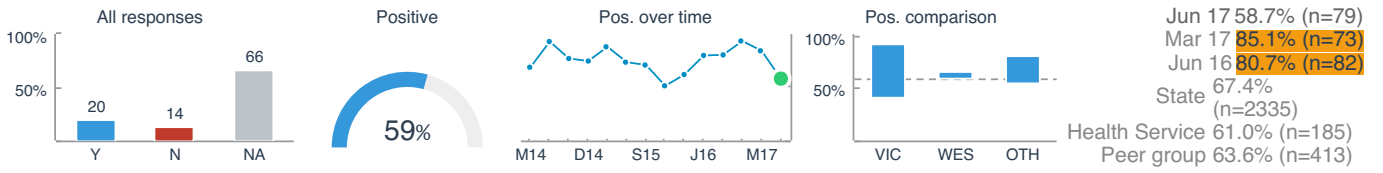
56. While you were in the ED, did you feel threatened by other patients or visitors? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

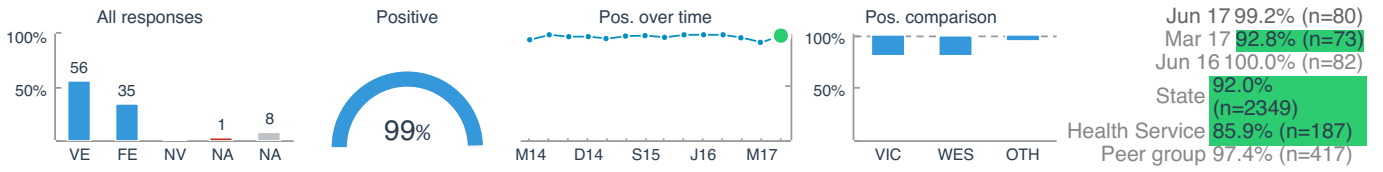
57. Were you able to access suitable food or drinks when you were in the ED, if you wanted to? [View data](#)



Answers

Y - Yes N - No NA - Not applicable

58. How easy was it to find your way around the ED? [View data](#)



Answers

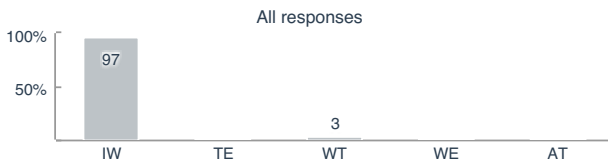
VE - Very easy FE - Fairly easy NV - Not very easy NA - Not at all easy NA - Not applicable

Adult Emergency - April 2017 - June 2017

Leaving The Emergency Department

In this section, patients were asked what happened at the end of their ED visit, the length and reason for any delays in leaving, and whether they received sufficient information and support prior to leaving.

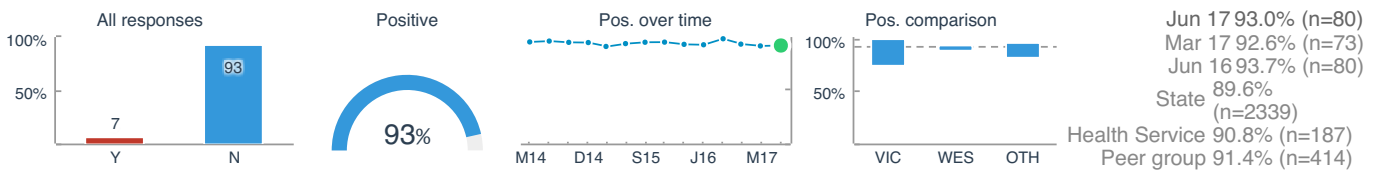
59. Which of the following happened at the end of your visit to the ED?



Answers

IW - I went home **TE** - Transferred elsewhere **WT** - Went to stay with friend / relative **WE** - Went elsewhere **AT** - Admitted to a ward

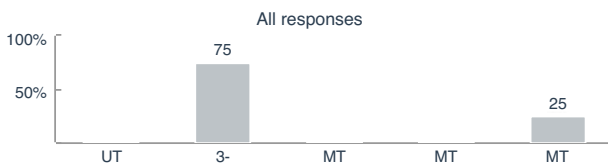
60. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

Y - Yes **N** - No

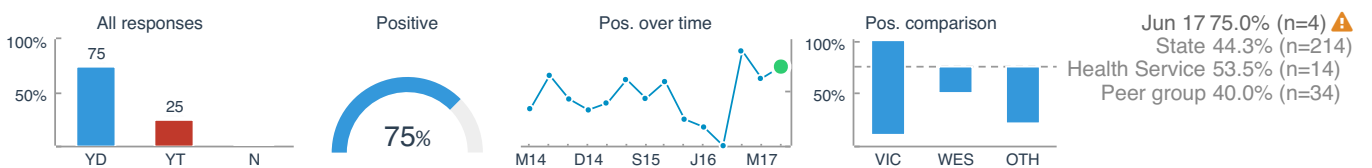
61. How long was the delay in leaving the ED?



Answers

UT - Up to 30 minutes **3-** - 31 - 60 minutes **MT** - More than 1 hour but no more than 2 hours **MT** - More than 2 hours but no more than 4 hours **MT** - More than 4 hours

62. Did a staff member explain the reason for the delay? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

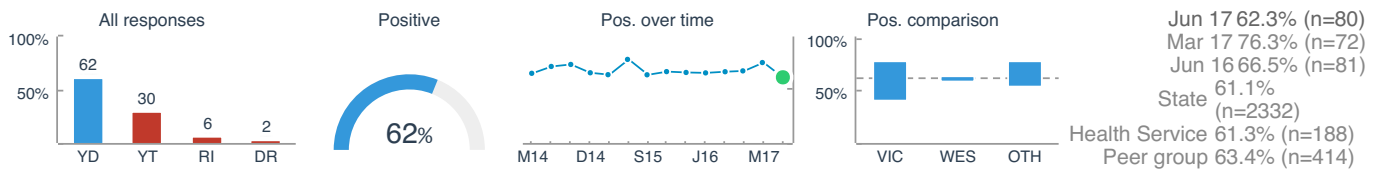
63. What was the main reason for the delay? (Select one only – if more than one option applies, select the main reason)



Answers

WF - Wait for medicines **WT** - Wait to see the doctor **WF** - Wait for transport **WF** - Wait for GP letter **WF** - Wait for test results **SO** - Some other reason

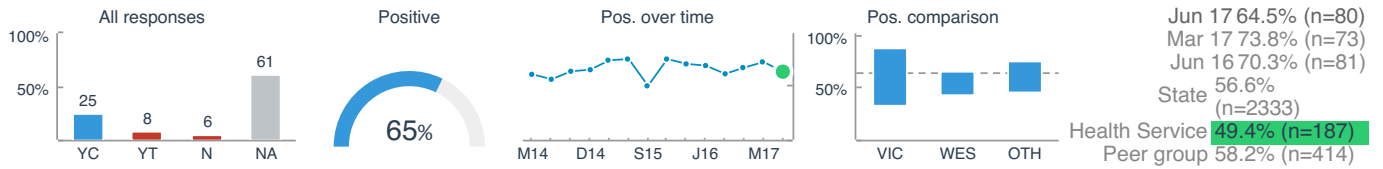
64. Before you left the ED, did the doctors and nurses give you sufficient information about managing your health and care at home? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **RI** - Received insufficient info **DR** - Didn't receive info

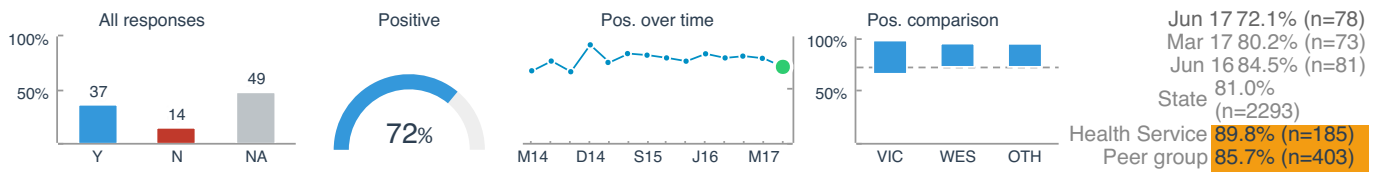
65. Did hospital staff take your family or home situation into account when you were leaving the ED? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

66. If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received in the ED? [View data](#)



Answers

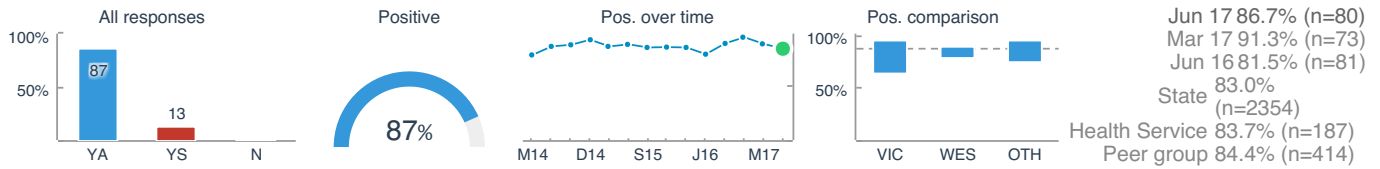
Y - Yes **N** - No **NA** - Not applicable

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Overall

This section covers patients' overall feelings about their ED experience, including whether they were treated with respect and dignity and listened to and understood by hospital staff. They were also asked to rate the care they received overall, and whether they were treated unfairly for any reason.

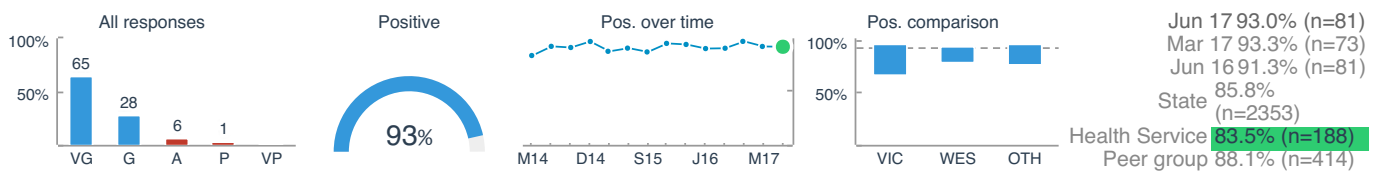
67. Overall, did you feel you were treated with respect and dignity while you were in the ED? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

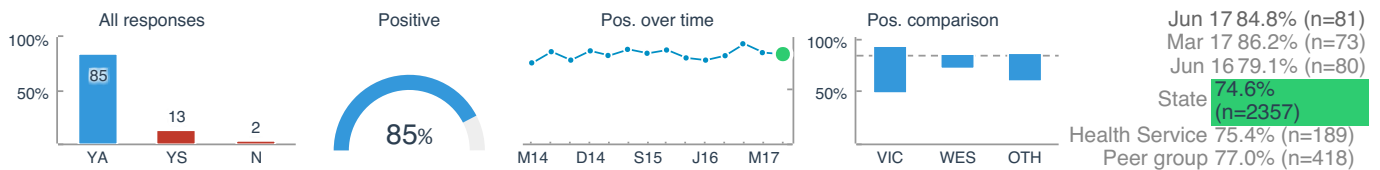
68. Overall, how would you rate the care you received while in the ED? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

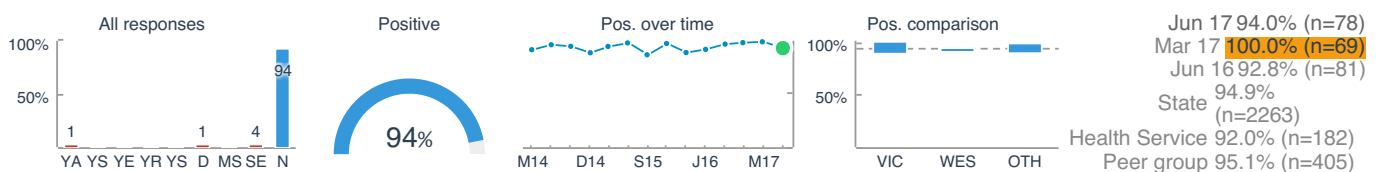
69. Do you feel that you were listened to and understood by the people looking after you in the ED? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

70. Were you ever treated unfairly for any of the reasons below? [View data](#)



Answers

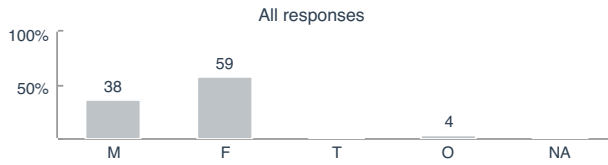
YA - Your age **YS** - Your sex **YE** - Your ethnic background **YR** - Your religion **YS** - Your sexual orientation **D** - Disability **MS** - Marital status **SE** - Something else **N** - No

Adult Emergency - April 2017 - June 2017

About You

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Patients were also asked a number of questions about their health, including how often in the last twelve months they had visited the ED and any long standing medical conditions they have.

71. What is your gender?



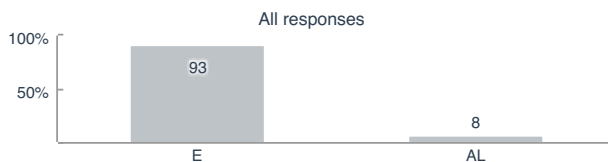
Answers

M - Male **F** - Female **T** - Transgender **O** - Other **NA** - Would prefer not to say

72. Average age of patient

The average age of the patient was
56

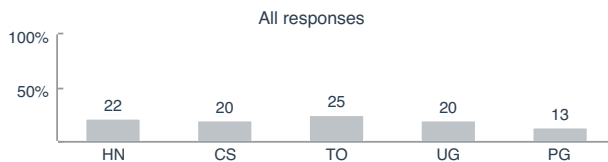
73. Which language do you mainly speak at home?



Answers

E - English **AL** - A language other than English

74. What is the highest level of education you have completed?



Answers

HN - Have not completed secondary school **CS** - Completed secondary school **TO** - Trade or technical certificate or diploma
UG - University graduate **PG** - Post graduate / higher degree

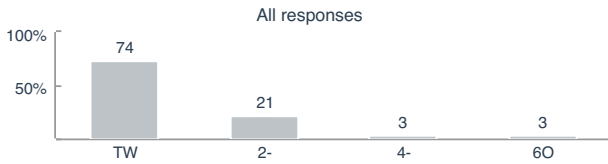
75. Are you of Aboriginal origin, Torres Strait Islander origin, or both?



Answers

YA - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

76. How many times (including this one) have you visited this ED as a patient in the last 12 months?



Answers

TW - This was the only time **2-** - 2 - 3 times **4-** - 4 - 5 times **6O** - 6 or more times

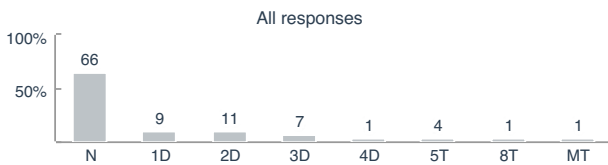
77. Which, if any, of the following long-standing conditions do you have? (Please select all that apply)



Answers

AC - A chronic illness **AM** - A mobility impairment **DO** - Deafness or severe hearing impairment **BO** - Blindness or severe vision impairment
AM - A mental health condition **AL** - A learning disability **NO** - None of these

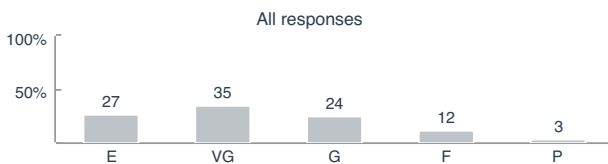
78. Thinking about the month leading up to your ED visit, how many days did illness or injury keep you in bed for all or a substantial part of the day?



Answers

N - None **1D** - 1 day **2D** - 2 days **3D** - 3 days **4D** - 4 days **5T** - 5 to 7 days **8T** - 8 to 10 days **MT** - More than 10 days

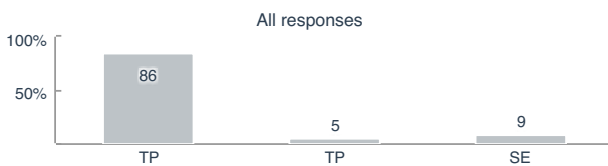
79. In general, how would you rate your health?



Answers

E - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

80. Who completed this questionnaire?



Answers

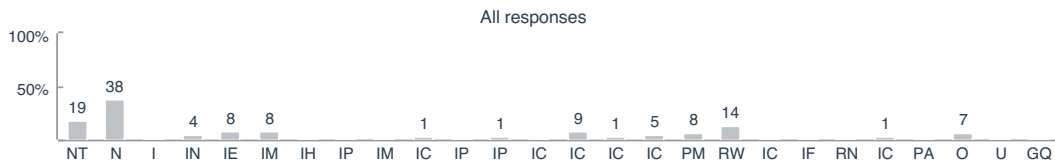
TP - The patient **TP** - The patient with help from someone else **SE** - Someone else on behalf of the patient

Adult Emergency - April 2017 - June 2017

Any Other Comments

This section allowed the patients to suggest ways that they felt the emergency department could improve their care and services and to list the best and worst things about their visit to the ED.

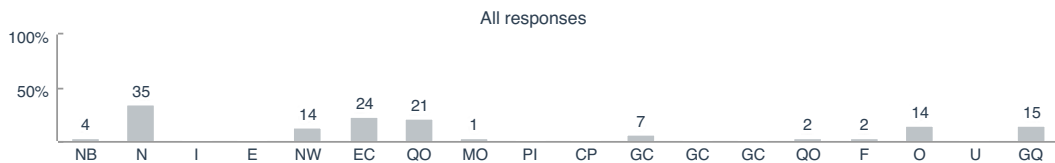
81. What could the ED do to improve the care and services it provides to better meet the needs of patients?



Answers

NT - Nothing **N** - None **I** - Incomprehensible **IN** - Staff numbers **IE** - Emotional / interpersonal care **IM** - Medical treatment **IH** - Handwashing
IP - Patient involvement in care **IM** - Follow-up or communication with GP **IC** - Care while waiting **IP** - Patient safety **IP** - Privacy
IC - Communication between staff and patient family / friends / carers **IC** - Communication between staff and patient
IC - Communication / collaboration between staff members **IC** - Communication while waiting **PM** - Provide sufficient information
RW - Reduce wait times **IC** - Cleanliness **IF** - Facilities **RN** - Reduce noise **IC** - Car parking **PA** - Access to food / drink **O** - Other **U** - Unclear
GQ - Staff quality

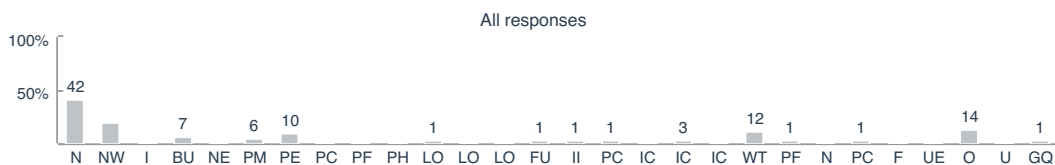
82. What were the best things about your visit to the ED?



Answers

NB - Nothing **N** - None **I** - Incomprehensible **E** - Everything **NW** - Wait times **EC** - Emotional / interpersonal care
QO - Quality of medical treatment **MO** - Medical outcome **PI** - Patient involvement in care **CP** - Care / treatment provided by paramedics
GC - Communication between staff and patient **GC** - Communication between staff and family / friends / carers
GC - Communication / collaboration between staff members **QO** - Quality of information **F** - Facilities **O** - Other **U** - Unclear **GQ** - Staff quality

83. What were the worst things about your visit to the ED?



Answers

N - None **NW** - Nothing **I** - Incomprehensible **BU** - Being unwell / in hospital **NE** - Not enough staff **PM** - Medical treatment
PE - Emotional / interpersonal care **PC** - Care while waiting **PF** - Follow-up **PH** - Handwashing **LO** - Lack of patient involvement in care
LO - Lack of follow-up **LO** - Lack of privacy **FU** - Felt unsafe **II** - Insufficient information **PC** - Communication while waiting
IC - Communication between staff and patient family / friends / carers **IC** - Communication between staff and patient
IC - Communication / collaboration between staff members **WT** - Wait times **PF** - Facilities **N** - Noise **PC** - Car-parking **F** - Food
UE - Unclean ED **O** - Other **U** - Unclear **GQ** - Staff quality

Paediatric Emergency - April 2017 - June 2017

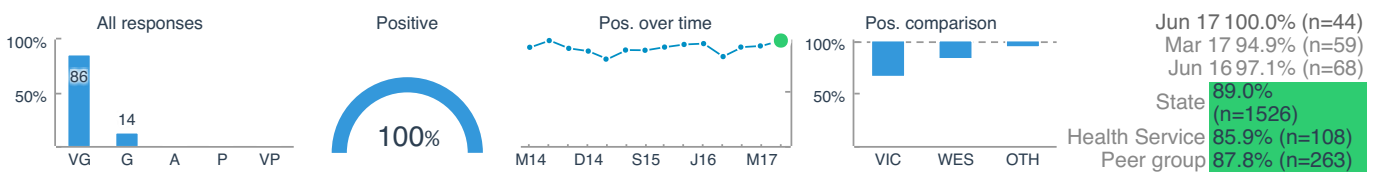
Overall Experience and Key Aspects of Care

The VHES paediatric Emergency Department questionnaire seeks to discover the experience of children under eight and their parents or carers at 36 Emergency Departments across Victoria. Potential respondents are randomly selected from children who visited the ED in the preceding month and were not admitted to hospital. From January 2015 the experience of children between eight and 15 years and their parents or carers have also been captured in an additional questionnaire.

This section features the overall experience question, and the five key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the paediatric emergency category.

In order to better understand the factors influencing patients' overall experiences in Victorian public hospitals, we asked a range of people to tell the story of their recent healthcare experiences. A video about the emergency experience can be viewed below.

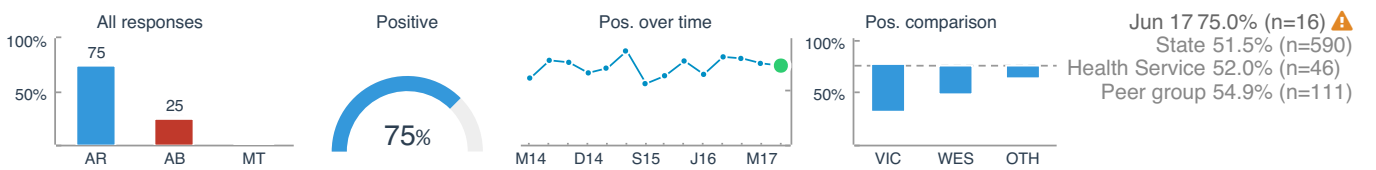
0-7 8-15 62. Overall, how would you rate the care your child received while in the ED? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

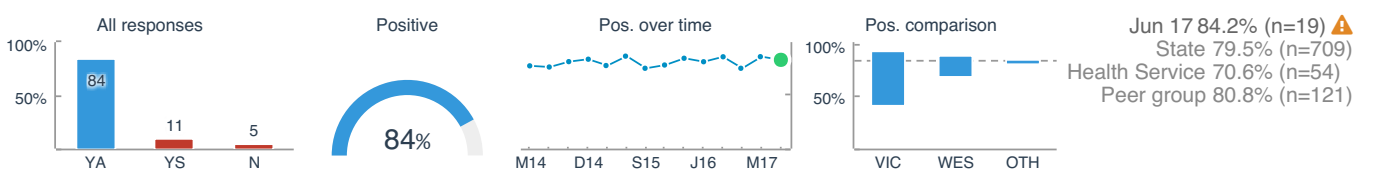
0-7 15. Do you think the amount of time your child spent in the waiting area was... [View data](#)



Answers

AR - About right **AB** - A bit too long **MT** - Much too long

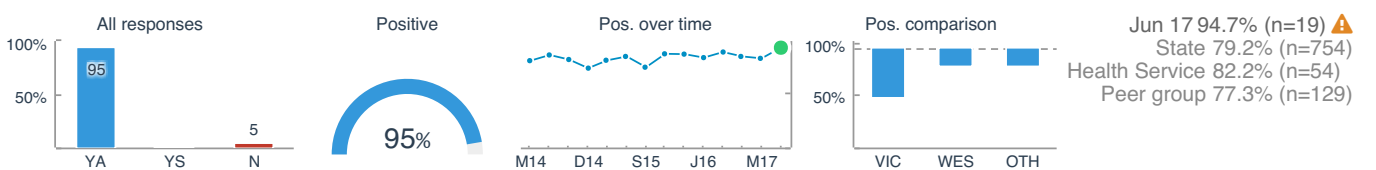
0-7 24. Did you have confidence and trust in the doctors treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

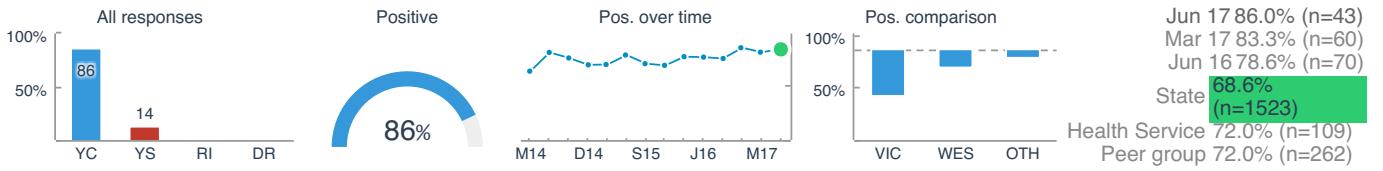
0-7 28. Did you have confidence and trust in the nurses treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

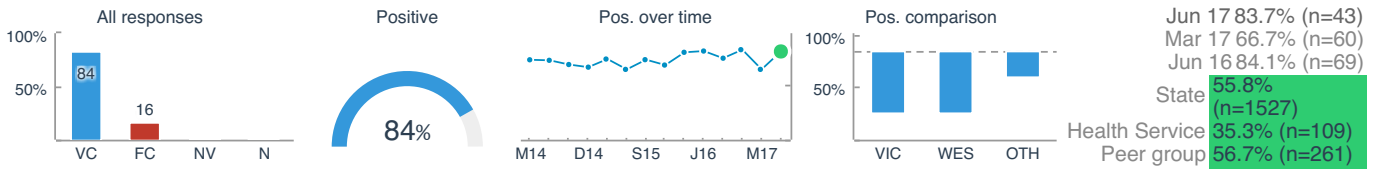
★ 0-7 8-15 38. While in the ED, did you receive sufficient information about your child's condition and treatment? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

★ 0-7 8-15 48. In your opinion, how clean was the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean

Paediatric Emergency - April 2017 - June 2017

Spotlight

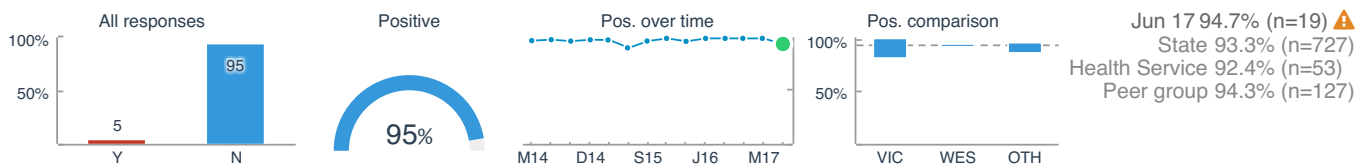
Transitions index paediatric emergency

The transitions index has been developed with the aim of improving the departure process from the emergency department. It incorporates the average of the positive scores for four paediatric emergency questions relating to leaving the emergency department. The index provides an overview of how hospitals, health services, peer groups and the state are performing in this process.



n represents the average n across questions within the Spotlight. [View data »](#)

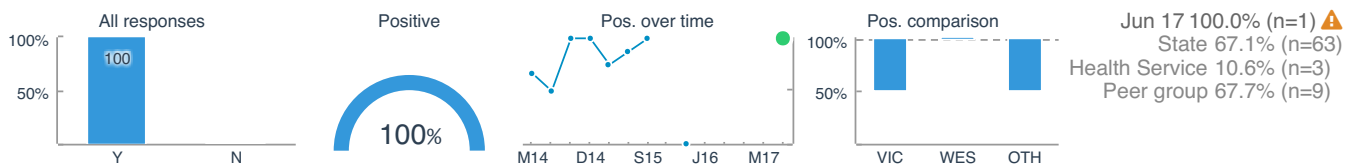
0-7 55. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

Y - Yes N - No

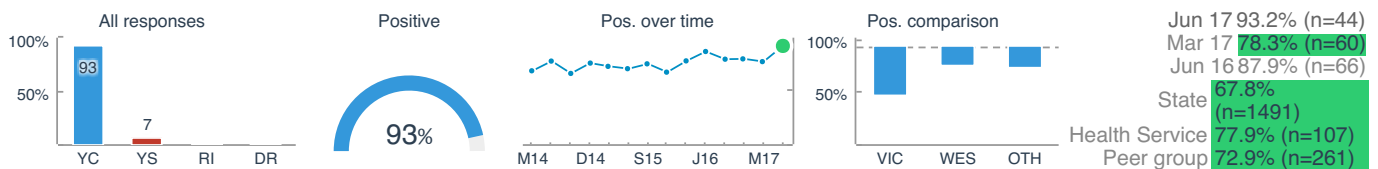
0-7 57. Did a staff member explain the reason for the delay? [View data](#)



Answers

Y - Yes N - No

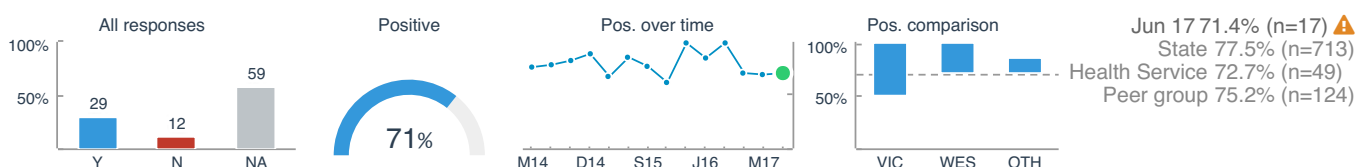
0-7 8-15 59. Before you left hospital, did the doctors and nurses give you sufficient information about managing your child's health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

0-7 60. If follow up with your child's General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that your child received in the ED? [View data](#)



Answers

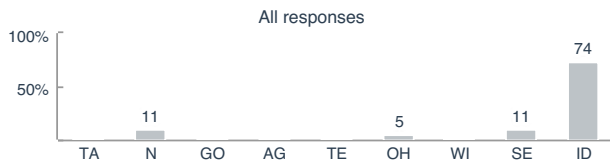
Y - Yes N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Arrival At The Emergency Department

In this section, parents were asked whether their child's hospital stay was planned in advance or an emergency.

0-7 1. Who advised you and your child to go to the Emergency Department (ED)? (if more than one option applies, select the main source of advice)



Answers

TA - The ambulance service **N** - Nurse-on-call **GO** - GP out of hours service **AG** - A GP at a surgery **TE** - The ED by phone
OH - Other health professional **WI** - Website information **SE** - Somebody else **ID** - I decided

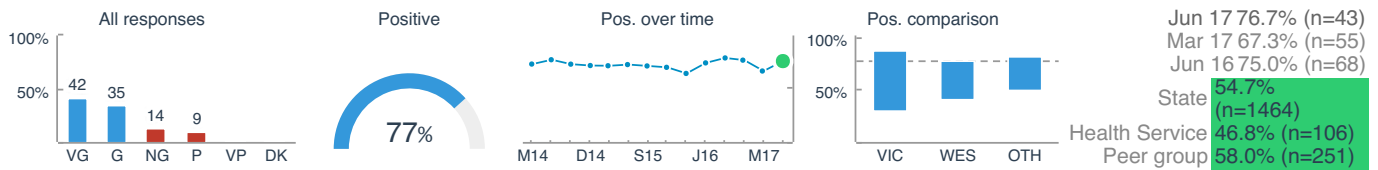
0-7 2. How did you travel to the hospital?



Answers

BC - By car **BA** - By ambulance **BT** - By taxi **OF** - On foot **OP** - On public transport **O** - Other

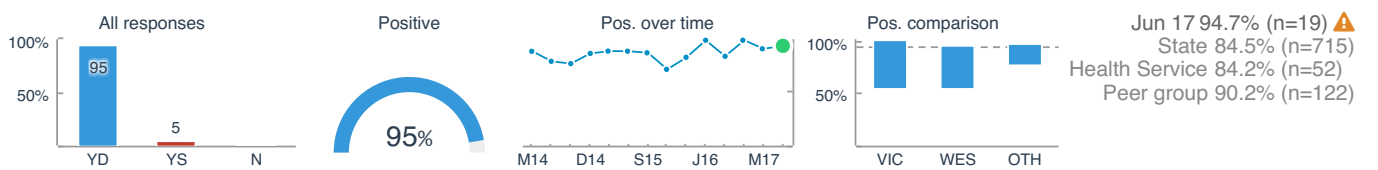
0-7 **8-15** 3. How would you rate the car-parking at the hospital? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **DK** - Don't know

0-7 4. Was the ED easy to find? [View data](#)



Answers

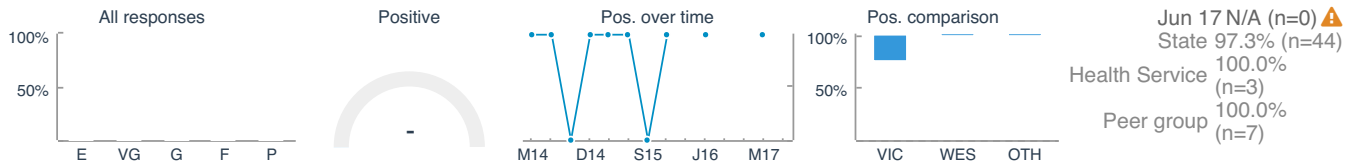
YD - Yes, definitely **YS** - Yes, somewhat **N** - No

Paediatric Emergency - April 2017 - June 2017

Ambulance

In this section, those parents whose children arrived at the ED by ambulance were asked how well the ambulance service and ED staff worked together and how long they waited with the ambulance crew before being handed over to the ED staff. They were also asked what happened after they arrived at the ED.

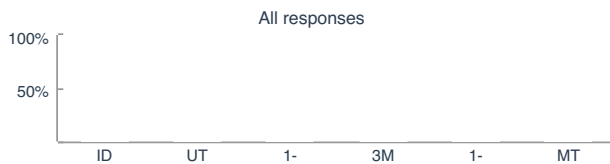
0-7 5. How well do you think the ambulance service and ED staff worked together? [View data](#)



Answers

E - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

0-7 6. Once you arrived at hospital, how long did you wait with the ambulance crew before your child's care was handed over to the ED staff?



Answers

ID - I did not have to wait **UT** - Up to 15 minutes **1-** - 16 - 30 minutes **3M** - 30 minutes - 1 hour **1-** - 1 - 2 hours **MT** - More than 2 hours

0-7 7. What happened after you arrived at the ED?



Answers

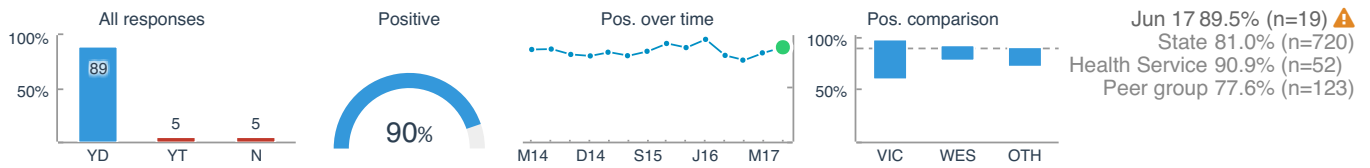
WW - We went to reception **WI** - Waited in waiting area **WS** - Waited somewhere else **WT** - Went to a cubicle or room

Paediatric Emergency - April 2017 - June 2017

Reception

In this section, parents were asked whether it was clear who to talk to when they first arrived at the emergency department. They were also asked to rate the politeness and courtesy of the ED reception staff.

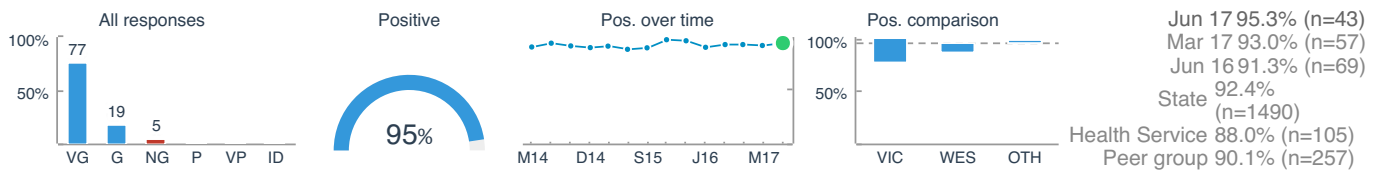
0-7 8. When you first arrived at the ED, was it clear who to talk to? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

0-7 8-15 9. How would you rate the politeness and courtesy of the ED reception staff? [View data](#)



Answers

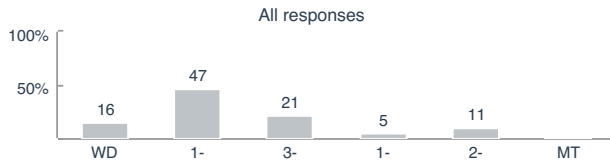
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **ID** - I did not see a receptionist

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Waiting

This section covers parents' experience in the waiting area. It covers length of wait, communication and care while waiting, the cleanliness and comfort of the waiting room, and how long their child waited to be examined after being transferred to a cubical or room.

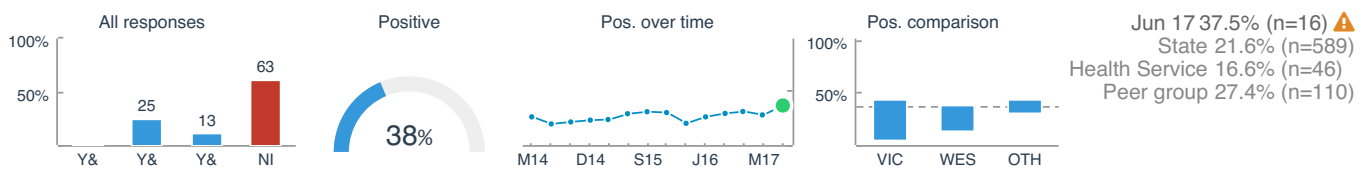
0-7 10. Overall, how long did you spend in the waiting area?



Answers

WD - We did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

0-7 11. Were you told how long your child would have to spend in the waiting area? [View data](#)

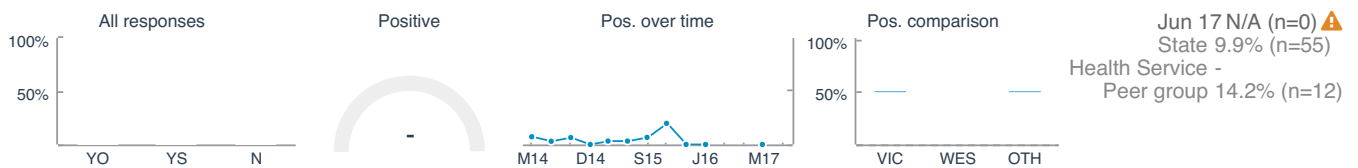


Answers

Y& - Yes & wait was longer **Y&** - Yes & wait was shorter **Y&** - Yes & wait was that long **NI** - No, I was not told

0-7 12. Were you provided with updated information on how long you would have to wait in the waiting area? [View data](#)

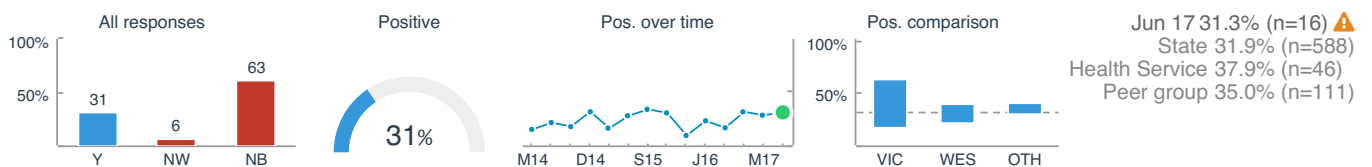
[View data](#)



Answers

YO - Yes, often **YS** - Yes, sometimes **N** - No

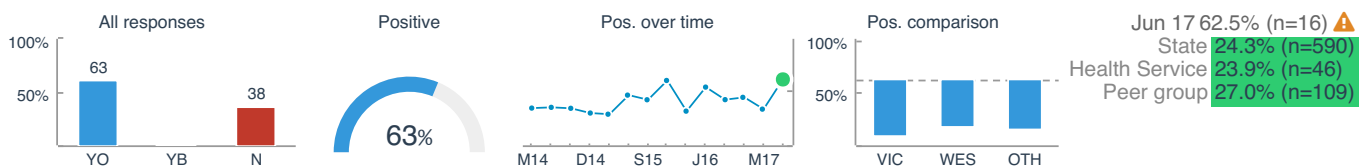
0-7 13. Were you told why your child would have to wait? [View data](#)



Answers

Y - Yes **NW** - No, would have liked **NB** - No, but I did not mind

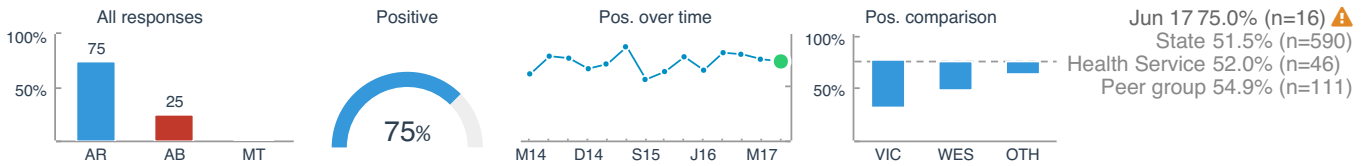
0-7 14. While you were waiting, did ED staff check on your child's condition? [View data](#)



Answers

YO - Yes, often enough **YB** - Yes, but not enough **N** - No

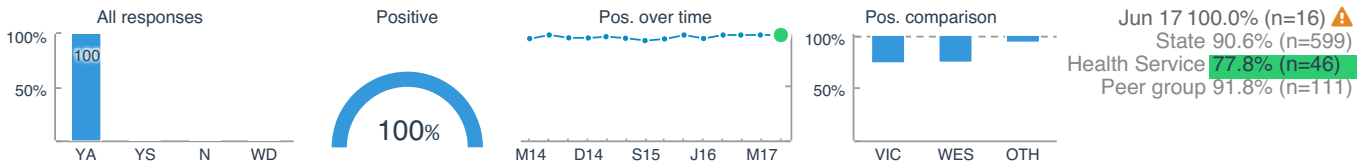
★ 0-7 15. Do you think the amount of time your child spent in the waiting area was... [View data](#)



Answers

AR - About right AB - A bit too long MT - Much too long

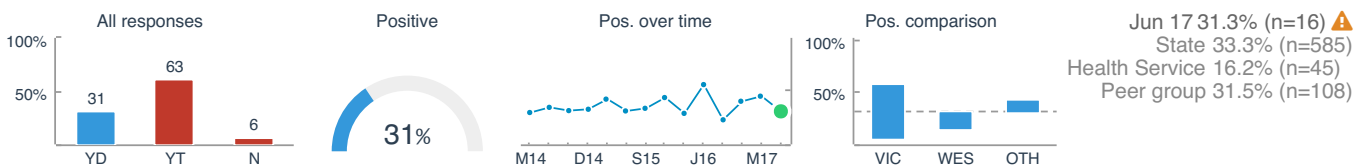
0-7 16. Were you and your child able to find a place to sit in the waiting area? [View data](#)



Answers

YA - All / most of the time YS - Yes, some of the time N - No WD - We did not want this

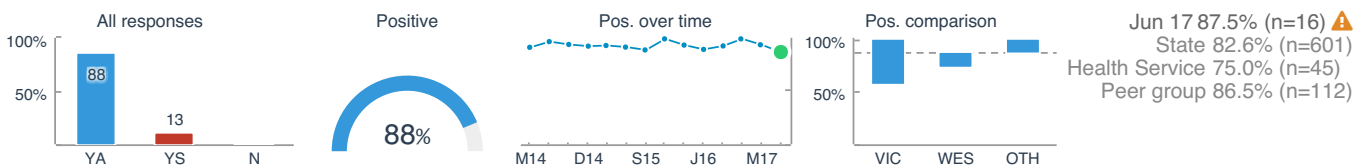
0-7 17. Were the seats in the waiting area comfortable? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

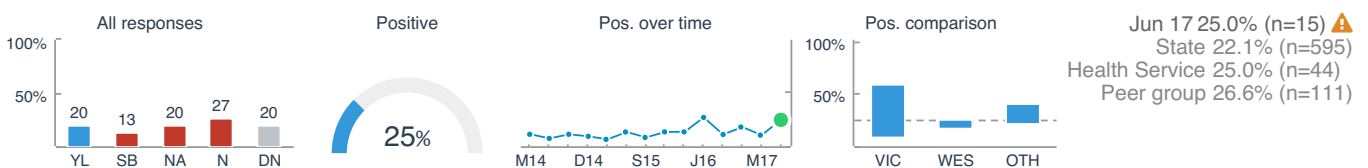
0-7 18. While you were waiting in the ED, did you and your child feel safe? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

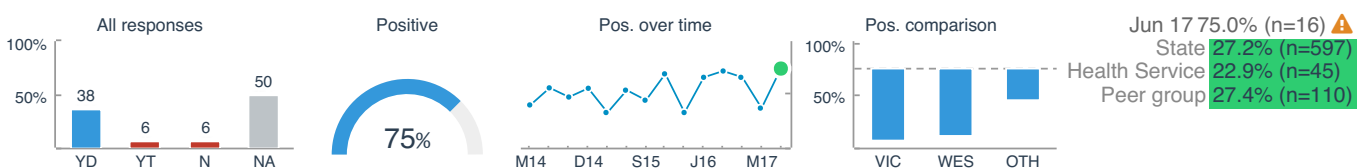
0-7 19. Was there enough for your child to do when waiting to be seen? [View data](#)



Answers

YL - Yes, lots to do SB - Some, but not enough NA - Not age / health appropriate N - No DN - Did not want / need this

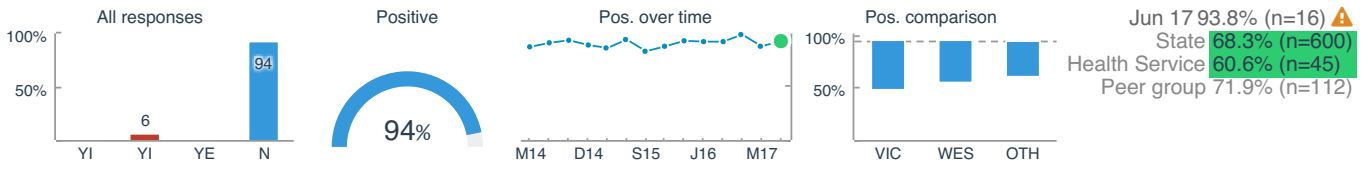
0-7 20. Was your child looked after while you waited (with pain medicine, blankets, sick bowls or anything else that was needed)? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

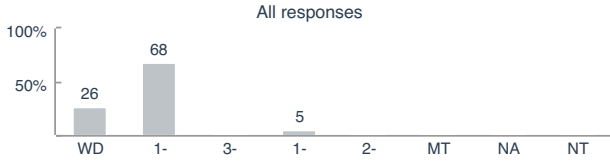
0-7 21. At any point, did you feel worried that staff in the ED had forgotten about your child? (Please select all that apply) [View data](#)



Answers

YI - Yes, in the waiting area **YI** - Yes, in a cubicle / room **YE** - Yes, elsewhere **N** - No

0-7 22. Once your child had been transferred to a cubicle or room, how long did he/she wait to be examined?



Answers

WD - We did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours
NA - Not applicable **NT** - Never transferred

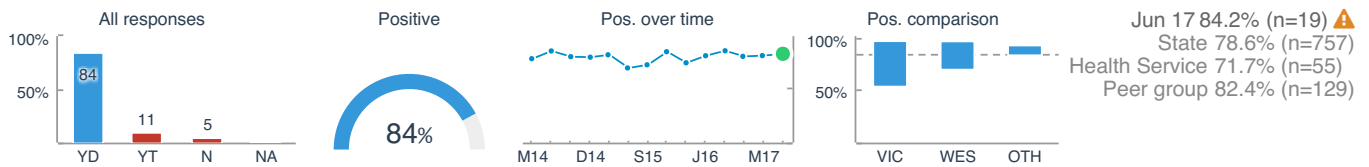
Paediatric Emergency - April 2017 - June 2017

Your Child's Doctors

This section covers the care provided specifically by doctors. Patients were asked whether they had enough time to discuss their child's health with a doctor in the ED, whether they had confidence and trust in the doctors treating their child, whether the doctors were compassionate, and to rate the care and treatment received from doctors overall.

0-7 23. Did you have enough time to discuss your child's health or medical problem with a doctor in the ED? [View data](#)

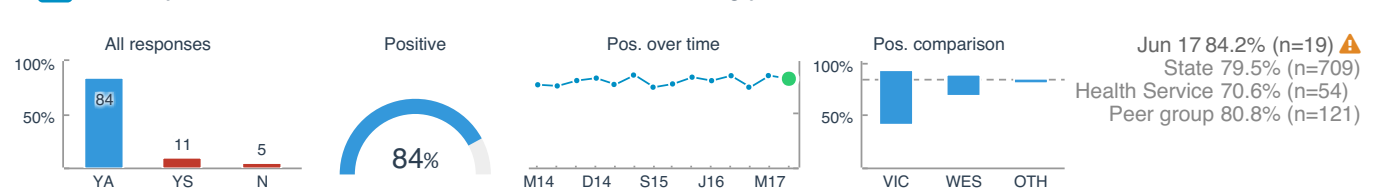
[View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

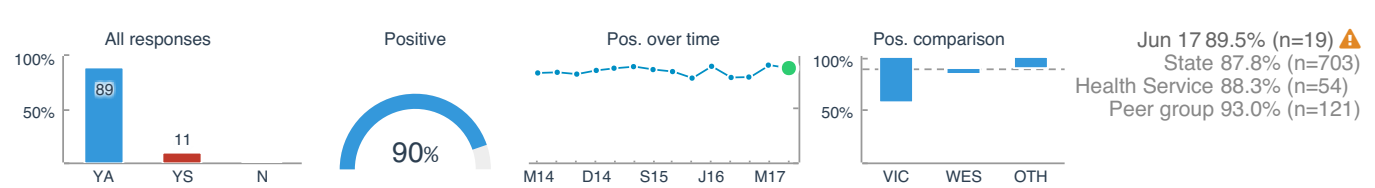
★ **0-7** 24. Did you have confidence and trust in the doctors treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

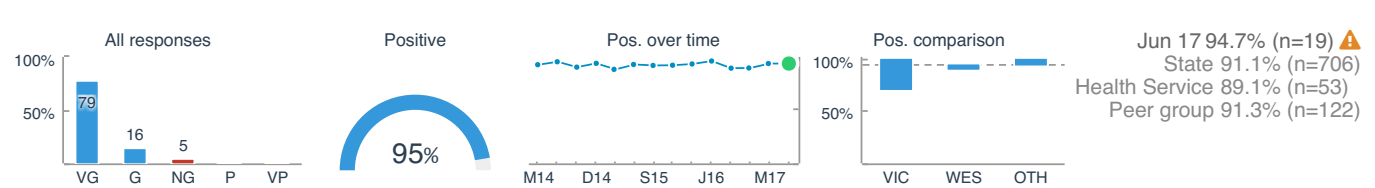
0-7 25. Were the doctors treating your child compassionate? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

0-7 26. Overall, how would you rate the care and treatment your child received from his/her doctors? [View data](#)



Answers

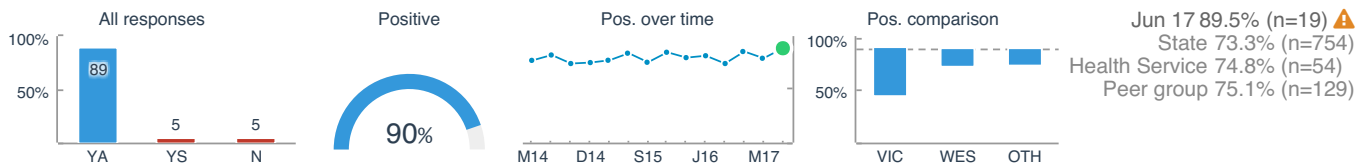
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Paediatric Emergency - April 2017 - June 2017

Your Child's Nurses

This section covers the care provided specifically by nurses. Parents were asked to rate the nurses' knowledge of their child's condition and treatment, their confidence and trust in the nurses, whether or not the nurses were compassionate and the overall care and treatment received.

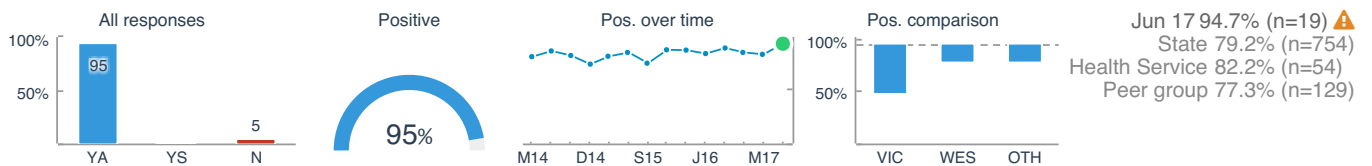
0-7 27. In your opinion, did the nurses who treated your child in the ED know enough about his/her condition and treatment? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

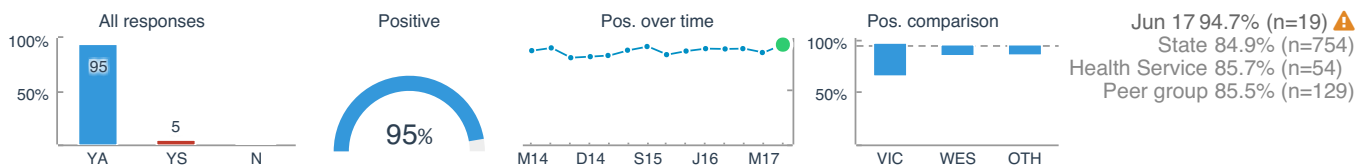
★ **0-7** 28. Did you have confidence and trust in the nurses treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

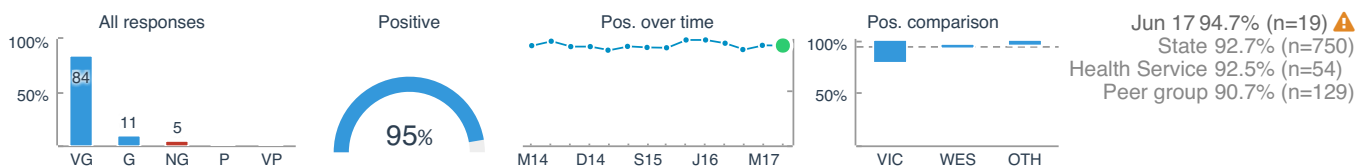
0-7 29. Were the nurses treating your child compassionate? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

0-7 30. Overall, how would you rate the care and treatment your child received from his/her nurses? [View data](#)



Answers

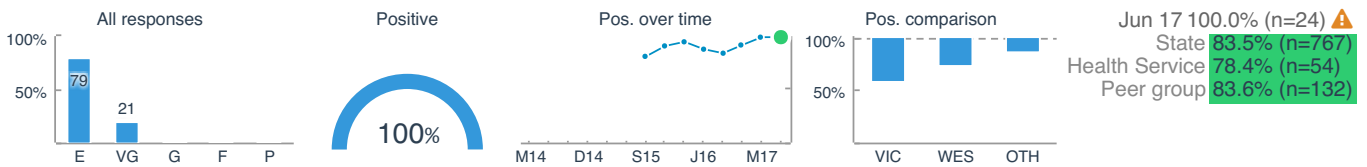
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Paediatric Emergency - April 2017 - June 2017

Your Child's Care And Treatment

This section covers care provided by all health professionals to patients during their ED visit. Parents were asked whether there were enough doctors and nurses on duty to take care of their child in the ED and whether staff introduced themselves and explained things in a way they and their child could understand. Questions also covered hand washing, the consistency and sufficiency of information, the availability of staff, emotional support and pain management.

8-15 9. How would you rate how well the doctors and nurses worked together? [View data](#)

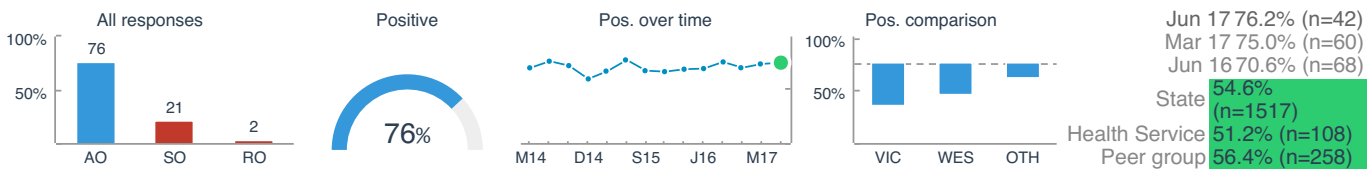


Answers

E - Excellent **VG** - Very Good **G** - Good **F** - Fair **P** - Poor

0-7 8-15 31. In your opinion, were there enough nurses and doctors on duty to care for your child in the ED? [View data](#)

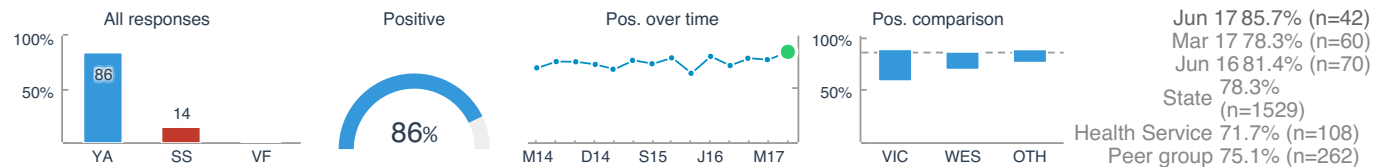
[View data](#)



Answers

AO - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

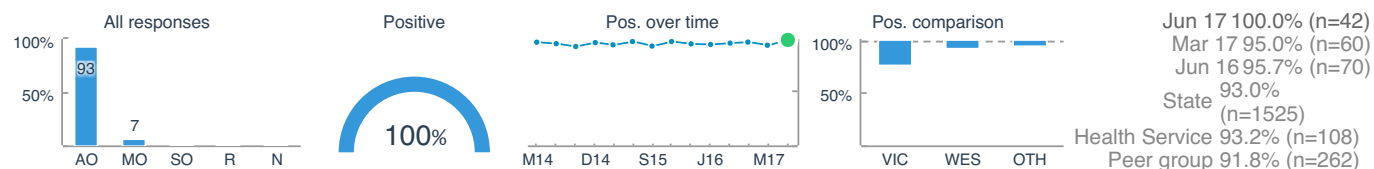
0-7 8-15 32. Did the staff treating and examining your child introduce themselves and their role to you and your child? [View data](#)



Answers

YA - Yes, all staff **SS** - Some staff **VF** - Very few / none

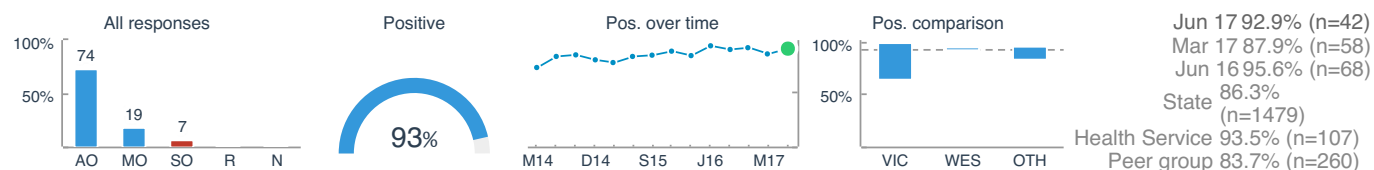
0-7 8-15 33. How often did the doctors, nurses and other healthcare professionals caring for your child explain things in a way you could understand? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

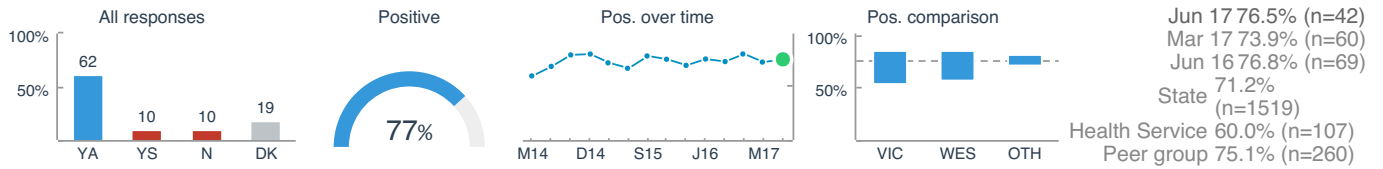
0-7 8-15 34. How often did doctors, nurses and other healthcare professionals explain things to your child in a way that was appropriate for him/her? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

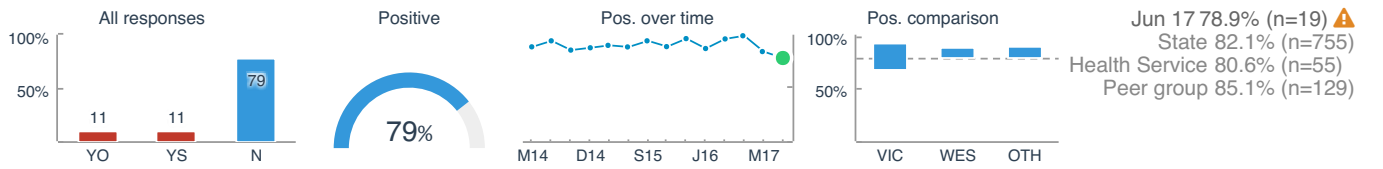
0-7 8-15 35. Did you see ED staff wash their hands, use hand gel to clean their hands, or put on clean gloves before examining your child? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No DK - Don't know

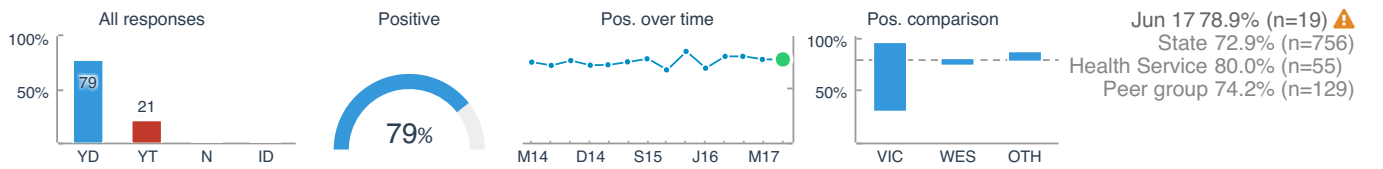
0-7 36. Sometimes in a hospital, a member of staff will say one thing about your child's care and another will say something quite different. Did this happen to you? [View data](#)



Answers

YO - Yes, often YS - Yes, sometimes N - No

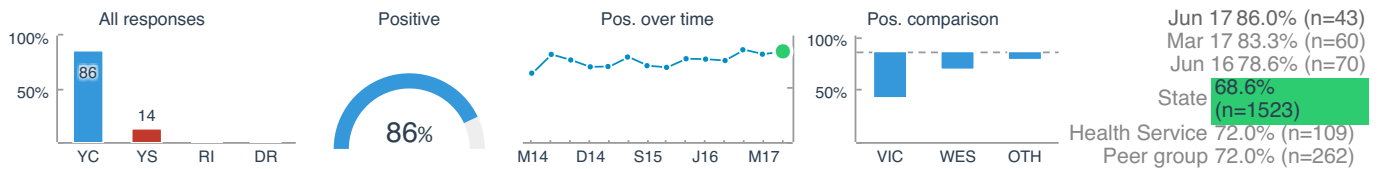
0-7 37. Were you involved (as much as you wanted to be) in decisions about your child's care and treatment? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't want this

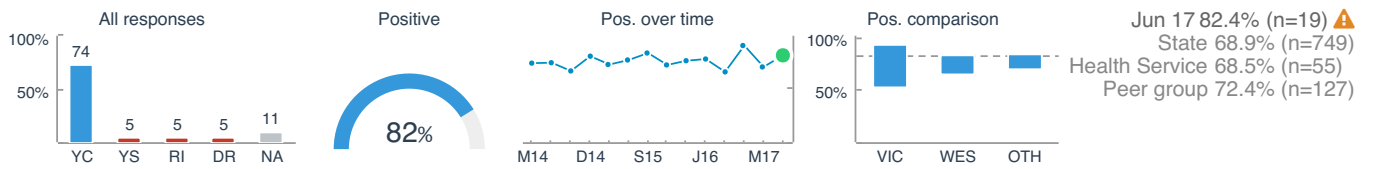
★ 0-7 8-15 38. While in the ED, did you receive sufficient information about your child's condition and treatment? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

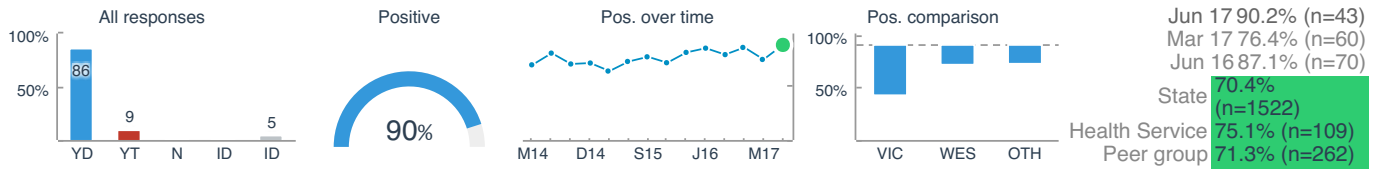
0-7 39. Did you receive sufficient information about any medication your child was given while in the ED (e.g. purpose, side effects and how to administer the medication)? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info NA - Not applicable

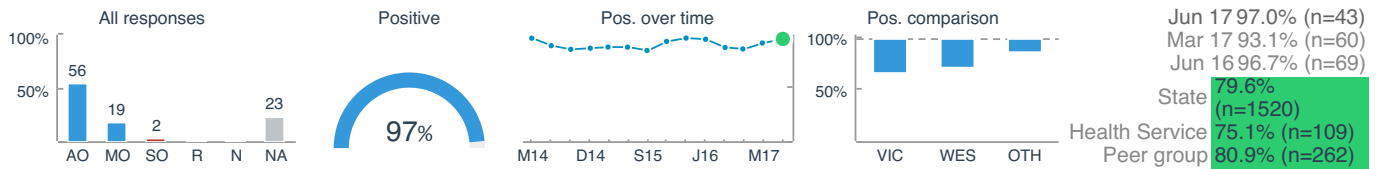
0-7 8-15 40. If you had any questions or worries about your child's condition or treatment did a health professional discuss them with you? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't raise them ID - I didn't have any

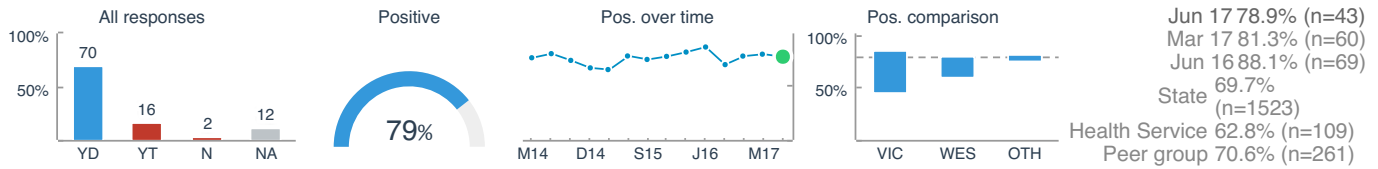
0-7 8-15 41. If your child needed assistance, were you able to get a member of staff to help him/her within a reasonable time? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never NA - Not applicable

0-7 8-15 42. Do you think the ED staff did everything they could to help manage your child's pain? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Tests

In this section, parents were asked whether their child had any tests while in the ED. Those whose child received tests were asked whether staff explained what the test would involve and the results in a manner that the parent and patient could understand.

0-7 43. Did your child have any tests (such as x-rays, scans or blood tests) in the ED?

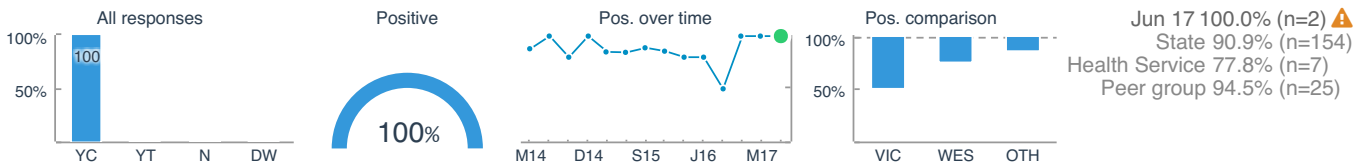


Answers

Y - Yes **N** - No

0-7 44. Did a member of hospital staff explain what would be done in a way that you could understand? [View data](#)

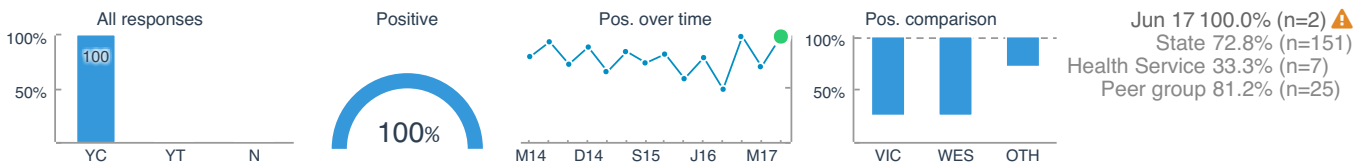
data



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **DW** - Didn't want explanation

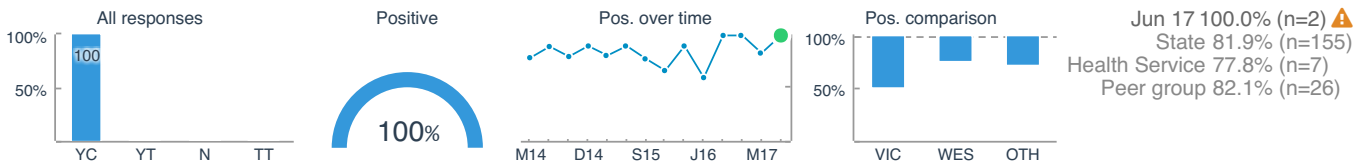
0-7 45. Before the test did a member of hospital staff explain what would be done in a way that was appropriate for your child? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No

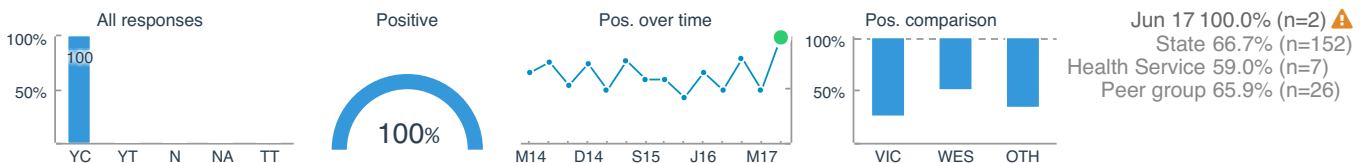
0-7 46. Were you told the results of the test in a way you could understand? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **TT** - Told the results later

0-7 47. Was your child told the results of the test in a way that was appropriate for him/her? [View data](#)



Answers

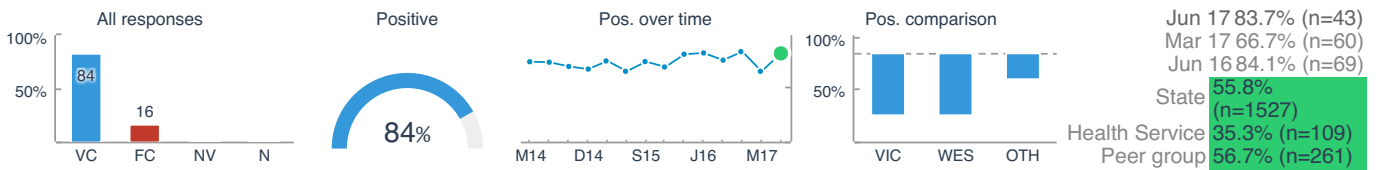
YC - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable **TT** - Told the results later

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Hospital Environment And Facilities

This section explored the physical environment of the ED. Patients were asked about the cleanliness of the ED and toilets, hand washing, safety and access to food and drinks.

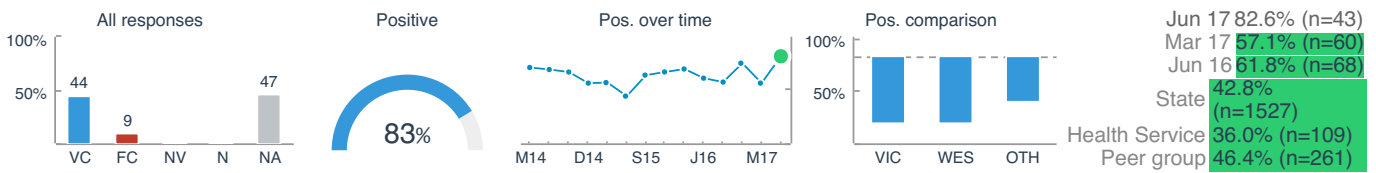
★ 0-7 8-15 48. In your opinion, how clean was the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean

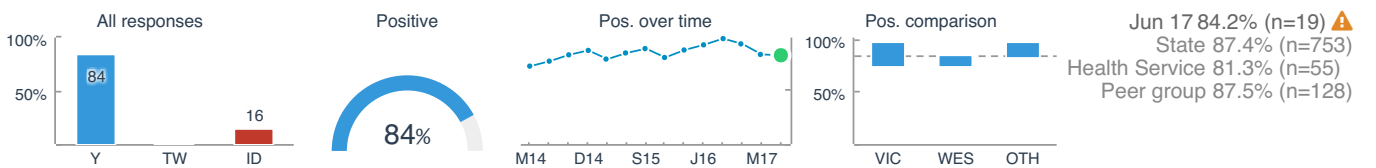
0-7 8-15 49. How clean were the toilets in the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean NA - Not applicable

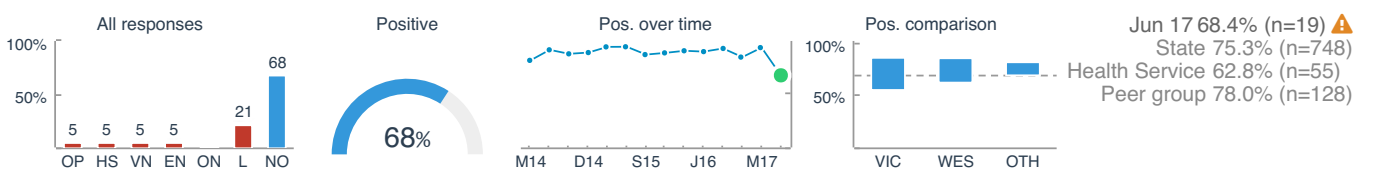
0-7 50. Were hand-wash gels available for patients and visitors to use? [View data](#)



Answers

Y - Yes TW - They were empty ID - I did not see any

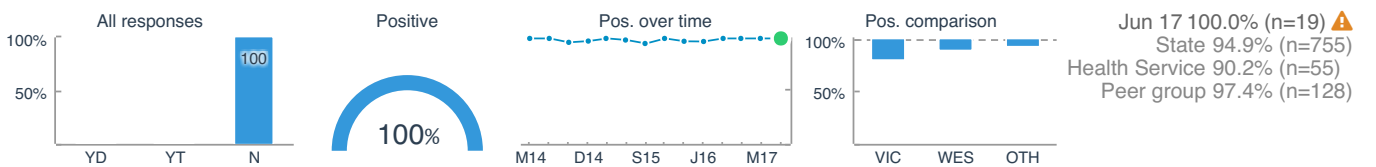
0-7 51. During your child's visit to the ED, was he/she ever bothered by any of the following? (Please select all that apply) [View data](#)



Answers

OP - Other patients' noise HS - Hospital staff noise VN - Visitors' noise EN - Equipment noise ON - Other noise L - Lighting NO - None of the above

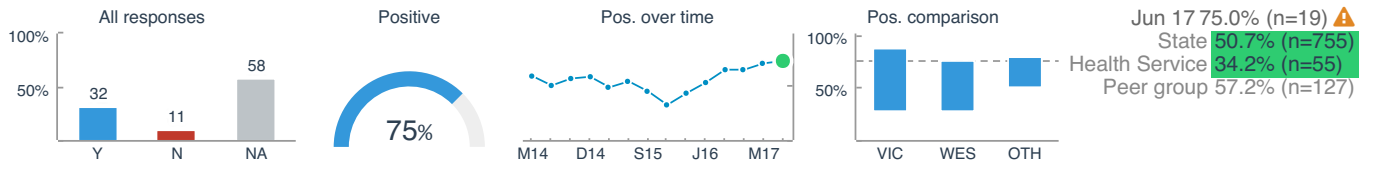
0-7 52. While you were in the ED, did you or your child feel threatened by other patients or visitors? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

0-7 53. Were you and your child able to access suitable food and drinks when you were in the ED, if you wanted to? [View data](#)



Answers

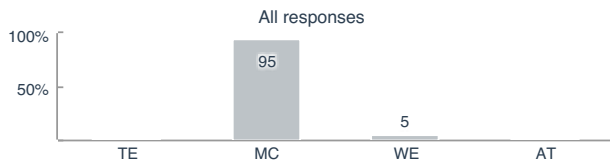
Y - Yes N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Leaving The Emergency Department

In this section, parents were asked what happened at the end of their child's ED visit, the length and reason for any delays in leaving, and whether they received sufficient information prior to leaving.

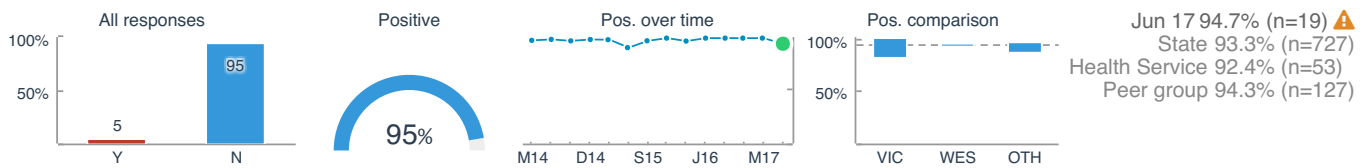
0-7 54. What happened at the end of your child's visit to the ED?



Answers

TE - Transferred elsewhere **MC** - My child went home **WE** - Went elsewhere **AT** - Admitted to a ward

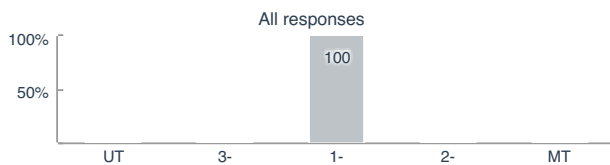
0-7 55. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

Y - Yes **N** - No

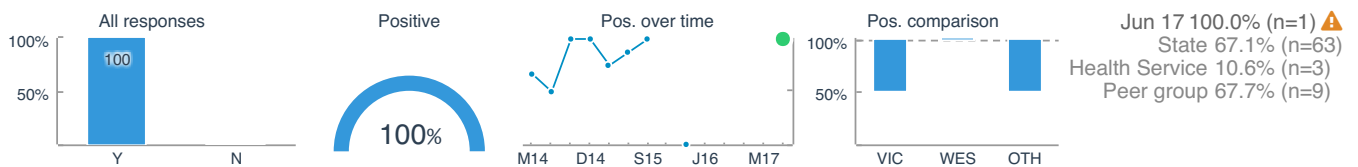
0-7 56. How long was the delay in leaving the ED?



Answers

UT - Up to 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

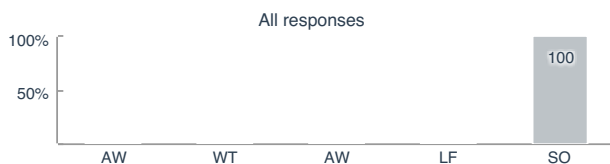
0-7 57. Did a staff member explain the reason for the delay? [View data](#)



Answers

Y - Yes **N** - No

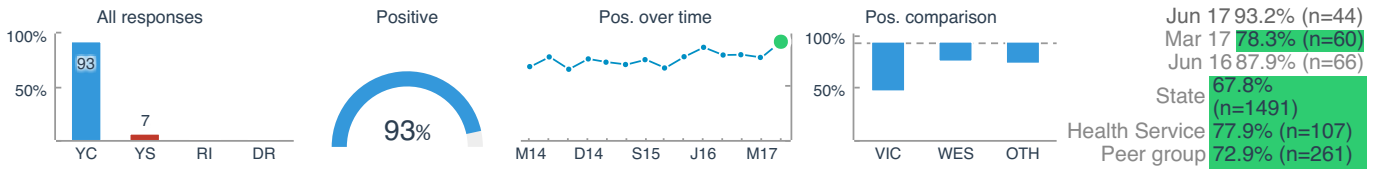
0-7 58. What was the reason or reasons for the delay? (Please select all that apply)



Answers

AW - A wait for medicines **WT** - Wait to see the doctor **AW** - A wait for transport **LF** - Letter for GP **SO** - Some other reason

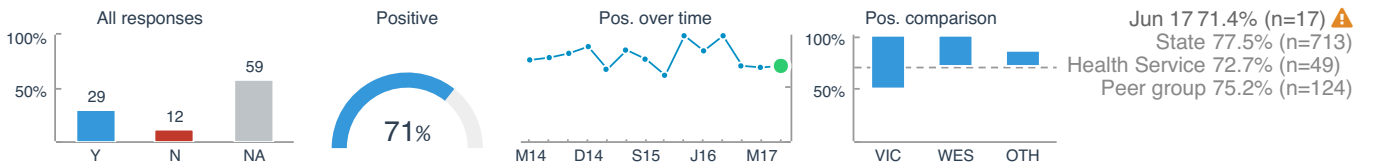
0-7 8-15 59. Before you left hospital, did the doctors and nurses give you sufficient information about managing your child's health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

0-7 60. If follow up with your child's General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that your child received in the ED? [View data](#)



Answers

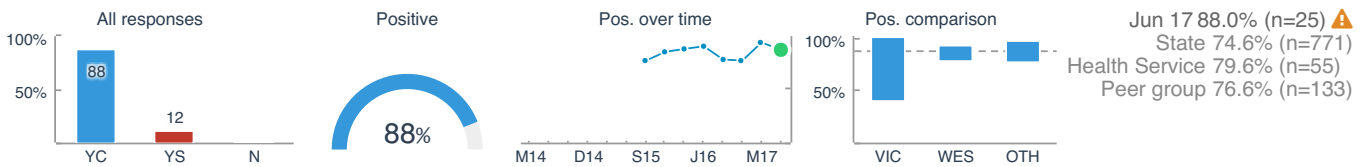
Y - Yes N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Overall

This section covers parents' overall feelings about their child's experience, including whether they and their child were treated with respect and dignity and listened to and understood by hospital staff. Parents were also asked to rate the care they received overall, and whether they or their child were treated unfairly for any reason.

8-15 17. Do you think your visit to the Emergency Department was beneficial to the health of your child? [View data](#)

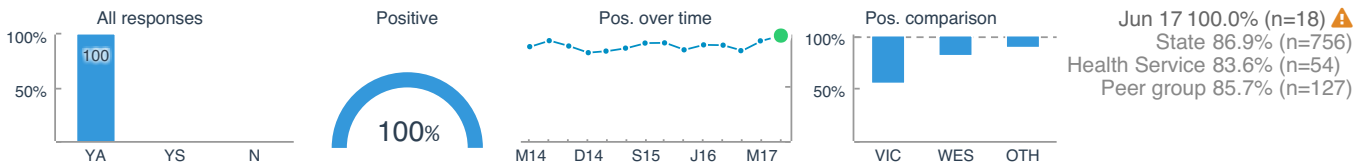


Answers

YC - Yes, completely **YS** - Yes, somewhat **N** - No

0-7 61. Overall, do you feel you and your child were treated with respect and dignity while you were in the ED? [View data](#)

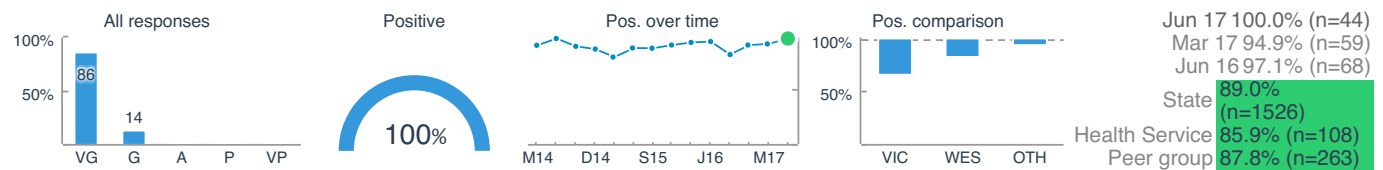
[View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

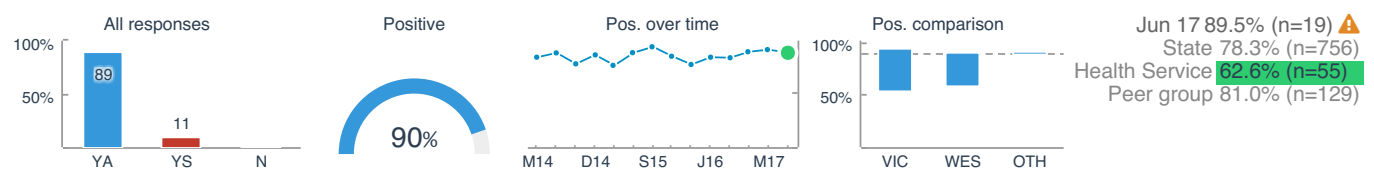
0-7 **8-15** 62. Overall, how would you rate the care your child received while in the ED? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

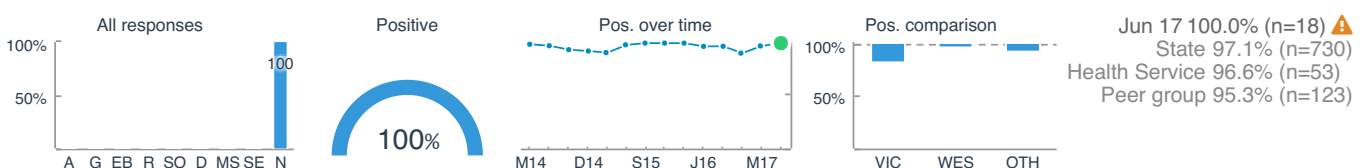
0-7 63. Do you feel that you and your child were listened to and understood by the people looking after your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

0-7 64. During your visit to the ED, do you feel that you or your child were treated unfairly for any of the reasons below? (Please select all that apply) [View data](#)



Answers

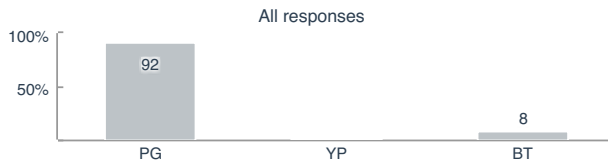
A - Age **G** - Gender **EB** - Ethnic background **R** - Religion **SO** - Sexual orientation **D** - Disability **MS** - Marital status **SE** - Something else **N** - No

Paediatric Emergency - April 2017 - June 2017

About Your Child

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Parents were also asked a number of questions about their child's health, including how often in the last twelve months they had visited the ED and any long standing medical conditions they have.

8-15 25. Who was the main person who answered the questions in this section (section 1 - the parent section) of the questionnaire?



Answers

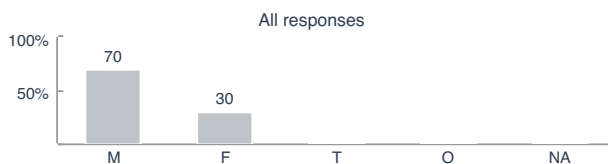
PG - Parent/guardian **YP** - The young patient **BT** - Both together

0-7 **8-15** 65. Average age of patient

The average age of the patient was

9

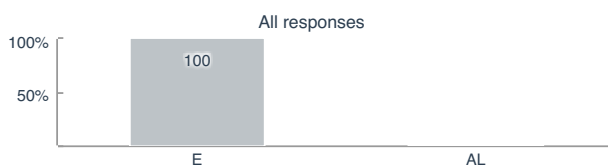
0-7 **8-15** 66. What is your child's gender?



Answers

M - Male **F** - Female **T** - Transgender **O** - Other **NA** - Would prefer not to say

0-7 **8-15** 67. Which language does your child mainly speak at home?



Answers

E - English **AL** - A language other than English

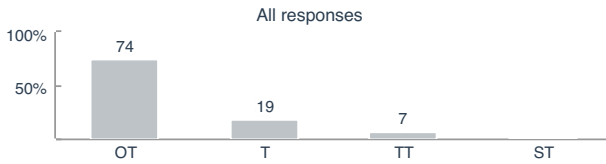
0-7 **8-15** 68. Is your child of Aboriginal origin, Torres Strait Islander origin, or both?



Answers

YA - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

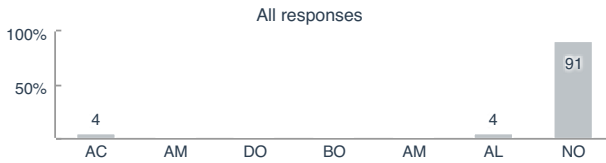
0-7 8-15 69. How many times in the last 12 months has your child been in the ED of this hospital?



Answers

OT - One time only **T** - Twice **TT** - Three to five times **ST** - Six times or more

0-7 8-15 70. Which, if any, of the following long-standing conditions does your child have? (Please select all that apply)



Answers

AC - A chronic illness **AM** - A mobility impairment **DO** - Deafness or hearing impairment **BO** - Blindness or vision impairment
AM - A mental health condition **AL** - A learning disability **NO** - None of these

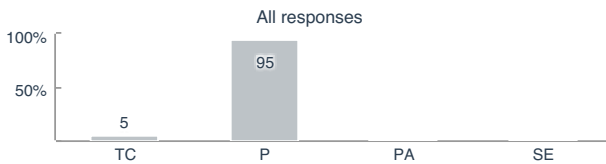
0-7 8-15 71. In general, how would you rate your child's health?



Answers

E - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

0-7 72. Who completed this questionnaire?



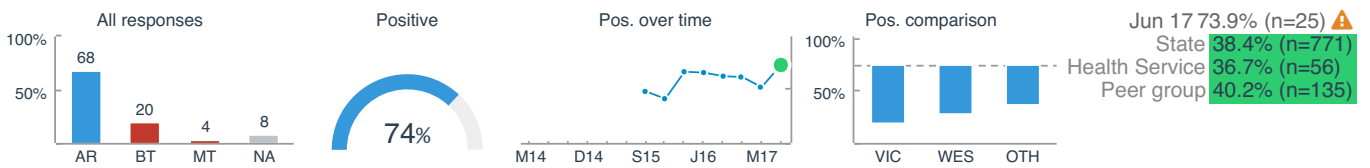
Answers

TC - The child **P** - Parent / carer **PA** - Patient and parent / carer **SE** - Someone else

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The Child's Opinion: Arrival And Waiting

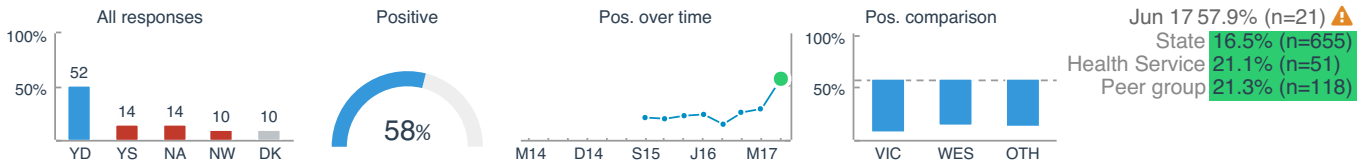
8-15 26. Do you think the amount of time you spent in the waiting area was...? [View data](#)



Answers

AR - About right BT - A bit too long MT - Much too long NA - N/A

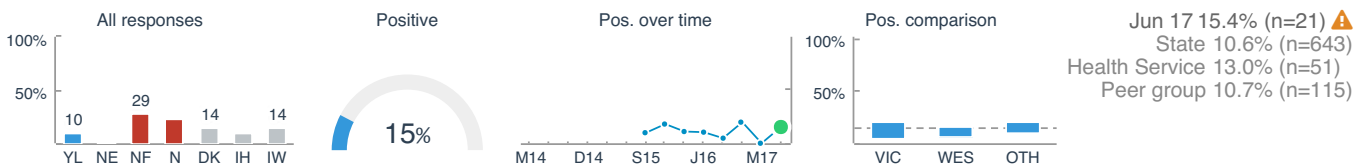
8-15 27. While you were waiting, did hospital staff tell you what was happening? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of NA - This was not needed NW - No & I would like this DK - Don't know

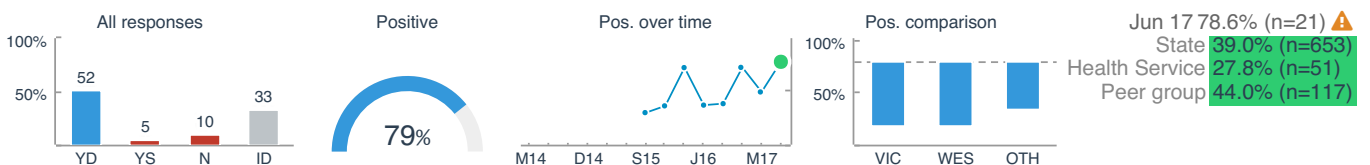
8-15 28. Did the hospital provide enough for you to do when you were waiting to be seen (such as toys, games and books)? [View data](#)



Answers

YL - Yes, lots to do NE - Not enough NF - Not for my age group N - No DK - Don't know IH - I had my own things IW - I was not well

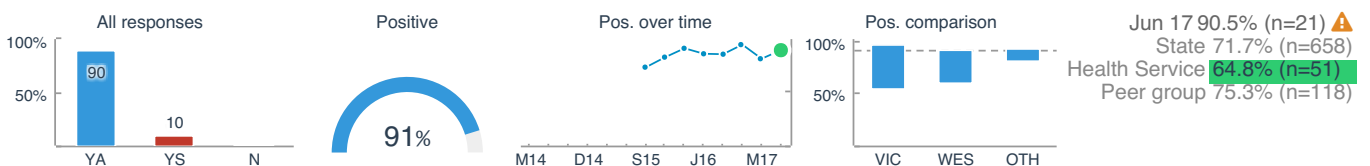
8-15 29. Were you looked after while you waited in the Emergency Department (with pain medicine, blankets, sick bowls or anything else you needed)? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No ID - I did not need anything

8-15 30. While you were waiting in the Emergency Department, did you feel safe? [View data](#)



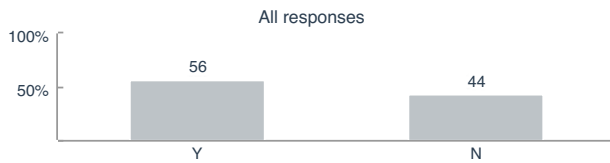
Answers

YA - Yes, always YS - Yes, sort of N - No

Paediatric Emergency - April 2017 - June 2017

The Child's Opinion: Tests

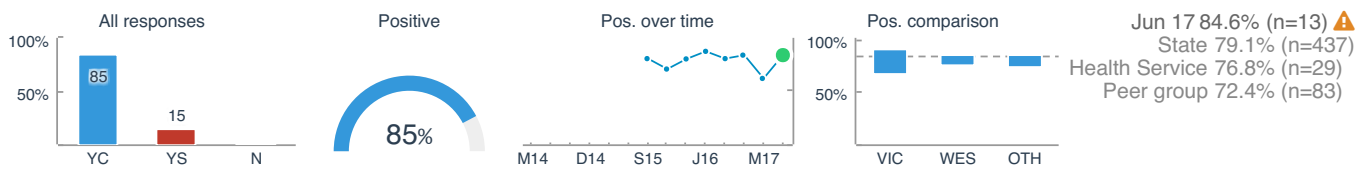
8-15 38. Did you have any tests (such as x-rays, scans or blood tests) in the Emergency Department?



Answers

Y - Yes N - No

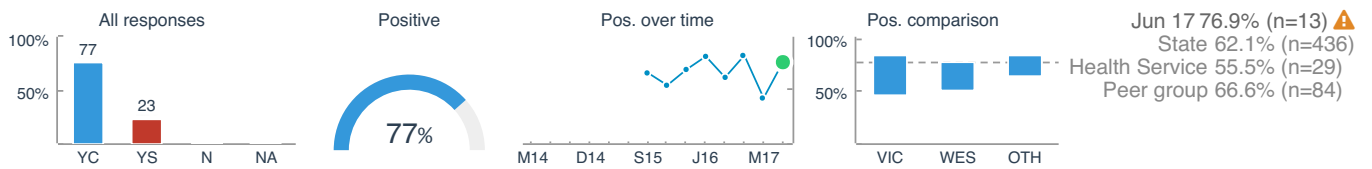
8-15 39. Before the test, did someone tell you what was going to happen in a way you could understand? [View data](#)



Answers

YC - Yes, completely YS - Yes, sort of N - No

8-15 40. Were you told the results of the test in a way you could understand? [View data](#)



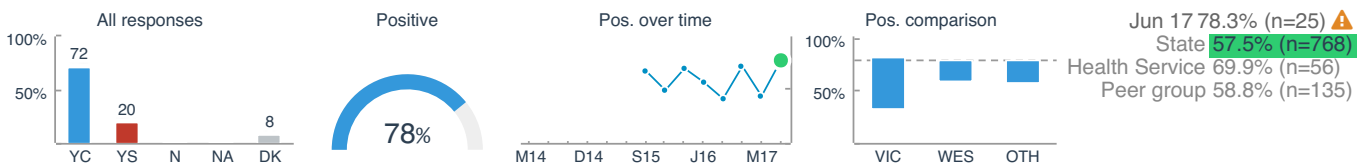
Answers

YC - Yes, completely YS - Yes, sort of N - No NA - N/A

Paediatric Emergency - April 2017 - June 2017

The Child's Opinion: Your Care

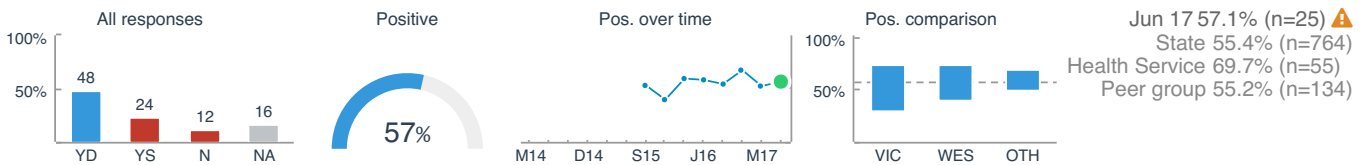
8-15 31. Did hospital staff caring for you explain things in a way you could understand? [View data](#)



Answers

YC - Yes, completely YS - Yes, sort of N - No NA - N/A DK - Don't know

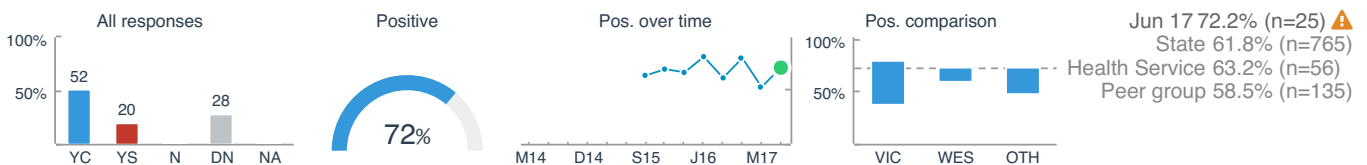
8-15 32. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No NA - NA

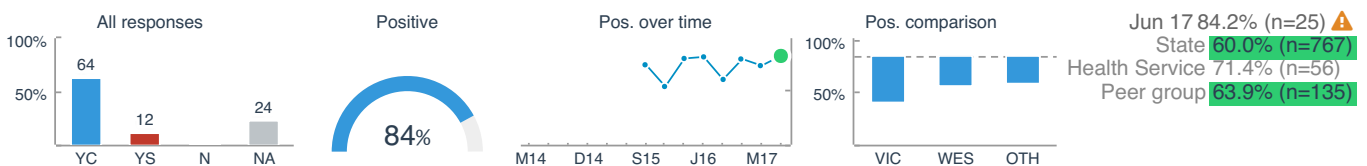
8-15 33. If you had any questions or worries, did a doctor or nurse talk with you about them? [View data](#)



Answers

YC - Yes, completely YS - Yes, sort of N - No DN - Did not have questions NA - Didn't feel comfortable discussing

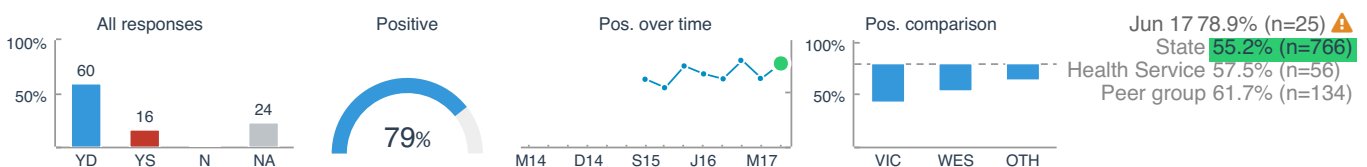
8-15 34. Did doctors and nurses do everything they could to calm and comfort you? [View data](#)



Answers

YC - Yes, completely YS - Yes, sort of N - No NA - This was not needed

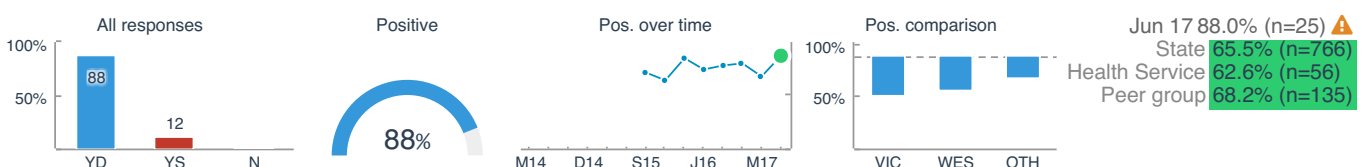
8-15 35. Did doctors and nurses do everything they could to help with your pain? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No NA - N/A

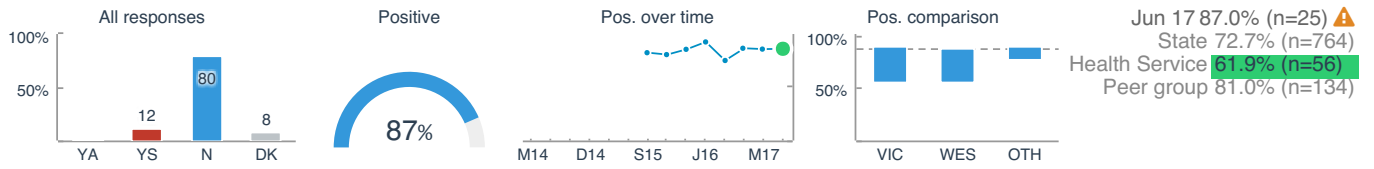
8-15 36. Were you given enough privacy while in the Emergency Department? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No

8-15 37. Were you ever told different things by different people, which left you feeling confused? [View data](#)



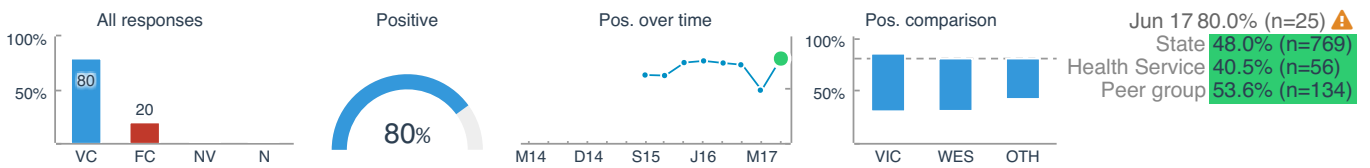
Answers

YA - Yes, a lot **YS** - Yes, sometimes **N** - No, never **DK** - Don't know

Paediatric Emergency - April 2017 - June 2017

The Child's Opinion: Overall

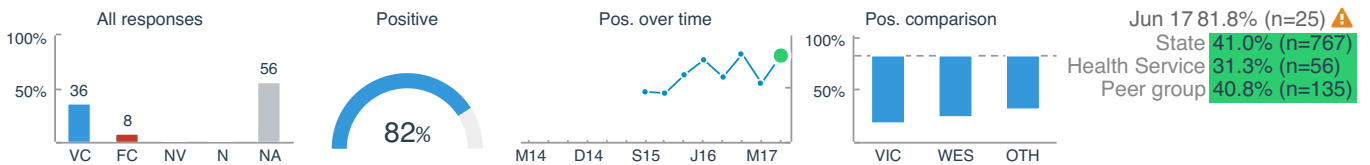
8-15 41. Overall, how clean was the Emergency Department? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean

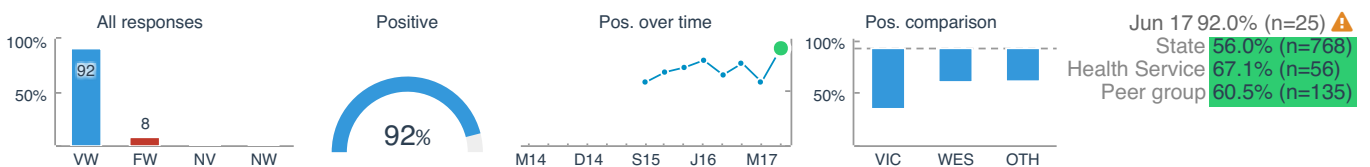
8-15 42. How clean were the toilets in the Emergency Department? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean NA - N/A

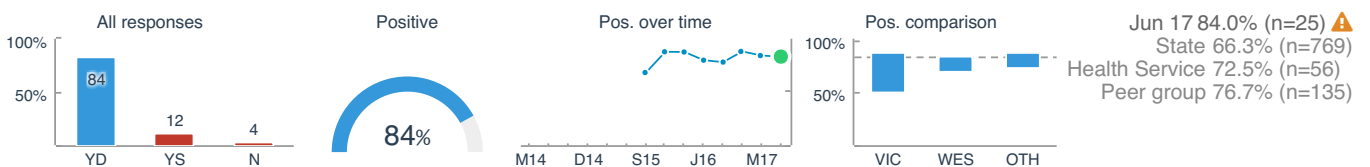
8-15 43. Overall, how well do you think you were looked after by staff during your visit to the Emergency Department? [View data](#)



Answers

VW - Very well FW - Fairly well NV - Not very well NW - Not at all well

8-15 44. Do you think your visit to the Emergency Department helped you with your health problem? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No

8-15 45. Who was the main person who answered the questions in this section (section 2 - the child's section) of the questionnaire?



Answers

YP - The young patient PG - The parent/guardian BT - Both together

Paediatric Emergency - April 2017 - June 2017

Other Comments

This section allowed the parents to suggest ways that they felt the hospital could improve their care and services and to list the best and worst things about their child's visit to the ED.

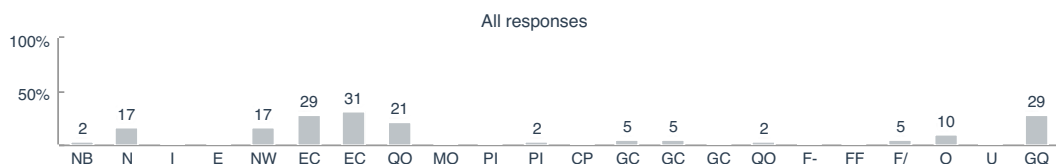
0-7 8-15 73. What could the hospital do to improve the care and services it provides to better meet the needs of patients?



Answers

NT - Nothing **N** - None **I** - Incomprehensible **IN** - Staff numbers **IE** - Emotional / interpersonal care of patient
IE - Emotional / interpersonal care of parents **IM** - Medical treatment **IH** - Handwashing **IC** - Care while waiting **IF** - Follow-up **IP** - Patient safety
IP - Privacy **IC** - Communication while waiting **IC** - Communication between staff and patient **IC** - Communication between staff and parents
IC - Communication / collaboration between staff members **RW** - Wait times **PM** - Sufficient information **IC** - Cleanliness **IF** - Facilities
IF - Facilities for parents **RN** - Reduce noise **IC** - Car parking **PA** - Access to food / drink **IF** - Facilities for parents
BE - Better / more entertainment / education for children **O** - Other **U** - Unclear **GQ** - Staff quality

0-7 8-15 74. What were the best things about your child's visit to the ED?



Answers

NB - Nothing **N** - None **I** - Incomprehensible **E** - Everything **NW** - Wait times **EC** - Emotional / interpersonal care of patient
EC - Emotional / interpersonal care of parents **QO** - Medical treatment **MO** - Medical outcome **PI** - Patient involvement in care
PI - Parent involvement in care **CP** - Care / treatment provided by paramedics **GC** - Communication between staff and patient
GC - Communication between staff and parents **GC** - Communication / collaboration between staff members **QO** - Quality of information
F- - Facilities - general **FF** - Facilities for parents **F/** - Facilities / entertainment / education for children **O** - Other **U** - Unclear **GQ** - Staff quality

0-7 8-15 75. What were the worst things about your child's visit to the ED?



Answers

N - None **NW** - Nothing **I** - Incomprehensible **CB** - Child Being unwell / in hospital **NE** - Not enough staff **PM** - Medical treatment
PE - Emotional / interpersonal care of patient **PE** - Emotional / interpersonal care of parents **PC** - Care while waiting **PF** - Follow-up
PH - Handwashing **LO** - Lack of patient involvement in care **LO** - Lack of parent / carer involvement in care **LO** - Lack of follow-up
LO - Lack of privacy **FU** - Felt unsafe **II** - Insufficient information **PC** - Communication while waiting
IC - communication between staff and parents **IC** - Communication between staff and patient
IC - Communication / collaboration between staff members **WT** - Wait times **PF** - Facilities **N** - Noise **PC** - Car-parking
LO - Lack of food / drinks **UE** - Unclean ED **PF** - Facilities for parents **LO** - Lack of entertainment / education for child **O** - Other **U** - Unclear
GQ - Staff quality

Paediatric Emergency - April 2017 - June 2017

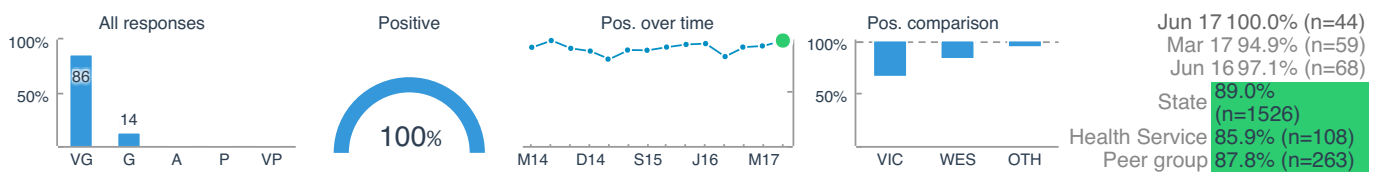
Overall Experience and Key Aspects of Care

The VHES paediatric Emergency Department questionnaire seeks to discover the experience of children under eight and their parents or carers at 36 Emergency Departments across Victoria. Potential respondents are randomly selected from children who visited the ED in the preceding month and were not admitted to hospital. From January 2015 the experience of children between eight and 15 years and their parents or carers have also been captured in an additional questionnaire.

This section features the overall experience question, and the five key aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the paediatric emergency category.

In order to better understand the factors influencing patients' overall experiences in Victorian public hospitals, we asked a range of people to tell the story of their recent healthcare experiences. A video about the emergency experience can be viewed below.

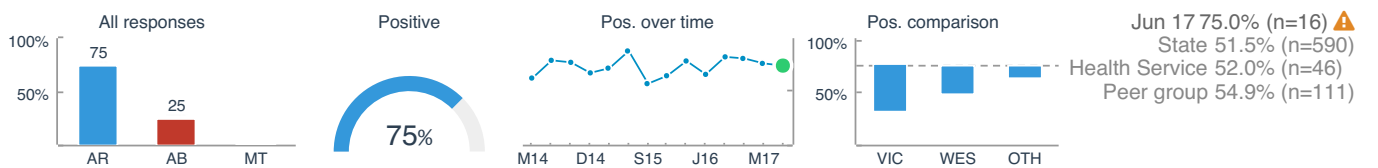
0-7 8-15 62. Overall, how would you rate the care your child received while in the ED? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

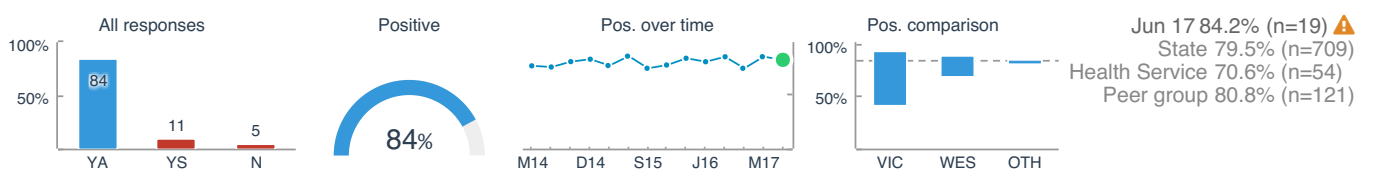
0-7 15. Do you think the amount of time your child spent in the waiting area was... [View data](#)



Answers

AR - About right **AB** - A bit too long **MT** - Much too long

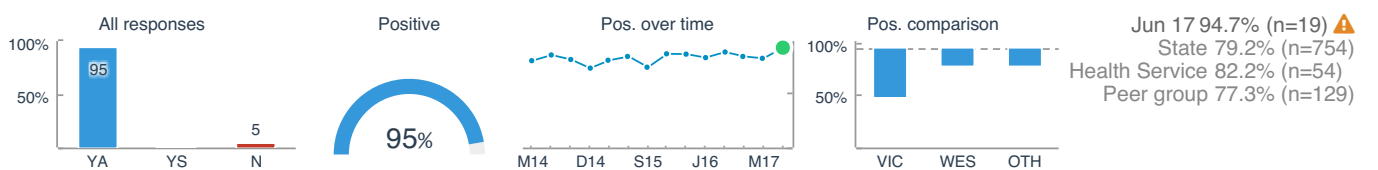
0-7 24. Did you have confidence and trust in the doctors treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

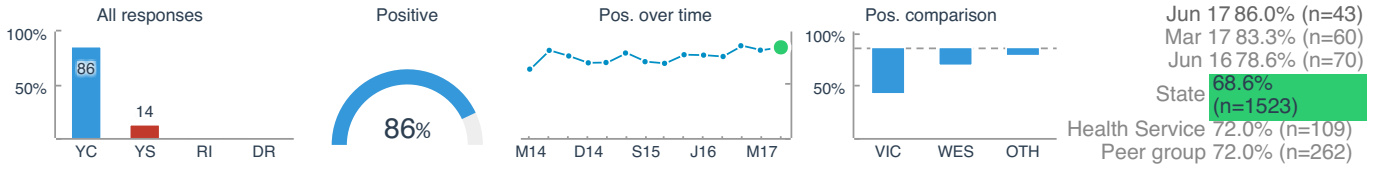
0-7 28. Did you have confidence and trust in the nurses treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

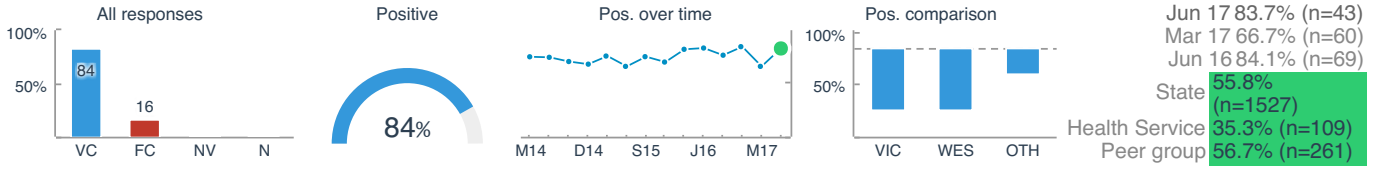
★ 0-7 8-15 38. While in the ED, did you receive sufficient information about your child's condition and treatment? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

★ 0-7 8-15 48. In your opinion, how clean was the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean

Paediatric Emergency - April 2017 - June 2017

Spotlight

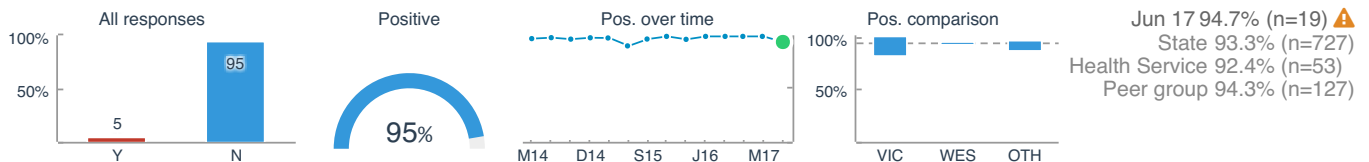
Transitions index paediatric emergency

The transitions index has been developed with the aim of improving the departure process from the emergency department. It incorporates the average of the positive scores for four paediatric emergency questions relating to leaving the emergency department. The index provides an overview of how hospitals, health services, peer groups and the state are performing in this process.



n represents the average n across questions within the Spotlight. [View data »](#)

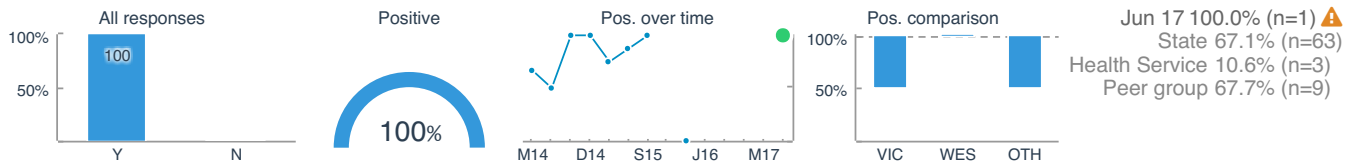
0-7 55. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

Y - Yes N - No

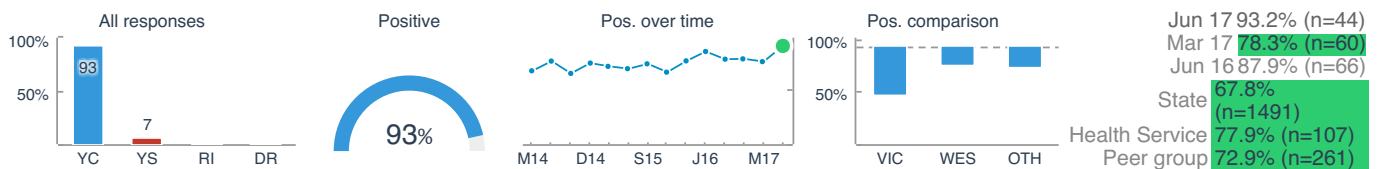
0-7 57. Did a staff member explain the reason for the delay? [View data](#)



Answers

Y - Yes N - No

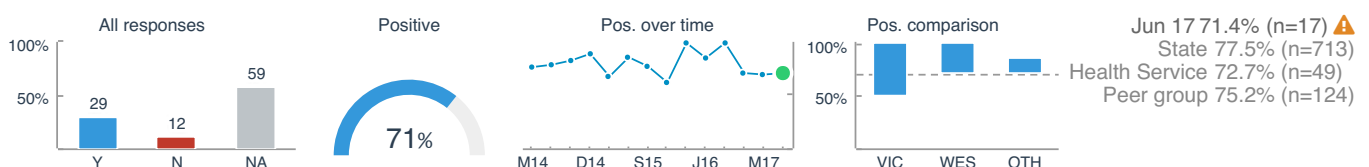
0-7 8-15 59. Before you left hospital, did the doctors and nurses give you sufficient information about managing your child's health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

0-7 60. If follow up with your child's General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that your child received in the ED? [View data](#)



Answers

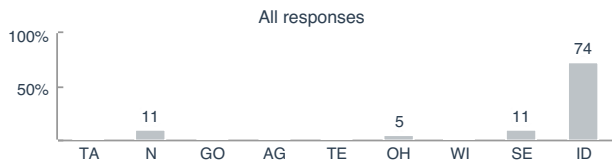
Y - Yes N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Arrival At The Emergency Department

In this section, parents were asked whether their child's hospital stay was planned in advance or an emergency.

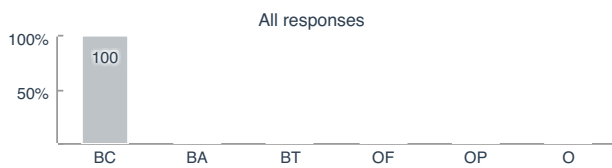
0-7 1. Who advised you and your child to go to the Emergency Department (ED)? (if more than one option applies, select the main source of advice)



Answers

TA - The ambulance service **N** - Nurse-on-call **GO** - GP out of hours service **AG** - A GP at a surgery **TE** - The ED by phone
OH - Other health professional **WI** - Website information **SE** - Somebody else **ID** - I decided

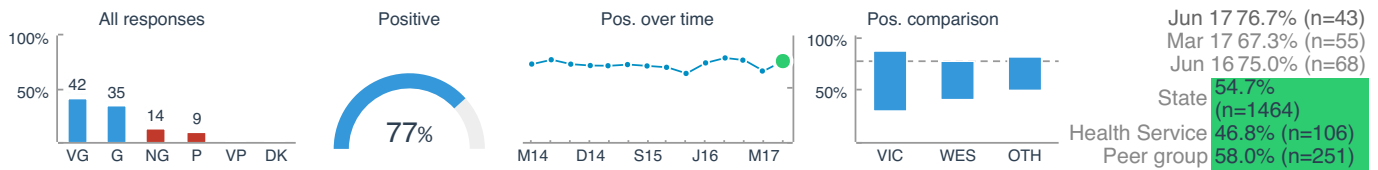
0-7 2. How did you travel to the hospital?



Answers

BC - By car **BA** - By ambulance **BT** - By taxi **OF** - On foot **OP** - On public transport **O** - Other

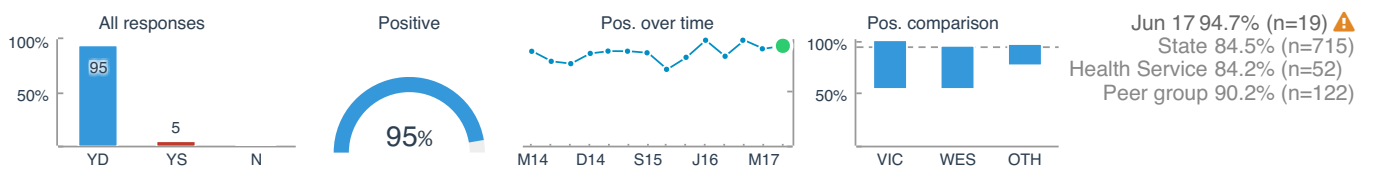
0-7 **8-15** 3. How would you rate the car-parking at the hospital? [View data](#)



Answers

VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **DK** - Don't know

0-7 4. Was the ED easy to find? [View data](#)



Answers

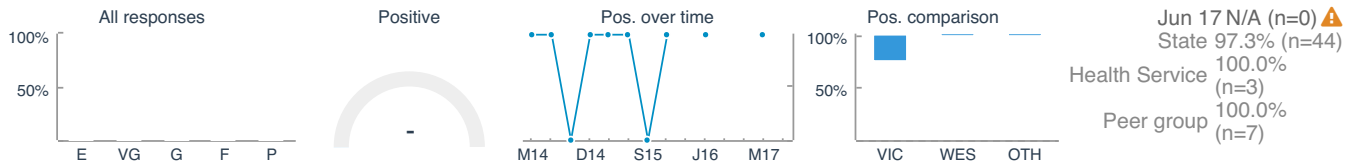
YD - Yes, definitely **YS** - Yes, somewhat **N** - No

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Ambulance

In this section, those parents whose children arrived at the ED by ambulance were asked how well the ambulance service and ED staff worked together and how long they waited with the ambulance crew before being handed over to the ED staff. They were also asked what happened after they arrived at the ED.

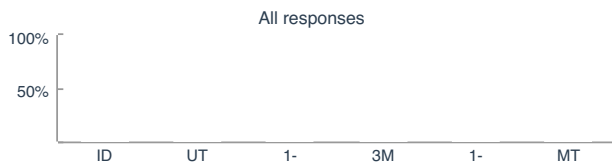
0-7 5. How well do you think the ambulance service and ED staff worked together? [View data](#)



Answers

E - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

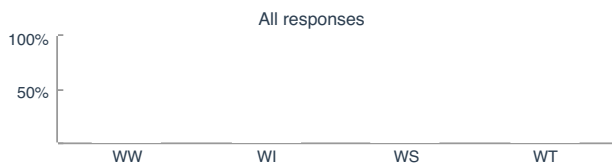
0-7 6. Once you arrived at hospital, how long did you wait with the ambulance crew before your child's care was handed over to the ED staff?



Answers

ID - I did not have to wait **UT** - Up to 15 minutes **1-** - 16 - 30 minutes **3M** - 30 minutes - 1 hour **1-** - 1 - 2 hours **MT** - More than 2 hours

0-7 7. What happened after you arrived at the ED?



Answers

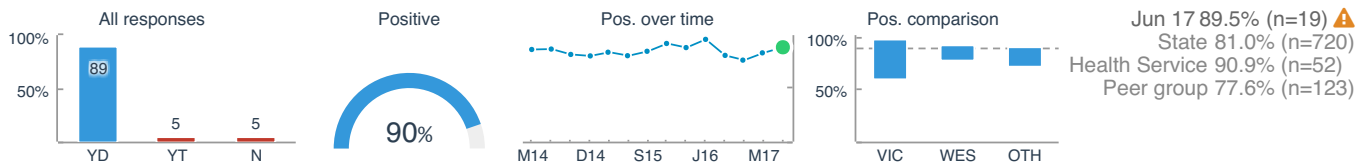
WW - We went to reception **WI** - Waited in waiting area **WS** - Waited somewhere else **WT** - Went to a cubicle or room

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Reception

In this section, parents were asked whether it was clear who to talk to when they first arrived at the emergency department. They were also asked to rate the politeness and courtesy of the ED reception staff.

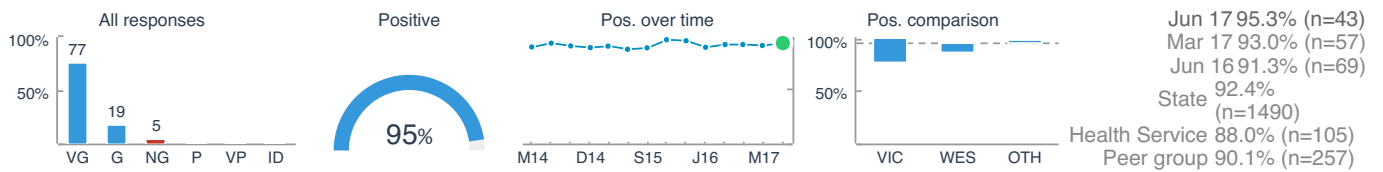
0-7 8. When you first arrived at the ED, was it clear who to talk to? [View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No

0-7 **8-15** 9. How would you rate the politeness and courtesy of the ED reception staff? [View data](#)



Answers

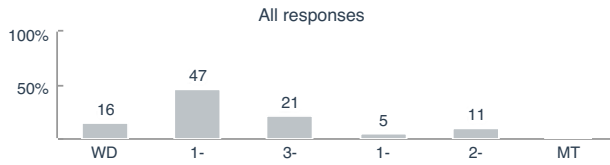
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor **ID** - I did not see a receptionist

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Waiting

This section covers parents' experience in the waiting area. It covers length of wait, communication and care while waiting, the cleanliness and comfort of the waiting room, and how long their child waited to be examined after being transferred to a cubical or room.

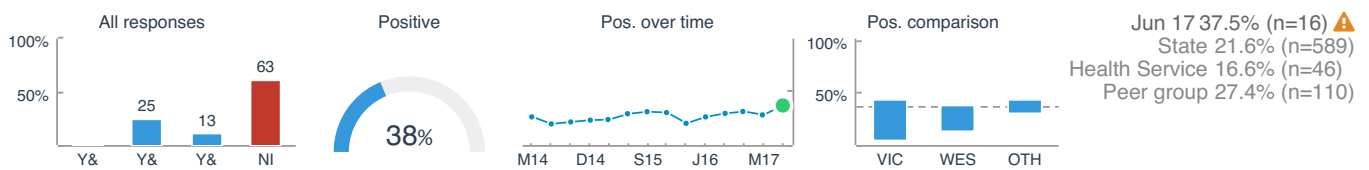
0-7 10. Overall, how long did you spend in the waiting area?



Answers

WD - We did not have to wait **1-** - 1 - 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

0-7 11. Were you told how long your child would have to spend in the waiting area? [View data](#)

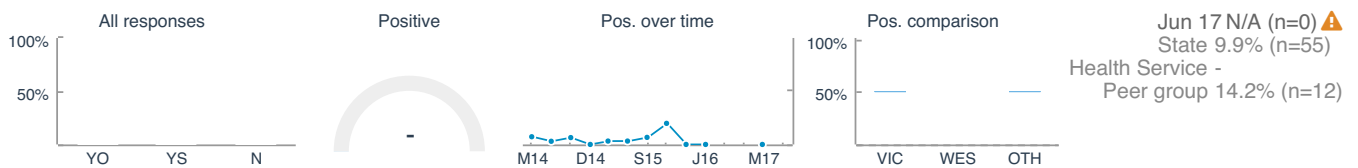


Answers

Y& - Yes & wait was longer **Y&** - Yes & wait was shorter **Y&** - Yes & wait was that long **NI** - No, I was not told

0-7 12. Were you provided with updated information on how long you would have to wait in the waiting area? [View data](#)

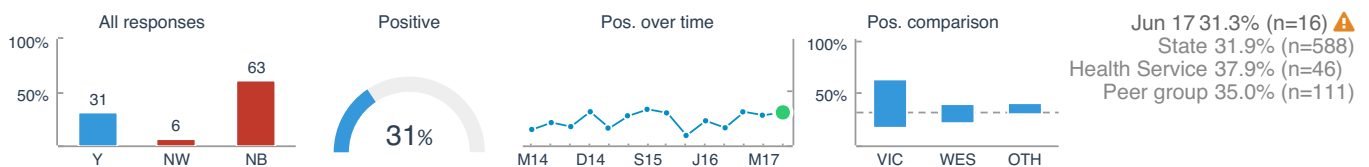
[View data](#)



Answers

YO - Yes, often **YS** - Yes, sometimes **N** - No

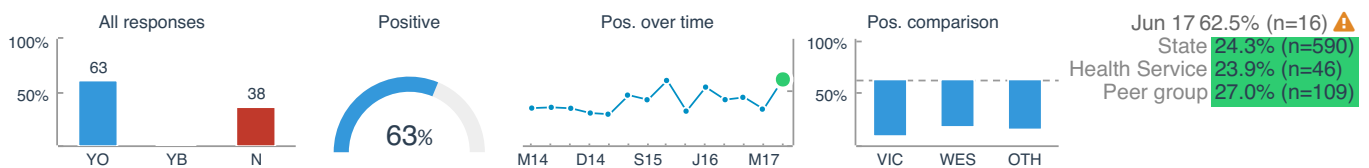
0-7 13. Were you told why your child would have to wait? [View data](#)



Answers

Y - Yes **NW** - No, would have liked **NB** - No, but I did not mind

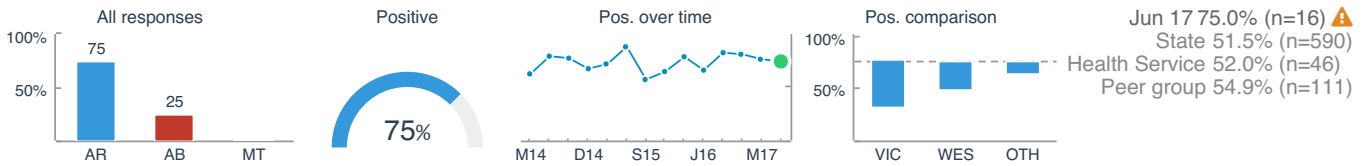
0-7 14. While you were waiting, did ED staff check on your child's condition? [View data](#)



Answers

YO - Yes, often enough **YB** - Yes, but not enough **N** - No

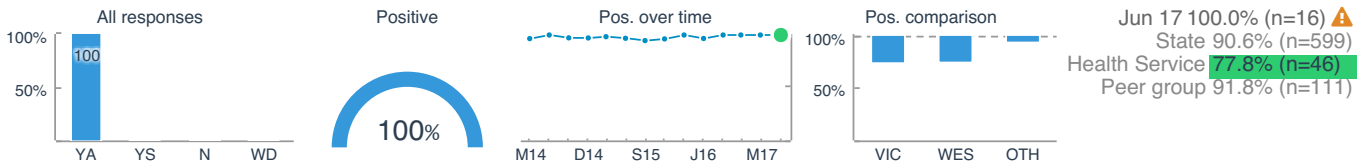
★ 0-7 15. Do you think the amount of time your child spent in the waiting area was... [View data](#)



Answers

AR - About right AB - A bit too long MT - Much too long

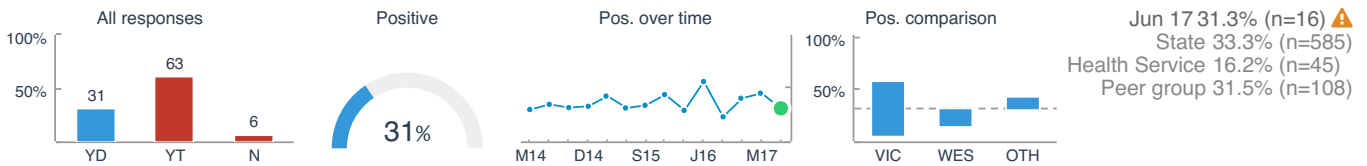
0-7 16. Were you and your child able to find a place to sit in the waiting area? [View data](#)



Answers

YA - All / most of the time YS - Yes, some of the time N - No WD - We did not want this

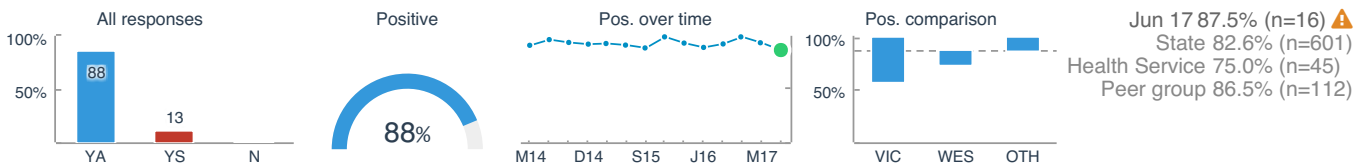
0-7 17. Were the seats in the waiting area comfortable? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

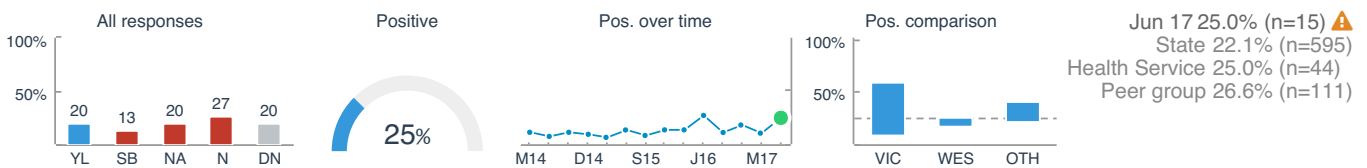
0-7 18. While you were waiting in the ED, did you and your child feel safe? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No

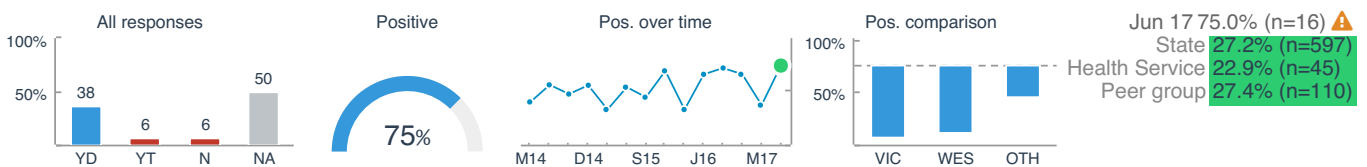
0-7 19. Was there enough for your child to do when waiting to be seen? [View data](#)



Answers

YL - Yes, lots to do SB - Some, but not enough NA - Not age / health appropriate N - No DN - Did not want / need this

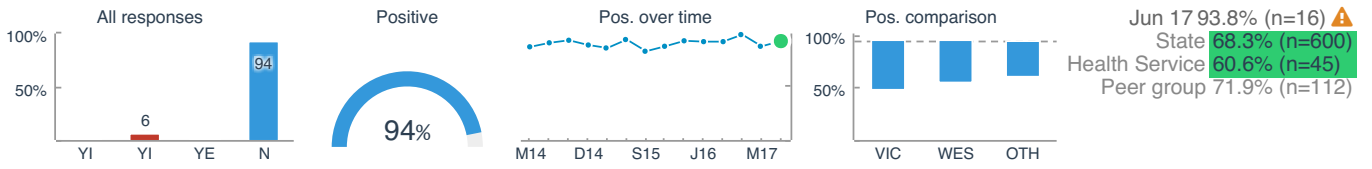
0-7 20. Was your child looked after while you waited (with pain medicine, blankets, sick bowls or anything else that was needed)? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

0-7 21. At any point, did you feel worried that staff in the ED had forgotten about your child? (Please select all that apply) [View data](#)



Answers

YI - Yes, in the waiting area YI - Yes, in a cubicle / room YE - Yes, elsewhere N - No

0-7 22. Once your child had been transferred to a cubicle or room, how long did he/she wait to be examined?



Answers

WD - We did not have to wait 1- - 1 - 30 minutes 3- - 31 - 60 minutes 1- - 1 - 2 hours 2- - 2 - 4 hours MT - More than 4 hours
 NA - Not applicable NT - Never transferred

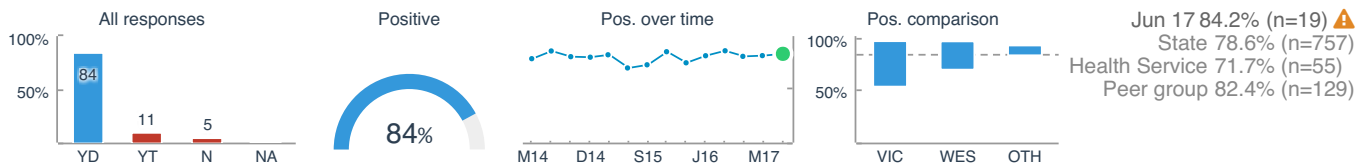
Paediatric Emergency - April 2017 - June 2017

Your Child's Doctors

This section covers the care provided specifically by doctors. Patients were asked whether they had enough time to discuss their child's health with a doctor in the ED, whether they had confidence and trust in the doctors treating their child, whether the doctors were compassionate, and to rate the care and treatment received from doctors overall.

0-7 23. Did you have enough time to discuss your child's health or medical problem with a doctor in the ED? [View data](#)

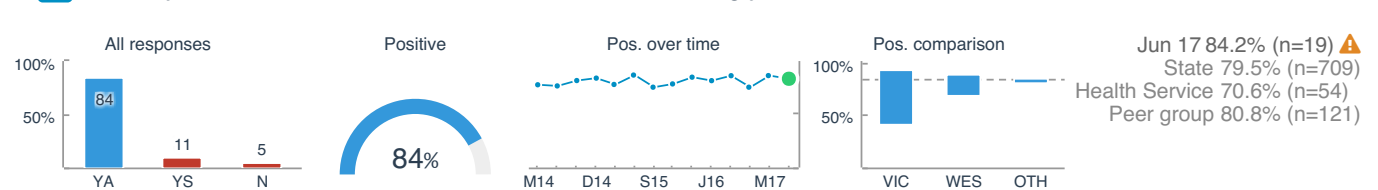
[View data](#)



Answers

YD - Yes, definitely **YT** - Yes, to some extent **N** - No **NA** - Not applicable

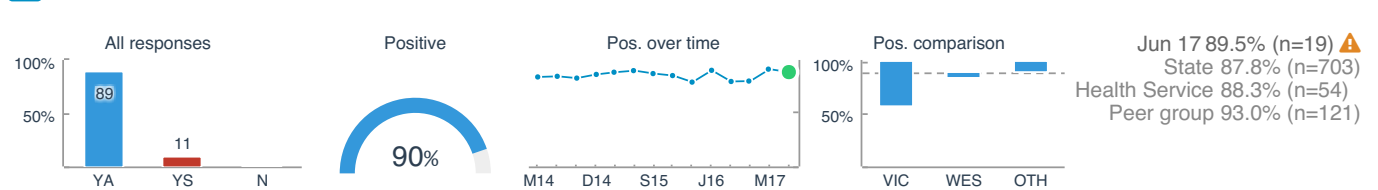
★ 0-7 24. Did you have confidence and trust in the doctors treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

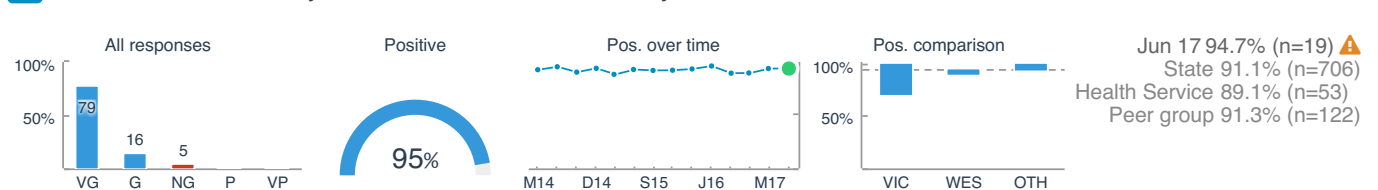
0-7 25. Were the doctors treating your child compassionate? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

0-7 26. Overall, how would you rate the care and treatment your child received from his/her doctors? [View data](#)



Answers

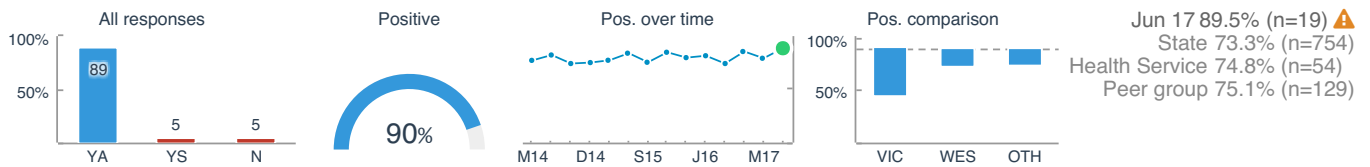
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Paediatric Emergency - April 2017 - June 2017

Your Child's Nurses

This section covers the care provided specifically by nurses. Parents were asked to rate the nurses' knowledge of their child's condition and treatment, their confidence and trust in the nurses, whether or not the nurses were compassionate and the overall care and treatment received.

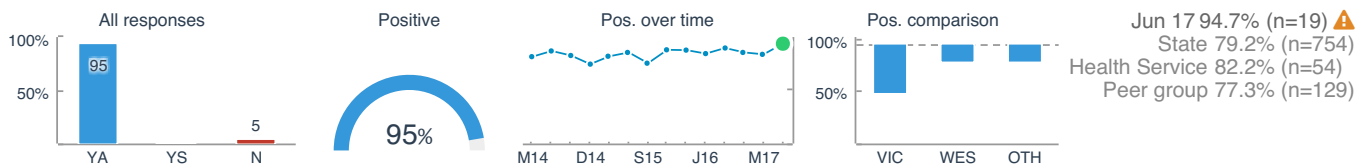
0-7 27. In your opinion, did the nurses who treated your child in the ED know enough about his/her condition and treatment? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

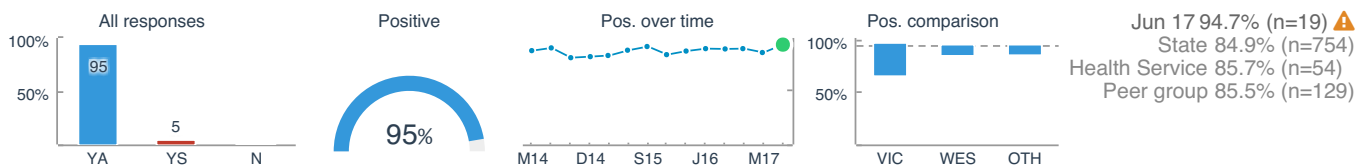
★ 0-7 28. Did you have confidence and trust in the nurses treating your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

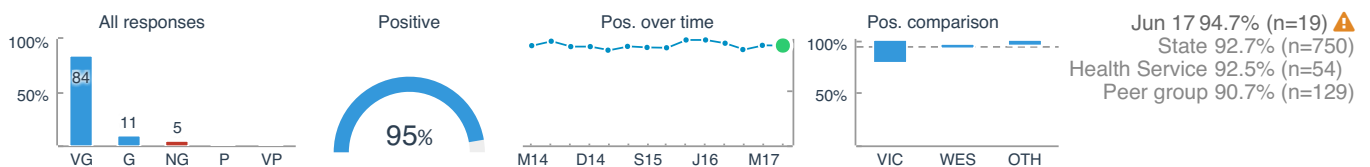
0-7 29. Were the nurses treating your child compassionate? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

0-7 30. Overall, how would you rate the care and treatment your child received from his/her nurses? [View data](#)



Answers

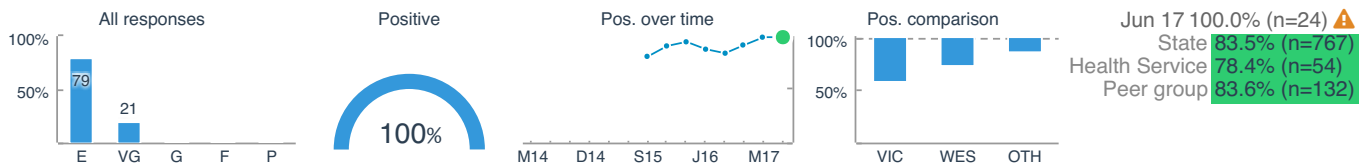
VG - Very good **G** - Good **NG** - Neither good nor poor **P** - Poor **VP** - Very poor

Paediatric Emergency - April 2017 - June 2017

Your Child's Care And Treatment

This section covers care provided by all health professionals to patients during their ED visit. Parents were asked whether there were enough doctors and nurses on duty to take care of their child in the ED and whether staff introduced themselves and explained things in a way they and their child could understand. Questions also covered hand washing, the consistency and sufficiency of information, the availability of staff, emotional support and pain management.

8-15 9. How would you rate how well the doctors and nurses worked together? [View data](#)

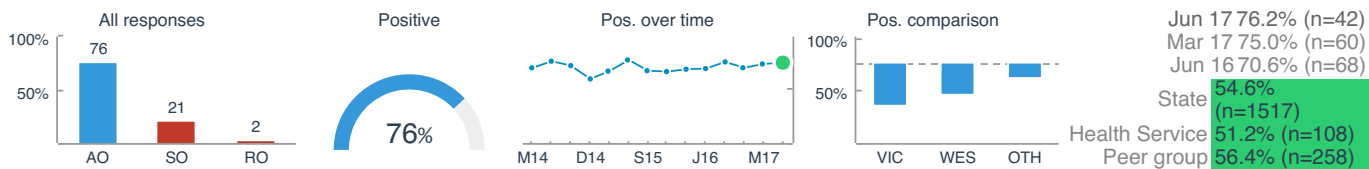


Answers

E - Excellent **VG** - Very Good **G** - Good **F** - Fair **P** - Poor

0-7 8-15 31. In your opinion, were there enough nurses and doctors on duty to care for your child in the ED? [View data](#)

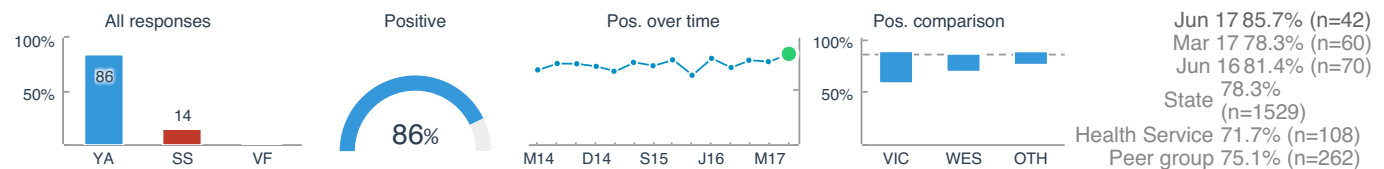
[View data](#)



Answers

AO - Always or nearly always **SO** - Some of the time **RO** - Rarely or never

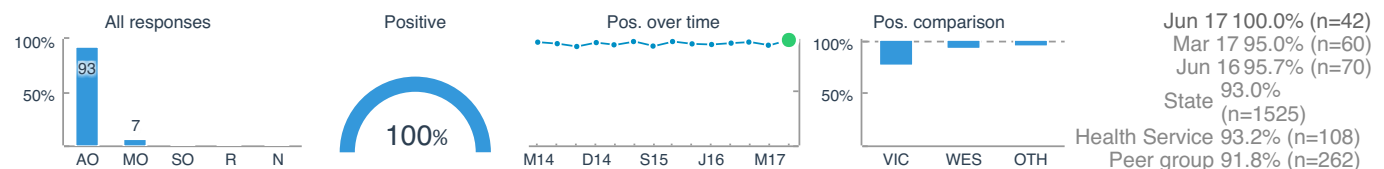
0-7 8-15 32. Did the staff treating and examining your child introduce themselves and their role to you and your child? [View data](#)



Answers

YA - Yes, all staff **SS** - Some staff **VF** - Very few / none

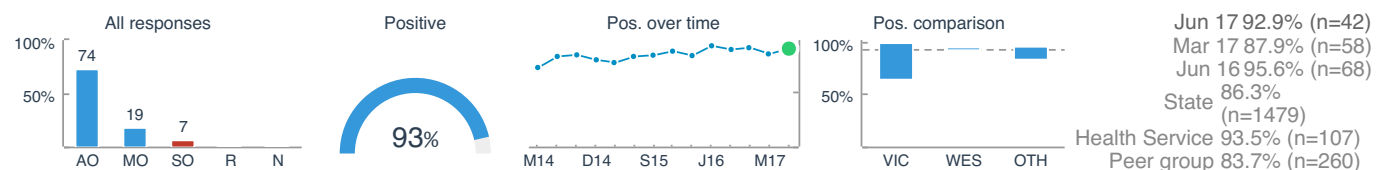
0-7 8-15 33. How often did the doctors, nurses and other healthcare professionals caring for your child explain things in a way you could understand? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

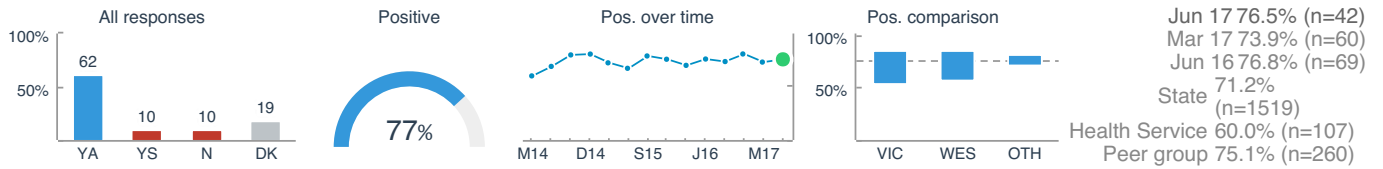
0-7 8-15 34. How often did doctors, nurses and other healthcare professionals explain things to your child in a way that was appropriate for him/her? [View data](#)



Answers

AO - All of the time **MO** - Most of the time **SO** - Some of the time **R** - Rarely **N** - Never

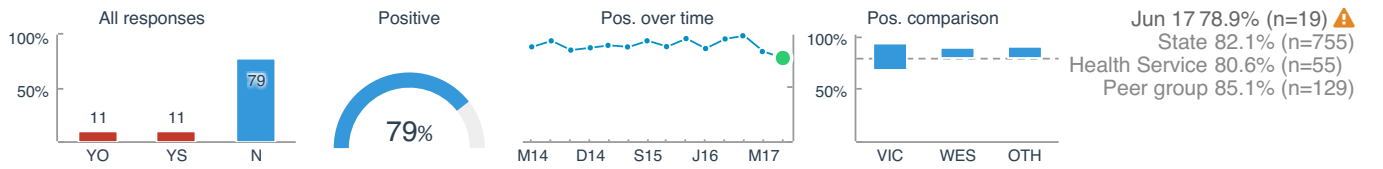
0-7 8-15 35. Did you see ED staff wash their hands, use hand gel to clean their hands, or put on clean gloves before examining your child? [View data](#)



Answers

YA - Yes, always YS - Yes, sometimes N - No DK - Don't know

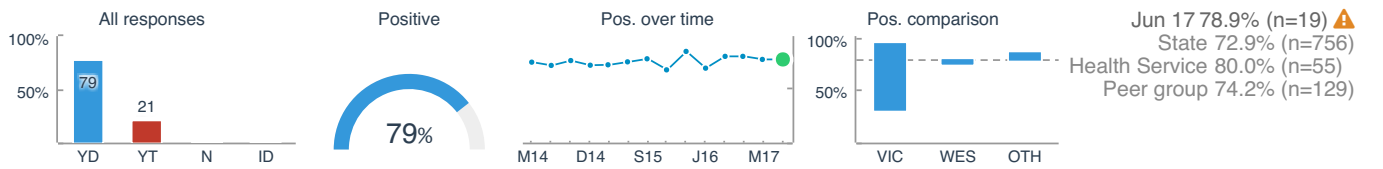
0-7 36. Sometimes in a hospital, a member of staff will say one thing about your child's care and another will say something quite different. Did this happen to you? [View data](#)



Answers

YO - Yes, often YS - Yes, sometimes N - No

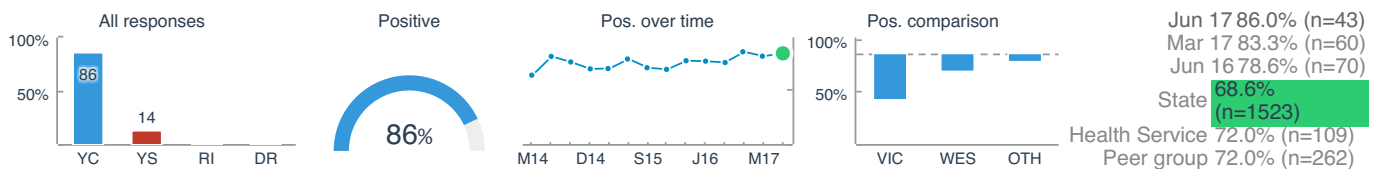
0-7 37. Were you involved (as much as you wanted to be) in decisions about your child's care and treatment? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't want this

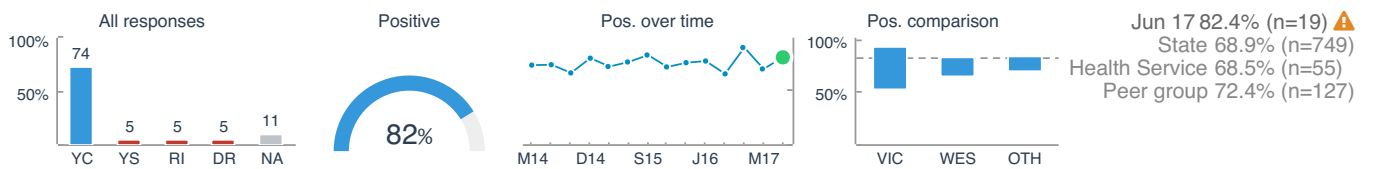
★ 0-7 8-15 38. While in the ED, did you receive sufficient information about your child's condition and treatment? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

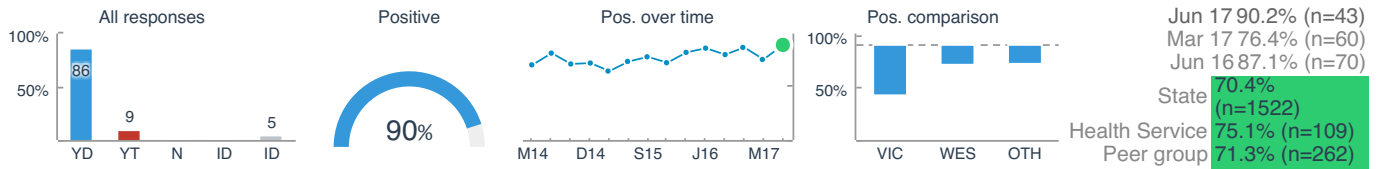
0-7 39. Did you receive sufficient information about any medication your child was given while in the ED (e.g. purpose, side effects and how to administer the medication)? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info NA - Not applicable

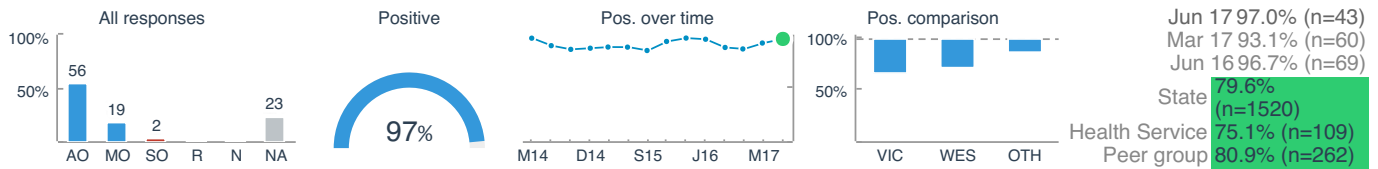
0-7 8-15 40. If you had any questions or worries about your child's condition or treatment did a health professional discuss them with you? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No ID - I didn't raise them ID - I didn't have any

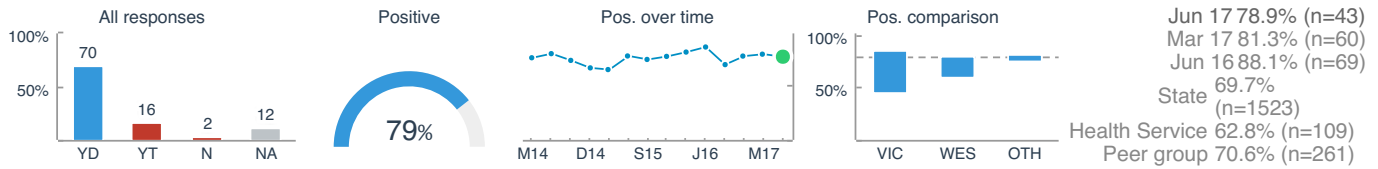
0-7 8-15 41. If your child needed assistance, were you able to get a member of staff to help him/her within a reasonable time? [View data](#)



Answers

AO - All of the time MO - Most of the time SO - Some of the time R - Rarely N - Never NA - Not applicable

0-7 8-15 42. Do you think the ED staff did everything they could to help manage your child's pain? [View data](#)



Answers

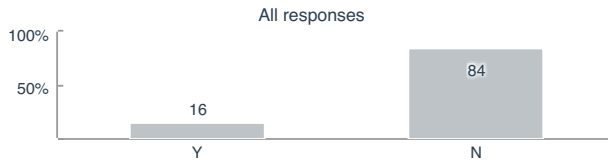
YD - Yes, definitely YT - Yes, to some extent N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Tests

In this section, parents were asked whether their child had any tests while in the ED. Those whose child received tests were asked whether staff explained what the test would involve and the results in a manner that the parent and patient could understand.

0-7 43. Did your child have any tests (such as x-rays, scans or blood tests) in the ED?

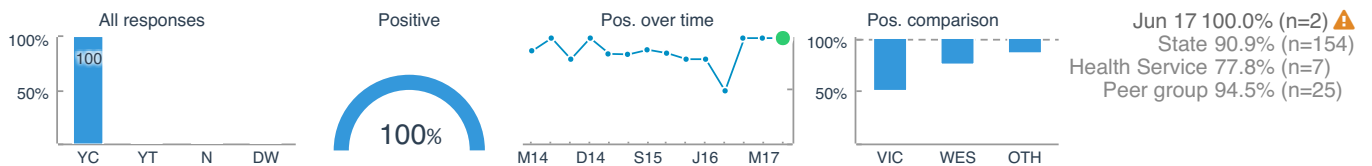


Answers

Y - Yes **N** - No

0-7 44. Did a member of hospital staff explain what would be done in a way that you could understand? [View data](#)

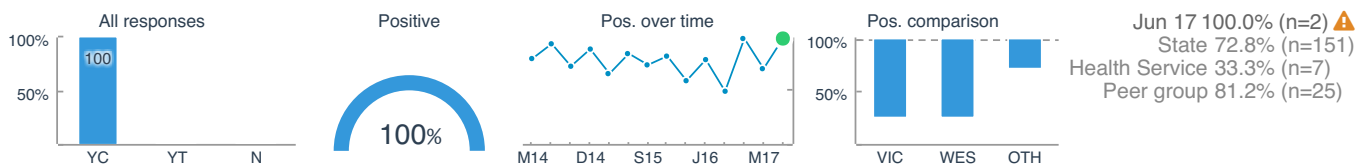
[data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **DW** - Didn't want explanation

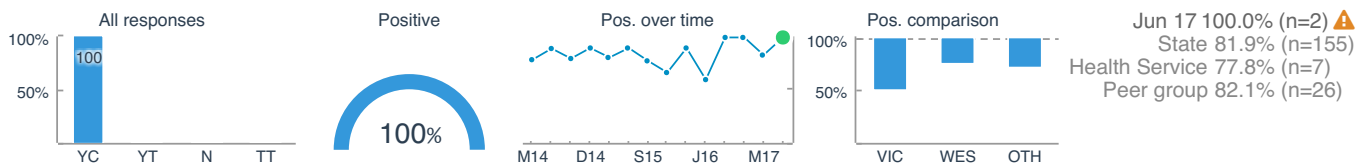
0-7 45. Before the test did a member of hospital staff explain what would be done in a way that was appropriate for your child? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No

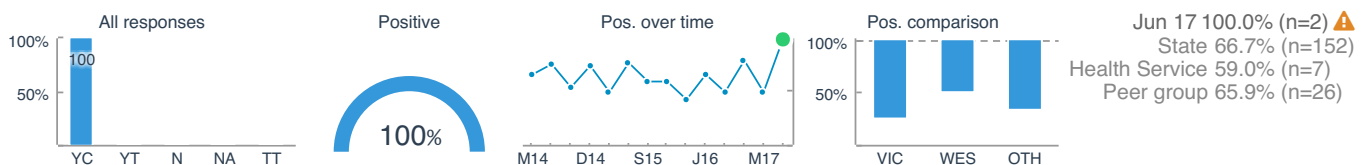
0-7 46. Were you told the results of the test in a way you could understand? [View data](#)



Answers

YC - Yes, completely **YT** - Yes, to some extent **N** - No **TT** - Told the results later

0-7 47. Was your child told the results of the test in a way that was appropriate for him/her? [View data](#)



Answers

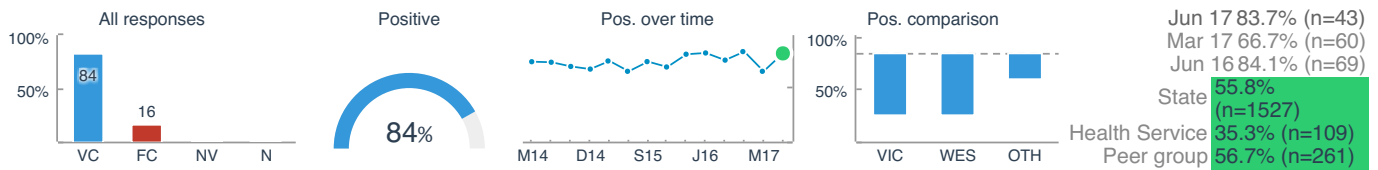
YC - Yes, completely **YT** - Yes, to some extent **N** - No **NA** - Not applicable **TT** - Told the results later

Paediatric Emergency - April 2017 - June 2017

Hospital Environment And Facilities

This section explored the physical environment of the ED. Patients were asked about the cleanliness of the ED and toilets, hand washing, safety and access to food and drinks.

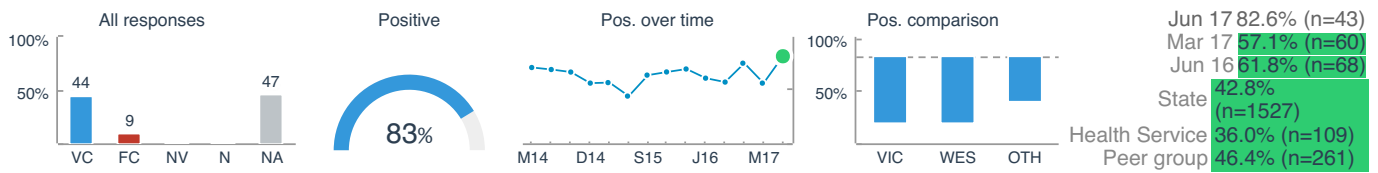
★ 0-7 8-15 48. In your opinion, how clean was the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean

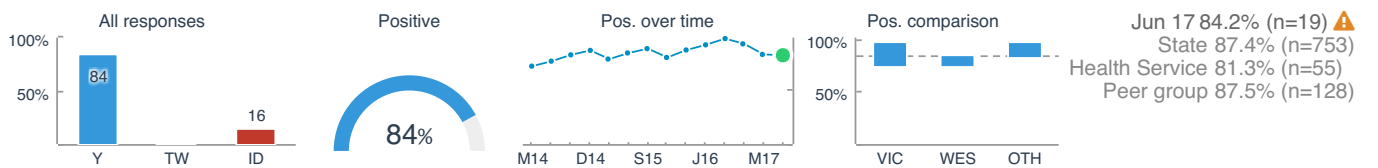
0-7 8-15 49. How clean were the toilets in the ED? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean NA - Not applicable

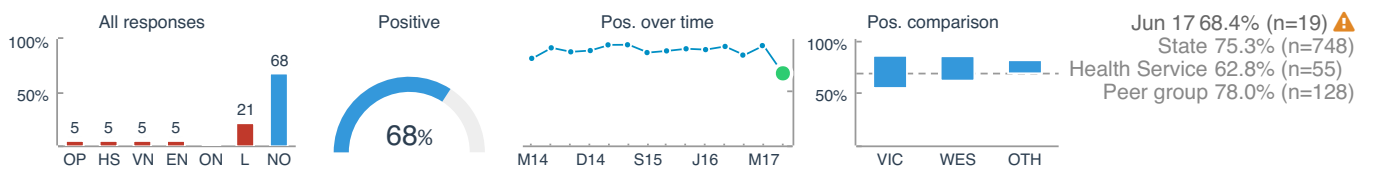
0-7 50. Were hand-wash gels available for patients and visitors to use? [View data](#)



Answers

Y - Yes TW - They were empty ID - I did not see any

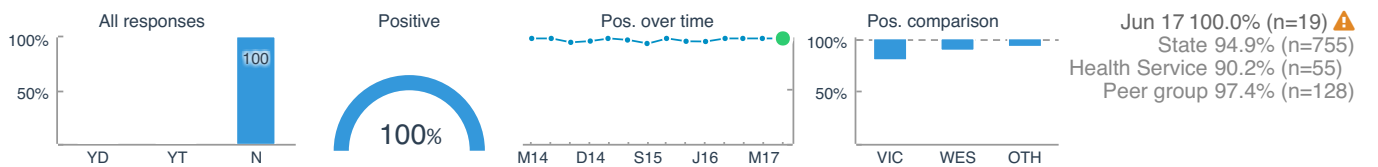
0-7 51. During your child's visit to the ED, was he/she ever bothered by any of the following? (Please select all that apply) [View data](#)



Answers

OP - Other patients' noise HS - Hospital staff noise VN - Visitors' noise EN - Equipment noise ON - Other noise L - Lighting NO - None of the above

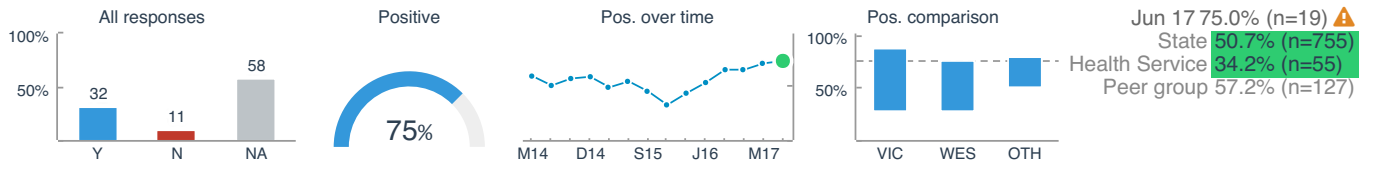
0-7 52. While you were in the ED, did you or your child feel threatened by other patients or visitors? [View data](#)



Answers

YD - Yes, definitely YT - Yes, to some extent N - No

0-7 53. Were you and your child able to access suitable food and drinks when you were in the ED, if you wanted to? [View data](#)



Answers

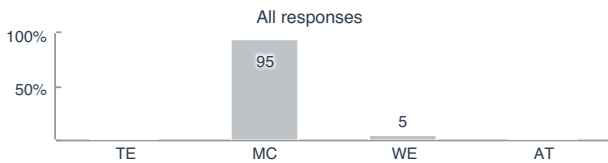
Y - Yes N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Leaving The Emergency Department

In this section, parents were asked what happened at the end of their child's ED visit, the length and reason for any delays in leaving, and whether they received sufficient information prior to leaving.

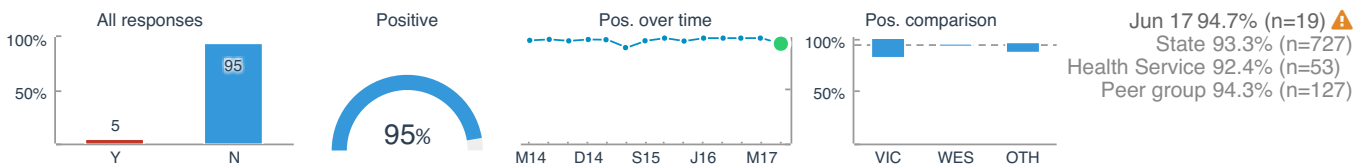
0-7 54. What happened at the end of your child's visit to the ED?



Answers

TE - Transferred elsewhere **MC** - My child went home **WE** - Went elsewhere **AT** - Admitted to a ward

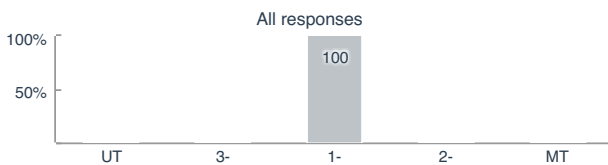
0-7 55. When you were ready to leave the ED, were you delayed for any reason? [View data](#)



Answers

Y - Yes **N** - No

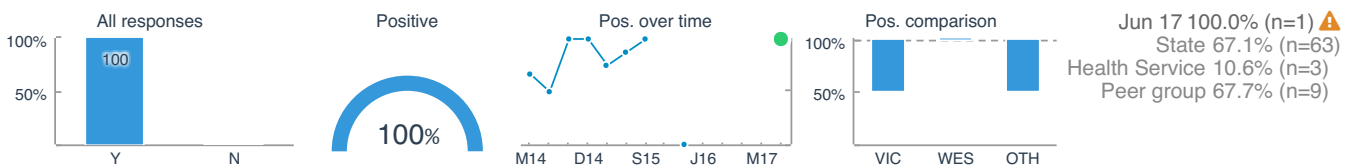
0-7 56. How long was the delay in leaving the ED?



Answers

UT - Up to 30 minutes **3-** - 31 - 60 minutes **1-** - 1 - 2 hours **2-** - 2 - 4 hours **MT** - More than 4 hours

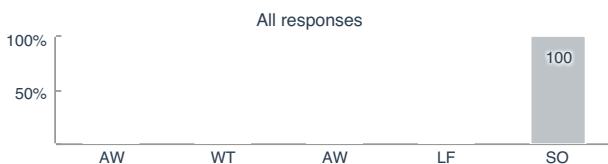
0-7 57. Did a staff member explain the reason for the delay? [View data](#)



Answers

Y - Yes **N** - No

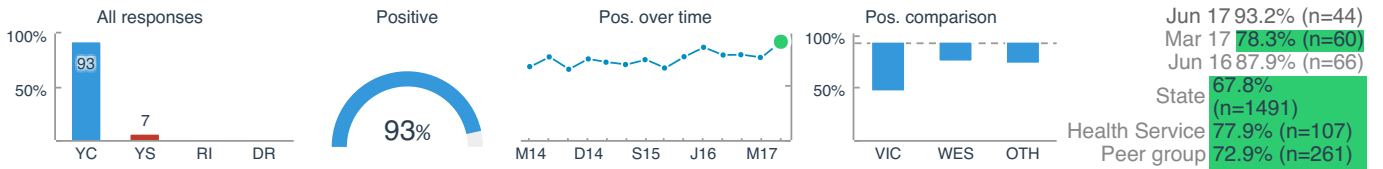
0-7 58. What was the reason or reasons for the delay? (Please select all that apply)



Answers

AW - A wait for medicines **WT** - Wait to see the doctor **AW** - A wait for transport **LF** - Letter for GP **SO** - Some other reason

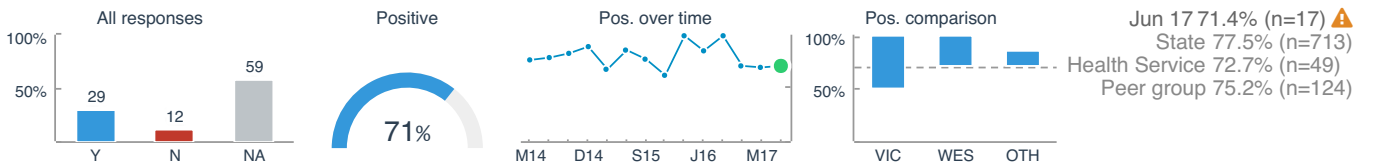
0-7 8-15 59. Before you left hospital, did the doctors and nurses give you sufficient information about managing your child's health and care at home? [View data](#)



Answers

YC - Yes, completely YS - Yes, somewhat RI - Received insufficient info DR - Didn't receive info

0-7 60. If follow up with your child's General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that your child received in the ED? [View data](#)



Answers

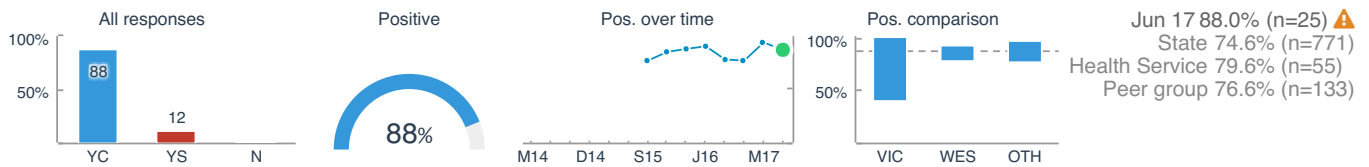
Y - Yes N - No NA - Not applicable

Paediatric Emergency - April 2017 - June 2017

Overall

This section covers parents' overall feelings about their child's experience, including whether they and their child were treated with respect and dignity and listened to and understood by hospital staff. Parents were also asked to rate the care they received overall, and whether they or their child were treated unfairly for any reason.

8-15 17. Do you think your visit to the Emergency Department was beneficial to the health of your child? [View data](#)

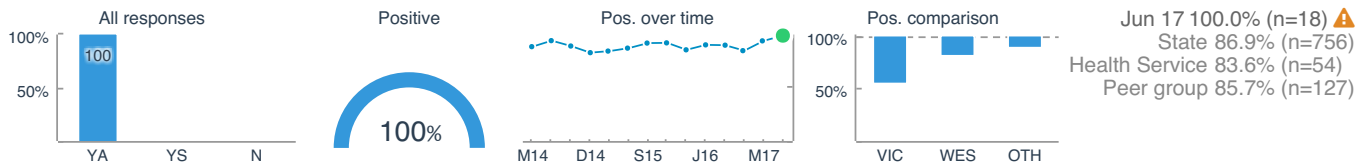


Answers

YC - Yes, completely **YS** - Yes, somewhat **N** - No

0-7 61. Overall, do you feel you and your child were treated with respect and dignity while you were in the ED? [View data](#)

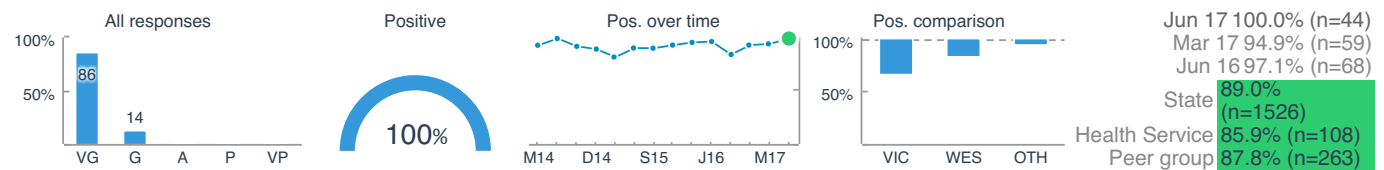
[View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

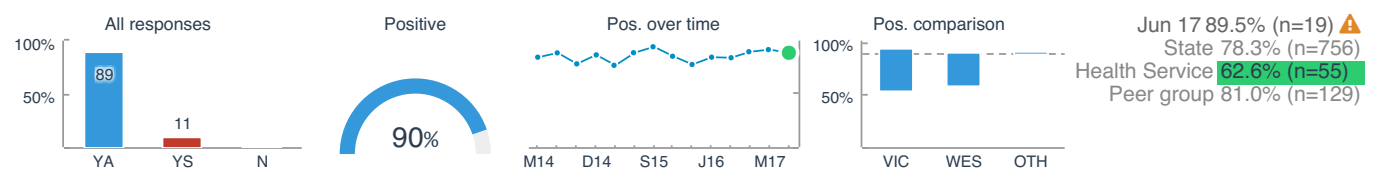
0-7 **8-15** 62. Overall, how would you rate the care your child received while in the ED? [View data](#)



Answers

VG - Very good **G** - Good **A** - Adequate **P** - Poor **VP** - Very poor

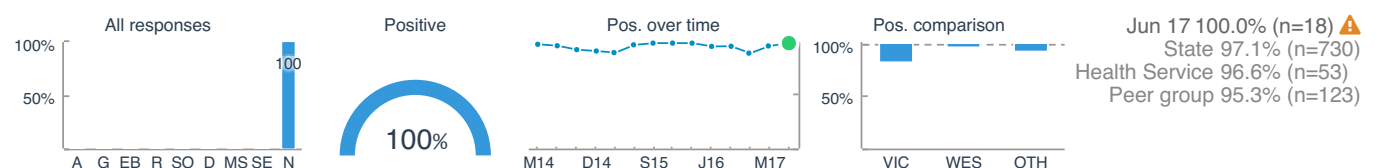
0-7 63. Do you feel that you and your child were listened to and understood by the people looking after your child? [View data](#)



Answers

YA - Yes, always **YS** - Yes, sometimes **N** - No

0-7 64. During your visit to the ED, do you feel that you or your child were treated unfairly for any of the reasons below? (Please select all that apply) [View data](#)



Answers

A - Age **G** - Gender **EB** - Ethnic background **R** - Religion **SO** - Sexual orientation **D** - Disability **MS** - Marital status **SE** - Something else
N - No

Paediatric Emergency - April 2017 - June 2017

About Your Child

This section covers general demographic questions about the patient. These included year of birth, gender, main language spoken and Aboriginal/Torres Strait Islander status. Parents were also asked a number of questions about their child's health, including how often in the last twelve months they had visited the ED and any long standing medical conditions they have.

8-15 25. Who was the main person who answered the questions in this section (section 1 - the parent section) of the questionnaire?



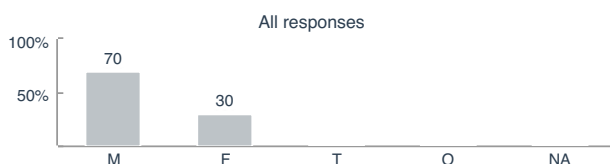
Answers

PG - Parent/guardian **YP** - The young patient **BT** - Both together

0-7 **8-15** 65. Average age of patient

The average age of the patient was
9

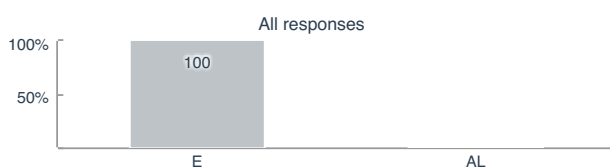
0-7 **8-15** 66. What is your child's gender?



Answers

M - Male **F** - Female **T** - Transgender **O** - Other **NA** - Would prefer not to say

0-7 **8-15** 67. Which language does your child mainly speak at home?



Answers

E - English **AL** - A language other than English

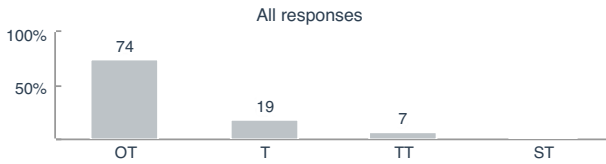
0-7 **8-15** 68. Is your child of Aboriginal origin, Torres Strait Islander origin, or both?



Answers

YA - Yes, Aboriginal **YT** - Yes, Torres Strait Islander **YB** - Yes, both Aboriginal and Torres Strait Islander **N** - No

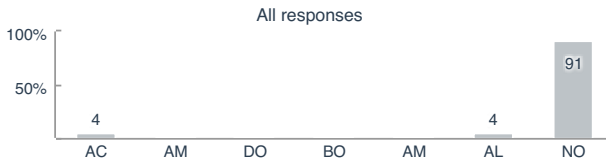
0-7 8-15 69. How many times in the last 12 months has your child been in the ED of this hospital?



Answers

OT - One time only **T** - Twice **TT** - Three to five times **ST** - Six times or more

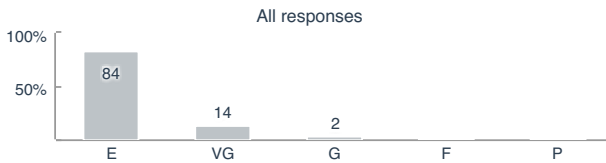
0-7 8-15 70. Which, if any, of the following long-standing conditions does your child have? (Please select all that apply)



Answers

AC - A chronic illness **AM** - A mobility impairment **DO** - Deafness or hearing impairment **BO** - Blindness or vision impairment
AM - A mental health condition **AL** - A learning disability **NO** - None of these

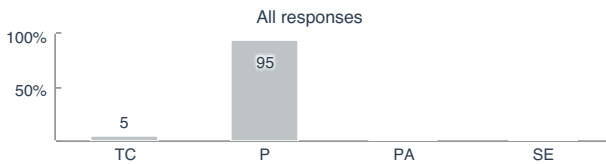
0-7 8-15 71. In general, how would you rate your child's health?



Answers

E - Excellent **VG** - Very good **G** - Good **F** - Fair **P** - Poor

0-7 72. Who completed this questionnaire?



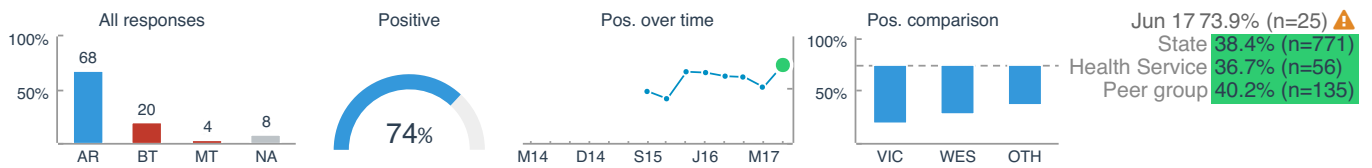
Answers

TC - The child **P** - Parent / carer **PA** - Patient and parent / carer **SE** - Someone else

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The Child's Opinion: Arrival And Waiting

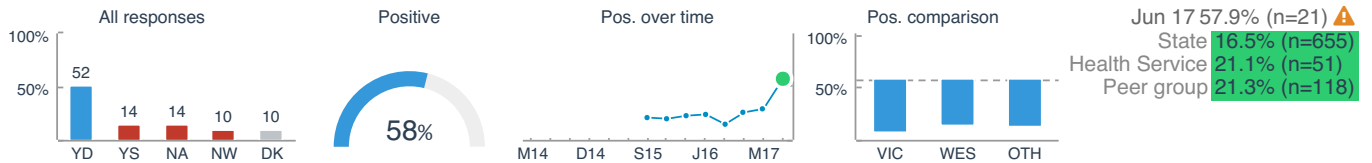
8-15 26. Do you think the amount of time you spent in the waiting area was...? [View data](#)



Answers

AR - About right BT - A bit too long MT - Much too long NA - N/A

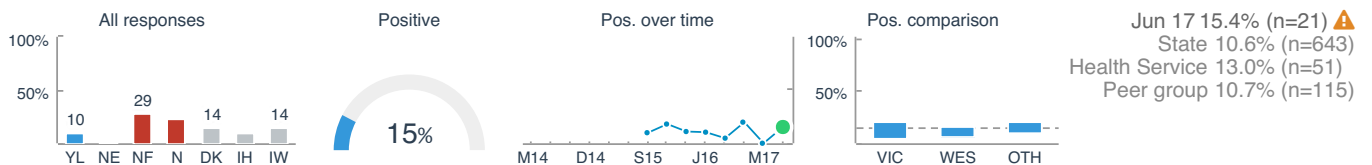
8-15 27. While you were waiting, did hospital staff tell you what was happening? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of NA - This was not needed NW - No & I would like this DK - Don't know

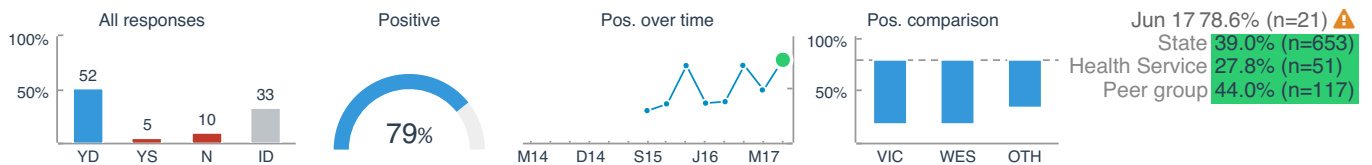
8-15 28. Did the hospital provide enough for you to do when you were waiting to be seen (such as toys, games and books)? [View data](#)



Answers

YL - Yes, lots to do NE - Not enough NF - Not for my age group N - No DK - Don't know IH - I had my own things IW - I was not well

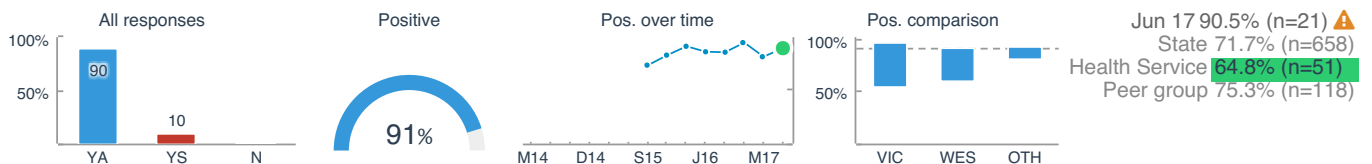
8-15 29. Were you looked after while you waited in the Emergency Department (with pain medicine, blankets, sick bowls or anything else you needed)? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No ID - I did not need anything

8-15 30. While you were waiting in the Emergency Department, did you feel safe? [View data](#)



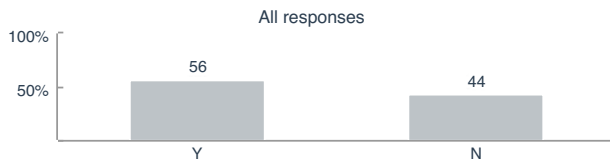
Answers

YA - Yes, always YS - Yes, sort of N - No

Paediatric Emergency - April 2017 - June 2017

The Child's Opinion: Tests

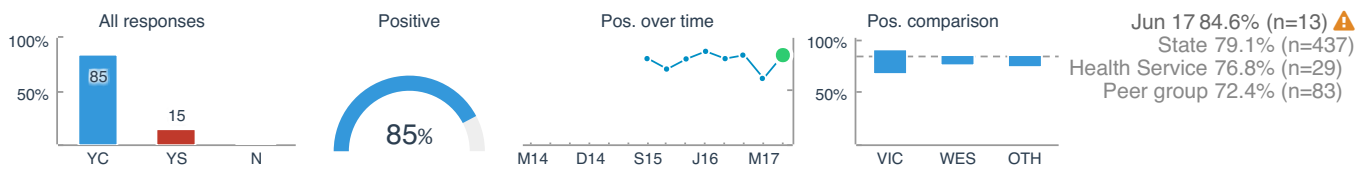
8-15 38. Did you have any tests (such as x-rays, scans or blood tests) in the Emergency Department?



Answers

Y - Yes N - No

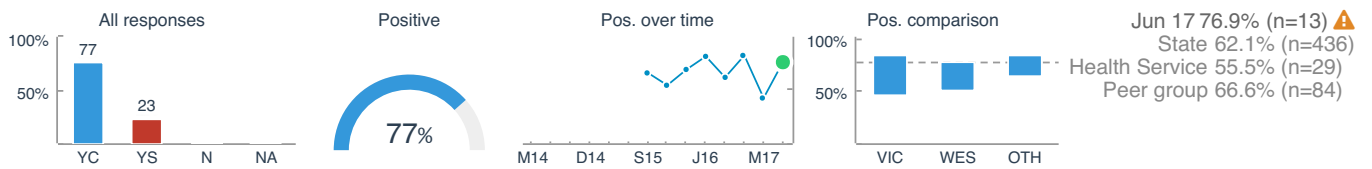
8-15 39. Before the test, did someone tell you what was going to happen in a way you could understand? [View data](#)



Answers

YC - Yes, completely YS - Yes, sort of N - No

8-15 40. Were you told the results of the test in a way you could understand? [View data](#)



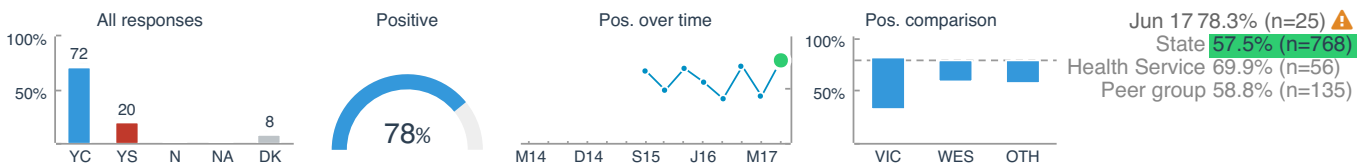
Answers

YC - Yes, completely YS - Yes, sort of N - No NA - N/A

Paediatric Emergency - April 2017 - June 2017

The Child's Opinion: Your Care

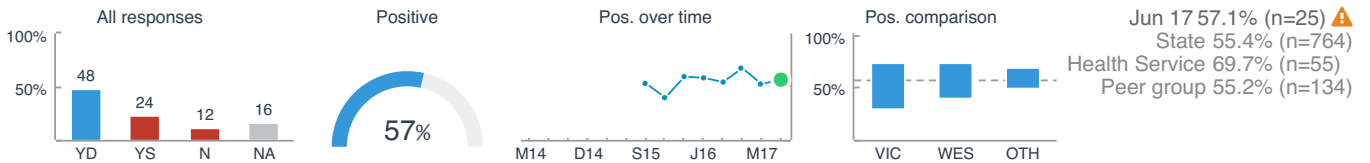
8-15 31. Did hospital staff caring for you explain things in a way you could understand? [View data](#)



Answers

YC - Yes, completely **YS** - Yes, sort of **N** - No **NA** - N/A **DK** - Don't know

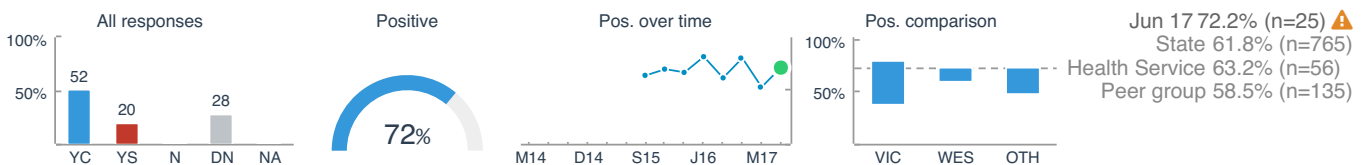
8-15 32. Were you involved as much as you wanted to be in decisions about your care and treatment? [View data](#)



Answers

YD - Yes, definitely **YS** - Yes, sort of **N** - No **NA** - NA

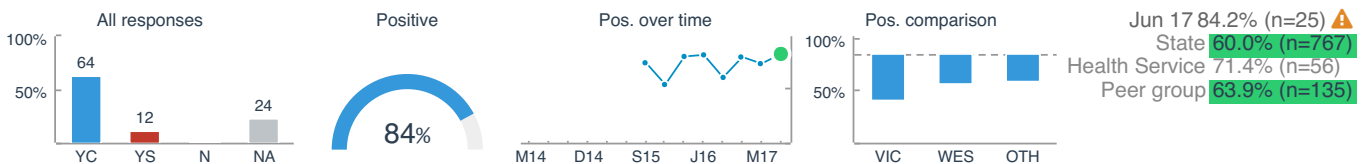
8-15 33. If you had any questions or worries, did a doctor or nurse talk with you about them? [View data](#)



Answers

YC - Yes, completely **YS** - Yes, sort of **N** - No **DN** - Did not have questions **NA** - Didn't feel comfortable discussing

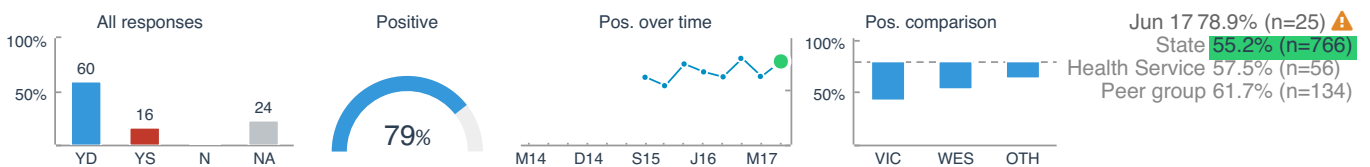
8-15 34. Did doctors and nurses do everything they could to calm and comfort you? [View data](#)



Answers

YC - Yes, completely **YS** - Yes, sort of **N** - No **NA** - This was not needed

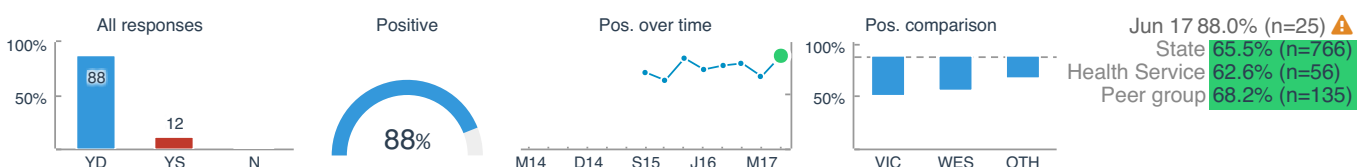
8-15 35. Did doctors and nurses do everything they could to help with your pain? [View data](#)



Answers

YD - Yes, definitely **YS** - Yes, sort of **N** - No **NA** - N/A

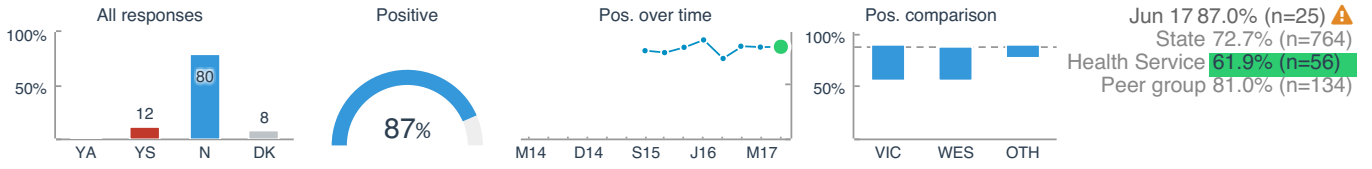
8-15 36. Were you given enough privacy while in the Emergency Department? [View data](#)



Answers

YD - Yes, definitely **YS** - Yes, sort of **N** - No

8-15 37. Were you ever told different things by different people, which left you feeling confused? [View data](#)



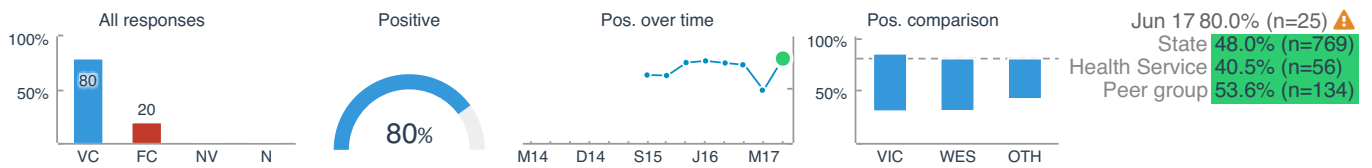
Answers

YA - Yes, a lot **YS** - Yes, sometimes **N** - No, never **DK** - Don't know

Paediatric Emergency - April 2017 - June 2017

The Child's Opinion: Overall

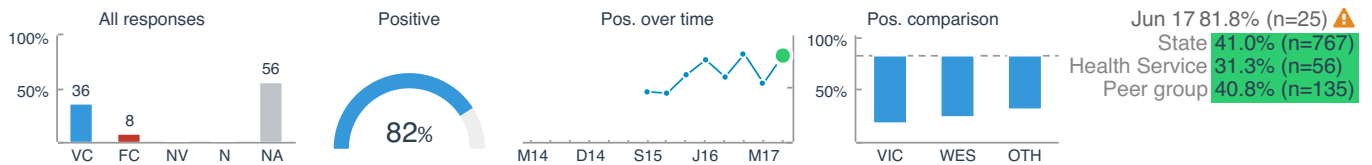
8-15 41. Overall, how clean was the Emergency Department? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean

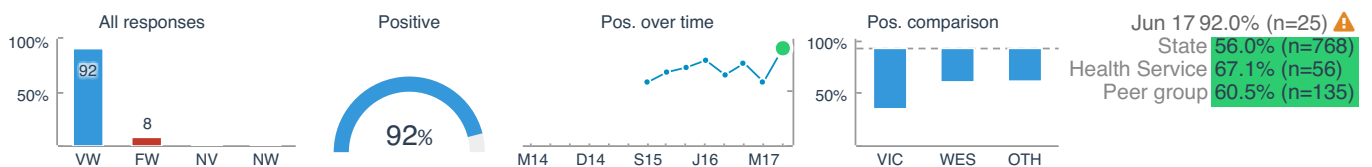
8-15 42. How clean were the toilets in the Emergency Department? [View data](#)



Answers

VC - Very clean FC - Fairly clean NV - Not very clean N - Not at all clean NA - N/A

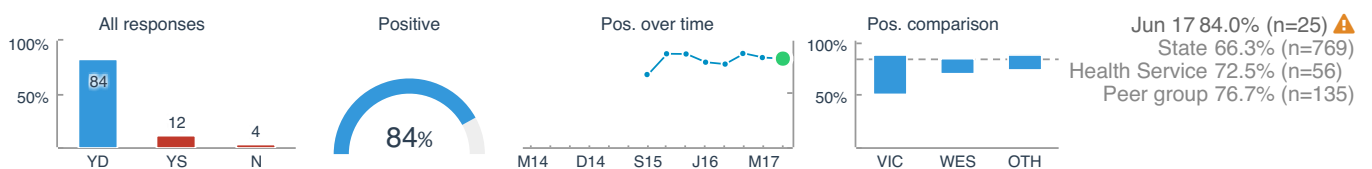
8-15 43. Overall, how well do you think you were looked after by staff during your visit to the Emergency Department? [View data](#)



Answers

VW - Very well FW - Fairly well NV - Not very well NW - Not at all well

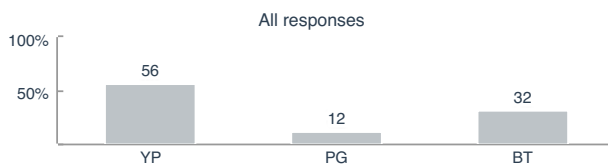
8-15 44. Do you think your visit to the Emergency Department helped you with your health problem? [View data](#)



Answers

YD - Yes, definitely YS - Yes, sort of N - No

8-15 45. Who was the main person who answered the questions in this section (section 2 - the child's section) of the questionnaire?



Answers

YP - The young patient PG - The parent/guardian BT - Both together

Paediatric Emergency - April 2017 - June 2017

Other Comments

This section allowed the parents to suggest ways that they felt the hospital could improve their care and services and to list the best and worst things about their child's visit to the ED.

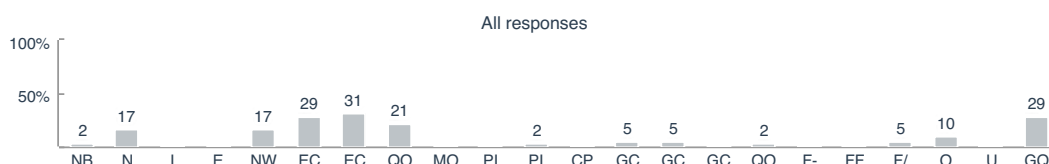
0-7 8-15 73. What could the hospital do to improve the care and services it provides to better meet the needs of patients?



Answers

NT - Nothing **N** - None **I** - Incomprehensible **IN** - Staff numbers **IE** - Emotional / interpersonal care of patient
IE - Emotional / interpersonal care of parents **IM** - Medical treatment **IH** - Handwashing **IC** - Care while waiting **IF** - Follow-up **IP** - Patient safety
IP - Privacy **IC** - Communication while waiting **IC** - Communication between staff and patient **IC** - Communication between staff and parents
IC - Communication / collaboration between staff members **RW** - Wait times **PM** - Sufficient information **IC** - Cleanliness **IF** - Facilities
IF - Facilities for parents **RN** - Reduce noise **IC** - Car parking **PA** - Access to food / drink **IF** - Facilities for parents
BE - Better / more entertainment / education for children **O** - Other **U** - Unclear **GQ** - Staff quality

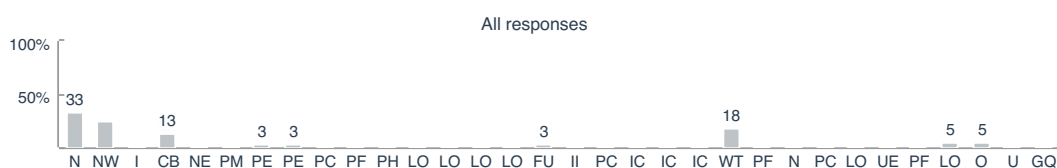
0-7 8-15 74. What were the best things about your child's visit to the ED?



Answers

NB - Nothing **N** - None **I** - Incomprehensible **E** - Everything **NW** - Wait times **EC** - Emotional / interpersonal care of patient
EC - Emotional / interpersonal care of parents **QO** - Medical treatment **MO** - Medical outcome **PI** - Patient involvement in care
PI - Parent involvement in care **CP** - Care / treatment provided by paramedics **GC** - Communication between staff and patient
GC - Communication between staff and parents **GC** - Communication / collaboration between staff members **QO** - Quality of information
F- - Facilities - general **FF** - Facilities for parents **F/** - Facilities / entertainment / education for children **O** - Other **U** - Unclear **GQ** - Staff quality

0-7 8-15 75. What were the worst things about your child's visit to the ED?



Answers

N - None **NW** - Nothing **I** - Incomprehensible **CB** - Child Being unwell / in hospital **NE** - Not enough staff **PM** - Medical treatment
PE - Emotional / interpersonal care of patient **PE** - Emotional / interpersonal care of parents **PC** - Care while waiting **PF** - Follow-up
PH - Handwashing **LO** - Lack of patient involvement in care **LO** - Lack of parent / carer involvement in care **LO** - Lack of follow-up
LO - Lack of privacy **FU** - Felt unsafe **II** - Insufficient information **PC** - Communication while waiting
IC - communication between staff and parents **IC** - Communication between staff and patient
IC - Communication / collaboration between staff members **WT** - Wait times **PF** - Facilities **N** - Noise **PC** - Car-parking
LO - Lack of food / drinks **UE** - Unclean ED **PF** - Facilities for parents **LO** - Lack of entertainment / education for child **O** - Other **U** - Unclear
GQ - Staff quality

The VHES asks consumers to provide in-depth feedback about a specific healthcare experiences.

Patient categories

Currently, there are nine patient categories included in the VHES. Five of these are continuous surveys, sent monthly to a sample of eligible patients who had a hospital or emergency department experience in the previous month, and asking them to reflect on that specific experience, and four are annual surveys.

Continuous surveys are:

1. Adult inpatients aged 16 or over who were admitted to one of 116 hospitals.
2. Paediatric inpatients aged 15 or under who were admitted to one of 34 hospitals. For those aged under eight, the survey is directed to the parent or carer, while the 8-15 year-olds' questionnaire has questions for the parent or carer to complete, the child to complete and both to complete together.
3. Adult emergency patients aged 16 or over who attended one of 39 emergency departments but were not admitted to hospital.
4. Paediatric emergency patients aged 16 or under who attended one of 39 emergency departments but were not admitted to hospital, aged 15 or under who were admitted to one of 34 hospitals. For those aged under eight, the survey is directed to the parent or carer, while the 8-15 year-olds' questionnaire has questions for the parent or carer to complete, the child to complete and both to complete together.
5. Maternity consumers who received services from Victorian public hospital services in relation to antenatal, labour and birth and postnatal care at one of 42 hospitals.

Annual surveys are:

1. Adult specialist clinics patients who had an outpatient appointment at one of 47 hospitals.
2. Paediatric specialist clinics patients who had an outpatient appointment at one of 10 hospitals.
3. Community health services who used one of 88 community health services.
4. Planned and emergency ambulance service users

Questionnaires can be viewed by clicking on the download symbol next to each patient category name in the results view.

Sampling and data collection

All patient categories use the same basic method of data collection, with the exception of community health which uses a different methodology designed to meet the unique needs of this population – explained further below.

Data collection – excluding community health

For all inpatient, emergency, maternity, specialist clinic and ambulance surveys, sample is provided monthly by each campus and by Ambulance Victoria (AV) from patient files. Campuses and AV are required to provide limited details (name, patient category, preferred language, date of birth, postal address and where possible, email address) for a defined number of randomly selected patients each month via a secure portal. These details are kept for six months to ensure that patients are not surveyed too frequently and then securely destroyed to preserve anonymity.

Patients for whom an email address is provided are then emailed a link to the online version of the questionnaire. If they do not complete the survey online within two business days, they are then posted a hard copy version of the questionnaire. Those patients for whom an email address is not provided are also posted a hard copy survey at this point. Patients who receive a survey in a language other than English will only have the option to complete this survey in hard copy. A questionnaire is sent to a patient in a language other than English if a patient's preferred language, as identified in the data provided by campuses, matches one of the languages available in the VHES.

Those who receive a mail-out survey are also given details to complete the survey online if they prefer, or to complete the hard copy version and return by reply paid envelope. All mail-out surveys are data entered, and the data is merged with online results. At this point, the unique patient IDs are checked to ensure no patients have attempted to complete online and hard copy versions of the survey.

Data-collection – community health

As noted above, a very different methodology is used for community health. Rather than surveys being mailed to the patient address, community health service clients are invited to participate, in person while using the service itself. This protects the anonymity of clients, addresses the absence of a consistent state-wide database of client details, and increases the opportunity for homeless or transitory clients and those with low-literacy to participate.

For each survey site, a unique survey pack is provided with the allocated number of English and other language surveys, based on estimates of monthly client appointments and language preferences provided by services.

Sites are instructed to offer the survey to each eligible client using the service (including taking services on home visits) until the survey allocation is depleted, or the fieldwork period ends.

Community service clients who agree to the survey have the opportunity to complete it in hard copy and mail by reply-paid envelope or online. In addition, community health services are encouraged to assist clients to complete the survey by providing pads, computers and where possible, volunteer assistance within the service.

Languages

Adult Inpatient, Adult Emergency and Adult Specialist surveys are offered in the following 15 languages, in addition to English:

Arabic

Croatian

Greek

Hindi

Italian

Macedonian

Maltese

Polish

Russian

Serbian

Simplified Chinese

Spanish

Traditional Chinese

Turkish

Vietnamese

Paediatric Inpatient, Paediatric Emergency, Maternity and Specialist Paediatric surveys are offered in the following 6 languages, in addition to English:

Arabic

Hindi

Simplified Chinese

Turkish

Traditional Chinese

Vietnamese

Community health surveys are offered in the following 15 languages, in addition to English:

Arabic

Burmese

Chin Hakha (from Burma, India, Bangladesh)

Dari

Farsi
Greek
Italian
Karen
Russian
Simplified Chinese
Somali
Tamil
Traditional Chinese
Turkish
Vietnamese.

These languages were selected based on the top languages spoken by patients in Victoria's public health systems. In 2017, the ambulance survey was provided in English only, as limited information on the preferred language of patients was available.

Weighting and significance testing – all patient categories

To ensure that data accurately represents the population of interest (the true population of patients at each campus), 'normalising factors' are applied to the data. Normalising factors are calculated based on the difference between the proportion of a certain type of respondent in the sample and the proportion of that type of respondent attending the health service. In essence, applying normalising factors to a dataset readjusts the achieved sample to resemble the population, removing any skew in the results. The calculation of proportional factors to normalise survey data is a standard research process.

For adult inpatient, emergency and specialist clinics categories, a proportional weighting scheme is applied to the sample at each campus to bring it into line with each campus's true population by age and gender. This is based on the average annual separation data for each campus in 2013 and applies to all adult inpatient, emergency and specialist clinics results. This means, for example, that older people aren't over-represented in the survey results by virtue of older people being more likely to complete the survey than younger people. No age or gender weighting is applied to paediatric, maternity or community health results.

When looking at results that reflect a group of campuses (for example, at health service, state or peer group level) each campus is normalised according to what percentage of the group's true population it represents. This means, for example, that one hospital isn't underrepresented because its patients were less likely to complete the survey than those at another hospital. This level of normalisation occurs for **all patient categories**.

While weighting is applied to make a sample more accurate, any data manipulation can introduce error. Ipsos accounts for this by using an effective error margin – a process that estimates the degree of error introduced into a sample by a weighting scheme and accounts for it in all statistical tests applied.

Reporting

Results for the inpatient, maternity and emergency surveys are reported on a quarterly basis on this reporting portal, three months following the completion of each quarter. Specialist clinics surveys are reported once annually in September/October based on data collected among April-June patients and community health service results are reported in March/April based on data collected in October-December.

Quarters are:

January to March stays (referred to as 'M' in charts throughout the portal) – results made available in the middle of the following June

April to June stays (referred to as 'J' in charts throughout the portal) – results made available in the middle of the following September

July to September stays (referred to as 'S' in charts throughout the portal) – results made available in the middle of the following December

October to December stays (referred to as 'D' in charts throughout the portal) – results made available in the middle of the following March.

For all categories excluding community health, results for each campus or health service are published on the portal only if the campus achieves at least 42 survey returns to ensure the data is statistically robust. However, these campuses will still contribute to the peer group, health service and state average. Where a campus does not achieve 42 survey returns, the portal will state that there is insufficient data for this period.

However, for **continuous surveys campuses** with only small numbers of completed questionnaires will receive a rolling sample as the survey progresses. This means that results for multiple quarters will be merged to provide a sufficient sample size over a longer period.

Note that a sample size of 42 affords a maximum margin of error of +/- 15% at the 95% level of confidence. This means that if 70% of patients at campus with 42 survey completes rate their overall experience as 'very good' or 'good', we can be 95% confident that between 55% and 85% of all patients actually feel this way. As the sample size increases, the margin of error decreases. For example, if 70% of a sample of 150 patients rate their experience as 'very good' or 'good', we can be 95% confident that between 78% and 62% actually feel this way, as the maximum margin of error is +/- 8%.

Provided a campus or health service (or district or region in the case of ambulance surveys) receives at least 42 survey returns overall, all individual questions will be presented, regardless of how many people answered that question. Some questions (such as those directed at people who need help understanding English) are asked only of a small subsection.

Community health services and sites are often much smaller than hospitals. As such, they are published on the portal only if the campus achieves at least 30 survey returns to ensure the data is statistically robust. However, these campuses will still contribute to the peer group, health service and state average. Where a campus does not achieve 30 survey returns, the portal will state that there is insufficient data for this period.

Note that a sample size of 30 affords a maximum margin of error of +/- 18% at the 95% level of confidence. This means that if 70% of patients at campus with 30 survey completes rate their overall experience as 'very good' or 'good', we can be 95% confident that between 52% and 88% of all patients actually feel this way.

Provided community health site or health service (or district or region in the case of ambulance surveys) receives at least 30 survey returns overall, all individual questions will be presented, regardless of how many people answered that question. Some questions (such as those directed at people who need help understanding English) are asked only of a small subsection.

Analysis

Throughout this portal, statistically relevant significant findings have been reported at the 95% confidence interval and are represented within tables in green where the subject (campus, health service or state) has performed significantly higher than the comparator or in orange where it has performed significantly lower.

In addition, a key driver analysis was run to determine the 'Key Aspects of Care' for each patient category. These Key Aspects of Care are the defining hospital experiences: those that are most likely to separate a patient who rated their overall experience as 'very good' or 'good', from those who rate it as 'poor' or 'very poor'.

Response rates

In the April - June 2017 period, the following statewide response rates were achieved for each patient category:

- **Adult Inpatient:** 7086 individuals, or 31% of those invited completed the survey
- **Adult Emergency:** 2399 individuals, or 18% of those invited completed the survey
- **Paediatric Inpatient:** 1276 individuals, or 19% of those invited completed the survey
- **Paediatric Emergency:** 1538 individuals, or 15% of those invited completed the survey
- **Maternity:** 1502 individuals, or 28% of those invited completed the survey
- **Paediatric Specialist Clinics:** No surveying was conducted during the April - June 2017 period
- **Adult Specialist Clinics:** No surveying was conducted during the April - June 2017 period
- **Community Health:** No surveying was conducted during the April - June 2017 period

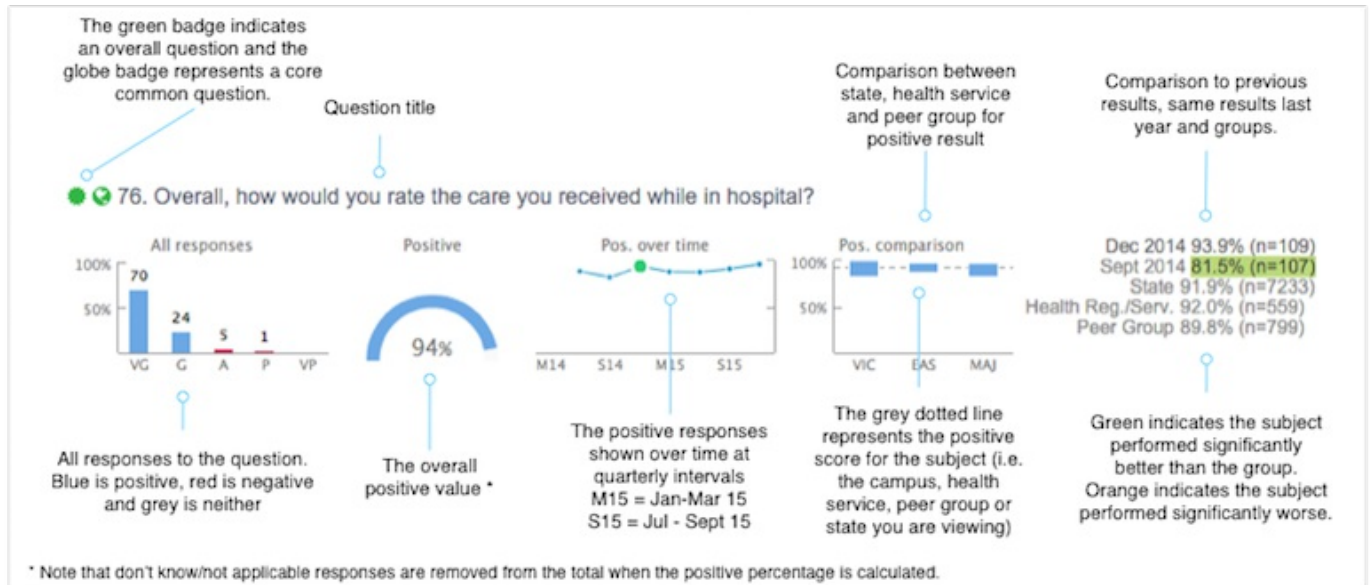
Help

Answers to frequently asked questions are presented below. If these do not respond to your query, please contact us at results@vhes.com.au

Frequently asked questions

Q: How do I interpret each question chart?

A: The images below provide detailed information on how to interpret and navigate charts and data.



Q: How frequently are results provided?

A: Results for the survey are reported on a quarterly basis, three months following the completion of each quarter. Quarters are:

- January to March stays (referred to as M in charts throughout the portal) results made available at the beginning of the following June
- April to June stays (referred to as J in charts throughout the portal) results made available at the beginning of the following September
- July to September stays (referred to as S in charts throughout the portal) results made available at the beginning of the following December
- October to December stays (referred to as D in charts throughout the portal) results made available at the beginning of the following March.

Q: Why can't I see results for certain patient categories for my campus?

A: Results for each campus are provided only if the campus achieves at least 42 survey returns to ensure the data is statistically robust (please see the Method section in Appendix 2 for more information on this). Where a campus does not achieve 42 survey returns, the portal will state that there is insufficient data for this period. Many health services experienced initial difficulties with data extraction and uploading. Most services have resolved these difficulties with and should expect results for all categories for the July- September results.

However, campuses with only small numbers of completed questionnaires will have the opportunity to receive a rolling sample as the survey progresses. This means that results for multiple quarters will be merged to provide a sufficient sample size over a longer period.

Q: What does the alert symbol mean?

A: An alert symbol is shown where the sample size for a particular question is less than 30. This means that the margin of error for this question is quite large (more than +/- 18%), so results should be interpreted with caution.

Q: How can I see the patient comments?

A: Patient comments are analysed and presented at an aggregate level under the 'other comments' tab for each patient category. These comments are also provided, verbatim, to campuses.



The Victorian Healthcare Experience Survey operates under the Information Privacy Act 2000 (Vic) (IPA). The IPA requires Victorian State and local government agencies to collect and handle personal information in accordance with ten enforceable privacy principles.

Maternity and Adult Emergency questionnaires © Care Quality Commission, London.