



# Victorian Patient Satisfaction Monitor

## Wave 20 Report for Stawell Regional Health

January 2011 to June 2011

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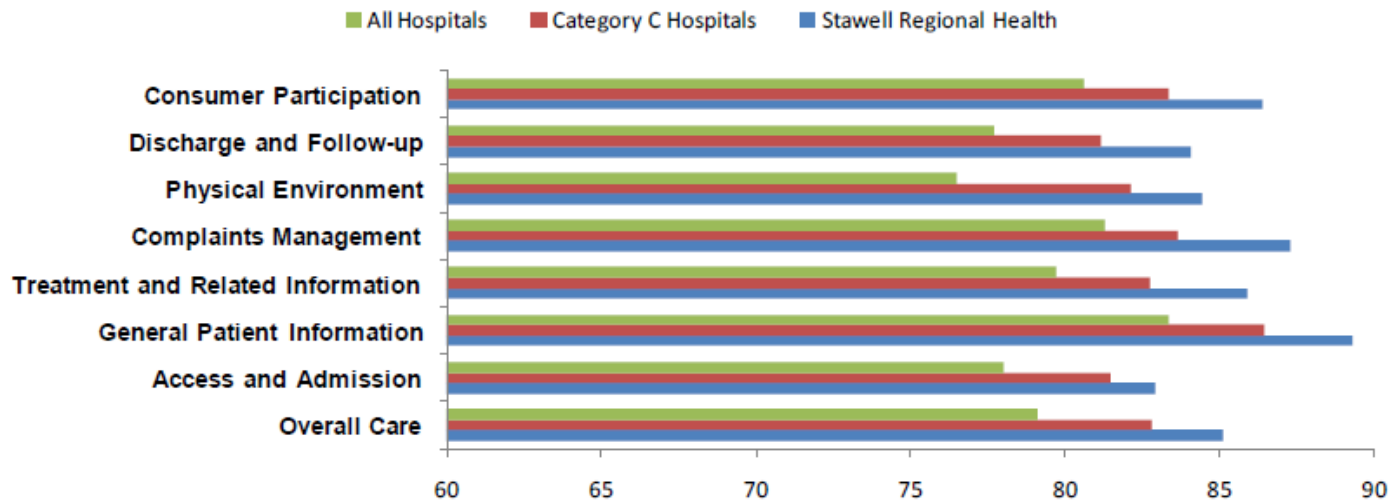
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SECTION 3: Summary Indices Results

**Benchmark data comparing Stawell Regional Health with Category C and Statewide hospital benchmarks**



|                         | Overall Care | Access and Admission | General Patient Information | Treatment and Related Information | Complaints Management | Physical Environment | Discharge and Follow-up | Consumer Participation |
|-------------------------|--------------|----------------------|-----------------------------|-----------------------------------|-----------------------|----------------------|-------------------------|------------------------|
| All Hospitals           | 79           | 78                   | 83                          | 80                                | 81                    | 76                   | 78                      | 81                     |
| Category C Hospitals    | 83           | 81                   | 86                          | 83                                | 84                    | 82                   | 81                      | 83                     |
| Stawell Regional Health | 85           | 83                   | 89                          | 86                                | 87                    | 84                   | 84                      | 86                     |

VPSM indices' results provide an overall summary of responses to a specific set of individual VPSM questions. Questions comprising each index are shown in Appendix L.

The chart to the left shows your hospital's result for each index and compares these results to the average of same category hospitals and the statewide sample.



Note that the minimum possible score for any index is 20, and the maximum possible score 100.

## Indices

Presented in Table 3.1 are your hospital’s current and previous wave results for each index of patient satisfaction. The table also compares your hospital’s current wave performance against the average current wave performance of same category hospitals. Also shown are the current wave’s lower and upper range indices’ scores for that category, that is, the lowest and highest index scores for hospitals in that category.

For each index, the current hospital wave score forms the basis for comparison; a corresponding previous wave or category score that is coloured and shaded indicates a statistically significant difference from the current hospital wave score. **For example, if the hospital previous wave score is green, the corresponding current hospital wave score is (statistically) significantly higher (i.e. the index score has increased since the previous wave); if the category current wave score is red, the corresponding current wave hospital score is (statistically) significantly lower than the category average.**

Hospitals may wish to direct their improvement efforts towards areas where results are shown in red. For further explanation of the VPSM colour coding system, refer to the Methodology Section in Appendix J.

**Table 3.1: VPSM indices results for Wave 20, January 2011 to June 2011.**

| Index<br>(20-100 scale)                  | Your hospital’s<br>Wave 20 score | Your hospital’s<br>Wave 19 score | Category C<br>Wave 20<br>average score | Category C<br>Wave 20<br>lower range<br>score | Category C<br>Wave 20<br>upper range<br>score |
|--|----------------------------------|----------------------------------|--|---|---|
| Overall Care (OCI)                       | 85.1                             | 86.9                             | 82.8                                   | 75.9  | 86.4  |
| Access and Admission (AAI)               | 82.9                             | 86.5                             | 81.5                                   | 71.3  | 86.6  |
| General Patient Information (GPII)       | 89.3                             | 89.9                             | 86.4                                   | 80.0  | 89.7  |
| Treatment and Related Information (TRII) | 85.9                             | 86.7                             | 82.8                                   | 75.5  | 86.1  |
| Complaints Management (CMI)              | 87.3                             | 87.0                             | 83.7                                   | 77.4  | 88.5  |
| Physical Environment (PEI)               | 84.5                             | 85.7                             | 82.1                                   | 74.2  | 87.6  |
| Discharge and Follow-up (DFI)            | 84.1                             | 86.1                             | 81.1                                   | 62.6  | 85.6  |
| Consumer Participation Indicator (CPI)   | 86.4                             | 86.8                             | 83.4                                   | 77.3  | 87.8  |

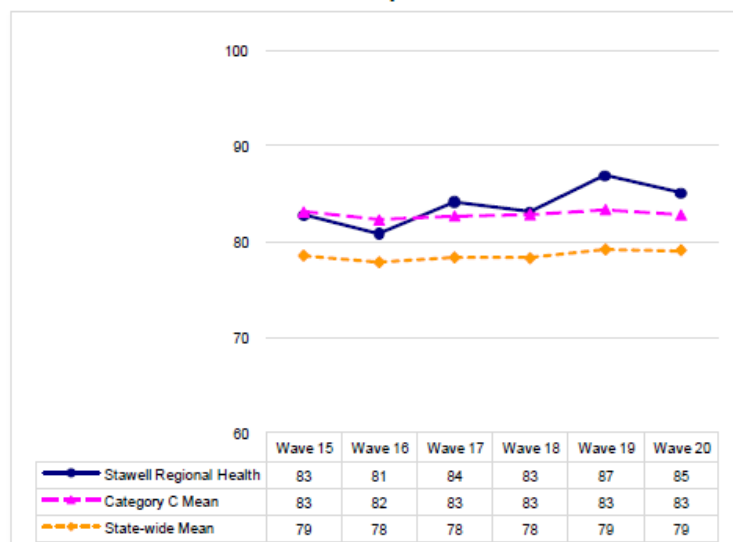


Table 3.1 on the previous page highlights the changes of statistical significance (those numbers coloured and shaded) between the current wave and the previous wave. Only those with changes that have attained statistical significance should be considered to reflect a real change in the indices' values.

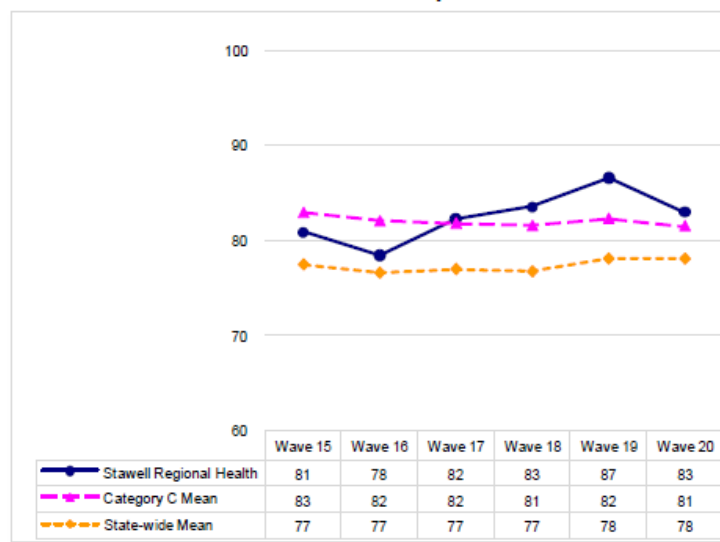
It should be noted that statistical variations occur in the values of indices as a result of sampling and measurement variations and that changes from one period to the next may not reflect real or statistical significant changes unless they are specifically tested for. In this report, statistical significance testing has been performed between Wave 19 and Wave 20 data only; details of the significance testing are contained in the relevant tables. No statistical significance testing is contained within the time series charts.

The following charts show the historical trends for each index of patient satisfaction. Please note that figures in the following charts have been rounded for formatting purposes.

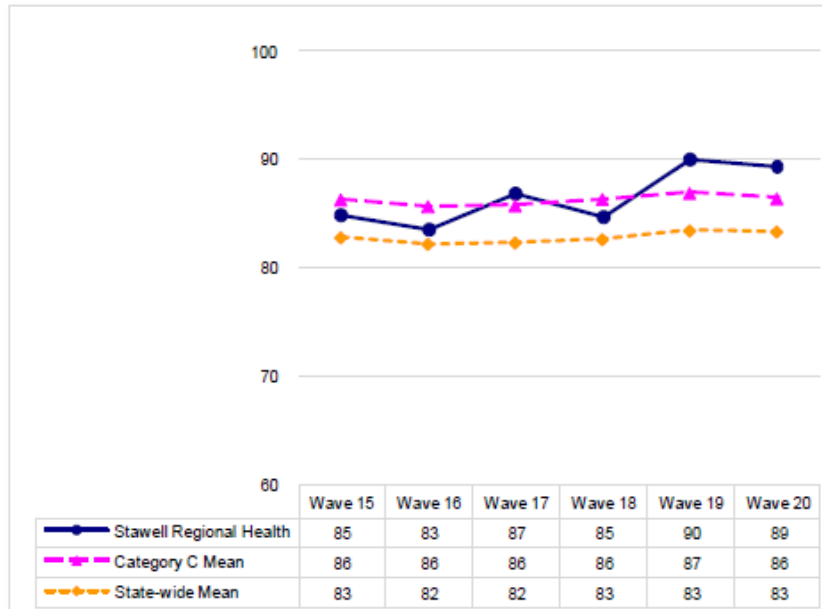
**Overall Care Index for period 2008 to 2011**



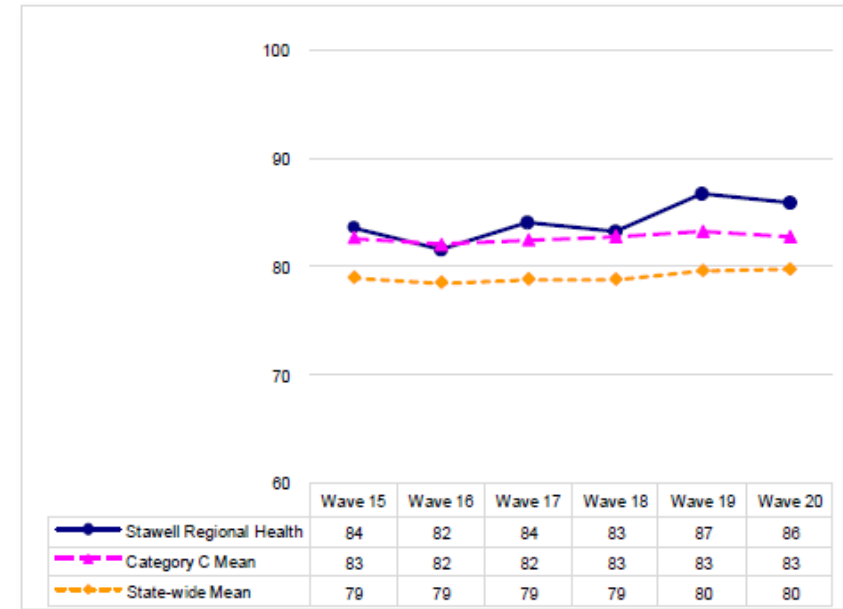
**Access and Admission Index for period 2008 to 2011**



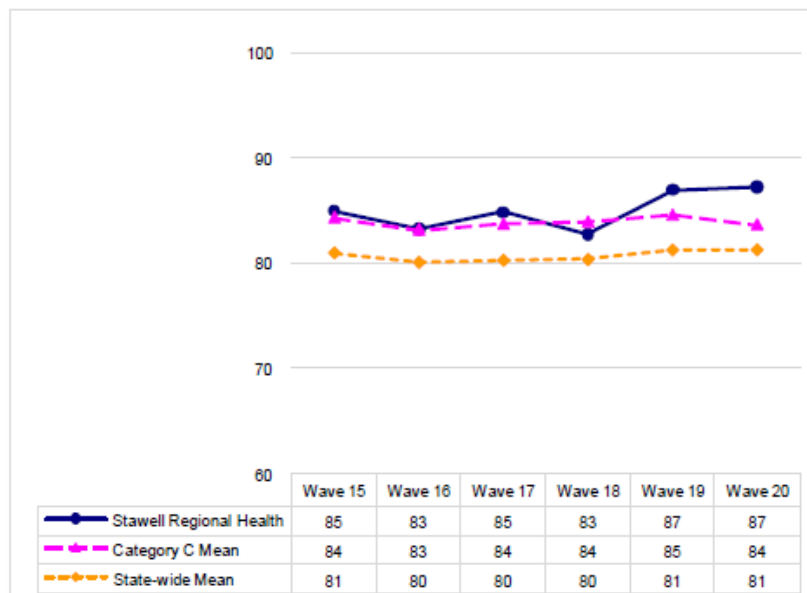
**General Patient Information Index for period  
2008 to 2011**



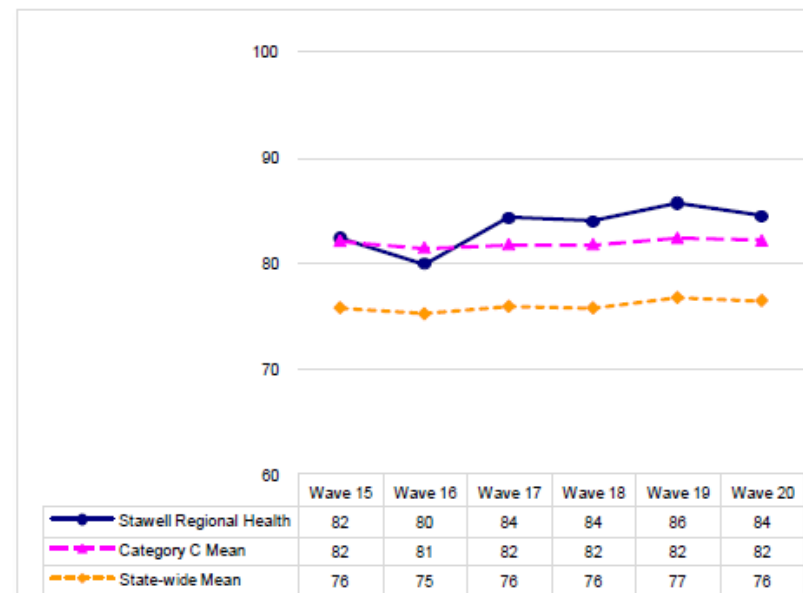
**Treatment and Related Information Index for period  
2008 to 2011**



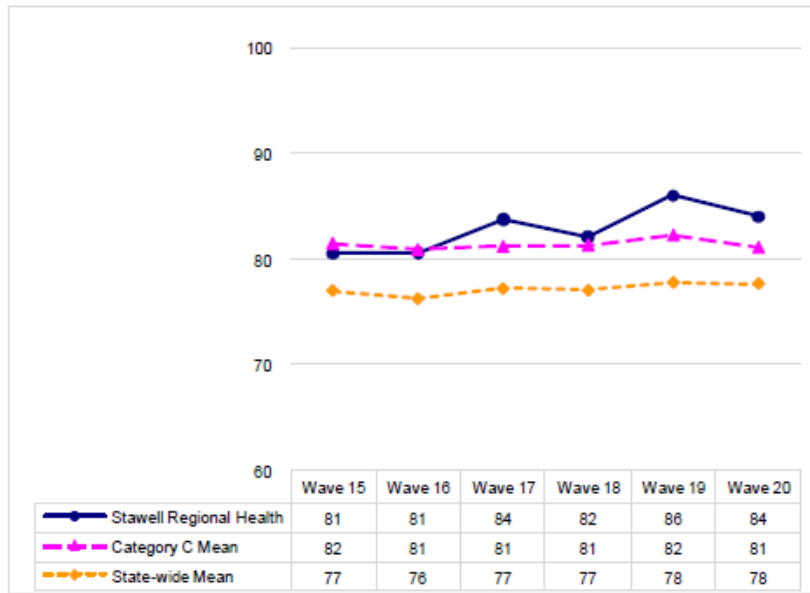
Complaints Management Index for period 2008 to 2011



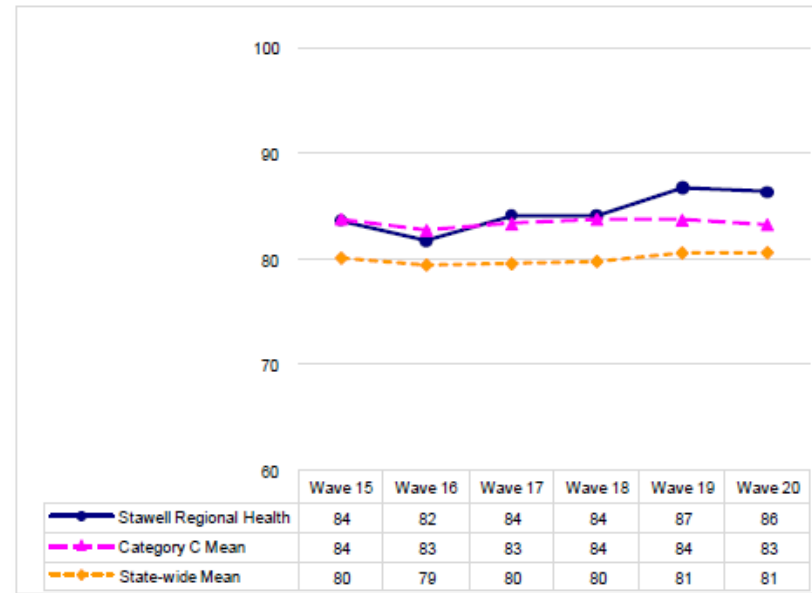
Physical Environment Index for period 2008 to 2011



Discharge and Follow-up Index for period 2008 to 2011



Consumer Participation Indicator for period 2008 to 2011



## SECTION 4: Overall Hospital Experience

The questionnaire has three questions that are considered to measure the patient's "overall hospital experience". These are:

- Thinking about all aspects of your hospital stay, how satisfied were you?
- How much do you think you were actually helped by your stay in the hospital?
- Was the length of time you spent in hospital...? (*too long, too short, about right*)

Table 4.1 shows the current and previous wave mean scores for overall satisfaction for your hospital, as well as the current wave mean scores for overall satisfaction for same category hospitals and for the state-wide sample.

Three statistical comparisons are included: your hospital's current wave score against, 1) your hospital's previous wave score, 2) the current wave category score, and 3) the current wave state-wide score. Results that are coloured and shaded indicate scores that are (statistically) significantly different at the 99% confidence level. For example, if a category or state-wide score is coloured red and shaded, the corresponding score for your hospital is (statistically) significantly lower; if a category or state-wide score is coloured green and shaded, the corresponding score for your hospital is (statistically) significantly higher. For further explanation of this, refer to the Methodology Section in Appendix J.

**Table 4.1: Thinking about all aspects of your hospital stay, how satisfied were you?** (where 1=Very dissatisfied and 5=Very satisfied)

|                   | Your hospital's<br>Wave 20 mean | Your hospital's<br>Wave 19 mean | Category C<br>Wave 20 mean | State-wide<br>Wave 20 mean |
|-------------------|---------------------------------|---------------------------------|----------------------------|----------------------------|
| Mean satisfaction | 4.62                            | 4.80                            | 4.64                       | 4.49                       |