MEASURING CONSUMER EXPERIENCE

In 2016 SA Health surveyed more than 2,300 consumers to find out more about their public hospital experience.

The 58 survey questions provided invaluable information on areas of strength as well those that needed improving to ensure consumers have the best possible hospital experience.

Performance benchmarks were met ✓ in 6 out of 10 care categories

TREATED WITH CONSISTENT AND INVOLVEMENT **NURSES &** DISCHARGE **FOOD** PAIN **CLEANLINESS PRIVACY** RESPECT AND COORDINATION IN DECISION **DOCTOR** INFORMATION **DIGNITY** OF CARE **MAKING APPROXIMATELY NEARLY** 91% **NEARLY APPROXIMATELY OVER OVER** 35% felt that staff of consumers felt of consumers thought they **GOT** did everything that they were weren't felt that thought they weren't were **CONFLICTING** of consumers they could to **TREATED** given **DIDN'T** hospital getting **GIVEN TRUSTED** with control written enough get **INCONSISTENT** facilities enough their RESPECT enough their information **INFORMATION INFORMATION** and Staff pain **PRIVACY** doctors about what about their & **HELP** at from staff they *should* or were condition or during **DIGNITY** mealtimes discussions and shouldn't do after and **NUrses** treatment **CLEAN** examinations AT ALL TIMES leaving hospital

SOME 87% OF CONSUMERS WOULD RECOMMEND THEIR HOSPITAL TO A FRIEND OR RELATIVE

