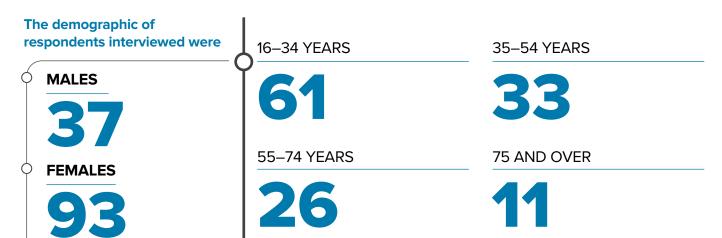
ABORIGINAL AND TORRES STRAIT ISLANDER

Measuring Consumer Experience 2022 Snapshot

As part of the SA Consumer Experience Surveillance (SACESS) interviews for the year between January and December 2021, a total of 130 Aboriginal and Torres Strait Islander consumers were interviewed.



The consumers were asked the Australian Hospital Patient Experience Question Set (AHPEQS), where the majority of respondents responding either 'always' or 'mostly' when asked if:



INDIVIDUAL NEEDS WERE NOT MET

"MY INDIVIDUAL NEEDS WERE MET" WAS ASKED AND ANSWERED NEGATIVELY.

OF THE

31

Aboriginal respondents who reported that their individual needs were not met mostly or always

ALMOST

12%

reported staff explained mostly or always why their need could not be met

HARM OR DISTRESS DISCUSSED WITH STAFF

80%

of Aboriginal respondents did not experience unexpected harm or distress as a result of their treatment or care.

OF THE

20%

Aboriginal respondents **that did** experience harm or distress:

11.4%

experienced emotional distress

8.6%

experienced both physical and emotional harm

OF THE

26

Aboriginal respondents who reported that they had experienced unexpected harm or distress:

27.7%

said that this was discussed with them



WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

OVER

66%

Aboriginal respondents were not asked if they had any cultural or religious beliefs that might affect the way they were treated in the hospital.

Of the **33.6**% that did get asked, **31.8**% were asked after admission.

Of the 28 Aboriginal respondents who **required an interpreter**,

ALMOST

41%

were given access to one.

THE MAJORITY OF CONSUMERS:

77%

felt that their right to an opinion was always or usually respected.

Each participant was given the opportunity to provide both a satisfied and dissatisfied qualitative comment about their experience, which was provided to the Local Health Networks (LHNs) and their hospitals.

A TOTAL OF 91 ABORIGINAL AND TORRES STRAIT ISLANDER RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

ALMOST 66%

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF

satisfied comments were received and were most commonly related to doctors and nurses; coordination and integration of care; respect for patients' values, preferences and expressed needs.

54

dissatisfied comments were received and comments were most commonly related to patients' values; preferences and expressed needs; doctors and nurses; coordination and integration of care; physical comfort; and information; communication and education.



