Measuring Consumer Experience 2020

In 2019, 3.951 South Australians were interviewed (83.9% response rate) and their responses were analysed to measure hospital performance. Surveys were undertaken between January to December 2019.

Views and concerns listened to



Individual needs met



Felt cared for by staff



Involved in making decisions



Being kept informed



Staff communicated with each other



87%

views and concerns were listened to always or mostly. **OVER**

89%

of patients felt their individual needs were met almost or most of the time. **OVER**

of patients felt mostly or always cared for.

OVER

of patients felt they were involved in decision making. **ALMOST**

felt they were kept informed as much as they wanted about their care and treatment.

OVER

could tell staff involved in their care communicated with each other.

Felt confident in safety



Pain relief met needs



Overall quality



Recommend hospital



OVER

felt confident in the safety of their treatment.

ALMOST

of patients received pain relief that met their needs. **ALMOST**

felt the overall quality of care received was good or very good.

OVER

of patients would recommend their hospital to a relative or friend.

PERFORMANCE BENCHMARKS WERE MET IN

9 OUT OF 10 **CATEGORIES**

Questions are based on the Australian Patient Hospital Experience Questions Set (AHPEQS).

