Measuring Consumer Experience 2021

In 2020, 4.003 South Australians were interviewed and their responses were analysed to measure hospital performance. Surveys were undertaken between January to December 2020.

Views and concerns listened to



Individual needs met



Felt cared for by staff



Involved in making decisions



Being kept informed



Staff communicated



ALMOST

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

89%

of patients felt their individual needs were met almost or most of the time. 91%

of patients felt mostly or always cared for.

OVER

87%

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

88%

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



87%

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

Pain relief met needs



Felt confident in safety



Overall quality



Recommend hospital



OVER

of patients received pain relief that met their needs.

felt confident in the safety of their treatment.

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

10 OUT OF 10 **CATEGORIES**

Questions are based on the Australian Hospital Patient Experience Question Set. SA Health benchmark is 85%

