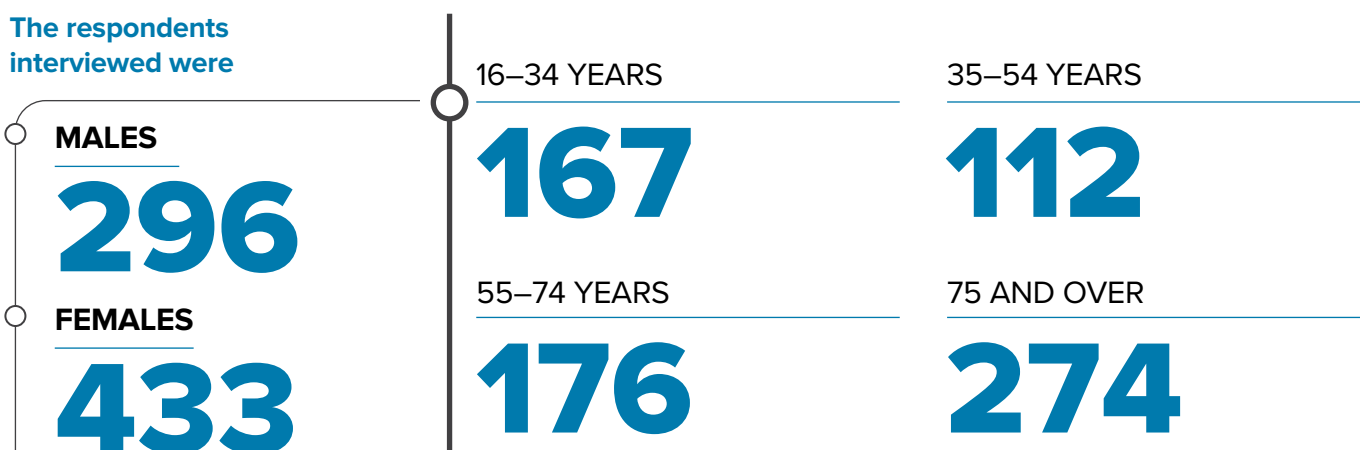


# CULTURALLY AND LINGUISTICALLY DIVERSE

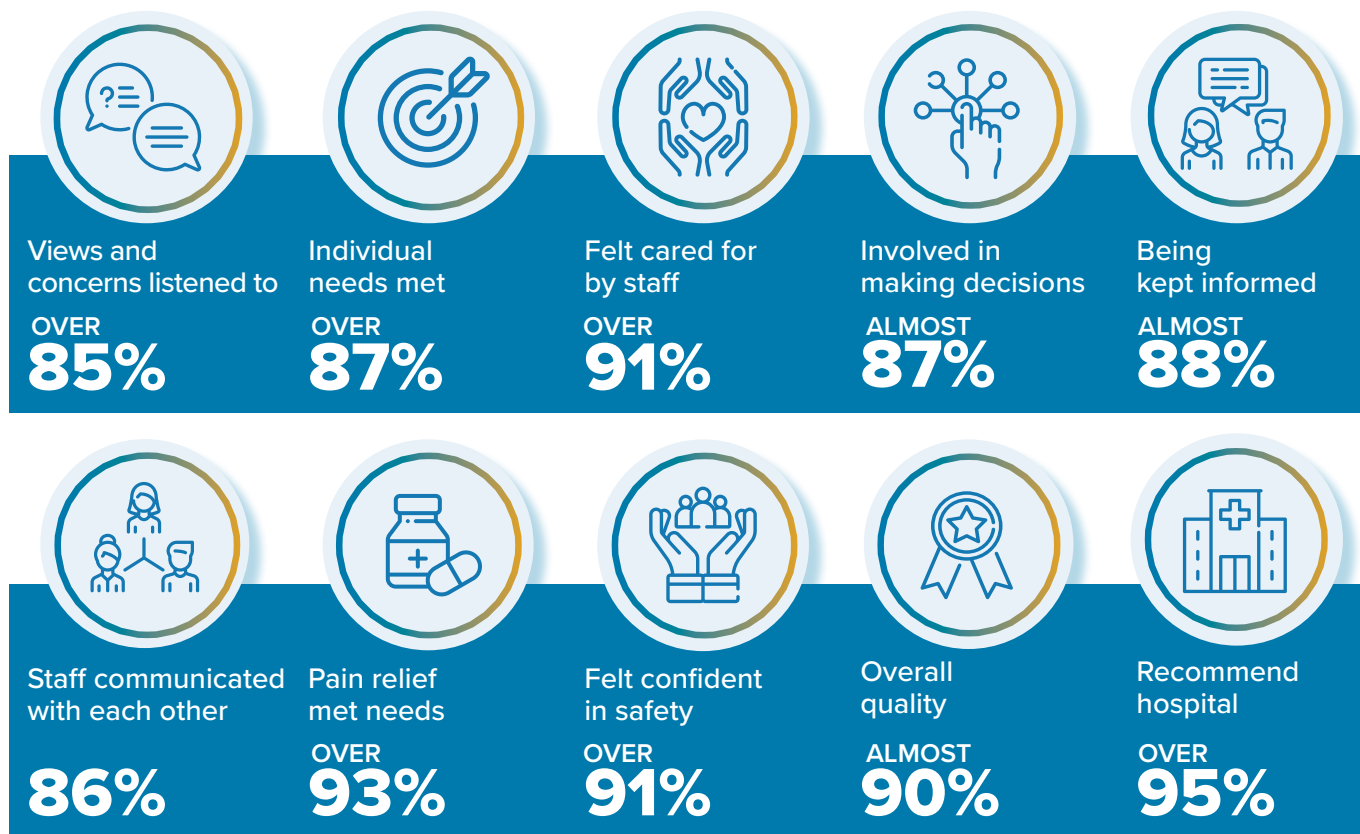
## Measuring Consumer Experience 2021 Snapshot

As part of the SA Consumer Experience Surveillance System (SACESS) for the year between January 2020 and December 2020, a total of **730 Culturally and Linguistically Diverse (CALD) consumers** were interviewed.

The respondents interviewed were



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:



**Main languages spoken at home (other than English):**

**413**

40 surveys were completed with language support for Arabic, Chinese, Greek, Italian, Mandarin, Spanish and Vietnamese consumers.

**Languages include:**

Arabic	Italian
Chinese/	Nepali
Mandarin/	Persian
Cantonese	Punjabi
Croatian	Serbian
Filipino	Spanish
Greek	Vietnamese
Hindi	

**INDIVIDUAL NEEDS WERE NOT MET**

**“MY INDIVIDUAL NEEDS WERE MET” WAS ASKED AND ANSWERED NEGATIVELY.**

OF THE  
**87**

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

ALMOST  
**18%**

reported that staff explained why.

**HARM OR DISTRESS DISCUSSED WITH STAFF**

ALMOST  
**85%**

of patients **did not** experience harm or/and distress as a result of their treatment and care.

OF THE  
**15%**

**that did** experience harm or/and distress:

**2%**  
had experienced physical harm

**8%**  
experienced emotional distress

**5%**  
experienced both

OF THE  
**106**

respondents who reported that they had experienced harm or distress:

ALMOST  
**42%**  
said that this was discussed with them and

**58%**  
said that their harm or distress was not discussed with them



## WITH REGARDS TO PATIENTS' RIGHTS AND ENGAGEMENT:

ALMOST  
**69%**

of respondents reported not being asked if they had any cultural or religious beliefs that might affect their treatment,

while the majority of respondents felt that their right to have an opinion was respected all of the time (74.9%).

Of the 203 consumers who required an interpreter,

**82%**

were given access to one.

THE MAJORITY OF CONSUMERS ALSO:

OVER  
**70%**

received information on their rights as a patient and had read some of that information.

OVER  
**53%**

had staff explain their patient rights to them.

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 Network's (LHNs) and their hospitals.

A TOTAL OF 438 RESPONDENTS PROVIDED EITHER A SATISFIED OR DISSATISFIED COMMENT.

ALMOST  
**66%**

SATISFIED OR DISSATISFIED COMMENTS

A TOTAL OF  
**323**

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

A TOTAL OF  
**240**

dissatisfied comments were received and most commonly related to the coordination and integration of care, doctors and nurses, and physical comfort.