

Hospitalised patients completing an adult in-patient survey

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Outcome

Improved clinical outcomes for patients in primary and secondary care through improved patient safety and experience of care

Measure

Hospitalised patients providing feedback via the adult in-patient survey

Type

Contributory measure

Relationship(s) to other frameworks

Patient experience is a component of the Health Quality and Safety Commission's (HQSC) Quality and Safety Indicators framework.

Rationale

Patient experience is a vital but complex area.

Growing evidence tells us that patient experience is a good indicator of the quality of health services. Better experience, stronger partnerships with consumers, and patient and family-centred care have been linked to improved health, clinical, financial, service and satisfaction outcomes. Patient experience measures are now routinely in place for hospitals. Feedback about the care received in public hospitals is a valuable indicator of how well health services are working for patients and their families.

Eligible population

Hospitalised patients aged 15 years and over who are surveyed

Measure status

Active

Numerator

Number of hospitalised patients aged 15 years and over that provided feedback via the adult in-patient survey

Denominator

Number of hospitalised patients aged 15 years and over who are surveyed

National target

Local target

Milestones to be decided by Alliance

Data Sources

Available through District Health Board (DHB)

Data extracted from data sources

Available through DHB

Data availability

Available through DHB

Measure calculation process

Available through DHB

Relationship(s) to other measures

Measure development notes

The '20 item' adult in-patient survey runs quarterly in all DHBs and covers four key domains of patient experience: communication, partnership, co-ordination and physical and emotional needs.