

# Hospitals using the adult in-patient survey

---

HQMNZ ID: HQM16.6.29.1019

## Outcome

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

## Measure

Hospitals participating in obtaining feedback from patients 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

## Measure status

Active

## Numerator

Number of hospitals participating in obtaining feedback from patients via the adult in-patient survey

## Denominator

Number of hospitals

## 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

Hospital patient experience survey summaries are published nationally by the HQSC, and locally by DHBs.

## 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.