

Success for New South Wales private hospitals in patient satisfaction survey

Armidale Private Hospital has been rated the best private hospital in New South Wales for the second year running, according to the nation's largest and most comprehensive survey of patient satisfaction conducted by leading health fund Medibank Private. The hospital was also rated best Regional and Rural hospital in the country.

The Silver New South Wales Award was taken by Nowra Private Hospital, which was also awarded the Silver Award for Regional and Rural Hospitals nationally. Warners Bay and Baringa Private Hospitals tied for third place, sharing the New South Wales and Regional and Rural Awards.

Further success went to St Luke's Hospital, which tied with Warners Bay and Baringa for the New South Wales Bronze Award.

Medibank Group Executive, Provider Relations, Cindy Shay, said the Survey results were a very positive reflection of the service delivery at New South Wales private hospitals and showed the experience of most private hospital patients was a positive one.

"The Survey results indicate that, overall, Australians are very satisfied with the standard of care provided in the private health system. This is important because people who take out private health insurance want to know they'll have access to services that suit their individual needs. This Survey shows private hospitals are delivering this.

"With hospitals taking awards both Nationally and for Regional and Rural leagues, New South Wales should be very proud of its health service delivery at its private facilities. The success of the hospitals is testament to the care and dedication of the state's staff." Ms Shay said.

Nationally, 22,668 people took part in this most recent Hospital Experience Survey, the only study of its kind. Over the four years the survey has been conducted around 88,000 Medibank Private members who have had a recent overnight hospital admission have participated in the study.

The Survey covers every stage of the hospital experience, from pre-admission to discharge and follow-up, respondents sharing their thoughts on everything from the standard of medical treatment provided, to privacy levels, cleanliness and food quality.

Across the whole Survey, responses showed high levels of satisfaction with clinical staff, including the attitude of health professionals and their clinical skills. However staffing levels were less satisfactory with many respondents left unimpressed by the availability of nurses, both during the day and at night, and the promptness of nurses. Identifying the respective roles of hospital staff was also identified as an issue.

Other areas where respondents indicated high levels of satisfaction were the standard of communication from hospital staff, in particular the explanation of treatment and clarity of doctors and nurses.

Rating levels were lowest in relation to the discharge experience and post discharge care arrangements. Respondents reported consistently lower levels of satisfaction with

the advice and arrangements hospitals provided and the notice they were given prior to discharge. Information about managing recovery and explanation of medicine intake were also highlighted as areas for improvement.

“We have prepared detailed reports for each of our provider hospitals clearly showing the areas where patients said they were doing well and areas where improvements could be made.” Ms Shay said.

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For further information please contact:

Victoria Hanlon, Media Advisor

Tel: 03 8622 6388 | Mob: 0467 723 004 | Email: victoria.hanlon@medibank.com.au