



Victorian Healthcare Experience Survey

Kyabram & District Health Service - Executive summary for October - December 2018

This document summarises findings from the Victorian Healthcare Experience Survey (VHES) for patients who received services from Kyabram & District Health Service between October - December 2018. This summary is designed to accompany more detailed reporting available at results.vhes.com.au.

Participation Rates

The table below represents the number of patients from Kyabram & District Health Service who were approached and participated in the survey at the time of publication.

	Adult Inpatient
Approached	286
Participated	99
Participation rate	35%

Overall Experience

	Adult Inpatient
Oct - Dec 2018	99.0%
Oct - Dec 2017	99.2%
State average	93.5%

Adult Inpatient

This section features results to the overall experience question, and the aspects of care that were most likely to differentiate a positive overall experience from a negative overall experience for the adult inpatient category. Results are compared with the previous survey period, this campus' health service and peer group averages and the current state average.

	Oct - Dec 2018	Oct - Dec 2017	Kyabram & District Health Services	Local Rural	Victoria
76. Overall, the care received was very good or good	99.0%	99.2%	99.0%	96.9%	93.5%
25. Always had confidence and trust in the nurses	94.5%	93.4%	94.5%	92.7%	83.6%
33. Things were explained in a way that could be understood	98.2%	97.8%	98.2%	97.1%	92.9%
42. A staff member helped when needed within a reasonable time	97.0%	95.9%	97.0%	97.0%	89.4%
69. Received sufficient information about managing health at home	87.1%	83.9%	87.1%	84.1%	71.2%
12. Room or ward was very clean	95.5%	94.9%	95.5%	91.5%	76.3%

Comparison with Oct - Dec 2017

Adult Inpatient patients from Kyabram & District Health Service reported 1 aspect of care that had statistically significantly increased and 2 aspects of care that had statistically significantly decreased when compared to Oct - Dec 2017. Aspects of care with the greatest increase and decrease are listed below.

	Difference	Oct - Dec 2018	Oct - Dec 2017
57. Permission was always sought if students accompanied health professionals	18.6%	89.4%	70.7%
17. Hospital food was always suitable for their dietary needs	-16.3%	83.7%	100.0%
16. Hospital food was very good or good	-9.0%	89.4%	98.4%

Comparison with Kyabram & District Health Services

Adult Inpatient patients from Kyabram & District Health Service reported 0 aspects of care that performed statistically significantly higher and 0 statistically significantly lower when compared to the Kyabram & District Health Services average.

Comparison with Local Rural peer group

Adult Inpatient patients from Kyabram & District Health Service reported 2 aspects of care that performed statistically significantly higher and 0 statistically significantly lower when compared to the Local Rural peer group average. Aspects of care with the greatest increase and decrease are listed below.

	Difference	Oct - Dec 2018	Local Rural
18. Always received enough help from staff to eat meals	11.6%	100.0%	88.4%
8. Waiting time from arrival to admission was about right	8.8%	96.8%	88.0%

Comparison with Victoria

Adult Inpatient patients from Kyabram & District Health Service reported 49 aspects of care that performed statistically significantly higher and 0 statistically significantly lower when compared to the state average. Aspects of care with the greatest increase and decrease are listed below.

	Difference	Oct - Dec 2018	Victoria
18. Always received enough help from staff to eat meals	26.7%	100.0%	73.3%
13. Toilets and bathrooms were very clean	26.2%	93.7%	67.5%
3. Amount of time spent in the ED was about right	26.0%	96.6%	70.6%

Throughout this report, statistically relevant significant findings have been reported at the 95% confidence interval and are represented within tables in green where the subject has performed significantly higher than the comparator or in red where it has performed significantly lower. Significance testing is only conducted on those questions which were answered by at least 10 people. All results are weighted by age and gender at campus level and by campus size at health service, peer group and state level. More information on weighting is available at results.vhes.com.au/methodology.