



Victorian
Agency for
**Health
Information**

Adult experiences of care in public hospitals – 2016

Results from the Victorian Healthcare Experience Survey

Patient Survey Series
February 2018



Feedback

We welcome your feedback on this patient experience report. Your input will help the Victorian Agency for Health Information shape future reports to ensure they contain accurate and easy to digest information about patient experiences at your health services.

Please email your feedback to vahi@vahi.vic.gov.au

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Section 1: Introduction

This is the inaugural patient experience report from the Victorian Agency for Health Information (the Agency). The Agency is dedicated to helping improve the quality, safety and performance of the Victorian public healthcare system. Our role is to provide accurate, timely and reliable information to help drive continuous improvement and help 'target zero', eliminate avoidable harm and strengthen the quality of care.

The report details the experiences of more than 30,000 Victorians following their stay in a Victorian public health service in 2016. The questions featured in this report are from the Victorian Healthcare Experience Survey, which is based on years of research with patient representatives about what is important to patients, and what makes for a positive experience in a health service.

Over 30,000 patients have shared their experiences in this report. Their responses form the results for key patient experience measures at state-wide and health service level so that health services and community members get a better picture of where services are excelling, and where there is opportunity for improvement. Our goal is to give Victorians an accessible and easy to understand picture of patient experiences at health services across the state.

Patient experience is a fundamental component of providing patient-centred care. Patient-centred care is:

*'an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. Patient-and family-centred care applies to patients of all ages, and it may be practiced in any health care setting.'*¹

In 2015, the Victorian Government included patient experience measures in the *Statement of Priorities* between the government and health services. Inclusion of these measures in the *Statement of Priorities* is a clear

recognition of the vital role patient experience has in delivering the best possible service to the community. These 2016 results will act as a benchmark – and the focus on these results will support health services to drive improvements over time.

Some of the key factors that influence a patient's experience with a health service include the overall environment, effective communication, and their family's level of involvement in decisions about care, and discharge planning that supports effective transition from a health service to home or place of care.

Understanding patients' experiences during their stay provides useful insights on how a health service is performing. Equipping health services with patient experience results presents opportunities for them to improve the quality and safety of the care they provide. It also allows for comparisons to be made between similar health services.

The transparency of health service performance to community members is an important part of health service operations. This accountability at a local level can help drive health services to perform better.

While measuring patient experience can be challenging,² it is vital to ensure the patient voice is heard among those who work to continually improve patient care.

To support efforts to improve patients' experiences of care in relation to all measures included in the Agency's report, results for all survey questions were shared with health service boards, executives and lead clinicians in 2017.

The Agency is committed to increasing access to meaningful and easy to understand information for the Victorian community. This will enable members of the public to access information about the care that they and their families can expect to receive.

About the report

The report contains the results of a survey completed by more than 30,000 patients about their experiences of care following their stay in a Victorian public health service in 2016.

The survey was sent to 85,031 randomly selected patients and completed by 30,606 patients, a response rate of 36 per cent.

This report shows the percentage of patients who reported positive experiences of their stay in a health services across a range of key measures. These patient experience measures include the:

- **overall rating of care** – a patient's overall rating of their experiences of care during a stay in a public health service.
- **discharge experience index** – an indication of patients' experience of discharge.

While the overall rating of care and the discharge experience index are currently publicly reported on the *Victorian Health Services Performance*³ website, this report has been developed to make the results more broadly available, and more meaningful for members of the public.

This report presents state-wide and health service level results. The public health services included in this report range in size, complexity and the services they provide. For example, a small rural health service may include one hospital whereas a tertiary health service may be a network of up to seven hospitals or campuses. The results that are presented are aggregate survey responses across all campuses of a health service.

As direct comparisons between health services may not always be appropriate, the Agency has assigned health services to peer groups based on their size and/or service profile. Our aim is to facilitate more meaningful comparisons across health services.

About the data

Data for this report are sourced from the Victorian Health Experience Survey (the survey). It includes responses from a random sample of eligible adults aged 16 years or over that were admitted for a single day, or one or more nights, to a public hospital in one of 85 health services in Victoria in 2016. The results are compared to 2015 results. The survey was administered by Ipsos Social Research Institute (Ipsos), under contract with the Department of Health and Human Services (the Department). The contract was transferred from the Department to the Agency in 2017. Data were provided to the Agency for analyses and reporting.

The survey was sent to patients one month after discharge. The patients were able to complete a paper-based or online survey that was available in 16 languages. In situations where patients were unable to complete the survey themselves, carers were able to complete it on their behalf.

The survey included 92 questions and responses. More information regarding the survey sample, including weighting and analytic methodology is provided in *Adult experiences of care in public hospitals 2016: Technical supplement*.

The overall rating of care and discharge experience index form part of *Victorian Health Services Performance Monitoring Framework*,⁴ which includes key performance indicators in the *Statement of Priorities*⁵ between the Department and each health service.

There are four key areas addressed in the results:

Overall rating of care: The results from one survey question, 'Overall, how would you rate the care you received while in hospital?'

Aspects of care: The results from five survey questions that explore important experiences of care.

Discharge experience index: The average result from the responses to four discharge experience questions.

Discharge experience: The results from four questions relating to discharge experience.

In Section 2 of the report, the state-wide results for the overall rating of care and discharge experience index represent all survey responses across the 85 health services in Victoria (pages 10 and 14).

The charts on pages 11 and 15 are results for individual health services. Fifty-nine health services are included in those charts. Results for the other 26 health services are not included as they did not have a sufficient number of responses to support stable estimates to compare performance (i.e. more than 100 completed surveys). The results by health service are presented in peer groupings to support fair comparisons of performance.

In Section 3 of the report, the results are provided at health service level to inform community members of their local health service's performance. To have their results presented in Section 3, a health service required a minimum of 42 completed surveys. Across Victoria, 66 of the 85 health services met this requirement and their results have been included.

Who completed the patient survey?

A total of 30,606 patients completed the Victorian Health Experience Survey (VHES). Those who completed the survey were aged 16 years or over, and were a same day or overnight admitted patient during the 2016 calendar year (see technical supplement for full eligibility criteria).

Patients were selected at random and represent a range of genders, ages, education levels, cultural backgrounds, self-assessed health status and language groups. More females (52%) than males completed the survey, and more respondents were over 50 years of age (79%). The majority of the respondents were English speaking (89%). See page 85 for a summary of survey respondents.

Defining a patient:

For the purpose of this report, a patient is defined as a person aged 16 years or over, who was a same day or one or more night admitted patient during the 2016 calendar year.

About the Victorian Agency for Health Information

The Agency was established by the Victorian Government as an Administrative office in response to the recommendations in the report *Targeting zero: supporting the Victorian hospital system to eliminate avoidable harm and strengthen quality of care*.⁶

The Agency has been established to monitor and report on public and private services that impact on health, wellbeing, quality and safety in order to stimulate and inform improvements, to increase transparency and accountability and inform the community. The Agency will regularly report to the Department of Health and Human Services (the Department), health service boards, executives and clinicians against the *Victorian Health Services Performance Monitoring Framework*.⁴ The goal of this is to ensure that all people with responsibility for quality and safety in Victorian public health services have access to the same information.

The Agency recognises that a transparent and accountable health system is a shared priority, and will actively engage with all stakeholders to help drive improvements in safety, quality and outcomes.

A snapshot of the results

This is the inaugural patient experience report from the Victorian Agency for Health Information (the Agency). The Agency is dedicated to helping improve the quality, safety and performance of the Victorian public healthcare system. Our role is to provide accurate, timely and reliable information to help drive continuous improvement, eliminate avoidable harm and strengthen the quality of care.

The report details the experiences of more than 30,000 Victorians following their stay in a Victorian public health service in 2016. The questions featured in this report are from the Victorian Healthcare Experience Survey, which is based on years of research with patient representatives about what is important to patients, and what makes for a positive experience in a health service.

The results for key patient experience measures at state-wide and health service level have been brought together for the purpose of this report. Our goal is to give Victorians an accessible and easy to understand picture of patient experiences at health services across the state.

In 2015, the Victorian Government included patient experience measures in the *Statement of Priorities* between the government and health services. Inclusion of these measures in the *Statement of Priorities* is a clear recognition of the vital role patient experience has in delivering the best possible service to the community. These 2016 results will act as a benchmark – and the focus on these results will support health services to drive improvements over time.

The following section summarises the state-wide results across the key measures that contribute to a patient's experience with a health service. More detail relating to these results is presented throughout the report.

Overall rating of care

Across all respondents to the survey, 91 per cent rated their overall care as either 'good' or 'very good' in 2016, which is down from 92 per cent in 2015.



of adult patients in Victoria
rated their overall healthcare
experience as either
good or very good

Aspects of care

- 62 per cent reported that they were definitely involved as much as they wanted in care and treatment decisions, a similar result to 2015.
- 57 per cent reported that their worries or fears were definitely discussed with a health professional, unchanged from 2015.
- 55 per cent of patients reported that their families and carers definitely always had enough opportunity to talk to doctors and nurses, suggesting improvements in this area are needed. This is a similar result to 2015.
- 74 per cent reported that the waiting time from arrival to admission was about right in 2016, unchanged from 2015.
- 65 per cent reported that the bathrooms and toilets were very clean in 2016. This is a slight improvement on 2015.

Discharge experience index

The discharge experience index is derived from four questions that assess patients' discharge experience. A higher percentage indicates more patients had a positive discharge experience.

Across all respondents to the survey, 75 per cent of patients reported positive experiences of discharge from their health service in 2016, which is consistent with the result in 2015.

Discharge experience

- 70 per cent reported that they received completely sufficient information about managing their health at home, a similar result to 2015.
- 72 per cent reported that their home situation was completely considered when planning for discharge, unchanged from 2015.
- 69 per cent reported that completely adequate arrangements were made for services on discharge, a similar result to 2015.
- 89 per cent reported that their GP was given all the necessary information to support their discharge from a public health service, unchanged from 2015.

The results for each of the 66 health services with a sufficient number of survey participants are summarised on pages 19 to 84.

Section 2: State-wide results

Overall rating of care

The overall rating of care rates a patient's overall experience during a stay in a public health service. A patient's experience is considered positive if they rate their care as either 'good' or 'very good' to the question:

'Overall, how would you rate the care you received while in hospital?'

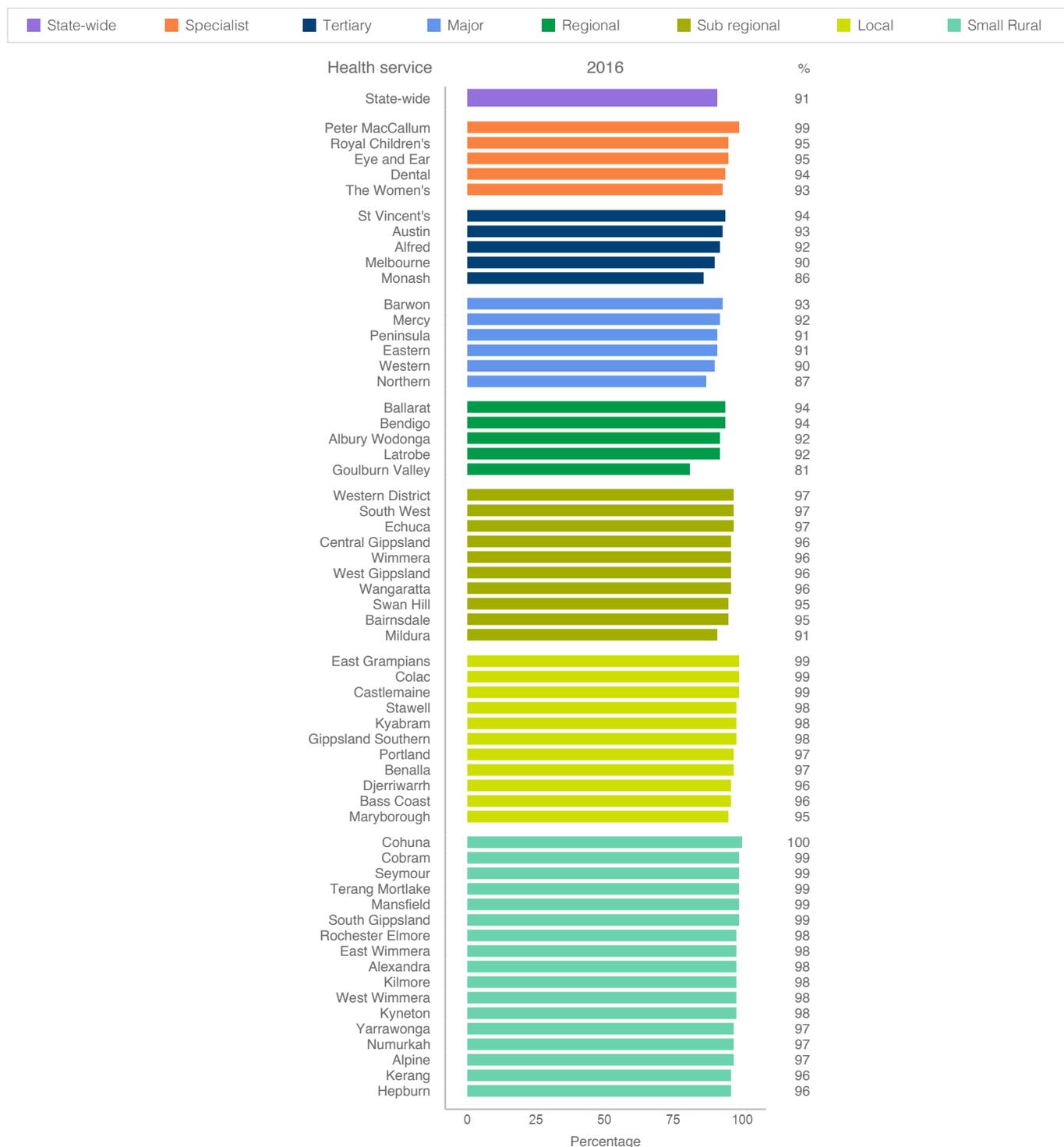
In 2016, 91 per cent of patients assessed their overall rating of care at a public health services as either 'good' or 'very good'. This is similar to 2015 (92%).

The results for health services varied across the state.

- Across specialist health services, results ranged from 99 per cent at Peter MacCallum Cancer Centre to 93 per cent at The Women's.
- Across large tertiary health services, results ranged from 94 per cent at St Vincent's Health Melbourne to 86 per cent at Monash Health.
- Across major health services, results ranged from 93 per cent at Barwon Health to 87 per cent at Northern Health.
- Across regional health services, results ranged from 94 per cent at Ballarat Health Services and Bendigo Health Care Group to 81 per cent at Goulburn Valley Health.
- Across sub-regional health services, results ranged from 97 per cent at Western District Health Service, South West Healthcare and Echuca Regional Health to 91 per cent at Mildura Base Hospital.
- Across local health services, results ranged from 99 per cent at East Grampians Health Service, Colac Area Health and Castlemaine Health to 95 per cent at Maryborough District Health Service.
- Across small rural health services, results ranged from 100 per cent at Cohuna District Hospital to 96 per cent at Kerang District Health and Hepburn Health Service.

The results are summarised in figure 1.

Figure 1: Percentage of adult patients (same day or one or more night admitted) whose overall ratings of care in public health services are 'good' or 'very good' in 2016



Notes: Number of survey responses: 30,606. Response rate: 36%. Health services are not included when there were fewer than 100 survey responses. Respondents include adult patients who were admitted for a day or one or more nights. Royal Children's Hospital results include patients that were aged 16 years or over. Mercy Health has campuses across two peer groups. For the purpose of this report, Mercy Health has been assigned to the Major peer group. For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Aspects of care

Patient's overall ratings of care can be influenced by a number of factors including how involved they are with their care, how well they and their family are provided with the opportunity to talk with staff, and whether staff are compassionate and responsive.

The five questions listed below explore important experiences of care:

- 'Were you involved as much as you wanted to be in decisions about your care and treatment?'
- 'If you had any worries or fears about your condition or treatment, did a health professional discuss them with you?'
- 'Did your family or someone close to you have enough opportunity to talk to the staff?'
- 'Do you think the time you had to wait from arrival at hospital until you were taken to your room or ward was...?'
- 'How clean were the toilets and bathrooms that you used in hospital?'

Performance is measured by the percentage of respondents that agreed that an aspect of care was achieved. A higher percentage indicates more patients had positive experiences.

In 2016, patients' overall rating of care in public health services across the state was 91 per cent. Results across the five questions related to the aspects of care for 2016 reveal:

- 62 per cent reported that they were definitely involved as much as they wanted in care and treatment decisions, a similar result to 2015
- 57 per cent reported that their worries or fears were definitely discussed with a health professional, unchanged from 2015
- 55 per cent of patients reported that their families and carers definitely always had enough opportunity to talk to doctors and nurses, suggesting improvements in this area are needed. This is a similar result to 2015
- 74 per cent reported that the waiting time from arrival to admission was about right in 2016, unchanged from 2015
- 65 per cent reported that the bathrooms and toilets were very clean in 2016. This is a slight improvement on 2015.

The results are summarised in figure 2.

Results for the overall rating of care and aspects of care questions for each health service with a sufficient number of survey participants are summarised on pages 19 to 84.

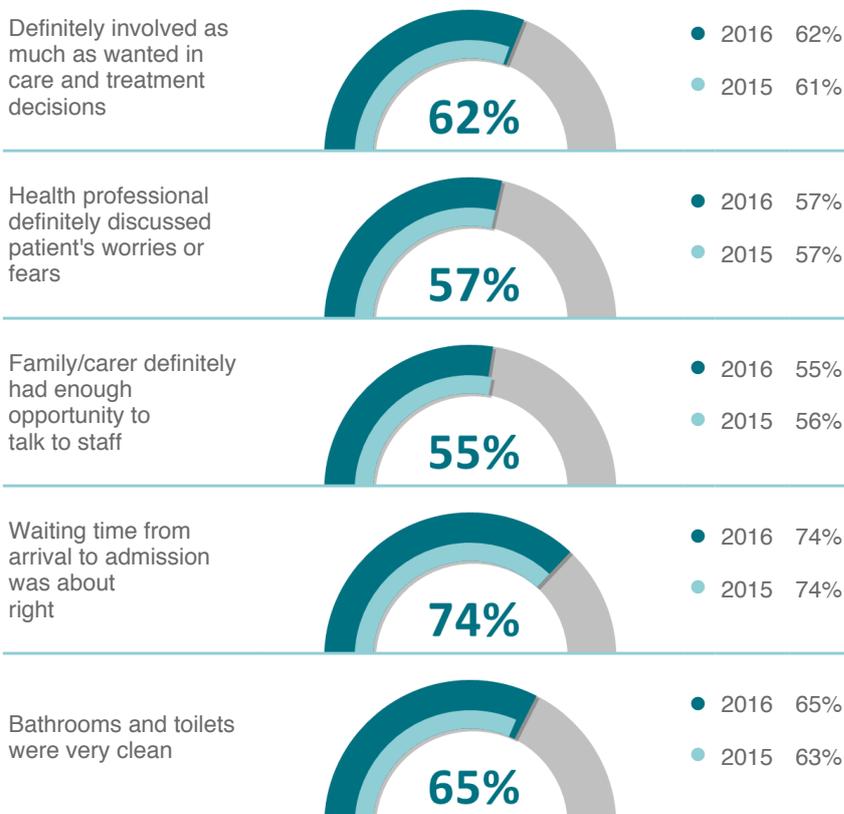
Figure 2: Percentage of adult patients (same day or one or more night admitted) whose overall ratings of care in public health services were 'good' or 'very good' and their ratings of aspects of care in 2016 and 2015

Overall rating of care

Patients with positive responses to an overall experience



Aspects of care



Notes: Number of survey responses: 30,606. Response rate: 36%. Respondents include adult patients who were admitted for a day or one or more nights. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017

Discharge experience index

The discharge experience index is derived from four questions that assess patients' discharge experience.

Patient views on their transition from a health service are an important indicator of health service performance.

A positive discharge experience can be associated with clear communication, effective planning, sharing of information and patient education. Accordingly, the discharge experience index result gives an indication of patients' experience with discharge. A higher percentage indicates more patients had a positive discharge experience.

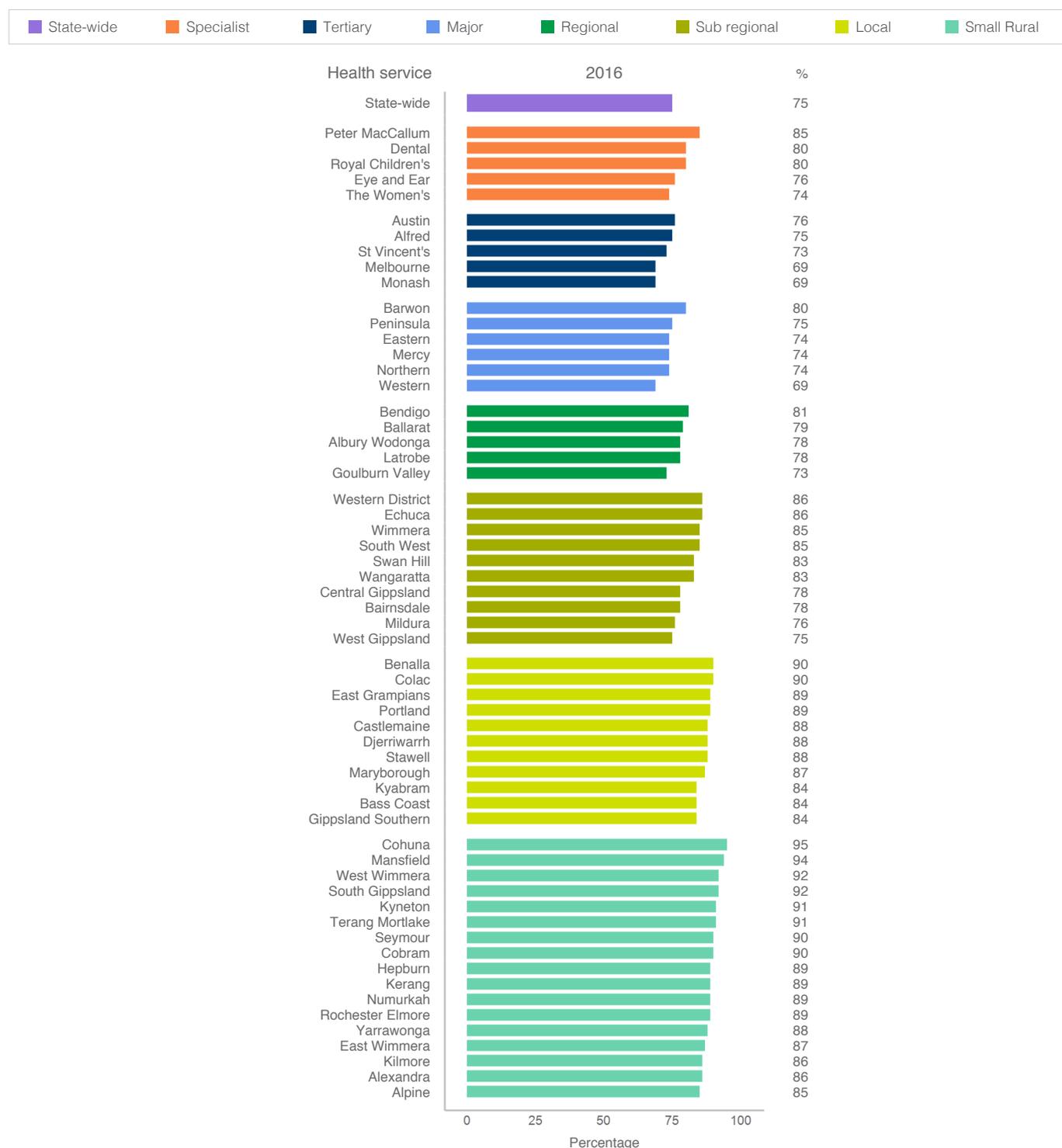
In 2016, 75 per cent of patients reported positive experiences of discharge from public health services. Results varied across the state depending on the type and location of health services.

- Across specialist health services, results ranged from 85 per cent at Peter MacCallum Cancer Centre to 74 per cent at The Women's.
- Across large tertiary health services, results ranged from 76 per cent at Austin Health to 69 per cent at Monash Health and Melbourne Health.

- Across major health services, results ranged from 80 per cent at Barwon Health to 69 per cent at Western Health.
- Across regional health services, results ranged from 81 per cent at Bendigo Health Care Group to 73 per cent at Goulburn Valley Health.
- Across sub-regional health services, results ranged from 86 per cent at Western District Health Service and Echuca Regional Health to 75 per cent at West Gippsland Healthcare Group.
- Across local health services, results ranged from 90 per cent at Benalla Health and Colac Area Health to 84 per cent at Kyabram District Health Services, Bass Coast Health and Gippsland Southern Health Service.
- Across small rural health services, results ranged from 95 per cent at Cohuna District Hospital to 85 per cent at Alpine Health.

The results are summarised in figure 3.

Figure 3: Discharge experience index results for adult patients (same day or one or more night admitted) at public health services in 2016



Notes: Number of survey responses: 29,809. Response rate: 35%. Health services are not included when there were fewer than 100 survey responses. Respondents include adult patients who were admitted for a day or one or more nights. Royal Children's Hospital results include patients that were aged 16 years or over. Mercy Health has campuses across two peer groups. For the purpose of this report, Mercy Health has been assigned to the Major peer group. For further information about the calculation of results, see the *Technical Supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Discharge experience

In the survey, patients are asked a number of questions relating to their discharge experience. Four of these questions are used to form the discharge experience index. The four discharge experience questions used are:

- ‘Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home?’
- ‘Did hospital staff take your family or home situation into account when planning your discharge?’
- ‘Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed (e.g. transport, meals, mobility aids)?’
- ‘If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital?’

Performance is measured by the percentage of respondents who agreed that a key aspect of discharge was achieved. A higher percentage indicates more patients had positive experiences.

In 2016, the percentage of patients who reported a positive experience with discharge was 75 per cent. This was unchanged from 2015. In relation to key aspects of discharge:

- 70 per cent reported that they received completely sufficient information about managing their health at home, a similar result to 2015
- 72 per cent reported that their home situation was completely considered when planning for discharge, unchanged from 2015
- 69 per cent reported that completely adequate arrangements were made for services on discharge, a similar result to 2015
- 89 per cent reported that their GP was given all the necessary information to support their discharge from a public health service, unchanged from 2015.

The results are summarised in figure 4.

Results for the discharge experience index and discharge experience questions for each health service with a sufficient number of survey participants are summarised on pages 19 to 84.

Figure 4: Discharge experience index and results from discharge experience questions for adult patients (same day or one or more night admitted) in 2016 and 2015

Discharge experience index

Patients who reported positive experiences of their discharge



Discharge experience

Received completely sufficient information about managing health at home



Home situation completely considered when planning discharge



Completely adequate arrangements made for services on discharge



GP given all the necessary information



Notes: Number of survey responses: 29,809. Response rate: 35%. Respondents include adult patients who were admitted for a day or one or more nights. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Section 3: Individual health service results

This section contains eligible health services' 2016 results for:

- overall rating of care
- aspects of care
- the discharge experience index
- discharge experience.

2015 results are included to enable comparisons.

The public health services included in this report range in size, complexity and the services they provide. For example, a small rural health service may include one hospital whereas a tertiary health service may be a network of up to seven hospitals or campuses. The results that are presented are aggregated survey responses across all campuses of a health service.

The transparency of health service performance to community members is an important part of health service operations.

Results are made publicly available so that people can see how their local health service is performing. This accountability at a local level can help drive improvements in patient experiences at health services. For health services, providing results at the health service level enables them to:

- identify strengths
- identify areas for improvement
- track changes in performance over time
- provide person-centred care.

The results from a health service are included in this section if more than 42 completed surveys were received. Health services with less than 42 survey responses are not included in this report for two reasons:

- to protect the privacy and confidentiality of those who completed the patient survey
- to ensure the results are valid and reliable.

Comparing results among health services

Direct comparisons between health services may not always be appropriate. As a result, the Agency has assigned health services to peer groups based on their size and/or service profile. Our aim is to facilitate more meaningful comparisons across health services.

For information on peer groups, see pages 11 and 15.

Albury Wodonga Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 882. Response rate: 35%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Alexandra District Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

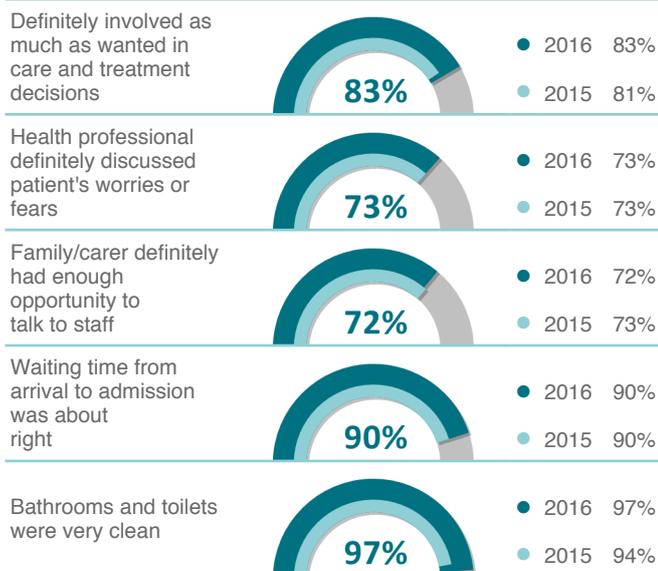
Overall rating of care



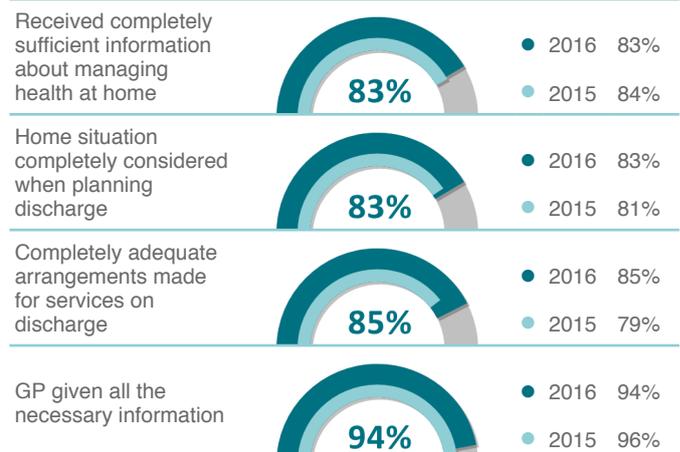
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 331. Response rate: 44%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Alfred Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 1,132. Response rate: 32%. For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Alpine Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

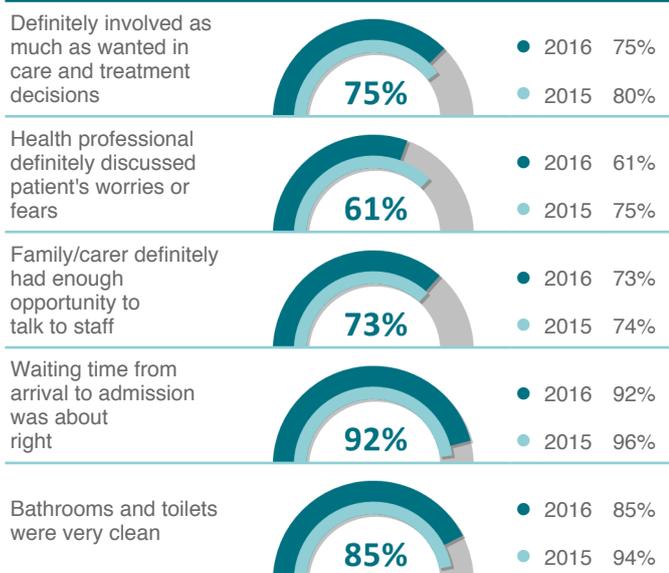
Overall rating of care



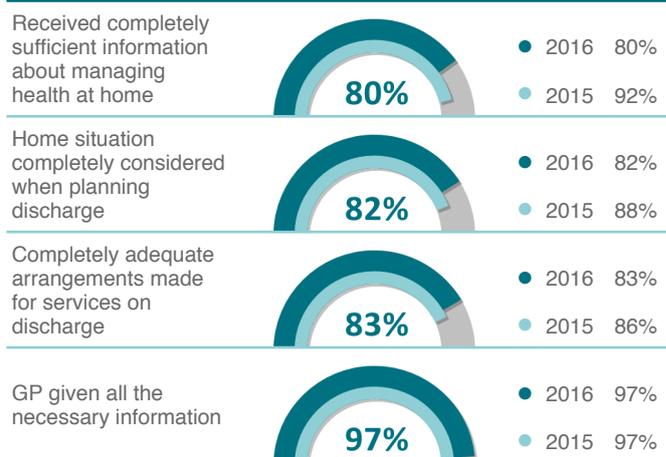
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 155. Response rate: 46%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Austin Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 992. Response rate: 36%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Bairnsdale Regional Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 491. Response rate: 43%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Ballarat Health Services

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 599. Response rate: 36%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Barwon Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 738. Response rate: 39%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Bass Coast Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 452. Response rate: 41%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Benalla Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



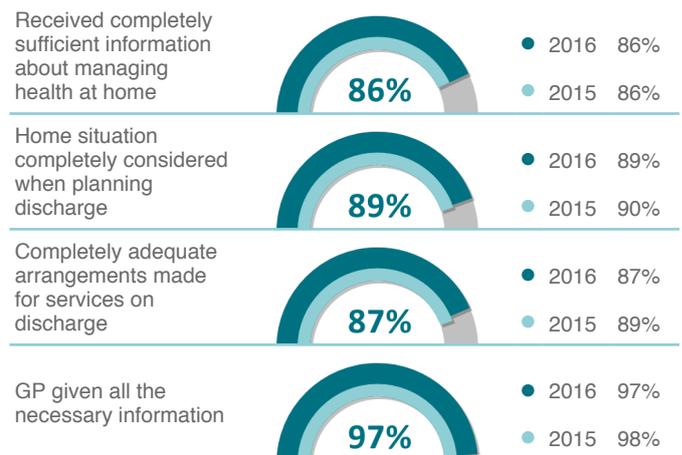
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 493. Response rate: 44%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Bendigo Health Care Group

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 541. Response rate: 35%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Casterton Memorial Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

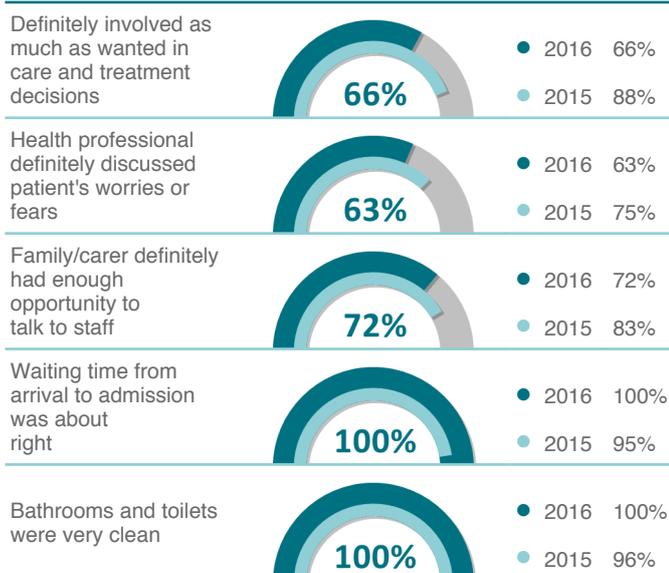
Overall rating of care



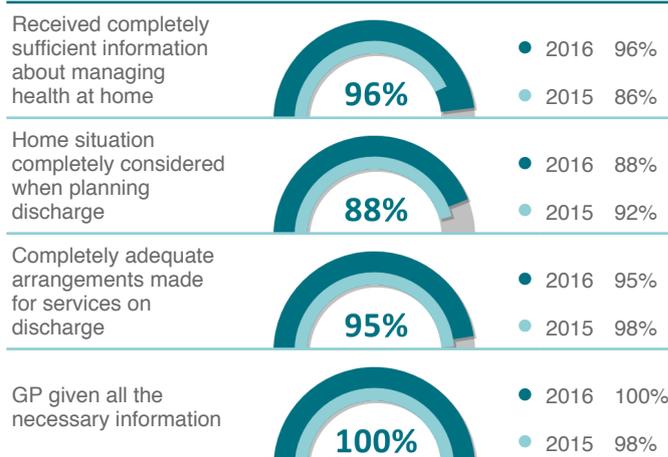
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 62. Response rate: 49%

Where there are less than 100 survey responses for a health service, results should be interpreted with caution. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Castlemaine Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 354. Response rate: 43%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Central Gippsland Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

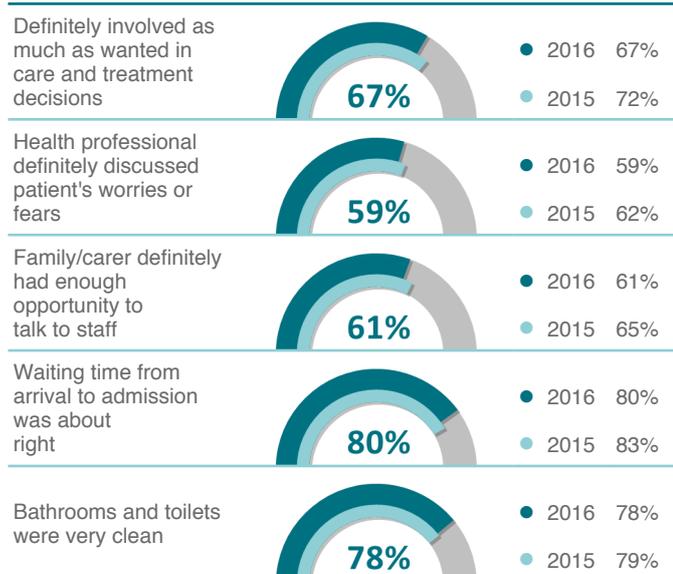
Overall rating of care



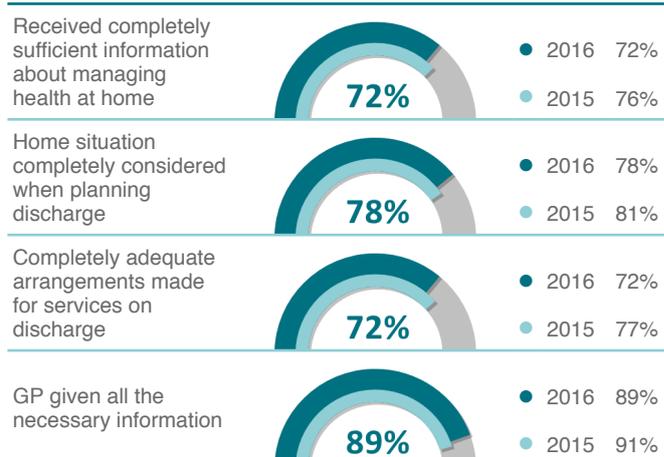
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 428. Response rate: 40%
For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Cobram District Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 255. Response rate: 49%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Cohuna District Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



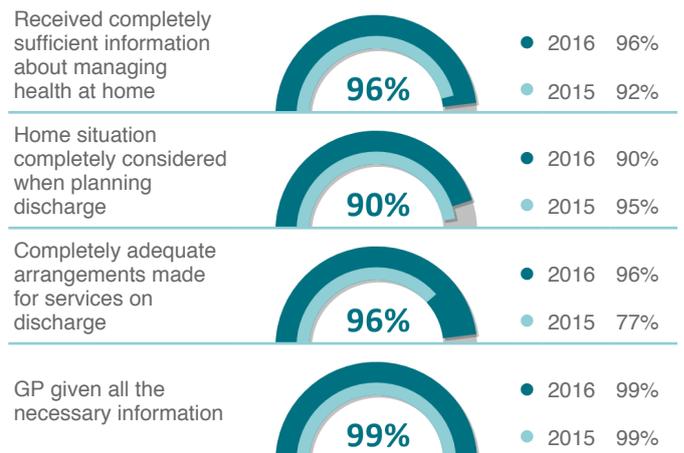
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 161. Response rate: 48%. For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Colac Area Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 497. Response rate: 41%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Corryong Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

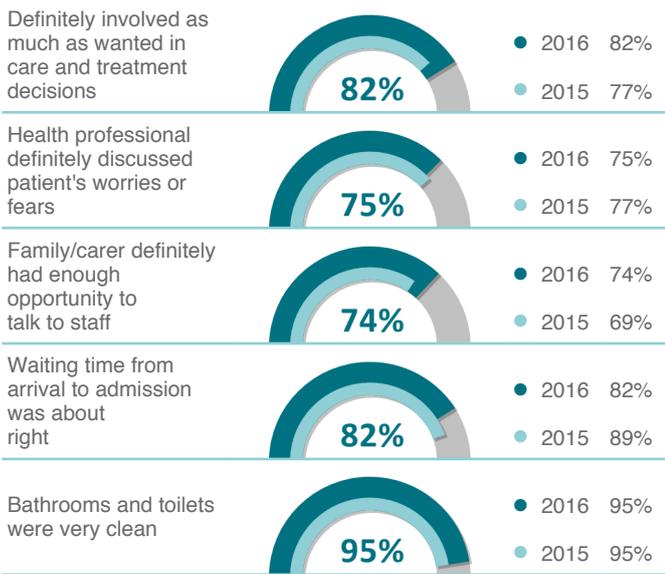
Overall rating of care



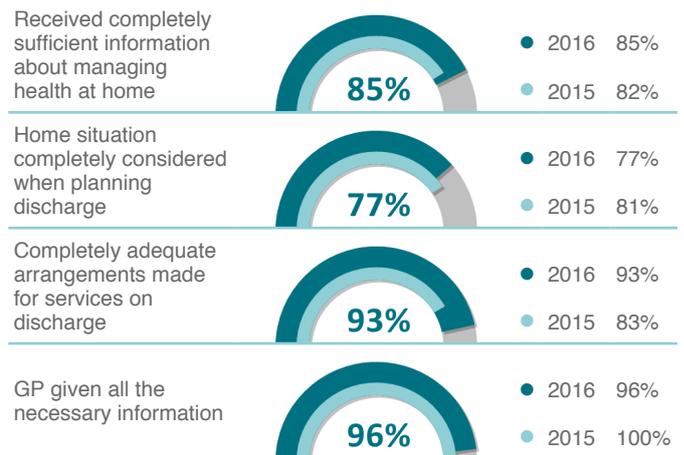
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 56. Response rate: 33%.
 Where there are less than 100 survey responses for a health service, results should be interpreted with caution.
 For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
 Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Dental Health Services Victoria

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 266. Response rate: 23%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Djerriwarrah Health Services

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

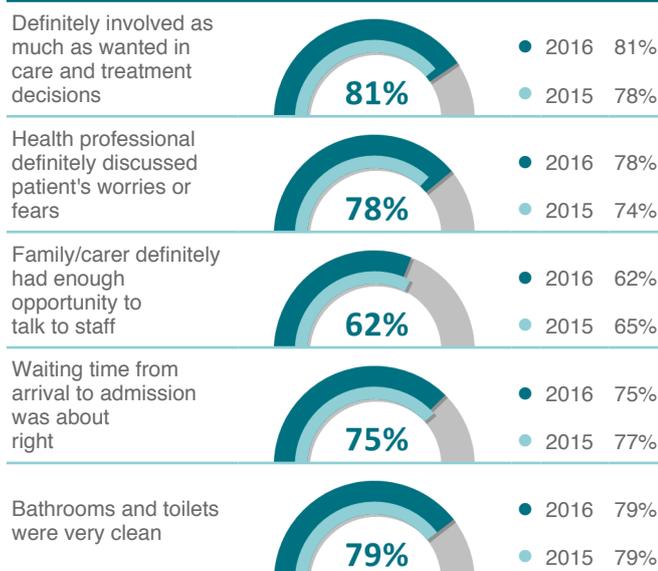
Overall rating of care



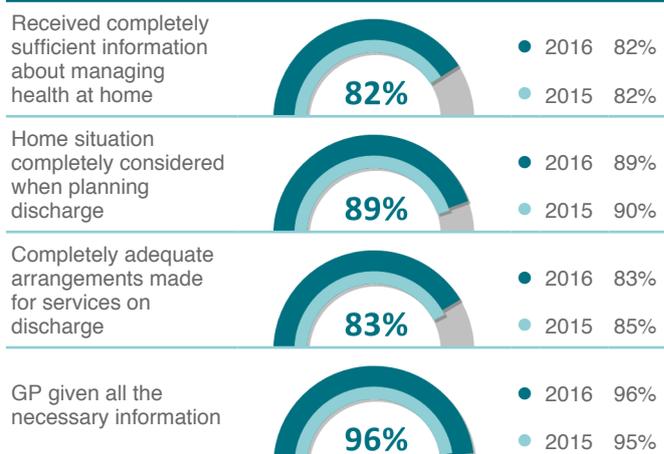
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 431. Response rate: 32%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

East Grampians Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 445. Response rate: 46%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

East Wimmera Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 130. Response rate: 46%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Eastern Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 1,995. Response rate: 39%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Echuca Regional Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 495. Response rate: 43%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Gippsland Southern Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 270. Response rate: 43%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Goulburn Valley Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

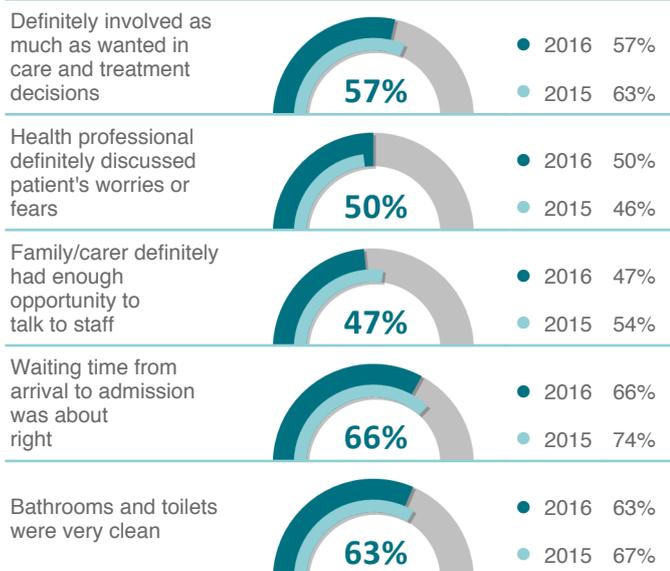
Overall rating of care



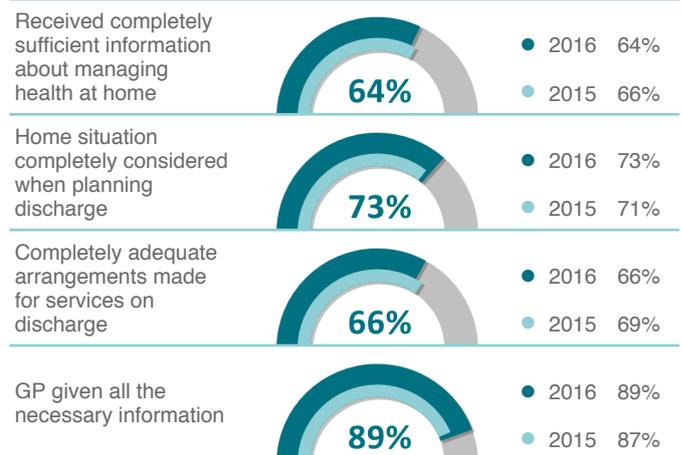
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 453. Response rate: 33%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Hepburn Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 198. Response rate: 44%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Kerang District Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

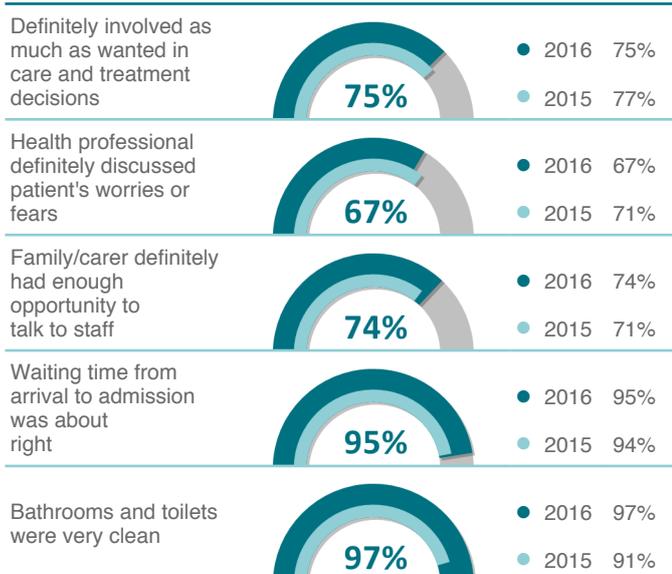
Overall rating of care



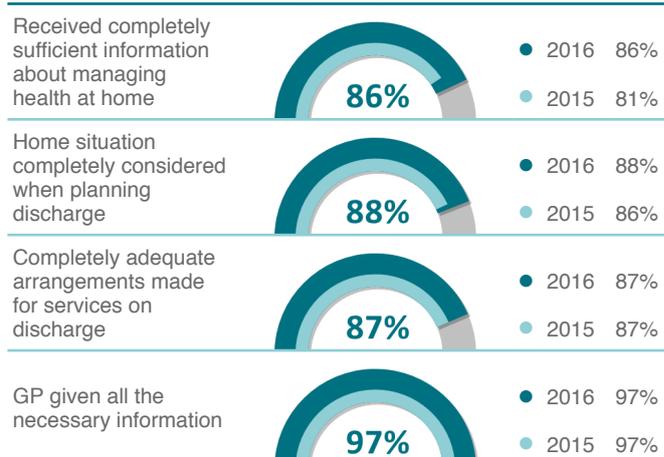
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 234. Response rate: 44%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

The Kilmore and District Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 316. Response rate: 39%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Kyabram District Health Services

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



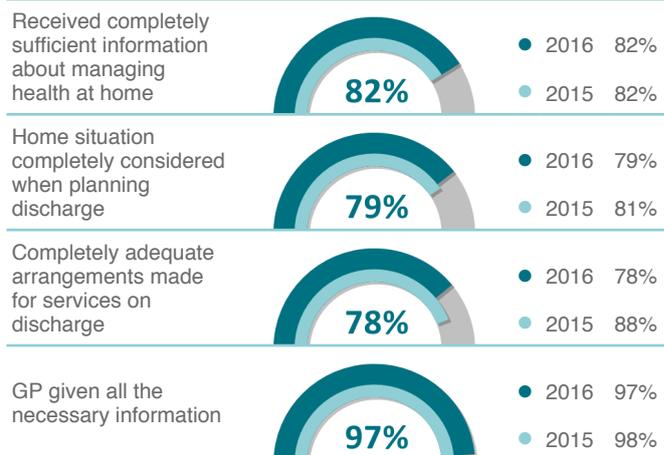
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 402. Response rate: 41%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Kyneton District Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 377. Response rate: 43%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Latrobe Regional Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

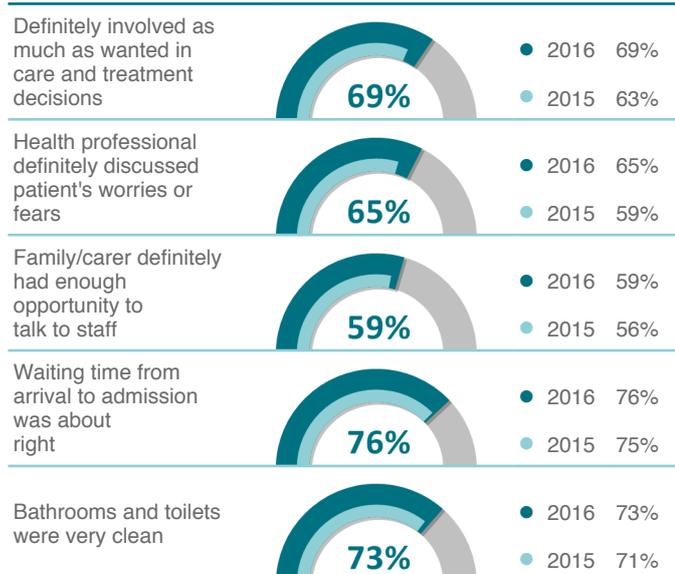
Overall rating of care



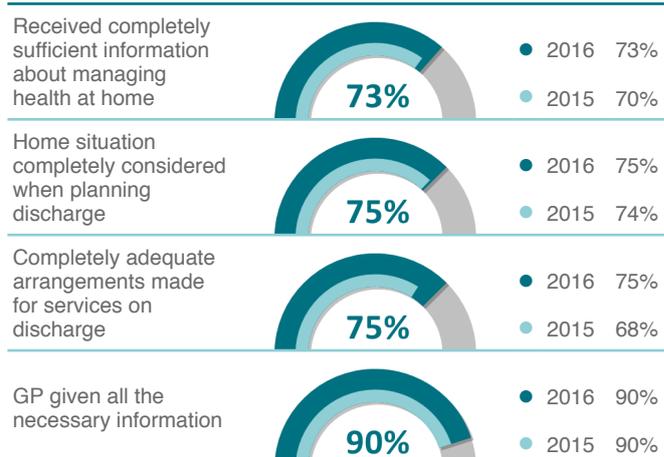
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 458. Response rate: 35%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Mansfield District Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 307. Response rate: 42%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Maryborough District Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 459. Response rate: 44%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Melbourne Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 454. Response rate: 27%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Mercy Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 794. Response rate: 30%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Mildura Base Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 305. Response rate: 32%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Monash Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

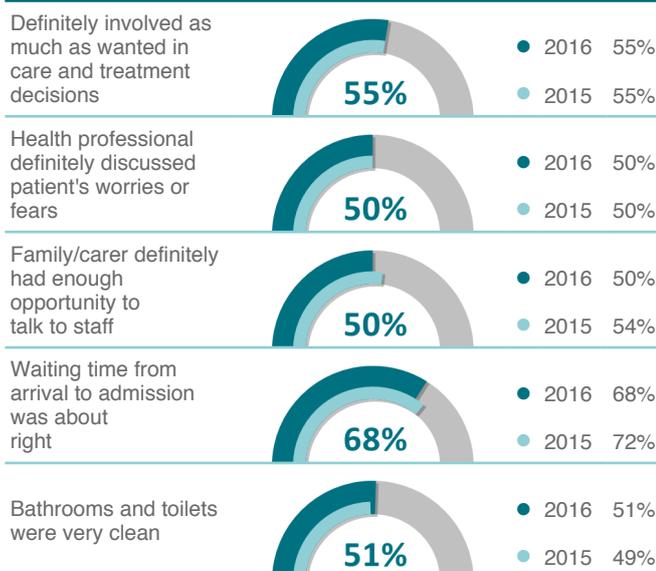
Overall rating of care



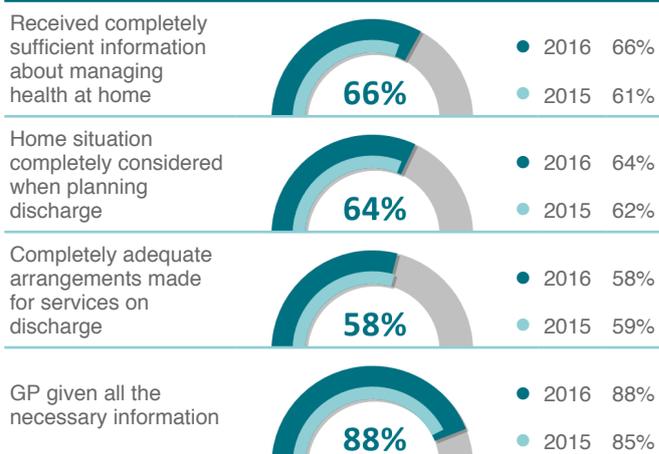
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 2,518. Response rate: 31%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Moyne Health Services

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 89. Response rate: 41%
Where there are less than 100 survey responses for a health service, results should be interpreted with caution.
For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Northeast Health Wangaratta

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 491. Response rate: 41%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Northern Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 848. Response rate: 24%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Numurkah District Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

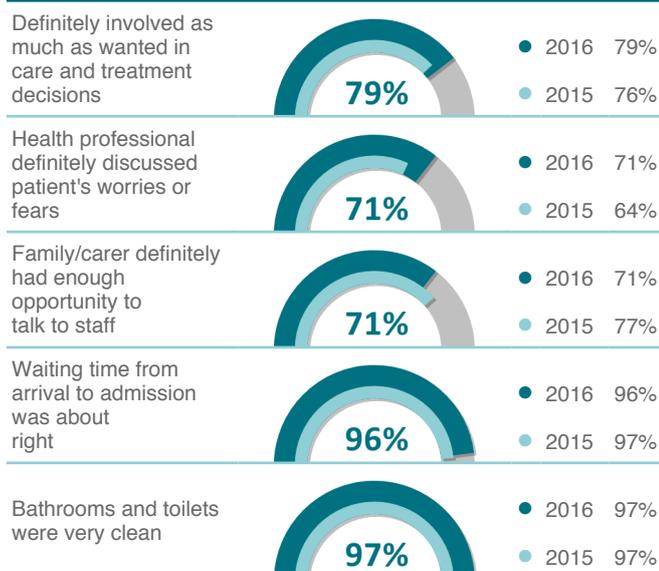
Overall rating of care



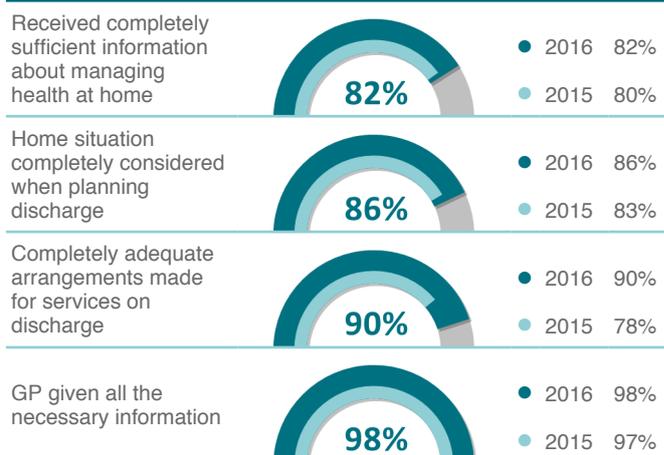
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 162. Response rate: 46%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Orbost Regional Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 91. Response rate: 40%

Where there are less than 100 survey responses for a health service, results should be interpreted with caution.

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Peninsula Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 1,030. Response rate: 35%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Peter MacCallum Cancer Centre

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 315. Response rate: 45%. For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Portland District Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

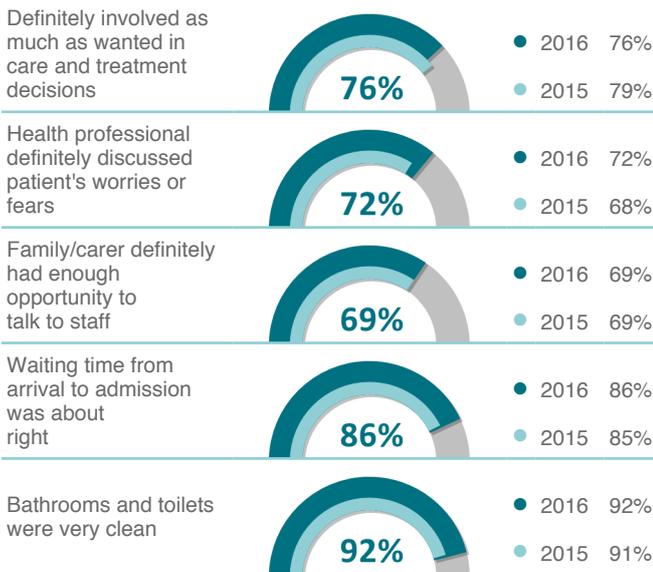
Overall rating of care



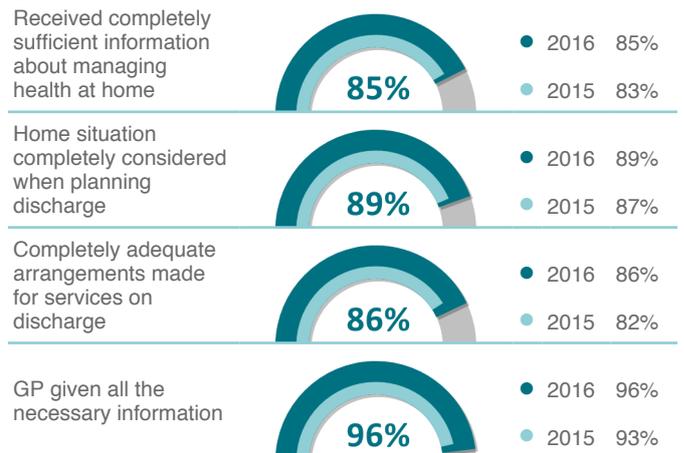
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 362. Response rate: 37%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Rochester and Elmore District Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 100. Response rate: 48%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Royal Children’s Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either ‘good’ or ‘very good.’ A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 120. Response rate: 23%.
 Royal Children’s Hospital results include patients that were aged 16 years or older.
 For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
 Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Royal Victorian Eye & Ear Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

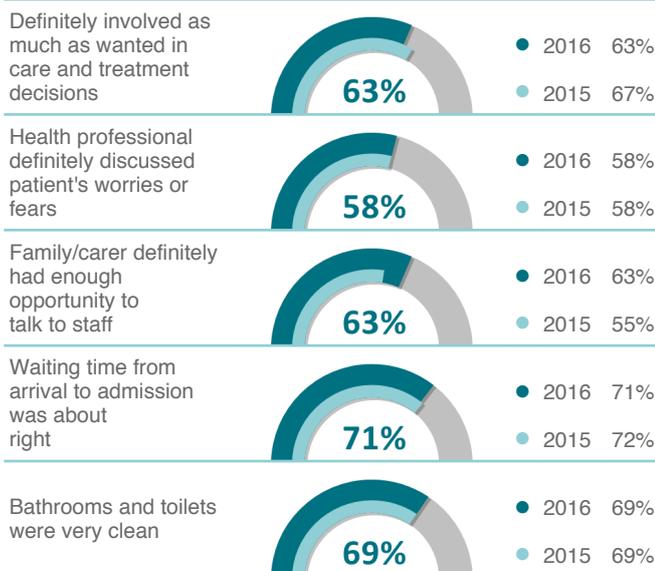
Overall rating of care



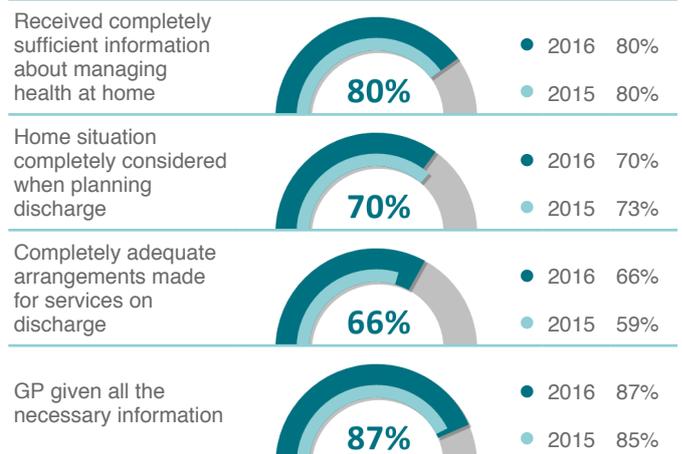
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 285. Response rate: 40%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Rural Northwest Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

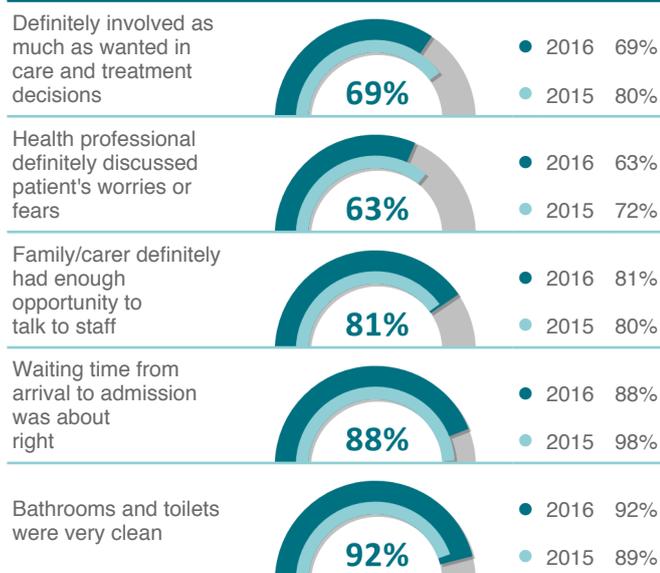
Overall rating of care



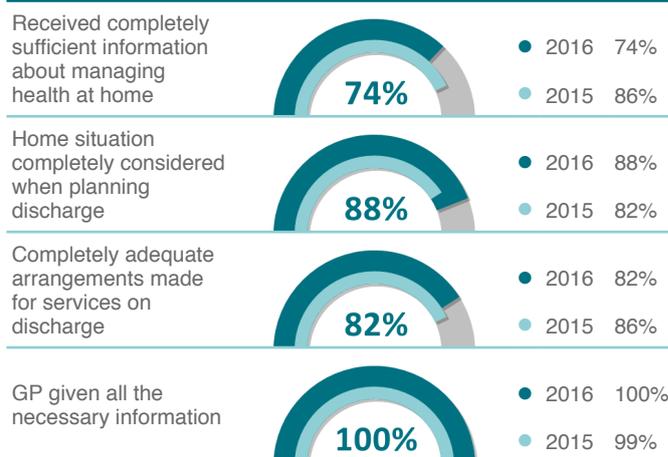
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 45. Response rate: 35%.
Where there are less than 100 survey responses for a health service, results should be interpreted with caution.
For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Seymour Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 404. Response rate: 42%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

South Gippsland Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 142. Response rate: 45%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

South West Healthcare

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 563. Response rate: 40%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

St Vincent's Health Melbourne

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 505. Response rate: 33%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Stawell Regional Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 432. Response rate: 43%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Swan Hill District Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 394. Response rate: 35%. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Terang & Mortlake Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 177. Response rate: 41%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Timboon & District Healthcare Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 52. Response rate: 40%.
 Where there are less than 100 survey responses for a health service, results should be interpreted with caution.
 For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
 Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

West Gippsland Healthcare Group

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

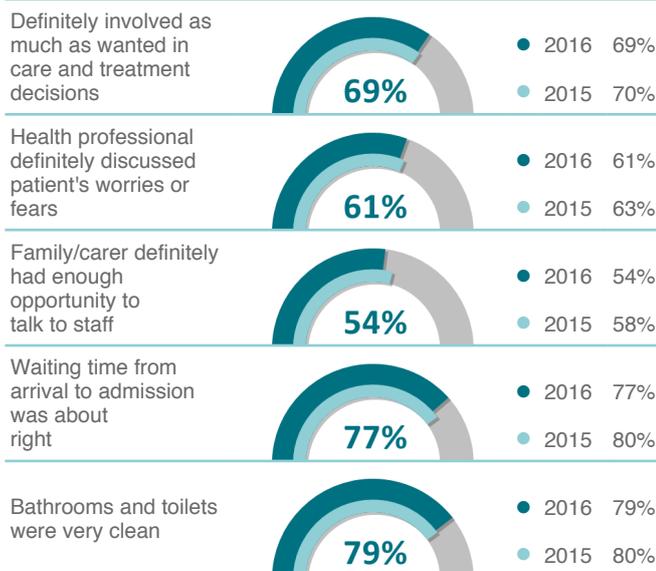
Overall rating of care



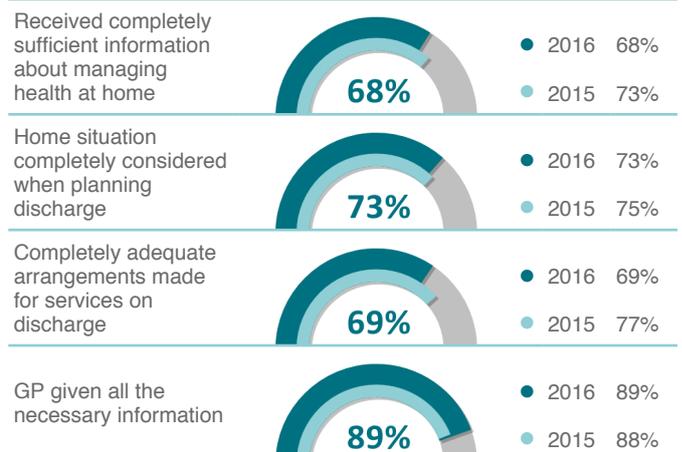
Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 407. Response rate: 42%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

West Wimmera Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 260. Response rate: 46%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Western District Health Service

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 428. Response rate: 37%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Western Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 1,553. Response rate: 31%
 For further information about the calculation of results, see the *Technical supplement*.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17.
 Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Wimmera Health Care Group

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 422. Response rate: 36%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

The Women's

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 263. Response rate: 24%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Yarrowonga Health

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



Discharge experience index



Aspects of care



Discharge experience



Notes: Number of survey responses: 318. Response rate: 45%

For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Yea and District Memorial Hospital

In 2016, adult patients who were eligible to complete the survey (a same day or one or more night admitted patient) were mailed a survey one month after discharge and asked to share their experiences of care.

Patients were invited to rate all the aspects of care they received at the health service. An overall positive experience is reported when a patient rated their overall care as either 'good' or 'very good.' A higher percentage indicates more patients had positive experiences.

Patients were also asked four key questions about their discharge experience. Responses to those questions form the discharge experience index.

Overall rating of care



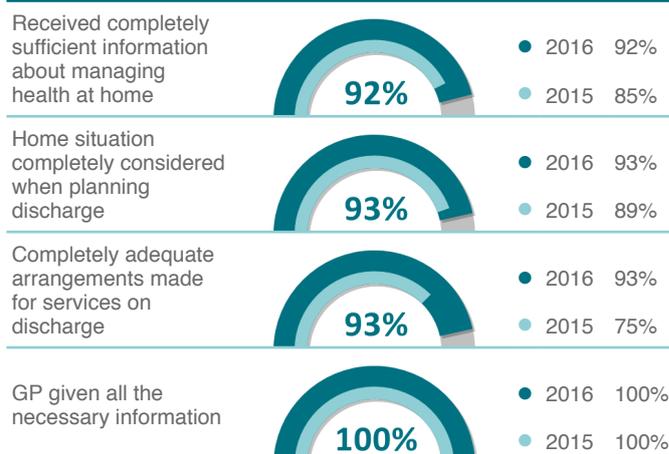
Discharge experience index



Aspects of care



Discharge experience



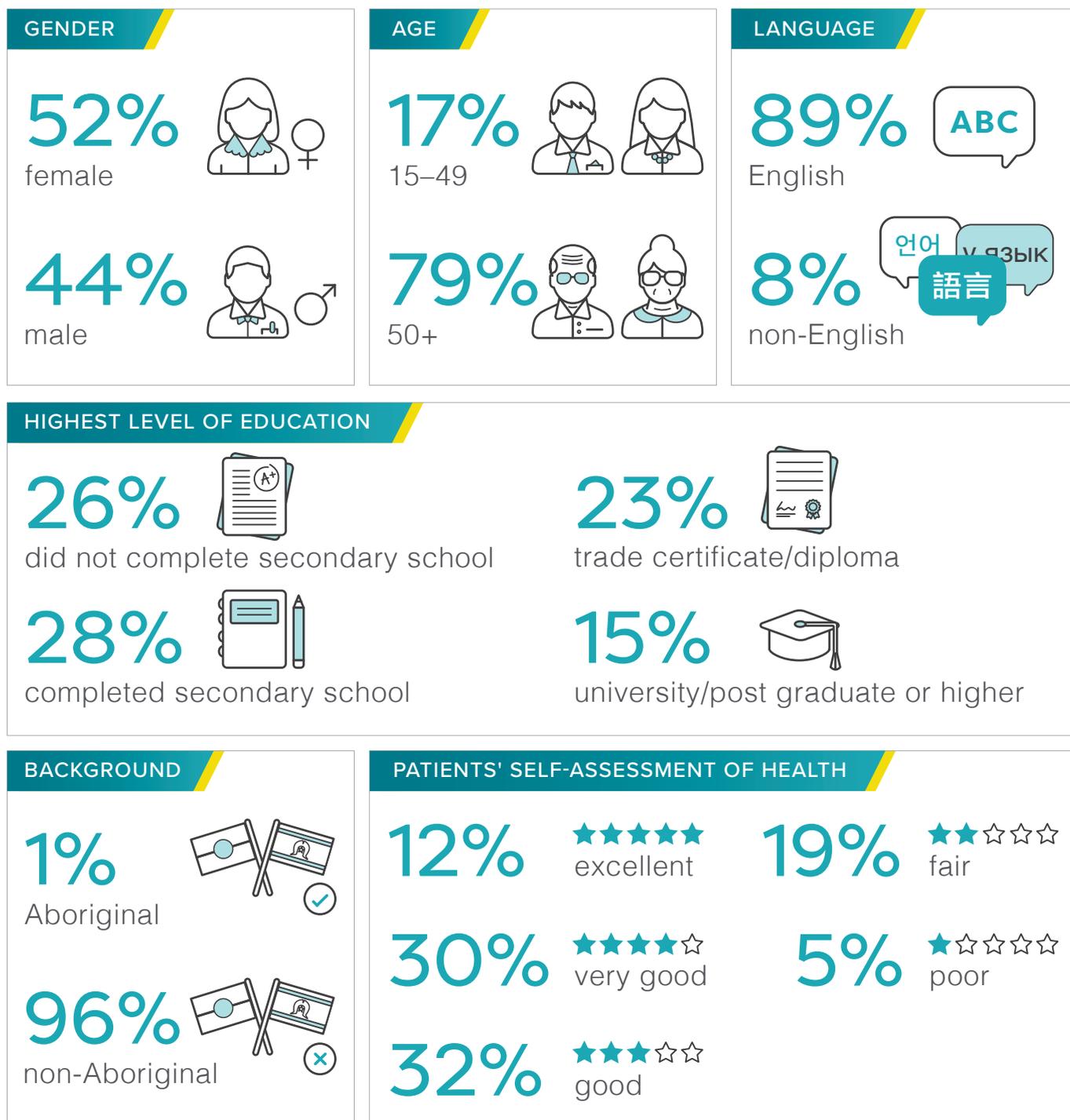
Notes: Number of survey responses: 71. Response rate: 61%

Where there are less than 100 survey responses for a health service, results should be interpreted with caution. For further information about the calculation of results, see the *Technical supplement*.

Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16 and 2016-17. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Appendix: Who completed the survey?

A total of 30,606 adult patients completed the Victorian Healthcare Experience Survey (VHES). People aged 16 years or over, who were a same day or one or more night admitted patient during the 2016 calendar year were eligible to complete the survey. Patients were selected at random and represent a range of genders, ages, education levels, cultural backgrounds, self-assessed health level and language groups. Their responses to the survey form the results presented in this report.



Notes: Missing data can be attributed to respondents not completing the relevant demographic question or selecting 'other'. Respondents include adult patients who were admitted for a day or one or more nights. For further information about the calculation of results, see the Technical supplement.
 Source: Victorian Agency for Health Information analysis of the Victorian Health Experience Survey dataset, 2015-16. Data supplied by Ipsos Social Research Institute. Data extracted 13 July 2017.

Glossary

Adult patient	A patient aged 16 years or over, and was a same day or one or more night admitted patient.
Aspects of care	The results from five survey questions that explore important experiences of care.
Discharge experience	The survey questions that relate to patients' transition from hospital to their home or place of care.
Health service	A grouping of hospitals under common governance. There are 85 public health services in Victoria.
Ipsos	Ipsos Social Research Institute. Ipsos is an independent contractor that conducts the survey on behalf of the Agency.
Local peer group	Includes health services that comprise of area hospitals with 500–1000 in-patients per year.
Major peer group	Includes health services that comprise of a major teaching hospital with less range of specialised services than a tertiary hospital.
Overall rating of care	The percentage of 'very good' and 'good' responses to the patient survey question relating to overall healthcare experience.
Patient experience	The sum of all interactions, shaped by an organisation's culture, that influence patient perceptions across the continuum of care. ⁷
Peer group	The health services included in this report range in size, complexity and the services they provide. To facilitate more meaningful comparisons across health services similar health services have been grouped together. Peer groups enable some comparisons of performance to be made.
Regional peer group	Includes health services that comprise of medium sized regional hospitals.
Small rural peer group	Includes health services that comprise of local hospitals with less than 500 in-patients per year.
Specialist peer group	Includes health services that provide acute specialist services.
Statement of Priorities	The annual accountability agreements between Victorian public healthcare services and the Minister for Health. They outline the key performance expectations, targets and funding for the year as well as government service priorities.
Sub regional peer group	Includes health services that comprise of general hospitals in regional areas.
Tertiary peer group	Includes health services that comprise of a major teaching hospital.
Discharge experience index	An indication of patients' experience of discharge. The results show the average sum of the very positive responses to the four selected discharge questions in the survey.
VHES	Victorian Healthcare Experience Survey. The survey has been implemented in Victorian health services as a tool to measure patient experience which collects, analyses and reports the experience of people receiving care in a number of health settings.

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