



Australian  
Private Hospitals  
Association



## Private Psychiatric Hospitals Data Reporting and Analysis Service (PPHDRAS)

# **Patients' Experiences of Care in Private Hospitals with Psychiatric beds**

## **Financial Year ending 30 June 2023**

**Report prepared 8 March 2024**

# **Standard Report from the APHA's Private Psychiatric Hospitals Data Reporting and Analysis Service regarding the Experiences of Care reported by Patients admitted to Private Hospitals with Psychiatric Beds, prepared on 08/03/2024, in respect of the Financial Year ending 30 June 2023**

## **Preface**

The development and preparation of this report has been undertaken by the Australian Private Hospitals Association's (APHA) Private Psychiatric Hospitals Data Reporting and Analysis Service (PPHDRAS) as part of its obligations to stakeholders participating in the PPHDRAS.

The PPHDRAS is managed by the APHA and is funded by participating private hospitals and the Commonwealth of Australia through the Department of Health. The PPHDRAS performs two main roles. First, it assists participating Hospitals with the implementation of their National Model. Second, it provides Hospitals and the Australian Government with a data management service that routinely prepares and distributes standard reports regarding the quality, effectiveness and efficiency of private hospital-based psychiatric services.

Further information about the APHA's PPHDRAS can be obtained by contacting the APHA's Director of Policy and Research, Ms Lucy Cheetham. Lucy can be contacted by email to [lucy.cheetham@apha.org.au](mailto:lucy.cheetham@apha.org.au) or by telephone on 02 6273 9000.

The Director of the APHA's PPHDRAS, Mr Allen Morris-Yates, is responsible for the development and preparation of this report. If you have any questions, concerns or comments to make regarding this report, please direct them to Allen, who can be contacted by email to [allen.yates@pphdras.com.au](mailto:allen.yates@pphdras.com.au) or by telephone on 0417 268 386.

## **Disclaimer**

The APHA's PPHDRAS has made every reasonable effort to ensure that the information contained in this report is free from errors and omissions, and that all the data and information drawn upon to compile it have been provided in good faith. However, the APHA's PPHDRAS does not warrant the accuracy of this report and does not warrant its suitability for use for any management or commercial purpose. This report is provided by way of information only to aid initiatives to improve the quality, effectiveness and efficiency of private sector, hospital-based psychiatric services.

# Introduction

Considerable evidence demonstrates that consumer and carer participation in the planning, delivery and evaluation of healthcare improves responsiveness to consumer needs. This may result in better clinical outcomes for patients, reduce the incidence of adverse events and increase consumer satisfaction with healthcare. Consumer participation is sought for two main reasons: To use feedback to monitor and improve services; and, As a means of demonstrating accountability for performance.

Since 2002, Australian private hospitals with psychiatric beds have been participating in a data reporting and analysis service that supports them in the implementation of their National Model for the Collection and Analysis of a Minimum Data Set with Outcome and Experiences of Care Measures for Private, Hospital-based, Psychiatric Services (the National Model).

Implementation of the National Model by participating hospitals involves the routine collection of clinical ratings (e.g. the Health of the Nation Outcomes Scale, HoNOS) and patient self-assessments (e.g. the Mental Health Questionnaire, MHQ-14) at the beginning and end of episodes of care. This data provides important information about the complexity and severity of inpatients' clinical problems, and the changes in their clinical status associated with the care received while in hospital. Asking patients to report on their experiences of care approaches the issues of quality and effectiveness directly from the patients' perspective, seeking their feedback regarding the quality and outcomes of the services they received whilst in the hospital's care.

These three components: (1) clinicians' ratings of patients clinical status at admission and discharge, (2) patients' self-assessments of their clinical status at admission and discharge, and (3) patients' ratings of the quality and outcomes of the services they received, together provide comprehensive information that can be used by hospitals to help ensure that they continue to meet the needs of consumers.

The PEx Surveys, now routinely collected by the majority of private hospitals with psychiatric beds, were constructed through a rigorous process of item development, selection and testing that closely involved consumers, clinicians and hospitals. Details of that process and listings of the item content of the three versions of the PEx Survey can be found in Morris-Yates, A. (2020) *Development and implementation of the Patient Experiences of Care (PEx) Survey for private hospital-based psychiatric services, with selected statistics for the 2018–2019 Financial Year*. Australian Private Hospitals Association, Canberra. (That document can be downloaded from the APHA's website at this address: [https://apha.org.au/wp-content/uploads/2021/11/APHA-Patient-Experience-Care-Survey\\_01n.pdf](https://apha.org.au/wp-content/uploads/2021/11/APHA-Patient-Experience-Care-Survey_01n.pdf))

## About this report

This report constitutes the second part of the standard Annual Statistical Report regarding the Financial Year from 1 July 2022 to 30 June 2023.

Section 1 of the report provides information about the data collected and submitted by Hospitals. It documents the completion rates of the PEx surveys at Discharge in Overnight Inpatient Care and at Review and Discharge in Ambulatory Care (inclusive of both Day Program and Outreach Care services). The introduction to Section 1 includes detailed information regarding the calculation of the reported completion rates. Statistics are also presented to enable the evaluation of the extent to which the completed surveys may be considered as representative sample of the patients admitted to private hospitals with psychiatric beds.

Section 2 of the report provides substantive statistics regarding patients views about the quality of the care they received in the Overnight Inpatient and Ambulatory Care service settings. The introduction to Section 2 includes detailed information regarding the calculation of the statistics reported within the section.

Appendix 1 lists the Hospitals that had implemented the collection of the PEx Surveys during 2022-23.

Throughout this report, in cases where it may be of particular interest, the results are stratified by Jurisdictional Groups, that is: New South Wales and the Australian Capital Territory (NSW & ACT); Victoria (VIC); Queensland (QLD); and the Northern Territory, Tasmania, South Australia and Western Australia (NT, TAS, SA & WA).

## **Key statistics from the report**

During the Financial Year ending 30 June 2023

- the Patients Experience of Care survey was implemented by 45 of the then 81 private hospitals with psychiatric beds in operation.
- those hospitals collected and submitted 13,290 PEx surveys regarding Overnight Inpatient Care, and 2,496 surveys regarding Ambulatory Care (day programs and outreach services).
- 82 % of respondents in Overnight Inpatient Care reported a positive experience of service.
- 85 % of respondents in Ambulatory Care reported a positive experience of service.

# 1: Data coverage and representativeness

This first section of the report provides information about the PEx Survey data submitted by participating Hospitals during the current financial year and, for certain key statistics, over the preceding three financial years.

The information in these tables and figures provides an indication of the extent to which Hospitals have been able to collect the required data in accordance with the agreed protocol defined in the National Model. A second key objective of the statistics presented in this section is to give an indication of the extent to which the submitted PEx Surveys can be considered to be a representative sample of the experiences of care of all patients at all private hospitals with psychiatric beds.

Table 1.1 identifies the number of Hospitals that have implemented the collection of the PEx Surveys. Table 1.2 gives the proportion of designated psychiatric beds in all private hospitals with psychiatric beds that are represented by those Hospitals that have implemented the collection of the PEx Survey. In both tables, the reported results are stratified by Jurisdictional groups.

Table 1.3 presents the overall completion rates of the PEx Surveys within each Service Setting for the current and preceding three financial years. The completion rates are presented with two different denominators, identified in the table by the phrase 'Scope of representation'. In the first case, the completion rates are calculated just on the basis of the episodes of care provided in Hospitals that have implemented the collection of the surveys. In the second case, the completion rates are calculated across all episodes of care provided by all Hospitals participating in the services provided by the PPHDRAS.

In the final two tables, 1.4.1 and 1.4.2, the completion rates stratified by patients' demographic profile (shown in the first column) are compared with the overall demographic profile of patients admitted to hospitals that have implemented the collection of the surveys (2nd column), and with the demographic profile of patients admitted to all participating Hospitals.

## ***Calculation of completion rates***

The key statistics reported in Tables 1.3, 1.4.1 and 1.4.2 are the PEx Survey Completion Rates. The denominator for the PEx Survey Completion Rate is the number of Collection Occasions when the PEx Survey could have been offered. Two factors are taken into consideration when the latter figure is computed.

First, not all Hospitals began their implementation of the Patients Experiences of Care Survey at the same time. Consequently, the count of Collection Occasions when the PEx Survey could have been offered is computed in such a way as to take account of the observed Month and Year when each Hospital initiated its collection.

Second, the data collection protocol for the PEx Survey is based on that for the Patient-completed questionnaire (the MHQ-14). Accordingly, at Collection Occasions when the protocol for the MHQ-14 allows that its administration is not required due to clinical reasons, the data collection protocol for the PEx Surveys also allows that that survey is not expected to be administered.

Finally, it is important to bear in mind that the denominators for the completion rate statistics are based on Episodes of Care defined in accordance with the Outcome Measures Protocol (OMP) specified under the National Model. Under the OMP, records of Sameday separations and some brief episodes of Overnight inpatient care for procedures normally performed on a sameday basis are treated as Occasions of Service within Episodes of Ambulatory care.

**Table 1.1: Number of Hospitals that have implemented the collection of the PEx Survey, stratified by their location, for the current and preceding financial years.**

<i>State or Territory</i>	<i>Financial Year</i>			
	2019-20	2020-21	2021-22	<b>2022-23</b>
NSW and ACT	21	19	19	<b>18</b>
VIC	9	10	9	<b>9</b>
QLD	12	13	14	<b>11</b>
NT, Tas, SA and WA	8	8	7	<b>7</b>
Australia	50	50	49	<b>45</b>

**Table 1.2: The proportion of designated psychiatric beds in private psychiatric hospitals that are represented by those Hospitals that have implemented the collection of the PEx Survey, stratified by their location, for the current and preceding three financial years.**

<i>State or Territory</i>	<i>Financial Year</i>			
	2019-20	2020-21	2021-22	<b>2022-23</b>
NSW and ACT	79%	73%	72%	<b>57%</b>
VIC	55%	59%	51%	<b>50%</b>
QLD	80%	78%	78%	<b>65%</b>
NT, Tas, SA and WA	86%	83%	83%	<b>76%</b>
Australia	74%	72%	70%	<b>60%</b>

**Table 1.3: Overall completion rates for PEx Surveys, partitioned by the Scope of representation (Hospitals that have implemented the survey; vs All participating Hospitals), stratified by Service setting, for the current and preceding three financial years.**

<i>Scope of representation</i> <i>Service setting</i>	<i>Financial Year</i>			
	2019-20	2020-21	2021-22	<b>2022-23</b>
<i><b>Among hospitals that have implemented the PEx Survey collection</b></i>				
Overnight Inpatient Care	53%	45%	45%	<b>52%</b>
Ambulatory Care	35%	30%	25%	<b>27%</b>
<i><b>Over all participating hospitals</b></i>				
Overnight Inpatient Care	39%	32%	31%	<b>32%</b>
Ambulatory Care	27%	23%	18%	<b>17%</b>

**Table 1.4.1: With respect to their demographic profile, the representativeness of patients who completed the PEx Surveys in the Overnight Inpatient service setting, in the current financial year only.**

<i>Age group by Gender</i>	<i>Among Patients who completed the survey</i>	<i>Patients in Implementing Hospitals</i>	<i>All Patients in All Hospitals</i>
<i>Youth (24 years and younger)</i>			
<i>Male</i>	3%	4%	4%
<i>Female</i>	11%	10%	9%
<i>Adults (25 to 64 years)</i>			
<i>Male</i>	24%	27%	29%
<i>Female</i>	48%	45%	45%
<i>Older persons (65 years and older)</i>			
<i>Male</i>	5%	5%	5%
<i>Female</i>	7%	8%	8%

**Table 1.4.2: With respect to their demographic profile, the representativeness of patients who completed the PEx Surveys in the Ambulatory Care service setting, in the current financial year only.**

<i>Age group by Gender</i>	<i>Among Patients who completed the survey</i>	<i>Patients in Implementing Hospitals</i>	<i>All Patients in All Hospitals</i>
<i>Youth (24 years and younger)</i>			
<i>Male</i>	2%	3%	3%
<i>Female</i>	8%	10%	9%
<i>Adults (25 to 64 years)</i>			
<i>Male</i>	26%	24%	26%
<i>Female</i>	50%	47%	47%
<i>Older persons (65 years and older)</i>			
<i>Male</i>	6%	5%	5%
<i>Female</i>	6%	10%	9%

## 2: Patients' experiences of care in private hospitals with psychiatric beds.

This second section reports the substantive findings regarding patients views about the quality of the care they received in the Overnight Inpatient Care and the Ambulatory Care service settings of the hospitals to which they were admitted. Three sets of statistics are provided:

- Experience of Service summary scores statistics, partitioned by service setting, and stratified by Jurisdictional group and Age group by Gender.
- Responses to the key concluding questions, partitioned by Service setting.
- Responses to the OECD PaRIS PREM indicators, partitioned by Service setting.

### Experience of Service

This first set of statistics are based on the **Experience of Service** summary score. It in turn is based on the principal indicator of consumers experiences of care in public sector specialist mental health services reported by the Australian Institute of Health and Welfare (AIHW) in their web-based reports on Mental Health Services in Australia (see: <https://www.aihw.gov.au/reports/mental-health-services/mental-health-services-in-australia/report-contents/summary>).

The *Experience of Service* summary score reported by public sector mental health services is derived from consumers responses to the nationally developed Your Experience of Service (YES) survey. The Patient Experiences of Care (PEX) survey employed by private hospitals with psychiatric beds was developed during the same period as the YES survey, hence, we were able to ensure that, where appropriate, the PEX survey shares comparable content to the YES survey. Accordingly, it is possible to derive an Experience of Service summary score from the PEX survey that is functionally equivalent to that derived from the YES survey and to report statistics that are directly comparable to those reported by the AIHW.

The Experience of Service score is based on patients' combined responses to items in the PEX survey that have been mapped to the corresponding 22 items in the YES survey that were agreed by the Australian Health Ministers' Advisory Council's Mental Health Information Strategy Sub-Committee (MHISSC) to best reflect respondents' experience of service. The summary score ranges in value between 20 and 100, with the mean and standard deviation being reported here. The mapping of items from the PEX survey to the YES survey is given in the Technical Notes to this current report at Appendix 2.

The proportion of respondents with an experience of service score over 80 on the YES measure was agreed by MHISSC as the metric (indicator) to be used for monitoring consumer experience of service under the Fifth National Mental Health and Suicide Prevention Plan. An Experience of Service score of 80 or more requires that respondents to the PEX survey either 'Agree' or 'Strongly agree' with all the items included in the calculation of the summary score. That statistic is also reported in the following tables.

**Table 2.1: Comparison of patient-reported quality of care provided in episodes of Overnight Inpatient Care and in episodes of Ambulatory Care, as indicated by the summary Experience of Service score from the PEx Survey, across All hospitals that had implemented the survey, in the current and preceding three financial years.**

<i>Service setting</i>		<i>Financial Year</i>			
		2019-20	2020-21	2021-22	<b>2022-23</b>
<b><i>Overnight Inpatient Care</i></b>					
Number of completed surveys		17,479	14,507	13,248	<b>13,290</b>
Experience of service summary score	mean	89.2	89.5	89.5	<b>89.1</b>
	s.d.	11.5	11.3	11.4	<b>11.7</b>
proportion of patients reporting a Positive Experience of service		83%	84%	83%	<b>82%</b>
<b><i>Ambulatory Care</i></b>					
Number of completed surveys		4,143	3,503	2,742	<b>2,496</b>
Experience of service summary score	mean	89.1	89.0	89.5	<b>89.4</b>
	s.d.	10.1	10.1	10.6	<b>10.4</b>
proportion of patients reporting a Positive Experience of service		83%	83%	84%	<b>85%</b>

**Table 2.2.1: Patient-reported Experiences of Service in episodes of Overnight Inpatient Care, stratified by the Jurisdictional group within which hospitals were located, for the current financial year.**

	Number of completed surveys	Experience of Service summary score  mean, s.d.  95% C.I.		Positive Experience of Service  proportion  95% C.I.
<i>State or Territory</i>				
<b>New South Wales and the Australian Capital Territory</b>				
	4,100	88.6	12.4	81.3%
		88.20	-- 88.96	80.10% --- 82.49%
<b>Victoria</b>				
	3,155	89.4	11.0	83.5%
		89.00	-- 89.76	82.16% --- 84.75%
<b>Queensland</b>				
	2,317	89.8	11.3	83.5%
		89.35	-- 90.28	82.00% --- 85.02%
<b>The Northern Territory, Tasmania, South Australia, and Western Australia</b>				
	3,531	89.3	11.3	82.7%
		88.91	-- 89.66	81.42% --- 83.92%

**Table 2.2.2: Patient-reported Experiences of Service in episodes of Ambulatory Care, stratified by the Jurisdictional group within which hospitals were located, for the current financial year.**

	Number of completed surveys	Experience of Service summary score mean, s.d. 95% C.I.		Positive Experience of Service proportion 95% C.I.
<i>State or Territory</i>				
<b>New South Wales and the Australian Capital Territory</b>				
	982	88.9	10.6	83.2%
		88.24	-- 89.56	80.86% -- 85.54%
<b>Victoria</b>				
	230	87.8	10.3	79.6%
		86.49	-- 89.17	74.35% -- 84.78%
<b>Queensland</b>				
	713	90.4	9.5	87.8%
		89.75	-- 91.14	85.40% -- 90.20%
<b>The Northern Territory, Tasmania, South Australia, and Western Australia</b>				
	554	89.7	11.2	85.4%
		88.78	-- 90.66	82.44% -- 88.32%

**Table 2.3.1: Patient-reported Experiences of Service in episodes of Overnight Inpatient Care, stratified by Patients' Age group and Gender, for the current financial year.**

	Number of completed surveys	Experience of Service summary score		Positive Experience of Service
<i>Age group</i>		mean, s.d.		proportion
<i>Gender</i>		95% C.I.		95% C.I.
Youth (24 years and younger)				
Male	445	88.1	11.2	79.3%
		87.05	-- 89.14	75.56% -- 83.09%
Female	1,431	85.5	12.7	71.3%
		84.83	-- 86.15	69.01% -- 73.69%
Adults (25 to 64 years)				
Male	3,263	90.2	11.5	85.4%
		89.81	-- 90.60	84.17% -- 86.59%
Female	6,353	89.3	11.6	82.8%
		89.00	-- 89.57	81.85% -- 83.71%
Older persons (65 years and older)				
Male	651	90.4	10.6	86.5%
		89.63	-- 91.26	83.86% -- 89.11%
Female	960	90.0	10.4	86.3%
		89.37	-- 90.69	84.07% -- 88.43%

**Table 2.3.2: Patient-reported Experiences of Service in episodes of Ambulatory Care, stratified by Patients' Age group and Gender, for the current financial year.**

	Number of completed surveys	Experience of Service summary score		Positive Experience of Service
<i>Age group</i>		mean, s.d.		proportion
<i>Gender</i>		95% C.I.		95% C.I.
Youth (24 years and younger)				
Male	56	88.9	7.6	87.5%
		86.85	-- 90.90	78.84% --- 96.16%
Female	204	87.3	10.6	77.0%
		85.82	-- 88.76	71.18% --- 82.74%
Adults (25 to 64 years)				
Male	655	89.9	10.1	86.0%
		89.09	-- 90.64	83.29% --- 88.62%
Female	1,241	89.6	10.7	84.5%
		89.04	-- 90.23	82.52% --- 86.54%
Older persons (65 years and older)				
Male	159	90.3	9.3	91.8%
		88.79	-- 91.73	87.56% --- 96.08%
Female	156	88.6	11.1	84.6%
		86.84	-- 90.37	78.95% --- 90.28%

**Table 2.4.1:** Range of variation between participating hospitals, expressed as a five number summary, in their average Experiences of Service ratings by their patients and in the proportion of patients reporting Positive Experiences of Service, in the Overnight Inpatient Care service setting, for the current financial year.

	<i>Experiences of Service summary score (mean)</i>	<i>Postive Experiences of Service</i>
Minimum	83.6	66.3%
25th percentile	87.9	80.4%
<b>Median</b>	<b>89.7</b>	<b>84.8%</b>
75th percentile	91.7	89.6%
Maximum	96.0	100.0%

**Table 2.4.2:** Range of variation between participating hospitals, expressed as a five number summary, in their average Experiences of Service ratings by their patients and in the proportion of patients reporting Positive Experiences of Service, in the Ambulatory Care service setting, for the current financial year.

	<i>Experiences of Service summary score (mean)</i>	<i>Postive Experiences of Service</i>
Minimum	79.3	50.0%
25th percentile	87.3	77.8%
<b>Median</b>	<b>88.4</b>	<b>83.3%</b>
75th percentile	91.3	92.2%
Maximum	96.3	100.0%

## Patients responses to the concluding items addressing quality of care

This second set of statistics report patients' responses to the three concluding items of the PEx survey that address the quality of care. Those items are:

- Overall, the quality of care provided by the hospital has been excellent.
- I have been treated with respect and dignity at all times.
- I would recommend this hospital to a friend or family member, if they needed psychiatric care.

The following two tables provide a detailed breakdown of patients' responses to the three. Table 2.5.1 presents patients' responses regarding their overall evaluation of the services they received in the Overnight Inpatient Care service setting, whilst table 2.5.2 refers to services received in the Ambulatory Care service setting. The statistics reported begin with the frequency distribution of patients' responses to each of the three items. The proportion of patients giving a substantive response is based on the count of patients giving that particular response divided by the number of patients giving any response between 'strongly disagree' to 'strongly agree', with responses of 'not applicable' and missing responses excluded from that denominator. A summary statistic that identifies the proportion of patients who gave a response of either 'agree' or 'strongly agree' is then given for each item.

When considering the pattern of patients' responses to these items, it is important to recognise that the three statements addressing overall evaluation of the quality of services provided are distinct in both their placement in the survey and in the strength of their wording.

First, the three items are deliberately placed at the end of the survey. This gives patients time to reflect in detail on many aspects of the way in which services were provided. By the time they reach these final questions they will have brought to mind many aspects of the care and services they received during their stay in hospital or attendance at the hospital's day programs.

Second, as stated, the first two of the three items set a very high standard: Overall, the quality of care provided *has been excellent*; I have been treated with respect and dignity *at all times*. The third item directly addresses one of the key factors in determining consumer choice – the recommendation of a service by a friend or family member.

**Table 2.5.1: Patients' responses to the three key items that addressed the overall quality of services in the Overnight Inpatient Care setting, in the current Financial Year.**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Agree or Strongly agree
<b><i>Overall, the quality of care provided by the hospital has been excellent</i></b>						
	1%	3%	5%	24%	68%	<b>92%</b>
<b><i>I have been treated with respect and dignity at all times</i></b>						
	1%	3%	5%	24%	68%	<b>92%</b>
<b><i>I would recommend this hospital to a friend or family member, if they needed psychiatric care</i></b>						
	1%	1%	5%	22%	71%	<b>93%</b>

**Table 2.5.2: Patients' responses to the three key items that addressed the overall quality of services in the Ambulatory Care setting, in the current Financial Year.**

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Agree or Strongly agree
<i><b>Overall, the quality of care provided by the hospital has been excellent</b></i>	0%	0%	1%	23%	75%	<b>98%</b>
<i><b>I have been treated with respect and dignity at all times</b></i>	0%	0%	1%	23%	75%	<b>98%</b>
<i><b>I would recommend this hospital to a friend or family member, if they needed psychiatric care</b></i>	0%	1%	2%	22%	75%	<b>97%</b>

## OECD PaRIS Patient Reported Experience Measures

The third set of statistics present the results of applying the OECD's Patient Reported Indicator Survey (PaRIS) methodology for reporting on Patient Reported Experience Measures (PREM) to the PEx survey responses. The PARIS PREM indicators address four key questions about patients' experience of care:

- Did your care providers treat you with courtesy and respect?
- Did your care providers spend enough time with you?
- Did your care providers explain things in a way that was easy to understand?
- Did your care providers involve you as much as you wanted to be in decisions about your care and treatment?

An introduction to the OECD's work in this area can be found in de Bienassis et al (2021) Patient-reported indicators in mental health care: towards international standards among members of the OECD.

*International Journal for Quality in Health Care*, 33(1), 1-6.

In 2021, the Australian Commission on Safety and Quality in Health Care (ACSQHC) invited the APHA to join with Australian public sector mental health services in providing data to the OECD's PaRIS indicator program. We were very pleased to be able to participate in that process. Although the above four questions are not exactly reproduced in the PEx survey, it is possible to derive implied responses to the four questions from patients' responses to the sub-sets of the PEx survey items. Results for Australian private hospitals with psychiatric beds are results reported here in this report.

Although the above four questions are not exactly reproduced in the PEx survey, it is possible to derive implied responses to the four questions from patients' responses to the sub-sets of the PEx survey items. The mapping of items from the PEx survey to the PaRIS PREM indicator questions and the method of calculation of the binary response scores presented in this current report are described in detail within the Technical Notes at Appendix 2.

**Table 2.6.1: Patients' implied responses to the four OECD PaRIS Mental Health PREM items with respect to their experiences in the Overnight Inpatient Care setting, in the current Financial Year.**

	% Yes (agree or strongly agree)
[1] Did your care providers treat you with courtesy and respect?	95%
[2] Did your care providers spend enough time with you?	93%
[3] Did your care providers explain things in a way that was easy to understand?	94%
[4] Did your care providers involve you as much as you wanted to be in decisions about your care and treatment?	89%

**Table 2.6.2: Patients' implied responses to the four OECD PaRIS Mental Health PREM items with respect to their experiences in the Ambulatory Care setting, in the current Financial Year.**

		% Yes (agree or strongly agree)
<b>[1]</b>	Did your care providers treat you with courtesy and respect?	<b>99%</b>
<b>[2]</b>	Did your care providers spend enough time with you?	<b>96%</b>
<b>[3]</b>	Did your care providers explain things in a way that was easy to understand?	<b>95%</b>
<b>[4]</b>	Did your care providers involve you as much as you wanted to be in decisions about your care and treatment?	<b>87%</b>

# **Appendix 1: List of all hospitals that collected and submitted the PEx Surveys to the APHA's PPHDRAS during the specified financial year.**

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## ***New South Wales and the Australian Capital Territory***

### **Albury Wodonga Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in West Albury NSW 2640

### **Baringa Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Coffs Harbour NSW 2450

### **Berkeley Vale Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Berkeley Vale NSW 2261

### **Brisbane Waters Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Woy Woy NSW 2256

### **Calvary Bruce Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Bruce ACT 2617

### **Dudley Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Orange NSW 2800

### **Ramsay Clinic Macarthur**

Stand-alone Psychiatric Hospital located in Campbelltown NSW 2560

### **Maitland Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in East Maitland NSW 2323

### **Mayo Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Taree NSW 2430

### **Ramsay Clinic Northside**

Stand-alone Psychiatric Hospital located in St Leonards NSW 2065

### **Ramsay Clinic Cremorne**

Stand-alone Psychiatric Hospital located in Cremorne NSW 2090

### **South Coast Private**

Stand-alone Psychiatric Hospital located in Wollongong NSW 2500

### **St Vincent's Private Hospital Sydney**

Private General Hospital with Psychiatric Unit(s) located in Darlinghurst NSW 2010

### **Ramsay Clinic Thirroul**

Stand-alone Psychiatric Hospital located in Thirroul NSW 2515

### **Warners Bay Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Warners Bay NSW 2282

### **Ramsay Clinic Wentworthville**

Stand-alone Psychiatric Hospital located in Wentworthville NSW 2145

**Wesley Hospital Ashfield**

Stand-alone Psychiatric Hospital located in Ashfield NSW 2131

**Wesley Hospital Kogarah**

Stand-alone Psychiatric Hospital located in Kogarah NSW 2217

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***Victoria*****Ramsay Clinic Albert Road**

Stand-alone Psychiatric Hospital located in South Melbourne VIC 3205

**Beleura Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Mornington VIC 3931

**Cabrini Elsternwick**

Stand-alone Psychiatric Hospital located in Elsternwick VIC 3185

**Delmont Private Hospital**

Stand-alone Psychiatric Hospital located in Glen Iris VIC 3146

**Epworth Camberwell**

Private Hospital with Psychiatric and Medical or Rehabilitation Services located in Camberwell VIC 3184

**Mitcham Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Mitcham VIC 3132

**Shepparton Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Shepparton VIC 3630

**South Eastern Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Noble Park VIC 3174

**Wyndham Clinic**

Private Hospital with Psychiatric and Medical or Rehabilitation Services located in Werribee VIC 3030

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***Queensland*****Belmont Private Hospital**

Stand-alone Psychiatric Hospital located in Carina QLD 4152

**Ramsay Clinic Cairns**

Stand-alone Psychiatric Hospital located in Cairns QLD 4870

**Ramsay Clinic Caloundra**

Private Hospital with Psychiatric and Medical or Rehabilitation Services located in Caloundra QLD 4551

**Greenslopes Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Greenslopes QLD 4120

**Hillcrest Rockhampton Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Rockhampton QLD 4700

**Ramsay Clinic New Farm**

Stand-alone Psychiatric Hospital located in New Farm QLD 4005

**Robina Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Robina QLD 4226

**The Southport Private Hospital**

Private Hospital with Psychiatric and Medical or Rehabilitation Services located in Southport QLD 4215

**St Andrews Private Hospital Toowoomba**

Private General Hospital with Psychiatric Unit(s) located in Toowoomba QLD 4350

**Toowong Private Hospital**

Stand-alone Psychiatric Hospital located in Toowong QLD 4066

**Townsville Private Clinic**

Stand-alone Psychiatric Hospital located in Townsville City QLD 4810

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***The Northern Territory, Tasmania, South Australia, and Western Australia*****The Adelaide Clinic**

Stand-alone Psychiatric Hospital located in Gilberton SA 5081

**Calvary St Luke's Hospital**

Private General Hospital with Psychiatric Unit(s) located in Launceston TAS 7250

**The Hobart Clinic**

Stand-alone Psychiatric Hospital located in Rokeby TAS 7019

**Hollywood Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Nedlands WA 6009

**Marian Centre**

Stand-alone Psychiatric Hospital located in Wembley WA 6014

**North West Private Hospital**

Private General Hospital with Psychiatric Unit(s) located in Burnie TAS 7320

**Perth Clinic**

Stand-alone Psychiatric Hospital located in West Perth WA 6005

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## **Appendix 2: Technical notes.**

### ***List of technical notes included in this report***

#### **Mapping of PEx Items to Summary Scores**

Global indicators

PEx Survey item mappings from the Experiences of Service items in the YES Survey

Mapping of the PEx Survey Items to the PaRIS Mental Health PREM Domains

# Mapping of PEx Items to Summary Scores

## Global indicators

### PEx Survey item mappings from the Experiences of Service items in the YES Survey

The following table lists the Experiences of Service items from the YES Survey and the corresponding items in the PEx Survey.

YES Survey Item	Nearest equivalent PEx Survey item(s)
1. You felt welcome at this service.	E0201 I felt welcome at this hospital.
2. Staff showed respect for how you were feeling.	E1102 I have been treated with respect and dignity at all times. The PEx item is not quite a direct match. It covers a broader range of behaviours towards the patient and sets a very high threshold (i.e., "at all times").
3. You felt safe using this service.	E0602 I have felt safe whilst at this hospital.
4. Your privacy was respected.	E0603 My privacy was respected.
5. Staff showed hopefulness for your future.	E0701 Hospital staff were positive that my mental health and quality of life could improve.
6. Your individuality and values were respected (such as your culture, faith or gender identity, etc.).	E0402 My individuality and personal preferences were respected.
7. Staff made an effort to see you when you wanted.	E0807 Hospital staff were available if I needed to talk with them. E1001 I have been able to get in contact with this service when I needed to. (for Ambulatory Care PEx survey only)
8. You had access to your treating doctor or psychiatrist when you needed.	E0805 When I had questions, my treating psychiatrist gave helpful answers I could understand. Whilst this item only indirectly addresses the issue, if the patient had questions but could get no answer at all because they did not have timely access to the treating psychiatrist we may assume that they would respond in the negative to this question.
9. You believe that you would receive fair treatment if you made a complaint.	Although item E0606 does address the handling of complaints, no direct question is asked regarding the issue of fair treatment in the event a complaint is made. The combined responses to items E1102 (I have been treated with respect and dignity at all times) and E0602 (I have felt safe whilst at this hospital), may give an indication of how the respondent felt any complaints would be handled.
10. Your opinions about the involvement of family or friends in your care were respected.	E0307 With my permission my nominated carer was involved in my hospital treatment.
11. The facilities and environment met your needs (such as cleanliness, private space, reception area, furniture, common areas, etc.).	E0604 The hospital was clean and well maintained.
12. You were listened to in all aspects of your care and treatment.	E0304 I have been involved in decisions about my care and treatment. E0305 I have been involved in planning the care I may need after I leave hospital.

13. Staff worked as a team in your care and treatment (for example, you got consistent information and didn't have to repeat yourself to different staff).	E0801 My treating psychiatrist and hospital staff worked as a team in my care and treatment
14. Staff discussed the effects of your medication and other treatments with you.	E0302 My treating psychiatrist ensured that I understood the effects of my treatment options. E0705 I was given information about how to manage my medication and any side-effects I may experience.
15. You had opportunities to discuss your progress with the staff caring for you.	E0802 I had opportunities to discuss my progress with the staff caring for me.
16. There were activities you could do that suited you.	No comparable item.
17. You had opportunities for your family and carers to be involved in your treatment and care if you wanted.	E0307 With my permission my nominated carer was involved in my hospital treatment
18. Information given to you about this service (such as how the service works, which staff will be working with you, how to make a complaint, etc.).	No directly comparable item was included due to its likely high correlation with other specific information items (e.g., E0806, E0703, E0202 and, E0203).
19. Explanation of your rights and Responsibilities.	E0202 My rights and responsibilities were explained fully in a way that I could understand.
20. Access to peer support (such as information about peer workers, referral to consumer programs, advocates, etc.).	E0704 I was informed about and encouraged to use self-help or peer support groups in the community.
21. Development of a care plan with you that considered all of your needs (such as health, living situation, age, etc.).	E0301 When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs.
22. Convenience of the location for you (such as close to family and friends, transport, parking, community services you use, etc.).	E1003 I was able to access the hospital services as soon as I needed to. Arguably, for consumers of private sector hospital-based psychiatric care, the issue addressed by E1003 is more important than the location of services.

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## Mapping of the PEx Survey Items to the PaRIS Mental Health PREM Domains

### *Items from the PEx Survey that correspond to the PaRIS Mental Health PREM Domains*

- =====
1. **Did your care providers treat you with courtesy and respect?**
    - E0201 I felt welcome at this hospital.
    - E0402 My individuality and personal preferences were respected.
    - E0403 Staff were sensitive to my cultural background.
    - E0603 My privacy was respected.
    - E1102 I have been treated with respect and dignity at all times.
  2. **Did your care providers spend enough time with you?**
    - E0802 I had opportunities to discuss my progress with the staff caring for me.
    - E0807 Hospital staff were available if I needed to talk with them.
  3. **Did your care providers explain things in a way that was easy to understand?**
    - E0202 My rights and responsibilities were explained fully in a way that I could understand.
    - E0302 My treating psychiatrist ensured that I understood the effects of my treatment options.
    - E0805 When I had questions, my treating psychiatrist gave helpful answers I could understand.
    - E0806 When I had questions, hospital staff gave helpful answers I could understand.
  4. **Did your care providers involve you as much as you wanted to be in decisions about your care and treatment?**
    - E0301 When developing my treatment plan with me, my treating psychiatrist and hospital staff ensured that it covered all of my needs.
    - E0304 I have been involved in decisions about my care and treatment.
    - E0305 I have been involved in planning the care I may need after I leave hospital.
    - E0705 I was given information about how to manage my medication and any side-effects I may experience.
    - E0803 I was encouraged to ask questions about my treatment and Medication
- =====

### ***Method of calculation of the summary scores***

Individual PEx items are rated as follows: 1 = Strongly disagree; 2 = Disagree; 3 = Neutral; 4 = Agree; and 5 = Strongly agree. Responses may also be coded as 8 = Not applicable; and 9 = Missing. Only ratings between 1 and 5 are counted as valid complete ratings.

To calculate each summary score, let:

A = Sum of ratings of valid completed items (ratings of 1 to 5 only).

N = Number of valid completed items.

Summary score = ROUND((A / N), 0) That is, the value of A divided by N,

rounded up or down to the nearest whole number

This gives a summary score that may take values between 1 and 5. Scores of 4 or 5 are then taken as indicative of a positive response to the PREM domain question that the summary score represents.

### ***Statistical characteristics of the item-domain mappings***

#### **1. Did your care providers treat you with courtesy and respect?**

Item-by-item and item-by-summary score matrix of polychoric correlations

	E0201	E0402	E0403	E0603	E1102
E0201	1.0				
E0402	0.71685700	1.0			
E0403	0.67411376	0.78571742	1.0		
E0603	0.70311716	0.74560109	0.69863385	1.0	
E1102	0.74216865	0.76182287	0.68867954	0.76316173	1.0
Respect	0.86183192	0.92186553	0.87476309	0.89651224	0.98490487

Scale reliability coefficient (Cronbach's alpha): 0.8740

#### **2. Did your care providers spend enough time with you?**

Item-by-item and item-by-summary score matrix of polychoric correlations

	E0802	E0807
E0802	1.0	
E0807	0.76589064	1.0
Time with you	0.96630636	0.96638996

Scale reliability coefficient (Cronbach's alpha): 0.7905

#### **3. Did your care providers explain things in a way that was easy to understand?**

Item-by-item and item-by-summary score matrix of polychoric correlations

	E0202	E0302	E0805	E0806
E0202	1.0			
E0302	0.56351818	1.0		
E0805	0.52196188	0.81338282	1.0	
E0806	0.63733248	0.58875584	0.69477970	1.0
Clear Explanations	0.82716652	0.89767010	0.91410002	0.86772812

Scale reliability coefficient (Cronbach's alpha): 0.7991

#### **4. Did your care providers involve you as much as you wanted to be in decisions about your care and treatment?**

Item-by-item and item-by-summary score matrix of polychoric correlations

	E0301	E0304	E0305	E0705	E0803
E0301	1.0				
E0304	0.76330487	1.0			
E0305	0.69167643	0.74539395	1.0		
E0705	0.65054720	0.62911945	0.62912094	1.0	
E0803	0.67169983	0.67173192	0.63408425	0.73156523	1.0
Involvement	0.88165785	0.88210542	0.86177533	0.863865630	0.87081476

Scale reliability coefficient (Cronbach's alpha): 0.8627

**end of this report**