

Privacy, Dignity and Respect

The right to be treated with dignity and respect underpins the New Zealand Code of Rights. Patients have the right to be treated with respect, including respect for their culture, values, beliefs and personal privacy. They also have the right to make decisions about their care, and to change their mind. At Auckland DHB Respect - Manaaki is one of our core values.

Patients are telling us that being treated with dignity and respect matters, with one-fifth saying that this is an aspect of their care they consider to be most important to them. They want to be seen as people, with families and lives, who are seeking help with a medical concern. They do not want to be seen as a condition or illness. Moreover, they want to be treated respectfully across their entire patient journey. Every interaction counts, whether you are a receptionist, cleaner, nurse, doctor, or working in allied health.

This report shows there is much to celebrate. One of the highest ratings across our entire survey relates to the respectful ways we are treating our patients. It's great to see the percentage of patients who say they were treated with dignity and respect continuing to increase over the past year across many questions.

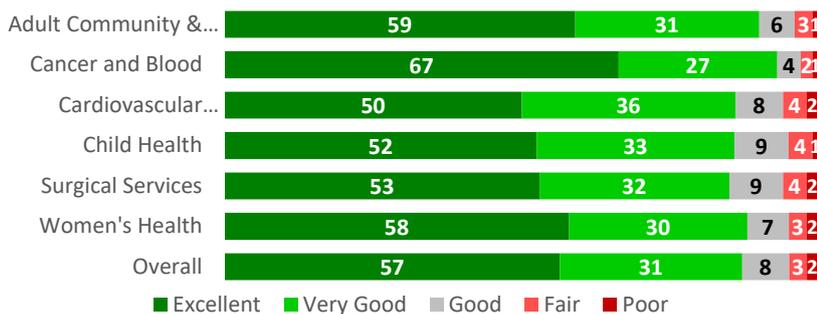
I encourage you to read and reflect on the report. While there are pockets of behaviour we do not want to see, the overwhelming weight of comments are heartening and reflect a culture of living our values by treating patients with dignity and respect.

Dr. Andrew Old
Chief of Strategy, Participation & Improvement

OVERALL EXPERIENCE RATINGS BY DIRECTORATE

Overall, 88 percent of our patients rated our care as very good or excellent during the period July 1, 2015 to June 30, 2016. The differences between directorates are significant ($p < 0.05$).

OUTPATIENT OVERALL EXPERIENCE OF CARE RATING BY DIRECTORATE, JULY 2015 TO JUNE 2016



Adult Community and Long-term Conditions n=730; Cancer and Blood services n=1112; Cardiovascular Services n=222; Child Health n=623; Surgical Services n=2350; Women's Health n=768, Overall n=5805

TOP THREE

Our outpatients are asked to choose the three things that matter most.

1. Information (67%)

Getting good information is the aspect of our care most patients (67%) say makes a difference to the quality of their care and treatment.

"My doctor was really thorough, went through all my previous tests and discussed the results of my recent surgery. Then went through the details of the follow up procedure. She answered all my questions and was really reassuring in her approach."

How are we doing on information?

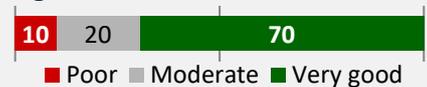


2. Organisation (54%)

For more than half of all our patients (54%), organisation, appointments and correspondence matter to the quality of their care and treatment.

"Quick advice of appointments; great coordination between outpatients and clinical treatment; follow up from support staff."

How are we doing with organisation?

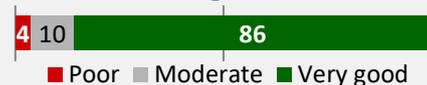


3. Confidence (52%)

Half our patients (51%) rated having confidence in their care and treatment as one of the things that make the most difference.

"The nurse ... was very busy looking after several patients yet always appeared in control and showed care and seemed very competent."

How are we doing with confidence?



A focus on privacy and respect



22 percent of outpatients say that having their privacy, values and cultural needs treated with respect is one of the three things that makes the most difference to the quality of their care & treatment

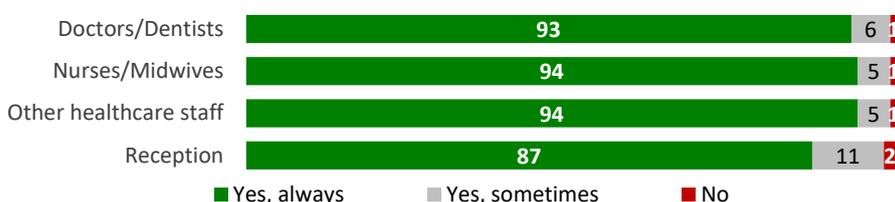
HOW ARE WE DOING?

The following data from the period July 1, 2015 to June 30, 2016 have been compared with data from the previous outpatients dignity and respect report, in September 2014 to establish whether there have been any significant changes. Please note that 'not applicable' answers have been removed from these data and the data recalculated.

TREATED WITH DIGNITY AND RESPECT

Some of the highest ratings across our entire survey are for how we treat patients with dignity and respect. Even then, we've managed to improve our ratings; the percentage of patients who say they were treated with dignity and respect by nurses, midwives and other healthcare staff has increased by three points since the last report in September 2014.

Percentage of patients who say they were treated with dignity and respect



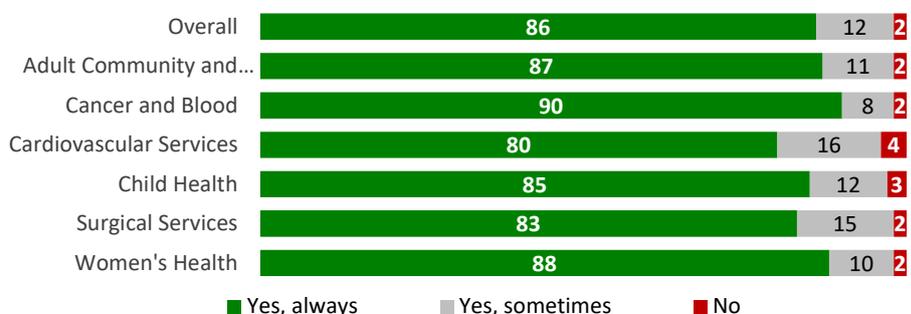
Doctors/Dentists n=4553; Nurses/Midwives n=1244; Other healthcare staff n=1226; Reception n=5435

3% improvement
in ratings for nurses/midwives and other health care staff since September 2014. The difference is significant (p<0.05).

VIEWS CONSIDERED AND RESPECTED

The percentage of patients who say we respected their views on their care and treatment and took these into account has improved by three points since the previous report in September 2014.

Percentage of patients who say their views were taken into account and respected, by Directorate (%).



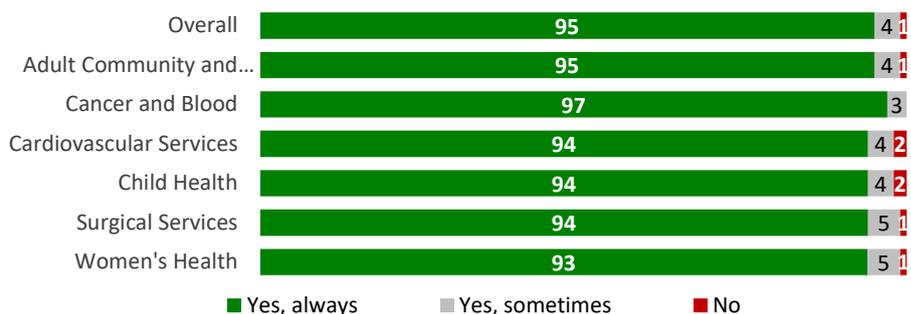
Adult Community and Long-term Conditions n=726; Cancer and Blood n=1117; Cardiovascular Services n=223; Child Health n=627; Surgical Services n=2345; Women's Health n=770, Overall n=5808

3% improvement
In overall ratings for patients who say their views were always taken into account and respected, since September 2014. The difference is significant (p<0.05).

VALUES, BELIEFS AND CULTURAL NEEDS

Since September 2014, the percentage of patients who say their values, beliefs and cultural needs were respected has increased by an additional two percentage points, to 95 percent. Cancer and Blood, Child Health and Surgical Services directorates are also trending upwards.

Percentage of patients who say their values, beliefs and cultural needs were respected



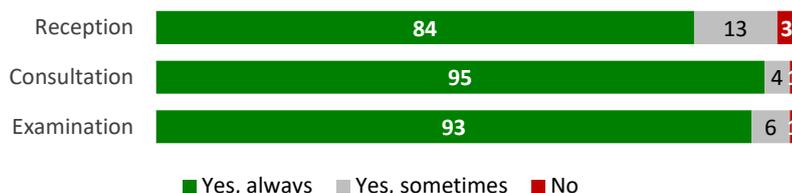
Adult Community and Long-term Conditions n=442; Cancer and Blood n=653; Cardiovascular Services n=129; Child Health n=396; Surgical Services n=1322; Women's Health n=495, Overall n=3437

2% improvement
in overall ratings for patients who say their values, beliefs and cultural needs were respected, since September 2014. The difference is significant (p<0.05).

PRIVACY

Ninety-three percent of patients tell us they are always given enough privacy during examinations, an increase of two percentage points since the last report in September 2014. In addition, patient ratings of privacy during consultation have improved by a small but statistically significant one percentage point.

Percentage of patients who say they were given enough privacy

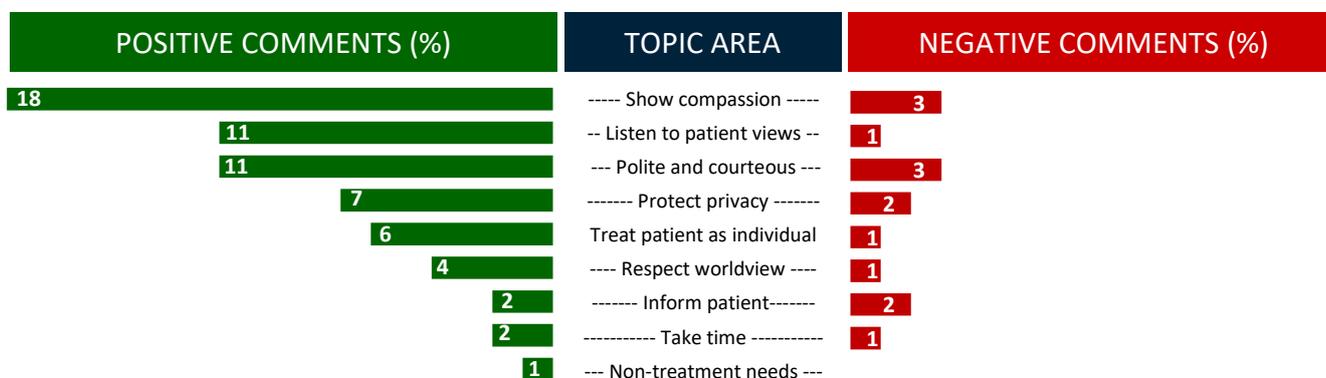


2% improvement
in patient ratings for privacy during examination. The difference is significant ($p < 0.05$).

Reception n=5691; Consultation n=5447; Examination n=5766

A closer look at patient comments

A total of 1319 outpatients commented on respect. Eight out of 10 comments were positive.



SHOW COMPASSION, KINDNESS AND CARE (18%)

Patients appreciated it when staff were warm, friendly, showed compassion and kindness towards them, were mindful of their personal situation e.g. age, ethnicity, fears or concerns, and appeared to genuinely care about what happened to them. The manner of receptionists, nurses, doctors and allied health workers all received positive comment and were appreciated when showing kindness.

They were kind, interested and compassionate and mindful of how to discuss health issues with a child.

Some patients noted that the way they were treated created an atmosphere or environment in which they could discuss sensitive issues openly. Some said they felt they were in safe hands when staff genuinely cared about them or showed concern.

The friendly respectful attitude of surgeon created a relaxed atmosphere in which sensitive issues could be discussed without embarrassment.

The nurse was extremely lovely, made me feel assured I was in good hands, answered my questions, and was genuinely interested in my condition.

My husband is seriously ill, and he was treated with the utmost kindness by all staff he encountered during his radiotherapy visits. This helped to relieve his stress in an unfamiliar situation.

LACK COMPASSION, ABRUPT AND UNKIND (3%)

Some patients felt that they were treated unkindly and that staff were indifferent towards them and their situation. They felt that staff were dismissive, uncaring or lacked compassion. Some felt that staff did not take their symptoms seriously and were left feeling belittled and as if they were wasting staff time.

Again, every patient contact is important, from reception to nurses, doctors and allied health professional.

Some administration staff could work on their communication skills people are often distressed and they should act and speak in an empathetic way. it was a very stressful time.

It was near the end of the day though and the specialist nurse got a bit grumpy with me for asking some questions. I understand she is incredibly busy and she is so efficient and responsive. But I would have preferred her not to get grumpy.

The [doctor] didn't show any respect by making fun of my symptoms and the way he acted (don't waste my time) attitude and before him the specialist who didn't take my symptoms seriously. After many scans the result shows that I do have a physical illness.

The doctor was indifferent ... and I felt like I was taking up his time.

PATIENT COMMENTS (cont...)

LISTEN, ANSWER QUESTIONS & RESPECT PATIENT'S POINT OF VIEW (11%)

Patients appreciated it when they felt that their opinions and points of view were listened to and respected. They wanted staff to discuss treatment options with them and answer questions so they could make informed decisions. This appeared to help alleviate concerns and anxieties. It also increased their confidence in staff and the quality of their care.

The doctor listened to all my responses and recapped to ensure he had understood me. He also showed concern for me when I disclosed information about my mother having cancer.

I told the doctor I was feeling faint and she took the procedure at my pace, checking with me constantly to see if I was comfortable to continue. I felt listened to and respected and in turn more confident in the procedure and doctor.

The surgeon listened well and tried to alleviate my fears and anxiety methodically. He tried to remove confusions about the disease and encouraged me to view my recent surgery in a pragmatic way.

They listened to what I had to say, and they found solutions for my concerns. They spoke to me in the tone of an equal; they did not belittle or speak down to me.

STAFF POLITE, COURTEOUS AND ENSURED CONSENT (11%)

Patients commented positively when staff were professional, polite and courteous towards them. They particularly appreciated it when staff introduced themselves, spoke in a courteous manner, respected their privacy and asked for their permission before examining or treating them.

The doctor clearly stated their name and asked politely if visiting doctor could attend the appointment.

Everybody always knocked when entering my room.

I was addressed by my first name and the persons who dealt with me introduced themselves so I knew what name to call them also made conversation with me so you did not just feel like another person to be treated.

Was asked politely when to turn over lift legs, shift position, and covered over for privacy during different procedures.

OTHER

Patients also appreciated it when:

- Their dignity and privacy are protected e.g. curtains are drawn, examinations are sensitive to privacy, discussions take place in privacy (7%)
- They are treated as an individual and made to feel like an equal in the process (6%)
- Their religion, culture and worldview is respected (4%)
- They are kept informed and updated (2%)
- Staff take their time and do not rush (2%)

FAILED TO LISTEN TO PATIENT VIEWS OR TREAT AS PATIENT WOULD PREFER (1%)

Patients commented negatively when they felt that staff showed little or no respect for their opinions and concerns. They were particularly concerned when they felt that had been pressured or given no choice about their treatment options.

I thought that the Doctor didn't listen or was not interested in my health - showed poor bed-side manners. The doctor sprayed something in my nose that almost made me throw up (I even told him that I coughed out blood) but the doctor was least interested in this.

It is noted that some comments related to concerns that alternative treatments which patients wanted to try that were dismissed by staff. Other patients were told that they were unable to get the treatment they wanted for medical reasons, for example they were considered too obese for a particular procedure. They commented negatively as they felt it was their risk to take.

I suggest there to be open mindedness to alternative treatment than chemo and not something to be pooohed by a doctor.

DISCOURTEOUS, RUDE OR INAPPROPRIATE COMMENTS (3%)

Patients did not appreciate it when they felt staff acted discourteously towards them, did not introduce themselves or ask their permission to treat them. They also commented negatively when they felt staff made inappropriate comments, such as their "skirt was tight", or about bodily hair.

The (doctor) was rude, disrespectful and abrupt. He asked questions he knew the answers to, didn't remember my name, told me that the surgeon HE sent me to didn't know what he was talking about, and in the middle of a question he turned around and began typing this dismissing me. He didn't listen to my concerns and the nurse had to apologise for his rude behaviour.

While we (my daughter and I) were in the consultation ... six other staff members came in to the room for various reasons. NOT one of them knocked or excused themselves.

OTHER

Patients ask that we also:

- Protect their privacy so that their dignity is not compromised e.g. through curtains being left open, and their privacy is not compromised through personal information being divulged or overheard by others (2%)
- Respect their time, in particular that we inform them of delays and do not leave them waiting for lengthy periods of time (2%)