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# Performance reporting: what do patients want to know?

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4/11/10

# Australian principles\*

Principle of patient choice

Informed decisions

Safe, evidence-based care

Selective consumers

But...Choice based on what information??

*\*Fiona Tito Wheatland. Health Issues, 2005, Number 82, pp. 14-18.*

# Effect of public performance reporting on consumer choice



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- Significant impact on selection of hospital
- Some influence on selection of individual providers
- Strong impact on choice of health insurance plan

*Jack Chen. (2010) Public reporting of health system performance. Evidence Check Review. The Sax Institute*

# Comparing quality of medical care



- 60% acceptance that quality of care provided by hospitals and medical practices can be measured fairly and reliably (up from 49% in 2006)
- Patient experience surveys seen by public as one of the most reliable indicators of quality care (76% up from 69% in 2006)

*Harris Interactive online survey USA 2008 (n= 2015)*

# Comparing quality of medical care



- 87% willing to provide feedback about doctors (re: trust, communications, medical knowledge) if insurers would make public on website
- 91% likely to refer to such ratings when choosing a new doctor

*Harris Interactive online survey USA 2008 (n= 2015)*

# What do patients value in performance reporting?



1. Skills of medical staff
2. Serious medical errors
3. Use of latest technology
4. Patient satisfaction with care
5. Sensitivity & caring nature of nurses
6. Coordination betw hosp & other services
7. Satisfactory discharge information
8. Job satisfaction of hospital staff
9. ER waiting times
10. Elective surgery waiting times

[Sustained public preferences on hospital performance across Canadian provinces](#)

G. Sandoval, et al (2007) *Health Policy* 83: 246-256



# Kevin Rudd targets hospital waiting lists with maximum time limits

Joe Kelly | The Australian | March 04, 2010 9:22AM

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**KEVIN Rudd has pledged to tackle hospital waiting times with his \$50 billion takeover of the nation's health and hospital system.**

The Prime Minister kicked off a media campaign this morning to sell his health reforms, telling the Nine Network it was important to put a maximum limit on waiting times for emergency and elective surgery.

"What we need through new tough national standards is for patients to have confidence that there will be maximum waiting times, that there will be absolute maximum waiting times for elective surgery and for treatments of accident emergency," Mr Rudd said.

"We don't have those standards nationwide at present."

Julia Gillard was also rolled out for an appearance on ABC radio, arguing that pouring money into the health system wouldn't achieve effective results if the system had structural flaws.

## HEALTH TAKEOVER

"It's not just about tipping more money in on the basis of creaky foundations," she said.



AIHW | [Home](#) | [Subject areas](#) | [Hospitals](#)  
**National elective surgery waiting times**

- [Australian hospital statistics publications](#)
- [Australia's hospitals 2008-09 at a glance](#)
- [Interactive Data Tables \(data cubes\)](#)
- [National hospital morbidity data collection](#)
- [National elective surgery waiting times data collection](#)
- [National elective surgery waiting times interactive data](#)
- [Main data elements included in the ESWTDC](#)
- [National public hospital establishments data collection](#)
- [National non-admitted patient emergency department care data collection](#)
- [National Outpatient Care database](#)

**National elective surgery waiting times data collection (NESWTDC)**

- The NESWTDC is compiled by the AIHW from data supplied by the state and territory health authorities. It is a collection of electronic confidentialised summary records for patients on elective surgery waiting lists and patients removed from waiting lists (for admission or another reason). Data is held for the years 1995-96 to 2008-09.
- The collection is based on public acute care hospitals only. However data for some smaller public hospitals are not collected. Private hospitals are generally not included.
- The total number of admissions from elective surgery waiting lists reported to the NESWTDC for 2008-09 was more than 595,000.
- The [National health data dictionary](#) definitions form the basis of the data collection, ensuring a high standard of data comparability.

For the NESWTDC, elective surgery comprises elective care where the procedures required by patients are listed in the surgical operations section of the Medicare Benefits Schedule, with the exclusion of specific procedures frequently done by non-surgical clinicians (HDSC 2006). Information is also included by the specialty of the surgeon who was to perform the elective surgery and by indicator procedure.

This information is also available through [interactive data tables](#). They contain information for:

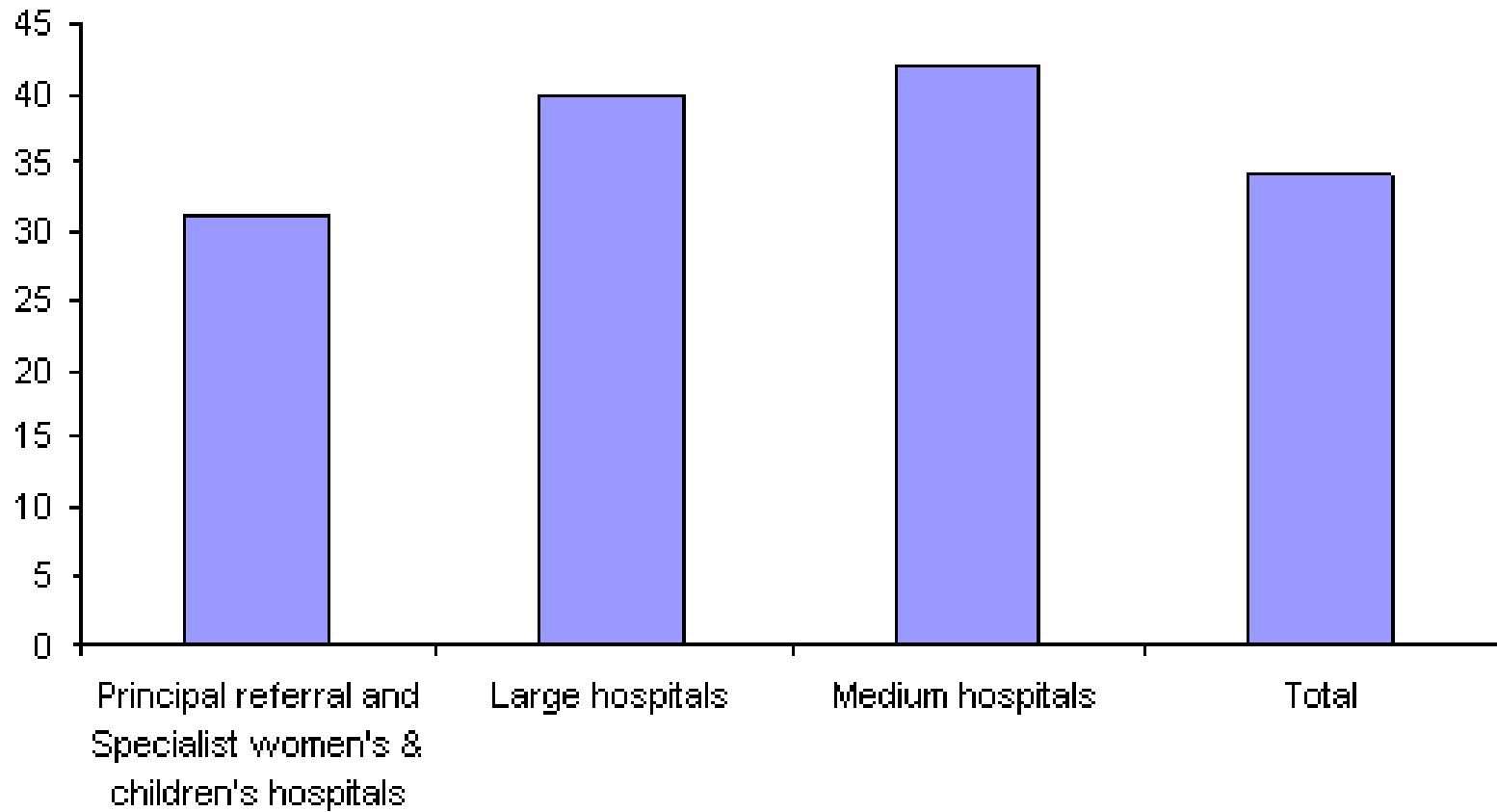
- Reason for removal, 2002-03 to 2007-08
- Surgical specialty, 2001-02 to 2007-08
- Indicator procedure, 2001-02 to 2007-08

For information on the Elective Surgery Waiting Times Data Collection and Data request service visit the [Hospital data](#).

The waiting times data presented here for patients who complete their wait and are admitted for their surgery on an elective basis are generally used as the main summary measure of elective surgery waiting times. Most patients are admitted after waiting, however, some patients are removed from waiting lists for other reasons. Other reasons for removal are: that the patient was admitted as an emergency patient for the awaited procedure; was transferred to another hospital's waiting list; had been treated elsewhere; was not contactable; had died or had declined surgery.

Example of data sourced from the ESWTDC was taken from [Australian hospital statistics 2008-09](#), Chapter 10.

### Median waiting time (days)



# Quarterly Hospital Performance Reports

July 2011

- Public hospital ED & elective Sx waiting times
- Adverse events in hospitals
- Patient satisfaction
- Financial management

# The alternative??



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## Angie's list.

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## Find a doctor: Tips to choose the best

Published on May 1, 2008

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### POPULAR STORIES

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Choosing a physician or other health care provider is one of the most important decisions you can make. Start your search by consulting Angie's List to [find a doctor](#) who is highly rated by others in your area. In addition to reviews, keep these tips in mind:

**Take stock of your needs** — Not everyone is looking for the same thing in a health care professional. Carefully consider such things as bedside manner, proximity to your home, experience, accreditations, and your family and their particular conditions.

**Make a list of possibilities** — Check your health plan's list of covered professionals first. Then check reviews and ratings on Angie's List, along with recommendations from friends, family, neighbors, co-workers and other health care professionals you trust.

**Contact the office** — Your questions should be tailored to your needs. If you're looking for a

# Docs seek gag orders to stop patients' reviews

Physicians want to prevent people from posting negative online comments

**AP** Associated Press

updated 3/3/2009 6:53:50 PM ET

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CHICAGO — Some doctors have started fighting back against ugly Internet reviews by asking patients to abide by what are effectively gag orders that bar them from posting negative comments online.

Physicians are taking action as online ratings services such as Zagat's and Angie's List grow in popularity and expand their reviews beyond restaurants and plumbers to include medical care.

# Docs seek to stifle patients' rants on Web sites

But 'medical gag order' contracts may backfire with bad publicity



By **JoNel Aleccia**

Health writer

msnbc.com

updated 1/13/2010 8:29:12 AM ET

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Depending on who's writing the rating, a certain New York plastic surgeon is either "very skilled and esthetically gifted" or "very bad," with results that left one patient "wondering if doctor knows what a female breast looks like."

The anonymous comments are among the freewheeling posts on [RateMDs.com](#), one of dozens of physician

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Doctor's specialty:

Doctor's name:

and/or location:

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## Great Care for

Doctors

### Cardiothoracic surgery

Dr Donald Whitaker **100%**  
Mr Steven Livesey **100%**

### General Practice

Dr David Roche **100%**  
Dr Junaid Sved **100%**

### NHS Trusts: harness real-time user experience to improve quality

As a provider or commissioner you need the same detail and accuracy in user experience data as you have for infection control or financial performance. iWantGreatCare is the only way for Trusts to monitor, measure and understand in real-time the experience of all service users and to use this to ensure patient-safety and quality... [more](#)

## Recent Reviews

Dr Niall Sinclair **100%**  
*"Hi Niall. Hope you are enjoying your retirement! ..."*

Dr Richard Tranter **98%**  
*"Genuine with a calm and friendly attitude. Always ..."*

Dr Sharon Young **100%**  
*"Not only is Dr Young extremely*

Medicare.gov

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Medicare Basics

Resource Locator

Help & Support

Help

For Consumers

For Professionals

Medicare.gov Hospital Compare Home

# Hospital Compare

Where do you want to find a hospital?

### Search Information

Location - ZIP Code or City, State

e.g. 10009 or New York, NY

### Search type[?]

- General
- Medical Conditions
- Surgical Procedures



## Hospital Spotlight

### Are You a Hospital Inpatient or Outpatient?

Hospital Compare now includes information that will help consumers compare the quality of information available in hospital outpatient departments.

For more information about the differences between inpatients and outpatients, read our fact sheet, **Are You a Hospital Inpatient or Outpatient?**

## Additional Information

## Comparative Health Care Performance Data

- See how well U.S. hospitals perform on measures of evidence-based care, patient experience, readmission and mortality rates, and costs
- Compare a hospital's performance with peer organizations and national benchmarks
- Find case studies and tools to help improve the quality of care

[VIEW SAMPLE REPORT](#)

Top 10% National Average	Pennsylvania State Average	Abington Memorial Hospital
99.04%	97.06%	99.05%
	96.74%	97.05%

### Case Study

[Carolinas Medical Center: Demonstrating High Quality in the Public Sector](#)

[More Case Studies...](#)

### Commentary

[Commentary: Transparency and Public Reporting Are Essential for a Safe Health Care System](#)

[More Commentaries...](#)

### Explore IHI's Improvement Map



Evidence-based processes to guide your improvement efforts

### Improvement Tool

[Physicians Attest to Benefits of Quality Measurement and Improvement Tools \(DVD\)](#)

[More Improvement Tools...](#)

### State Data Center



Visit The Commonwealth Fund's State Data Center

1

### CREATE A REPORT...

#### Choose Hospitals to Compare:

By Name

By Location/Characteristics...

#### You Have Selected...

This window will remain active. Use it at any time to add more hospitals.

2

#### Choose Benchmarks

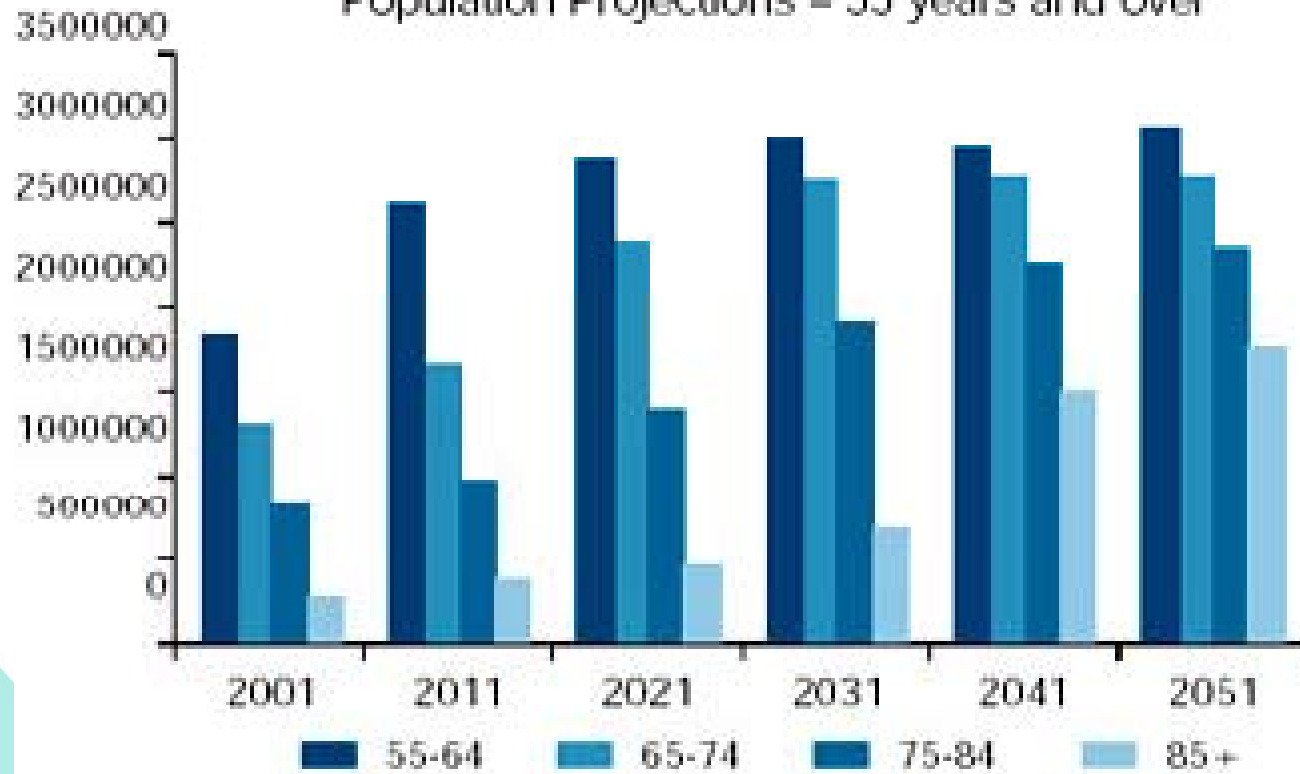
3

#### Compare



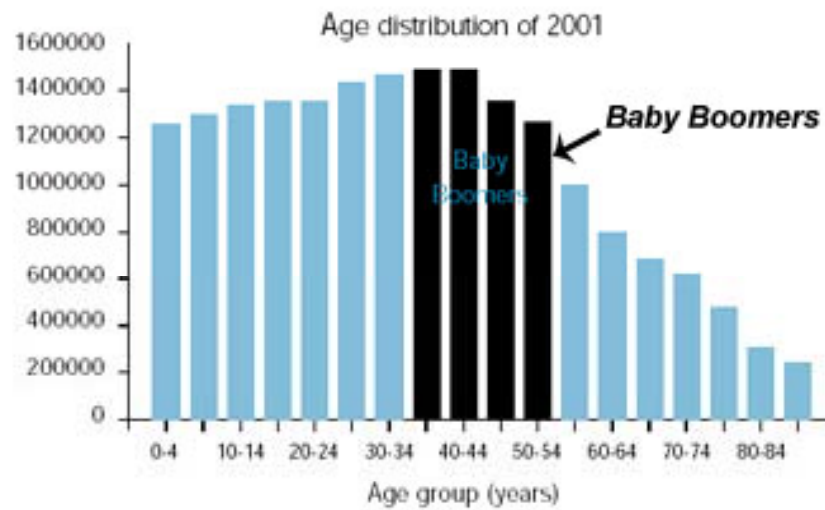
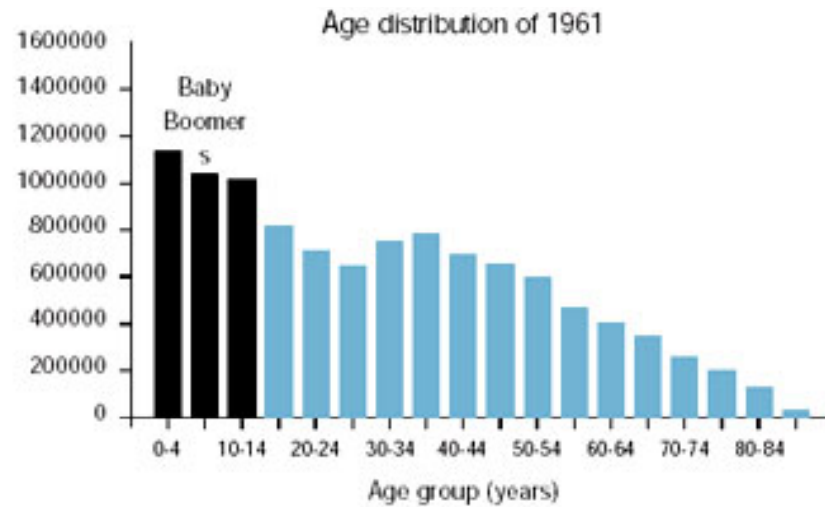
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### Population Projections - 55 years and over





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# Baby Boomer's expectations



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Increased Responsibility for Health

Chronic health conditions are afflicting more boomers

Boomers will not quietly accept either health problems or problems in getting healthcare

Increasingly turning to the web for health information

Contact:



[Karen.luxford@cec.health.nsw.gov.au](mailto:Karen.luxford@cec.health.nsw.gov.au)





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# Harkness Fellowship in Health Care Policy and Practice

Dr Karen Luxford

Harkness Alumni Convenor

4/11/10



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