



Government of **Western Australia**  
Department of **Health**

# Healthy WA Patient Opinion™ Dashboard Online Consultation Report

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## Introduction

Patient Opinion (PO) is an independent, not-for-profit and anonymous online consumer feedback platform, administered by PO Australia ® via a licence agreement with Care Opinion ® UK. It offers consumers and carers an opportunity to provide moderated comment online about their healthcare experiences.

Most WA Health Service Providers (Child and Adolescent Health Services, WA Country Health Service, East Metropolitan Health Service, North Metropolitan Health Service, PathWest and South Metropolitan Health Service), the Department of Health (DoH) and several private providers operating in WA are current PO subscribers.

Subscribers to PO Australia receive alerts regarding stories shared about their services, are encouraged to respond to stories and can create reports of the patient feedback. Patient Opinion Australia owns the data relating to the stories on their website.

Liaising with PO the DoH has been working towards providing a public dashboard which provides an overview of the data collected for each Health Service Provider in WA for each quarter. The dashboard has gone through a number of iterations and online consultation with the general public of the proposed dashboard was part of the final phase of the design process prior to release.

## Method

An online consultation was launched by Hon. Roger Cook, Minister for Health to coincide with the WA Patient Experience Week; 29 April to 5 May 2019; and was open for 2.5 weeks. The survey itself consisted of nine questions and provided screen shots of the draft dashboard (see Appendix One for copies of the proposed dashboard images and the final adjusted dashboard).

Demographic questions were not asked as part of this consultation as all people (including those who work within the Health Sector) are considered potential consumers of health services. However, some participants identified themselves as working within a health service provider.

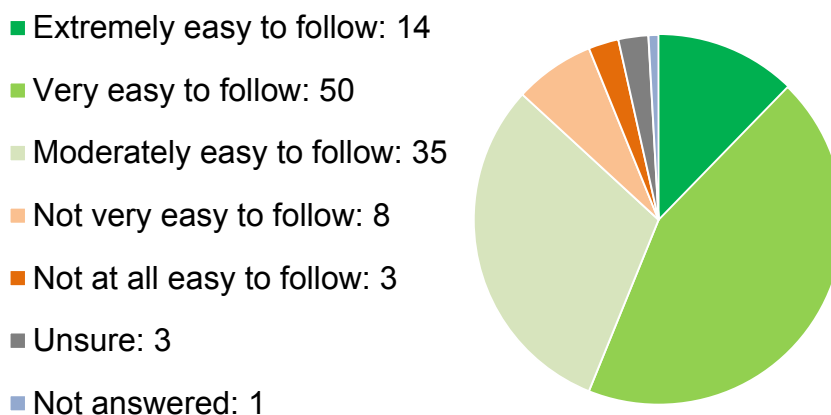
## Results

A total of 114 responses were received during the consultation period.

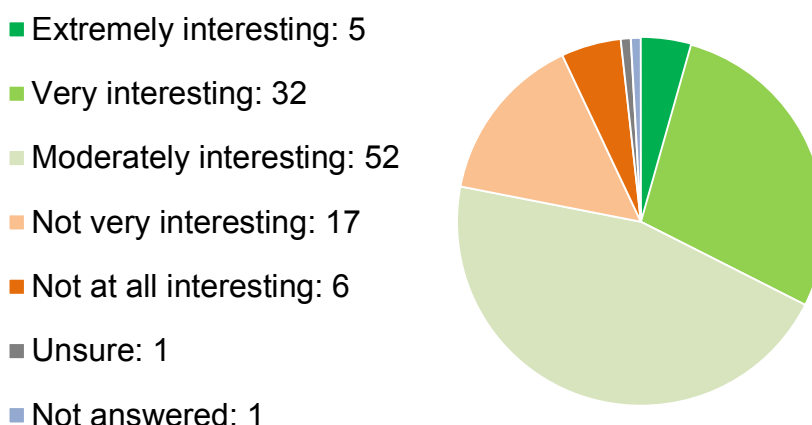
### First viewing ease and interest

In terms of viewing ease and interest in the dashboard, 86.8% of respondents found the sample dashboard moderately easy to extremely easy to follow (Figure One) and 61.8% of respondents found the sample dashboard moderately interesting to extremely interesting (Figure Two).

Only static images were provided for the consultation which limited the participant's ability to investigate the page by themselves. Given this context these results are particularly positive. One respondent commented that given the additional information provided later in the survey they would have responded as very easy to follow at this stage.



**Figure 1: Results (n=114) for Q1 "From your first viewing of the sample dashboard, how easy is it to follow?"**

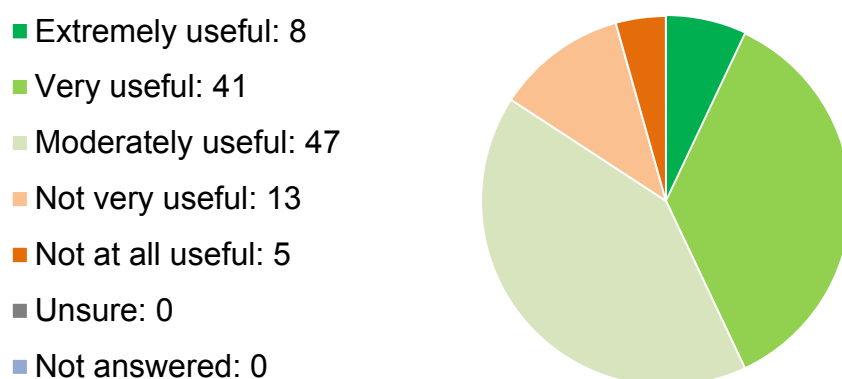


**Figure 2: Results (n=114) for Q2 "From your first viewing of the sample dashboard, how interesting did you find the information in general?"**

## Health Service Provider Information Responses

The majority (84.2%) of respondents found the information provided about the Health Service Providers moderately useful to extremely useful (Figure 3).

86 out of 114 respondents provided further feedback about the usefulness of the Health Service Provider information. A small number (n = 5) of respondents queried the need to provide information regarding the Health Service Providers (HSPs) for consumers. Most respondents indicated that the information was useful (n = 46). A range of feedback related to length, structure and content of the HSP information was provided. Interestingly, there was a relatively even split between respondents who indicated the text was sufficiently succinct and those who indicated it could be more succinct. Further suggestions include; ensuring accessibility of the websites information for CALD, providing maps of HSP areas, listing hospitals and other services available within the HSP, and, provide a link to HSP contact information or website.

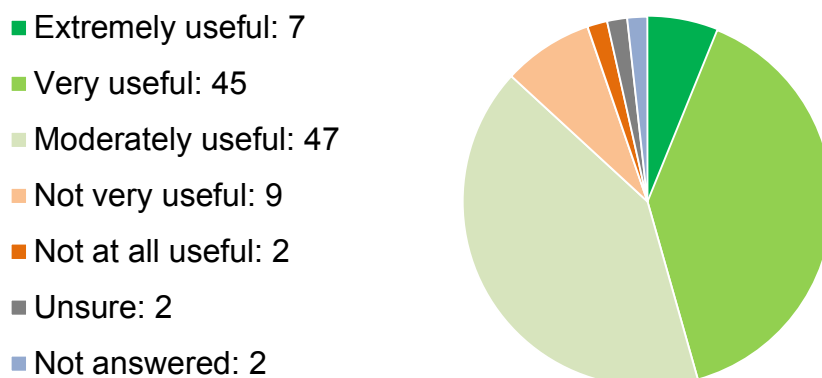


**Figure 3: Results (n=114) for Q3 "How useful do you find this information about the Health Service Providers?"**

## Data Definition Responses

86.8% of respondents found the data definitions moderately easy to extremely easy to follow (see Figure 4).

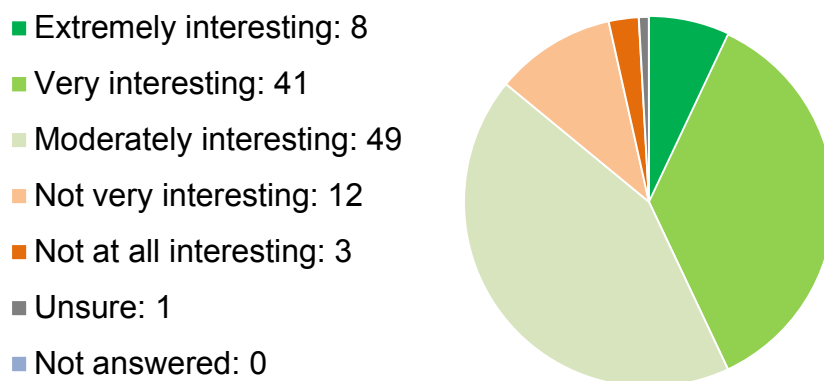
73 out of 114 respondents provided further feedback on the usefulness of the data definitions. This was generally positive but included suggestions to improve clarity of all definitions and to provide more transparency around the PO 'moderation' policy.



**Figure 4: Results (n=114) for Q4 "How useful did you find these data definitions?"**

## Data Engagement Responses

86% of respondents found the data moderately interesting to extremely interesting (see Figure 5). 74 of 114 respondents provided further feedback on level of interest in the data. Responses broadly fell into three categories. Firstly, there was specific interest in the 'change' data category. Secondly, feedback was provided regarding the data specifically. Some of this feedback was queries about the data and its definition. There were a number of positive responses around the fact that the stories were being listened or engaged with by staff, as well as some concern about the number of stories that lead to a change. Thirdly, responses which suggested changes or additions relating to data, these included suggestions of adding in trends, compliment/ complaint labelling for stories, adjustments to layout or addition of infographics.



**Figure 5: Results (n=114) for Q7 "Considering the data more closely, how interesting do you find the data provided in the image above?"**

## Additional feedback

The final question of the consultation invited respondents to "...provide any additional comments, suggestions, or feedback for the Sample Dashboard". Additional feedback was provided by 54 of 114 respondents. Feedback can be grouped broadly into three categories, firstly, suggested adjustments to page layout, text or design. These included suggestions of additional functions, adjustments to layout or colour scheme and ensuring accessibility of the web page. Secondly, there were suggestions for adjustment to date presented or presentation of data. These included compliment/complaint labelling for stories, infographics, and provision of different data and inclusion of trend over time for data. Thirdly, were other suggestions which do not neatly fit in the above categories including comments regarding transparency, moderation and general positive (n = 7) and negative (n = 2) support for the dashboard.

## Actioning feedback

The responses to the consultation were generally positive, with some room for improvement over time. The responses to the open ended questions were collated to create a list of key feedback/areas for improvement for the dashboard. These are presented below in three categories: feedback implemented feedback for future implementation and non-actionable feedback.

### Changes implemented

- ✓ More context required regarding Patient Opinion's purpose and what the data means.
  - Dashboard page will now sit underneath the [Patient Opinion Hub](#) on the HealthyWA website, to provide some further contextual information about Patient Opinion.
  - Introductory statement on the Dashboard web page has been updated.
- ✓ More structured HSP content needed (bullet points, succinct text).
  - Information about each of the HSP's was edited to ensure consistency of style, language and formatting where possible.
- ✓ Web links to HSP contact information, DoH landing page and PO page.
  - Links to additional information were not active for the consultation. The page has been designed to link to the HSP PO page directly and an additional link to each HSP's Department of Health webpage has been added. This also supports a small number of requests for a list of all hospitals and associated services (including mental health and maternity) offered by each HSP.
- ✓ Provide clarification of definitions including; 'change' and PO moderation policy (provide a link or example).
  - All definitions (with the exception of spotlight story) were edited to improve clarity of definition.
  - A link to PO moderation policy is now included in the 'story' definition.
  - Each definition is now also supported with a "Why do we want to know this?" statement for example:

#### ***"Staff Listening***

The total number of individual staff from the Health Service Provider that are set up to receive story alerts from Patient Opinion as of the end of the three month reporting period.

#### ***Why do we want to know this?***

This encourages staff from all areas of the service to learn from the patients shared experience."

- ✓ Change data definition heading to definition or mouse over for definitions.
  - The heading "Data definitions" was changed to "Definitions"
- ✓ Feedback regarding accessibility/literacy requirements
  - The website meets State Government's Web Content Accessibility Guidelines (WCAG) 2.0 to AA level and accessibility information available on bottom of page.
- ✓ Remove tell your story (not needed for each HSP).
  - "Tell your story" has been removed from each tile to reduce duplication and placed once on the page.

## Feedback for Future Implementation

The key feedback/areas for improvement listed below were not achievable for the release of the Dashboard, however, in the future they may be actionable.

- Provide a map of HSP areas, or, “which HSP area do you live in” functionality.
  - This is an excellent suggestion, while not part of the initial web page release is definitely an option for the future.
- Provide infographics for data.
  - The data currently displayed does not lend itself to display in infographic style. As the quantity and quality of data from PO increases there may be the opportunity to provide this.
- Provide trend data or additional measures.
  - As the quantity and quality of data from PO increases there may be the opportunity to provide this, however, at this time there is not sufficient data for all HSPs to provide these.
- Identify numbers of “Compliment” and “Complaint” stories separately.
  - PO stories are not categorised in this way. Stories are categorised as compliments or Stories of Concern. This is consistent with the philosophy that all stories are equal in providing an opportunity for discussion and service improvement changes.
- Additional data requested to be added to dashboard, including response rate and reads of stories.
  - There is the opportunity to provide this more detailed information at a later date.
- More detailed data breakdown - drill down to specific HSP’s and their services.
  - Currently, this can be done on the PO web site and there may be the opportunity to provide this on the dashboard when the quantity of data increases.
- Real time data
  - Current resources do not cater for this level of functionality but might be achievable in the future as technological upgrades are made available.

## Non Actionable Feedback

The following key feedback/areas for improvement are not actionable with the resources currently available.

- Adjustments to visuals/layout including colour scheme (colours too bright, different colour for each HSP)
  - The colour scheme is consistent with the whole of the HealthyWA website and as a result cannot be adjusted.
- Provide sizes of Health Service Providers intake and staffing numbers as context for data presented
  - Health Service Providers can choose which of its staff it encourages to subscribe to PO, providing this level of context could be misleading as current resources do not support real time tracking of staff movements around the system to this level of detail.



## Appendix One

The final version of the Dashboard can be viewed at:

[https://healthywa.wa.gov.au/Articles/N\\_R/Patient-Opinion-Dashboard](https://healthywa.wa.gov.au/Articles/N_R/Patient-Opinion-Dashboard)

### Proposed



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## Patient Opinion

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. [Patient Opinion™ Australia \(External site\)](#) is an independent non-profit feedback platform where people can share their health care experience in Western Australia. Patient Opinion™ is about honest and meaningful conversations between clients, patients, their carers and health services.

**Your story can help make health services better.**

**PATIENT  
OPINION**  
BE HEARD. AUSTRALIA

### Three monthly report January - March 2019

**Child and Adolescent Health Service**  
Subscribed since 1 November 2016



- 13 stories told
- 4 stories that led to a change
- 97 staff listening
- [Spotlight story](#)
- [Tell your story - make a difference](#)

**East Metropolitan Health Service**  
Subscribed since 1 July 2016



- 34 stories told
- 0 stories that led to a change
- 224 staff listening
- [Spotlight story](#)
- [Tell your story - make a difference](#)

**North Metropolitan Health Service**  
Subscribed since 1 July 2017



- 35 stories told
- 4 stories that led to a change
- 67 staff listening
- [Spotlight story](#)
- [Tell your story - make a difference](#)

**PathWest**

Subscribed since 1 July 2017



- 4 stories told
- 0 stories that led to a change
- 9 staff listening
- [Spotlight story](#)
- [Tell your story - make a difference](#)

**South Metropolitan Health Service**

Subscribed since 1 July 2017



- 27 stories told
- 0 stories that led to a change
- 74 staff listening
- [Spotlight story](#)
- [Tell your story - make a difference](#)

**WA Country Health Service**

Subscribed since 23 November 2015



- 106 stories told
- 3 stories that led to a change
- 475 staff listening
- [Spotlight story](#)
- [Tell your story - make a difference](#)

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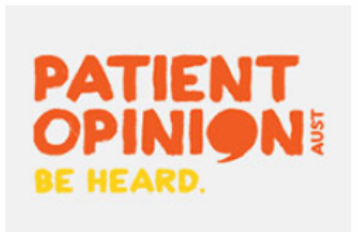
## Patient Opinion Dashboard

Patient Opinion™ is changing the way that patients and families connect with their healthcare providers. Patient Opinion™ Australia (external site) is an independent non-profit feedback platform where people can anonymously share their health care experience in Western Australia.

The Department of Health WA has subscribed to Patient Opinion™ Australia in order to join in the conversations. This dashboard is an overview of the honest and meaningful conversations on Patient Opinion™ about our service providers for the past quarter.

As more patient experiences are shared this dashboard will be developed to provide more detail, click on the Health Service Providers names below to read the stories told so far.

Your story can help make health services better. Tell your story – make a difference (external site).



### Three monthly report January – March 2019

#### Child and Adolescent Health Service

Participating since 1 November 2016



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- 106 stories told
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- > Spotlight story

### Definitions

## **Proposed**

[Close](#) 

### **Child and Adolescent Health Service**

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports the health, wellbeing and development of young Western Australians. Our vision of “healthy kids, healthy communities” sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family focused care.

CAHS is made up of three service streams:

- Community Health: a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- Child and Adolescent Mental Health Services (CAMHS): provides mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children’s Hospital and specialised services for children with complex mental health conditions across the state.
- Perth Children’s Hospital (PCH): is Western Australia’s only paediatric hospital, providing tertiary services for the state. The hospital includes the state’s paediatric trauma centre, inpatient, outpatient and day stay care, and an integrated paediatric research and education facility.

## **Final**

[Close](#) 

### **Child and Adolescent Health Service**

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

Our vision of ‘healthy kids, healthy communities’ sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

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- Community Health: a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- Child and Adolescent Mental Health Services (CAMHS): provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children’s Hospital and specialised services for children with complex mental health conditions across the State.
- Perth Children’s Hospital (PCH): is the specialist statewide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State’s universities.

## **Proposed**

Close X

### **East Metropolitan Health Service**

East Metropolitan Health Service provides a comprehensive range of health services to over 725 500 people living within Perth's eastern corridor. Our health care services are delivered in a network of groups that includes care in both hospital and community based settings to ensure timely and appropriate access is available, and include:

- Armadale Health Service and Kalamunda District Hospital
- Royal Perth Hospital and Bentley Health Service
- Population health programs with community services delivering to people in both the eastern corridor and wider Perth metropolitan area
- St John of God Midland Hospital operating under public-private partnership

East Metropolitan Health Service is the tertiary referral hub for WA Country Health Service patients from the Kimberley, Pilbara, Eastern and Western Wheatbelt regions of Western Australia.

## **Final**

Close X

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## **Proposed**

Close (X)

### **North Metropolitan Health Service**

The North Metropolitan Health Service provides timely access to high quality health care at Sir Charles Gairdner, Osborne Park, Graylands and King Edward Memorial Hospitals. It cares for public patients at Joondalup Health Campus under a Public Private Partnership and delivers mental health, public health and dental services to patients and consumers in the community.

The north metropolitan catchment area covers almost 1,000 km<sup>2</sup>, with a population of almost 750,000. 1.2 per cent of the population is Aboriginal, 37 per cent were born overseas and 18 per cent of the total NMHS population are from Culturally and Linguistically Diverse backgrounds.

## **Final**

Close X

### **North Metropolitan Health Service**

The North Metropolitan Health Service catchment area covers almost 1,000 km<sup>2</sup>, with a population of almost 750,000. 1.2 per cent of the population is Aboriginal, 37 per cent were born overseas and 18 per cent of the total NMHS population are from Culturally and Linguistically Diverse backgrounds.

The diverse North Metropolitan Health Service community receives timely access to high quality health care at:

- Sir Charles Gairdner, Osborne Park, Graylands and King Edward Memorial Hospitals,
- Joondalup Health Campus under a Public Private Partnership, and,
- various mental health, public health and dental services within the community.

## **Proposed**

Close (X)

### **PathWest**

PathWest Laboratory Medicine WA is committed to providing excellence and innovation in pathology testing, teaching and research, and positively contributing to the health and wellbeing of the community.

As WA's leading pathology laboratory we respond to the needs of virtually every medical practitioner in the State, conducting more than 16 million tests annually. We offer a round-the-clock commitment to the health needs of the entire Western Australian community through 24-hour laboratory facilities, results lines and on-call clinicians.

Supporting this is a network of 23 laboratories and the convenience of more than 50 specimen collection centres spread across the State from Esperance in the south through to as far north as Kununurra, making PathWest's services accessible to everyone.

## **Final**

### **PathWest**

Close X

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## **Proposed**

[Close](#) (X)

### **South Metropolitan Health Service**

South Metropolitan Health Service delivers hospital and community based services to nearly a quarter of the State's population. Our health care network works together to provide a combination of tertiary, secondary, specialist and community health care services, and includes:

- Fiona Stanley Fremantle Hospital Group which consists of:
  - Fiona Stanley Hospital (including Rottnest Island Nursing Post)
  - Fremantle Hospital
- Rockingham Peel Group which consists of:
  - Rockingham General Hospital
  - Murray District Hospital
- Peel Health Campus (delivered as a public private partnership with Ramsay Health Care Limited)
- Community Health Services which consists of
  - Rehabilitation in the Home (RITH)
  - Complex Needs Coordination Team (CoNeCT)
  - Community Physiotherapy Service (CPS)

## **Final**

[Close](#) X

### **South Metropolitan Health Service**

South Metropolitan Health Service delivers hospital and community based services to nearly a quarter of Western Australia's population. Our health care network works together to provide a combination of tertiary, secondary, specialist and community health care services.

Our network of hospitals includes:

- Fiona Stanley Fremantle Hospital Group which consists of:
  - Fiona Stanley Hospital (including Rottnest Island Nursing Post)
  - Fremantle Hospital
- Rockingham Peel Group which consists of:
  - Rockingham General Hospital
  - Murray District Hospital
- Peel Health Campus (delivered as a public private partnership with Ramsay Health Care Limited).

In addition, we are responsible for delivering local community-based services of:

- Health Promotion
- Rehabilitation in the Home (RITH)
- Complex Needs Coordination Team (CoNeCT)
- Community Physiotherapy Service (CPS)
- Western Australian Limb Service for Amputees (WALSA)



## **Proposed**

[Close](#) (X)

### **WA Country Health Service**

WA Country Health Service supports more than 530,000 people across regional Western Australia and our services cover an area of more than 2.5 million square kilometres, from Kalumburu in the Kimberley to Albany in the Great Southern providing:

- emergency and hospital services
- population, public and primary healthcare
- Aboriginal health services
- mental health services
- drug and alcohol services
- child, community and school healthcare
- residential and community aged care services.

From nursing posts and outreach services, to child health clinics and bustling regional hospitals, the WA Country Health Service plays an important role in the lives of people in our country communities. Across the state we have:

- six large regional hospitals
- 15 medium sized district hospitals
- 47 small hospitals
- 42 health centres and nursing posts
- 24 community-based mental health services
- four dedicated inpatient mental health services
- 175 population health facilities
- services for older people, including more than 550 aged care beds and two nursing homes.

## **Final**

[Close](#) X

### **WA Country Health Service**

The WA Country Health Service plays an important role in the lives of people in our country communities supporting an area of more than 2.5 million square kilometres. From Kalumburu in the Kimberley to Albany in the Great Southern our services are organised into seven regions across WA:

- Kimberley
- Pilbara
- Midwest
- Goldfields
- Wheatbelt
- Great Southern
- South West

WA Country Health Service supports more than 530,000 people across regional Western Australia. From nursing posts and outreach services, to child health clinics and bustling regional hospitals our services include:

- emergency and hospital services
- population health, public and primary healthcare
- Aboriginal health services
- mental health services
- drug and alcohol services
- child, community and school healthcare
- services for older people including, residential and community aged care services.



<b><u>Proposed</u></b>		Close X
<b>Patient Opinion Dashboard Definitions</b>		
Term	Definition	
Stories	The total number of stories published about the Health Service Provider for this quarter. (Please note this is not a count of submitted stories, as some stories are not published for various reasons, subject to the moderation policy of Patient Opinion)	
Changes	The total number of stories published about the Health Service Provider this quarter that have resulted in an indication of a 'change planned' or 'change made'.	
Staff Listening	The total number of unique individual staff from that organisation that are set up on Patient Opinion to receive story alerts as of the last date of the quarter.	
Spotlight Story	A story from the three month reporting period which exemplifies a high quality response and recognises the staff member involved.	

<b><u>Final</u></b>		Close X
<b>Definitions</b>		
<b>Stories</b>	The total number of stories published about the Health Service Provider in the three month reporting period. Please note that some stories are not published, subject to the <a href="#">moderation policy (external site)</a> of Patient Opinion.	
<i>Why do we want to know this?</i>	More stories lead to more conversations and opportunities to learn from our patients experiences.	
<b>Changes</b>	The total number of stories published where the Health Service Provider has responded with either 'a planned change' or has 'made a change' in the three month reporting period.	
<i>Why do we want to know this?</i>	Not all stories provide the opportunity to create a change but when the opportunity arises highlighting the change allows everyone to improve from one person's experience.	
<b>Staff Listening</b>	The total number of individual staff from the Health Service Provider that are set up to receive story alerts from Patient Opinion as of the end of the three month reporting period.	
<i>Why do we want to know this?</i>	This encourages staff from all areas of the service to learn from the patients shared experience.	
<b>Spotlight Story</b>	A story from the three month reporting period which exemplifies a high quality response to a person's story.	
<i>Why do we want to know this?</i>	This provides a role modelling opportunity to other staff and acknowledges the role model.	

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