

MEDIA RELEASE

Strictly embargoed: 12.00am, 21 July 2014

HCF releases annual survey of members' hospital experience

Sydney, 21 July 2014 – As part of its commitment to greater transparency in the delivery of health and medical services, Australia's largest not-for-profit health insurer, HCF, has today released results of its latest survey of the hospital experiences of more than 11,000 of its members.

Continuing a practice of annual patient satisfaction surveying that started in 1994, HCF's updated survey focussed on the top 100 hospitals by volume (84 – private; 16 – public) that HCF members attend each year. The primary aim of the survey is to drive improvements in hospital quality via member feedback.

This year the survey produced the following key findings:

Hospital recommendation scores: the 11,000+ responses from HCF members rated from 0 to 10 on how likely they would be to recommend the hospital to a friend or colleague based on their experiences.

- The average score for all 100 hospitals was 8.7 out of 10 (Range: 6.5 to 9.7)
- The average score for the 84 private hospitals was 8.8 out of 10 (7.9 to 9.7)
- The average score for the 16 public hospitals was 7.7 out of 10 (6.5 to 9.2)
- The 73 hospitals in New South Wales/ACT had an average score of 8.6 (6.5 to 9.5)
- The 13 hospitals surveyed in Queensland had an average score of 8.9 (7.9 to 9.7)
- The 11 hospitals in Victoria had an average score of 8.7 (8.1 to 9.1)

Medical team recommendation scores: the same 11,000 HCF members also responded on the likelihood of their recommending the medical team that treated them to a friend or a colleague based on their experiences.

- The average recommendation score was 9.0 out of 10 (Range: 7.5 to 9.6)

Mater Women's and Children's Private Health Services (Brisbane), The Sydney Clinic for Gastrointestinal Diseases, and John Flynn Private Hospital ranked in the **Top 5** on both measures (See attached for the **Top 10** highest scoring hospitals and medical teams).

HCF Medical Director, Dr Andrew Cottrill, said: "Transparency and accountability are two major tenets that guide HCF's strategy. By investing in dedicated member surveys we can monitor the effectiveness of publishing quality indicators, and see the impact this has on driving improvements in hospital experiences for our membership. To that end all 100 hospitals that are surveyed receive a dedicated report that benchmarks their performance." Dr Cottrill said.

Members were also asked to rate HCF's role in their most recent hospital stay. On average members scored HCF at 9.0 out of 10 (Range: 8.1 to 9.5) when asked whether they were likely to recommend HCF to a friend or colleague.

Issued on behalf of HCF by Sefiani Communications Group. Media inquiries to Karen Dunicliff or Nicholas Owens on ph. (02) 8920 0700, mob. 0435 807 761 or kdunicliff@sefiani.com.au.

HCF Hospital Patient Experience Survey: Summary of results for 2013

Hospital recommendation – the 11,000+ responses from HCF members rated from 0 to 10 how likely they would be to recommend the hospital to a friend or colleague.

The top 10 highest scoring hospitals

TOP 10 HOSPITALS	STATE	SCORE
Mater Women's & Children's Private Health Services	Qld	9.7
Diagnostic Endoscopy Centre	NSW	9.5
The Sydney Clinic for Gastrointestinal Diseases	NSW	9.4
John Flynn Private Hospital	Qld	9.3
Mater North Sydney	NSW	9.3
Pacific Private Day Hospital	Qld	9.3
Tamara Private Hospital	NSW	9.2
The Sunshine Coast Private Hospital	Qld	9.2
St Vincent's Public Hospital (Darlinghurst)	NSW	9.2
Southern Highlands Private Hospital	NSW	9.2

ALL HOSPITALS	PRIVATE	PUBLIC	ALL
Highest	9.7	9.2	9.7
Mean (Average)	8.8	7.7	8.7
Median ('Middle')	8.9	7.7	8.8
Lowest	7.9	6.5	6.5

Medical team recommendation - the same 11,000 HCF members also responded on the likelihood of them recommending the the medical team that treated them to a friend or a colleague.

The top 10 highest scoring medical teams by hospital

TOP 10 MEDICAL TEAMS	STATE	SCORE
Mater Women's & Children's Private Health Services	Qld	9.6
Lake Macquarie Private Hospital	NSW	9.5
The Sydney Clinic for Gastrointestinal Diseases	NSW	9.5
St Andrews War Memorial Private Hospital.	Qld	9.5
John Flynn Private Hospital	Qld	9.5
Diagnostic Endoscopy Centre	NSW	9.4
St Vincent's Private Hospital (Darlinghurst)	NSW	9.4
Port Macquarie Private Hospital	NSW	9.4
St Vincent's Private Hospital (Lismore)	NSW	9.4
Newcastle Private Hospital	NSW	9.4

ALL MEDICAL TEAMS	PRIVATE	PUBLIC	ALL
Highest	9.6	8.8	9.6
Mean (Average)	9.1	8.2	9.0
Median ('Middle')	9.1	8.2	9.1
Lowest	8.6	7.5	7.5

The 100 surveyed hospitals (in alphabetical order):

Albury Day Surgery	Dubbo Private Hospital	Maitland Private Hospital	St Andrews Hospital, Adelaide
Albury Wodonga Private Hospital	Dudley Orange Private Hospital	Manly District Hospital	St Andrews War Memorial Private Hospital
Allamanda Private Hospital	Epworth Eastern Hospital	Maroubra Day Surgery	St George Private Hospital
Ashford Community Hospital	Epworth Freemasons	Mater North Sydney	St George Public Hospital
Baringa Private Hospital	Epworth Hospital	Mater Private Hospital	St Luke's Hospital, Potts Point
Berkeley Vale Private Hospital	Figtree Private Hospital	Mater Women's & Children's Private Health Services	St Vincent's Private Hospital, Darlinghurst
Brisbane Private Hospital	Flinders Private Hospital	Mercy Private Hospital	St Vincent's Private Hospital, Fitzroy
Brisbane Waters Private Hospital	Frances Perry House	Mona Vale Hospital	St Vincent's Private Hospital, Lismore
Cabrini Brighton	Gosford District Hospital	National Capital Private Hospital	St Vincents Public Hospital, Darlinghurst
Cabrini Hospital - Malvern	Gosford Private Hospital	Nepean Private Hospital	Strathfield Private Hospital
Calvary Day Procedure Centre	Greenslopes Private Hospital	Newcastle Private Hospital	Sutherland District Hospital
Calvary John James Hospital	Holy Spirit Northside Private Hospital	North Shore Private Hospital	Sydney Adventist Hospital
Calvary Private Hospital Wagga Wagga	Hornsby & Ku-Ring-Gai Hospital	North West Brisbane Private Hospital	Sydney Day Surgery Prince Alfred
Calvary Private Hospital, ACT	Hunter Valley Private Hospital	Norwest Private Hospital	Sydney Southwest Private Hospital
Calvary Wakefield Hospital	Hunters Hill Private Hospital	Nowra Private Hospital	Tamara Private Hospital
Campbelltown Private Hospital	Hurstville Private	Pacific Private Day Hospital	The Avenue Hospital
Castle Hill Hospital	Illawarra Area Health Service	Pennant Hills Day Endoscopy Centre	The Sunshine Coast Private Hospital
Castlecrag Private Hospital	John Flynn Private Hospital	Pindara Private Hospital	The Sydney Clinic For Gastrointestinal Diseases
Centre For Digestive Diseases	John Hunter Hospital	Port Macquarie Private Hospital	The Sydney Private Hospital
City West Day Surgery	Kareena Private Hospital	President Private Hospital	The Wesley Hospital, Auchenflower
Concord Repatriation General Hospital	Knox Private Hospital	Prince Of Wales Private Hospital	Wagga Wagga Base Hospital
Dalcross Adventist Hospital	Lake Macquarie Private Hospital	Prince Of Wales Public Hospital	Warners Bay Private Hospital
Dee Why Endoscopy Unit	Liverpool Day Surgery	Royal North Shore Hospital	Warringal Private Hospital
Delmar Private Hospital	Liverpool District Hospital	Royal Prince Alfred Hospital	Westmead Hospital
Diagnostic Endoscopy Centre	Macquarie University Hospital	Southern Highlands Private Hospital	Westmead Private Hospital