

## MEDIA RELEASE

### HCF releases annual survey of members' hospital experience

**Sydney, 27 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 below 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.

## 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 (Buderim)	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

<b>Top 10 hospitals</b>	<b>State</b>	<b>Score</b>
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 Vincents Private Hospital (Darlinghurst)	NSW	9.4
Port Macquarie Private Hospital	NSW	9.4
St Vincent's Public Hospital (Lismore)	NSW	9.4
Newcastle Private Hospital	NSW	9.4

<b>All hospitals</b>	<b>Private</b>	<b>Public</b>	<b>All</b>
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:

- 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 (Buderim)
- Castlecrag Private Hospital
- John Flynn Private Hospital
- Pindara Private Hospital 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

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