

Patients' experiences in Australian hospitals: a systematic review of evidence

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Supplementary file 1: Database search strategy (Medline example)

1. ((Patient* adj2 (perspective* or opinion* or experience* or perception* or view*)) or health care consumer*).mp.
2. (consumer* adj2 (perspective* or opinion* or experience* or perception* or view*)).mp.
3. (client* adj2 (perspective* or opinion* or experience* or perception* or view*)).mp.
4. patient participation/
5. patient preference/
6. patient satisfaction/
7. Patient* involve*.mp.
8. patient* report*.mp.

9. exp Professional-Patient Relations/
10. Hospital patient relations/
11. or/1-10
12. inpatients/
13. patients.mp and (exp hospitals/ or exp hospital departments/ or exp hospitalisation/)
14. (Acute adj (service* or care or setting*)).mp.
15. tertiary care/ or secondary care/
16. or/12-15
17. 11 and 16
18. day procedure*.mp.
19. (same day adj3 procedure*).mp.
20. Ambulatory Surgical Procedures/
21. Elective surgical procedures/
22. Ambulatory care/ and (exp Hospitals/ or exp Hospital departments/)
23. surgicenters/ or surgicentre*.mp. or surgicenter*.mp.
24. day surger*.mp.
25. or/18-24
26. 11 and 25
27. 17 or 26
28. limit 27 to (abstracts and english language and yr="1995 -Current")
29. limit 28 to (case reports or comment or editorial or letter or news)
30. 28 not 29
31. exp Australia/ or Australia*.mp. or Australi*.in.
32. 30 and 31

Supplementary file 2: Search strategy (grey material)

The following organisations working in the field of patient experience were contacted and their websites searched to identify relevant work. The number of articles retrieved from each is in brackets:

1. Patient Opinion Australia -1
2. Australian Commission for Safety and Quality in Health Care - 2
3. Clinical Excellence Commission - 1
4. Agency for Clinical Innovation - 3
5. Consumers' Health Forum of Australia - 5
6. State and territory health departments
 - a. NSW Health – 0 – survey based
 - b. Queensland Health – 0 – survey based
 - c. Western Australia DoH – 1
 - d. South Australia Health -0 – survey
 - e. ACT Health – 0 – survey based
 - f. Northern Territory Health – 0
 - g. Victorian Health – 0 – survey based
 - h. Tasmania Health – 0 – no data from patients
7. Federal Department of Health – 0 – all survey work
8. State and territory consumer associations: - CHF site used in most
 - a. Health Consumers NSW - 0
 - b. Health Consumers Queensland - 0
 - c. ACT Health Consumers Association - 0
 - d. Health Consumers Council – 0 – Patient Opinion used
 - e. Health Consumers Alliance of South Australia - 0
 - f. Health Issues Centre – 0 - journal on Informit

9. Centre for Ethnicity and Health - 2
10. National Association of County and City Health Officials (NACCHO) - 0
11. Centre for Health Communication and Participation (Latrobe) - 1
12. Health Consumers of Rural and Remote Australia - 1
13. Professional organisations:
 - a. Royal Australian College of General Practitioners – 0 – survey based
 - b. Royal Australian College of Physicians - 0
 - c. Royal Australian College of Surgeons - 0
 - d. Australian and New Zealand College of Anaesthetists – 0 – survey based
 - e. Allied Health Professions Australia - 0
14. Australian Institute for Patient and Family Centred Care (AIPFCC) - 2
15. CHOICE (previously Australian Consumers Association) – 0 – survey based
16. Combined Pensioners and Superannuants Association

Supplementary file 3: Research traditions that have covered the Australian patient experience qualitatively

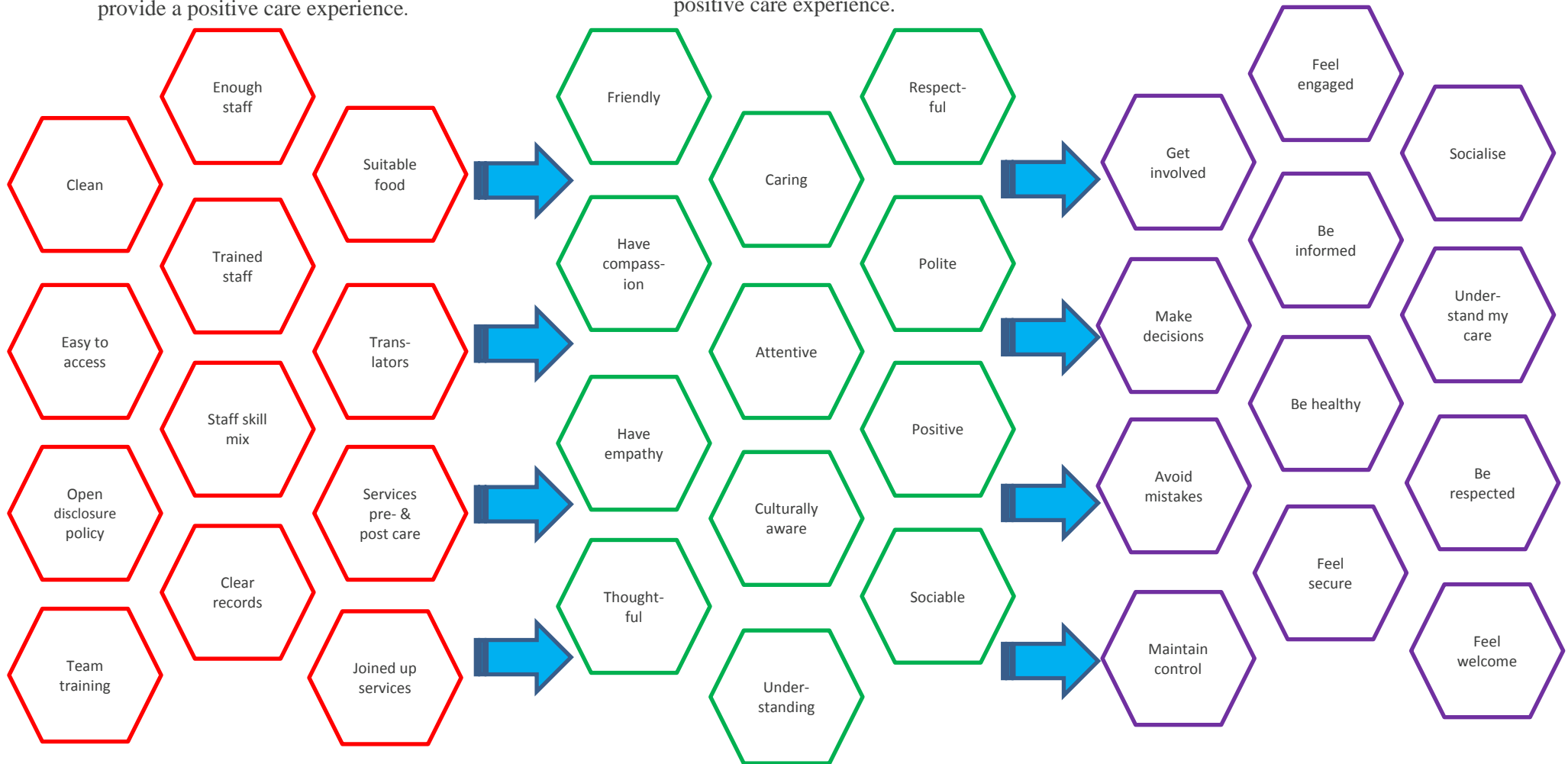
Research tradition	Academic discipline	Definition and scope	Conceptualisation of patient experience	No. of studies
1. Quality Improvement	Multi-disciplinary: Nursing Public health Management Medicine	The analysis of a systems or organisations performance and identification of systematic strategies to improve it.	Satisfaction with clinical outcomes; a way of assessing patient-centredness; feedback on expectations; consumer participation.	18
2. Communication studies	Interdisciplinary: Social sciences, nursing & midwifery	The study of communication, including interpersonal and mass media.	Patient engagement via ongoing, interactive communication between patients, carers and professionals before during and after a care experience.	5
3. Paediatric health	Multi-disciplinary: Nursing/ Midwifery Public health	The study the medical care of infants, children, and adolescents from birth up to 18 years of age.	Carer participation; active involvement; satisfaction with medical management of care.	3
4. Ethnicity and health	Health services research	The study of health and healthcare delivery for ethnically diverse consumers.	Patient-based perspective of the care environment and processes.	3
5. Rural health	Nursing	The study of health and healthcare delivery in rural environments.	A patient-centred approach; stories of needs and expectations.	2
6. Cancer care	Public health	The study of health and healthcare delivery for those with cancer.	Insight to apply to treatment policies and staff education.	2
7. Palliative care	Medicine	The study of health and healthcare	Understand and identify patient needs.	1

		delivery for consumers in palliative care.		
8. Women's health	Sociology	The study of health and healthcare delivery for women.	Patients' ideas, perspectives and interpretations of processes and the environment.	1
9. Community health	Health services research	The study and of the health characteristics of biological communities, generally geographically based.	Consumer preferences and evaluations of care processes.	1
10. Rehabilitation	Allied health	Studies that aim to enhance and restore functional ability and/or quality of life to those with physical impairments or disabilities.	Perceptions and attitudes about the amount of care received.	1
11. Indigenous health	Nursing	The study of health and healthcare delivery for Indigenous consumers.	Identifying sociocultural needs, with a focus on communication.	1
12. Adolescent health	Nursing	The study of health and healthcare delivery for adolescent consumers.	Consumer contribution for therapeutic alliance.	1

Health care services are **designed and resourced adequately** to enable health professionals to provide a positive care experience.

Health care **professionals' attitudes and interpersonal skills** provide the atmosphere for a positive care experience.

Health care professionals and service enables me to **have a positive care experience**.



Supplementary file 4: Concept map of contributors to a positive patient care experience