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.

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
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

<table>
<thead>
<tr>
<th>Research tradition</th>
<th>Academic discipline</th>
<th>Definition and scope</th>
<th>Conceptualisation of patient experience</th>
<th>No. of studies</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Quality Improvement</td>
<td>Multi-disciplinary: Nursing, Public health, Management, Medicine</td>
<td>The analysis of a systems or organisations performance and identification of systematic strategies to improve it.</td>
<td>Satisfaction with clinical outcomes; a way of assessing patient-centredness; feedback on expectations; consumer participation.</td>
<td>18</td>
</tr>
<tr>
<td>2. Communication studies</td>
<td>Interdisciplinary: Social sciences, nursing &amp; midwifery</td>
<td>The study of communication, including interpersonal and mass media.</td>
<td>Patient engagement via ongoing, interactive communication between patients, carers and professionals before during and after a care experience.</td>
<td>5</td>
</tr>
<tr>
<td>3. Paediatric health</td>
<td>Multi-disciplinary: Nursing/Midwifery, Public health</td>
<td>The study the medical care of infants, children, and adolescents from birth up to 18 years of age.</td>
<td>Carer participation; active involvement; satisfaction with medical management of care.</td>
<td>3</td>
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<tr>
<td>4. Ethnicity and health</td>
<td>Health services research</td>
<td>The study of health and healthcare delivery for ethnically diverse consumers.</td>
<td>Patient-based perspective of the care environment and processes.</td>
<td>3</td>
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<tr>
<td>5. Rural health</td>
<td>Nursing</td>
<td>The study of health and healthcare delivery in rural environments.</td>
<td>A patient-centred approach; stories of needs and expectations.</td>
<td>2</td>
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<tr>
<td>6. Cancer care</td>
<td>Public health</td>
<td>The study of health and healthcare delivery for those with cancer.</td>
<td>Insight to apply to treatment policies and staff education.</td>
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<tr>
<td>7. Palliative care</td>
<td>Medicine</td>
<td>The study of health and healthcare</td>
<td>Understand and identify patient needs.</td>
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<td>delivery for consumers in palliative care.</td>
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<td>8. Women’s health</td>
<td>Sociology</td>
<td>The study of health and healthcare delivery for women.</td>
<td>Patients’ ideas, perspectives and interpretations of processes and the environment.</td>
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<tr>
<td>9. Community health</td>
<td>Health services research</td>
<td>The study and of the health characteristics of biological communities, generally geographically based.</td>
<td>Consumer preferences and evaluations of care processes.</td>
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<td>10. Rehabilitation</td>
<td>Allied health</td>
<td>Studies that aim to enhance and restore functional ability and/or quality of life to those with physical impairments or disabilities.</td>
<td>Perceptions and attitudes about the amount of care received.</td>
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<tr>
<td>11. Indigenous health</td>
<td>Nursing</td>
<td>The study of health and healthcare delivery for Indigenous consumers.</td>
<td>Identifying sociocultural needs, with a focus on communication.</td>
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</tbody>
</table>
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**.

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