

HCF releases annual survey of members' hospital experience

Sydney, 15 July 2015 – 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 on the hospital experiences of more than 12,000 of its members.

Continuing a practice of surveying patient satisfaction annually that started more than 20 years ago, HCF's updated survey focusses 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.

Among key findings of this year's survey:

- **Hospital recommendation:** more than 12,000 HCF members rated from 0 to 10 how likely they would be to recommend the hospital to a friend or colleague.
 - The average score for all 100 hospitals was 8.7 out of 10 (Range: 6.8 to 9.5)
 - The average score for the 84 private hospitals was 8.9 out of 10 (Range: 8.2 to 9.5)
 - The average score for the 16 public hospitals was 7.7 out of 10 (Range: 6.8 to 8.9)
- **Medical team recommendation:** 12,000 HCF members also recorded the likelihood of their recommending the medical team that performed their procedure.
 - The average recommendation score was 9.1 out of 10 (Range: 7.1 to 9.8)

Five new hospitals made their way onto the list of top ten highest scoring overnight hospitals, including Frances Perry House, Nowra Private Hospital and Mater Private Hospital (South Brisbane). Private hospitals consistently outperformed public hospitals on all fronts.

Mater's Women's & Children's Private Health Services (QLD) and Lake Macquarie Private Hospital retained their first and second places respectively as the highest-scoring medical teams for overnight hospitals. Six new hospitals entered the top ten list in this category.

Southern Highlands Private Hospital (NSW), Frances Perry House, Mater Women's & Children's Private Health Services (QLD), and St Vincent's Private Hospital, Lismore (NSW) ranked among the top 10 on both Hospital and Medical Team recommendation measures (see attachment for Top 10 highest-scoring hospitals and medical teams).

HCF Medical Director, Dr Andrew Cottrill, said: "The annual hospital experience survey is part of our commitment to ensure our members receive the best possible health service delivery and health outcomes. By providing this valuable member feedback and benchmarking the performance of hospitals it's hoped HCF will encourage a greater level of transparency around hospital experience that will lead to improved health services delivery in the long-term."

Issued on behalf of HCF by Sefiani Communications Group. Media inquiries to Karen Dunningcliff tel. (02) 8920 0700, mob. 0435 807 761 or kdunningcliff@sefiani.com.au

About HCF

HCF is Australia's largest non-profit health insurer, currently covering more than 1.5 million Australians. To learn more about HCF go to <http://www.hcf.com.au/about-us>.

Note to Editors

Hospital recommendation – the 12,000+ 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 overnight hospitals

| HOSPITAL | PRIVATE | PUBLIC | STATE | SCORE |
|--|---------|--------|-------|-------|
| Southern Highlands Private Hospital | ✓ | | NSW | 9.5 |
| Frances Perry House | ✓ | | VIC | 9.4 |
| Nowra Private Hospital | ✓ | | NSW | 9.3 |
| Mater Private Hospital - South Brisbane | ✓ | | QLD | 9.3 |
| Mater Women's & Children's Private Health Services | ✓ | | QLD | 9.3 |
| Maitland Private Hospital | ✓ | | NSW | 9.3 |
| St Vincent's Private Hospital, Lismore | ✓ | | NSW | 9.3 |
| Brisbane Waters Private Hospital | ✓ | | NSW | 9.3 |
| Tamara Private Hospital | ✓ | | NSW | 9.2 |
| Berkeley Vale Private Hospital | ✓ | | NSW | 9.2 |

| | PRIVATE | PUBLIC | | TOTAL |
|---------------------------------------|---------|--------|--|-------|
| Highest (out of 100 hospitals) | 9.5 | 8.9 | | 9.5 |
| Average (Mean) (out of 100 hospitals) | 8.9 | 7.7 | | 8.7 |
| Median (out of 100 hospitals) | 9.0 | 7.6 | | 8.9 |
| Lowest (out of 100 hospitals) | 8.2 | 6.8 | | 6.8 |

Medical team recommendation - the same 12,000+ HCF members also responded on the likelihood of them recommending the medical team that performed their procedure.

The top 10 highest scoring medical teams in overnight hospital

| HOSPITAL | PRIVATE | PUBLIC | STATE | SCORE |
|--|---------|--------|-------|-------|
| Mater Women's & Children's Private Health Services | ✓ | | QLD | 9.8 |
| Lake Macquarie Private Hospital | ✓ | | NSW | 9.5 |
| St Andrews Hospital, Adelaide | ✓ | | SA | 9.5 |
| Dalcross Adventist Hospital | ✓ | | NSW | 9.5 |
| St Vincent's Private Hospital Fitzroy | ✓ | | VIC | 9.5 |
| Southern Highlands Private Hospital | ✓ | | NSW | 9.5 |
| St Vincent's Private Hospital, Lismore | ✓ | | NSW | 9.5 |
| Mater Sydney | ✓ | | NSW | 9.4 |
| Cabrini Hospital - Malvern | ✓ | | VIC | 9.4 |
| Frances Perry House | ✓ | | VIC | 9.4 |

| | PRIVATE | PUBLIC | | TOTAL |
|---|---------|--------|--|-------|
| Highest (out of 100 medical teams) | 9.8 | 9.1 | | 9.8 |
| Average (Mean) (out of 100 medical teams) | 9.2 | 8.3 | | 9.1 |
| Median (out of 100 medical teams) | 9.2 | 8.4 | | 9.2 |
| Lowest (out of 100 medical teams) | 8.8 | 7.1 | | 7.1 |

The 100 surveyed hospitals (in alphabetical order)

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