



KIA ORA!

Newsletter for Q3 – February 2021

Welcome to the second quarterly newsletter for the NZ Patient Experience survey programme. This quarter we're excited to be launching a new landing page for sector users with entrance to both data collection and reporting portals in one place – be sure to check it out! <https://myexperience.health.nz/sector>

The February survey also saw the launch of our new cultural safety questions. You can read more about how and why these questions were developed in the article below.

Results from the February quarter are live on the reporting portal now.

And finally, this newsletter is for you – it aims to help you by providing updates on the survey programme as well as useful hints and tips – please let us know if there's something specific you'd like us to cover or any thoughts you might have. We love getting your feedback.

Ngā mihi nui,

Amanda, Ruth, Hanrie and the Ipsos team

Data collection portal

Reporting portal login

WHAT'S IN THIS NEWSLETTER?

Click on the links below to take you directly to information on:

- [What's new this quarter?](#)
- [What's coming up next quarter?](#)
- [Information and How-to guides?](#)
- [Dates for next quarter?](#)
- [Need more support?](#)
- [Focus on equity – new cultural safety questions](#)
- [New landing page – access to both portals in one place](#)
- [Boost your response rates](#)
- [FAQ - Different ways to view the comments](#)
- [FAQ - How to add new users for each portal](#)
- [Patient feedback on completing the survey](#)

NEED HELP?

TĪMĒRA MAI | EMAIL US: nzpatientexperience@ipsos.com
WĀEA MAI | CALL US 04 974 8630





WHAT'S NEW THIS QUARTER?

This quarter you will notice the following new features:

- A new set of questions relating to cultural safety. An Expert Advisory group has been working on developing this aspect of the survey. These questions were added to the February survey.
- New landing page making it easier to access both portals from one single page
- Our [How-to Library](#) is your one-stop information hub with how-to guides and links. New addition to this Library is the how-to-videos for different functions in the reporting portal. Go check them out!



WHAT'S COMING UP NEXT QUARTER?

Next quarter look out for:

- Automated notification emails when a new patient contact request comes through
- More support for comment moderation
- A new and improved reporting portal with better usability, flow and consistency



LOOKING FOR HELP OR GUIDANCE MATERIALS?

Check out the following (accessible via the reporting portal or links below):

- **How-to user Library**
<https://cx.myexperience.health.nz/library> where you will find first time user guides, full manuals, recordings of our webinars and how-to-videos.
- **FAQ page on the reporting portal**
<https://cx.myexperience.health.nz/faq>. Here you will find information about the survey, questionnaires and methodology documents, answers to FAQ and the reporting portal user guide.



DATES FOR NEXT QUARTER

- **Inpatient discharge (4-week period)**
12 April – 9 May
- **Inpatient discharge (2-week period)**
26 April – 9 May
- **DHB upload period**
11 – 18 May
- **Survey fieldwork**
18 May – 8 June
(30 for mail surveys)
- **Results available**
6 July

For more important dates, please visit the [survey timetable](#).

NEED MORE SUPPORT?

First step is to work through the guides and videos in the [How-to Library](#).

Please have a look at the [DHB Superuser How-to guide](#), you can work through the manual and if you have any questions you can reach the Ipsos team at **04 974 8630** or email NZPatientExperienceSurveys@ipsos.com.



If your **patients** require any assistance whilst they are doing the survey or have any technical questions, they can reach the Ipsos helpdesk at **0800 121 650** or email support@myexperience.health.nz





A FOCUS ON EQUITY

A new set of questions relating to cultural safety were added to the February survey.

‘Cultural safety focuses on the patient and provides space for patients to be involved in decision-making about their own care and contribute to the achievement of positive health outcomes and experiences.’ - <https://www.mcnz.org.nz/our-standards/current-standards/cultural-safety/>

The patient experience surveys were identified as a way to understand the patient’s experience of receiving culturally safe care. The goal is to support providers to better understand patients experience of culturally safe care. The new questions are designed to give the health care providers an indication of how they are progressing in providing culturally safe care, and where improvements may need to be made.

The Commission’s mahi to identify key concepts and questions to measure patient experience of culturally safe care was guided by a specially convened Māori and Pacific cultural support expert advisory group (EAG). The mahi included a literature review and identifying and reviewing existing cultural safety frameworks and potential questions.

The Patient Experience of Care Governance Group and the EAG both provided feedback on the framework and questions, which were then cognitively pre-tested with patients. While this is seen as a space that will be ever-evolving, the current cultural safety question-set in the adult primary care patient experience survey includes:

HOSPITAL CULTURAL SAFETY QUESTION SET



Did the doctors, nurses and others involved in your care listen to you?



Did the health care provider treat you with respect?



Were you involved as much as you wanted in making decisions about your treatment and care?
What could have been done better to involve you in decisions about your treatment and care? (new)



Did you feel your cultural needs were met? (new)
Did you feel your spiritual needs were met? (new)
Did you feel your individual needs were met? (new)
How could your needs have been better met? (revised)



Was your name pronounced correctly? (new)
Did they ask how to say your name if uncertain? (new)



Did hospital staff include your family/whānau or someone close to you in discussions about the care you received during your visit?



Did you feel comfortable to ask any questions you had? (new)



Have you been treated unfairly due to... (discrimination question). If so what happened?



Did the health care provider treat you with kindness and understanding?

To see how the questions are worded and where they sit in the full question set – please refer to the full questionnaire – available here: [Adult hospital survey](#)

Results from patients were collected for the first time in the February 2021 survey round and available in the reporting portal now.



NEW LANDING PAGE – ACCESS TO BOTH PORTALS

We have created a new [landing page](https://myexperience.health.nz/sector) where you have links to both portals in one spot. You no longer need to have the correct link to access the correct portal. Bookmark this one URL to access the new landing page: <https://myexperience.health.nz/sector>

He ara aupiki, he ara auheke
Aotearoa New Zealand patient experience survey

Welcome to the Aotearoa New Zealand patient experience survey log in page for DHBs, PHOs and facilities.
The survey programme uses two portals to support the sector in preparing for the survey and looking at the results.

DATA COLLECTION PORTAL LOGIN

In the data collection portal you can:

- Update facility information
- Moderate open-ended comments before their publication to the reporting portal
- Respond to contact requests from patients
- Monitor response rates
- Download raw data in excel

REPORTING PORTAL LOGIN

In the reporting portal you can:

- View survey results
- Use data exploration tool to create customised data tables
- Access to Historical Data

LOST YOUR LOG IN? NEED A NEW PASSWORD?
If you need any further assistance with accessing either portal, please contact the NZ Patient experience survey team at NZPatientExperienceSurveys@ipsos.com or 04 974 8630.

QUICK LINKS

<ul style="list-style-type: none"> Introduction Video Contact helpdesk FAQ How-to Library 	<ul style="list-style-type: none"> Health Quality & Safety Commission Data Collection Portal Login Page Reporting Portal Login Page
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BOOST YOUR RESPONSE RATES

Last quarter we suggested some ways your staff can support improving response rates to the survey. More information can be found in the [January 2021 Newsletter](#).

This quarter Ipsos and the Commission are implementing some changes in order to support this effort. We will be exploring other ways we can notify patients of the upcoming survey;

- sharing additional communications for practices to post on Facebook
- doing a test of alternative versions of the email and SMS invitations
- testing the timing between emails and SMS in paired samples



FAQ – DIFFERENT WAYS TO VIEW THE COMMENTS

Patients answer several open-ended questions in the survey where they type in a response (as opposed to selecting a pre-defined answer). These comments from the patients are available for you to view and moderate.

In the data collection portal

The Raw Data Export - will generate a batch specific file with all the survey answers and comments included.

Please follow the steps in the [Download Raw Data How-to Guide](#) available in our [How-to Library](#).

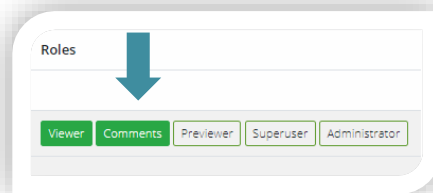
Comment Moderator Tab – where you can view and moderate comments from the survey before they get published to the reporting portal. We encourage PHO’s to delegate this task to their practices where possible.

Please follow the steps in the [Comment Moderation How-to Guide](#) available in our [How-to Library](#).

In the reporting portal

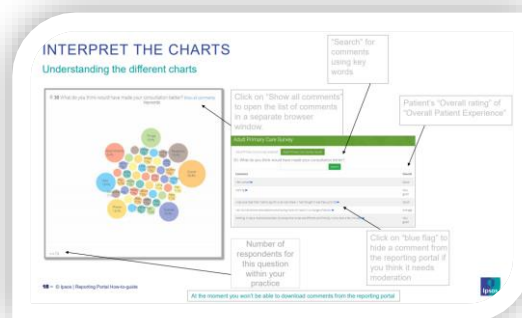
The results and comments from the latest quarter will be published in the reporting portal after the survey closes.

Users need **comments access** to view the comments in the reporting portal. PHO Superusers can check that **comments access** is selected for each of the users under their PHO;



You can view the comments in the reporting portal. Look for the questions with the word bubbles. These are key words used in the comments and you can search for comments that contain these words or any other key words in the search function.

Please look at the [Reporting portal How-to guide](#) available in our [How-to Library](#), for detailed instructions.





FAQ – HOW TO ADD A NEW USER IN EACH PORTAL

You can add a new user to access the data collection portal or the reporting portal.



In the data collection portal

Please follow the steps in the [PHO Superuser How-to Guide](#) Section 2 – Add new users, available in our [How-to Library](#).

ADD NEW USERS IN DATA COLLECTION PORTAL

To add a new user

- 1) Go to **"Manage Facility/PHO Users"** screen under the Admin header.
- 2) Select **"New User"** to add a new record or use the list displayed or search for specific existing user and select **"Edit"**.
- 3) Update or enter information in the following information fields: The fields with * marked below are required.
 - **Username *** – Please use the contact's email address as the username.
 - **Password *** – Assign a password for the user to share with them, they will be able to login and revise this on their own.
 - **User Type *** – Select the type of user you are adding:
 - **Given Name *** – The users first name.
 - **Surname *** – The users last name or family name.
 - **Email * / Contact Phone *** – The users email and contact number.
 - **User Notes** – We recommend adding the **facility name** to the user notes as well to assist with easy identification in the "Manage" screens.

TIP: If someone is going to moderate comments and recontact patients, select *"facility administrator"* as their user type so they only need one log in

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In the Reporting portal


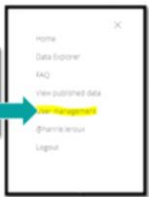
Please follow the steps in the [PHO Superuser How-to Guide](#) Section 13 – Add new users, available in our [How-to Library](#).

ADD NEW USERS

You can add new users within the reporting portal

In the reporting portal;


Click on the drop down menu icon top right;

Select **"User management"**;

Scroll down to the bottom of the page, enter the new user's contact email address, and invite them to access the reporting portal to view the results;

They will then receive the email invitation from support@cx.myexperience.health.nz. They will not receive any login details from Ipsos. They need to accept the invite within that invitation email and set-up their own password to access the reporting portal.



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PATIENT FEEDBACK ON COMPLETING THE SURVEY

At the end of the survey, we ask respondents whether they have any feedback on the survey itself, to help us make sure it's easy to complete and understand. This is what people have said:

"Thank you for the chance to comment about the experience in hospital. I appreciate the chance to make it known."

"Wonderfully designed survey, covers all the aspects of hospital visit."

"This was a really simple survey, thought it was gonna take long, but it didn't and could understand."