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## POSTER ABSTRACT

# Surveying patients and providers to understand outcomes and experiences of Integrated Care in New South Wales, Australia

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**Introduction:** Integrated care is a major NSW Health strategic priority and a key enabler of value-based healthcare. The NSW Ministry of Health provides funding to 15 Local Health Districts (LHD) and three Specialty Health Networks (SHN) to support local health partnerships to implement innovative, evidence-based and locally led models of Integrated Care.

NSW Health defines value based on the Quadruple Aim of population health outcomes, cost efficiency of the system and the experience of receiving and providing care. To assist with statewide evaluation of Integrated Care with respect to the Quadruple Aim, the NSW Ministry of Health developed two surveys targeted to Integrated Care patients and providers, respectively.

**Description of policy context and objective:** Capturing the patient perspective and measuring what matters to patients is fundamental to a patient-centred health system. The provider experience is also crucial to optimise the delivery of healthcare and patient outcomes.

The Integrated Care Patient Survey was developed by the Ministry in partnership with the Bureau of Health Information. The survey underwent cognitive testing to ensure it was relevant and understandable to patients. The 60-question survey is believed to be the first to combine Patient-Reported Experience Measures, Patient-Reported Outcome Measures using the PROMIS-10 tool, and the Patient Activation Measure (PAM). The survey captures patient experience with respect to care coordination, care plans, respect, empowerment and discharge planning. The PAM captures patients' self-efficacy, knowledge and confidence to manage their health.

The Integrated Care Provider Survey comprises 28 questions capturing providers' understanding, satisfaction, teamwork, care coordination, communication, workload and resources.

**Targeted population:** The provider survey has been emailed to more than 1,000 providers across the acute, primary and social care sectors, involved in the care of Integrated Care patients.

The Integrated Care Patient Survey has been posted to more than 20,000 Integrated Care patients in NSW. Patients who received a similar survey in the previous six months and those no longer enrolled in Integrated Care initiatives were excluded. Where consent is provided, the patient survey data will be linked with hospital data collections.

**Highlights:** Aggregated results of both surveys will be fed back to the system. The results will help inform management and quality improvement of Integrated Care at a local level, and inform strategic planning of the statewide strategy. The surveys allow comparison of the effectiveness of Integrated Care initiatives which are theoretically similar, but target varied patient cohorts.

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**Comments on transferability:** These surveys are used to evaluate provider and patient experience of Integrated Care at a statewide level. They may have utility in similar jurisdictions, to evaluate the impact of varied, locally led models across a large area.

**Conclusions:** Preliminary results and response rates of the surveys will be presented. Results of these surveys will yield useful information for LHDs/SHNs and the Ministry to monitor the impact and outcomes of investments in Integrated Care.