

How to complete this questionnaire

In this survey we talk about information you might have seen in newspapers, reports or websites that has to do with 'public performance reporting information' about hospitals in Australia. This is information about the quality of hospitals in Australia and is available to Australian residents. For example, information about waiting times in hospitals, the number of people that got infections when they went to hospital, and the length of waiting lists for elective surgery. Images from the 'MyHospitals' website which provide public performance reporting information about hospitals are shown below:

The screenshot shows the MyHospitals website homepage. At the top, there is a navigation bar with links for Home, Our reports, Find hospitals, Compare hospitals, About the data, and About MyHospitals. The main content area features a large banner with the text "Learn about your local hospital" and a search bar. Below the banner, there are three main sections: "Compare hospitals" (with a scales icon), "Map search" (with a map icon), and "Our indicators" (with a checklist icon). On the right side, there is a "Latest reports" section with a "View all reports" button and a "Latest data" section with a "Download the data" button. The website is branded with the Australian Government and Australian Institute of Health and Welfare logos.

The screenshot shows the "Compare hospitals" page on the MyHospitals website. The page title is "Compare hospitals" and the subtitle is "Use our interactive tools to see how your hospital performs against others". The page contains several sections of interactive data:

- Financial performance - Efficiency of public hospitals from 2011-12 to 2013-14**: For the first time compare the efficiency of Australia's largest public hospitals over time and view performance compared to other similar hospitals. Results can be compared by peer group, state and changes over time. Buttons: View interactive data, View table data.
- Financial performance - Relative efficiency of public hospitals in 2011-12**: Compare the relative efficiency of public hospitals to other similar hospitals. Measures include Cost per National Weighted Activity Unit (NNAU) and Comparable Cost of Care. Results can be compared by peer group. Buttons: View interactive data, View table data.
- Healthcare-associated *Staphylococcus aureus* bloodstream infections**: Compare infection rates of healthcare-associated *Staphylococcus aureus*; commonly known as 'Golden Staph' across similar public hospitals. You can compare results by peer group, state and territory, number of cases, rate per 10,000 bed days and days of patient care under surveillance. Buttons: View 2011-12 data, View 2012-13 data, View 2013-14 data.
- Cancer surgery waiting times**: Compare waiting times for three of the most common cancers in Australia for which surgery is a key component of treatment: malignant bowel, breast and lung. Waiting time is from placement on a waiting list to the time a patient is admitted for surgery. Buttons: Compare bowel cancer, Compare breast cancer, Compare lung cancer.

Source: <http://www.myhospitals.gov.au/> (Permission received from the Australian Institute of Health and Welfare to publish the images under the CC BY-NC-ND 3.0 license.)

Please answer every question you can. If you are unsure about how to answer a question make your response the closest answer you can, or write a response in the 'other' box.

Please read the instructions about each question carefully. Some questions require you to give only one response, others allow you to mark more than 1 option.

Sometimes you will find the box you have marked has an instruction to go to another question. By following the instructions carefully you will be able to move past questions that do not apply to you.

- Please put a cross in the box next to the answer you choose like this:
- If you make a mistake or wish to change a response, scribble out the mistake and put a cross in the correct box like this:
- Print clearly when written responses are required
- Return completed questionnaire in the reply paid envelope

➤ **The questionnaire starts here at Q1.**

Q1. If you have been diagnosed with any of the following conditions, please indicate approximately how long ago the diagnosis was made. If you had several diagnoses, please indicate approximately how long ago the most recent diagnosis was made.

Mark only one period of time for the condition picked. Please give your best estimate.

I was diagnosed with or had...	Less than 12 months ago	Between 1 and 5 years ago	More than 5 years ago	I never had this
Breast cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bowel cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lung cancer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q2. Have you had surgery in a hospital in Australia for the cancer listed at Q1 in the last 12 months (i.e. between 1st January and 31st December 2016)?

Yes

No

- If you **do not** have any of the conditions listed at Q1 and you **did not** undergo cancer surgery in a hospital in Australia between 1st January and 31st December 2016 as stated in Q2, you are not eligible to complete this questionnaire. There is no need for you to return this questionnaire. Thank you for your interest.
- If you **do** have any of the conditions listed at Q1 and you **had cancer surgery** in a hospital in Australia between 1st January and 31st December 2016 as stated in Q2, please **continue** and complete the questionnaire. The questions relate specifically to when you were seeking surgical treatment for the cancer you indicated at Q1.

Hospital stay

Q3. Which hospital did you attend for the cancer surgery you indicated at Q1? (Choose ONE answer)

- A public hospital
- A private hospital

Q4. Were you treated in the hospital for the cancer surgery as...(Choose ONE answer)

- a public patient (no cost to you)
- a private patient (costs covered entirely by your health insurance)
- a private patient (costs partly covered by your health insurance, and partly by you)
- a private patient (costs covered entirely by you)

Hospital choice

Q5. Which of the following information types or factors helped you to make a decision about which hospital to be treated at for the cancer listed at Q1? (Mark all that you used)

- | | |
|---|---|
| <input type="checkbox"/> General practitioner (GP) | <input type="checkbox"/> Hospital catchment area |
| <input type="checkbox"/> Specialist/consultant | <input type="checkbox"/> Distance of the hospital from home |
| <input type="checkbox"/> Health insurer provider | <input type="checkbox"/> Reputation of the hospital |
| <input type="checkbox"/> Booklet/leaflet | <input type="checkbox"/> Size of the hospital (i.e. number of beds) |
| <input type="checkbox"/> Hospital website | <input type="checkbox"/> Length of waiting list (i.e. surgery) |
| <input type="checkbox"/> Other internet site (i.e. community forum) | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Performance reporting website (i.e. MyHospitals) | <input type="checkbox"/> Other (please list) |
| <input type="checkbox"/> Family members/friends | |
| <input type="checkbox"/> Own experience | |
| <input type="checkbox"/> Someone else at GP clinic | |

Q6. Were you able to personally choose the hospital that you went to? (Choose ONE answer)

- I did not have a preference
- Yes
- No → **If no, did you want to choose it?** Yes No

Q7. At the time that you went to hospital, were you aware of 'public performance reporting information' about hospitals? For example, information on the MyHospitals website, which you can use to compare hospitals? (Choose ONE answer)

No → (Go to Q9)

Yes → Did you use 'public performance reporting information' to help you choose a hospital? Yes No

If yes, how was the information helpful? (Please describe)

If no, why was the information not helpful? (Please describe)

Q8. How important was 'public performance reporting information' about hospitals in helping you choose the hospital that you went to? (Choose ONE answer)

Unimportant	Of little importance	Somewhat important	Important	Very important
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q9. Have any of the following stopped you from using 'public performance reporting information' about hospitals when choosing a hospital? (Mark as many answers as apply)

- | | |
|--|---|
| <input type="checkbox"/> I was concerned about the accuracy of the information | <input type="checkbox"/> I only wanted to know results about my condition |
| <input type="checkbox"/> It was too difficult to understand | <input type="checkbox"/> It was out of date |
| <input type="checkbox"/> It was not relevant to me | <input type="checkbox"/> Other (Please describe) |
| <input type="checkbox"/> I did not know about it | |
| <input type="checkbox"/> I was unsure how to use the information | |
| <input type="checkbox"/> I had no internet access | |

Q10. How would you like to get information about how hospitals in Australia are performing? (Choose ONE answer)

- A printed book or directory
- Mobile phone apps
- I do not want this information
- I do not want to see the information but I want my GP or other healthcare provider to see it and tell me about it

- Websites
- Other (Please describe)

Q11. Of the different types of 'public performance reporting information' about hospitals listed below, which would you most like to use? (Mark as many answers as apply)

- How long people stayed in hospital
- The number of people with health problems or complications (e.g. infections) after their surgery
- The number of people that were readmitted to hospital because they had continued problems
- How much the surgery will cost me
- The experience or satisfaction of other people
- The number of people with minimal or no health problems after the surgery (i.e. successful surgery)

- How long people waited for their surgery
- The number of people that died during their surgery or after their care
- The number of surgical or nursing mistakes that harm other people
- Other (Please describe)

Q12. At what level do you think 'public performance reporting information' about hospitals should be reported (e.g. in the MyHospitals website)? At the level of... (Choose ONE answer)

- Individual doctors (where you CAN see the performance of individual doctors)
- Specific clinical units within hospitals (where individual doctors are NOT identified)
- Hospitals as a whole (where specific doctors and/or the unit where they work are NOT identified)

Q13. Please rank each of the following areas of information in order of importance to you with 1 being the most important and 9 being the least important? (Put the numbers 1 to 9 beside each type of information)

- How long people waited for their surgery
- The number of people that were readmitted to hospital because they had continued problems
- The number of people with health problems or complications (e.g. infections) after their surgery
- The number of people with minimal or no health problems after the surgery (i.e. successful surgery)
- How much the surgery will cost me

- How long people stayed in hospital
- The number of surgical or nursing mistakes that harm other people
- The experience or satisfaction of other people
- The number of people that died during their surgery or after their care

Q14. If the information you said was important to you at Q11 was publicly available, then how important do you think 'public performance reporting information' about hospitals would be to you in the future if you or a family member needed to choose a hospital for elective treatment? (Choose ONE answer)

Unimportant

Of little
importance

Somewhat
important

Important

Very
important

Q15. Do you have any concerns about using 'public performance reporting information' about hospitals when making a decision about which hospital to choose? (Please describe)

Q16. Do you have any other comments or experiences you would like to share that are related to 'public performance reporting information' about hospitals? (Please describe)

About you

For each question, please give one response

Gender

Female

Male

Transgender/intersex/other

Your age in years

Country of birth

What language do you mainly speak at home?

Your postcode

Your state

Marital status

Single/Never married

Married/In a de facto relationship

Widowed

Divorced/Separated

Do you live...

with your spouse, partner or family members

in a share house (with non-relatives)

alone

others (*please specify*)

Highest level (or equivalent) of education you completed

Year 8 or below

Diploma/Advance diploma

High school year 9 or 10

Bachelor degree

High school year 11 or 12

Postgraduate degree (e.g. Masters, PhD)

Certificate (e.g. TAFE training)

Employment status

Working full time

Student

Working part time or casual

Retired or pensioner

Self-employed

Other (*Please specify*)

Unemployed

Main area of occupation (If retired, please indicate your previous occupation group)

- | | |
|---|---|
| <input type="checkbox"/> Manager | <input type="checkbox"/> Machinery operator or driver (e.g. bus) |
| <input type="checkbox"/> Professional | <input type="checkbox"/> Labourer |
| <input type="checkbox"/> Technician or trades worker | <input type="checkbox"/> Never worked for a wage |
| <input type="checkbox"/> Community or personal service worker | <input type="checkbox"/> Other (Please specify) |
| <input type="checkbox"/> Clerical or administrative worker | <div style="border: 1px solid black; height: 20px; width: 100%;"></div> |
| <input type="checkbox"/> Sales worker | |

Current approximate annual household income (before tax)

- | | |
|---|---|
| <input type="checkbox"/> Less than \$25,000 | <input type="checkbox"/> \$100,000 to \$149,999 |
| <input type="checkbox"/> \$25,000 to \$49,999 | <input type="checkbox"/> \$150,000 or more |
| <input type="checkbox"/> \$50,000 to \$74,999 | <input type="checkbox"/> I prefer not to say |
| <input type="checkbox"/> \$75,000 to \$99,999 | |

Please indicate if you have a health care or other health benefits card

- Yes (e.g. Health Care Card, Veterans Affairs, Seniors)
- No

Please indicate if you have private health insurance

- Yes \longrightarrow **What type of private health insurance do you have?**
- Hospital cover ONLY
- Extra's cover ONLY
- Hospital AND Extras cover
- No

Your email address

Your e-gift card will be sent to your chosen email address. If you do not have an email address, list your home address. Please print clearly. This section with your email or postal address will not be kept with the information you have provided, therefore your questionnaire will remain anonymous.

Thank you for your participation in this questionnaire. Please place the questionnaire in the reply paid envelope and post it. You do not have to use a stamp. If you have misplaced the reply paid envelope, please use a plain envelope (no stamp is necessary) and address to:

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