

**Emergency Care Institute
Rural & Remote Emergency Department Model of Care
Patient Experience Survey
October 2013**

You are invited to participate in a survey as part of the process for developing new Models of Care at the NSW Agency for Clinical Innovation (ACI). Sharing your experience will assist us in redesigning healthcare to improve the experiences of patients and their carers. Today we are interested in hearing about your experience of receiving care at a rural/remote Emergency Department or Multipurpose Service.

What is the Model of Care?

A model of care describes the way health services are delivered. It aims to ensure people get the right care, at the right time, by the right team and in the right place.

How will the survey information be used?

Survey participation is completely voluntary. The information you provide will not contain any of your personal information. Survey results will be stored at the NSW Agency for Clinical Innovation and used internally by NSW Health.

For further information please contact the NSW Emergency Care Institute, a network of the ACI via (T) 02 9464 4674 (F) 02 9464 4728 (e) info@ecinsw.com.au

For your convenience, this survey can also be completed online via <https://www.research.net/s/PJ9B72G>

Today's Date: _____

The questions below relate to your experience of care in the Emergency Department or Multi-Purpose Service. To complete the survey please **circle one answer** for each question.

Domain	Question	Answers
Security/trust in staff caring for patient	I feel confident that staff know how to look after my healthcare needs	Strongly agree Agree Disagree Strongly disagree
Information & education	I know who to ask if I have questions about my healthcare	Strongly agree Agree Disagree Strongly disagree
Communication	I am involved in decisions about my healthcare	Strongly agree Agree Disagree Strongly disagree
Access	My healthcare treatment is provided in a timely manner	Strongly agree Agree Disagree Strongly disagree
Efficiency of service, information & education	I am kept informed regarding the next step in my treatment	Strongly agree Agree Disagree Strongly disagree

Thank you for completing this survey.