



## Media Release

12 October 2007

### **Australians supportive of hospital 'scorecard'**

Australians are interested in greater transparency by public and private hospitals, according to the Ipsos Health Care & Insurance - Australia 2007 Report, a national survey of over 5,300 people, conducted every two years.

Following an announcement by federal Health Minister, Tony Abbott, the Ipsos survey shows it's likely there would be strong support if a 'scorecard' rating for public hospitals is introduced.

Ipsos project director, Erik Okerstrom, said; Australians appear keen to have more access to detailed records across a range of hospital performance indicators.

"The desire for the publication of hospital infection rates, patient satisfaction survey results and doctors' procedural success rates are all linked to the idea that these are measures of the quality of service," Mr Okerstrom said.

Over three quarters of those surveyed (77%), were interested in having both private and public hospitals publish their infection rates. Slightly less (76%) were interested in having doctors publish a list of the procedures they had performed and the relevant success rates, and seventy five percent (75%) were interested in patient satisfaction surveys being published.

Those interested in the publication of a hospital's re-admission rates was just under two-thirds at sixty four percent (64%) with consistent results across the States/Territories.

Just over two-thirds (68%) were interested in a list of the doctors who charged fees resulting in higher gaps or gaps more often.

Generally, young couples, families, and middle-aged people were more interested in this information than young singles and older people.

"The outcome of hospital services is largely unknown until after the patient is cared for, therefore providing information relating to key services, such as infection rates, enables better management of patient expectations and reassurance in an area where you can't 'try before you buy'," said Mr Okerstrom.

#### **For further information contact:**

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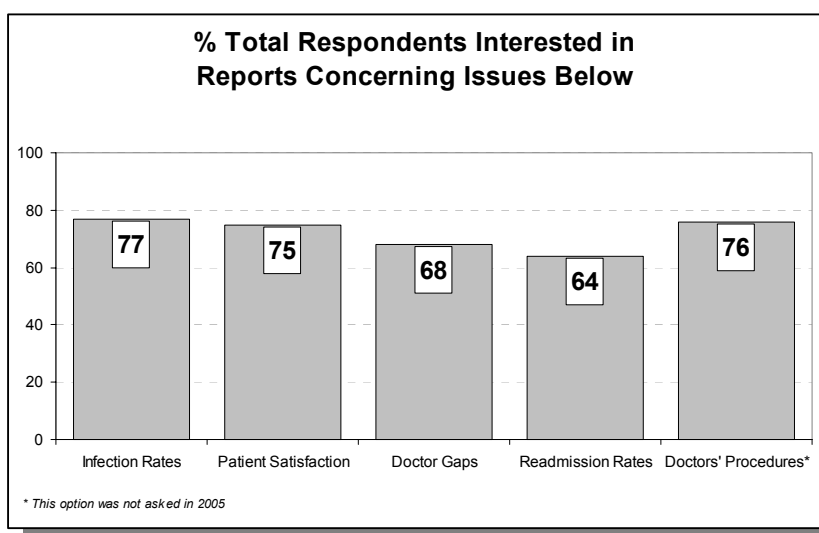


## Media release (continued) – Hospital ‘scorecard’

### Ipsos Health Care & Insurance Report Background:

The Ipsos Health Care & Insurance Australia Report is a biennial syndicated publication based on a phone survey of over 5,300 Australians, geographically representative of the population. It focuses on consumer attitudes and trends towards the public and private health sectors- what Australians really think. It is a well respected report supported by government health departments (Federal and state/territory), major private health insurance organisations and health related industry associations. The report has been measuring consumer attitudes in healthcare since 1987.

### More information:



### Actual survey question:

I'm going to read out a few concepts. For each, tell me whether you would be interested or uninterested:

1. Having hospitals publish their patient readmission rates, which some say is a guide to how well they treat people.
2. Having all hospitals, public and private, publish results of patient satisfaction surveys.
3. Having hospitals, public and private, publishing infection rates.
4. Having a list of doctors who charge private patients higher gaps or gaps more often, when they are treated in hospital and claim against their private health insurance.
5. Having a list of doctors with the number of times they have performed certain procedures and their success rates.