

BETHESDA HEALTH CARE SURGICAL PATIENT SURVEY

Bethesda Health Care commissioned a patient satisfaction survey of their surgical patients by Best Practice Australia (BPA) in October - November 2018.

BPA analyzed the data received from 313 respondents who had been surgical patients in the Rivera Ward, and the Day Procedure Unit, and have recently produced a summary of their findings.

Highlights of the BPA Report included:

- Net Promoter Score (NPS) 86 compared with two WA private hospitals that publish NPS at 76 and 71.
- 96% overall patient satisfaction with their hospital stay.
- 92% overall satisfaction with both the hospital and the nursing staff
- 90.6% of respondents are extremely likely to recommend Bethesda.

Bethesda Health Care Chairman Dr Neale Fong said that ‘the report was very positive and we should all be very proud of our achievement. It shows that all staff throughout the hospital are providing a very high standard of care and meeting our patient needs’.

This positive survey results follows on from the private health care provider being the top ranked private hospital in last year’s Medibank Patient Experience Survey.

‘These impressive results demonstrates the true commitment Bethesda Health Care has to elevating the patient experience, and our team of carers really do provide ‘Patient Centred Care’.

Bethesda Health Care is an independent 88-bed award-winning hospital in Claremont which has been providing care and service to the Western Australian community for more than 70 years. The hospital has just completed a \$10 million redevelopment program providing two new operating theatres and upgraded facilities.

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