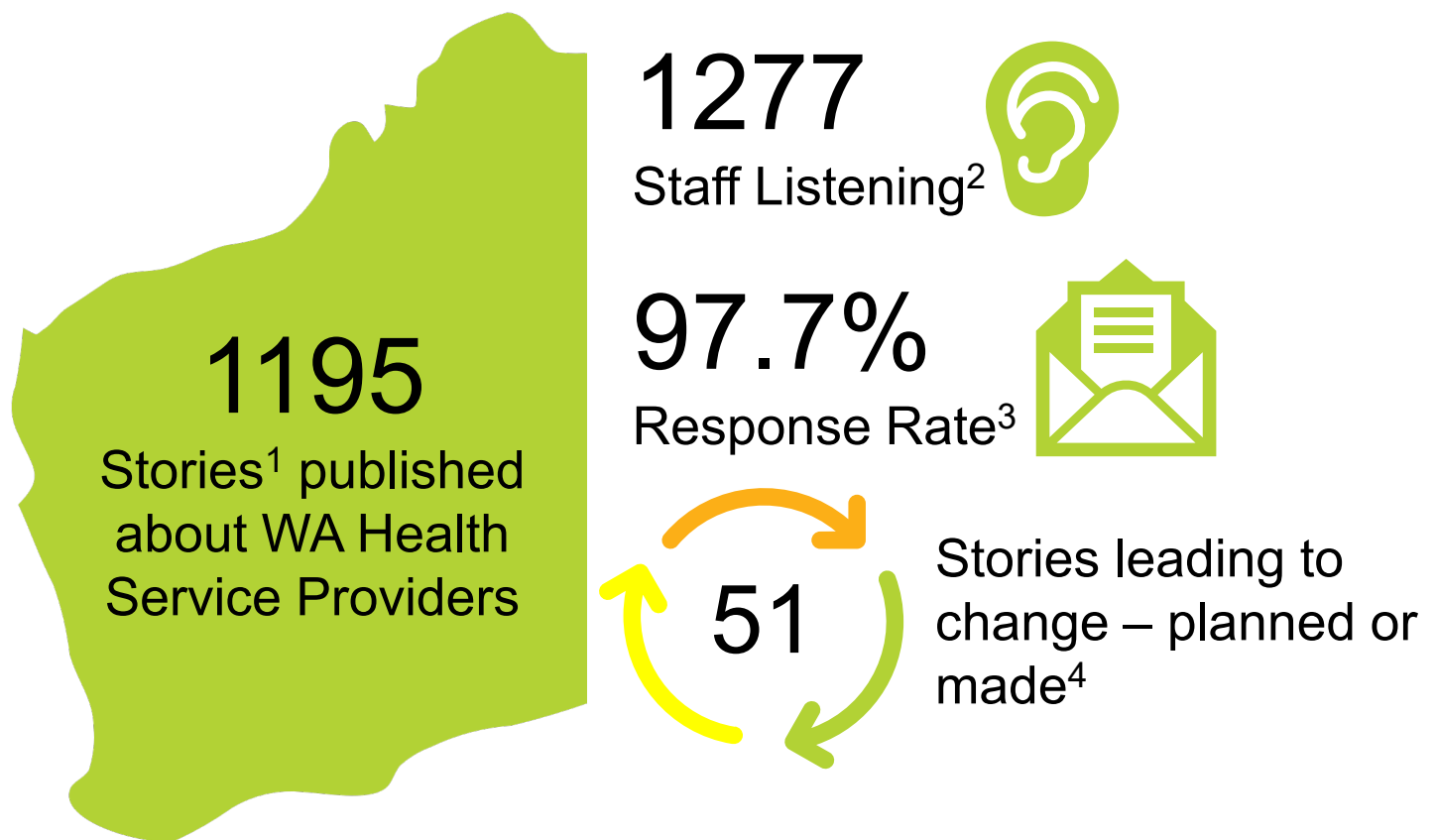
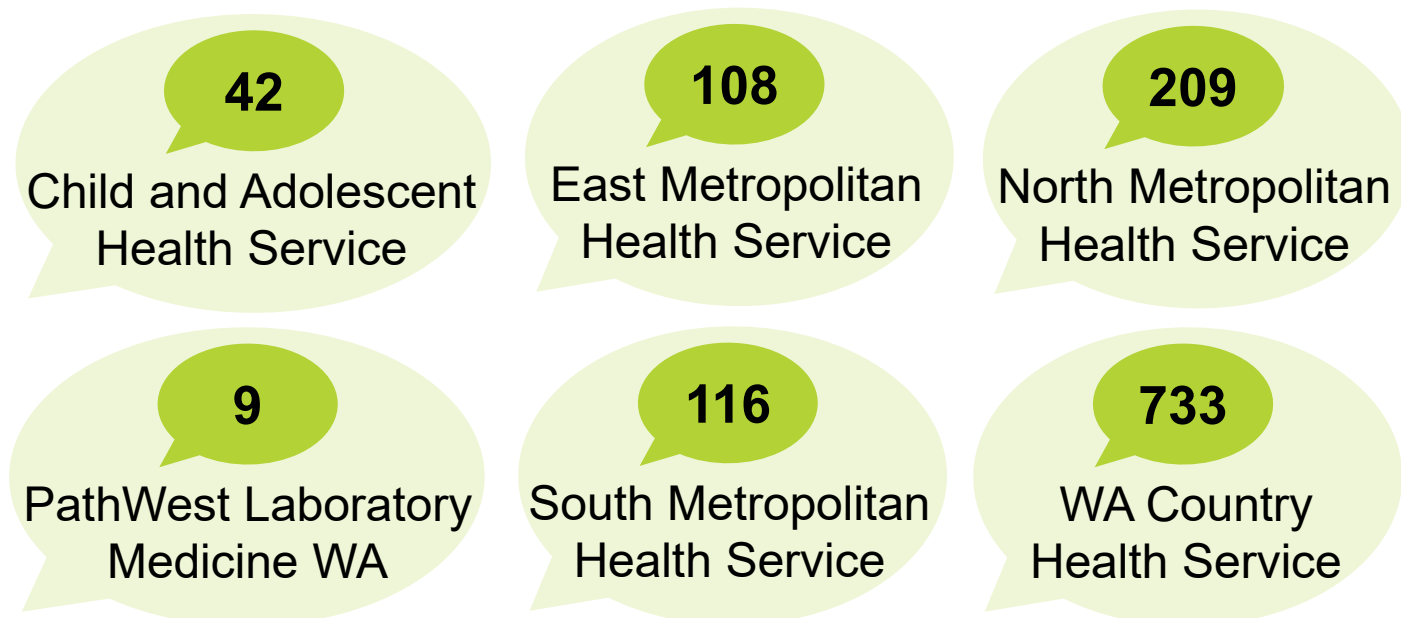




WA Health Care Opinion Summary for 2022/23



Number of Stories¹ published for each Health Service Provider

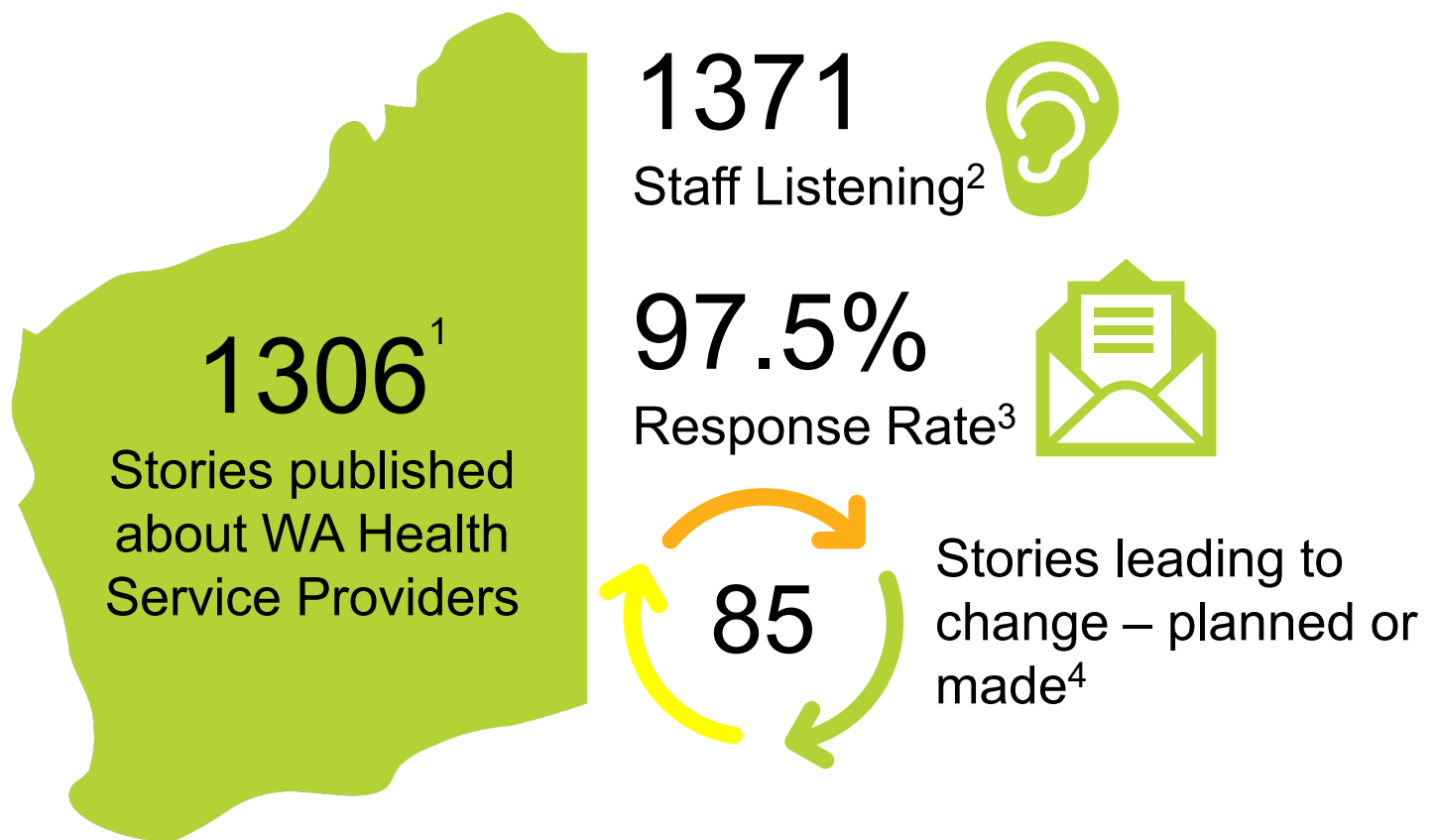


Explanatory Notes:

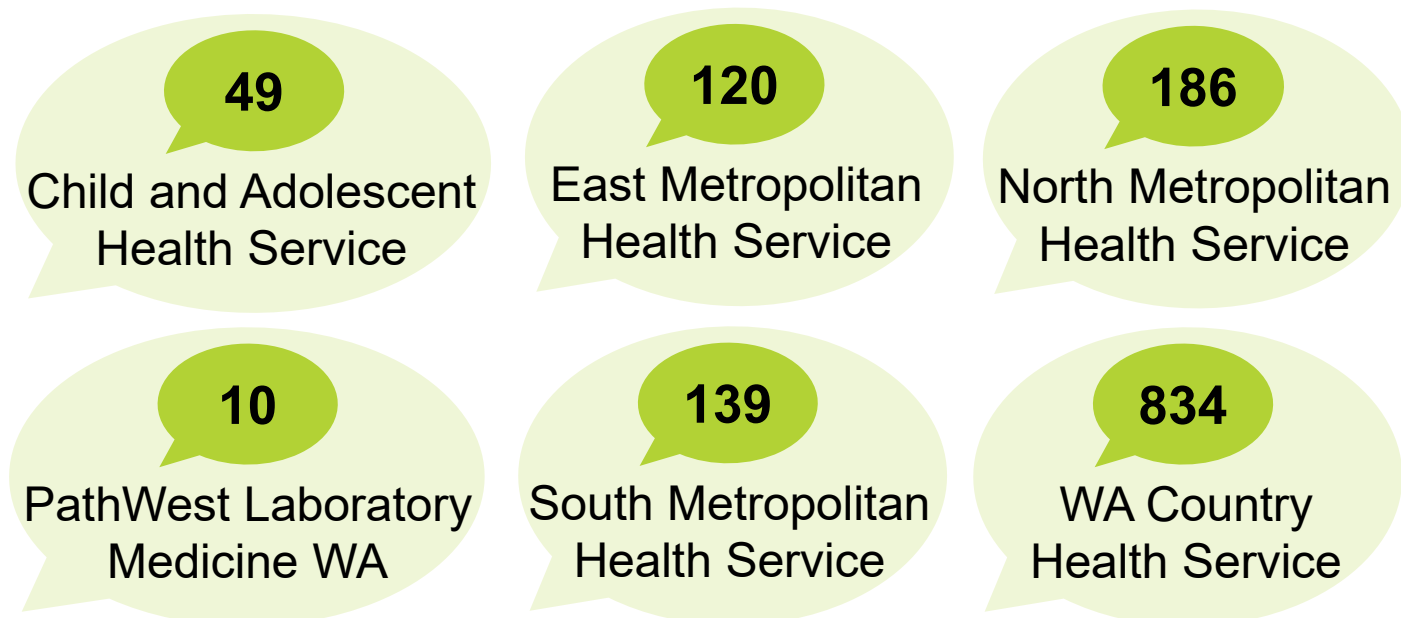
1. Story counts as per story activity report generated 17 July 2023. Count of stories for each Health Service Provider may result in duplicate counts when more than one Health Service provider is part of a story. 2. The total number of Health Service Provider staff registered to receive story alerts from Care Opinion as of the end of the 2021/22 financial year. 3. The percentage of stories which have received a response from a Health Service Provider. 4. The total number of stories published where the Health Service Provider has responded with either 'a planned change' or 'made a change'. Not all stories provide the opportunity to create a change but when the opportunity arises, highlighting the change allows everyone to improve from one person's experience.



WA Health Care Opinion Summary for 2021/22



Number of Stories¹ published for each Health Service Provider

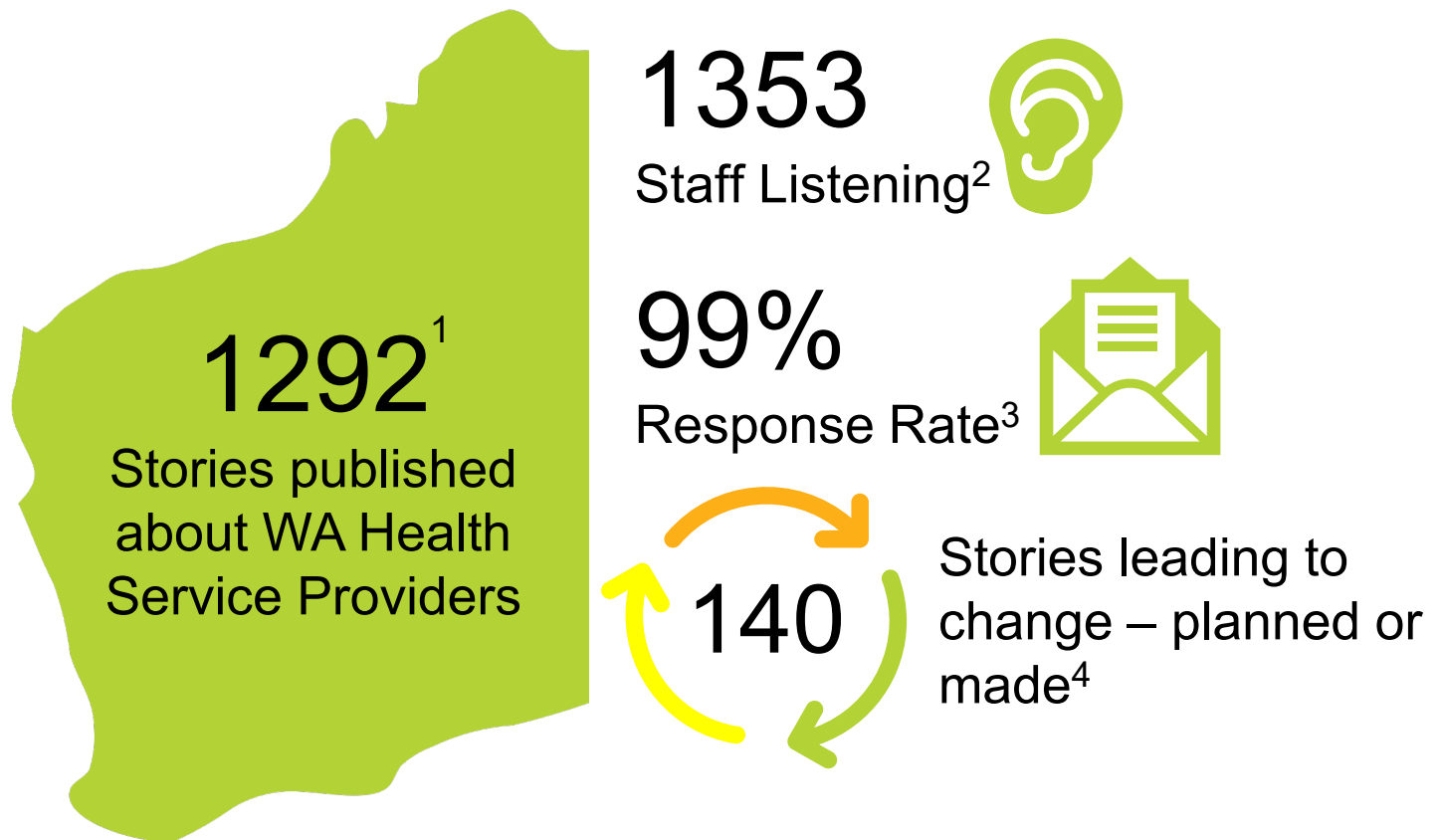


Explanatory Notes:

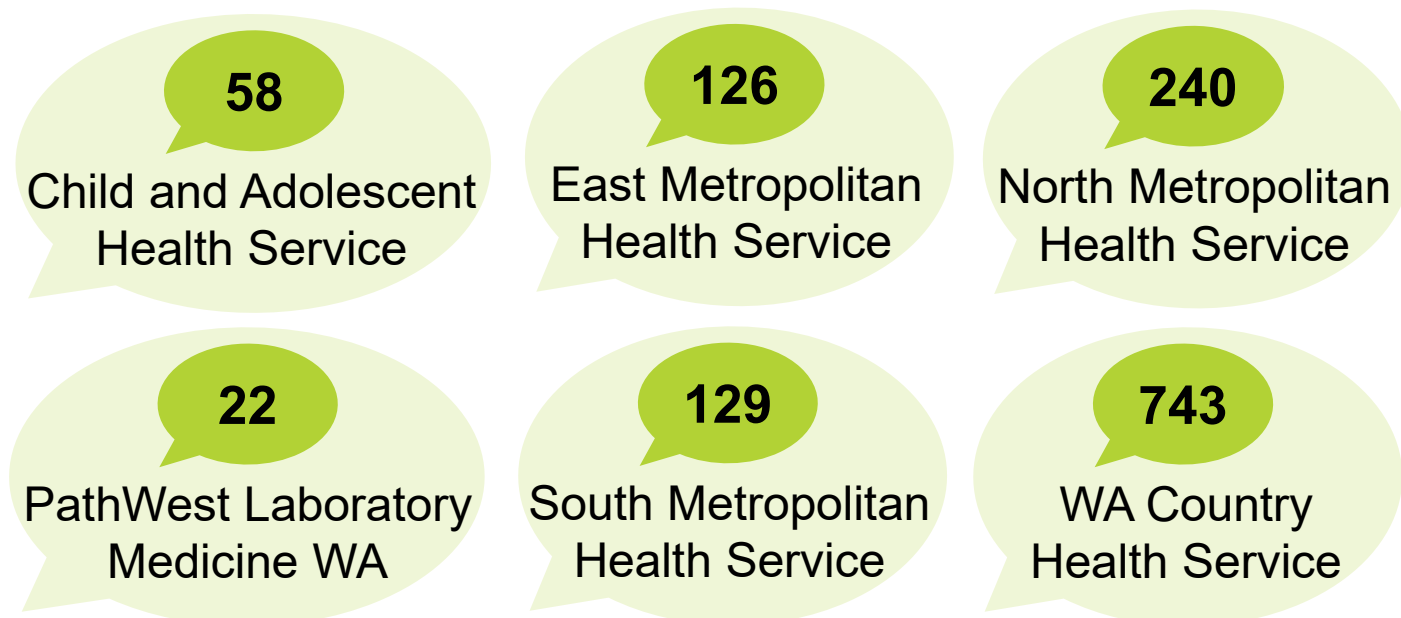
1. Story counts as per story activity report generated 14 July 2022. Count of stories for each Health Service Provider may result in duplicate counts when more than one Health Service provider is part of a story. 2. The total number of Health Service Provider staff registered to receive story alerts from Care Opinion as of the end of the 2021/22 financial year. 3. The percentage of stories which have received a response from a Health Service Provider. 4. The total number of stories published where the Health Service Provider has responded with either 'a planned change' or 'made a change'. Not all stories provide the opportunity to create a change but when the opportunity arises, highlighting the change allows everyone to improve from one person's experience.



WA Health Care Opinion Summary for 2020/21



Number of Stories¹ published for each Health Service Provider

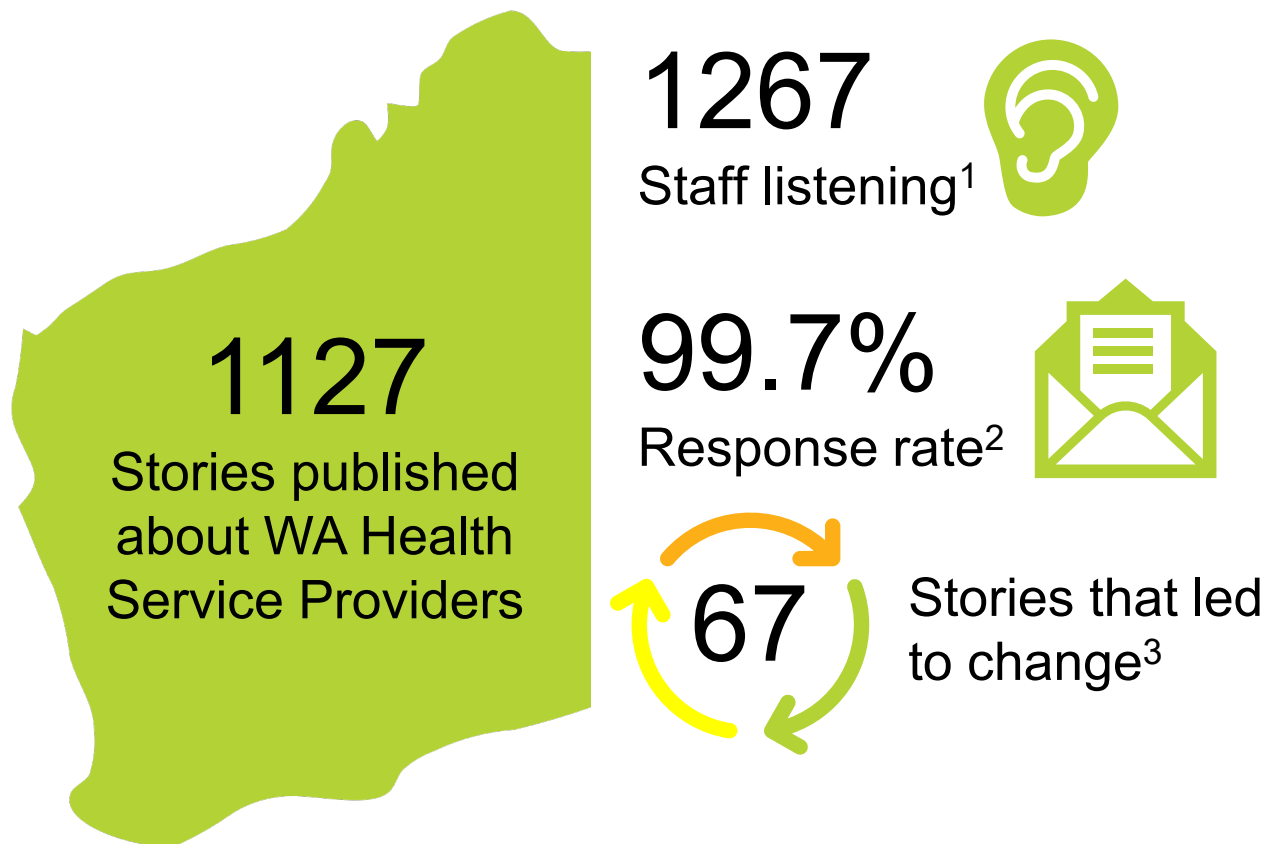


Explanatory Notes:

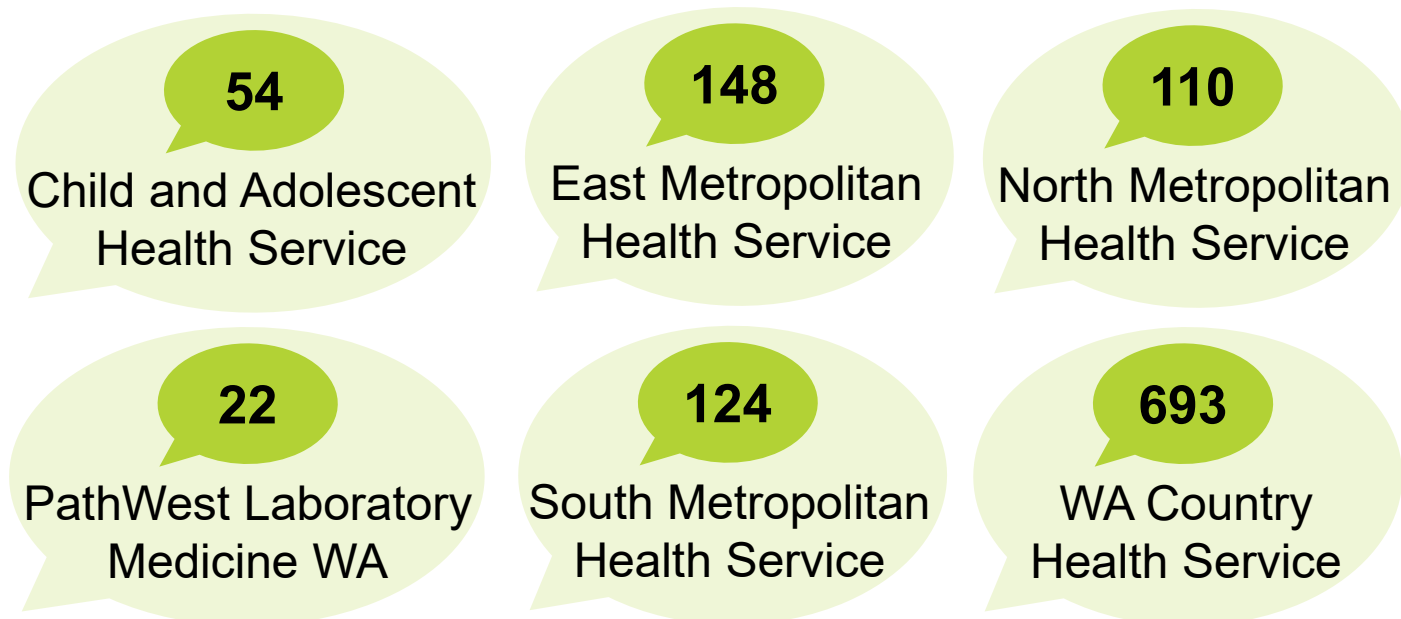
1. Story counts as per story activity report generated 11 August 2021. Count of stories for each Health Service Provider may result in duplicate counts when more than one Health Service provider is part of a story. 2. The total number of Health Service Provider staff registered to receive story alerts from Care Opinion as of the end of the 2020/21 financial year. 3. The percentage of stories which have received a response from a Health Service Provider. 4. The total number of stories published where the Health Service Provider has responded with either 'a planned change' or 'made a change'. Not all stories provide the opportunity to create a change but when the opportunity arises, highlighting the change allows everyone to improve from one person's experience.



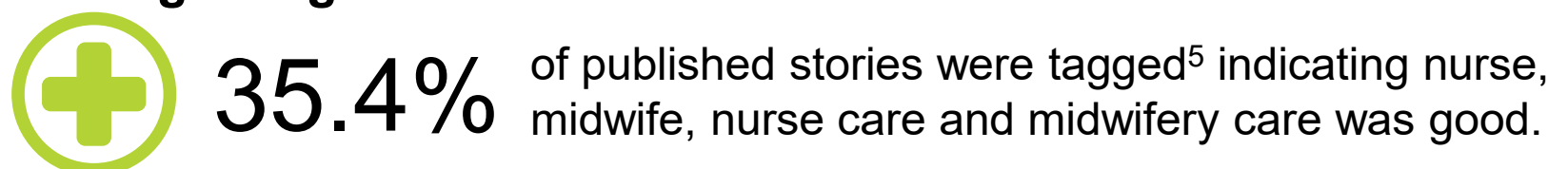
WA Health Care Opinion Summary for 2019/20



Number of stories⁴ published for each Health Service Provider



Recognising International Year of the Nurse and the Midwife



Explanatory Notes:

1. The total number of individual staff from the Health Service Providers that are set up to receive story alerts from Care Opinion as of the end of the 19/20 financial year. 2. The percentage of stories which have received a response from a Health Service Provider. 3. The total number of stories published where the Health Service Provider has responded with either 'a planned change' or has 'made a change'. Not all stories provide the opportunity to create a change but when the opportunity arises highlighting the change allows everyone to improve from one person's experience. 4. Count of stories for each Health Service Provider may result in duplicate counts when more than one Health Service provider is part of a story. 5. Percentage calculated from count of stories that were tagged where: nurse, nurses, nurse care, nursing care, nursing staff, midwife, midwives, midwifery staff, or, midwifery care, "was good" which is the most positive tag available.