

Quarterly Health Newsletter

October

Topic of the month: The link between staff and patient experience

Overview

Researchers mapped how staff wellbeing and behaviours affect patient outcomes in hospitals, drawing on 21 studies and 66 associations.

Key findings

1

Burnout matters

Increased staff burn out is associated with low patient satisfaction and adverse events.

2

Teamwork counts

Strong teamwork and communication improve safety and patient experience.

3

Leadership is key

Supportive, engaged leaders uplift staff wellbeing and patient care.

Why this matters

Investing in staff directly benefits patients. We have found this time and again with the clients we work with.

Organisations that show staff they matter go on to build cultures of strong patient experience, thereby positively impacting other outcomes across the service.



Patients' perception of team communication

In our patient experience surveys with more than 300,000 patient responses over the years, we have found that in 2025 so far, only 75% of patients felt staff communicated with each other about their treatment.



Top Box score is the percentage of respondents who gave the highest response possible on the survey scale (e.g. Always or Very Good).

Actions you can take



Workforce Wellbeing

Monitor burnout, provide mental health support, ensure fair workloads



Teamwork

Foster respect, joint decision making, and safe handovers



Communication

Train empathetic communication, set up feedback loops.



Leadership

Visible leader rounding, recognise and celebrate staff contributions, value staff input



Professional Growth

Offer training, mentorship, encourage and celebrate innovation in care.



Feedback

Run patient and employee surveys, link staff and patient data, track what works

About us

At Insync, we focus on helping you find meaning in your data. Our specialist Health team partners with hundreds of healthcare organisations around Australia, to provide them with insights and actions for improving the delivery of care and creating person-centric organisations.

We achieve this with over 20 years of experience, over 2000 organisations serviced globally, and insights from more than 1.5 million responses across 90 countries.

Upcoming events

Want to engage with us further? Insync will be presenting at two upcoming forums that bring together leaders and innovators from across the health sector.

ACHSM Asia-Pacific health leadership congress:
22-24 October, Darwin Convention Centre, NT
International forum on quality and safety in healthcare:
19-21 November, QT Canberra

If you're attending, come say hello!

A word on one of our partners

The Australian Institute of Health Executives (AIHE) offers a broad range of opportunities designed to upskill and connect health leaders. Their [One-day Clinical Governance for Boards](#) course offers a concise and practical deep dive into accountability, quality systems and risk for health board directors. For executives navigating challenging dynamics, the [Managing Disruptive Clinicians Masterclass](#) provides strategies to manage behavioural risk, protect culture and maintain safe care environments.

Get in touch to explore how AIHE can support your goals or secure your place in one of the upcoming programs via enquiries@aihexec.com

Meet one of our health team *experts*



Divya Martyn - Senior Manager Leadership coach

Divya supports aged and healthcare organisations, specialising in cultivating positive culture and empowering leadership. She is passionate about fostering growth, collaboration, and sustainable success within teams and organisations, and has created Insync's proprietary coaching model, designed for healthcare leaders.

Want more insights? Get in contact

Scan the QR code to connect with us today



or reach out via our website at insync.com.au