



National Patient Experience Survey 2018

Beaumont Hospital

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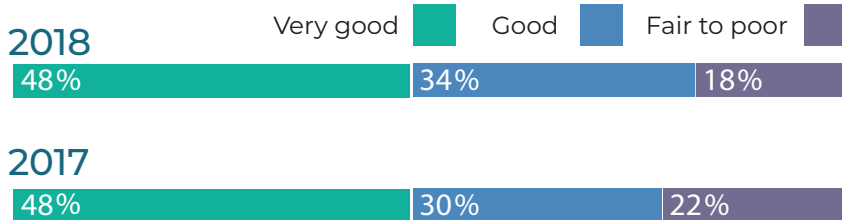
An Roinn Sláinte
Department of Health



Beaumont Hospital

2018 survey results

Overall experience



response rate

Areas of good experience



Staff introductions



Opportunity for family members to talk to a doctor



Clear explanation of the risks/benefits of an operation or procedure

Areas needing improvement



Respect and dignity



Confidence and trust in hospital staff



Information on how to manage a condition

The patient voice

"Excellent hospital, and you are treated with dignity, kindness and respect and you feel that staff support and care about you."



"Have someone on each ward to check in with patients to see how they are doing emotionally. I saw patients in ward crying alone each evening."

www.patientexperience.ie

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About the National Patient Experience Survey 2018

The National Patient Experience Survey is a nationwide survey that offers patients the opportunity to describe their experiences of public acute healthcare in Ireland. The survey is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey was conducted for the first time in 2017 and repeated in 2018.

Nationally, 26,752 people were invited to participate in the second National Patient Experience Survey. In total, 13,404 completed the survey, resulting in a response rate of over 50%. 827 patients from Beaumont Hospital took part in the survey.

The aim of the survey is to find out about patients' experiences in public acute hospitals and to use their feedback to identify areas of good experience, and areas needing improvement. The HSE responded to the 2017 survey results by producing detailed quality improvement plans at national, hospital group and hospital levels. The implementation of these plans is coordinated by an oversight group, and a wide range of initiatives have already been introduced across Ireland's public acute hospitals. Some examples of these initiatives can be seen at www.patientexperience.ie/improvements-in-care.

What were the main findings for Beaumont Hospital?

The majority of participants from Beaumont Hospital reported positive experiences in hospital. 82% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. However, the hospital achieved below-average scores on admissions, care on the ward and discharge or transfer.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, patients reported positively on how the risks and benefits of their operation or procedure were communicated to them. Similarly, the majority of patients said that if their family members or friends wanted to talk to a doctor, they at least got some opportunity to do so.

There were also several areas needing improvement. Even though most patients had confidence and trust in the staff treating them, a number of people did not. Similarly, a number of patients did not feel as though they were treated with respect and dignity throughout their stay in hospital.

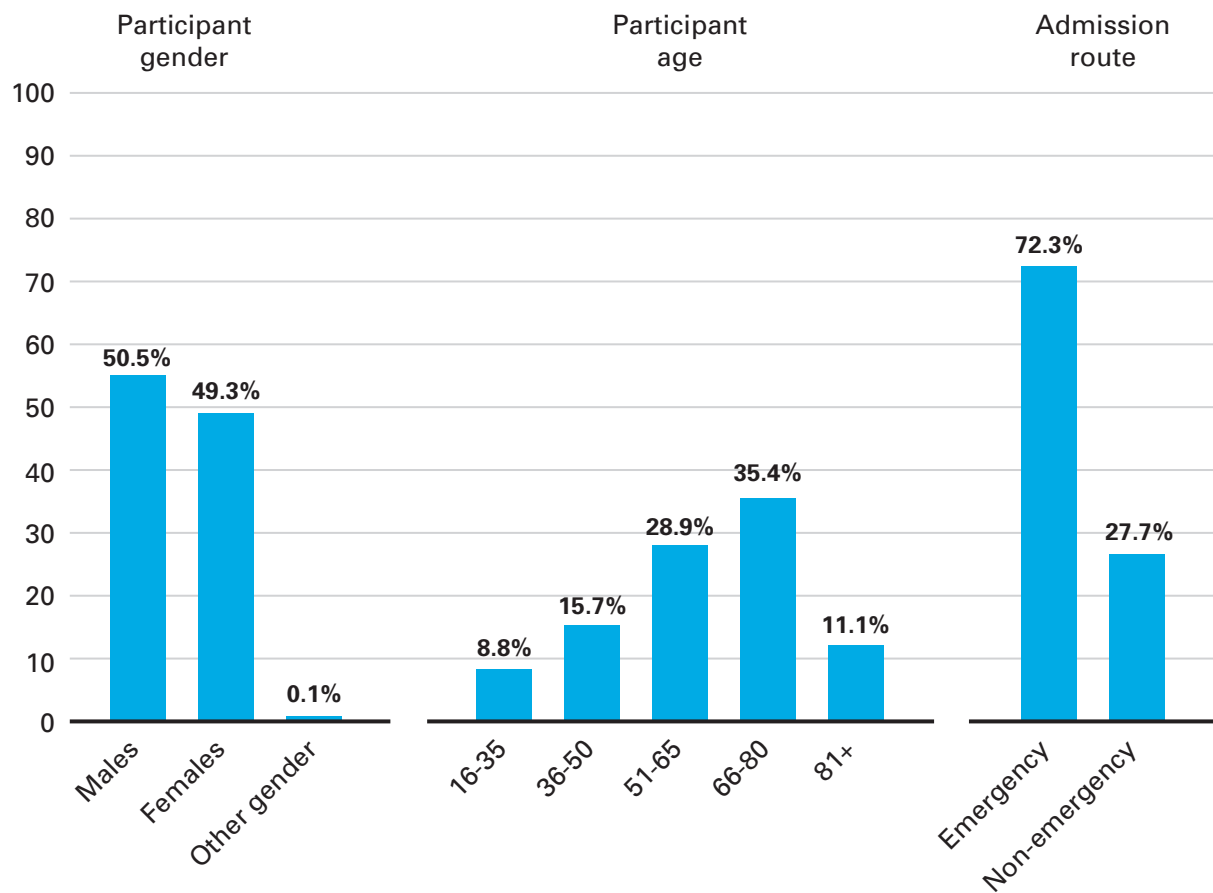
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Beaumont Hospital to continue to improve patients' experiences of care in the hospital.

Hospital and participant profile

Beaumont Hospital is a public acute hospital located in Dublin. There were 673 inpatient beds available in the hospital during the survey period of May 2018.

1,750 people discharged from Beaumont Hospital during the month of May 2018 were invited to participate in the survey. 827 people completed the survey, achieving a response rate of 47%. 50.5% of participants were male, 49.3% were female and 0.1% were another gender. 598 respondents (72.3%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Beaumont Hospital.

Figure 1 Participants from Beaumont Hospital by gender, age group and admission route



Areas of good experience and areas needing improvement

This section lists the areas where most patients had positive experiences, and those areas where there is the most room for improvement. Appendix 1 explains how these areas were identified.

The areas of good experience in Beaumont Hospital are:

<p>Care on the ward</p>	<p>619 people (78% of those who answered this question) said that all of the staff treating and examining them introduced themselves.</p>
<p>Staff introductions Q14</p>	
<p>Other aspects of care</p>	<p>525 (90% of those who answered this question) said that if their family or someone close to them wanted to talk to a doctor, they definitely, or to some extent, had sufficient opportunities to do so.</p>
<p>Opportunity for family members to talk to a doctor Q27</p>	
<p>Explanations, diagnosis and treatment</p>	<p>437 (81% of those who answered this question) said that staff completely explained the risks and benefits of an upcoming operation or procedure in a way that they could understand.</p>
<p>Clear explanation of the risks/benefits of an operation or procedure Q36</p>	

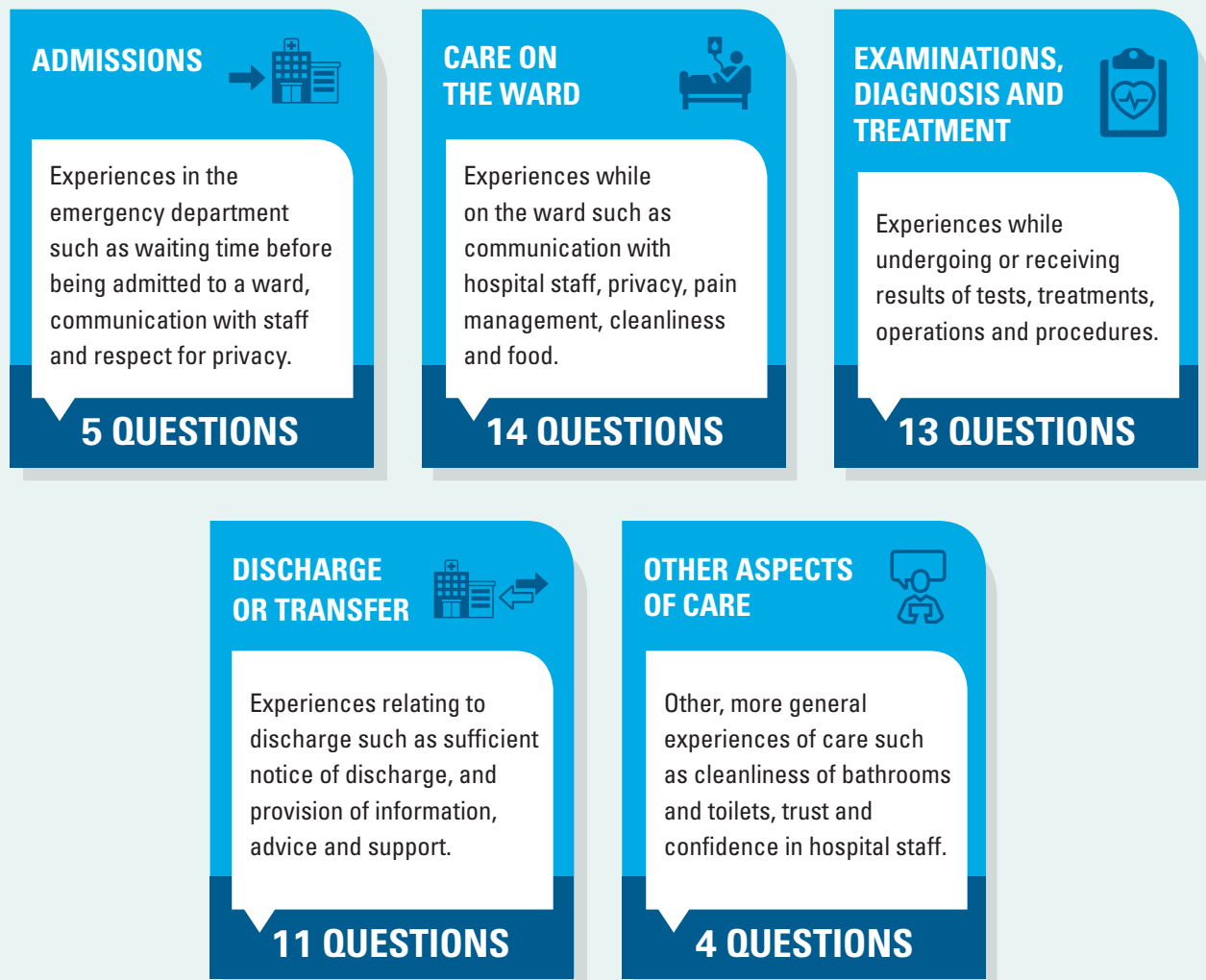
The areas needing improvement in Beaumont Hospital are:

<p>Other aspects of care</p>	<p>Of the 801 people who answered this question, 154 (19%) said that they did not have, or only sometimes had, confidence and trust in the hospital staff treating them.</p>
<p>Confidence and trust in hospital staff Q29</p>	
<p>Discharge or transfer</p>	<p>Of the 695 people who needed help with managing their condition, 309 (44%) said that they did not receive, or only to some extent received, enough information from the hospital on how to manage their condition.</p>
<p>Information on how to manage a condition Q50</p>	
<p>Other aspects of dignity</p>	<p>159 people (20% of those who answered this question) said that, overall, they did not feel, or only sometimes felt, as though they were treated with respect and dignity in the hospital.</p>
<p>Respect and dignity Q51</p>	

Survey results for the stages of care along the patient journey

The National Patient Experience Survey 2018 follows the patient journey through hospital from admission to discharge. The 2018 questionnaire is available to download from www.patientexperience.ie.

The survey questions were grouped into five stages along the patient journey:



Interpreting the results for the stages of care

Scores out of 10 are given for each question belonging to a stage of care or a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience. Sometimes questions are described as high or low ranking questions. These are questions with the highest or lowest score when compared to a set of questions.

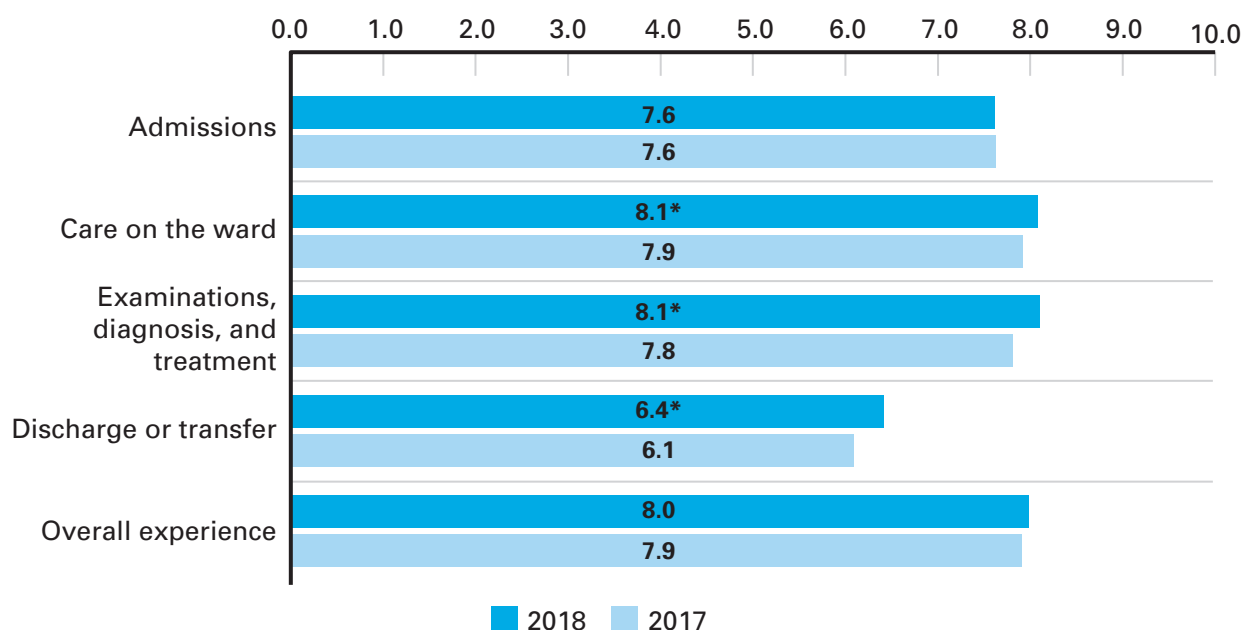
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience in 2018 remained similar to 2017. The greatest improvements for Beaumont Hospital were achieved in the areas of examinations, diagnosis and treatment and discharge or transfer. In addition, the 2018 rating for care on the ward improved since 2017. Figure 2 shows a comparison of scores for individual stages of care.

It is important that these changes are interpreted with caution as scores will naturally vary from year to year for a variety of reasons. Several rounds of survey data will be required before meaningful trends and changes in patient experience can be accurately identified.

Figure 2 Comparison of stage of care scores¹ for Beaumont Hospital for 2017 and 2018



* Denotes a statistically significant difference between 2017 and 2018.

1 Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Admissions

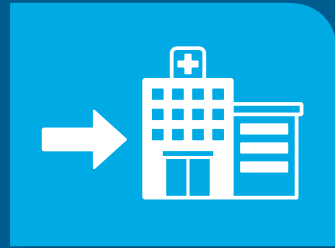
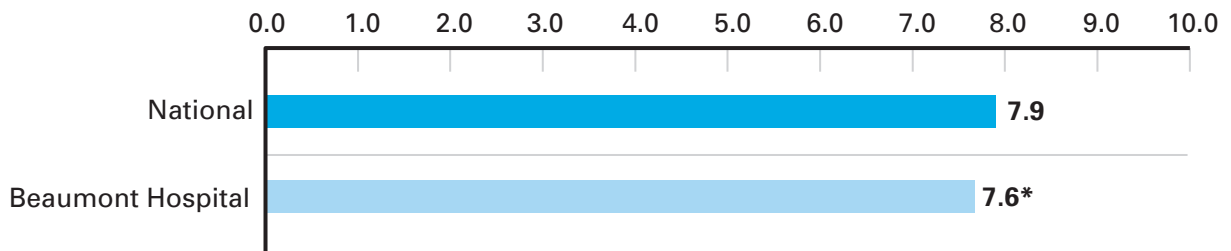


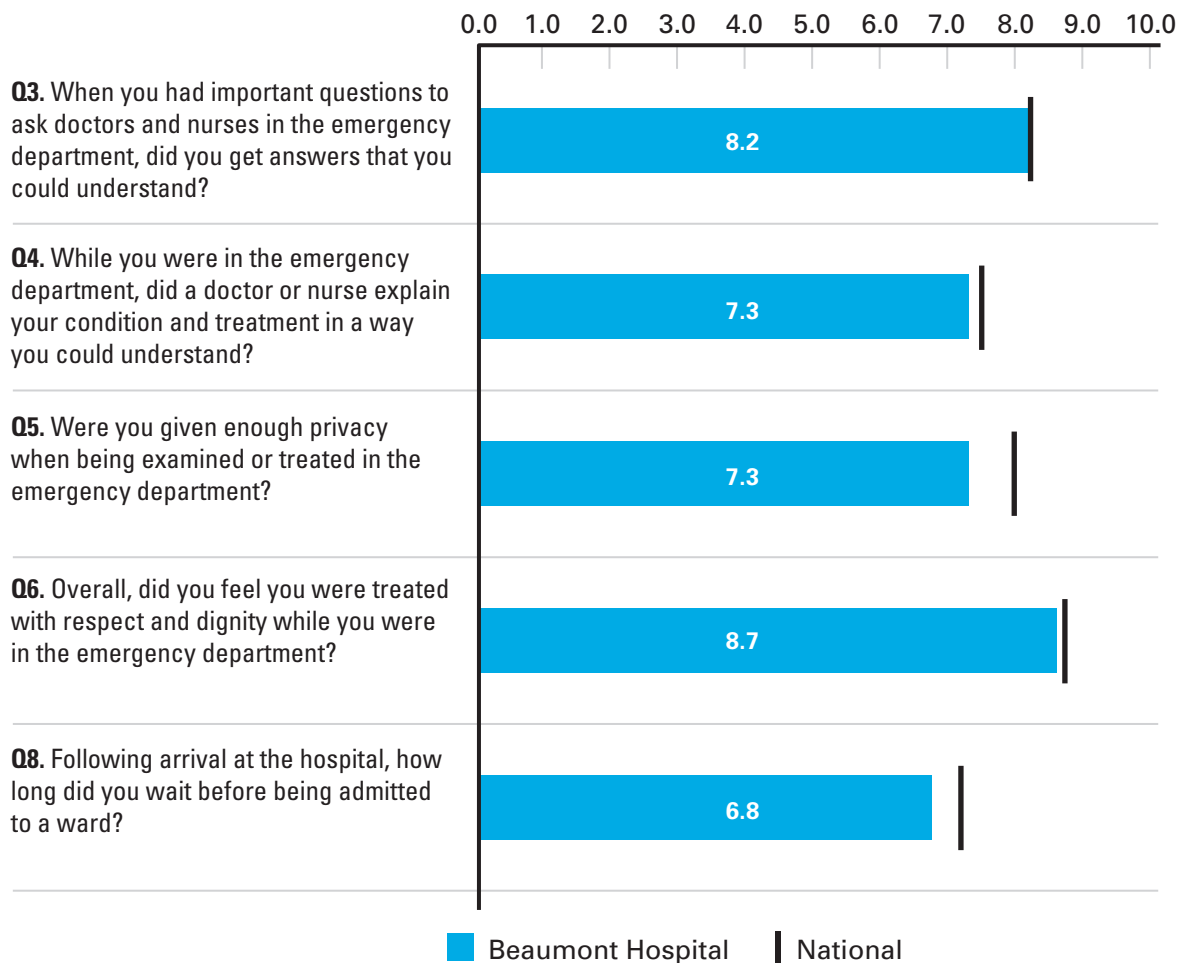
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

Figure 3 Comparison of Beaumont Hospital with the national average score for admissions (out of a maximum of 10).



* Denotes a statistically significant difference from the national average.

Figure 4 Beaumont Hospital scores for questions on admissions



Emergency department waiting times²

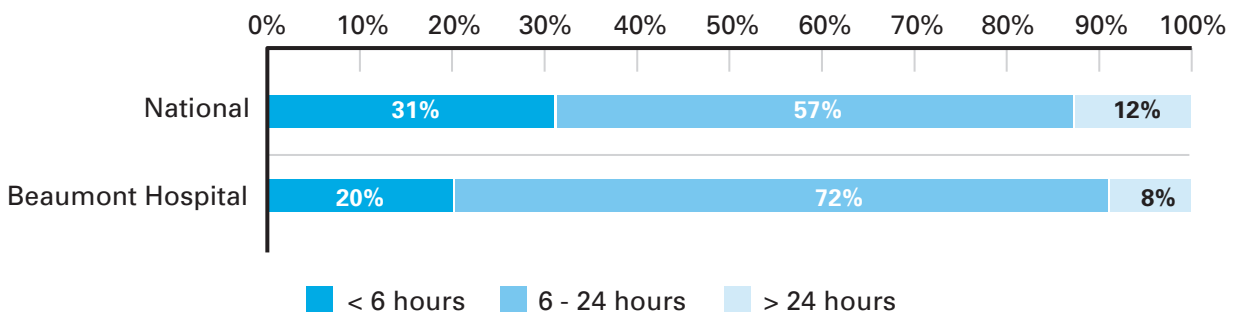
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 75% of people attending the emergency department are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.
- 95% of people attending the emergency department aged 75 years or older are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.

In Beaumont Hospital, 105 respondents (20%) said they were admitted to a ward within six hours of arriving at the emergency department, while 373 respondents (72%) reported waiting between six and 24 hours. 40 respondents (8%) reported waiting 24 hours or more before being admitted to a ward in Beaumont Hospital, with five of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in Beaumont Hospital, compared with the national average.

Figure 5 Patient-reported emergency department waiting times for Beaumont Hospital and nationally



2 The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2018 targets can be viewed at: <https://www.hse.ie/eng/services/publications/performance-reports/2018-acute-hospitals-metadata.pdf>.

The patient voice: what patients said about admissions

"Nurses in Accident and Emergency were exceptional."

"Feel care both in A&E and on the ward was very satisfactory. I feel that nurses, doctors and porters looked after me in a very caring and dignified way."

"When I was in A+E I was put in a room with another lady which was fine but when the team came around in the morning (male & female nursing assistants) they stood in the hallway and discussed my case openly giving all my medical history. I know conditions are very cramped in A&E but I felt very exposed by that (no privacy) And the lady who shared the room with me would have heard all that."

"A&E was horrendous experience. It's unacceptable to be waiting such a long time to be even assessed. Very little privacy once admitted (Before going to ward). Very degrading for very sick people to be placed on chairs/trolleys. Really substandard/third world conditions. A really upsetting experience."

Admissions: what do these results mean?

Patient ratings of admission to Beaumont Hospital were significantly lower than the national average, and similar to the hospital's 2017 score. The majority of patients were happy with the respect and dignity shown to them in the emergency department. Nonetheless, the hospital scored below the national average on this question. Many patients were dissatisfied with the lack of privacy they experienced in the emergency department, with this question also falling below the national average.

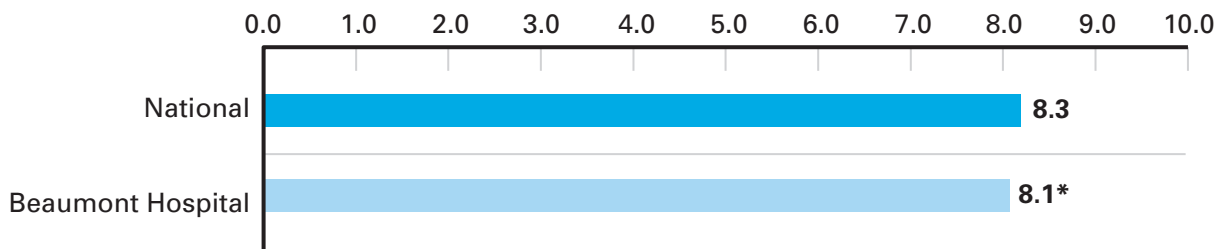
The hospital also performed below the national average on emergency department waiting times. 20% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.^(1,2)

Care on the ward

Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions on this stage of care.

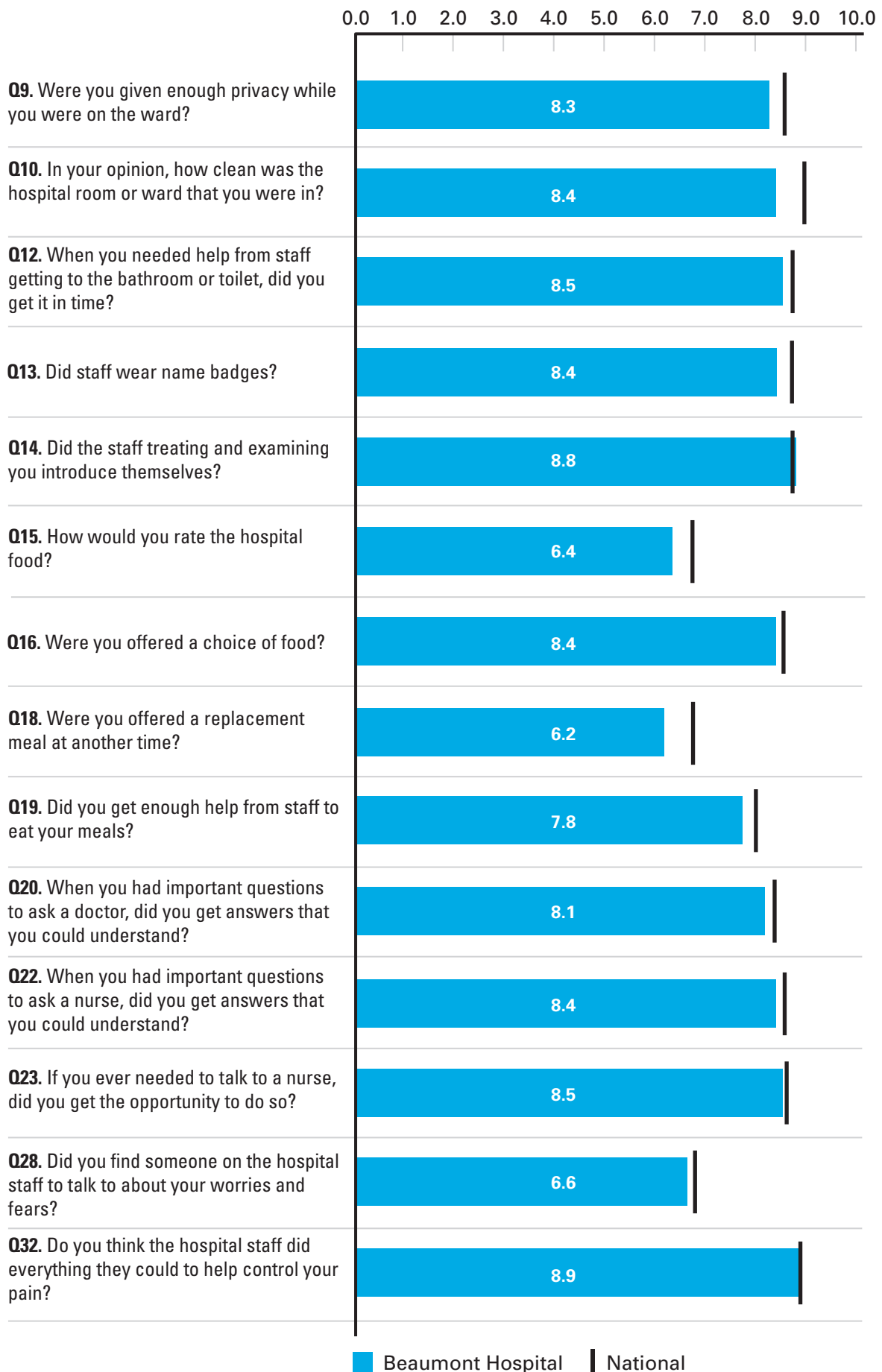


Figure 6 Comparison of Beaumont Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 7 Beaumont Hospital scores for questions on care on the ward



The patient voice: what patients said about care on the ward

"As I was suffering from a recurring [condition name], when I presented myself to the A and E Department, my information was at hand and I was seen to immediately. The various teams involved in my care were informed and could not be more professional. Once I was admitted to a ward, the nursing staff were completely aware of my condition and administered the antibiotics and other medications. I was in hospital for 11 days and could not have been treated better."

"I experienced a lot of kindness from the cochlear implant staff and also the nurses were so helpful. Good communication. Whatever is wrong in the HSE it is not the doctors or nurses that are at fault."

"Have someone on each ward to check in with patients to see how they are doing emotionally. I saw patients in ward crying alone each evening."

"Hygiene standards well below HIQA standards, the ward needs regular deep cleaning. No accountability for poor quality/delivery of food, while being assisted by senior dietician who was very helpful. The conditions in the ward were a throwback to the 1990's not what you would expect in 2018, e.g. light fittings were not suitable for patients with complex neurological conditions. Ward requires modernisation by the hospital group, e.g. windows need to be replaced. Insufficient equipment provided to frontline staff to care for patients. Not enough nurses and carers to provide sufficient care for patients with complex neurological conditions."

Care on the ward: what do these results mean?

Beaumont Hospital received significantly lower ratings of care on the ward than the national average. However, patient ratings of this stage were considerably higher in 2018 compared to last year's survey. The highest-scoring question on care on the ward shows that patients were generally satisfied with how their pain was managed. Many patients gave negative ratings for the availability of replacement meals, with this questions scoring below-average.

Examinations, diagnosis and treatment



Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions on this stage of care.

Figure 8 Comparison of Beaumont Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)

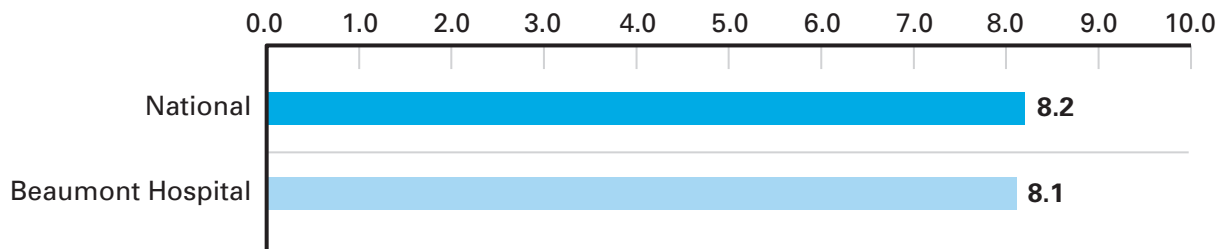
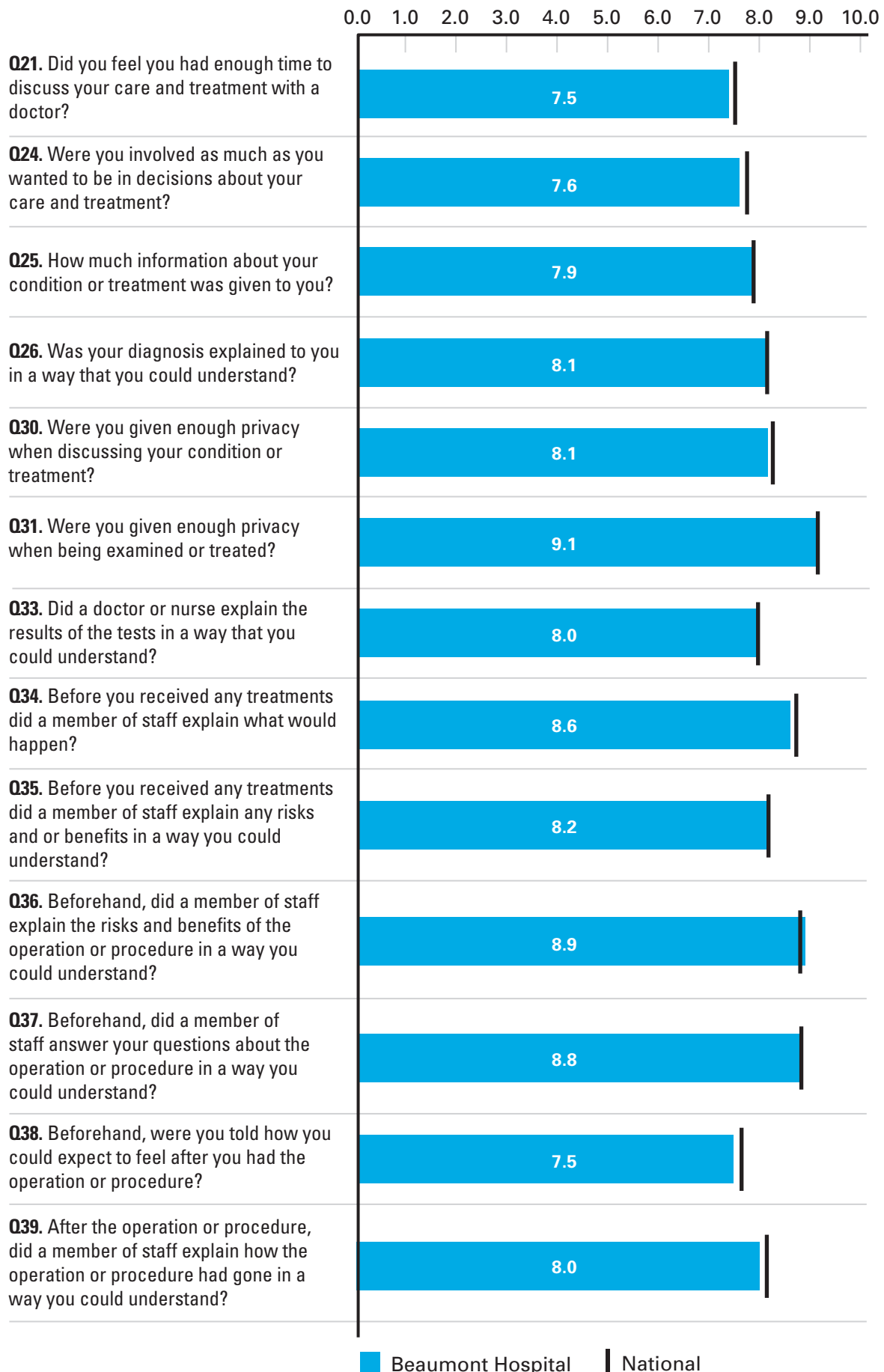


Figure 9 Beaumont Hospital scores for questions on examinations, diagnosis and treatment



The patient voice: what patients said about examinations, diagnosis and treatment

"My experience in the hospital dealing with all staff doctors, surgeons, nurses - care from start to finish was amazing, attention to detail regarding the surgery was fully explained to me and all risks explained with kindness and care. Post-surgery in the ward the nurses could not have done more for me, they really made my hospital stay such a very positive experience, and I wish to thank them with all my heart."

"I always receive 1st class care and attention as I am in and out quite a lot. I receive from nurses and doctors and all staff all the care I need and respect is very good also. Privacy 100%. All staff very friendly and approachable."

"I felt privacy was an issue with myself as I came from another unit, but staff openly discussed this in front of other patients on the ward, were is I wanted to keep it private."

"I understood the need for quick turn over of beds on the wards, but surely a patient should have the opportunity to get dressed before being moved. Also consultants should have more than one minute to talk to patients and be able to give thorough feedback on the surgery and aftercare as the nurses didn't know when I asked them."

Examinations, diagnosis and treatment: what do these results mean?

Ratings of examination, diagnosis and treatment were similar to the national average, though significantly higher when compared with last year's survey. Many patients in Beaumont Hospital gave positive ratings of the privacy they received when being examined or treated. However, many patients negatively rated the communication with staff prior to their operation or procedure — a number of people said that they were not fully told how they could expect to feel after such an intervention. As one of the lowest-scoring questions for examinations, diagnosis and treatment, this question also scored below the national average.

Discharge or transfer

Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions on this stage of care.

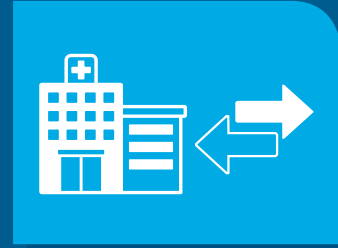
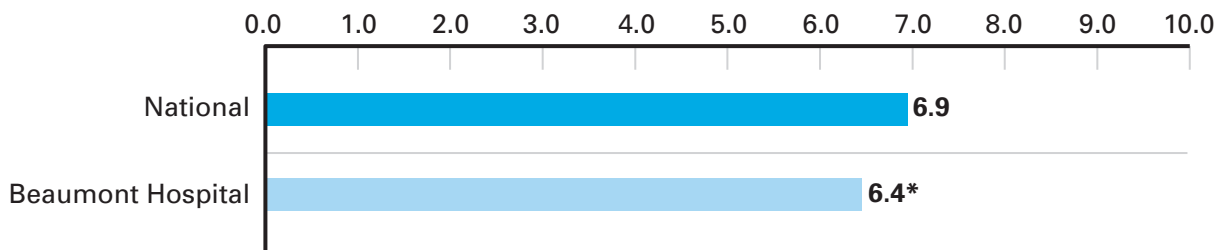
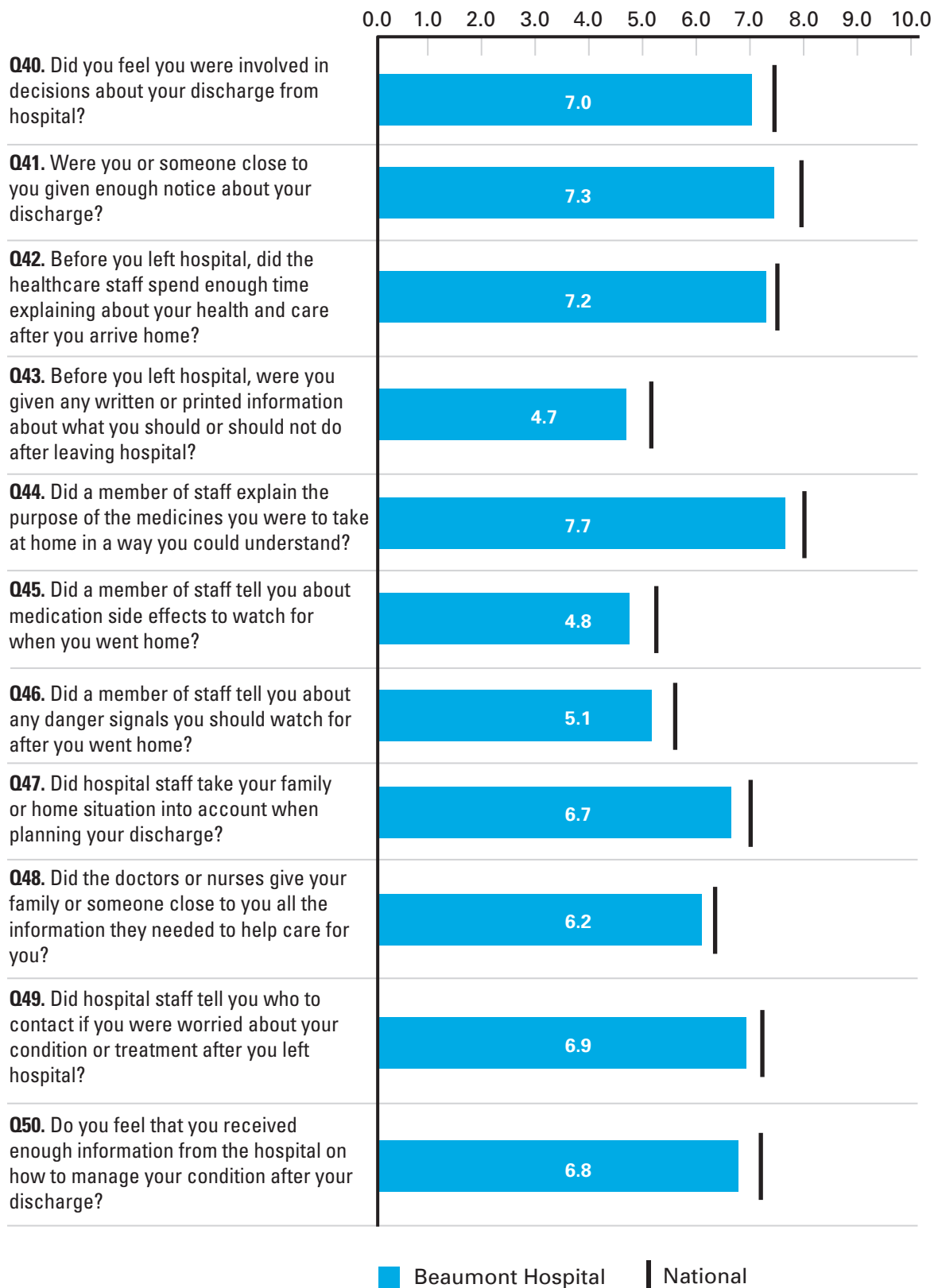


Figure 10 Comparison of Beaumont Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 11 Beaumont Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"I felt I could have received more information regarding what to do when I was discharged from hospital. I felt very unsure what to do, so I had to go see my GP afterwards for more information."

"My discharge was a day earlier than I expected, so seemed a bit rushed, but everything was done by the book and the caring disposition of all staff made up for any shortfall."

Discharge or transfer: what do these results mean?

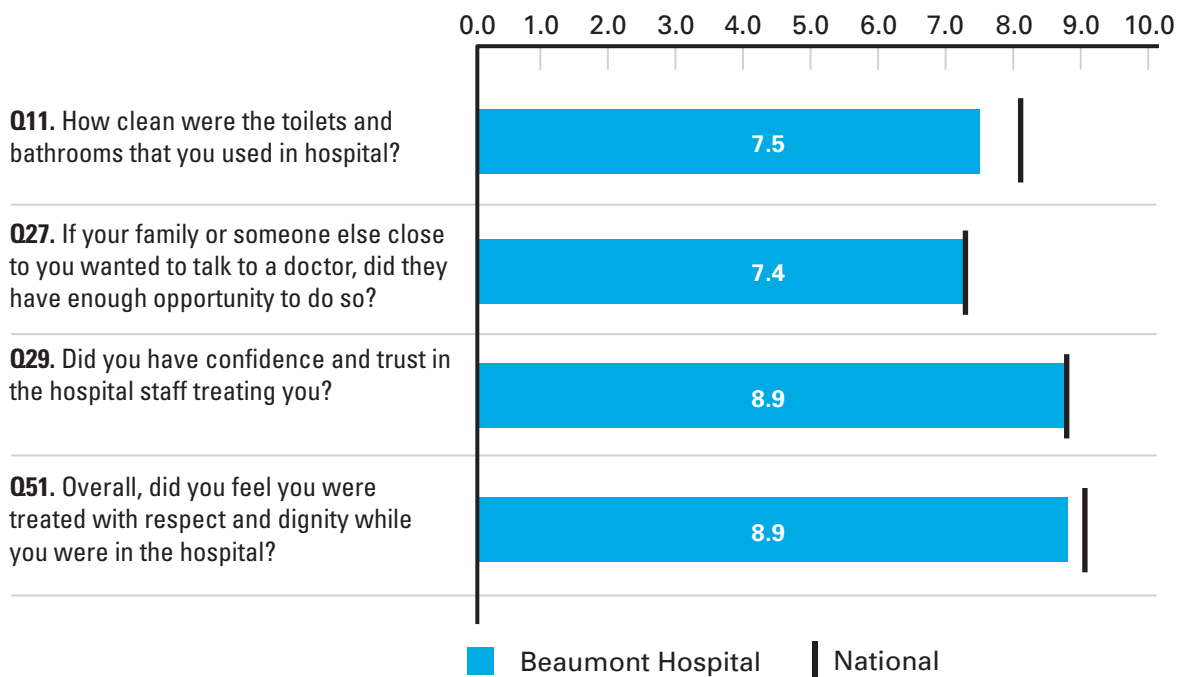
Participant ratings for this stage of care were significantly below the national average in 2018, but better than the hospital's 2017 score. The majority of patients said that staff gave them clear explanations of the purpose of the medicines they were to take at home. However, the majority of patients said that they left the hospital without being given any written or printed information about what they should or should not do at home. Beaumont Hospital performed below-average on every question related to discharge or transfer.

Other aspects of care



Figure 12 shows the hospital's scores for questions on this stage of care.

Figure 12 Beaumont Hospital scores for other aspects of care



The patient voice: what patients said about other aspects of care

"I felt the care I received was truly person centred. Always treated very well. Everything was very clearly explained. The staff were all very professional and kind. Their passion in the area of [condition name] was always apparent."

"Excellent hospital, and you are treated with dignity, kindness and respect and you feel that staff support and care about you."

"The consultant was very poor at communicating the diagnosis and extremely poor at contacting the family. Some of the Nursing staff had lost all empathy. It was obvious the nursing staff were overworked."

"The staff are so used to dealing with head injuries that they forget that this is all new and frightening to the patient and family. More empathy would make a big difference. They talk among themselves a lot."

Other aspects of care: what do these results mean?

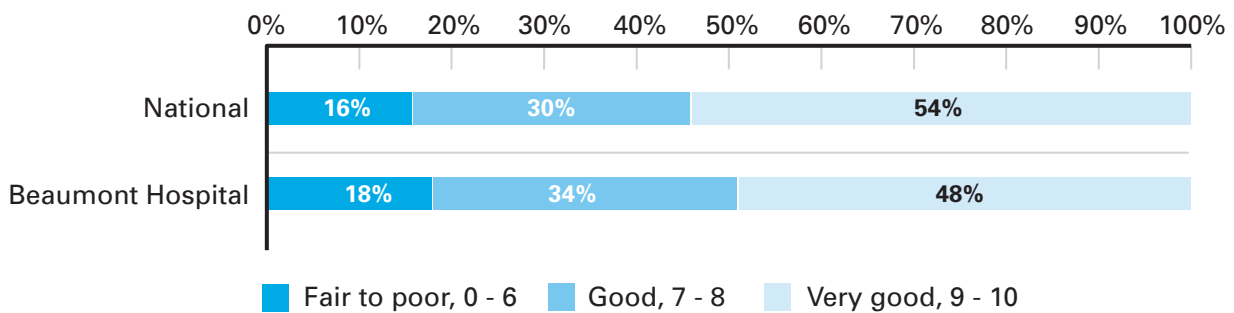
The ratings for the questions on other aspects of care were mixed. For example, many people gave below-average ratings for the cleanliness of the toilets and bathrooms. Even though most participants said that they had confidence and trust in the staff treating them, some people did not give a positive rating in this area. Similarly, while most participants said they were treated with respect and dignity, some people said that they were not. This question scored below the national average.

Overall experience

Respondents were asked to rate their overall hospital experience on a scale from 0 to 10, with 10 being the most positive experience, and 0 the most negative experience. 48% of participants from Beaumont Hospital rated their care as very good, slightly below the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Beaumont Hospital with the national average.

Figure 13 Overall rating of hospital experience for Beaumont Hospital and nationally



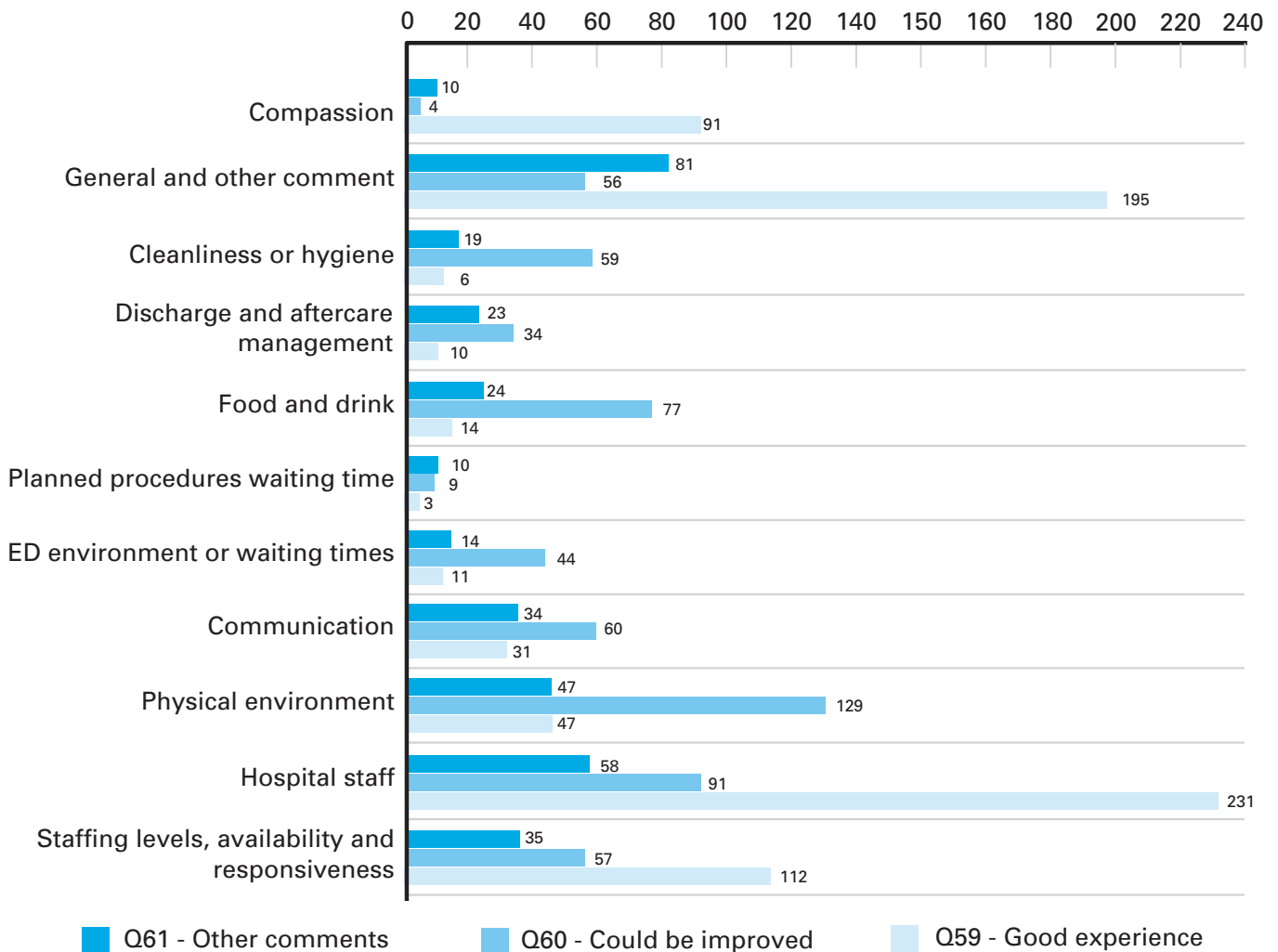
In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospitals. These free-text questions allowed people to give a more in-depth description of specific aspects of their care. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. In total, 1,726 comments were received from patients of Beaumont Hospital in response to the free-text questions in the 2018 survey.

Figure 14 shows the breakdown of participant comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

For Q59, most of the comments related to the 'hospital staff' and 'general and other comment' themes. For Q60, most comments related to the 'physical environment', 'hospital staff' and to 'food and drink'. Finally, most responses to Q61 were a 'general and other comment'.

Figure 14 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in Beaumont Hospital in May 2018?

Most patients said they had a positive overall experience in Beaumont Hospital. 82% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Beaumont Hospital scored below the national average on three stages of care, i.e. admissions, care on the ward and discharge or transfer.

Participant ratings of care, however, were generally more positive than those received in 2017, particularly in relation to care on the ward; examinations, diagnosis and treatment; and discharge or transfer.

Areas of good experience were identified and these relate to various aspects of communication in the hospital. For instance, many patients said that staff always introduced themselves and that they received clear and detailed explanations of the risks and benefits of an operation or procedure. Furthermore, most participants said that their family was given sufficient opportunity to talk to a doctor.

In addition, several areas needing improvement were identified. Many patients said that they did not have confidence and trust in the staff treating them, with many also saying that, overall, they did not feel as though they were treated with respect and dignity. In addition, a significant number of patients left the hospital without sufficient information on how to manage their condition at home.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they were not treated with respect and dignity were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Beaumont Hospital improve the experiences of patients in the hospital, continuing the good work done in response to the 2017 survey.

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in Beaumont Hospital. Questions that have a strong relationship with overall ratings of experience (Q52) are selected as areas of good experience or areas needing improvement respectively.

Three areas of good experience (highlighted in blue) and three areas needing improvement (highlighted in purple) are identified on the map.

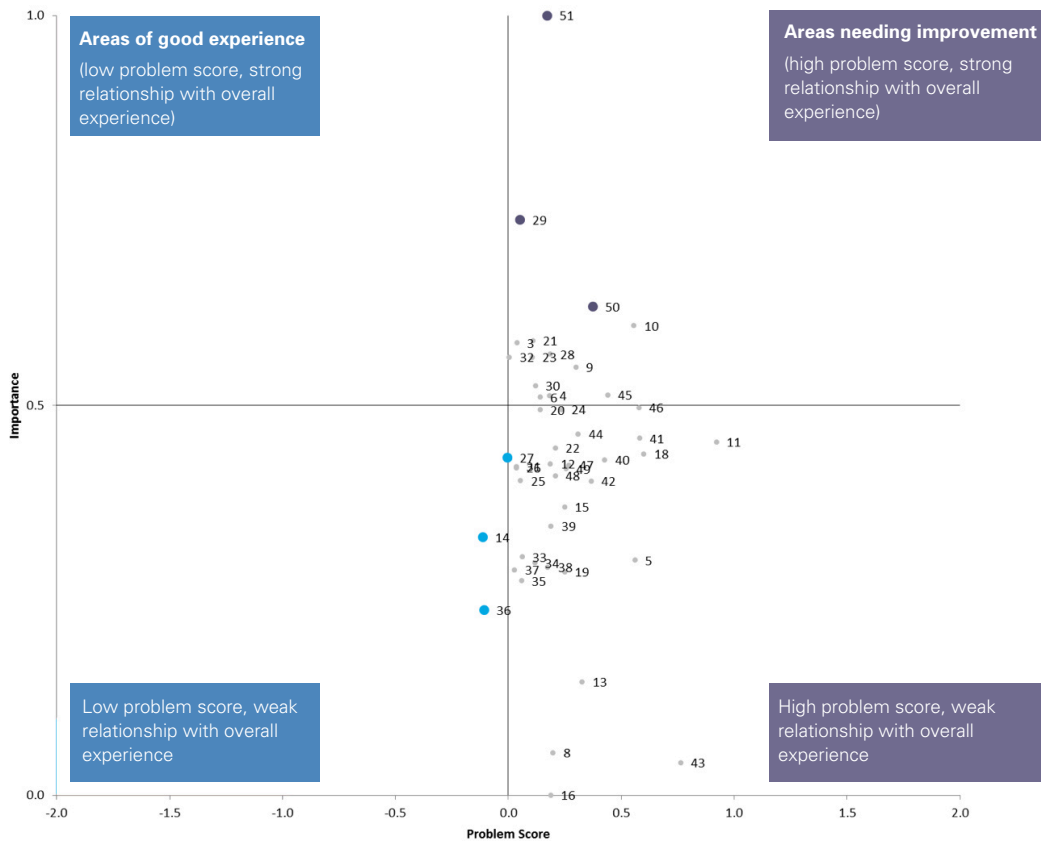
Interpreting the improvement map

The **importance** of the relationship between each question and overall experience is given on the vertical axis as a number between 0 and 1, with 1 being the strongest possible relationship.

Problem scores show the difference (positive or negative) between the national average and a question score (out of 10). These are given on the horizontal axis.

Questions that have high problem scores and are important to patients' overall experiences appear in the **top right section** of the map — these are **areas needing improvement** in this hospital.

Questions that have low problem scores and are important to patients' overall experiences can be found in the **top left section** of the map — these are **areas of good experience** in this hospital.



References

1. Singer AJ, Thode Jr HC, Viccellio P, Pines JM. The Association Between Length of Emergency Department Boarding and Mortality. *Academic Emergency Medicine*. 2011;18(12):1324-9.
2. Plunkett PK, Byrne DG, Breslin T, Bennett K, Silke B. Increasing wait times predict increasing mortality for emergency medical admissions. *European Journal of Emergency Medicine*. 2011;18(4):192-6.