



National Patient Experience Survey 2018

Cappagh National Orthopaedic Hospital

 @NPESurvey

 /NPESurvey

We're committed to excellence in healthcare



Seirbhís Sláinte
Níos Fearr
á Forbairt | Building a
Better Health
Service



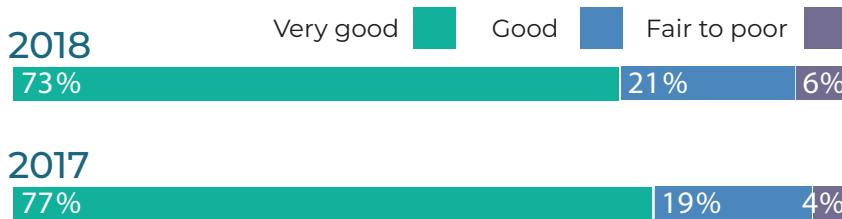
An Roinn Sláinte
Department of Health



Cappagh National Orthopaedic Hospital

2018 survey results

Overall experience



response rate

Areas of good experience



Respect and dignity



Help from staff to get to the bathroom



Involvement in decisions about care and treatment

Areas needing improvement



Offer of a replacement meal



Explanation of treatments

The patient voice

“The staff were very caring and always treated me with great dignity and respect. The level of cleaning was above my expectations based on previous hospital experiences.”



“I personally feel the quality of patient care has really become a lot less patient-based in regard to listening to any issues a patient has to talk about.”

www.patientexperience.ie

Structure and content of this report

| | |
|---|-----------|
| About the National Patient Experience Survey 2018 | 4 |
| What were the main findings for Cappagh National Orthopaedic Hospital? | 4 |
| Hospital and participant profile | 5 |
| Areas of good experience and areas needing improvement | 6 |
| Survey results for the stages of care along the patient journey | 8 |
| Interpreting the results for the stages of care | 9 |
| Changes in patient experience over time | 9 |
| Care on the ward | 10 |
| Examinations, diagnosis and treatment | 13 |
| Discharge or transfer | 16 |
| Other aspects of care | 19 |
| Overall experience | 21 |
| In their own words: analysis of patients' comments | 22 |
| Conclusion | 23 |
| What were patients' experiences of hospital care in Cappagh National Orthopaedic Hospital in May 2018? | 23 |
| Appendix 1: Areas of good experience and areas needing improvement | 24 |
| Improvement map | 24 |

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%. 178 patients from Cappagh National Orthopaedic 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 Cappagh National Orthopaedic Hospital?

The majority of participants from Cappagh National Orthopaedic Hospital reported positive experiences in hospital. 94% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved above-average scores across every stage of care.

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, most participants said that they got help getting to the bathroom when they needed it. In addition, a significant number of patients said that they were involved in decisions about their care, and felt treated with respect and dignity while in hospital.

There were also several areas needing improvement. Some patients said that they weren't offered a replacement meal when they missed one. A number of patients also said that staff did not fully explain what would happen before they received a treatment.

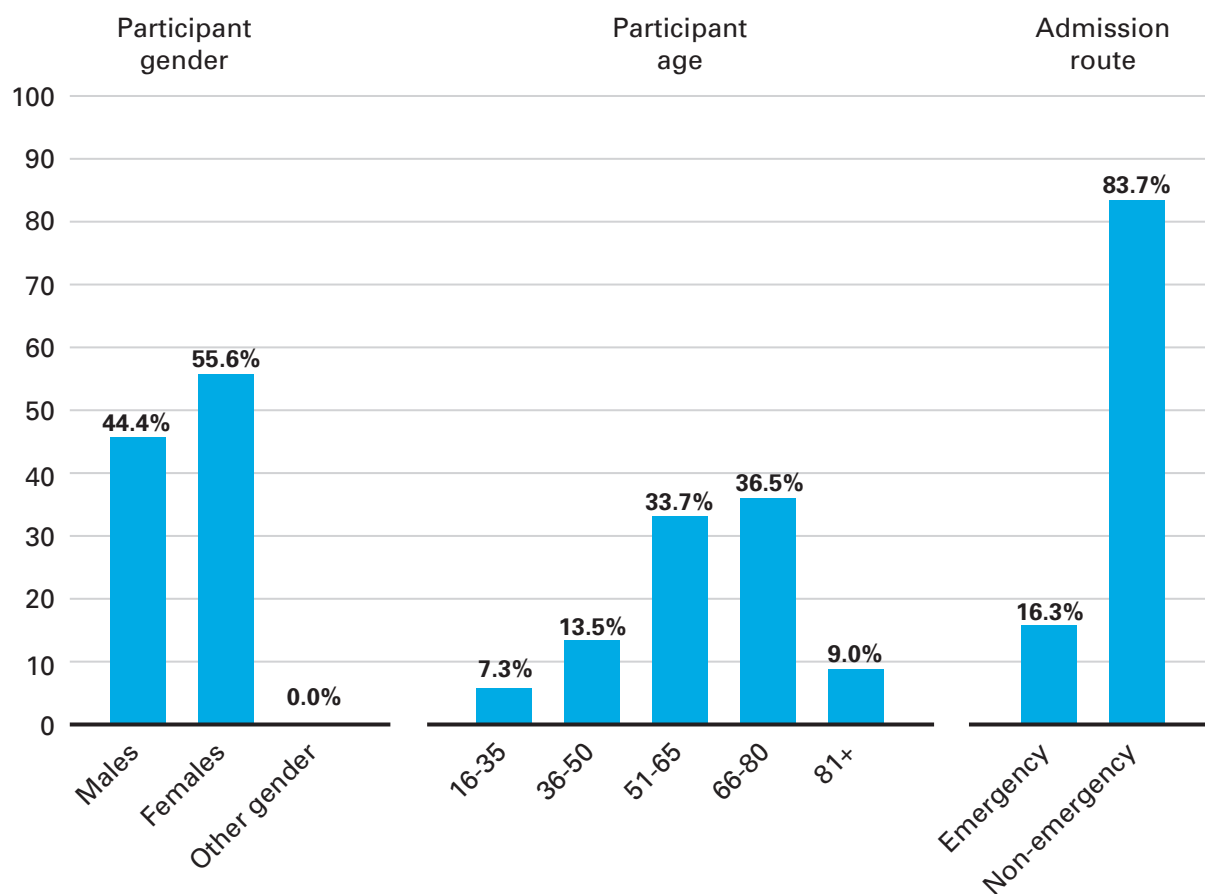
Patient experience ratings were similar to those in the 2017 survey. The findings of this year's survey will help Cappagh National Orthopaedic Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

Cappagh National Orthopaedic Hospital is a public acute hospital located in Finglas, Dublin. There were 97 inpatient beds available in the hospital during the survey period of May 2018.

246 people discharged from Cappagh National Orthopaedic Hospital during the month of May 2018 were invited to participate in the survey. 178 people completed the survey, achieving a response rate of 72%. 44.4% of participants were male and 55.6% were female. 29 respondents (16.3%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Cappagh National Orthopaedic Hospital.

Figure 1 Participants from Cappagh National Orthopaedic Hospital by gender, age group and admission route



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While Cappagh National Orthopaedic Hospital does not have an emergency department, patients may have felt that their condition was an emergency. It is also possible that these patients were originally admitted to a hospital with an emergency department before being transferred to Cappagh National Orthopaedic Hospital.

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 Cappagh National Orthopaedic Hospital are:

| | |
|---|---|
| <p>Care on the ward</p> <p>Help from staff to get to the bathroom Q12</p> | <p>146 (90%) of the 163 people who answered this question said that they always got help from staff to get to the bathroom when they needed it.</p> |
| <p>Examinations, diagnosis and treatment</p> <p>Involvement in decisions about care and treatment Q24</p> | <p>165 people (96%) said that they were always or sometimes involved in decisions about their care and treatment.</p> |
| <p>Other aspects of care</p> <p>Respect and dignity Q51</p> | <p>166 people (94%) said that they were always treated with respect and dignity while in the hospital.</p> |

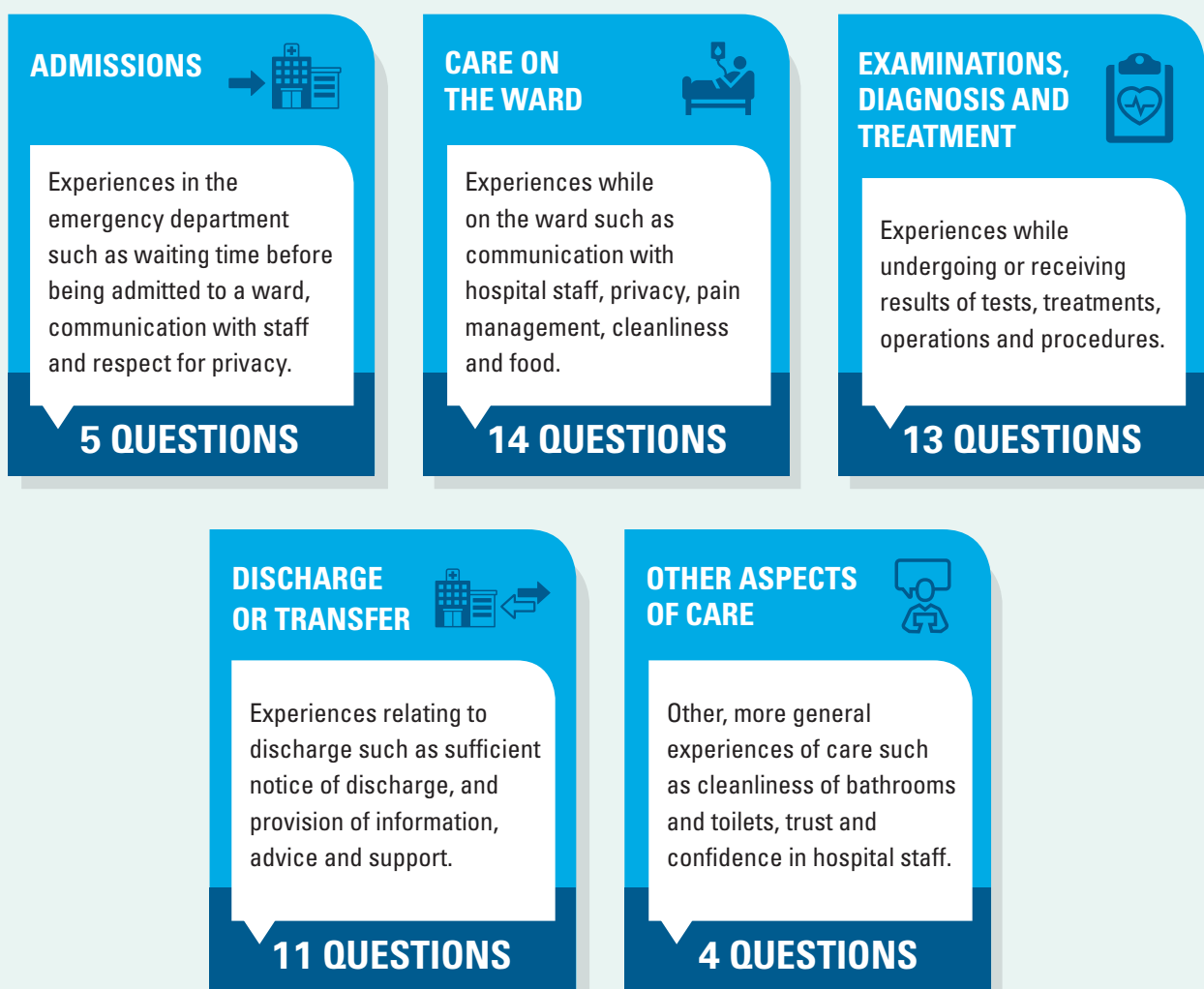
The areas needing improvement in Cappagh National Orthopaedic Hospital are:

| | |
|---|--|
| <p>Care on the ward</p> | <p>Of the 47 people who answered this question, 18 (38%) said that they were not, or were only sometimes, offered a replacement meal if they missed one.</p> |
| <p>Offer of a replacement meal Q18</p> | |
| <p>Examinations, diagnosis and treatment</p> | <p>16 people (10%) said that staff did not explain, or only sometimes explained, what would happen before they received a treatment.</p> |
| <p>Explanation of treatments Q34</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 journey²:



2 As Cappagh National Orthopaedic Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

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.

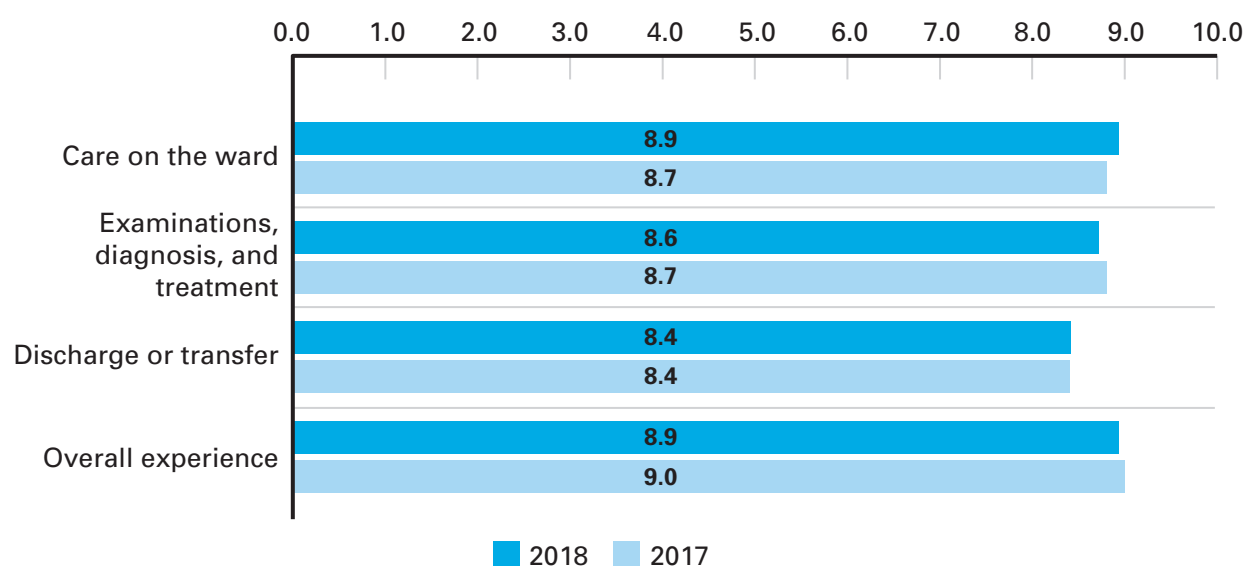
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average ratings of their overall experience largely remained the same in 2018 as in 2017. There were some small differences in scores across the stages of care but these were not statistically significant. 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 scores³ for Cappagh National Orthopaedic Hospital 2017 and 2018



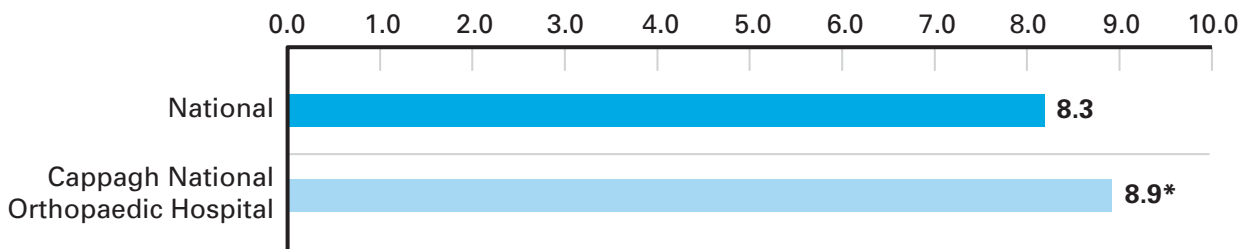
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Care on the ward

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

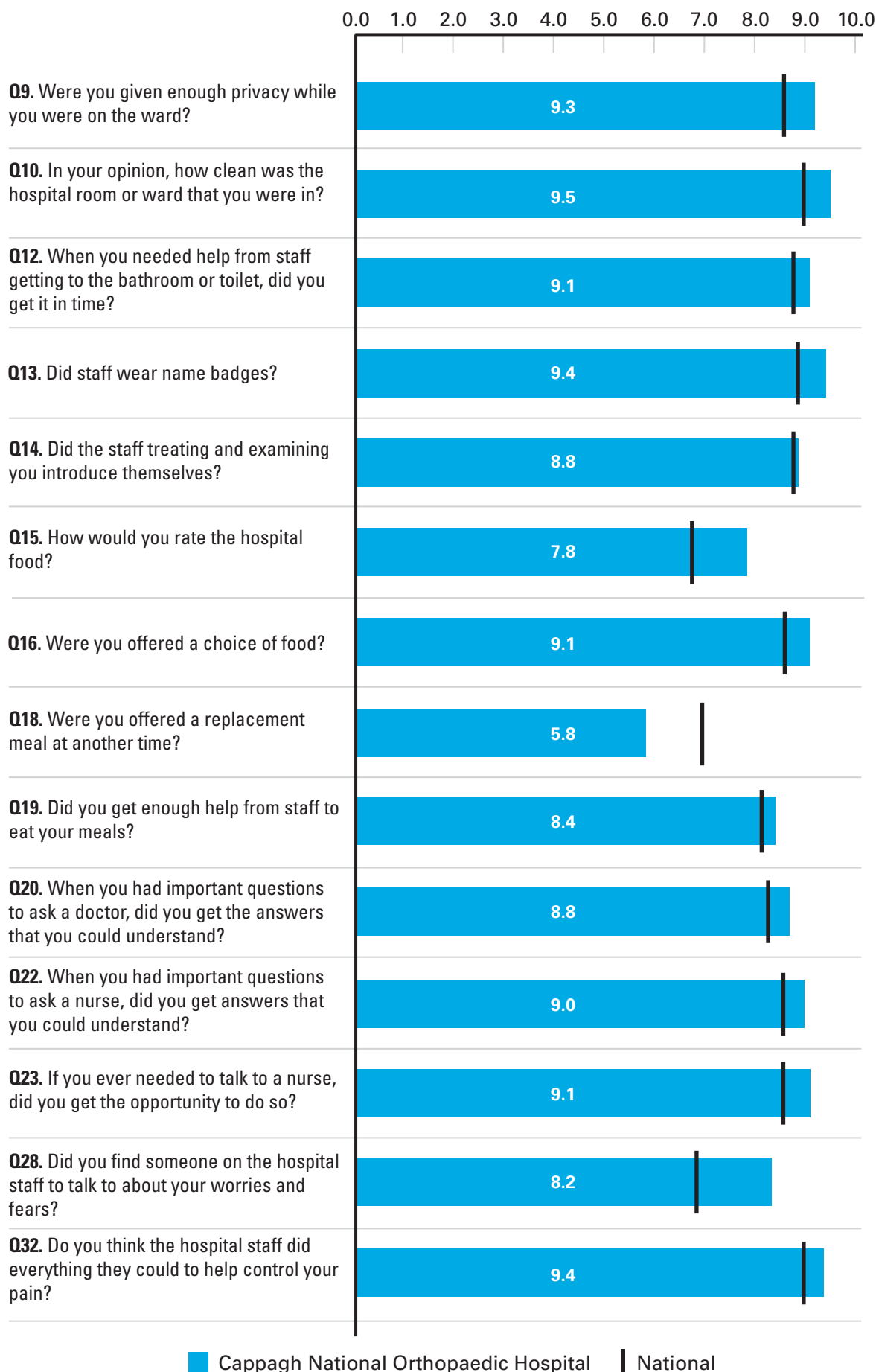


Figure 3 Comparison of Cappagh National Orthopaedic Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Cappagh National Orthopaedic Hospital scores for questions on care on the ward



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

“Very helpful and friendly staff. I got the best treatment and care. The cleaning in this hospital was outstanding I was very impressed. Food was very good as regards to most hospitals.”

“My stay in Cappagh hospital was made better by the kind, caring, attentive and experienced staff. The systems in place for managing patients are very efficient and professional. I was very pleased with my stay.”

“Perhaps more variety of food. Meals were good on weekdays but Sunday was not great - perhaps due to a lack of staff?”

“Most of the staff were great, but I think they need to listen more to the patient as one knows their body better. Every patient is an individual and their experience is unique to them.”

Care on the ward: what do these results mean?

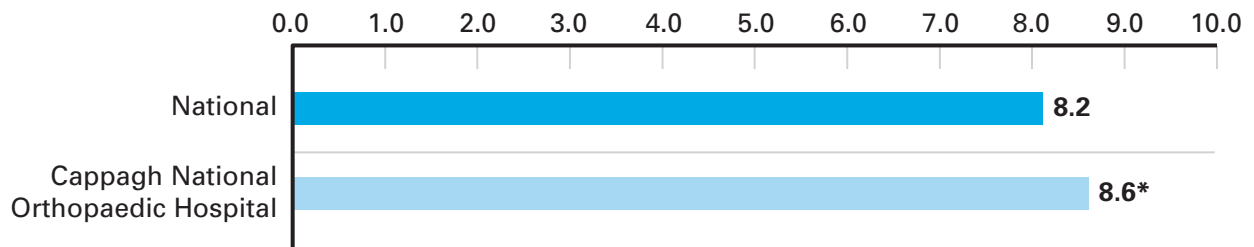
Cappagh National Orthopaedic Hospital received higher ratings of care on the ward than the national average. However, there was no significant difference in patient ratings of this stage compared to 2017. Patients said the rooms and wards in the hospital were generally very clean, and their pain was managed effectively. Some patients said that they weren't always offered a replacement meal if they missed one. The hospital scored below the national average for this question.

Examinations, diagnosis and treatment



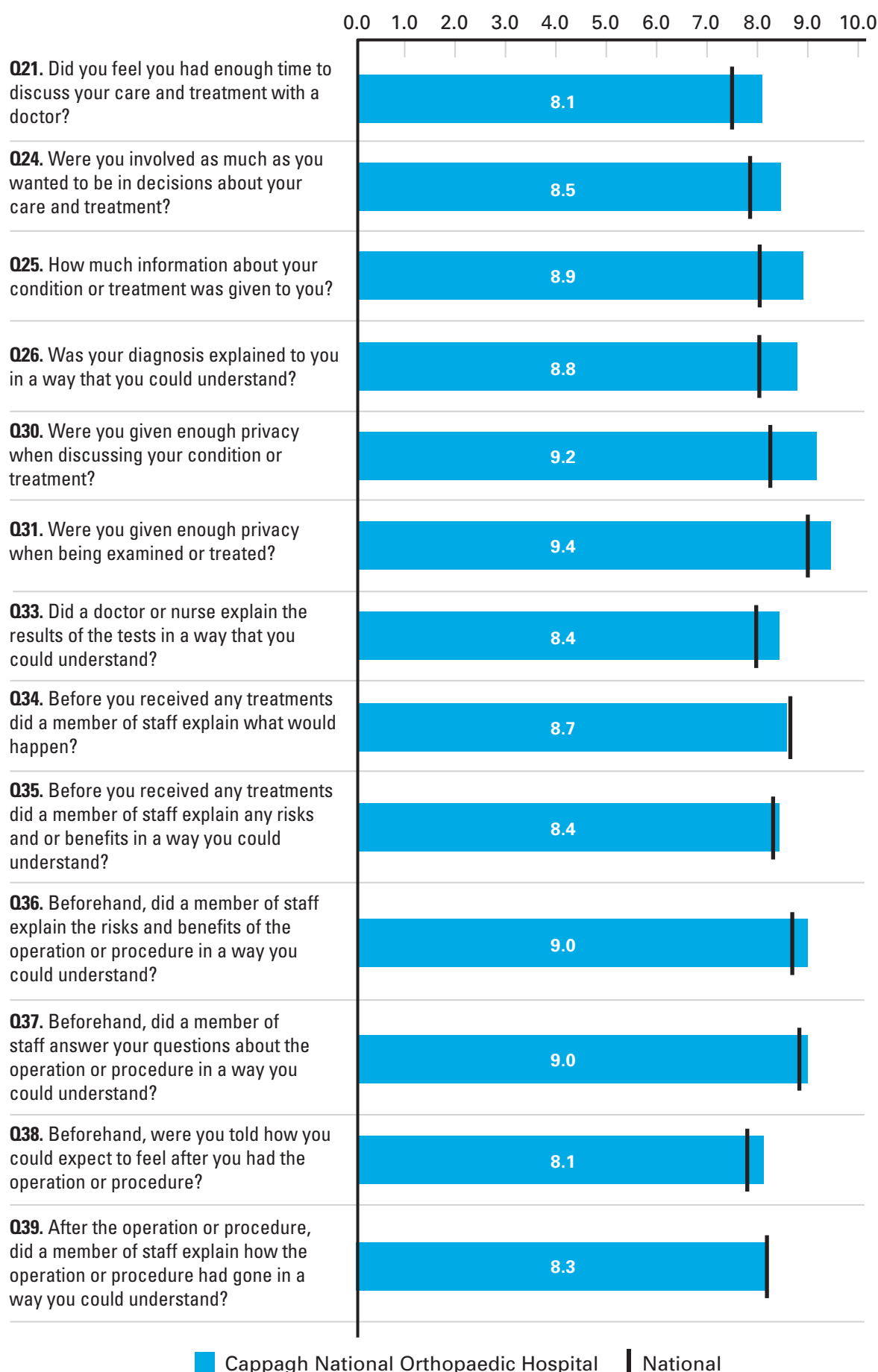
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions on this stage of care.

Figure 5 Comparison of Cappagh National Orthopaedic Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 6 Cappagh National Orthopaedic Hospital scores for questions on examinations, diagnosis and treatment



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

"I felt because the hospital was specifically orthopaedic that it was very efficient and all the staff were very knowledgeable about the procedure being carried out."

"Communication about operation time, more information about procedure or operation."

"The doctors, nurses & staff were all very professional & helpful. Everyone was very friendly."

"I feel a few nurses could try be a bit more friendly or just not come across so stand offish. Some can be a bit abrupt with you, and I witnessed that with other patients. But overall I can't say anything majorly bad about my stay."

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

Ratings of examination, diagnosis and treatment were above the national average and similar to the hospital's 2017 ratings. Patient ratings of the stage were similar to those of the 2017 survey for the hospital. Patients generally said that they were given enough privacy while receiving or discussing treatments. Some patients did not receive sufficient explanations of treatments before they occurred.

Discharge or transfer

Figure 7 compares the hospital's overall score for discharge or transfer with the national average. Figure 8 shows the hospital's scores for questions on this stage of care.

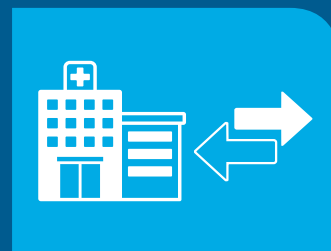
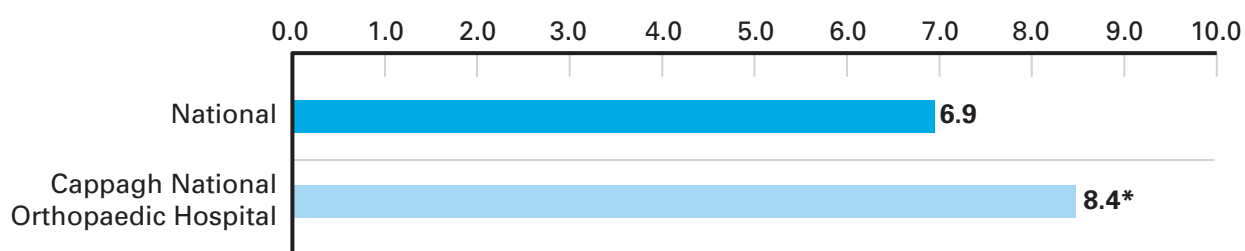
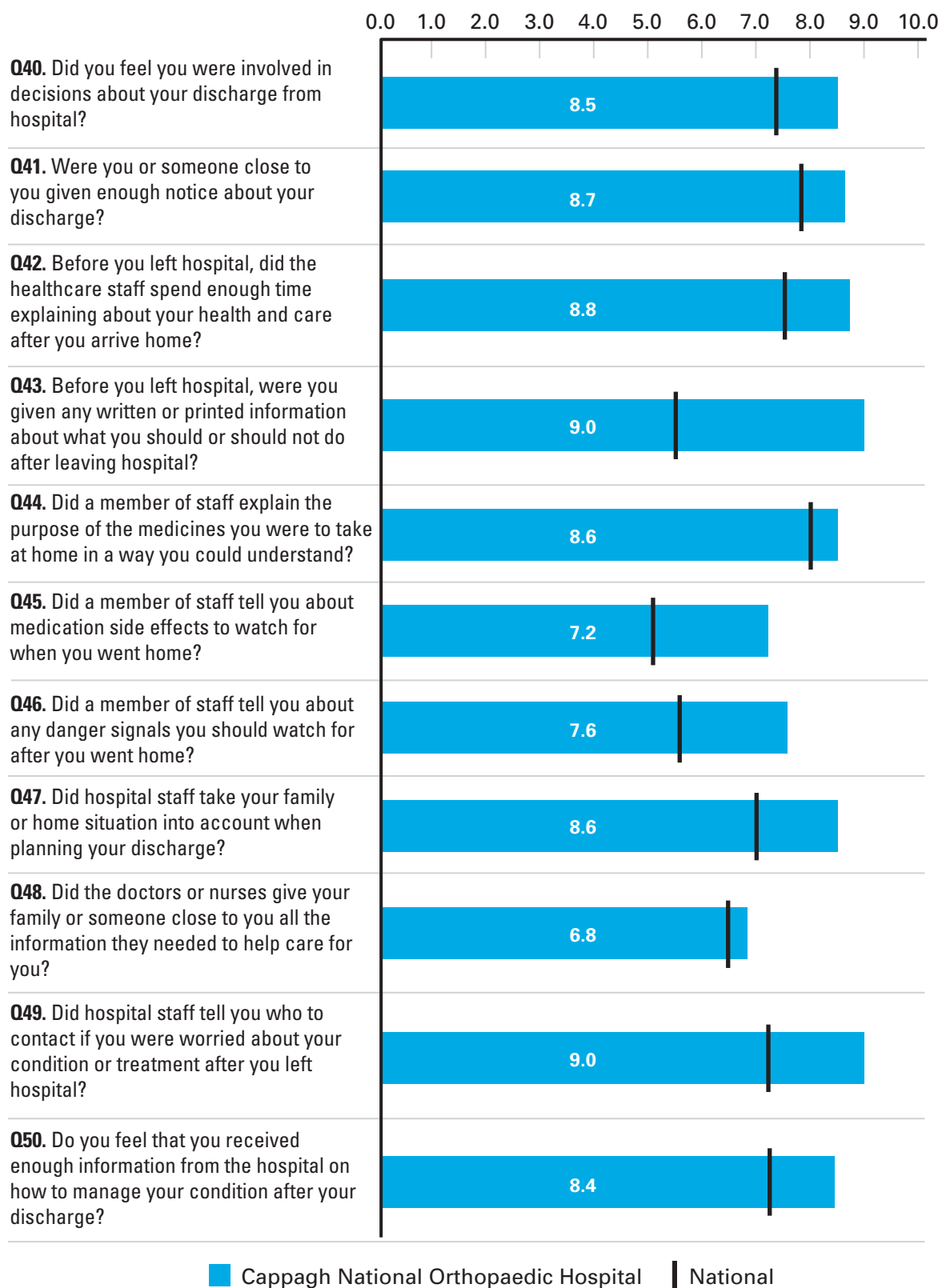


Figure 7 Comparison of Cappagh National Orthopaedic Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 8 Cappagh National Orthopaedic Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"The staff were absolutely brilliant. They made my stay and aftercare so comfortable. I can't recommend the hospital and staff enough."

"The communication between the discharge people and her home care team was poor (although possibly due to the home care team more so than the hospital)."

"The doctors, nurses and all the staff were excellent. Thank you all for the care and attention I received and will still receive I am sure in follow up procedures."

"Discharge. Similar to 12 years ago when I had my [procedure name]. Very traumatic experience, pressurised by staff to hurry up and vacate bed. No empathy shown to patient who is in pain and unable to respond quickly enough post-surgery."

Discharge or transfer: what do these results mean?

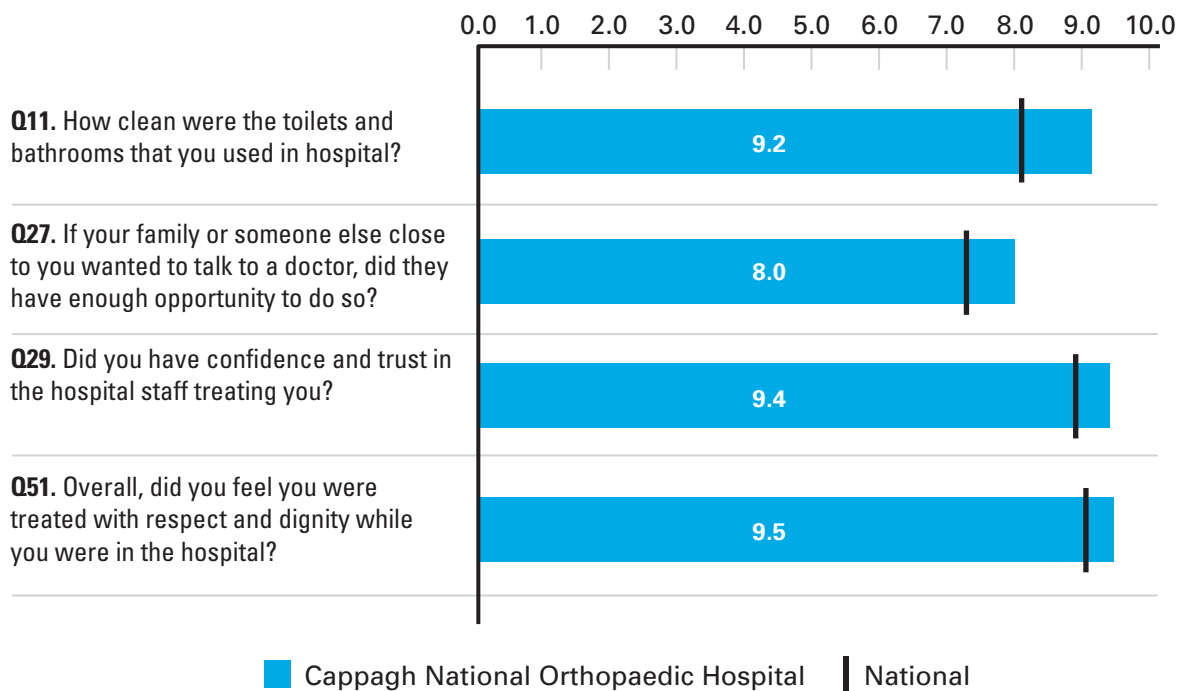
Participant ratings for this stage of care were above the national average on all questions and similar to the hospital's 2017 score. Patients generally received written information on their care at home, and were told who to contact if they were worried.

Other aspects of care



Figure 9 shows the hospital's scores for questions related to other aspects of care.

Figure 9 Cappagh National Orthopaedic Hospital scores for other aspects of care



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

"The staff were very caring and always treated me with great dignity and respect. The level of cleaning was above my expectations based on previous hospital experiences."

"Doctors nurses, care physios, kitchen people could not do enough for you. Nobody made you feel like you were just another patient. So 10/10 for that."

"Privacy when curtains are pulled. No need to pull curtains when you can hear everything between patient and doctor or nurse."

"I personally feel the quality of patient care has really become a lot less patient-based in regard to listening to any issues a patient has to talk about."

Other aspects of care: what do these results mean?

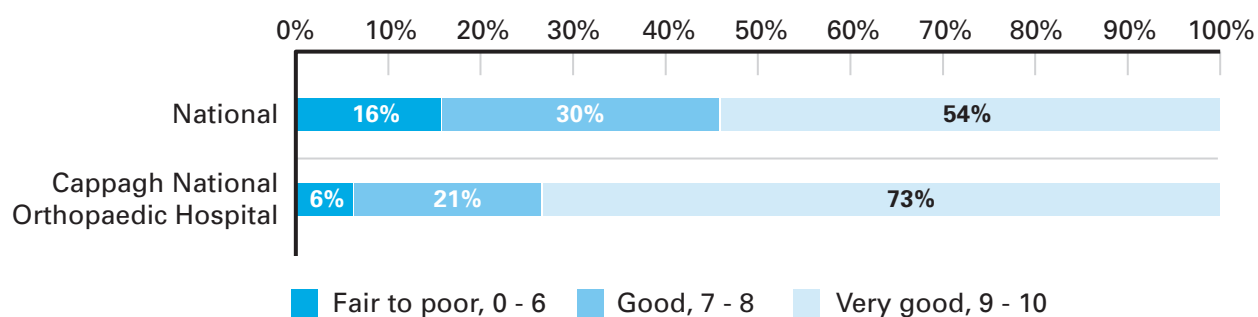
The ratings for the questions on other aspects of care were above the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. Patients also gave mostly positive ratings of the cleanliness of bathrooms, and the opportunities for their families to speak to a doctor.

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. 73% of participants from Cappagh National Orthopaedic Hospital rated their care as very good, well above the national figure of 54%.

Figure 10 compares the average overall rating of hospital experience for Cappagh National Orthopaedic Hospital with the national average.

Figure 10 Overall rating of hospital experience for Cappagh National Orthopaedic Hospital and nationally



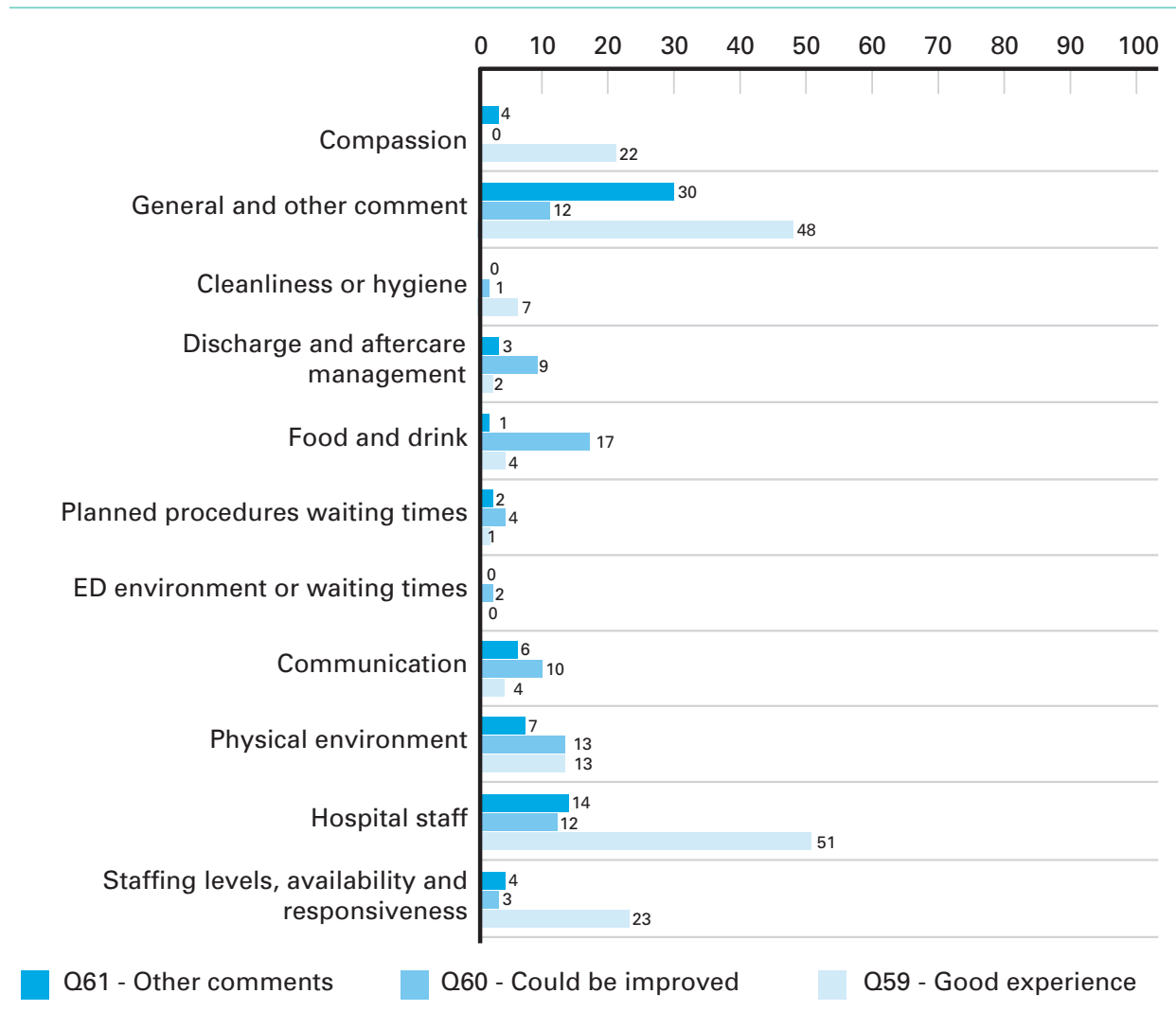
In their own words: analysis of patients' comments

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, 329 comments were received from patients of Cappagh National Orthopaedic Hospital in response to the free-text questions in the 2018 survey.

Figure 11 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 'food and drink' and 'physical environment' themes. For Q61, most comments related to the 'hospital staff' and 'general and other comment' themes.

Figure 11 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in Cappagh National Orthopaedic Hospital in May 2018?

Most participants said they had a positive overall experience in Cappagh National Orthopaedic Hospital. 94% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Cappagh National Orthopaedic Hospital received above-average scores across every stage of care.

A number of areas of good experience were identified following an analysis of patient feedback. Most patients said that they received help in getting to the bathroom when they needed it. In addition, many patients said they were involved in decisions about their care and were treated with respect and dignity.

Two areas needing improvement were also identified. For example, some patients said that they did not receive a replacement meal when required. A number of patients said that they did not receive a clear explanation of a treatment before it took place.

These two 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 had not received a clear explanation of a treatment were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Cappagh National Orthopaedic 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 Cappagh National Orthopaedic 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 two 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.

