



National Patient Experience Survey 2018

Cavan and Monaghan Hospital

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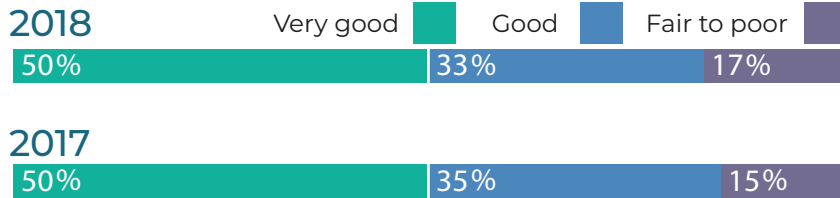
An Roinn Sláinte
Department of Health



Cavan and Monaghan Hospital

2018 survey results

Overall experience



response rate

Areas of good experience



Respect and dignity



Information on how to manage a condition



Explanation of the purpose of medications

Areas needing improvement



Clear explanation of test results



Someone to talk to about worries and fears



Confidence and trust in hospital staff

The patient voice

"I was looked after very professionally. Very quickly diagnosed and treated also with great respect and dignity."



"I was given a diagnosis with no proper information as to the implications. This led to needless emotional stress for three weeks."

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%. 278 patients from Cavan and Monaghan 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 Cavan and Monaghan Hospital?

The majority of participants from Cavan and Monaghan Hospital reported positive experiences in hospital. 83% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved similar scores to the national average 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, patients were satisfied with the information given to them about the purpose of their medication and how to manage their condition after discharge. In addition, the majority of patients said that staff treated them with respect and dignity throughout their stay in hospital.

There were also several areas needing improvement. A number of patients did not feel emotionally supported, while many also did not have trust and confidence in the staff treating them.

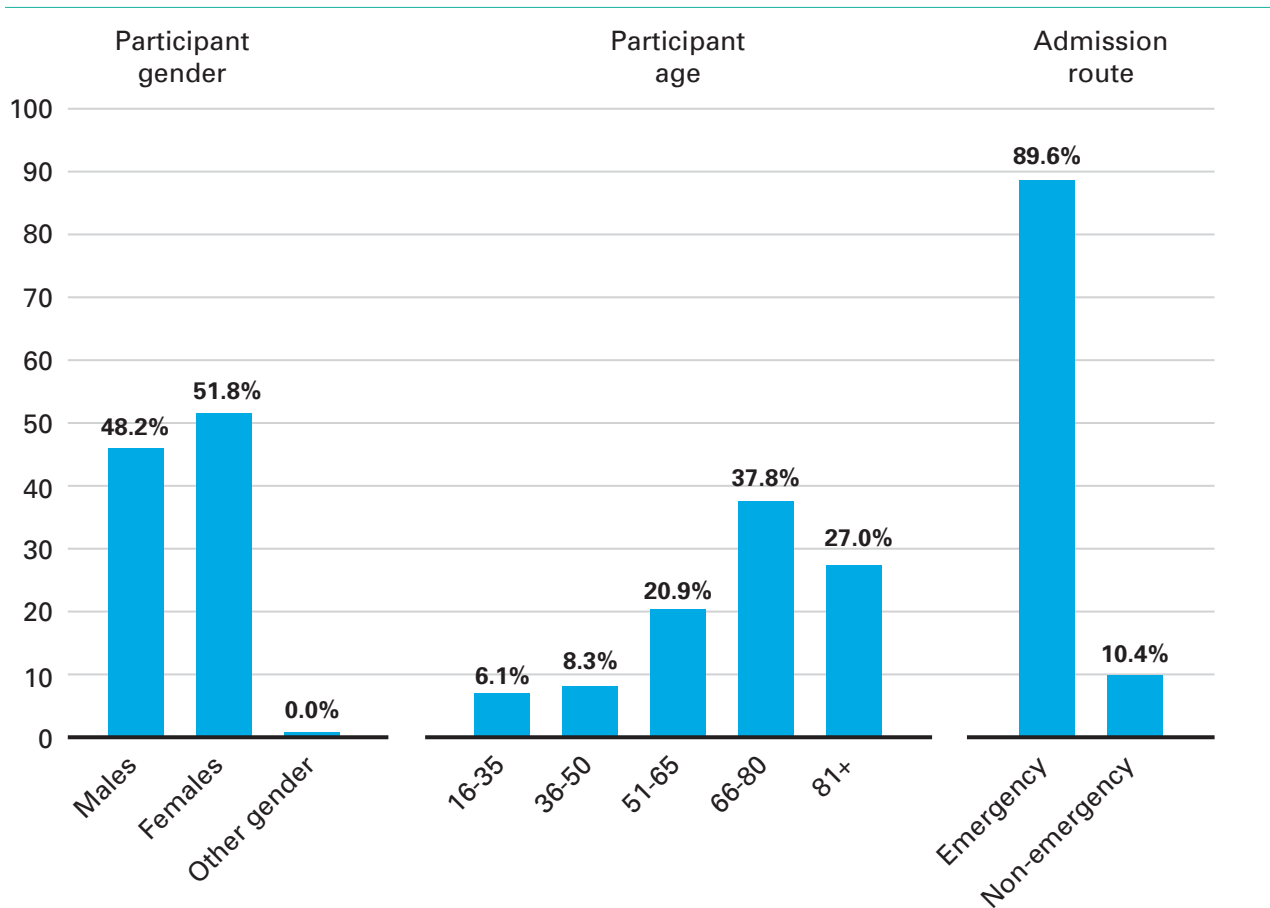
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Cavan and Monaghan Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

Cavan and Monaghan Hospital is a public acute hospital located in Co. Cavan and Co. Monaghan. There were 242 inpatient beds available in the hospital group during the survey period of May 2018.

592 people discharged from Cavan and Monaghan Hospital during the month of May 2018 were invited to participate in the survey. 278 people completed the survey, achieving a response rate of 47%. 48.2% of participants were male and 51.8% were female. 249 respondents (89.6%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Cavan and Monaghan Hospital.

Figure 1 Participants from Cavan and Monaghan 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 Cavan and Monaghan Hospital are:

<p>Discharge or transfer</p>	<p>149 people (69% of those who answered this question) said that they received very clear explanations about the purpose of the medicines they were to take at home.</p>
<p>Explanation of the purpose of medications Q44</p>	
<p>Discharge of transfer</p>	<p>146 (61%) of the 238 people who needed help in managing their condition said that they definitely received enough information from the hospital in this regard.</p>
<p>Information on how to manage a condition Q50</p>	
<p>Other aspects of care</p>	<p>221 (83%) of the 267 people who answered this question said that they were always treated with respect and dignity while they were in the hospital.</p>
<p>Respect and dignity Q51</p>	

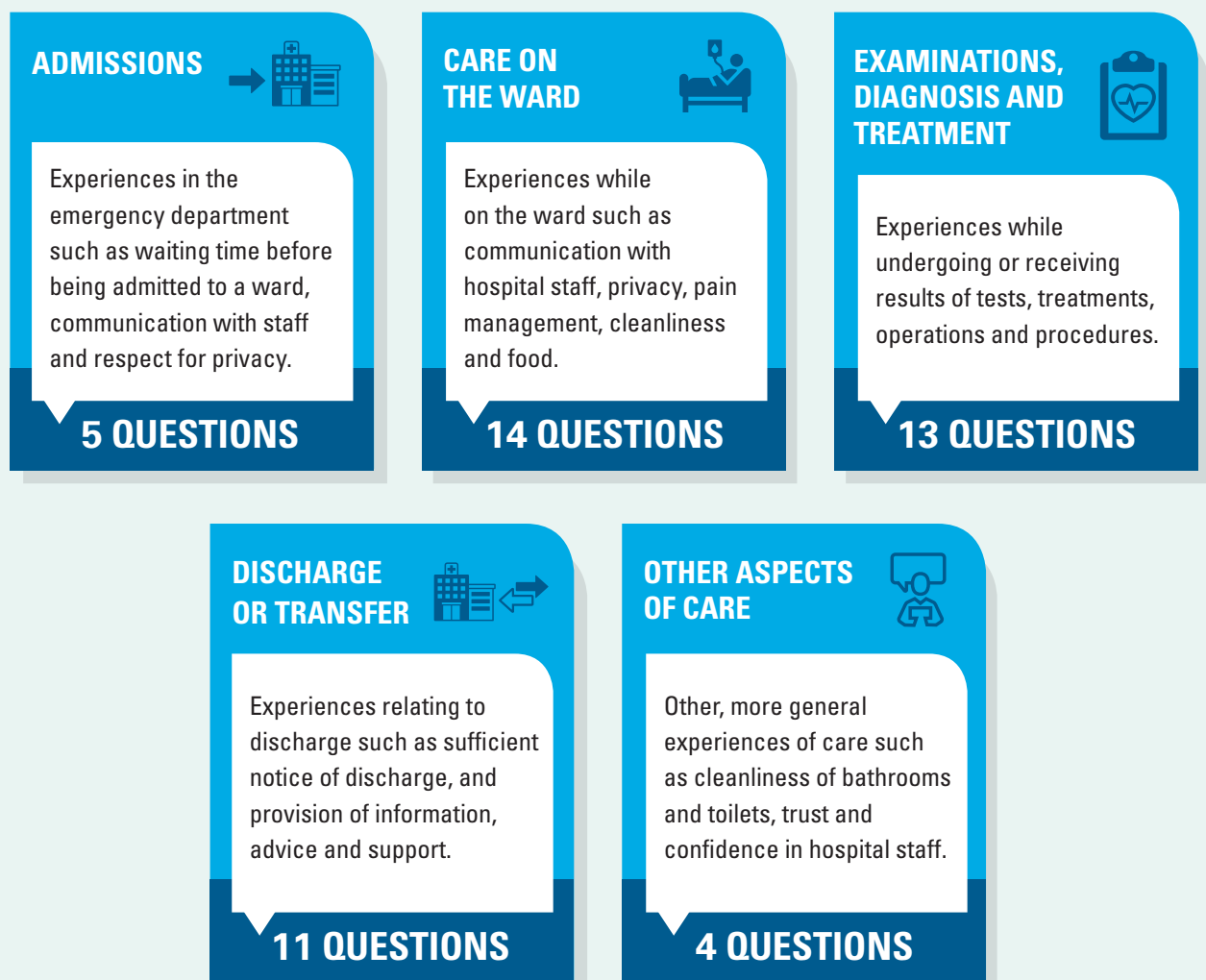
The areas needing improvement in Cavan and Monaghan Hospital are:

Care on the ward	<p>Of the 180 people who experienced worries or fears while in hospital, 94 (52%) said that they could not find, or only to some extent found, a member of staff to talk to.</p>
Someone to talk to about worries and fears Q28	
Other aspects of care	<p>Of the 266 people who answered this question, 55 (21%) said that they did not have, or only to some extent had, confidence and trust in the hospital staff treating them.</p>
Confidence and trust in hospital staff Q29	
Examinations, diagnosis and treatment	<p>74 (34% of people who answered this question) said that doctors or nurses did not explain, or only to some extent explained, the results of tests in a way they could understand.</p>
Clear explanation of test results Q33	

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.

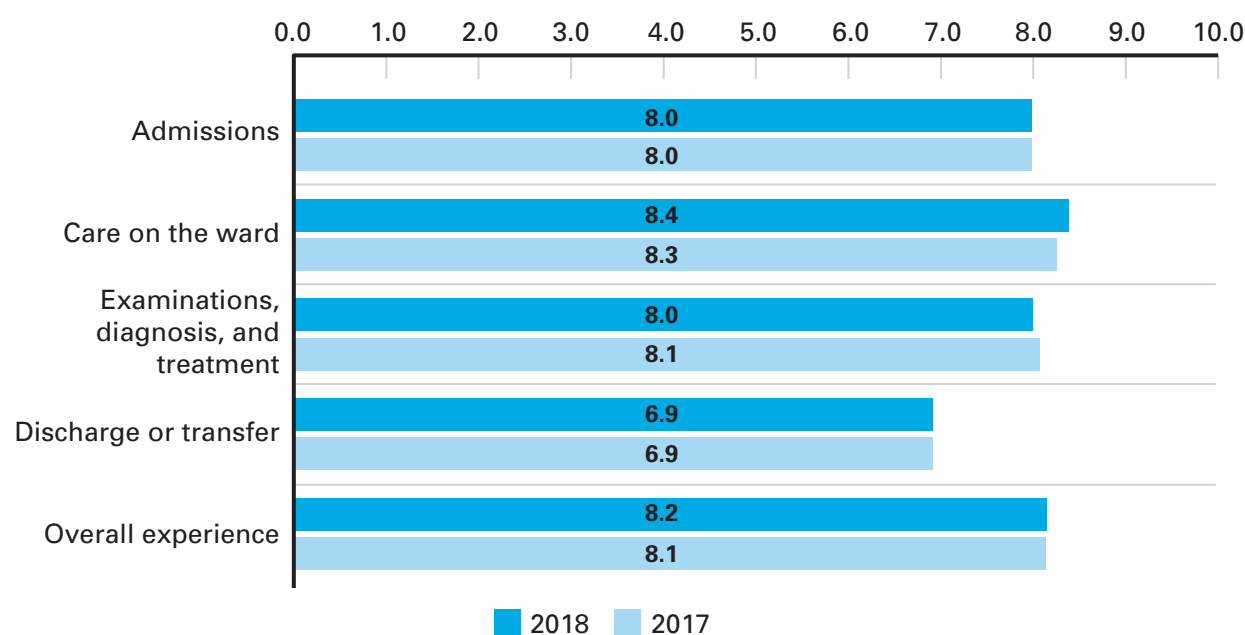
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was slightly higher in 2018 than in 2017. Furthermore, the ratings for the various stages of care did not change much from 2017 and none of the differences in scores were 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 scores¹ for Cavan and Monaghan Hospital for 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

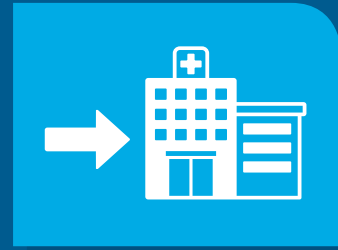


Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions related to admissions.

Figure 3 Comparison of Cavan and Monaghan Hospital with the national average score for admissions (out of a maximum of 10)

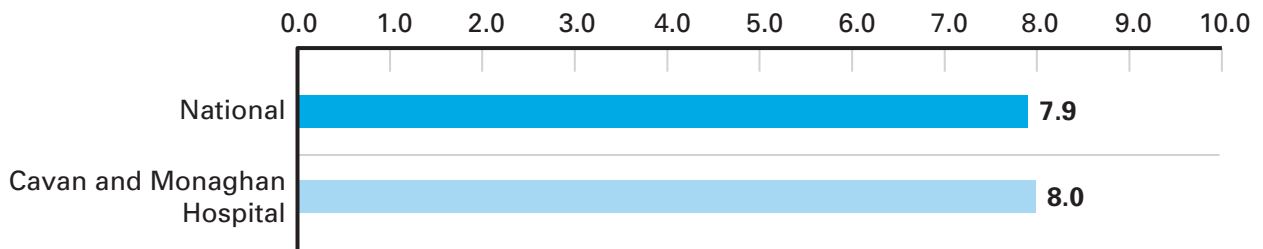
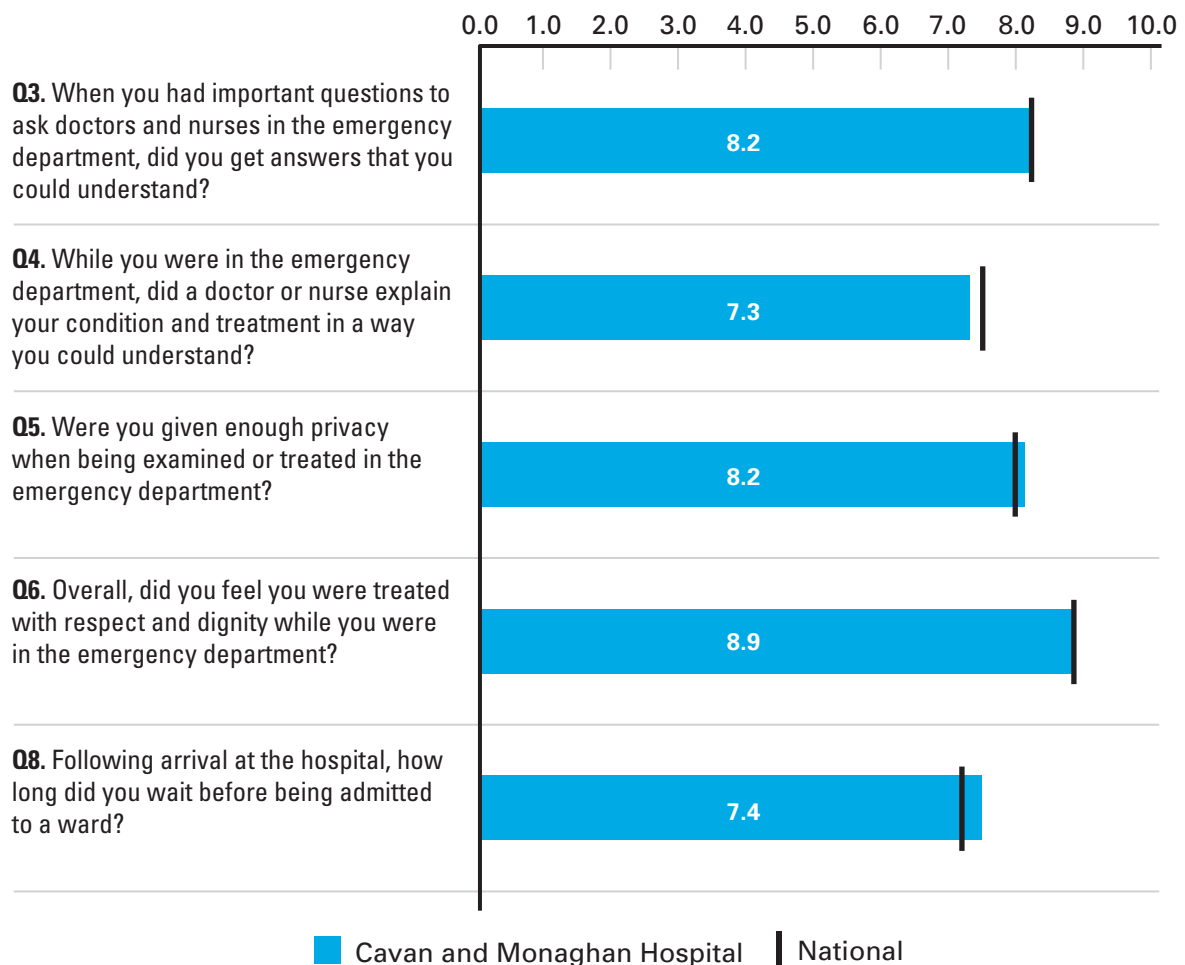


Figure 4 Cavan and Monaghan Hospital scores for questions on admissions



Emergency department waiting times²

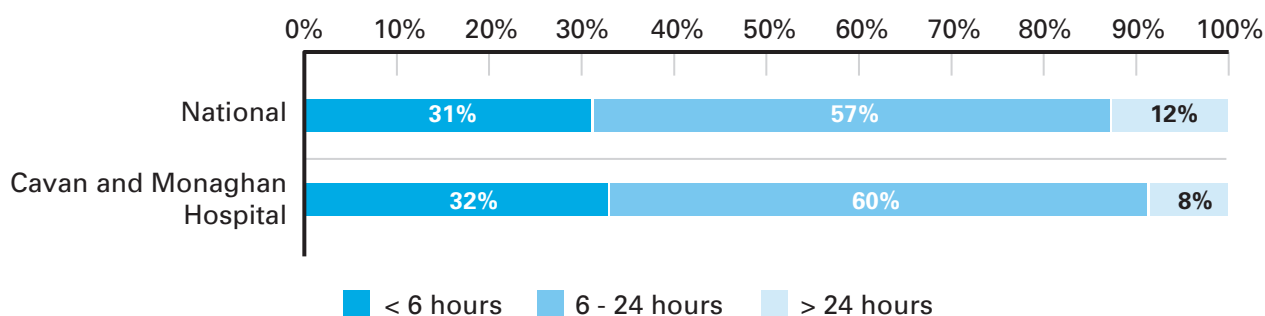
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 Cavan and Monaghan Hospital, 68 respondents (32%) said they were admitted to a ward within six hours of arriving at the emergency department, while 128 respondents (60%) reported waiting between six and 24 hours. 17 respondents (8%) reported waiting 24 hours or more before being admitted to a ward in Cavan and Monaghan Hospital, with four of these saying they waited more than 48 hours.

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

Figure 5 Patient-reported emergency department waiting times for Cavan and Monaghan 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

"A&E was very good considering how busy they were. Wards very good considering how busy they were."

"I saw the same medical team when admitted twice. They were in constant contact with my doctor in another hospital."

"Emergency department was dreadful, it needs more staff & beds. Sitting in a chair for 12 hours & not even offered a cup of tea - disgraceful!"

"A&E - dehydration. Due to overnight and next day being in A&E, this made condition worse!! Arriving with [condition name] and [condition name] and [condition name] and being simply left in trolley and 'going mad' with infection before family member arrived and afterwards being ignored. A&E staff did a lot of talking about being overworked. 'A certain heartless disregard'. When dealt with - it was calm and confident and patient got relief but had to wait hours to get it. 'It was a cruel initial experience!'"

Admissions: what do these results mean?

Patient ratings of admission to Cavan and Monaghan Hospital were similar to what they were in the 2017 survey and to the 2018 national average. The highest-ranking question on admissions scored higher than the national average and shows that the majority of patients were happy with the level of respect and dignity in the emergency department. Nonetheless, many patients were not entirely satisfied with the explanations provided by emergency department doctors and nurses of their condition and treatment, with this question scoring below the national average.

The hospital performed above the national average on emergency department waiting times. 32% of participants said that they were admitted to a ward within the recommended six hours, which is below the target level. 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 related to this stage of care.

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

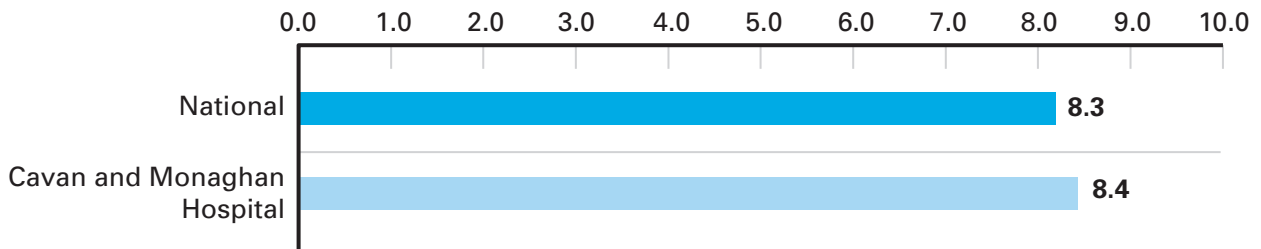
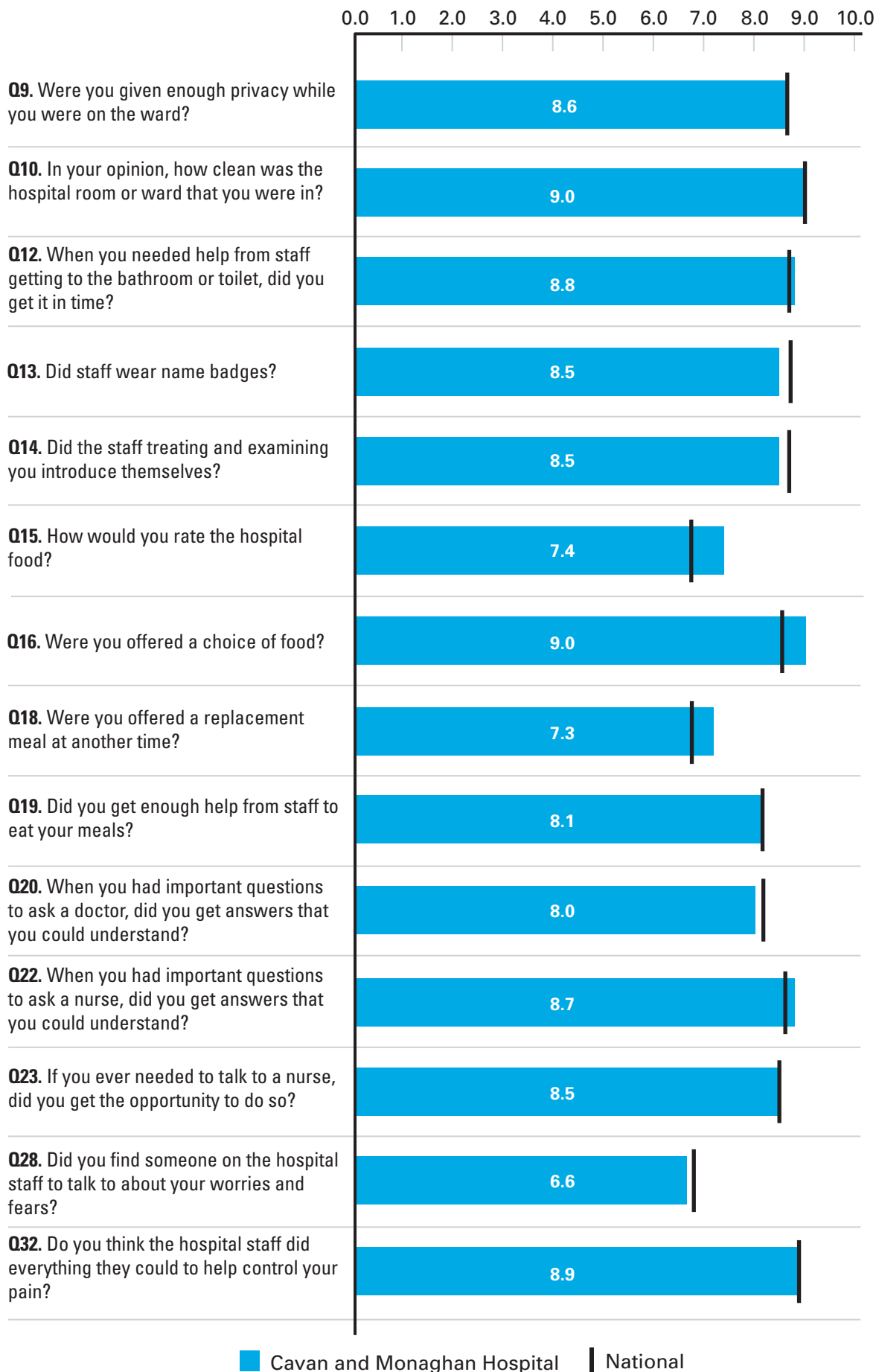


Figure 7 Cavan and Monaghan Hospital scores for questions on care on the ward



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

"The nurses & assistants were very caring and worked extremely hard. Gave the patients time in a specialised stroke unit. Carers were very gentle and encouraging - offering a joke and time of day."

"Couldn't find any fault with any of the hospital staff from nurses, doctors, kitchen staff, cleaners etc."

"The food was so poor could not eat it the hospital was so dirty. If it was a family home, the health service would be called in."

"I know this questionnaire is about my experience, but I do feel the need to say, I thought some of the elderly were left in not a great state on my ward. Not helped to get changed into fresh clothes, food was left sitting on their trays and removed without a bite eaten. Also the senior nurse was very rude to them and I feared on a few occasions she was shouting their business all over the ward."

Care on the ward: what do these results mean?

Cavan and Monaghan Hospital received similar ratings of care on the ward in 2018 compared to last year's survey, and to the 2018 national average. The majority of patients were very satisfied with the choice of food on offer, with this question scoring above average. However, a number of patients highlighted the lack of emotional support they received on the ward, with Q28 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 related to this stage of care.

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

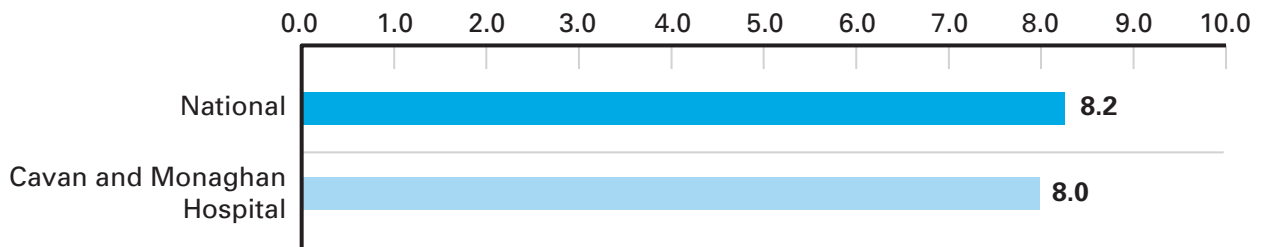
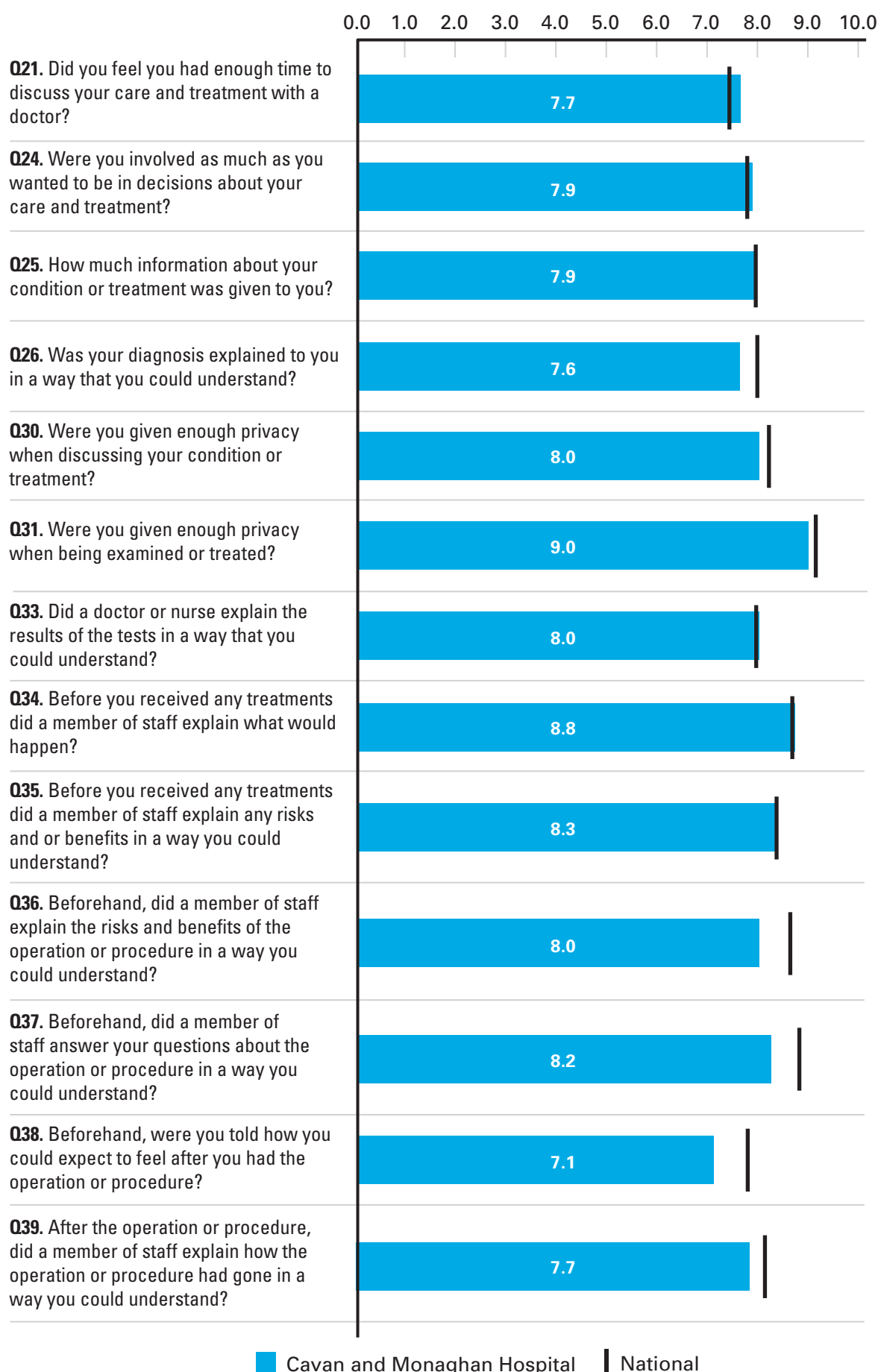


Figure 9 Cavan and Monaghan Hospital scores for questions on examinations, diagnosis and treatment



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

"[Dr. name] was brilliant. Any time he did the rounds, he spent plenty of time with me and allowed me to ask as many questions as I liked. He made me feel calm. [Staff name] - she was the health care assistant - she cheered me up."

"Diagnosis should definitely not be given to patients in wards where everyone can hear, very distressing for all concerned - lack of privacy and dignity for patients."

"I was given a diagnosis with no proper information as to the implications. This led to needless emotional stress for three weeks."

"The doctors and nurses were very good. They explored all avenues when it came to getting a diagnosis. I was very pleased with being sent for a CT scan because it really relaxed me that there wasn't anything serious wrong in my head. I was very happy with the care from nurses and doctors."

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

Ratings of examination, diagnosis and treatment were similar to last year and were slightly below the national average in 2018. The majority of people positively rated the level of privacy that they were given when being examined or treated. Nonetheless, this question fell below the 2018 average. Though scoring above average, a number of patients responded to Q38 saying that they were not fully informed about how they could expect to feel after their operation or procedure.

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 related to this stage of care.

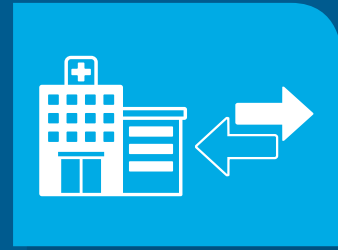


Figure 10 Comparison of Cavan and Monaghan Hospital with the national average score for discharge or transfer (out of a maximum of 10)

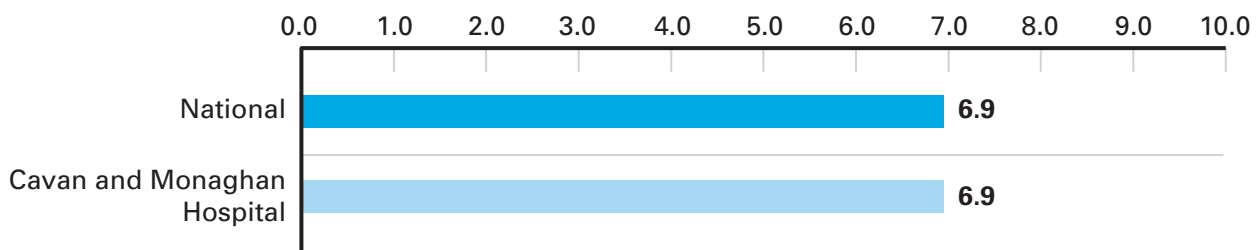
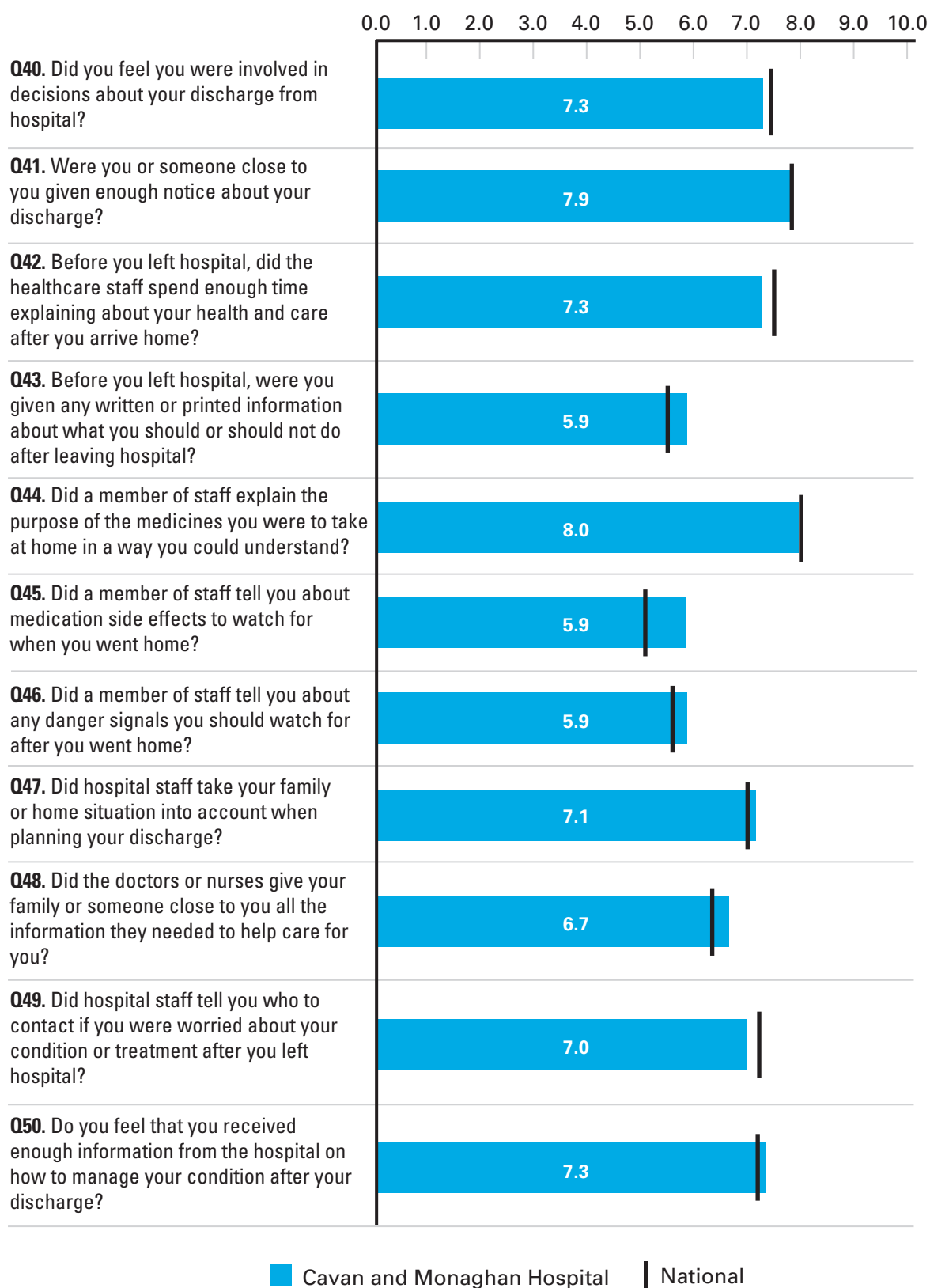


Figure 11 Cavan and Monaghan Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"No information or assistance given prior to discharge (which was of short notice). Ambulance took me to a nursing home. It was obvious that the hospital bed was a greater priority than the patient."

"My wife didn't get any information when I was discharged home. I do not understand English well, but the doctors and nurses didn't explain anything to my wife about my condition and treatment. She speaks English very well, but had no information about my treatment at home."

Discharge or transfer: what do these results mean?

Cavan and Monaghan Hospital received similar ratings of discharge or transfer in 2018 as it did in 2017. Participant ratings for this stage of care were also similar to the national average in 2018. Many patients said that hospital staff gave them clear explanations about the purpose of the medicines they were to take at home. This question scored similar to the national average.

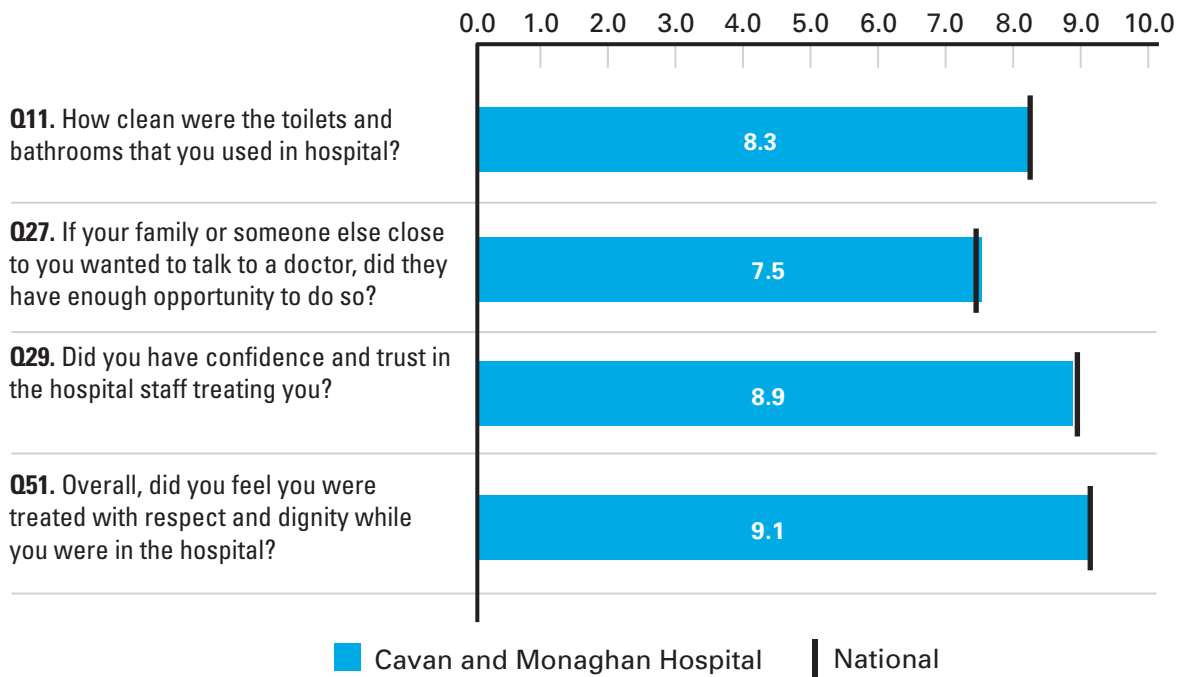
However, some patients highlighted the fact that they were not given written or printed information on what they should or should not do after leaving hospital. Similarly, many patients said that were not sufficiently informed about medication side effects and danger signals to watch out for after they went home.

Other aspects of care



Figure 12 shows the hospital's scores for questions related to other aspects of care.

Figure 12 Cavan and Monaghan Hospital scores for other aspects of care



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

"It was very good that a family member could stay most of the time to help patient get to toilet and to help them understand what the doctors diagnosed."

"I was looked after very professionally. Very quickly diagnosed and treated also with great respect and dignity."

"When people are sent home make sure they do not live on their own — I do and for two days could not even get up to make a cup of tea. Thank god I had water in."

"I felt the other patients in my ward were not given the opportunity to have family there when doctors doing the rounds - all 5 other patients suffered strokes and communication was impossible - How could they ask questions - tell their family anything? Very upsetting to watch."

Other aspects of care: what do these results mean?

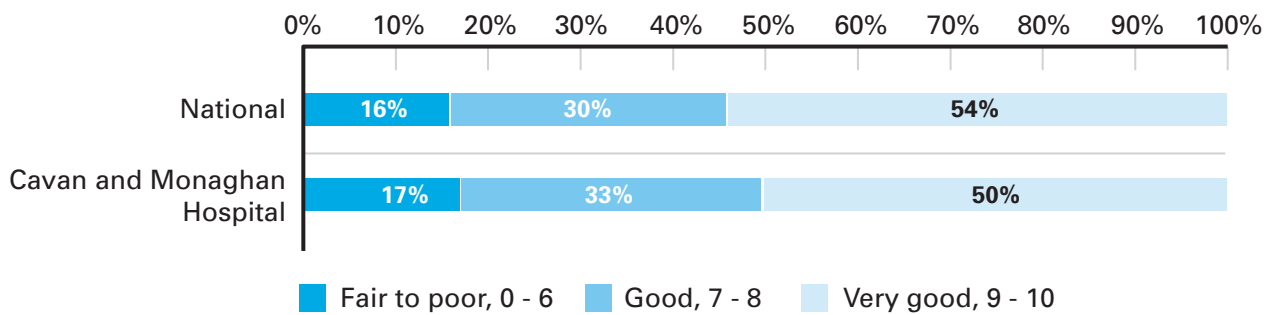
The ratings for the questions on other aspects of care were mixed. For example, while most participants said that their families or someone else close to them had sufficient opportunities to talk to a doctor, a number of people gave a negative rating in this area. In response to Q51, the majority of patients said that they were always treated with respect and dignity in Cavan and Monaghan Hospital. This was the highest-scoring question for the hospital on other aspects of care.

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. 50% of participants from Cavan and Monaghan 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 Cavan and Monaghan Hospital with the national average.

Figure 13 Overall rating of hospital experience for Cavan and Monaghan Hospital and nationally



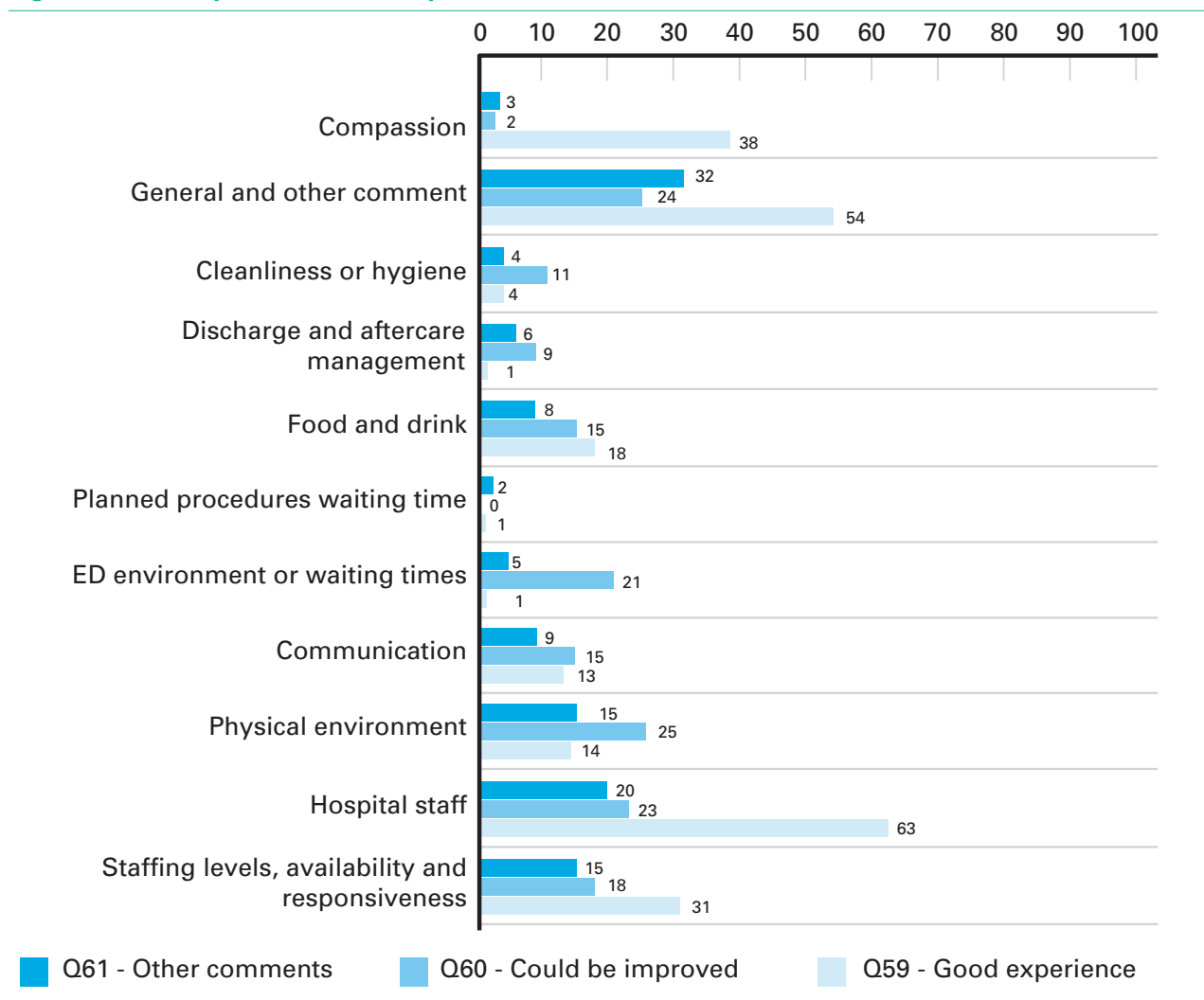
In their own words: analysis of patients' comments

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, 520 comments were received from patients of Cavan and Monaghan 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, to 'general and other comment' and 'hospital staff'. Finally, most responses to Q61 related to 'general and other comment'.

Figure 14 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in Cavan and Monaghan Hospital in May 2018?

83% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Cavan and Monaghan Hospital received similar scores to the national average across every stage of care. Participant ratings of care were also generally similar to those received in 2017.

Patients identified three areas of good experience, two of which related to the provision of information during the discharge process. The majority of patients left the hospital having received some information on how to manage their condition at home, including an explanation of the purpose of their medications.

Several areas needing improvement were identified. Many patients did not have confidence and trust in the hospital staff treating them, with many also saying that they could not find a member of hospital staff to talk to about their worries or fears. Participants also gave negative ratings of how doctors and nurses communicated their test results to them.

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 said that doctors or nurses did not explain the results of tests in a way that they could understand were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Cavan and Monaghan Hospital improve the experiences of patients in the hospital.

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 Cavan and Monaghan 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.

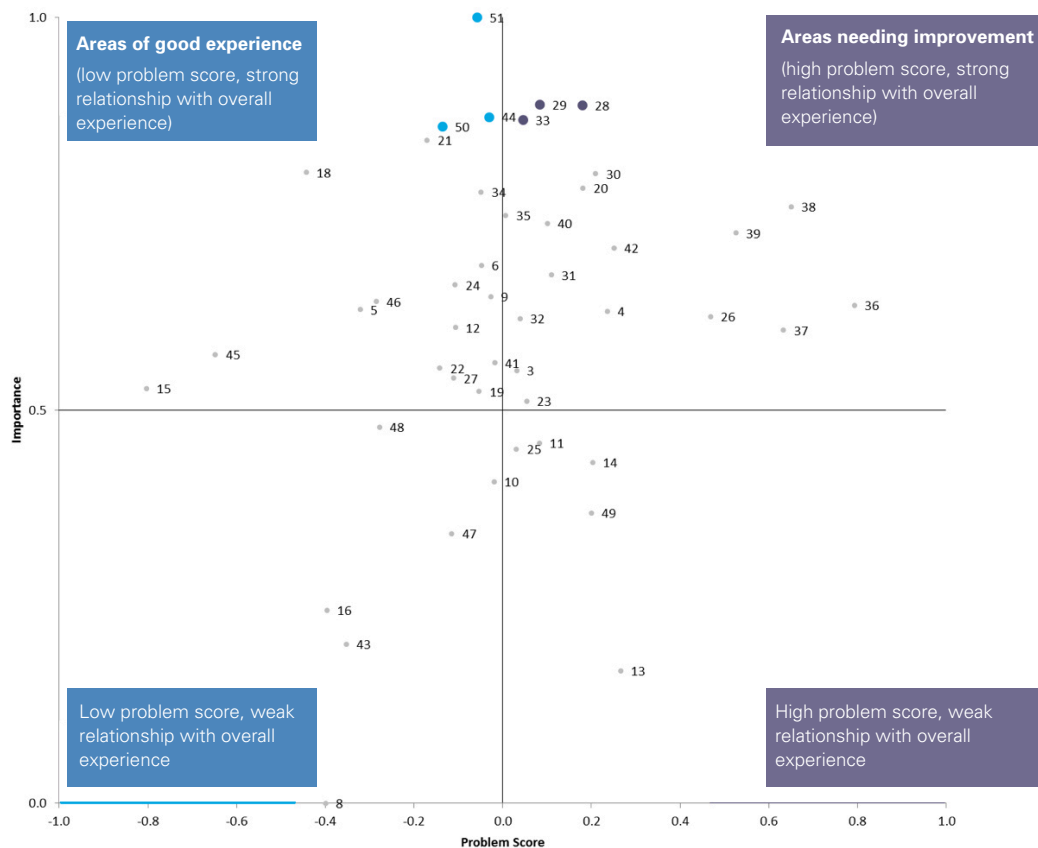
Interpreting the improvement map

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.