



National Patient Experience Survey 2018

Croom Orthopaedic Hospital

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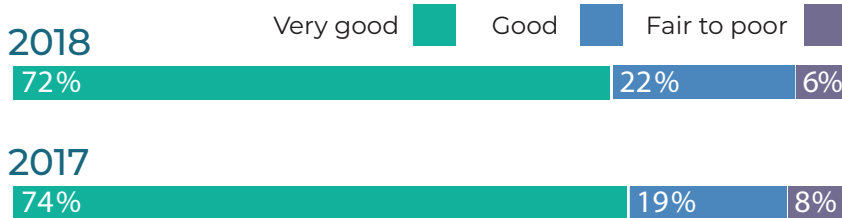
An Roinn Sláinte
Department of Health



Croom Orthopaedic Hospital

2018 survey results

Overall experience



Values in figures do not always add up to 100% due to rounding.



61% response rate

Areas of good experience



Sufficient notice of discharge



Clear explanation of test results

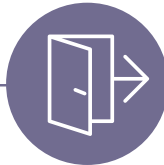


Clear answers to questions about an operation or procedure

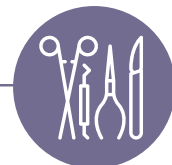
Areas needing improvement



Opportunity to talk to a nurse



Involvement in decisions about discharge



Clear explanation of the outcome of an operation or procedure

The patient voice

“Staff were very efficient and the surgery experience for me was excellent as I was not left unduly waiting in any stress before surgery.”



“When I needed surgery family members were not informed in time and this is not a professional approach to take by the operating consultant.”

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%. 80 patients from Croom 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 Croom Orthopaedic Hospital?

The majority of participants from Croom 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 higher scores than 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 said that staff gave clear explanations of the results of tests and clear answers to questions about operations or procedures. In addition, most patients said they or someone close to them was given enough notice of their discharge from hospital.

There were also several areas needing improvement. A number of patients said that they were not always able to talk to a nurse when they needed to. Some patients said that didn't always understand explanations of how a procedure had gone. Finally, a number of patients said that they were not as involved as they wanted to be in decisions about their discharge from hospital.

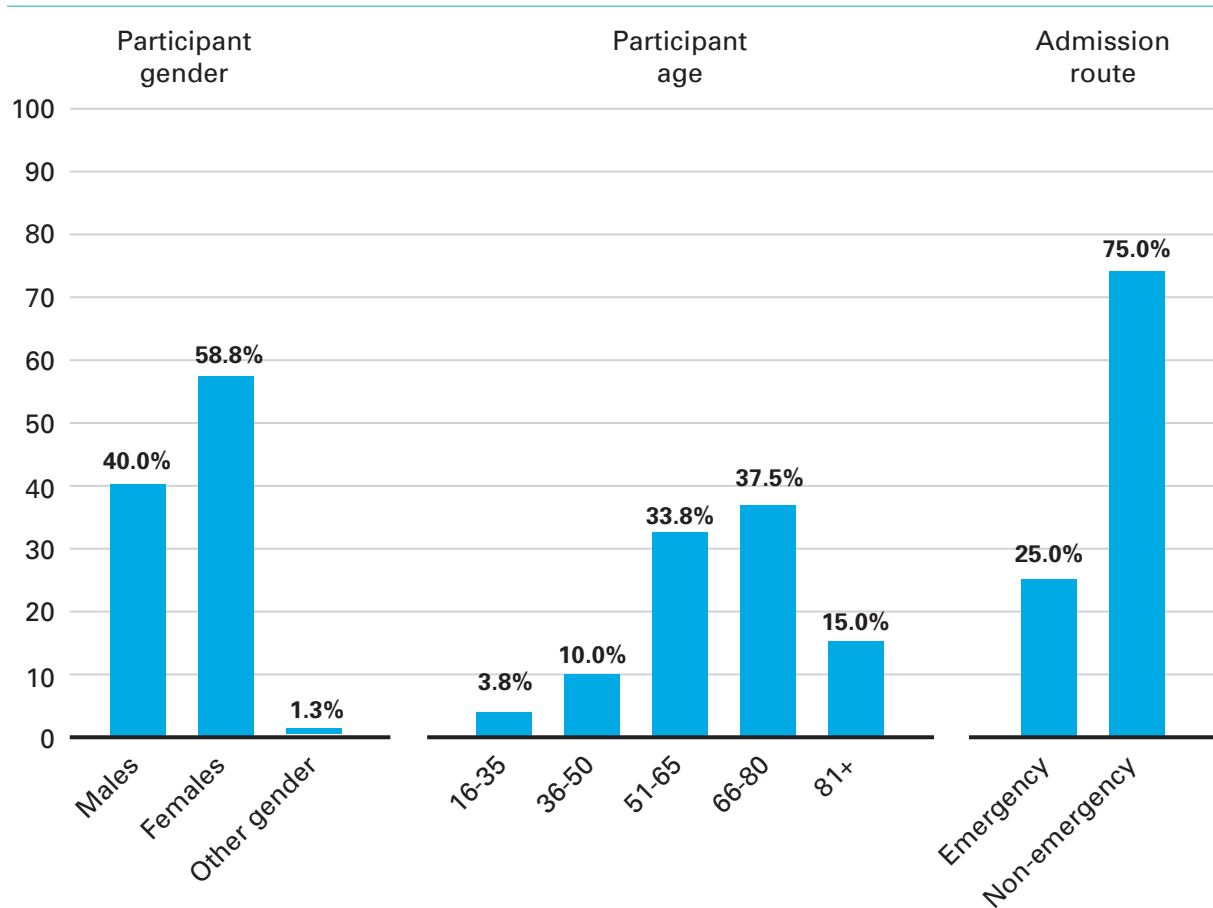
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Croom Orthopaedic Hospital to continue to improve patients' experiences of care in the hospital.

Hospital and participant profile

Croom Orthopaedic Hospital is a public acute hospital located in Croom, Co. Limerick. There were 43 inpatient beds available in the hospital during the survey period of May 2018.

132 people discharged from Croom Orthopaedic Hospital during the month of May 2018 were invited to participate in the survey. 80 people completed the survey, achieving a response rate of 61%. 40% of participants were male, 58.8% were female and 1.3% were another gender. 20 respondents (25%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Croom Orthopaedic Hospital.

Figure 1 Participants from Croom 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 Croom 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 Croom 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 Croom Orthopaedic Hospital are:

Examinations, diagnosis and treatment	54 people (92% of those who answered Q33) said that a doctor or nurse definitely or to some extent explained the results of tests in a way they could understand.
Clear explanation of test results Q33	
Examinations, diagnosis and treatment	63 people (98% of those who answered Q37) said that a member of staff completely or to some extent answered their questions about an operation or procedure in a way they could understand.
Clear answers to questions about an operation or procedure Q37	
Discharge or transfer	77 (99%) of the 78 people who answered this question said that they were definitely or to some extent given sufficient notice of their discharge from hospital.
Sufficient notice of discharge Q41	

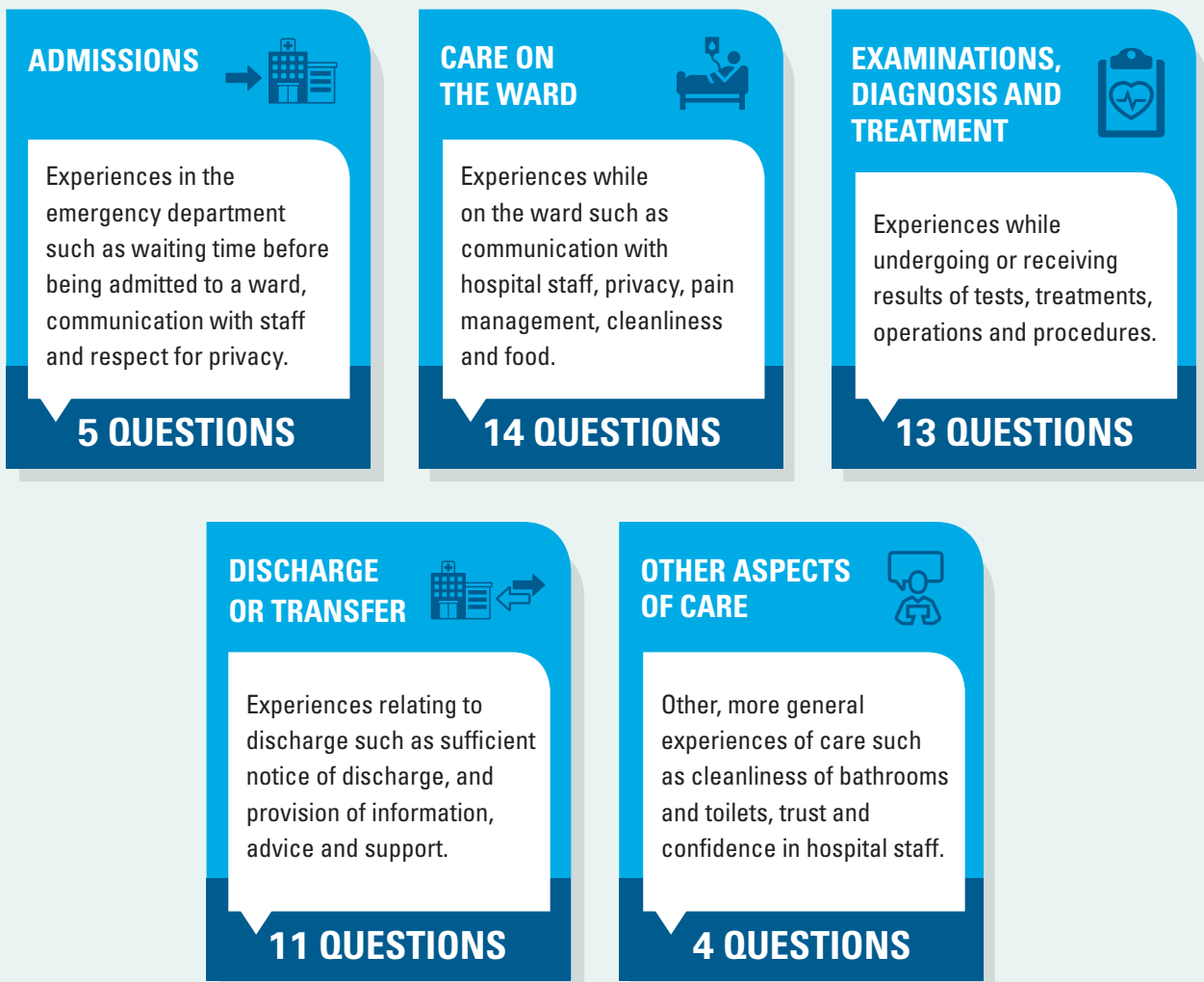
The areas needing improvement in Croom Orthopaedic Hospital are:

<p>Care on the ward</p> <p>Opportunity to talk to a nurse Q23</p>	<p>Of the 74 people who answered this question, 14 (19%) said that they did not have, or only sometimes had, an opportunity to talk to a nurse when they needed to.</p>
<p>Examinations, diagnosis and treatment</p> <p>Clear explanation of the outcome of an operation or procedure Q39</p>	<p>19 people (28%) said that a member of staff did not give, or only to some extent gave, a clear explanation of the outcome of an operation or procedure.</p>
<p>Discharge or transfer</p> <p>Involvement in decisions about discharge Q40</p>	<p>26 people (34%) said that they were not, or were only to some extent, involved in decisions about their discharge from hospital.</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:²



2 As Croom 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.

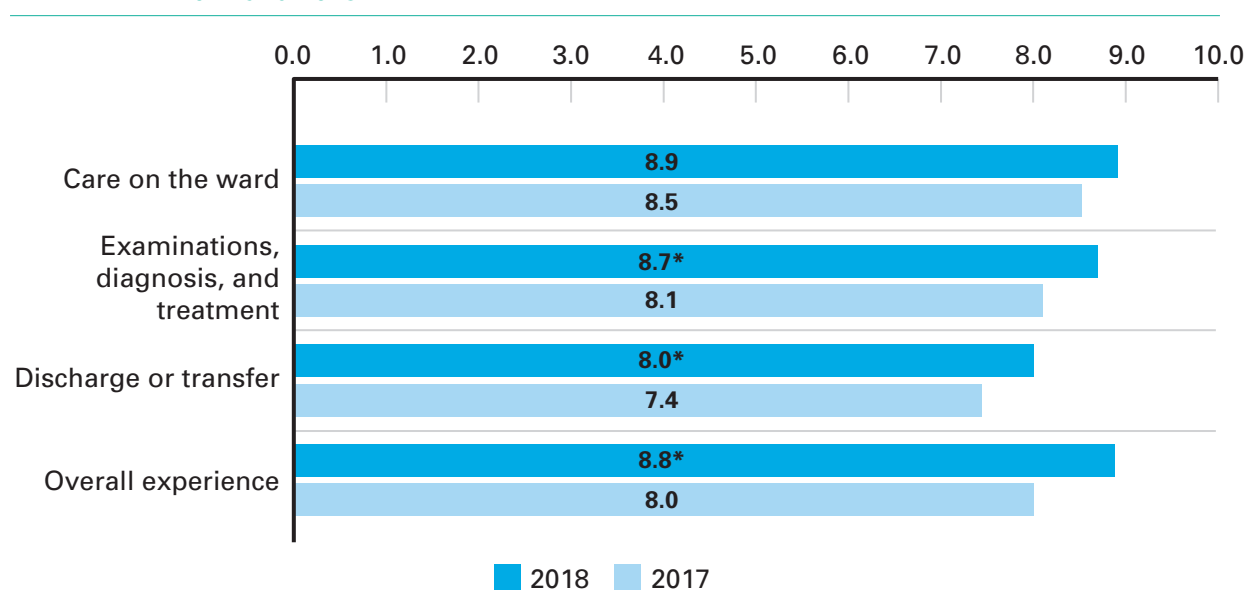
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was significantly higher in 2018 than in 2017. Patients gave more positive ratings of care in this year's survey across every stage of care, though the differences were generally 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 Croom Orthopaedic Hospital in 2017 and 2018



* Denotes a statistically significant difference between 2017 and 2018.

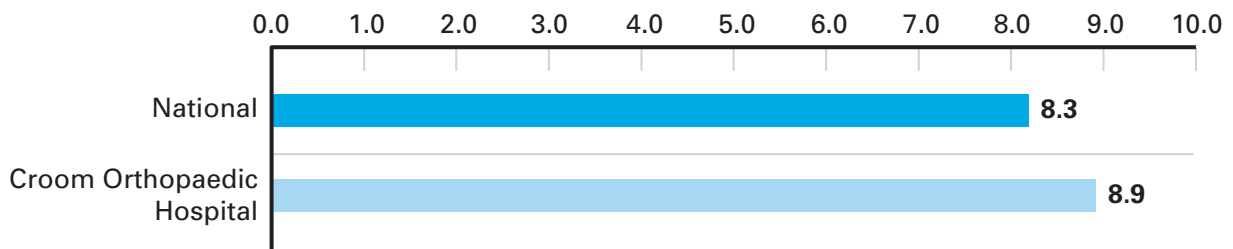
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

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.

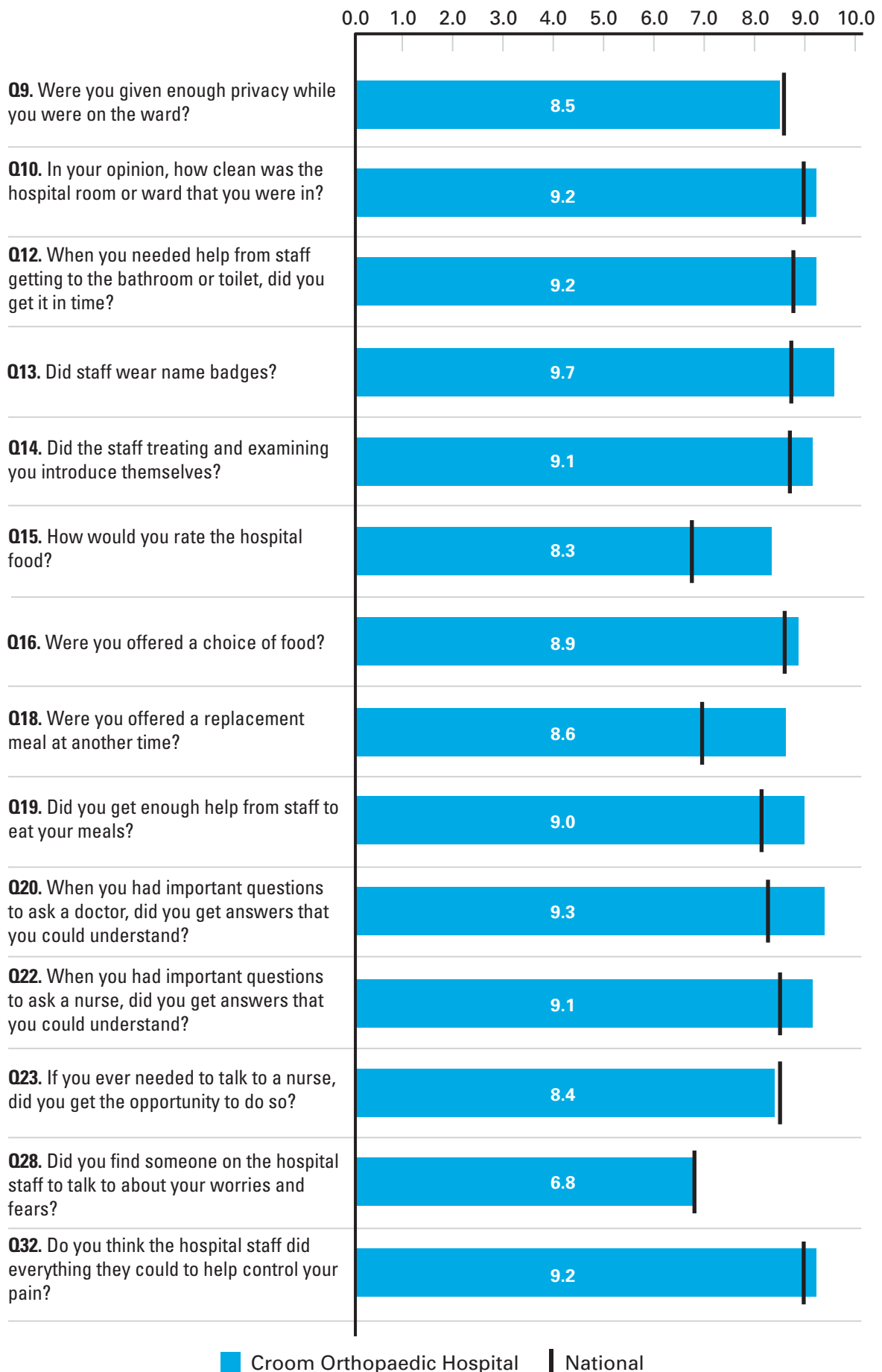


Figure 3 Comparison of Croom Orthopaedic Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Croom Orthopaedic Hospital scores for questions on care on the ward



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

"All staff, nurses, doctors, consultants, porters, physiotherapists, cleaners, hospital attendants all very helpful in every way. Making my hospital stay in Croom very comfortable"

"Food very good - helps you get better quicker, very important. Nurses very good. Doctors very good. All staff very helpful."

"The night staff have to take into consideration people trying to sleep."

"Buildings in Croom are very old, some painting, showers and toilets need renovation."

Care on the ward: what do these results mean?

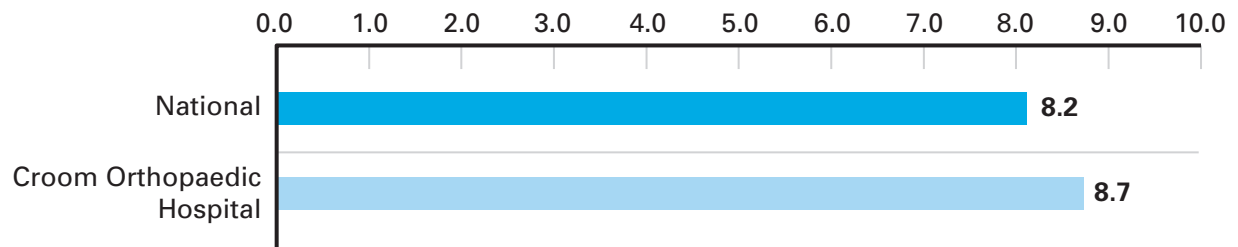
Croom Orthopaedic Hospital received higher ratings of care on the ward than the national average. Patient ratings of the stage were slightly higher in 2018 than in last year's survey. Patients generally received answers they could understand from staff; however, some patients said they could not always talk to a nurse or another member of staff when they needed to.

Examinations, diagnosis and treatment



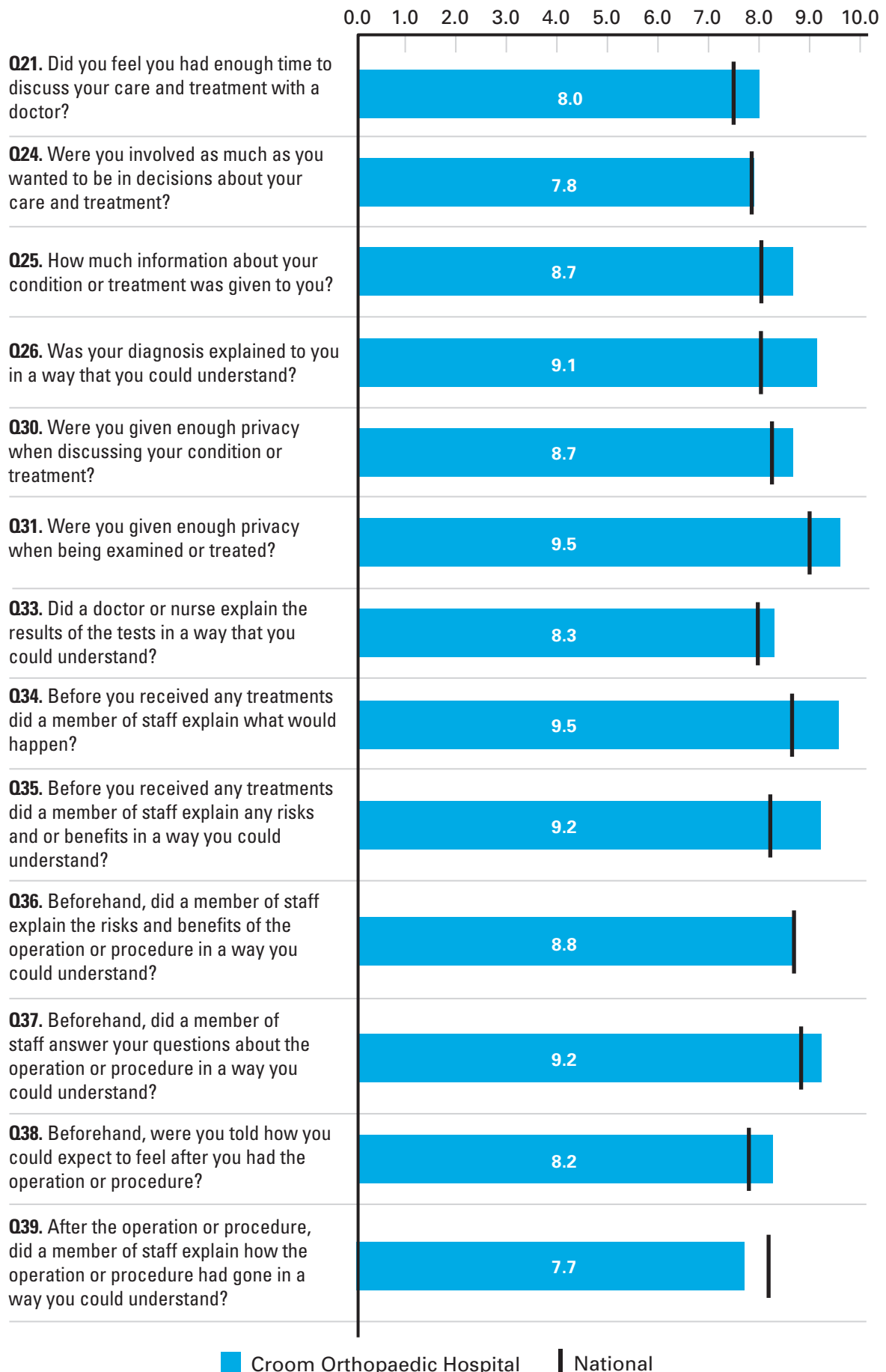
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions on this stage of care.

Figure 5 Comparison of Croom 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 Croom Orthopaedic Hospital scores for questions on examinations, diagnosis and treatment



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

"The nursing staff were very conscientious about care. Staff were very efficient and the surgery experience for me was excellent as I was not left unduly waiting in any stress before surgery."

"I never got to speak to my surgeon after surgery. I did speak to a doctor about pain management but I would have preferred to have spoken to the surgeon completing the surgery."

"When doctors came around to you asking questions. Patient in next bed could hear all your answers (if it could be a little more private it would be great)."

"It was my first time having surgery. I was nervous. However, the staff and atmosphere at the hospital was such that all my fears faded quickly. There was consistent monitoring and assistance. Turned out to be a very good experience. I can't praise the staff enough."

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

Ratings of examination, diagnosis and treatment for Croom Orthopaedic Hospital were higher than the national average, and slightly higher than the hospital's 2017 score. Patients generally had enough privacy while being examined and treated, and staff explained what would happen before treatments. However, some patients felt that they didn't get an explanation of how their operation had gone.

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.

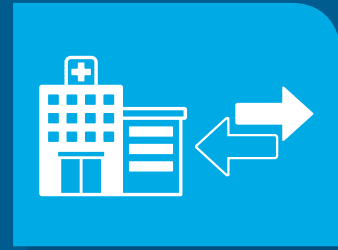
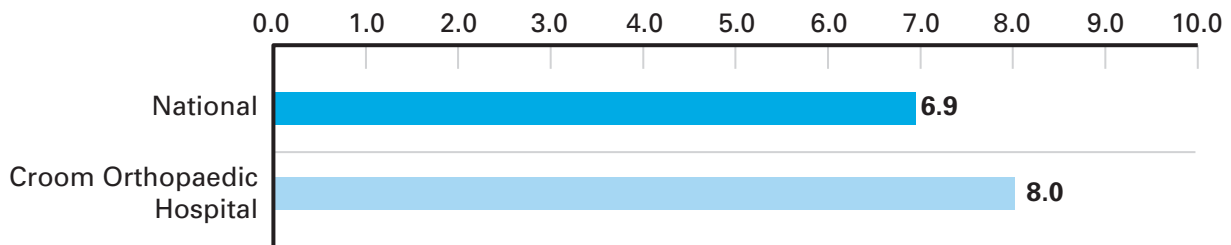
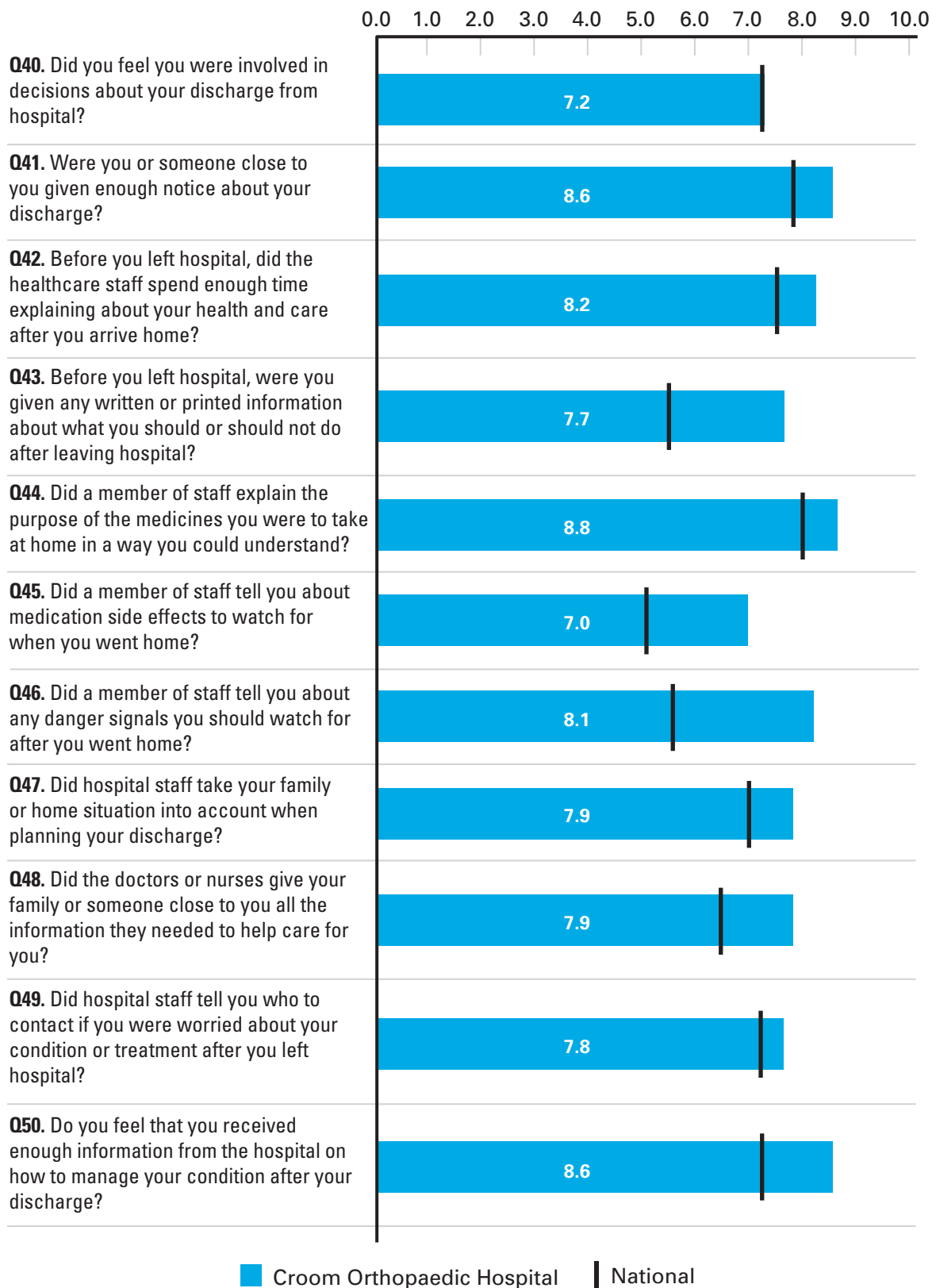


Figure 7 Comparison of Croom Orthopaedic Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 8 Croom Orthopaedic Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"Home care should be discussed, i.e what help is out there for you."

"I was only in Croom Hospital for 2 days. From the time I went in to my discharge I could not fault the doctors, nurses. Staff 100%"

Discharge or transfer: what do these results mean?

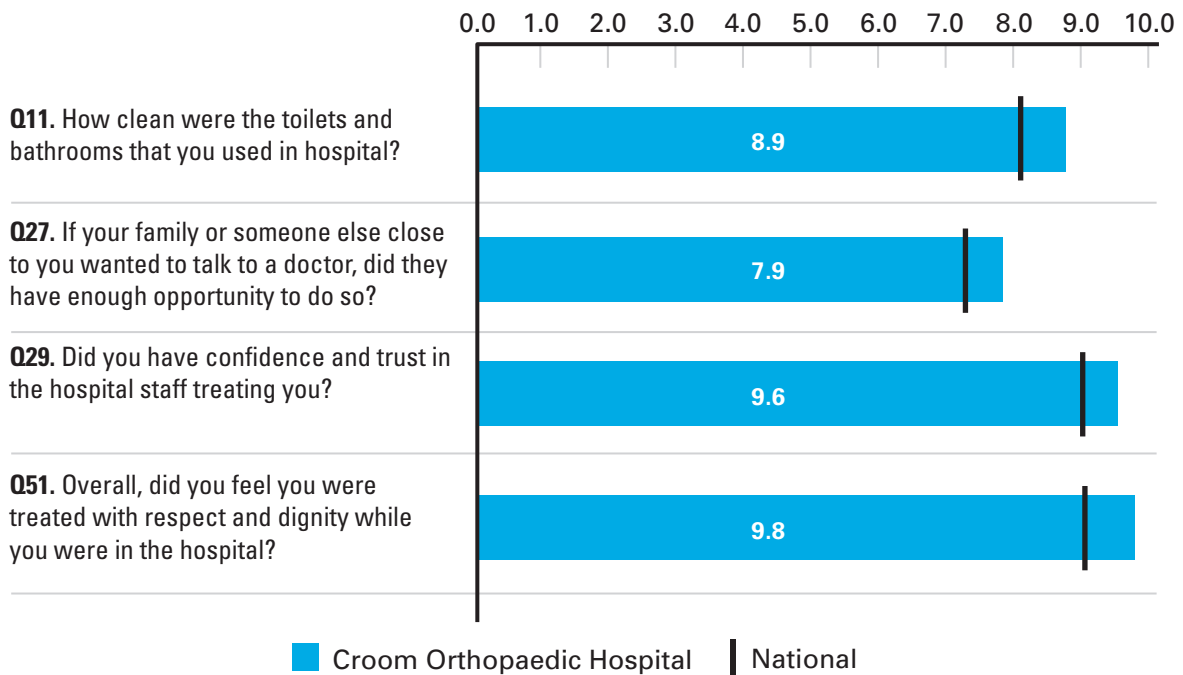
Participant ratings for this stage of care were above the national average, and slightly higher than the hospital's 2017 score. Staff generally explained the purpose of medications that patients were to take at home, and gave patients sufficient information to manage their condition after leaving hospital. Some patients said that they did not feel involved in decisions about their discharge from hospital.

Other aspects of care



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

Figure 9 Croom Orthopaedic Hospital scores for other aspects of care



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

"I felt very comfortable under the care of all staff in ward & my consultant. It was a very relaxed atmosphere. The staff were very caring, friendly, & attentive to my needs. Professional & respectful to me."

"The standard of care and respect, by all staff, was excellent. I had a delayed discharge and only got through it due to the quality and professionalism of all staff."

"When I needed surgery family members were not informed in time and this is not a professional approach to take by the operating consultant."

"I was in a public ward for two nights and the bathroom facilities left a lot to be desired. However when I was moved to a semi private room all was good."

Other aspects of care: what do these results mean?

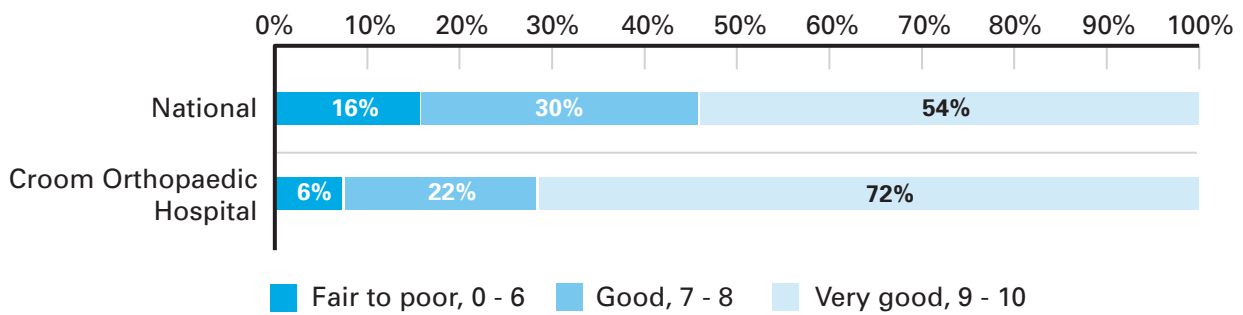
The ratings for the questions on other aspects of care were above the national average. For example, most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. Most patients said that their family could talk to a doctor if required, though some said this was not always the case.

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. 72% of participants from Croom 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 Croom Orthopaedic Hospital with the national average.

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



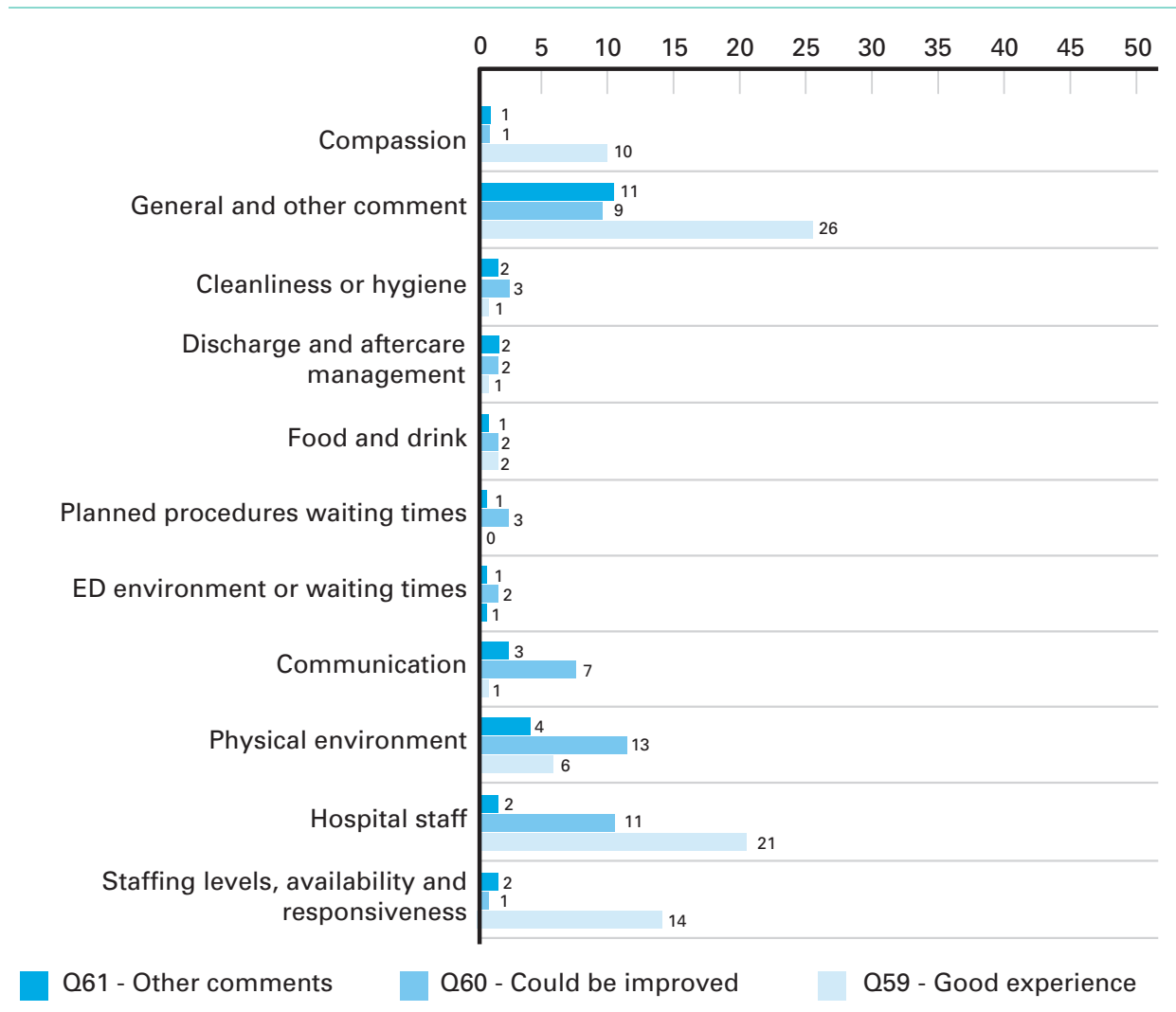
In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospital. 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, 167 comments were received from patients of Croom 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 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'physical environment' and 'hospital staff'.

Figure 11 Participant comments by theme



Conclusion

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

The majority of participants had a positive overall experience in Croom Orthopaedic Hospital. 94% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Croom Orthopaedic Hospital received higher scores than the national average across every stage of care. Participant ratings of care were generally more positive than those received in 2017, particularly in relation to overall experience of care.

A number of areas of good experience were identified. Patients generally received clear answers and explanations of tests and procedures. Most patients were also given enough notice of their discharge from hospital.

Several areas needing improvement were also identified. For example, some patients said that weren't always able to talk to a nurse when they needed to. In addition, a number of patients said that staff did not always clearly explain how a procedure had gone. Some patients did not feel involved in decisions about their discharge from hospital.

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 involved in decisions about their discharge from hospital were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Croom 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 Croom 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 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.

