



National Patient Experience Survey 2017

Croom Orthopaedic Hospital

We're committed to excellence in healthcare



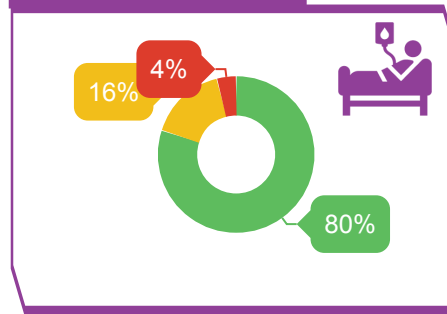
Thank you to the people who participated in the National Patient Experience Survey 2017, and to their families and carers. Without your overwhelming support and participation the survey would not have been possible. The survey ensures that your voice will be heard by the people who can change and improve healthcare in Ireland. By putting the voice of the patient at the centre of acute healthcare, we can make sure that the needs and wishes of the people who matter most are met. The survey will be repeated annually in the future, which will allow us to explore how the patient voice has helped shape changes in acute healthcare.

Thank you to the staff of all participating hospitals for contributing to the success of the survey, and in particular for engaging with and informing patients while the survey was ongoing.

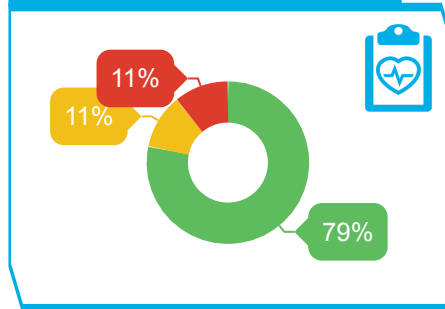
The survey was overseen by a national steering group, a delivery group and an advisory group. We acknowledge the direction and guidance provided by the members of these groups.

Stages of care

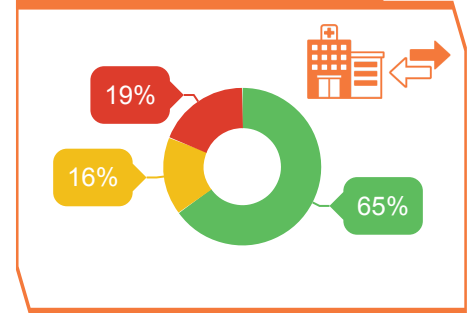
Care on the ward



Examinations, diagnosis & treatment

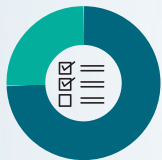


Discharge or transfer

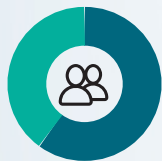


* Please note that values in figures do not always add up to 100% exactly. This is due to rounding.

Croom Orthopaedic Hospital



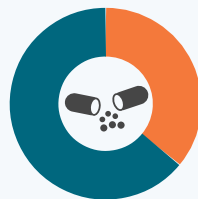
67% of 126 eligible patients took part



60% female
40% male

Average age:
64 years

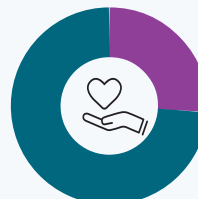
Medication



36%

were not fully informed about potential side effects to watch for at home.

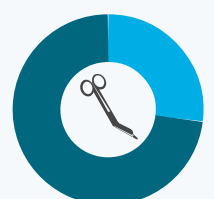
Care



26%

were not always able to find someone to talk to about their worries and fears.

Treatment

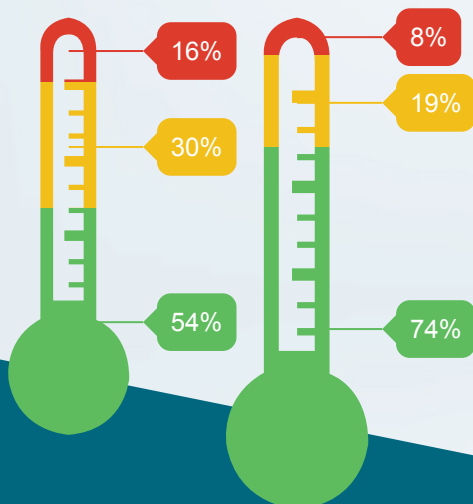


27%

were not always involved as much as they wanted to be in decisions about their care and treatment.

Total experience

Nationally This hospital



Areas of good experience

89%

of people said they received printed information about what they should or should not do after leaving hospital.

Areas needing improvement

36%

of people said they did not always have enough time to discuss their care and treatment with a doctor.

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Chapter 1

Patients' experiences of acute hospital care in Croom Orthopaedic Hospital

Areas of good experience and areas needing improvement

About the National Patient Experience Survey 2017

The National Patient Experience Survey is a new national survey, asking people for feedback on their recent stay in a public acute hospital. This survey will run on an annual basis and is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey was developed with the involvement of Patient Focus, a patient advocacy organisation, in order to ensure that patients were central to the design and execution of the survey.

Nationally, 26,635 people were invited to participate in the first National Patient Experience Survey in 2017. In total, 13,706 people took part. The results outlined in this report reflect the experiences of patients who were discharged from Croom Orthopaedic Hospital during the month of May 2017. In total, 85 participants from Croom Orthopaedic Hospital took part in the survey.

The survey asked 61 questions based on five stages of care along the patient journey in hospital: admissions¹; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other aspects of care. Three of the questions asked respondents for written comments about what was good about the care they received and what could be improved. The list of questions from the National Patient

¹ As Croom Orthopaedic Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

Experience Survey can be found in Appendix 1. It is important to note that patients did not always answer every question so there is variation in the number of responses to each question.

This survey is part of the National Patient Experience Survey Programme, which aims to help improve the quality and safety of healthcare services provided to people in Ireland. A more detailed background to the survey programme can be found in Appendix 2.

The National Patient Experience Survey values and seeks to represent the patient voice, which is a fundamental principle of patient-centred care. The survey acknowledges both positive and negative experiences, as told by the 85 patients from Croom Orthopaedic Hospital who completed the survey. While thousands of people surveyed said that they had a very good experience of acute hospital care, it is important also to listen to those people who identified areas for improvement. These voices and experiences will play a key role in shaping the future of patient-centred care in Ireland.

Hospital profile

Croom Orthopaedic Hospital is a public acute hospital, specialising in orthopaedic services, located in Co. Limerick. There were 43 inpatient beds available in the hospital during the survey period of 1 – 31 May 2017 and 126 eligible discharges were recorded during this time. Croom Orthopaedic Hospital does not have an emergency department. This means that patients admitted to this hospital were not required to answer questions on the 'admissions' stage of care.

Purpose of this report

The purpose of this report is to present the key findings of the National Patient Experience Survey, based on the experiences of patients who stayed in Croom Orthopaedic Hospital in May 2017. The report highlights areas where patients had positive experiences and outlines where there is significant room for improvement.

The Health Service Executive (HSE) is committed to using the findings of the survey to make improvements to the quality of care provided to patients and to outline a direction for the future of patient-centred care in Croom Orthopaedic Hospital. A quality improvement plan will be developed for Croom Orthopaedic Hospital in response to the survey results and will be publicly available from www.patientexperience.ie in December 2017.

The Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare. Finally, the findings of the survey will be used to develop HIQA's approach to monitoring of hospitals.



Who took part in the survey?

Description of the respondents who took part in the survey

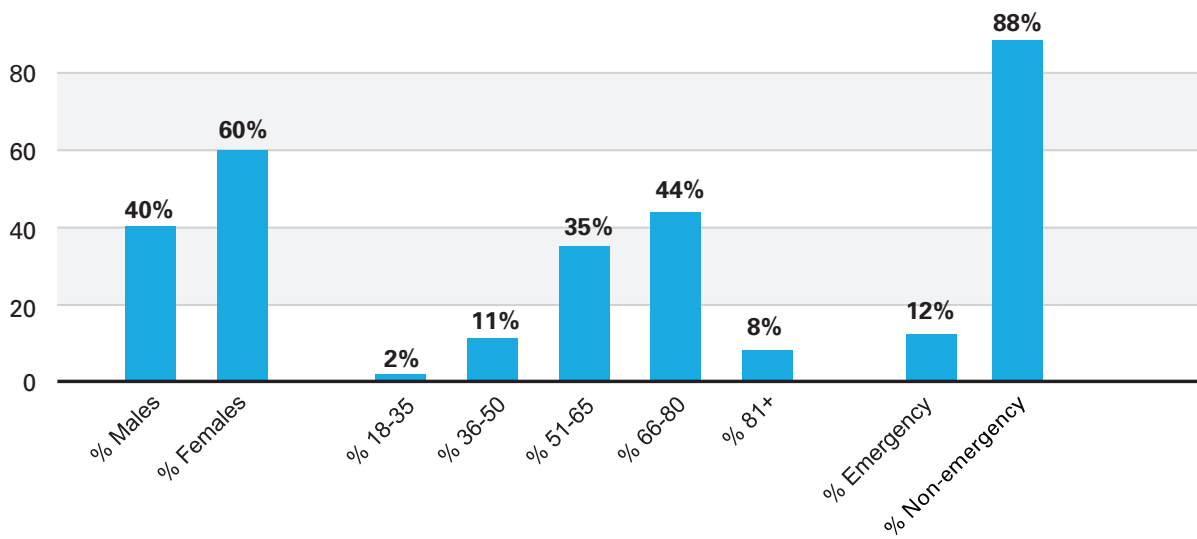
126 people discharged from Croom Orthopaedic Hospital during the month of May 2017 were invited to participate in the survey.

85 people completed the survey, achieving a response rate of 67%.

40% of people who responded to the survey were male and 60% were female. 12% of respondents said they entered the hospital on an emergency basis².

Figure 1. below shows information about the respondents who took part in the survey from Croom Orthopaedic Hospital.

Figure 1. Survey participants from Croom Orthopaedic Hospital by sex, age group and admission route



² 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.

What were the main findings for Croom Orthopaedic Hospital?



Overall, patients' ratings of their experiences at Croom Orthopaedic Hospital were above the national average. 93% of patients at Croom Orthopaedic Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

The survey found that, overall, people were treated with respect and dignity during their time in Croom Orthopaedic Hospital. Patients said that the majority of staff introduced themselves and always did their best to help control their pain. Most patients reported positive experiences in relation to their communication with nurses. The hospital performed above the national average as regards providing patients with printed information on how to care for themselves after leaving hospital.

While the hospital performed above the national average in many questions for the discharge or transfer stage of care, there is still room for overall improvement. In particular, some patients reported that they were not informed about the purpose of the medicines they were to take at home, while others were not advised as regards the side effects of their medication.

Many patients also found it difficult to find someone to talk to about their worries and fears, while others did not have enough time to discuss their care and treatment with a doctor.

Some patients had negative experiences as regards privacy in the hospital, particularly when discussing their condition or treatment. Croom Orthopaedic Hospital performed below the national average in this area, indicating a need for improvement.

These findings will serve to inform quality improvement initiatives in Croom Orthopaedic Hospital.

Areas of good experience and areas needing improvement in Croom Orthopaedic Hospital

This section lists the areas where patients had positive experiences, and details those areas where there is the most room for improvement.

Appendix 3 explains how these areas were identified.

The areas of good experience in Croom Orthopaedic Hospital are:

Patients had positive experiences in several areas, particularly as regards the explanations they received from doctors and nurses about their care and diagnosis and also the hospital food. Croom Orthopaedic Hospital performed higher than the national average across a number of areas within the discharge or transfer stage, in particular, as regards printed information about what the patient should and should not do after leaving hospital.

Care on the ward | Q22.

Clear answers from a nurse

89% of the 79 people who answered this question said that when they had important questions to ask a nurse, they always received answers they could understand.

Examinations, diagnosis and treatment | Q26.

Clear explanation of a diagnosis

Out of the 83 people who answered this question, 69 (83%) said that they completely understood the explanation of their diagnosis.

Care on the ward | Q15.

Food rating

75 people (88%) said that the food they received in the hospital was 'good' or 'very good'.

Discharge or transfer| Q47.

Danger signals to watch out for

68% of the 72 people who answered this question said they were informed about the danger signals to watch out for at home.

Discharge or transfer | Q44.

Written or printed information

89% of the 82 people who answered this question said that they received printed or written information about what they should or should not do after leaving hospital.

The areas needing improvement in Croom Orthopaedic Hospital are:

Patients highlighted areas needing improvement, for example, as regards privacy while discussing treatment and also opportunities for their family or someone close to them to talk to a doctor. Patients were not always positive about their involvement in decisions, or the amount of time they were allocated to discuss their care and treatment with a doctor. Many patients also reported difficulties in understanding answers from doctors.

Care on the ward | Q20.

Clear answers from a doctor

22% of the 74 people who answered this question said they did not receive, or only received to an extent, answers from a doctor that they could understand.

Examinations, diagnosis and treatment | Q21.

Time to discuss care and treatment with a doctor

30 (36%) people who answered this question said they did not have, or only had to an extent, enough time to discuss their care and treatment with a doctor.

Examinations, diagnosis and treatment | Q24.

Involvement in decisions about care and treatment

28% of the 84 people who answered this question said that were not, or only sometimes, involved in decisions about their care and treatment.

Examinations, diagnosis and treatment | Q30.

Privacy when discussing condition or treatment

19% of people who answered this question said that were not, or only sometimes, given enough privacy when discussing their condition and treatment.

Other aspects of care | Q27.

Opportunity for family members to talk to a doctor

35% of the 53 people who answered this question reported that their family or someone close to them did not have sufficient opportunity to talk to a doctor.



Chapter 2

The patient journey through hospital

Qualitative and quantitative findings from the 2017 survey

Findings of the 2017 survey

The stages of care along the patient journey

The National Patient Experience Survey 2017 follows the patient journey through hospital from admission to discharge.

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

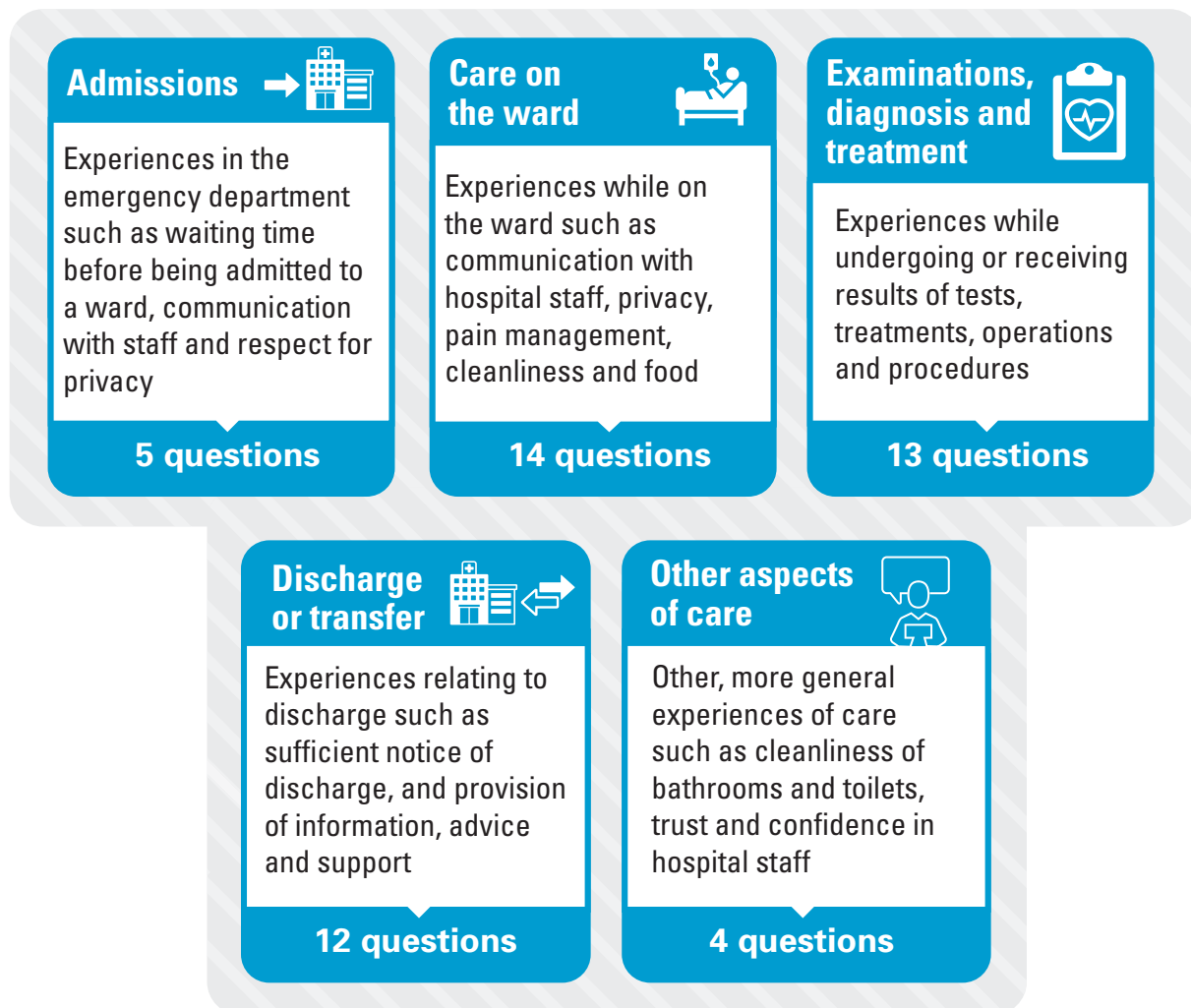
- **admissions³**
- **care on the ward**
- **examinations, diagnosis and treatment**
- **discharge or transfer**
- **other aspects of care.**

“It was the first time I had a operation of any kind, so it was all new to me. But I got the best of care in Croom at all times during my stay, day and night.”

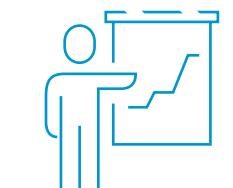
³ As Croom Orthopaedic Hospital does not have an emergency department, survey participants did not answer the questions on Admissions

Figure 2. provides a brief description of the stages along the patient journey. It also indicates how many questions in the survey relate to each stage.

Figure 2. Description of stages of care along the patient journey



How to interpret the results for the stages of care



While the results for many questions show that many people had a positive experience in hospital, it is important to listen to those patients who had negative experiences. Listening to the voices of all patients allows hospitals to make improvements across the patient journey. For each stage of care, the results are presented in the following way, as shown in Figure 3:

- 1. Experience rating for a stage of care.**
- 2. Scores out of 10.**
- 3. Comparisons.**

Figure 3. Guide to interpreting the results

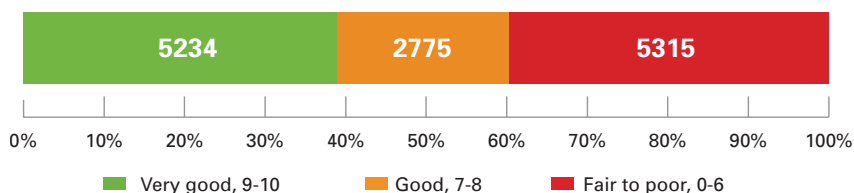
1. Experience rating for a stage of care

The experience rating summarises the average patient experience for each stage of care. The graphs show how many people rated a particular stage as 'very good', 'good' or 'fair to poor'.

Example:

The example below shows how many people rated the care they received on the ward as 'very good', 'good' and 'fair to poor'.

Figure 2.22 | Discharge or transfer ratings



2. Scores out of 10

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.

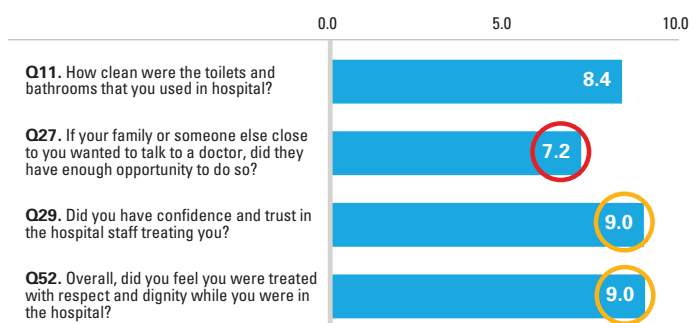
Example:

The example below shows the scores for four questions. Q52 and Q29 had the highest scores (9 out of 10). A score of 9 means that on average, people gave positive responses to these questions.

Q27 is the lowest ranking question (score of 7.2 out of 10). This result shows that Q27 received more mixed or negative responses than Q52 and Q29.

Appendix 4 includes additional notes on interpreting these survey results. It also explains the methodology for the scoring of individual questions and stages of care.

Figure 2.28 | National score for other aspects of care

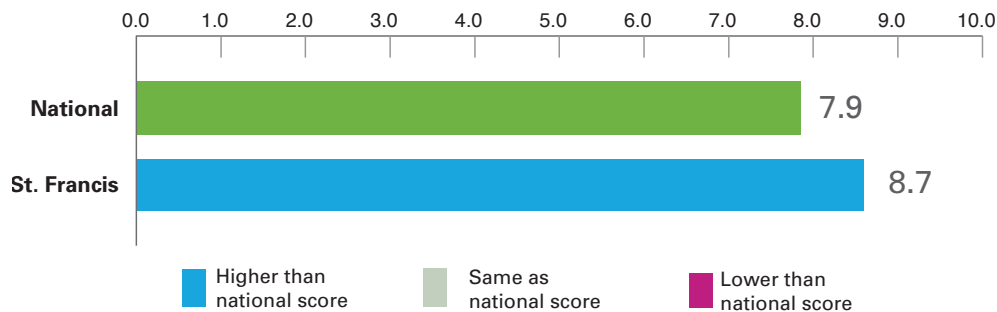


3. Comparisons

When hospital scores are compared with the national average, statistical tests were carried out to check if any differences were genuine or simply down to chance. The way hospital scores are calculated is explained in Appendix 4.

Example:

The example below compares the scores for the fictional St. Francis Hospital and the national score for the 'admissions' stage of care. The shading on the graph shows whether a difference exists between the two scores and whether this difference is statistically significant. The shading for the hospital score tells us that it is significantly higher than the national score.



Care on the ward

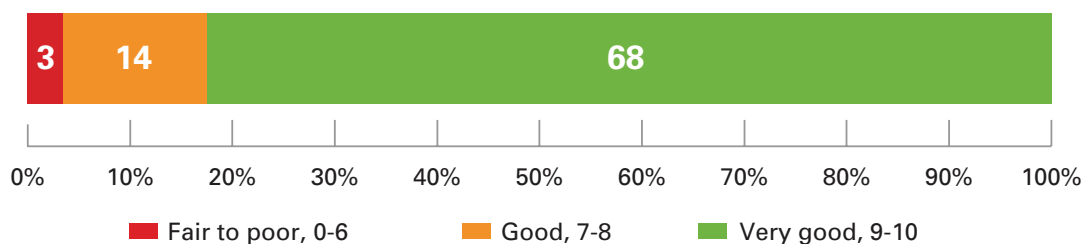


In summary: what were patients’ experiences of care on the ward?

‘Care on the ward’ refers to people’s experiences while on the ward, such as communication with hospital staff, privacy, pain management, cleanliness and food.

3 respondents (4%) said that their experience of care on the ward was fair to poor. However, 68 respondents (80%) reported having a very good experience during their stay on a ward in Croom Orthopaedic Hospital. Figure 4. summarises patients’ experiences of care on the ward.

Figure 4. Experience ratings for care on the ward



What were the key findings for care on the ward?

- Many people said that, when necessary, they always got an opportunity to talk to a nurse, with a score of 9.3 out of 10 for this question.
- 26% of respondents said they were not always able to find someone to talk to about their worries and fears.
- Croom Orthopaedic Hospital scored 8.6 out of 10 for care on the ward, which is close to the national average score of 8.3 out of 10.



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

29 open-ended comments from Croom Orthopaedic Hospital related to the following themes: 'staffing levels', 'staff availability and responsiveness', 'other healthcare staff', 'other staff', 'food and drink' and 'cleanliness and hygiene'. 12 of the comments offered suggestions for improvement. Some examples are provided below.

Staffing levels

"Sometimes I felt there wasn't enough staff to manage all the needs of all the patients. Especially when they all wanted something at the same time, that happens more often than you would imagine."

Staff availability and responsiveness

"The nurses and staff couldn't do anymore for you, if they were doing something they drop it to help you. I enjoyed my stay at Croom Hospital and they made me feel very comfortable."

"When you asked a staff member for something they asked someone else to do it but you had to ask at least 4 more times before you received what you want. Ice for knee after [Procedure Name]."

Other staff

"Domestic staff - ie tea + dinner ladies exceptional in courtesy + helpfulness. Senior night staff ie [Nurse Type] in charge. Amazing. [Doctor Type] 'on call' day or night most helpful, polite, listened and acted."

"The one thing I think that could be improved was that cleaning staff and catering staff wore the same uniform and did not wear the proper P.P.E when doing their duties."

Food and drink

"The staff were brilliant and caring and very helpful. The food was excellent."

"I received a late dinner on the day of the surgery as there was a mix up on how long I was staying at the hospital and i did not receive a full meal as the main meal was gone."

Cleanliness and hygiene

"Toilet not particularly clean/fresh..."

Quantitative results for questions on care on the ward

Fourteen questions asked about care on the ward.

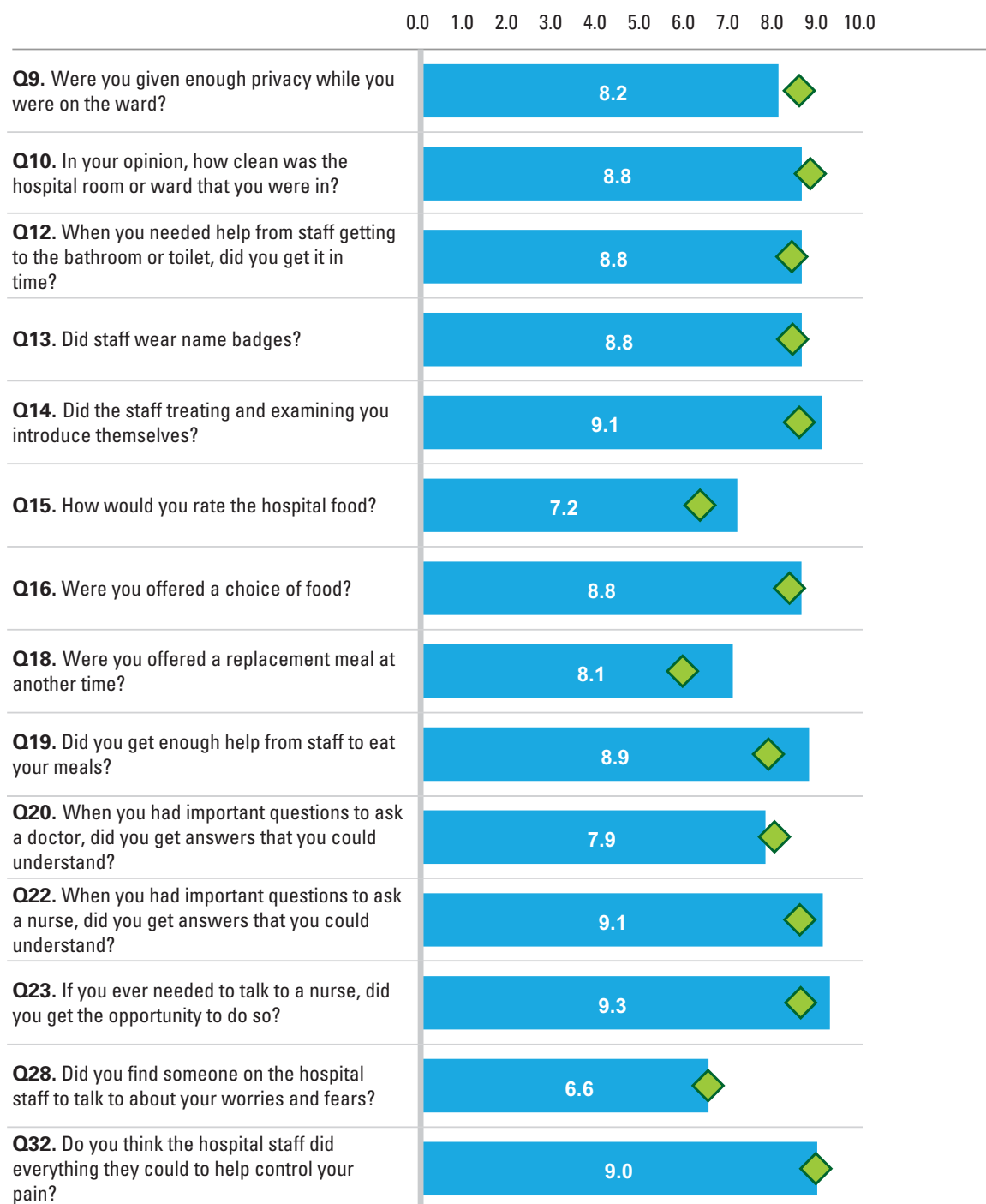


Figure 5. shows the scores out of 10 for each question. 77 respondents (94%) from Croom Orthopaedic Hospital said that, if they ever needed to talk to a nurse, they always got an opportunity to do so.

With a score of 6.6 out of 10, the lowest scoring question (Q28) relates to communication with staff. 13 respondents (26%) said that they were not, or only to some extent, able to find someone to talk to someone about their worries and fears.

“All staff were very friendly and helpful, but really had little time due to all the paperwork they had to fill out all the time.”

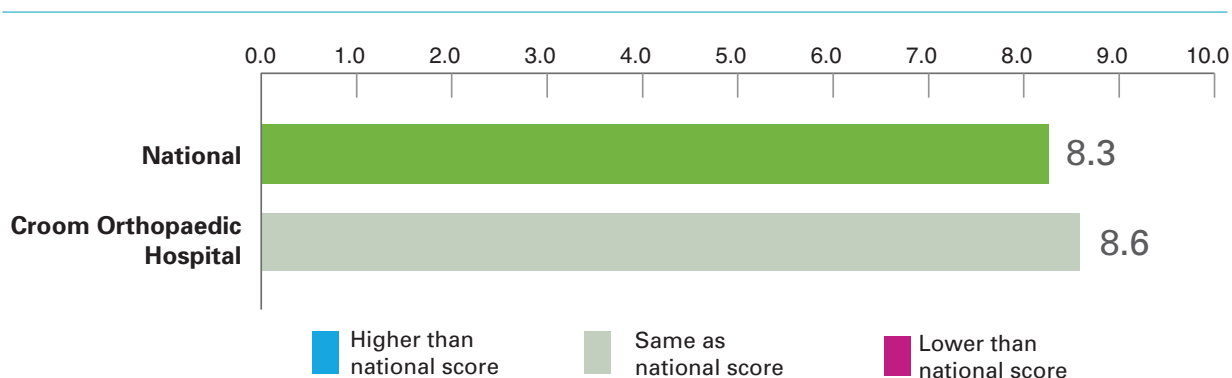
Figure 5. Croom Orthopaedic Hospital scores for questions on care on the ward



■ Croom Orthopaedic Hospital ◆ National

Figure 6. shows that, within the care on the ward stage, the average score for Croom Orthopaedic Hospital (8.6 out of 10) is similar to the national average (8.3 out of 10)⁴. This means that patients who attended Croom Orthopaedic Hospital in May 2017 reported similar experiences, for this stage of care, in comparison to the national average.

Figure 6. Comparison of Croom Orthopaedic Hospital with the national average for care on the ward (out of a maximum of 10).



Care on the ward: what do these results mean?

People had mixed experiences of care on the ward in Croom Orthopaedic Hospital. Food was rated as one of the lower ranking areas for this stage however, above average ratings were given as regards each of the four questions which asked about food. The survey found that patients were not always able to find a member of staff to talk to about their worries and fears. Patients also reported that they were not always able to understand the explanations from doctors but acknowledged the opportunities they had to talk with a nurse.

⁴ Though Croom Orthopaedic Hospital's care on the ward score is higher than the national score, the difference is not statistically significant. For further information see Appendix 4.

Examinations, diagnosis and treatment

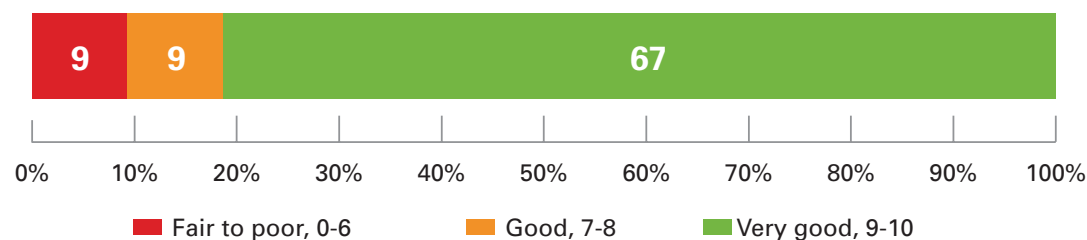


In summary: what were patients' experiences of examinations, diagnosis and treatment?

'Examinations, diagnosis and treatment' refers to people's experiences in the hospital while undergoing or receiving the results of tests, treatments, operations and procedures.

9 respondents (11%) said that their experience of examinations, diagnosis and treatment in Croom Orthopaedic Hospital was fair to poor. However, 67 respondents (79%) reported having a very good experience in Croom Orthopaedic Hospital in this regard. Figure 7. summarises patients' experiences of examinations, diagnosis and treatment.

Figure 7. Experience ratings for examinations, diagnosis and treatment

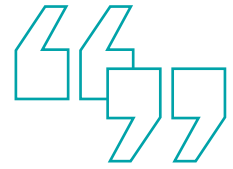


What were the key findings?

- Many people said that a doctor or nurse explained the results of tests in a way they could understand, with a score of 8.8 out of 10 for this question.
- The lowest scoring question asked patients whether they had enough time to discuss their care and treatment with a doctor, scoring 6.7 out of 10. A total of 30 respondents (36%) said they did not always have enough discussion time.
- Croom Orthopaedic Hospital scored 8.1 out of 10 for examinations, diagnosis and treatment, which is similar to the national average score of 8.1 out of 10.

"The nurses were very helpful and helped me feel at home and welcoming."

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



20 open-ended comments were made about the following themes: 'nursing staff', 'doctors or consultants' and 'waiting time for planned procedures'. 1 of these comments were in response to Q60 which asked for suggestions for improvement. Some examples of these comments are provided below.

Nursing staff

"Excellent care and pain management excellent very caring nurses."

Doctors or consultants

"I found the hospital stay very good. The nurses were kind and caring. My surgeon was very good and kindness usual."

"No doctor came to see me specifically while I was here."

Quantitative results for questions on examinations, diagnosis and treatment

Thirteen questions asked about examinations, diagnosis and treatment.

Figure 8. shows the scores out of 10 for each question in this stage. 53 respondents (82%), who answered Q33, said that a doctor or nurse explained the results of the tests in a way they could understand. This was the highest scoring question for the stage, at 8.8 out of 10 overall.

Care and attention from all staff i.e. nurses, doctors, catering staff, cleaning staff and nursing assistants."

The lowest scoring question (Q21) asked people whether they had enough time to discuss their care and treatment with a doctor. Only 54 people (64%) who answered this question answered 'yes, definitely', with the remaining 30 (36%) answering 'no' or 'yes, to some extent'.

Figure 8. Croom Orthopaedic Hospital scores for questions on examinations, diagnosis and treatment



Figure 9. shows that, within the examinations, diagnosis and treatment stage, the average score for Croom Orthopaedic Hospital (8.1 out of 10) is similar to the national average (8.1 out of 10). This means that patients who attended Croom Orthopaedic Hospital in May 2017 reported similar experiences, for this stage of care, in comparison to the national average.

Figure 9. Comparison of Croom Orthopaedic Hospital with the national average for examinations, diagnosis and treatment (out of a maximum of 10).



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

In general, patients spoke positively as regards the explanations received from doctors about test results and also in relation to the explanations received about their procedures and operations. However, patients in Croom Orthopaedic Hospital gave below-average ratings for questions relating to privacy, indicating a need for improvement in this area. Patients also reported negative experiences as regards the amount of time allocated by hospital staff to talk about their treatment, and their involvement in decisions about their care. This suggests that care was not as patient-centred as it should be and that more effort is needed to ensure that patients feel that their voices are heard by medical staff.

Discharge or transfer

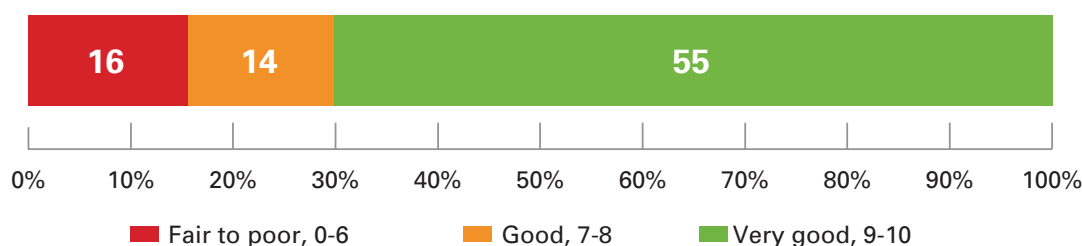


In summary: what were the experiences of patients during discharge or transfer from hospital?

'Discharge or transfer' refers to people's experiences of the discharge process, such as notice given of discharge and the provision of information, advice and support to manage patients' conditions.

Out of the 85 people who rated their experience of discharge or transfer from Croom Orthopaedic Hospital, 16 (19%) said that their experience was 'fair to poor'. On the other hand, 55 (65%) reported having a very good experience of being discharged or transferred from Croom Orthopaedic Hospital. Figure 10. below summarises these experience ratings.

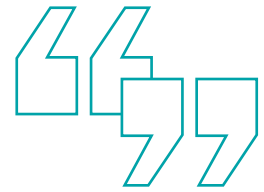
Figure 10. Experience ratings for discharge or transfer



What were the key findings for discharge or transfer?

- Out of 82 people, 73 (89%) said that they received written or printed information about what they should or should not do after leaving hospital.
- 25 people (36%) who answered Q46 said that they were not or only to some extent informed about any medication side effects to watch for when they went home.
- Croom Orthopaedic Hospital scored around the same as the national average for this stage of care, with an overall score of 7.4 out of 10. This means that the experiences of patients in this hospital, during the discharge process, were similar to the national average.

The patient voice: what patients said about discharge or transfer from hospital



In total, people from Croom Orthopaedic Hospital made 8 comments in the 2017 survey about 'discharge and aftercare management'. 4 of these comments were in response to Q60, which asked for suggestions for improvement. An example is provided below.

Discharge and aftercare

"Felt his mobility could have been made a priority especially after surgery. Is now in a ward for getting him back on his feet but he has been so long in bed, his muscles have got very stiff and he is very frightened. He feels he will never walk again."

Quantitative results for questions on discharge or transfer from hospital

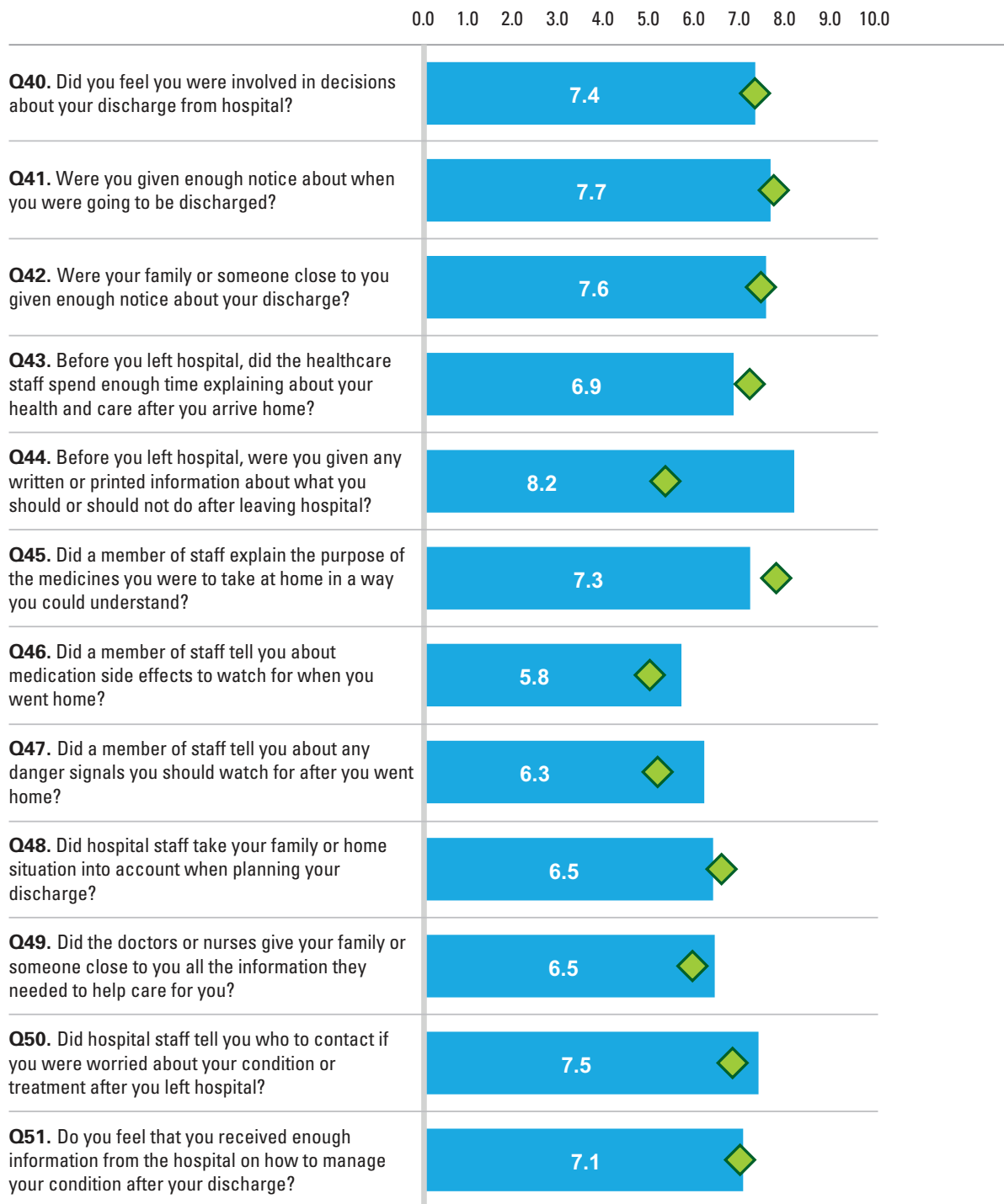
Twelve questions asked about discharge or transfer.

Out of 82 people, 73 (89%) said that they received written or printed information about what they should or should not do after leaving hospital.

25 people (36%) who answered Q46 said that they were not informed about any medication side effects to watch for when they went home.

Figure 11. summarises the scores for Croom Orthopaedic Hospital for questions on discharge or transfer from the hospital.

Figure 11. Croom Orthopaedic Hospital scores for questions on discharge or transfer



■ Croom Orthopaedic Hospital ◆ National

Figure 12. shows that within the discharge or transfer from hospital stage the average score for Croom Orthopaedic Hospital (7.4 out of 10) is similar to the national average (6.7 out of 10)⁵. This means that patients who attended Croom Orthopaedic Hospital in May 2017 reported similar experiences, for this stage of care, in comparison to the national average.

Figure 12. Comparison of Croom Orthopaedic Hospital with the national average for discharge or transfer (out of a maximum of 10).



Discharge or transfer: what do these results mean?

Croom Orthopaedic Hospital performed higher than the national average as regards providing patients with written information about what they should or should not do after leaving hospital. People also remarked positively on the amount of notice they received about when they were going to be discharged. However, both patients and their family require more information and general support as regards leaving hospital and managing their condition at home.

⁵ Though Croom Orthopaedic Hospital's discharge or transfer score is higher than the national score, the difference is not statistically significant. For further information see Appendix 4.

Other aspects of care



In summary: what were patients' experiences of other aspects of care?

'Other aspects of care' refers to the more general aspects of care that are not specific to a particular stage of care, but rather, apply throughout the hospital journey.

What were the key findings for other aspects of care?

- Q52 was the highest ranking question on other aspects of care (score of 9.0 out of 10). 95% of people said that they were always treated with respect and dignity while they were in hospital.
- Q27 was the lowest ranking question on other aspects of care (score of 6.6 out of 10). 36% of those who wanted their family involved said they were not, or were only to some extent, given enough opportunity to talk to a doctor.

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



53 open-ended comments were about 'communication with the patient', 'dignity and respect', 'staff in general', 'communication with family and friends', 'physical comfort', 'hospital facilities', 'clinical information and history' and 'private health insurance'. 11 of these comments were in response to Q60, which asked for suggestions for improvement.

Communication with patient

"I would have expected a doctor to come and tell me how the operation went and if there were potential problems to watch out for."

Staff in general

“Very kind, professional staff. Greeted on arrival to hospital and taken to my bed. All staff introduced themselves. All staff thoroughly pleasant throughout overnight stay. As a small orthopaedic hospital the experience was exemplary.”

“I think all staff including porters, nursing and kitchen staff should not wear their uniforms going home or coming to work.”

Physical comfort

“I can’t praise Croom Hospital enough. I had such anxiety on the morning and each and every one of the staff I encountered [Date] were so obliging, so caring so professional and so friendly, I felt I was in good hands all the way. The surgeons, nurses and doctors were all amazing. I was very comfortable during my stay and I was in pain after but the nurses were fantastic in managing my pain relief. Extra cups of tea were no bother the catering staff. The [Healthcare Professional] girls were upbeat and encouraging. The admissions girl was very helpful and even the porter bringing me to and from ward was super and smiling”

“The ward had 4 beds and my space was very cramped, as I was in bed most of the time it was not a problem for me. But staff had difficulty accessing at both sides of my bed.”

Hospital facilities

“Service and conditions were good.”

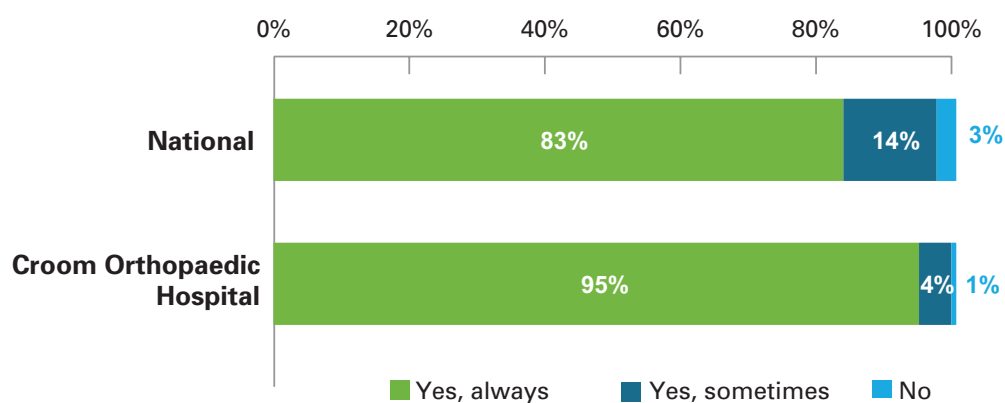
“No Wi-Fi in Croom; TV very poor and available to only every second patient. For 21st century patient care, that is unacceptably poor.”

Quantitative results for questions on other aspects of care

Question 52 asked people if they felt that they were treated with respect and dignity while in Croom Orthopaedic Hospital in May 2017. Overall, 81 people (95%) said that they were always treated with respect and dignity, while four people (5%) said that they were not, or only sometimes. This question scored an average of 9.0 out of 10, meaning that, in general, people reported a positive experience of this aspect of care.

Figure 13. below shows these patients' ratings of the level of dignity and respect they were shown in hospital.

Figure 13. Ratings for dignity and respect in Croom Orthopaedic Hospital



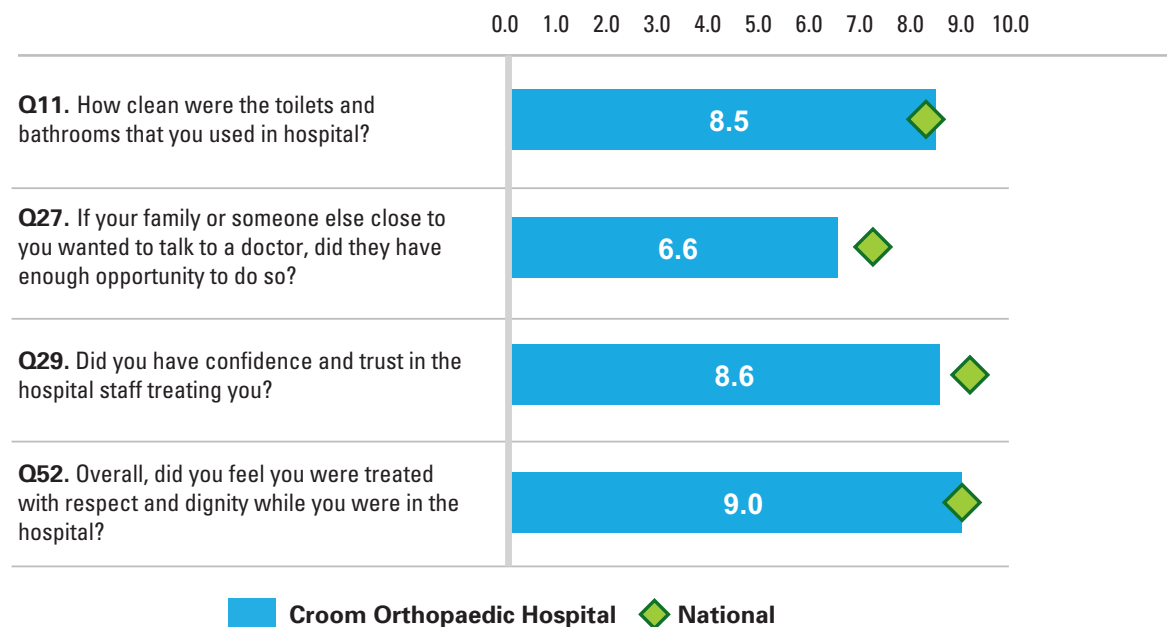
Question 29 asked people if they had confidence and trust in the hospital staff treating them. 80 people (94% of all people who answered Q29) said that they always had confidence and trust in the hospital staff, while five people (6%) said that they did not or only sometimes had confidence and trust.

Question 11 asked people about the cleanliness of the bathrooms and toilets in Croom Orthopaedic Hospital. While 61 people (73% of people who answered Q11) said that the bathrooms and toilets were very clean, 23 people (27%) said that they were not very clean or not at all clean.

Question 27 asked people if their family or someone close to them had sufficient opportunities to talk to a doctor in Croom Orthopaedic Hospital. Out of 53 people, 34 (64%) said that their family or people close to them definitely had sufficient opportunities to talk to a doctor. However, 19 people (36%) said that their family or friends did not.

Figure 14. summarises the scores for Croom Orthopaedic Hospital for questions about other aspects of care.

Figure 14. Croom Orthopaedic Hospital scores for questions on other aspects of care



Other aspects of care: what do these results mean?

Most people said that they were treated with respect and dignity and had confidence in the hospital staff treating them. The survey also found that patients reported quite positively on the cleanliness of bathrooms or toilets. However, Croom Orthopaedic Hospital performed below the national average on Q27, with some patients reporting challenges as regards opportunities for their family or someone close to them to talk to a doctor. This area is strongly linked with patients reporting a positive overall experience, and is thus very important to address.



Chapter 3

Overall experience

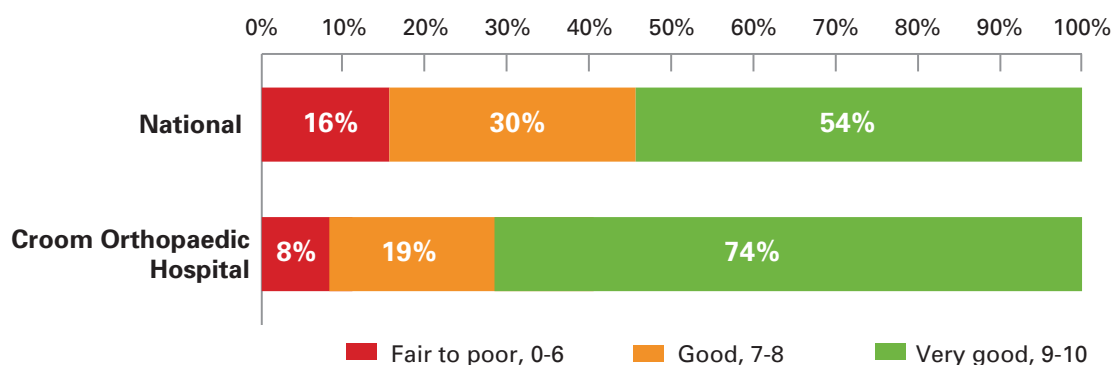
Ratings of overall experience

Respondents were also asked to rate their overall hospital experience on a scale of 0 to 10, with 10 being the most positive experience, and 0 the most negative experience.

In Figure 15. below, the average overall rating of hospital experience for Croom Orthopaedic Hospital is provided and compared with the national average.

59 people (74%), who stayed in Croom Orthopaedic Hospital in May 2017 reported having a very good experience in this hospital, while 8% of respondents indicated a fair to poor experience in Croom Orthopaedic Hospital.

Figure 15. Overall rating of hospital experience for Croom Orthopaedic Hospital and nationally





Chapter 4

Conclusion

How did patients experience hospital care in Croom Orthopaedic Hospital in May 2017?

Overall, patients' ratings of their experiences at Croom Orthopaedic Hospital were above the national average. 93% of patients at Croom Orthopaedic Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

In general, patients reported that they were treated with respect and dignity by staff in Croom Orthopaedic Hospital and also remarked positively as regards the number of staff who took the time to introduce themselves. Patients reported positive experiences in terms of their communication with nurses and the help they received from staff to control their pain. Furthermore, the hospital performed above the national average as regards providing patients with written information to help them care for themselves after leaving hospital.

Nevertheless, Croom Orthopaedic Hospital performed below the national average in some areas, indicating that some improvements are needed, particularly in the discharge or transfer stage of care. The survey found that, prior to leaving the hospital, many patients were not informed of the purpose of their medicines, while others were not advised as regards the side effects of their medication.

Communication with staff is also an area which needs improvement. Some patients reported that they did not receive enough time to discuss their care and treatment with a doctor, while others found it difficult to find someone to talk to about their worries and fears. The hospital also performed below the national average in terms of privacy, particularly when patients were discussing their condition or treatment, indicating a need for improvement in this area.

These findings will serve to inform quality improvement initiatives in Croom Orthopaedic Hospital.

What happens next?

The HSE has committed to using the findings of the National Patient Experience Survey 2017 to support wide ranging quality improvements in every hospital in Ireland. In direct response to what people have said in this survey, the HSE will develop and publish a national quality improvement plan, which will outline a vision and direction for the future of patient-centred care in Ireland.

The HSE has also set up a governance structure, including an oversight group to lead the development of a national quality improvement plan, which will be made publicly available on www.patientexperience.ie in December 2017.

The Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare. Finally, the findings of the survey will be used to inform HIQA's approach to the monitoring of hospitals.

Appendix 1:

National Patient Experience Survey 2017 questions

No.	Question
1	Was your most recent hospital stay planned in advance or an emergency?
2	When you arrived at the hospital, did you go to the Emergency Department (also known as the A&E Department or Casualty)?
3	When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?
4	While you were in the Emergency Department, did a doctor or nurse explain your condition and treatment in a way you could understand?
5	Were you given enough privacy when being examined or treated in the Emergency Department?
6	Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?
7	Did you remain in the Emergency Department for the entire time of your stay?
8	Following arrival at the hospital, how long did you wait before being admitted to a ward?
9	Were you given enough privacy while you were on the ward?
10	In your opinion, how clean was the hospital room or ward that you were in?
11	How clean were the toilets and bathrooms that you used in hospital?
12	When you needed help from staff getting to the bathroom or toilet, did you get it in time?
13	Did staff wear name badges?
14	Did the staff treating and examining you introduce themselves?
15	How would you rate the hospital food?
16	Were you offered a choice of food?
17	Were you ever unable to eat during mealtimes (e.g. because you were away from the ward, recovery from surgery etc.)?
18	Were you offered a replacement meal at another time?
19	Did you get enough help from staff to eat your meals?
20	When you had important questions to ask a doctor, did you get answers that you could understand?
21	Did you feel you had enough time to discuss your care and treatment with a doctor?

No.	Question
22	When you had important questions to ask a nurse, did you get answers that you could understand?
23	If you ever needed to talk to a nurse, did you get the opportunity to do so?
24	Were you involved as much as you wanted to be in decisions about your care and treatment?
25	How much information about your condition or treatment was given to you?
26	Was your diagnosis explained to you in a way that you could understand?
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?
28	Did you find someone on the hospital staff to talk to about your worries and fears?
29	Did you have confidence and trust in the hospital staff treating you?
30	Were you given enough privacy when discussing your condition or treatment?
31	Were you given enough privacy when being examined or treated?
32	Do you think the hospital staff did everything they could to help control your pain?
33	Did a doctor or nurse explain the results of the tests in a way that you could understand?
34	Before you received any treatments did a member of staff explain what would happen?
35	Before you received any treatments did a member of staff explain any risks and/or benefits in a way you could understand?
36	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?
37	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
38	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
39	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
40	Did you feel you were involved in decisions about your discharge from hospital?
41	Were you given enough notice about when you were going to be discharged?
42	Were your family or someone close to you given enough notice about your discharge?
43	Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrive home?
44	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

No.	Question
45	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
46	Did a member of staff tell you about medication side effects to watch for when you went home?
47	Did a member of staff tell you about any danger signals you should watch for after you went home?
48	Did hospital staff take your family or home situation into account when planning your discharge?
49	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?
50	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
51	Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?
52	Overall, did you feel you were treated with respect and dignity while you were in the hospital?
53	Overall... (please circle a number from 0 to 10 that summarises your experience. 0 represents a very poor experience, 10 represents a very good experience.)
54	Who was the main person or people that filled in this questionnaire?
55	Are you male or female?
56	What is your month and year of birth?
57	What is your ethnic or cultural background?
58	Do you currently have: A medical card; Private health insurance; Both medical card and private health insurance; Neither medical card nor private health insurance?
59	Was there anything particularly good about your hospital care?
60	Was there anything that could be improved?
61	Any other comments or suggestions?

Appendix 2:

Background to the National Patient Experience Survey Programme

The National Patient Experience Survey Programme is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The aim of the National Patient Experience Survey Programme is to engage with and understand the experience of patients, and use this feedback to inform the future development, planning, design and delivery of improved patient-centred care in Irish hospitals.

The objectives of the programme are to provide patients with the opportunity to share their experiences, helping the partner organisations to:

- determine the quality of healthcare delivery in Ireland
- identify areas of best practice in Irish healthcare, as well as areas in need of improvement
- provide measures of patient experience which will inform the future planning and delivery of healthcare
- allow for comparisons of patient experiences nationally and internationally, and
- develop and build quality and safety improvement initiatives.

The programme is governed by a steering group, which is made up of patient representatives and senior decision-makers from each of the partner organisations. A delivery group and an advisory group were also set up to oversee the development and implementation of the National Patient Experience Survey.

Further information on the management of the survey is available at www.patientexperience.ie.

Appendix 3:

Identifying areas of good experience and areas needing improvement

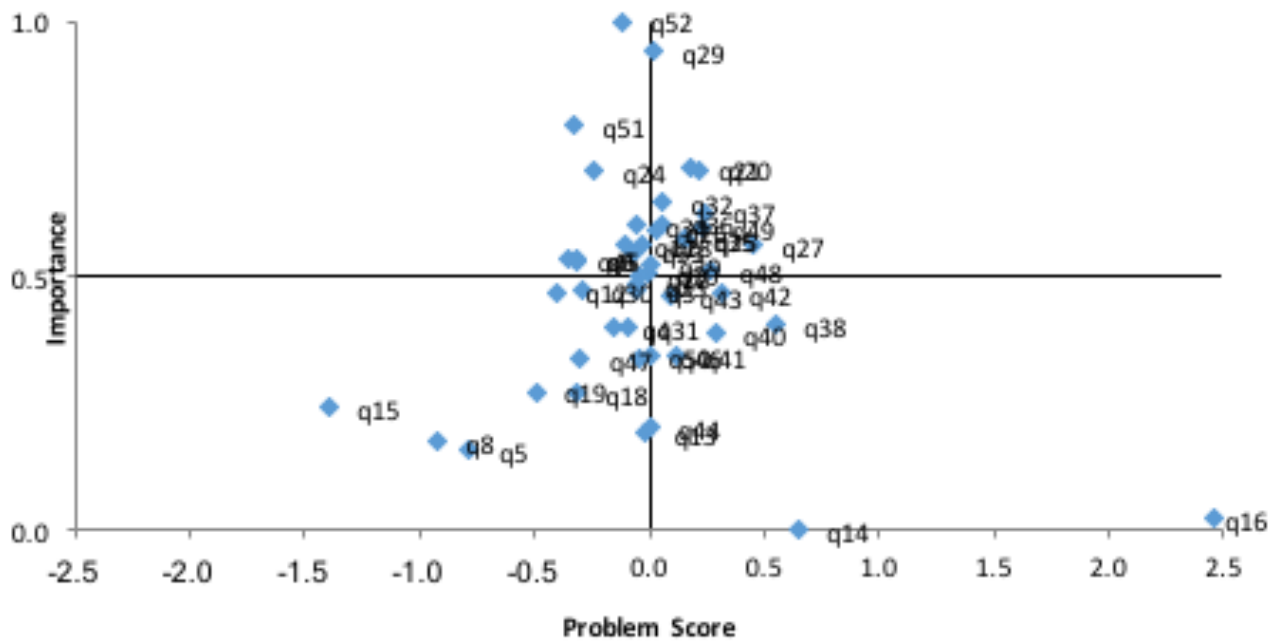
Two methods were combined to identify the areas of good experience and the areas needing improvement.

1. Questions that had particularly high scores out of 10 were identified as areas of good experience, while questions that had particularly low scores out of 10 were identified as areas needing improvement.
2. Questions that had a strong relationship with overall ratings of experience (Q53) were selected as areas of good experience or areas needing improvement. Further detail on this process is provided below:

Some questions were more important to patients' ratings of overall experience. For example, a question on being treated with dignity and respect may have a stronger relationship with overall experience than a question on patient ratings of the hospital food.

Figure 16. below, shows a map of the survey questions based on how strongly each question is connected to overall experience. The map also shows the difference between the score for each question in Croom Orthopaedic Hospital and the score for each question nationally. This map helps to identify some of the areas of positive experience and areas needing improvement presented in Chapter 1. The importance of the relationship between each question and overall experience is given as a number between 0 and 1, with 1 being the most important possible relationship. The difference between question scores for Croom Orthopaedic Hospital and national scores is described as a 'problem score'. If a question has a problem score with a value greater than zero, it means that Croom Orthopaedic Hospital has scored less than the national average for that question. For example, if a hospital scored 8.8 for Q52 which is lower than the national average of 9.0, this would mean it had a problem score of 0.2 for this question.

Questions that have high problem scores and are important to patients' overall experience appear in the top right section of the map - these are areas needing improvement in Croom Orthopaedic Hospital. Questions that have low problem scores and are important to patients' overall experience can be found in the top left-hand section of the map - these are areas of good experience, as reported by patients of Croom Orthopaedic Hospital.

Figure 16. Overall patient experience map for Croom Orthopaedic Hospital

Appendix 4:

A technical note on analyses and interpretation

Preliminary note

Please note that values in figures do not always add up to 100% exactly. This is due to rounding.

Scoring methodology

The National Patient Experience Survey scoring methodology is based on the methodology adopted by the Care Quality Commission on behalf of the National Health Service (NHS) in England.

The scores for the patient journey were calculated by grouping survey questions into five stages of care⁶: admissions; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other stages of care. Scores are presented for individual questions making up a stage of care. The responses to questions in each stage were also summarised to form overall scales ranging from 0-10.

Figure A. is an example of how response options were converted into scores in the 2017 survey. It should be noted that only evaluative questions could be scored, that is, questions which assess an actual experience of care. Routing or demographic questions were not scored. More 'positive' answers were assigned higher scores than more negative response options. In the example 'No' was given a score of 0, 'Yes, sometimes' was given a score of 5 and 'Yes, always' was given a score of 10. The last response option 'I had no need to ask/I was too unwell to ask any questions' was not scored, as it cannot be evaluated in terms of best practice.

6 There are 48 questions relating to the patient journey stages of care. Filter questions, that is, questions whose main purpose it was to route respondents to the next applicable question, were excluded from this categorisation.

Figure A. Example of a scored question in the 2017 survey

The Emergency Department

Q3. When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?

- 10 Yes, always
- 5 Yes, sometimes
- 0 No
- 5 I had no need to ask / I was too unwell to ask any questions

The table below shows how scores are calculated for a specific question. In this example the scores of five respondents are presented. The score for Q3 is calculated by summing the scores in the right hand column (10+10+5+0+5), before dividing them by the number of people who responded to this question (30/5=6). The average score for Q3 is 6 out of 10.

Q3. When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?

Respondent	Score
1	10
2	10
3	5
4	0
5	5
Sum of scores	30

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

Comparing groups

When is a difference a 'real' difference?

Statistical tests were carried out to examine if there were significant differences in patient experience across patient groups (that is men and women, and different age groups).

A 'z-test' was used to compare patient experience data at the 99% confidence level. A z-test is a statistical test used to examine whether two population mean scores are different, when the variances are known and the sample size is large. A statistically significant difference means it is very unlikely that results were obtained by chance alone. Therefore, when a score is significantly 'higher than' or 'lower than' the national average, this is highly unlikely to have occurred by chance.

To protect anonymity of people who took part in the survey, and to allow for strong comparisons, sample sizes of less than 30 were not reported.

The National Patient Experience Survey 2017 technical report, available in 2018 at www.patientexperience.ie, provides details on all aspects of the analyses, including response rates, mapping of questions to reporting themes, computation of patient journey scores, statistical comparisons, and application of adjustment weights.

How was the survey data analysed and reported?

Quantitative survey data was analysed using the statistical package SPSS (Version 24).

The responses to the open-ended questions were transcribed and anonymised. All references to names of patients or hospital staff, places, nationalities, wards, specific health conditions, operations and procedures were removed from the qualitative comments before they were thematically analysed and coded.

Analysing open-ended comments

The last three questions (questions 59-61) of the 2017 survey encouraged participants to provide additional information, in their own words, on their experience in hospitals. The free-text comments were very useful as they allowed people to give a more in-depth description of their experience. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. Nationally, a total of 21,528 comments were received in response to the open-ended questions in the 2017 survey.

A coding framework was developed to carry out a thematic analysis of the open-ended responses to the free-text questions at the end of the questionnaire. All open-ended-questions were analysed and multi-coded using the following 20 codes:

- Dignity, respect and privacy
- Communication with the patient
- Emergency Department management and environment
- Emergency Department waiting times
- Staffing levels
- Staff availability and responsiveness
- Other healthcare staff
- Other staff
- Food and drink
- Cleanliness and hygiene
- Nursing staff
- Doctors or consultants
- Waiting times for planned procedures
- Discharge and aftercare management
- Staff in general
- Communication with family and friends
- Hospital facilities
- Parking facilities
- Clinical information and history
- Private health insurance.

Glossary

Acute hospital: a hospital that delivers emergency, non-emergency/elective and outpatient care to people who are ill or injured.

Emergency care: refers to life-saving care. People who present to hospital with a medical emergency may need to be admitted to hospital.

Emergency department: an area in a hospital where patients can access emergency care 24 hours a day, seven days a week. The emergency department is also sometimes known as 'Accident and Emergency' (A&E) or 'casualty'.

Hospital groups: all public hospitals in Ireland are organised into seven hospital groups, six of which participated in the 2017 survey. The Children's Hospital Group is the seventh hospital group in Ireland. Paediatric hospitals and children's services were not surveyed on this occasion.

Inpatient: a person who is admitted to hospital to receive medical or surgical treatment and stays at least one night.

Non-emergency/elective care: care that is not usually urgent, but rather is planned in advance by the patient and a doctor.

Patient experience of hospital care: what a person feels, observes, perceives, recognises, understands and remembers about their medical care and treatment in hospital.

Patient journey: the patient's progression through hospital from admission to discharge.

Patient or person-centred care: care that is centred on the needs, values and preferences of the patient/person. Essential to this definition is the promotion of kindness, dignity, privacy and autonomy.

Stages of care: refers to specific points along the patient journey. The stages of care are: admissions; care on the ward; examinations, diagnosis and treatment; and discharge or transfer.