



National Patient Experience Survey 2018

Ennis Hospital

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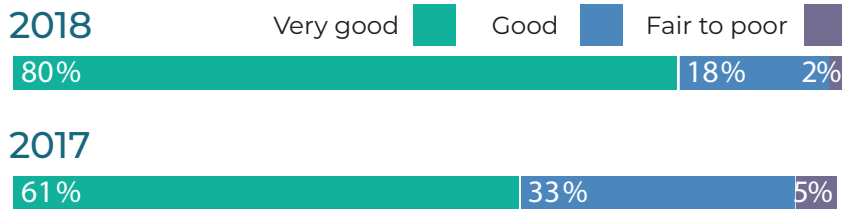
An Roinn Sláinte
Department of Health



Ennis Hospital

2018 survey results

Overall experience



47%
response rate

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

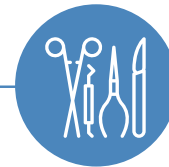
Areas of good experience



Clear explanation of a diagnosis



Opportunity for family members to talk to a doctor

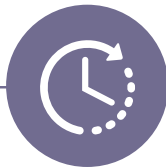


Clear explanation of the risks/benefits of an operation or procedure

Areas needing improvement



Explanation of the purpose of medications



Time to discuss care and treatment with a doctor



Information on the side effects of medications

The patient voice

"I was treated as a person. Not a medical card number."



"The after care and follow up is poor and no explanation given as to what to do to help things improve when at home."

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%. 59 patients from Ennis 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 Ennis Hospital?

The majority of participants from Ennis Hospital reported positive experiences in hospital. 98% 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, with the exception of care on the ward, which was above-average.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, most patients were given clear explanations of their diagnosis and the risks and benefits of operations and procedures. Patients also said that their families were given sufficient opportunities to talk to a doctor when required.

There were also several areas needing improvement. A number of patients felt they did not have enough time to discuss their care and treatment with a doctor. Some patients also said that the purpose and potential side effects of medications were not clearly explained to them before they were discharged.

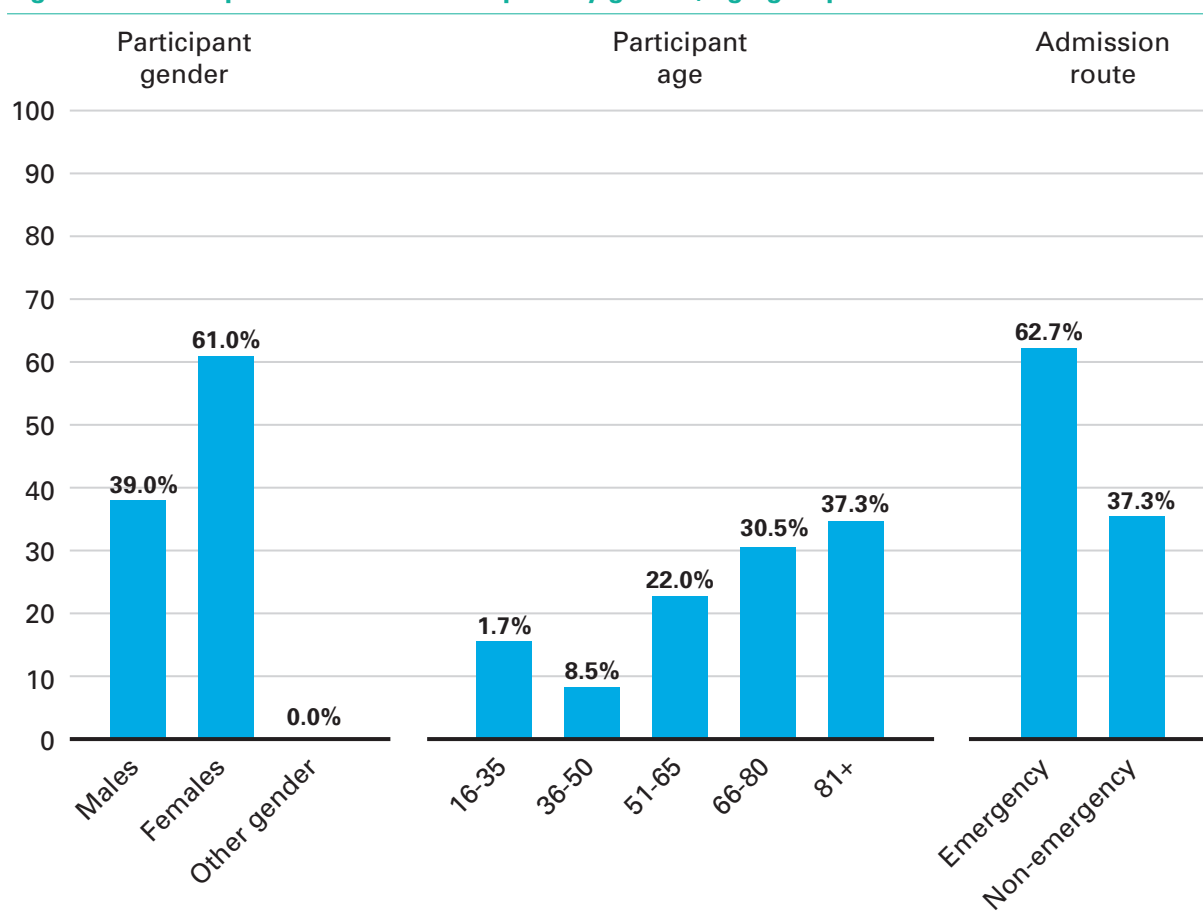
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Ennis Hospital to continue to improve patients' experiences of care in the hospital.

Hospital and participant profile

Ennis Hospital is a public acute hospital located in Ennis, Co. Clare. There were 50 inpatient beds available in the hospital during the survey period of May 2018.

126 people discharged from Ennis Hospital during the month of May 2018 were invited to participate in the survey. 59 people completed the survey, achieving a response rate of 47%. 39% of participants were male and 61% were female. 37 respondents (62.7%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Ennis Hospital.

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



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While Ennis 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 Ennis 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 Ennis Hospital are:

<p>Examinations, diagnosis and treatment</p>	<p>57 (98%) of the 58 people who answered this question said that their diagnosis was completely or to some extent explained in a way they could understand.</p>
<p>Clear explanation of a diagnosis Q26</p>	
<p>Other aspects of care</p>	<p>39 people (89% of those who answered Q27) said that their family either definitely or to some extent had sufficient opportunities to talk to a doctor if required.</p>
<p>Opportunity for family members to talk to a doctor Q27</p>	
<p>Examinations, diagnosis and treatment</p>	<p>14 people (93% of those who answered Q36) said that the risks or benefits of an operation were explained to them in a way that they could completely understand.</p>
<p>Clear explanation of the risks/benefits of an operation or procedure Q36</p>	

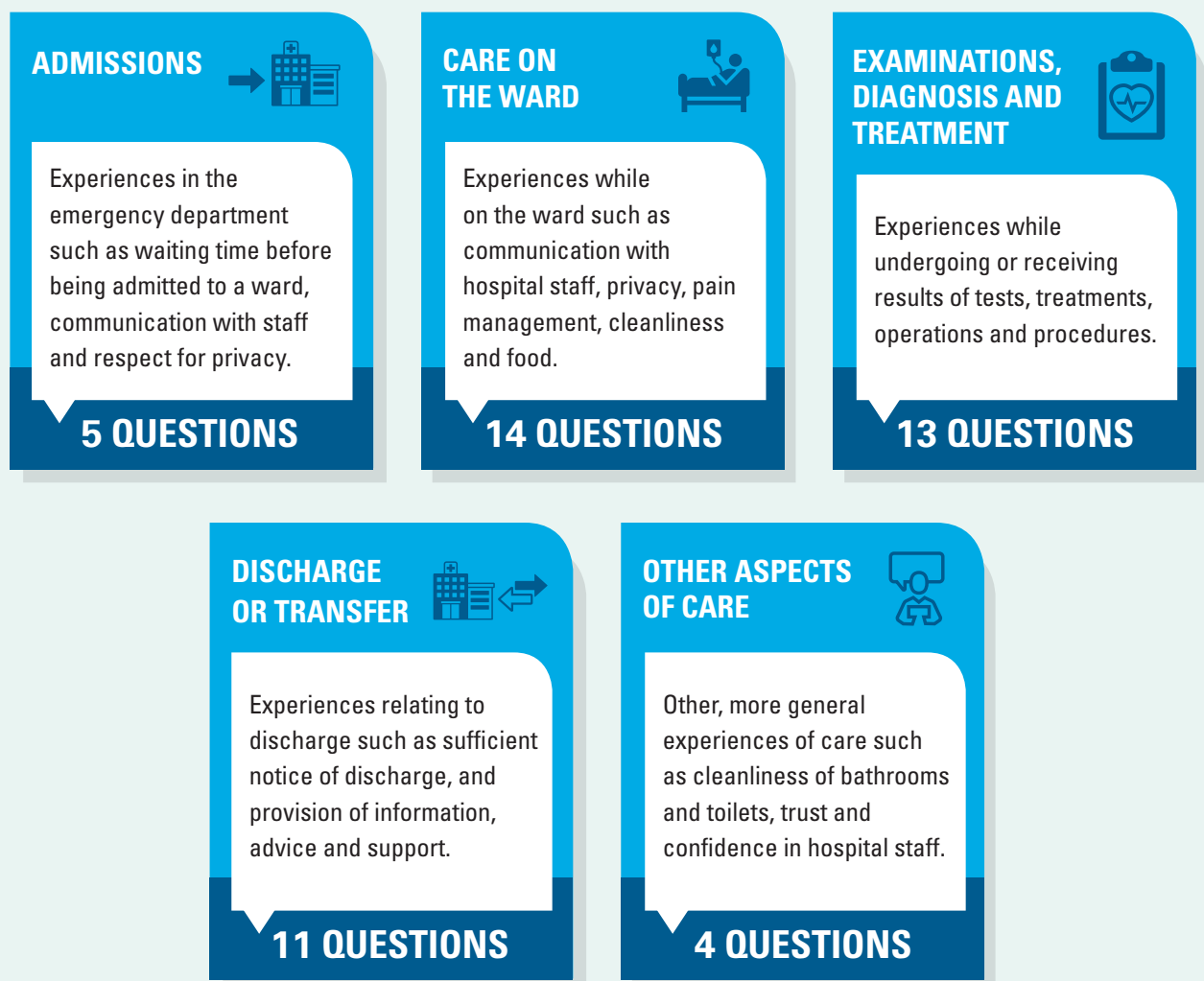
The areas needing improvement in Ennis Hospital are:

<p>Examinations, diagnosis and treatment</p>	<p>Of the 59 people who answered this question, 26 (44%) said that they did not have, or only to some extent had, enough time to discuss their care and treatment with a doctor.</p>
<p>Time to discuss care and treatment with a doctor Q21</p>	
<p>Discharge or transfer</p>	<p>16 people (35% of those who answered Q44) said that the purpose of medications they were to take at home was not, or was only to some extent, explained in a way they could understand.</p>
<p>Explanation of the purpose of medications Q44</p>	
<p>Discharge or transfer</p>	<p>23 people (59% of those who answered this question) said that they were not, or were only to some extent, told about the side effects of medication to watch out for.</p>
<p>Information on the side effects of medications Q45</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 Ennis 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.

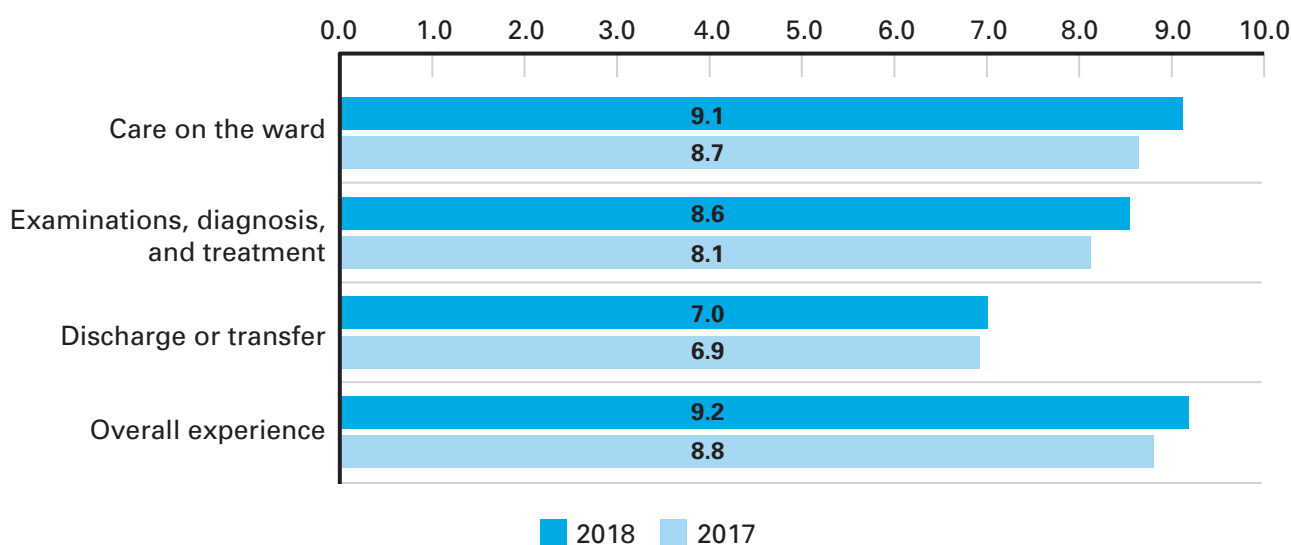
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was slightly higher in 2018 than in 2017, but the difference was not statistically significant. Improvements in patient ratings were found for every stage of care, but again these differences were not statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Comparison of stage of care scores³ for Ennis Hospital for 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 admissions with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

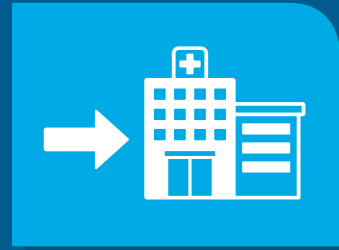
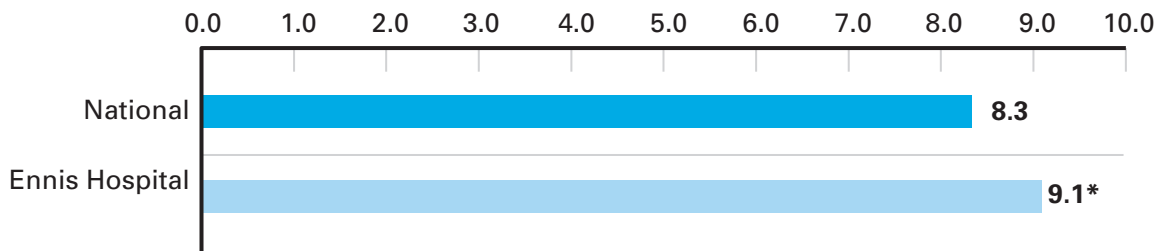
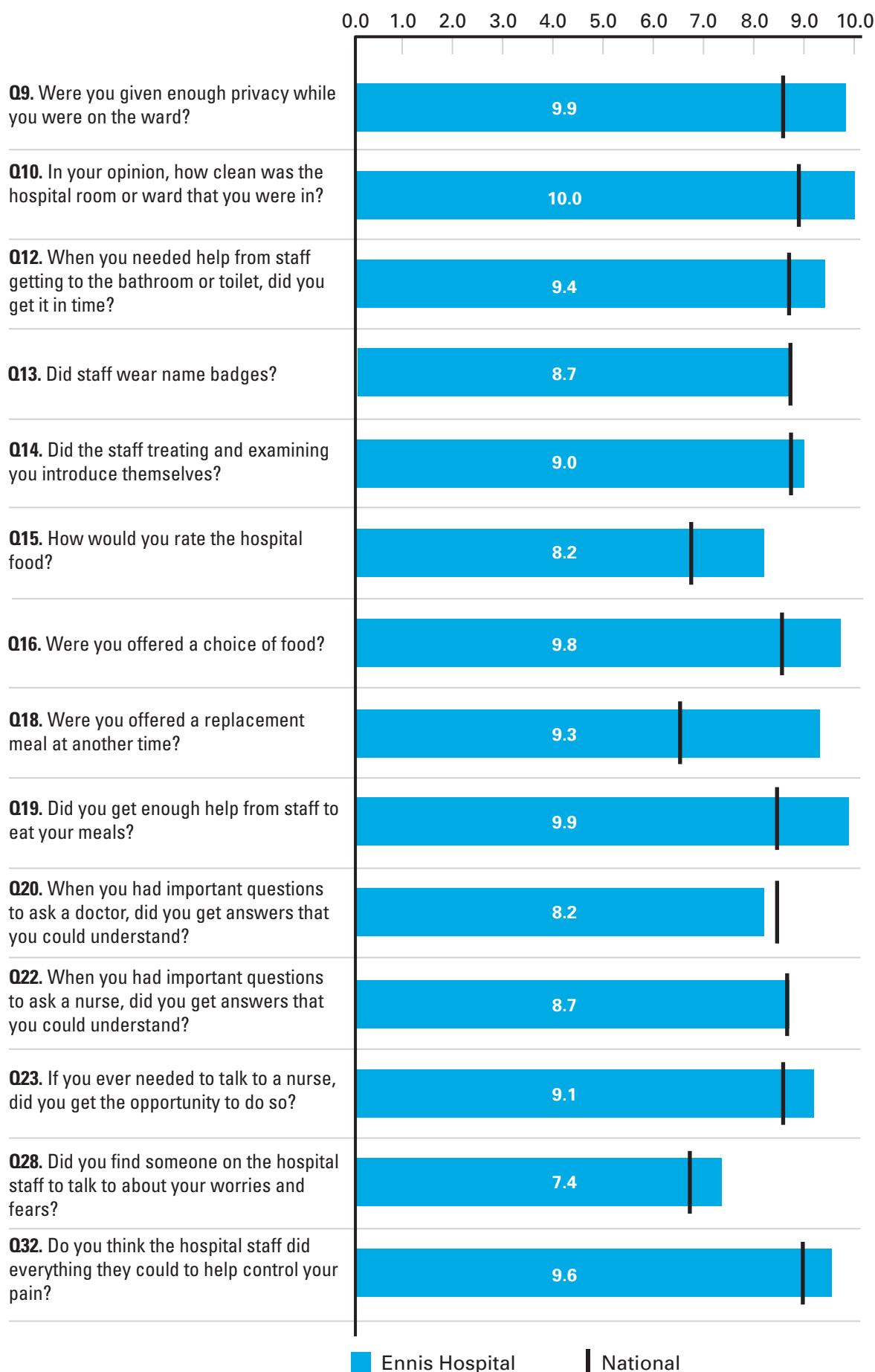


Figure 3 Comparison of Ennis Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Ennis Hospital scores for questions on care on the ward



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

"Very good care and attention. Hospital clean & tidy, very friendly staff & very helpful."

"During breaks (having their tea or meals) of the nurses none of them was available for help or other things."

"I was in Ennis General Hospital and it was spotless and the staff were brilliant. Food good. I couldn't say enough good things about it. First class care and attention."

"There should be more staff employed in the hospital."

Care on the ward: what do these results mean?

Ennis Hospital received higher ratings of care on the ward than the national average, and patient ratings of this stage were slightly higher in 2018 than in last year's survey. Patients had very positive experiences of the cleanliness and privacy in the hospital. However, some patients said that they weren't always able to access emotional support when they needed it.

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 related to this stage of care.

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

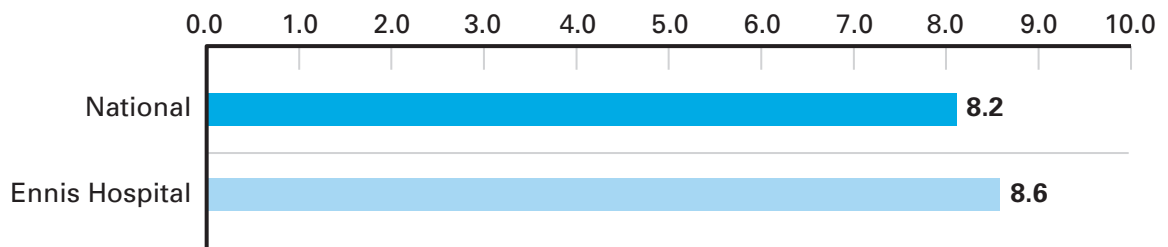
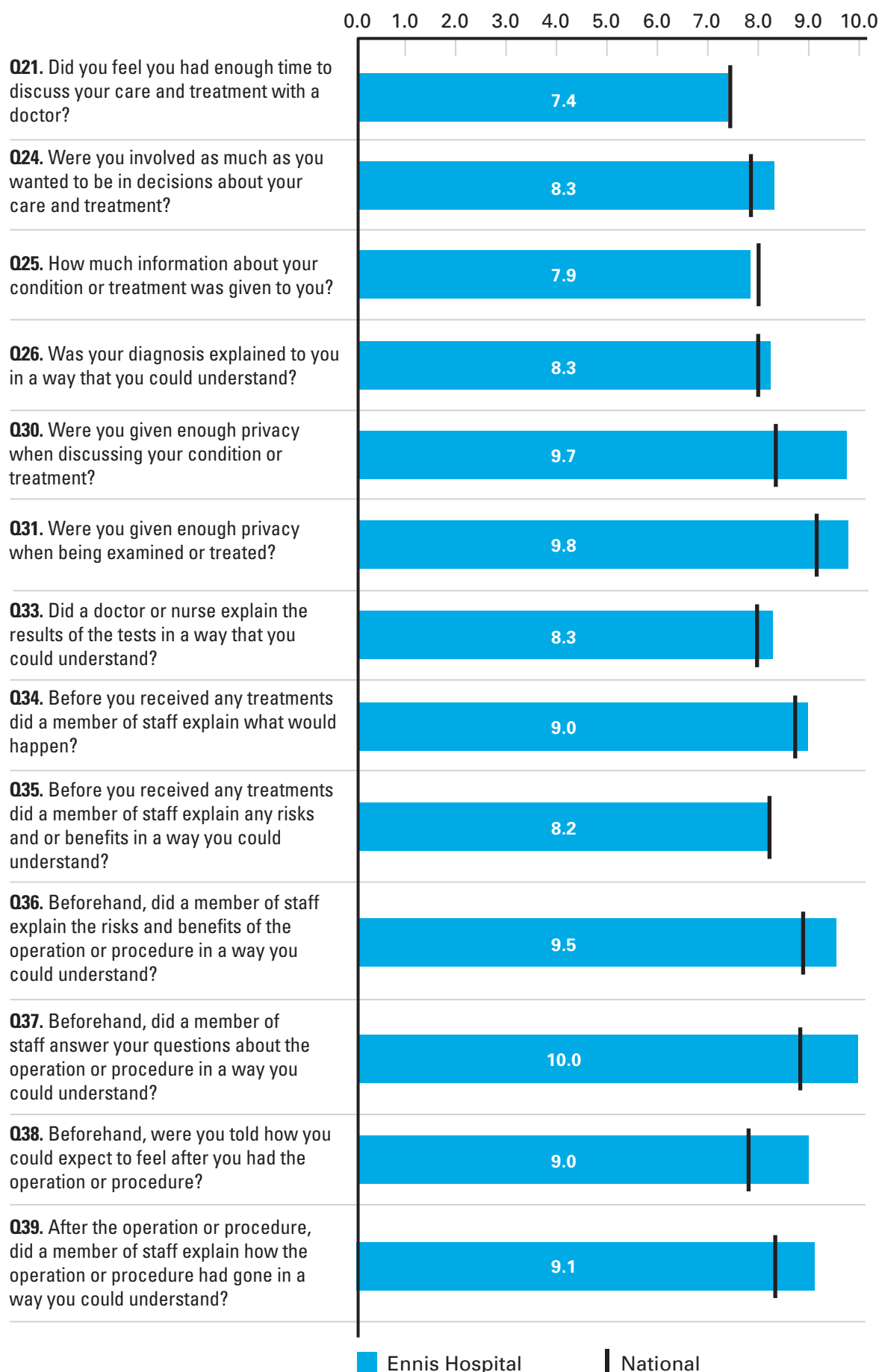


Figure 6 Ennis Hospital scores for questions on examinations, diagnosis and treatment



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

"I felt the commitment and care from the nursing staff was outstanding. Also care and interest of medical doctors reassured me I was in capable hands."

"The doctors were not good to converse and explain what was going on each day."

"The medical team took a great interest in me and spoke at length with my carer."

"Doctors should come around more often or get more of them and more nurses."

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

Ratings of examination, diagnosis and treatment were slightly above the national average and slightly higher than last year's survey. Most patients were happy with the clarity of answers they received from staff, and the privacy they experienced while being examined or treated. However, some patients felt that they did not get enough time to discuss their care and treatment with a doctor.

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 related to questions on this stage of care.

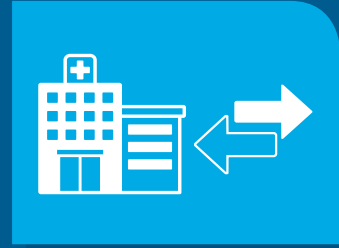


Figure 7 Comparison of Ennis Hospital with the national average score for discharge or transfer (out of a maximum of 10)

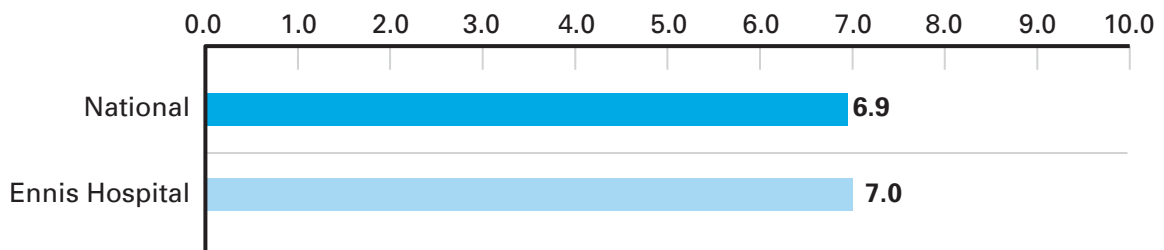
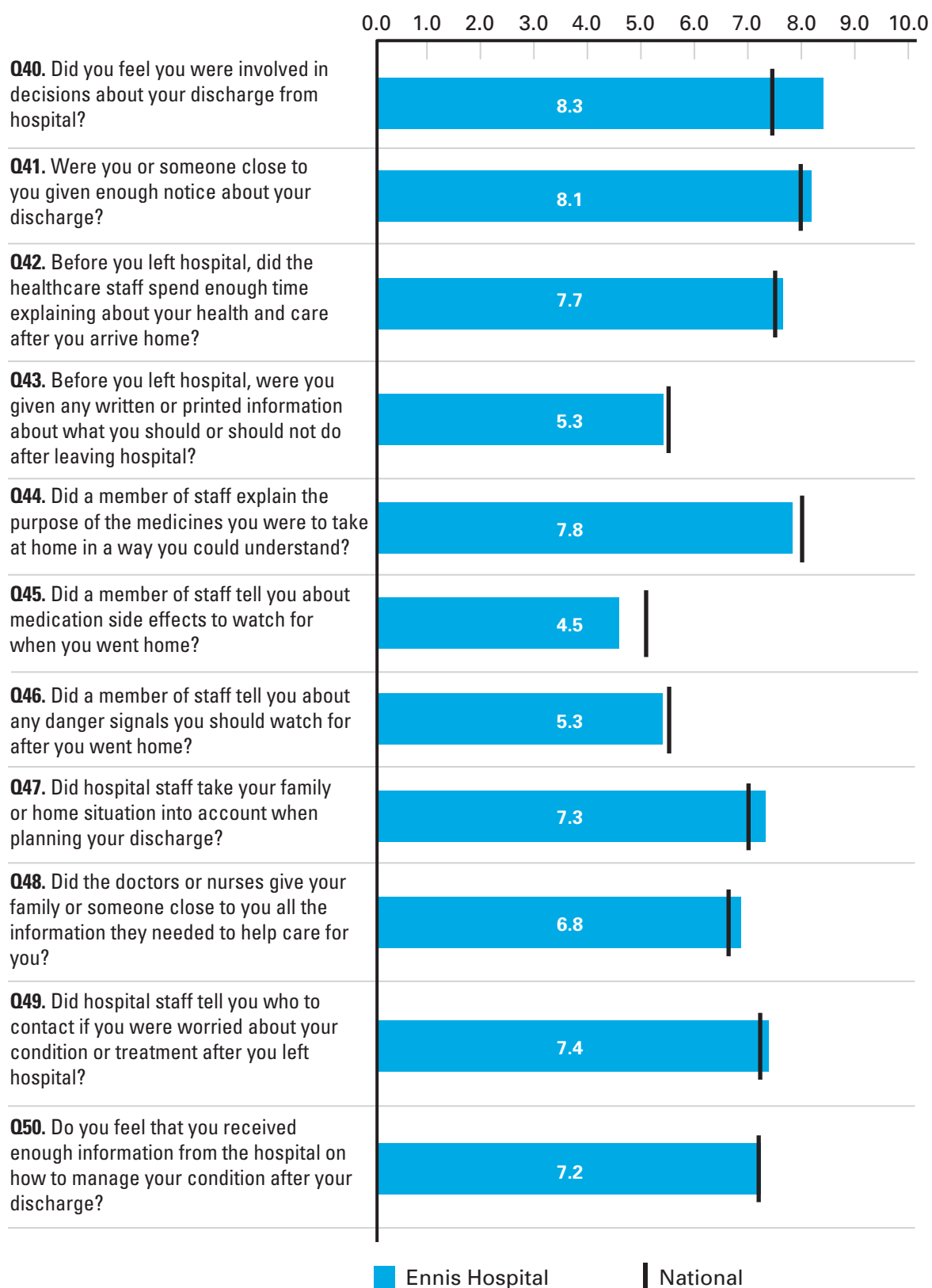


Figure 8 Ennis Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"There should be a follow up meeting and better after care."

"The after care and follow up is poor and no explanation given as to what to do to help things improve when at home."

Discharge or transfer: what do these results mean?

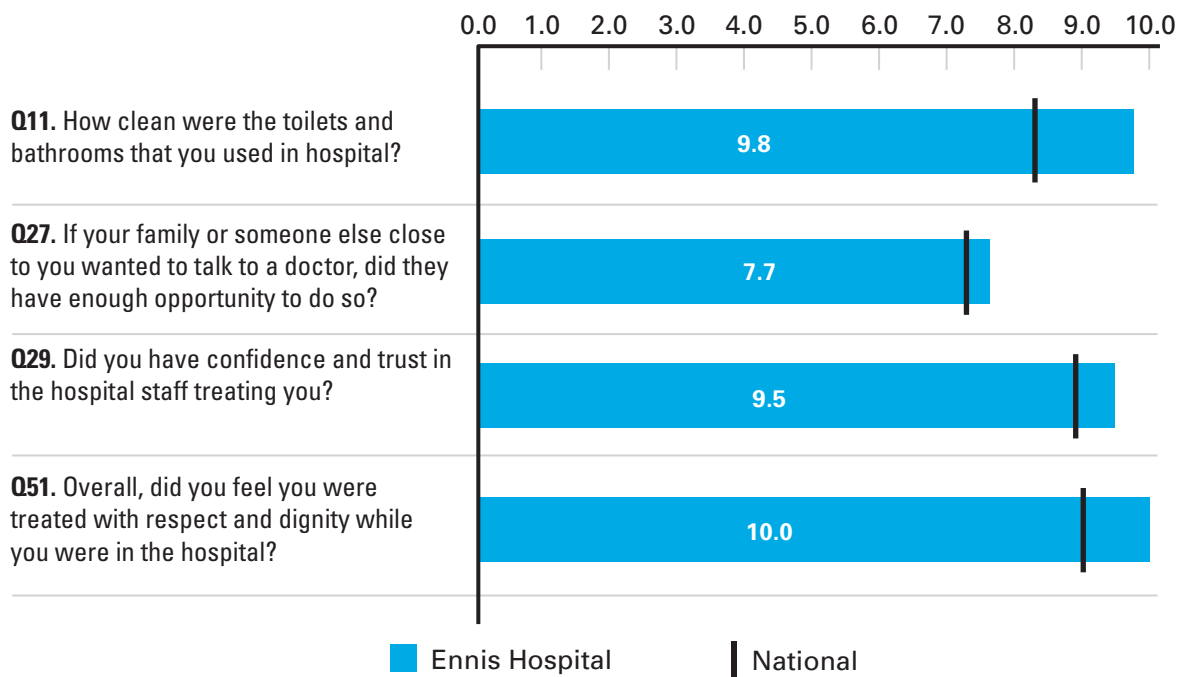
Participant ratings of this stage of care for Ennis Hospital were similar to the national average, and similar to the hospital's 2017 score. Most patients said that they were involved in decisions about their discharge from hospital. However, a number of participants said they were not told about the purpose and potential side effects of medications.

Other aspects of care



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

Figure 9 Ennis Hospital scores for other aspects of care



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

"I was treated as a person. Not a medical card number."

"Staff (domestic) very friendly and considerate. Nurses very friendly, helpful and efficient. Doctors very thorough."

"The way some of the doctors spoke to me - was not too impressed, felt like a child."

Other aspects of care: what do these results mean?

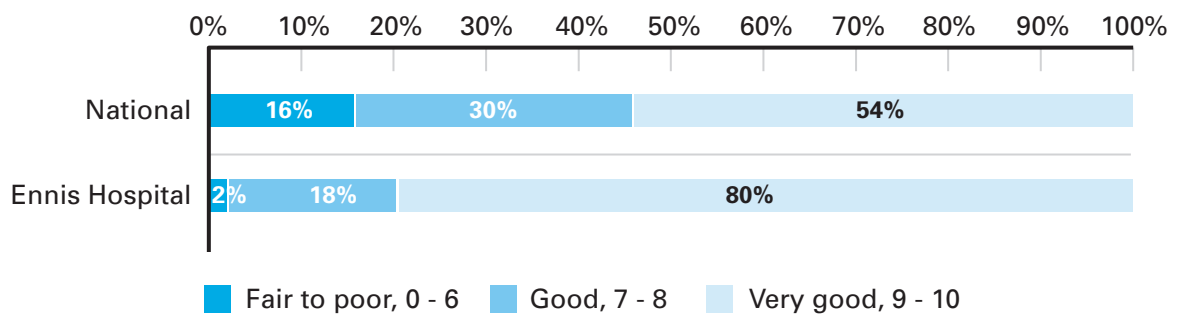
The ratings for the questions on other aspects of care were above the national average. All of the patients who responded to the survey said that they were always treated with respect and dignity while in the hospital.

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. 80% of participants from Ennis 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 Ennis Hospital with the national average.

Figure 10 Overall rating of hospital experience for Ennis Hospital and nationally



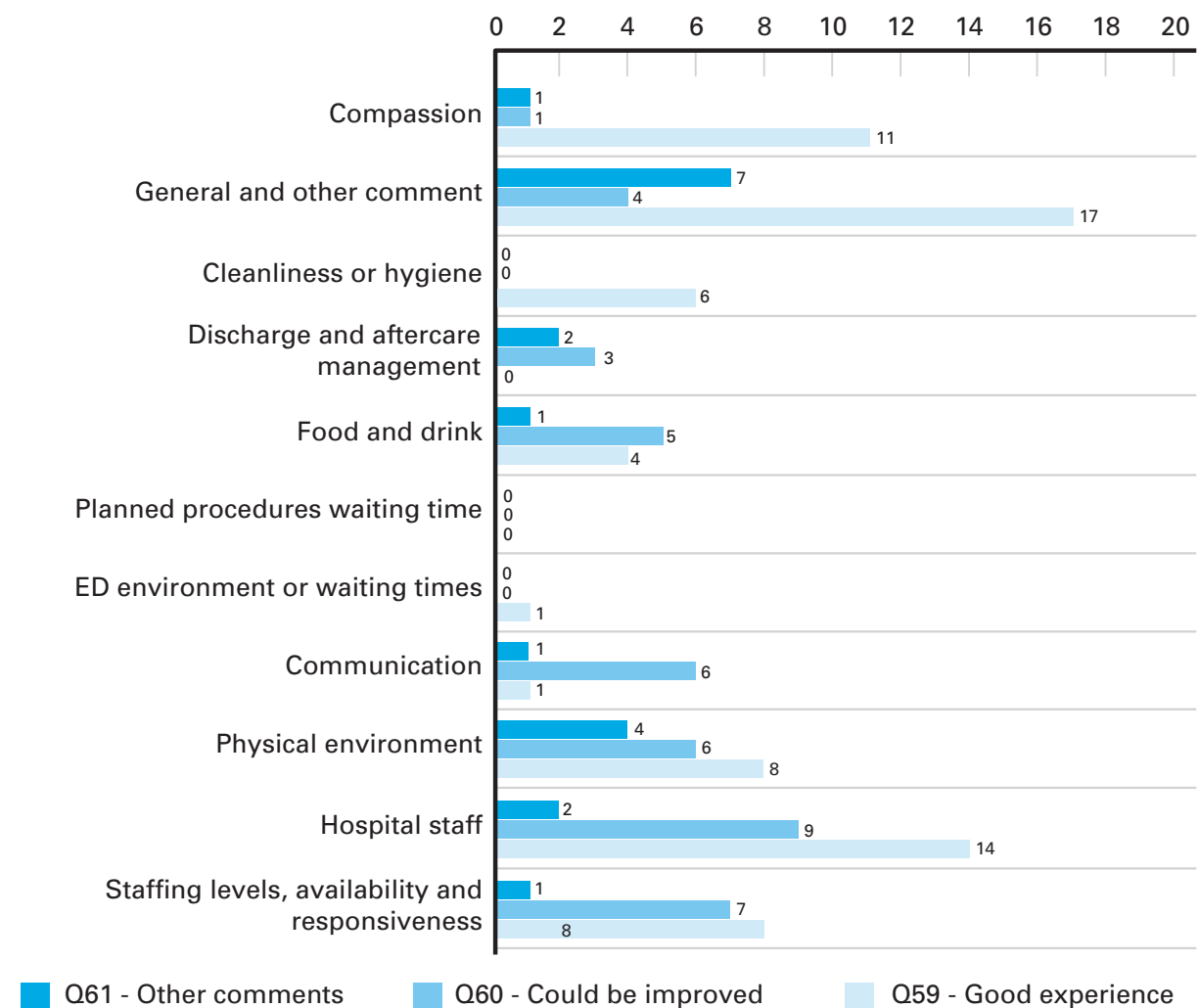
In their own words: analysis of patients' comments

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, 130 comments were received from patients of Ennis 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 For Q59, most of the comments related to the 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'staffing levels, availability and responsiveness' and to 'hospital staff'.

Figure 11 Participant comments by theme



Conclusion

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

The majority of participants had a positive overall experience in Ennis Hospital. 98% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Ennis Hospital received slightly higher scores than the national average across every stage of care, with the exception of care on the ward, which was significantly above average. Furthermore, participant ratings of care were generally more positive than those received in 2017.

A number of areas of good experience were identified. For example, patients said that they generally received clear explanations from hospital staff. In addition, most patients said that their family could speak to a doctor when required.

Several areas needing improvement were also identified. A number of patients said that they were not given enough time to discuss their care and treatment with a doctor. Some patients said that they didn't receive enough information on the purpose and potential side effects of medications they were to take at home.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they did not get enough time to discuss their care and treatment with a doctor were less likely to give a positive rating of their overall experience.

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

