



National Patient Experience Survey 2018

Lourdes Orthopaedic Hospital Kilcreene

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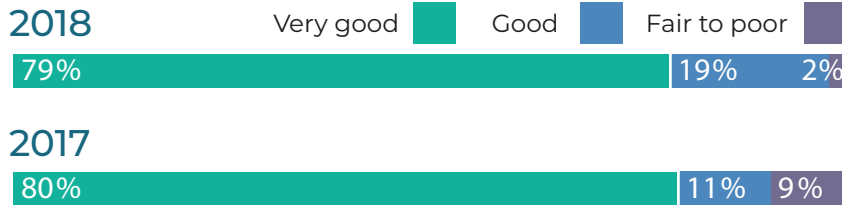
An Roinn Sláinte
Department of Health



Lourdes Orthopaedic Hospital Kilcreene

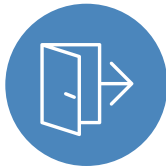
2018 survey results

Overall experience



response rate

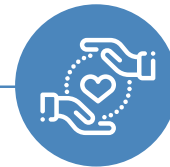
Areas of good experience



Involvement in decisions about discharge



Information on the side effects of medication



Involvement in decisions about care and treatment

Areas needing improvement



Food



Choice of food



Clear explanation of test results

The patient voice

"I don't think I could have had better treatment anywhere and feel many hospitals could learn a lot from Kilcreene."



"In the recovery ward post operation, I felt nursing care was not as attentive as it should have been on that first night."

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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%. 50 patients from Lourdes Orthopaedic Hospital Kilcreene 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 Lourdes Orthopaedic Hospital Kilcreene?

The majority of participants from Lourdes Orthopaedic Hospital Kilcreene reported positive experiences in hospital. 98% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved above-average scores across each 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, the majority of patients said they were involved in decisions about their care. Patients also felt involved in decisions about their discharge and said they received information on the side effects of medications.

Several areas needing improvement were also identified. Some patients gave poor ratings of hospital food. In addition, several patients did not understand the explanations of test results.

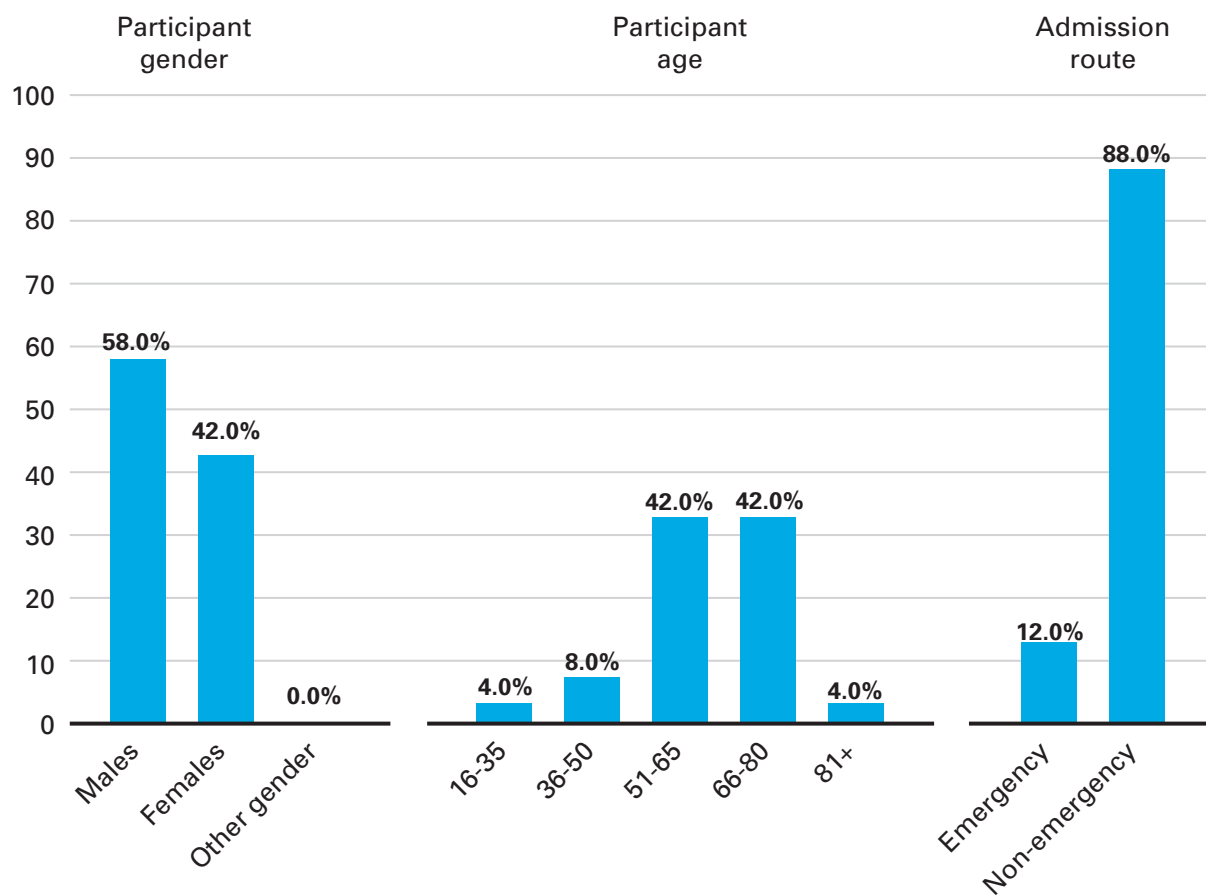
Patient ratings were slightly lower than those found in 2017, but these differences were not statistically significant. The findings of the 2018 survey will help Lourdes Orthopaedic Hospital Kilcreene to improve patients' experiences of care in the hospital.

Hospital and participant profile

Lourdes Orthopaedic Hospital Kilcreene is a public acute hospital, located in Kilcreene, Co. Kilkenny. There were 20 inpatient beds available in the hospital during the survey period of May 2018.

67 people discharged from Lourdes Orthopaedic Hospital Kilcreene during the month of May 2018 were invited to participate in the survey. 50 people completed the survey, achieving a response rate of 75%. 58% of participants were male and 42% were female. 6 respondents (12%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Lourdes Orthopaedic Hospital Kilcreene.

Figure 1 Participants from Lourdes Orthopaedic Hospital Kilcreene by gender, age group and admission route



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While Lourdes Orthopaedic Hospital Kilcreene 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 Lourdes Orthopaedic Hospital Kilcreene.

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 Lourdes Orthopaedic Hospital Kilcreene are:

Examinations, diagnosis and treatment	<p>46 (96%) of the 48 people who answered this question said that they were definitely or to some extent involved in decisions about their care and treatment.</p>
Involvement in decisions about care and treatment Q24	
Discharge or transfer	<p>46 (98%) of the 47 people who answered this question said that they were definitely or to some extent involved in decisions about their discharge from hospital.</p>
Involvement in decisions about discharge Q40	
Discharge or transfer	<p>27 people (68%) said that they were completely or to some extent told about the side effects of medication to watch out for.</p>
Information on the side effects of medication Q45	

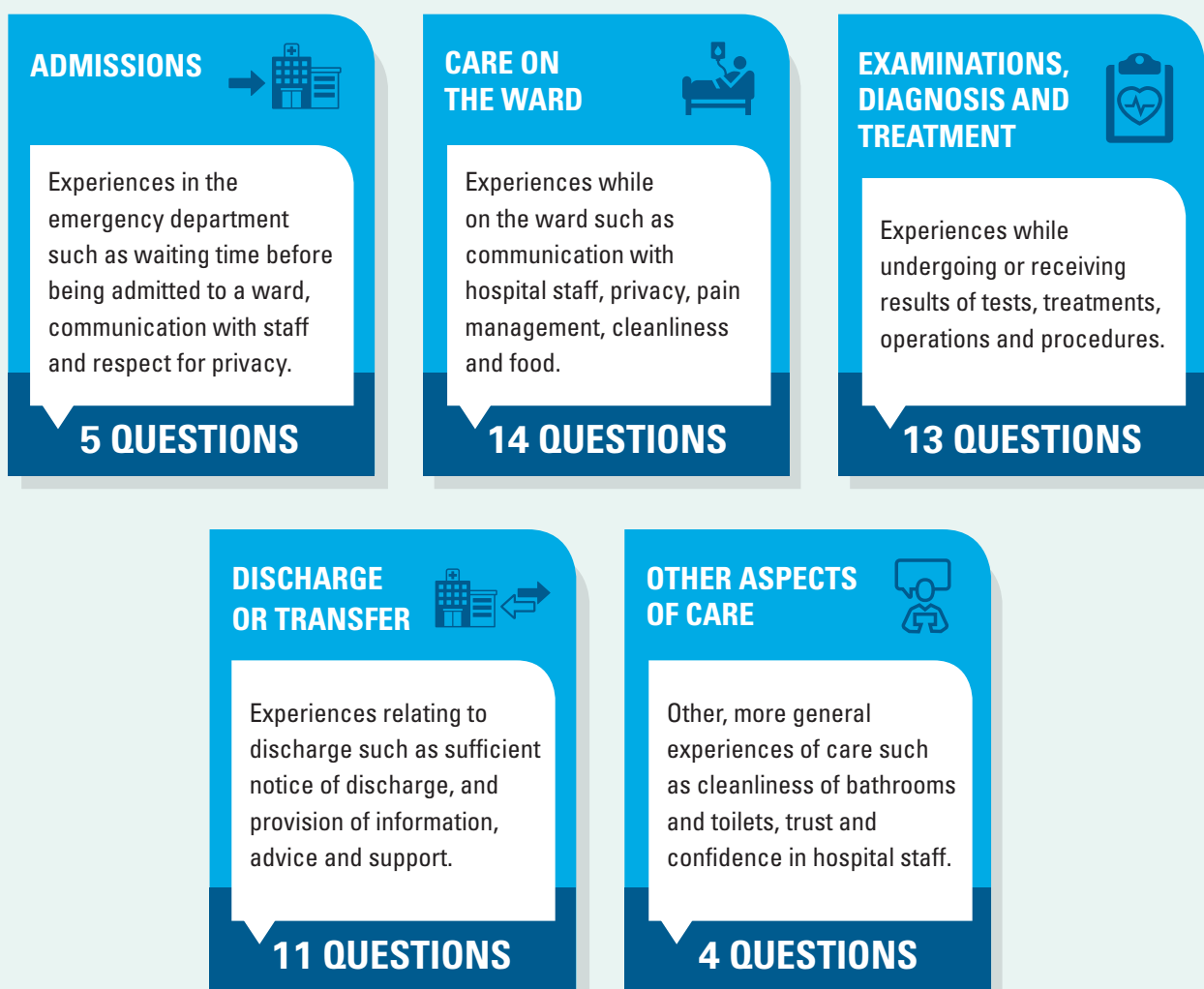
The areas needing improvement in Lourdes Orthopaedic Hospital Kilcreene are:

<p>Care on the ward</p>	<p>Of the 46 people who answered this question, 8 (17%) said that the hospital food was poor or fair.</p>
<p>Food rating Q15</p>	
<p>Care on the ward</p>	<p>Of the 46 people who answered this question, 5 (11%) said that they were not, or were only sometimes, offered a choice of food.</p>
<p>Choice of food Q16</p>	
<p>Examinations, diagnosis and treatment</p>	<p>9 people (22%) said that a doctor or nurse did not explain, or only to some extent explained, the results of tests in a way they could understand.</p>
<p>Clear explanation of test results Q33</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 Lourdes Orthopaedic Hospital Kilcreene 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.

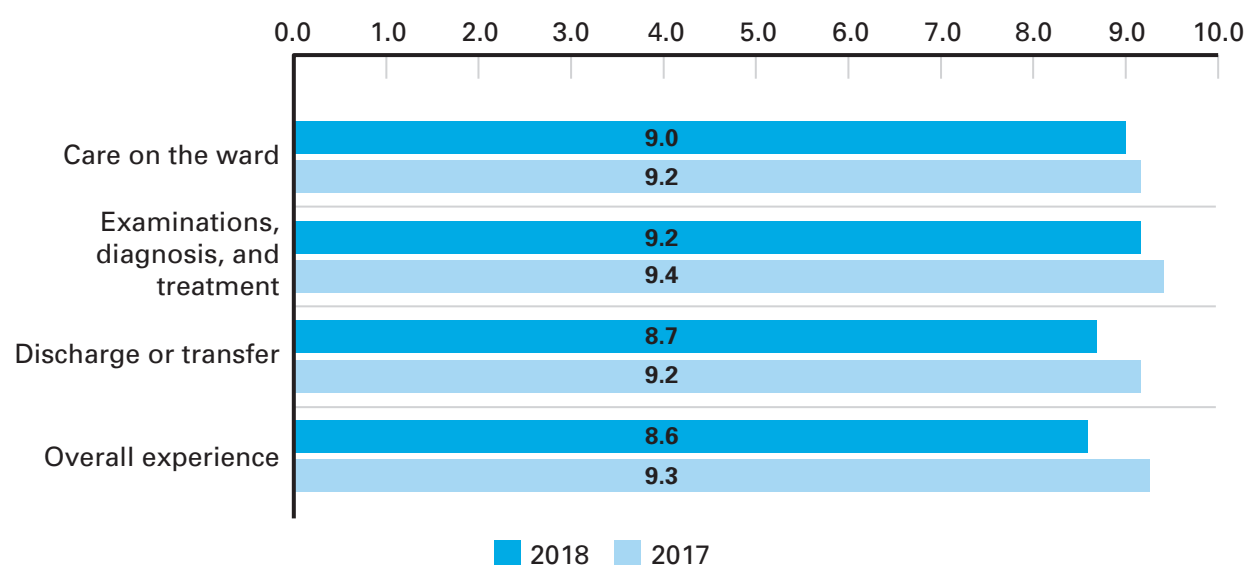
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience in 2018 was slightly below 2017. Slightly lower scores were found for all of the stages of care; however, none of these differences were statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Comparison of stage of care scores³ Lourdes Orthopaedic Hospital Kilcreene 2017 and 2018



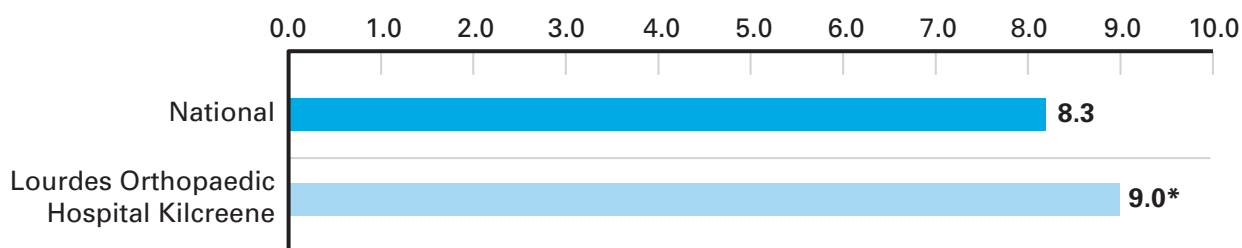
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

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.

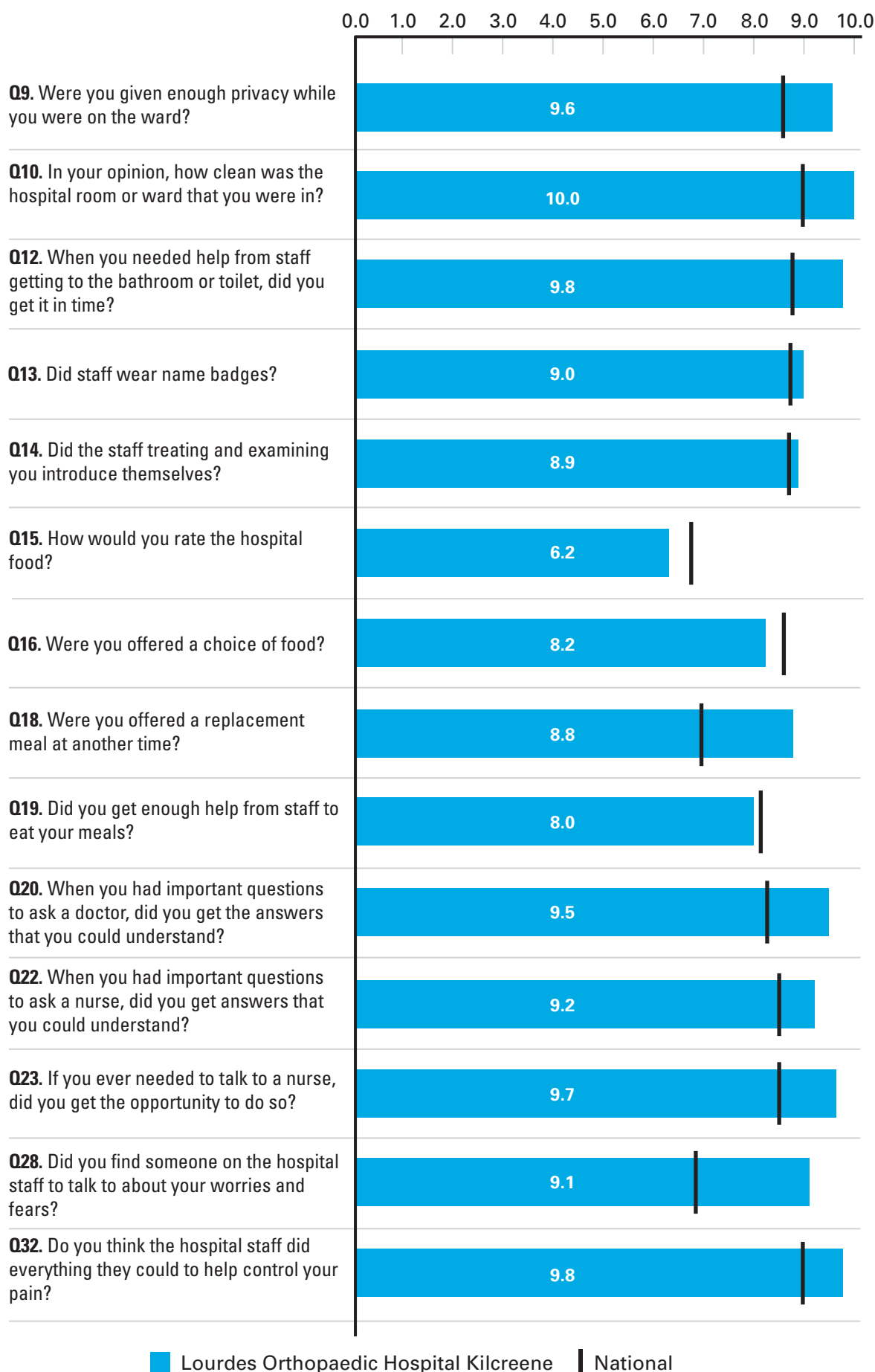


Figure 3 Comparison of Lourdes Orthopaedic Hospital Kilcreene with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Lourdes Orthopaedic Hospital Kilcreene scores for questions on care on the ward



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

"Nurses and staff were very friendly and made me feel at ease."

"The wards and surrounding areas were spotless and cleaned very regularly, well done!"

"Food needs to improve."

"No coffee or tea options for visitors after canteen closing time."

Care on the ward: what do these results mean?

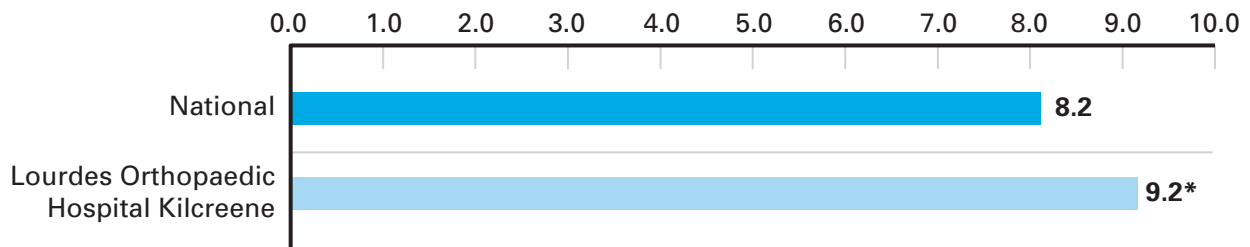
Lourdes Orthopaedic Hospital Kilcreene received above-average ratings for this stage of care. Patients gave particularly positive ratings of the cleanliness of wards and rooms. In addition, patients said that staff provided them with pain relief and assistance to reach bathrooms when they were needed. There was some room for improvement in relation to food.

Examinations, diagnosis and treatment



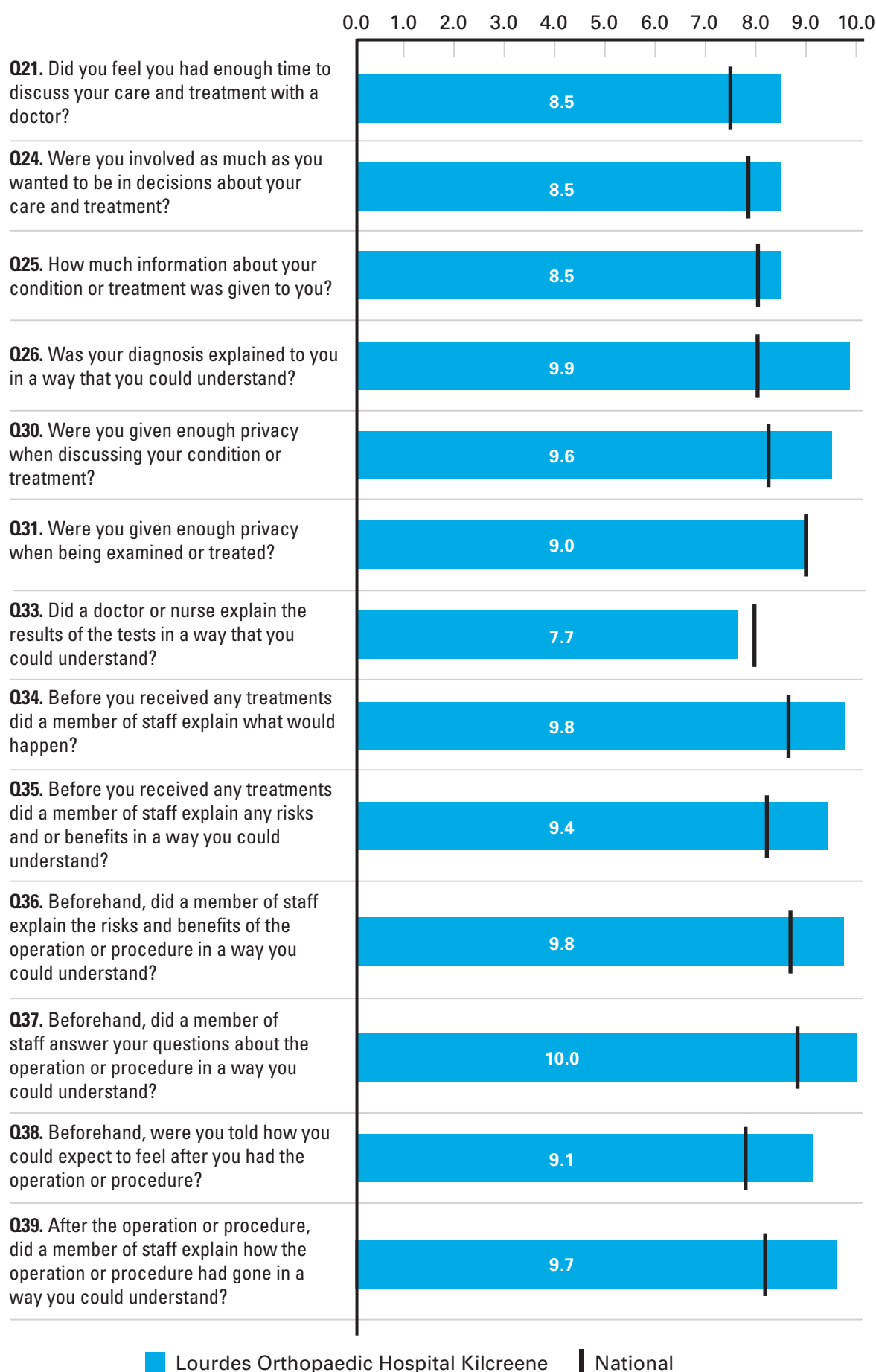
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions on this stage of care.

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



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

"The surgeons, doctors, nurses and staff you could not get better. They were very kind, caring, understanding and would go out of their way to help you in any way they could. I could not give them enough praise. They were excellent."

"In the recovery ward post operation, I felt nursing care was not as attentive as it should have been on that first night."

"I don't think I could have had better treatment anywhere and feel many hospitals could learn a lot from Kilcreene."

"... the actual waiting times for a first appointment to see a consultant [...] are ridiculous in the extreme. Two years plus runs the risk of conditions becoming worse and more difficult to resolve. Not a good use of resources and very expensive."

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

Ratings of examination, diagnosis and treatment were slightly lower than last year but still significantly above the national average. Patients were very positive about the answers and explanations received from staff in relation to operations and procedures. However, some participants said that they did not understand the explanations provided by staff of the results of tests, with this question scoring below the national average.

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.

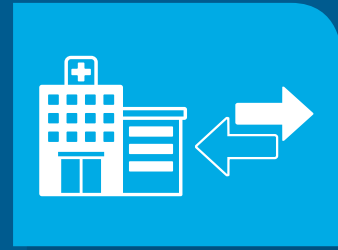
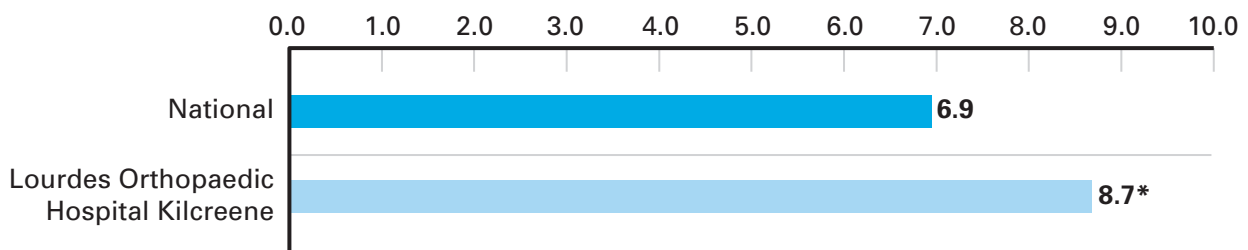
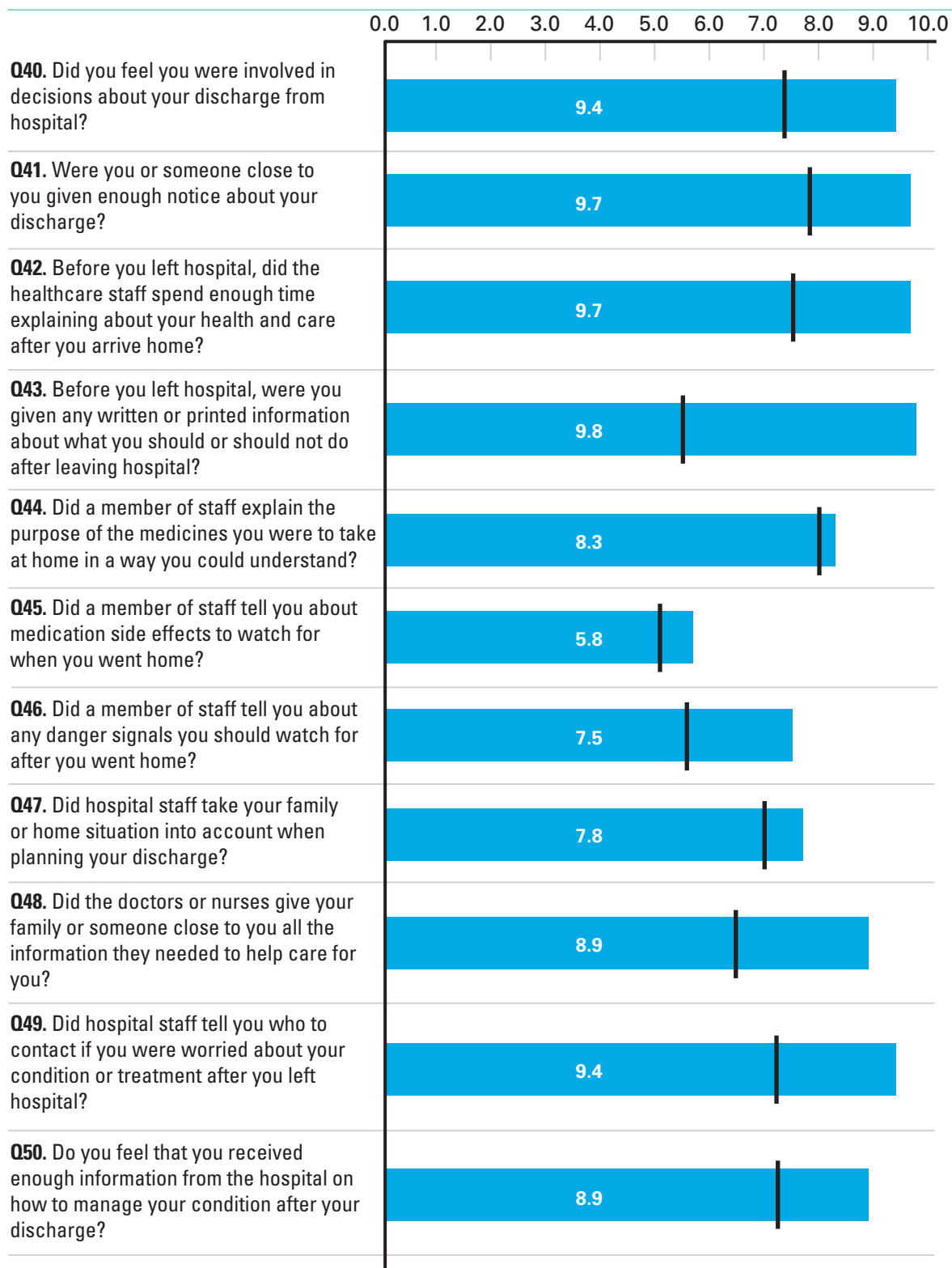


Figure 7 Comparison of Lourdes Orthopaedic Hospital Kilcreene with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 8 Lourdes Orthopaedic Hospital Kilcreene scores for questions on discharge or transfer



■ Lourdes Orthopaedic Hospital Kilcreene | National

The patient voice: what patients said about discharge or transfer

"I was allergic to some medications prescribed on discharge but when I returned home a week later I visited my GP and got new prescription."

Discharge or transfer: what do these results mean?

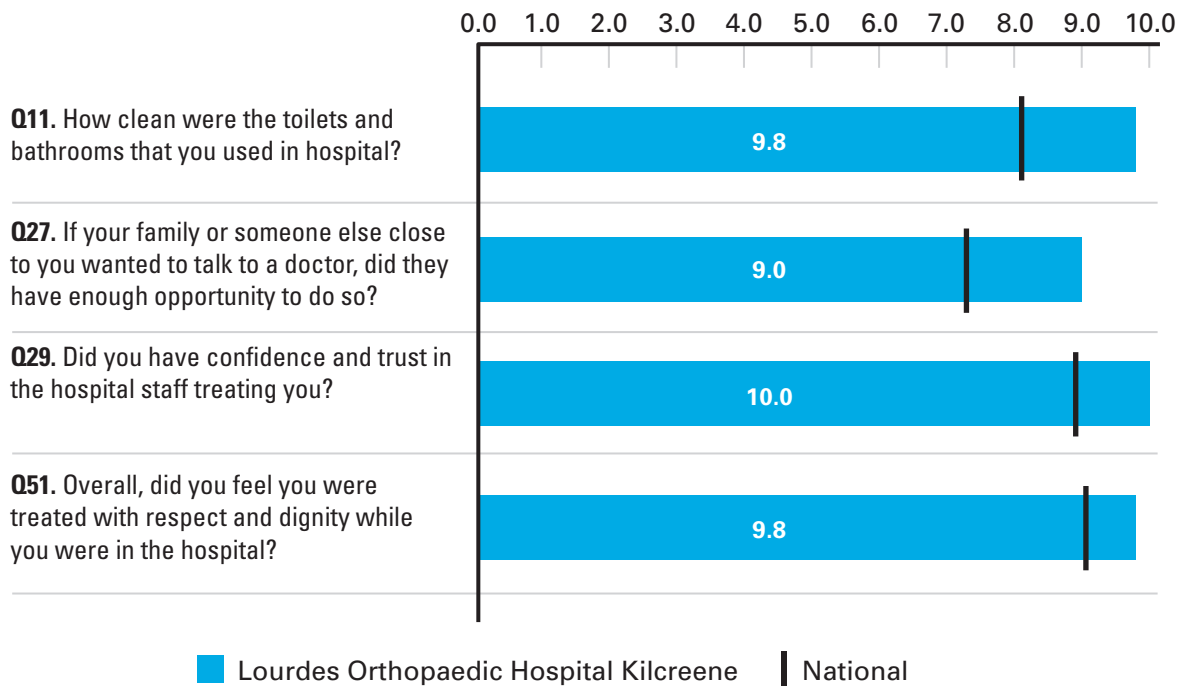
Lourdes Orthopaedic Hospital Kilcreene received significantly higher ratings of discharge or transfer than the national average. Indeed, the hospital performed above the national average on every question for this stage of care. The majority of patients said that they received written or printed information on their care before leaving hospital. However, a number of patients said that they did not receive sufficient information on the side effects of medication.

Other aspects of care



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

Figure 9 Lourdes Orthopaedic Hospital Kilcreene scores for other aspects of care



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

"It was a very good experience and I didn't feel silly for asking questions, as I was very nervous there was always someone to help me even during the night. It was a very peaceful and quiet experience. Highly recommend this hospital."

"All the staff were very good and caring for the patients. I would have great trust in them."

"Dignity and privacy not maintained by all staff."

"My one complaint was re: some night staff. I was in a private room and could deal with the situation as I had earplugs. During the night there was loud conversation which must have disturbed patients."

Other aspects of care: what do these results mean?

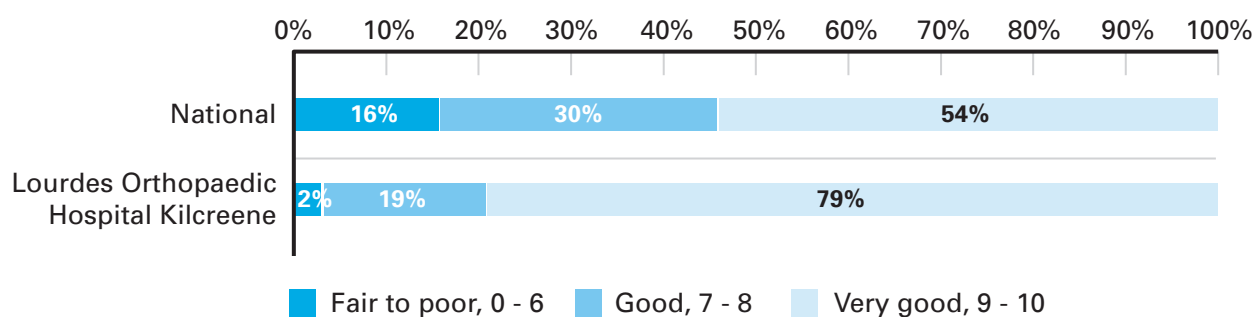
The ratings for the questions on other aspects of care were all above the national average. For example, the majority of patients said they were treated with respect and dignity, and had confidence and trust in hospital staff. In general, patients said the bathrooms were very clean, and their family had the chance to talk to a doctor if necessary.

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. 79% of participants from Lourdes Orthopaedic Hospital Kilcreene rated their care as very good, well above the national figure of 54%.

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

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



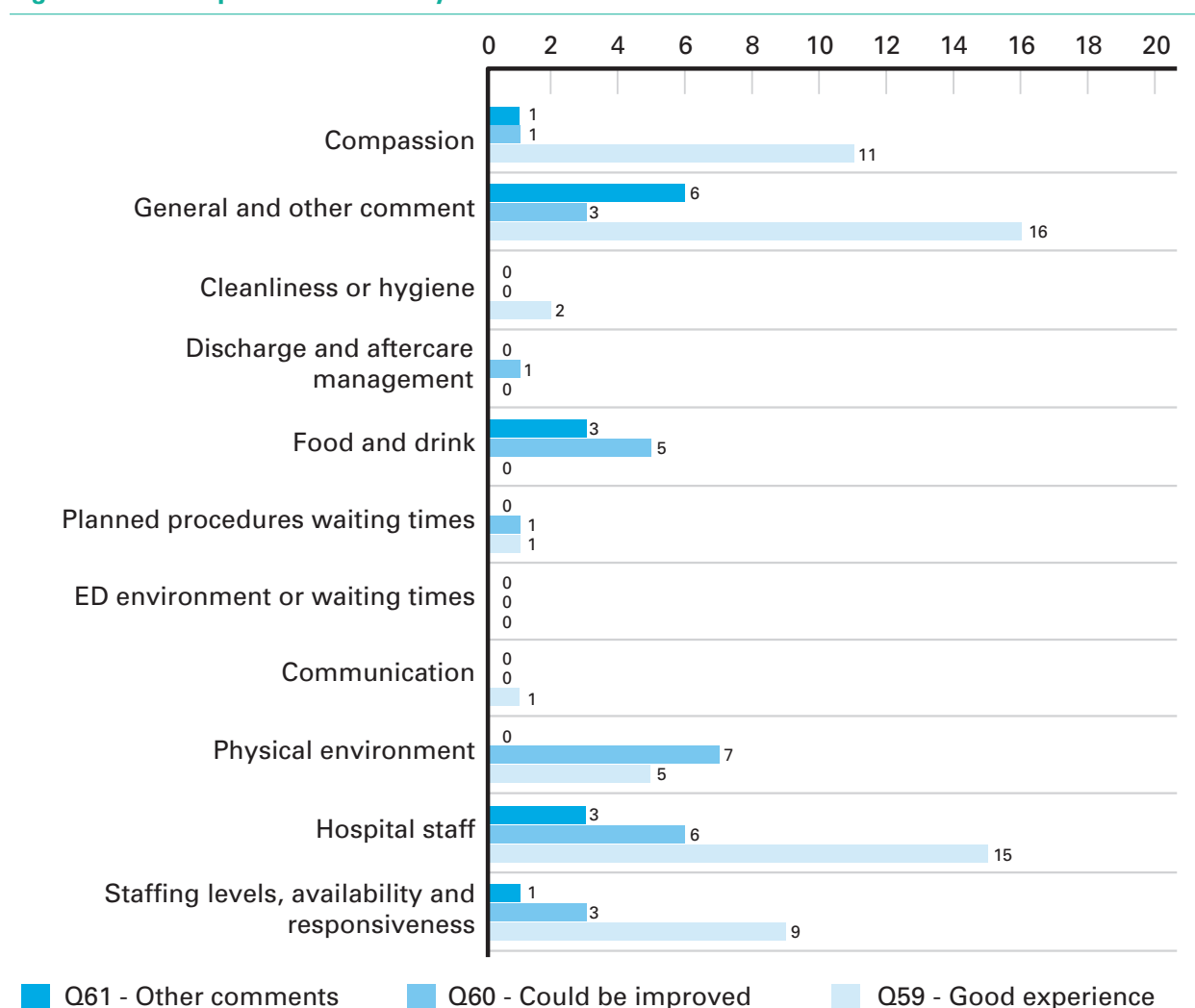
In their own words: analysis of patients' comments

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, 101 comments were received from patients of Lourdes Orthopaedic Hospital Kilcreene 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 to 'hospital staff'.

Figure 11 Participant comments by theme



Conclusion

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

The majority of patients at Lourdes Orthopaedic Hospital Kilcreene said they had a positive experience at the hospital. 98% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Lourdes Orthopaedic Hospital Kilcreene received higher scores than the national average across every stage of care. Participant ratings of care were slightly below those of 2017 but the differences were not statistically significant.

A number of areas of good experience were apparent. The majority of patients were involved in decisions about their care and treatment, and decisions about their discharge from hospital. In addition, most patients were told about the side effects of medication to watch out for.

Several areas needing improvement were identified. Some patients did not give positive ratings of the hospital food and the level of choice on offer. In addition, a number of patients did not understand the explanations staff provided of test results.

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 did not receive a choice of food were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Lourdes Orthopaedic Hospital Kilcreene 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 Lourdes Orthopaedic Hospital Kilcreene. 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.

