



# National Patient Experience Survey 2018

## Mayo University Hospital

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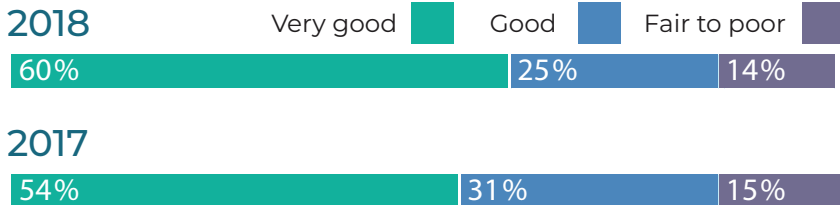
An Roinn Sláinte  
Department of Health



# Mayo University Hospital

## 2018 survey results

### Overall experience



54%  
response rate

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

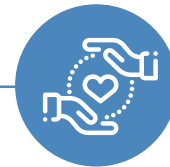
### Areas of good experience



Respect and dignity



Opportunity for family members to talk to a doctor



Involvement in decisions about care and treatment

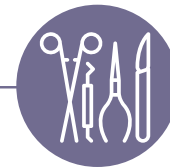
### Areas needing improvement



Time to discuss care and treatment with a doctor



Information on support services after discharge



Information on the expected outcome of an operation or procedure

### The patient voice

"The care in A&E was excellent despite the place being so busy. The staff were excellent & gave very good individual care."



"Better communication between consultants and patients and family members. I felt my mother was discharged too quickly and was still very ill."

[www.patientexperience.ie](http://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%. 440 patients from Mayo University 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](http://www.patientexperience.ie/improvements-in-care).

## What were the main findings for Mayo University Hospital?

The majority of participants from Mayo University Hospital reported positive experiences in hospital. 86% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved significantly above-average scores for admissions and care on the ward. Patients' ratings of examinations, diagnosis and treatment; and discharge or transfer were similar to the national 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 said they were as involved as they wanted to be in making decisions about their care. The majority of patients also said that their family had sufficient opportunities to talk to a doctor when required. In addition, most patients said they were treated with respect and dignity while in the hospital.

There were also several areas needing improvement. Some patients felt that they did not have enough time to discuss their care and treatment with a doctor. A number of patients said they were not told how they could expect to feel after a procedure, and were not given sufficient information on support services they could access after discharge.

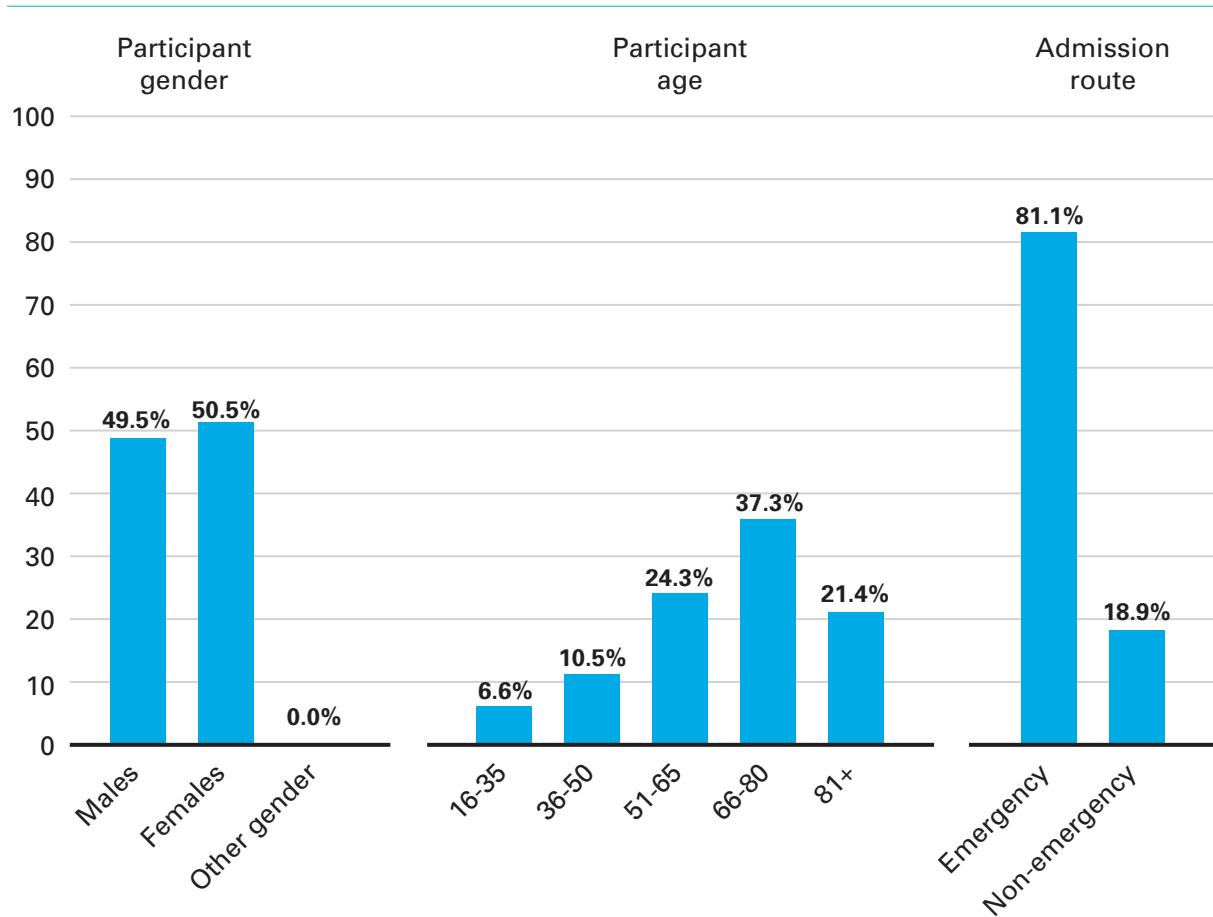
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Mayo University Hospital to continue to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Mayo University Hospital is a public acute hospital located in Castlebar, Co. Mayo. There were 277 inpatient beds available in the hospital during the survey period of May 2018.

816 people discharged from Mayo University Hospital during the month of May 2018 were invited to participate in the survey. 440 people completed the survey, achieving a response rate of 54%. 49.5% of participants were male and 50.5% were female. 357 respondents (81.1%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Mayo University Hospital.

**Figure 1 Participants from Mayo University Hospital by gender, age group and admission route**



# Areas of good experience and areas needing improvement

This section lists the areas where most patients had positive experiences, and those areas where there is the most room for improvement. Appendix 1 explains how these areas were identified.

## The areas of good experience in Mayo University Hospital are:

<p><b>Examinations, diagnosis and treatment</b></p>	<p>400 (94%) of the 425 people who answered this question said that they were always or sometimes involved in decisions about their care and treatment.</p>
<p><b>Involvement in decisions about care and treatment   Q24</b></p>	
<p><b>Other aspects of care</b></p>	<p>260 people (88% of those that answered Q27) said that their family was definitely or to some extent given sufficient opportunities to talk to a doctor when required.</p>
<p><b>Opportunity for family members to talk to a doctor   Q27</b></p>	
<p><b>Other aspects of care</b></p>	<p>362 people (85% of those who answered this question) said that they were always treated with respect and dignity while in the hospital.</p>
<p><b>Respect and dignity   Q51</b></p>	

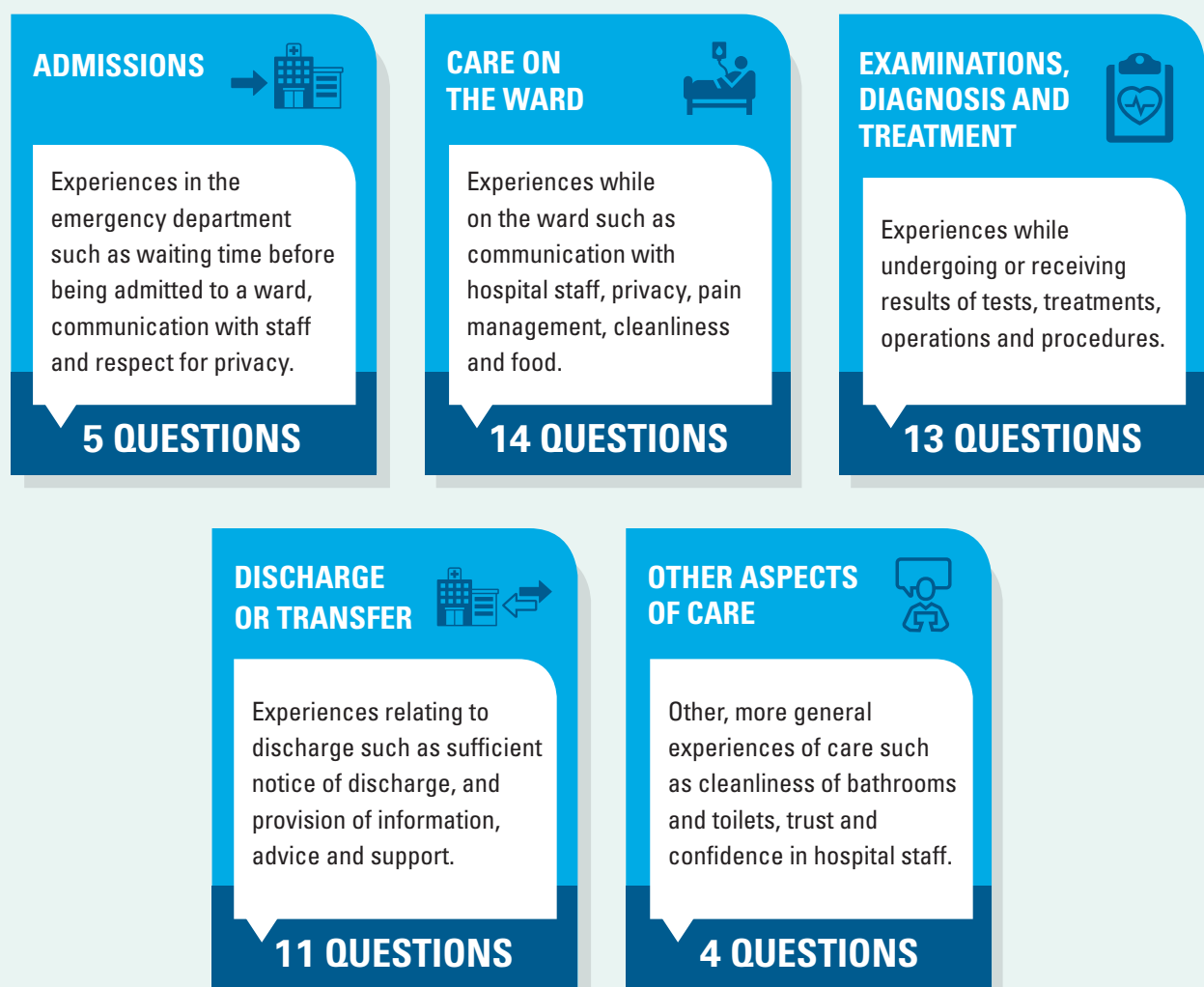
## The areas needing improvement in Mayo University Hospital are:

<p><b>Examinations, diagnosis and treatment</b></p>	<p>Of the 423 people who answered this question, 168 (40%) said that they were not, or were only to some extent, given sufficient time to discuss their care and treatment with a doctor.</p>
<p><b>Time to discuss care and treatment with a doctor   Q21</b></p>	
<p><b>Examinations, diagnosis and treatment</b></p>	<p>75 people (34% of those who answered Q38) said that they were not told, or were told only to some extent, how they could expect to feel after an operation or procedure.</p>
<p><b>Information on the expected outcome of an operation or procedure   Q38</b></p>	
<p><b>Discharge or transfer</b></p>	<p>109 people (30% of those who answered this question) said that they were not told, or were told only to some extent, who to contact if they were worried about their condition or treatment after discharge.</p>
<p><b>Information on support services after discharge   Q49</b></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](http://www.patientexperience.ie).

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





## Interpreting the results for the stages of care

Scores out of 10 are given for each question belonging to a stage of care or a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience. Sometimes questions are described as high or low ranking questions. These are questions with the highest or lowest score when compared to a set of questions.

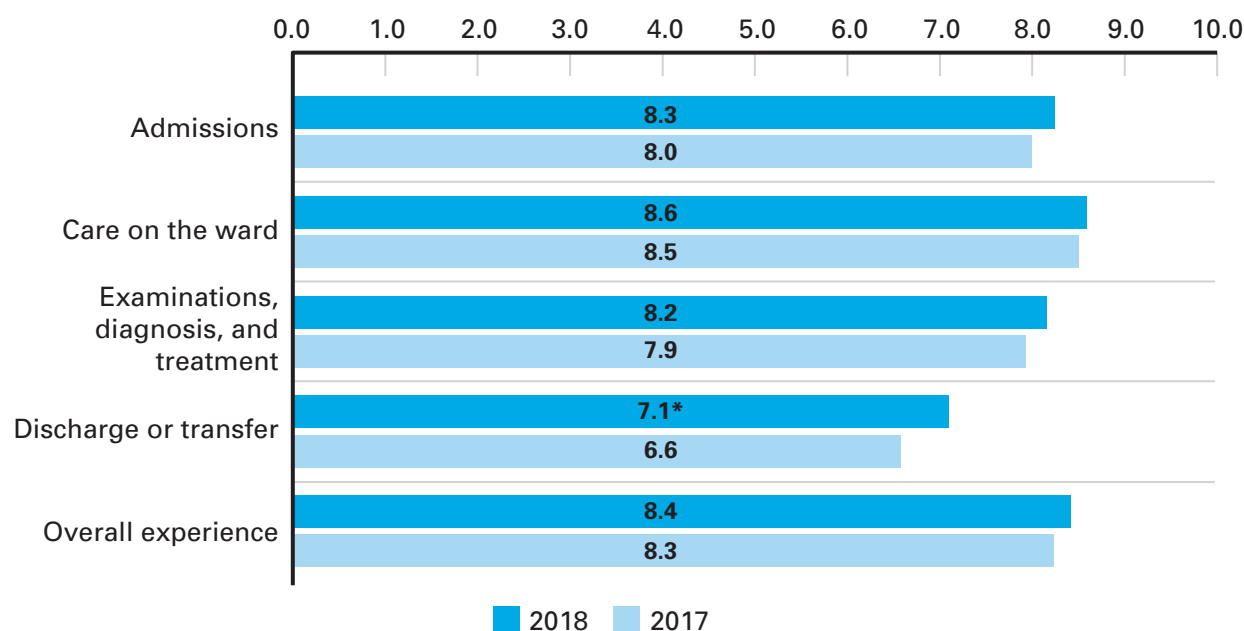
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience was similar in 2018 as in 2017. The greatest improvement for Mayo University Hospital has been achieved in the area of discharge or transfer, which saw a statistically significant increase in patient ratings. 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 scores<sup>1</sup> for Mayo University Hospital for 2017 and 2018**



\* Denotes a statistically significant difference between 2017 and 2018.

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

# Admissions

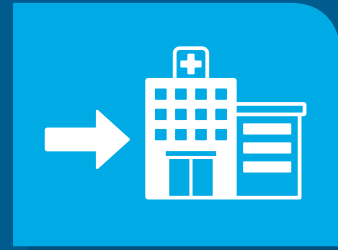
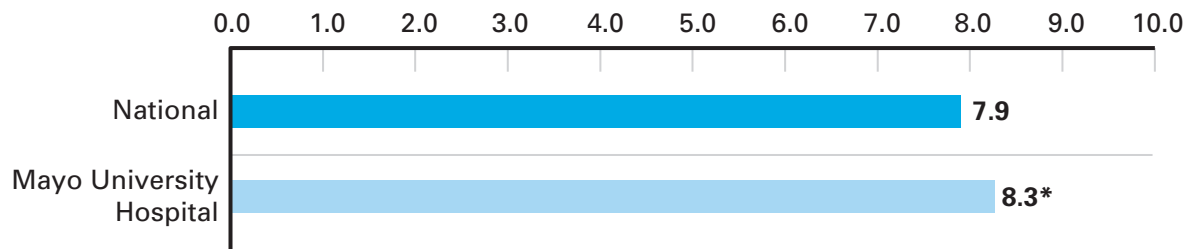


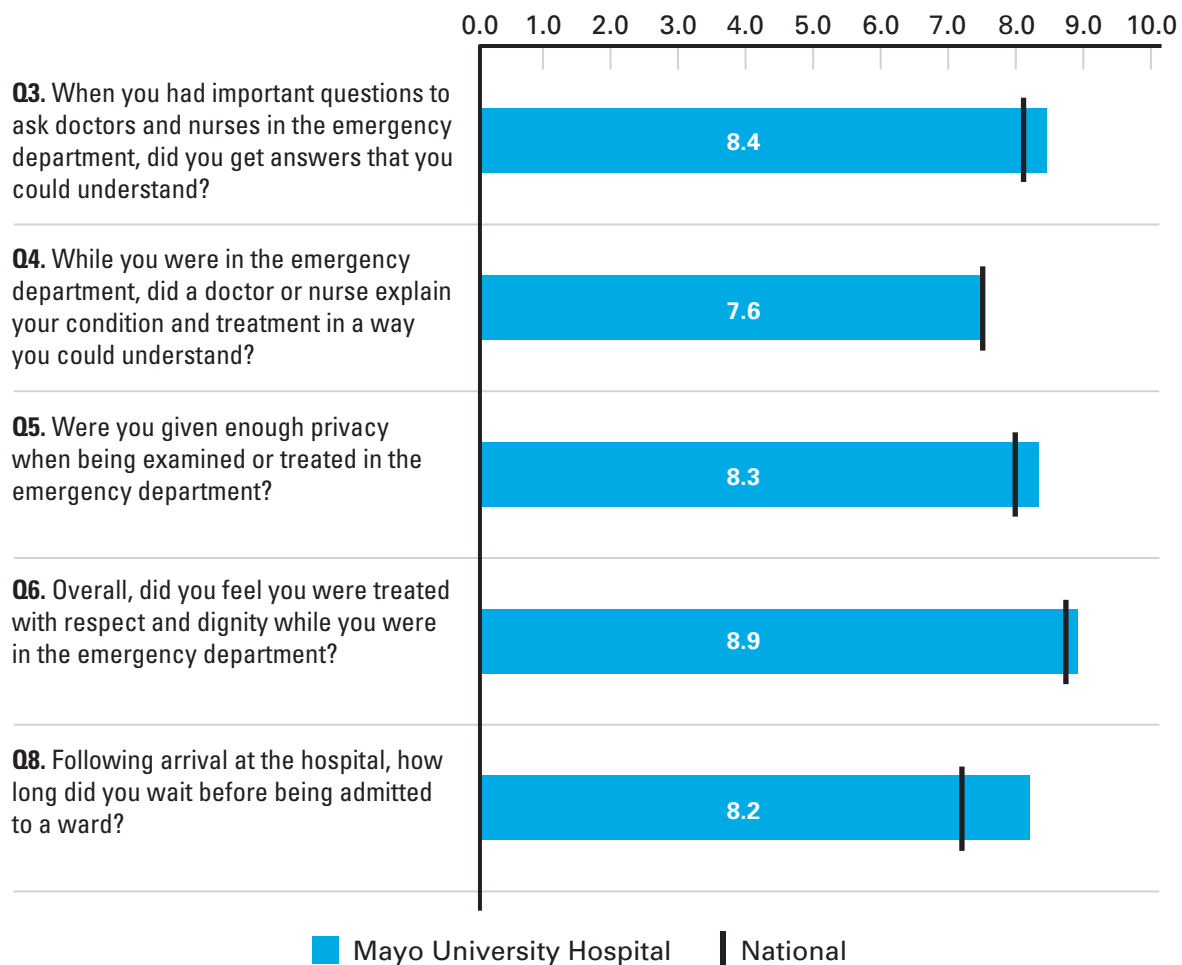
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

**Figure 3 Comparison of Mayo University Hospital with the national average score for admissions (out of a maximum of 10)**



\* Denotes a statistically significant difference from the national average.

**Figure 4 Mayo University Hospital scores for questions on admissions**



## Emergency department waiting times<sup>2</sup>

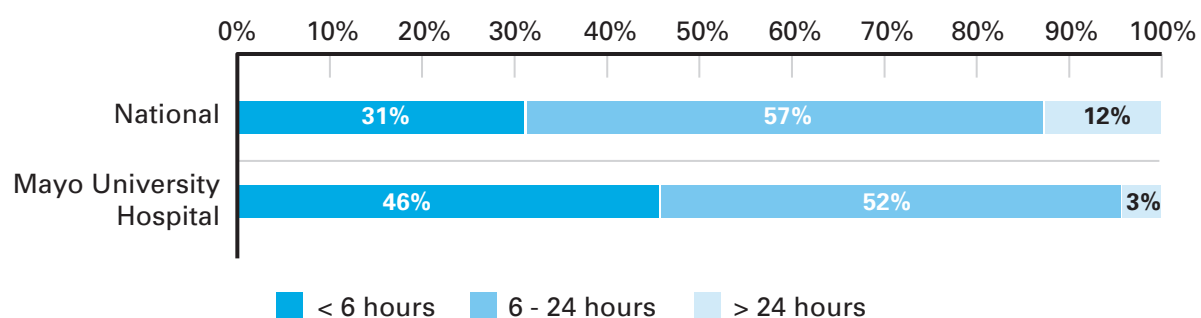
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 75% of people attending the emergency department are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.
- 95% of people attending the emergency department aged 75 years or older are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.

In Mayo University Hospital, 147 respondents (46%) said they were admitted to a ward within six hours of arriving at the emergency department, while 167 respondents (52%) reported waiting between six and 24 hours. 9 respondents (3%) said that they waited 24 hours or more before being admitted to a ward in Mayo University Hospital, with one of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in Mayo University Hospital, compared with the national average.

**Figure 5 Patient-reported emergency department waiting times for Mayo University Hospital and nationally**



2 The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2018 targets can be viewed at: <https://www.hse.ie/eng/services/publications/performance-reports/2018-acute-hospitals-metadata.pdf>.

## The patient voice: what patients said about admissions

"I was seen fairly quickly from A&E. All staff were very helpful and pleasant."

"The care in A&E was excellent despite the place being so busy. The staff were excellent & gave very good individual care."

"Certainly casualty department needs to be revamped. Lots of people standing in waiting room — nowhere to sit. I know staff are working in terrible conditions but there is no one to take charge and man the place properly."

"Yes, the overall delay in the A&E dept. is excessive. Triage takes place promptly & the wait is lengthy. The waiting area is unpleasant, uncomfortable, overcrowded, & it appears cleanliness is not a priority. The whole waiting area should be upgraded asap."

### Admissions: what do these results mean?

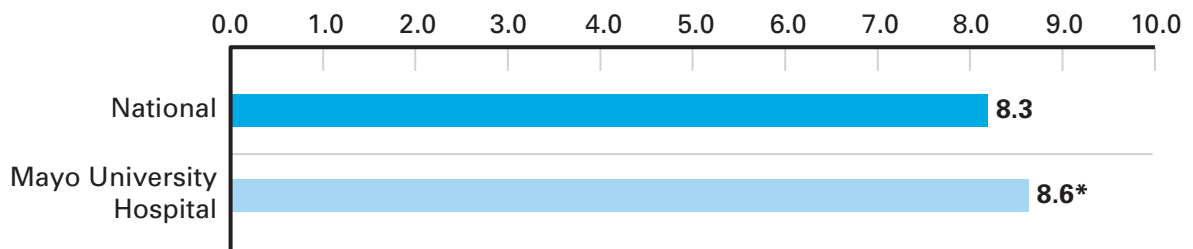
Patient ratings of admission to Mayo University Hospital were higher than the national average and similar to the 2017 score. Most patients said they were treated with respect and dignity while in the emergency department. However, some patients said that they could not understand explanations of their condition and treatment, given by a doctor or nurse. The hospital performed above the national average on emergency department waiting times, but was still below the HSE target. 46% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.<sup>(1,2)</sup>

# Care on the ward



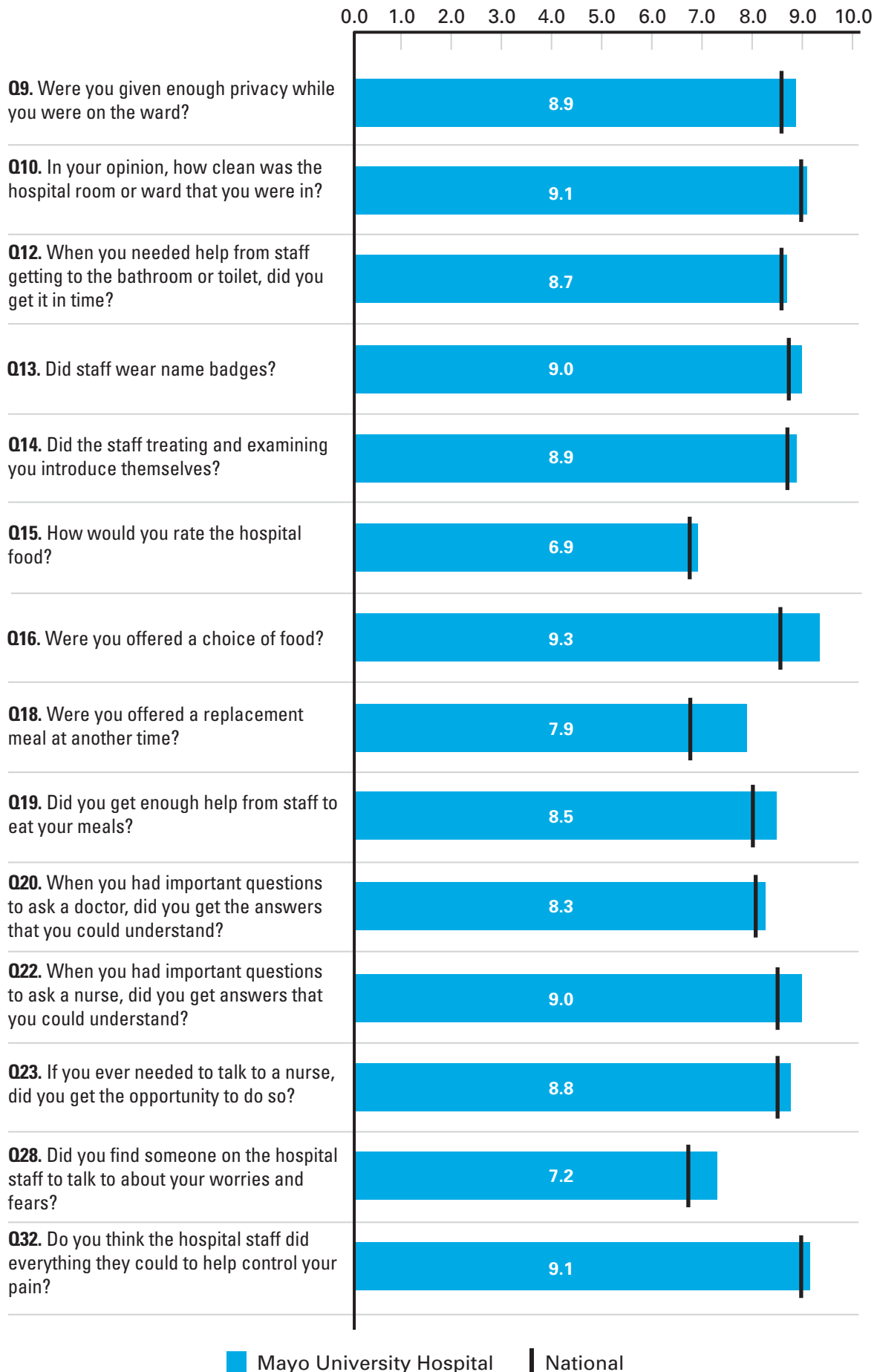
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions related to this stage of care.

**Figure 6 Comparison of Mayo University 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 7 Mayo University Hospital scores for questions on care on the ward**



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

"All the staff were very helpful and put my mind at ease throughout my stay. Hospital was very clean and the food was excellent."

"The nursing staff were brilliant, polite, kind and very helpful. From the nurses, HCAs and porters, they were all very professional. I felt very well cared for, and couldn't thank them enough."

"The food is not, in the main, suitable for people recovering from illness. It is either sugary, bland, lacking variety or poorly cooked."

"The nurses are excellent but very busy and rely heavily on agency staff so they can do their own jobs."

### Care on the ward: what do these results mean?

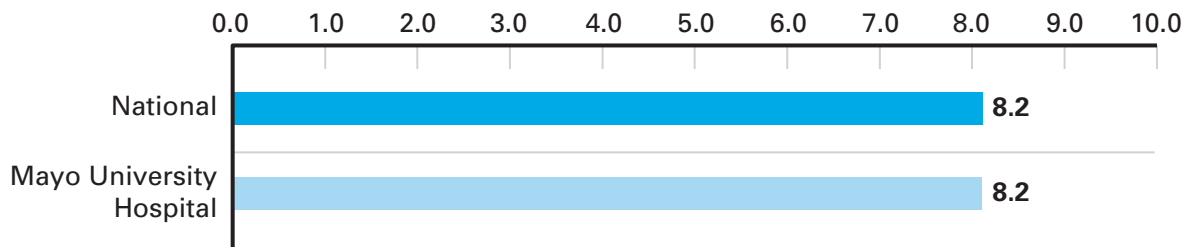
Mayo University Hospital received higher ratings of care on the ward than the national average and similar scores to last year. Most patients said that they were offered a choice of food, and the majority said their room or ward was very clean. While patient ratings of the hospital food were above the national average, a number of patients were not completely satisfied with the meals they received.

# Examinations, diagnosis and treatment



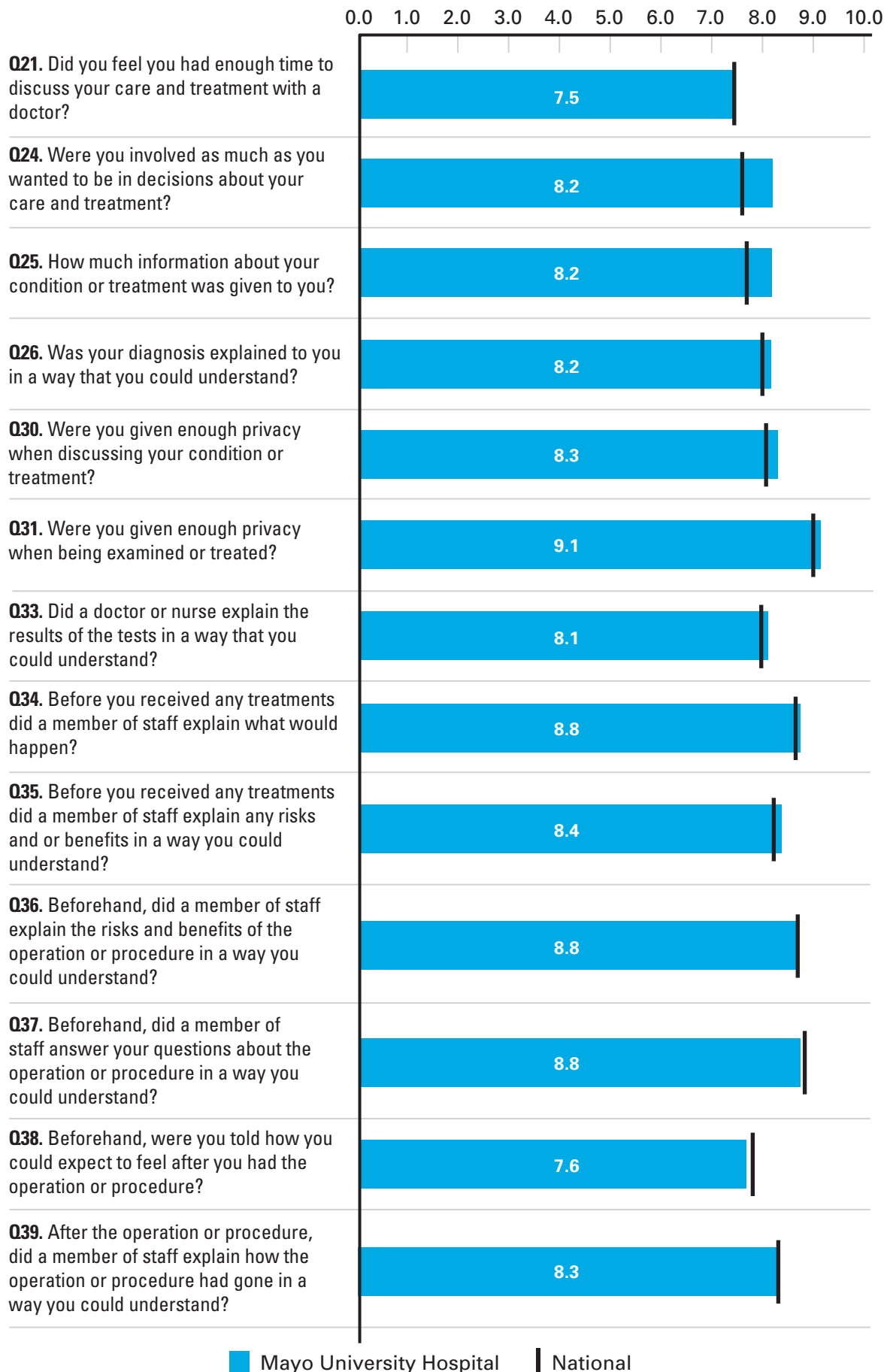
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions related to this stage of care.

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





**Figure 9 Mayo University Hospital scores for questions on examinations, diagnosis and treatment**



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

"My doctor and all his staff were extremely kind and thoughtful. Everything was explained in detail to me and I had my surgery with no concerns or worries."

"I think the doctors and nurses could be more informative about decisions that were made, and give more time to you."

"It would help to be told why I was admitted to the ward."

"The staff were lovely and very good also. The hospital pharmacist was excellent at explaining the medication which I had to take and why they were important."

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

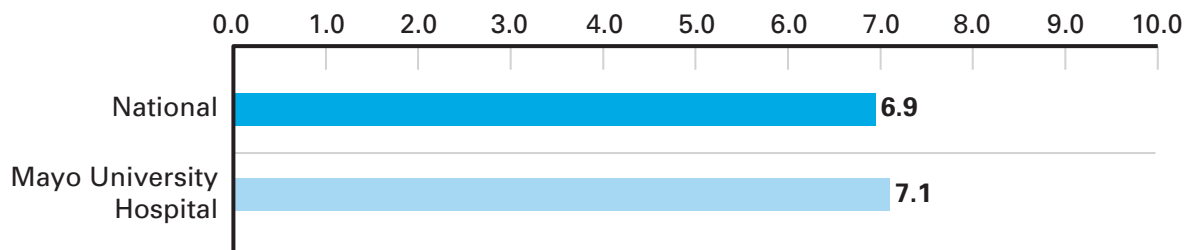
Ratings of examination, diagnosis and treatment were similar to the national average and also to last year's survey. Most patients said they were given enough privacy while being examined or treated. However, some patients said they didn't get enough time to discuss their care and treatment with a doctor.

# Discharge or transfer

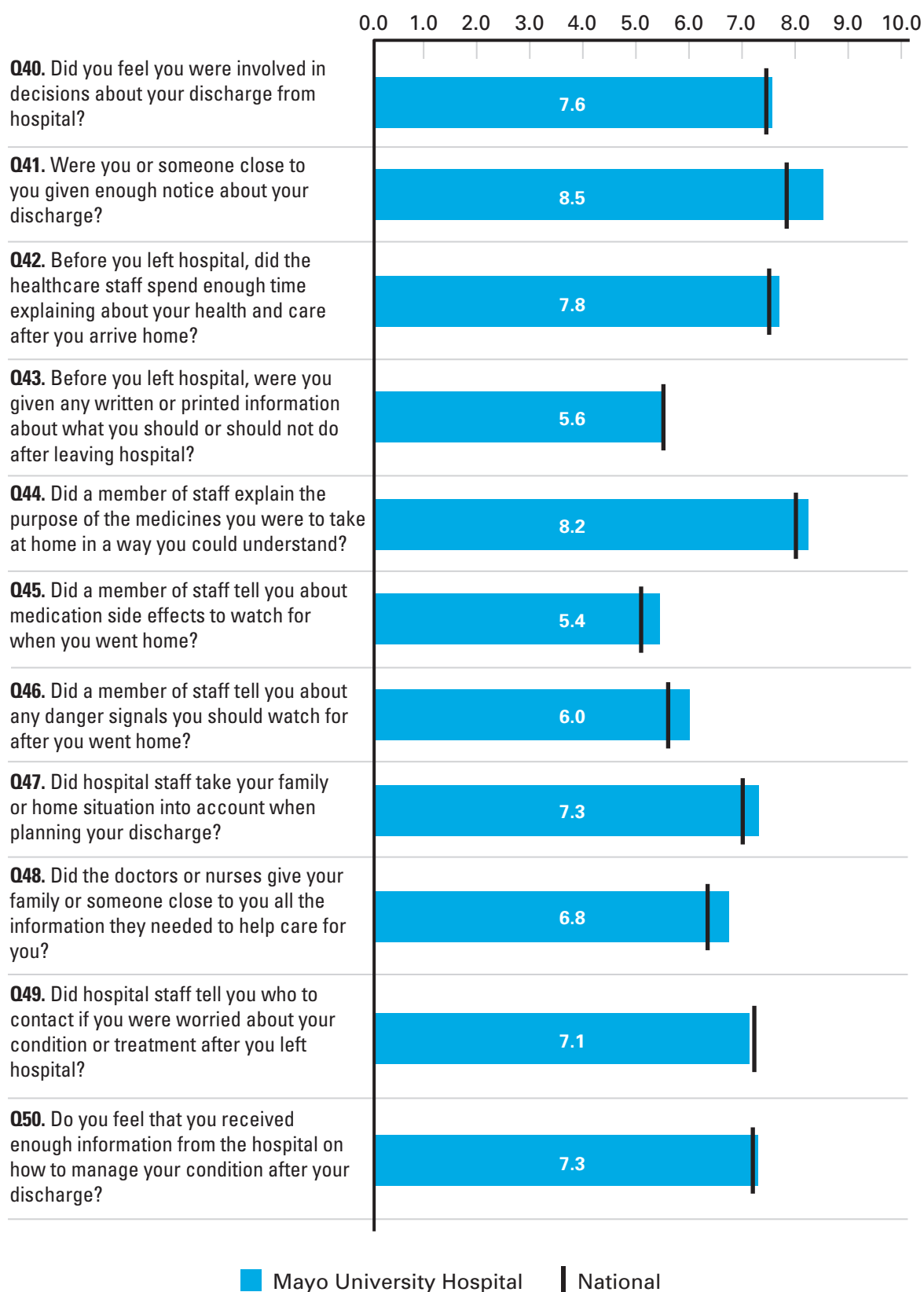
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions related to this stage of care.



**Figure 10 Comparison of Mayo University Hospital with the national average score for discharge or transfer (out of a maximum of 10)**



**Figure 11 Mayo University Hospital scores for questions on discharge or transfer**



## The patient voice: what patients said about discharge or transfer

"The aftercare with the nurse coming in to dress my wound twice weekly. Excellent care."

"The staff and the aftercare were exemplary."

"5 hour wait for GP letter. Was told I was being discharged and then had to sit waiting for letter. Family had arrived to collect me but had to wait."

"Patients should be fully informed on what the procedure operation entailed before leaving the hospital and more information on what to expect in coming days for recovery and how best to care for themselves when at home. A booklet containing vital info. on post-op care should be provided to each patient."

### Discharge or transfer: what do these results mean?

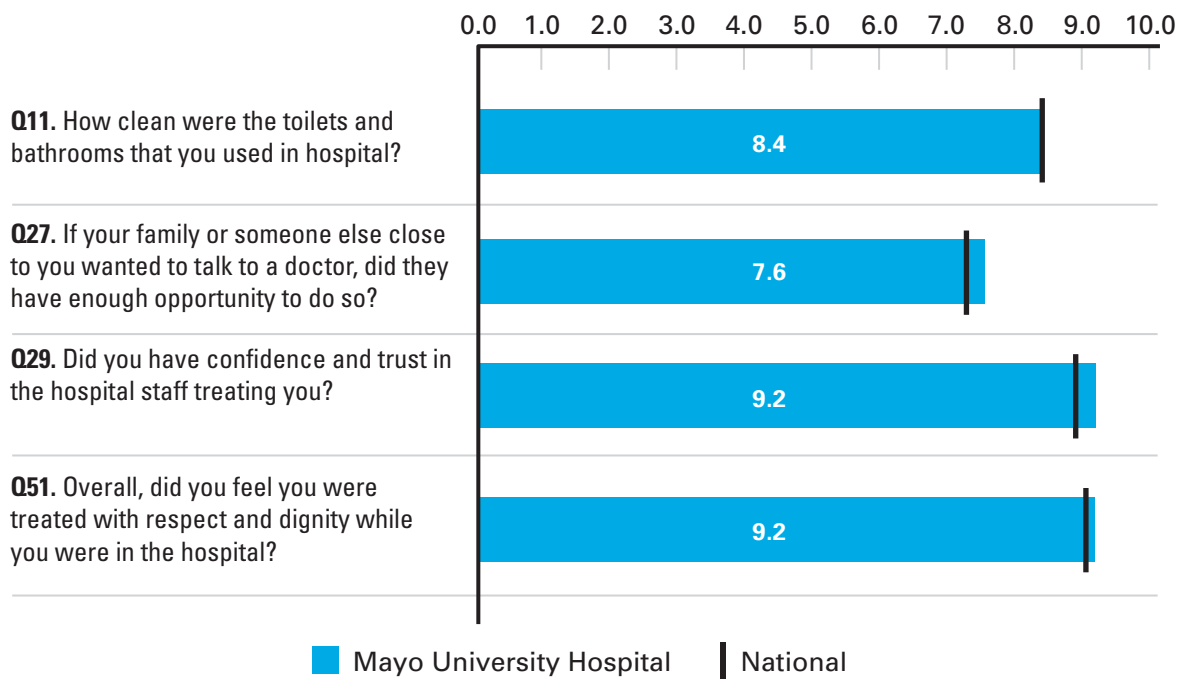
Participant ratings for this stage of care were similar to the national average but significantly higher than in 2017. Most patients said that they were given enough notice of their discharge from hospital. However, a number of patients said that they were not told about the potential side effects of medication to watch out for after discharge.

# Other aspects of care



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

**Figure 12 Mayo University Hospital scores for other aspects of care**



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

"I couldn't find fault with any of the care I received in the hospital from any member of staff. I was very nervous and put at my ease straight away by all staff I had dealings with."

"I felt cared for and treated with dignity - by all the staff."

"Toilets not always in good condition."

"Better communication between consultants and patients and family members. I felt my mother was discharged too quickly and was still very ill."

### Other aspects of care: what do these results mean?

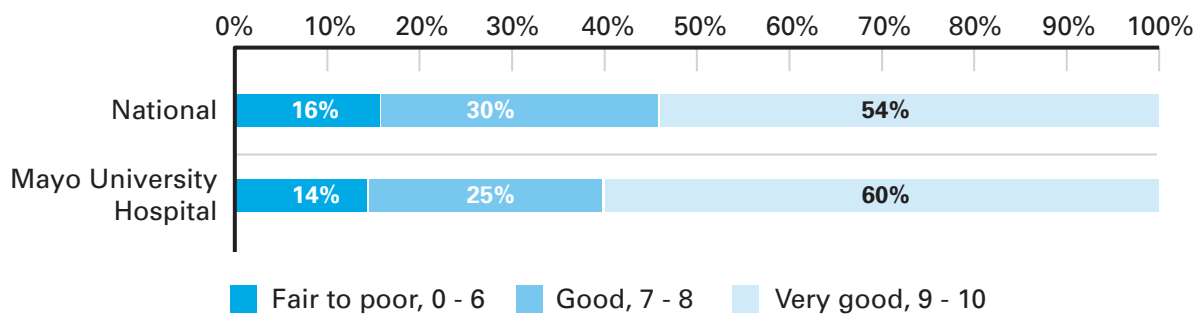
The ratings for the questions on other aspects of care were at, or slightly above, the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. While the hospital scored above the national average on Q27, a number of patients said that their family was not always able to speak with a doctor when required.

# 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. 60% of participants from Mayo University Hospital rated their care as very good, slightly above the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Mayo University Hospital with the national average.

**Figure 13 Overall rating of hospital experience for Mayo University Hospital and nationally**





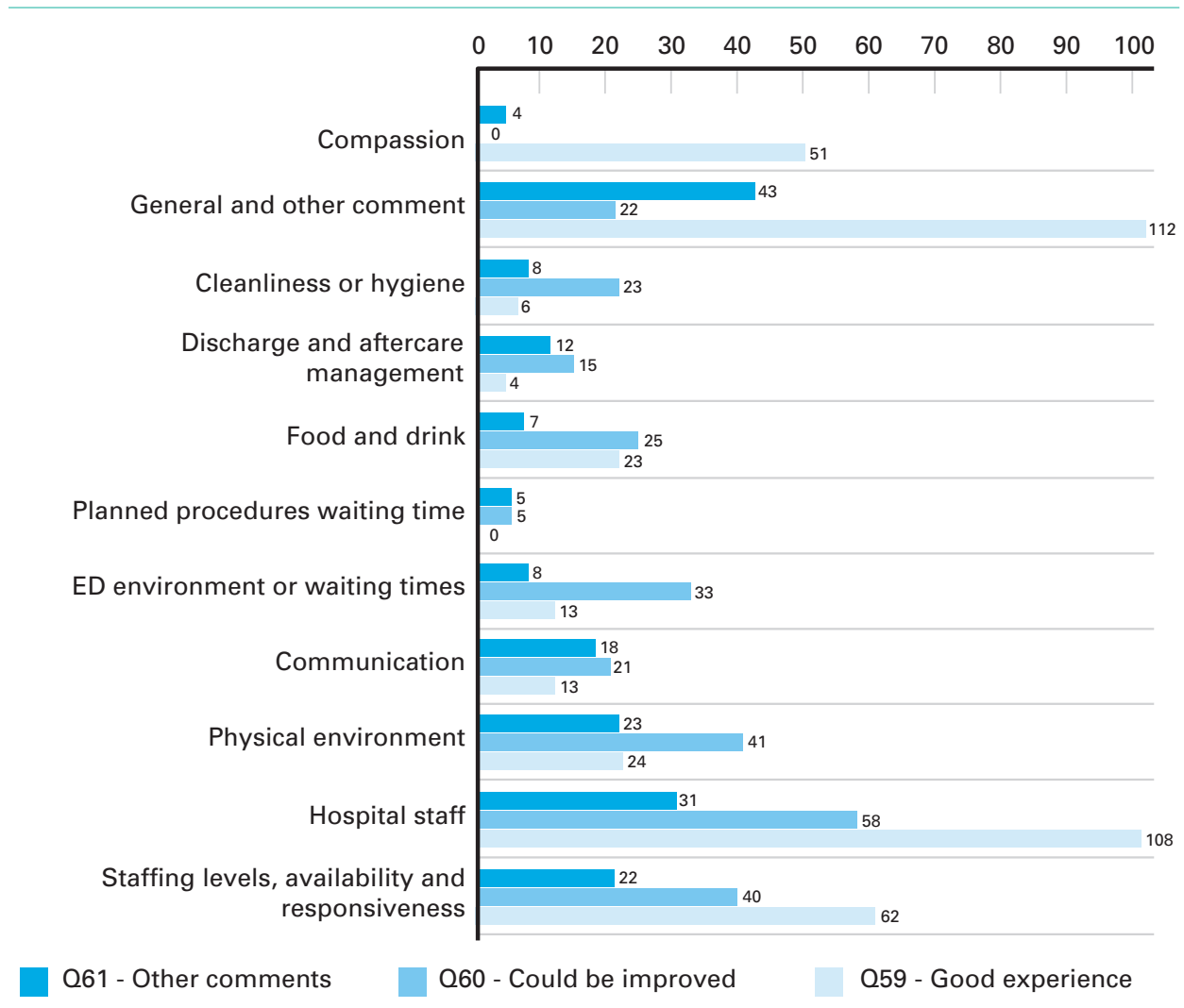
# In their own words: analysis of patients' comments

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, 880 comments were received from patients of Mayo University Hospital in response to the free-text questions in the 2018 survey.

Figure 14 shows the breakdown of participant comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

For Q59, most of the comments related to the 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'hospital staff' and 'physical environment' themes. For Q61, most of the comments related to the 'general and other comment' and 'hospital staff' themes.

**Figure 14 Participant comments by theme**



# Conclusion

## What were patients' experiences of hospital care in Mayo University Hospital in May 2018?

The majority of participants said they had a positive overall experience in Mayo University Hospital. 86% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Mayo University Hospital received above-average scores on admissions and care on the ward, and scores that were similar to the national average on examination, diagnosis and treatment; and discharge or transfer. Participant ratings of care were generally more positive than those received in 2017, but only discharge or transfer showed a statistically significant change.

A number of areas of good experience were apparent. For example, most patients said they were as involved as much as they wanted to be in decisions about their care and treatment. The hospital also scored above the national average in relation to opportunities for patients' family members to talk to a doctor. Finally, most patients said they were always treated with respect and dignity.

Several areas needing improvement were also identified. For example, some patients said they did not have enough time to discuss their care with a doctor. Some patients felt that they were not fully informed about how they could expect to feel after a procedure. Finally, a number of patients said they were not told who to contact if they were worried about their condition after discharge.

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 have 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 Mayo University 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 Mayo University Hospital. Questions that have a strong relationship with overall ratings of experience (Q52) are selected as areas of good experience or areas needing improvement respectively.

Three areas of good experience (highlighted in blue) and three areas needing improvement (highlighted in purple) are identified on the map.

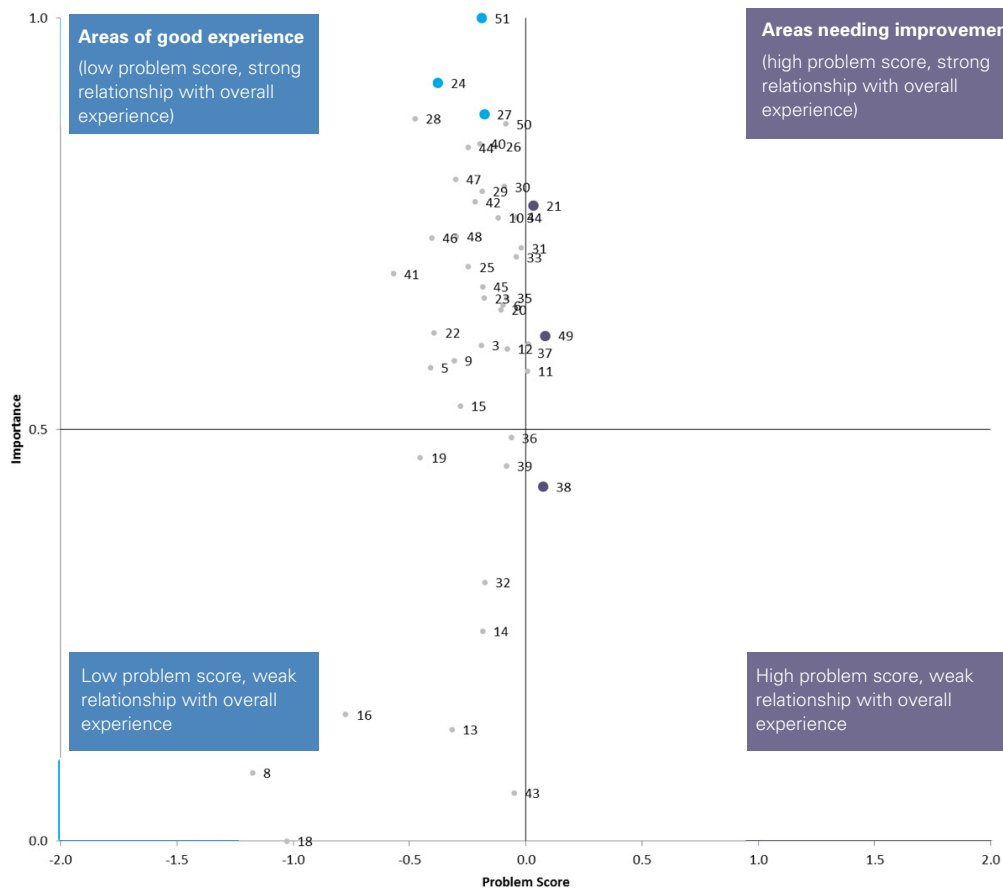
### Interpreting the improvement map

The **importance** of the relationship between each question and overall experience is given on the vertical axis as a number between 0 and 1, with 1 being the strongest possible relationship.

**Problem scores** show the difference (positive or negative) between the national average and a question score (out of 10). These are given on the horizontal axis.

Questions that have high problem scores and are important to patients' overall experiences appear in the **top right section** of the map — these are **areas needing improvement** in this hospital.

Questions that have low problem scores and are important to patients' overall experiences can be found in the **top left section** of the map — these are **areas of good experience** in this hospital.



# References

1. Singer AJ, Thode Jr HC, Viccellio P, Pines JM. The Association Between Length of Emergency Department Boarding and Mortality. *Academic Emergency Medicine*. 2011;18(12):1324-9.
2. Plunkett PK, Byrne DG, Breslin T, Bennett K, Silke B. Increasing wait times predict increasing mortality for emergency medical admissions. *European Journal of Emergency Medicine*. 2011;18(4):192-6.