



# National Patient Experience Survey 2018

## Portiuncula University Hospital

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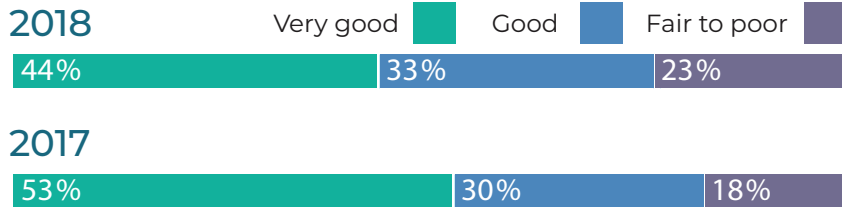
An Roinn Sláinte  
Department of Health



# Portiuncula University Hospital

2018 survey results

## Overall experience



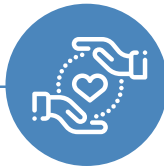
response rate

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

## Areas of good experience



Cleanliness of room or ward



Involvement in decisions about discharge



Clear explanation of a condition or treatment in the ED

## Areas needing improvement



Respect and dignity



Help from staff to eat meals



Offer of a replacement meal

## The patient voice

"All nurses, doctors etc. on the ward were very kind, considerate, patient and gentle with me."



"My family found it extremely difficult to speak to a doctor at any time about my condition and what would be happening next."

[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%. 161 patients from Portiuncula 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 Portiuncula University Hospital?

The majority of participants from Portiuncula University Hospital reported positive experiences in hospital. 77% 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.

Several areas of good experience were identified. These were areas where participants gave above-average ratings. For example, patients generally said that they got clear explanations in the emergency department of their condition or treatment. Most patients said that the room or ward they stayed in was very clean. In addition, the majority of patients said that they were involved in decisions about their discharge from hospital.

There were also several areas needing improvement. A number of patients said that they were not offered a replacement meal when required, and some patients said they did not get help from staff to eat their meals. In addition some patients said they were not treated with respect and dignity while in the hospital.

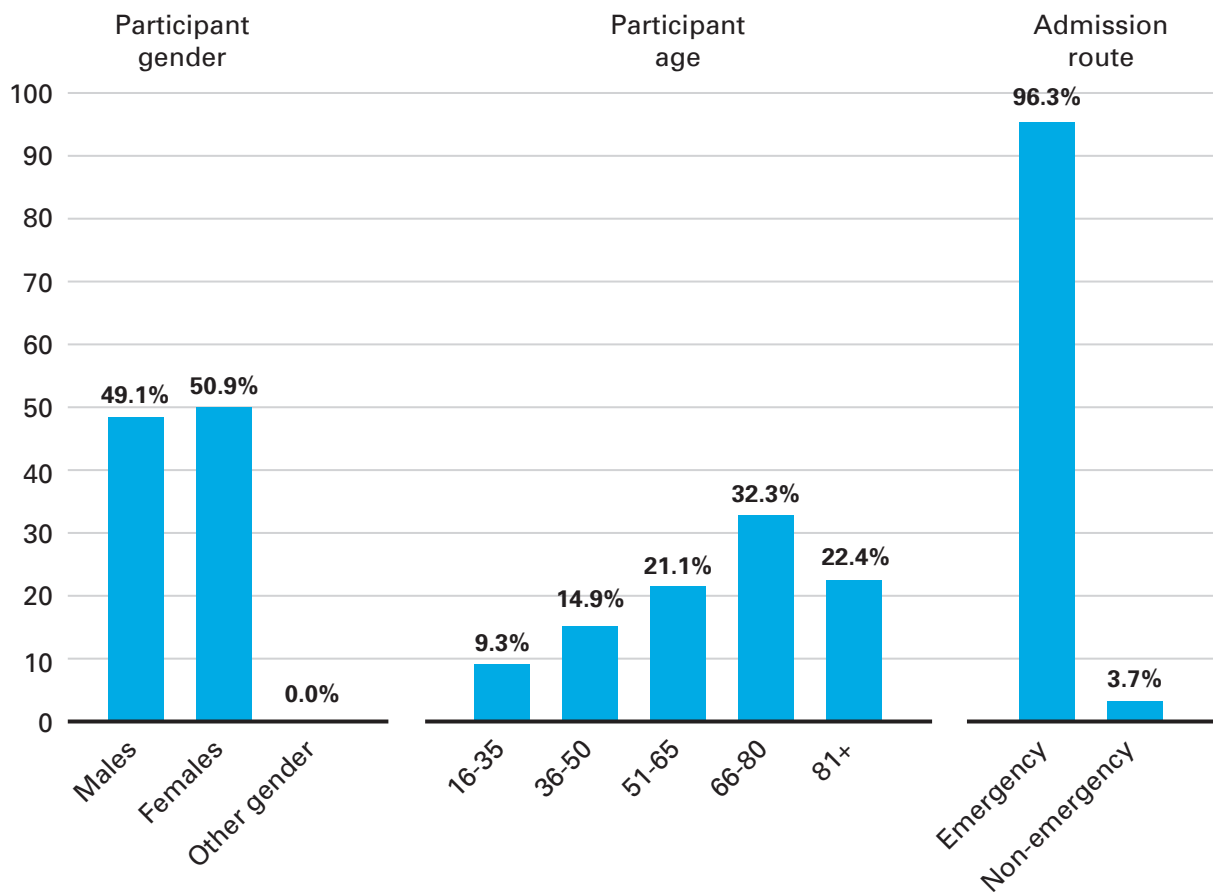
There were no significant changes in patient experience compared with the 2017 survey. The findings of the 2018 survey will help Portiuncula University Hospital to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Portiuncula University Hospital is a public acute hospital located in Ballinasloe, Co. Galway. There were 167 inpatient beds available in the hospital during the survey period of May 2018.

362 people discharged from Portiuncula University Hospital during the month of May 2018 were invited to participate in the survey. 161 people completed the survey, achieving a response rate of 44%. 49.1% of participants were male and 50.9% were female. 155 respondents (96.3%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Portiuncula University Hospital.

**Figure 1 Participants from Portiuncula 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 Portiuncula University Hospital are:

<b>Admissions</b>	129 (90%) of the 143 people who answered this question said that, while in the emergency department, their condition was completely or at least to some extent explained in a way they could understand.
<b>Clear explanation of a condition or treatment in the emergency department   Q4</b>	
<b>Care on the ward</b>	145 people (95% of those who answered this question) said that their room or ward was very clean or fairly clean.
<b>Cleanliness of room or ward   Q10</b>	
<b>Discharge or transfer</b>	121 people (86% of those who answered this question) said that they were definitely, or to some extent, involved in decisions about their discharge from hospital.
<b>Involvement in decisions about discharge   Q40</b>	

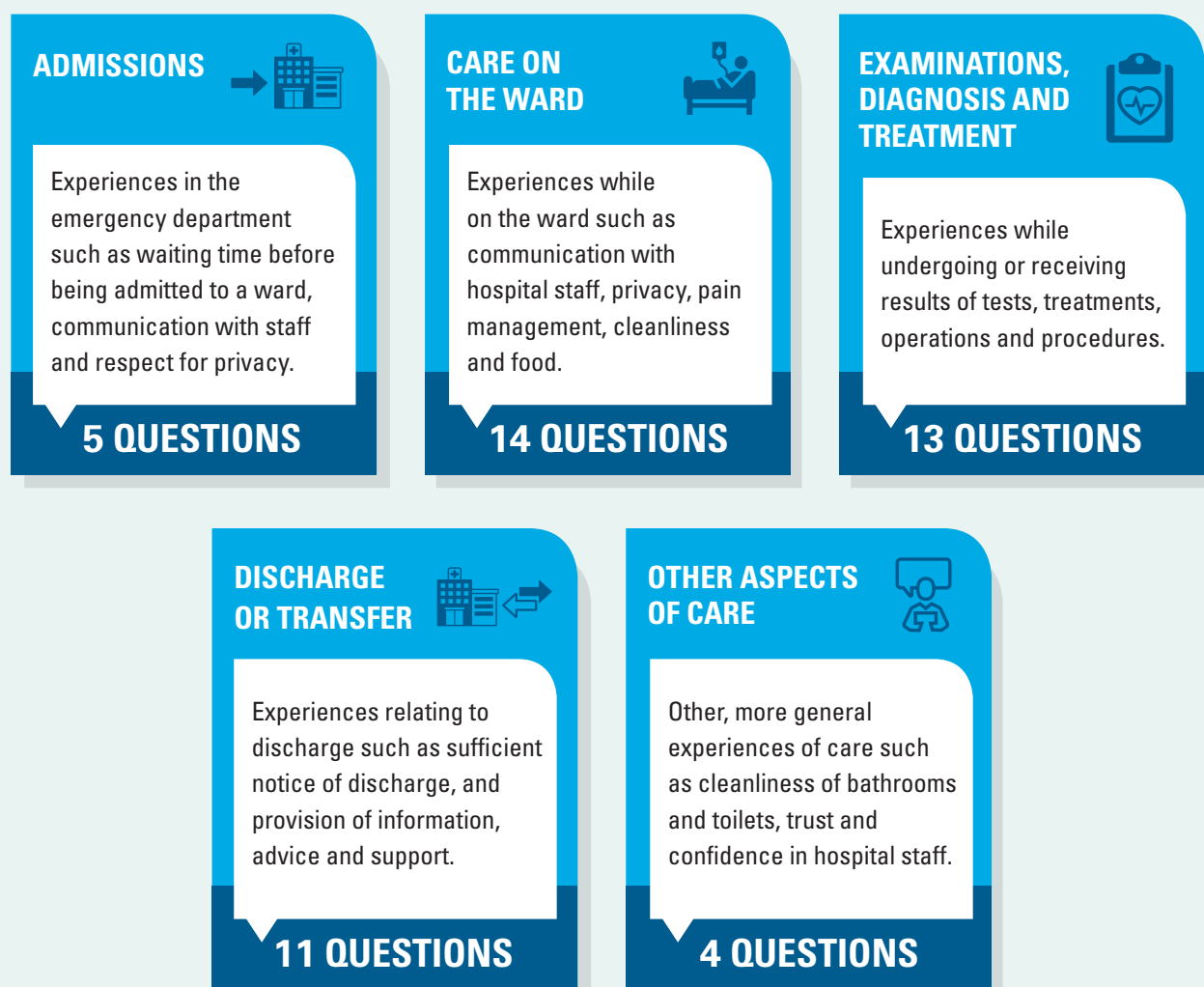
## The areas needing improvement in Portiuncula University Hospital are:

<p><b>Care on the ward</b></p>	<p>Of the 38 people who answered this question, 21 (55%) said that they were not, or were only sometimes, offered a replacement meal when required.</p>
<p><b>Offer of a replacement meal   Q18</b></p>	
<p><b>Care on the ward</b></p>	<p>18 people (33% of those who answered this question) said that they did not get, or only sometimes got, help from staff to eat meals when required.</p>
<p><b>Help from staff to eat meals   Q19</b></p>	
<p><b>Other aspects of care</b></p>	<p>33 people (22% of those who answered this question) said that they were not, or were only sometimes, treated with respect and dignity while in the hospital.</p>
<p><b>Respect and dignity   Q51</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.

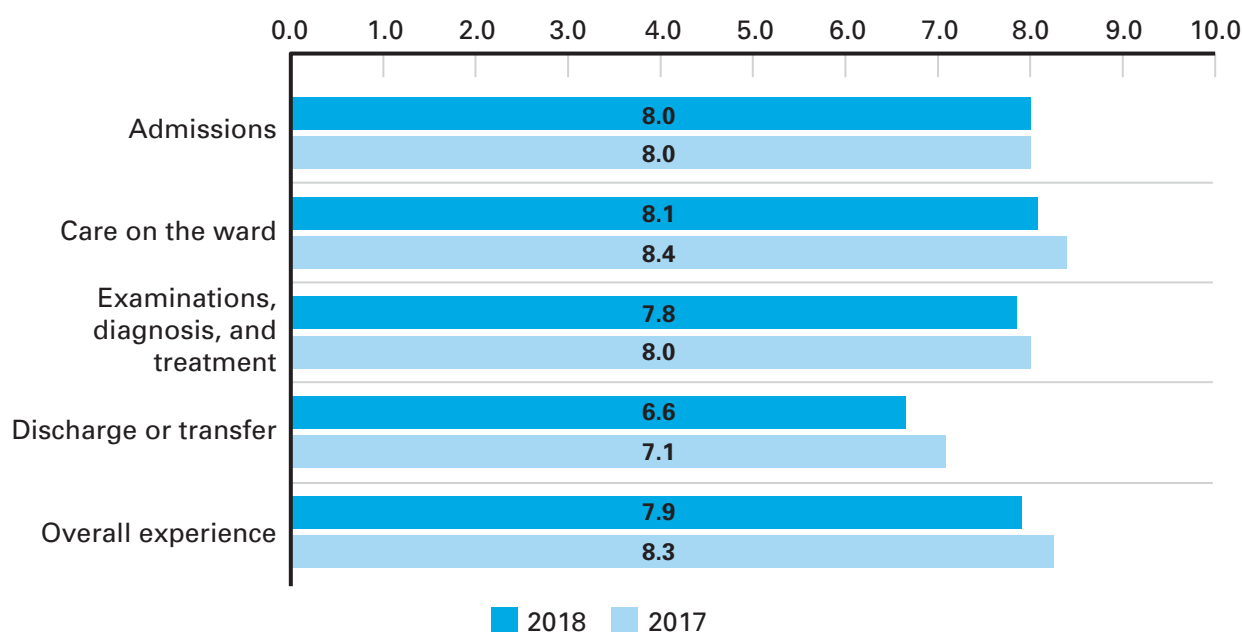
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience was slightly lower than in 2017, but the difference was not statistically significant. Scores were generally lower across every stage of care, but none of the changes were statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

It is important that these figures 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 Portiuncula University Hospital for 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

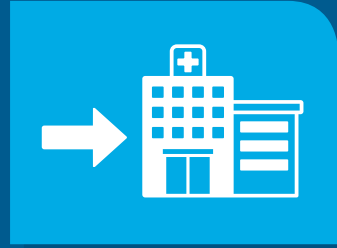
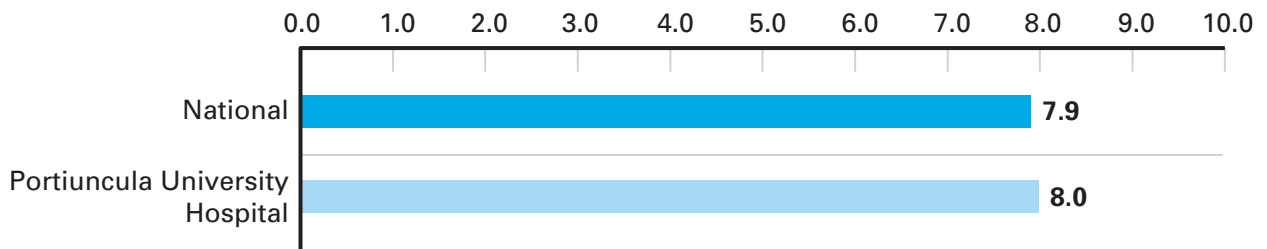
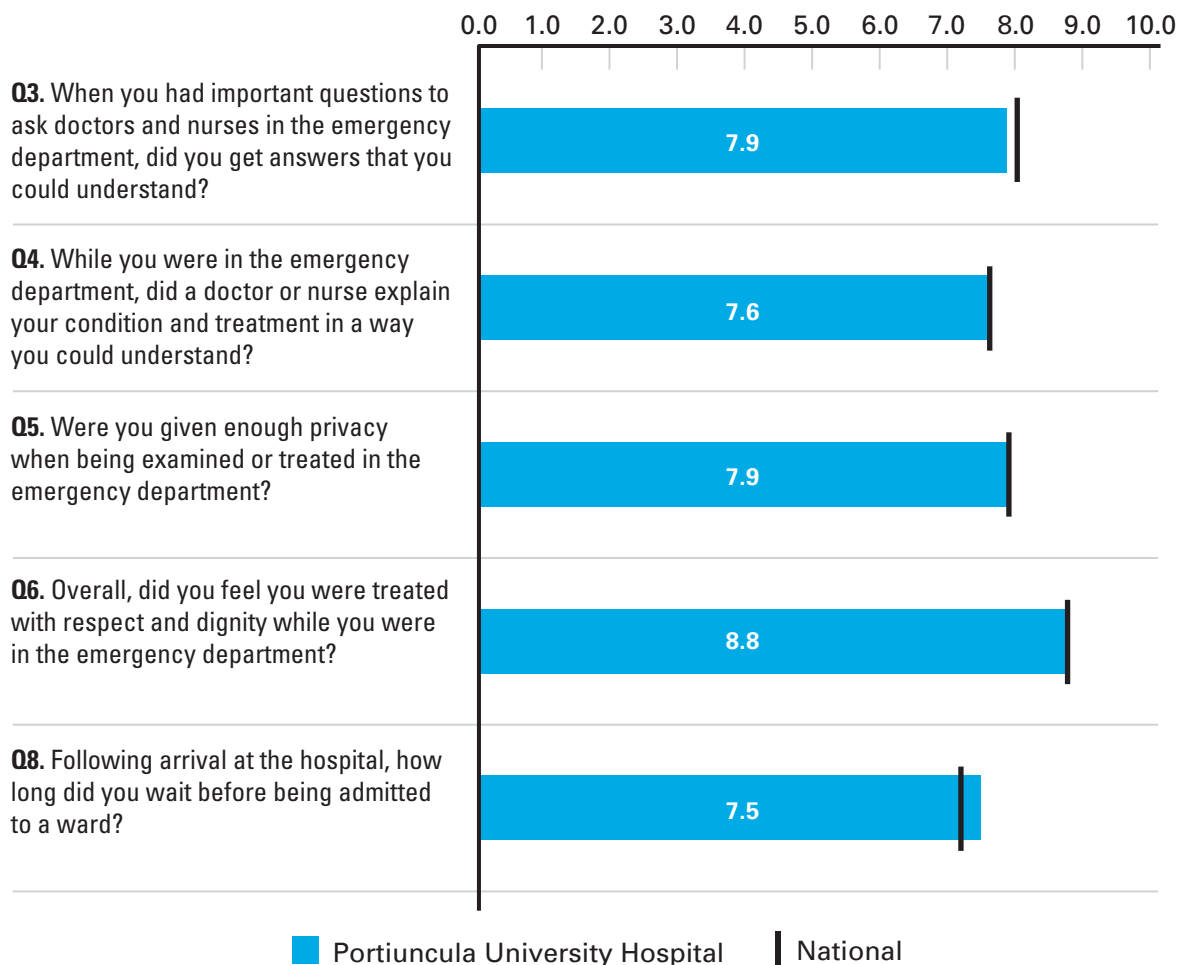


Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

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



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



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

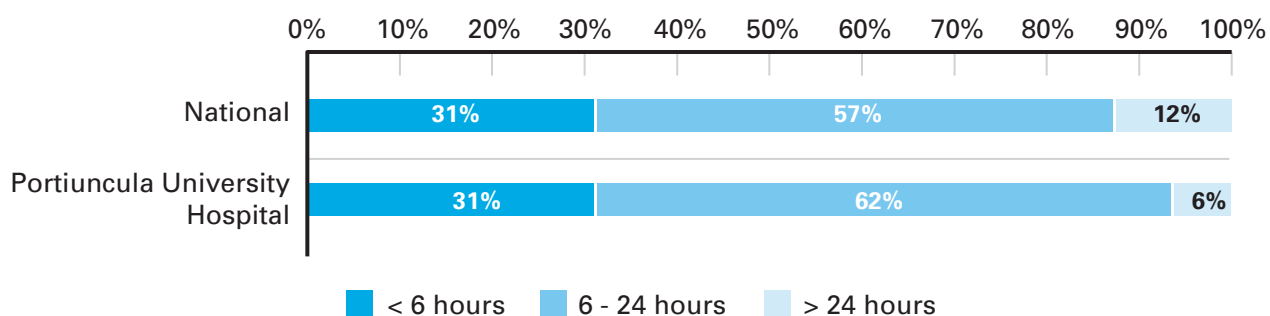
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 Portiuncula University Hospital, 44 respondents (31%) said they were admitted to a ward within six hours of arriving at the emergency department, while 87 respondents (62%) reported waiting between six and 24 hours. 9 respondents (6%) reported waiting 24 hours or more before being admitted to a ward in Portiuncula University Hospital, with three of these saying they waited more than 48 hours.

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

**Figure 5 Patient-reported emergency department waiting times for Portiuncula 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: [www.hse.ie/eng/services/publications/performance-reports/2018-acute-hospitals-metadata.pdf](http://www.hse.ie/eng/services/publications/performance-reports/2018-acute-hospitals-metadata.pdf).

## The patient voice: what patients said about admissions

"ED and theatre staff very professional, explained all in best way possible. All tests completed in ED done in a timely manner."

"I was seen very fast in A&E and received a bed within 12 hours."

"I spent over 10 hours in A+E before even being seen by a doctor. I then had to wait another 2 hours for bloods which could have been done as soon as I got in there."

"Time spent in A&E was too long. I was 38 hours in A&E and due to where my trolley was, I got no sleep during that time. Not only was I unwell but I was also exhausted from no sleep."

### Admissions: what do these results mean?

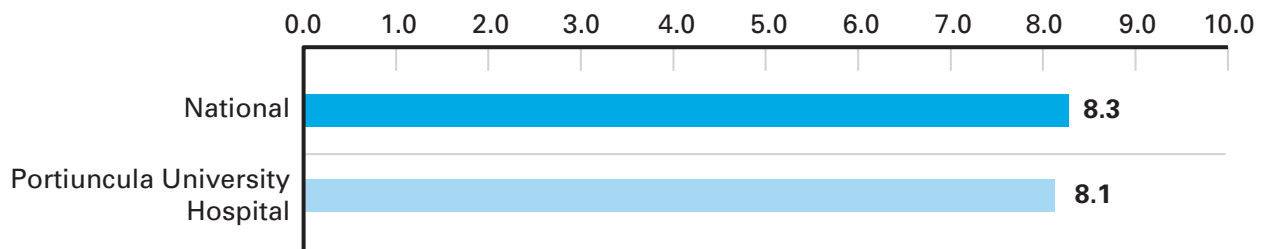
Patient ratings of admission to Portiuncula University Hospital were similar to the national average and to the hospital's 2017 score. Most patients said they were treated with respect and dignity in the emergency department; however, a number of patients said they could not always understand answers and explanations given by staff. The hospital performed close to the national average on emergency department waiting times and 31% 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

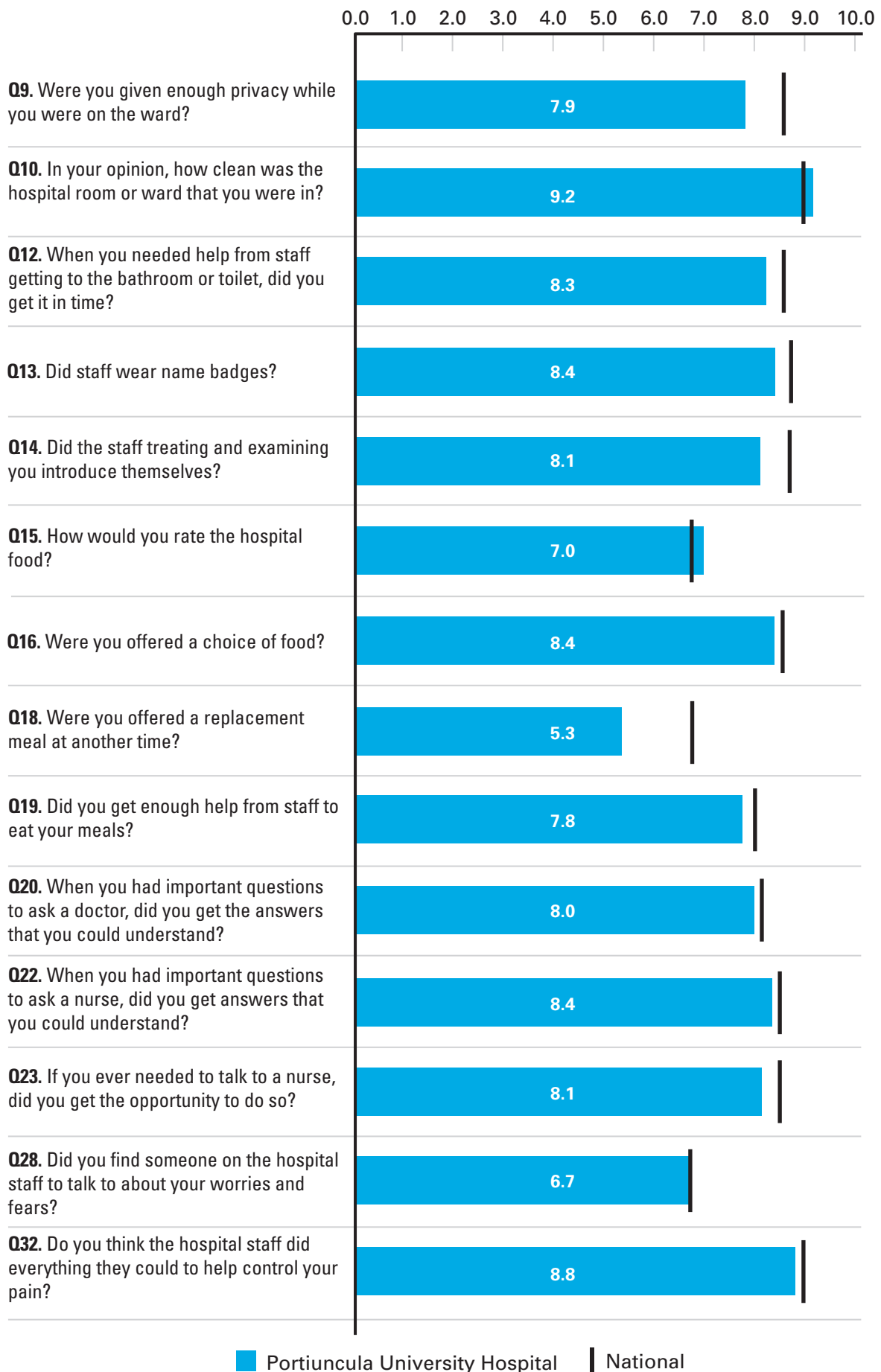
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions on this stage of care.



**Figure 6 Comparison of Portiuncula University Hospital with the national average score for care on the ward (out of a maximum of 10)**



**Figure 7 Portiuncula University Hospital scores for questions on care on the ward**



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

"Everything about the hospital was superb!! Staff, care and food. I couldn't have been better treated."

"All nurses, doctors etc. on the ward were very kind, considerate, patient and gentle with me."

"I feel the nurses workload was a lot, it was hard to find a nurse, especially the evening time if I was in pain to get pain relief, as there was a change over and paperwork for them to do."

"After fasting for over 48hrs I was given just 2 toast, I feel I could have been offered a bit more. I was told to stay away from fatty foods yet they served me 2 fries during my stay."

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

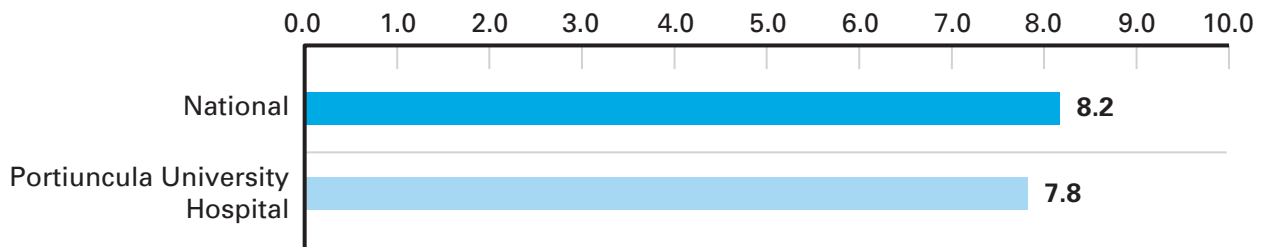
Portiuncula University Hospital received similar ratings of care on the ward to the national average, but lower than in the 2017 survey. Most patients said that their room or ward was very clean. A number of patients, however, said they weren't offered a replacement meal when it was required.

# Examinations, diagnosis and treatment



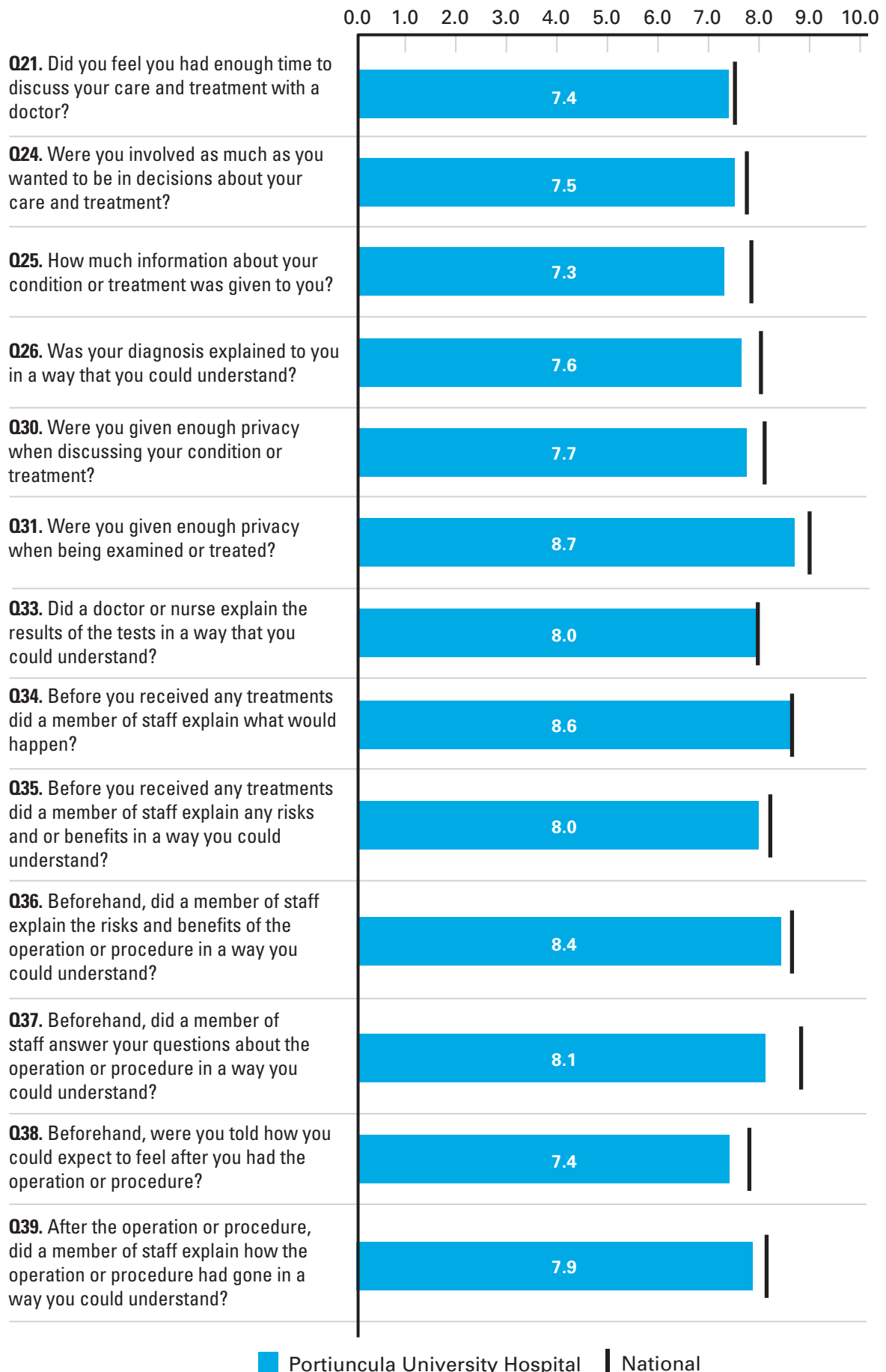
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions on this stage of care.

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





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



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

"I was seen in the medical assessment unit which I thought was fantastic. All tests were ordered swiftly and arranged prior to admission to the ward. Bloods, x-rays, [procedure name] and consultation took place. I was very, very impressed."

"The treatment I received was quite good overall, I felt doctors and nurses and staff were very nice/professional most of the time. I did feel no-one explained the side effects of operation I was experiencing and there was very little solution for it."

"The team were always calling and explaining what procedures they were going to carry out. Which meant a lot."

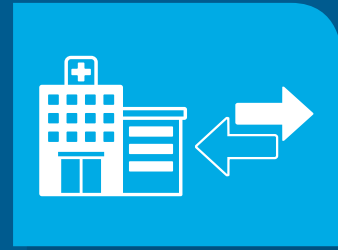
"Day to day communication between doctors and patients needs to be significantly improved. Medical jargon means nothing to the average patient. Complex topics can be explained in an understandable way. Patients are people and hospital patients can very easily become apathetic and depressed. They need to feel hope and support and understanding. The bandying about of medical jargon can leave them feeling excluded. They are people not just bodies."

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

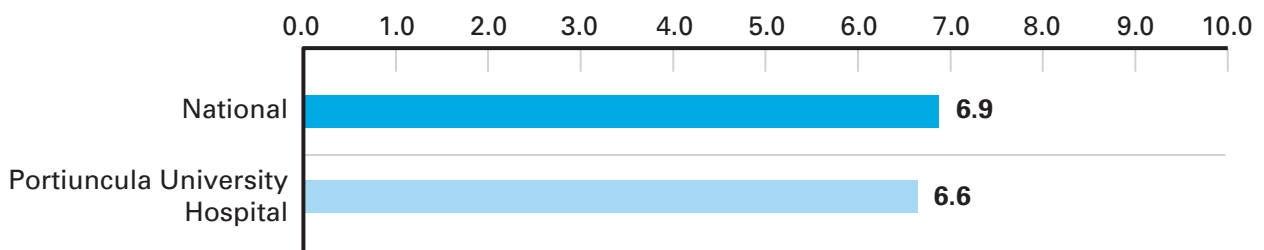
Ratings of examination, diagnosis and treatment were slightly below both this year's national average and last year's score for the hospital. A number of patients highlighted issues with communication, while others said they did not understand answers and explanations of treatments that they received from hospital staff. Though the hospital scored below the national average on Q31, most participants said that they were given sufficient privacy while being examined or treated.

# Discharge or transfer

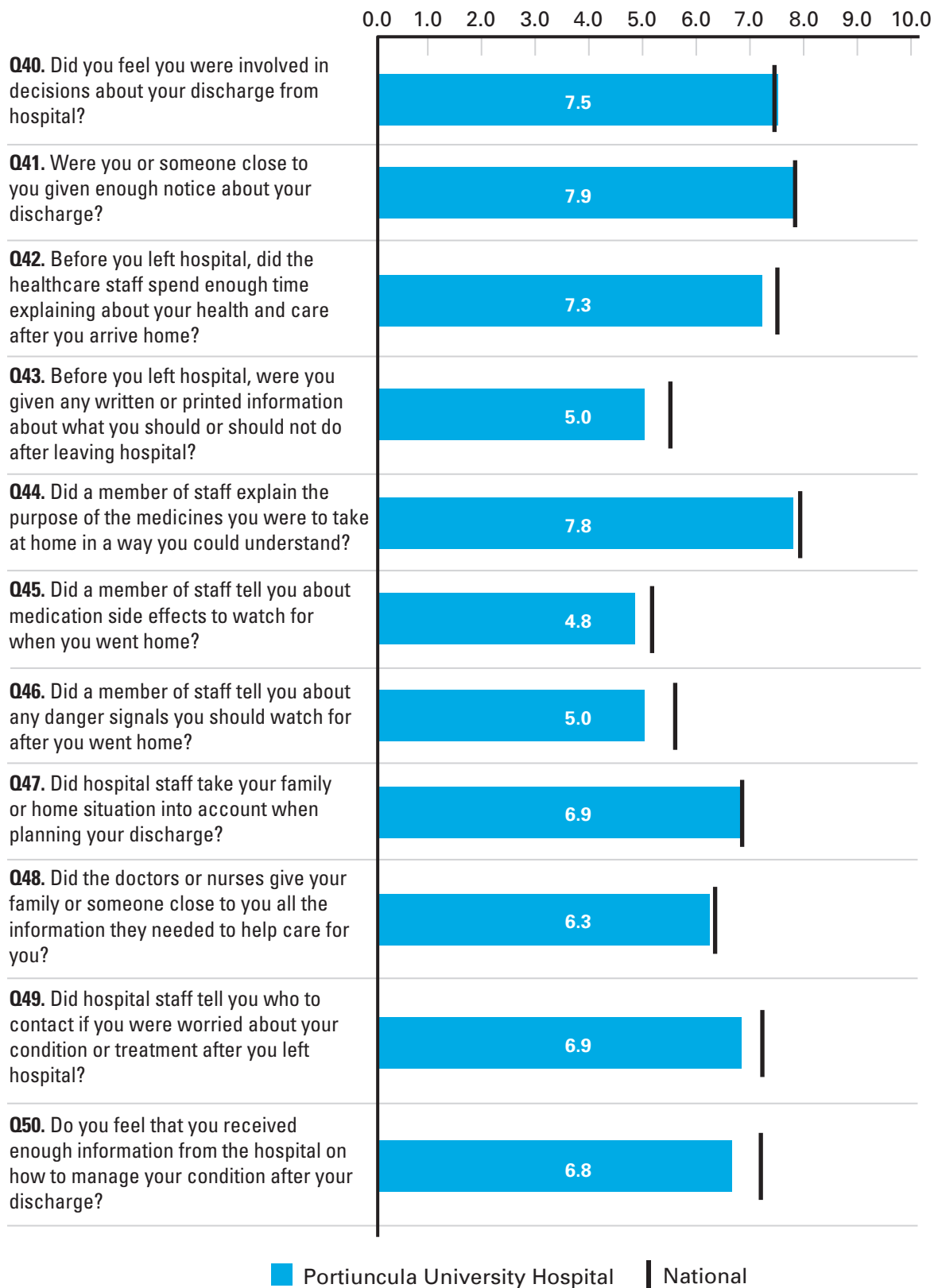
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions on this stage of care.



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



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



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

"I feel my care was excellent and follow up appointments have been very good."

"There is very little communication to the patient, there is no point of contact on discharge, there is no aftercare or follow up. On day of discharge I was unaware of being discharged until a rude woman arrived to the bed to say go to discharge lounge."

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

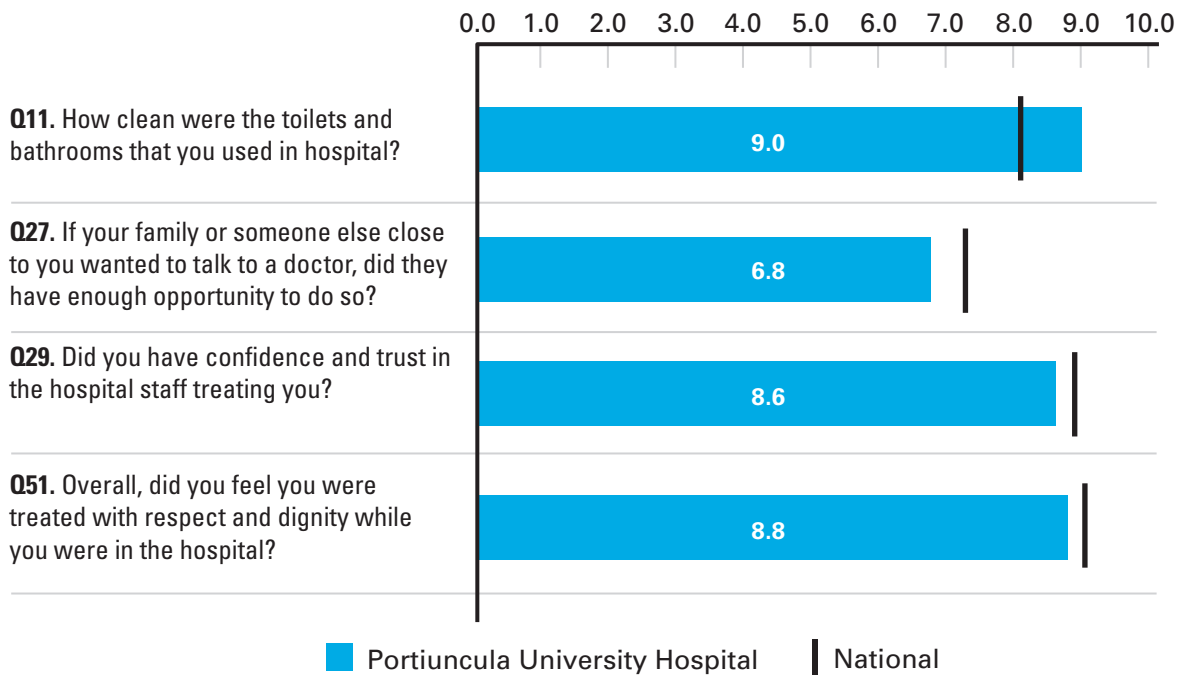
Participant ratings for this stage of care were slightly below both this year's national average and last year's ratings for the hospital. Most patients said that they, or someone close to them, were not given enough notice of their discharge. A number of patients said that they were not told about medication side effects or danger signals to watch out for when they went home.

# Other aspects of care



Figure 12 shows the hospital's scores for questions on this stage of care.

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



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

"Very clean. Doctors very clear explaining things."

"The staff were excellent, very kind and caring and respectful."

"Communication! My family were constantly trying to speak to someone about my treatment but they were always too busy."

"My family found it extremely difficult to speak to a doctor at any time about my condition and what would be happening next."

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

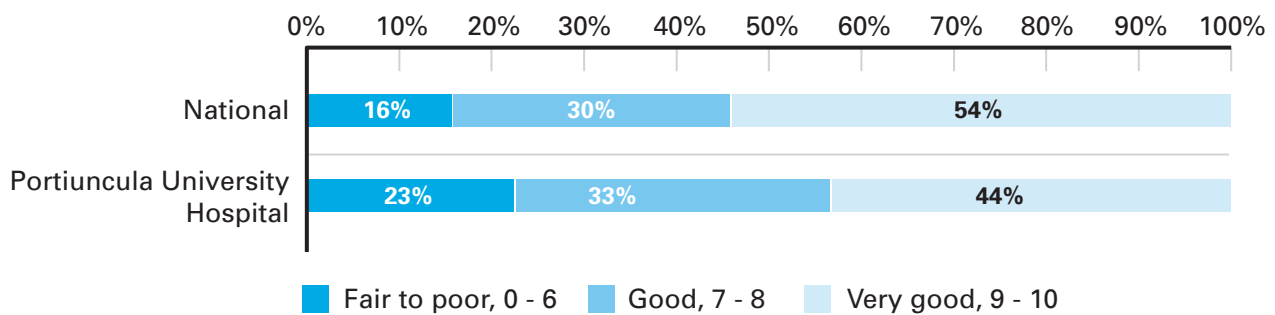
The ratings for several of the questions on other aspects of care were slightly below the national average. For example, while most participants said they were treated with respect and dignity, a number did not give a positive rating in this area. A number of patients also said that their family did not get the chance to talk to a doctor when required. However, most patients said that the toilets and bathrooms in the hospital were very clean.

# 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. 44% of participants from Portiuncula University Hospital rated their care as very good, slightly below the national figure of 54%.

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

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





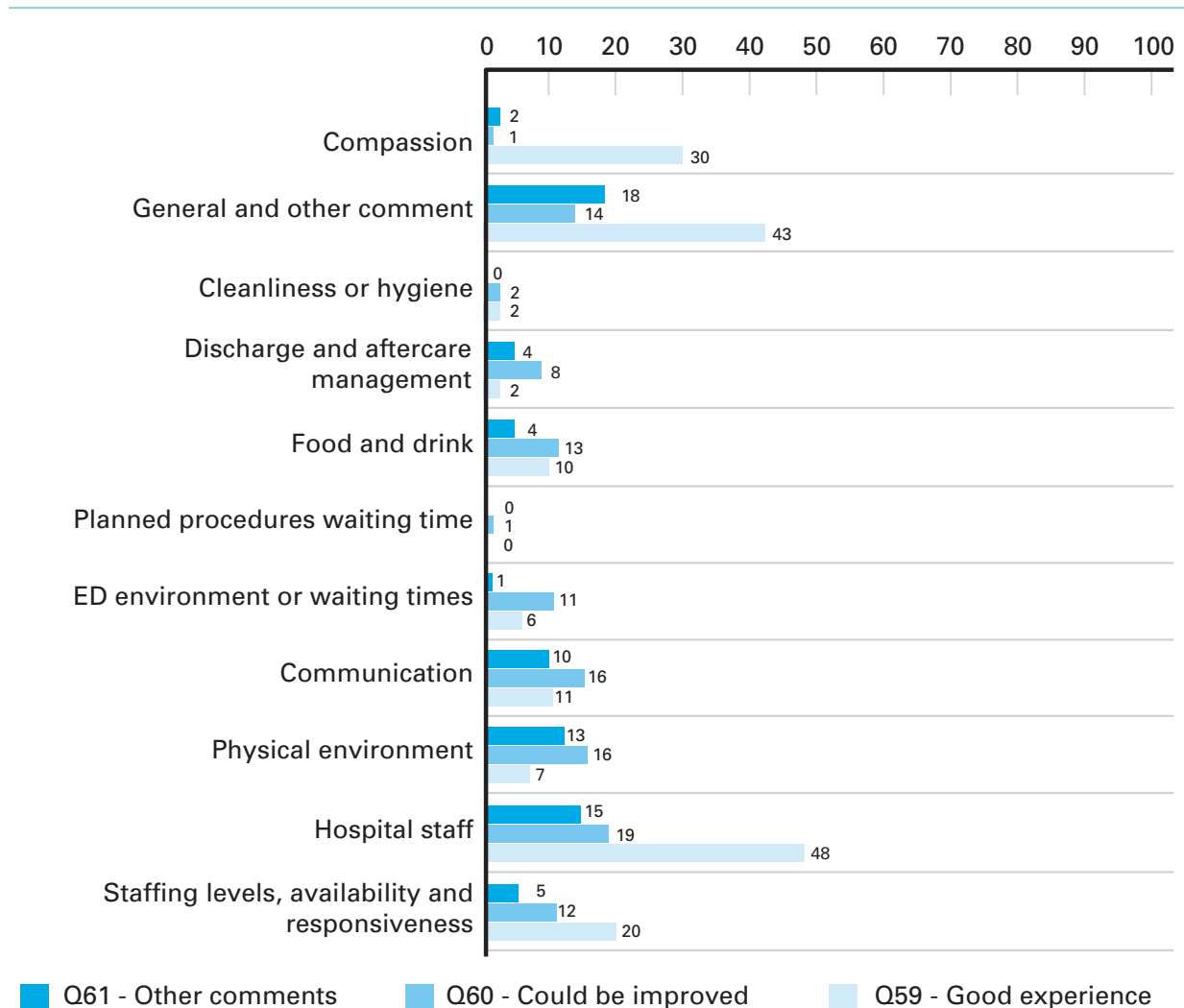
# In their own words: analysis of patients' comments

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, 364 comments were received from patients of Portiuncula 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 'hospital staff' and 'general and other comment' themes. For Q60, most comments related to hospital staff, the physical environment and communication. For Q61, most comments related to hospital staff, the physical environment and communication.

**Figure 14 Participant comments by theme**



# Conclusion

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

The majority of participants said they had a positive overall experience in Portiuncula University Hospital. 77% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Portiuncula University Hospital received similar scores to the national average across every stage of care. There were also no statistically significant changes in patient ratings of care compared to those received in 2017.

A number of areas of good experience were identified. For example, patients generally received clear explanations in the emergency department of their condition or treatment. Most patients said that their room or ward was very clean. In addition, the majority of patients said they were involved in decisions about their discharge from hospital.

Several areas needing improvement were also identified. Some patients said that they were not offered a replacement meal when required, and didn't always receive help from staff to eat their meals. A number of patients said that they were not always treated with respect and dignity while in the hospital.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they were not treated with respect and dignity were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Portiuncula University Hospital improve the experiences of patients in the hospital.

# 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 Portiuncula 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.

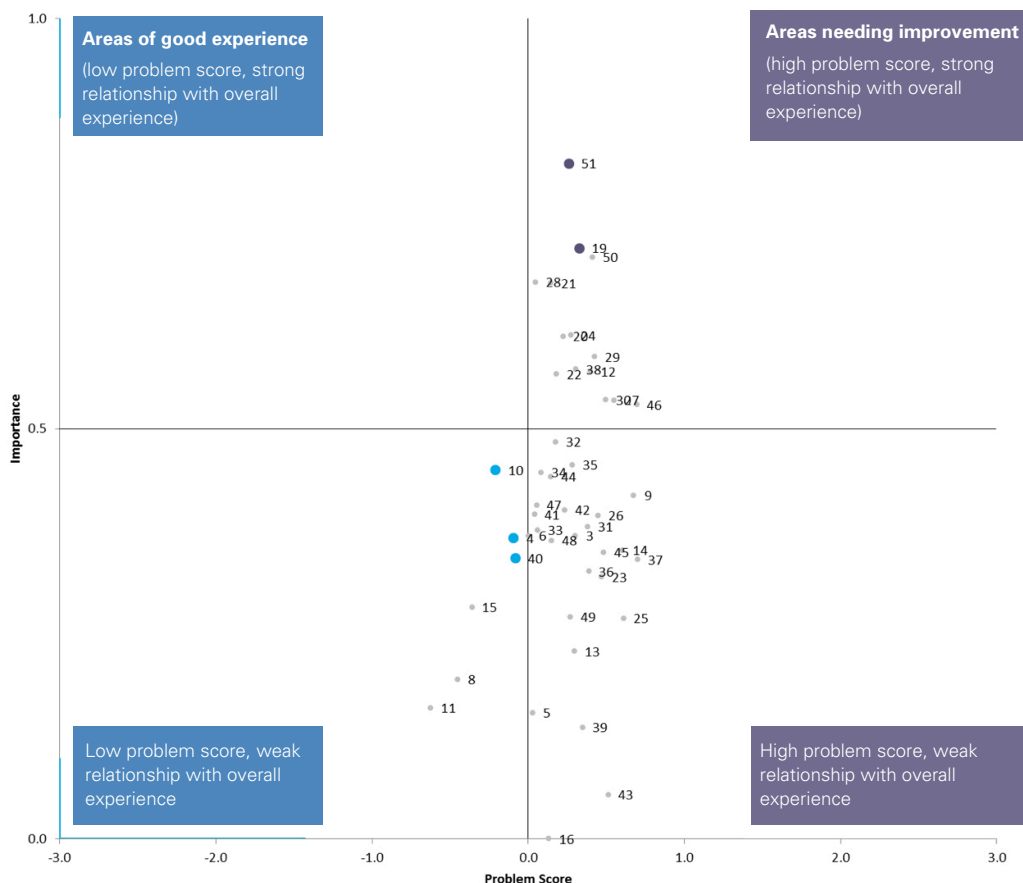
### Interpreting the improvement map

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.