

National Patient Experience Survey 2017

Portiuncula Hospital

We're committed to excellence in healthcare



Thank you to the people who participated in the National Patient Experience Survey 2017, and to their families and carers. Without your overwhelming support and participation the survey would not have been possible. The survey ensures that your voice will be heard by the people who can change and improve healthcare in Ireland.

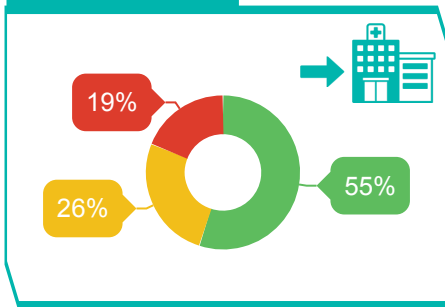
By putting the voice of the patient at the centre of acute healthcare, we can make sure that the needs and wishes of the people who matter most are met. The survey will be repeated annually in the future, which will allow us to explore how the patient voice has helped shape changes in acute healthcare.

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

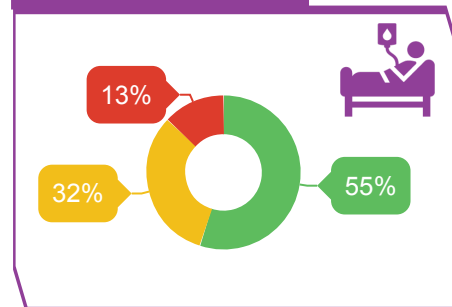
The survey was overseen by a national steering group, a delivery group and an advisory group. We acknowledge the direction and guidance provided by the members of these groups.

Stages of care

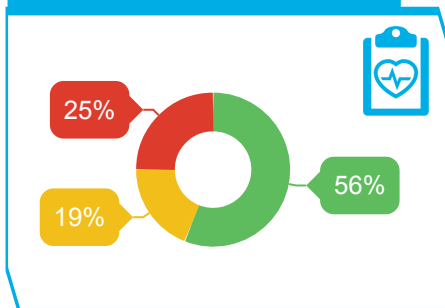
Admission



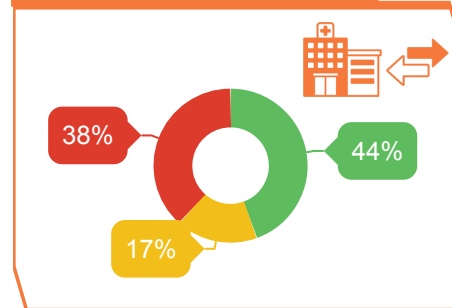
Care on the ward



Examinations, diagnosis & treatment



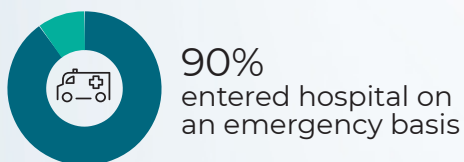
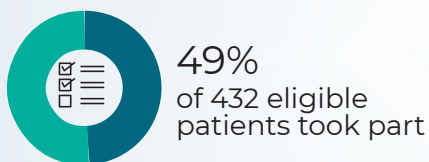
Discharge or transfer



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

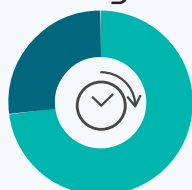


Portiuncula Hospital



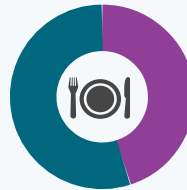
Average age:
63 years

Waiting time



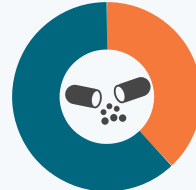
waited longer than six hours before being admitted to a ward.

Food



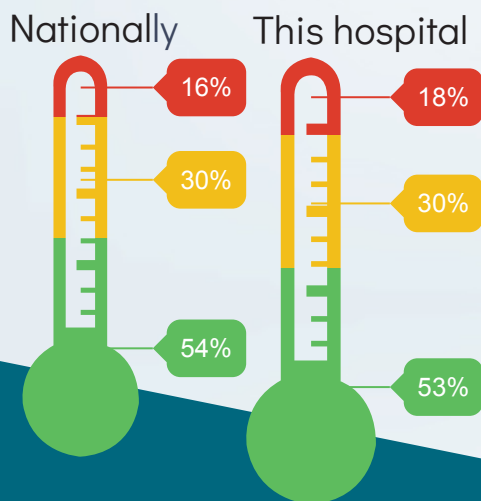
were not always offered a replacement meal when required.

Medication



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

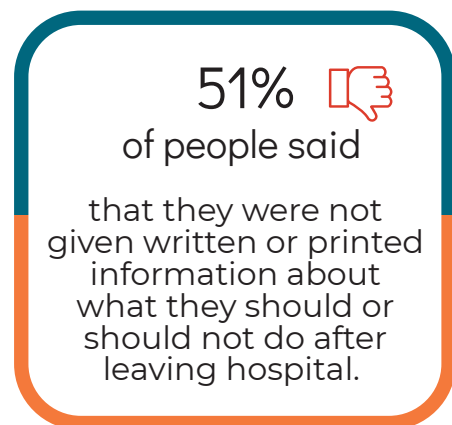
Overall experience



Areas of good experience



Areas needing improvement



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Chapter 1

Patients' experiences of acute hospital care in Portiuncula Hospital

About the National Patient Experience Survey 2017

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

Nationally, 26,635 people were invited to participate in the first National Patient Experience Survey in 2017. In total, 13,706 people took part. The results outlined in this report reflect the experiences of patients who were discharged from Portiuncula Hospital during the month of May 2017. In total, 204 participants from Portiuncula Hospital took part in the survey.

The survey asked 61 questions, based on five stages of care along the patient journey in hospital: admissions; care on the ward, examinations, diagnosis; and treatment; discharge or transfer and other aspects of care. Three of the questions asked respondents for written comments about what was good about the care they received and what could be improved. The list of questions from the National Patient Experience Survey can be found in Appendix 1.

It is important to note that patients did not always answer every question so there is variation in the number of responses to each question.

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

The National Patient Experience Survey values and seeks to represent the patient voice. The survey acknowledges both positive and negative experiences, as told by the 204 people from Portiuncula Hospital who completed the survey. While many people said that they had a very good experience of acute hospital care, it is important also to listen to those people who identified areas for improvement. These voices and experiences will play a key role in shaping the future of patient-centred care in Ireland.

Hospital profile

Portiuncula Hospital is a public acute hospital, located in Co. Galway. There were 169 inpatient beds available in the hospital during the survey period of 1 – 31 May 2017 and 432 eligible discharges were recorded during this time. This hospital has an emergency department. Respondents were asked to answer questions across each stage of care.

Purpose of this report

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

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

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



Who took part in the survey?

Description of the respondents who took part in the survey

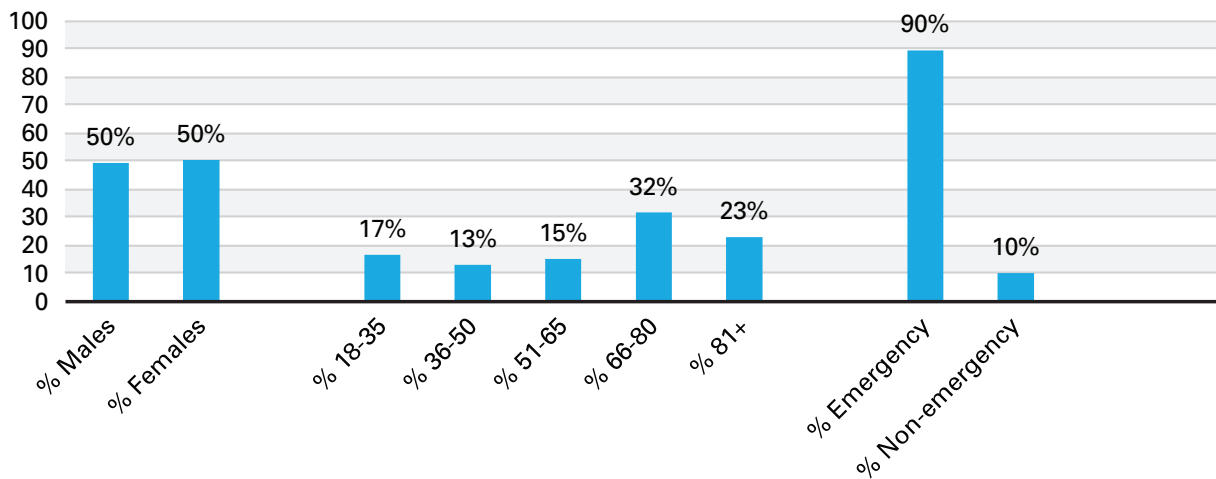
432 people discharged from Portiuncula Hospital during the month of May 2017 were invited to participate in the survey.

204 people completed the survey, achieving a response rate of 49%.

50% of people who responded to the survey in Portiuncula Hospital were male and 50% were female. The majority of respondents (90%) said that their stay in hospital was an emergency.

Figure 1 below shows information about the people who took part in the survey from Portiuncula Hospital.

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



What were the main findings for Portiuncula Hospital?



Overall, patients' ratings of their experiences at Portiuncula Hospital were below the national average. 82% of patients at Portiuncula Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

Many patients reported positive experiences of how hospital staff communicated with their friends and families. In particular, many patients said that their families and friends were given enough notice about their discharge and that they were given the necessary information to help care for them. A large number of patients in Portiuncula Hospital also said that their family or home situation had been taken into account when planning their discharge.

The scores for Portiuncula Hospital on every stage of care were similar to the national average. On questions related to care on the ward, patients reported positive experiences in terms of how their pain was managed. Many patients also reported that they got help from staff to eat their meals (if asked) and were offered a replacement meal if they missed out at mealtimes. However, many patients said that the food they ate in hospital was either fair or poor in quality.

In relation to admission to hospital, a number of patients said that they did not feel, or only sometimes felt that they were being treated with respect and dignity in the emergency department. Waiting times in the emergency department is one area which requires improvement as the majority of patients reported waiting longer than the six hour target time.

In Portiuncula Hospital, a large number of patients reported feeling that they did not have, or had only to some extent, enough time to discuss their care and treatment with a doctor. A number of patients also said that they did not have, or had only to some extent, confidence and trust in the hospital staff treating them.

Furthermore, patients reported mixed experiences of the discharge or transfer process in Portiuncula Hospital. It was also the lowest scoring stage of care. A large number of patients said that they did not receive the necessary information to prepare them for their recovery at home.

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

Areas of good experience and areas needing improvement in Portiuncula Hospital

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

Appendix 3 explains how these areas were identified.

The areas of good experience in Portiuncula Hospital are:

Patients had very positive experiences in several areas, particularly as regards communication between doctors and family and friends during discharge or transfer to another hospital.

Discharge or transfer | Q49.

Provision of information to family members

71 people (56%) said that doctors or nurses definitely gave their family or someone close to them all the information they needed to help care for them.

Discharge or transfer | Q48.

Consideration of home/family situation

76 people (60%) said that hospital staff completely took their family or home situation into account when planning their discharge.

Discharge or transfer | Q42.

Family given sufficient notice of discharge

115 people (69%) said that their family or someone close to them were given enough notice of their discharge.

Care on the ward | Q19.

Help from staff to eat meals

Out of 61 people who said they needed help, 45 people (74%) said that they always received enough help from staff to eat their meals.

Care on the ward | Q18.

Offer of a replacement meal

Of the 47 people who had missed a meal in hospital, 26 (55%) said that they were offered a replacement meal at another time.

The areas needing improvement in Portiuncula Hospital are:

Patients highlighted areas needing improvement across each stage of care. Communication about the discharge process and how to manage their condition or medication at home were particularly problematic.

Discharge or transfer | Q46.

Information on the side effects of medication

Out of 134 people who needed an explanation, 51 (38%) said that they were not told about the medication side effects to watch for when they went home.

Discharge or transfer | Q44.

Written or printed information

Out of 184 people who answered this question, 93 (51%) said that they were not given written or printed information about what they should or should not do after leaving hospital.

Other aspects of care | Q29.

Confidence and trust in hospital staff

Out of 194 people who answered this question, 38 (20%) said that they did not have, or had only sometimes, confidence and trust in the hospital staff treating them.

Examinations, diagnosis and treatment | Q21.

Time to discuss care and treatment with a doctor

Out of 195 people who answered this question, 80 (41%) said that they did not feel, or felt only to some extent, that they had enough time to discuss their care and treatment with a doctor.

Admissions | Q6.

Respect and dignity in the emergency department

Of the 179 who answered this question, 38 people (21%) said that they did not, or only sometimes, feel that they were being treated with respect and dignity in the emergency department.



Chapter 2

The patient journey through hospital

Qualitative and quantitative findings of the 2017 survey

Findings of the 2017 survey

The stages of care along the patient journey

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

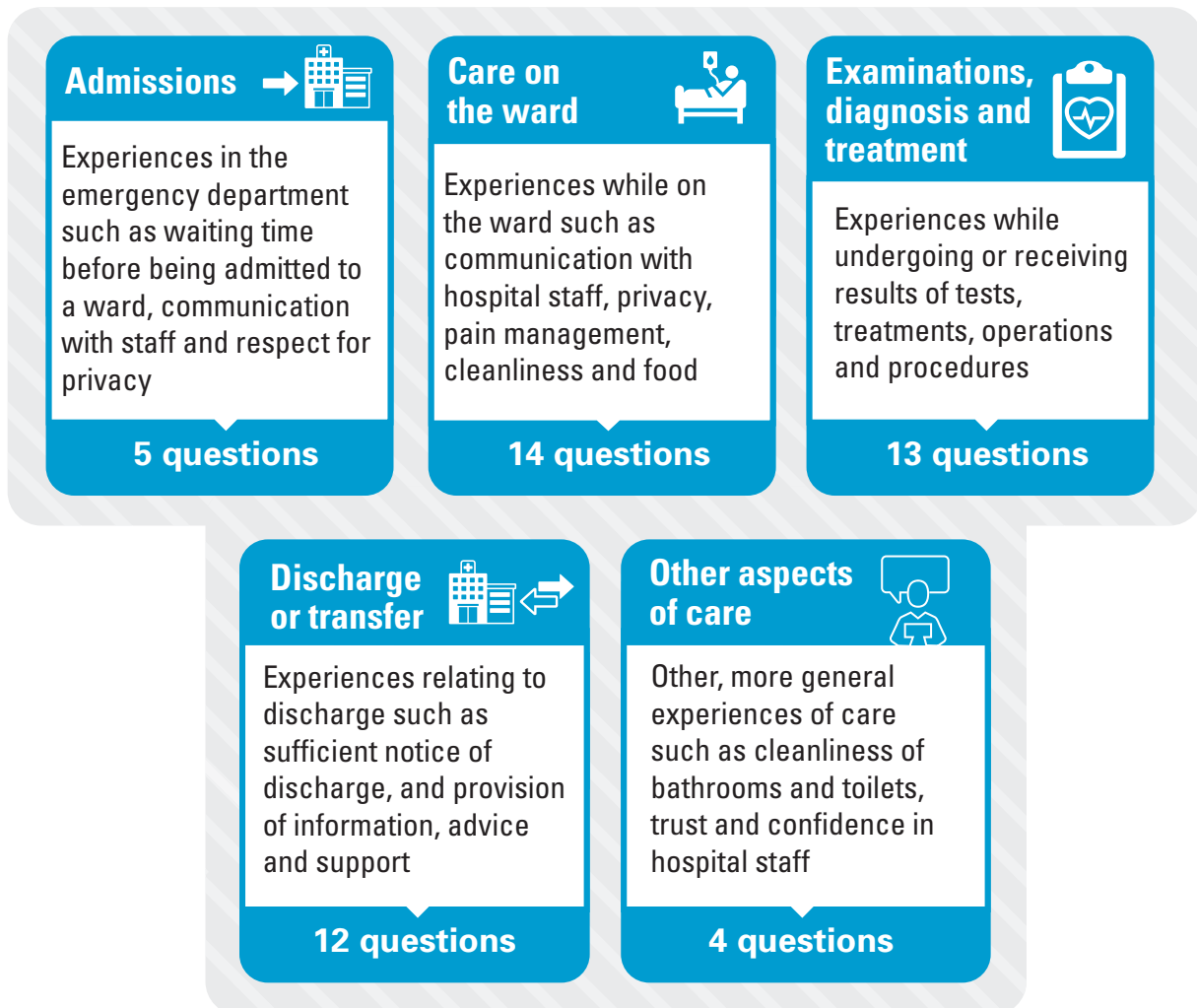
The survey questions were grouped into five stages along the patient journey:

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

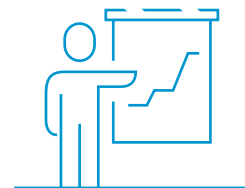
“The nurses were wonderful. They could not do enough for patients, the care I received was fantastic.”

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

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



How to interpret the results for the stages of care



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

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

Figure 3. Guide to interpreting the results

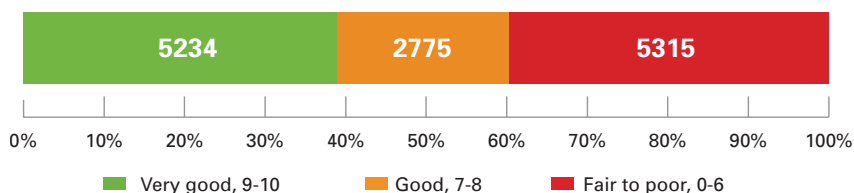
1. Experience rating for a stage of care

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

Example:

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

Figure 2.22 | Discharge or transfer ratings



2. Scores out of 10

Scores out of 10 are given for each question belonging to a stage of care or a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience.

Sometimes questions are described as high or low ranking questions. These are questions with the highest or lowest score when compared to a set of questions.

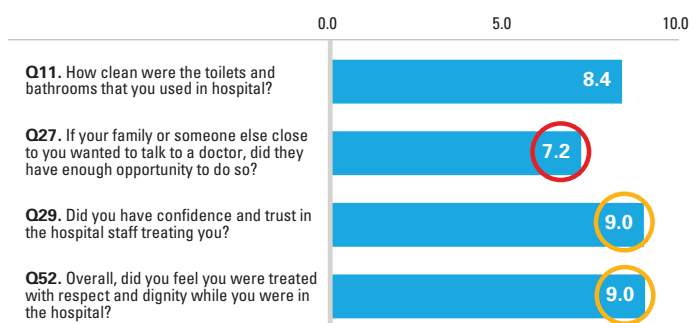
Example:

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

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

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

Figure 2.28 | National score for other aspects of care

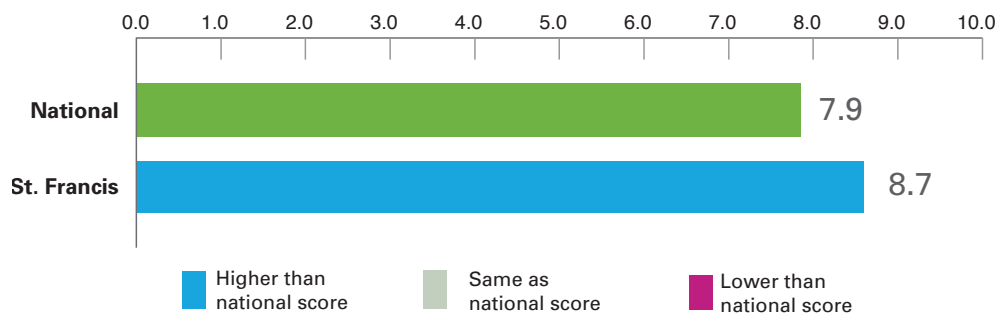


3. Comparisons

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

Example:

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



Admissions

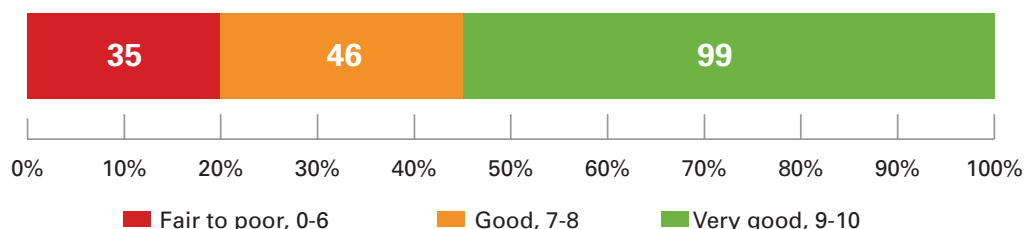


In summary: what were patients’ experiences of the admissions process?

‘Admissions’ refers to the period that patients spent in the emergency department up to the point of getting to a ward.

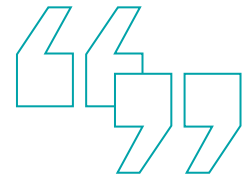
35 people (19%) reported a ‘fair to poor’ experience of admission to Portiuncula Hospital, while 99 people (55%) rated their experience as ‘very good’. These findings are summarised in Figure 4.

Figure 4. Experience ratings for admissions



What were the key findings for admissions?

- 79% of patients in Portiuncula Hospital said they felt that they were treated with respect and dignity in the emergency department.
- 73% of people said that they waited for longer than the target waiting time of six hours before being admitted to a ward.



The patient voice: what patients said about admissions

Respondents from Portiuncula Hospital made 61 open-ended comments related to the following themes: 'dignity, respect and privacy', 'communication with the patient' and 'emergency department environment or waiting times'. 42 of the comments were made in response to Q60 which asked for suggestions for improvement. Examples of these comments are provided below.

Dignity, respect and privacy

"I felt I was treated with care and respect, being an older patient a [Condition Type] can be frightening but the staff reassured me and looked after me well."

"I was on a trolley for 2 nights- 45 hours in A&E in total my first 7 hours were spent on a chair. I was on 1 of 12 trollies additional to the 8 trollies/cubicle the A&E was designed for. There was no privacy as trollies are touching end to end. [...]"

Communication with the patient

"Nurses & Doctors were very helpful in a busy environment with good bedside manner."

"Only one doctor on call in A&E on Saturday night. Waiting time to be seen by a doctor was too long and unacceptable. Time spent on a trolley in a corridor in A&E was unacceptable. Doctor spoke confusingly and offered treatments that should not have been offered in the first place."

Emergency department management and environment

"I think the main problem is the processes in A and E I came in after being referred by my GP with suspected [Condition Name] at 11am. It a couple of hours waiting before I was seen by a Dr, I was then sent for tests etc I was left in a wheelchair outside the toilets for several hours after this until a trolley became available (still outside the toilets) until I was admitted to an [Ward Type] after 2am. The nurses couldn't do enough for me but the resources are very stretched and it was extremely busy."

Emergency department waiting times

"Yes the care from the nurses was excellent. Anytime I needed pain relief or help to the loo they helped straight away. Also I was seen so quickly in A&E and in so much pain, the service was excellent."

"I was 7 hours in a wheelchair and 12 hours before I got a bed. Need for more doctors, only 2 on at one stage and only 1 doctor on for a while."

Quantitative results for questions on admissions

Five questions asked about admissions. Respondents who did not come into hospital through the emergency department did not answer these questions.

Q6, which asked about respect and dignity in the emergency department, was the highest scoring question for admissions (score of 8.8 out of 10). 141 people (79% of people who answered Q6) said that they were always treated with respect and dignity in the emergency department in Portiuncula Hospital. Nonetheless, as many as 38 people (21%) said that they were not, or were only sometimes, treated in this way.

115 people (73% of people) reported that they had to wait for more than six hours before being admitted to a ward, making Q8 the lowest scoring question for this stage (score of 7.3 out of 10). Further detail on waiting times is provided later in this section.

“I would have preferred not to have spent 3 days on a trolley in a corridor in A&E.”

Figure 5. presents the scores for Portiuncula Hospital for questions related to admissions.

Figure 5. Portiuncula Hospital scores for questions on admissions

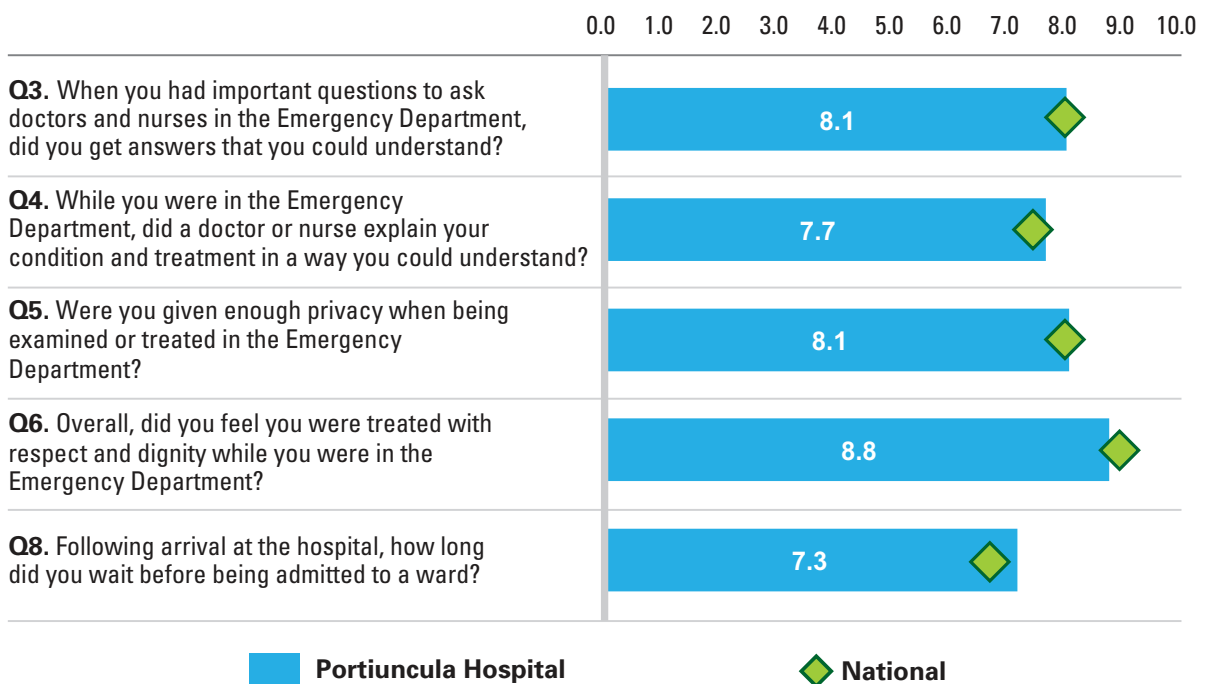
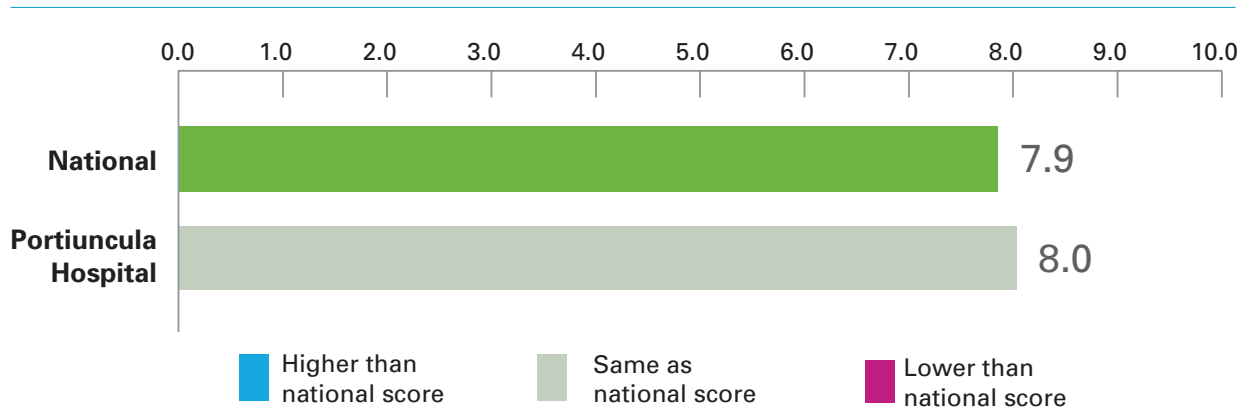


Figure 6. shows that, within the admissions stage, the average score for Portiuncula Hospital (8 out of 10) is about the same as the national average score (7.9 out of 10)¹. This means that patients who attended Portiuncula Hospital reported similar experiences of admissions to patients in other hospitals, based on the national average scores.

Figure 6. Comparison of Portiuncula Hospital with the national average for admissions (out of a maximum of 10).



Emergency department waiting times

The HSE sets targets for the performance of acute hospitals, including targets that are relevant to 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.'

A separate target has been set for patients aged 75 years or older who are attending an emergency department:

'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'.

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 figures².

1 Though Portiuncula Hospital's admissions score is higher than the national score, the difference is not statistically significant. For further information, see Appendix 4.

2 The HSE 2017 targets can be viewed at: <https://www.hse.ie/eng/services/publications/KPIs/Acute-Hospitals-KPI-Metadata-2017.pdf>

Waiting time before being admitted to a ward

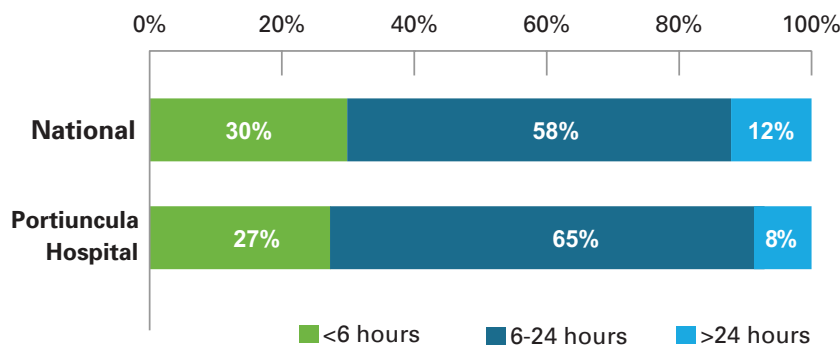
Out of 158 patients from Portiuncula Hospital who reported waiting times in the emergency department, 43 (27%) said they were admitted to a ward within six hours of arriving at the emergency department. 102 people (65%) reported waiting between six and 24 hours, while 13 people (8%) said that they waited 24 hours or more. Five people reported waiting 48 hours or more before being admitted to a ward.

Figure 7. outlines the waiting times in Portiuncula Hospital, compared with the national average.

What does this mean for Portiuncula Hospital ?

With only 27% of people reporting that they were admitted to a ward within six hours of arriving at the emergency department, the findings indicate that Portiuncula Hospital performed below the reported national average, where 30% of people said that they were admitted within six hours of arriving. Patient-reported waiting times in Portiuncula Hospital were also below the HSE target for waiting times. Studies have found that long waiting times in the emergency department after a decision has been made to admit a patient can have negative consequences for a patient's health^(1,2).

Figure 7. Patient-reported emergency department waiting times for Portiuncula Hospital and nationally



Admissions: what do these results mean?

Many patients who attended Portiuncula Hospital said that they were treated with respect and dignity in the emergency department. However, despite a high level of respect for patient-centred care in the hospital's emergency department, a significant number of patients said that they were not in fact treated with respect and dignity. This was noted as an area needing improvement.

Patient-reported waiting times show that 73% of people waited in the emergency department for more than six hours before being admitted to a ward. Portiuncula Hospital performed lower than the national average in this regard, and fell short of the targets set by the HSE.

Care on the ward

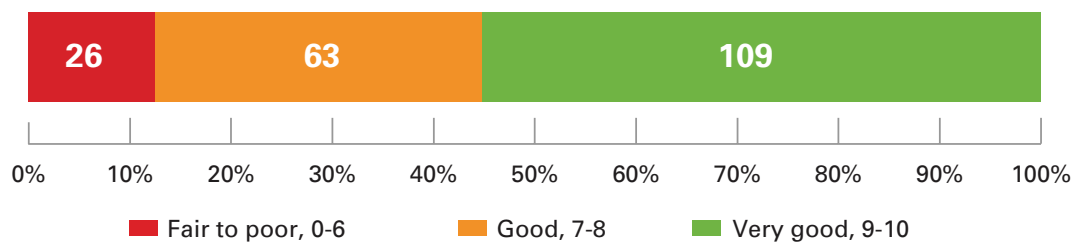


In summary: what were patients' experiences of care on the ward?

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

26 people (13%) reported having a 'fair to poor' experience of care on the ward during their stay in Portiuncula Hospital in May 2017, while 109 people (55%) reported having a very good experience during the same period. These experience ratings are summarised in Figure 8 below.

Figure 8. Experience ratings for care on the ward



What were the key findings for care on the ward?

- Portiuncula Hospital performed about the same as the national average for this stage of care.
- In general, patients in Portiuncula Hospital reported positive experiences of the cleanliness on the ward.
- The survey found that the food in Portiuncula could be improved, with many patients rating it as either fair or poor.

"All the staff were very friendly and caring towards me and to other patients and families."



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

90 open-ended comments from Portiuncula Hospital related to the following themes: 'staffing levels', 'staff availability and responsiveness', 'other healthcare staff', 'other staff', 'food and drink' and 'cleanliness and hygiene'. 41 of these comments were in response to Q60 which asked for suggestions for improvement. Some examples of these comments are provided below.

Staffing levels

"The most of the nurses, even though chronically understaffed were amazing, cheerful and kind. Not condescending and a great comfort. Doctors also lovely and I found them to be talented at their job. I would be dead if not for their prompt diagnosis and treatment."

"I personally feel the nurses are under too much pressure. One night I was in severe pain. I rang the alarm, a nurse appeared and said she would be back. 1/2 hour later I was crying with pain and a patient had to go and find a nurse. When she finally came back with pain relief, she just handed me a tablet. I had a 2 litre bottle of water beside me. She stood there and watched as I struggled to open it and take a sip from the bottle. She didn't attempt to help me. But I must say she looked very stressed and tired."

Staff availability and responsiveness

"I felt I was very well looked after. Never felt I was ignored. Always felt the doctors gave me full attention as did the nurses. Was surprised at how attentive kitchen staff were towards my allergies."

"A and E services. I was on the trolley for 9 hours before I spoke to a doctor, even though I was very unwell. Staff were very over worked."

Other healthcare staff

"Some of the nurses were very nice and some assistants."

Other staff

"I was extremely well looked after in the [Ward Type]. I felt everything was explained in full. I felt staff gave me 100% care and attention they were extremely good, professional & caring - from household, kitchen, [Nurse Type], doctors, pastoral care. They made a very difficult situation easier."

Food and drink

"The fact I had emergency surgery and have recovered back to full health. I thought the food choice was excellent for a hospital. Some (not all) of the nursing staff were fantastic, seeing them with older patients was lovely."

"There should be more help/supervision provided by staff at mealtimes. Alternatively relatives should be welcome to visit at this time. Elderly people often require assistance cutting up big lumps of meat, buttering bread, adding sugar to tea, even pouring the tea etc, etc, etc. I ended up helping other patients."

Cleanliness and hygiene

"As a vegetarian the food options were pretty terrible. Food in general was not great. Toilets were pretty disgraceful on the ward."

Quantitative results for questions on care on the ward



Fourteen questions asked about care on the ward.

Q10, which asked about the cleanliness of the hospital or ward, was the highest scoring question on care on the ward (score of 9.2 out of 10), with 155 patients (79%) reporting that the wards in Portiuncula Hospital were very clean.

Q15 was the lowest scoring question for this stage of care. Of the 188 patients who rated the food they ate in hospital, 45 people (24%) said that the food they ate in Portiuncula Hospital was fair or poor.

Q18 also scored 7 out of 10. Of the 47 people who said they missed out on a meal, 21 (45%) said that they were not, or only sometimes, offered a replacement meal.

"Food. [Condition Name] white loaf bread and caffeine, overcooked vegetables, needs some consideration. Vegetarian options could be improved to include nuts, pulses, beans, lentils, fresh produce."

Figure 9. below summarises the scores for Portiuncula Hospital for the care on the ward stage.

Figure 9. Portiuncula Hospital scores for questions on care on the ward

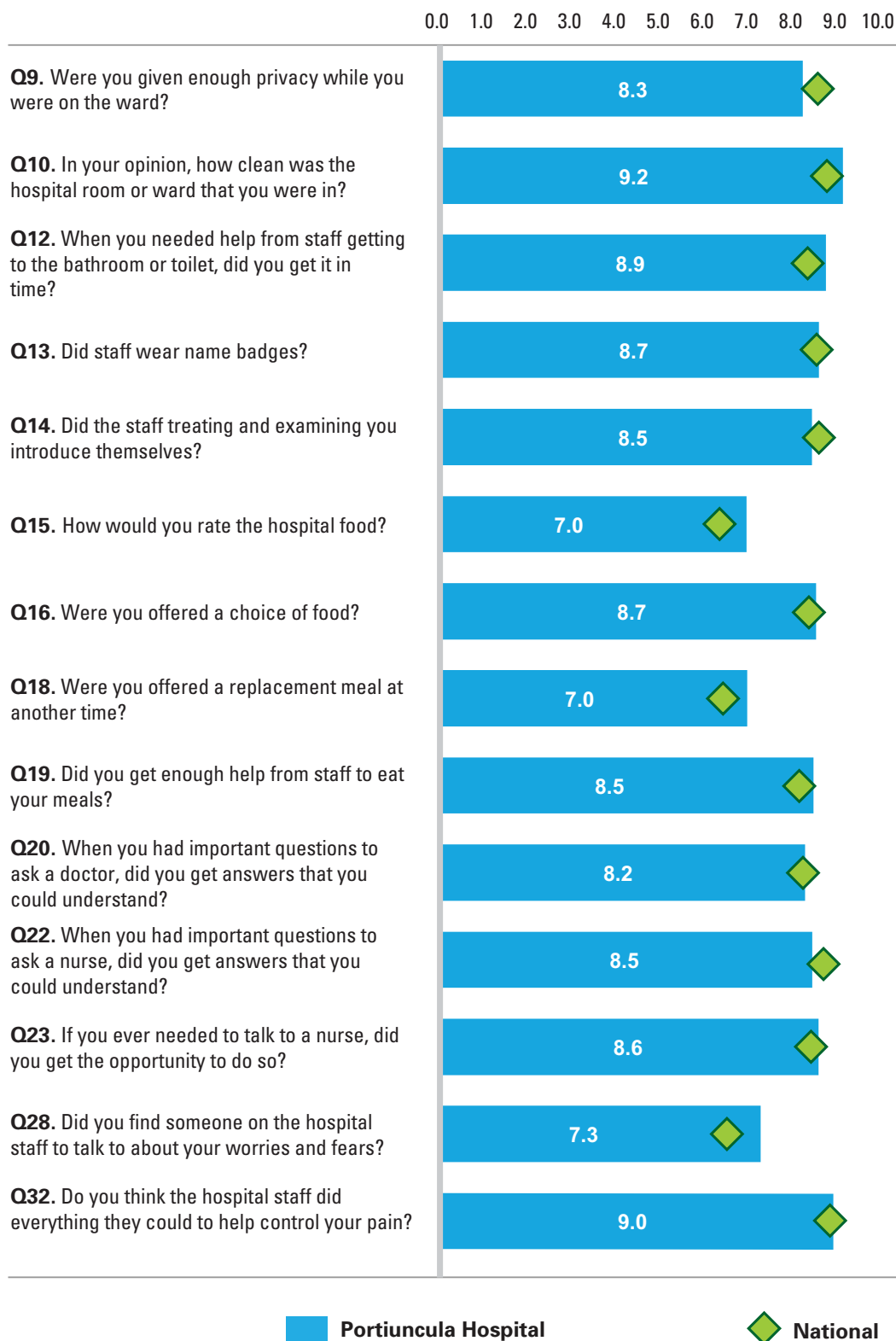


Figure 10. shows that, within the care on the ward stage, the average score for Portiuncula Hospital (8.4 out of 10) is about the same as the national average score (8.3 out of 10).³ This means that patients who attended Portiuncula Hospital in May 2017 reported similar experiences of care on the ward as patients in other hospitals.

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



Care on the ward: what do these results mean?

Portiuncula Hospital's performance on care on the ward was about the same as the national average. Many patients in Portiuncula Hospital reported very positive experiences of physical comfort, particularly in relation to the cleanliness of the ward and pain management. The survey also found that the food in Portiuncula Hospital could be improved; with many patients reporting that the food they were given was only fair or poor. Furthermore, a significant number of patients said that they were not always given a replacement meal if they were ever unable to eat during mealtimes. Nonetheless, many patients reported positive experiences of staff helping them to eat their meals.

³ Even though the score for Portiuncula Hospital for care on the ward is higher than the national average, the difference is not statistically significant. For more information see Appendix 4.

Examinations, diagnosis and treatment

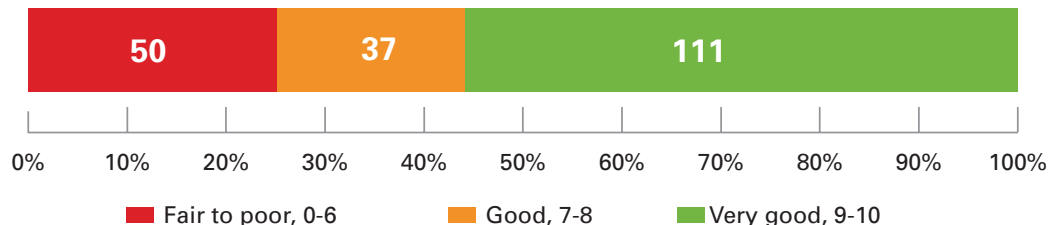


In summary: what were patients' experiences of examinations, diagnosis and treatment?

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

50 people (25%) reported that they had a 'fair to poor' experience of examinations, diagnosis and treatment in Portiuncula Hospital. On the other hand, 111 (56%) rated their experience during this stage of care as 'very good'. These experience ratings are summarised in Figure 11 below.

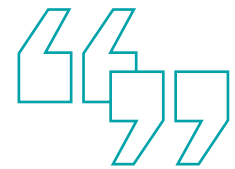
Figure 11. Experience ratings for examinations, diagnosis and treatment



What were the key findings for examinations, diagnosis and treatment?

- 82% of patients said that before they received any treatments, a member of staff explained to them what would happen.
- Many people said that they did not feel as though they had enough time to discuss their care and treatment with a doctor.

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



77 open-ended comments from Portiuncula Hospital related to the following themes: 'nursing staff' and 'doctors or consultants'. 66 comments were positive. Of those, 44 were about the 'nursing staff' in Portiuncula Hospital and 22 were about doctors and consultants. Some examples of the comments received for this stage of care are provided below.

Nursing staff

"Yes the care from the nurses was excellent. Anytime I needed pain relief or help to the loo they helped straight away. Also I was seen so quickly in A&E and in so much pain, the service was excellent."

"I feel the [Nurse Type] was a bit rude on arrival when I was explaining how I felt etc She kept looking away and then saying 'I'm sorry what did you say again' She also was rude to my mother when my mum was trying to explain what had happened. I felt like I did not have her undivided attention."

Doctors or consultants

"I was only one day in hospital. My hospital care was excellent. It was a very good experience. The doctors were very thorough and made sure that every thing was seen to and worked on."

"When you're examined that consultants are more gentle and maybe don't speak as loudly and more direction as to how to adjust yourself. I had quite an embarrassing condition."

Quantitative results for questions on examinations, diagnosis and treatment

Thirteen questions asked about examinations, diagnosis and treatment.

Q34 was the highest scoring question for this stage of care. Out of 164 people who received treatments in hospital, 135 (82%) said that a member of staff always explained to them what would happen. This area achieved an overall score of 8.9 out of 10.

Q21 was the lowest scoring question on examinations, diagnosis and treatment (score of 7.4 out of 10). Out of 195 people who answered this question, 80 (41%) said that they did not have or had only to some extent enough time to discuss their care and treatment with a doctor. For this question, Portiuncula Hospital also scored lower than the national average.

Figure 12. summarises the scores for Portiuncula Hospital during examinations, diagnosis and treatment.

Figure 12. Portiuncula Hospital scores for questions on examinations, diagnosis and treatment



Portiuncula Hospital

National

Figure 13. shows that, within the examinations, diagnosis and treatment stage, the average score for Portiuncula Hospital (8.0 out of 10) is about the same as the national average score (8.1 out of 10).⁴ This means that patients who attended Portiuncula Hospital in May 2017 reported similar experiences of this stage of care as patients in other hospitals, based on the national average.

Figure 13. Comparison of Portiuncula Hospital with the national average for examinations, diagnosis and treatment (out of a maximum of 10)



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

Portiuncula Hospital performed about the same as the national average for this stage of care. Patients reported positive experiences in relation to communication before treatments, operations and procedures (Q34, Q36, Q37) and questions in this area were among the highest scoring questions for this stage of care. However patients were less positive about privacy during examinations, diagnosis and treatment, with many patients reporting that they were not always given enough privacy when discussing their condition or treatment. Several people also felt that they did not have enough time to discuss their care and treatment with a doctor. These findings show that examinations, diagnosis and treatment in Portiuncula were not always patient-centred.

⁴ Even though the score for Portiuncula Hospital for examinations, diagnosis and treatment is lower than the national average, the difference is not statistically significant. For more information see Appendix 4.

Discharge or transfer

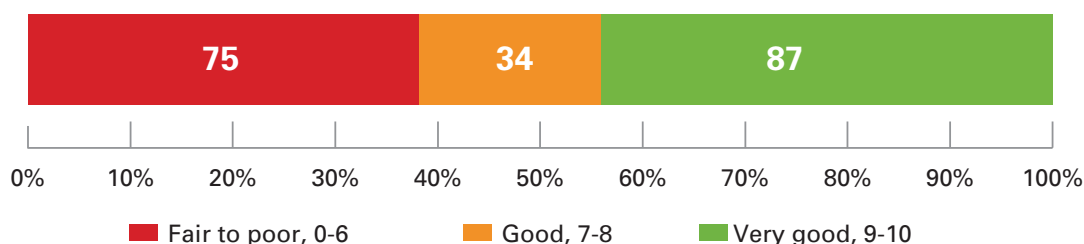


In summary: what were the experiences of patients during discharge or transfer from hospital?

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

75 people (38%) said that their experience of discharge or transfer from Portiuncula Hospital was 'fair to poor', while on the other hand, 87 people (44%) reported having a very good experience of this stage of care. Figure 14. below summarises these experience ratings.

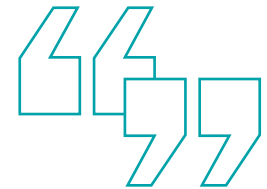
Figure 14. Experience ratings for discharge or transfer



What were the key findings for discharge or transfer?

- Portiuncula Hospital's performance was close to the national average score for discharge or transfer.
- Many patients said that that a member of staff explained the purpose of the medicines they were to take home in a way they could understand.
- The survey found that the communication during the discharge or transfer process is an area needing improvement in Portiuncula Hospital.

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



In total, patients from Portiuncula Hospital made four comments in the 2017 survey about discharge and aftercare management. Some examples of the comments received for this stage of care are provided below.

Discharge and aftercare

“As I was discharged at 5pm there was a bit of a rush as I’d to get my medication sorted before the Chemist closed at 6pm. It would have been less stressful if patients were discharged before 3pm.”

“Discharge could be quicker - took 5 hours to get all paperwork together.”

Quantitative results for questions on discharge or transfer from hospital

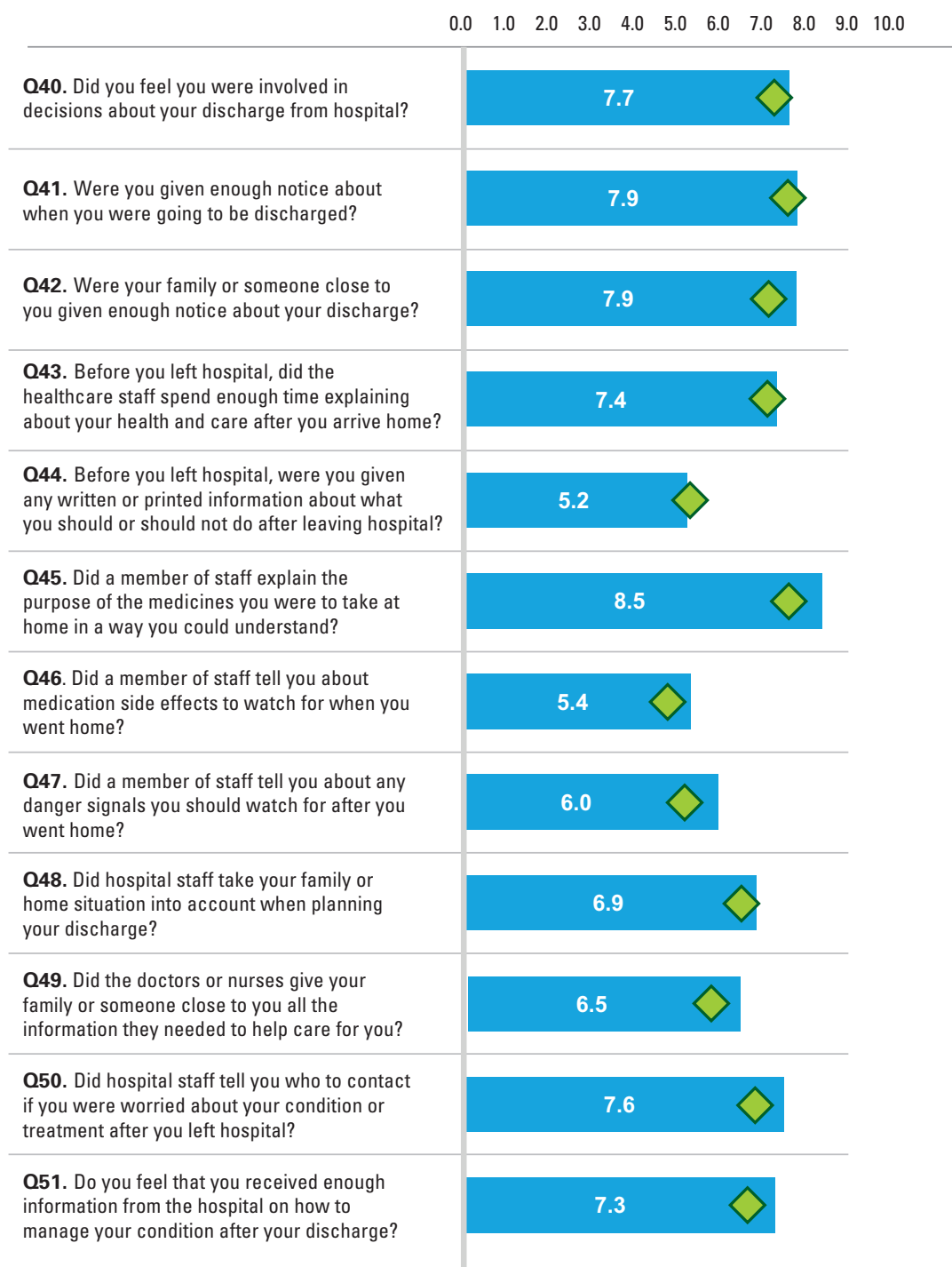
Twelve questions asked about discharge or transfer.

Q45 was the highest scoring question for this stage of care (score of 8.5 out of 10). In response to Q45, 105 people (71%) said that a member of staff explained the purpose of the medicines they were to take home in a way they could understand.

With a score of 5.2 out of 10, Q44 was the lowest scoring question on discharge or transfer. Out of 184 people who answered this question, 93 (51%) said that they were not given any written or printed information about what they should or should not do after leaving hospital. Q46 received the second lowest score for this stage of care. It asked if people were informed about the potential side effects of medication to watch for when they went home. Of the 134 people who answered this question, 79 (59%) were not, or were only to some extent, told about potential danger signals to watch for after discharge.

Figure 15. summarises the scores for Portiuncula Hospital for questions on discharge or transfer from the hospital.

Figure 15. Portiuncula Hospital scores for questions on discharge or transfer

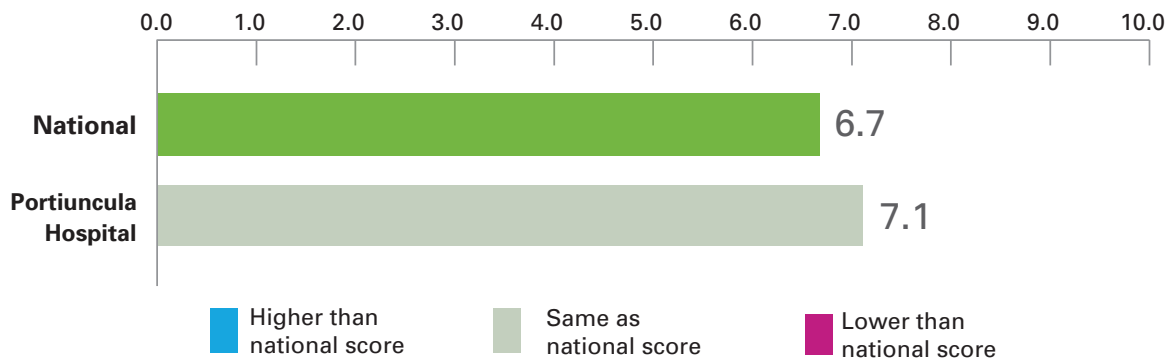


Portiuncula Hospital

National

Figure 16. shows that, as regards discharge or transfer from hospital, the average score for Portiuncula Hospital (7.1 out of 10) is about the same as the national average (6.7 out of 10).⁵ This means that patients who attended Portiuncula Hospital reported similar experiences of the discharge process to patients in other hospitals.

Figure 16. Comparison of Portiuncula Hospital with the national average for discharge or transfer (out of a maximum of 10).



Discharge or transfer: what do these results mean?

Portiuncula Hospital did not perform as well on this stage of care as it did on other stages of care; however, the hospital's score for this stage of care was about the same as the national average. Many patients said that they were well informed about the purpose of the medicines they were to take at home, while several patients said that they and their families were given enough notice of their discharge. However, the survey also found issues as regards communication during the discharge or transfer process. Many patients reported that before leaving the hospital they were not sufficiently informed about the potential side effects of medication to watch out for. Patients who are not sufficiently prepared to manage their condition at home are at a higher risk of re-admission to hospital.

⁵ Even though the score for Portiuncula Hospital for discharge or transfer is higher than the national average, the difference is not statistically significant. For more information see Appendix 4.

Other aspects of care



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

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

What were the key findings for other aspects of care?

- In Portiuncula Hospital, 83% of patients said that, overall, they felt that they were treated with respect and dignity.
- Q27, which asked whether patients’ families or friends had sufficient opportunities to talk to a doctor, was the lowest scoring question for this stage of care with a score of 7.6 out of 10.

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



84 open-ended comments were about ‘staff in general’, ‘communication with family and friends’, ‘physical comfort’, ‘hospital facilities’, ‘clinical information and history’ and ‘private health insurance’. 25 of these comments were in response to Q60, which asked for suggestions for improvement.

Staff in general

“All I can say is I was treated with care and respect by all grades in the hospital.”

“Yes, more politeness and nurses should stop blaming everyone else. One difficult occasion the nurses made derogatory remarks about the Government, hospital management, my G.P, my choice of nursing home for convalescence and the Gardai.”

Communication with family and friends

"All the staff were very friendly and caring towards me and to other patients and families. All very good at their jobs taking time to calm people down, thought it was very nice of them."

"My family found it difficult to get information unless they came in to the hospital early as my [Family Member] is my carer and looks after my wife. She could have been given information over the phone."

Physical comfort

"The staff were very friendly and did their best to make me comfortable."

"I was a private patient but there was no private or semi-private rooms. I was in a six bed ward and the noise was terrible and no room between beds. Try to sleep was impossible at night due to noise level and moving trollies, moving furniture, lights and talk coming from the office and corridor. Very difficult to get in and out of bed due to closeness of beds, wardrobes and chairs etc."

Hospital facilities

"Yes, staff were very friendly and helpful. Bed very comfortable."

"One thing that could help is some place safe to put personal items, e.g. handbag when admitted to A&E, when there is no relative present. As I was admitted via ambulance following [Accident Type] I found it very awkward to mind handbag when going to xray and even lying on trolley."

Clinical information and history

"The hospital needs more nurses and doctors. The filing system needs to be improved, as at a few occasions the personnel file wasn't found and me as a patient had to give details."

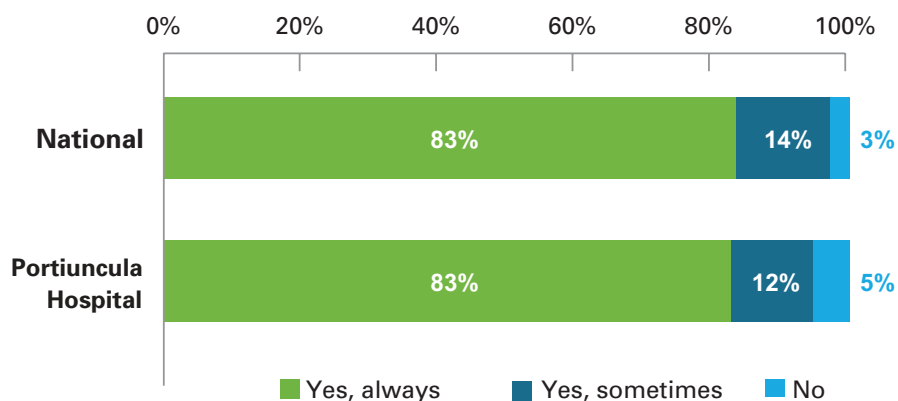
Private health insurance

"Waiting time in ER far to long if a 6 bed ward is semi private why pay health insurance."

Quantitative results for questions on other aspects of care

Question 52 asked people if they felt that they were treated with respect and dignity while in Portiuncula Hospital in May 2017. Overall, 160 people (83%) said that they were always treated with respect and dignity while in hospital. Nonetheless, 10 people (5%) said that they were not. Figure 17. below shows patients’ ratings of the level of dignity and respect they were shown in hospital.

Figure 17. Ratings for dignity and respect



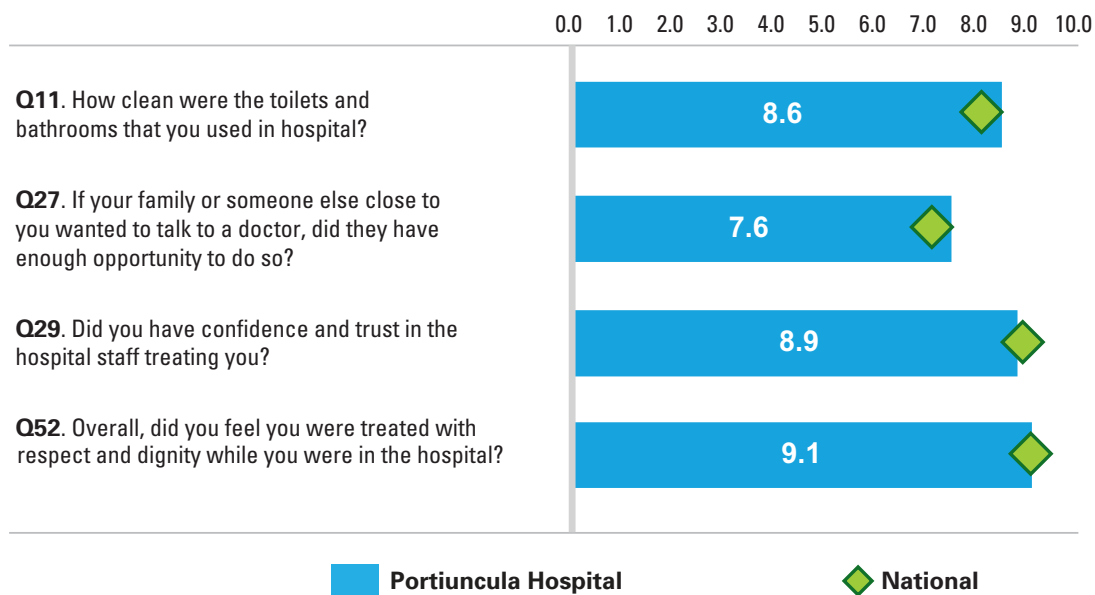
Question 29 asked people if they had confidence and trust in the hospital staff treating them. 156 people (80% of the 194 people who answered Q29) said that they always had confidence and trust in the hospital staff treating them. However, 38 (20%) said that they did not have, or only sometimes had confidence and trust in hospital staff.

Question 11 asked people about the cleanliness of the bathrooms and toilets in Portiuncula Hospital. While 125 people (65% of the 191 people who used a toilet or a bathroom in Portiuncula Hospital) said that the toilets and bathrooms were very clean, 13 people (7%) said that they were not very clean or not clean at all.

Question 27 asked people if their family or someone close to them had sufficient opportunities to talk to a doctor in Portiuncula Hospital. This was the lowest scoring question on other aspects of care. Out of 143 people, 85 (59%) said that their family or people close to them had sufficient opportunities to talk to a doctor. However, 58 people (41%) said that their family or friends did not.

Figure 18. summarises the scores for Portiuncula Hospital for questions about other aspects of care.

Figure 18. Portiuncula Hospital scores for questions on other aspects of care



Other aspects of care: what do these results mean?

Generally patients said that they were treated with dignity and respect in Portiuncula Hospital. However, as many as ten patients reported that this was not the case. While most people had confidence and trust in the hospital staff treating them a significant number of respondents were not fully confident. Confidence and trust in hospital staff was strongly linked with patients' overall experiences and is thus an important area for improvement. Q27 was the lowest scoring question on other aspects of care; many patients said that their families or friends did not get sufficient opportunities to speak with hospital staff.



Chapter 3

Overall experience

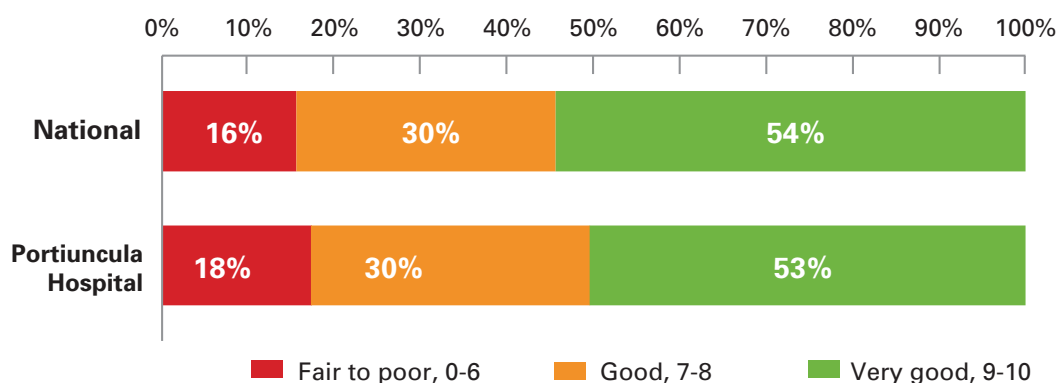
Ratings of overall experience

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

In Figure 19. below, the average overall rating of hospital experience for Portiuncula Hospital is compared with the national average.

In general, over half of people (53%) who stayed in Portiuncula Hospital in May 2017 reported having a very good experience, whereas as many as 18% indicated a fair to poor experience.

Figure 19. Overall rating of hospital experience for Portiuncula Hospital and nationally



4

Chapter 4 Conclusion

How did patients experience hospital care in Portiuncula Hospital in May 2017?

Overall, patients' ratings of their experiences at Portiuncula Hospital were below the national average. 82% of patients at Portiuncula Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

Patients in Portiuncula Hospital generally had a positive experience of the admissions process. However, a significant number of people said that they were not always treated with respect and dignity in the emergency department. This was found to be an area needing improvement. With the majority of respondents waiting for more than six hours to be admitted to a ward, waiting times in the emergency department is also an area which requires improvement in Portiuncula Hospital.

In response to questions on care on the ward, patients reported that they got help from staff to eat their meals (if asked) and were offered a replacement meal if they could not eat during mealtimes. However, many patients said that the food they ate in hospital was either fair or poor in quality.

Over half of patients in Portiuncula Hospital reported a very good experience of examinations, diagnosis and treatment. However, 25% rated this stage of care as fair to poor. In particular, a large number of patients reported feeling that they did not have, or had only to some extent, enough time to discuss their care and treatment with a doctor.

Discharge or transfer was the most problematic stage of care for patients in Portiuncula Hospital. Many patients said that they did not receive sufficient information to prepare them for their recovery at home (Q44, Q46). Yet, patients also reported good experiences of the discharge process. In particular, many patients in Portiuncula Hospital said that their family or friends were definitely given enough notice about when they were going to be discharged. People also said that the hospital staff took their family or home situation into account when planning their discharge.

A number of patients said that they did not have, or had only to some extent, confidence and trust in the hospital staff treating them.

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

What happens next?

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

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

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

Appendix 1:

National Patient Experience Survey 2017 questions

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

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

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

Appendix 2:

Background to the National Patient Experience Survey Programme

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

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

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

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

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

Appendix 3:

Identifying areas of good experience and areas needing improvement

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

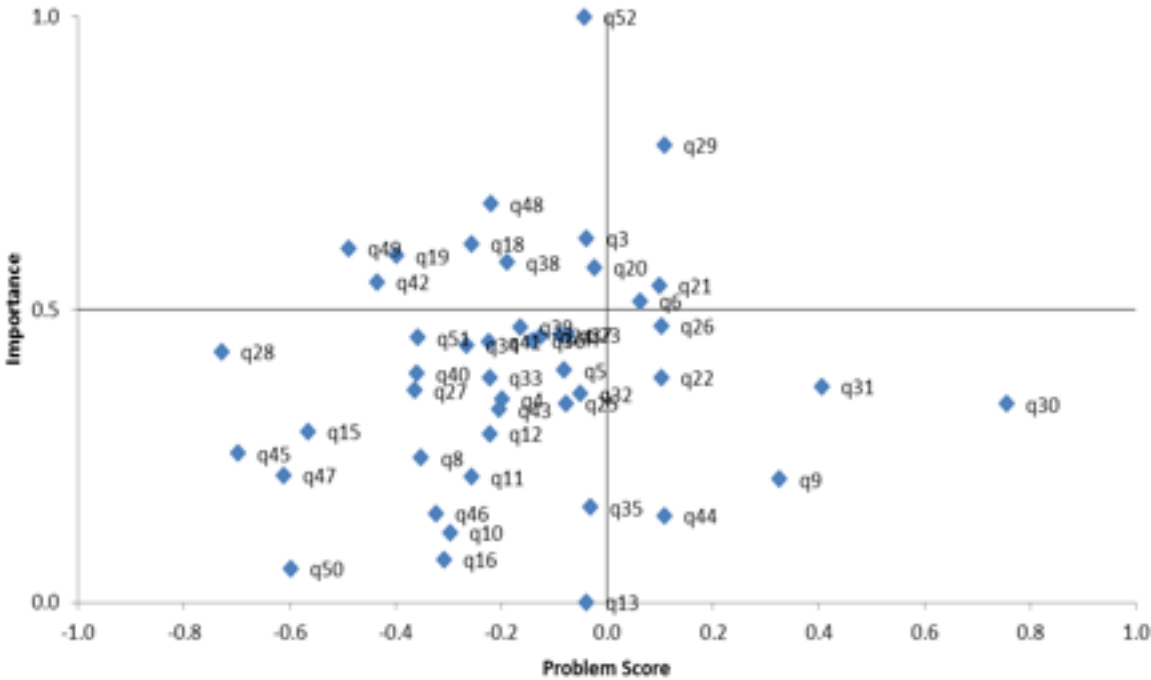
1. Questions that had particularly high scores out of 10 were identified as areas of good experience, while questions that had particularly low scores out of 10 were identified as areas needing improvement.
2. Questions that had a strong relationship with overall ratings of experience (Q53) were selected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

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

Figure 20, below, shows a map of the survey questions based on how strongly each question is connected to overall experience. The map also shows the difference between the score for each question in Portiuncula Hospital and the score for each question nationally. This map helps to identify some of the areas of positive experience and areas needing improvement presented in Chapter 1. The importance of the relationship between each question and overall experience is given as a number between 0 and 1, with 1 being the most important possible relationship. The difference between question scores for Portiuncula Hospital and national scores is described as a 'problem score'. If a question has a problem score with a value greater than zero, it means that Portiuncula Hospital has scored less than the national average for that question. For example, if a hospital scored 8.8 for Q52 which is lower than the national average of 9.0, this would mean it had a problem score of 0.2 for this question.

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

Figure 20. Overall patient experience map for Portiuncula Hospital



Appendix 4:

A technical note on analyses and interpretation

Preliminary note

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

Scoring methodology

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

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

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

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

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

The Emergency Department

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

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

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

Q3. When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?	
Respondent	Score
1	10
2	10
3	5
4	0
5	5
Sum of scores	30

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

Comparing groups

When is a difference a 'real' difference?

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

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

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

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

How was the survey data analysed and reported?

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

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

Analysing open-ended comments

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

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

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

Glossary

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

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

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

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

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

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

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

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

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

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

References

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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.