



National Patient Experience Survey 2018

Midland Regional Hospital Portlaoise

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Midland Regional Hospital Portlaoise

2018 survey results

Overall experience



52% response rate

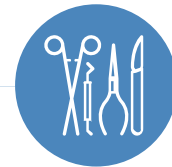
Areas of good experience



Opportunity to talk to a nurse



Confidence and trust in hospital staff



Clear explanation of the outcome of an operation or procedure

Areas needing improvement



Clear answers from a doctor



Privacy on the ward



Information on the expected outcome of an operation or procedure

The patient voice

"I was very well looked after. The doctors, nurses, carers, cleaners, cooks, were excellent. The care was excellent, the food was excellent, the elderly were treated with respect."



"Patients might not be happy in mixed wards, also it's not very private when doctors are doing rounds; everyone's ills are broadcast to the ward."

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%. 209 patients from Midland Regional Hospital Portlaoise took part in the survey.

The aim of the survey is to find out about patients' experiences in public acute hospitals and to use their feedback to identify areas of good experience, and areas needing improvement. The HSE responded to the 2017 survey results by producing detailed quality improvement plans at national, hospital group and hospital levels. The implementation of these plans is coordinated by an oversight group, and a wide range of initiatives have already been introduced across Ireland's public acute hospitals. Some examples of these initiatives can be seen at www.patientexperience.ie/improvements-in-care.

What were the main findings for Midland Regional Hospital Portlaoise?

The majority of participants from Midland Regional Hospital Portlaoise reported positive experiences in hospital. 88% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved significantly higher scores to the national average across the various stages of care, with the exception of discharge or transfer, where the difference was not statistically significant.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, the majority of patients reported positive experiences of communicating with nurses and of receiving clear explanations about the outcomes of their operation or procedure. In addition, most patients had confidence and trust in hospital staff.

There were also areas needing improvement. For instance, patients were not always satisfied with the answers they received from doctors. Similarly, many patients said that they were not completely informed about the expected outcome of an operation or procedure.

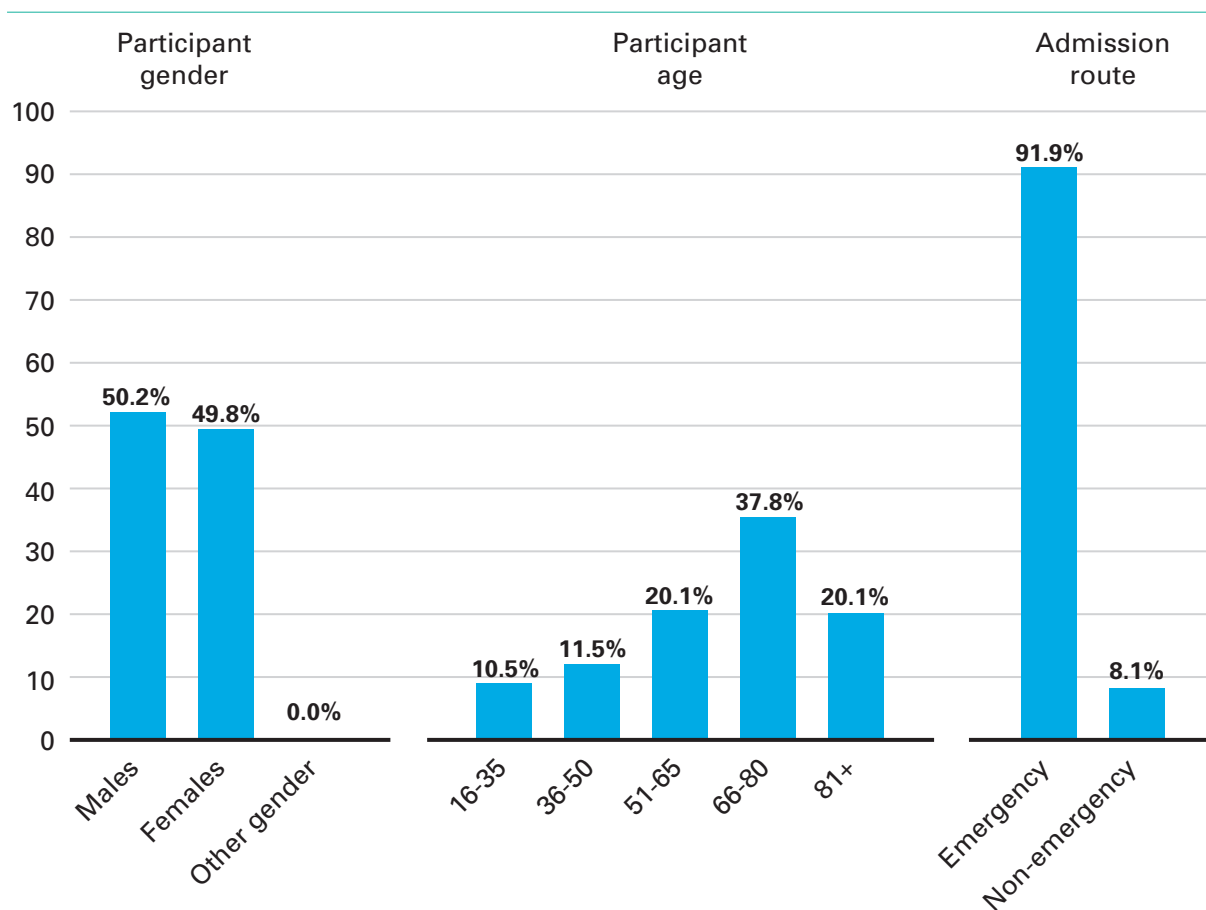
Some improvements in patient experience ratings were identified since the 2017 survey. The findings of this year's survey will help Midland Regional Hospital Portlaoise to improve patients' experiences of care in the hospital.

Hospital and participant profile

Midland Regional Hospital Portlaoise is a public acute hospital located in Co. Laois. There were 134 inpatient beds available in the hospital during the survey period of May 2018.

402 people discharged from Midland Regional Hospital Portlaoise during the month of May 2018 were invited to participate in the survey. 209 people completed the survey, achieving a response rate of 52%. 50.2% of participants were male and 49.8% were female. 192 respondents (91.9%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Midland Regional Hospital Portlaoise.

Figure 1 Participants from Midland Regional Hospital Portlaoise 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 Midland Regional Hospital Portlaoise are:

<p>Care on the ward</p>	<p>Of the 171 people who needed to talk to a nurse, 139 (81%) said that they always got the opportunity to do so.</p>
<p>Opportunity to talk to a nurse Q23</p>	
<p>Other aspects of care</p>	<p>Of the 189 people who answered this question, 169 (89%) said that they always had confidence and trust in the hospital staff treating them.</p>
<p>Confidence and trust in hospital staff Q29</p>	
<p>Examinations, diagnosis and treatment</p>	<p>Of the 71 people who answered this question, 50 (70%) said that staff gave a complete and clear explanation of how their operation or procedure had gone.</p>
<p>Clear explanation of the outcome of an operation or procedure Q39</p>	

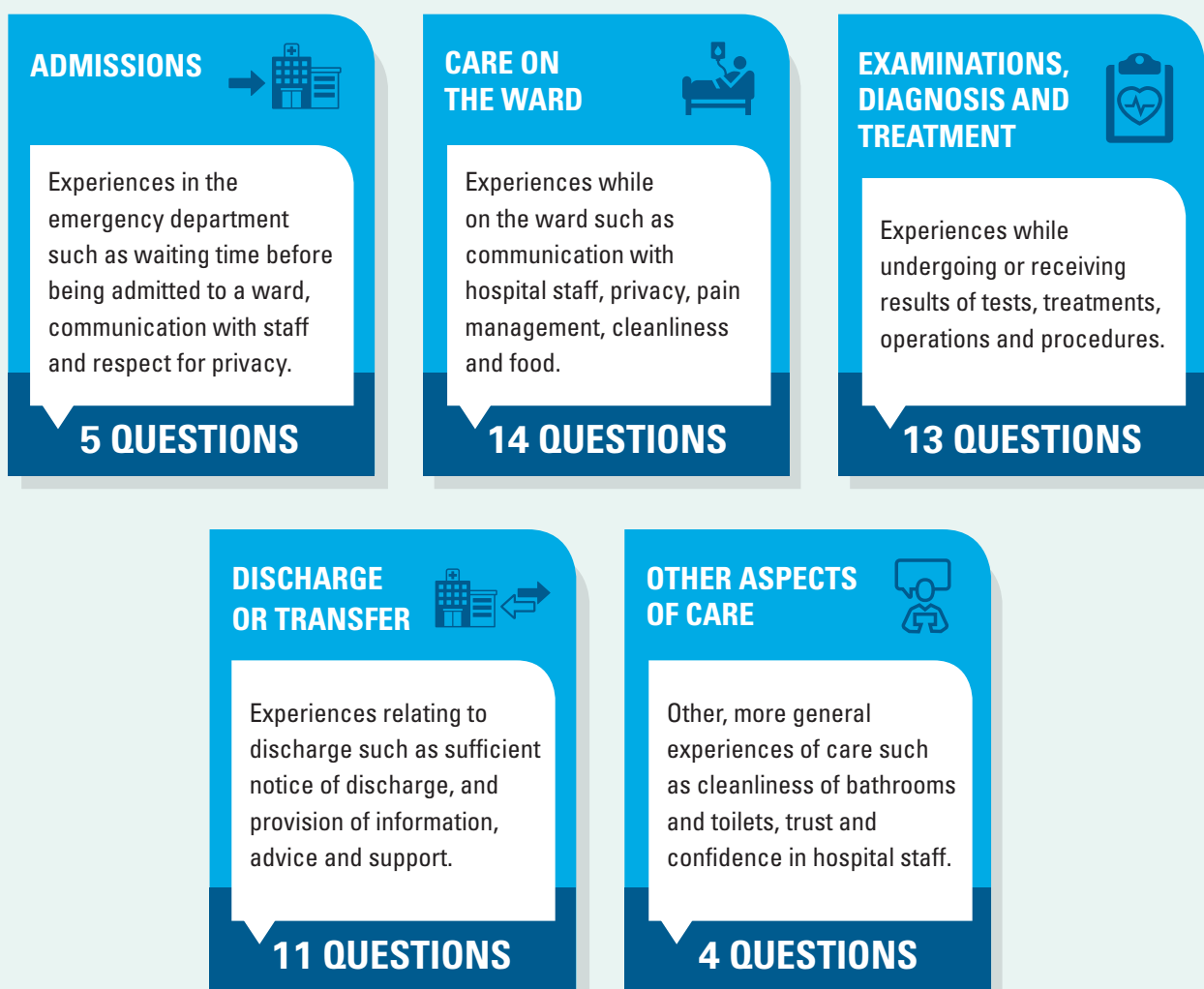
The areas needing improvement in Midland Regional Hospital Portlaoise are:

<p>Care on the ward</p>	<p>54 of the 172 people (31%) who answered this question said that doctors did not give them clear answers to their questions.</p>
<p>Clear answers from a doctor Q20</p>	
<p>Examinations, diagnosis and treatment</p>	<p>Of the 73 people who answered this question, 24 (33%) said that they were not, or were only to some extent, told how they could expect to feel after an operation or procedure</p>
<p>Information on the expected outcome of an operation or procedure Q38</p>	

Survey results for the stages of care along the patient journey

The National Patient Experience Survey 2018 follows the patient journey through hospital from admission to discharge. The 2018 questionnaire is available to download from www.patientexperience.ie.

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



Interpreting the results for the stages of care

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

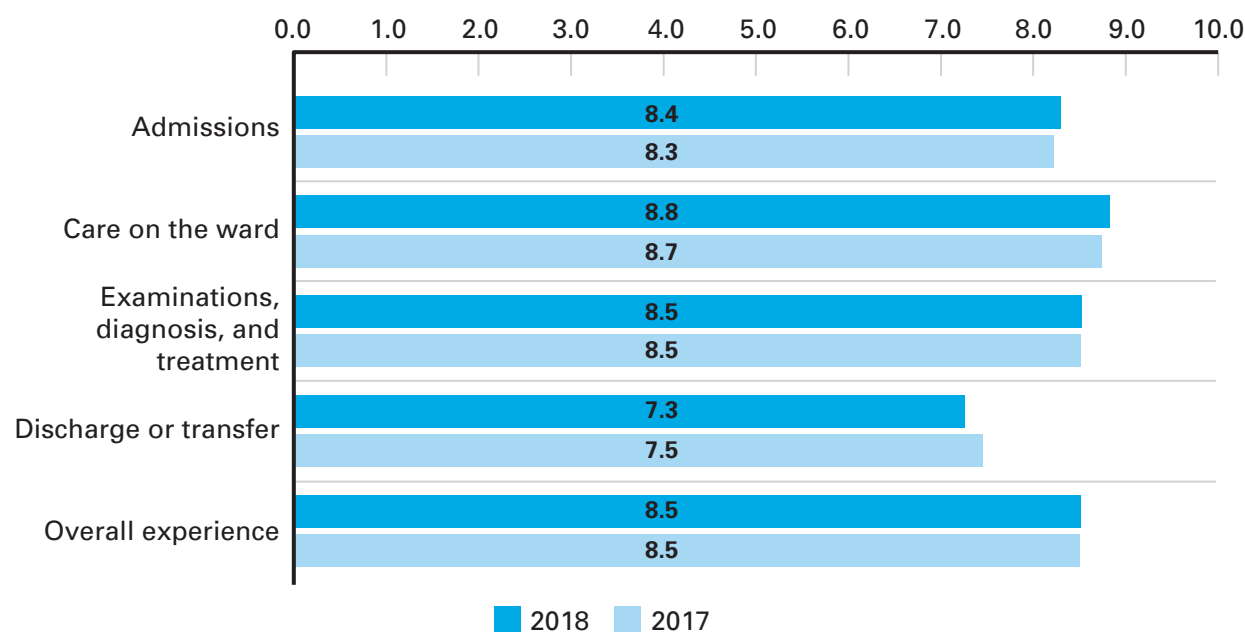
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience remained the same in 2018 as in 2017. The 2018 stage of care scores were generally similar to what they were last year, with none of the differences presenting as statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Comparison of stage of care scores¹ for Midland Regional Hospital Portlaoise 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

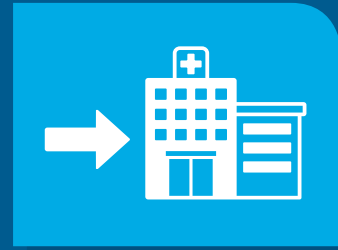
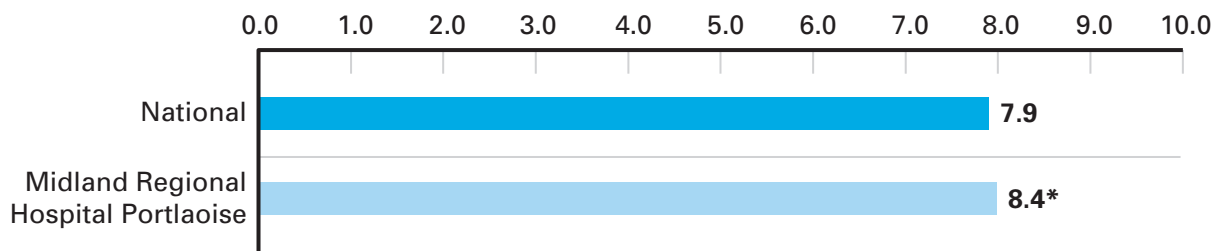


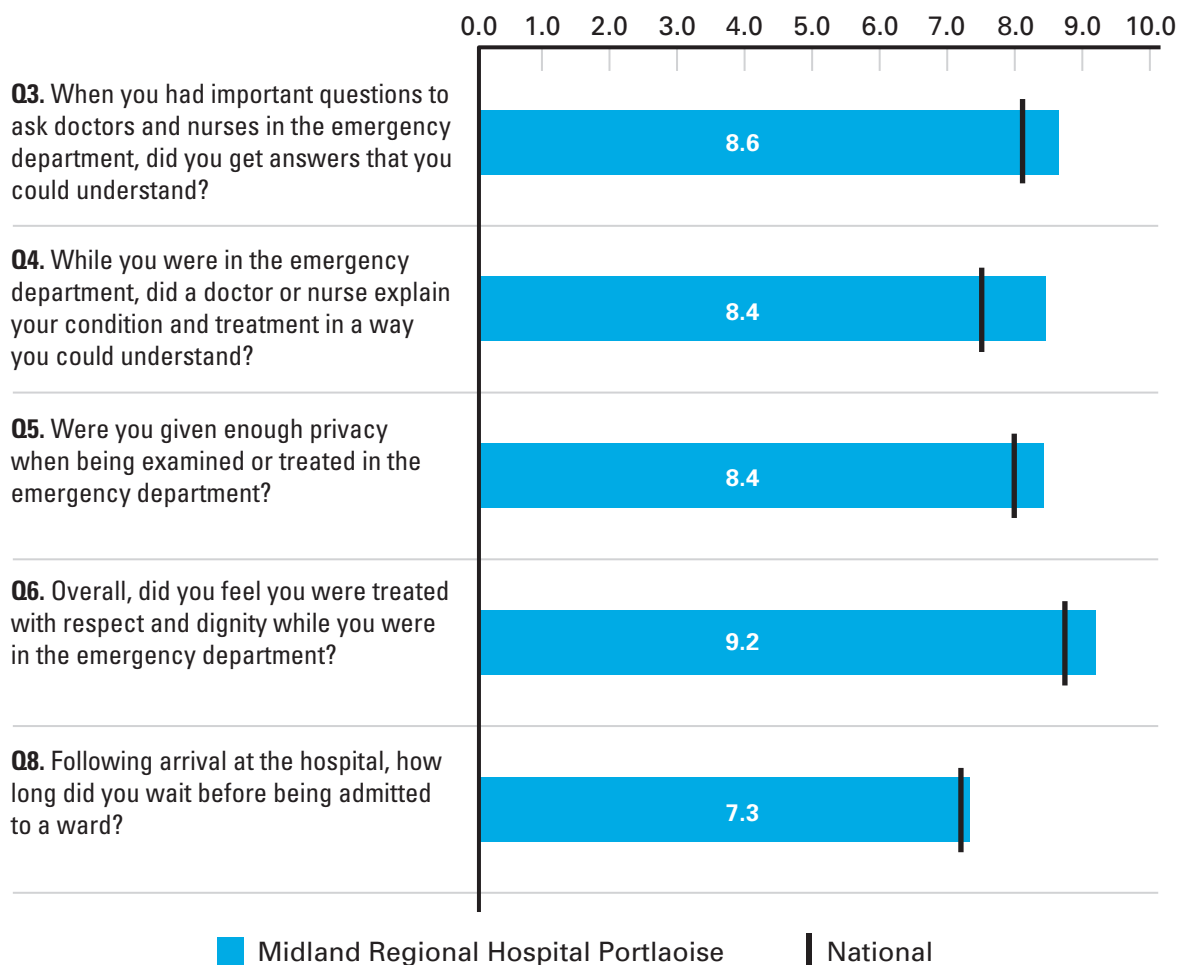
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

Figure 3 Comparison of Midland Regional Hospital Portlaoise with the national average score for admissions (out of a maximum of 10)



* Denotes a statistically significant difference between 2017 and 2018.

Figure 4 Midland Regional Hospital Portlaoise scores for questions on admissions



Emergency department waiting times²

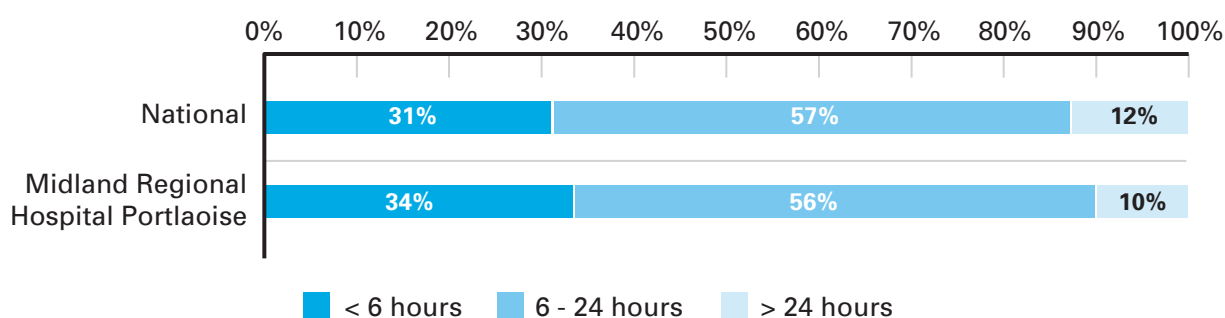
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 Midland Regional Hospital Portlaoise, 56 respondents (34%) said they were admitted to a ward within six hours of arriving at the emergency department, while 92 respondents (56%) reported waiting between six and 24 hours. 16 respondents (10 %) said that they waited 24 hours or more before being admitted to a ward in Midland Regional Hospital Portlaoise, with 4 of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in Midland Regional Hospital Portlaoise, compared with the national average.

Figure 5 Patient-reported emergency department waiting times for Midland Regional Hospital Portlaoise and nationally



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

The patient voice: what patients said about admissions

"The waiting time in the emergency department needs to be improved."

"I was admitted to the hospital by ambulance I was seen immediately in A&E when all there tests were performed. I was a very ill person, and I was treated with exceptional care. I got a bed in a lovely ward and was really comfortable."

"Medical staff did their best despite a shortage of beds and space within the A&E department. I was well looked after and I am currently getting excellent treatment as an outpatient."

"I was admitted overnight. I was left on a trolley in corridor which I didn't mind but I was put right by the ambulance door which was very cold - not a comfortable nights rest."

Admissions: what do these results mean?

Patient ratings of admission to Midland Regional Hospital Portlaoise were significantly higher than the national average and were similar to the hospital's 2017 score. The majority of patients said that, overall, they were treated with respect and dignity in the hospital. This was the highest-ranking question on admissions and scored higher than the national average.

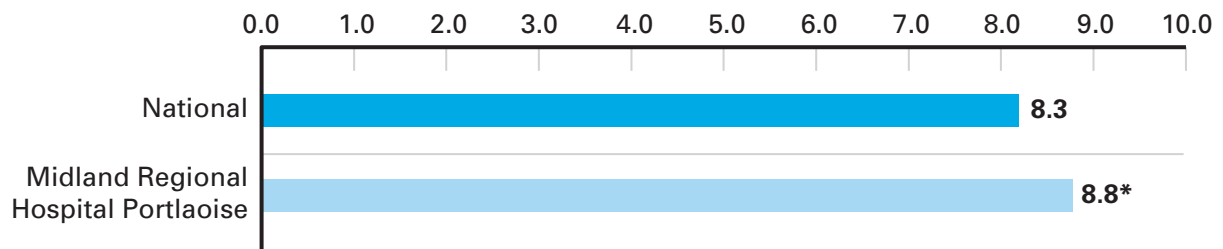
Even though the hospital performed above the national average on emergency department waiting times, just 34% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.^(1,2)

Care on the ward



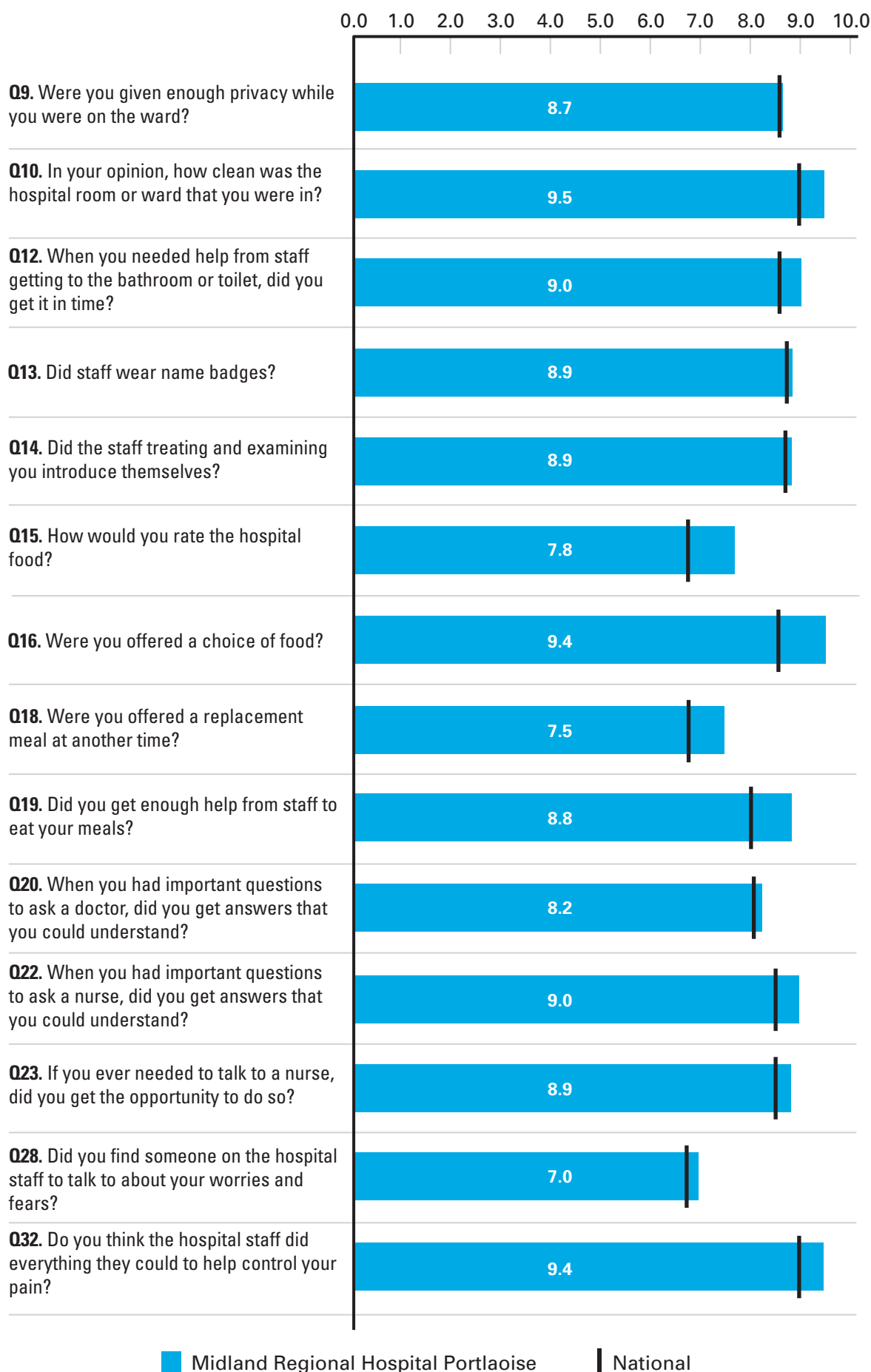
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions related to this stage of care.

Figure 6 Comparison of Midland Regional Hospital Portlaoise with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 7 Midland Regional Hospital Portlaoise scores for questions on care on the ward



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

"I was very well looked after. The doctors, nurses, carers, cleaners, cooks were excellent. The care was excellent, the food was excellent, the elderly were treated with respect. They are excellent doctors, nurses & all the staff."

"The ward was kept very clean & tidy. Most of the staff were very helpful & kind & any problem or questions I had were dealt with efficiently & in a way I could understand."

"Sometimes it felt like the consultant was talking over me like I had some cognitive deficit, but I could clearly understand everything that was happening to me."

"Nurses took temperature etc. but never told you whether it was ok or not. They never had time just to check how you were feeling. If you didn't press the call button it was assumed you were ok."

Care on the ward: what do these results mean?

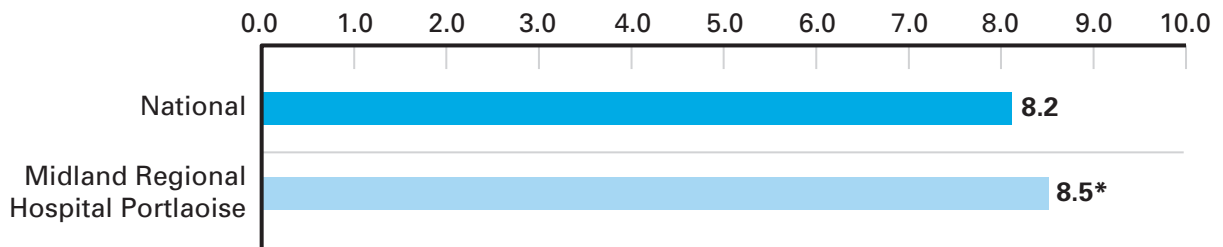
Midland Regional Hospital Portlaoise received significantly higher ratings of care on the ward than the national average, although the ratings were similar to what they were in 2017. Patients gave very positive ratings of the cleanliness of the wards, with this question scoring above average. A number of people highlighted that emotional support from staff was not always available to them. Despite being the lowest-scoring question for this stage of care, Q28 nonetheless scored higher than the national average.

Examinations, diagnosis and treatment



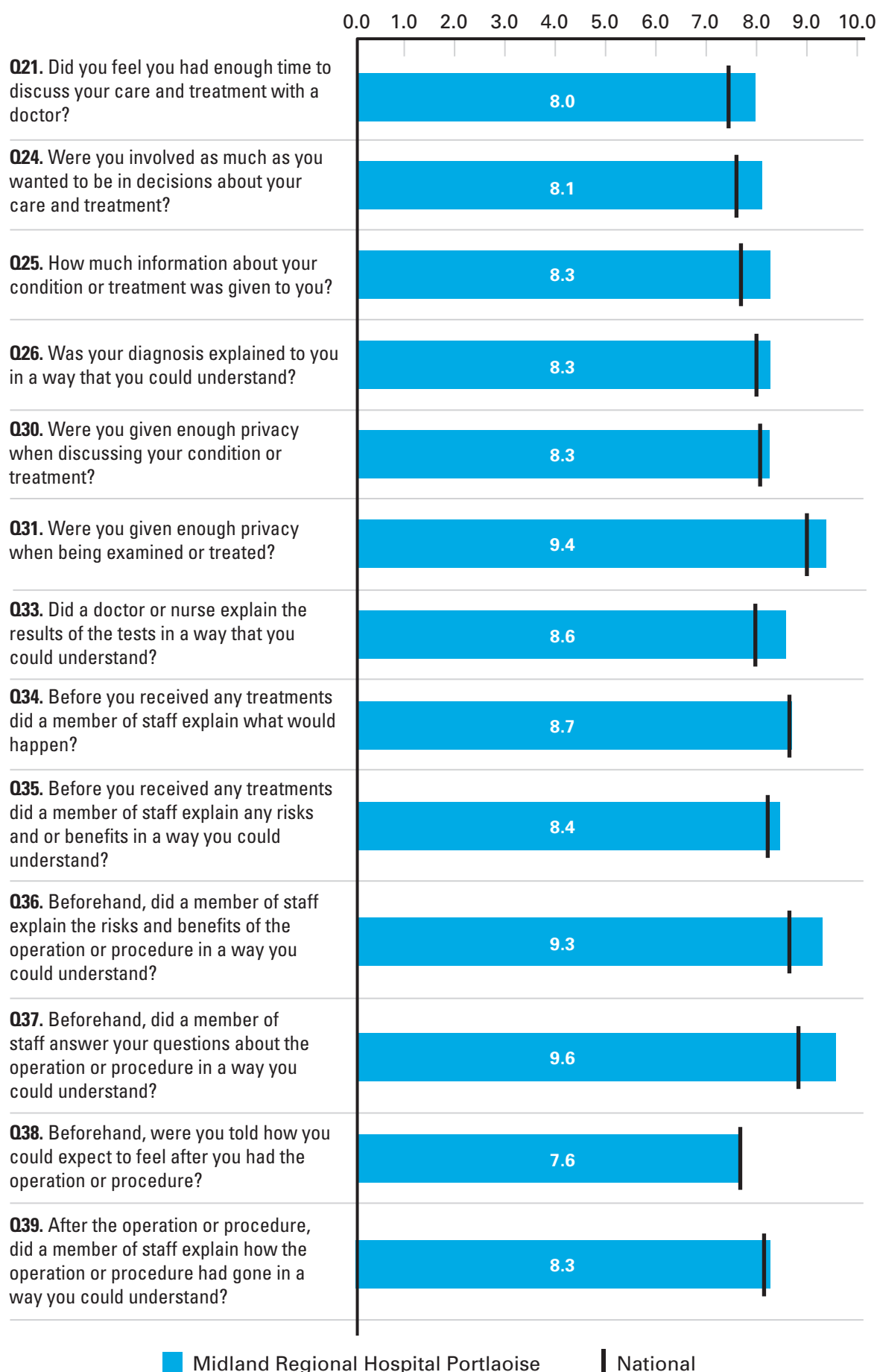
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions related to this stage of care.

Figure 8 Comparison of Midland Regional Hospital Portlaoise with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 9 Midland Regional Hospital Portlaoise scores for questions on examinations, diagnosis and treatment



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

"The care and attention I received was second to none. The tests and investigations were very thorough. Everything that could be done in Portlaoise was done. Great communication."

"Privacy when talking to doctor would help to hear what they are saying and give the patient a chance to ask personal questions about the condition, etc."

"Patients might not be happy in mixed wards, also it's not very private when doctors are doing rounds; everyone's ills are broadcast to the ward."

"Doctors very good, just a long waiting to be called onto the ward. Operations done professionally, chats very respectful and caring."

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

Ratings of examination, diagnosis and treatment were significantly higher than the national average, but similar to the hospital's 2017 score. Patients were very satisfied with the fact that before their operation or procedure, staff answered their questions in a manner they could understand. This question scored higher than the national average. However, patients also pointed to poor levels of communication before their operation or procedure. For example, a number of people said that they were not completely informed of how they could expect to feel after an operation or procedure.

Discharge or transfer

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

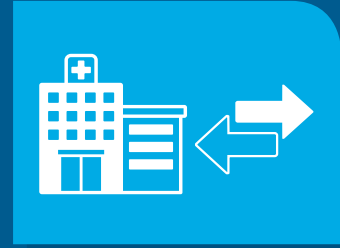


Figure 10 Comparison of Midland Regional Hospital Portlaoise with the national average score for discharge or transfer (out of a maximum of 10)

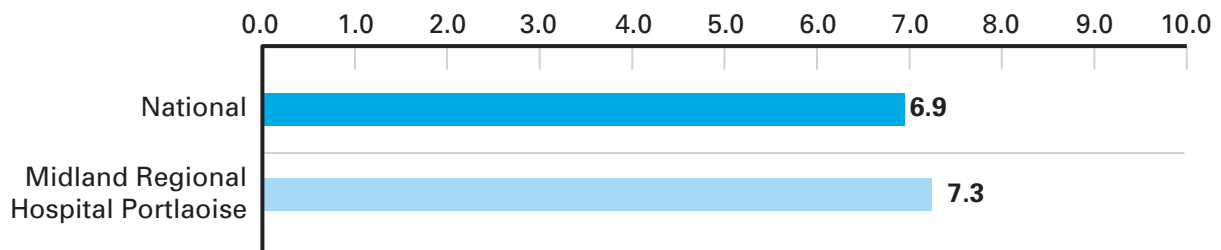
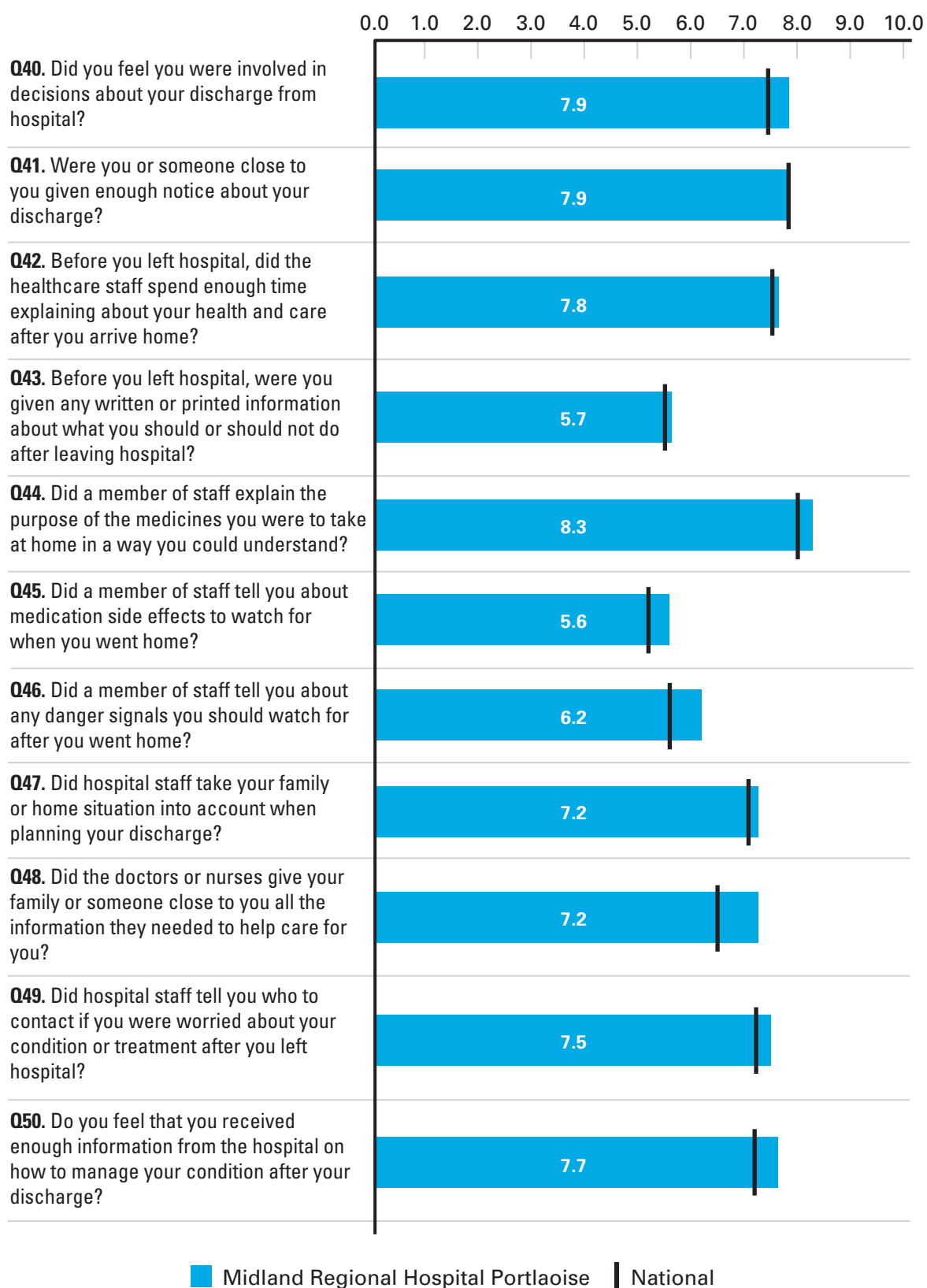


Figure 11 Midland Regional Hospital Portlaoise scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

“The discharge process - it could be more formalised. Perhaps a small written summary of the ‘do’s’ and ‘don’ts’ for one’s particular condition could be made available upon discharge - it would be a handy reference at home for the patient afterwards.”

“My discharge from hospital was very abrupt and unexpected. I was told that I would be kept in for a further 5-7 days and I was discharged on day 3 of this. Follow up with my GP was another difficulty as he did not seem to have adequate information re. my admittance to hospital and medications I was then to take.”

Discharge or transfer: what do these results mean?

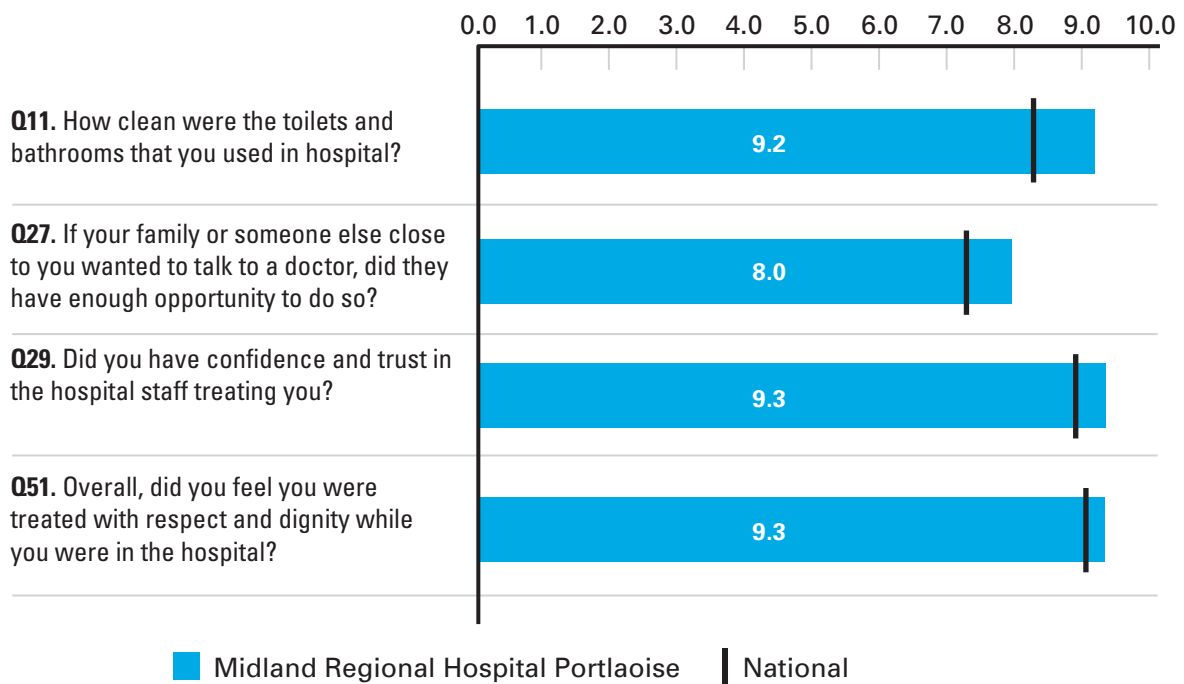
Participant ratings for this stage of care were similar to the national average but slightly higher than in 2017. While the majority of patients were satisfied with the explanations they received of the purpose of the medicines they were to take at home, a number of patients left hospital unaware of the medication side effects to watch out for. Nonetheless, Midland Regional Hospital Portlaoise scored above average on both questions.

Other aspects of care



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

Figure 12 Midland Regional Hospital Portlaoise scores for other aspects of care



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

"It would make a great difference if the consultant could speak directly to the patient rather than addressing their family and speaking about the person as if they were not there or did not understand. Just because of age does not mean a person can't understand what is happening to them."

"Staff were very professional and friendly. Excellent care for patient and willing always to speak to and inform family members."

"I felt I was treated in a timely fashion - I was seen immediately in A&E. Nursing staff were very professional and treated me with the upmost of dignity & respect."

"Bathrooms need to be cleaned particularly in ward as the floor was very dirty."

Other aspects of care: what do these results mean?

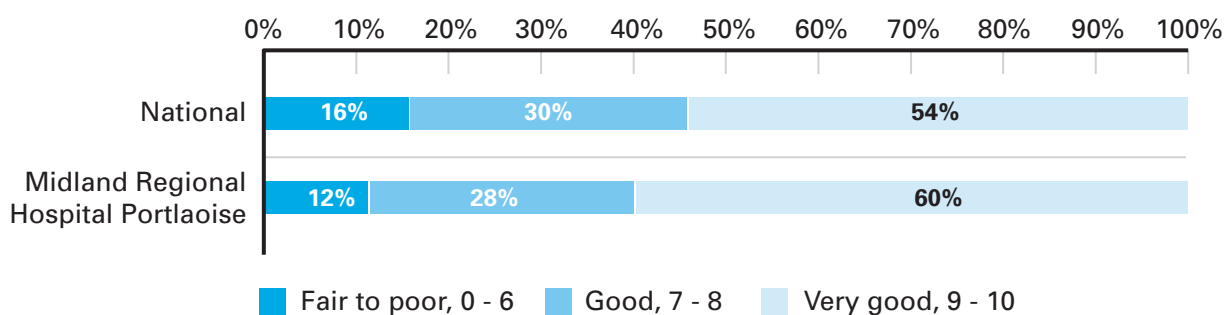
The ratings for the questions on other aspects of care were above the national average. The majority of patients said that they were treated with dignity and respect in the hospital and that they had confidence and trust in the staff treating them. A number of people, however, gave negative responses to these two questions. A number of people also said that communication between doctors and patients' families was an issue.

Overall experience

Respondents were asked to rate their overall hospital experience on a scale from 0 to 10, with 10 being the most positive experience, and 0 the most negative experience. 60% of participants from Midland Regional Hospital Portlaoise rated their care as very good which was above the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Midland Regional Hospital Portlaoise with the national average.

Figure 13 Overall rating of hospital experience for Midland Regional Hospital Portlaoise and nationally



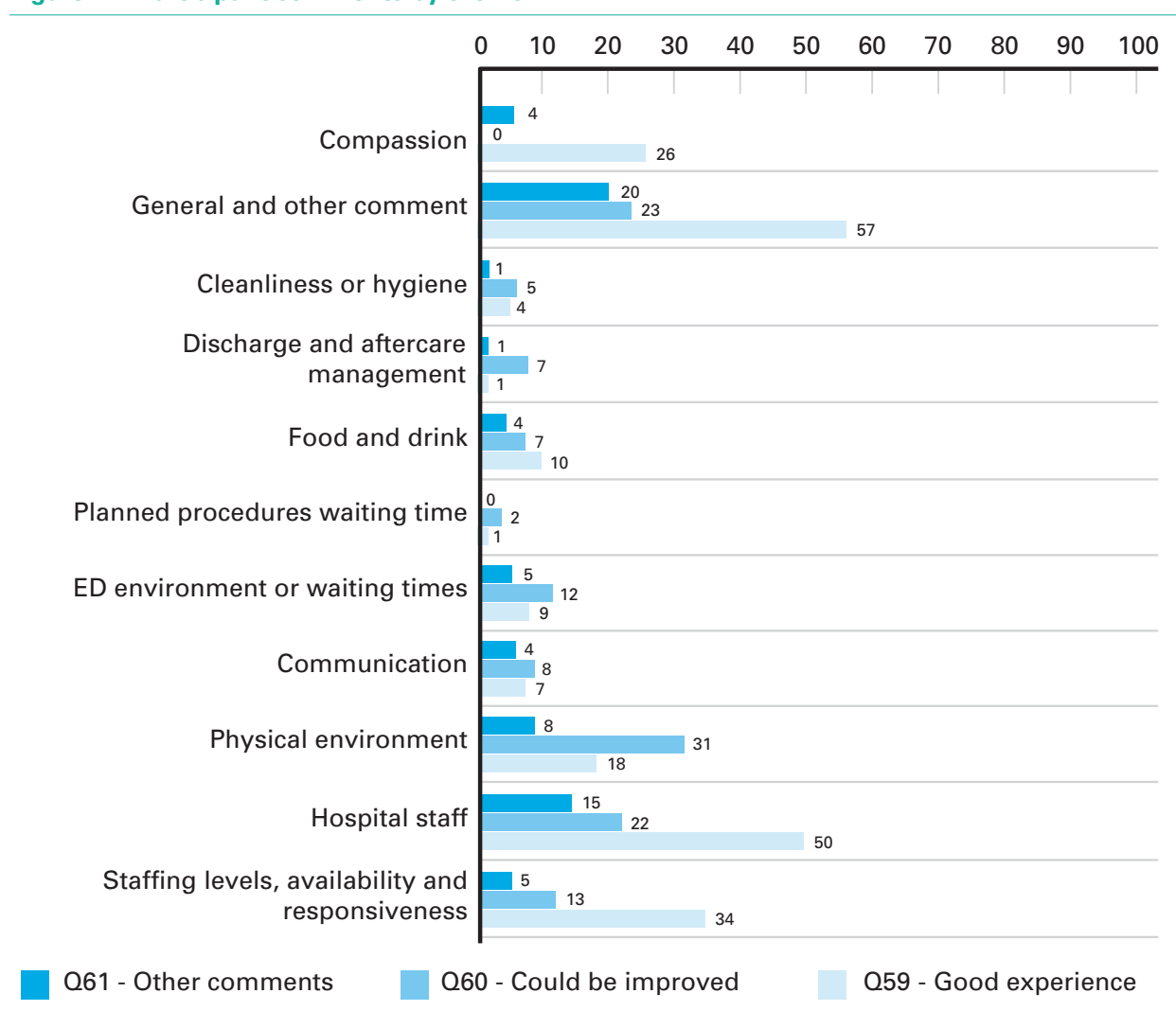
In their own words: analysis of patients' comments

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, 414 comments were received from patients of Midland Regional Hospital Portlaoise in response to the free-text questions in the 2018 survey.

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

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

Figure 14 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in Midland Regional Hospital Portlaoise in May 2018?

The majority of participants said they had a positive overall experience in Midland Regional Hospital Portlaoise. 88% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Midland Regional Hospital Portlaoise received significantly higher scores than the national average across every stage of care, with the exception of discharge or transfer, where the difference was not statistically significant. Participant ratings of care were largely similar to those received in 2017.

Areas of good experience were identified across several stages of care. Patients said that whenever they needed to talk to a nurse, they got the opportunity to do so. People also gave positive ratings of the clarity of explanations they received from staff in advance of their operation or procedure. Lastly, the level of confidence and trust in staff was very high among patients of Midland Regional Hospital Portlaoise.

Two areas needing improvement were identified, both of which relate to communication with patients. Many people said they were poorly informed about how they could expect to feel afterwards.

These two 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 doctors did not answer their questions in a manner that they could understand were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Midland Regional Hospital Portlaoise 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 Midland Regional Hospital Portlaoise. 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 two areas needing improvement (highlighted in purple) are identified on the map.

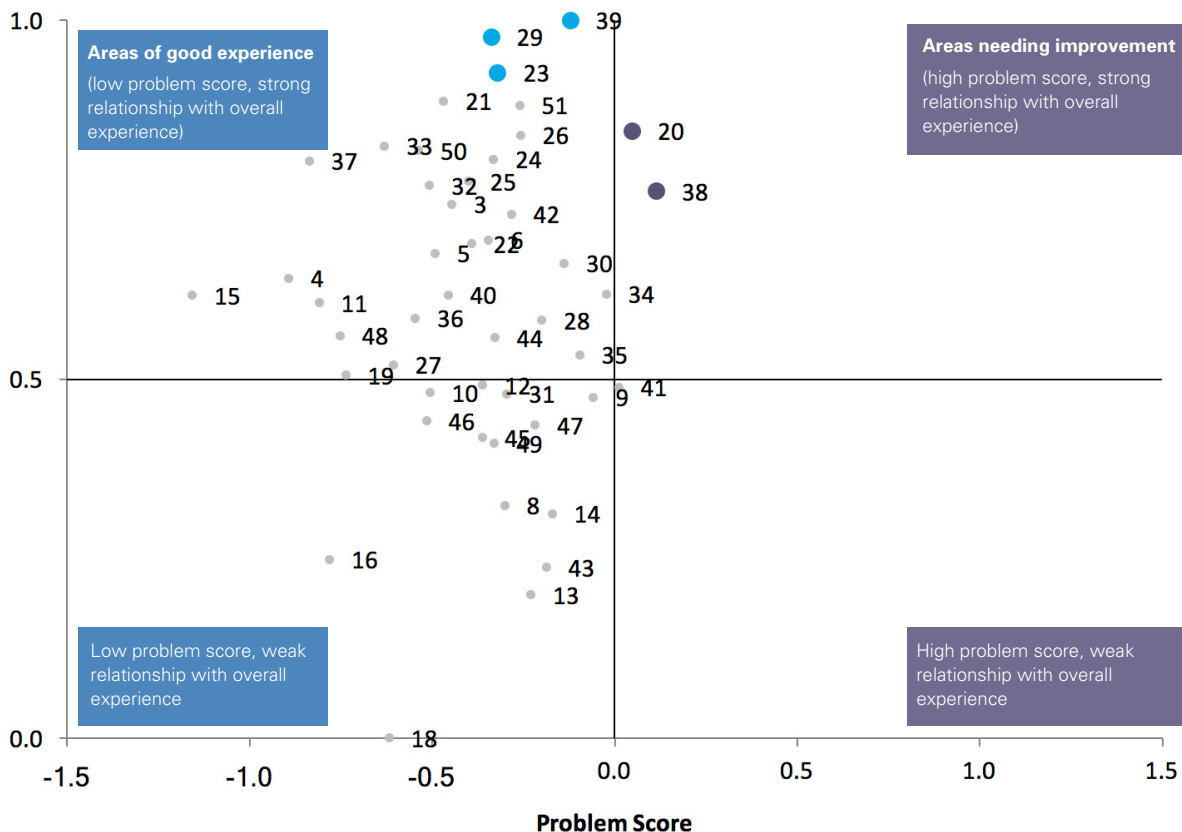
Interpreting the improvement map

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.