



National Patient Experience Survey 2018

Roscommon University Hospital

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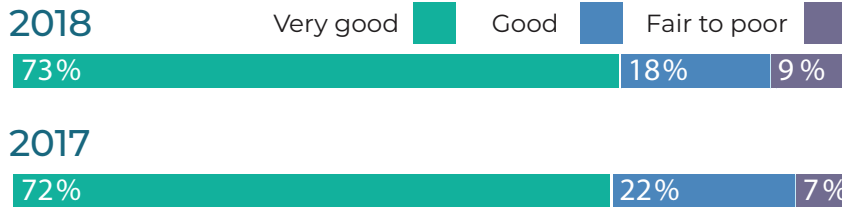
An Roinn Sláinte
Department of Health



Roscommon University Hospital

2018 survey results

Overall experience



45%
response rate

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

Areas of good experience



Offer of a replacement meal



Clear answers from a nurse



Consideration of home/family situation

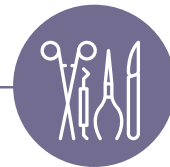
Areas needing improvement



Choice of food



Clear answers to questions about an operation or procedure



Information on the expected outcome of an operation

The patient voice

“The consultant was a perfectionist in every way from the first appointment I had with him; very professional. Explained everything before and after”



“When I asked for a bed pan the nurse had to be asked more than once.”

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%. 45 patients from Roscommon University Hospital took part in the survey.

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

What were the main findings for Roscommon University Hospital?

The majority of participants from Roscommon University Hospital reported positive experiences in hospital. 91% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved significantly higher scores than the national average across every stage of care, with the exception of care on the ward.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, most patients said they were offered a replacement meal when they needed it. Nurses generally gave clear answers to patients' questions, and most patients said that their family or home situation was taken into account when planning their discharge.

There were also several areas needing improvement. For example some patients said they were not always offered a choice of food. In addition, a number of patients said they did not get clear answers to questions about operations and treatments and they were not told how they could expect to feel after a treatment.

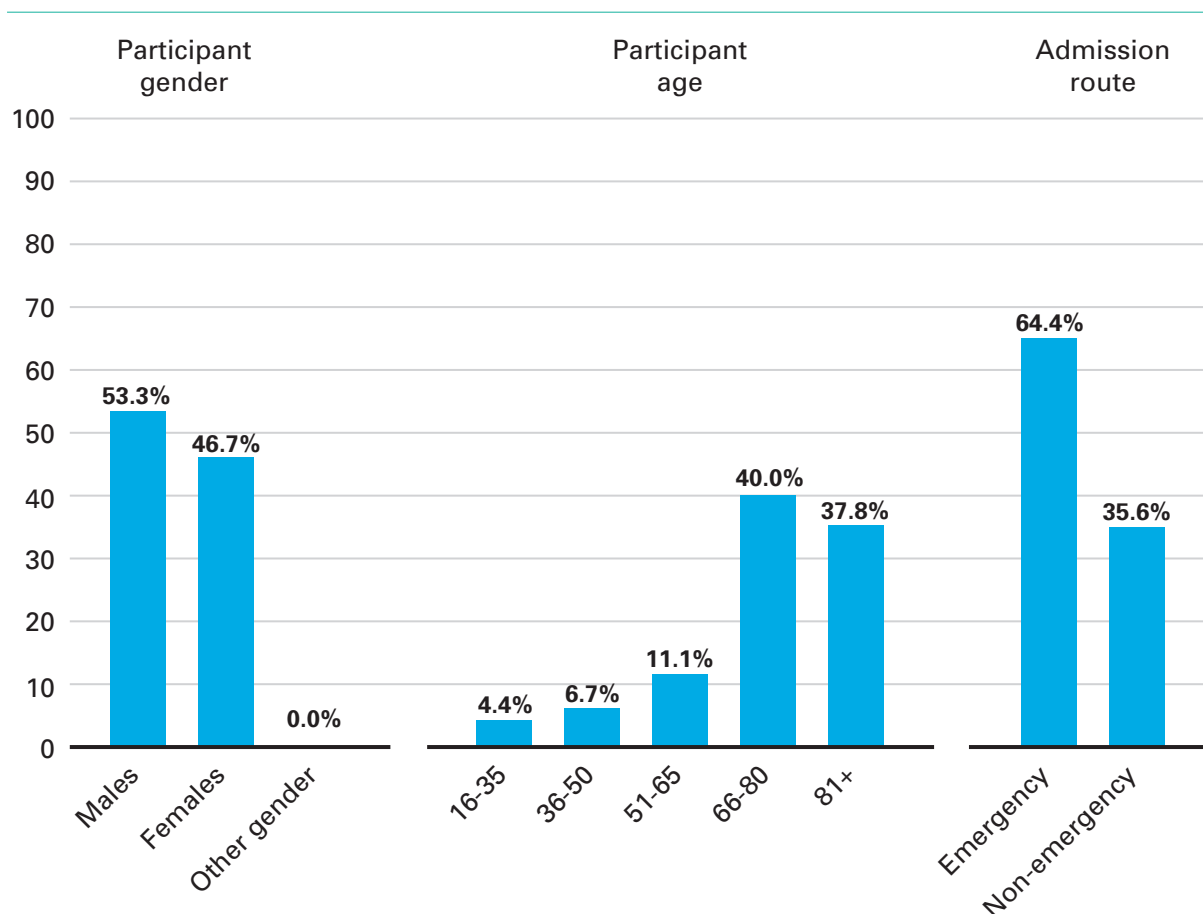
Patient experience ratings were generally similar to those in the 2017 survey. The findings of the 2018 survey will help Roscommon University Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

Roscommon University Hospital is a public acute hospital located in Co. Roscommon. There were 67 inpatient beds available in the hospital during the survey period of May 2018.

101 people discharged from Roscommon University Hospital during the month of May 2018 were invited to participate in the survey. 45 people completed the survey, achieving a response rate of 45%. 53.3% of participants were male and 46.7% were female. 29 respondents (64.4%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Roscommon University Hospital.

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



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While Roscommon University Hospital does not have an emergency department, patients may have felt that their condition was an emergency. It is also possible that these patients were originally admitted to a hospital with an emergency department before being transferred to Roscommon University Hospital.

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 Roscommon University Hospital are:

<p>Care on the ward</p>	<p>6 (75%) of the 8 people who answered this question said that they were always or sometimes offered a replacement meal when required.</p>
<p>Offer of a replacement meal Q18</p>	
<p>Care on the ward</p>	<p>42 people (98% of those who answered Q22) said that they either always or sometimes got clear answers from a nurse.</p>
<p>Clear answers from a nurse Q22</p>	
<p>Discharge or transfer</p>	<p>30 people (81% of those who answered Q47) said that their home or family situation was either completely, or to some extent, taken into account when planning their discharge.</p>
<p>Consideration of home/family situation Q47</p>	

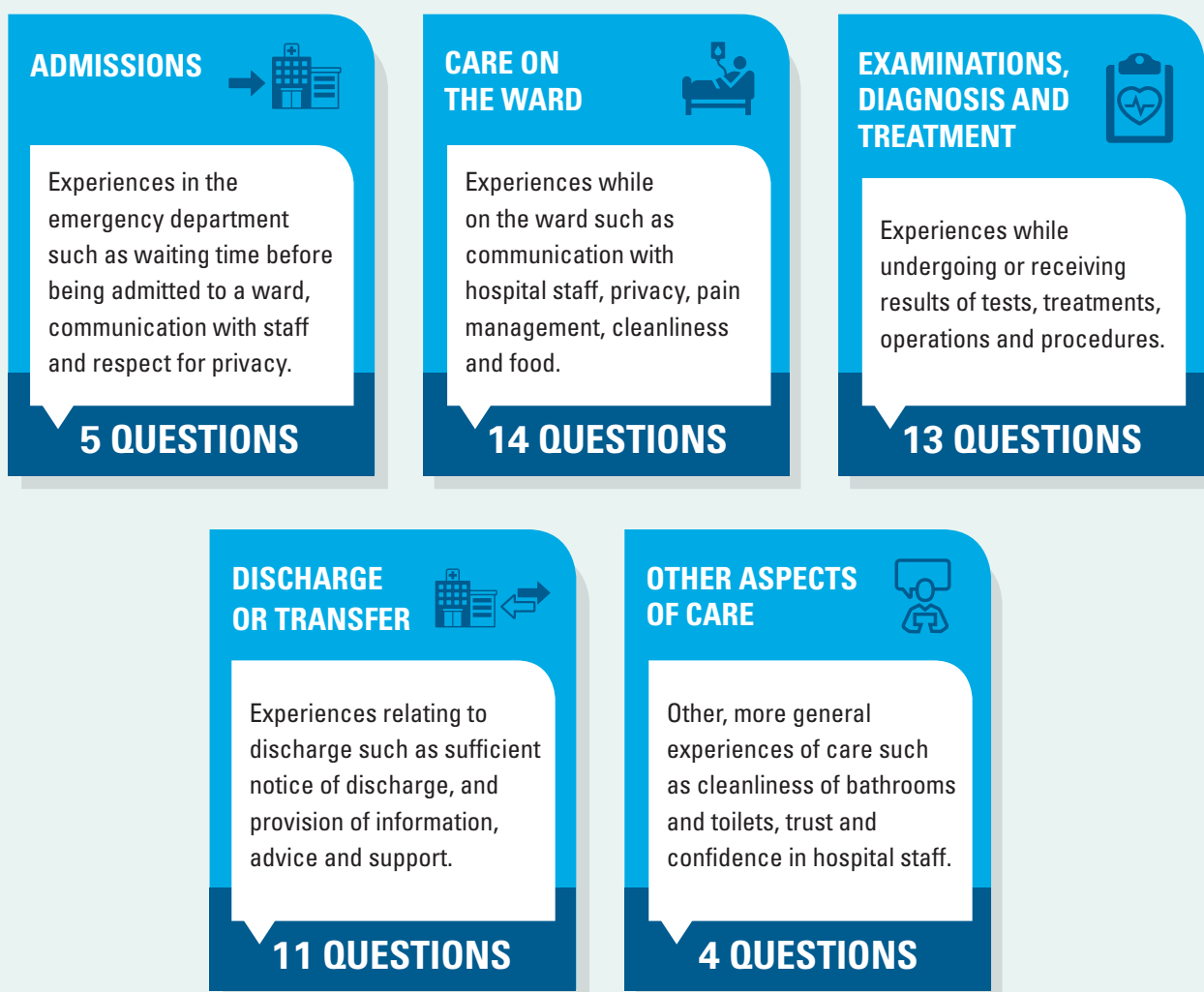
The areas needing improvement in Roscommon University Hospital are:

<p>Care on the ward</p>	<p>Of the 42 people who answered this question, 8 (19%) said that they were not, or were only sometimes, offered a choice of food.</p>
<p>Choice of food Q16</p>	
<p>Examinations, diagnosis and treatment</p>	<p>4 people (22% of those who answered Q37) said that they were not, or were only to some extent, given clear answers to questions about an operation or procedure.</p>
<p>Clear answers to questions about an operation or procedure Q37</p>	
<p>Examinations, diagnosis and treatment</p>	<p>8 people (44% of those who answered this question) 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 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;²



2 As Roscommon University Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

Interpreting the results for the stages of care

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

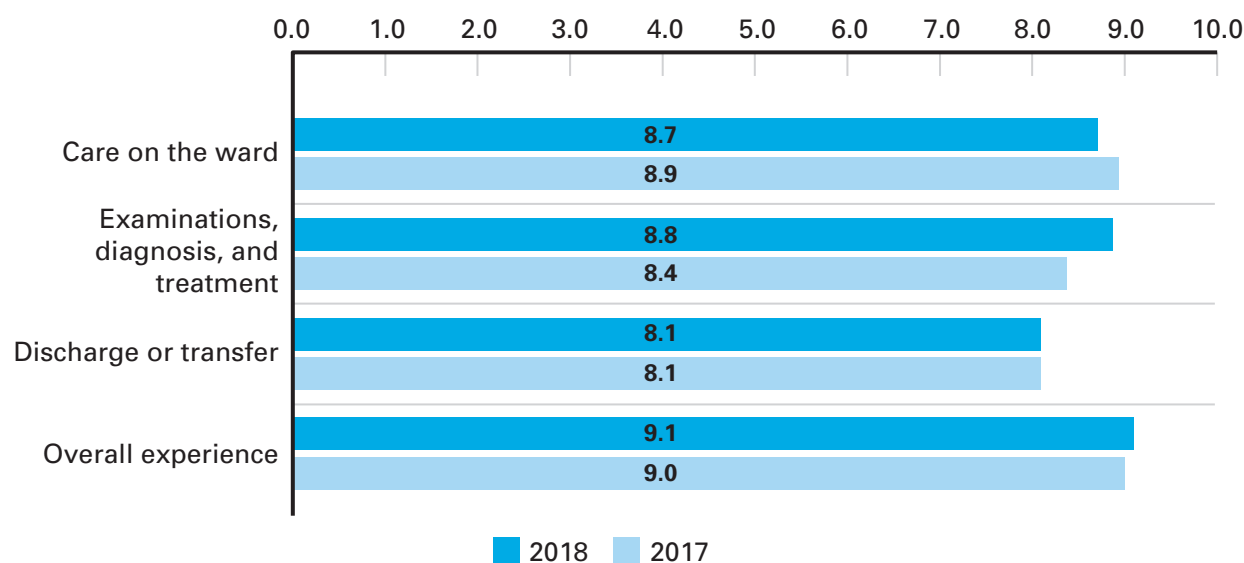
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience remained the same in 2018 as in 2017. There were no statistically significant changes in patient experience ratings between 2017 and 2018. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Comparison of stage of care scores³ for 2017 and 2018



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

Care on the ward

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



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

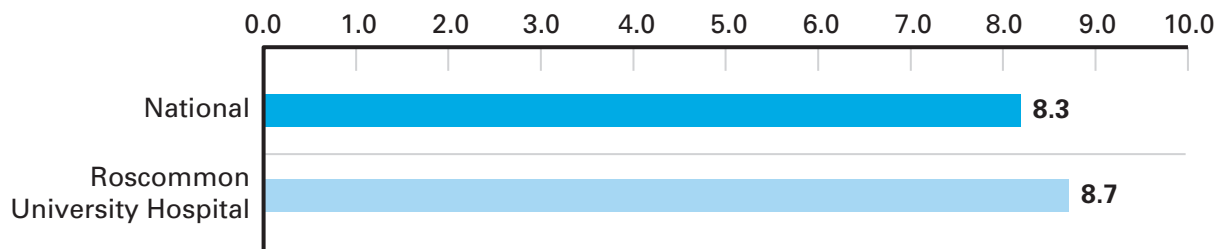
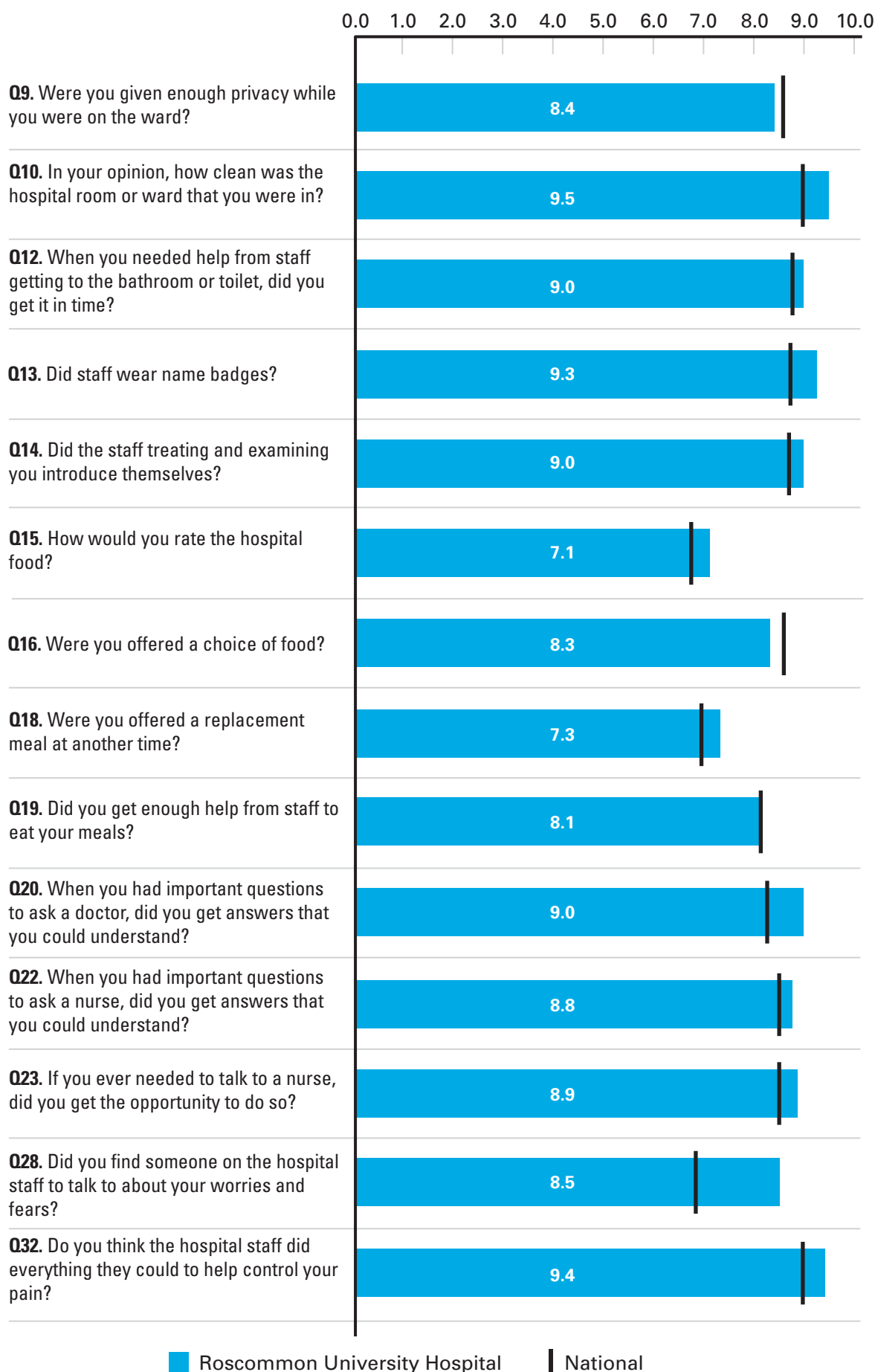


Figure 4 Roscommon University Hospital scores for questions on care on the ward



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

"All staff were very helpful, kind and good at their job and friendly."

"The staff were professional at all times."

"Privacy - beds too close together. No chair for a visitor."

"When I asked for a bed pan the nurse had to be asked more than once."

Care on the ward: what do these results mean?

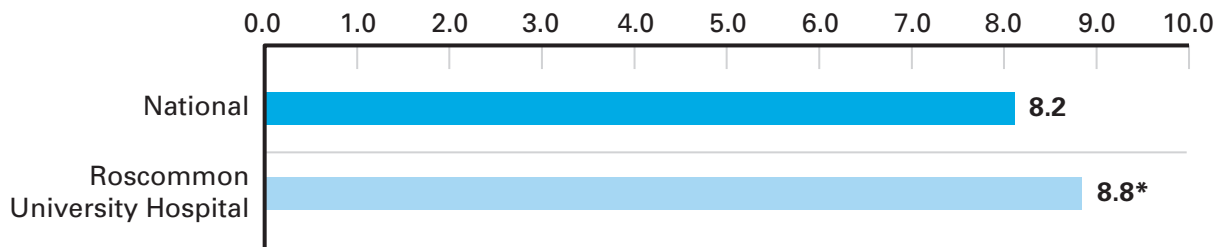
Roscommon University Hospital received slightly higher ratings of care on the ward than the national average, but the scores were similar to last year. Most patients said that the room or ward they stayed in was very clean. In addition, patients said that staff managed their pain well. Some patients said that they did not always receive a choice of food at mealtimes.

Examinations, diagnosis and treatment



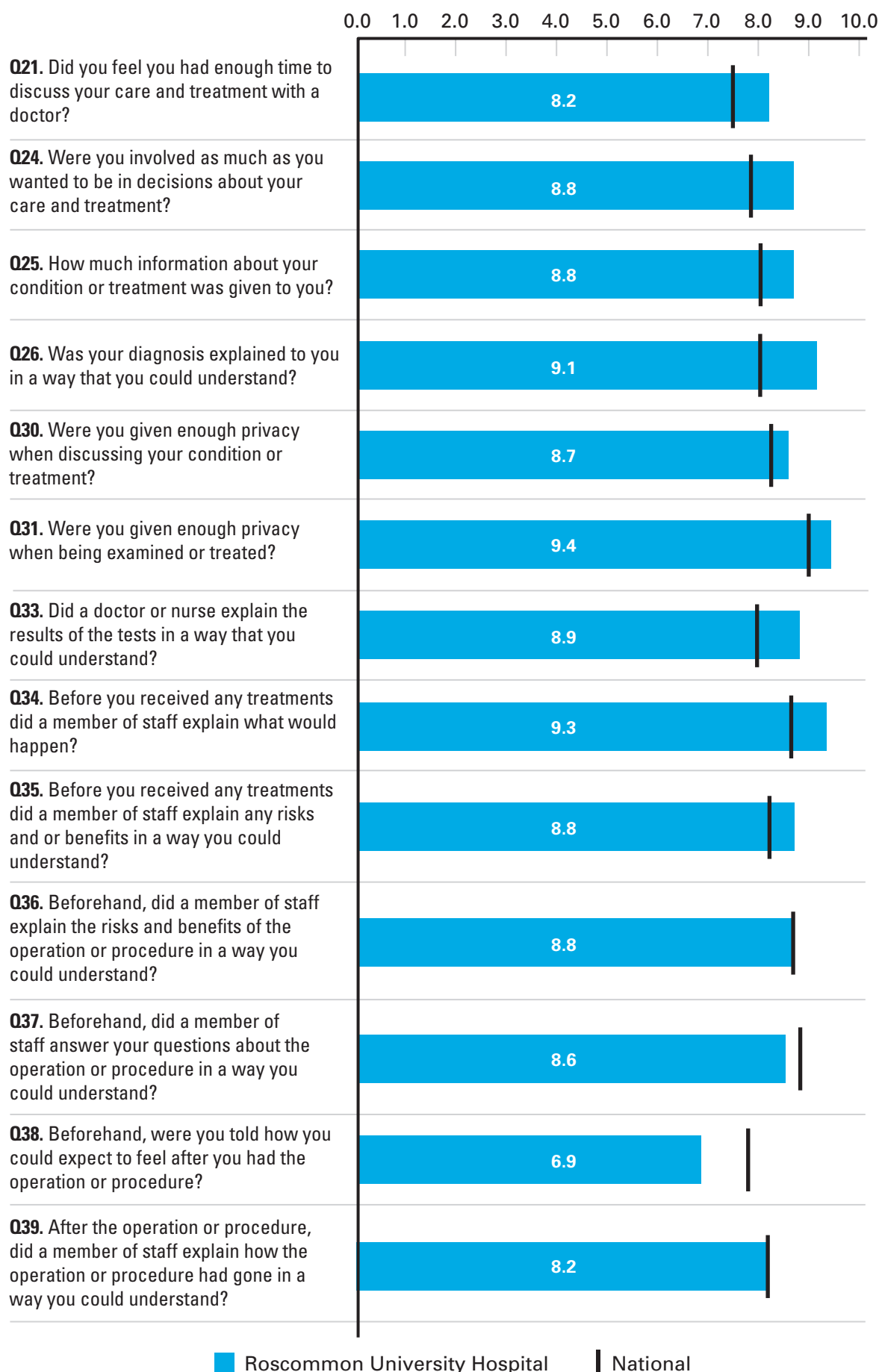
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions related to this stage of care.

Figure 5 Comparison of Roscommon University Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 6 Roscommon University Hospital scores for questions on examinations, diagnosis and treatment



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

“Tests were promptly carried out and explained to me.”

“Please require hospitals to give extensive information or web-related links for patients to look up in advance of an operation. I did my own research and spoke to other patients in advance but this is not acceptable in this day and age. It is also at odds with the national consent policy and informed consent.”

“The consultant was a perfectionist in every way from the first appointment I had with him; very professional. Explained everything before and after.”

“While verbal information was given by the consultant on what to expect and how the procedure would be carried out, it is difficult to retain this without a written reference point.”

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

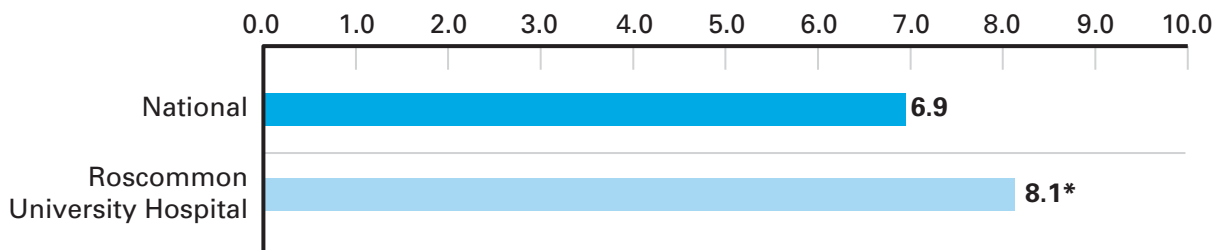
Ratings of examination, diagnosis and treatment were above the national average. Patient ratings of the stage were the same in 2018 and in last year’s survey. Most patients said that they were given enough privacy while being examined or treated. Some patients said that they were not told how they could expect to feel after an operation or procedure.

Discharge or transfer

Figure 7 compares the hospital's overall score for discharge or transfer with the national average. Figure 8 shows the hospital's scores for questions related to this stage of care.

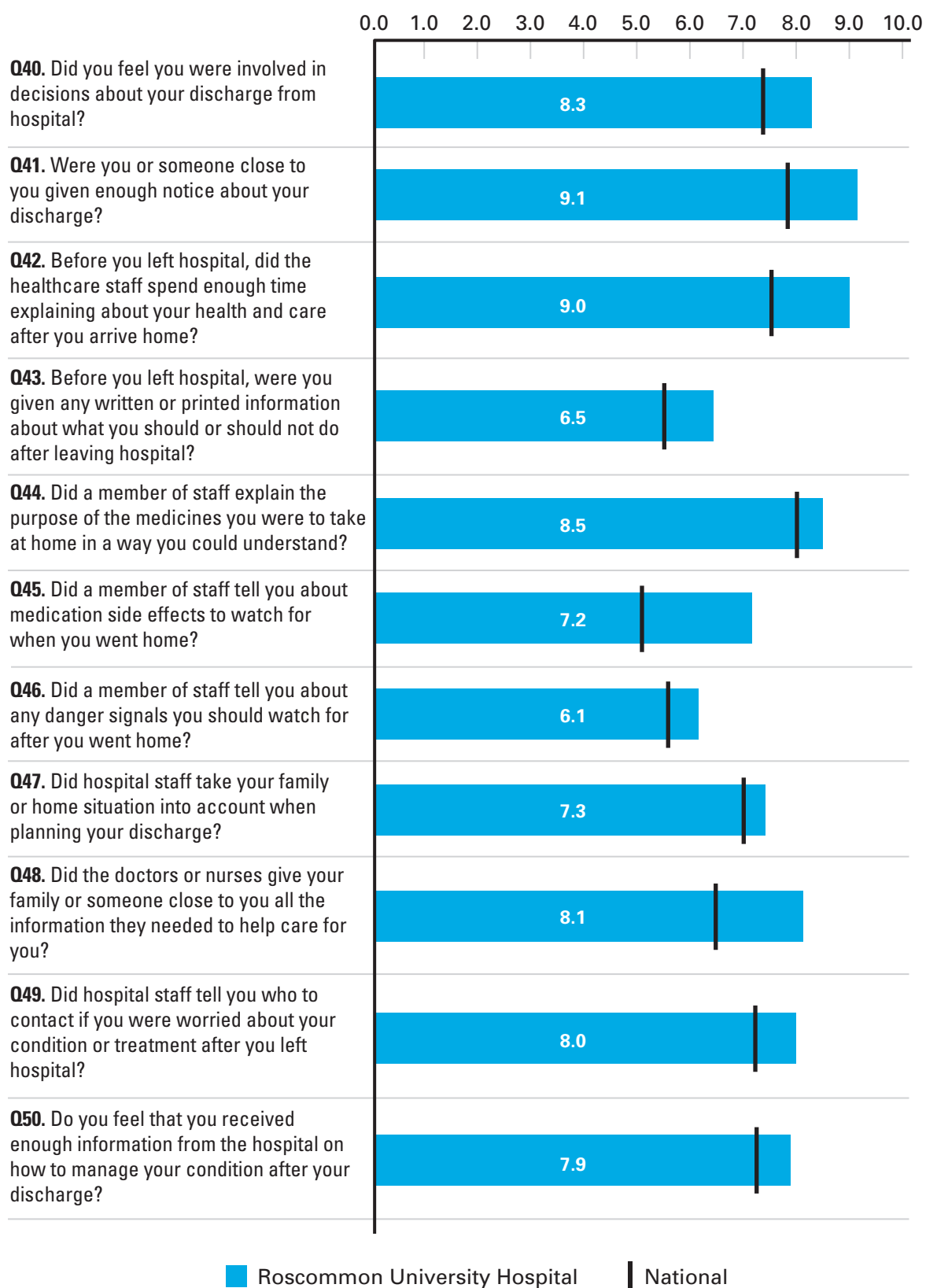


Figure 7 Comparison of Roscommon University Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 8 Roscommon University Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

“Before discharge more advice could be given as regards how to cope with a patient, i.e. lifting out of bed. This advice was given 2 weeks after discharge by OT member but I feel it could have been given before discharge.”

“No follow up appointment given 6 weeks later. (to be seen 3 weeks later).”

Discharge or transfer: what do these results mean?

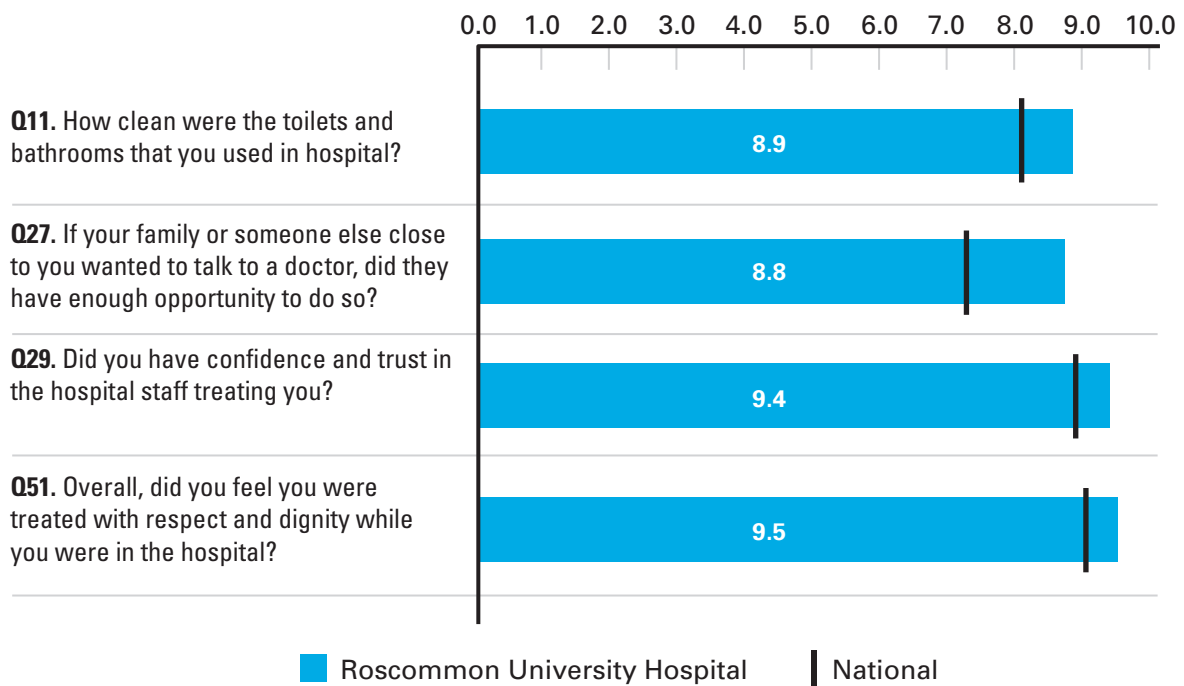
Participant ratings for this stage of care were significantly above the national average, but the same as the 2017 survey. Patients said that they were generally given enough notice of their discharge; however, some patients said that they were not told about the danger signals to watch out for when they went home.

Other aspects of care



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

Figure 9 Roscommon University Hospital scores for other aspects of care



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

"The nursing staff were excellent in this hospital. There is no longer an emergency department in the hospital so nurses have much more time to spend with patients. This is the first time in thirty years that I have had this experience."

"Care and consideration excellent to me and members of family who visited me."

Other aspects of care: what do these results mean?

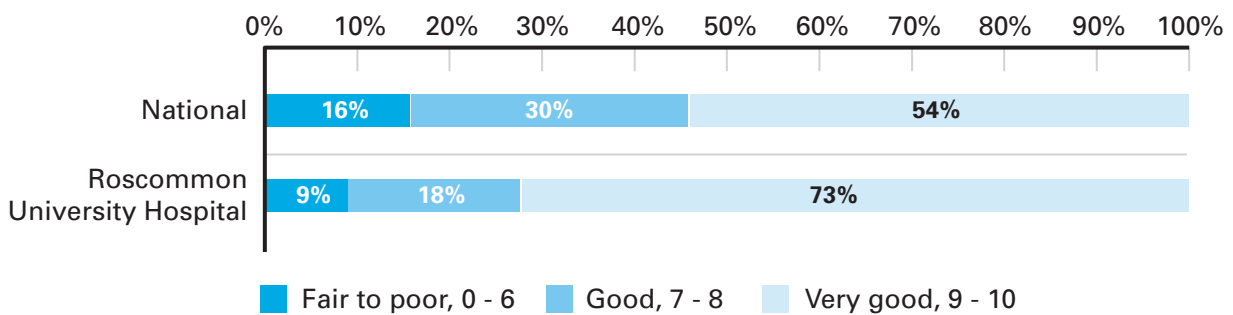
The ratings for the questions on other aspects of care were above the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. Bathrooms were generally clean and patients' families were usually able to speak to a doctor when they needed to.

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. 73% of participants from Roscommon University Hospital rated their care as very good, slightly above the national figure of 54%.

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

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



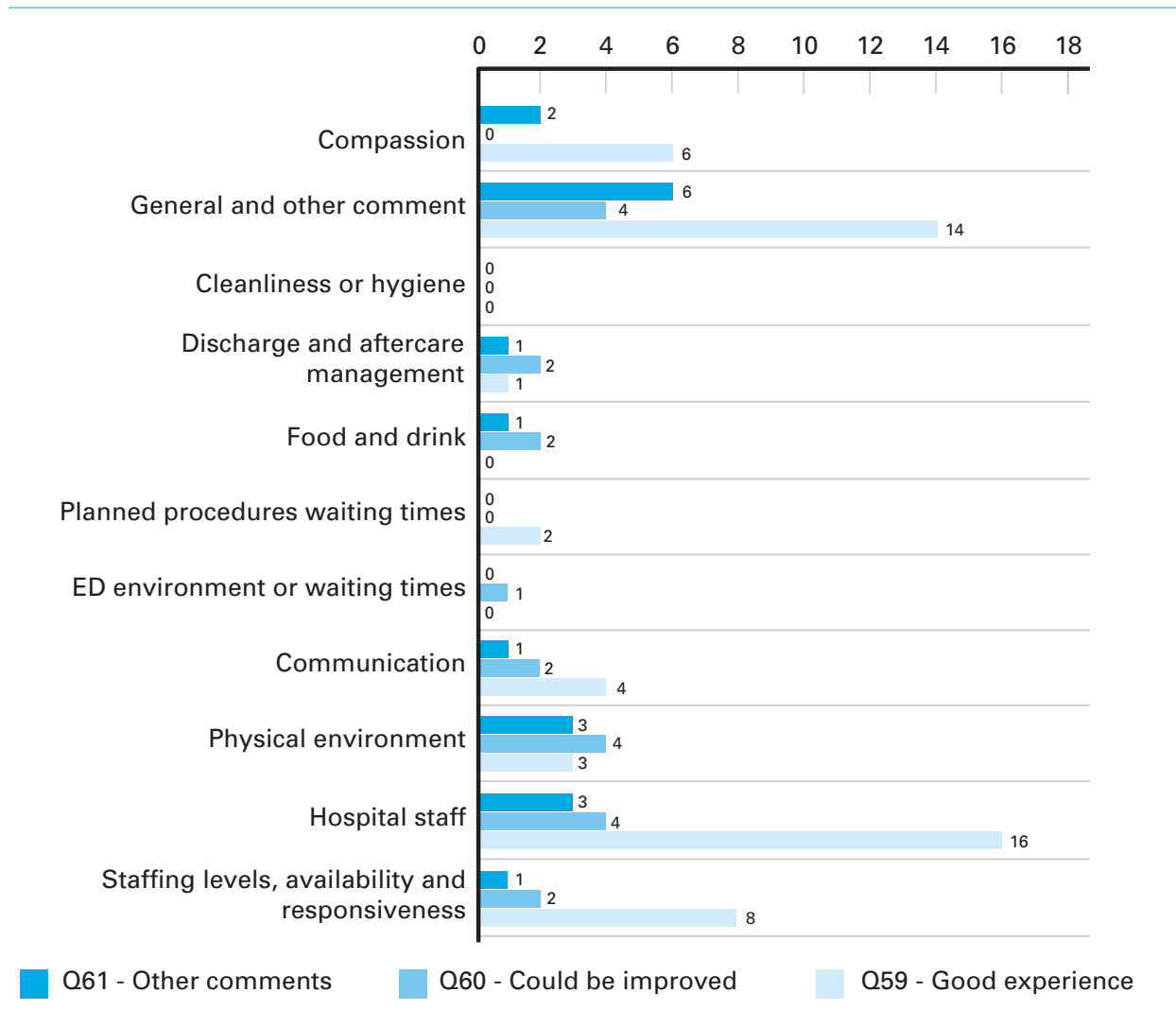
In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospitals. These free-text questions allowed people to give a more in-depth description of specific aspects of their care. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. In total, 75 comments were received from patients of Roscommon University Hospital in response to the free-text questions in the 2018 survey.

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

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

Figure 14 Participant comments by theme



Conclusion

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

The majority of participants said they had a positive overall experience in Roscommon University Hospital. 91% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Roscommon University Hospital scored significantly above the national average across every stage of care, with the exception of care on the ward. The hospital's scores on the 2018 survey were similar to those of 2017.

A number of areas of good experience were apparent. For example, patients generally received a replacement meal when required and the majority of patients received clear answers from nurses. In addition, patients said that the hospital generally took their home or family situation into account when planning their discharge.

Several areas needing improvement were also identified. Some patients said they were not offered a choice of food, while others said that they did not understand answers or explanations about operations and procedures. In addition, a number of patients were not fully informed about how they could expect to feel after an operation or procedure.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they did not understand explanations of an operation or procedure were less likely to give a positive rating of their overall experience.

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

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in Roscommon University Hospital. Questions that have a strong relationship with overall ratings of experience (Q52) are selected as areas of good experience or areas needing improvement respectively. Three areas of good experience (highlighted in blue) and three areas needing improvement (highlighted in purple) are identified on the map.

Interpreting the improvement map

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

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

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

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

