



National Patient Experience Survey 2018

St Columcille's Hospital

We're committed to excellence in healthcare

 @NPESurvey

 /NPESurvey



Seirbhís Sláinte | Building a Better Health Service
Níos Fearr á Forbairt



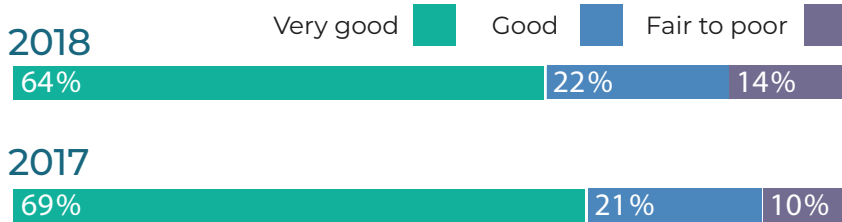
An Roinn Sláinte
Department of Health



St Columcille's Hospital

2018 survey results

Overall experience



49% response rate

Areas of good experience



Respect and dignity



Offer of a replacement meal



Confidence and trust in hospital staff

Areas needing improvement



Clear answers from a nurse



Clear explanation of test results



Privacy when discussing condition or treatment

The patient voice

"The doctors and staff were excellent and ready to answer all questions — they would go the extra mile for you."



"Some staff did not have name badges on — and it would be nice to be able to address them by their name next time you meet them."

www.patientexperience.ie

Structure and content of this report

About the National Patient Experience Survey 2018	4
What were the main findings for St Columcille's Hospital?	4
Hospital and participant profile	5
Areas of good experience and areas needing improvement	6
Survey results for the stages of care along the patient journey	8
Interpreting the results for the stages of care	9
Changes in patient experience over time	9
Care on the ward	10
Examinations, diagnosis and treatment	13
Discharge or transfer	16
Other aspects of care	19
Overall experience	21
In their own words: analysis of patients' comments	22
Conclusion	23
What were patients' experiences of hospital care in St Columcille's Hospital in May 2018?	23
Appendix 1: Areas of good experience and areas needing improvement	24
Improvement map	24

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%. 74 patients from St Columcille's 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 St Columcille's Hospital?

The majority of participants from St Columcille's Hospital reported positive experiences in hospital. 86% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved similar scores to the national average for the care on the ward, and examinations, diagnosis and treatment stages of care, and above-average scores for discharge or transfer.

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, patients said they were generally offered a replacement meal when required. In addition, most patients said that they had confidence and trust in hospital staff, and were treated with respect and dignity while in the hospital.

There were also several areas needing improvement. Patients could not always understand the answers they got from nurses, or explanations of test results. A number of patients said they did not get enough privacy when discussing their care and treatment.

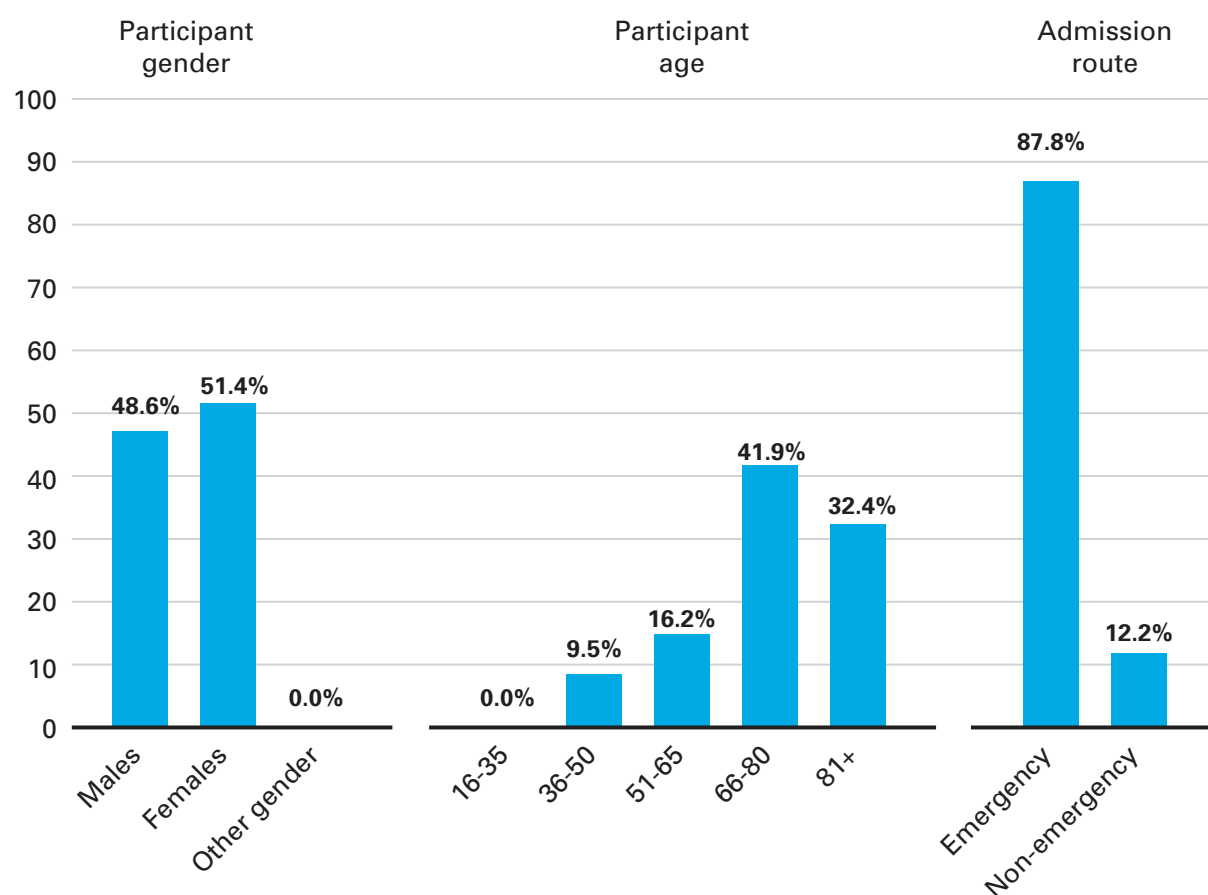
Some improvements in patient experience ratings were identified compared with the 2017 survey, though these were not statistically significant. The findings of the 2018 survey will help St Columcille's Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

St Columcille's Hospital is a public acute hospital located in Loughlinstown, Co. Dublin. There were 106 inpatient beds available in the hospital during the survey period of May 2018.

151 people discharged from St Columcille's Hospital during the month of May 2018 were invited to participate in the survey. 74 people completed the survey, achieving a response rate of 49%. 48.6% of participants were male and 51.4% were female. 65 respondents (87.8%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from St Columcille's Hospital.

Figure 1 Participants from St Columcille's Hospital by gender, age group and admission route



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While St Columcille's 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 St Columcille's 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 St Columcille's Hospital are:

Care on the ward	8 people (89% of those who answered this question) said that they were always or sometimes offered a replacement meal when it was needed.
Offer of a replacement meal Q18	
Other aspects of care	58 (83%) of the 70 people who answered this question said that they always had confidence and trust in the hospital staff that treated them.
Confidence and trust in hospital staff Q29	
Other aspects of care	57 people (84% of those who answered this question) said that they were always treated with respect and dignity while in the hospital.
Respect and dignity Q51	

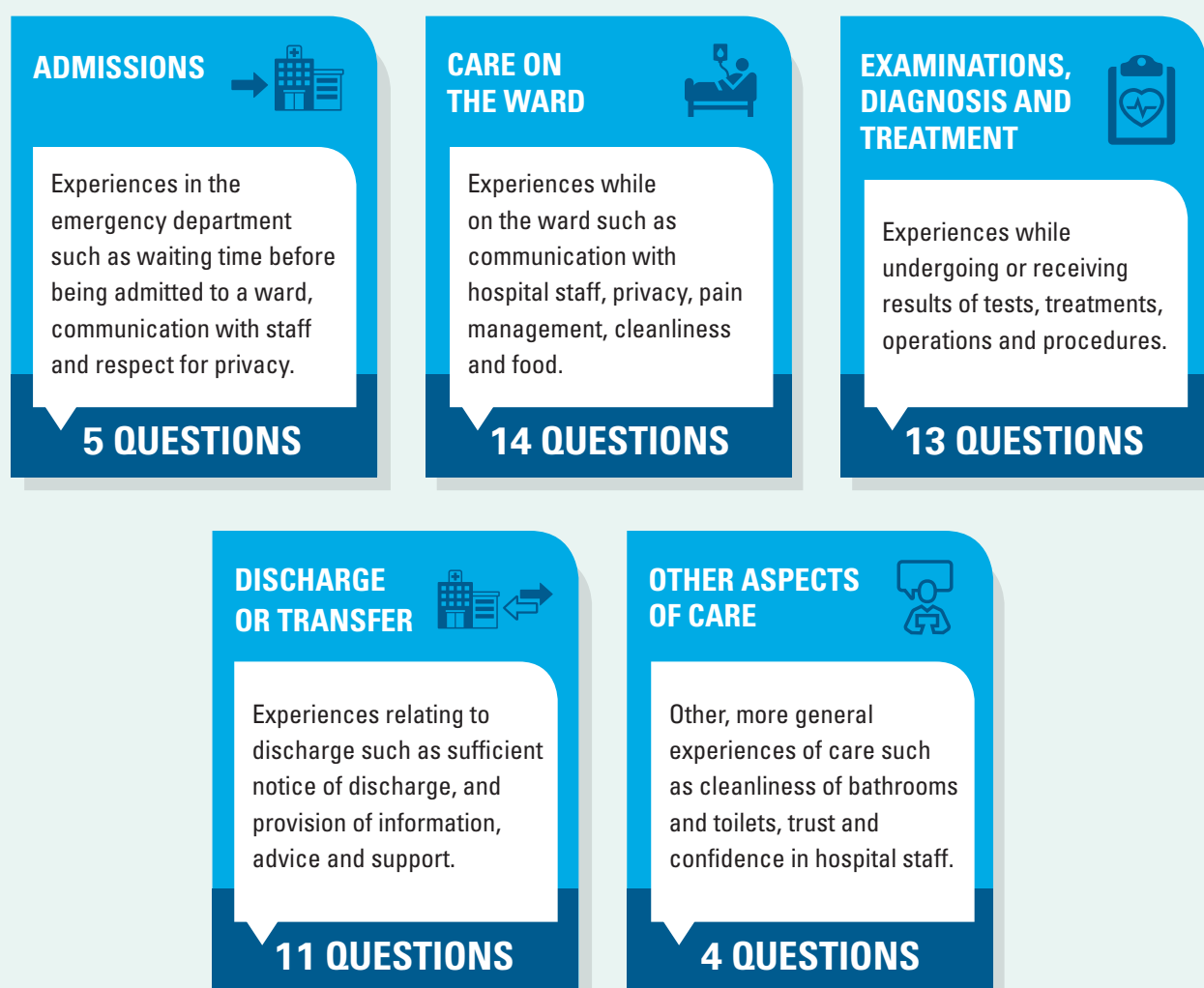
The areas needing improvement in St Columcille's Hospital are:

<p>Care on the ward</p>	<p>19 people (31% of those who answered this question) said that they did not get, or only sometimes got, answers they could understand from a nurse.</p>
<p>Clear answers from a nurse Q22</p>	
<p>Examinations, diagnosis and treatment</p>	<p>Of the 69 people who answered this question, 17 (25%) said that they were not, or were only to some extent, given enough privacy when discussing their care or treatment.</p>
<p>Privacy when discussing condition or treatment Q30</p>	
<p>Examinations, diagnosis and treatment</p>	<p>21 people (37% of those who answered this question) said that they did not understand, or only to some extent understood, explanations of the results of tests.</p>
<p>Clear explanation of test results Q33</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 St Columcille's 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.

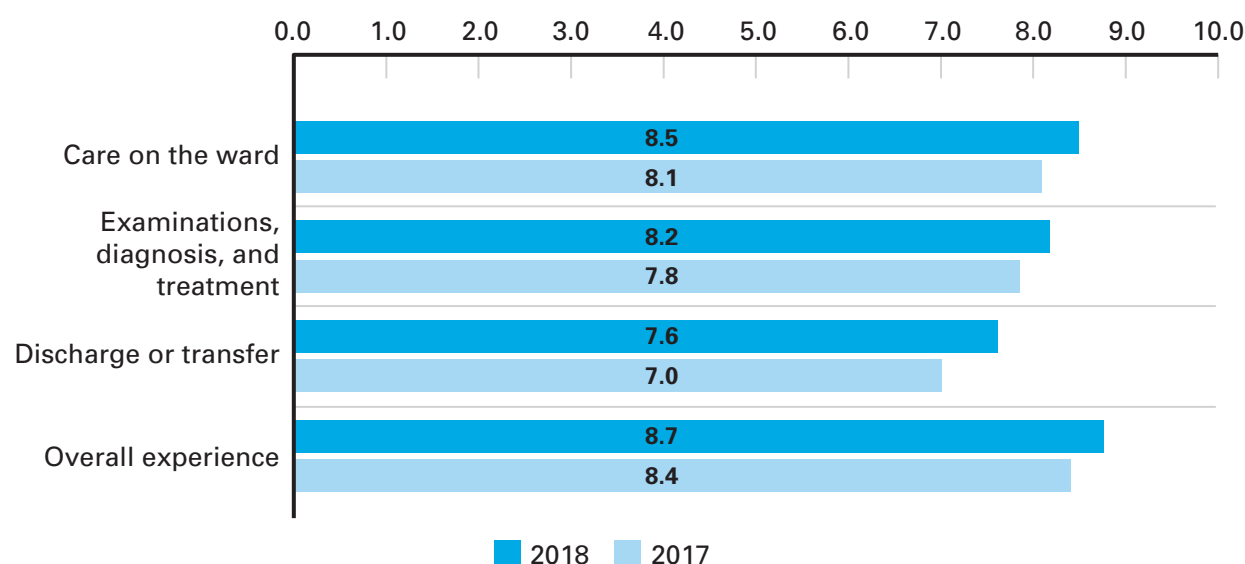
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience were slightly more positive in 2018 than in 2017. However, the differences were not 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 scores³ for St Columcille's Hospital 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 on this stage of care.



Figure 3 Comparison of St Columcille's Hospital with the national average score for care on the ward (out of a maximum of 10)

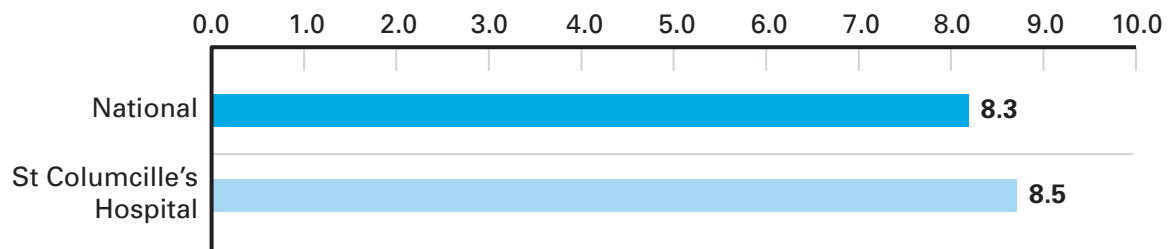
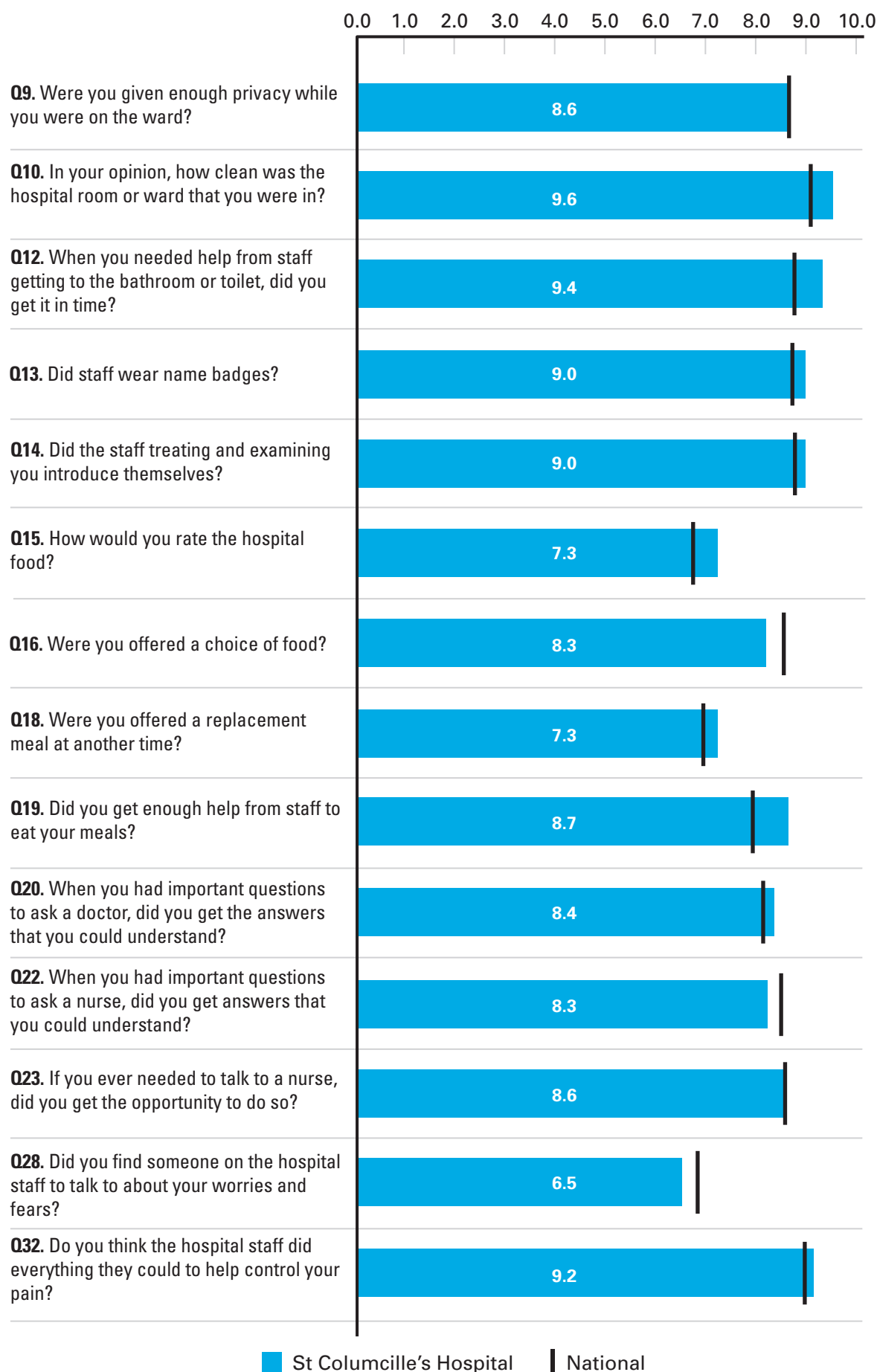


Figure 4 St Columcille's Hospital scores for questions on care on the ward



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

"Hospital very clean and patients well cared for."

"All staff are very busy but very helpful whenever I needed them. Catering staff also very nice. All staff do an excellent job under the circumstances they are faced with."

"The reaction time between calling for assistance and assistance arriving could be improved."

"Some staff did not have name badges on - and it would be nice to be able to address them by their name next time you meet them."

Care on the ward: what do these results mean?

St Columcille's Hospital received similar ratings of care on the ward to the national average. Patient ratings of this stage in 2018 were also similar to the 2017 ratings. Most patients said that the room or ward they were in was clean. Some patients said they were not always able to find someone to talk to about their worries and fears.

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 on this stage of care.

Figure 5 Comparison of St Columcille's Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)

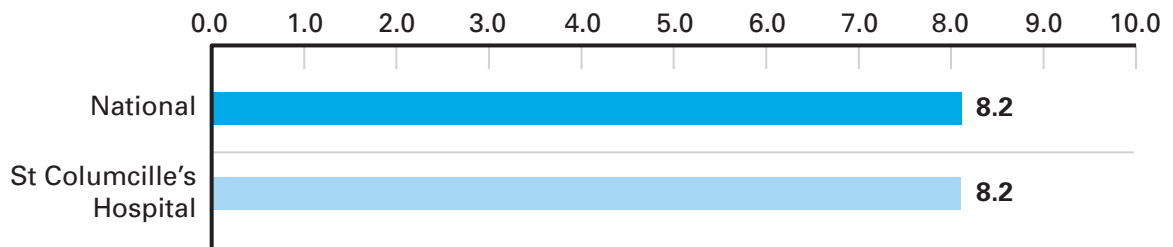
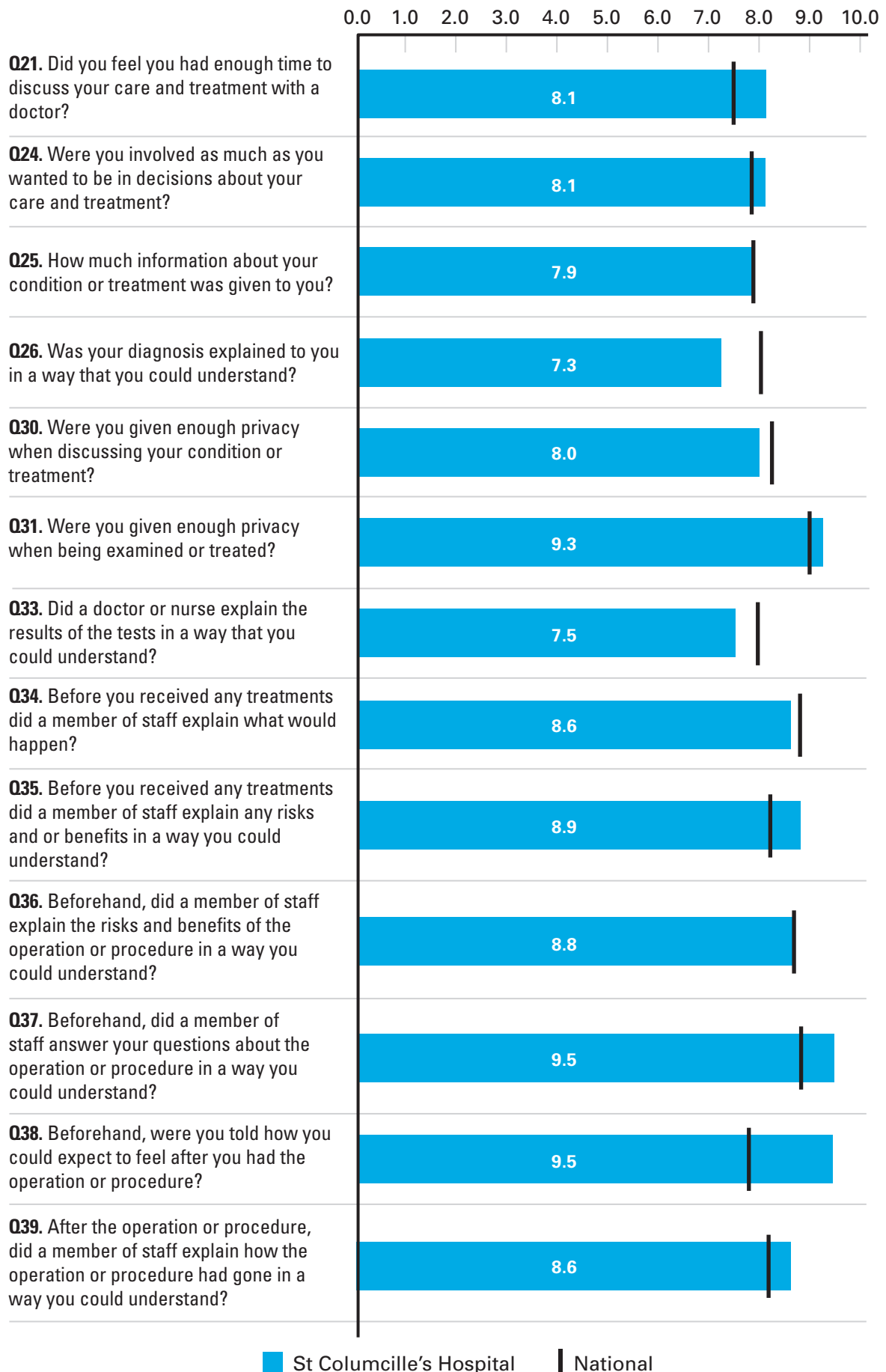


Figure 6 St Columcille's Hospital scores for questions on examinations, diagnosis and treatment



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

"The doctors and staff were excellent and ready to answer all questions - they would go the extra mile for you."

"Data protection. Pulling curtains does not give privacy for myself and other patients when things are being discussed loudly by doctor/nurses/attendants."

"[Doctor's name] and his team gave me care that was excellent second to none."

"There could be better communication between the nursing staff and doctor teams."

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

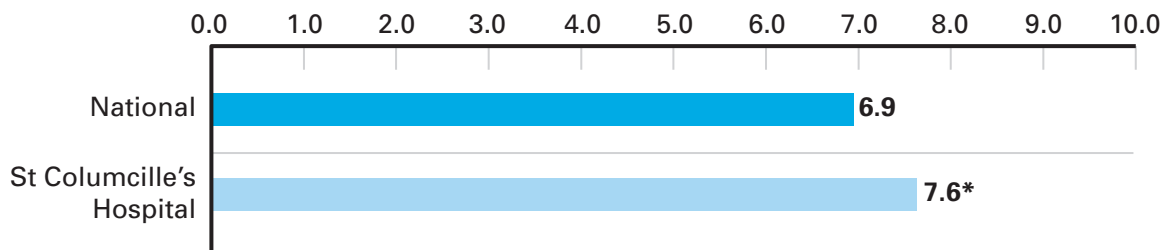
Ratings of examination, diagnosis and treatment were similar to the national average, and to last year's rating for the hospital. Patients were generally happy with the explanations they were given prior to receiving treatment. However, some patients said that their diagnosis was not always explained in a way they could understand.

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 on this stage of care.

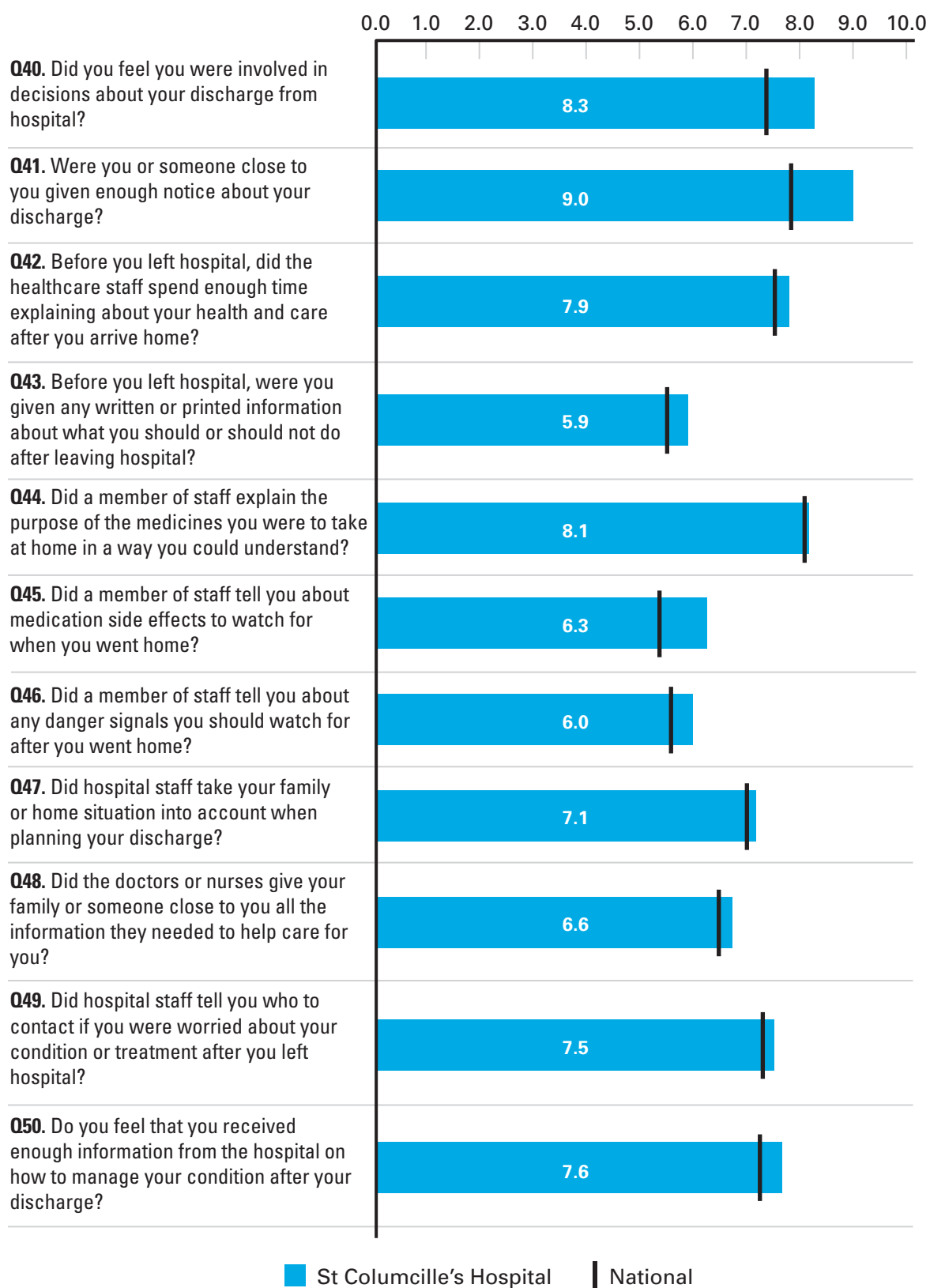


Figure 7 Comparison of St Columcille's Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 8 St Columcille's Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"The length of time it takes to be discharged for to go home"

Discharge or transfer: what do these results mean?

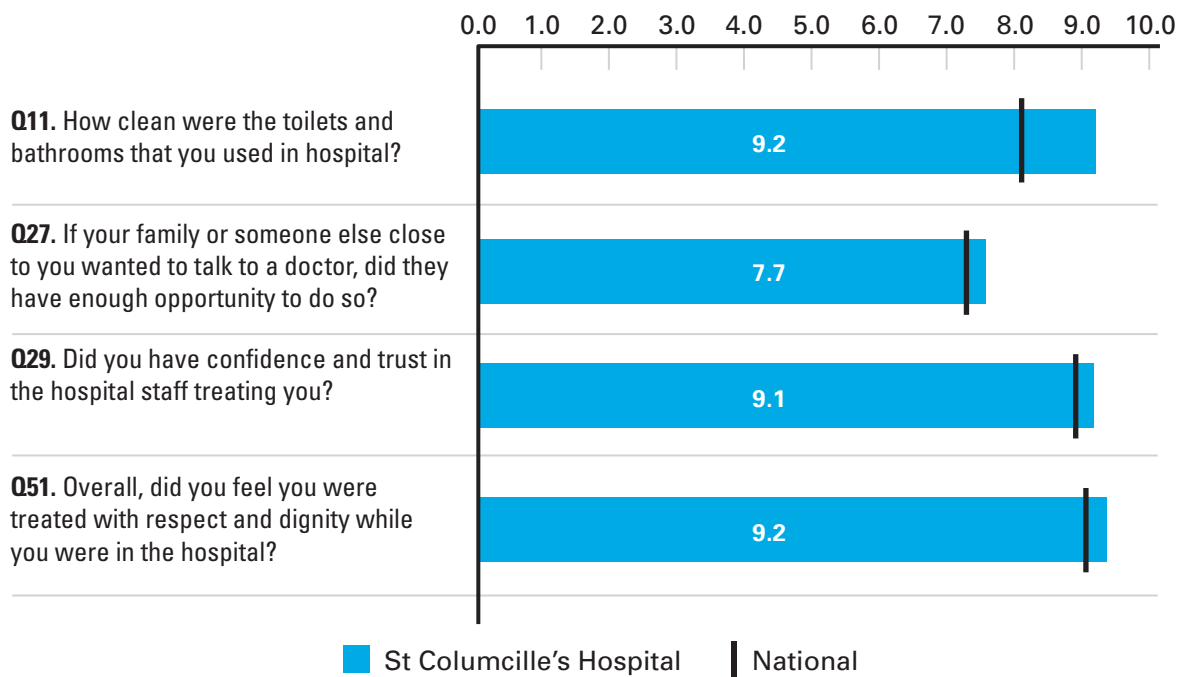
Participant ratings for this stage of care were above the national average, but similar to last year's score for the hospital. St Columcille's Hospital scored above the national average on all questions for this stage. Most patients said that they or their family were given enough notice of their discharge. However, some patients said that they did not receive written or printed information on their care.

Other aspects of care



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

Figure 9 St Columcille's Hospital scores for other aspects of care



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

"All the staff at Loughlinstown Hospital were very professional. I was treated with the utmost respect at all times. I can't thank all the staff enough for the pleasant stay I had while there. Thank you all."

"The staff were very friendly, from doctors to cleaners — all spoke well and were willing to help at any time. Very clean hospital, well looked after, thanks."

"Being moved from ward to ward without reason or notice."

"My father was in a total of 6 different beds during an 8 day stay. While some moves were necessary not all were. Despite requesting to be contacted for any moves we his family were not notified, resulting in my dad becoming extremely distressed and disorientated in new surroundings. We as a family felt that his [condition name] was not considered at any stage. He was treated as a number not an individual."

Other aspects of care: what do these results mean?

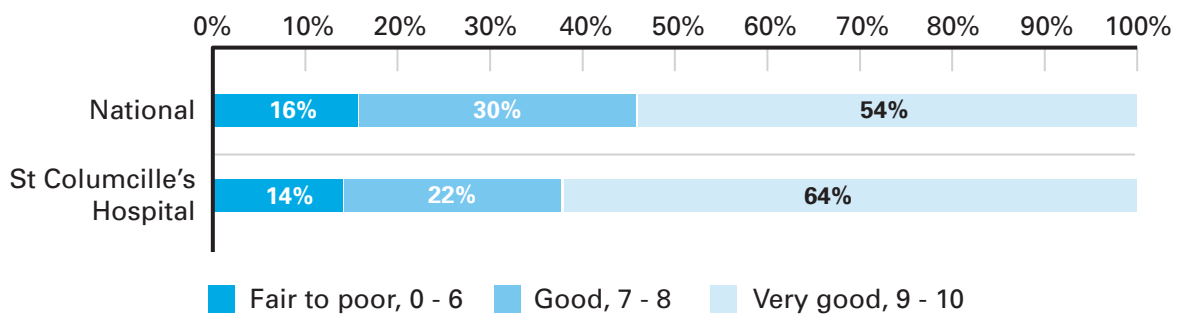
The ratings for the questions on other aspects of care were above the national average. Most participants said they were treated with respect and dignity and had confidence and trust in hospital staff. Some patients said that their families were not always able to speak to a doctor when necessary.

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. 64% of participants from St Columcille's Hospital rated their care as very good, slightly above the national figure of 54%.

Figure 10 compares the average overall rating of hospital experience for St Columcille's Hospital with the national average.

Figure 10 Overall rating of hospital experience for St Columcille's Hospital and nationally



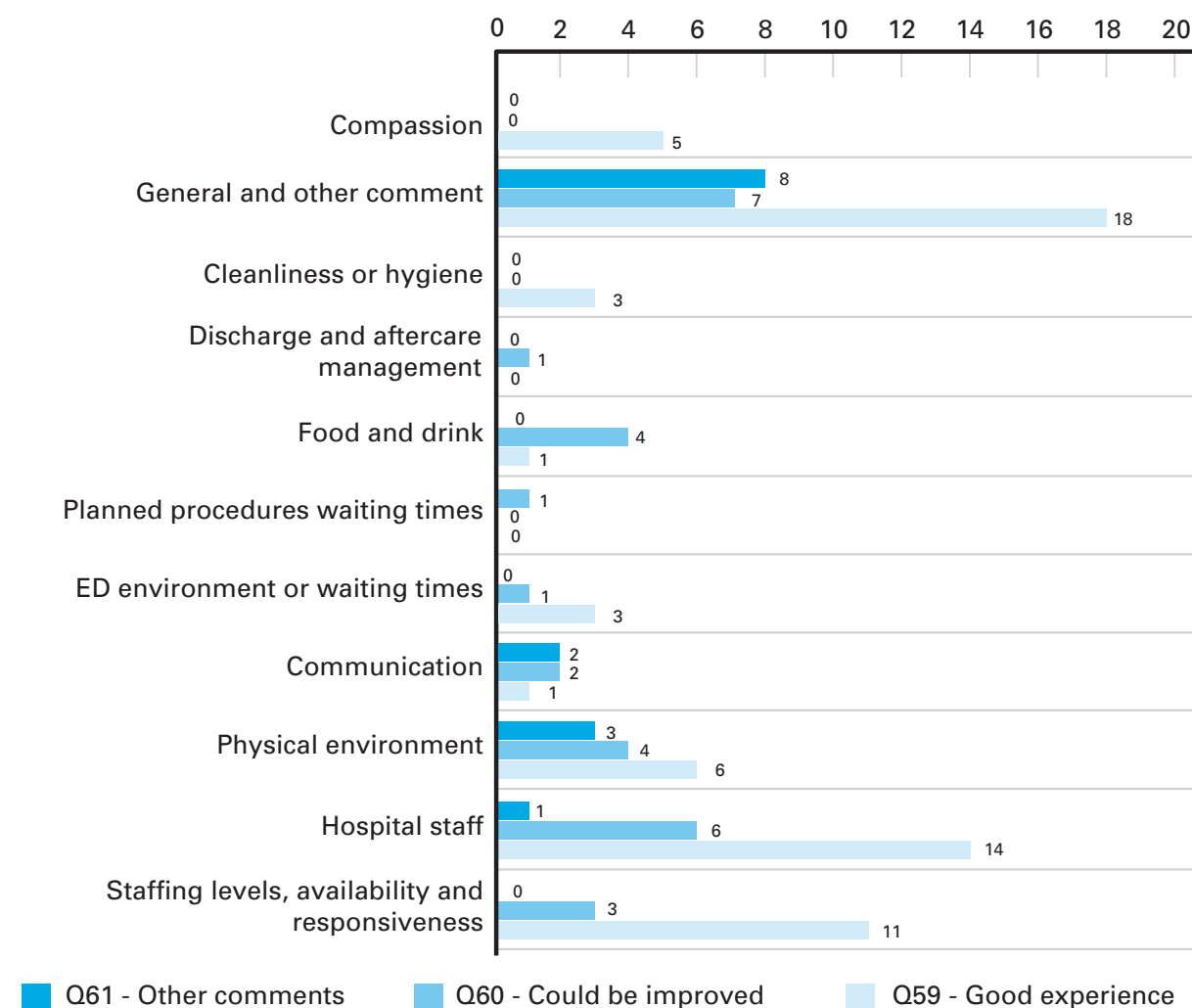
In their own words: analysis of patients' comments

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, 105 comments were received from patients of St Columcille's Hospital in response to the free-text questions in the 2018 survey.

Figure 11 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 of the comment also related to the 'general and other comment' and 'hospital staff' themes.

Figure 11 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in St Columcille's Hospital in May 2018?

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

St Columcille's Hospital received above-average ratings of discharge or transfer and similar scores to the national average across the other stages of care. Participant ratings of care were slightly more positive than those received in 2017, though the differences were not statistically significant.

The hospital performed particularly well in several areas. For example, patients generally got a replacement meal when they had missed one. In addition, most patients said they were treated with respect and dignity, and had confidence and trust in hospital staff.

Several areas needing improvement were also identified. Some patients did not understand the answers they got from nurses, or explanations of test results. In addition, a number of patients said that they did not get enough privacy when discussing their care and treatment.

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 receive enough privacy when discussing their care and treatment were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help St Columcille's Hospital improve the experiences of patients in the hospital, continuing the good work done in response to the 2017 survey.

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in St Columcille's 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.

