



National Patient Experience Survey 2018

St John's Hospital

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Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service



An Roinn Sláinte
Department of Health



St John's Hospital

2018 survey results

Overall experience



52%
response rate

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

Areas of good experience



Respect and dignity



Information on how to manage a condition

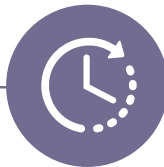


Clear answers to questions about an operation or procedure

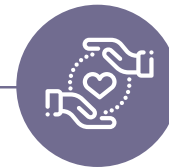
Areas needing improvement



Help from staff to eat meals



Time to discuss care and treatment with a doctor



Involvement in decisions about care and treatment

The patient voice

“The nurses and staff at St John’s Hospital were fantastic and so kind and helpful. The hospital is kept very clean.”



“Information received from doctor was very sparse, and more time was needed for a full explanation of the reason why I was hospitalised.”

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%. 131 patients from St John'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 John's Hospital?

The majority of participants from St John's 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 similar scores to the national average across every stage of care.

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 given clear answers to their questions about operations or procedures. In addition, most patients said they were given enough information on how to manage their condition after discharge. Furthermore, the majority of patients said they were treated with respect and dignity.

There were also several areas needing improvement. A number of patients said that they did not always get enough help from staff to eat their meals. In addition, some patients said they didn't have enough time to discuss their care with a doctor, and were not as involved as they wanted to be in decisions about their care.

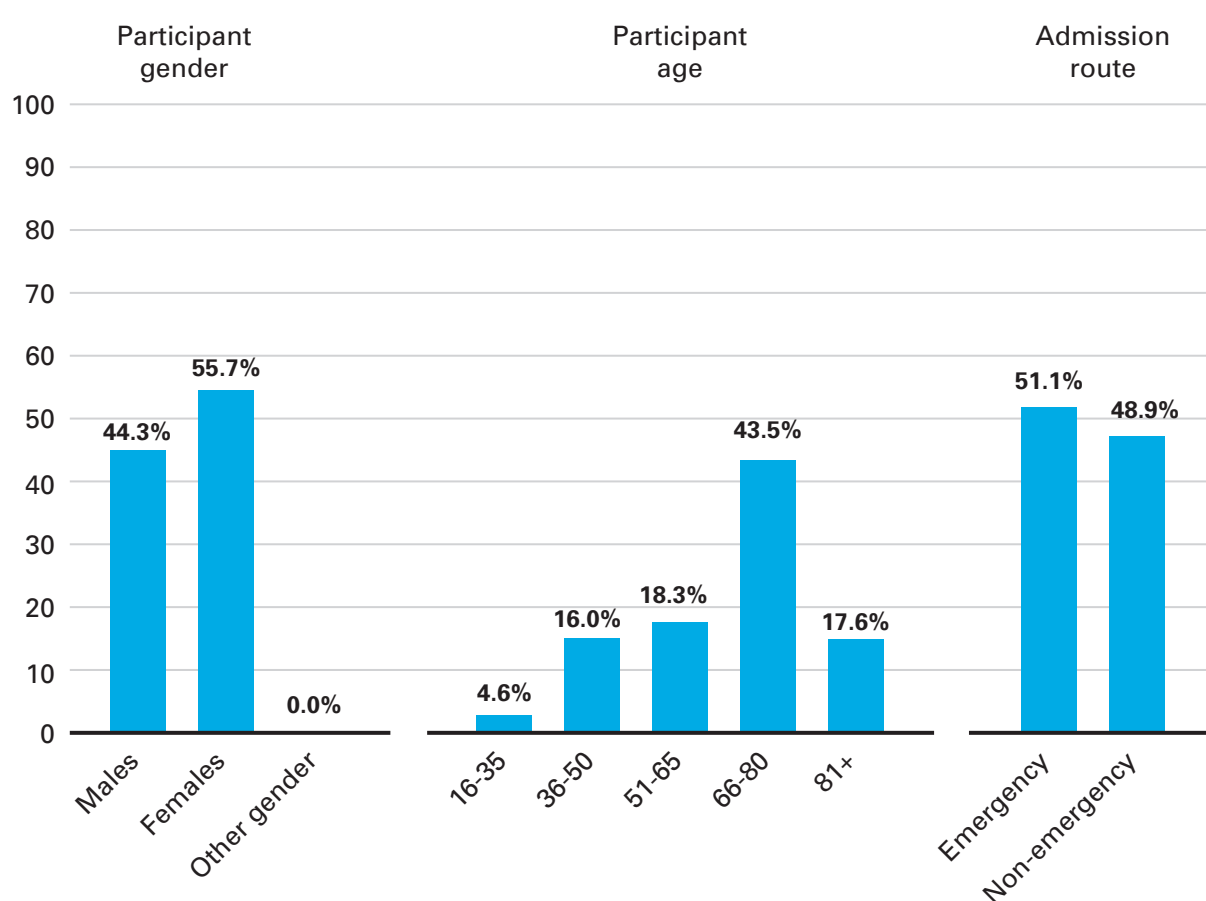
Patient experience ratings were generally similar to those in the 2017 survey. The findings of the 2018 survey will help St John's Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

St John's Hospital is a public acute hospital located in Limerick city. There were 88 inpatient beds available in the hospital during the survey period of May 2018.

254 people discharged from St John's Hospital during the month of May 2018 were invited to participate in the survey. 131 people completed the survey, achieving a response rate of 52%. 44.3% of participants were male and 55.7% were female. 67 respondents (51.1%) 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 John's Hospital.

Figure 1 Participants from St John'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 John'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 John'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 John's Hospital are:

<p>Examinations, diagnosis and treatment</p>	<p>66 (90%) of the 73 people who answered this question said that they completely understood answers from staff to their questions about an operation or procedure.</p>
<p>Clear answers to questions about an operation or procedure Q37</p>	
<p>Discharge or transfer</p>	<p>100 people (87% of those who answered Q50) said that they definitely or to some extent received enough information on how to manage their condition after discharge.</p>
<p>Information on how to manage a condition Q50</p>	
<p>Other aspects of care</p>	<p>115 people (90% of those who answered Q51) said that they were always treated with respect and dignity while in the hospital.</p>
<p>Respect and dignity Q51</p>	

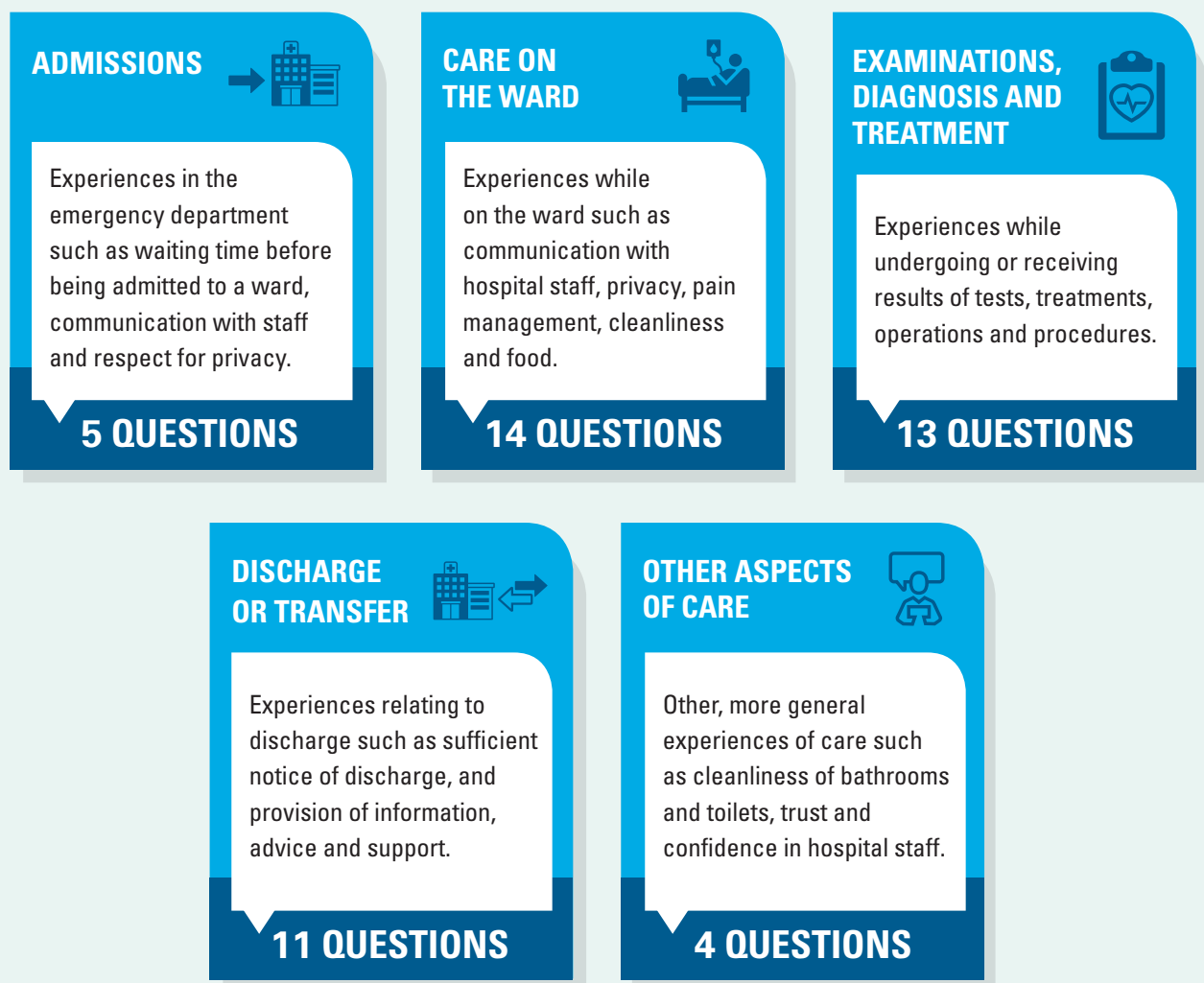
The areas needing improvement in St John's Hospital are:

<p>Care on the ward</p>	<p>Of the 43 people who answered this question, 13 (30%) said that they did not get, or only sometimes got, help from staff to eat meals when they needed it.</p>
<p>Help from staff to eat meals Q19</p>	
<p>Examinations, diagnosis and treatment</p>	<p>50 people (38% of those who answered Q21) said that they did not have, or only to some extent had, sufficient time to discuss their care and treatment with a doctor.</p>
<p>Time to discuss care and treatment with a doctor Q21</p>	
<p>Examinations, diagnosis and treatment</p>	<p>40 people (32% of those who answered this question) said that they were not, or were only to some extent, involved as much as they wanted to be in decisions about their care and treatment.</p>
<p>Involvement in decisions about care and treatment Q24</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 John'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.

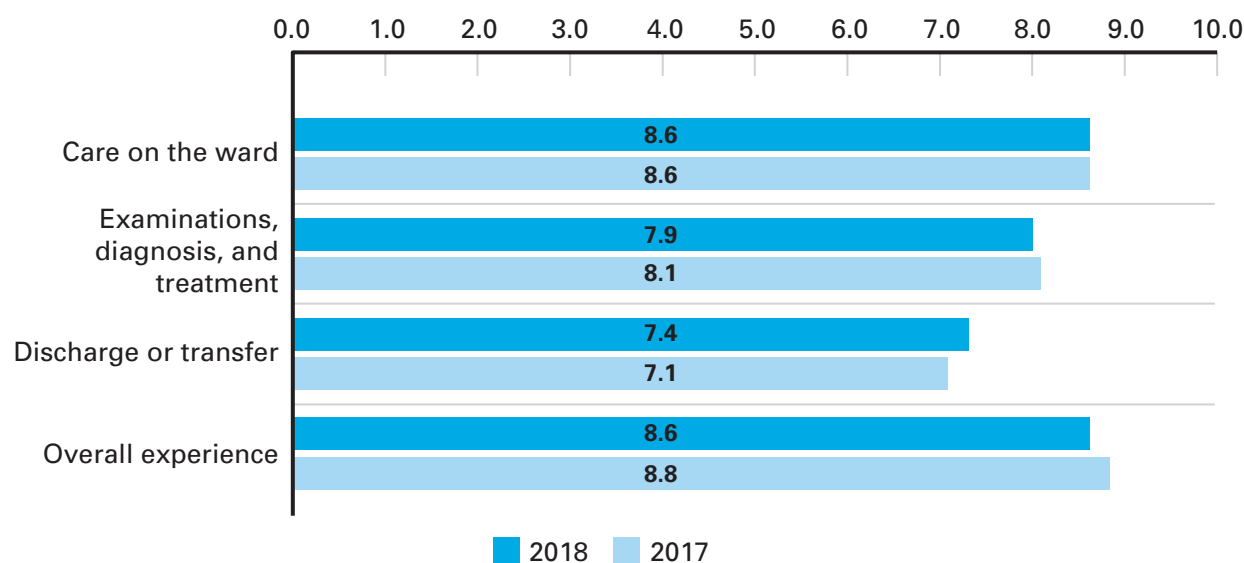
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was similar in 2018 to last year. While there were some small changes in patient experience ratings, these 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 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 John's Hospital with the national average score for admissions (out of a maximum of 10)

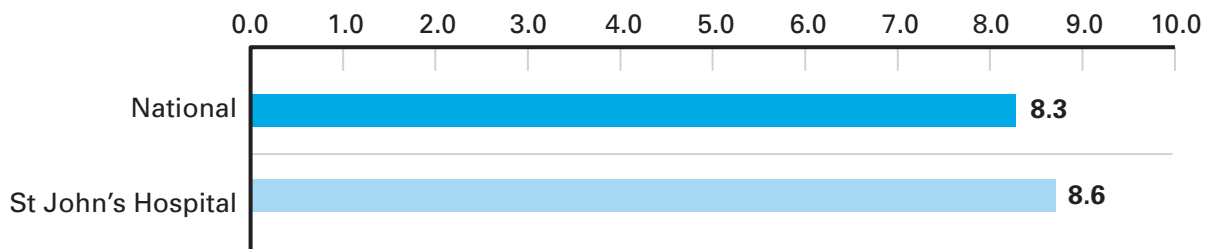
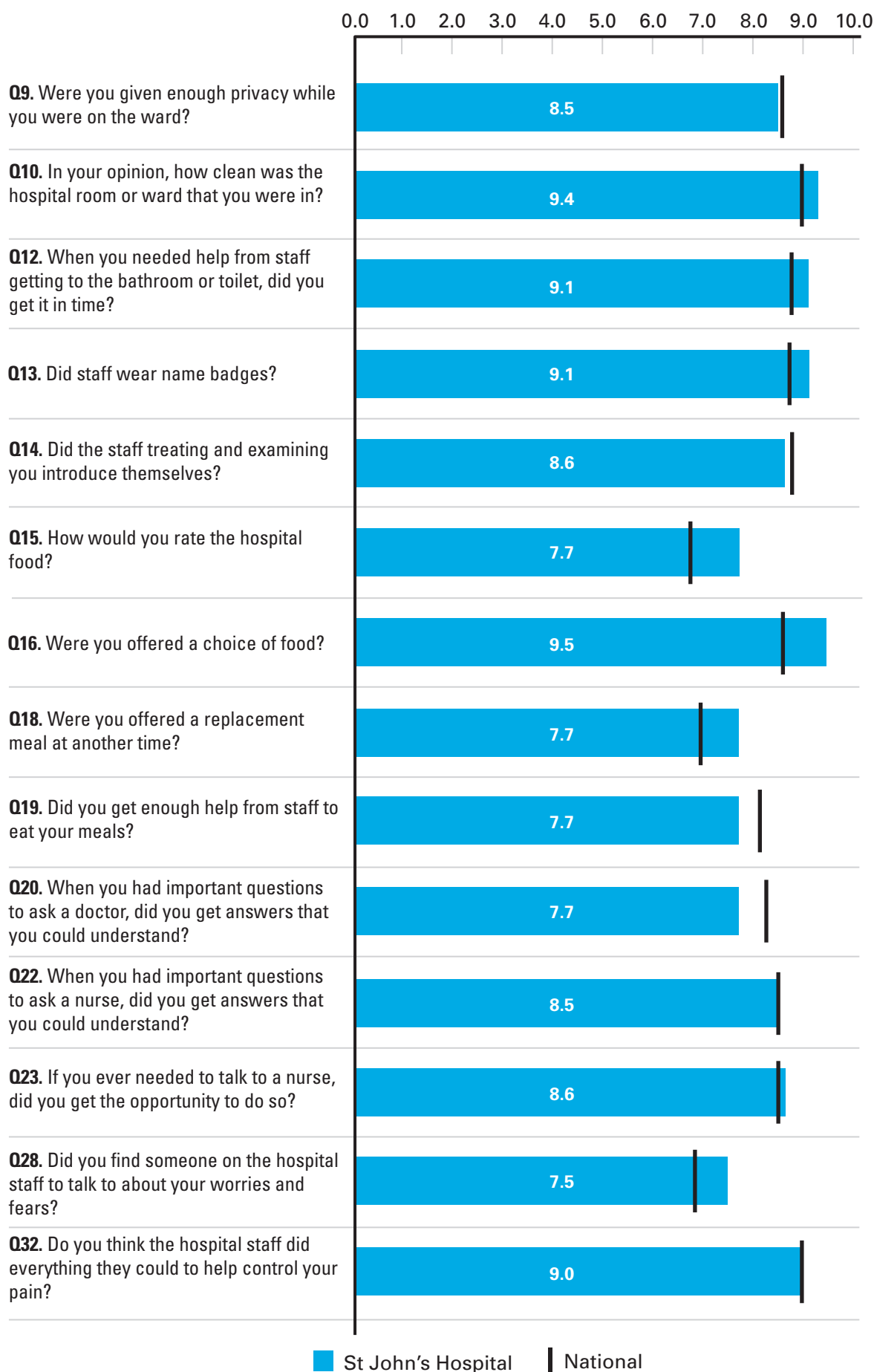


Figure 4 St John's Hospital scores for questions on care on the ward



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

"The attention from all staff, from the tea ladies right up to the consultant was 5* treatment. If (I hope not) had to go to hospital again, I would hope it would be St. John's. The treatment and the food and cleanliness were top class."

"The care I got in St. Johns was very good. Food excellent. Wards and bathrooms very clean. Staff very helpful and nice."

"Timing of late night tablets - sometimes arrived at 12.30am."

"Staff were changing/dressing the bed at mealtimes - which I think is inappropriate."

Care on the ward: what do these results mean?

St John's Hospital received slightly higher ratings of care on the ward than the national average, and similar ratings to last year's survey. Most patients had positive experiences in relation to the choice of food and cleanliness of the hospital. Some patients said they didn't receive help eating their meals when they needed it.

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 John's Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)

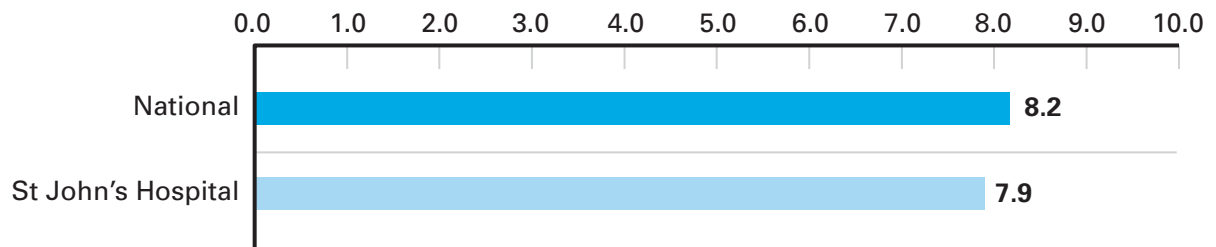
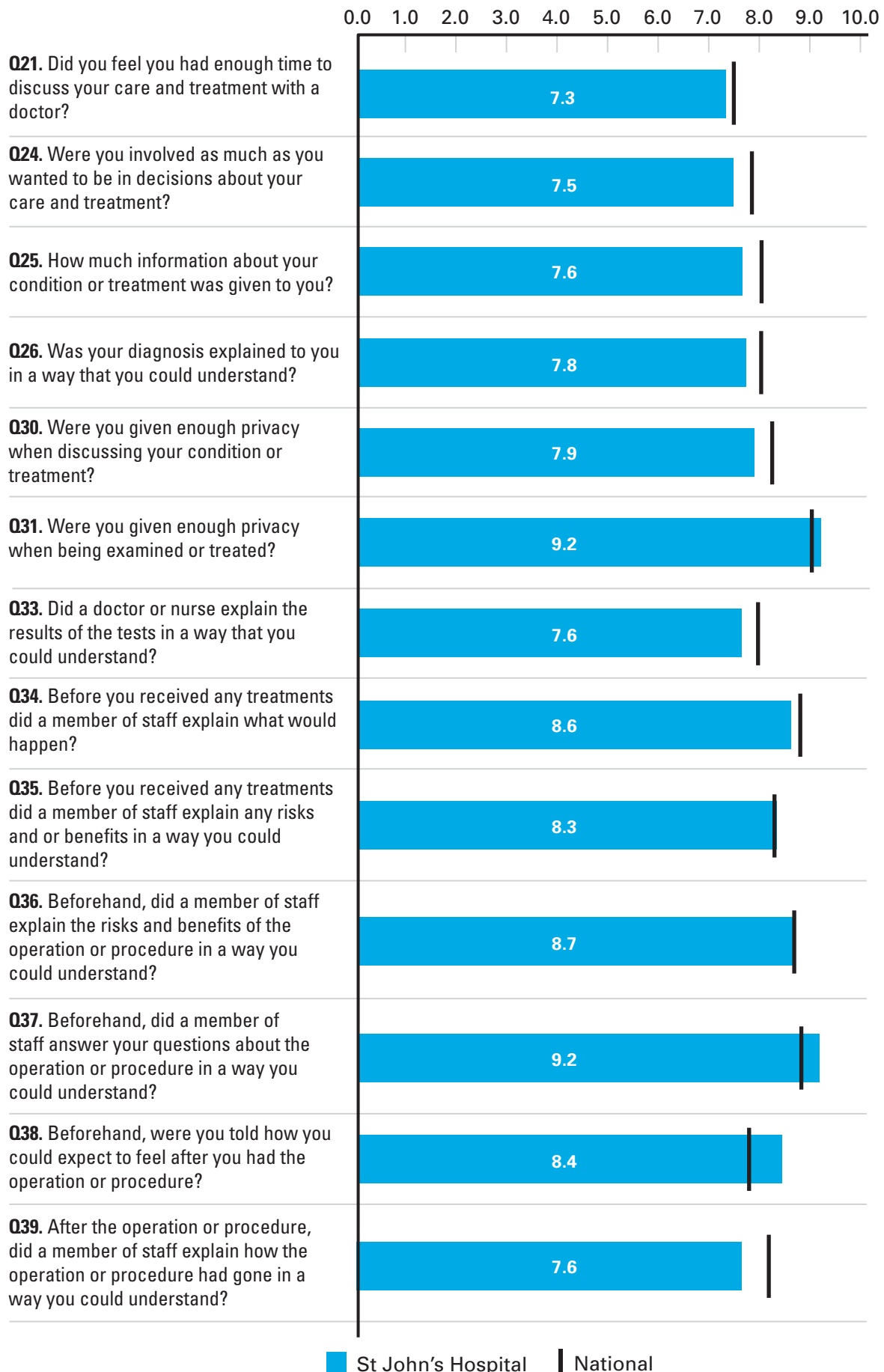


Figure 6 St John's Hospital scores for questions on examinations, diagnosis and treatment



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

"My consultant was excellent, all staff in operating theatre were very kind and explained all the procedures in great detail which was great as I was a very nervous patient."

"Information received from doctor was very sparse, and more time was needed for a full explanation of the reason why I was hospitalised should have been given."

"Staff were very informative re: all procedures/diet."

"Communication. Nurses were not able to answer my medical questions in relation to my condition and I didn't meet any of the medical team and after the nurse told me that I could go home that Friday evening."

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

Ratings of examination, diagnosis and treatment were slightly lower than the national average and similar to ratings in last year's survey. Most patients said they were given sufficient privacy while being examined. However, communication was an issue, with a number of patients saying they were not given enough time for discussion and involvement in their care. Some patients could not understand the explanations and answers they were given.

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.

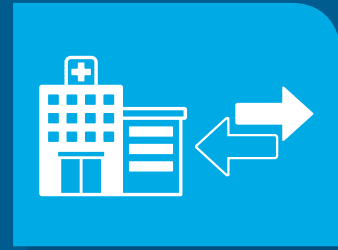


Figure 7 Comparison of St John's Hospital with the national average score for discharge or transfer (out of a maximum of 10)

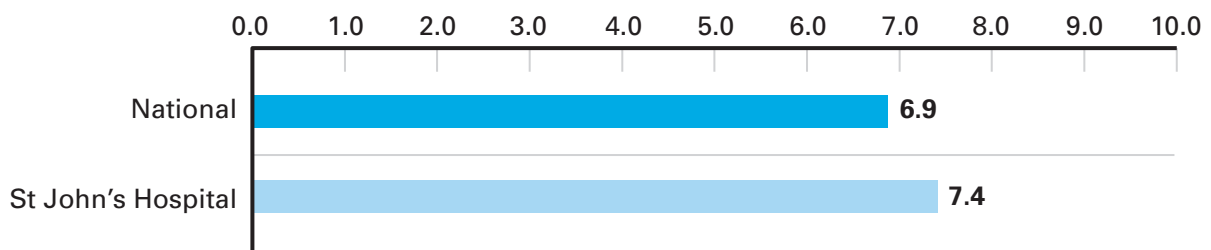
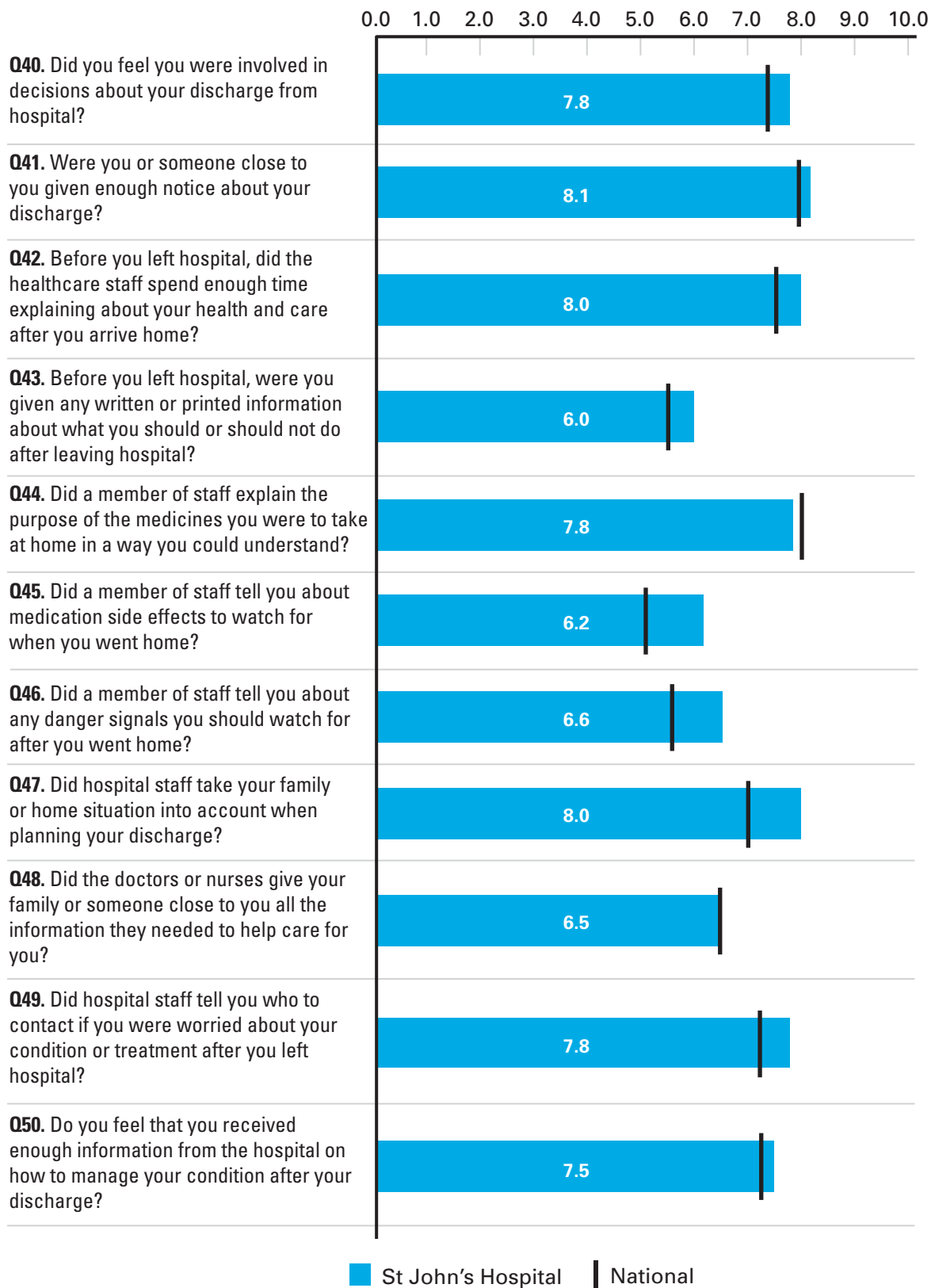


Figure 8 St John's Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"I felt I could have done with an extra night in hospital. I should have been asked."

"My discharge, although very welcome, came abruptly - in a busy environment. Communication among doctors, I believe, was compromised. I was given no information on after care - medication, rest, return to work etc. I remember telling Nurse I was angry & frustrated which was dismissed."

Discharge or transfer: what do these results mean?

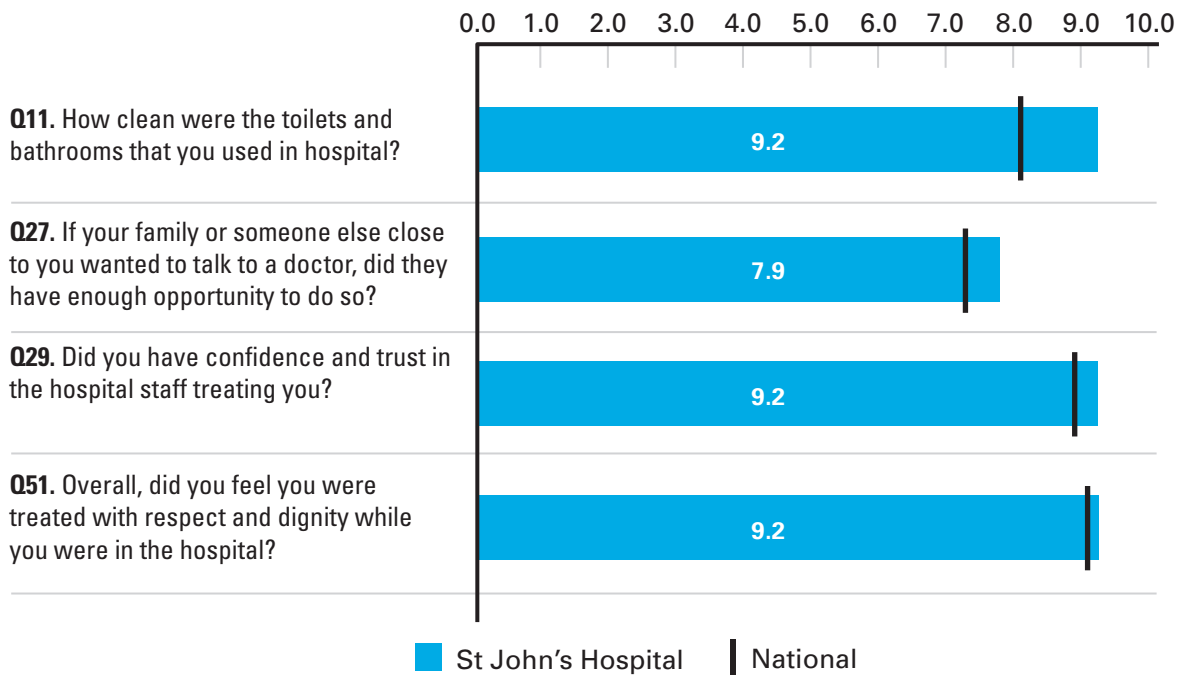
Participant ratings for this stage of care were slightly above the national average. St John's Hospital received slightly higher ratings of discharge or transfer in 2018 compared to its score in the 2017 survey. Most patients said they or someone close to them was given enough notice about their discharge. However, some patients said they were not given enough information on caring for themselves at home.

Other aspects of care



Figure 9 shows the hospital's scores for questions on this stage of care.

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



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

"I cannot praise the staff of St. John's Hospital highly enough. Despite being exceptionally busy, care was taken and given to every patient and each patient was treated with the utmost respect and not just a number. One member of staff even remembered me from a previous admission."

"The nurses and staff at St John's Hospital were fantastic and so kind and helpful. The hospital is kept v clean."

"Would prefer separate male/female bathrooms."

"I am not sure there was sufficient space to treat people safely if there was a crisis/medical emergency. Beds were very close together and very little privacy and space. Overall my experience was positive but I feel confidentiality and privacy was an issue."

Other aspects of care: what do these results mean?

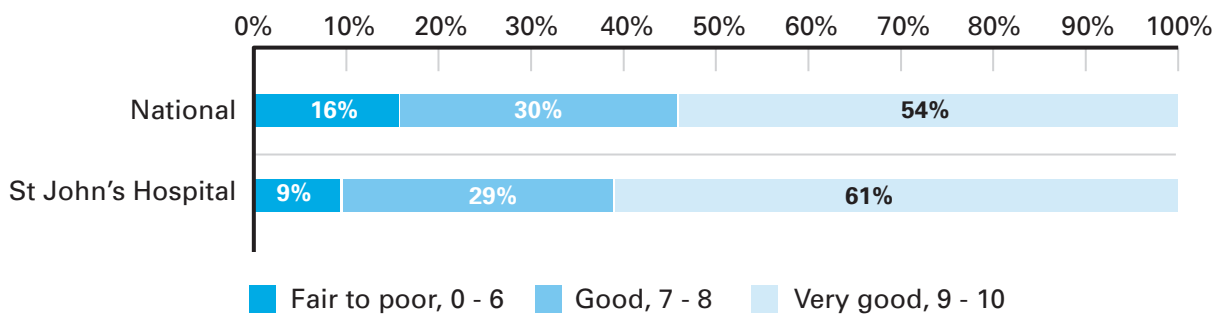
The ratings for the questions on other aspects of care were slightly above the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. Some patients said that their family did not always have an opportunity to talk to a doctor when required.

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. 61% of participants from St John's Hospital rated their care as very good, above the national figure of 54%.

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

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



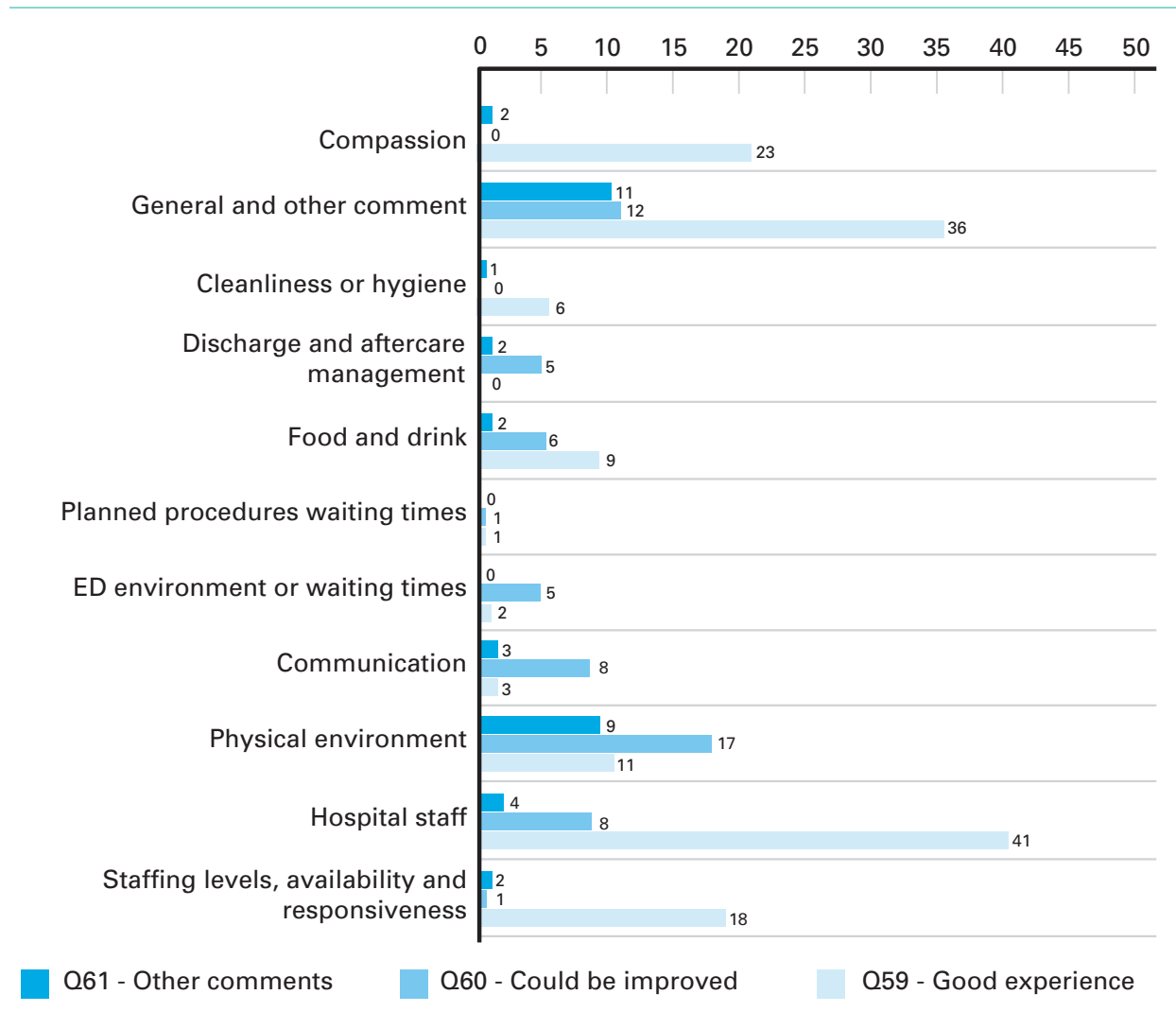
In their own words: analysis of patients' comments

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, 249 comments were received from patients of St John'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 comments related to the 'physical environment' and 'general and other comment' themes.

Figure 11 Participant comments by theme



Conclusion

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

Most participants had a positive overall experience in St John's Hospital. 91% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

St John's Hospital received similar scores to the national average across every stage of care. Participant ratings of care were also generally similar to those received in 2017.

Patient feedback was used to identify several areas of good experience. For example, most patients said they received clear answers to their questions about operations or procedures. In addition, the majority of patients said they received enough information to manage their condition at home. Most patients also said that they were treated with respect and dignity while in the hospital.

Several areas needing improvement were also identified. Some patients said that they did not receive enough help to eat their meals. A number of patients also said that they were not as involved as they wanted to be in decisions about their care, and did not have enough time to discuss their care with a doctor.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they were not as involved in decision-making as they wanted to be were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help St John's 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 St John'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.

