



# National Patient Experience Survey 2018

## St Michael's Hospital

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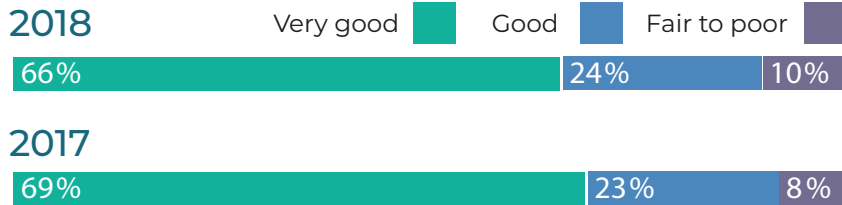
An Roinn Sláinte  
Department of Health



# St Michael's Hospital

## 2018 survey results

### Overall experience



64% response rate

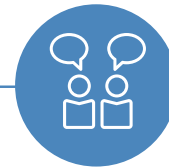
### Areas of good experience



Respect and dignity



Privacy when being examined or treated



Someone to talk to about worries and fears

### Areas needing improvement



Pain management



Clear answers to questions about an operation or procedure



Clear explanation of the outcome of an operation or procedure

## The patient voice

"Overall I had no complaints about the treatment I received in St. Michael's hospital. I understand the pressure all the staff are under but I feel I received excellent care."



"A&E waiting time was really bad. We arrived at 12 noon and were not moved to a room till 12.30am. Doctor only seen once and obs. were only taken once."

[www.patientexperience.ie](http://www.patientexperience.ie)

# Structure and content of this report

<b>About the National Patient Experience Survey 2018</b>	<b>4</b>
<b>What were the main findings for St Michael's Hospital?</b>	<b>4</b>
<b>Hospital and participant profile</b>	<b>5</b>
<b>Areas of good experience and areas needing improvement</b>	<b>6</b>
<b>Survey results for the stages of care along the patient journey</b>	<b>8</b>
Interpreting the results for the stages of care	9
Changes in patient experience over time	9
Admissions	10
Care on the ward	13
Examinations, diagnosis and treatment	16
Discharge or transfer	19
Other aspects of care	22
Overall experience	24
In their own words: analysis of patients' comments	25
<b>Conclusion</b>	<b>26</b>
<b>What were patients' experiences of hospital care in St Michael's Hospital in May 2018?</b>	<b>26</b>
<b>Appendix 1: Areas of good experience and areas needing improvement</b>	<b>27</b>
Improvement map	27
<b>References</b>	<b>28</b>

# 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%. 177 patients from St Michael'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](http://www.patientexperience.ie/improvements-in-care).

## What were the main findings for St Michael's Hospital?

The majority of participants from St Michael's Hospital reported positive experiences in hospital. 90% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved above-average scores on admissions and care on the ward, and achieved similar scores to the national average across examinations, diagnosis and treatment, as well as 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 were particularly satisfied with the privacy, dignity and respect they received in St Michael's Hospital. Patients were also generally able to access emotional support when they needed it.

However, there were also several areas needing improvement. Many people highlighted issues of poor communication pertaining to operations and procedures. In addition, an important number of people said that staff did not always do everything to help control their pain.

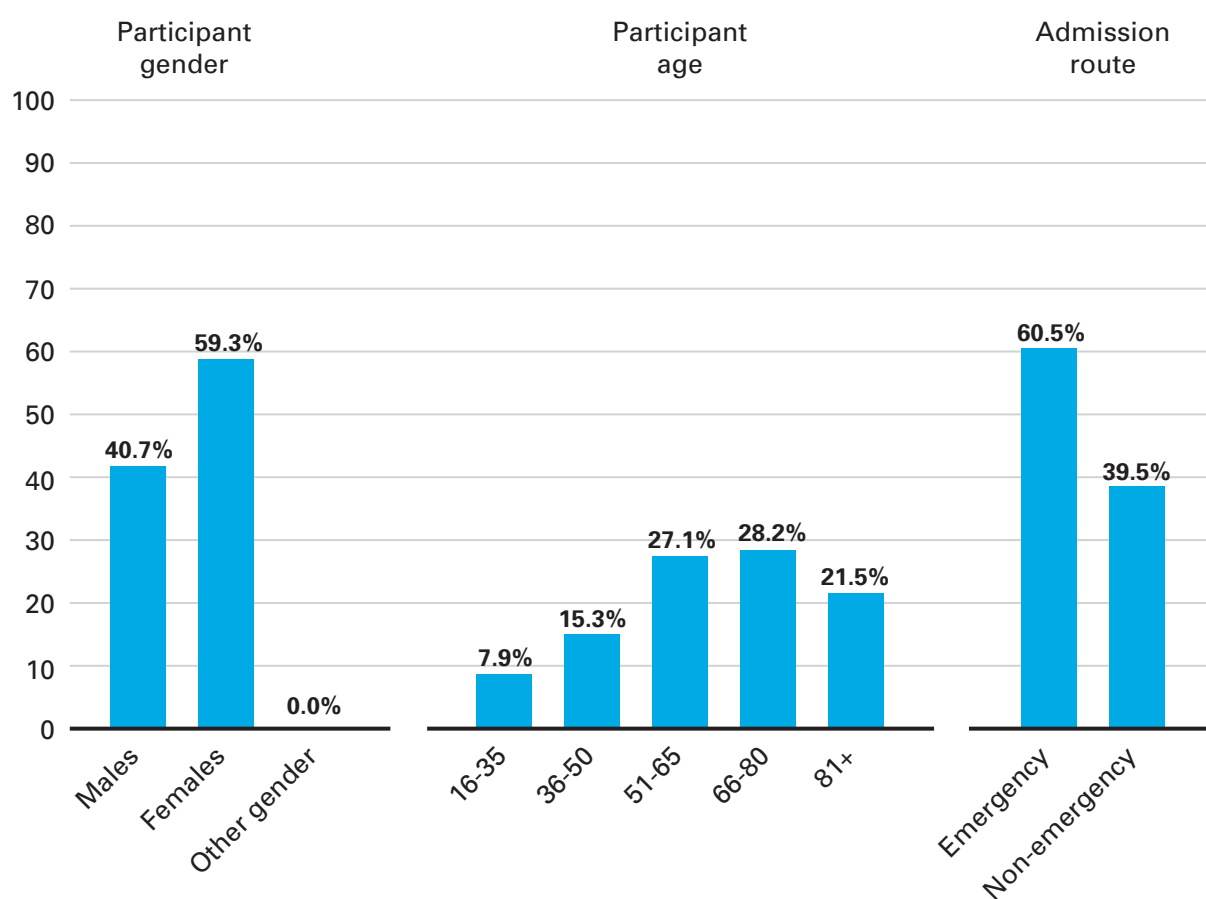
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of this year's survey will help St Michael's Hospital to improve patients' experiences of care in the hospital.

# Hospital and participant profile

St Michael's Hospital is a public acute hospital located in Co. Dublin. There were 78 inpatient beds available in the hospital during the survey period of May 2018.

278 people discharged from St Michael's Hospital during the month of May 2018 were invited to participate in the survey. 177 people completed the survey, achieving a response rate of 64%. 40.7% of participants were male and 59.3% were female. 107 respondents (60.5%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from St Michael's Hospital.

**Figure 1 Participants from St Michael's Hospital 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 St Michael's Hospital are:

<p><b>Care on the ward</b></p> <p><b>Someone to talk to about worries and fears   Q28</b></p>	<p>Of the 89 people who experienced worries or fears in the hospital, 50 (56%) said that they could definitely talk to a member of hospital staff for emotional support.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Privacy when being examined or treated   Q31</b></p>	<p>155 people (90% of those who answered this question) said that they were always given enough privacy when being examined or treated.</p>
<p><b>Other stages of care</b></p> <p><b>Dignity and respect   Q51</b></p>	<p>159 (92%) of the 173 people who answered this question said that they were always shown respect and dignity in the hospital.</p>

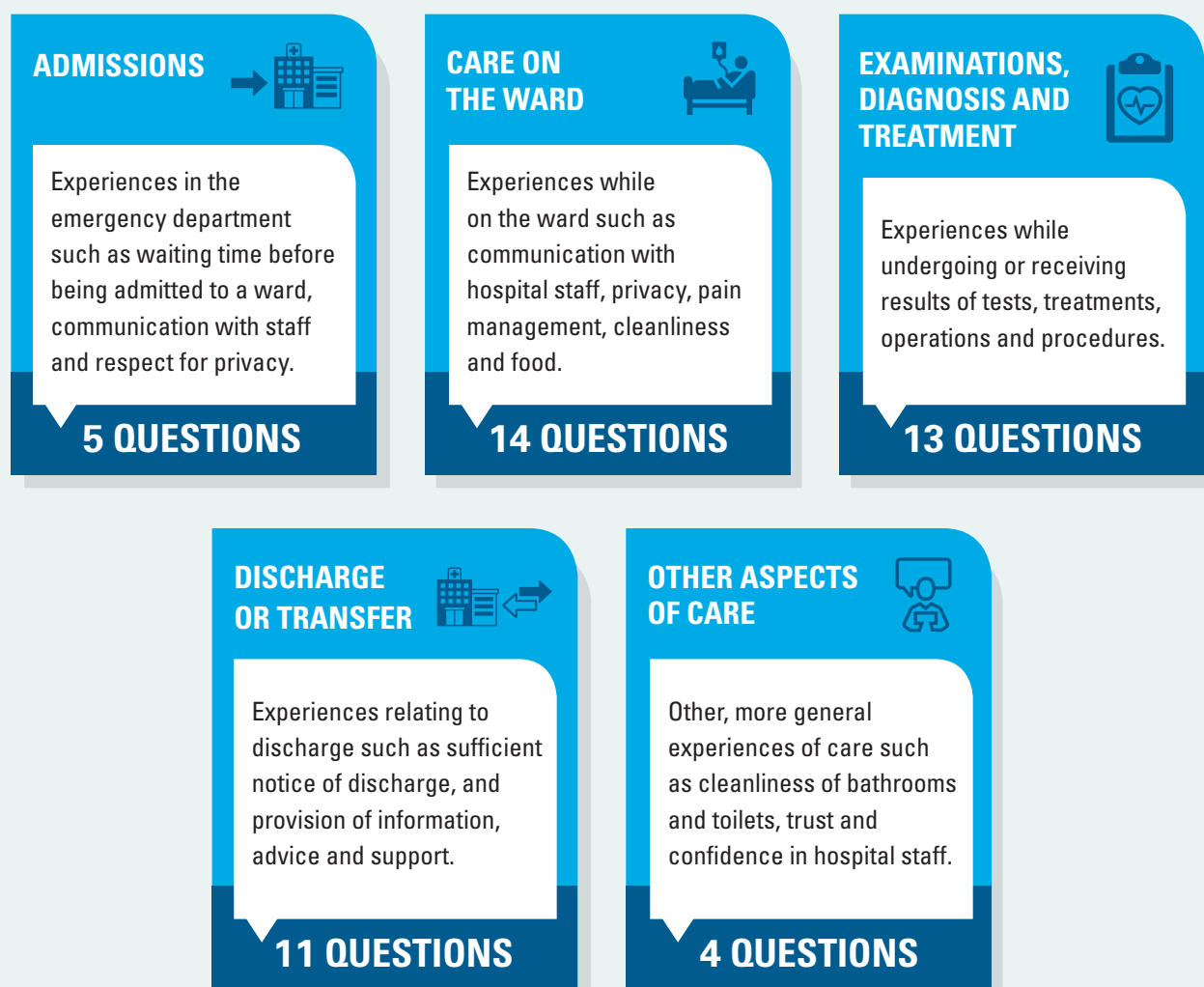
## The areas needing improvement in St Michael's Hospital are:

<p><b>Care on the ward</b></p> <p><b>Pain management   Q32</b></p>	<p>Of the 132 people who answered this question, 26 (19%) said that staff did not do everything to help control their pain, or did so only to a certain extent.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Clear answers to questions about an operation or procedure   Q37</b></p>	<p>Of the 89 people who had questions about their upcoming operations, 18 (20%) said that they did not receive, or only to some extent received, answers that they could understand.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Clear explanation of the outcome of an operation or procedure   Q39</b></p>	<p>Of the 99 people who answered this question, 30 (30%) said that they did not receive, or only to some extent received a clear explanation of how their operation or procedure had gone.</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](http://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.

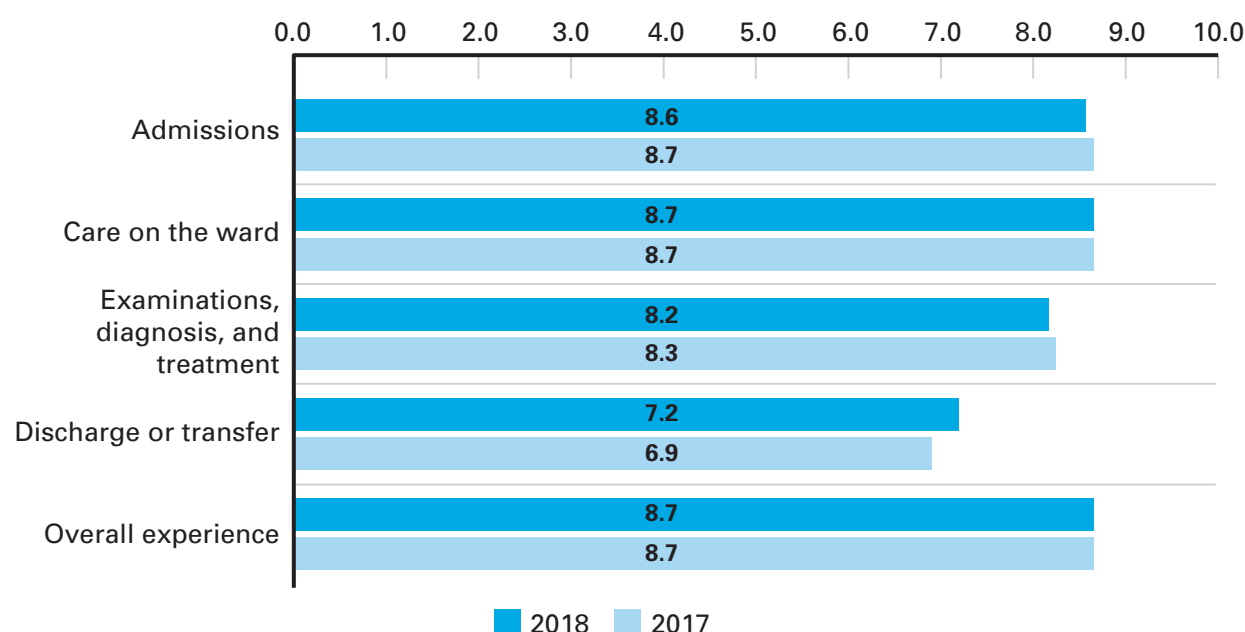
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

There was no change in participants' average rating of their overall experience in 2018. The greatest improvement for St Michael's Hospital was achieved in the area of discharge or transfer, though the difference in scores was 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 scores<sup>1</sup> for St Michael's Hospital for 2017 and 2018**



<sup>1</sup> Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

# Admissions

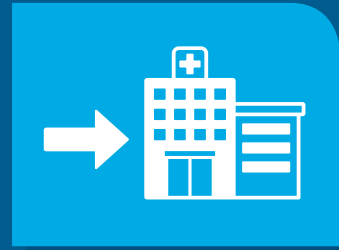
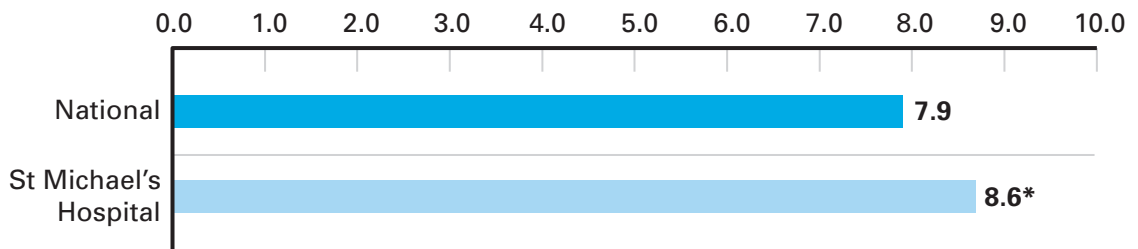


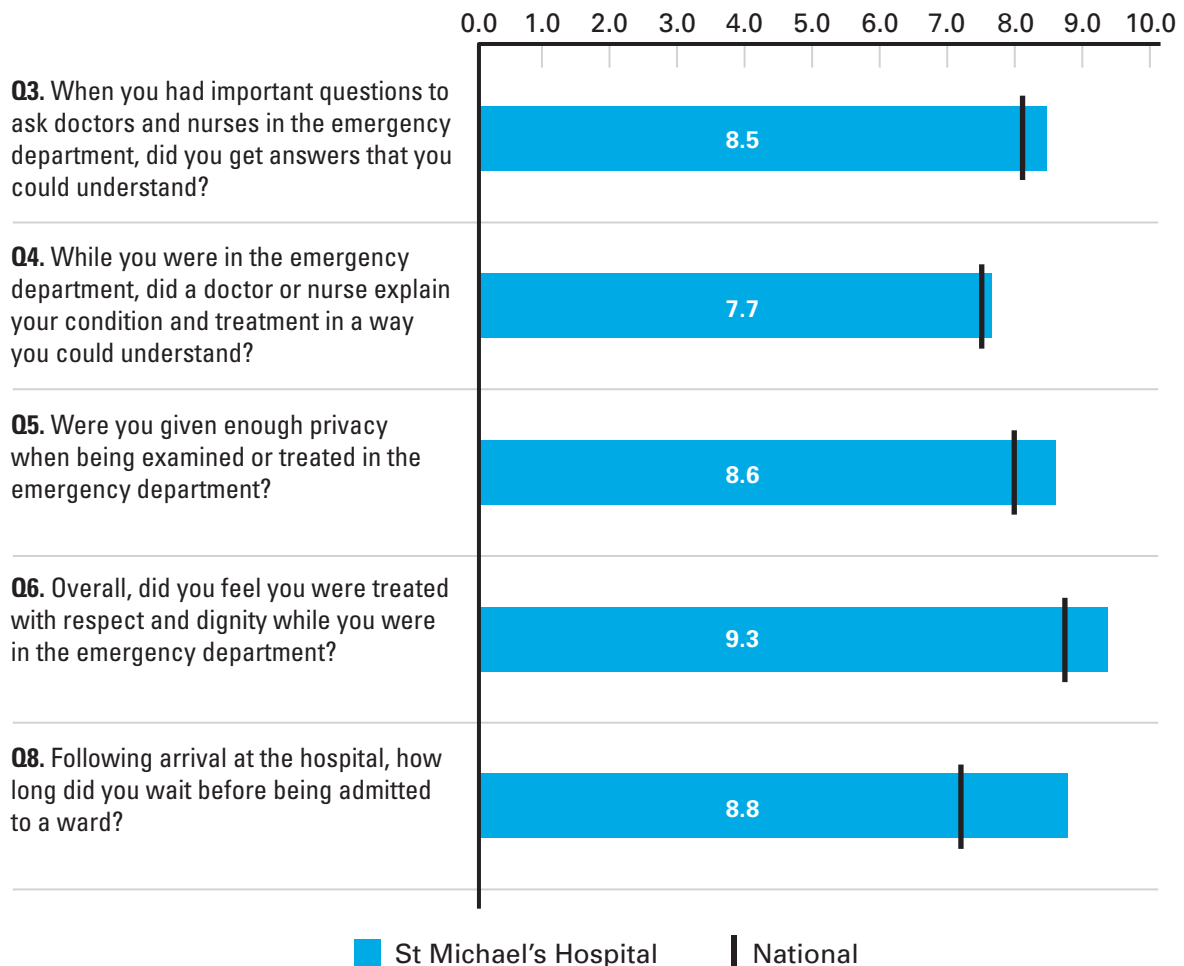
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

**Figure 3 Comparison of St Michael's Hospital with the national average score for admissions (out of a maximum of 10)**



\* Denotes a statistically significant difference from the national average.

**Figure 4 St Michael's Hospital scores for questions on admissions**



## Emergency department waiting times<sup>2</sup>

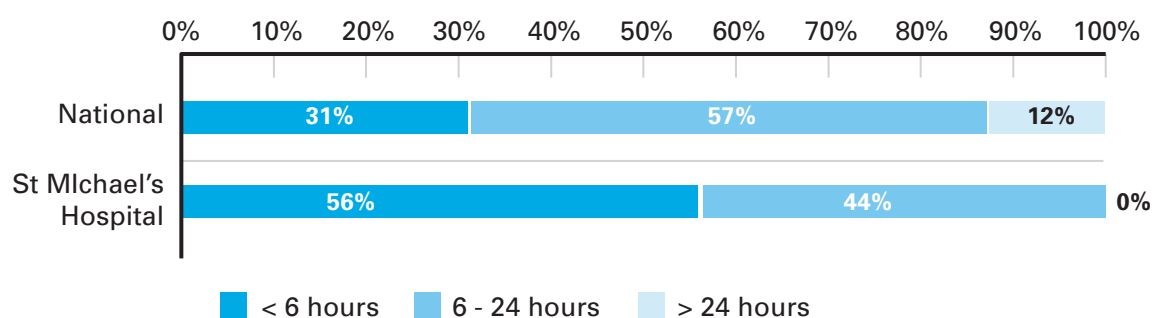
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 St Michael's Hospital, 55 respondents (56%) said they were admitted to a ward within six hours of arriving at the emergency department, while 44 respondents (44%) reported waiting between six and 24 hours. No respondents reported waiting 24 hours or more before being admitted to a ward in St Michael's Hospital.

Figure 5 outlines the patient-reported waiting times in St Michael's Hospital, compared with the national average.

**Figure 5 Patient-reported emergency department waiting times for St Michael's Hospital 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 doctors and nurses in A&E were particularly kind and attentive to my husband and reassured us by explaining everything clearly before he was admitted to a ward."

"A&E waiting time was really bad. We arrived at 12 noon and were not moved to a room til 12.30am. Doctor only seen once and obs. were only taken once."

"A bit more privacy in A&E would really be fantastic."

"I was seen very quick in A&E. Staff could not have been nicer. Positive experience overall. Thank you."

### Admissions: what do these results mean?

Patient ratings of admission to St Michael's Hospital were similar to what they were in the 2017 survey and were significantly higher than this year's national average. The majority of patients said that they were always treated with respect and dignity in the emergency department. St Michael's Hospital received above-average ratings for this particular question. However, patients were less positive about communications with doctors or nurses in the emergency department. Many patients said that they did not receive clear answers from staff, with this question nonetheless scoring above the national average.

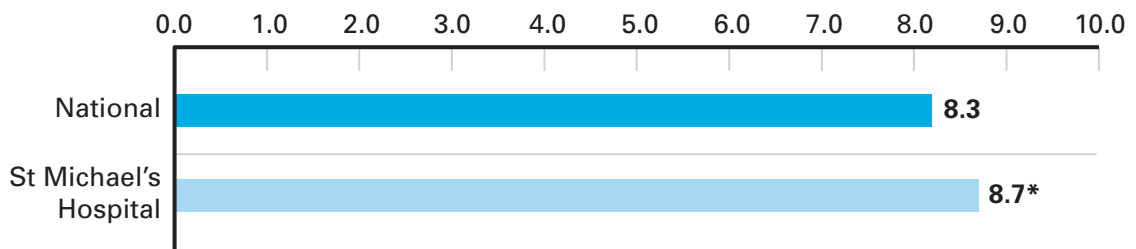
The hospital also performed above the national average on emergency department waiting times. 56% of participants said that they were admitted to a ward within the recommended six hours. While waiting times were generally shorter in St Michael's, there is still room for improvement. Lengthy waiting times are associated with poor outcomes for patients.<sup>(1,2)</sup>

# 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 on this stage of care.

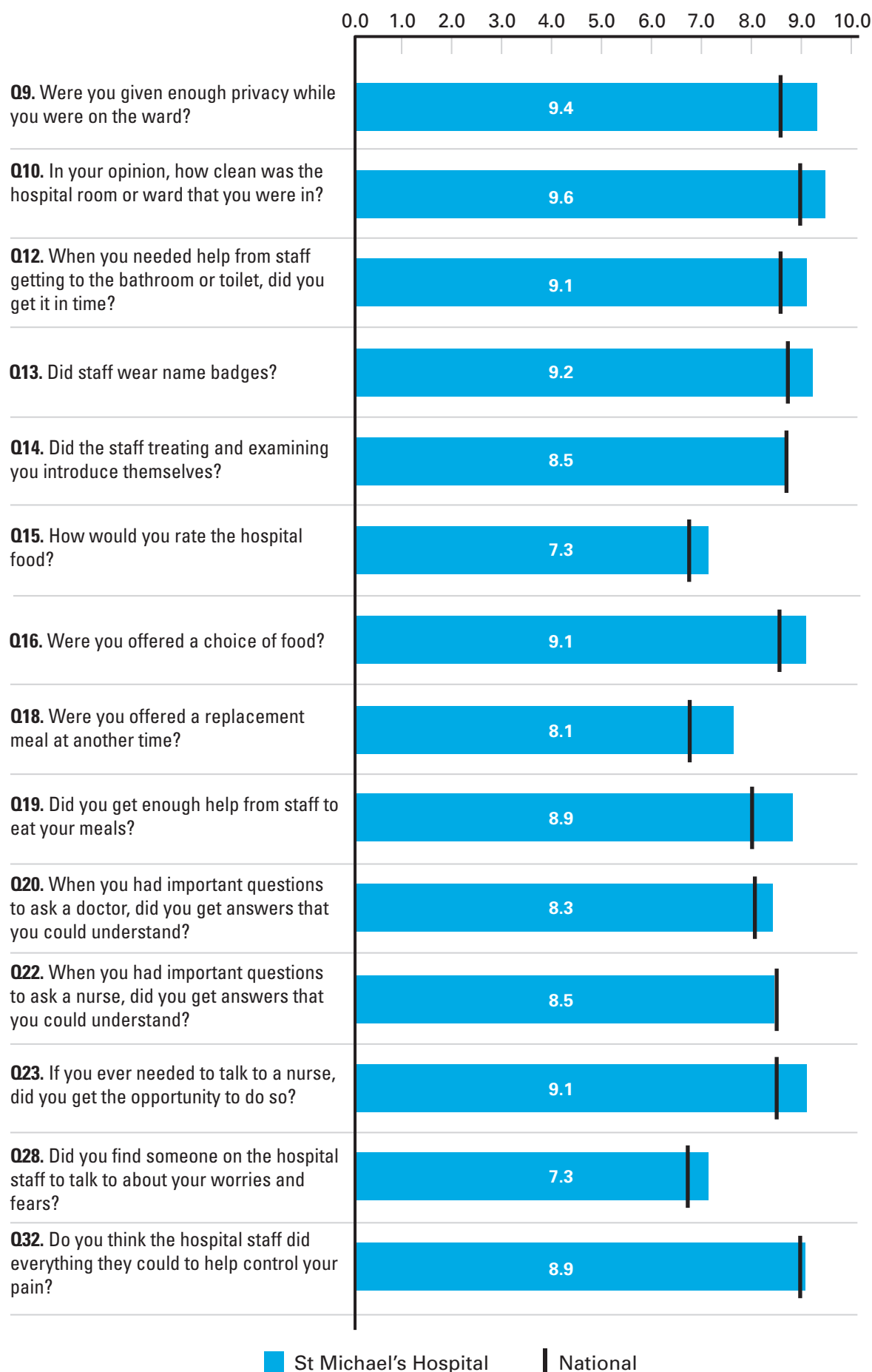


**Figure 6 Comparison of St Michael's Hospital with the national average score for care on the ward (out of a maximum of 10)**



\* Denotes a statistically significant difference from the national average.

**Figure 7 St Michael's Hospital scores for questions on care on the ward**



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

"The character, patience, professionalism and skill shown by overworked and exhausted nurses and doctors. The catering staff for quality of food. The cleaning staff for conditions on wards."

"Some of the nurses could be a bit short and, perhaps due to time constraints, didn't spend enough time with the older patients on the ward."

"St Michaels hospital was clean. The wards were cleaned every day, food was very good and cooked right. Nurses had time to talk to you. St Michaels is like what hospitals were 30/40 years ago. You went there to get better - I had been in St Vincent's hospital and I still have nightmares after 2 years. St Michael's is a real and good hospital."

"Access to hospital at weekend so visitors who parked in hospital car park had to walk a distance to get into the hospital. Very poor out of hours catering available for a patient arriving onto ward in late evening having spent hours in A+E where there was NO catering at all!!"

### Care on the ward: what do these results mean?

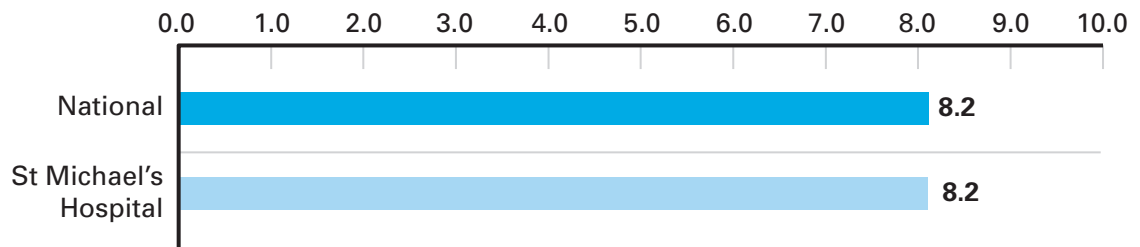
St Michael's Hospital received similar ratings of care on the ward in 2018 compared to last year's survey, but significantly higher than this year's national average. The majority of patients found that the wards in St Michael's Hospital were very clean, with this question scoring above average. The lowest-rated questions on care on the ward related to hospital food and emotional support. Even though many people were dissatisfied with the food they received in hospital and oftentimes could not find a member of staff to talk to about their worries and fears, both questions scored above-average.

# Examinations, diagnosis and treatment



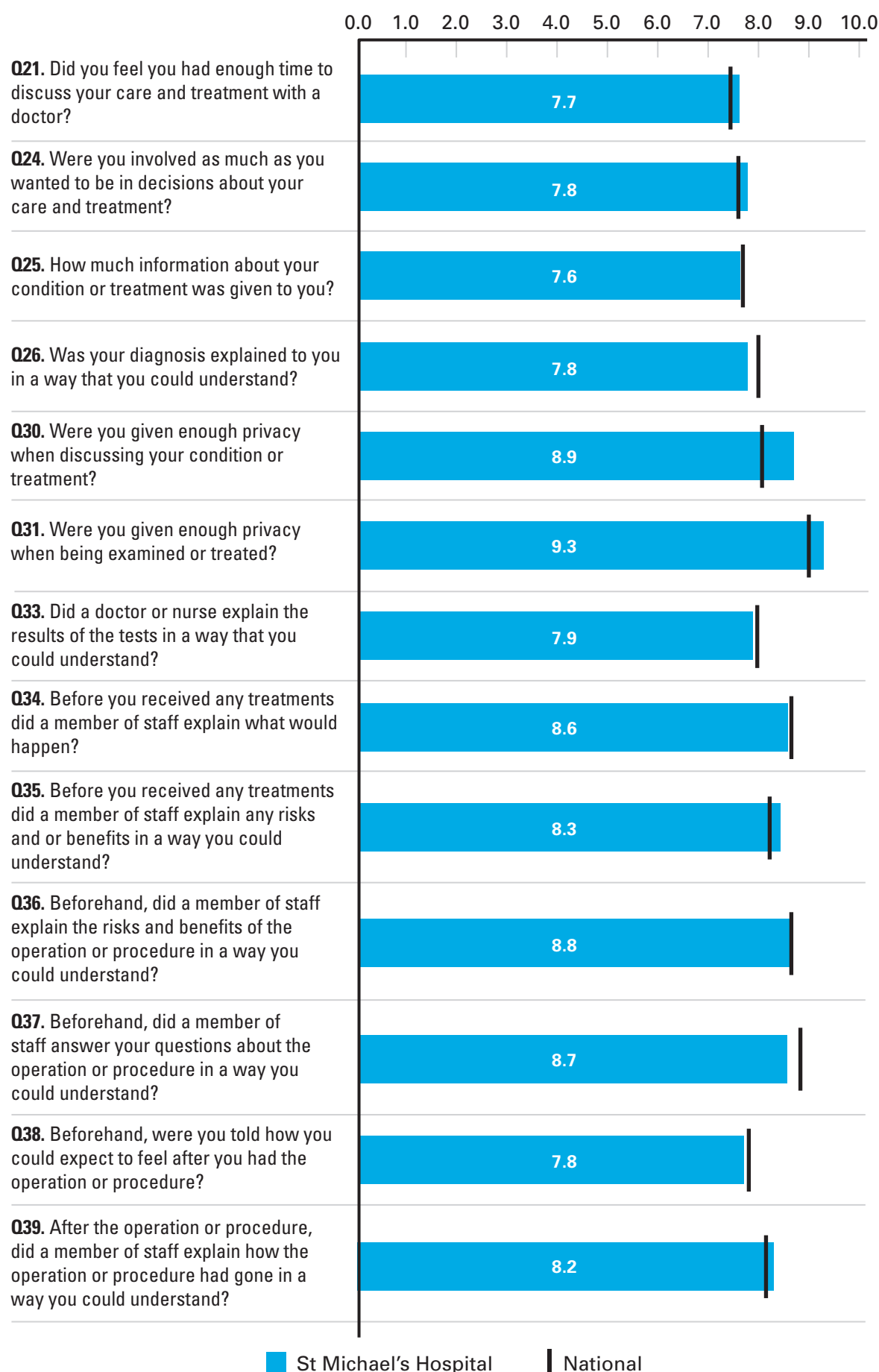
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions related to this stage of care.

**Figure 8 Comparison of St Michael's Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)**





**Figure 9 St Michael's Hospital scores for questions on examinations, diagnosis and treatment**



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

"Overall I had no complaints about the treatment I received in St Michael's Hospital. I understand the pressure all the staff are under but I feel I received excellent care. I would not hesitate in returning to St Michael's hospital."

"It might be good as well to explain to the patient the kind of tests he/she is going through and the results whether they are positive or negative. In most cases, it seems the doctors don't bother to tell the patient when the results are negative and they continue to look for other causes, and do more tests without telling the patient why they are doing so."

"1. You don't always get a chance to think or time to get information from the doctors in the morning, they come and go quickly. 2. 5 or 4 beds, there isn't enough privacy. All patients can hear each other's business about their condition and treatment, curtains only block out what you can see not what you can hear."

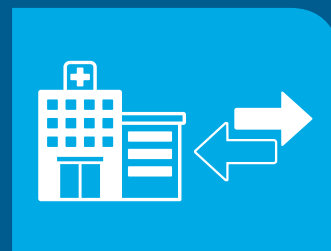
"I really appreciated the way my doctor explained my surgery to me just before I went through to theatre. He also assured me that I would have much better health after my surgery, I can't thank him enough."

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

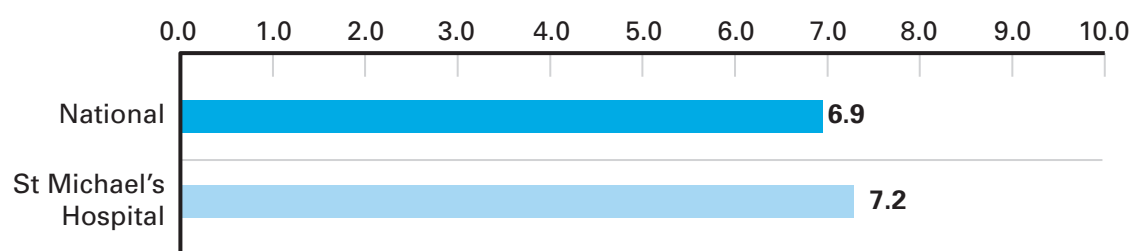
Ratings of examination, diagnosis and treatment were similar to what they were last year and were also similar to the 2018 national average. When being examined or treated, the majority of patients said that they were always given enough privacy and the hospital scored above average on this particular question. However, patients gave below-average ratings for Q25, thereby highlighting the lack of information received about their condition or treatment.

# Discharge or transfer

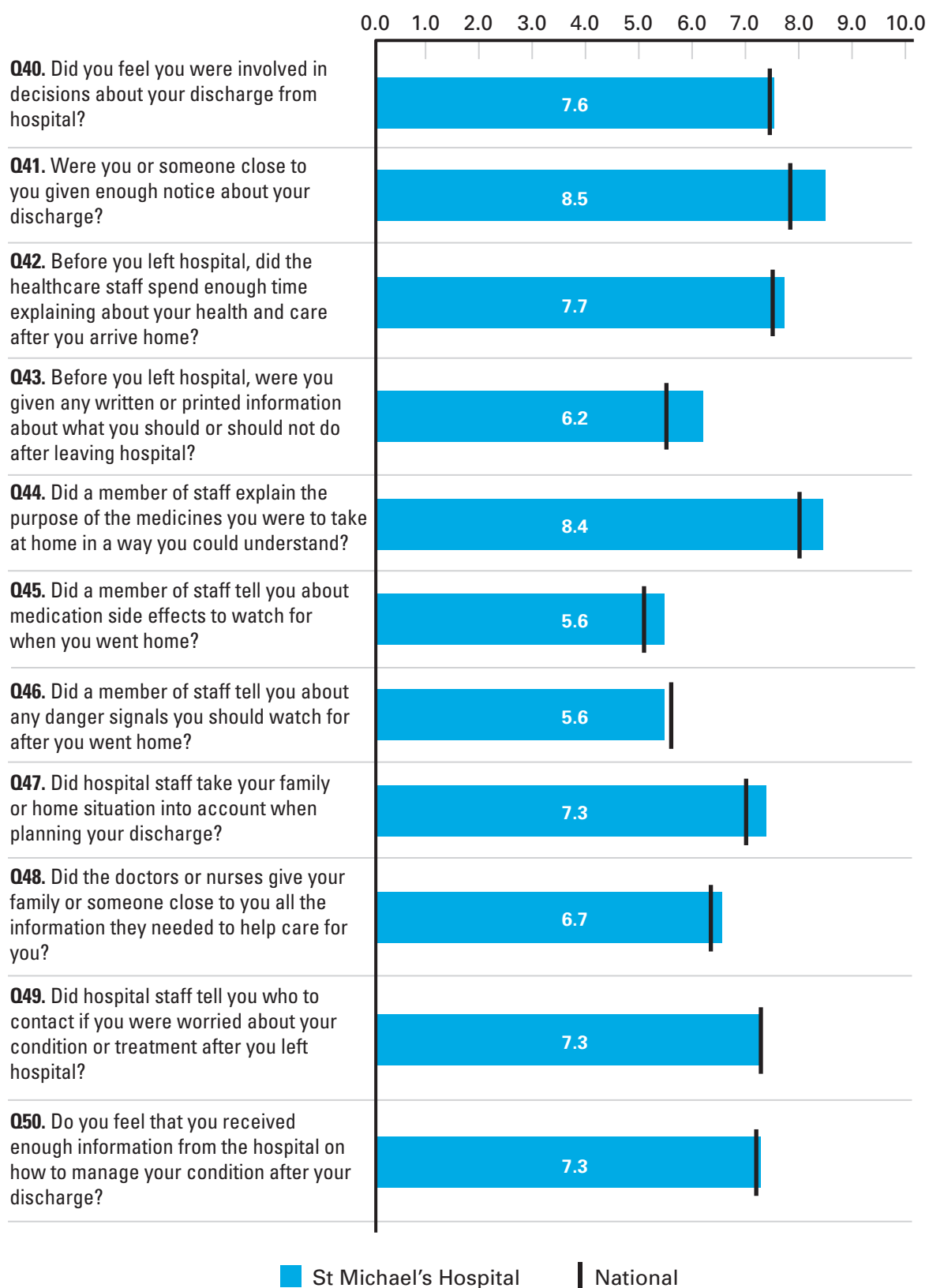
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions related to this stage of care.



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



**Figure 11 St Michael's Hospital scores for questions on discharge or transfer**



## The patient voice: what patients said about discharge or transfer

"Maybe there is a need to explain briefly what will happen to the patient while in the hospital and when to expect discharge depending, however, on the condition or problem at hand."

"Security on main entrance could be improved to prevent patients from leaving the hospital before discharge. My husband managed to leave the hospital unattended while wearing pyjamas and a dressing gown during his stay."

### Discharge or transfer: what do these results mean?

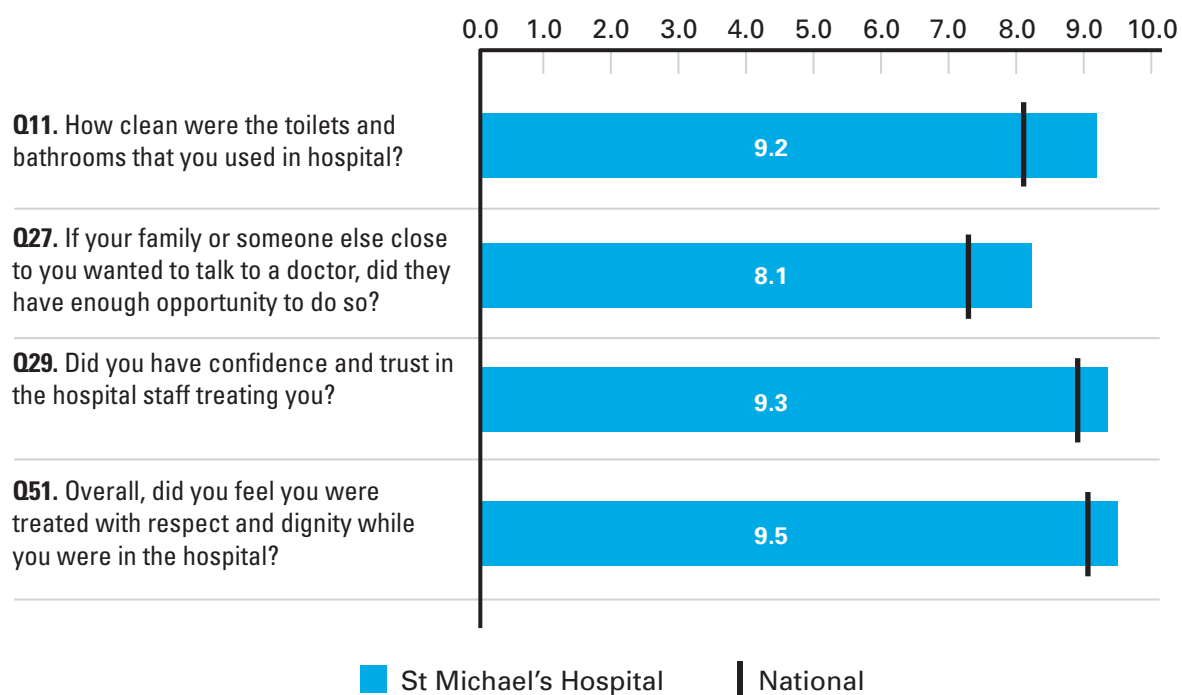
St Michael's Hospital received higher ratings of discharge or transfer in 2018 compared to its score in the 2017 survey. Participant ratings for this stage of care were also slightly higher than the national average. Many people said that they or their families were definitely given enough notice of their discharge and the hospital scored above the national average on this particular question. Patients highlighted issues around communication during the discharge process — many patients said that they were not completely informed about danger signals to watch out for after they went home. The hospital matched the national average score for this question.

# Other aspects of care



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

**Figure 12 St Michael's Hospital scores for other aspects of care**



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

"All staff were the most kind and helpful & friendly people ever from the moment I arrived I was treated with dignity & respect. A very big thank you to everybody."

"Excellent care by all staff. In an immaculately clean environment."

"The bathroom floor was dirty when I arrived, so I wasn't that confident that the rest of the bathroom had been cleaned properly."

"I would be extremely worried about the level of hygiene in the hospital. The cleaner didn't clean anything I was actually touching (remote for bed/nurse bell) bedside locker/table top/pole for drip. There was faeces and dried in urine on all of the commodes. I had to clean the backs of my legs with antiseptic wipes after using. My husband brought in cleaner for the windows and mirror and bleach for the tables, handles and other surfaces I was touching."

### Other aspects of care: what do these results mean?

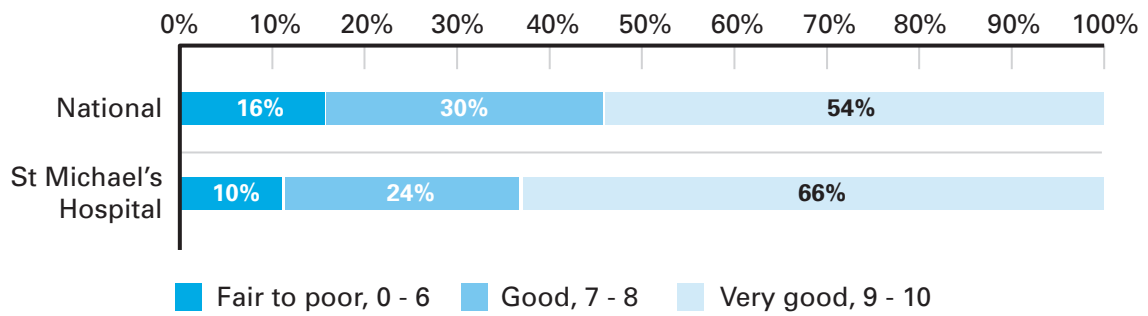
The ratings for the questions on other aspects of care were all above the national average. For example, nearly every patient said that they were always treated with dignity and respect in the hospital. Although scoring above-average, a number of patients said that their families did not always get an opportunity to speak to a doctor.

# 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. 66% of participants from St Michael's Hospital rated their care as very good, slightly below the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for St Michael's Hospital with the national average.

**Figure 13 Overall rating of hospital experience for St Michael's Hospital and nationally**





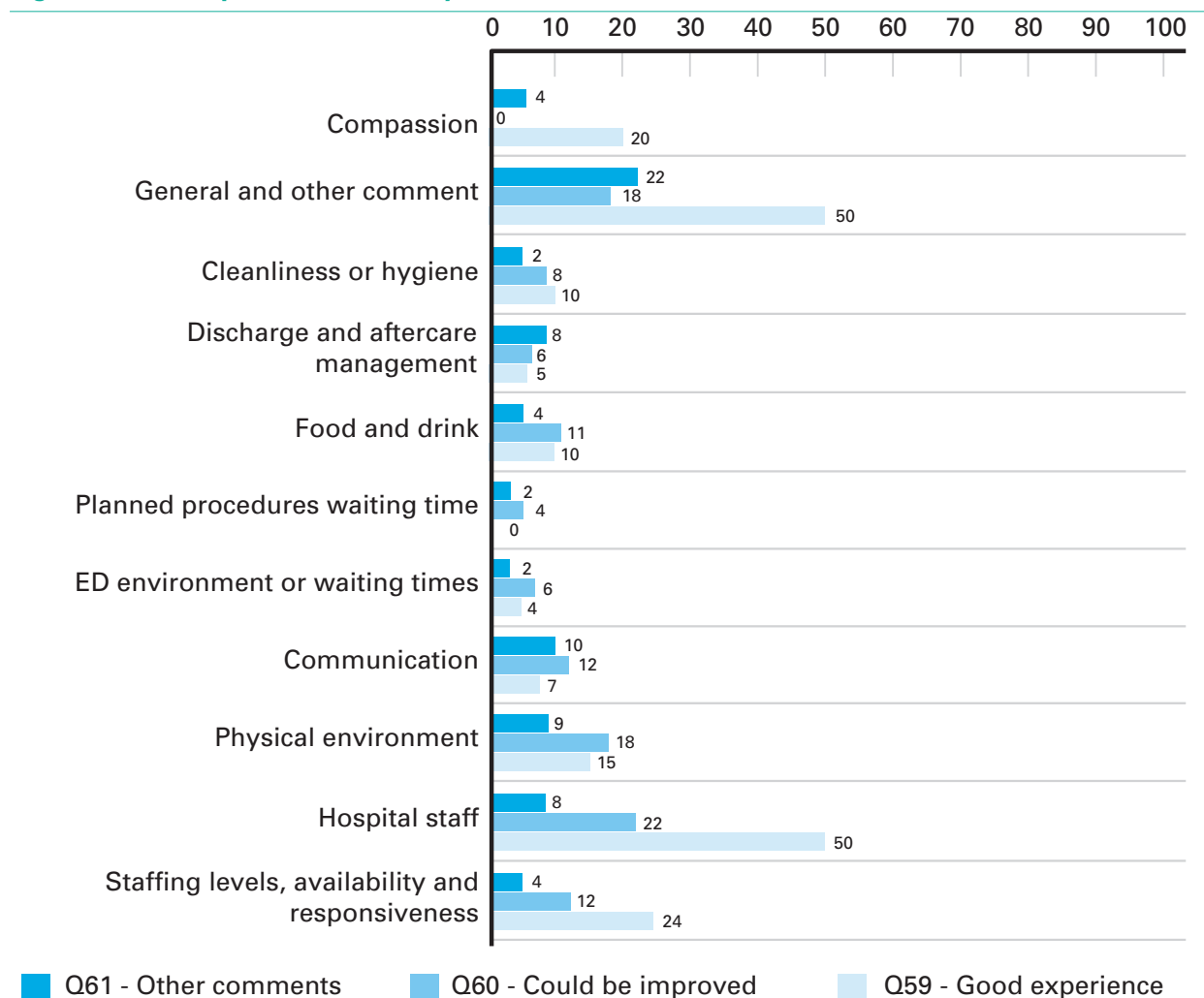
# In their own words: analysis of patients' comments

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, 387 comments were received from patients of St Michael's 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 about what was particularly good about their hospital care, Q60 asked participants about what could be improved, and Q61 asked participants for any other comments or suggestions.

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

**Figure 14 Participant comments by theme**



# Conclusion

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

The majority of patients said they had a positive overall experience in St Michael's Hospital. 90% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

St Michael's Hospital received above-average scores for admissions and care on the ward. The remaining stages of care scored similar to the national average. Participant ratings of care were also generally similar to those received in 2017.

A number of areas of good experience were apparent. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, patients were particularly satisfied with the privacy, dignity and respect they received in St Michael's Hospital. Patients were also usually able to access emotional support when they needed it.

Several areas needing improvement were identified. An important number of patients said that before they underwent an operation or procedure, they did not receive clear answers to their questions. Many were also not fully informed about the outcome of their operation or procedure. In addition, some patients identified pain management as an area which could be improved.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experiences. For example, patients who felt that staff did not do everything they could to control pain were less likely to give a positive rating of their overall experience.

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

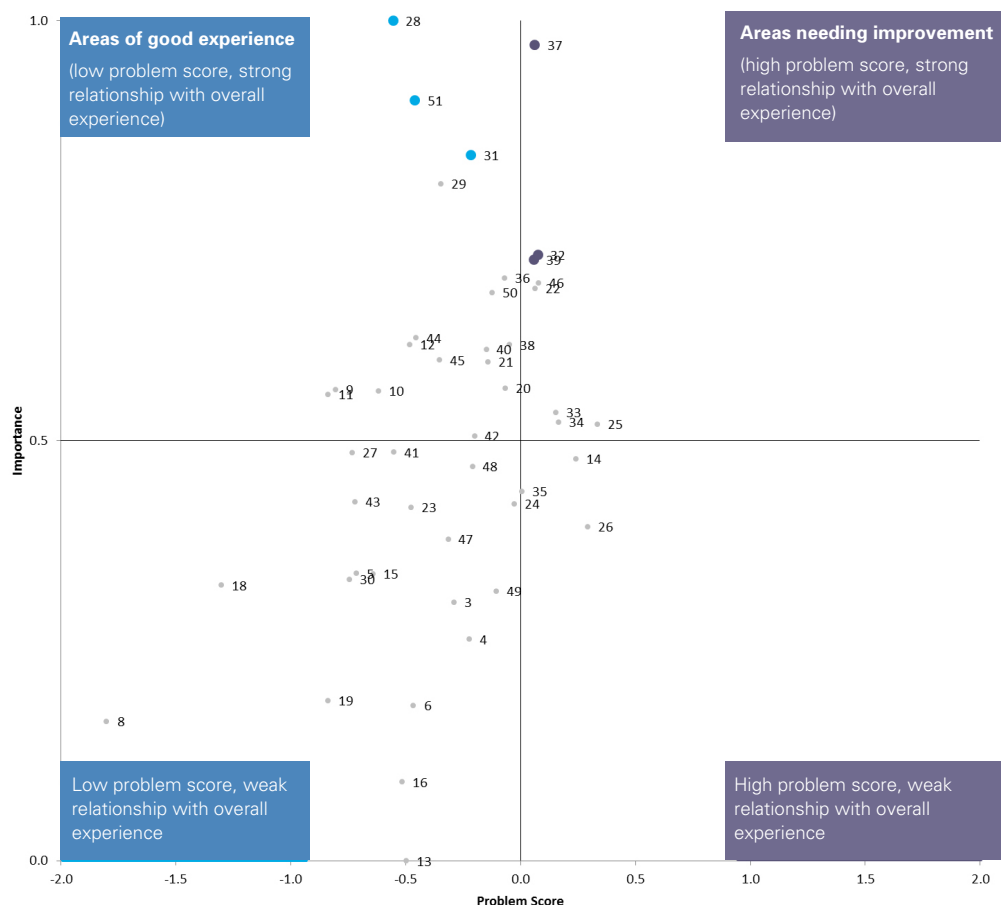
### Interpreting the improvement map

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.



# 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.