



# National Patient Experience Survey 2018

## Mater Misericordiae University Hospital

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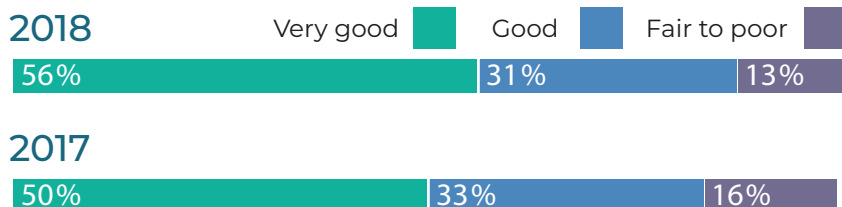
An Roinn Sláinte  
Department of Health



# Mater Misericordiae University Hospital

2018 survey results

## Overall experience



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



47%  
response rate

## Areas of good experience



Respect and dignity



Clear answers from a nurse



Confidence and trust in hospital staff

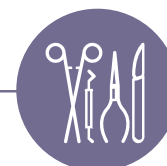
## Areas needing improvement



Cleanliness of room or ward



Cleanliness of toilets and bathrooms



Explanation of treatments

## The patient voice

"I think the nurses and doctors etc. do an exceptional job and no matter what the circumstances always have a smile and are ready to listen."



"Discharge was a little rushed. I wasn't sure what the prescriptions/medicines were for. I wasn't offered wheelchair/assistance and struggled to walk to car park."

[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 Mater Misericordiae University 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 Mater Misericordiae University 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%. 662 patients from the Mater Misericordiae University Hospital (referred to as 'The Mater Hospital' hereafter) 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 The Mater Hospital?

The majority of participants from The Mater Hospital reported positive experiences in hospital. 87% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved significantly above-average scores for the admissions, and examinations, diagnosis and treatment stages of care, with scores that were similar to the national average for the other stages.

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 generally had confidence and trust in the hospital staff treating them, and felt that they were treated with respect and dignity. Patients also received clear answers from nurses to their questions.

However, there were also several areas needing improvement. Some patients said that wards and bathrooms were not as clean as they should be. A number of patients also said that, in advance of treatments, staff did not always explain what would happen to them.

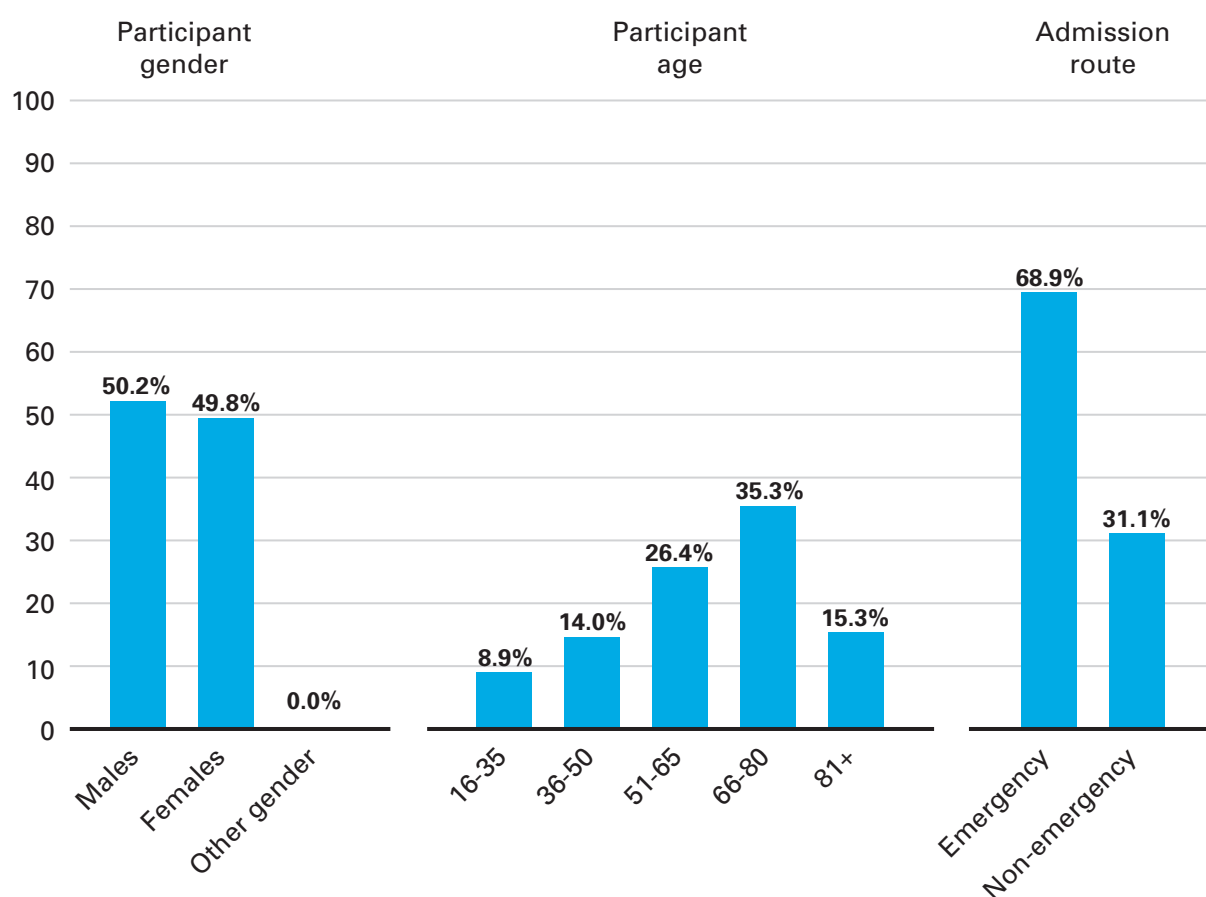
Significant improvements in patient experience ratings compared with the 2017 survey were identified, with higher ratings across all stages of care. The findings of the 2018 survey will help The Mater Hospital to continue to improve patients' experiences of care in the hospital.

# Hospital and participant profile

The Mater Hospital is a public acute hospital located in Dublin city. There were 594 inpatient beds available in the hospital during the survey period of May 2018.

1,398 people discharged from The Mater Hospital during the month of May 2018 were invited to participate in the survey. 662 people completed the survey, achieving a response rate of 47%. 50.2% of participants were male and 49.8% were female. 456 respondents (68.9%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from The Mater Hospital.

**Figure 1 Participants from The Mater 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 The Mater Hospital are:

<p><b>Care on the ward</b></p>	<p>589 (97%) of the 604 people who answered this question said that they always or sometimes understood the answers they received from nurses.</p>
<p><b>Clear answers from a nurse   Q22</b></p>	
<p><b>Other aspects of care</b></p>	<p>559 people (86%) said that they always had confidence and trust in hospital staff.</p>
<p><b>Confidence and trust in hospital staff   Q29</b></p>	
<p><b>Other aspects of care</b></p>	<p>562 people (88%) said that they were always treated with respect and dignity while they were in the hospital.</p>
<p><b>Respect and dignity   Q51</b></p>	

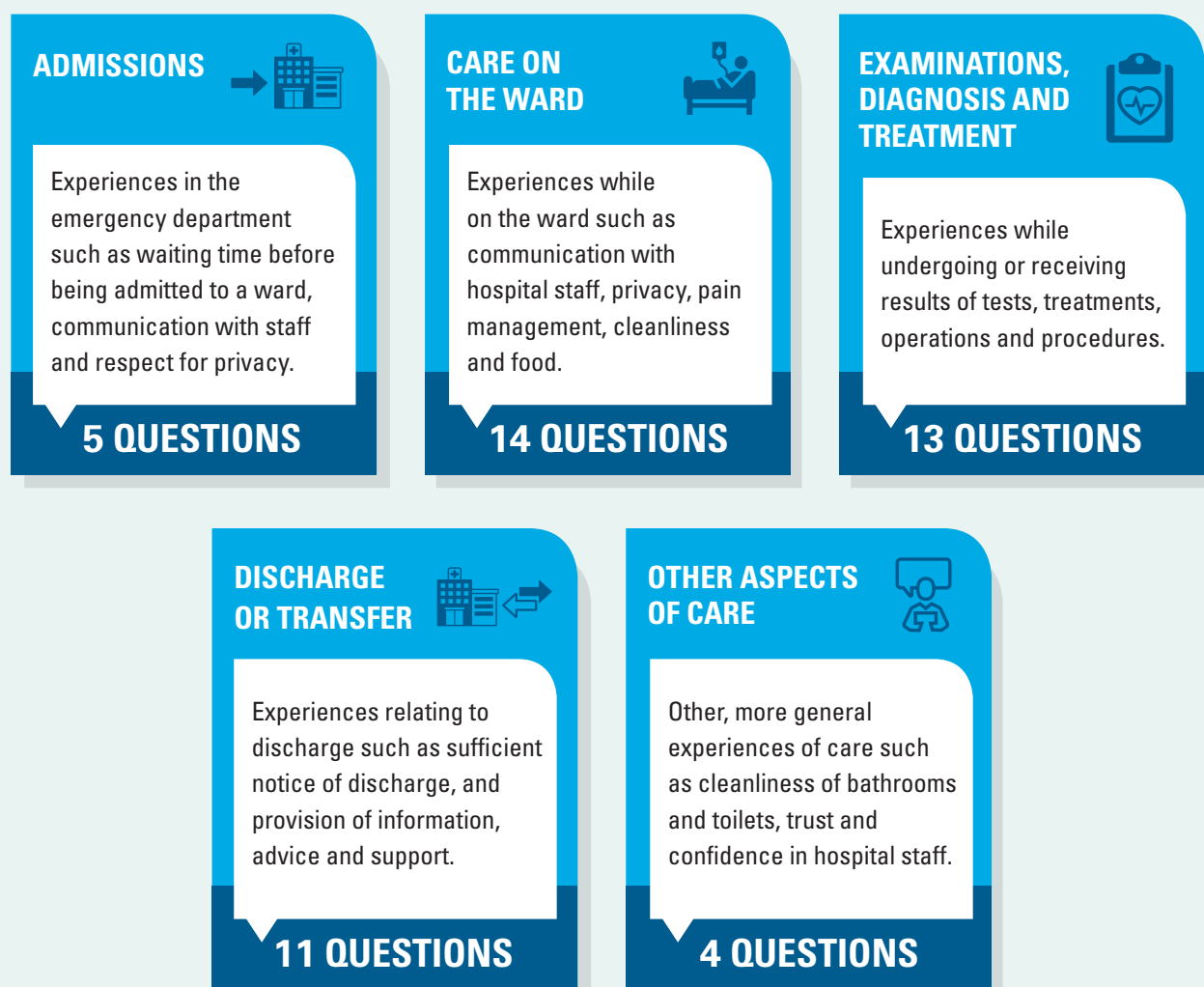
## The areas needing improvement in The Mater Hospital are:

<p><b>Care on the ward</b></p>	<p>33 people (5%) said that their room or ward was not at all clean or not very clean.</p>
<p><b>Cleanliness of room or ward   Q10</b></p>	
<p><b>Other aspects of care</b></p>	<p>Of the 631 people who answered this question, 74 (12%) said that the toilets and bathrooms they used were not at all clean or not very clean.</p>
<p><b>Cleanliness of toilets and bathrooms   Q11</b></p>	
<p><b>Examinations, diagnosis and treatment</b></p>	<p>112 people (20%) said that staff did not explain, or only sometimes explained, what would happen to them when they received a treatment.</p>
<p><b>Explanation of treatments   Q34</b></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.

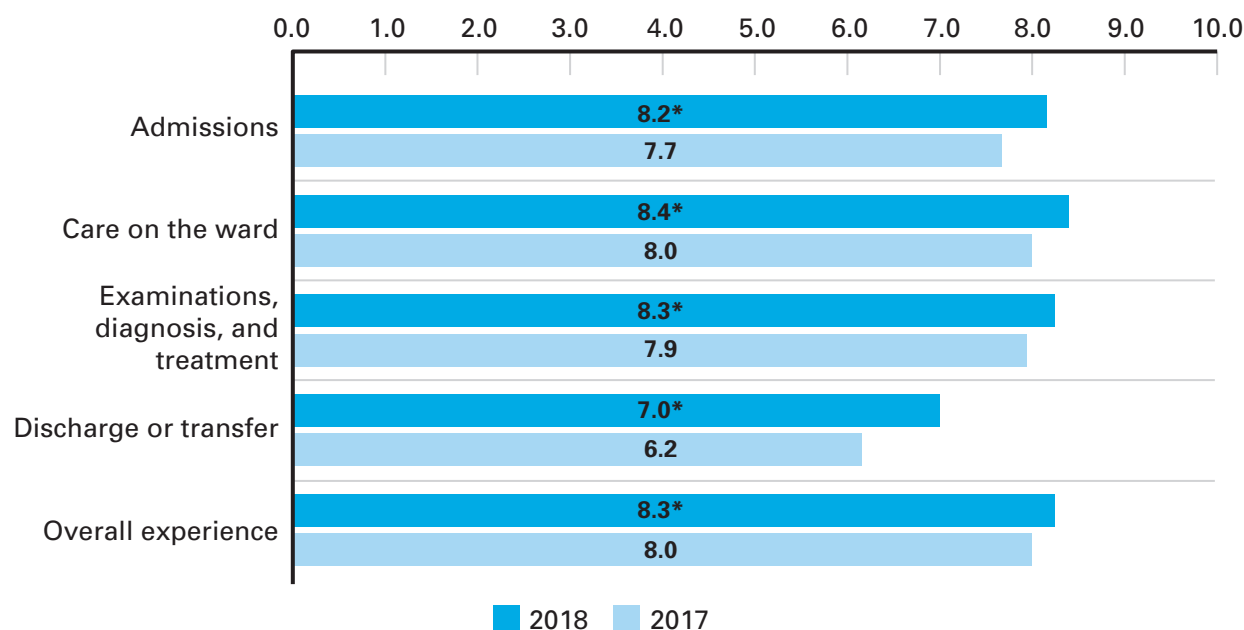
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience improved significantly for every stage of care in 2018. The greatest improvement for The Mater Hospital has been achieved in the area of discharge or transfer. Figure 2 shows a comparison of scores for the 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 The Mater Hospital for 2017 and 2018**



\* Denotes a statistically significant difference between 2017 and 2018.

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

# Admissions

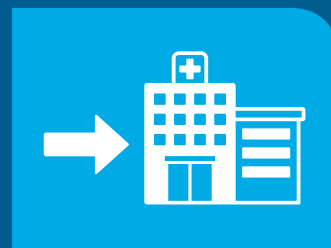
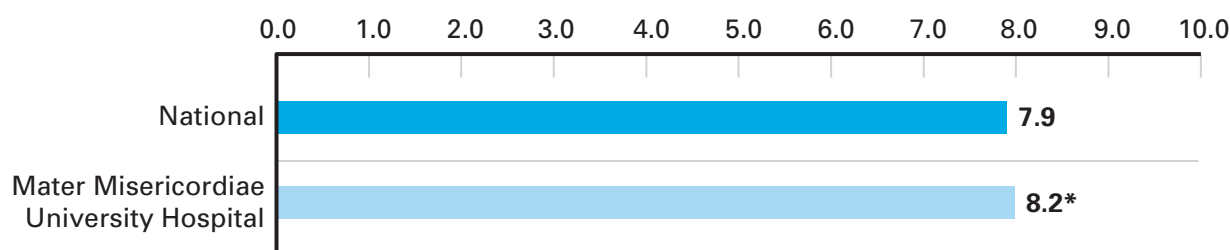


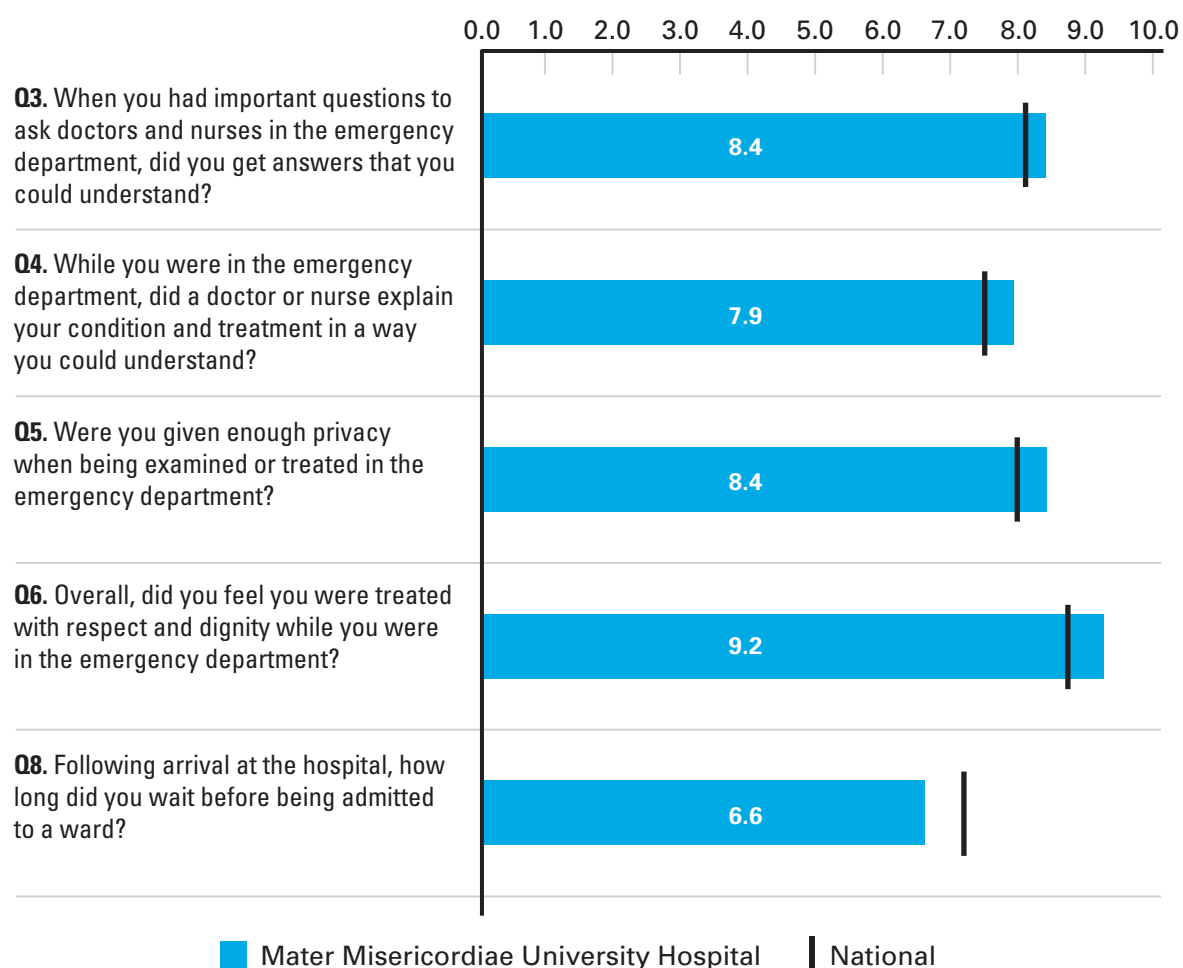
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

**Figure 3 Comparison of The Mater 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 The Mater Hospital scores for questions on admissions**



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

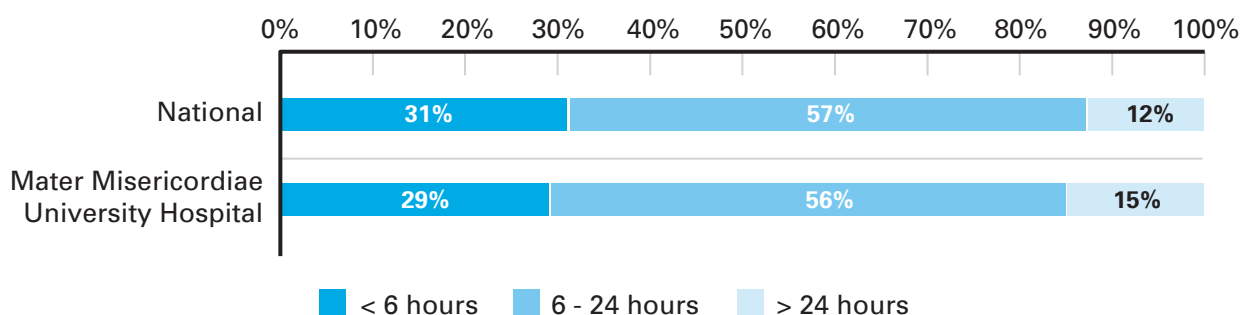
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 The Mater Hospital, 108 respondents (29%) said they were admitted to a ward within six hours of arriving at the emergency department, while 213 respondents (56%) reported waiting between six and 24 hours. 57 respondents (15%) reported waiting 24 hours or more before being admitted to a ward in The Mater Hospital, with 14 of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in The Mater Hospital, compared with the national average.

**Figure 5 Patient-reported emergency department waiting times for The Mater 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

"I was very pleased with the front line services in the A&E. Wonderful care and attention to every detail of my condition (excellent care)."

"Following triage in ED I was treated very efficiently. Most staff were very friendly and approachable both in ED and on the ward."

"One thing that needs to be improved is the A&E Department, because of overcrowding it's very hard for staff to work with so much going on."

"A&E - after seeing doctor and surgeon, I spent a further 5 1/2 hours sitting waiting for a bed - which must have been empty the whole night. Sitting in with all the drink and drug related injuries and illnesses, when I feel they could have been treated in another area."

### Admissions: what do these results mean?

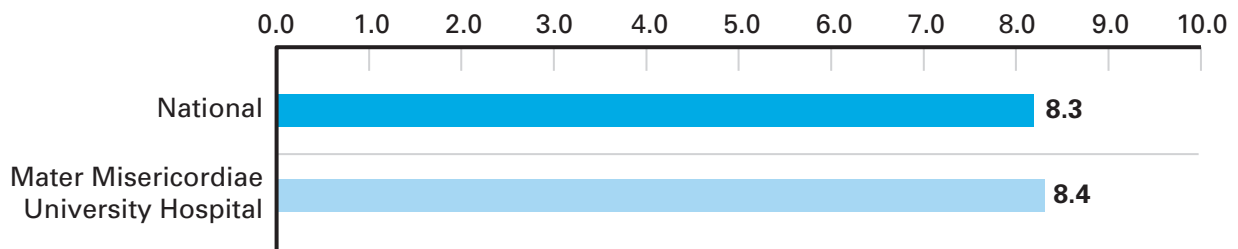
Patient ratings of admission to The Mater Hospital were significantly above the national average and were higher than the 2017 score. Most patients said that they were treated with respect and dignity while in the emergency department. However, the hospital performed below the national average on emergency department waiting times. 29% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.<sup>(1,2)</sup>

# Care on the ward

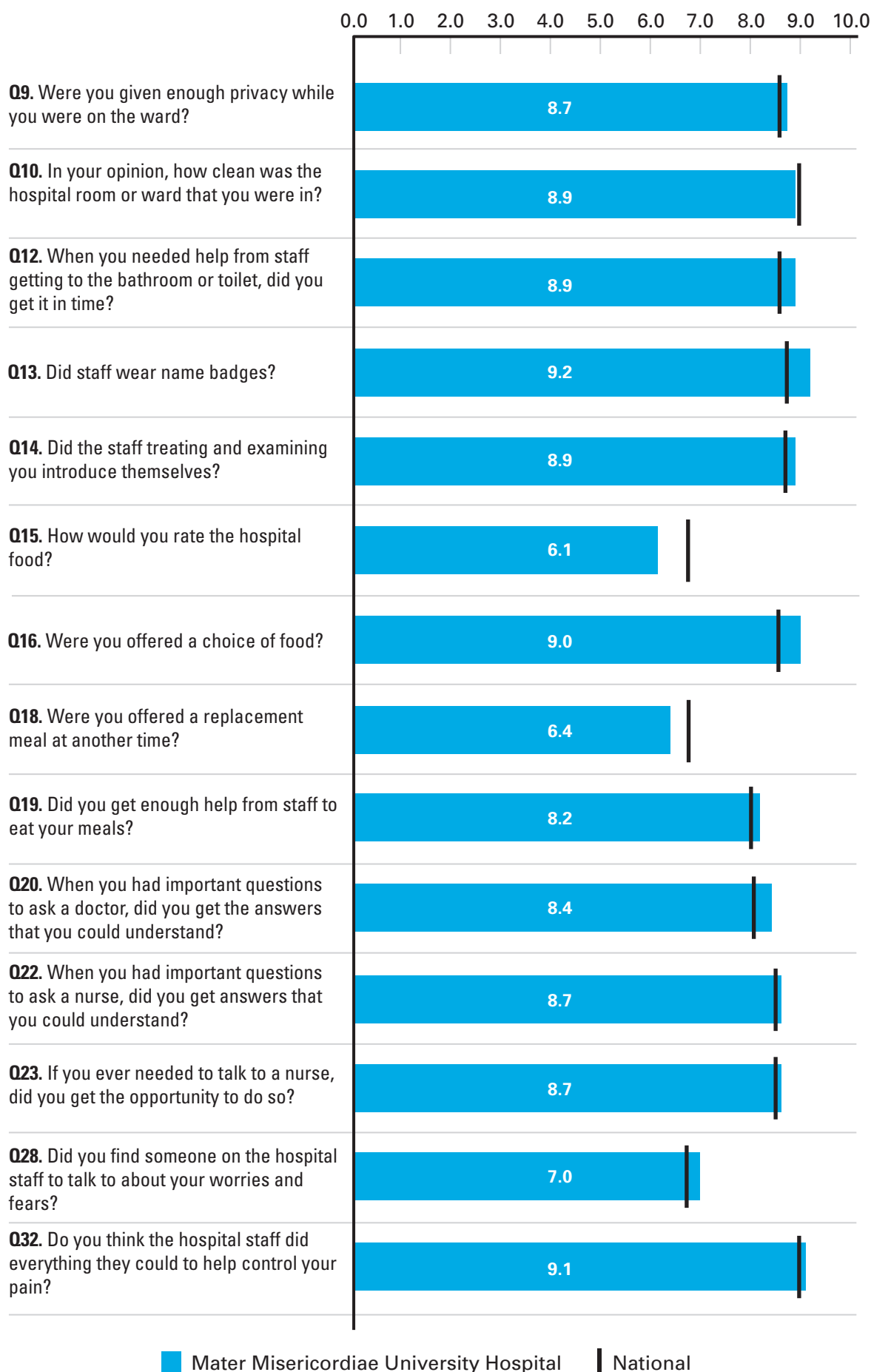
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions on this stage of care.



**Figure 6 Comparison of The Mater Hospital with the national average score for care on the ward (out of a maximum of 10)**



**Figure 7 The Mater Hospital scores for questions on care on the ward**



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

"The entire time I was in Hospital I had the best treatment in every way. Staff were all very kind and obliging and always made you feel at ease and in every respect I had no discomfort at all."

"The food was atrocious, particularly the daytime dinners. As a patient for two weeks I never ate a dinner. I lived on the soup. Please give out more wholesome meals."

"All staff were very good, but they need more staff on the wards. Too much work on the nurses."

"The cleanness of the hospital could be better. My room was hardly ever cleaned in the 9 weeks I was staying in the hospital. Also they need to pay more attention to whether the soap or paper towels need to be refilled."

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

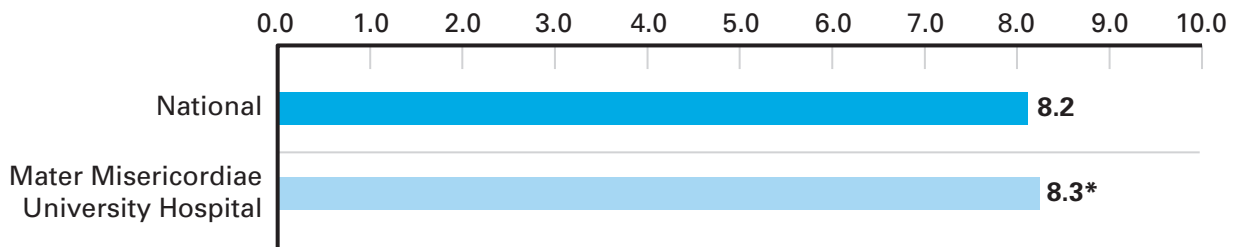
The Mater Hospital received similar ratings of care on the ward to the national average. Patient ratings of this stage were higher than last year's survey. Patients said that most staff wore name tags and they received pain management when they needed it. Some patients gave low ratings for the hospital food.

# 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 on this stage of care.

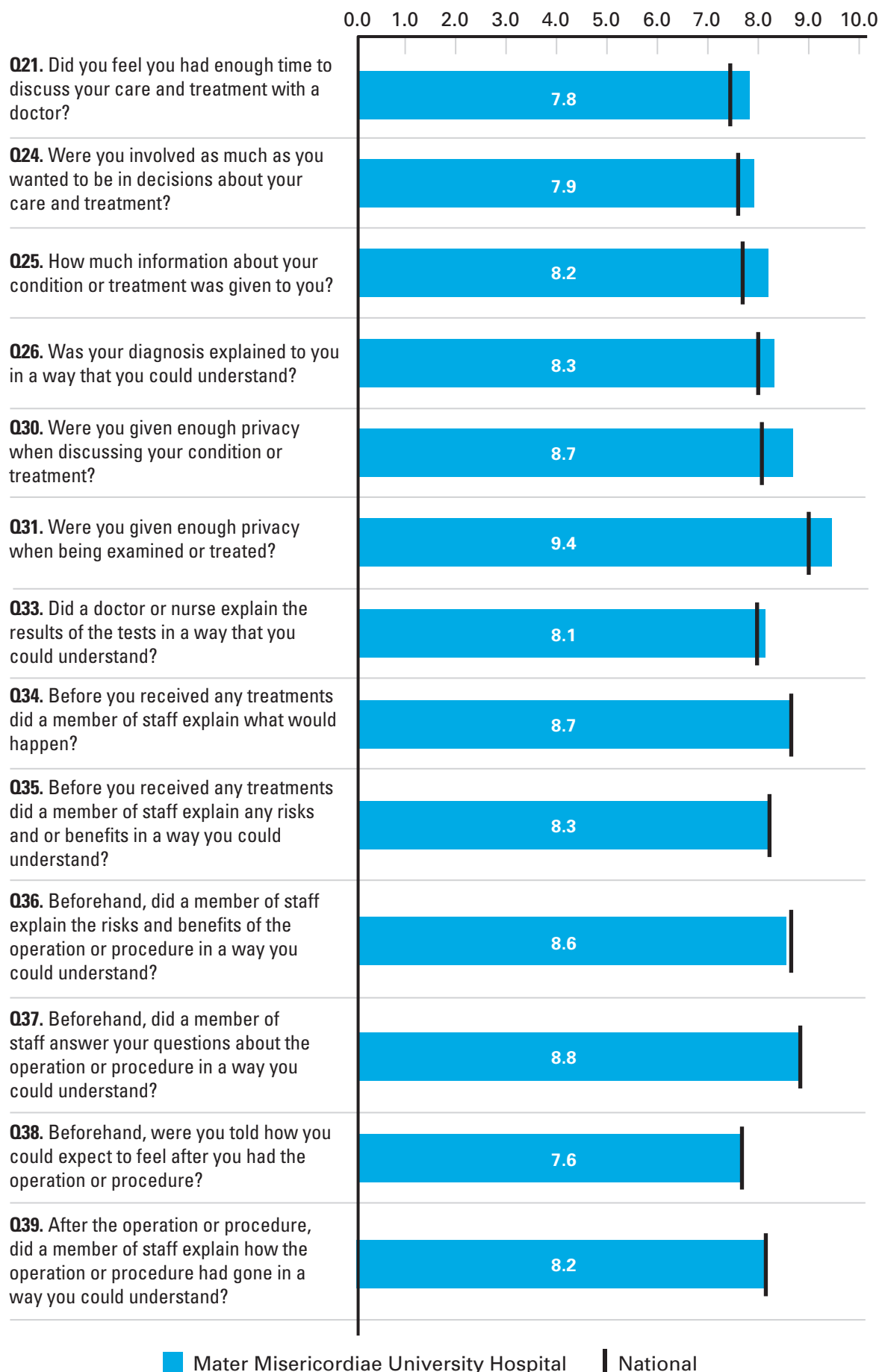
**Figure 8 Comparison of The Mater Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)**



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



**Figure 9 The Mater Hospital scores for questions on examinations, diagnosis and treatment**



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

"I think the nurses and doctors etc. do an exceptional job and no matter what the circumstances always have a smile and are ready to listen."

"I found dealing with doctors on the ward stressful. I was not informed of all tests and I had to demand to speak with a consultant. I did not find the doctors sympathetic and felt they only wished to discharge me as soon as possible."

"The attention received was excellent - staff were attentive, caring and re-assuring."

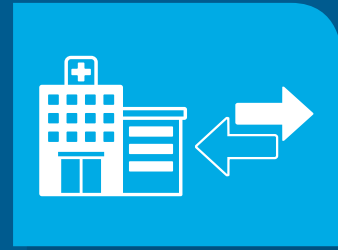
"Doctors and nurses need to explain more to each patient about treatment and operation and more on aftercare when discharged."

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

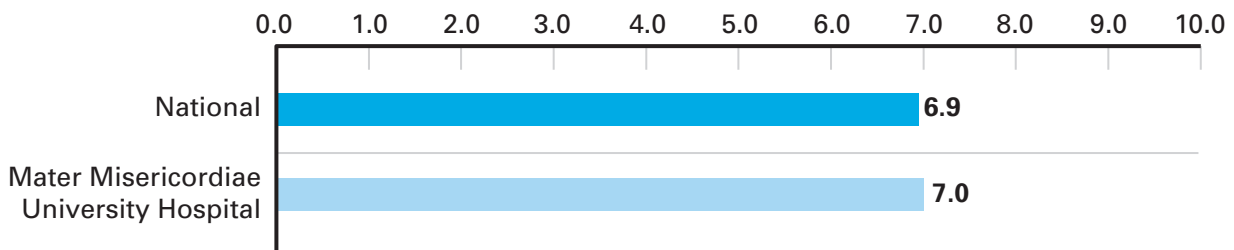
Ratings of examination, diagnosis and treatment were above the national average and significantly higher than the hospital's 2017 score. Most patients said that they were given sufficient privacy while being examined or treated. A number of patients said that they were not told how they could expect to feel after an operation or procedure.

# Discharge or transfer

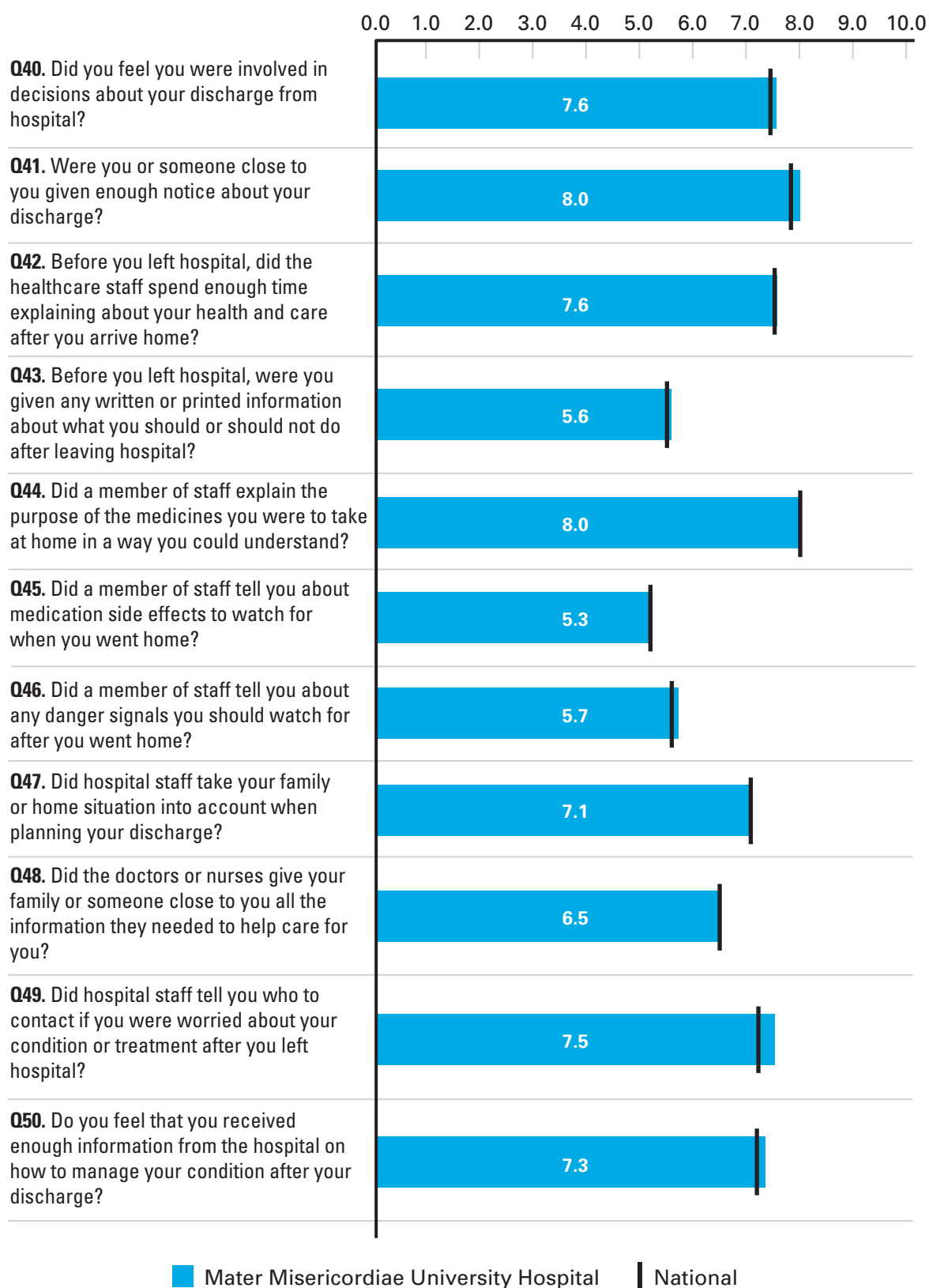
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions on this stage of care.



**Figure 10 Comparison of The Mater Hospital with the national average score for discharge or transfer (out of a maximum of 10)**



**Figure 11 The Mater Hospital scores for questions on discharge or transfer**



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

"Due to [patient's name] condition his memory of events is not quite there yet. As his partner of 16 years and his main caregiver, I would like to say his care in the Mater public was as we would expect. Fantastic from his admission to release and his follow up care just amazing."

"Very pleased with the surgeon's attention and aftercare."

"The discharge process was rather confusing: I didn't know when exactly to leave the hospital and I haven't gotten anything else than a prescription (no medical report, treatment etc.)."

"Discharge was a little rushed. I wasn't sure what the prescriptions/medicines were for. I wasn't offered wheelchair/assistance and struggled to walk to carpark. My husband had to locate one himself."

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

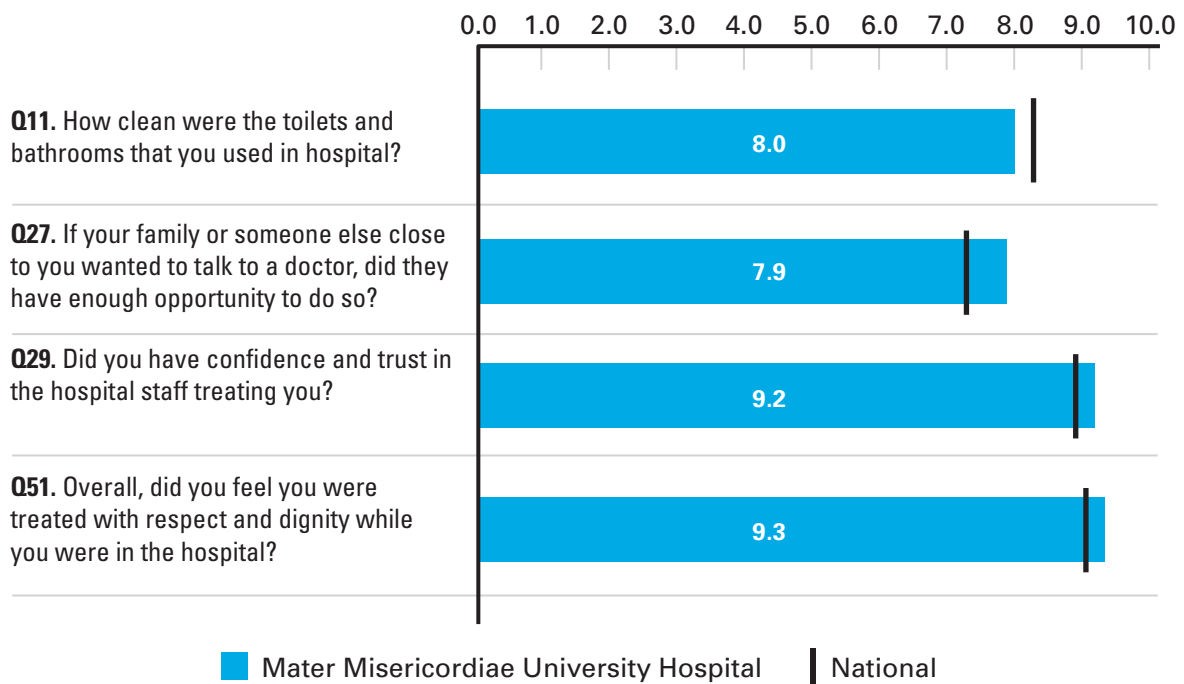
Participant ratings for this stage of care were slightly above the national average and significantly higher than the hospital's 2017 score. Most patients said they were given enough notice of their discharge, and were informed of the purpose of medications. However, a number of patients said they were not told about medication side effects to watch out for.

# Other aspects of care



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

**Figure 12 The Mater Hospital scores for other aspects of care**



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

"The nurses, doctors, cleaners, food staff all so good. Always helpful and went above and beyond during a very difficult time for me and my family. Can't thank them enough."

"I was treated very well, with respect and professionalism by all the staff, doctors, nurses, porters and the ladies that prepared my meals."

"The hygiene was bad. Toilets in particular. Cleaning was a cursory wipe."

"Women and men should be separated! Seriously sick should be in a quiet section or a more suitable ward."

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

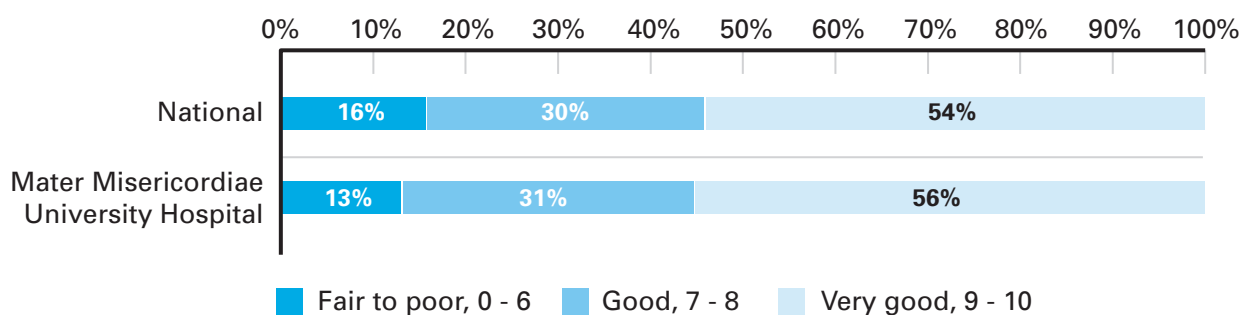
The ratings for the questions on other aspects of care were generally above the national average, with the exception of Q11, which asked patients about the cleanliness of toilets and bathrooms. Most participants said they were treated with respect and dignity, and had confidence and trust in the hospital staff treating them.

# 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. 56% of participants from The Mater 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 The Mater Hospital with the national average.

**Figure 13 Overall rating of hospital experience for The Mater Hospital and nationally**





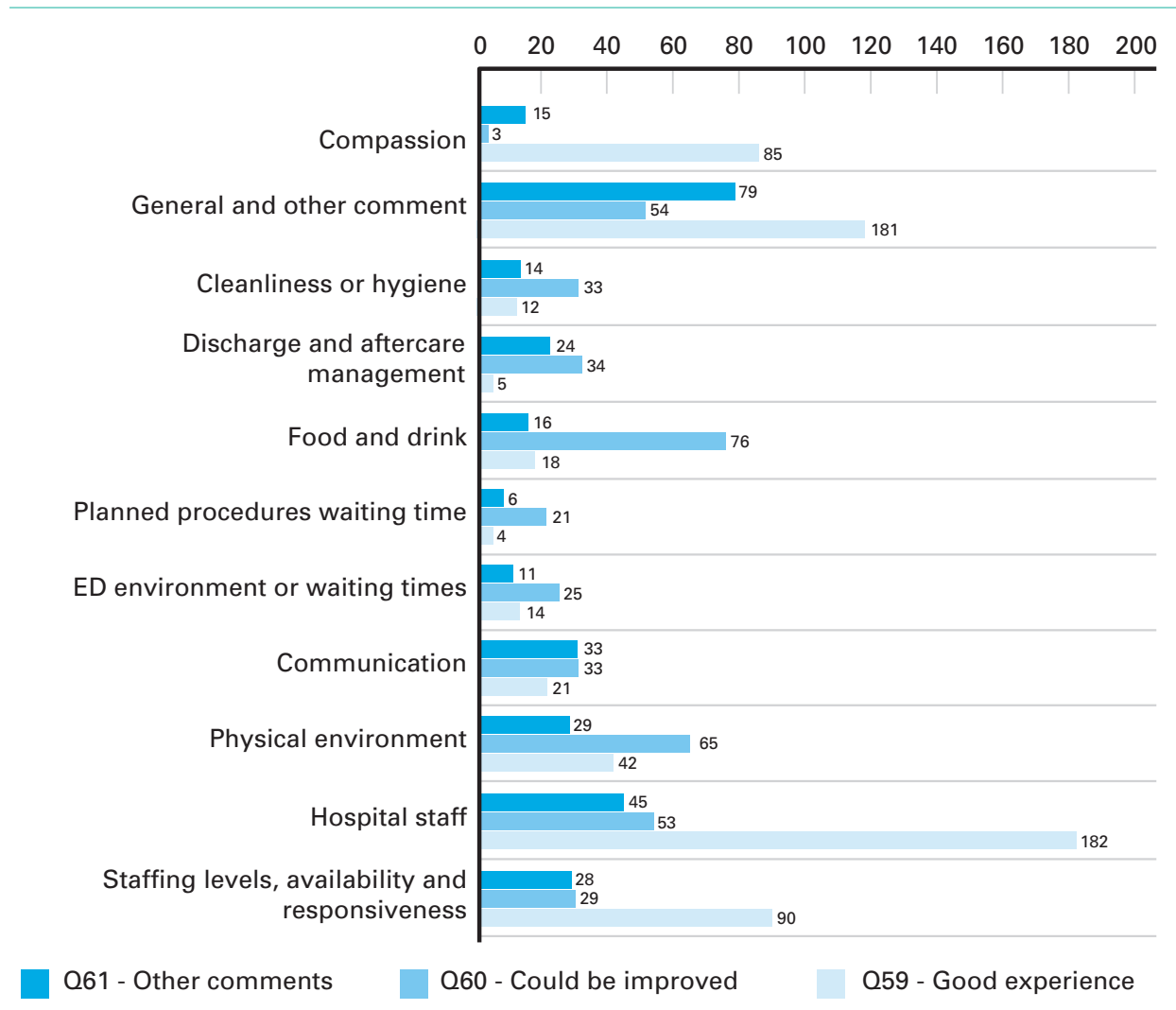
# In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospital. 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, 1,380 comments were received from patients of The Mater 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 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'food and drink' and 'physical environment' themes.

**Figure 14 Participant comments by theme**



# Conclusion

## What were patients' experiences of hospital care in The Mater Hospital in May 2018?

Most patients said they had a positive overall experience in The Mater Hospital. 87% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

The Mater Hospital received above-average scores for admissions, and examinations, diagnosis and treatment. The hospital received ratings that were similar to the national average for the other stages of care. Participant ratings of the care they received in this hospital were significantly higher than in 2017.

A number of areas of good experience were identified following an analysis of patient feedback. Patients said that nurses generally answered their questions in a way they could understand. In addition, patients felt that they were treated with respect and dignity, and had confidence and trust in hospital staff.

Several areas needing improvement were also identified. Some patients said that wards and bathrooms were not as clean as they should be. A number of patients also said that staff, in advance of treatments, did not always explain what would happen to them.

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 bathrooms were not clean were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help The Mater 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 The Mater 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.

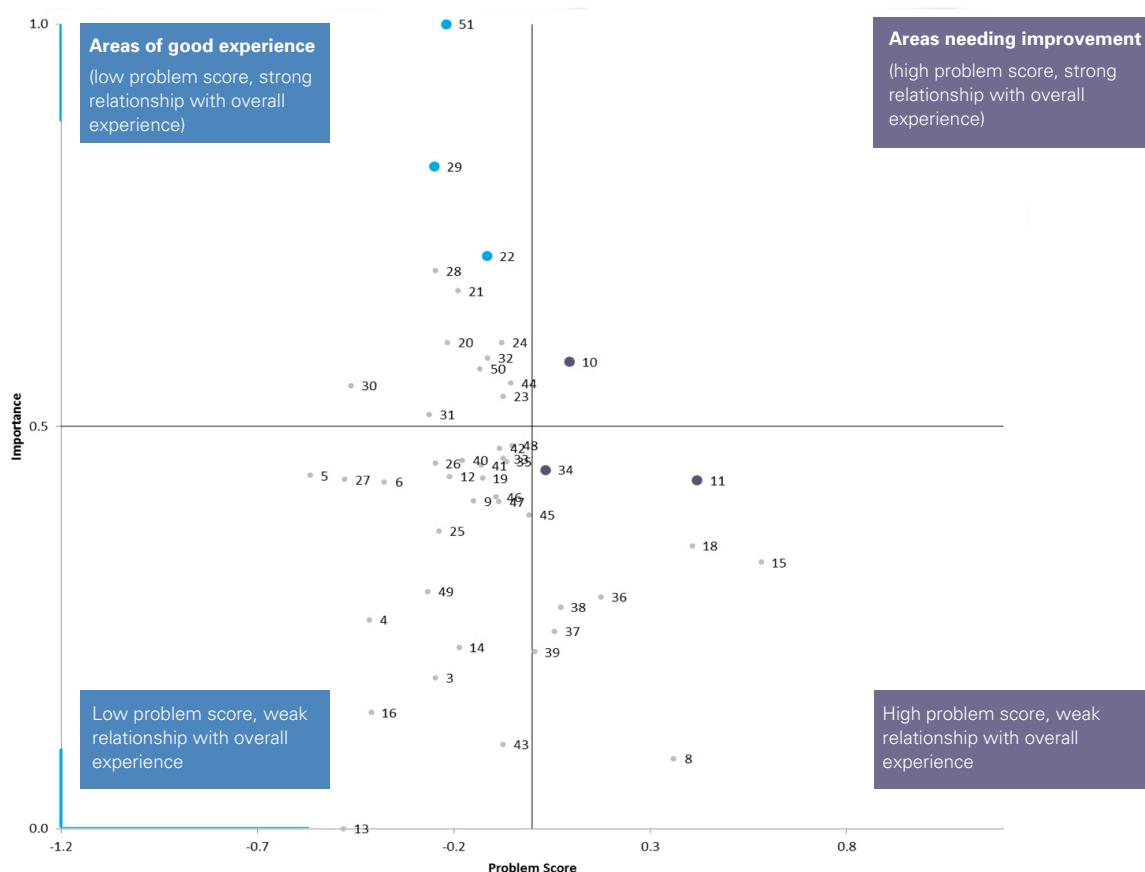
### Interpreting the improvement map

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.