



National Patient Experience Survey 2018

University Hospital Waterford

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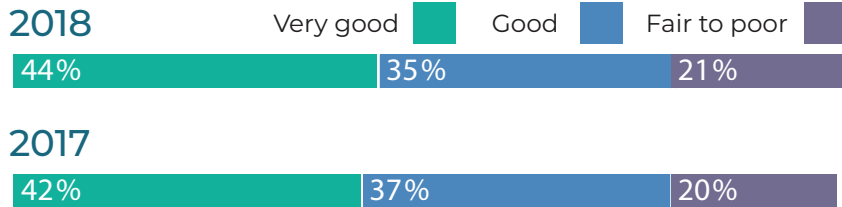
An Roinn Sláinte
Department of Health



University Hospital Waterford

2018 survey results

Overall experience



51%
response rate

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

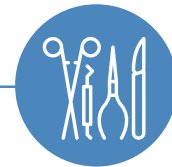
Areas of good experience



Explanation of treatments



Clear explanation of the risks/benefits of treatments



Clear answers to questions about an operation or procedure

Areas needing improvement



Respect and dignity



Opportunity to talk to a nurse



Confidence and trust in hospital staff

The patient voice

"The care I got was first class. The nurses and doctors were excellent. I was treated with respect. The food was very good and varied."



"Certainly the administration of discharge, in my case it was absolutely ridiculous, I was readmitted from the discharge lounge after waiting there for approx. 10 hours."

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%. 498 patients from University Hospital Waterford 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 University Hospital Waterford?

The majority of participants from University Hospital Waterford reported positive experiences in hospital. 79% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved below-average scores for several stages of care — admissions, care on the ward, and discharge or transfer.

Several areas of good experience were identified. These were areas related to participants' overall experiences and where participants gave above-average ratings. For example, patients said that staff explained the purpose of treatments, as well as their risks and benefits. Most patients also said that staff completely answered their questions about operations and procedures.

There were also several areas needing improvement. Patients said that they did not always have an opportunity to talk to a nurse when they needed to. In addition some patients did not have confidence and trust in hospital staff, and felt that they were not always treated with respect and dignity.

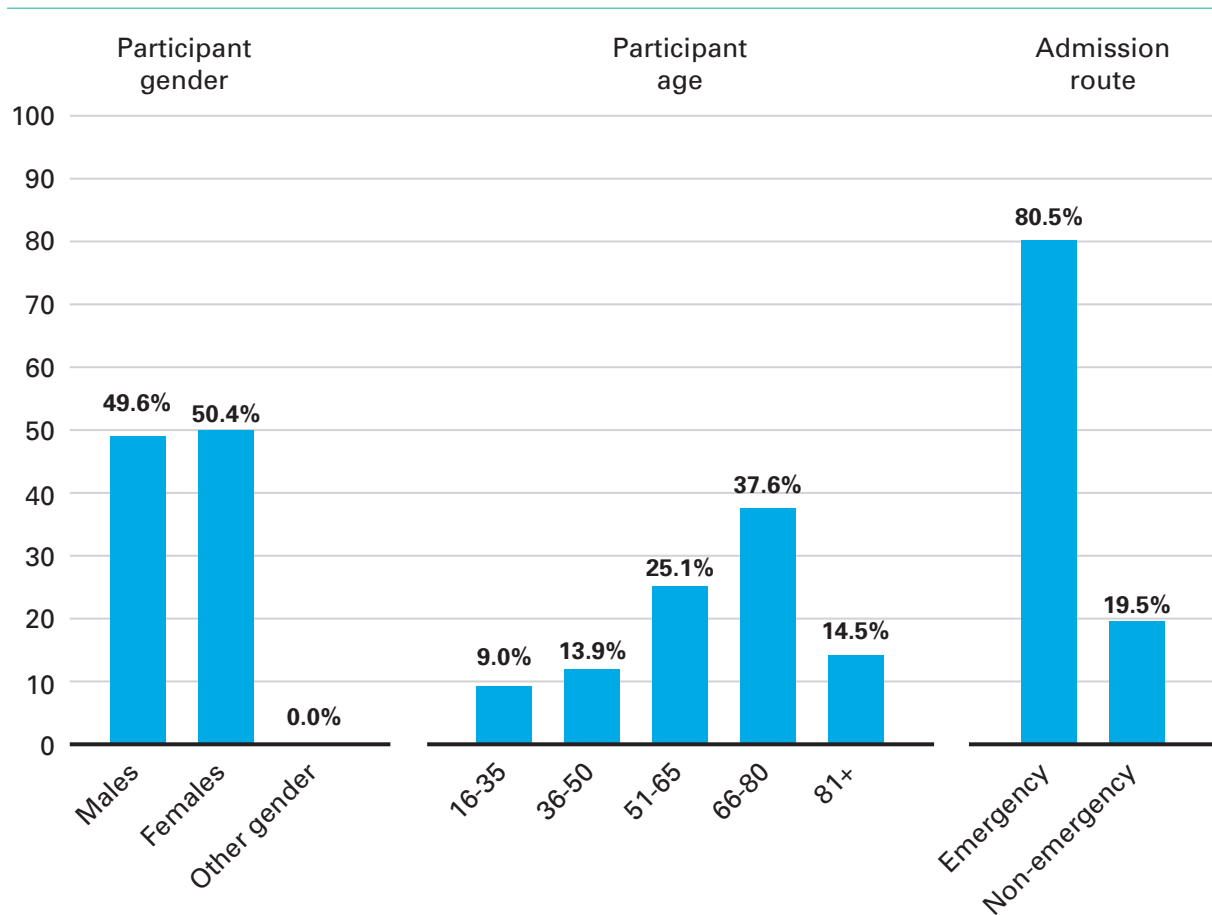
Compared with the 2017 survey, improvements in patient experience ratings for each stage of care were identified. The findings of the 2018 survey will help University Hospital Waterford to continue to improve patients' experiences of care in the hospital.

Hospital and participant profile

University Hospital Waterford is a public acute hospital, located in Waterford city. There were 406 inpatient beds available in the hospital during the survey period of May 2018.

982 people discharged from University Hospital Waterford during the month of May 2018 were invited to participate in the survey. 498 people completed the survey, achieving a response rate of 51%. 49.6% of participants were male and 50.4% were female. 401 respondents (80.5%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from University Hospital Waterford.

Figure 1 Participants from University Hospital Waterford 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 University Hospital Waterford are:

<p>Examinations, diagnosis and treatment</p>	<p>412 (96%) of the 431 people who answered this question said that a member of staff always or sometimes explained what would happen before they received a treatment.</p>
<p>Explanation of treatments Q34</p>	
<p>Examinations, diagnosis and treatment</p>	<p>382 of the 416 people (92%) who answered this question said that staff always or sometimes explained the risks or benefits of treatments in a way they could understand.</p>
<p>Clear explanation of the risks/ benefits of treatments Q35</p>	
<p>Examinations, diagnosis and treatment</p>	<p>287 of the 294 people (98%) who answered this question said that staff completely or to some extent answered their questions about an operation or procedure in a way they could understand.</p>
<p>Clear answers to questions about an operation or procedure Q37</p>	

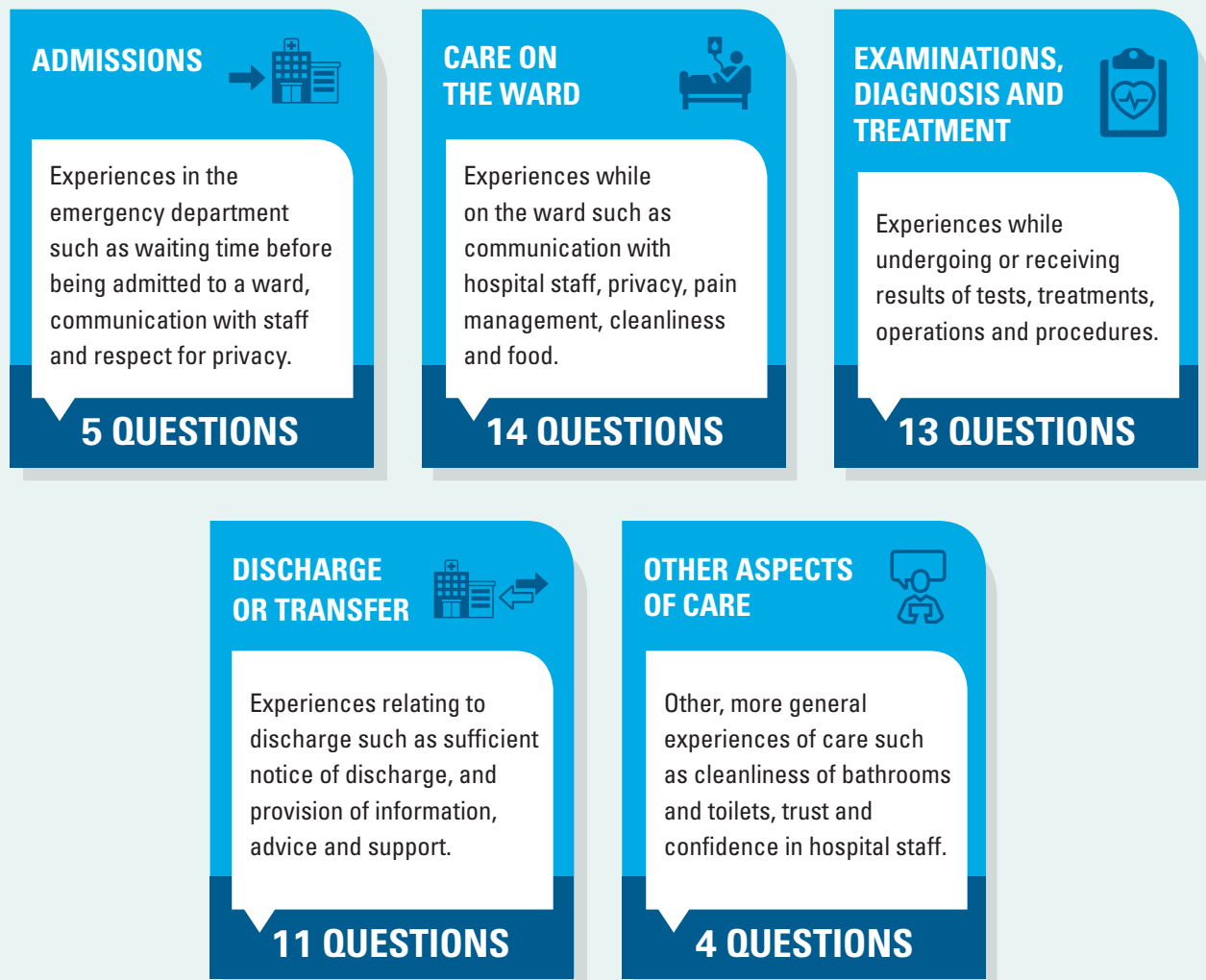
The areas needing improvement in University Hospital Waterford are:

<p>Care on the ward</p>	<p>Of the 434 people who answered this question, 133 (31%) said that they did not get, or only sometimes got, an opportunity to talk to a nurse when they needed to.</p>
<p>Opportunity to talk to a nurse Q23</p>	
<p>Other aspects of care</p>	<p>115 people (24%) said that did not have, or only sometimes had, confidence and trust in the hospital staff treating them.</p>
<p>Confidence and trust in hospital staff Q29</p>	
<p>Other aspects of care</p>	<p>109 people (23%) said that they were not, or were only sometimes, treated with respect and dignity while they were in hospital.</p>
<p>Respect and dignity Q51</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:



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.

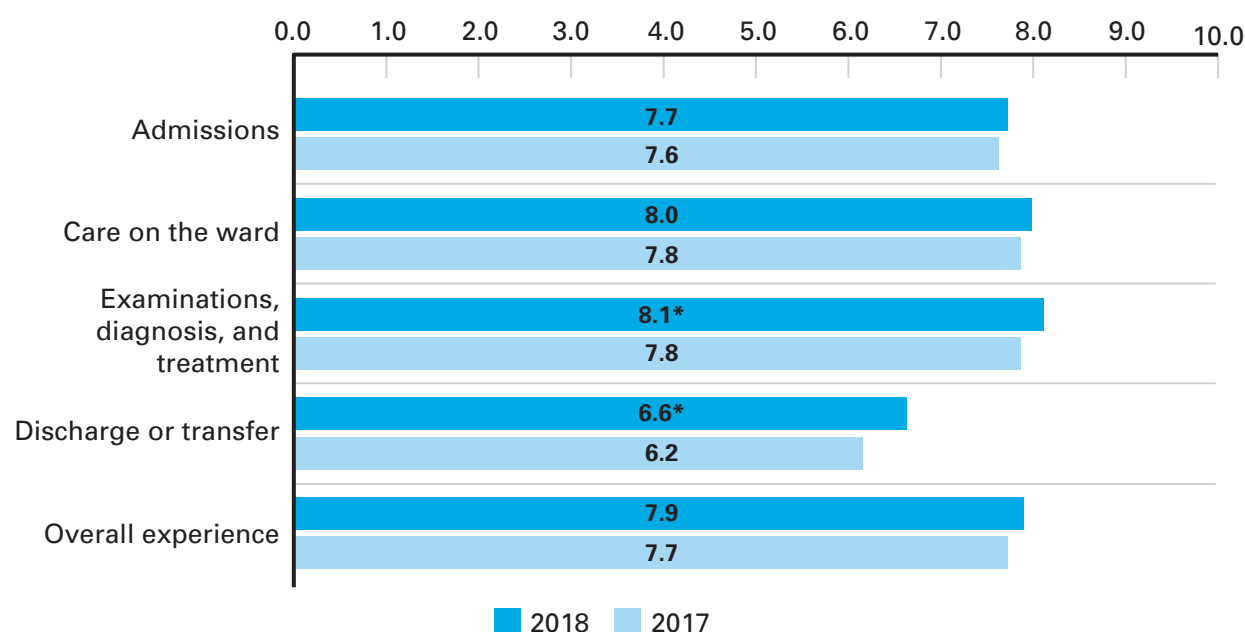
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was slightly higher in 2018 than in 2017. Significant improvements were achieved in the areas of examinations, diagnosis and treatment, and discharge or transfer. In addition, the 2018 ratings for admissions and care on the ward were slightly above what they were in 2017. 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 scores¹ for University Hospital Waterford 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

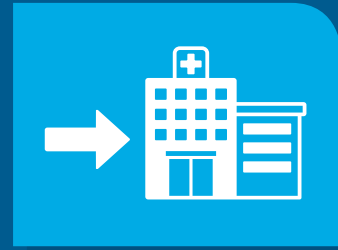
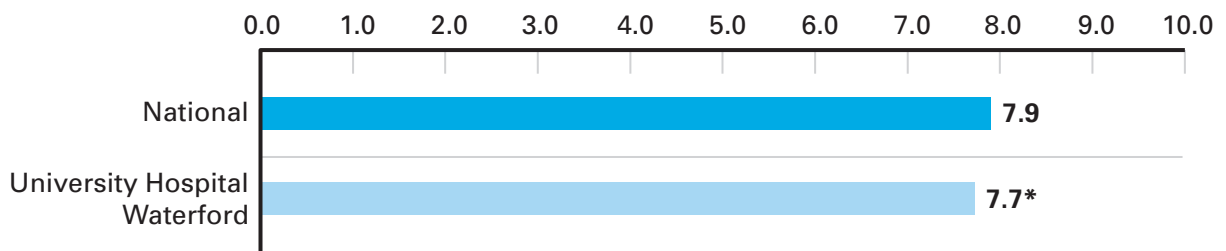


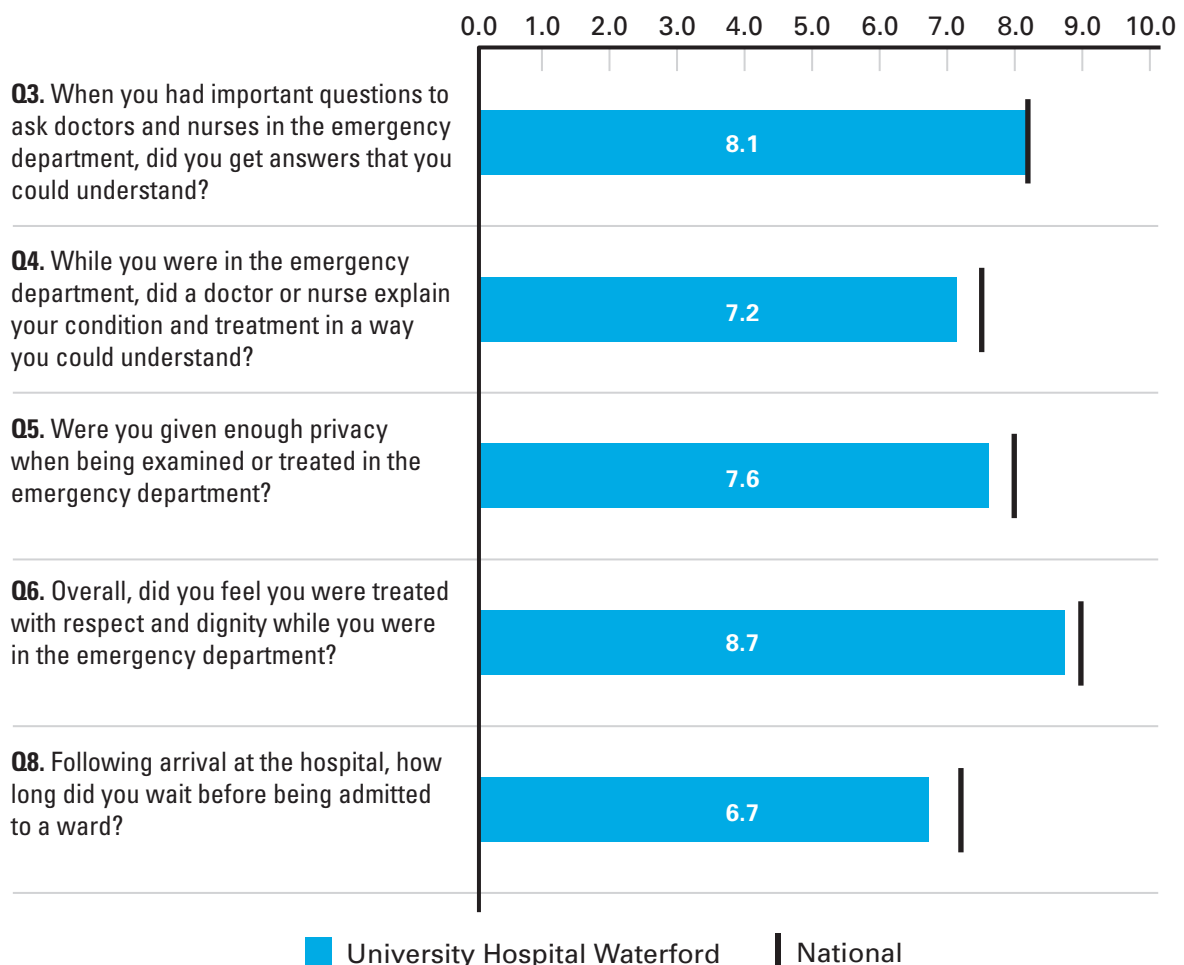
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

Figure 3 Comparison of University Hospital Waterford with the national average score for admissions (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 University Hospital Waterford scores for questions on admissions



Emergency department waiting times²

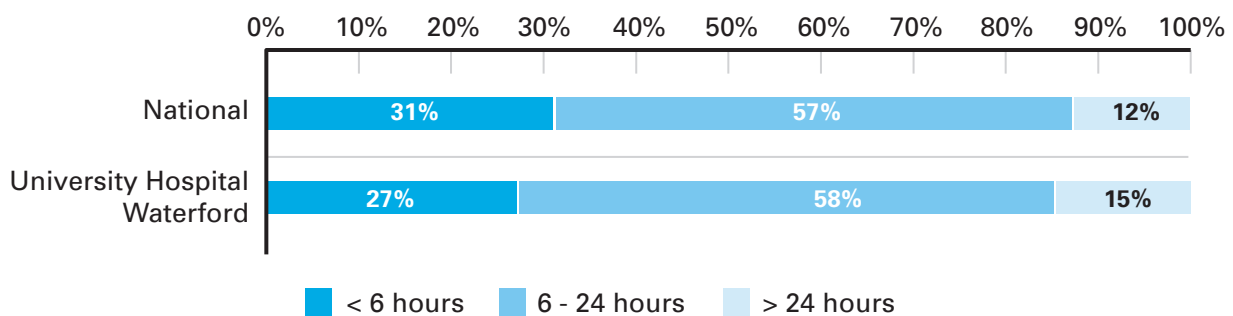
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 University Hospital Waterford, 94 respondents (27%) said they were admitted to a ward within six hours of arriving at the emergency department, while 200 respondents (58%) reported waiting between six and 24 hours. 53 respondents (15%) reported waiting 24 hours or more before being admitted to a ward in University Hospital Waterford, with 11 of these saying they waited more than 48 hours.

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

Figure 5 Patient-reported emergency department waiting times for University Hospital Waterford 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

"There was no delay either by the ambulance and staff when I arrived. I was very quickly put into a bed, which was great - I was unable to walk and feeling very weak & dizzy."

"Everything - the ambulance people were excellent. A&E excellent. Doctors and nurses took wonderful care of me."

"I felt like there were not enough nurses on. Emergency department was very busy - I had to sleep on a very uncomfortable bed in a very busy environment."

"The overnight stay on a trolley and on a corridor in A&E was very tough in the sense of lack of privacy, too bright and noisy to sleep, constant footfall, unable to relax. I don't know how elderly, anxious/fearful people or patients with special needs cope in this situation at all."

Admissions: what do these results mean?

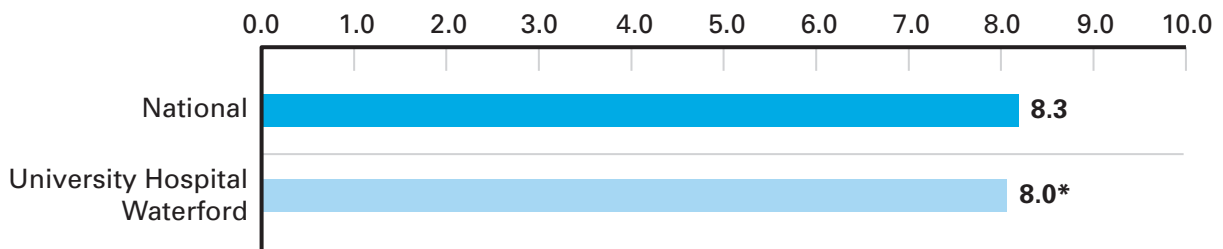
Patient ratings of admission to University Hospital Waterford were slightly more positive than in the 2017 survey, but were below the national average. Patients generally received answers they could understand from doctors and nurses in the emergency department. However, a number of patients did not have a good experience of privacy, and respect and dignity in the emergency department. The hospital performed below the national average on emergency department waiting times and 27% 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.^(1,2)

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 this stage of care.

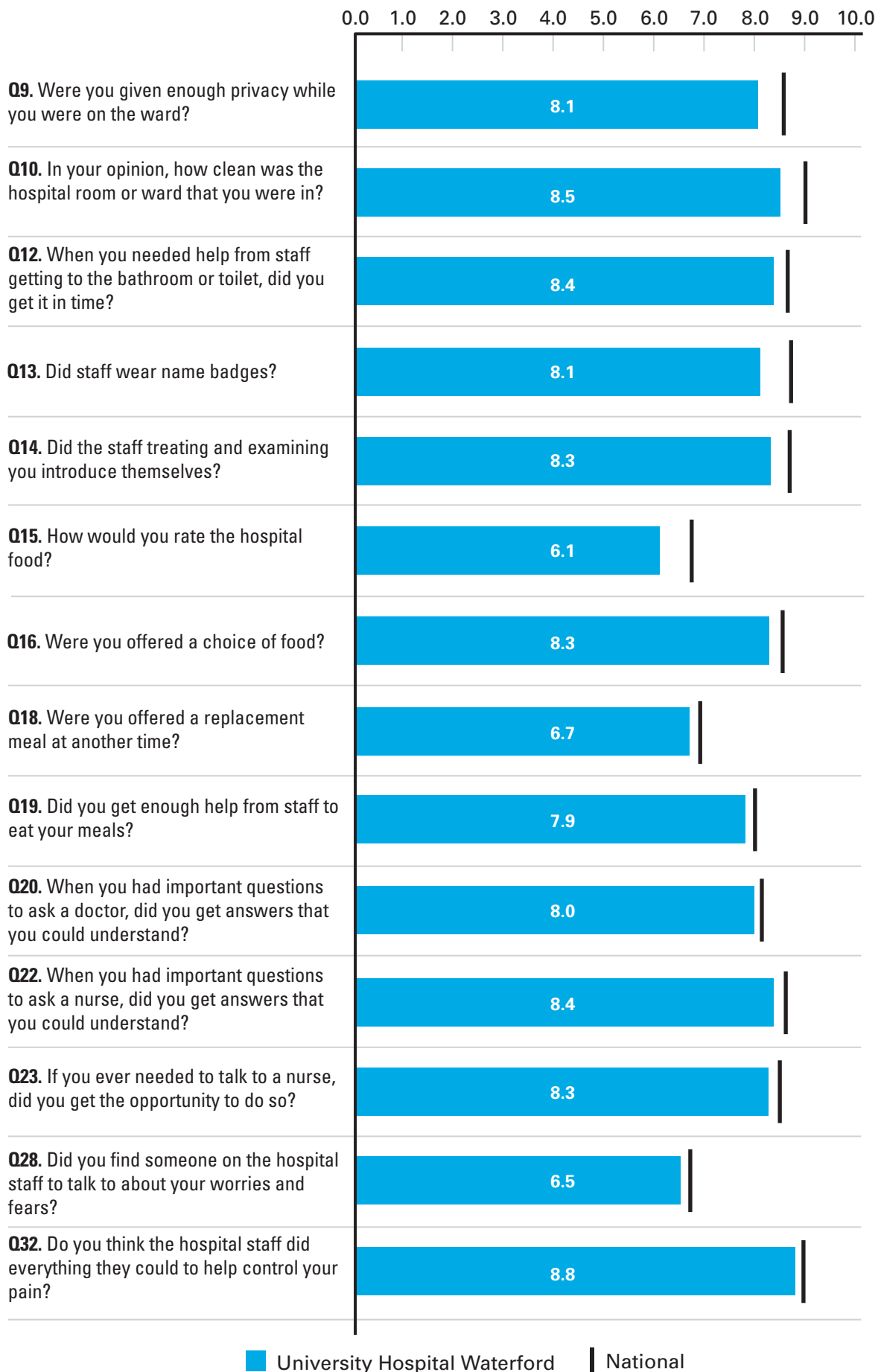


Figure 6 Comparison of University Hospital Waterford with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 7 University Hospital Waterford scores for questions on care on the ward



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

"The care I got was first class. The nurses and doctors were excellent. I was treated with respect. The food was very good and varied."

"I felt I was in good hands, at all times, everybody caring for me was very kind."

"Staff appeared to have difficulty communicating with me. Not all essential care was provided in a timely manner. Use of incontinence wear but I'm not incontinent."

"There needs to be more staff & beds made available and a tighter overhaul on cleaning staff. Which by no means is up to standard as there does not seem to be any supervision in such department"

Care on the ward: what do these results mean?

University Hospital Waterford received slightly higher ratings of care on the ward in 2018 compared to last year's survey, however the ratings were still lower than the national average. Most patients said they had a positive experience of pain management, while on the other hand a number of patients did not give positive ratings of the food or cleanliness in the hospital.

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

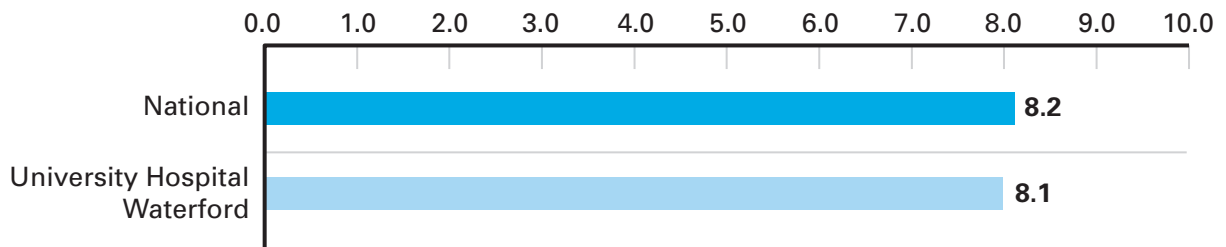
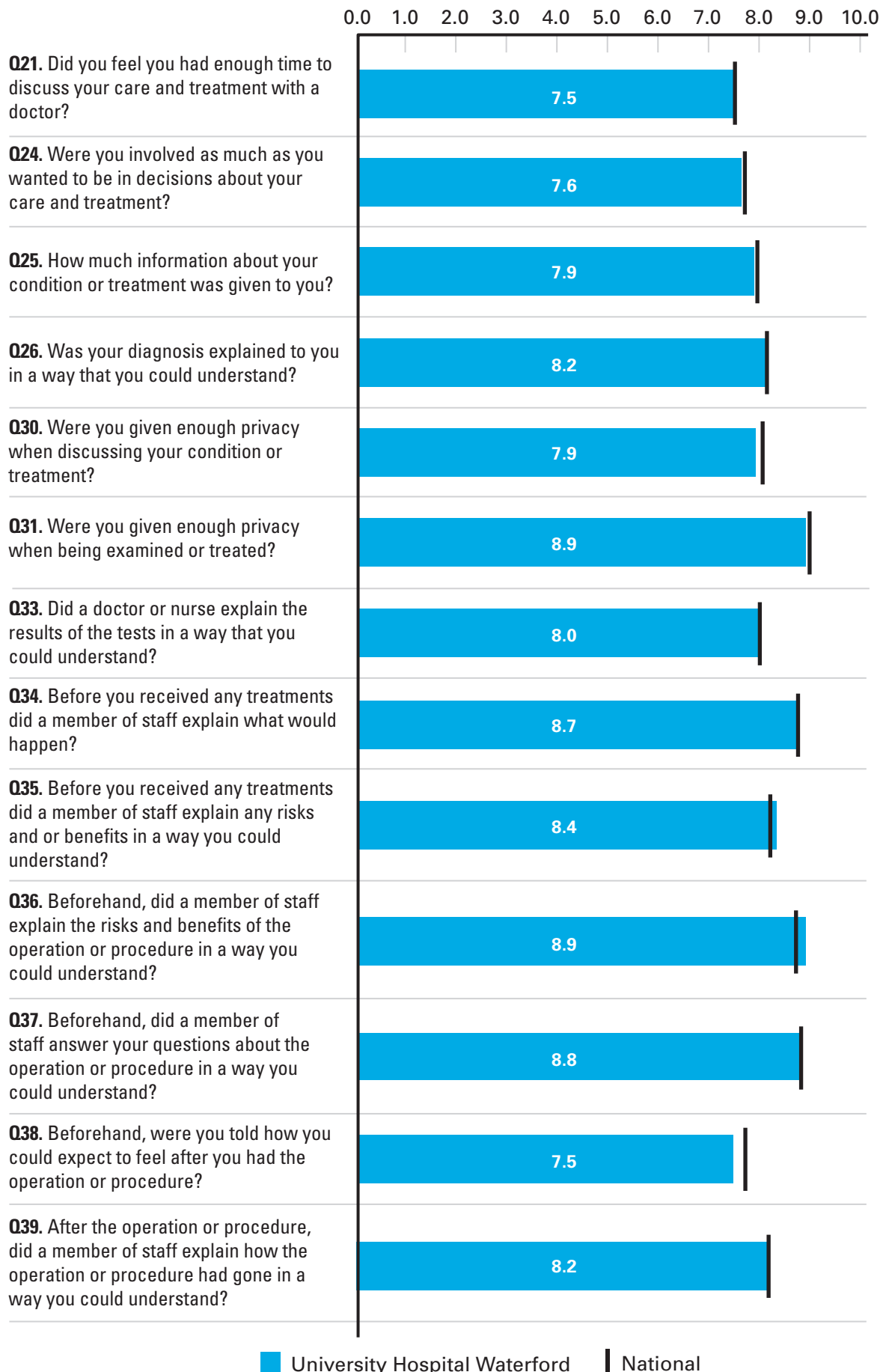


Figure 9 University Hospital Waterford scores for questions on examinations, diagnosis and treatment



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

"The doctors and nurses are brilliant with their care and dedication. Just not enough of them. One night we had 3 nurses and 1 nurse's helper to mind 30+ patients."

"I didn't see a doctor about my care for over a week, even though I requested to see my doctor numerous times."

"Improvements have been made in that doctors make a greater effort to explain what is happening."

"Keeping patient informed when there are delays. I waited 36 hours to see a surgeon without food and only got answers when my daughter asked for my file so that she could contact the last surgeon I was under."

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

Ratings of examination, diagnosis and treatment were significantly higher than last year and were similar to this year's national average. Most patients said that staff explained their procedures and answered questions in a way they could understand. However, a number of patients said that they did not have enough time to discuss their care and treatment with a doctor, nor were they informed about the expected outcome of their 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.

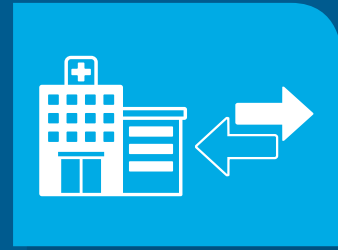
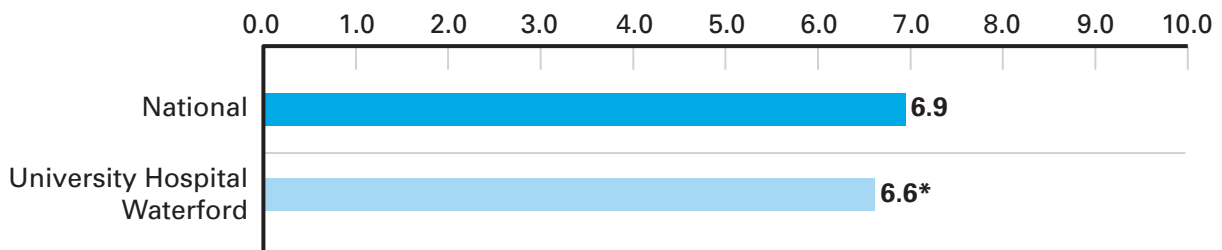
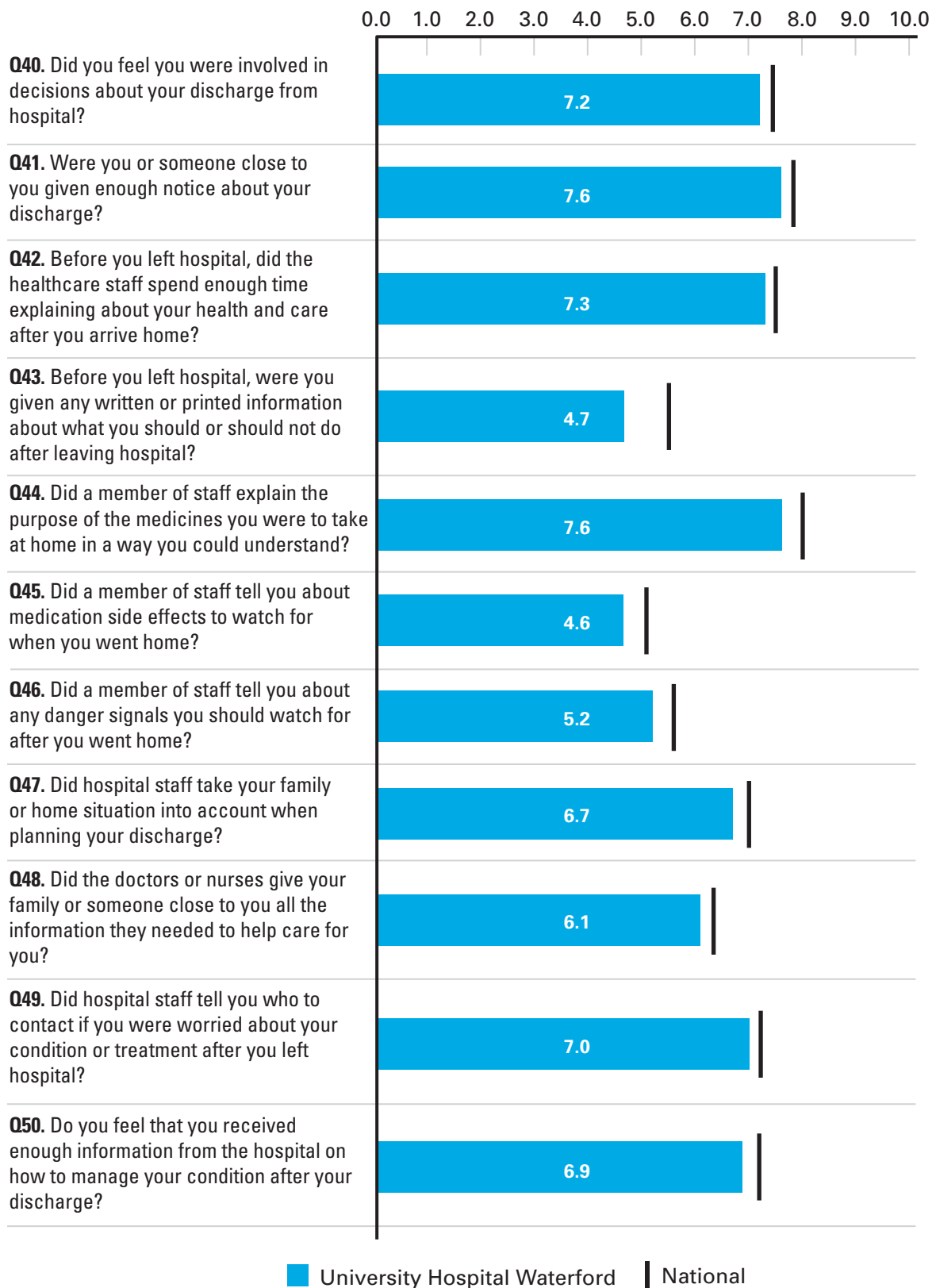


Figure 10 Comparison of University Hospital Waterford with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 11 University Hospital Waterford scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"The good thing about the hospital care was the effective communication between the medical team and myself. I was well informed by the team. The aftercare was impressive."

"The care and aftercare were excellent."

"Certainly the administration of discharge, in my case it was absolutely ridiculous, I was readmitted from the discharge lounge after waiting there for approx. 10 hours."

"Aftercare and discharge late in evening with no medications. I had to miss taking my tablets on the day (not ideal). My husband was in work also as I had not been previously told of discharge."

Discharge or transfer: what do these results mean?

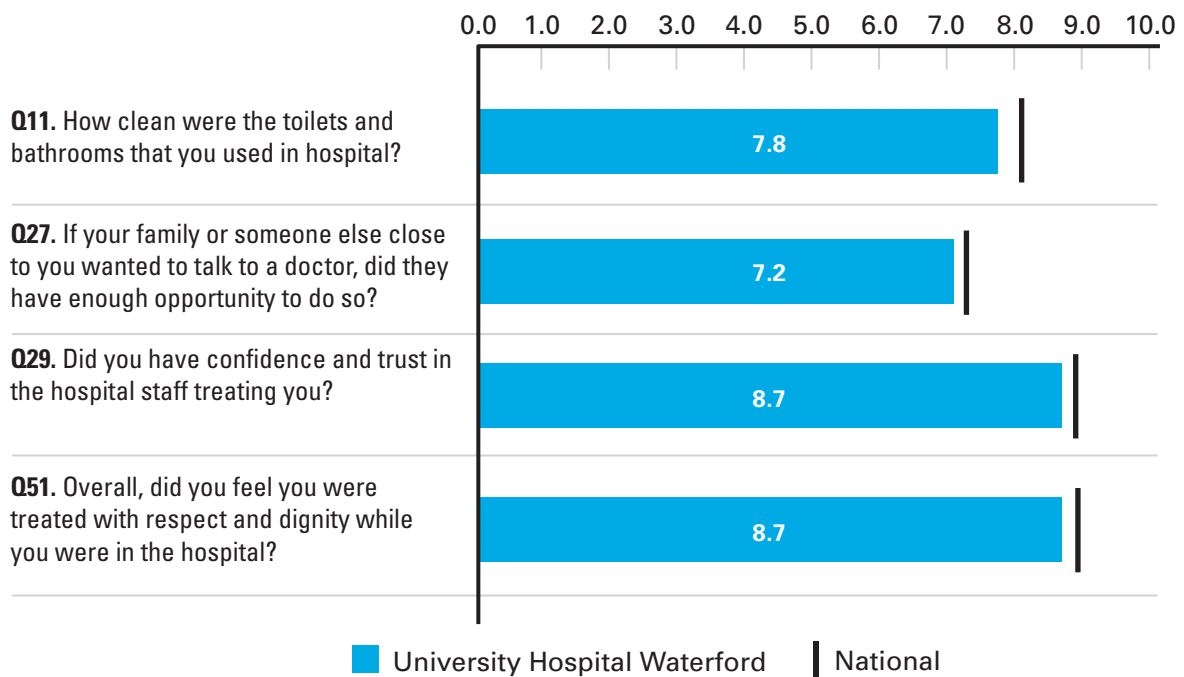
University Hospital Waterford received significantly higher ratings of discharge or transfer in 2018 compared to its score in the 2017 survey. However, participant ratings for this stage of care remained below the national average. Patients said that they did not receive enough information about their care after leaving hospital, particularly in relation to medication side effects and danger signals 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 University Hospital Waterford scores for other aspects of care



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

"Without a doubt I have the utmost respect for all of the staff from the student nurses to the senior consultants. They are all excellent medical people and they are also very polite and courteous."

"The cleaning staff did a good job and worked very professionally."

"The toilet area would need to be checked more often. On a number of occasions we had to ask the nurses to contact a cleaner."

"The privacy of patients could be valued a lot more. Why is it that the first thing a nurse does on entering the ward is to pull the curtains around the bed back as far as they will go?"

Other aspects of care: what do these results mean?

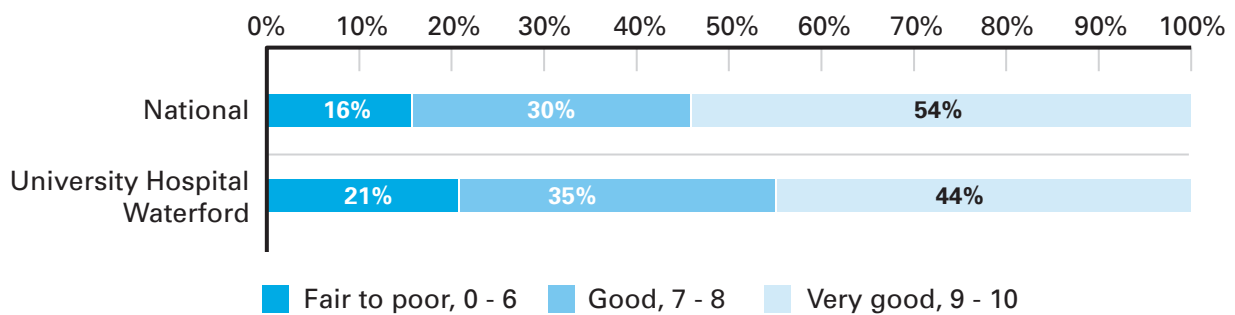
The ratings for the questions on other aspects of care were at, or slightly below the national average. For example, while most participants said they were treated with respect and dignity, a significant number did not give a positive rating in this area. Several patients commented on the standard of cleanliness in the toilet facilities.

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. 44% of participants from University Hospital Waterford rated their care as very good, 10% below the national figure of 54%.

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

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



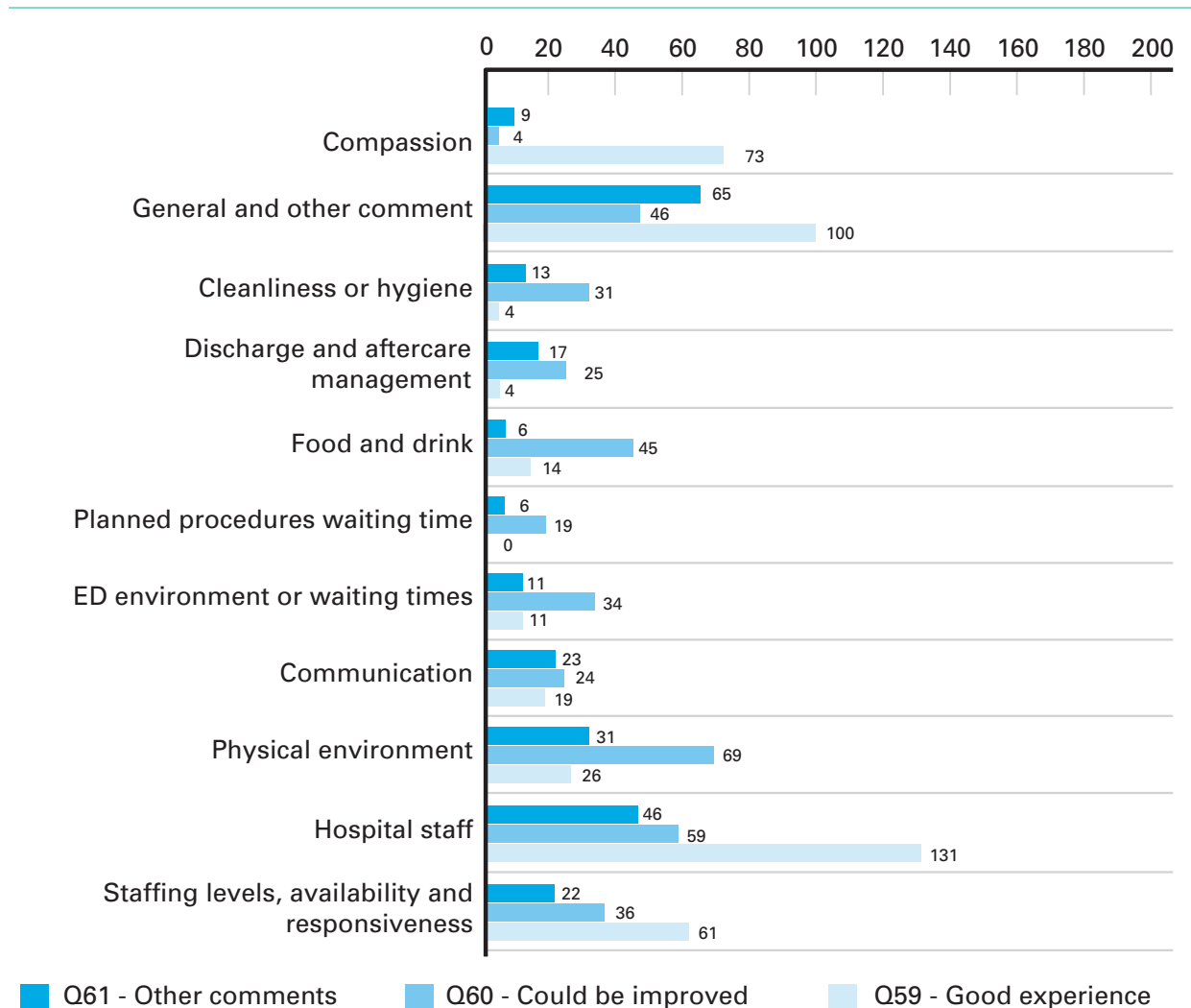
In their own words: analysis of patients' comments

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, 1,084 comments were received from patients of University Hospital Waterford in response to the free-text questions in the 2018 survey.

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

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

Figure 14 Participant comments by theme



Conclusion

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

The majority of patients in University Hospital Waterford said they had a positive overall experience at the hospital. 79% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

University Hospital Waterford scored below the national average on the admissions, care on the ward, and discharge or transfer stages of care. However, participant ratings of care were more positive than those received in 2017, particularly in relation to examinations, diagnosis and treatment, and discharge or transfer.

A number of areas of good experience were apparent. For example, patients said that staff generally explained the treatments that they received, including the risks and benefits. In general staff also gave clear answers to questions about operations or procedures.

Several areas for improvement were identified. A number of patients said that they did not have confidence and trust in hospital staff, and felt that they were not always treated with respect and dignity. Some patients also said that they did not always have an opportunity to talk to a nurse when they needed to.

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 treated with respect and dignity were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help University Hospital Waterford 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 University Hospital Waterford. 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.

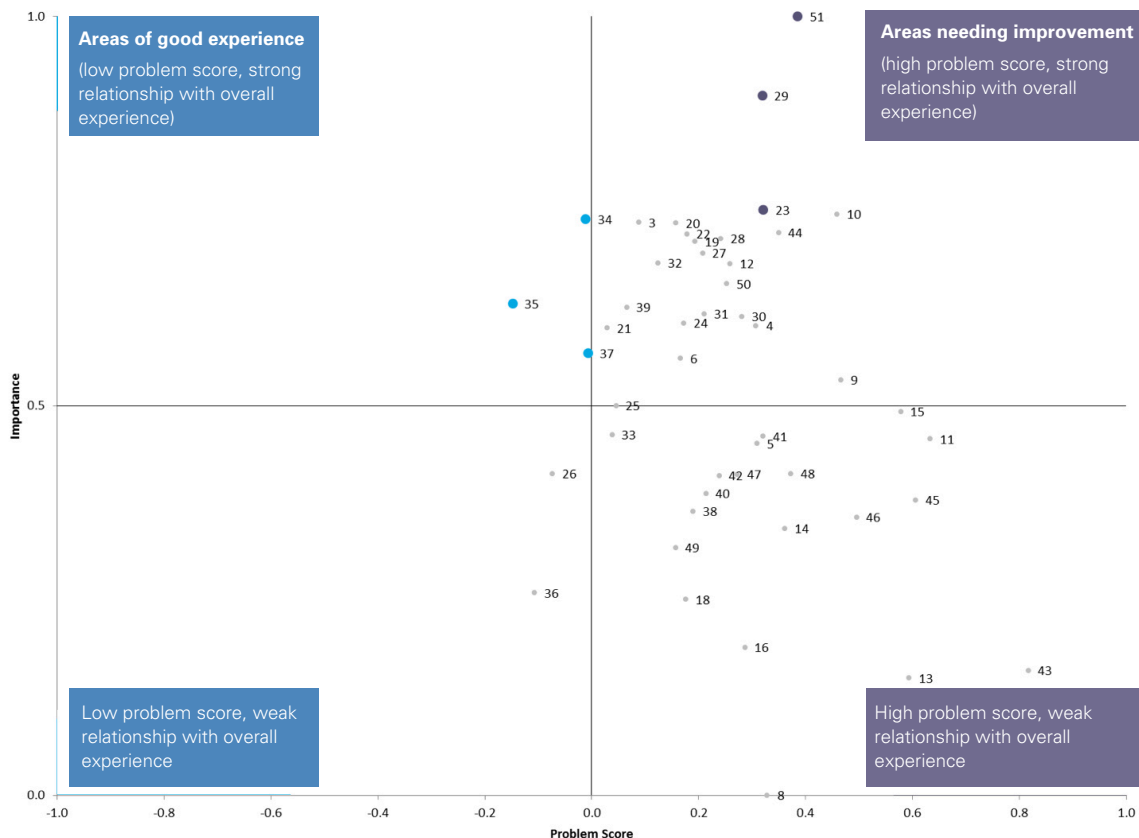
Interpreting the improvement map

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.