

# National Inpatient Experience Survey 2019

## Cappagh National Orthopaedic Hospital

## 2019 survey results

### Respondents



**195**

Number of respondents



**63.6**

Average age



**72%**

Participation rate

### Overall experience

#### 2019

Very Good  
**82%**

Good  
**13%**

Fair to Poor  
**5%**

#### 2018

Very Good  
**73%**

Good  
**21%**

Fair to Poor  
**6%**

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

### Stages of care



**9.1**  
out of 10

#### Care on the ward

Patients' ratings of 'care on the ward' in the hospital were above the national average and similar to last year's survey.

**9.1**  
out of 10

#### Examination, diagnosis and treatment

Ratings of 'examination, diagnosis and treatment' were above the national average and significantly above last year's survey.



**8.5**  
out of 10

#### Discharge or transfer

Participant ratings of 'discharge or transfer' were above this year's national average and similar to last year's score.

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## About the National Inpatient Experience Survey 2019

The National Inpatient Experience Survey<sup>1</sup> 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. It was conducted for the first time in 2017 and repeated in 2018 and 2019.

Nationally, 26,897 people were invited to participate in the third National Inpatient Experience Survey. In total, 12,343 people responded, resulting in a response rate of 46%. 195 patients from Cappagh National Orthopaedic Hospital took part.

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 and 2018 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 <https://yourexperience.ie/inpatient/hospital-initiatives/>.

## What were the main findings for Cappagh National Orthopaedic Hospital.

The majority of participants from Cappagh National Orthopaedic Hospital reported positive experiences in hospital. 95% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average across all stages of care.

Several areas of good experience were identified. For example, many patients said they received enough information on how to manage their condition at home, and patients also noted that, before they left hospital, staff spent enough time explaining their health and care after they returned home. In addition, most patients reported that their family members, or someone close to them, had sufficient opportunity to talk to a doctor.

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<sup>1</sup> The survey was previously entitled the 'National Patient Experience Survey'. The name was updated in 2019 to more accurately reflect the target population.

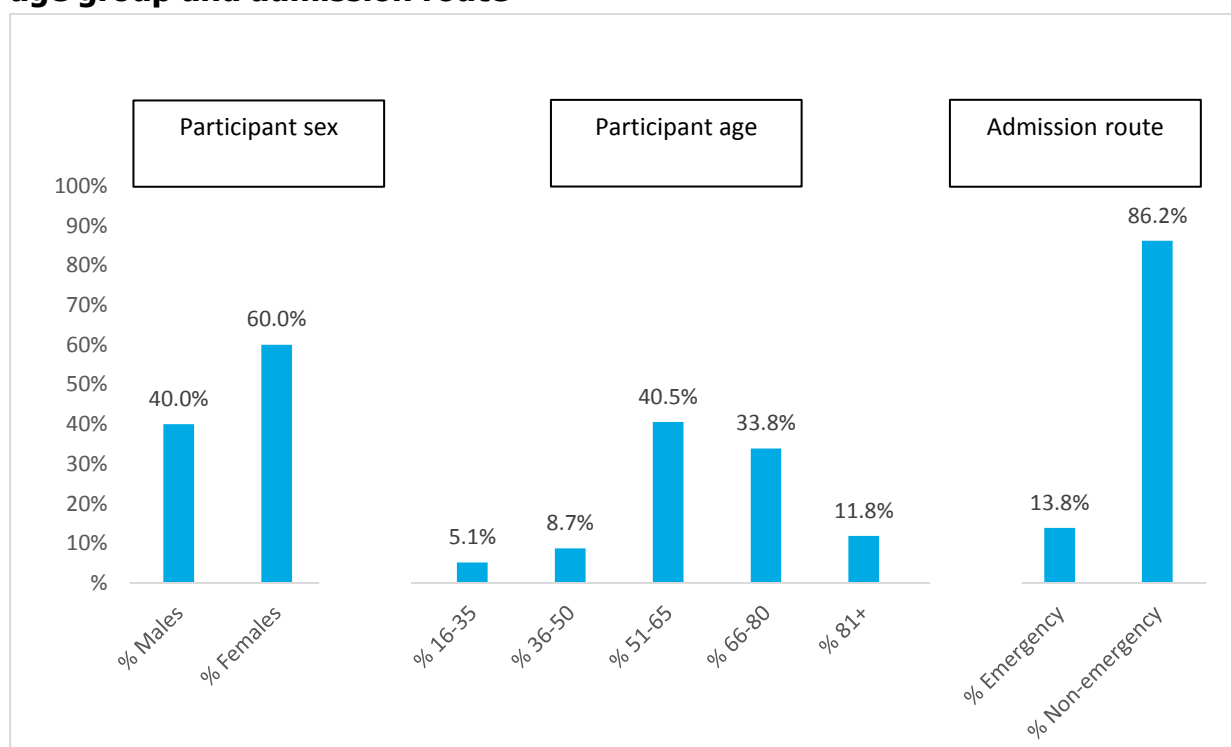
There were no statistically significant differences in how patients rated each stage of care when compared with the 2018 survey, with the exception of 'examinations, diagnosis and treatment', where the hospital performed above its 2018 level. The findings of the 2019 survey will help Cappagh National Orthopaedic Hospital to improve patients' experiences of care in hospital.

## Hospital and participant profile

Cappagh National Orthopaedic Hospital is located in Dublin. There were 99 inpatient beds available in the hospital during the survey period of May 2019.

270 people discharged from Cappagh National Orthopaedic Hospital during the month of May 2019 were invited to participate in the survey. 195 people completed the survey, achieving a response rate of 72%. 60% of participants were male and 40% were female. 27 respondents (13.8%) said that their stay in hospital was due to an emergency<sup>2</sup>. Figure 1 below provides information on the respondents who took part in the survey from Cappagh National Orthopaedic Hospital.

**Figure 1 Participants from Cappagh National Orthopaedic Hospital by sex, age group and admission route**



<sup>2</sup> Patients were asked if their hospital stay was planned in advance or an emergency. While Cappagh National Orthopaedic 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 Cappagh National Orthopaedic 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. The list includes the relevant stage of care and question number for each area. Appendix 1 explains how these areas were identified.

In Cappagh National Orthopaedic Hospital, the scores for all questions across the five stages of care were above or the same as the national average. While no specific area for improvement was identified using the methodology outlined in Appendix 1, there was still room for improvement on a number of questions. Patients' comments also identified areas where improvement was possible.

### The areas of good experience in Cappagh National Orthopaedic Hospital are:

#### Other aspects of care

##### Opportunity for family members to talk to a doctor | Q27

92 (77%) of the 120 people who answered this question said that if their family or someone else close to them wanted to talk to a doctor, they always had an opportunity to do so.

#### Discharge or transfer

##### Time spent explaining health and care at home | Q42

Of the 187 people who answered this question, 162 (87%) said that, before they left hospital, staff spent enough time explaining their health and care after their discharge.

#### Discharge or transfer

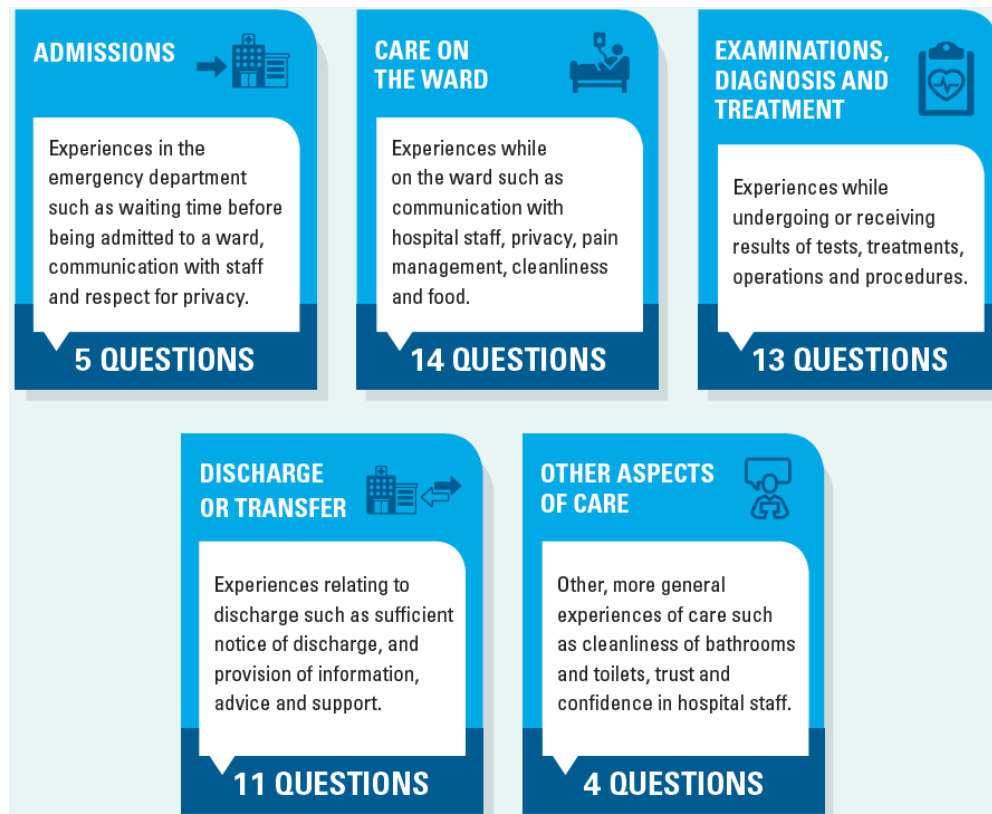
##### Information on how to manage a condition | Q50

Of the 186 people who answered this question, 144 (77%) said that they definitely received enough information from the hospital on how to manage their condition after discharge.

# Survey results for the stages of care along the patient journey

The National Inpatient Experience Survey 2019 follows the patient journey through hospital from admission to discharge. The 2019 questionnaire is available to download from [www.yourexperience.ie](http://www.yourexperience.ie).

The survey questions were grouped into five stages along the patient journey<sup>3</sup>:



## Interpreting the results for the stages of care

Scores out of 10 are given for each question belonging to a stage of care or to a stage as a 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 2018 and 2019, as well as between a hospital and the national average. Throughout this report, when the hospital scored significantly above the national average, this is described as 'higher'. When a hospital scored

<sup>3</sup> As Cappagh National Orthopaedic Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

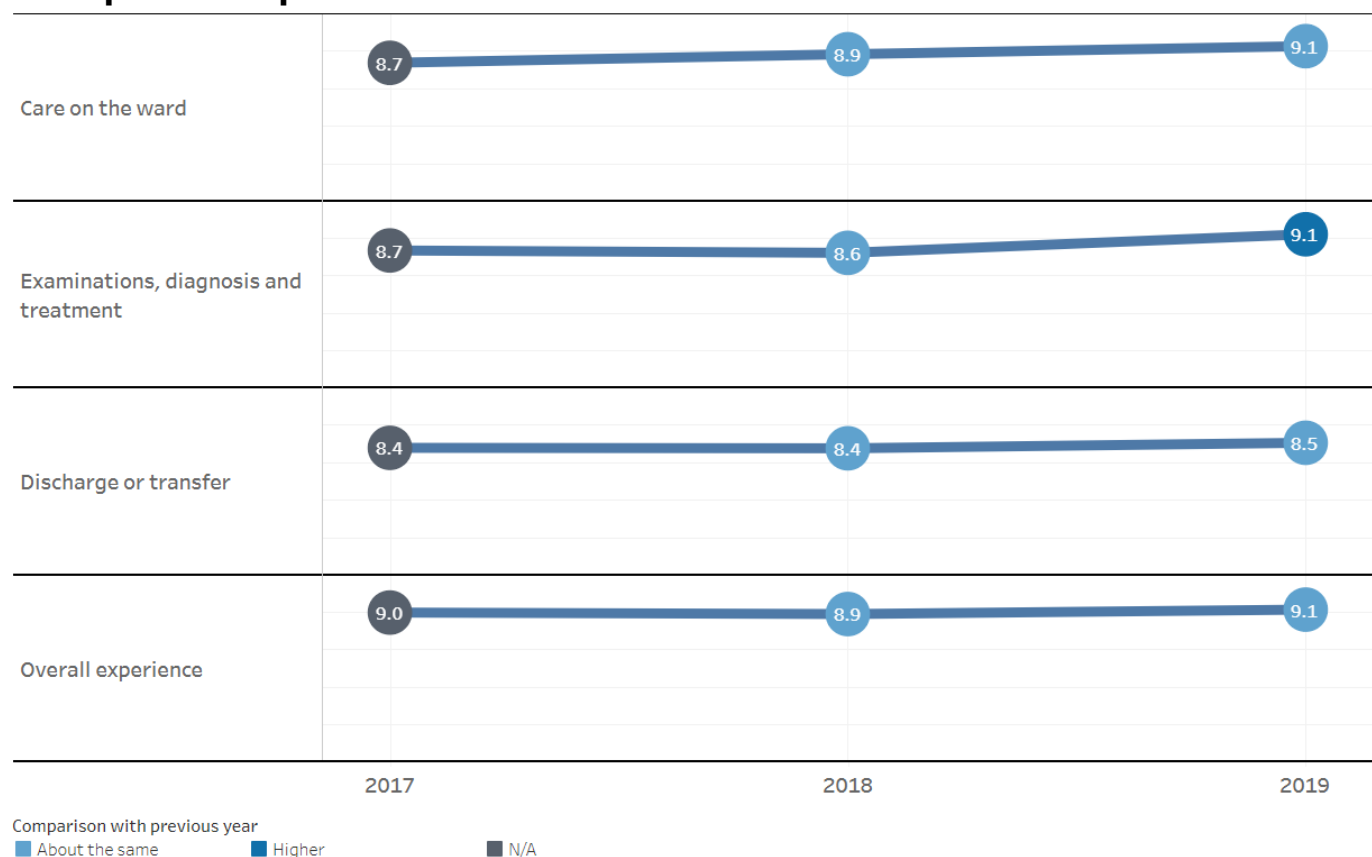
significantly below the national average, it is described as 'lower'. When there is no statistically significant difference between the hospital's score and the national average, it is described as 'about the same'. For further information on the analyses please consult Appendix 3 of the 2019 national report, available from [www.yourexperience.ie](http://www.yourexperience.ie).

## Changes in patient experience over time

There were no statistically-significant differences in how patients rated each stage of care when compared with the 2018 survey, with the exception of 'examinations, diagnosis and treatment', where the hospital performed above its 2018 level. 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 Annual comparison of stage of care scores<sup>4</sup> for Cappagh National Orthopaedic Hospital**



<sup>4</sup> Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

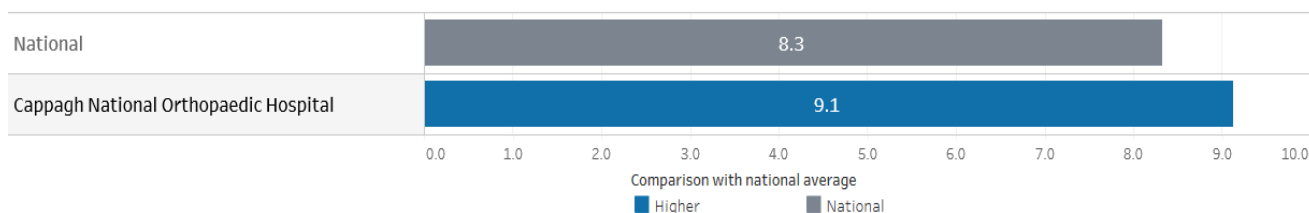




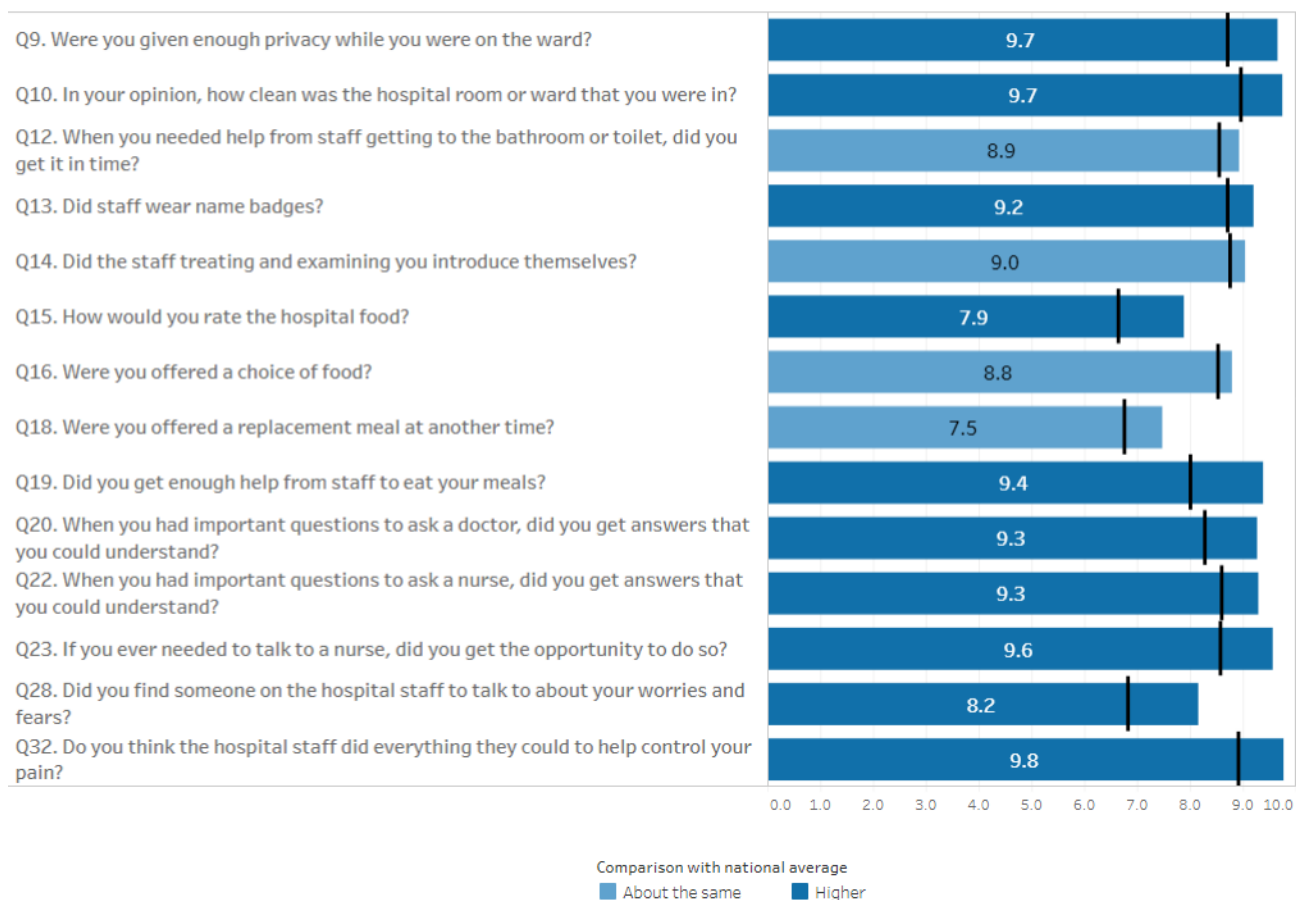
## Care on the ward

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 Cappagh National Orthopaedic Hospital with the national average score for 'care on the ward' (out of a maximum of 10).**



**Figure 4 Cappagh National Orthopaedic Hospital scores for questions on 'care on the ward'\***



\*The black line represents the national average

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

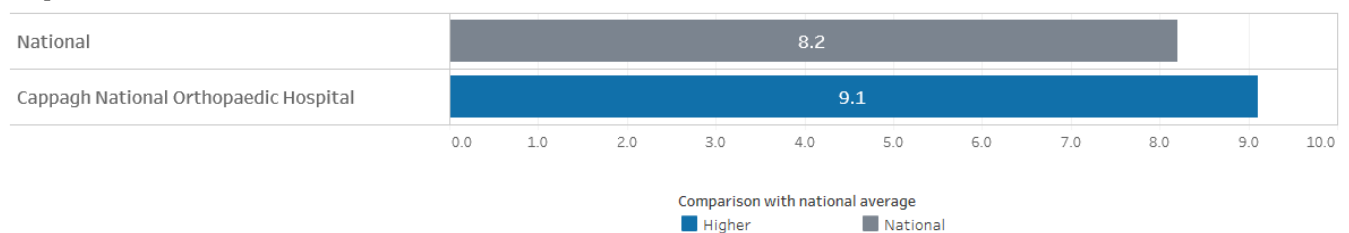
Patients' ratings of 'care on the ward' were above the national average and similar to last year's survey. Most patients said that hospital staff did everything they could to help control their pain. The lowest scoring question for this stage related to whether patients were offered a replacement meal if they were unable to eat at mealtimes.



## 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 Cappagh National Orthopaedic Hospital with the national average score for 'examinations, diagnosis and treatment' (out of a maximum of 10).**



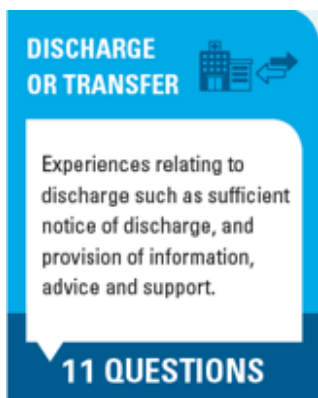
**Figure 6 Cappagh National Orthopaedic Hospital scores for questions on 'examinations, diagnosis and treatment'\***



\*The black line represents the national average

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

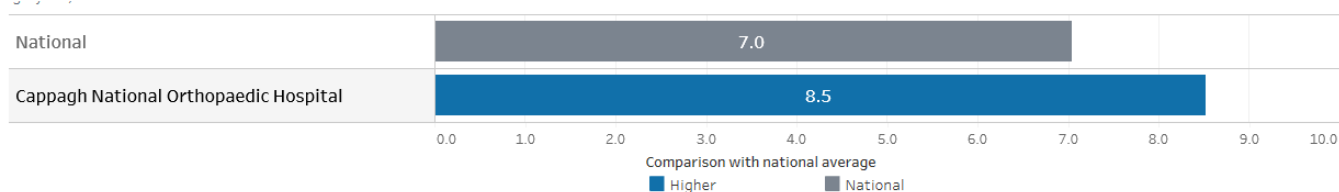
Ratings of 'examination, diagnosis and treatment' were above the national average and significantly above last year's survey ratings for the hospital. Most patients said that they were given enough privacy when being examined or treated. The lowest scoring question for this stage related to whether a nurse or doctor explained the results of tests in a way patients could understand.



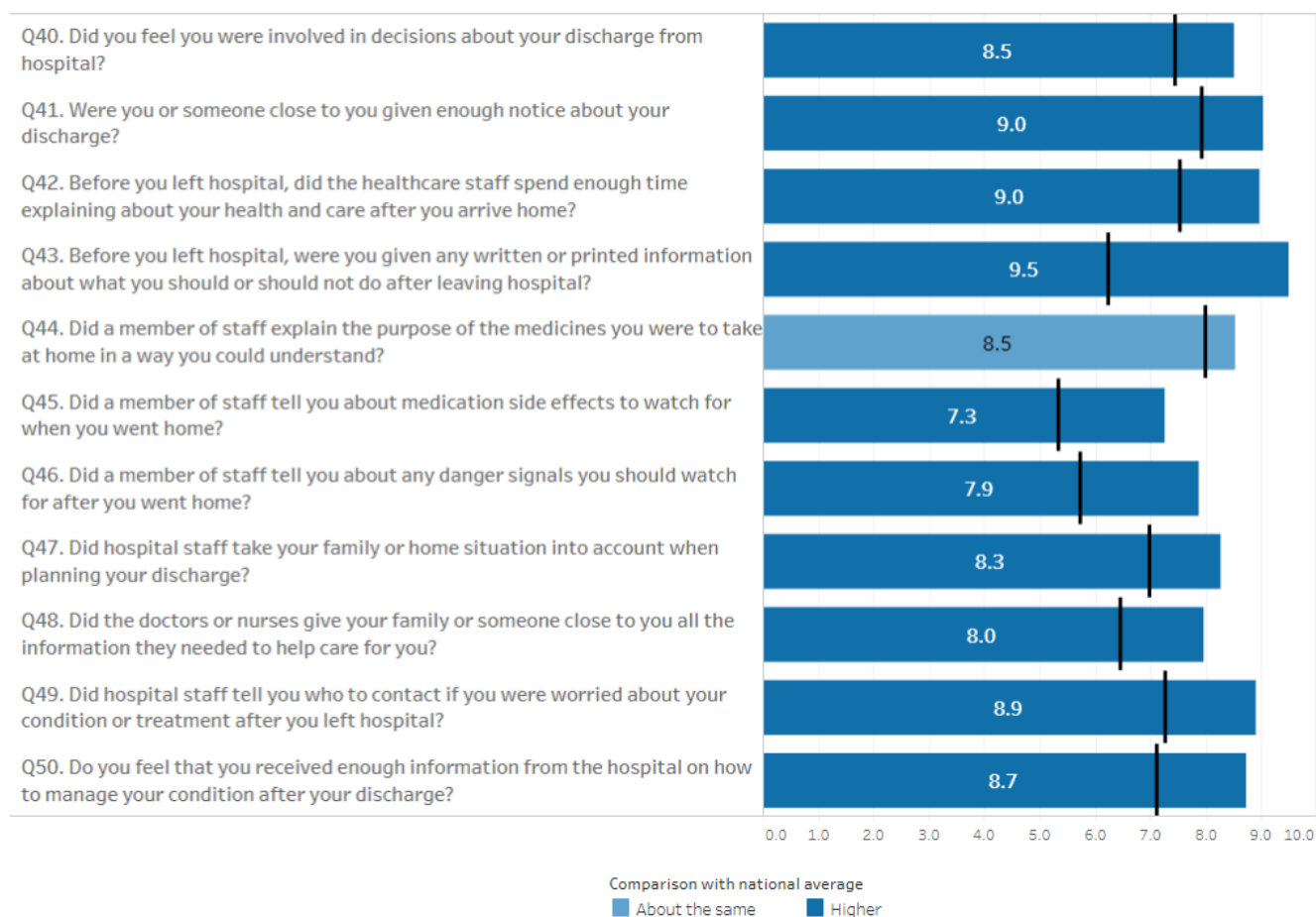
## Discharge or transfer

Figure 7 compares the hospital's overall score for 'discharge or transfer' with the national average. Figure 8 shows the hospital's scores for questions on this stage of care.

**Figure 7 Comparison of Cappagh National Orthopaedic Hospital with the national average score for 'discharge or transfer' (out of a maximum of 10).**



**Figure 8 Cappagh National Orthopaedic Hospital scores for questions on 'discharge or transfer'\***



\*The black line represents the national average

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

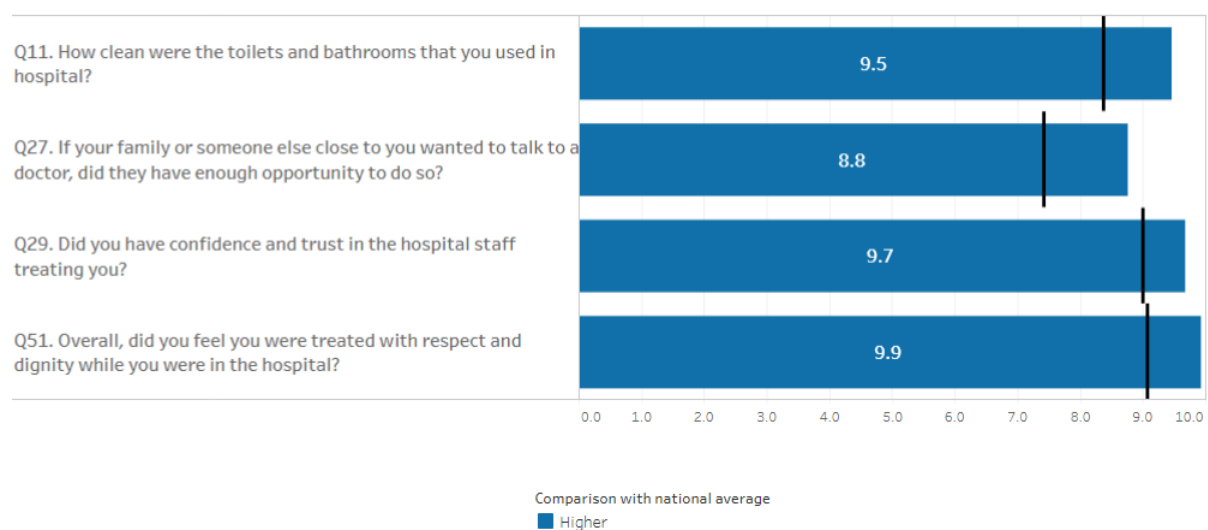
The hospital received ratings for this stage of care that were above the national average, and similar to last year's score. Most patients said that they received written or printed information about what they should or should not do after leaving hospital. The lowest scoring question for this stage related to whether the potential side effects of medication were explained to patients. Nevertheless, the hospital scored above the national average for this question.



## Other aspects of care

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

**Figure 9 Cappagh National Orthopaedic Hospital scores for 'other aspects of care'\***



\*The black line represents the national average

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

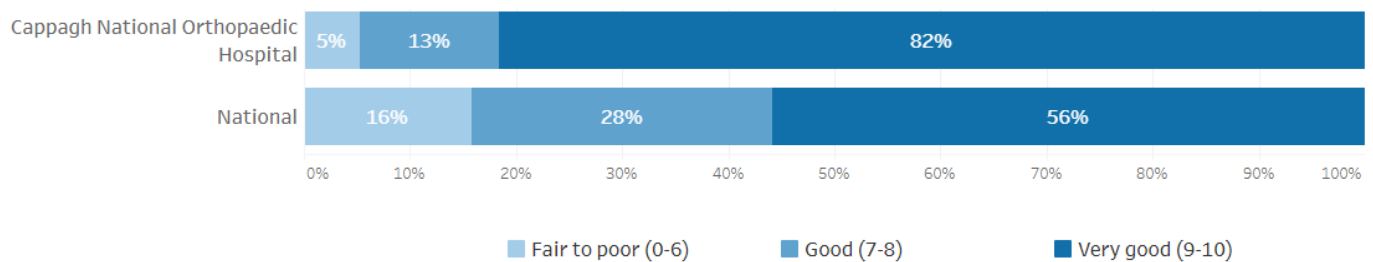
Most participants from Cappagh National Orthopaedic Hospital said they were treated with respect and dignity while they were in hospital, and had confidence and trust in the staff that treated them. Despite scoring above the national average for Q27, some patients said that there were insufficient opportunities for their families to talk 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. 82% of participants from Cappagh National Orthopaedic Hospital rated their care as very good, which was above the national figure of 56%.

Figure 10 compares the average overall rating of hospital experience for Cappagh National Orthopaedic Hospital with the national average.

**Figure 10 Overall rating of hospital experience for Cappagh National Orthopaedic Hospital and nationally**





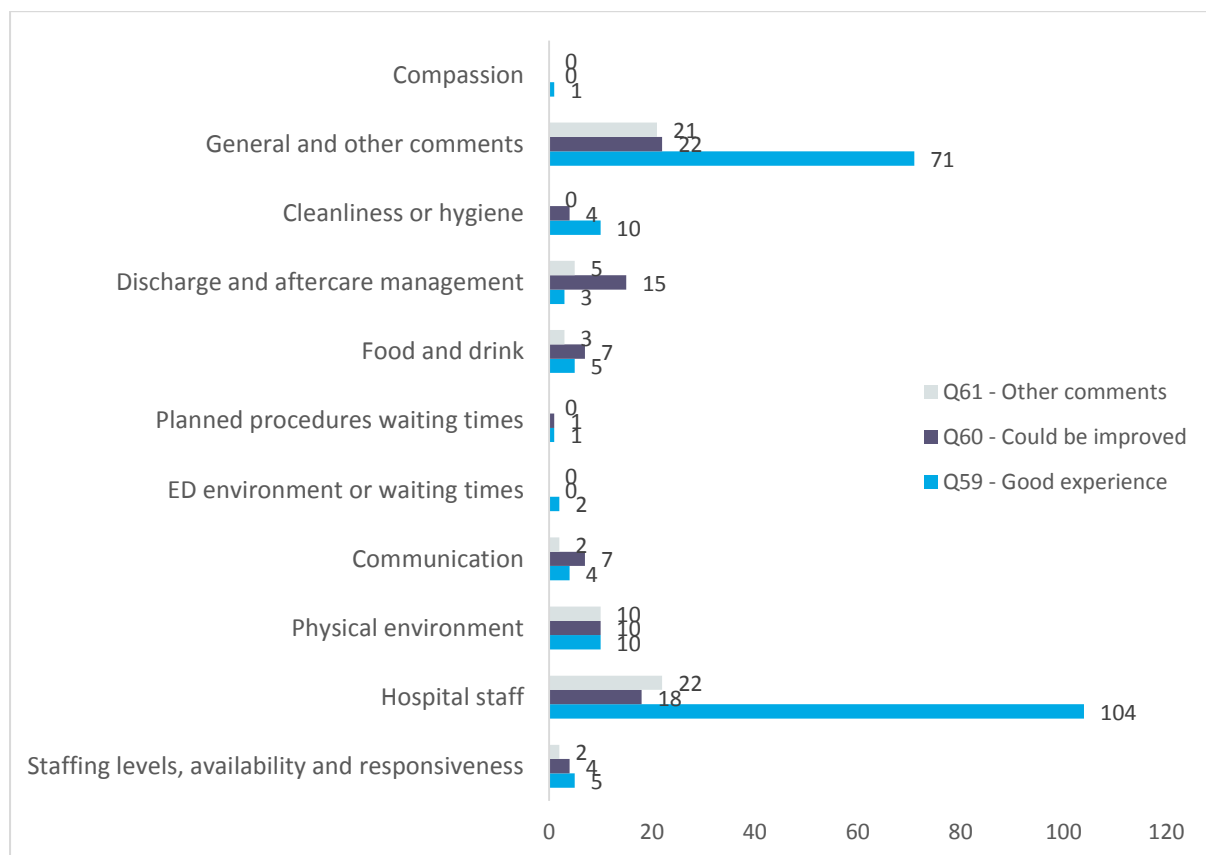
## In their own words: analysis of patients' comments

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, 265 comments were received from patients of Cappagh National Orthopaedic Hospital in response to the free-text questions in the 2019 survey.

Figure 11 shows the breakdown of 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.

In relation to good aspects of care, most of the comments related to the 'hospital staff', 'general and other comments', 'cleanliness and hygiene' and 'physical environment' themes. Most patient suggestions for improvement related to the 'general and other comments'; 'hospital staff', and 'discharge and aftercare management'. Responses to Q61 covered various themes. A selection of relevant comments from these themes is provided in Figure 12.

**Figure 11 Participant comments by theme**



## Figure 12 Example comments

### Positive comments

"I felt very welcome and cared for from the time I walked in the door until the time I left. I think the staff from top to bottom are the best staff in Ireland. Everyone I came across could not have been nicer. Thank you so much."	"I was very impressed by the high standard of professionalism from start to finish to which I am forever grateful."
"My short time spent in Cappagh was, on the whole, a very good experience. I had a [procedure name] which went, or so far, very well. The staff were all very good and well informed, plus very friendly."	"Care was always very thorough and professional. Staff were very efficient and dedicated."
"Doctors, nurses, cleaners, kitchen staff and everyone we met were exceptional helpful, gave good information and directions, and were very lovely people."	"It was excellent, all nurses, doctors down to the kitchen staff were great. It was totally efficient."

### Suggestions for improvement

"The toilet facility, should be for patients only, not for visitors as well. I'm thinking from the point of view of infection after surgery. Visitors should have a separate toilet."
"When I was due to leave hospital I was given a list of medications to get in pharmacy. I did not know in what order to take them. This caused some issues on the couple of days at home. A note explaining this would be very helpful."
"I felt my discharge was very rushed. I also was not given any help getting dressed. I had [procedure name] and I was unable to put my shoes on. I had to rely on help from a family member."

## Conclusion

### What were patients' experiences of hospital care in Cappagh National Orthopaedic Hospital in May 2019?

The majority of patients said that they had positive overall experiences in Cappagh National Orthopaedic Hospital. 95% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Cappagh National Orthopaedic Hospital received above-average scores for all stages of care. Ratings of care were generally similar to those received in 2018 but there was a statistically-significant improvement in how patients rated the 'examinations, diagnosis and treatment' stage when compared with the 2018 survey for this hospital.

A number of areas of good experience were apparent. These areas of good experience are strongly related to patients' ratings of their overall experience in Cappagh National Orthopaedic Hospital. Most patients said they received enough information on how to manage their condition after discharge, while a number of patients also reported that hospital staff spent enough time explaining their health and care once they returned home. Most patients said that their family or someone close to them had the opportunity to talk to a doctor if they wanted to.

The findings of the 2019 survey will be used to help Cappagh National Orthopaedic Hospital to improve the experiences of patients in hospital.

## Appendix 1: Areas of good experience and areas needing improvement

### Improvement map

It is important for hospitals to know if they scored above or below the national average for each question, and this is shown in the improvement map in Figure 13. The improvement map also shows which questions are related to patients' overall experience in hospital. Some questions had a stronger relationship with overall experience than others.

For example, Question 50 which asked patients if they felt that they received enough information from the hospital on how to manage their condition after discharge, had a strong relationship with overall experience. This means that patients who said they received enough information were very likely to give a positive rating of their overall experience. Patients who felt they did not receive enough information on how to manage their condition after discharge tended to give more negative ratings of their overall experience.

Other questions had a weaker relationship with overall experience – this means that patients' experiences in these areas had little bearing on how they rated their overall experience. An example is Question 13 which asked patients if hospital staff wore name badges. The relationship between staff wearing name badges and patients' ratings of their overall experience was weak. This means that even if all staff wore name badges, patients may have given negative ratings of their overall experience, or if no staff wore name badges, patients may still have given positive ratings of their overall experience.

It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

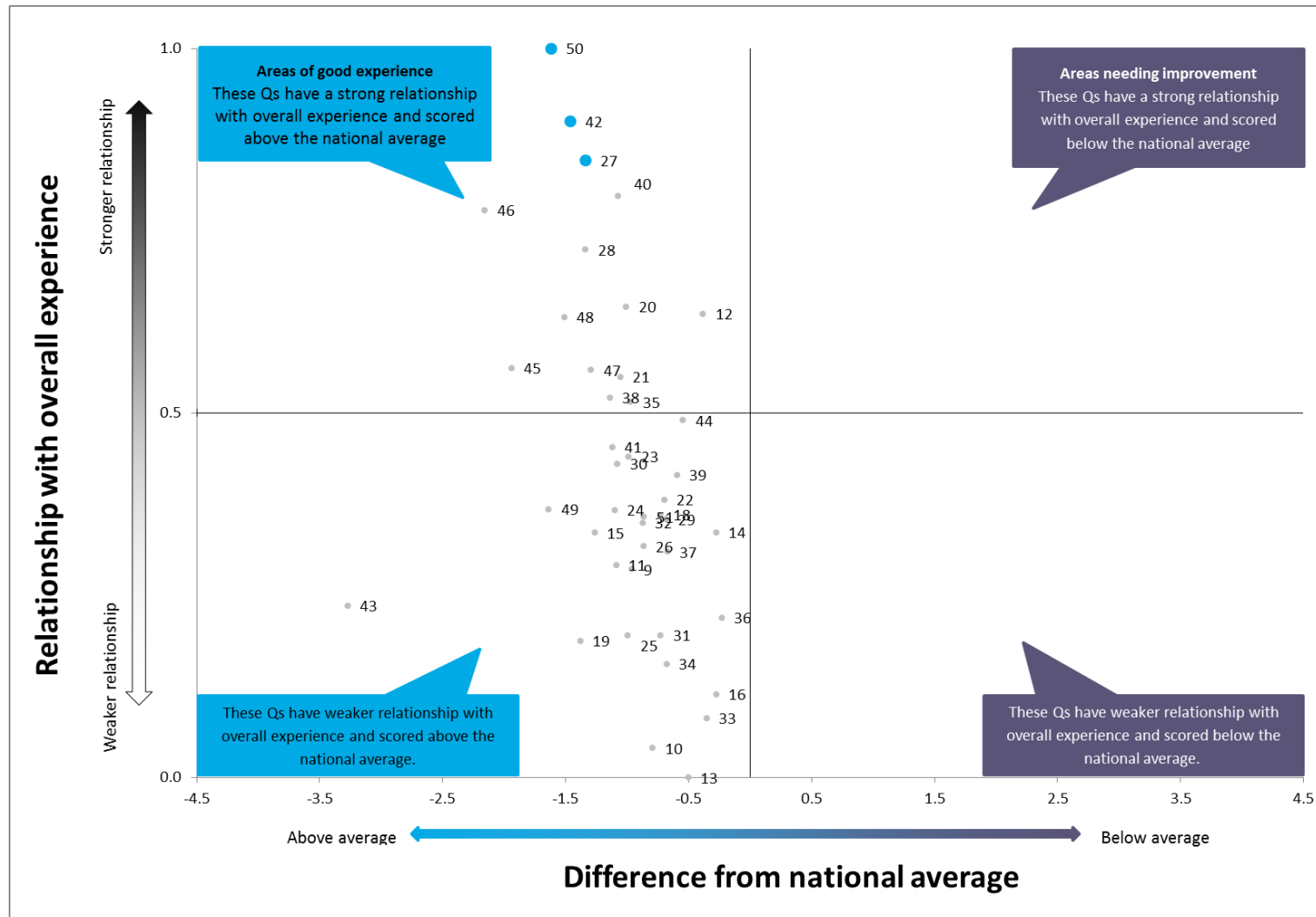
In Figure 13, each dot shows a specific survey question for Cappagh National Orthopaedic Hospital. Questions at the top of the graph are strongly related to overall experience, while those at the bottom have a weaker relationship. Questions to the right of the graph scored below the national average, while those on the left scored above it.

Questions that scored significantly above average and had a stronger relationship with overall experience are areas of good experience. Questions that scored

significantly below average and had a stronger relationship with overall experience are areas needing improvement.

The improvement map for each hospital is unique and gives specific information on where a hospital is doing well, and areas where improvements are needed. More information on the science behind the improvement map is available below. An interactive version of the improvement map is also available at <http://www.yourexperience.ie/>, along with instructions on how to interpret it.

Figure 13. Improvement Map for Cappagh National Orthopaedic Hospital



## How the improvement map is constructed

The improvement map is constructed by charting the normalised correlation between each question and overall experience on the vertical axis, against the difference between the hospital average and national average for each question on the horizontal axis.

### What is correlation?

Correlation is a measure of the relationship between two variables. For example, in general there is a strong correlation between patients saying they were treated with respect and dignity, and patients giving a positive rating of their overall experience in hospital. It can thus be said that there is a strong correlation between respect and dignity, and overall experience. A 'correlation coefficient' is a number between 0 and 1 that represents the strength of a relationship, with 1 being the strongest possible relationship and 0 indicating that there is no relationship. Correlation does not tell us if a change in one variable is caused by a change in the other.

### How do we calculate the correlation coefficient?

The first step in calculating the correlation coefficient between two variables is to calculate their 'covariance'. Covariance is a simple measure of the relationship between two variables and is calculated using the formula below:

$$\text{COV}_{xy} = \frac{\sum (x_i - \bar{x})(y_i - \bar{y})}{n - 1}$$

While covariance does measure the relationship between variables, it does so in an unstandardised way, depending on the scale of measurement used. This makes comparing covariances measured on different scales problematic. In order to get around this issue, 'standardisation' must be carried out. In order to do this, the covariance for both variables must be divided by the product of the standard deviations for each variable. The formula below shows how standardisation is carried out, resulting in  $r$ , known as the 'Pearson correlation coefficient'.

$$r = \frac{\text{COV}_{xy}}{s_x s_y} = \frac{\sum (x_i - \bar{x})(y_i - \bar{y})}{(N - 1) s_x s_y}$$

The final step in the analysis is to normalise the correlation coefficients between 0 and 1 using the below formula:

$$r = \frac{r - r_{\min}}{r_{\max} - r_{\min}}$$

In Figure 16, we plot the correlation coefficients between each question and overall experience on the vertical axis. Each question's difference from the national average is plotted on the horizontal axis.

### How do we calculate difference from the national average?

Statistical tests were carried out to examine if there were significant differences between a hospital's score for each question and the national average for that question. A z-test was used to compare question scores at the 99% confidence level. A z-test is a statistical test used to examine whether two population mean scores are different. A statistically significant difference means it is very unlikely that results were obtained by chance alone if there was no real difference. Therefore, when a score is significantly 'higher than' or 'lower than' the national average, this is highly unlikely to have occurred by chance.