

National Inpatient Experience Survey 2019

Croom Orthopaedic Hospital

2019 survey results

Respondents



81
Number of respondents



67
Average age



65%
Participation rate

Overall experience

2019



2018



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

Stages of care



9.2
out of 10

Care on the ward

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

9.2
out of 10

Examination, diagnosis and treatment

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



8.9
out of 10

Discharge or transfer

Participant ratings of 'discharge or transfer' were above both the national average and last year's survey.



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About the National Inpatient Experience Survey 2019

The National Inpatient Experience Survey¹ 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%. 81 patients from Croom 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 Croom Orthopaedic Hospital?

The majority of participants from Croom Orthopaedic Hospital reported positive experiences in hospital. 98% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average for every stage of care and for overall experience.

Three areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave significantly above-average ratings. For example, many patients gave a positive rating of the hospital food. Most patients said that their family had an opportunity to talk to a doctor when they needed to. In addition, the majority of participants said that they were involved in decisions about their discharge from hospital.

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

Patients' ratings of 'discharge or transfer', and 'overall experience', were significantly higher than in 2018. There were no significant changes in ratings of care on the ward or examination, diagnosis and treatment.

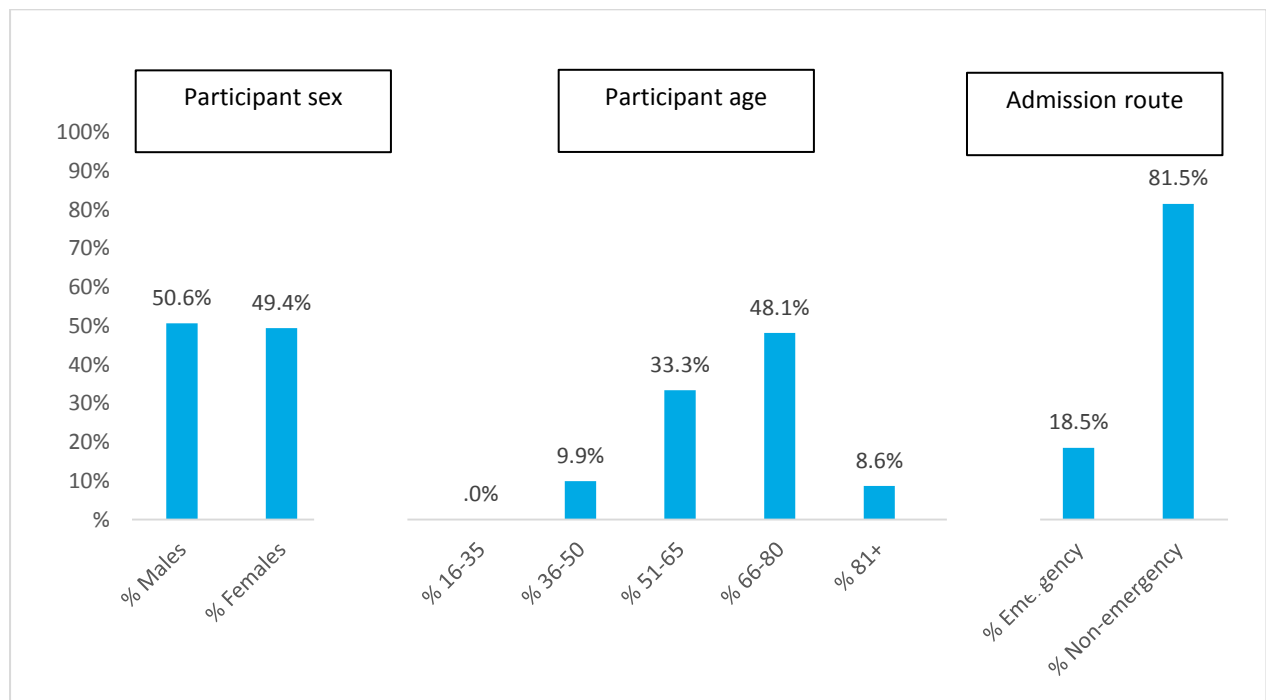
The findings of the 2019 survey will help Croom Orthopaedic Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

Croom Orthopaedic Hospital is located in Co. Limerick. There were 41 inpatient beds available in the hospital during the survey period of May 2019.

125 people discharged from Croom Orthopaedic Hospital during the month of May 2019 were invited to participate in the survey. 81 people completed the survey, achieving a response rate of 65%. 50.6% of participants were male and 49.4% were female. 15 respondents (18.5%) said that their stay in hospital was an emergency². Figure 1 below provides information on the respondents who took part in the survey from Croom Orthopaedic Hospital.

Figure 1 Participants from Croom Orthopaedic Hospital by sex, age group and admission route



² Patients were asked if their hospital stay was planned in advance or an emergency. While Croom 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 Croom 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 Croom Orthopaedic Hospital the scores for all questions across the five stages of care were above or at the national average. While no specific areas for improvement were 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 Croom Orthopaedic Hospital are:

Care on the ward

Food rating | Q15

71 (94%) of the 76 people who answered this question said that the food was good or very good.

Other aspects of care

Opportunity for family members to talk to a doctor | Q27

Of the 54 people who answered this question, 42 (78%) said that their family members definitely had sufficient opportunities to talk to a doctor if required.

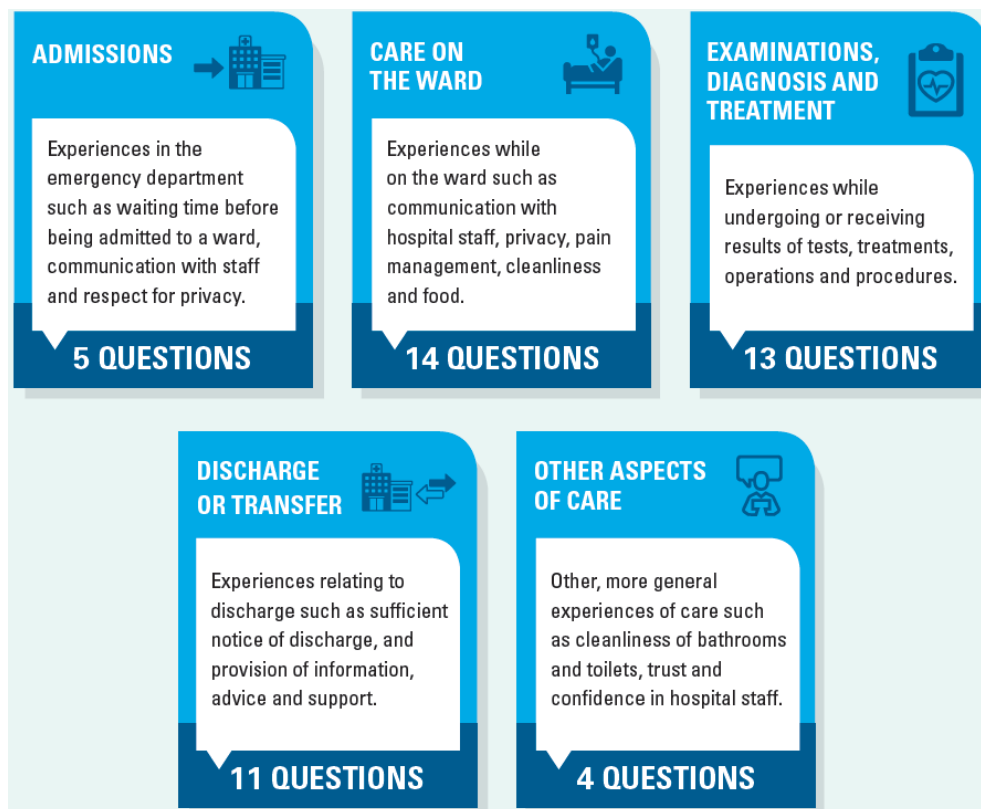
Discharge of transfer

Involvement in decisions about discharge | Q40

Of the 79 people who answered this question, 66 (84%) said that they were definitely as involved as they wanted to be in decisions about their discharge from hospital.

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. The survey questions were grouped into five stages along the patient journey³:



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 significantly below the national average, it is described as 'lower'. When there is no

³ As Croom Orthopaedic Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

statistically significant difference between the hospital's score and the national average, it is described as 'about the same'.

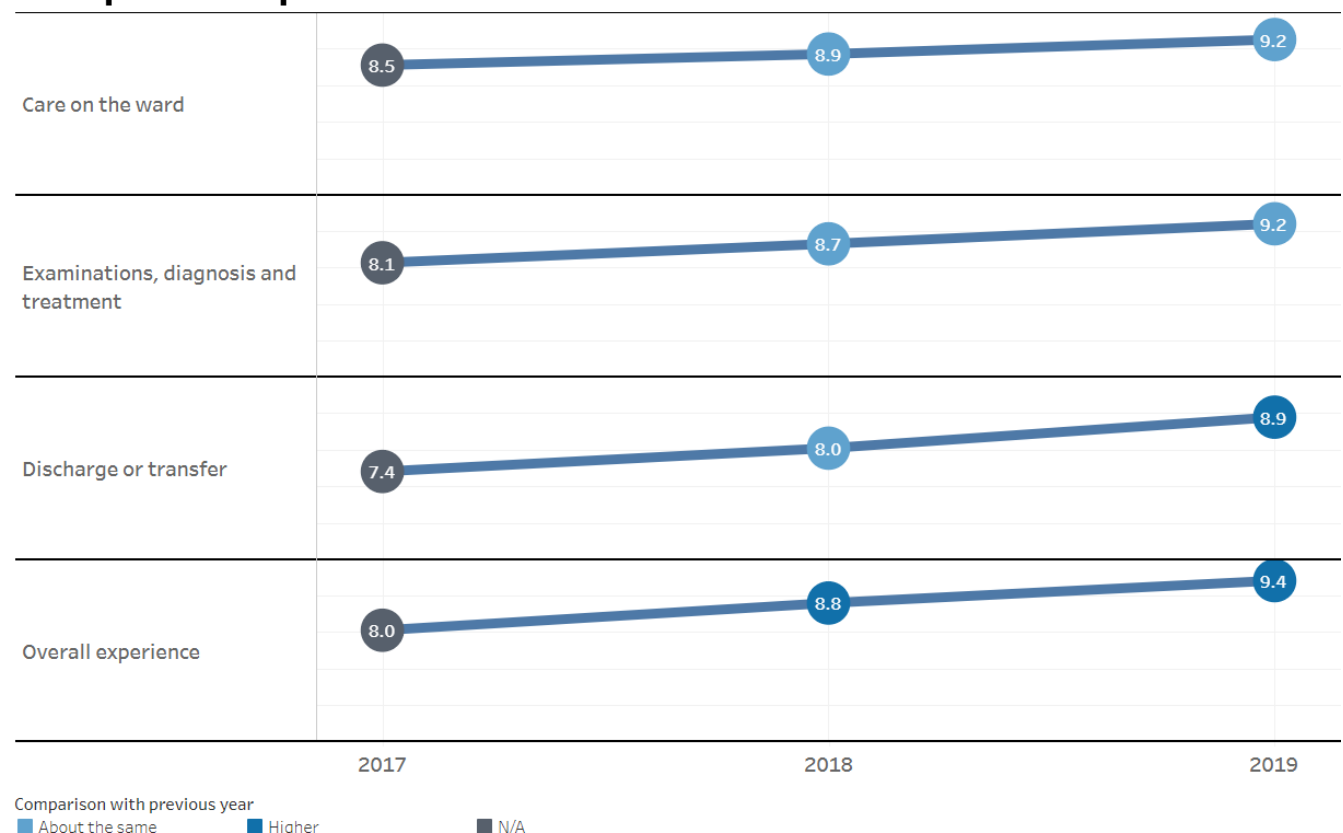
For further information on the analyses please consult Appendix 3 of the 2019 national report, available from www.yourexperience.ie.

Changes in patient experience over time

The hospital received significantly higher scores for 'discharge or transfer' and for 'overall experience'. There were no significant changes for the other stages of care. 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 scores⁴ for Croom Orthopaedic Hospital



⁴ 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 Croom Orthopaedic Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

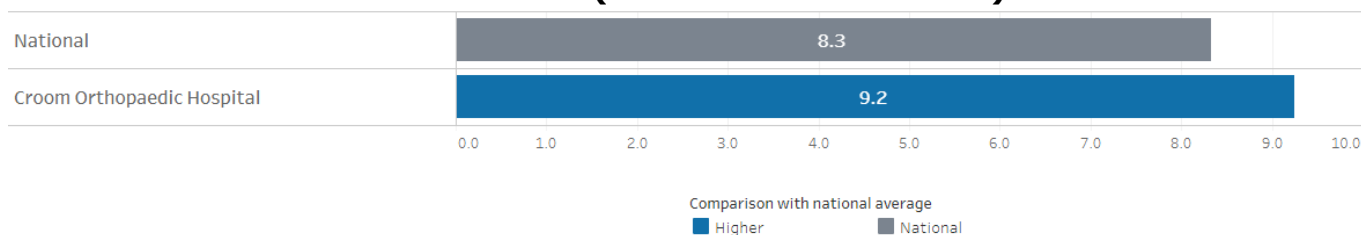
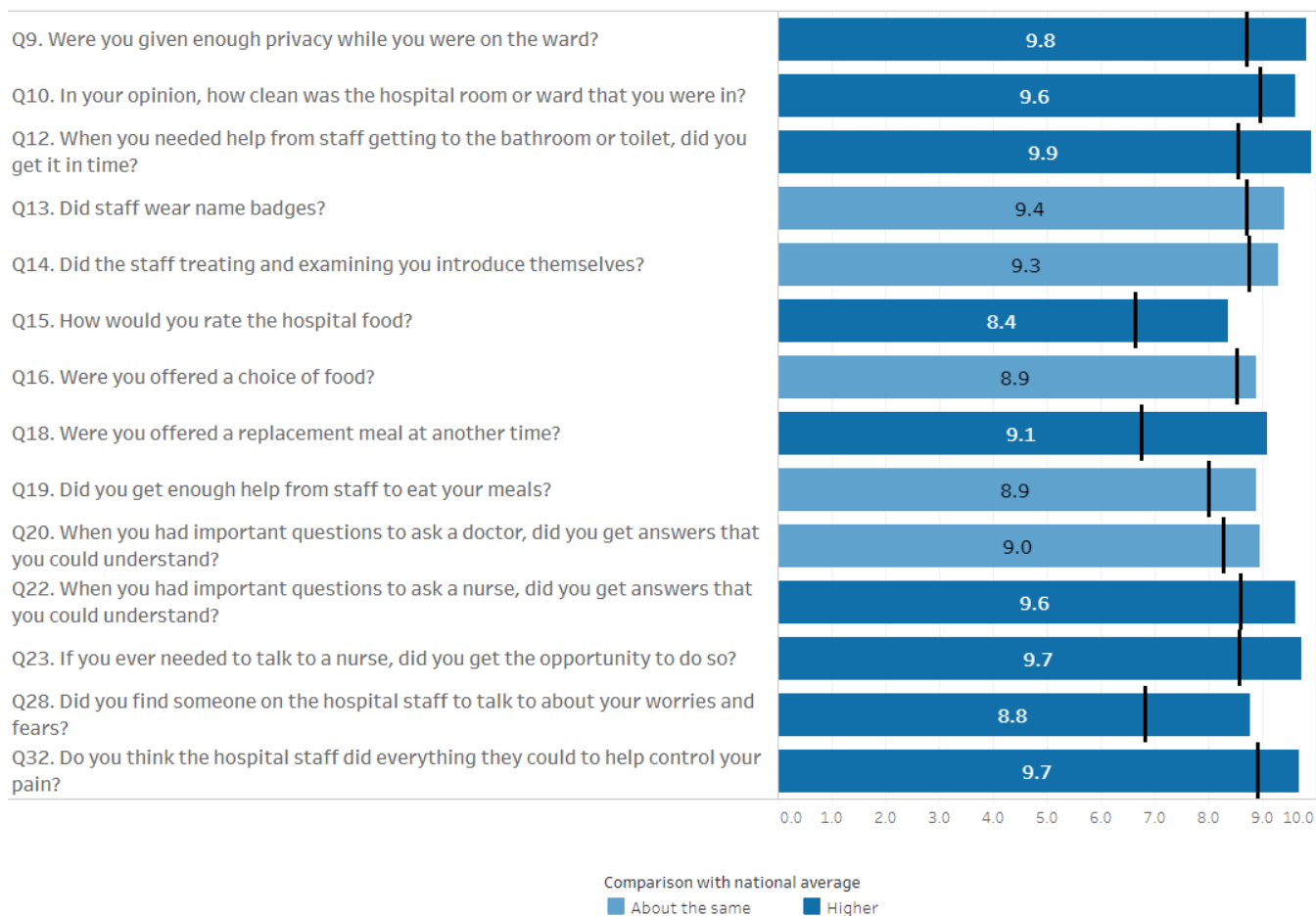


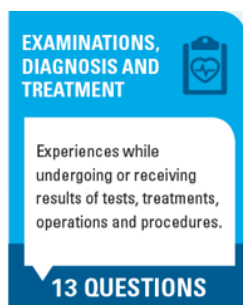
Figure 4 Croom Orthopaedic Hospital scores for questions on 'care on the ward'*



*The black line represents the national average

Care on the ward: what do these results mean?

Patient ratings of 'care on the ward' in Croom Orthopaedic Hospital were above the national average, and similar to last year's survey. Most patients said the rooms and wards were very clean. However, though the lowest scoring question for this stage related to food ratings, and the hospital scored significantly above the national average for this question.



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

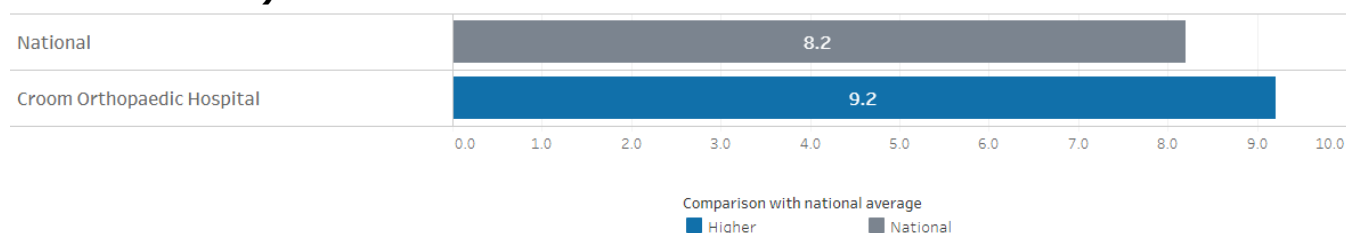
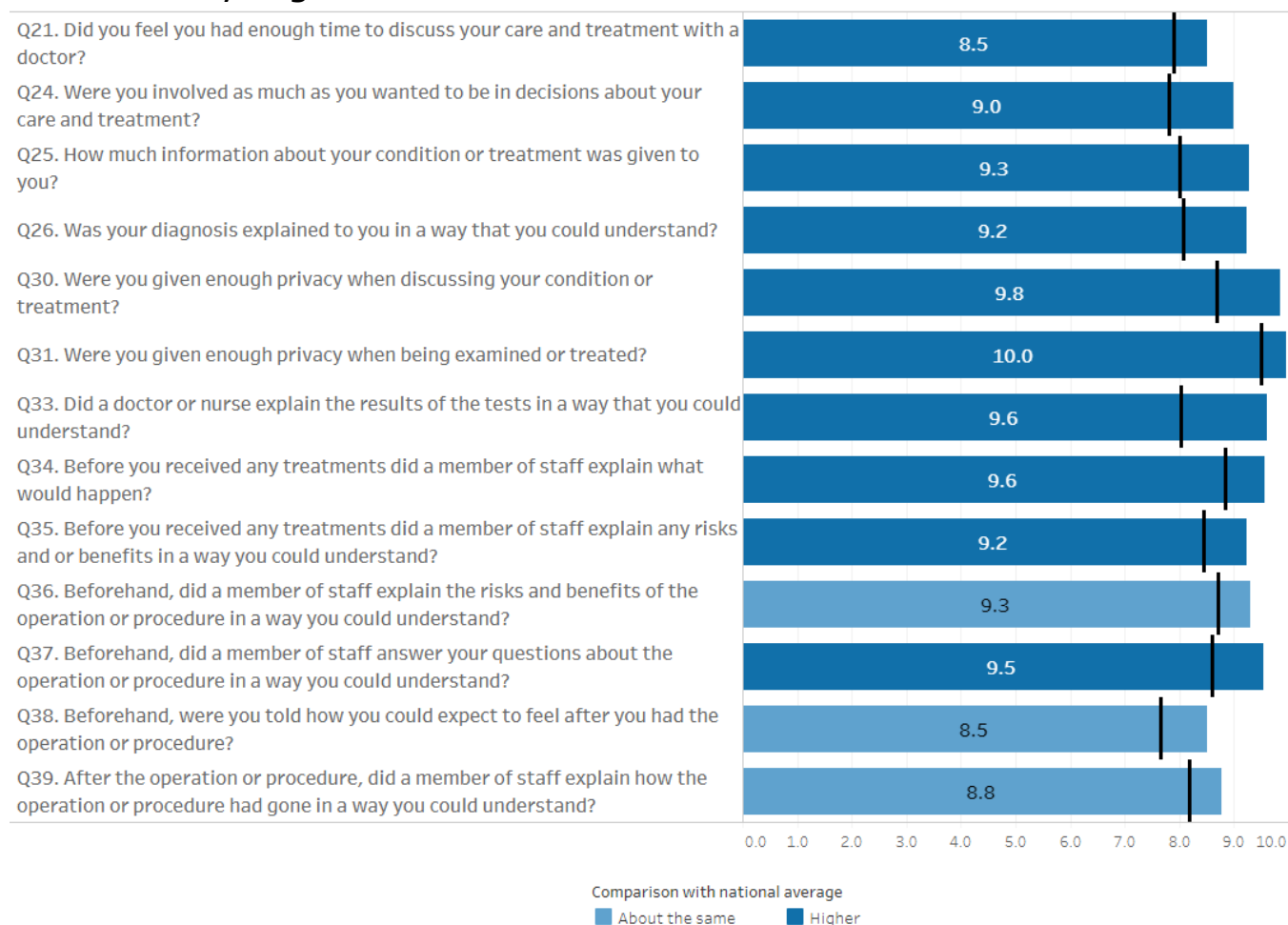


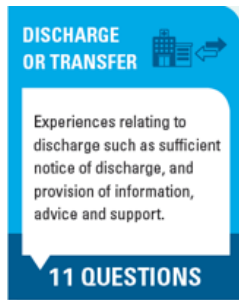
Figure 6 Croom Orthopaedic Hospital scores for questions on 'examinations, diagnosis and treatment'*



*The black line represents the national average

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

Ratings of 'examinations, diagnosis and treatment' were above the national average and similar to last year's survey. Every respondent said they were given privacy while being examined or treated. While some patients would have liked more time to discuss their care and treatment with a doctor, the hospital still scored above the national average for this question. In addition, a small number of patients said they were not fully told how they could expect to feel after an operation or procedure.



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 Croom Orthopaedic Hospital with the national average score for 'discharge or transfer' (out of a maximum of 10).

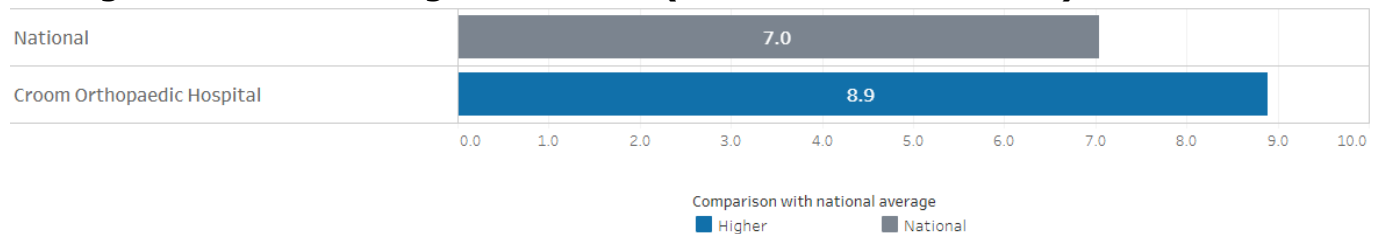
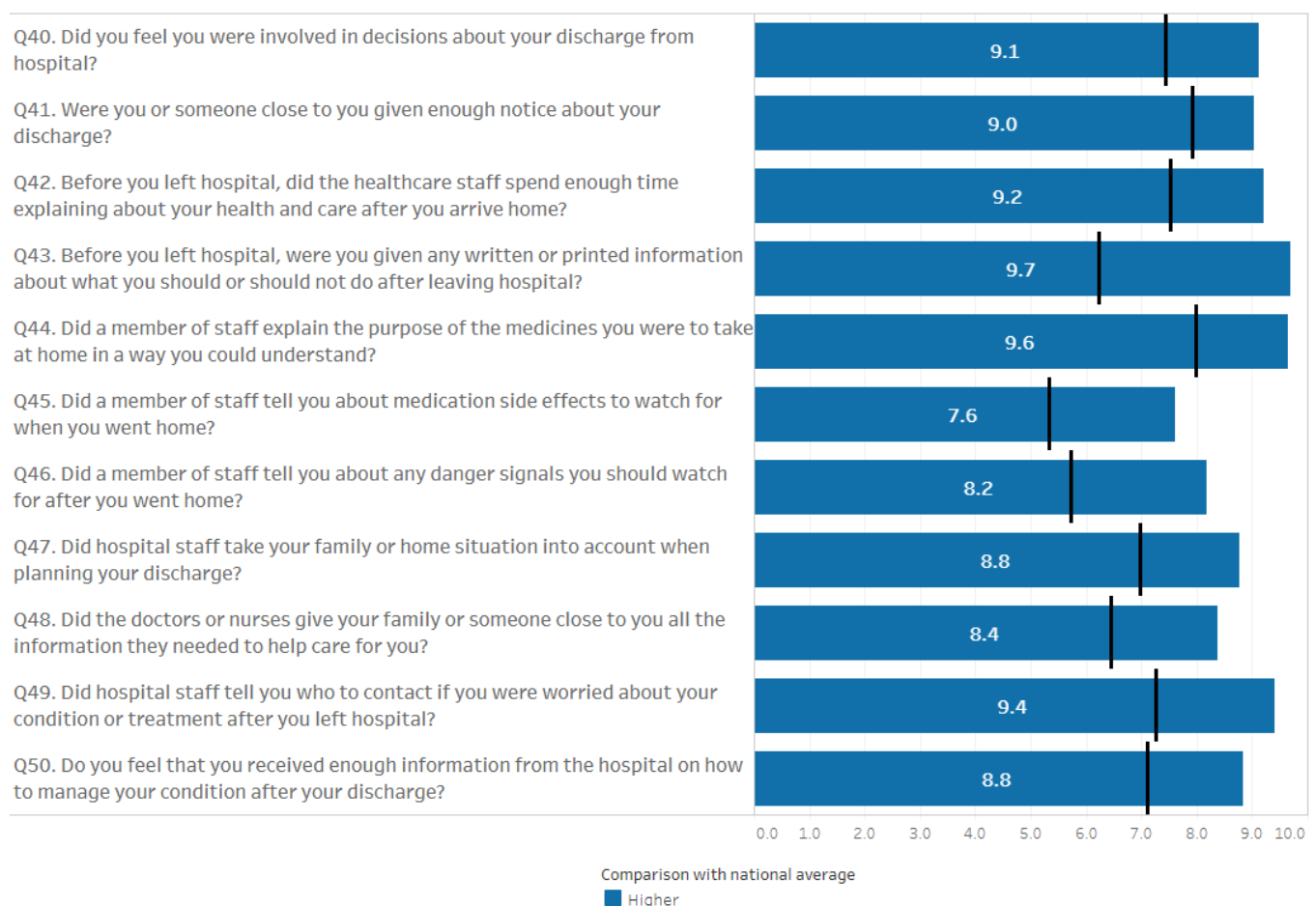


Figure 8 Croom Orthopaedic Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

Participant ratings for this stage of care were above both the national average and last year's survey. Most patients said that they were given written or printed information on what they should or should not do after leaving hospital. The lowest scoring question related to whether patients were informed about the side effects of medications. Nevertheless, the hospital scored above the national average for this question.

OTHER ASPECTS
OF CARE



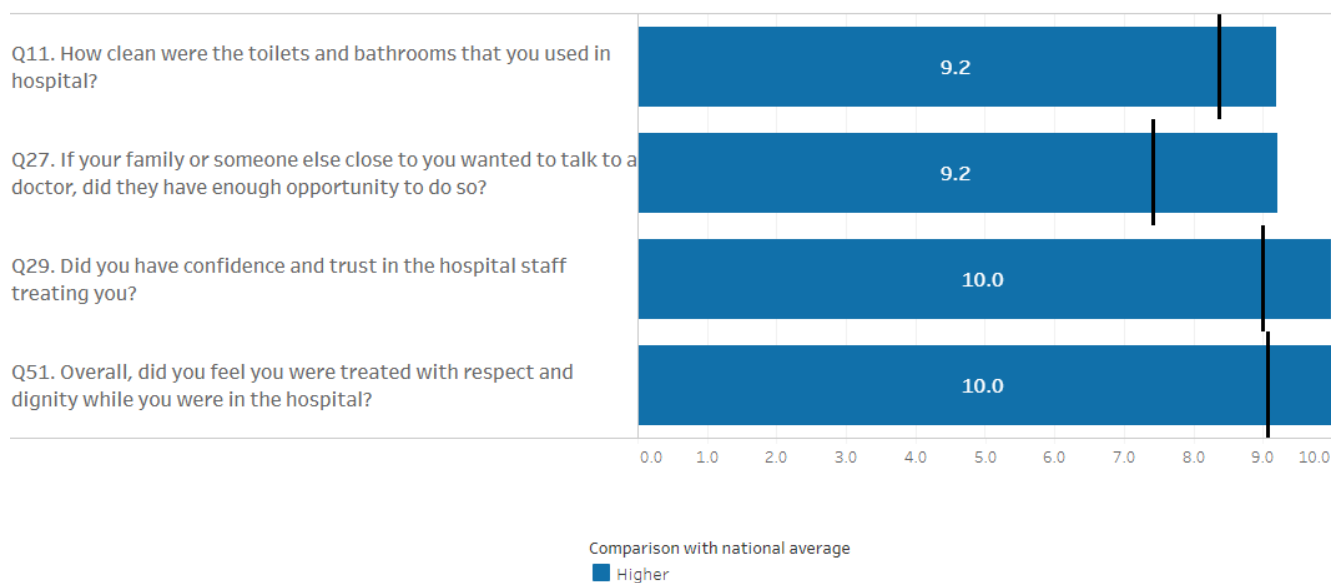
Other, more general
experiences of care such
as cleanliness of bathrooms
and toilets, trust and
confidence in hospital staff.

4 QUESTIONS

Other aspects of care

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

Figure 9. Croom Orthopaedic Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

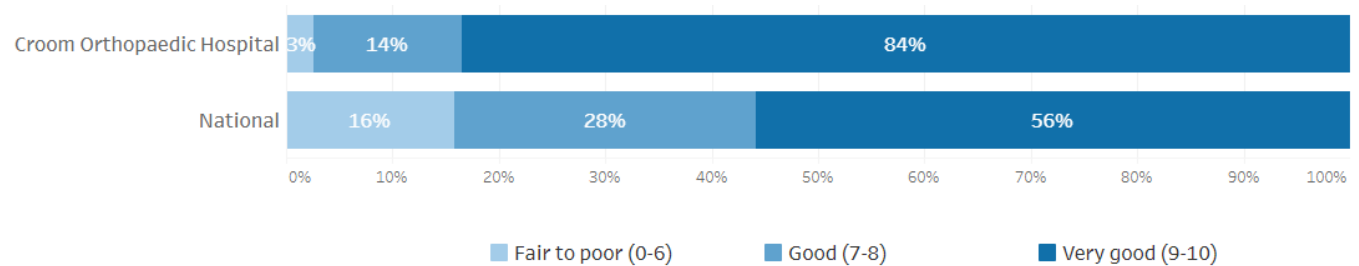
Every participant said they were treated with respect and dignity, and had confidence and trust in the staff that treated them. The hospital scored significantly above the national average for all questions in this section.

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. 84% of participants from Croom Orthopaedic Hospital rated their care as very good, well above the national figure of 56%.

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

Figure 10 Overall rating of hospital experience for Croom 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, 125 comments were received from patients of Croom 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.

When asked what was good about their care, most patient comments related to the 'hospital staff', 'general and other comments' and 'food and drink' themes. Most of the comments suggesting improvements related to the 'general and other comments'; 'physical environment', and 'hospital staff' themes. 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

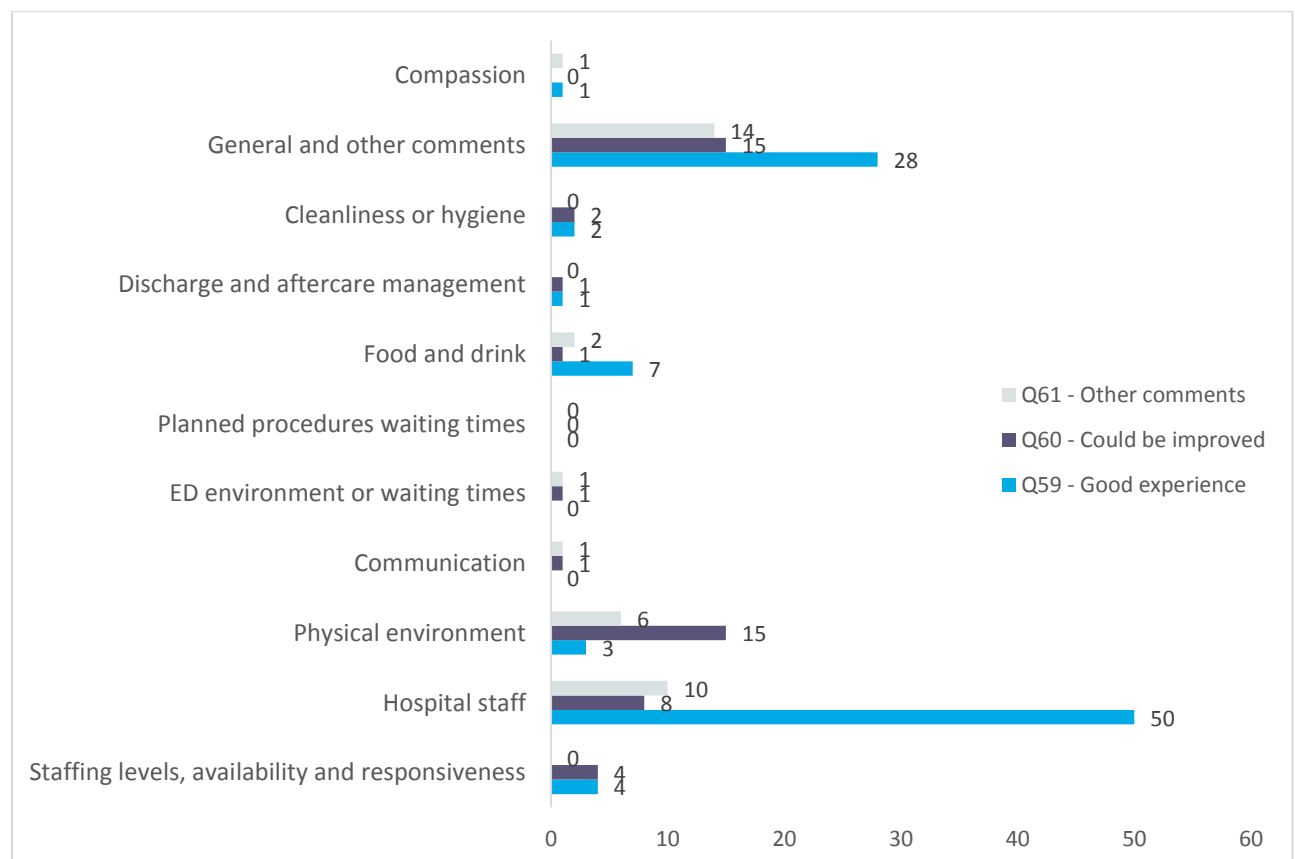


Figure 12 Example comments

Positive comments

"All the staff could not do enough for me. Food very good. Place was spotless, very clean."	"I had wonderful care and attention. The best of food and very good assistance day and night, both nurses and staff."
"I got Rolls Royce treatment from everyone at Croom Hospital. A fantastic hospital with very caring staff. As for the food, my thanks to all the staff involved in preparing and serving. 10/10 for food quality. The porters are to be praised. Very obliging and helpful."	"Yes, nurses and doctor were very good and very nice to talk to and very helpful. It would be nice to see more of the nurses and staff all like them. Very nice and very good."
"The help and respect of staff at all times was very encouraging and reassuring."	"I found every staff member would go out of their way to be helpful at all times."

Suggestions for improvement

"As a self-employed person I would have made use of WiFi if it had been available."
"I was given a bed in a four bedroom room. I asked for a private or semi-private, I was told this is semi private. The curtains only closed partially, when speaking with a member of staff or family member there was no privacy."
"The layout of the toilets on the wards were not very ergonomic for people who are post-op and have no shelving to put their wash bags on or hang crutches/walking sticks. The basins for washing feet should be bigger and not easy to fill them in the basins provided in the toilets. The location of emergency buttons were inaccessible in some toilets unless you were on the toilet bowl you could not reach them."

Conclusion

What were patients' experiences of hospital care in Croom Orthopaedic Hospital in May 2019?

The majority of patients said that they had positive overall experiences in Croom Orthopaedic Hospital. 98% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Croom Orthopaedic Hospital received above-average scores for all stages of care and for overall experience. Participant ratings of care were significantly more positive than those received in 2018 for 'discharge or transfer' and for 'overall experience'. Ratings of 'care on the ward' and 'examinations, diagnosis and treatment' were about the same as last year.

Three areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave significantly above-average ratings. For example, many patients gave a positive rating of the hospital food. Most patients said that their family had the opportunity to talk to a doctor when they needed to. In addition, the majority of participants said that they were involved in decisions about their discharge from hospital.

The findings of the 2019 survey will be used to help Croom Orthopaedic Hospital 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 40 which asked patients if they were involved in decisions about their discharge had a strong relationship with overall experience. This means that patients who said they were as involved as they wanted to be were very likely to give a positive rating of their overall experience. Patients who felt they were not involved in decisions about their 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.

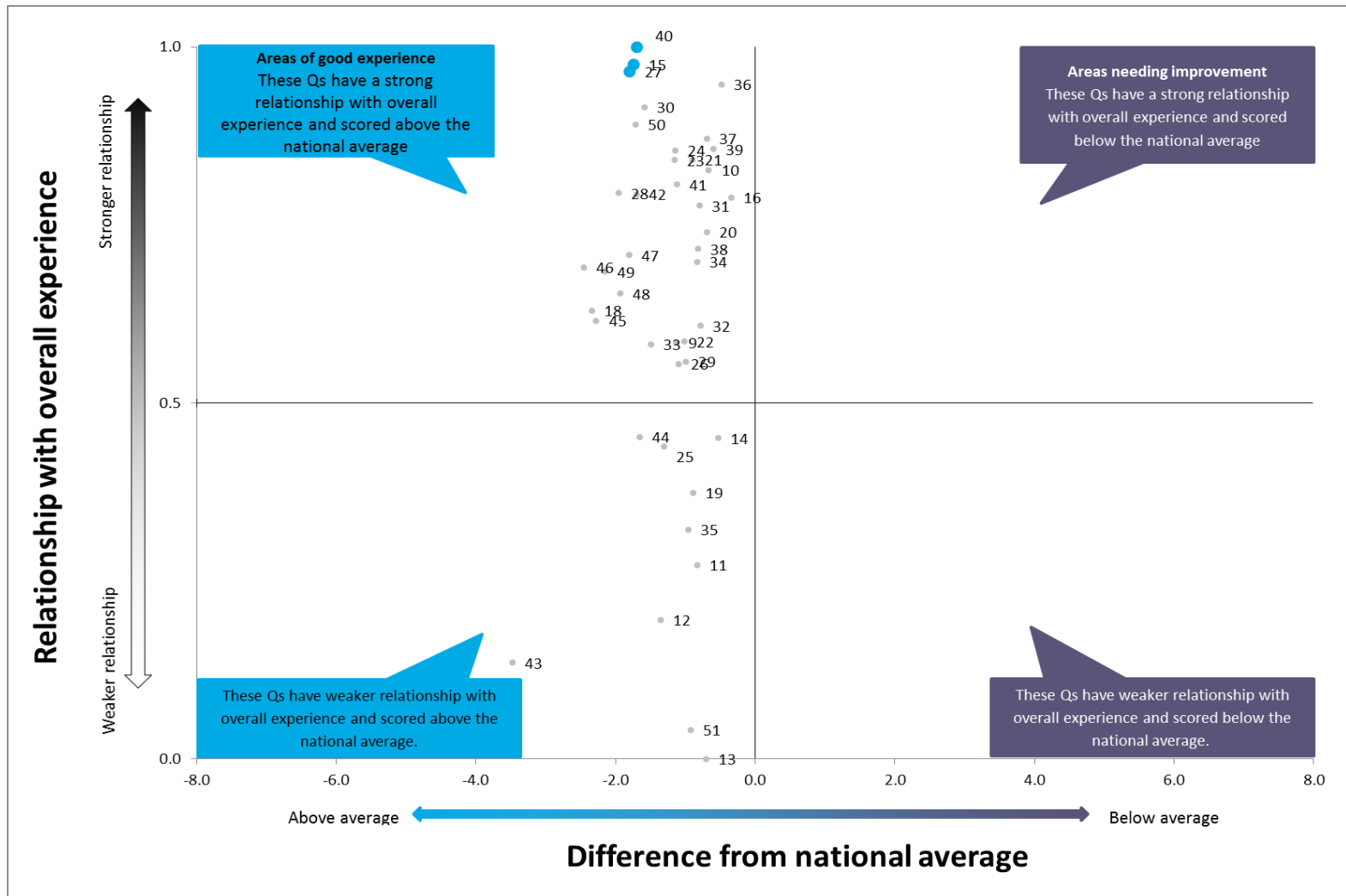
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 13, each dot shows a specific survey question for Croom 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 Croom 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.