

National Inpatient Experience Survey 2019

Kilcreene Regional Orthopaedic Hospital

Respondents



62

Number of respondents



65.8

Average age



81%

Participation rate

Overall experience

2019

Very Good
86%

Good
14%

Fair to Poor
0%

2018

Very Good
79%

Good
19%

Fair to Poor
2%

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.

9.2
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.



8.6
out of 10

Discharge or transfer

Participant ratings for 'discharge or transfer' were above the national average and similar to 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%. 62 patients from Kilcreene Regional 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 Kilcreene Regional Orthopaedic Hospital?

The majority of participants from Kilcreene Regional Orthopaedic Hospital reported positive experiences in hospital. All of the 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.

Several 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 said that they received clear explanations of the results of tests, and clear answers when they had questions about operations and procedures. In addition, most patients said that they received enough information on how to manage their condition at home.

There were no significant differences in ratings of care compared with the 2018 survey.

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

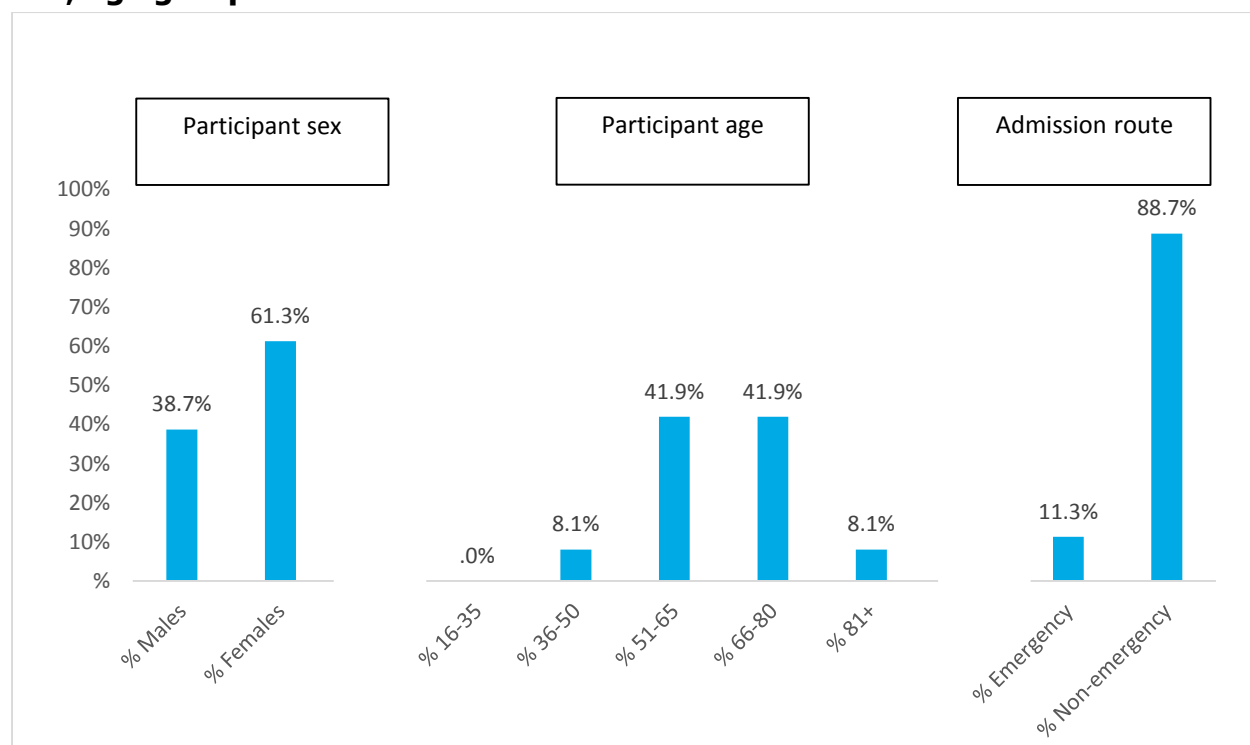
The findings of the 2019 survey will help Kilcreene Regional Orthopaedic Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

Kilcreene Regional Orthopaedic Hospital is located in Co. Kilkenny. There were 20 inpatient beds available in the hospital during the survey period of May 2019.

77 people discharged from Kilcreene Regional Orthopaedic Hospital during the month of May 2019 were invited to participate in the survey. 62 people completed the survey, achieving a response rate of 81%. 38.7% of participants were male and 61.3% were female. Seven respondents (11.3%) said that their stay in hospital was an emergency². Figure 1. below provides information on the respondents who took part in the survey from Kilcreene Regional Orthopaedic Hospital.

Figure 1. Participants from Kilcreene Regional 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 Kilcreene Regional 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 Kilcreene Regional 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 Kilcreene Regional Orthopaedic Hospital the scores for all questions across the five stages of care were either 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 Kilcreene Regional Orthopaedic Hospital are:

Examinations, diagnosis and treatment

Clear explanation of test results | Q33

39 (85%) of the 46 people who had tests said that were given clear explanations of their test results.

Examinations, diagnosis and treatment

Clear answers to questions about an operation or procedure | Q37

Of the 57 people who answered this question, 53 (93%) said that they 'completely' understood the answers they were given to questions about an operation or procedure.

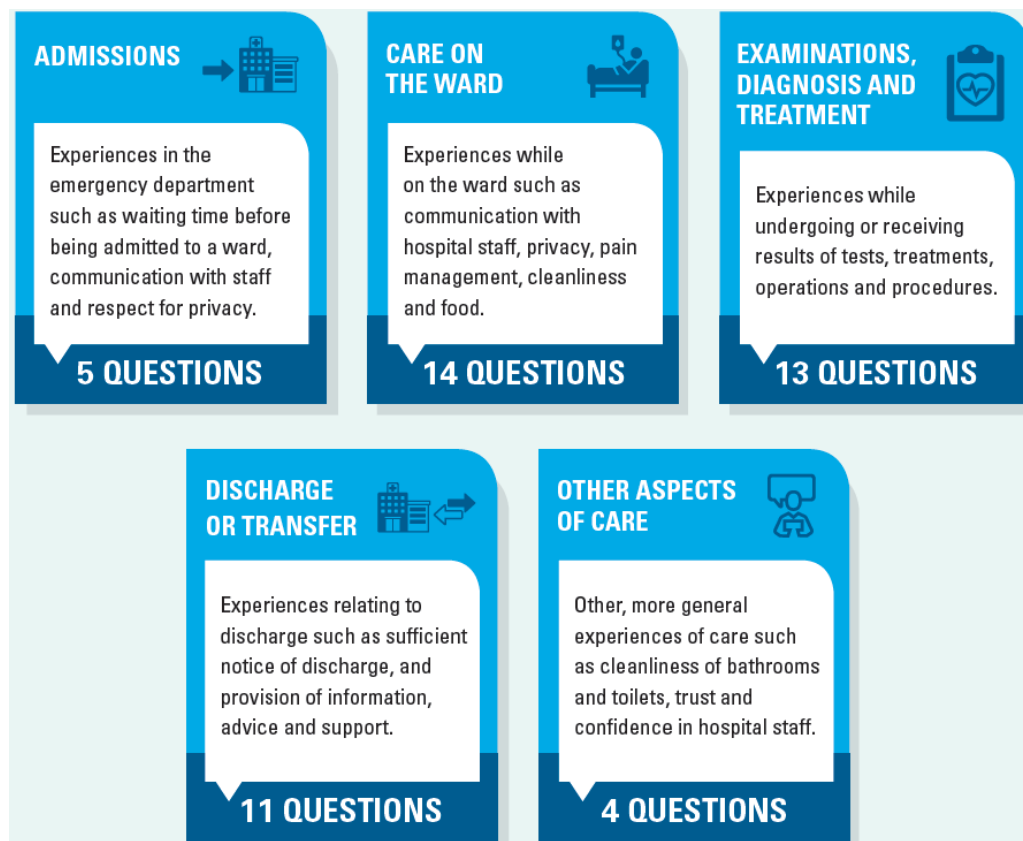
Discharge or transfer

Information on how to manage a condition | Q50

Of the 58 people who answered this question, 52 (90%) said that they were definitely given enough information 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. 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

³ As Kilcreene Regional Orthopaedic Hospital does not have an emergency department, survey participants did not answer the questions on the 'admissions' stage of care.

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'.

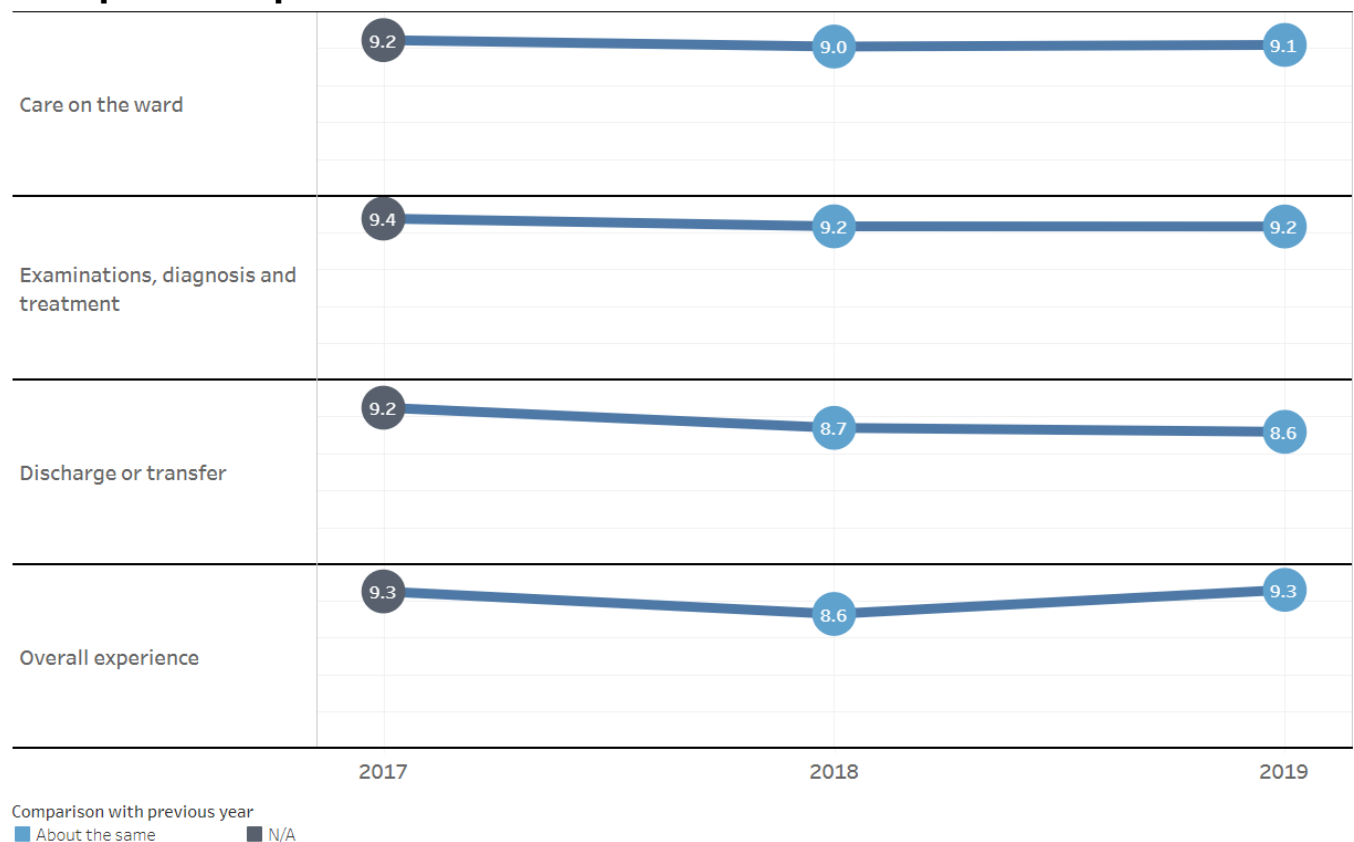
For further information on the analyses please consult Appendix 3 of the 2019 national report, available from www.yourexperience.ie.

Changes in patient experience over time

There were no significant changes in patient experience since the 2018 survey. Figure 2 shows a comparison of scores for individual stages of care.

It is important that any 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 Kilcreene Regional 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 Kilcreene Regional Orthopaedic Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

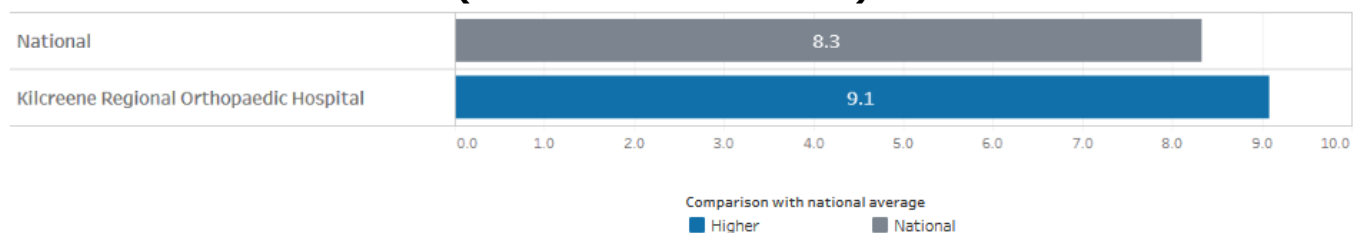
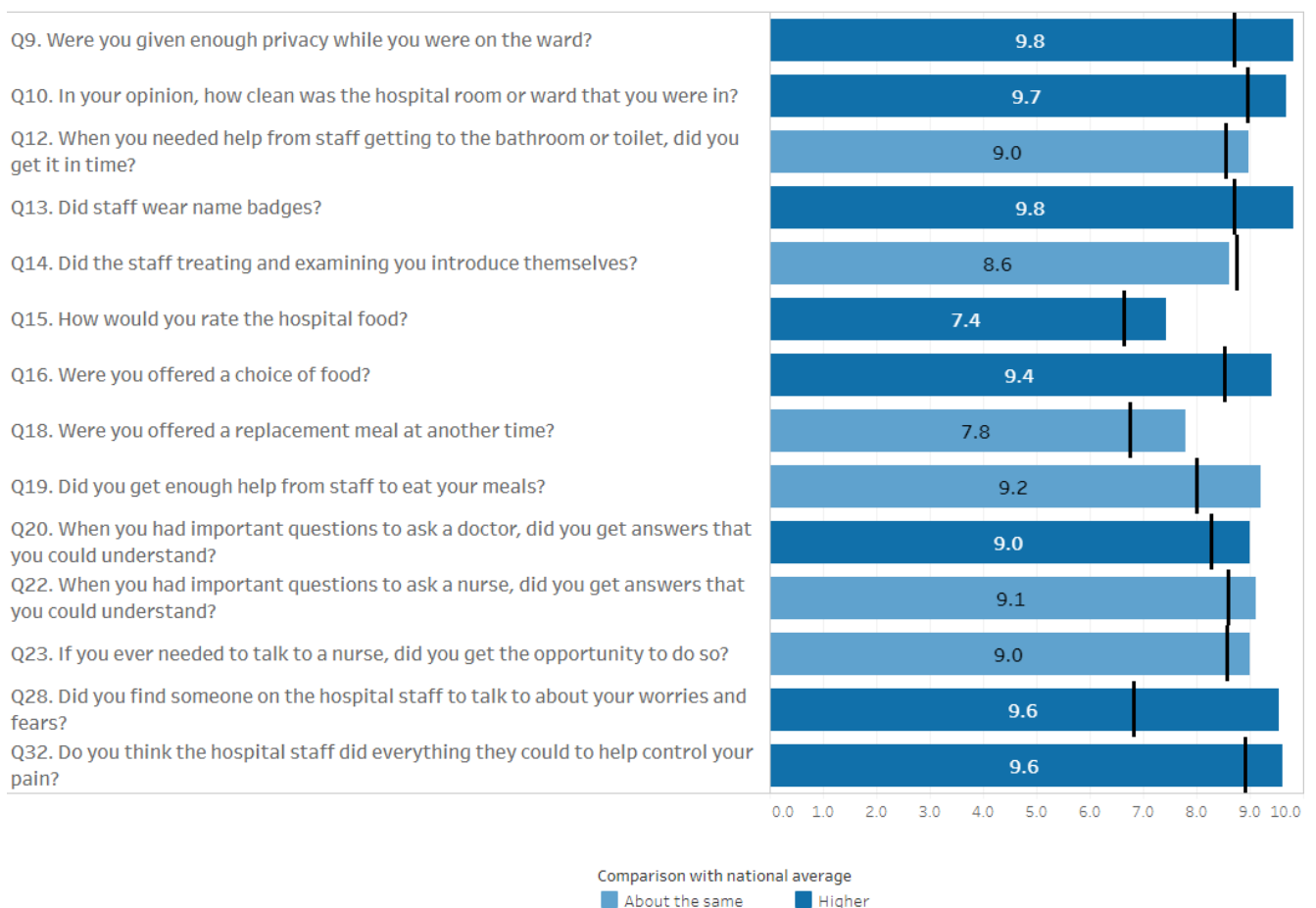


Figure 4 Kilcreene Regional Orthopaedic Hospital scores for questions on 'care on the ward'



*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 gave a positive rating of the privacy they received on the wards. In addition, the majority of patients said staff wore name badges. The lowest scoring question for this stage related to patient ratings of the food. Nevertheless, the hospital scored 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 Kilcreene Regional Orthopaedic Hospital with the national average score for 'examinations, diagnosis and treatment' (out of a maximum of 10).

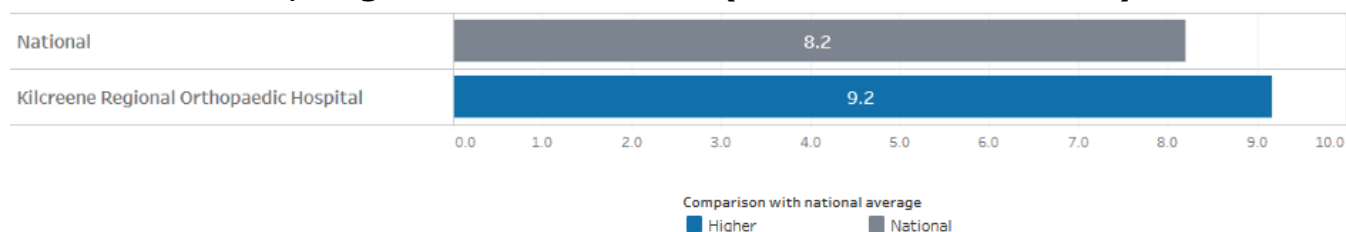
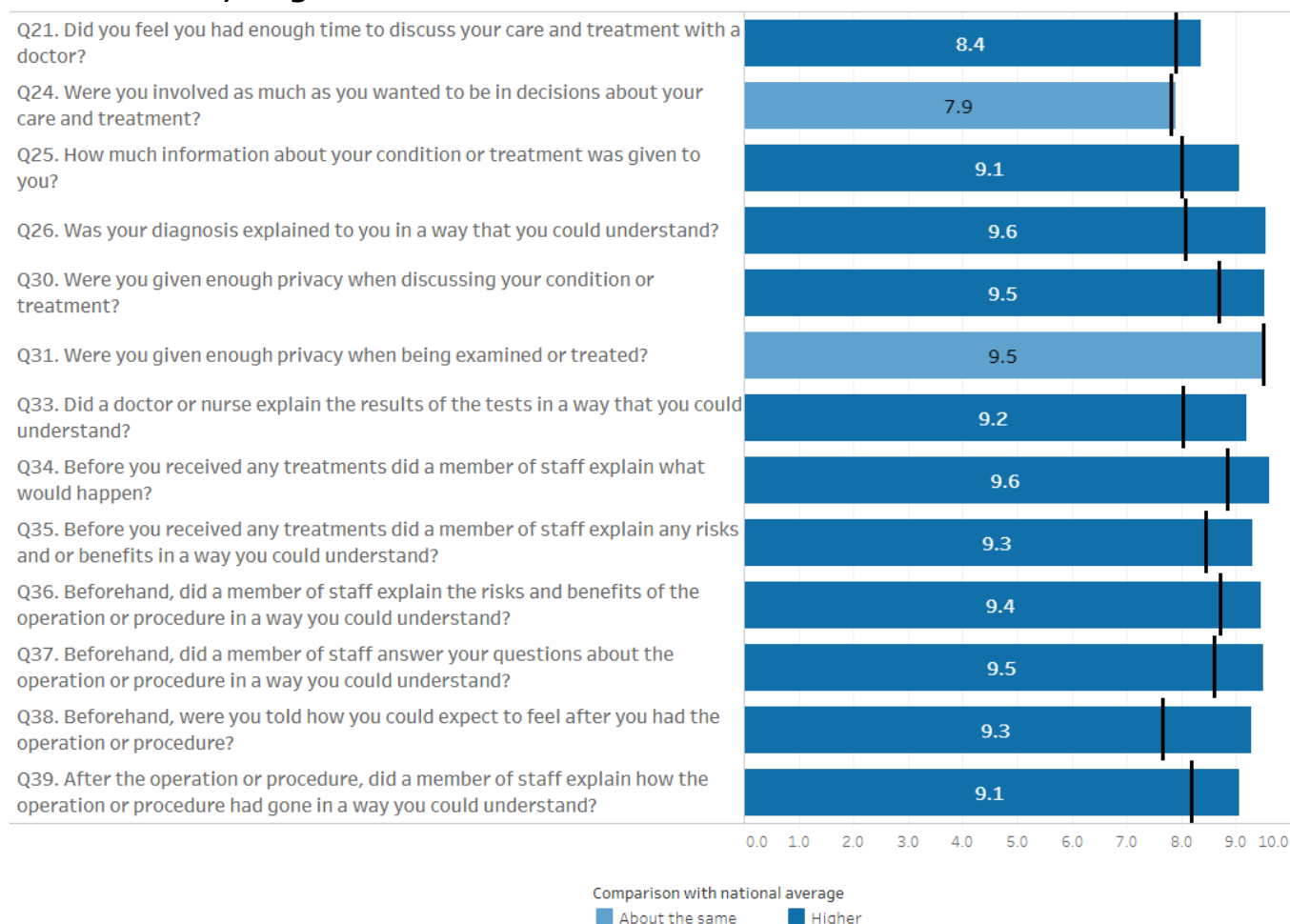


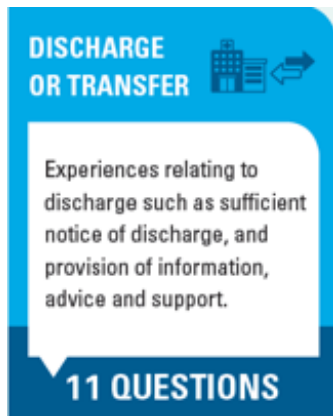
Figure 6 Kilcreene Regional Orthopaedic Hospital scores for questions on 'examinations, diagnosis and treatment'*



*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 similar to last year's survey. Most patients said that their diagnosis and treatments were explained in a way that they could understand. The lowest scoring question for this stage related to how involved patients were in decisions about their care and treatment.



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

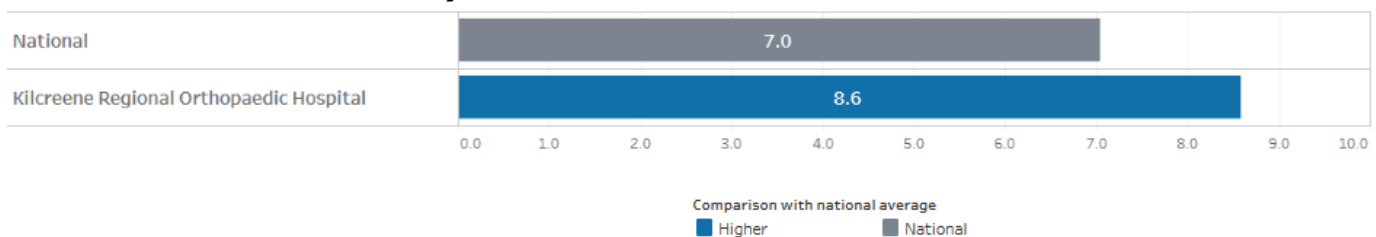
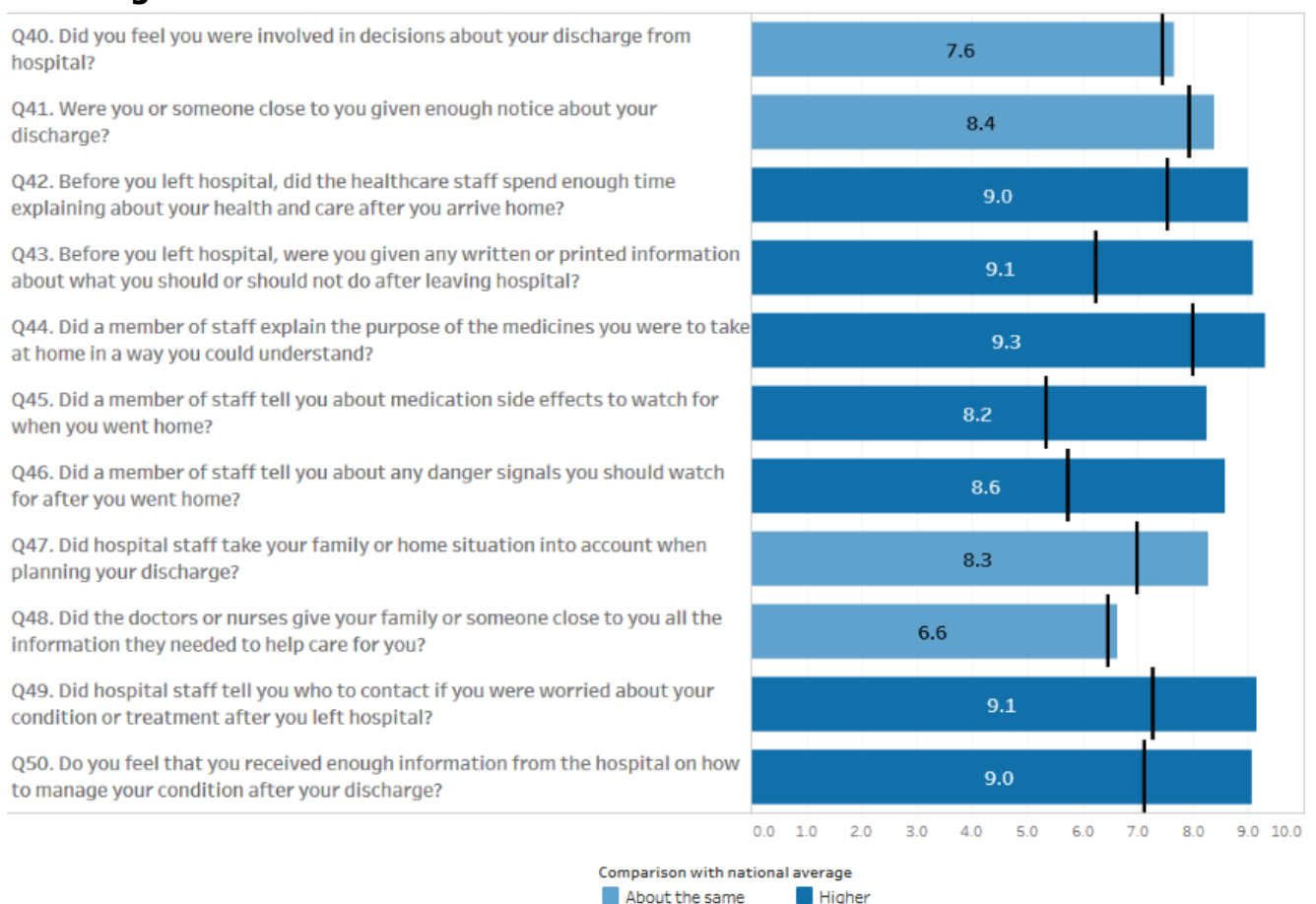


Figure 8 Kilcreene Regional Orthopaedic Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

Participant ratings for this stage of care were above the national average and similar to last year's survey. Most patients said that staff explained the purpose of the medications they were to take at home. The lowest scoring question for this stage related to whether a patient's family, or someone close to them, was given enough information to care for them at home.

**OTHER ASPECTS
OF CARE**

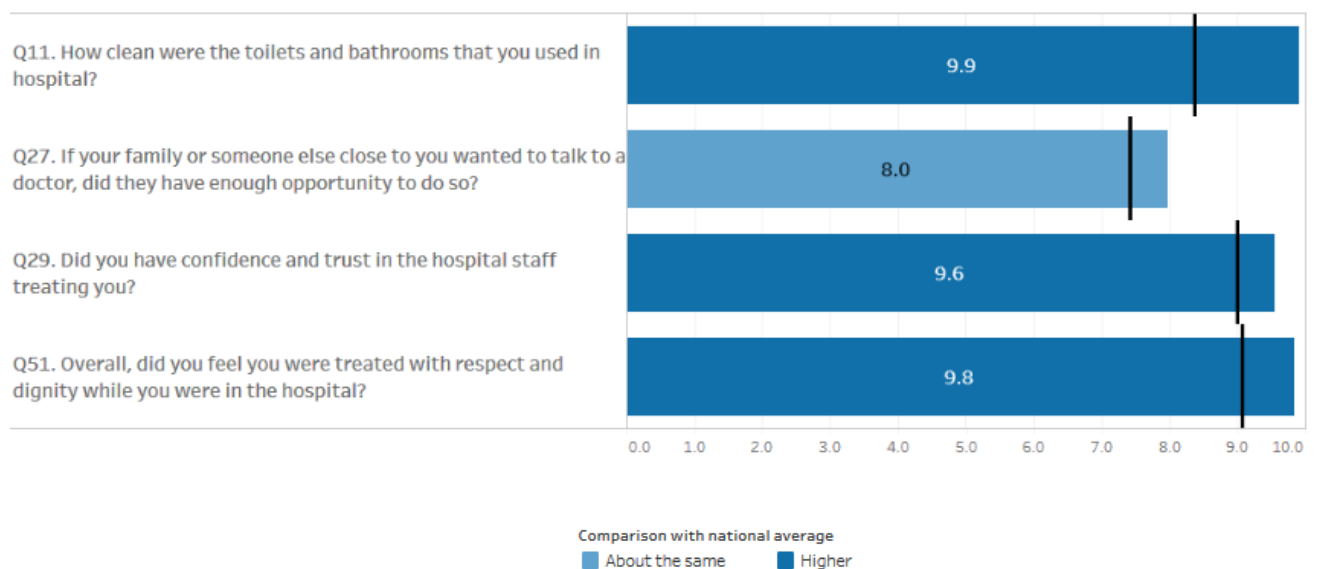
Other, more general experiences of care such as cleanliness of bathrooms and toilets, trust and confidence in hospital staff.

4 QUESTIONS

Other aspects of care

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

Figure 9 Kilcreene Regional Orthopaedic Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

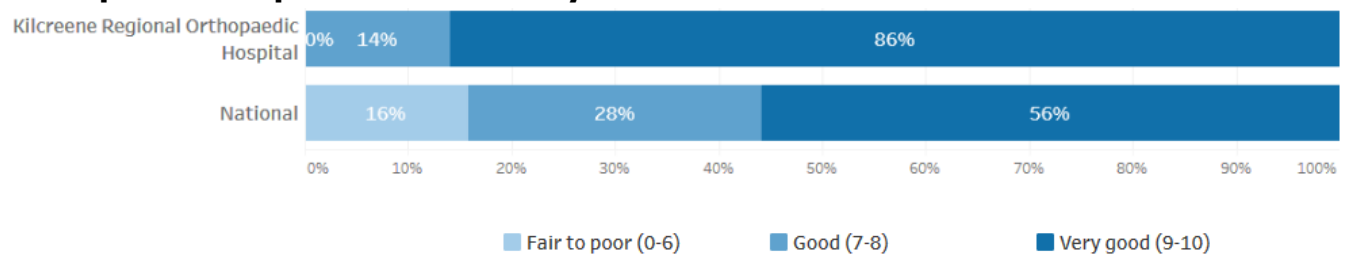
Most participants said that the toilets and bathrooms were very clean. Despite scoring above the national average for Q27, a number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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. 86% of participants from Kilcreene Regional Orthopaedic Hospital rated their care as very good, above the national figure of 56%.

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

Figure 10 Overall rating of hospital experience for Kilcreene Regional 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, 92 comments were received from patients of Kilcreene Regional 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' and 'cleanliness or hygiene' themes. Most patient suggestions for improvement related to the 'food and drink' and 'physical environment' 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

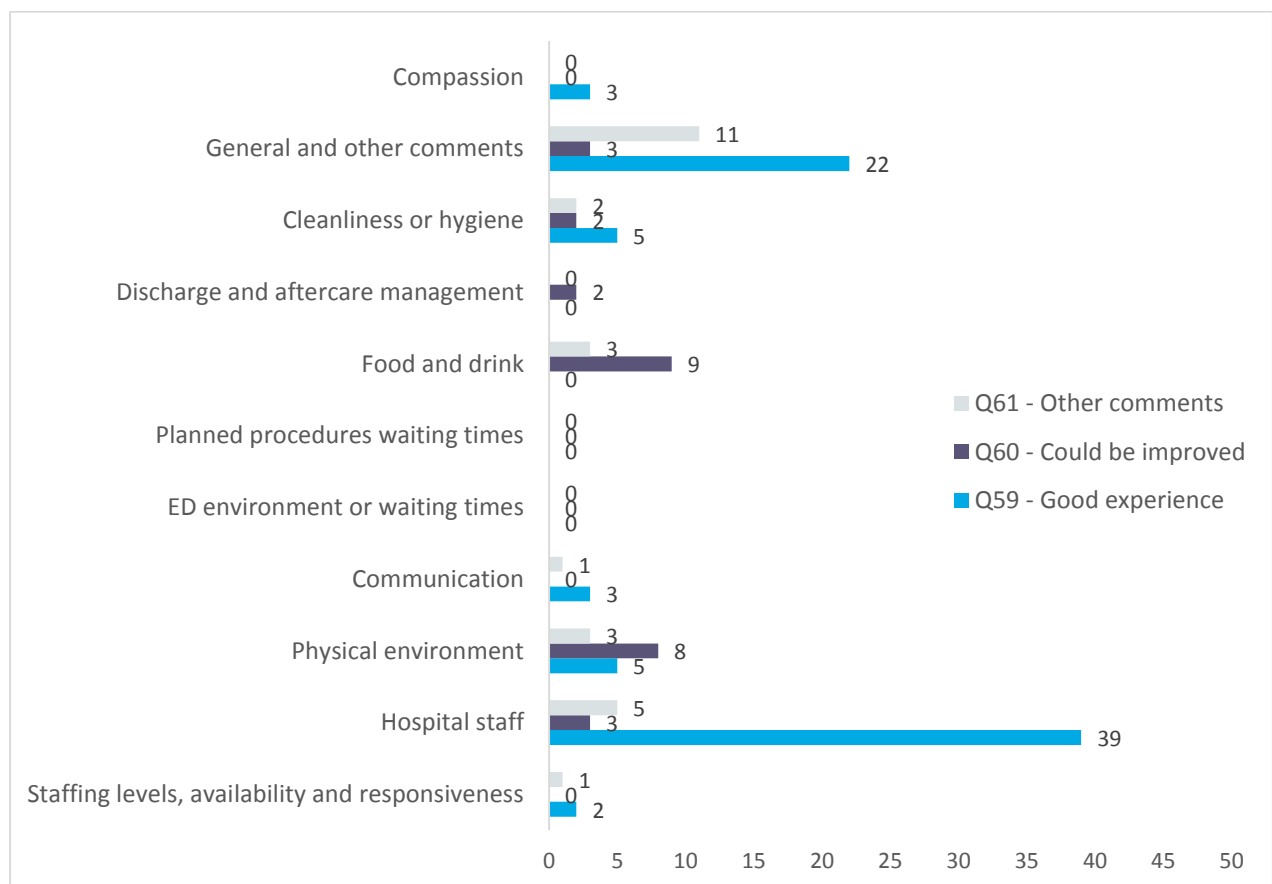


Figure 12. Example comments

Positive comments

"It was the best care and attention I have had in any hospital in a long time. Everyone who looked after me were excellent in their job, from entering the hospital until I left."	"I felt really well cared for, and knew I was receiving the very best of care. The staff were wonderful and treated everyone equal."
"Good staff, clean hospital and clear information and help at all times."	"High standards of care and cleanliness."
"The standard of the treatment we got from the hospital with the assessment before and being in patient was fantastic. Doctors and nurses."	"I was treated very well with respect and privacy. The staff nurses and doctors could not have been nicer or more helpful."

Suggestions for improvement

"The food: Hot food should be really, really hot. Choices could be better."
"It would have been nice to have a coffee machine to get takeaway latte and access to wifi."

Conclusion

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

All participants said that they had positive overall experiences in Kilcreene Regional Orthopaedic Hospital. 100% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Kilcreene Regional Orthopaedic Hospital received above-average scores for every stage of care and for overall experience. Ratings of care were largely similar to those received in 2018.

A number of 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 said that they received clear explanations of the results of tests, and clear answers when they had questions about operations and procedures. In addition, most patients said that they received enough information on how to manage their condition at home.

The findings of the 2019 survey will be used to help Kilcreene Regional 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 50 which asked patients if they were given enough information to manage their condition after discharge had a strong relationship with overall experience. This means that patients who said they were given enough information to manage their condition were likely to give a positive rating of their overall experience. Patients who felt they were not given enough information to manage their condition 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 25 which asked patients how much information they were given on their condition or treatment. The relationship between the amount of information patients were given on their condition or treatment and their ratings of their overall experience was weak. This means that even if patients were given enough information, they may have given negative ratings of their overall experience, or they were given the wrong amount of information, they 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.

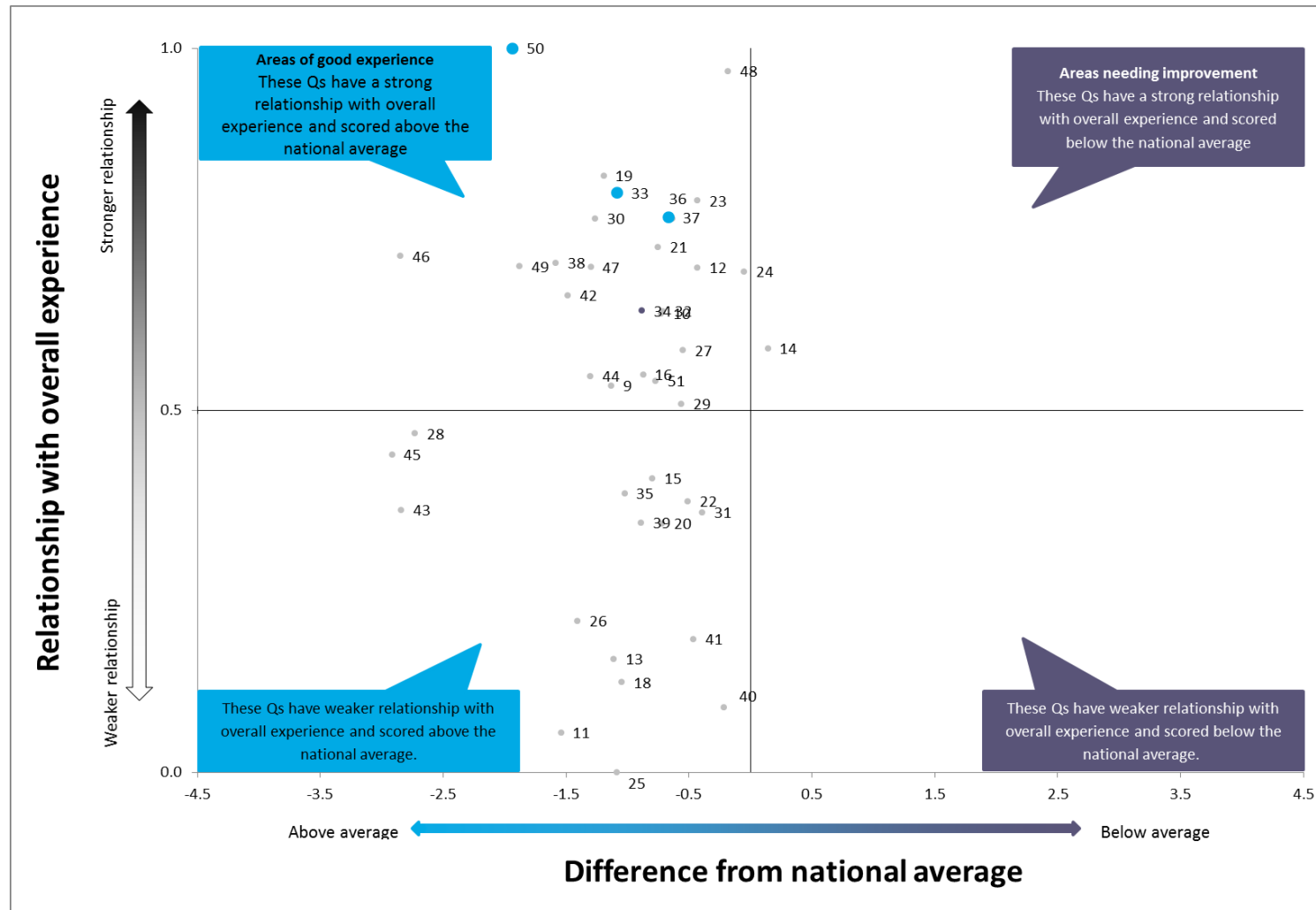
In Figure 13, each dot shows a specific survey question for Kilcreene Regional Orthopaedic Hospital. Questions at the top of the graph are strongly related to overall experience, while those at the bottom have a weaker relationship. Questions to the right of the graph scored below the national average,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