

National Inpatient Experience Survey 2019

Mallow General Hospital

2019 survey results

Respondents



77
Number of respondents



76.2
Average age



56%
Participation rate

Overall experience

2019



2018



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

Stages of care



9
out of 10

Care on the ward

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

8.8
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.



8.2
out of 10

Discharge or transfer

Participant ratings of '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%. 77 patients from Mallow General 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 Mallow General Hospital?

The majority of participants from Mallow General Hospital reported positive experiences in hospital. 87% 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.

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 answers to their questions about operations and treatments, and were told how they could expect to feel after a procedure. In addition, most patients said they could find someone to talk to about their worries and fears when they needed to.

There were no significant changes in patient 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.

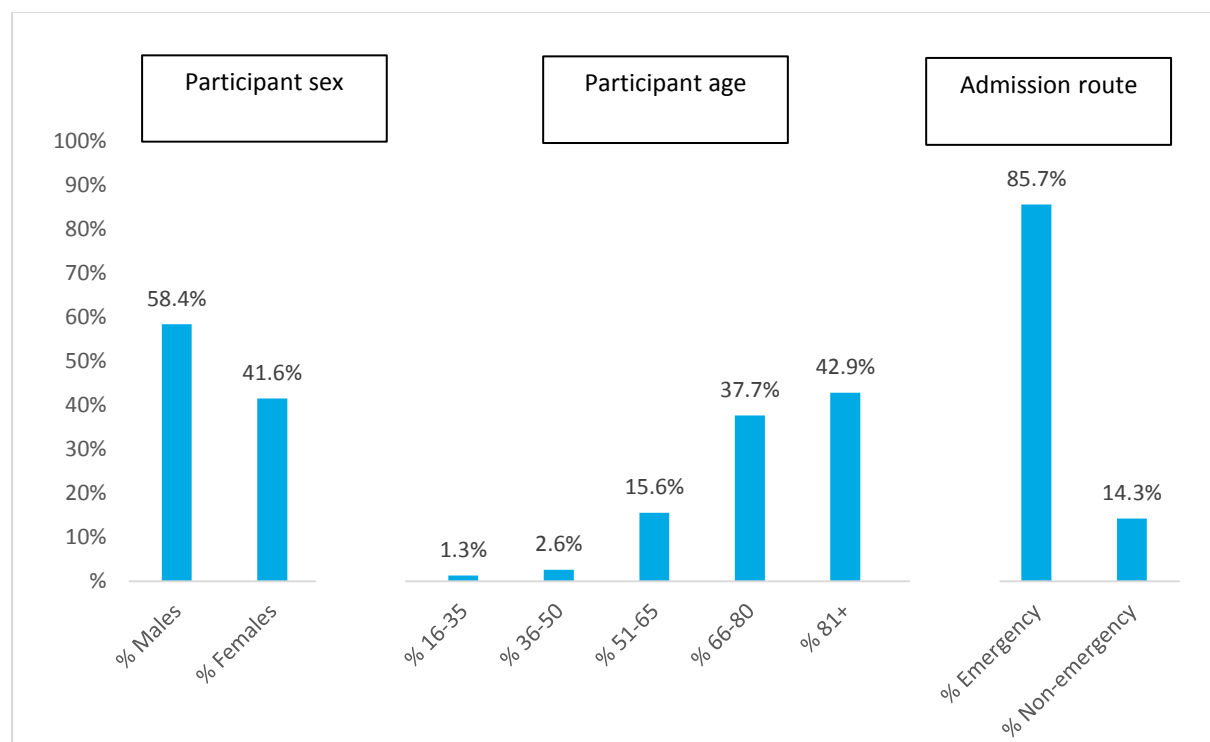
The findings of the 2019 survey will help Mallow General Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

Mallow General Hospital is located in Co. Cork. There were 54 inpatient beds available in the hospital during the survey period of May 2019.

137 people discharged from Mallow General Hospital during the month of May 2019 were invited to participate in the survey. 77 people completed the survey, achieving a response rate of 56%. 58.4% of participants were male and 41.6% were female. 66 respondents (85.7%) said that their stay in hospital was due to an emergency². Figure 1. below provides information on the respondents who took part in the survey from Mallow General Hospital.

Figure 1 Participants from Mallow General Hospital by sex, age group and admission route



² Patients were asked if their hospital stay was planned in advance or an emergency. While Mallow General 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 Mallow General 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 questions number for each area. Appendix 1 explains how these areas were identified.

In Mallow General 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 Mallow General Hospital are:

Care on the ward

Someone to talk to about worries and fears | Q28

31 (63%) of the 49 people who answered this question said that, when required, they were always able to find someone to talk to about their worries and fears.

Examinations, diagnosis and treatment

Clear answers to questions about an operation or procedure | Q37

Of the 22 people who answered this question, 19 (86%) said that their questions about an operation or procedure were answered in a way that they completely understood.

Examinations, diagnosis and treatment

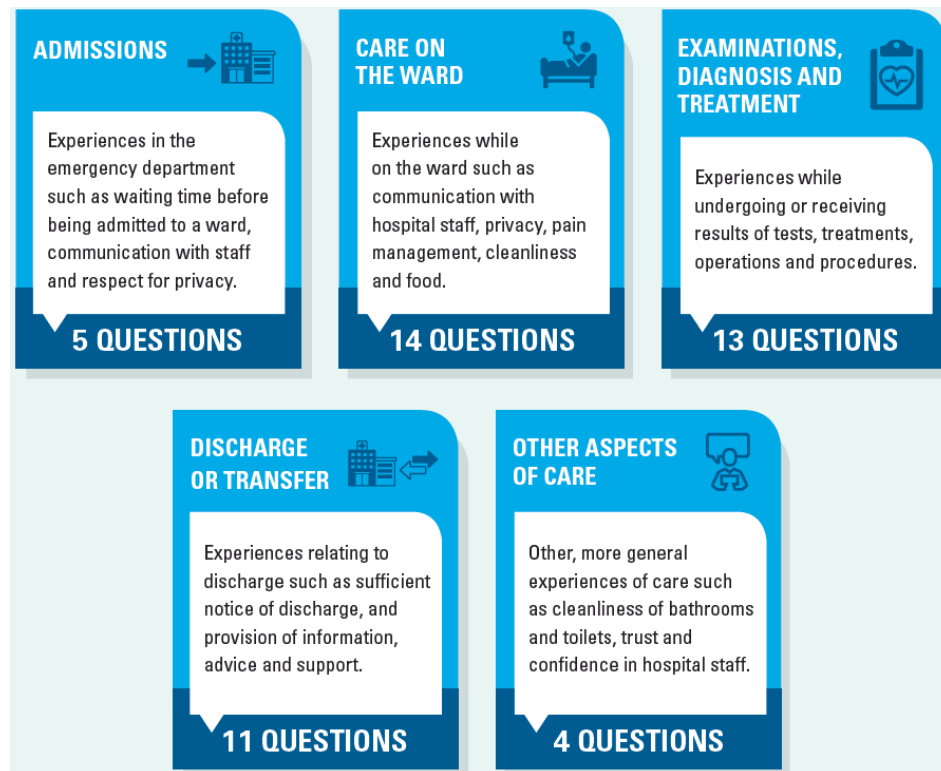
Information on the expected outcome of an operation or procedure | Q38

Of the 22 people who answered this question, 17 (77%) said that were told how they could expect to feel after an operation or procedure.

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 Mallow General 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'.

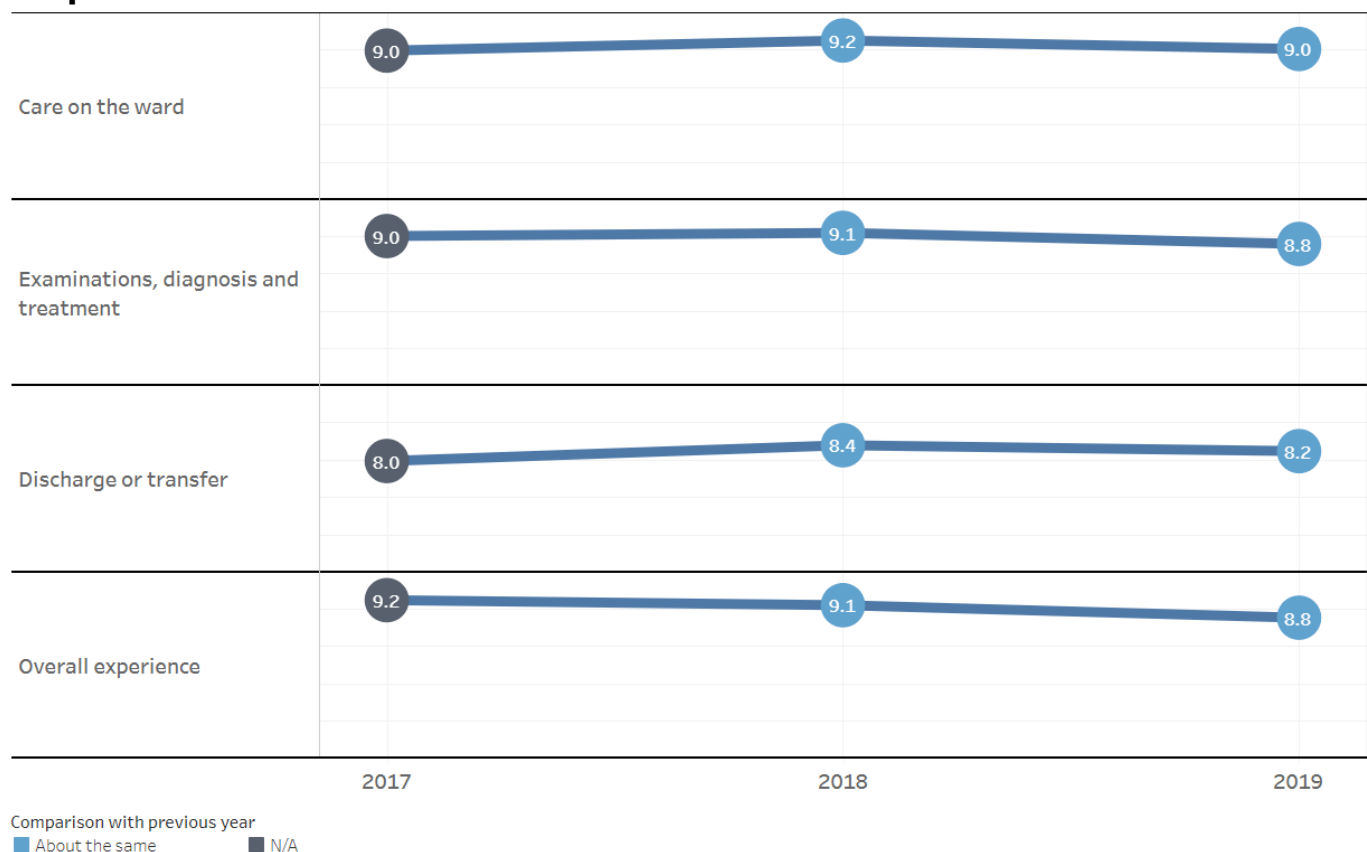
For further information on the analyses please consult Appendix 3 of the 2019 national report, available from www.yourexperience.ie.

Changes in patient experience over time

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 Mallow General 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 Mallow General Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

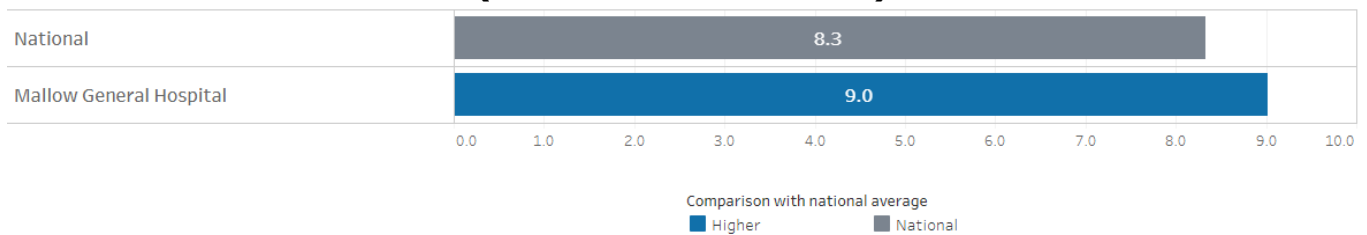
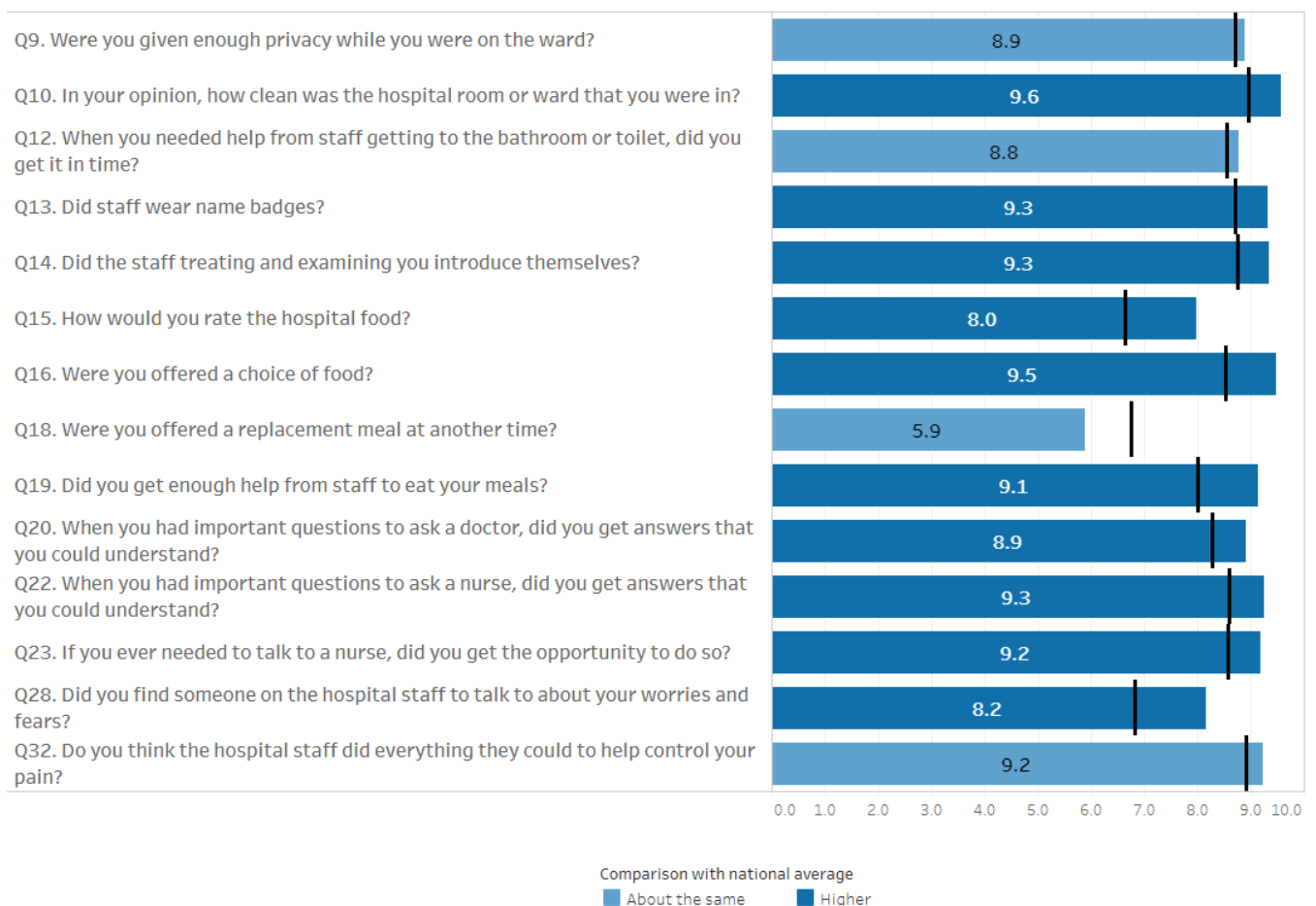


Figure 4 Mallow General Hospital scores for questions on 'care on the ward'*



*The black line represents the national average

Care on the ward: what do these results mean?

Mallow General Hospital received patient ratings of 'care on the ward' that were above the national average, and similar to last year's survey. Most patients gave a positive rating of the cleanliness of rooms and wards. The lowest scoring question for this stage related to whether patients were offered a replacement meal when they missed one.



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

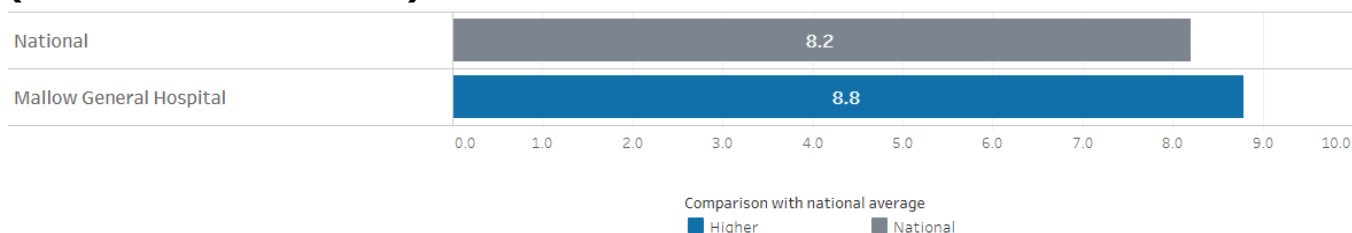
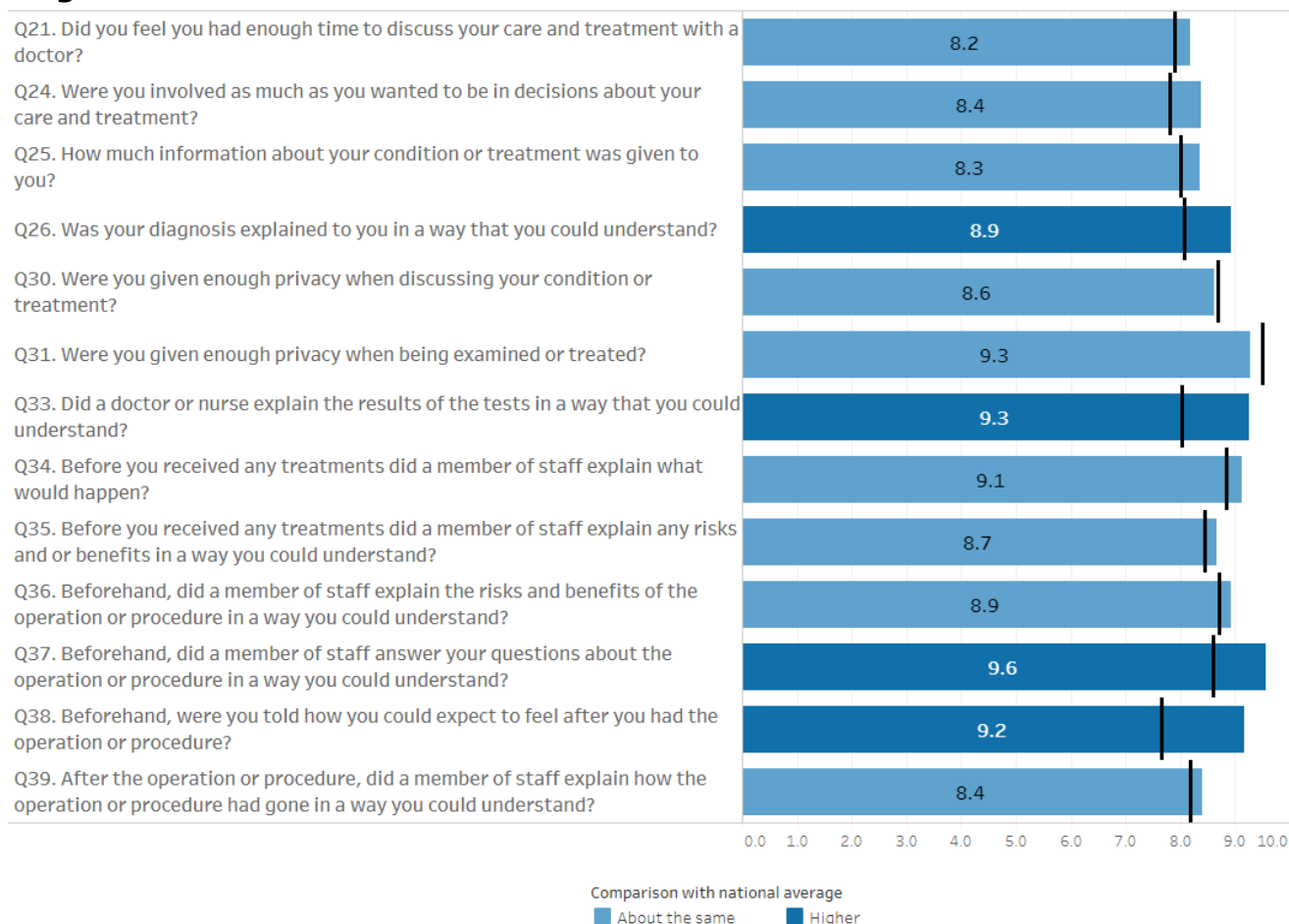


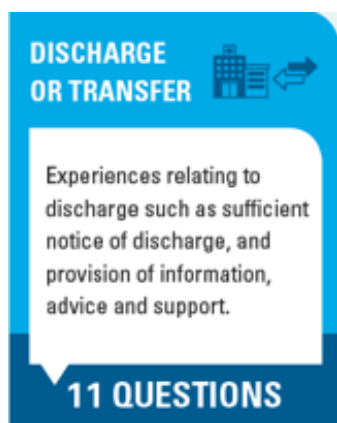
Figure 6 Mallow General Hospital scores for questions on 'examinations, diagnosis and treatment'*



*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 doctors answered questions about operations or procedures in a way that they could understand. The lowest scoring question for this stage related to the time patients had to discuss their care and treatment with a doctor.



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

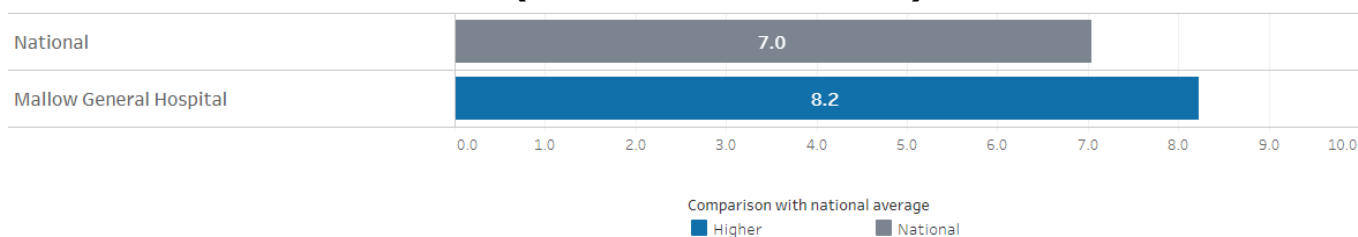
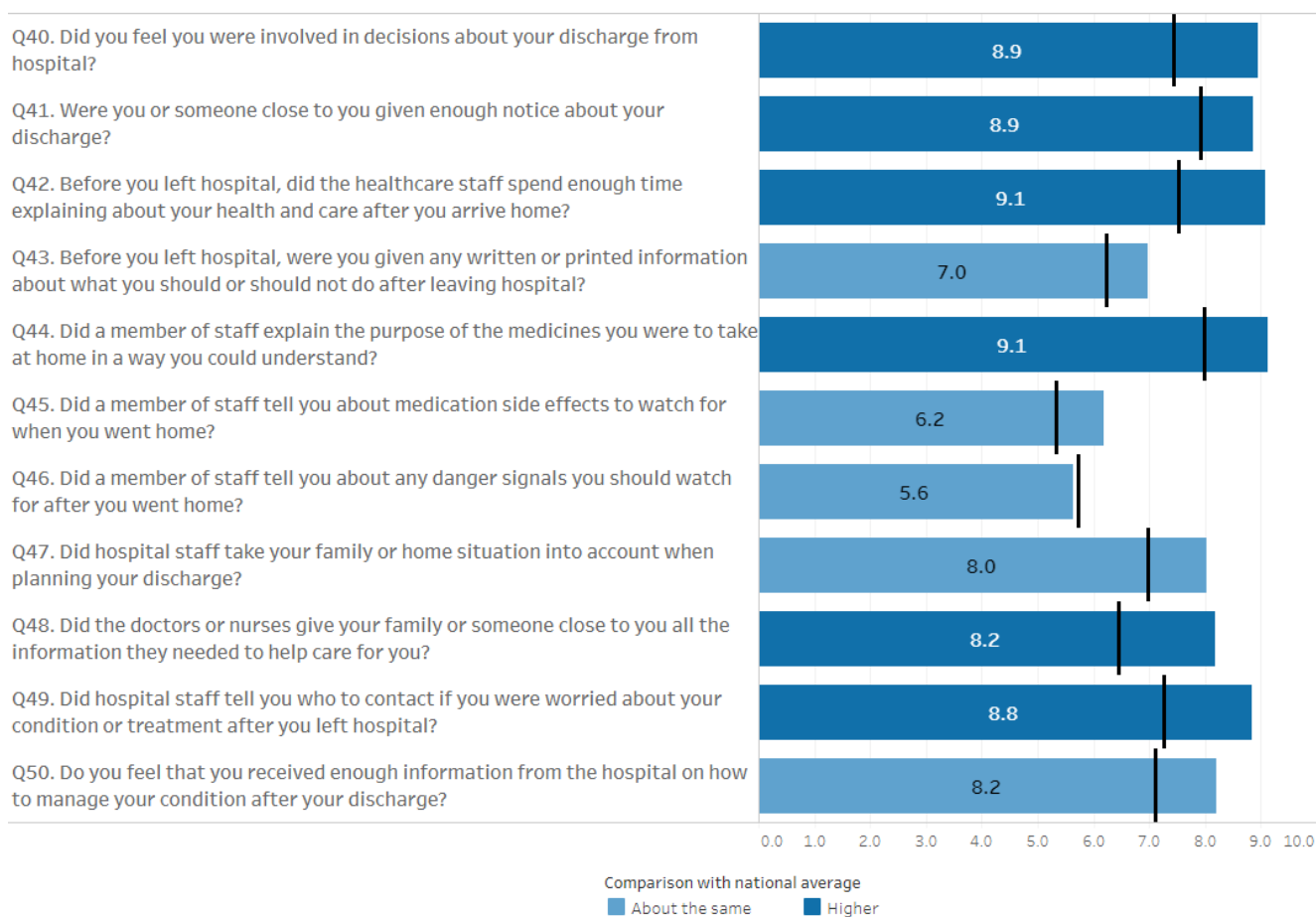


Figure 8 Mallow General Hospital scores for questions on 'discharge or transfer'*



*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, before they left hospital, staff explained the purpose of medications they were to take at home, and that staff generally spent enough time explaining their health and care at home. The lowest scoring question for this stage related to whether patients were told about potential danger signals they should watch out for at home.

**OTHER ASPECTS
OF CARE**

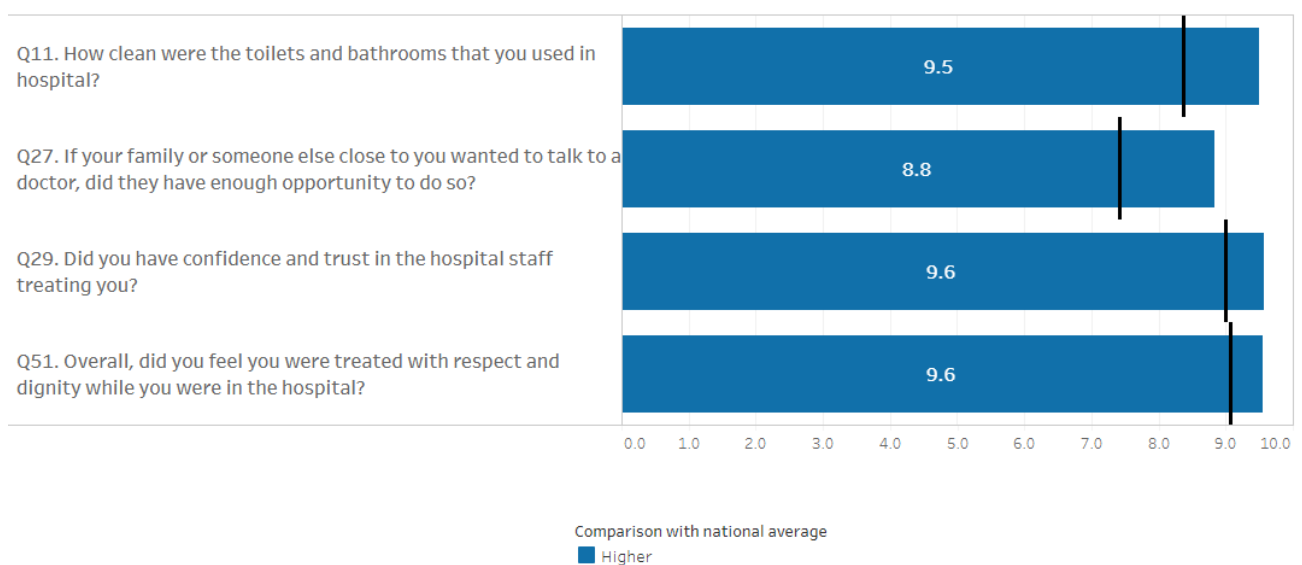
Other, more general experiences of care such as cleanliness of bathrooms and toilets, trust and confidence in hospital staff.

4 QUESTIONS

Other aspects of care

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

Figure 9 Mallow General Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

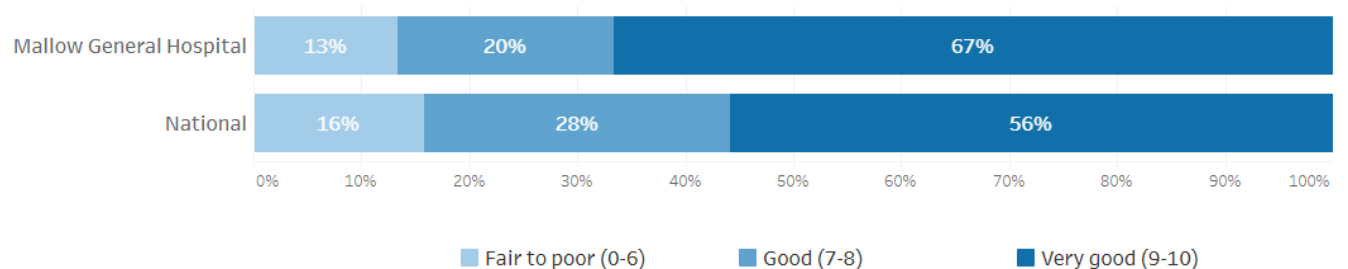
Most participants said they were treated with respect and dignity, and had confidence and trust in the staff that treated them. Despite scoring above the national average for Q27, a small number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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. 67% of participants from Mallow General Hospital rated their care as very good, above the national figure of 56%.

Figure 10 compares the average overall rating of hospital experience for Mallow General Hospital with the national average.

Figure 10 Overall rating of hospital experience for Mallow General 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, 109 comments were received from patients of Mallow General 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 'food and drink' themes. Most patient suggestions for improvement related to the 'physical environment'; 'general and other comments', 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

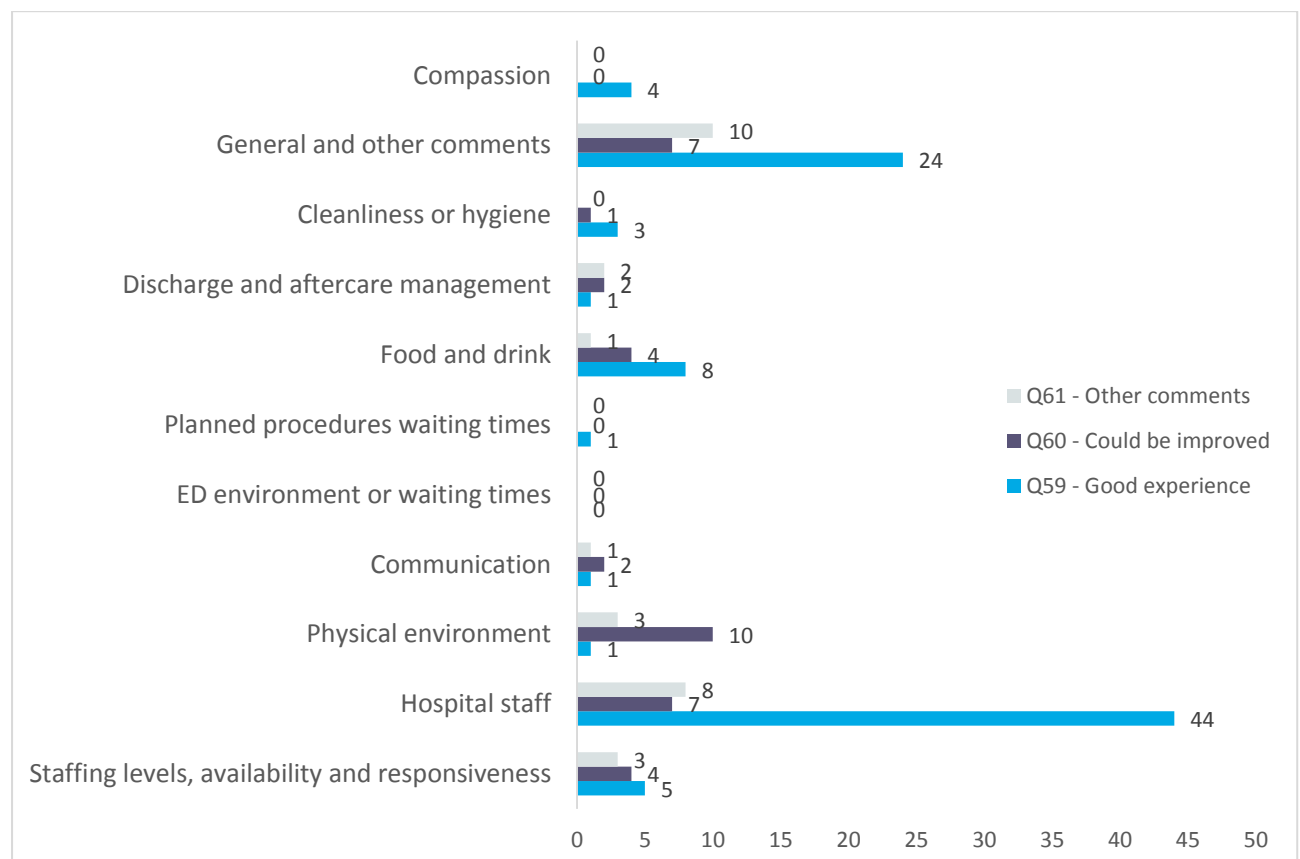


Figure 12 Example comments

Positive comments

"My hospital stay was excellent, the doctors, nurses, care assistants and everyone were so kind and good. I felt very much at ease in Mallow Hospital."	"The staff at Mallow General were excellent and very attentive during my stay. I couldn't praise them enough."
"From the time I went in I was satisfied with the care I got well looked after food was good nursing staff very good."	"The staff in Mallow GH were excellent. From the office/reception staff to the consultants. They made me feel like a person that's rare when you get to a certain age. People inclined to ignore you. Not the case in MGH. They were outstanding."
"The staff and the food were of the highest quality, could not fault it."	"Food, staff and cleanliness = outstanding."

Suggestions for improvement

"On discharge more information should be given to the patient/family re change of tablets, and what patient should do to improve their health when sent home."
"Doctors should listen more to patients' families, especially with the elderly and dementia patients."
"More staff, no one available to assist to car on leaving. When patient is advised they are going home, doctors should do notes then, not have patient waiting 2 hours for letter."

Conclusion

What were patients' experiences of hospital care in Mallow General Hospital in May 2019?

The majority of patients said that they had positive overall experiences in Mallow General Hospital. 87% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Mallow General Hospital received above-average scores for all stages of care and for overall experience. Participant ratings of care were generally 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 answers to their questions about operations and treatments, and were told how they could expect to feel after a procedure. In addition, most patients said they could find someone to talk to about their worries and fears when they needed to.

The findings of the 2019 survey will be used to help Mallow General 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 36 which asked patients if staff explained the risks and benefits of a procedure, had a strong relationship with overall experience. This means that patients who said that staff did explain the risks and benefits were very likely to give a positive rating of their overall experience. Patients who felt that staff did not explain the benefits and risks 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 15 which how patients rated the hospital food. The relationship between food ratings and patients' ratings of their overall experience was weak. This means that even if patients gave a positive rating of the food, they may still have given negative ratings of their overall experience, or if patients gave a poor rating of the food, 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 Mallow General 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.

Relationship with overall experience

Stronger relationship

Weaker relationship

Areas of good experience
These Qs have a strong relationship with overall experience and scored above the national average

Areas needing improvement
These Qs have a strong relationship with overall experience and scored below the national average

These Qs have weaker relationship with overall experience and scored above the national average.

These Qs have weaker relationship with overall experience and scored below the national average.

Above average

Below average

Difference from national average

Q#	Difference from national average (X)	Relationship with overall experience (Y)
9	0.8	0.1
10	-0.2	0.4
11	-0.8	0.3
12	0.2	0.7
13	-0.5	0.2
14	-0.2	0.4
15	-1.5	0.0
16	-0.5	0.3
18	1.0	0.4
19	-0.8	0.6
20	-0.5	0.4
21	-0.2	0.5
22	-0.5	0.4
23	-0.5	0.4
24	-0.5	0.4
25	-0.2	0.4
26	-0.5	0.5
27	-1.2	0.5
28	-1.2	0.8
29	-0.2	0.6
30	-0.5	0.2
31	-0.2	0.3
32	-0.2	0.4
33	-0.8	0.4
34	-0.2	0.6
35	-0.2	0.4
36	0.0	1.0
37	-0.8	0.9
38	-1.5	0.9
39	0.0	0.9
40	-1.2	0.5
41	-0.8	0.6
42	-1.2	0.5
43	-0.5	0.2
44	-1.0	0.8
45	-0.5	0.5
46	0.2	0.3
47	-1.0	0.5
48	-1.5	0.5
49	-1.2	0.5
50	-1.0	0.7

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.