National Inpatient Experience Survey 2019

Mayo University Hospital

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National Inpatient Experience Survey

Mayo University Hospital

2019 survey results

Respondents

396
Number of respondents

66.9
Average age

47%
Participation rate

Overall experience

2019

| Very Good 52% | Good 27% | Fair to Poor 21% |

2018

| Very Good 60% | Good 25% | Fair to Poor 14% |

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

Stages of care

7.9 out of 10

Admission to hospital
Patient ratings of admission to the hospital were similar to the national average, yet lower than the hospital's 2018 score.

8.3 out of 10

Care on the ward
Patient ratings of 'care on the ward' in the hospital were similar to the national average but below last year's survey.

8.1 out of 10

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

7.2 out of 10

Discharge or transfer
Participant ratings of 'discharge or transfer' were similar to the national average and to last year's survey.

Structure and content of this report

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About the National Inpatient Experience Survey 2019

The National Inpatient Experience Survey[1] 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%. 396 patients from Mayo University 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 Mayo University Hospital?

The majority of participants from Mayo University Hospital reported positive experiences in hospital. 79% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored about the same as the national average for every stage of care and for overall experience.[2]

Three areas of good experience were identified. These were areas where participants gave significantly above-average ratings. For example, many patients said that nurses always answered their questions in a way they could understand. Most patients said that they, or someone close to them, were given sufficient notice of their discharge from hospital. In addition, most patients said that they were always offered a choice of food.

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[1] The survey was previously entitled the 'National Patient Experience Survey'. The name was updated in 2019 to more accurately reflect the target population.
[2] When there is no statistically significant difference between the hospital's score and the national average, it is described as 'about the same'.

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There were also three areas needing improvement. While the majority of patients felt that they were treated with respect and dignity in the hospital as a whole and in the emergency department, the hospital scored below the national average for the two questions covering these areas. Secondly, while most patients said the toilets and bathrooms were clean, the hospital scored below the national average for this question.

Patient ratings of the 'admissions' and 'care on the ward' stages and for overall experience were significantly lower than in the 2018 survey. There was no significant change in the other stages of care, compared to last year's survey.

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

Hospital and participant profile

Mayo University Hospital is located in Co. Mayo. There were 269 inpatient beds available in the hospital during the survey period of May 2019.

846 people discharged from Mayo University Hospital during the month of May 2019 were invited to participate in the survey. 396 people completed the survey, achieving a response rate of 47%. 50.3% of participants were male and 49.7% were female. 330 respondents (83.8%) said that their stay in hospital was due to an emergency. Figure 1 below provides information on the respondents who took part in the survey from Mayo University Hospital.

Figure 1 Participants from Mayo University Hospital by sex, age group and admission route

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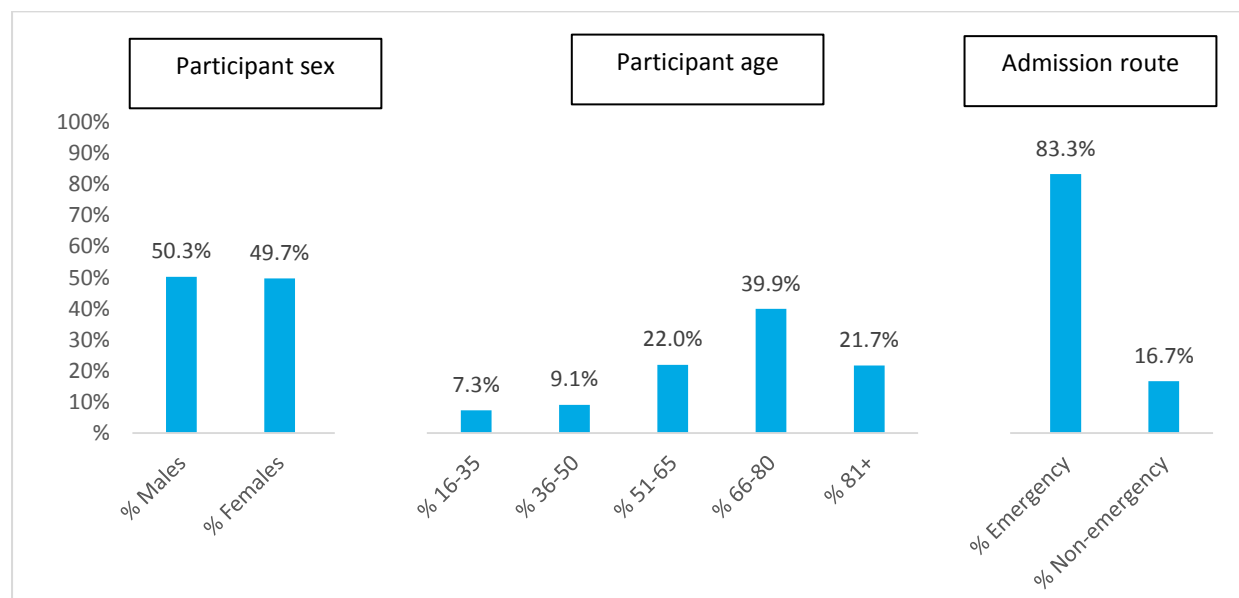
Areas of good experience and areas needing improvement

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.

The areas of good experience in Mayo University Hospital are:

Care on the ward
Choice of food | Q16
Of the 372 people who answered this question, 317 (85%) said that they were always offered a choice of food.

Care on the ward
Clear answers from a nurse | Q22
Of the 361 people who had questions to ask, 285 (79%) said that they always received answers they could understand from a nurse.

Discharge or transfer
Sufficient notice of discharge | Q41
Of the 367 people who answered this question, 264 (72%) said that they, or someone close to them, were definitely given sufficient notice of their discharge.

The areas needing improvement in Mayo University Hospital are:
Admissions
Respect and dignity in the emergency department| Q6
Of the 322 people who answered this question, 246 (76%) said that they were 'always' treated with respect and dignity in the emergency department. This was below the national average for this question.

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Other aspects of care
Cleanliness of toilets and bathrooms| Q11

Of the 363 people who answered this question, 190 (52%) said that the toilets or bathrooms were very clean. This was below the national average for this question.

Other aspects of care
Respect and dignity| Q51

297 people (79%) said that they were always treated with respect and dignity. The hospital scored below the national average on this question.

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 journey:

ADMISSIONS

Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.

5 QUESTIONS

CARE ON THE WARD

Experiences while on the ward such as communication with hospital staff, privacy, pain management, cleanliness and food.

14 QUESTIONS

EXAMINATIONS, DIAGNOSIS AND TREATMENT

Experiences while undergoing or receiving results of tests, treatments, operations and procedures.

13 QUESTIONS

DISCHARGE OR TRANSFER

Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

11 QUESTIONS

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

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

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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 scores significantly above the national average, this is described as 'higher'. When a hospital scores 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 describes 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

Patient ratings of 'admissions', 'care on the ward' and overall experience were significantly lower than in the 2018 survey. 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[3] for Mayo University Hospital

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[3] Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

ADMISSIONS →

Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.

5 QUESTIONS

Admissions

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

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

	Score
National	7.9
Mayo University Hospital	7.9

Comparison with national average
■ About the same ■ National

Figure 4. Mayo University Hospital scores for questions on 'admissions'*

Question	Score
Q3. When you had important questions to ask doctors and nurses in the emergency department, did you get answers that you could understand?	8.1
Q4. While you were in the emergency department, did a doctor or nurse explain your condition and treatment in a way you could understand?	7.6
Q5. Were you given enough privacy when being examined or treated in the emergency department?	7.6
Q6. Overall, did you feel you were treated with respect and dignity while you were in the emergency department?	8.5
Q8. Following arrival at the hospital, how long did you wait before being admitted to a ward?	7.5

Comparison with national average
■ About the same ■ Higher ■ Lower

*The black line represents the national average

Emergency department waiting times[4]

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

- 75% of people attending the emergency department are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.

- 95% of people attending the emergency department aged 75 years or older are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.

In Mayo University Hospital, 96 respondents (32%) said they were admitted to a ward within six hours of arriving at the emergency department, while 181 respondents (60%) reported waiting between six and 24 hours. 23 respondents (8%) said that they waited 24 hours or more before being admitted to a ward in Mayo University Hospital, with seven of these saying they waited more than 48 hours. As outlined in Appendix 1, the relationship between waiting times and overall experience was relatively weak. This means that patients who had long waiting times did not always say they had a negative overall experience. Figure 5. outlines the emergency department waiting times, as reported by patients in Mayo University Hospital, compared with the national average.

Figure 5. Emergency department waiting times, as reported by patients for Mayo University Hospital and nationally

	<6 hours	6-24 hours	>24 hours
National	30%	56%	14%
Mayo University Hospital	32%	60%	8%
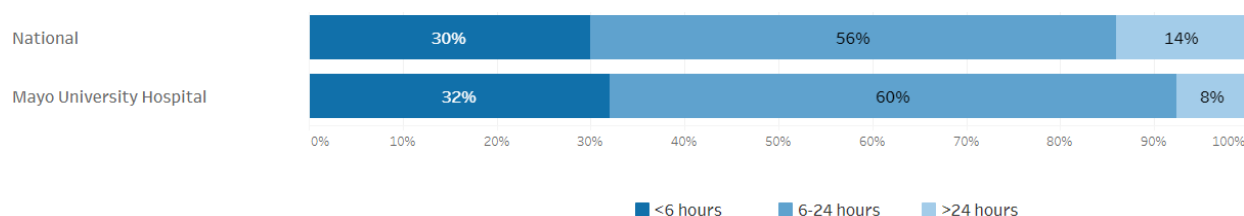
Admissions: what do these results mean?

Patient ratings of admission to Mayo University Hospital were similar to the national average, yet lower than the hospital's 2018 score. Most patients said they were treated with respect and dignity in the emergency department, though the hospital scored below the national average for this question. The lowest scoring question for this stage related to waiting times for admission. Nevertheless, waiting times were significantly shorter than the national average.

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[4] The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2019 targets can be viewed at: https://www.hse.ie/eng/services/publications/kpis/acute-hospitals-metadata-2019.pdf

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CARE ON THE WARD

Experiences while on the ward such as communication with hospital staff, privacy, pain management, cleanliness and food.

14 QUESTIONS

Care on the ward

Figure 6 compares the hospital's overall score for 'care on the ward' with the national average. Figure 7 shows the hospital's scores for questions on this stage of care.

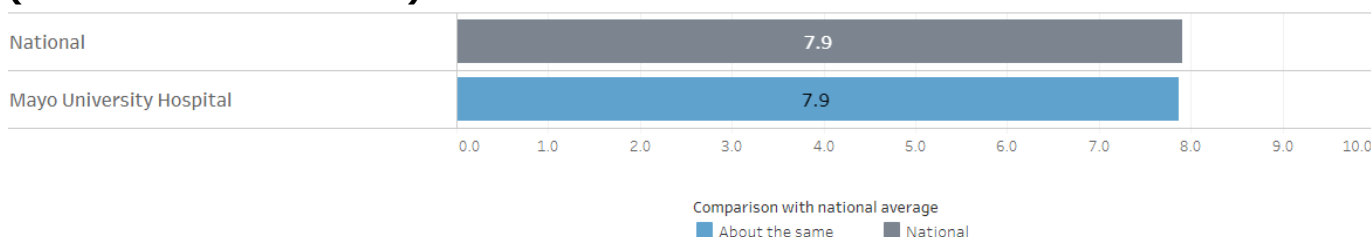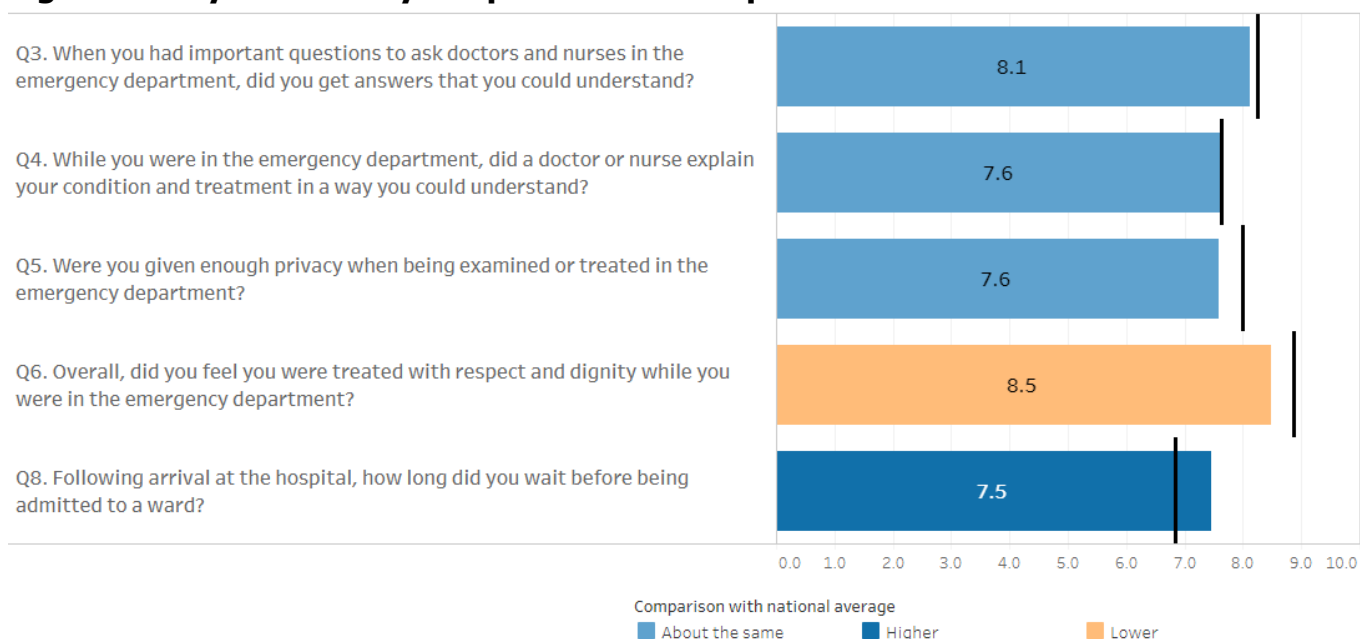**Figure 6 Comparison of Mayo University Hospital with the national average score for 'care on the ward' (out of a maximum of 10).**
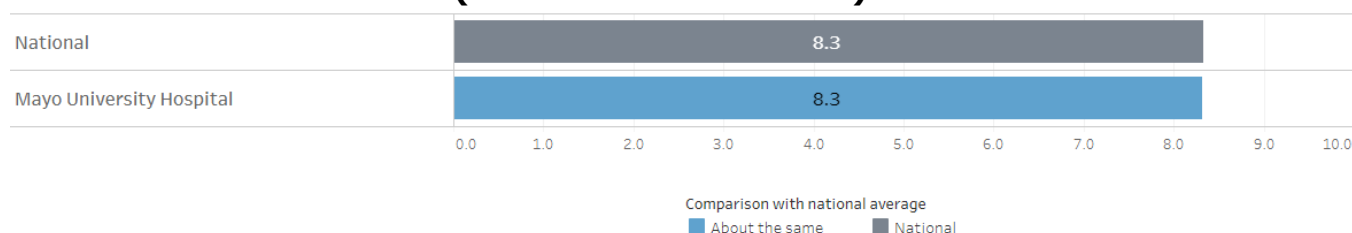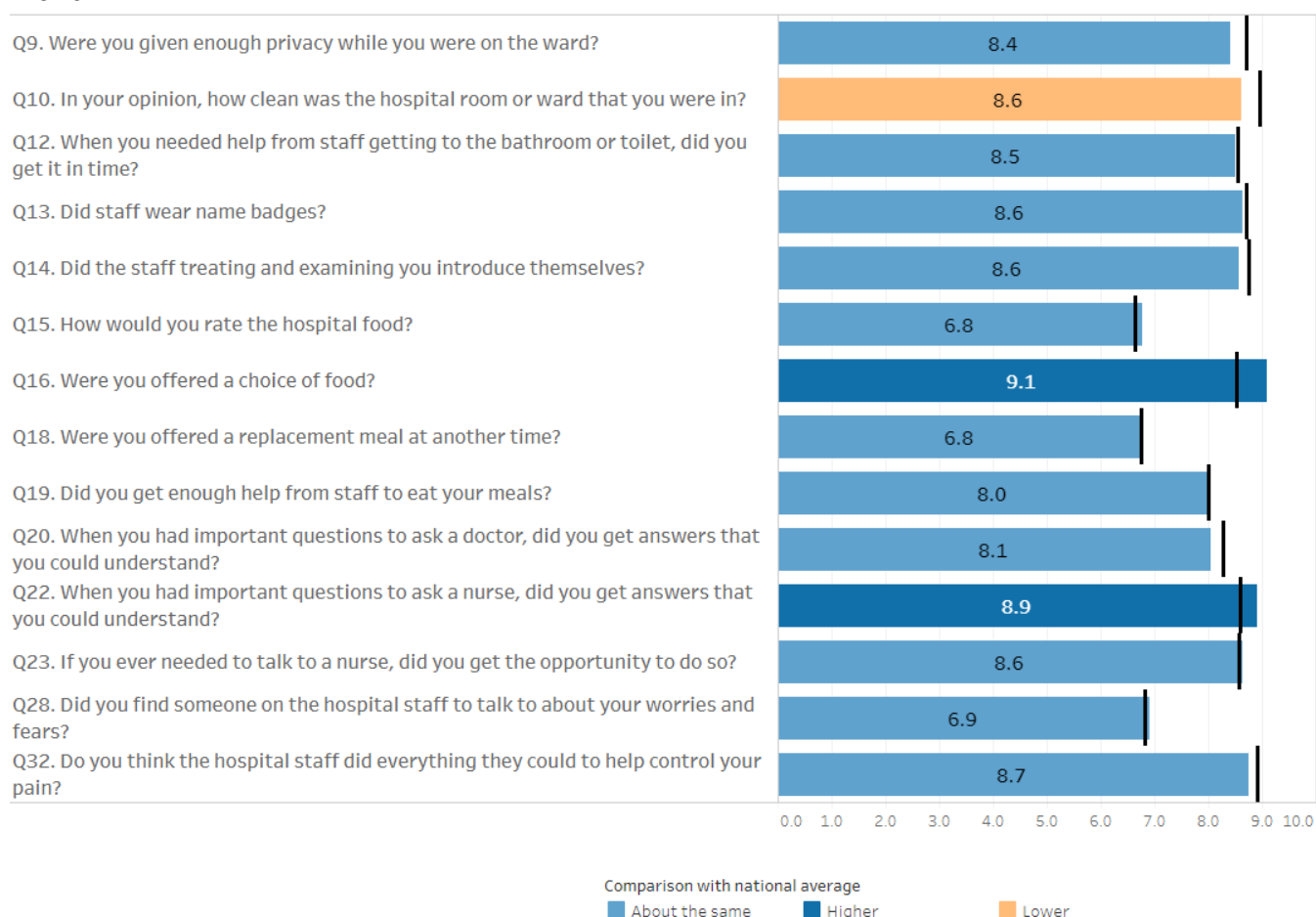

National	8.3
Mayo University Hospital	8.3

Comparison with national average
■ About the same   ■ National

Figure 7 Mayo University Hospital scores for questions on 'care on the ward'*

Question	Score
Q9. Were you given enough privacy while you were on the ward?	8.4
Q10. In your opinion, how clean was the hospital room or ward that you were in?	8.6
Q12. When you needed help from staff getting to the bathroom or toilet, did you get it in time?	8.5
Q13. Did staff wear name badges?	8.6
Q14. Did the staff treating and examining you introduce themselves?	8.6
Q15. How would you rate the hospital food?	6.8
Q16. Were you offered a choice of food?	9.1
Q18. Were you offered a replacement meal at another time?	6.8
Q19. Did you get enough help from staff to eat your meals?	8.0
Q20. When you had important questions to ask a doctor, did you get answers that you could understand?	8.1
Q22. When you had important questions to ask a nurse, did you get answers that you could understand?	8.9
Q23. If you ever needed to talk to a nurse, did you get the opportunity to do so?	8.6
Q28. Did you find someone on the hospital staff to talk to about your worries and fears?	6.9
Q32. Do you think the hospital staff did everything they could to help control your pain?	8.7

Comparison with national average
■ About the same   ■ Higher   ■ Lower

*The black line represents the national average

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Care on the ward: what do these results mean?

Patient ratings of 'care on the ward' in Mayo University Hospital were similar to the national average but below last year's survey. Most patients said that they were always offered a choice of food. The lowest scoring questions for this stage related to patient's ratings of the food and whether they were offered a replacement when they missed a meal.

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EXAMINATIONS, DIAGNOSIS AND TREATMENT

Experiences while undergoing or receiving results of tests, treatments, operations and procedures.
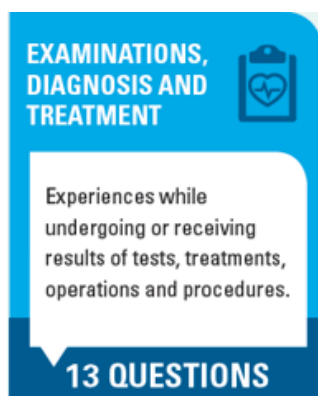
13 QUESTIONS

Examinations, diagnosis and treatment

Figure 8 compares the hospital's overall score for 'examinations, diagnosis and treatment' with the national average. Figure 9 shows the hospital's scores for questions on this stage of care.

Figure 8 Comparison of Mayo University Hospital with the national average score for 'examinations, diagnosis and treatment' (out of a maximum of 10).
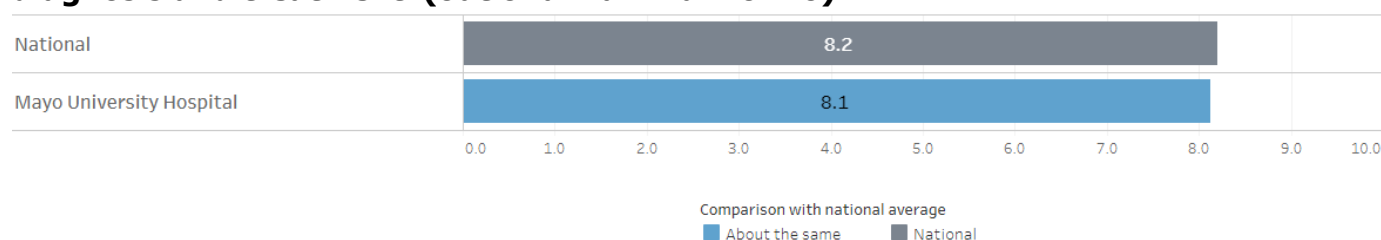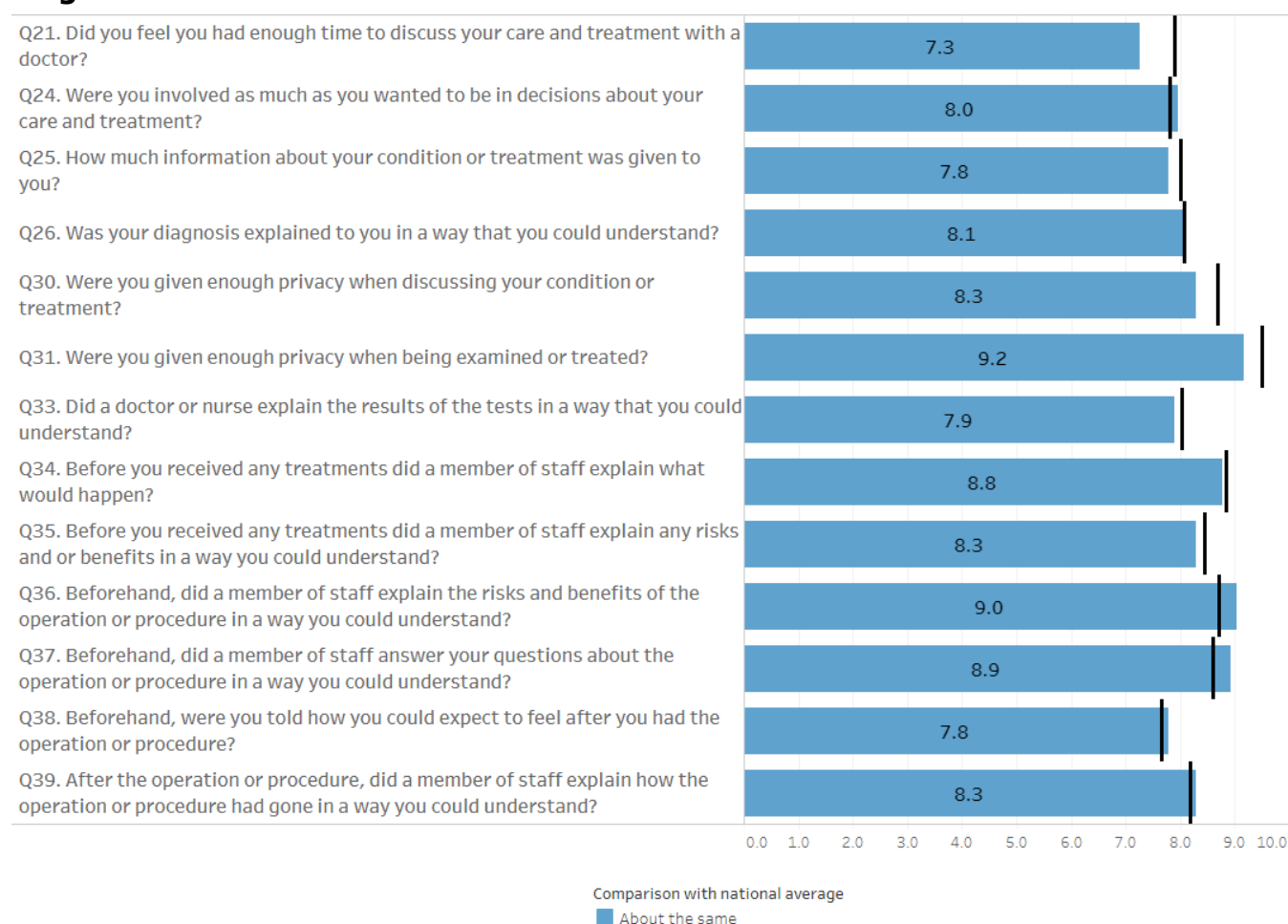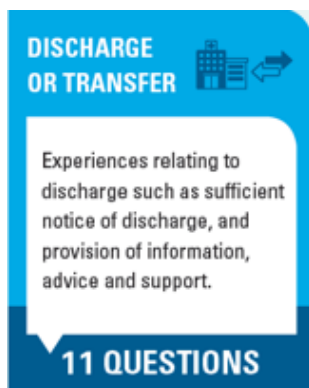
	Score
National	8.2
Mayo University Hospital	8.1

Comparison with national average
■ About the same ■ National

Figure 9 Mayo University Hospital scores for questions on 'examinations, diagnosis and treatment'*

Question	Score
Q21. Did you feel you had enough time to discuss your care and treatment with a doctor?	7.3
Q24. Were you involved as much as you wanted to be in decisions about your care and treatment?	8.0
Q25. How much information about your condition or treatment was given to you?	7.8
Q26. Was your diagnosis explained to you in a way that you could understand?	8.1
Q30. Were you given enough privacy when discussing your condition or treatment?	8.3
Q31. Were you given enough privacy when being examined or treated?	9.2
Q33. Did a doctor or nurse explain the results of the tests in a way that you could understand?	7.9
Q34. Before you received any treatments did a member of staff explain what would happen?	8.8
Q35. Before you received any treatments did a member of staff explain any risks and or benefits in a way you could understand?	8.3
Q36. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?	9.0
Q37. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	8.9
Q38. Beforehand, were you told how you could expect to feel after you had the operation or procedure?	7.8
Q39. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?	8.3

Comparison with national average
■ About the same

*The black line represents the national average

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

Ratings of 'examination, diagnosis and treatment' were similar to the national average and to last year's survey. Most patients said that they were given enough privacy while being examined or treated. The lowest scoring question for this stage related to the time patients had to discuss their care and treatment with a doctor.

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DISCHARGE OR TRANSFER

Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

11 QUESTIONS

Discharge or transfer

Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions on this stage of care.

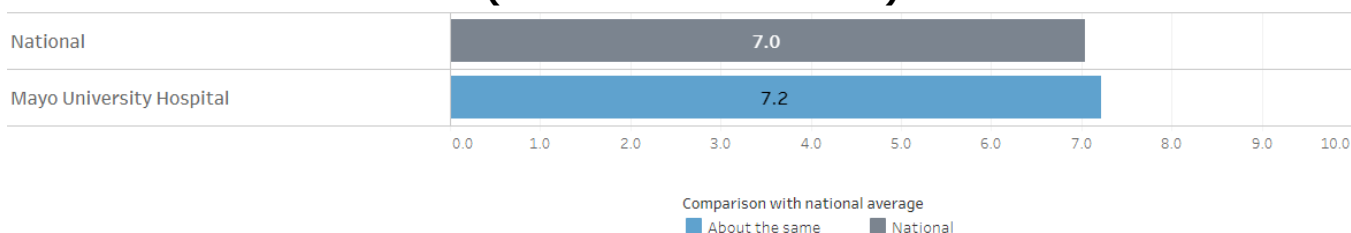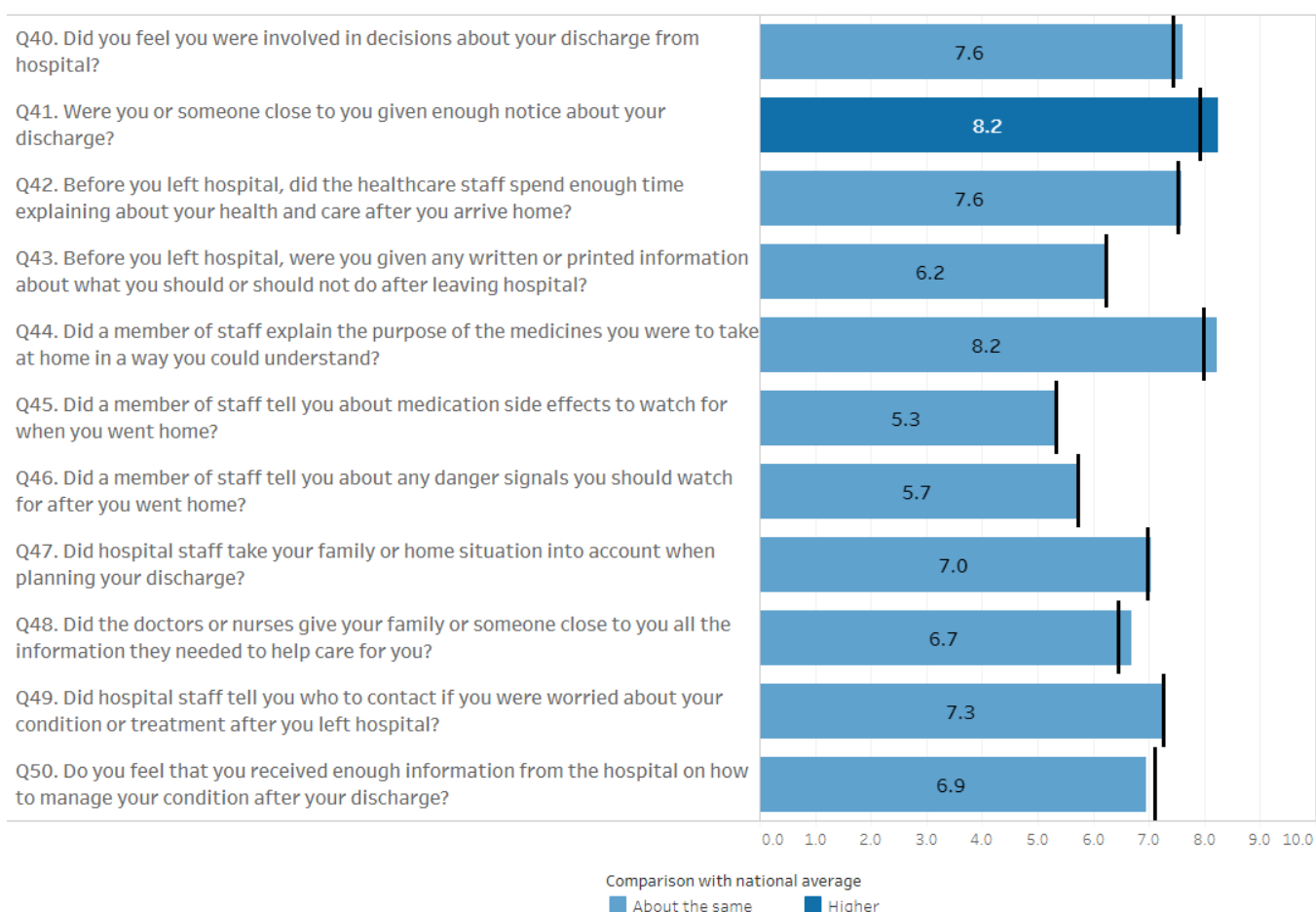**Figure 10 Comparison of Mayo University Hospital with the national average score for 'discharge or transfer' (out of a maximum of 10).**

	Score
National	7.0
Mayo University Hospital	7.2

Comparison with national average
■ About the same ■ National

Figure 11 Mayo University Hospital scores for questions on 'discharge or transfer'*

Question	Score
Q40. Did you feel you were involved in decisions about your discharge from hospital?	7.6
Q41. Were you or someone close to you given enough notice about your discharge?	8.2
Q42. Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrive home?	7.6
Q43. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?	6.2
Q44. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?	8.2
Q45. Did a member of staff tell you about medication side effects to watch for when you went home?	5.3
Q46. Did a member of staff tell you about any danger signals you should watch for after you went home?	5.7
Q47. Did hospital staff take your family or home situation into account when planning your discharge?	7.0
Q48. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?	6.7
Q49. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?	7.3
Q50. Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?	6.9

Comparison with national average
■ About the same ■ Higher

*The black line represents the national average

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

Participant ratings for this stage of care were similar to the national average and 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 the potential side effects of medication were explained to patients.

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

Figure 12. Mayo University Hospital scores for 'other aspects of care'*
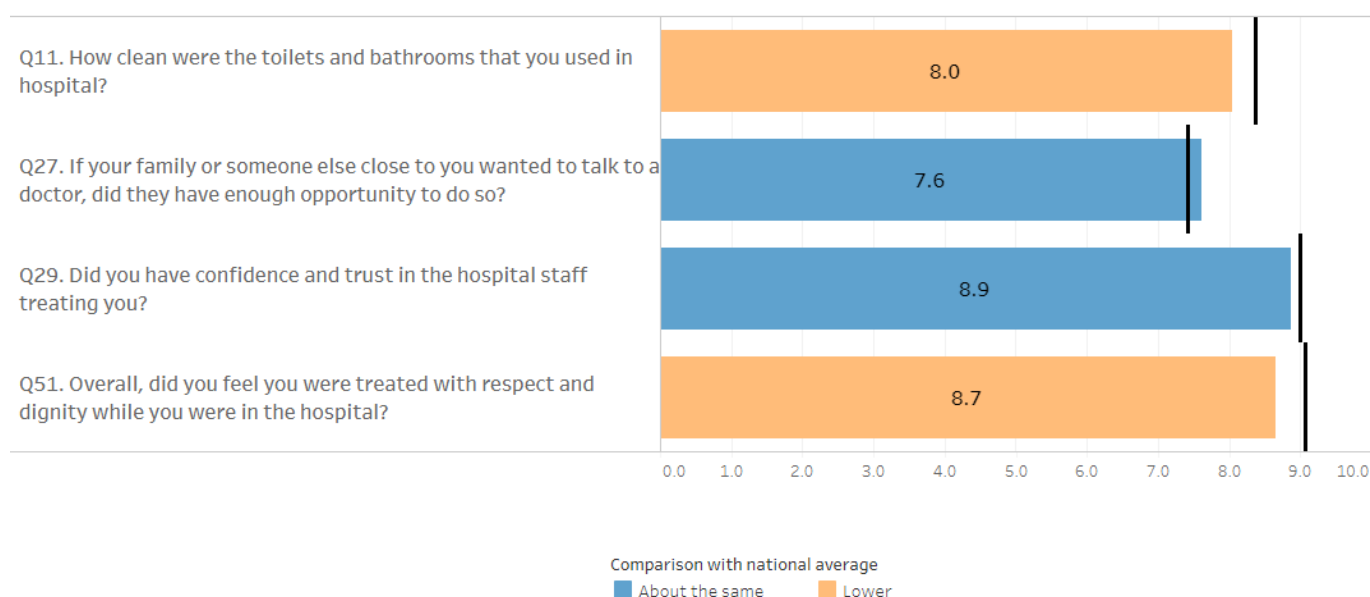
*The black line represents the national average

Other aspects of care: what do these results mean?

Most participants said they always had confidence and trust in the staff that treated them while they were in hospital. On the other hand, a number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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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. 52% of participants from Mayo University Hospital rated their care as very good, slightly below the national figure of 56%.

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

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

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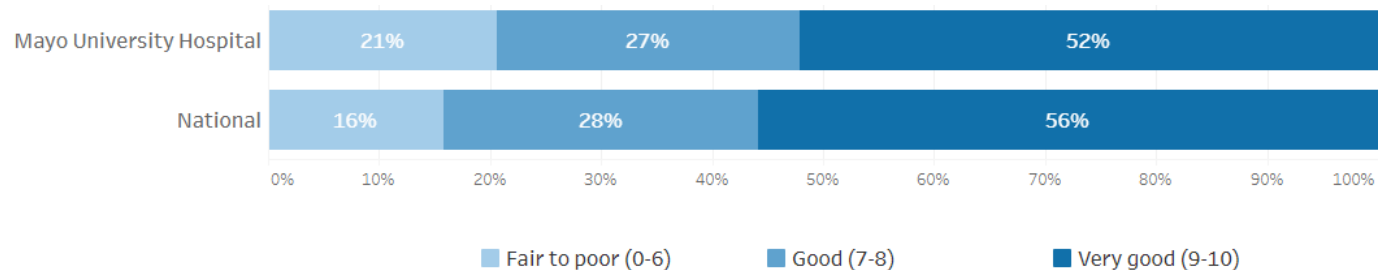
In their own words: analysis of patients' comments

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, 564 comments were received from patients of Mayo University Hospital in response to the free-text questions in the 2019 survey.

Figure 14 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 'staffing levels' themes. Most patient suggestions for improvement related to the 'hospital staff', 'physical environment', and 'ED environment' themes. Responses to Q61 covered various themes. A selection of relevant comments from these themes is provided in Figure 15.

Figure 14 Participant comments by theme

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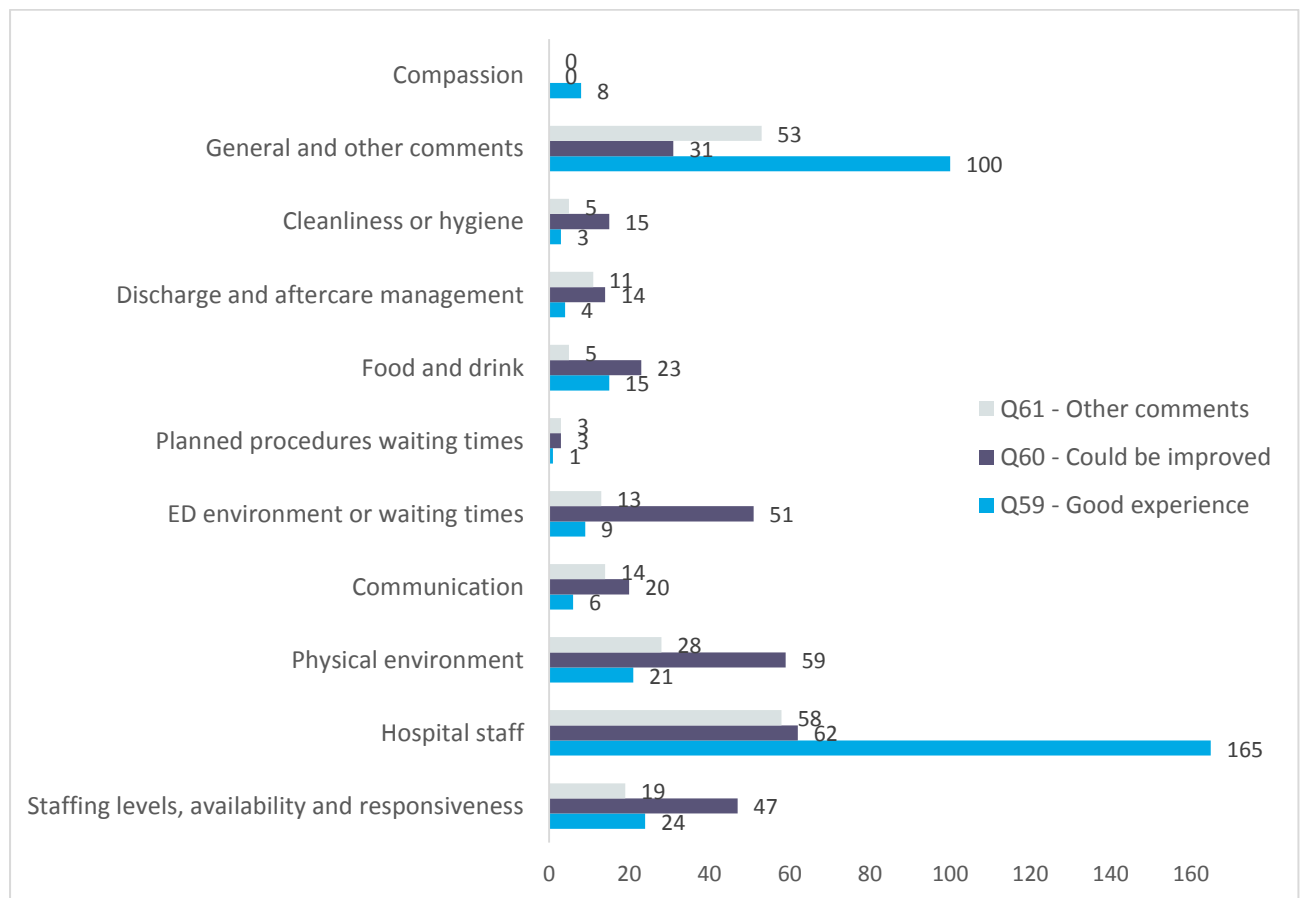
Figure 15 Example comments

Positive comments

"The nurses were very caring and considerate and the support staff were friendly and accommodating."	"The courtesy and people skills of the various staff who interacted with my father was to be admired and something we are very grateful for in all areas in the hospital."
"Even while under intense pressure, staff in the emergency department did their best to accommodate the large numbers of patients and get through them as quickly as possible."	"The staff were always helpful and cheerful. The nursing staff were positive and encouraging. The lady dealing with meals and menus was extremely helpful. Sorting me some plain yoghurt for breakfast. She is doing an excellent job."
"Friendly caring nurses. The surgeon was excellent and explained everything to me."	"Staff were particularly helpful and attentive. Amazed how busy they are and yet remain so cheerful. Good team sprit amongst the staff."

Suggestions for improvement

"Bins need to be emptied more regularly in the wards and the bathroom. Food needed to be improved."
"Spent first night on trolley on a busy corridor with not much privacy. Perhaps I could have been placed in room next to A&E, where I could have received a bit of privacy to some extent."
"Hospital room was not in the best condition, not very clean and lots of paint coming off walls. Shower head was broken and [there was] a step into shower which was not ideal."

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Conclusion

What were patients' experiences of hospital care in Mayo University Hospital in May 2019?

The majority of patients said that they had positive overall experiences in Mayo University Hospital. 79% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Mayo University Hospital received scores that were about the same as the national average for each stage of care and for overall experience. Participant ratings of 'admissions', 'care on the ward' and overall experience were significantly lower than in the 2018 survey. There were no significant changes in ratings of the other stages of care since 2018.

Three areas of good experience were identified. These were areas where participants gave significantly above-average ratings. For example, many patients said that nurses always answered their questions in a way they could understand. Most patients said that they, or someone close to them, were given sufficient notice of their discharge from hospital. In addition, most patients said that they were always offered a choice of food.

There were also three areas needing improvement. While the majority of patients felt that they were treated with respect and dignity in the hospital as a whole and specifically in the emergency department, the hospital scored below the national average for the two questions covering these areas. Most patients said the toilets and bathrooms were clean; nevertheless the hospital scored below the national average for this question.

The findings of the 2019 survey will be used to help Mayo University Hospital improve the experiences of patients in hospital.

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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 16. 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 51 which asked patients if they were treated with respect and dignity had a strong relationship with overall experience. This means that patients who said they were treated with respect and dignity were very likely to give a positive rating of their overall experience. Patients who felt they were not treated with respect and dignity 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 16, which asked patients if they were offered a choice of food. The relationship between being offered a choice of food and patients' ratings of their overall experience was weak. This means that even if patients were always offered a choice of food they may have given negative ratings of their overall experience, or if they were not given any choice, 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 16, each dot shows a specific survey question for Mayo University 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.

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Figure 16 Improvement Map for Mayo University Hospital
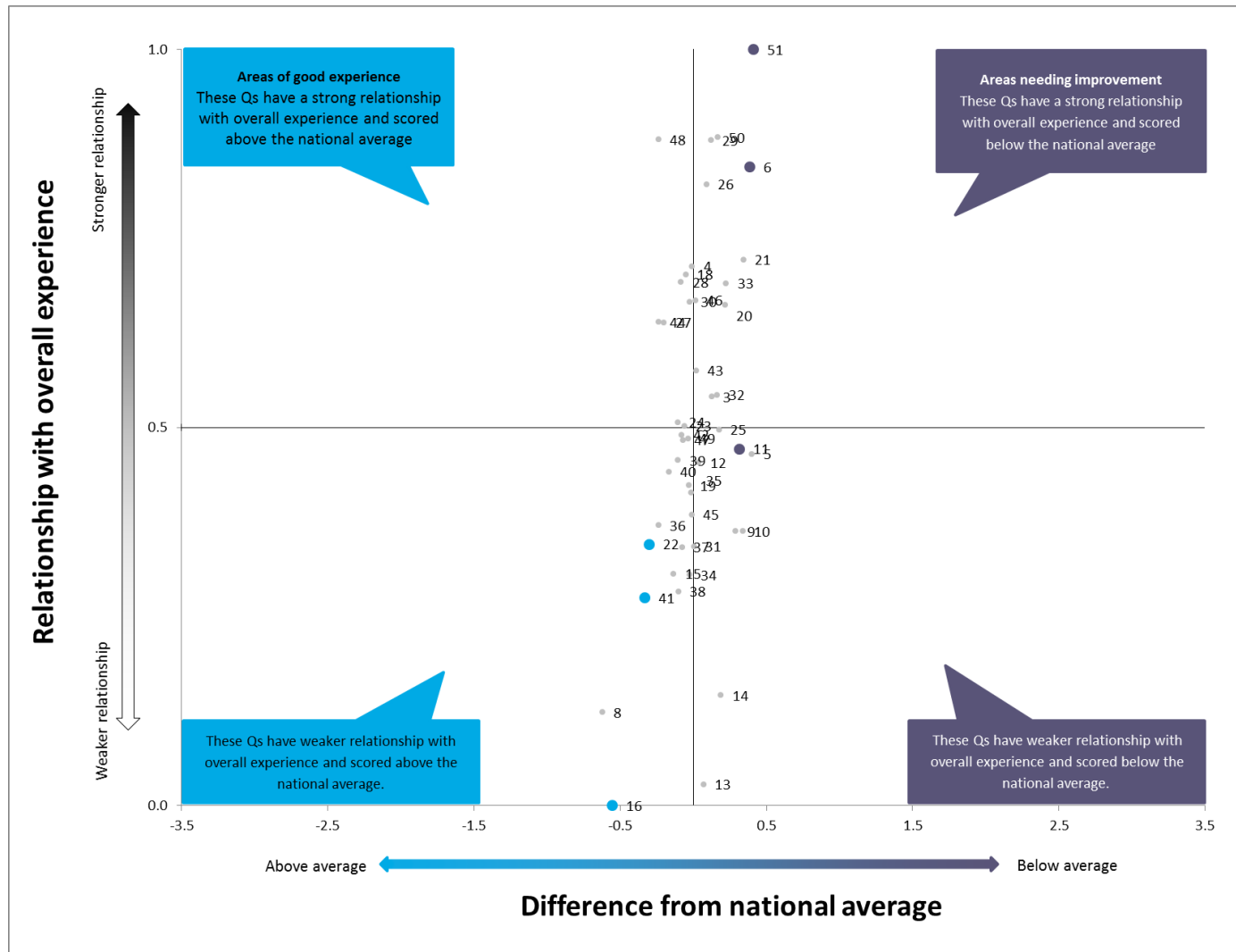
How the improvement map is constructed

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:

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

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'.

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

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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.

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