

National Inpatient Experience Survey 2019

Nenagh Hospital

2019 survey results

Respondents



47
Number of respondents



71.3
Average age



47%
Participation rate

Overall experience

2019

Very Good 57%	Good 21%	Fair to Poor 21%
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2018

Very Good 71%	Good 19%	Fair to Poor 10%
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Values in figures do not always add up to 100% due to rounding.

Stages of care



8.2
out of 10

Care on the ward

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

7.2
out of 10

Examination, diagnosis and treatment

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



6.3
out of 10

Discharge or transfer

Participant ratings of 'discharge or transfer' were similar both to the national average and 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%. 47 patients from Nenagh 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 Nenagh Hospital?

The majority of participants from Nenagh Hospital reported positive experiences in hospital. 78% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored below the national average for questions on 'examinations, diagnosis and treatment', but about the same as the national average for the other stages of care and for overall experience.²

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 said that their room or ward was very clean. In addition most participants rated the food highly and said they were always offered a choice of food.

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'.

There were also two areas needing improvement. While many patients felt that they were given enough time to discuss their care and treatment, the hospital scored below the national average for this question. Some participants also said that their diagnosis was not explained in a way that they completely understood.

Patients' ratings of 'care on the ward' and 'examinations, diagnosis and treatment' were lower than in the 2018 survey. There was no significant change in ratings of 'discharge or transfer', nor in overall experience.

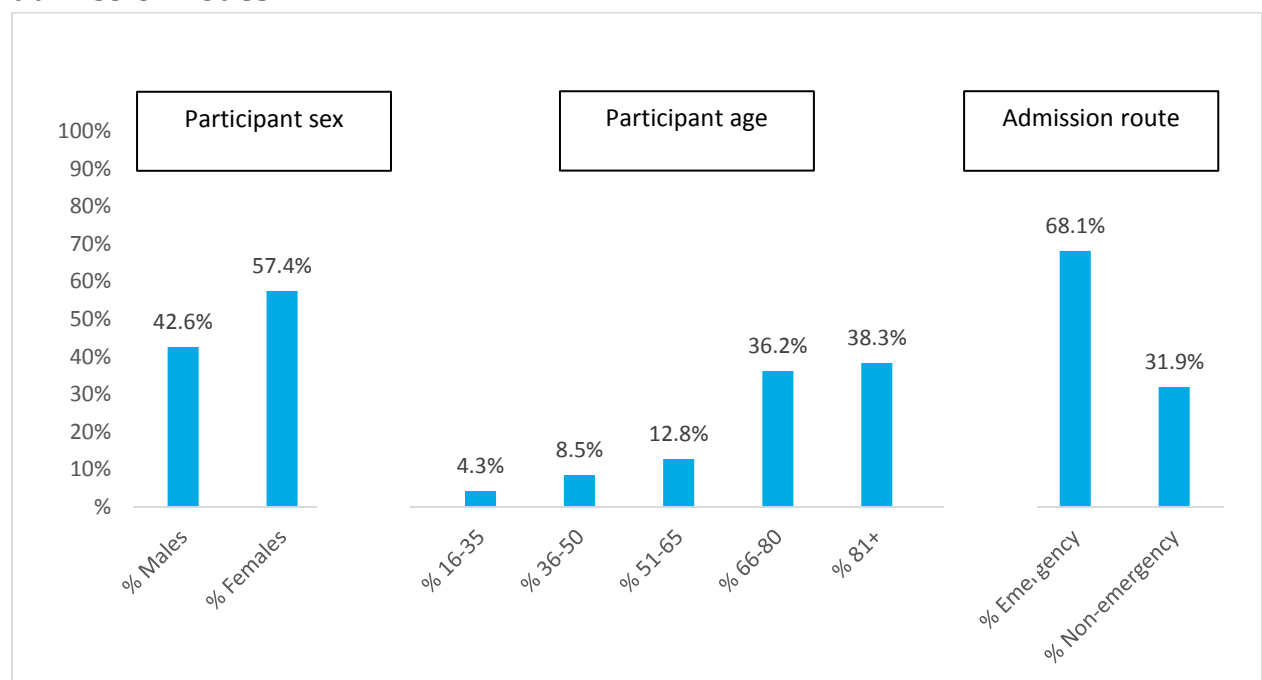
The findings of the 2019 survey will help Nenagh Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

Nenagh Hospital is located in Co. Tipperary. There were 49 inpatient beds available in the hospital during the survey period of May 2019.

101 people discharged from Nenagh Hospital during the month of May 2019 were invited to participate in the survey. 47 people completed the survey, achieving a response rate of 47%. 42.6% of participants were male and 57.4% were female. 32 respondents (68.1%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Nenagh Hospital.

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



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 Nenagh Hospital are:

Care on the ward

Cleanliness of room or ward | Q10

40 (89%) of the 45 people who answered this question said that their room or ward was very clean.

Care on the ward

Food rating | Q15

Of the 44 people who answered this question, 40 (91%) said that the hospital food was good or very good.

Care on the ward

Choice of food | Q16

Of the 44 people who answered this question, 42 (96%) said that they were always offered a choice of food.

The areas needing improvement in Nenagh Hospital are:

Examination, diagnosis and treatment

Time to discuss care and treatment with a doctor | Q21

Of the 44 people who answered this question, 20 (46%) said that they definitely had enough time to discuss their care and treatment with a doctor. The hospital scored below the national average on this question.

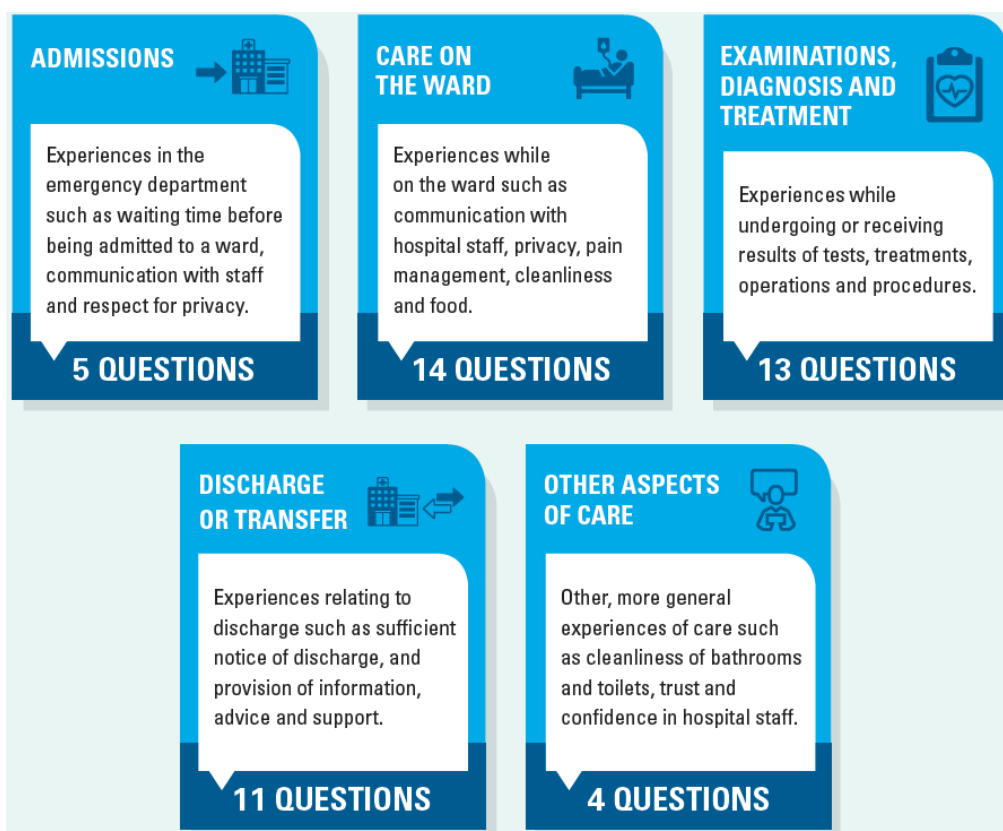
Examination, diagnosis and treatment

Clear explanation of a diagnosis | Q26

Of the 45 people who answered this question, 26 (58%) said that their diagnosis was explained in a way that they completely understood. This was 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:



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

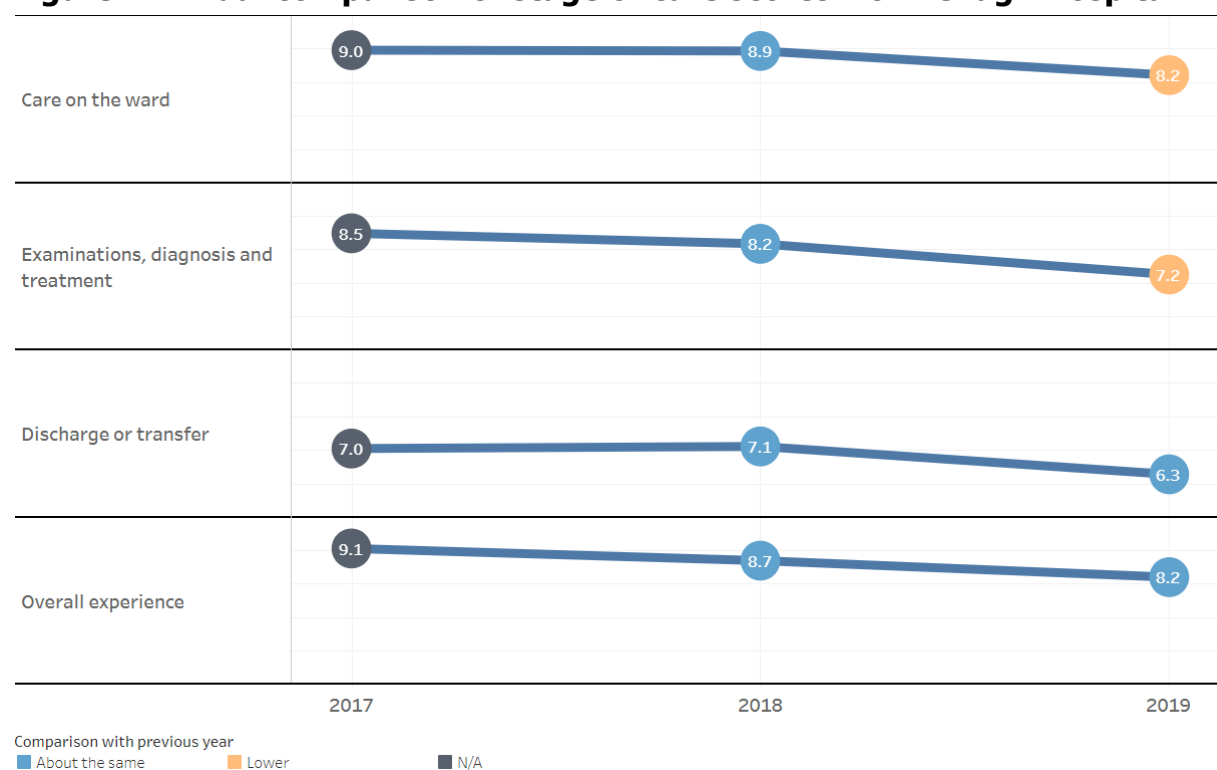
there were significant differences in patient experience between 2018 and 2019, as well as between a hospital and the national average. Throughout this report, when the hospital scored significantly above the national average, this is described as 'higher'. When a hospital scored significantly below the national average, it is described as 'lower'. When there is no 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

Patient ratings of 'care on the ward' and 'examinations, diagnosis and treatment' were significantly lower than in 2018. There was no significant change in ratings of 'discharge or transfer' and 'overall experience'. 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 scores³ for Nenagh Hospital



³ 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 Nenagh Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

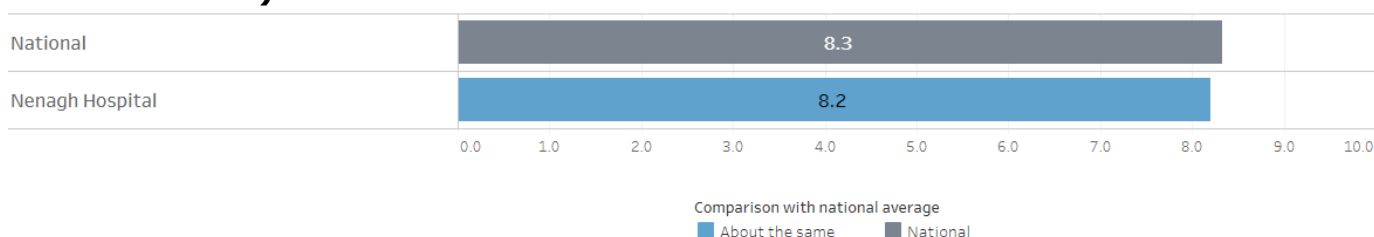
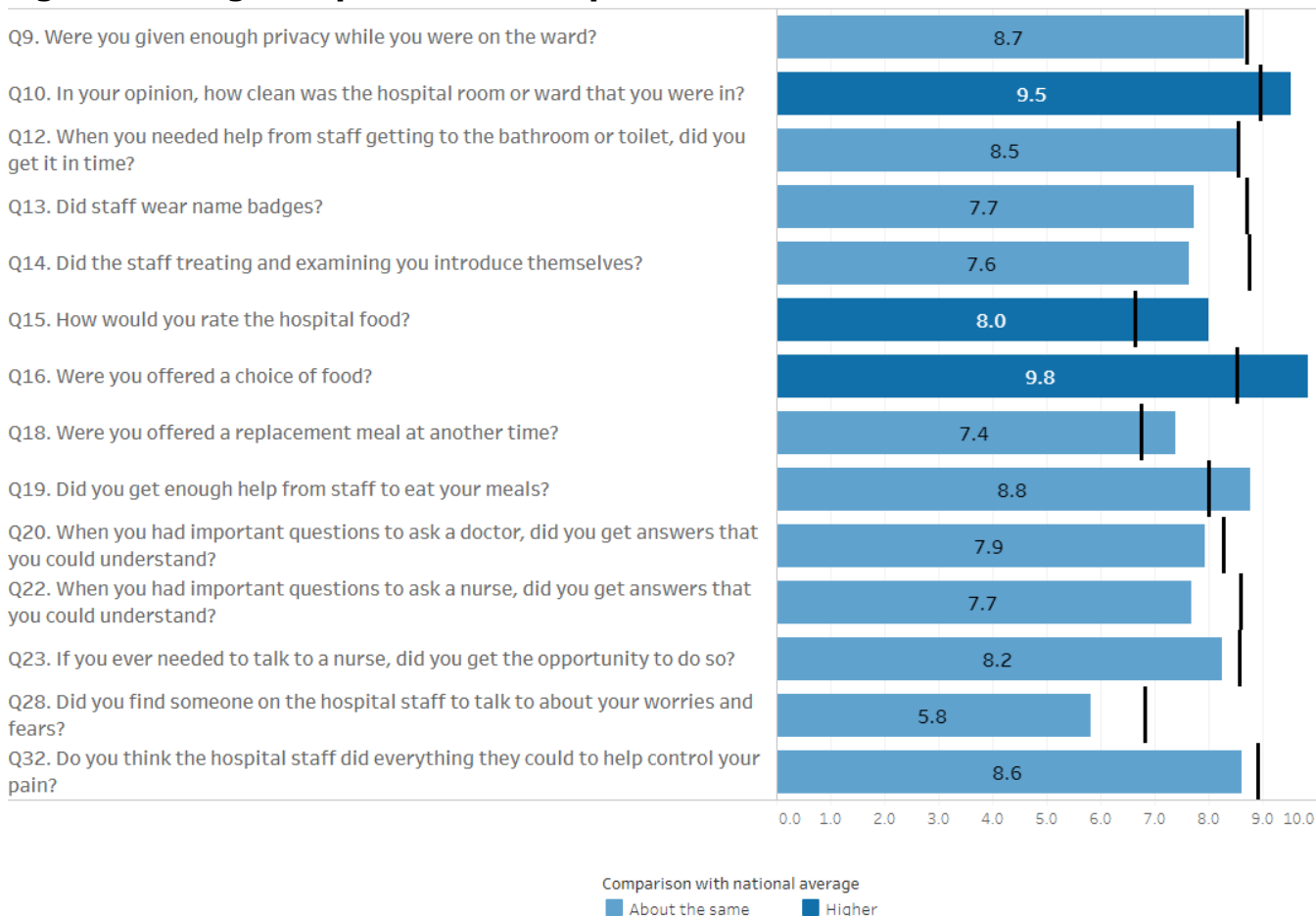


Figure 4 Nenagh Hospital scores for questions on 'care on the ward'



*The black line represents the national average

Care on the ward: what do these results mean?

The ratings of 'care on the ward' in Nenagh Hospital were similar to the national average, and below last year's survey. Most patients said they were always offered a choice of food. The lowest scoring question for this stage related to whether patients could find a member of staff to talk to about their worries and fears.



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

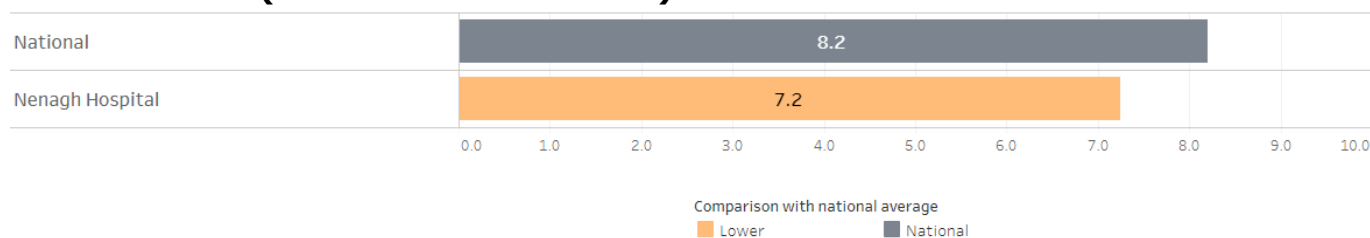
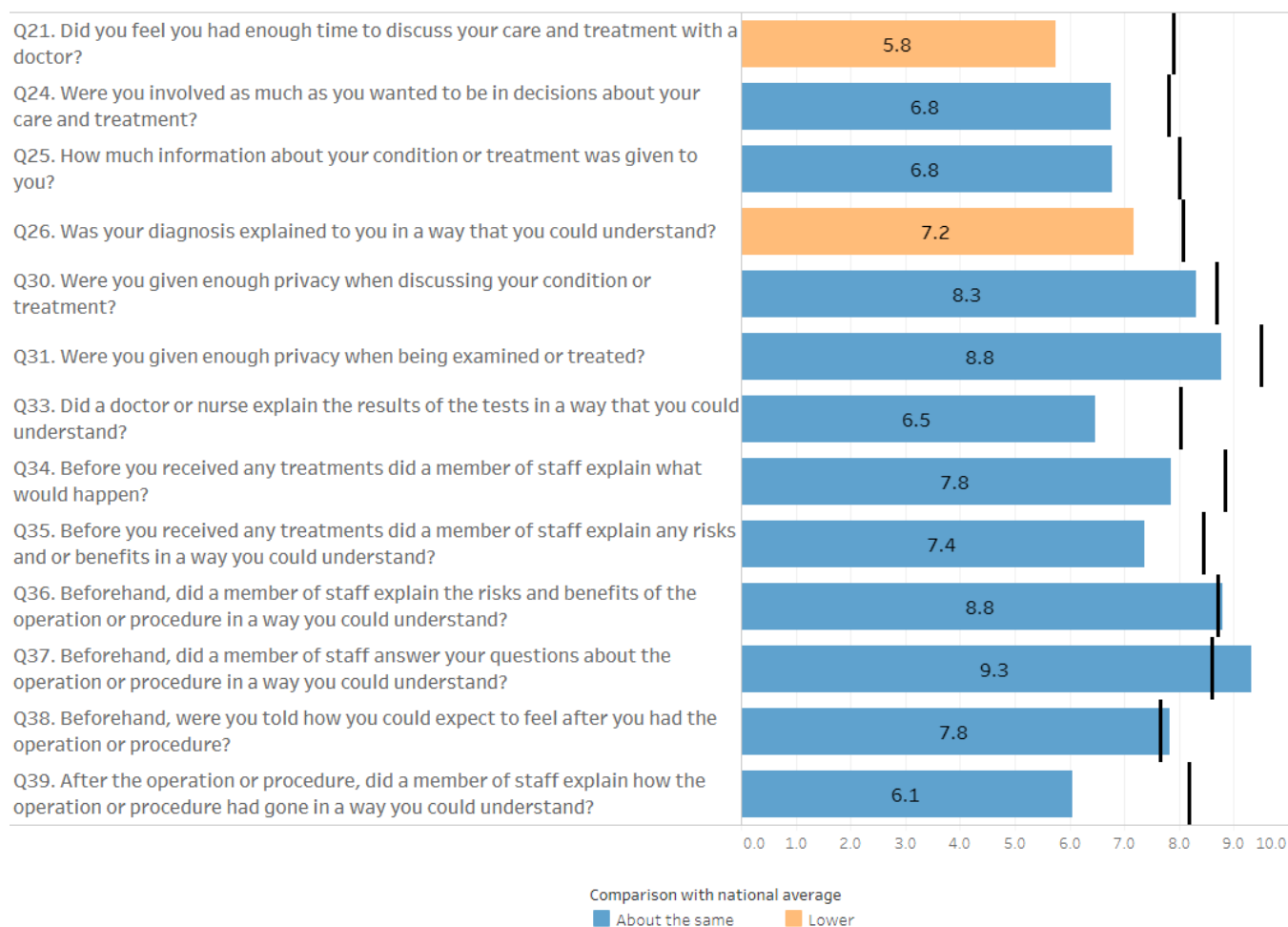


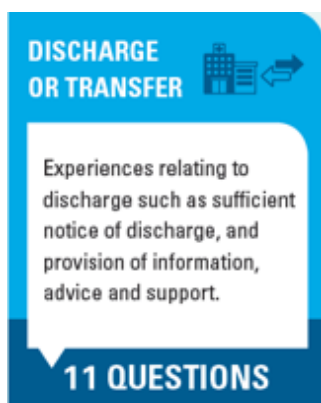
Figure 6 Nenagh Hospital scores for questions on 'examinations, diagnosis and treatment'*



*The black line represents the national average

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

Ratings of examination, diagnosis and treatment were below both the national average and 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 hospitals' scores for questions on this stage of care.

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

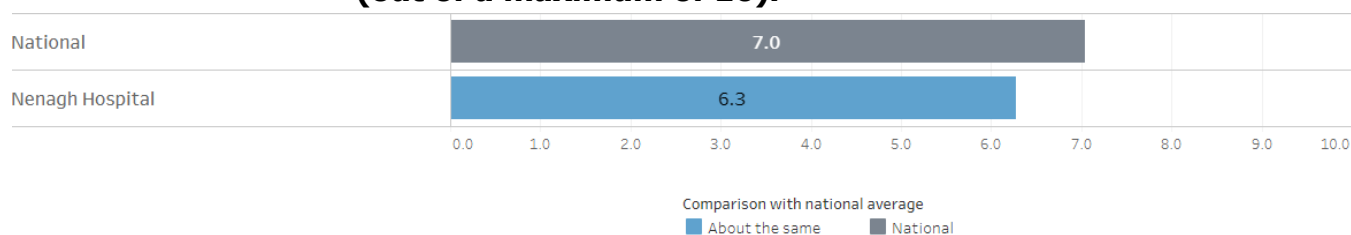
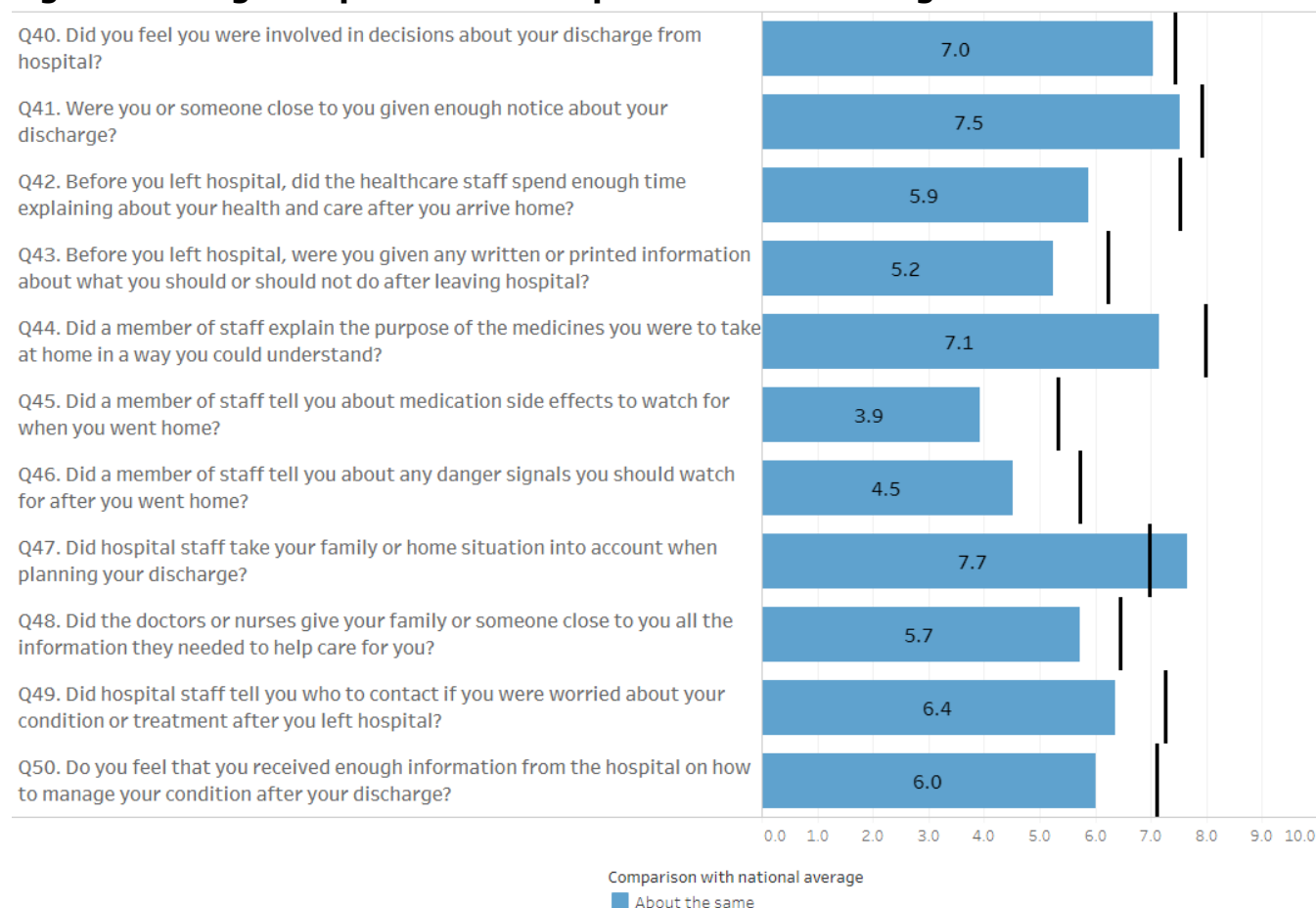


Figure 8 Nenagh Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

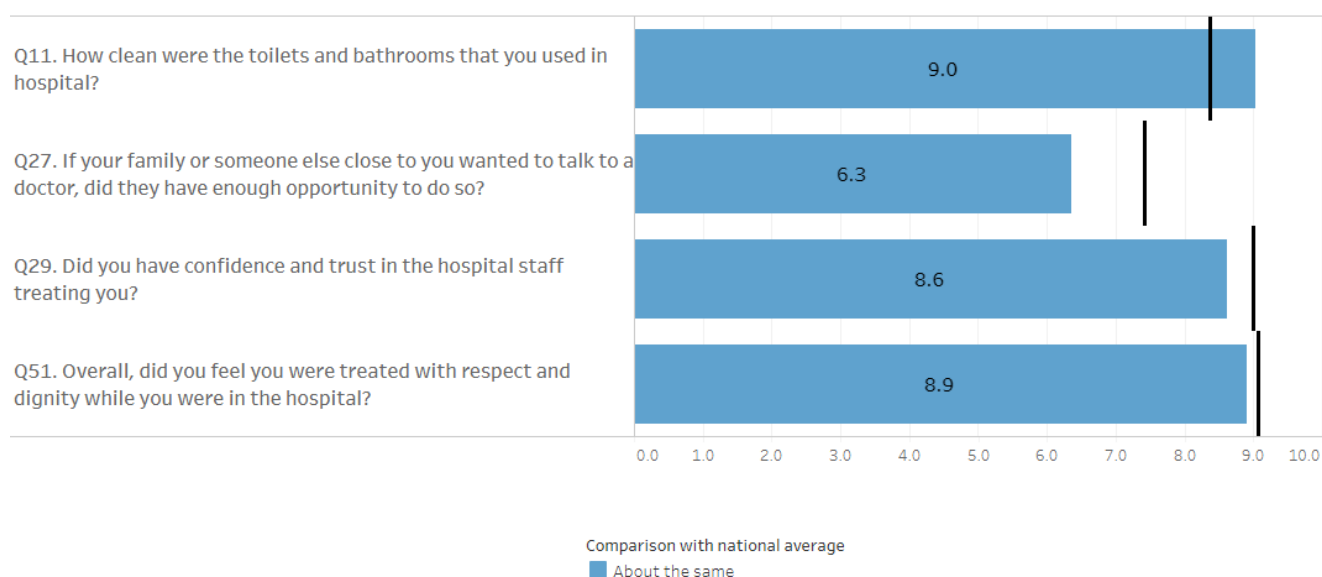
Participant ratings for this stage of care were similar both to the national average and to last year's survey. Most patients said that staff took their home or family situation into account when planning their discharge from hospital. The lowest scoring question for this stage related to whether the potential side effects of medications were explained to patients.



Other aspects of care

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

Figure 9 Nenagh Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

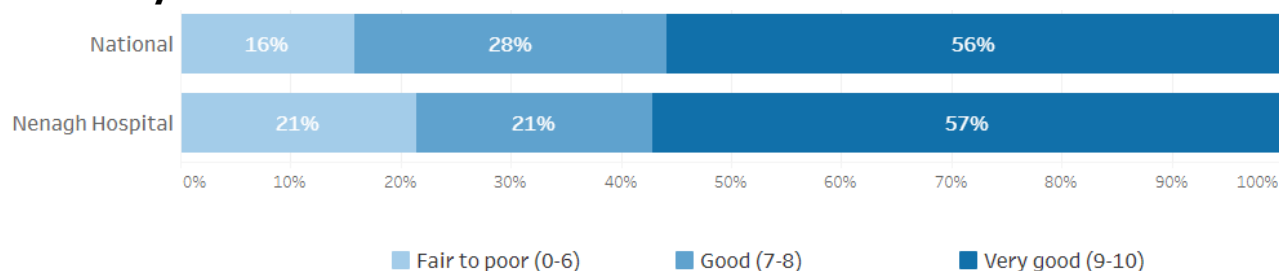
Most participants said that the toilets and bathrooms were very clean. Nonetheless, a number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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. 57% of participants from Nenagh Hospital rated their care as very good, similar to the national figure of 56%.

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

Figure 10 Overall rating of hospital experience for Nenagh 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, 64 comments were received from patients of Nenagh 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 'physical environment' themes. Most patient suggestions for improvement related to the 'general and other comments', 'communication', 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

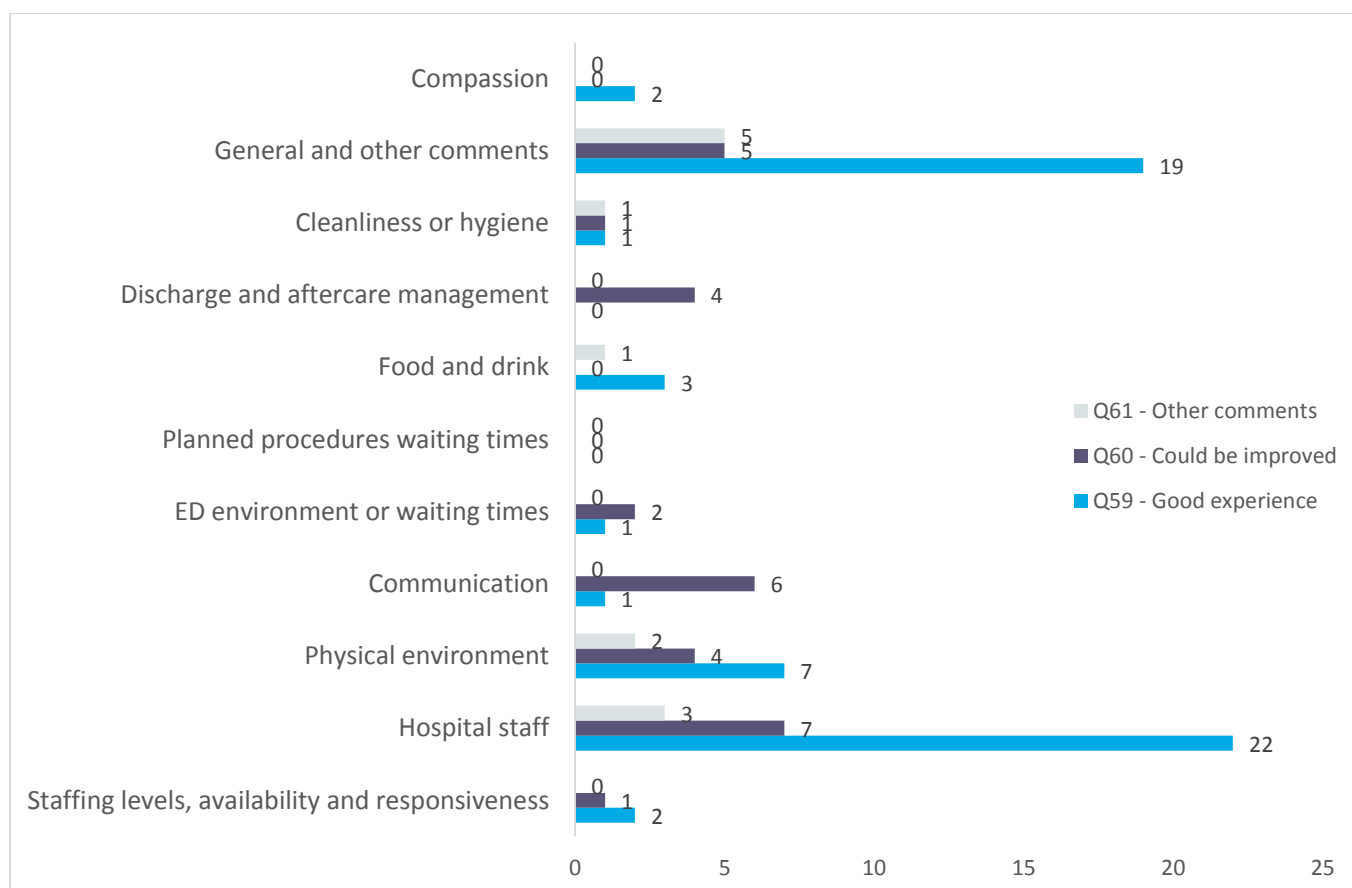


Figure 12 Example comments

Positive comments

"The hospital attendants were very helpful and very efficient and the hospital was very clean and friendly."	"All staff are amazing — doctors, nurses. Breakfast, lunch, tea — staff could not have been better. Cannot praise this hospital enough."
"All the staff were always very friendly and helpful. Every patient was treated with so much respect."	"All the staff, right down to the cleaners. I felt safe, and happy with Nenagh Hospital and a lot of people I spoke to felt the same."
"The nursing staff, care assistants and the catering staff were all fantastic to deal with. Very friendly and caring."	"Food was very good, hospital care by doctors and nurses was excellent, lots of attention if needed."

Suggestions for improvement

"Not always easy for my next of kin to get updates on my condition over the phone — staff were always too busy — which I do understand, but it makes it stressful at times."
"Doctors should talk to patient instead of to each other while in ward. Patients need to know what's going on with their health and care."
"Maybe extra health care assistants on the floor, as I needed help to eat and dress and wash and they weren't always available. As they were assisting other patients, older patients. I had to call away nurses from other duties to assist me with my food as I couldn't cut meat or butter bread."

Conclusion

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

The majority of patients said that they had positive overall experiences in Nenagh Hospital. 78% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Nenagh Hospital received a below-average score for 'examinations, diagnosis and treatment', and scores that were close to the average for the other stages of care. Participant ratings of 'care on the ward' and 'examinations, diagnosis and treatment' were lower than in 2018, while ratings of discharge or transfer and overall experience were about the same.

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 said that their room or ward was very clean. In addition most participants rated the food highly and said they were always offered a choice of food.

There were also two areas needing improvement. While many patients felt that they were given enough time to discuss their care and treatment, the hospital scored below the national average for the question covering these areas. Some participants also said that their diagnosis was not explained in a way that they completely understood.

These areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt they did not have enough time to discuss their care and treatment were less likely to give a positive rating of their overall experience.

The findings of the 2019 survey will be used to help Nenagh 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 28 which asked patients if they could find a member of staff to talk to about their worries and fears had a strong relationship with overall experience. This means that patients who said that they could find someone to talk to about their worries and fears were very likely to give a positive rating of their overall experience. Patients who could not find someone to talk to 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 whether 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.

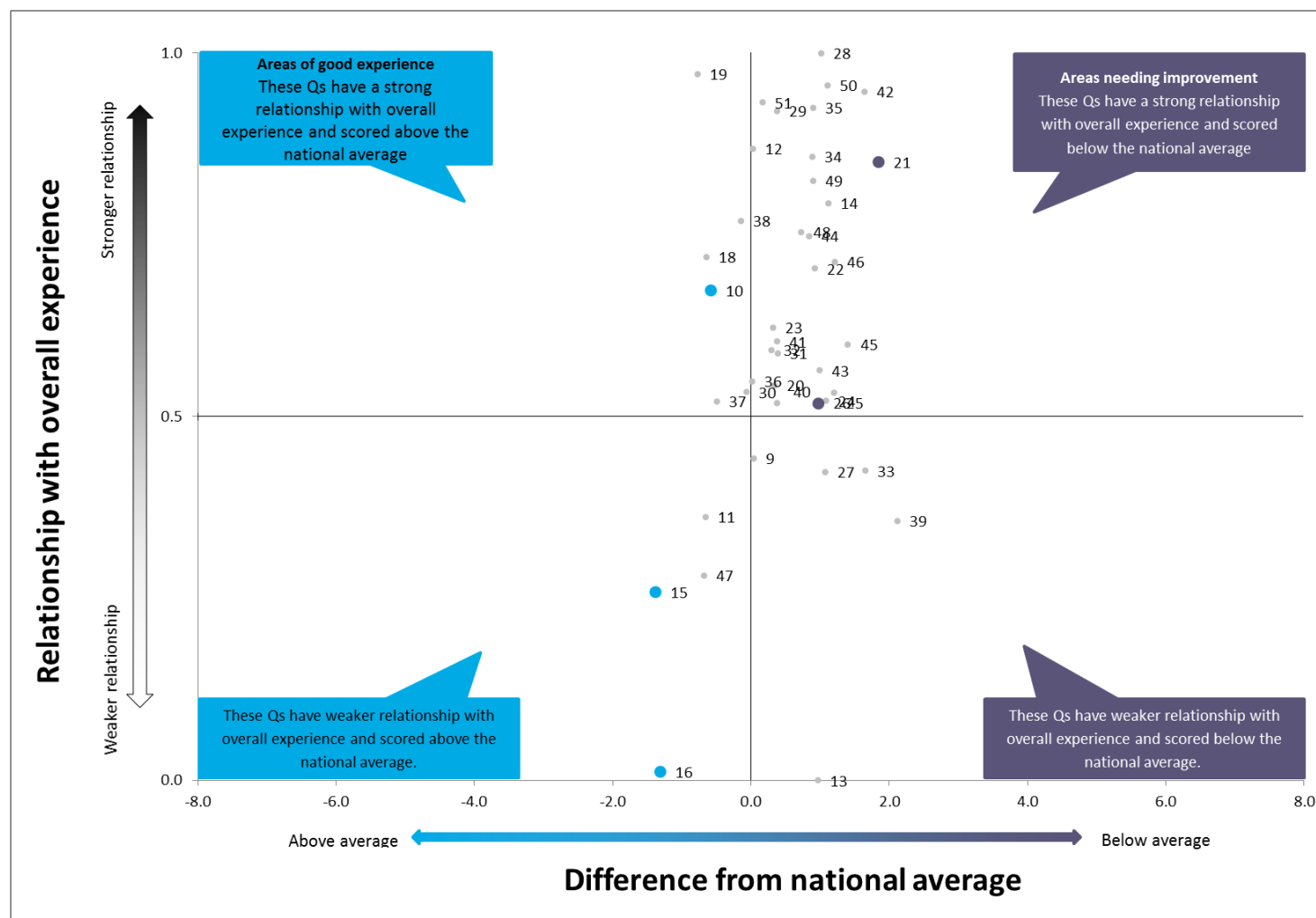
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

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