

# National Inpatient Experience Survey 2019

## Our Lady's Hospital, Navan

## 2019 survey results

### Respondents



**176**

Number of respondents



**70**

Average age



**53%**

Participation rate

### Overall experience

#### 2019

Very Good  
**66%**

Good  
**26%**

Fair to Poor  
**8%**

#### 2018

Very Good  
**61%**

Good  
**25%**

Fair to Poor  
**14%**

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

### Stages of care

**8.4**  
out of 10

#### Admission to hospital

Patient ratings of admission to the hospital were higher than the national average, and higher than the hospital's 2018 score.



**8.8**  
out of 10

#### Care on the ward

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



**8.2**  
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 above last year's survey.



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## About the National Inpatient Experience Survey 2019

The National Inpatient Experience Survey<sup>1</sup> 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%. 176 patients from Our Lady's Hospital, Navan 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 Our Lady's Hospital, Navan?

The majority of participants from Our Lady's Hospital, Navan reported positive experiences in hospital. 92% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average for the 'admissions' and 'care on the ward' stages of care, and for overall experience. Ratings of the other stages of care were about the same as the national average.<sup>2</sup>

Three areas of good experience were identified. For example, many patients reported that they had confidence and trust in the hospital staff treating them. Most participants said they always received timely help from staff to go to the bathroom or toilet, and felt that they had opportunities to talk to a nurse when they needed to.

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

<sup>2</sup> When there is no statistically significant difference between the hospital's score and the national average, it is described as 'about the same'.

There was a significant improvement in patient ratings of the 'admissions' and 'discharge or transfer' stages of care when compared with the 2018 survey. Ratings of the other stages of care were similar to last year's survey.

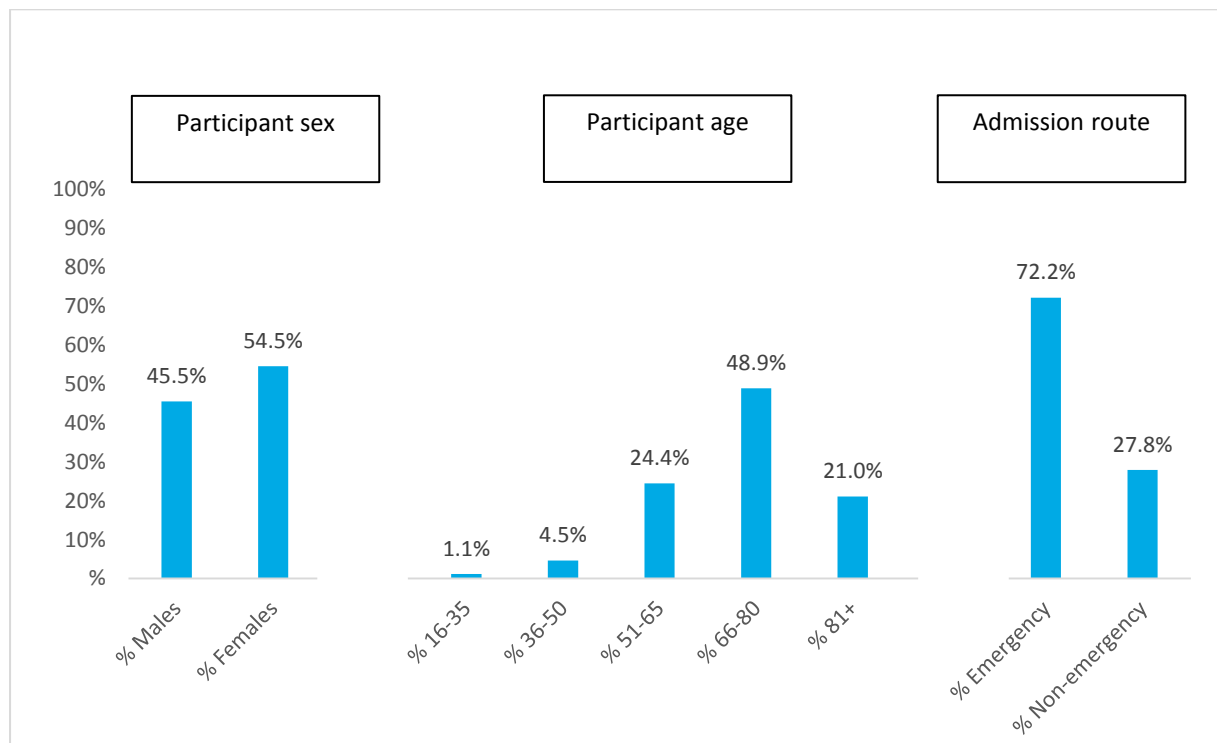
The findings of the 2019 survey will help Our Lady's Hospital, Navan improve patients' experiences of care in hospital.

## Hospital and participant profile

Our Lady's Hospital, Navan is located in Co. Meath. There were 87 inpatient beds available in the hospital during the survey period of May 2019.

337 people discharged from Our Lady's Hospital, Navan during the month of May 2019 were invited to participate in the survey. 176 people completed the survey, achieving a response rate of 53%. 45.5% of participants were male and 54.5% were female. 127 respondents (72%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Our Lady's Hospital, Navan.

**Figure 1 Participants from Our Lady's Hospital, Navan 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.

In Our Lady's Hospital, Navan the scores for all questions across the five stages of care were above or the same as the national average. While no specific areas for improvement were identified using the methodology outlined in Appendix 1, there was still room for improvement on a number of questions. Patients' comments also identified areas where improvement was possible.

### The areas of good experience in Our Lady's Hospital, Navan are:

#### Care on the ward

##### Help from staff to get to the bathroom | Q12

100 (84%) of the 119 people who answered this question said that they always received help from staff to get to the bathroom.

#### Care on the ward

##### Opportunity to talk to a nurse | Q23

Of the 165 people who answered this question, 134 (81%) said that there was always an opportunity to talk to a nurse if needed.

#### Other aspects of care

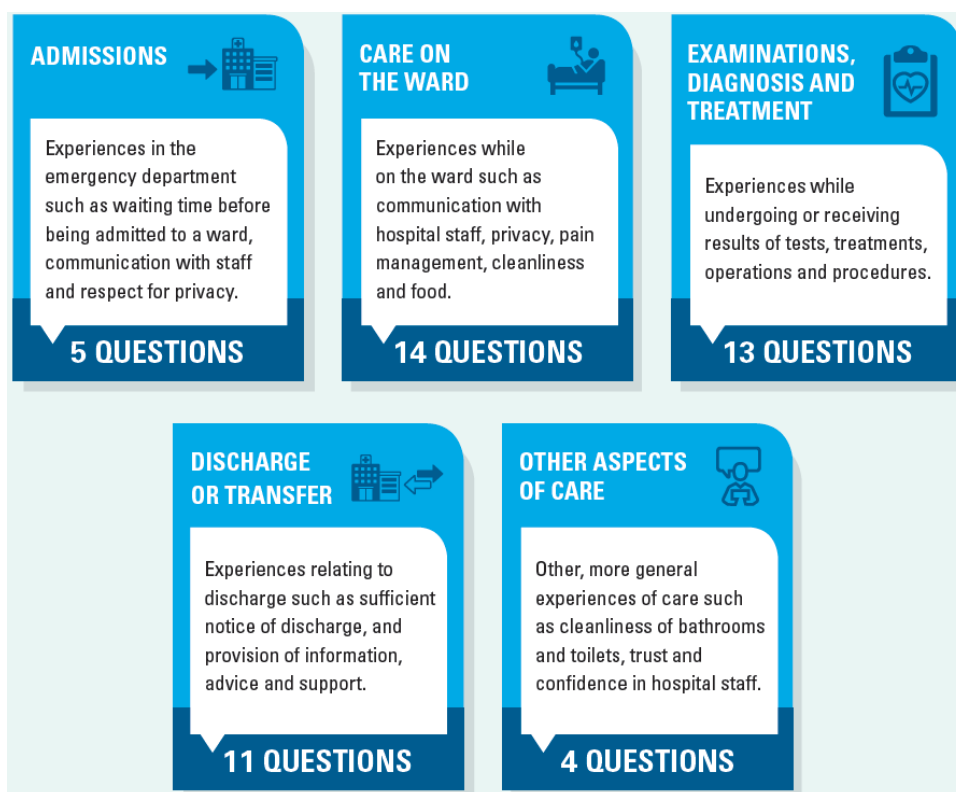
##### Confidence and trust in hospital staff | Q29

Of the 172 people who answered this question, 153 (89%) said that they always had confidence and trust in hospital staff.

## 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](http://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 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](http://www.yourexperience.ie).

## Changes in patient experience over time

Figure 2 shows a comparison of scores for individual stages of care.

Our Lady's Hospital, Navan received significantly higher scores for 'admissions' and 'discharge or transfer', compared with the 2018 survey. The scores for the other stages of care were similar to last year's results. 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<sup>3</sup> for Our Lady's Hospital, Navan**



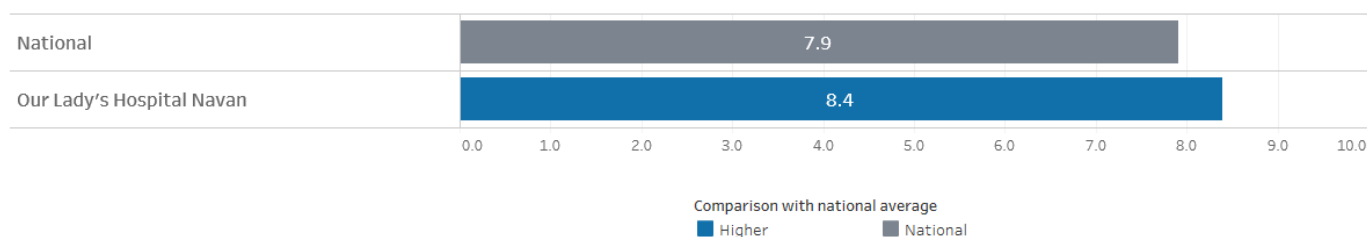
<sup>3</sup> Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.



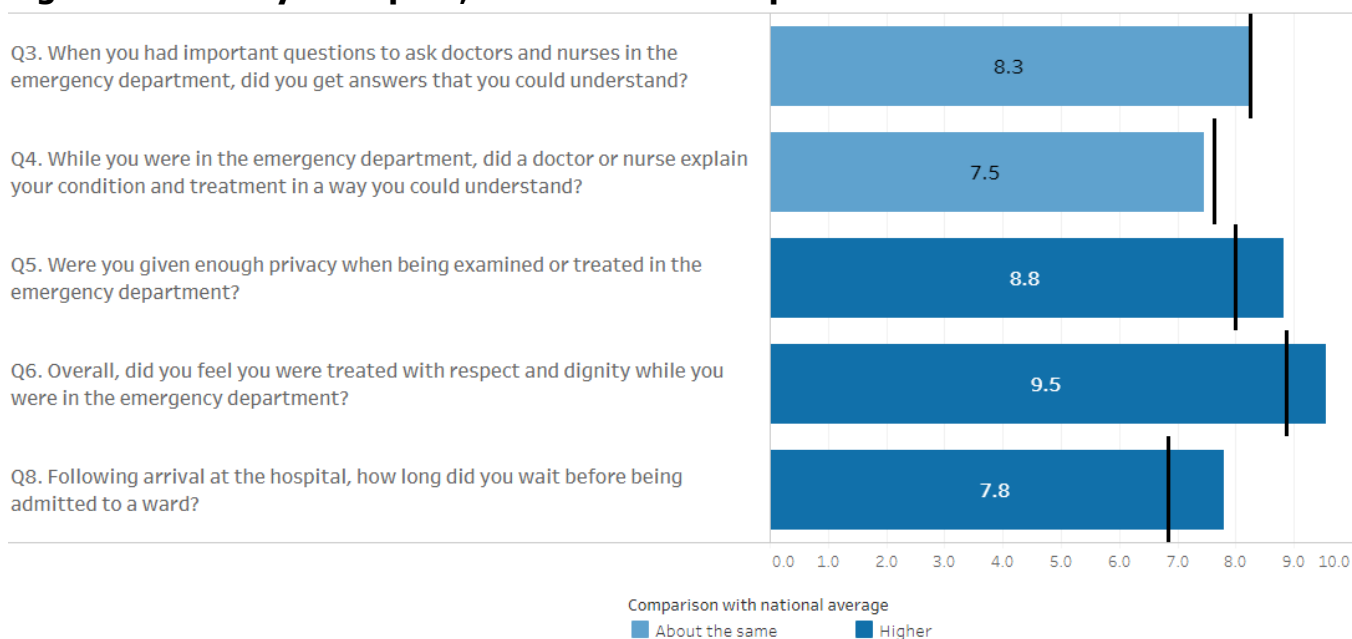
## Admissions

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 Our Lady's Hospital, Navan with the national average score for 'admissions' (out of a maximum of 10).**



**Figure 4 Our Lady's Hospital, Navan scores for questions on 'admissions'\***



\*The black line represents the national average

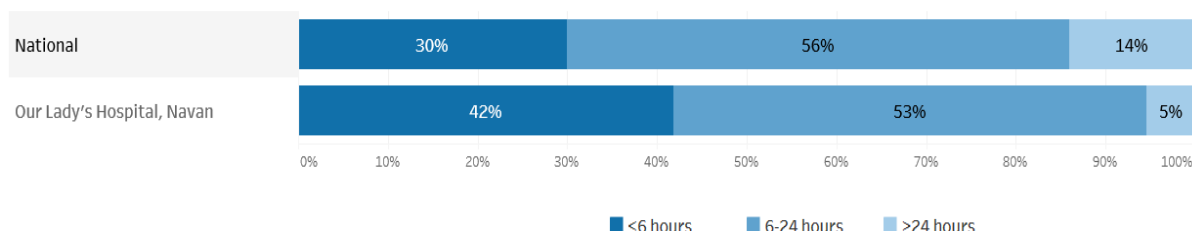
## Emergency department waiting times<sup>4</sup>

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 Our Lady's Hospital, Navan, 46 respondents (42%) said they were admitted to a ward within six hours of arriving at the emergency department, while 58 respondents (53%) reported waiting between six and 24 hours. 6 respondents (5%) said that they waited 24 hours or more before being admitted to a ward in Our Lady's Hospital, Navan. 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 Our Lady's Hospital, Navan, compared with the national average.

**Figure 5 Emergency department waiting times, as reported by patients for Our Lady's Hospital, Navan and nationally**



### Admissions: what do these results mean?

Patient ratings of admission to Our Lady's Hospital, Navan were higher than the national average, and higher than the hospital's 2018 score. Most patients said they were treated with respect and dignity in the emergency department. The lowest scoring question for this stage related to whether a patient's condition was explained to them in a way they could understand.

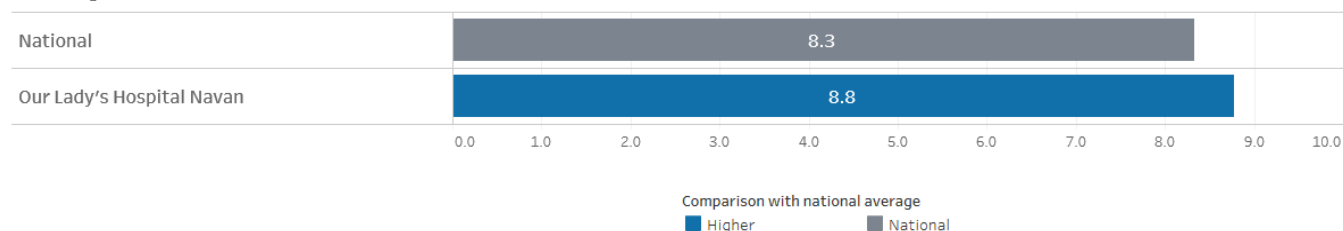
<sup>4</sup> The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2019 targets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



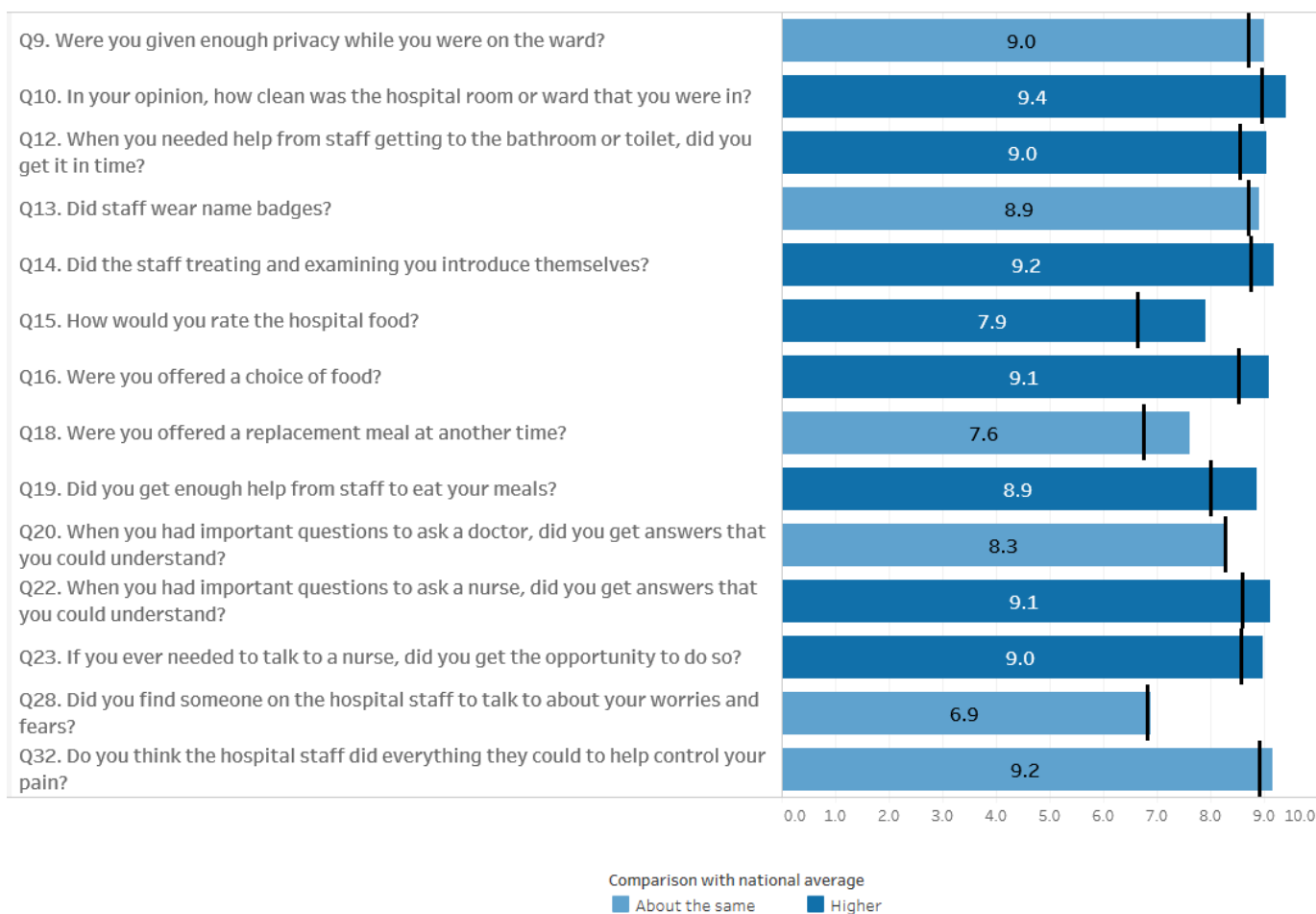
## Care on the ward

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 Our Lady's Hospital, Navan with the national average score for 'care on the ward' (out of a maximum of 10).**



**Figure 7 Our Lady's Hospital, Navan scores for questions on 'care on the ward'\***



\*The black line represents the national average

### Care on the ward: what do these results mean?

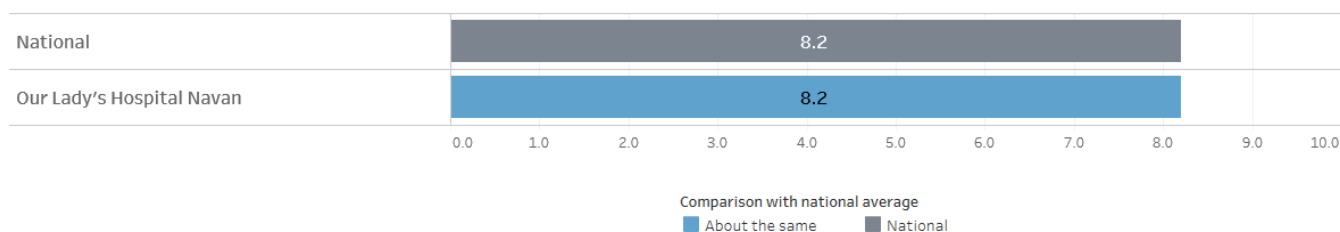
Patient ratings of 'care on the ward' in Our Lady's Hospital, Navan were above the national average and similar to last year's survey. Most patients gave a positive rating of the cleanliness of rooms and wards. For this stage, the lowest scoring question related to whether patients could find some to talk to about their worries and fears.



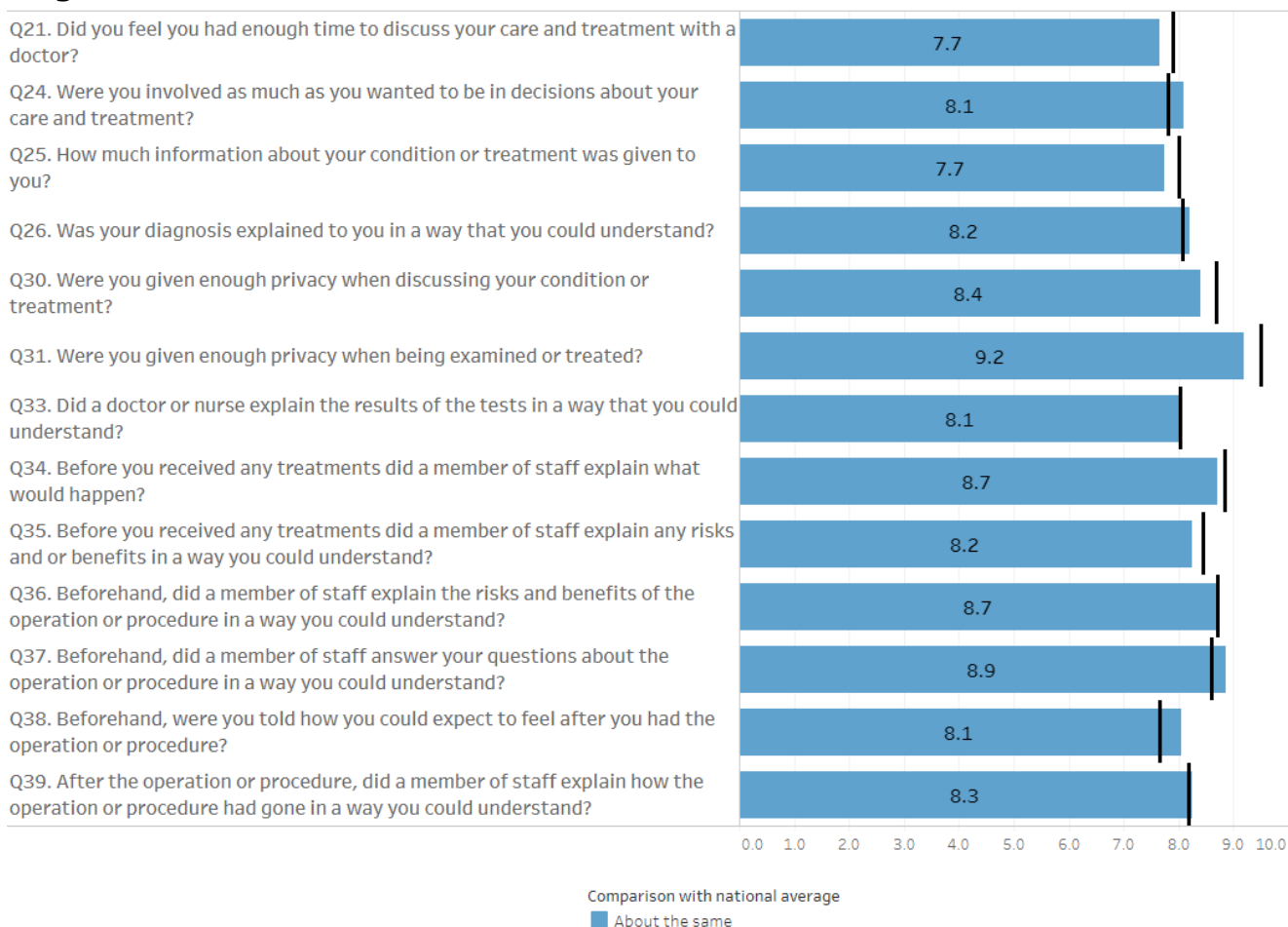
## Examinations, diagnosis and treatment

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 Our Lady's Hospital, Navan with the national average score for 'examinations, diagnosis and treatment' (out of a maximum of 10).**



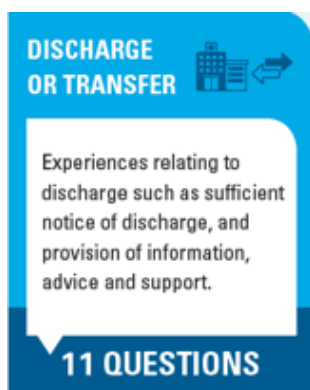
**Figure 9 Our Lady's Hospital, Navan scores for questions on 'examinations, diagnosis and treatment'\***



\*The black line represents the national average

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

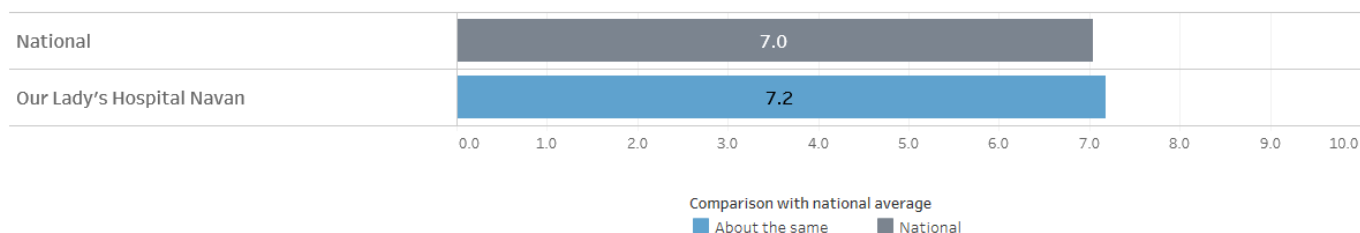
Ratings of 'examination, diagnosis and treatment' were similar to the national average and to last year's survey. Most patients said that they were given enough privacy when being examined or treated. There were two joint-lowest scoring questions for this stage, which related to patients having time to discuss their care and treatment with a doctor, and whether they received enough information about their condition or treatment.



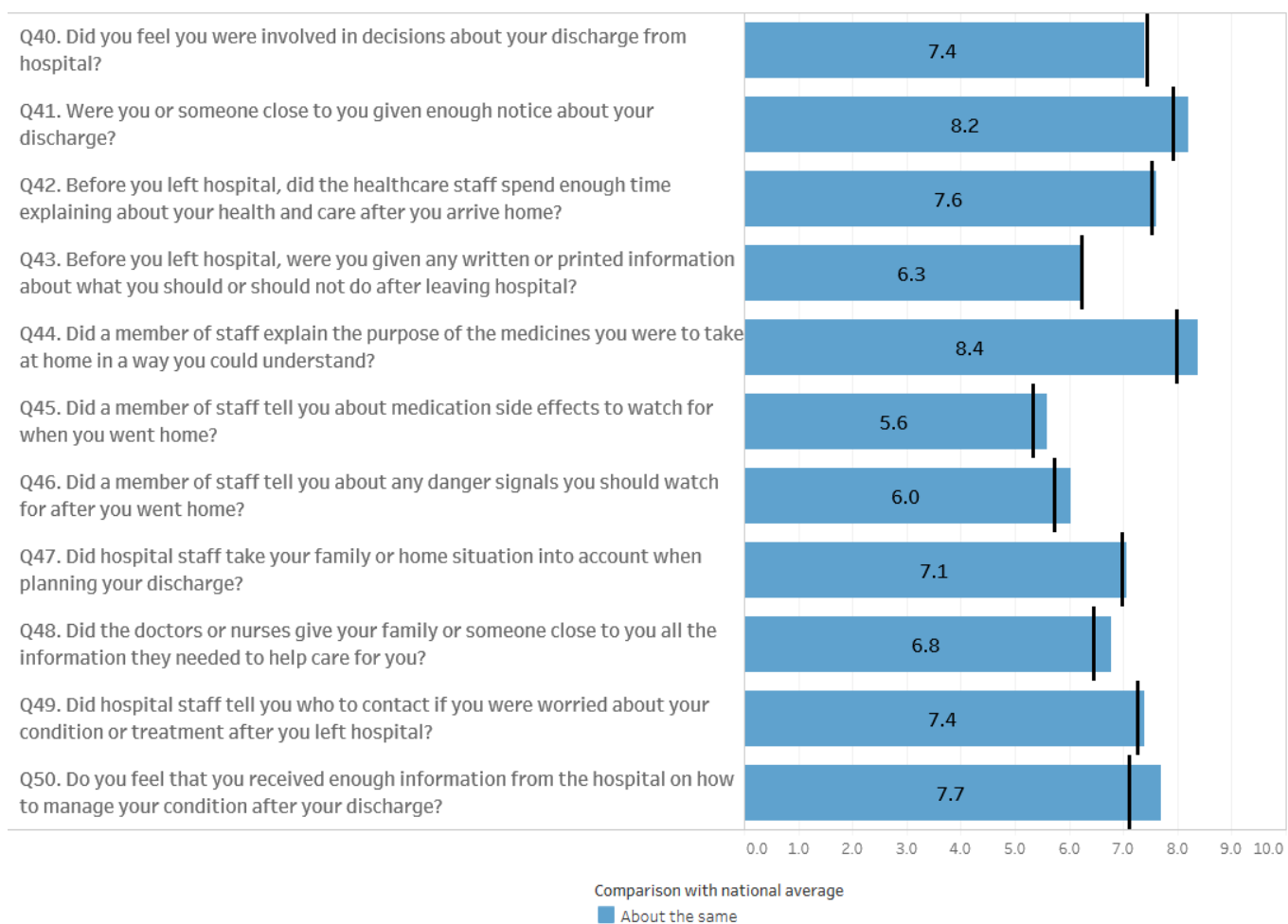
## Discharge or transfer

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 Our Lady's Hospital, Navan with the national average score for 'discharge or transfer' (out of a maximum of 10).**



**Figure 11 Our Lady's Hospital, Navan 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 to the national average and above last year's survey. Most patients said that staff explained the purpose of medications they were to take at home. However, a number of patients said that the potential side effects of medication were not explained. This was the lowest scoring question for this stage.

**OTHER ASPECTS  
OF CARE**

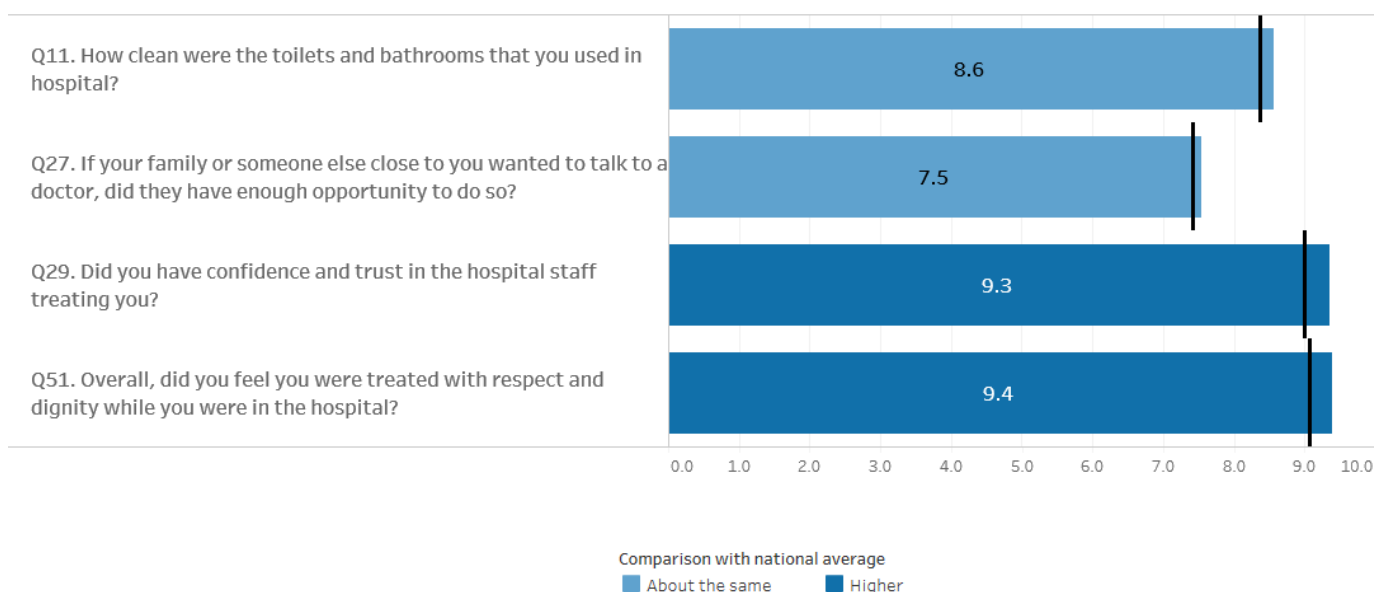
Other, more general  
experiences of care such  
as cleanliness of bathrooms  
and toilets, trust and  
confidence in hospital staff.

**4 QUESTIONS**

## Other aspects of care

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

**Figure 12. Our Lady's Hospital, Navan scores for 'other aspects of care'\***



\*The black line represents the national average

### Other aspects of care: what do these results mean?

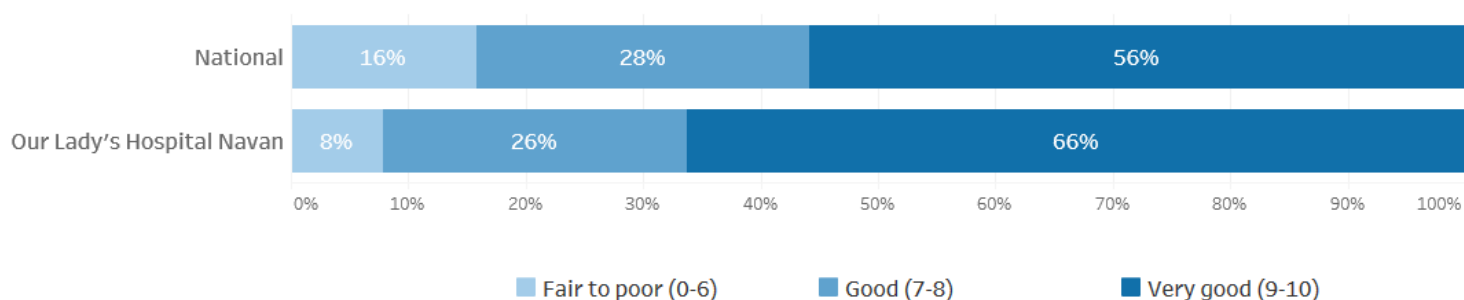
Most participants said they were treated with respect and dignity, and had confidence and trust in the staff that treated them. However, a number of patients said that there were insufficient opportunities for their families to talk to a doctor.

## 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. 66% of participants from Our Lady's Hospital, Navan rated their care as very good, slightly above the national figure of 56%.

Figure 13 compares the average overall rating of hospital experience for Our Lady's Hospital, Navan with the national average.

**Figure 13 Overall rating of hospital experience for Our Lady's Hospital, Navan and nationally**



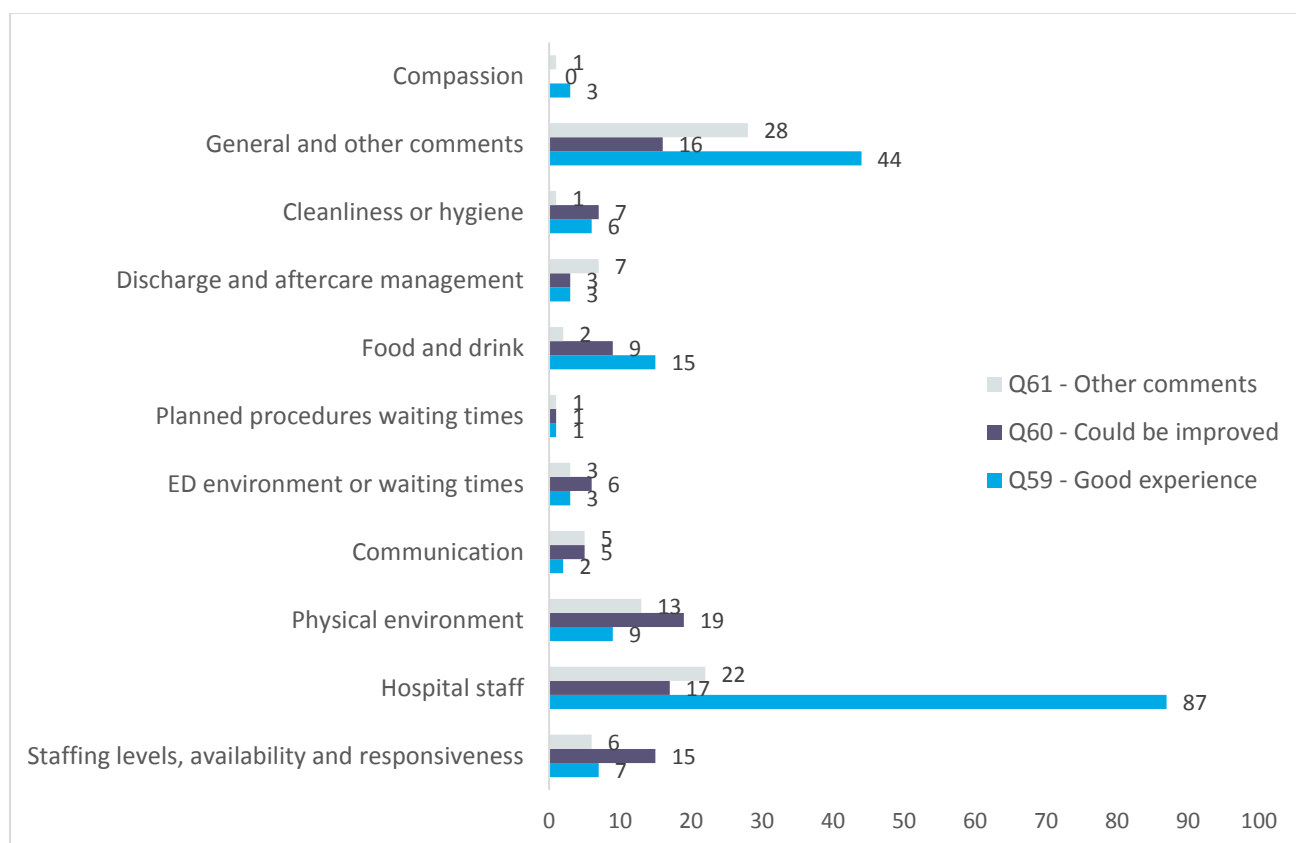
## In their own words: analysis of patients' comments

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, 255 comments were received from patients of Our Lady's Hospital, Navan 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.

When asked what was good about their care, most patient comments related to the 'hospital staff' and 'general and other comments' themes. Most patient suggestions for improvement related to the 'physical environment', 'hospital staff' and 'general and other comments' themes. Responses to Q61 covered various themes. A selection of comments is provided in Figure 14.

**Figure 14 Participant comments by theme**



## Figure 15 Example comments

### Positive comments

"Yes the nurses were very kind and helpful. All staff from dinner lady to porter were kind and respectful."	"Was looked after by all the staff very well. They were all so good, kind. A big thank you to all the staff. Keep up the good work."
"Yes, the doctors and nurses were first class. The ward and toilets were always clean and tidy and I couldn't find anything bad about food and staff."	"I felt so well looked after by ambulance staff. All staff are very good in every way. Navan Hospital is excellent in every way from receptionist, nurses, doctors, carers. Very comfortable, efficient, so clean, so caring, so kind and respectful."
"I found the nursing staff particularly caring and helpful at all times. Also, the carers. The food was delicious when I got my appetite back after the first few days."	"The care and attention from all the staff there I thought was excellent. They were helpful, kind, caring and very professional."

### Suggestions for improvement

"I was very unhappy with the amount of hours I had to sit on a hard chair in A&E at my age. Nowhere you could get a sandwich or a cup of tea."
"Due to condition of some patients, the toilets weren't clean all the time, ye should check up more on this matter. The privacy was poor, especially having conversations with the doctors."
"The fact the medical staff did not wear name badges and were sometimes unwilling to talk to me."

## Conclusion

### What were patients' experiences of hospital care in Our Lady's Hospital, Navan in May 2019?

The majority of patients said that they had positive overall experiences in Our Lady's Hospital, Navan. 92% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Our Lady's Hospital, Navan received above average-scores for both the 'admissions' and 'care on the ward' stages of care, and scored about the same as the national average for examinations, diagnosis and treatment and discharge or transfer. Participant ratings of care were generally similar to those received in 2018, with the exception of 'admissions' and 'discharge or transfer', which received significantly higher scores in 2019.

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, patients said that they always received help from staff to get to the bathroom and could always talk to a nurse if they needed to. Patients also reported that they had confidence and trust in hospital staff.

The findings of the 2019 survey will be used to help Our Lady's Hospital, Navan 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 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 29 which asked patients if they had confidence and trust in the hospital staff treating them had a strong relationship with overall experience. This means that patients who said they had confidence and trust in hospital staff were very likely to give a positive rating of their overall experience. Patients who did not have confidence and trust in hospital staff tended to give more negative ratings of their overall experience.

Other questions had a weaker relationship with overall experience – this means that patients' experience in these areas had little bearing on how they rated their overall experience. An example is Question 14 which asked patients if hospital staff introduced themselves. The example between hospital staff introducing themselves and patient's ratings of their overall experience was weak. This means that even if all staff introduced themselves, patients may have given negative ratings of their overall experience, or if no staff introduced themselves, patients may still have given positive ratings of their overall experience.

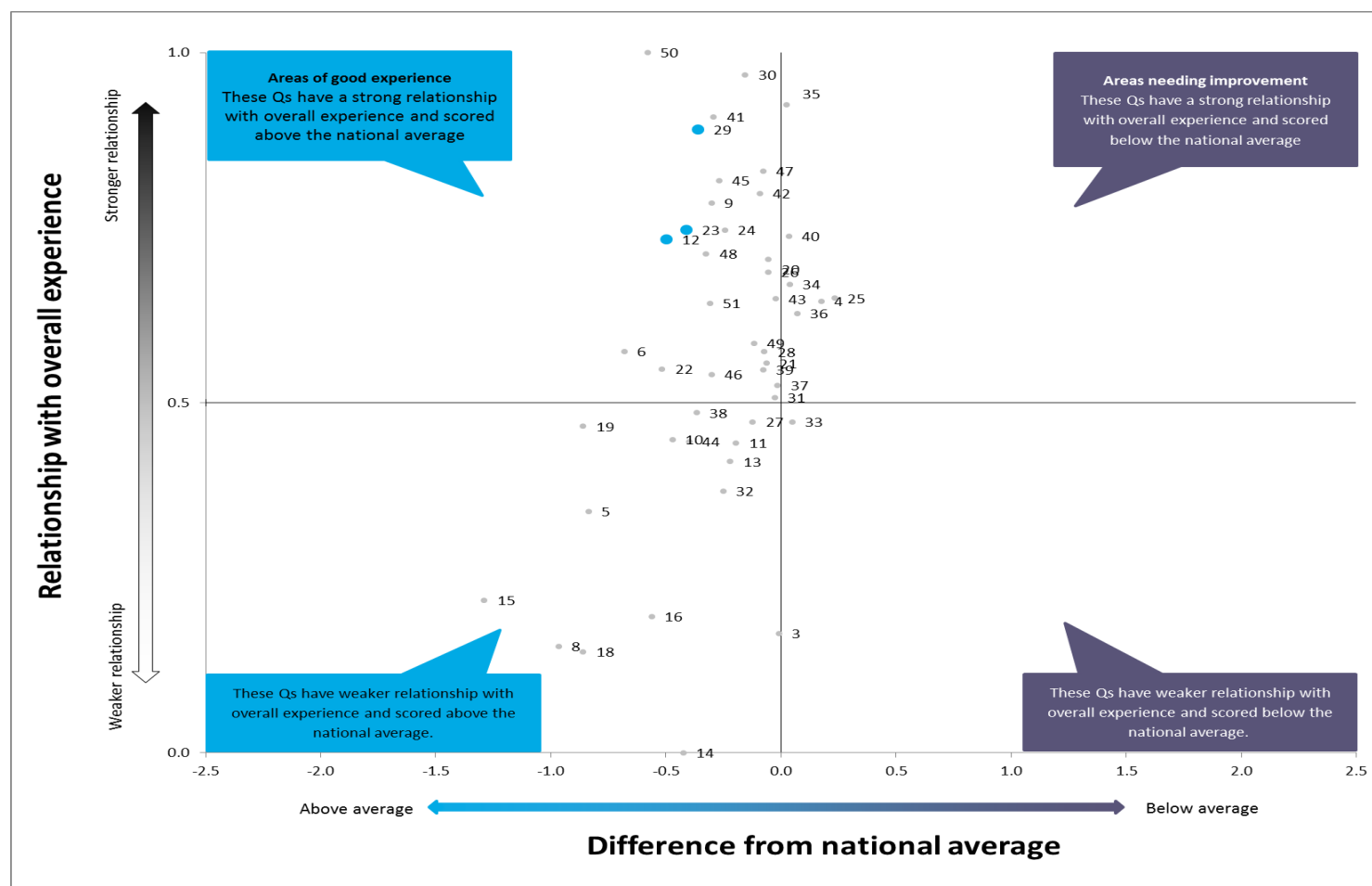
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 16, each dot shows a specific survey question for Our Lady's Hospital, Navan. 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 16 Improvement Map for Our Lady's Hospital, Navan**



## 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.