

National Inpatient Experience Survey 2019

St John's Hospital

2019 survey results

Respondents



122

Number of respondents



66.8

Average age



52%

Participation rate

Overall experience

2019

Very Good
69%

Good
24%

Fair to Poor
7%

2018

Very Good
61%

Good
29%

Fair to Poor
9%

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' in the hospital were above both the national average and last year's score.

8.5

out of 10

Examination, diagnosis and treatment

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



7.5

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

About the National Inpatient Experience Survey 2019	4
What were the main findings for St John's Hospital?	4
Hospital and participant profile	5
Areas of good experience and areas needing improvement.....	6
Survey results for the stages of care along the patient journey	7
Interpreting the results for the stages of care	7
Changes in patient experience over time.....	8
Care on the ward.....	9
Examinations, diagnosis and treatment.....	11
Discharge or transfer	13
Other aspects of care.....	15
Overall experience.....	16
In their own words: analysis of patients' comments	17
Conclusion.....	19
What were patients' experiences of hospital care in St John's Hospital in May 2019?.....	19
Appendix 1: Areas of good experience and areas needing improvement	20
Improvement map	20

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%. 122 patients from St John's 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 St John's Hospital?

The majority of participants from St John's Hospital reported positive experiences in hospital. 93% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average for 'care on the ward' and overall experience. Ratings of 'examinations, diagnosis and treatment', and 'discharge or transfer' were about the same as the national average.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, patients rated the food highly and were able to get help to eat their meals when required.

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'.

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

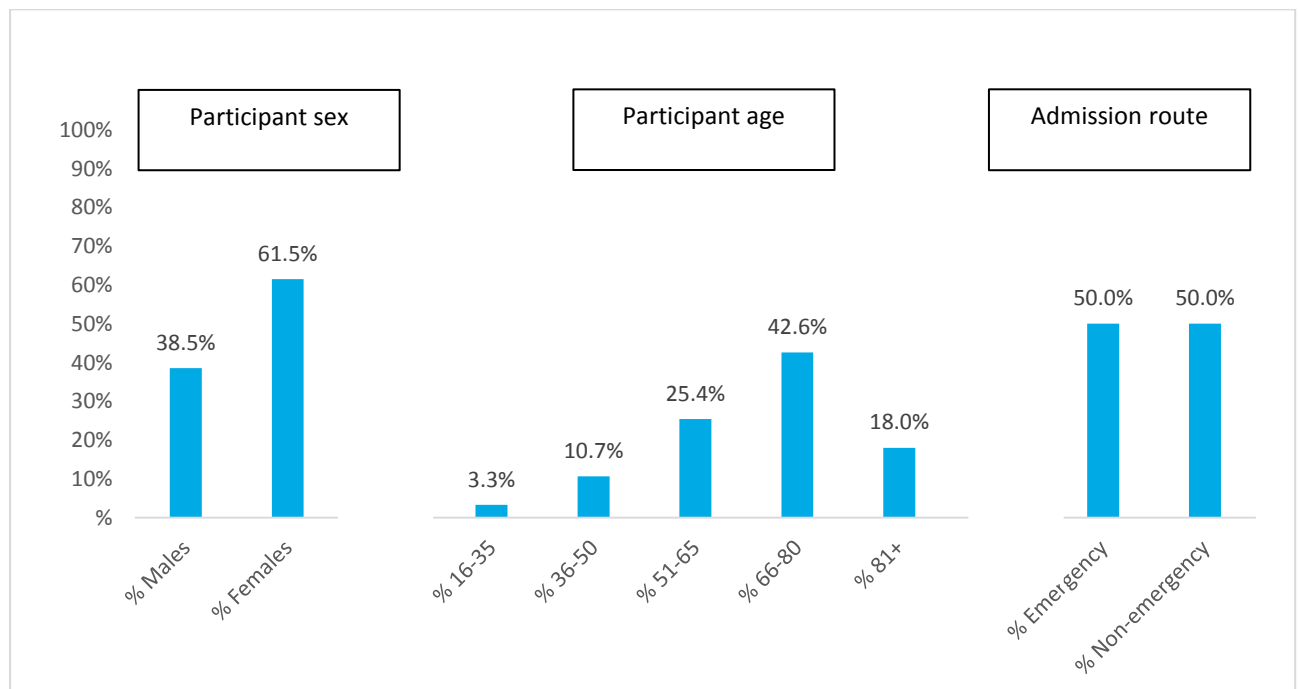
The findings of the 2019 survey will help St John's Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

St John's Hospital is located in Limerick. There were 82 inpatient beds available in the hospital during the survey period of May 2019.

233 people discharged from St John's Hospital during the month of May 2019 were invited to participate in the survey. 122 people completed the survey, achieving a response rate of 52%. 38.5% of participants were male and 61.5% were female. 61 respondents (50%) said that their stay in hospital was due to an emergency³. Figure 1 below provides information on the respondents who took part in the survey from St John's Hospital.

Figure 1 Participants from St John's Hospital by sex, age group and admission route



³ Patients were asked if their hospital stay was planned in advance or an emergency. While St John's 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 St John's Hospital.

Areas of good experience and areas needing improvement

This section lists the areas where most patients had positive experiences, and those areas where there is the most room for improvement. The list includes the relevant stage of care and question number for each area. Appendix 1 explains how these areas were identified.

In St John's Hospital the scores for all questions across the five stages of care were 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 St John's Hospital are:

Care on the ward

Cleanliness of room or ward | Q10

106 (90%) of the 118 people who answered this question said that their room or ward was very clean.

Care on the ward

Food rating | Q15

Of the 114 people who answered this question, 104 (91%) said that the hospital food was good or very good.

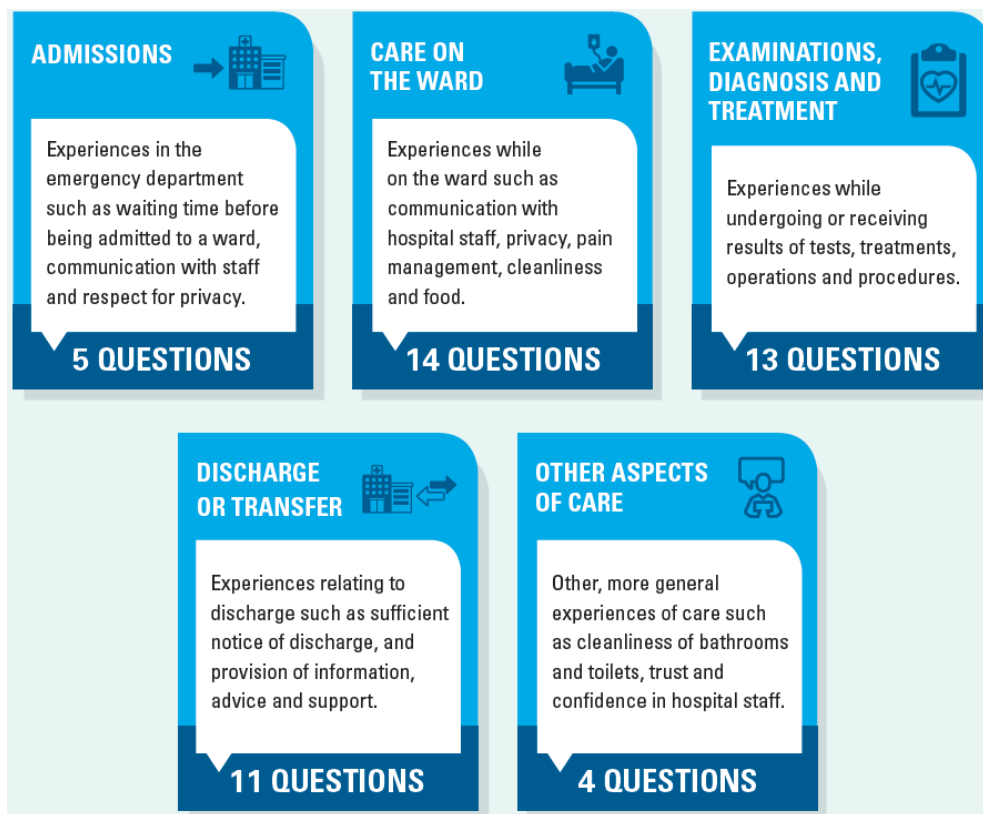
Care on the ward

Help from staff to eat meals | Q19

Of the 50 people who needed help with their meals, 42 (84%) said that they always got help from staff, when required.

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 journey⁴:



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

⁴ As St John's 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'.

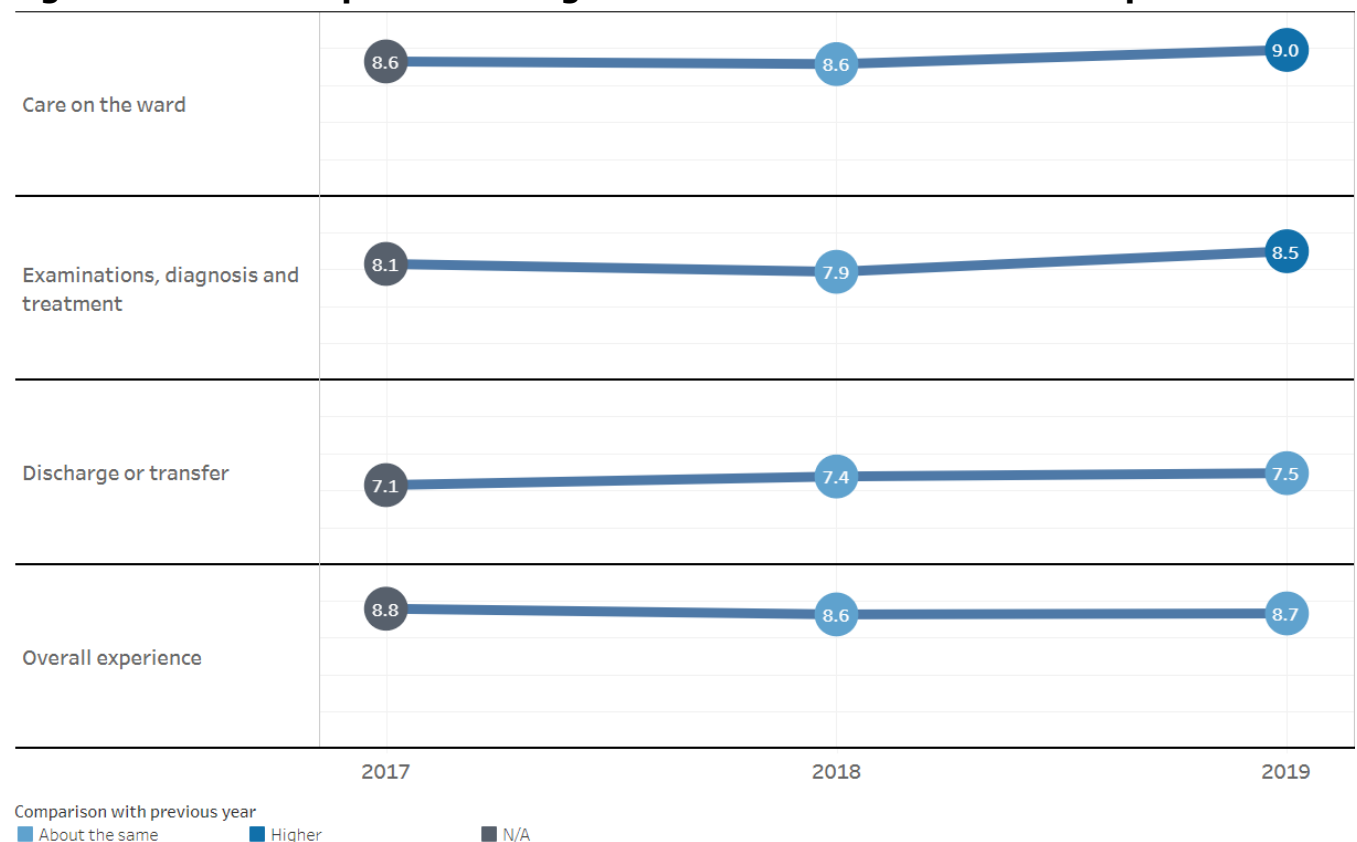
For further information on the analyses please consult Appendix 3 of the 2019 national report, available from www.yourexperience.ie.

Changes in patient experience over time

Patient ratings of 'care on the ward' and 'examinations, diagnosis and treatment' were significantly higher than in the 2018 survey. There were no significant changes in ratings for the other stages of care. 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 scores⁵ for St John's Hospital



⁵ 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 St John's Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

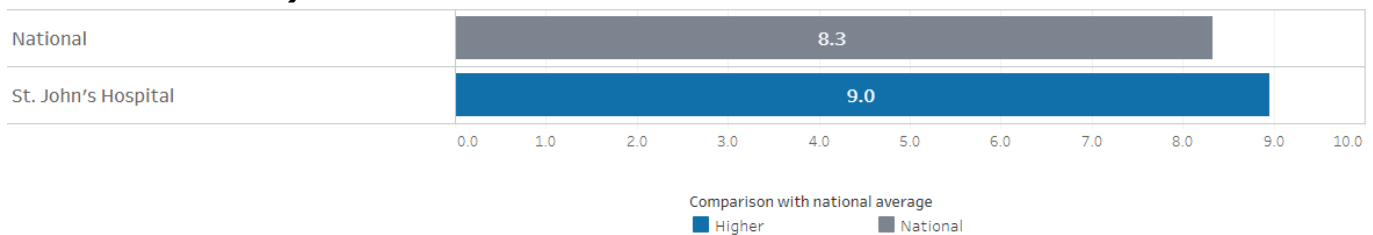
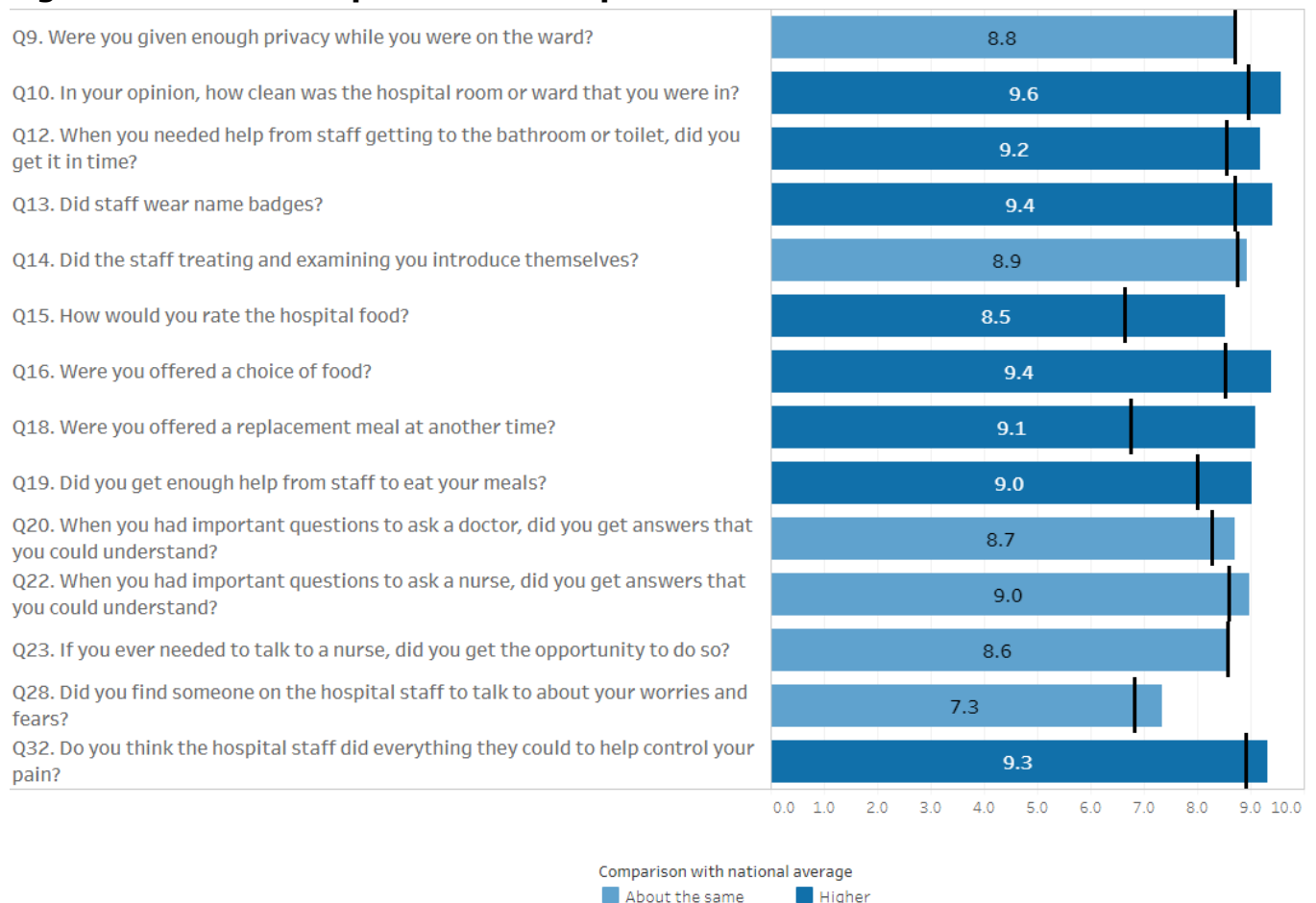


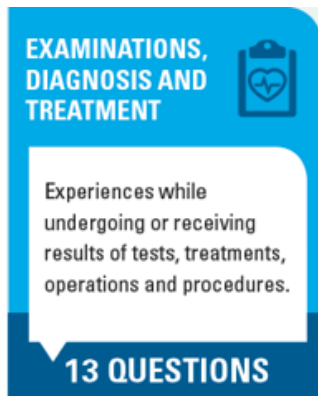
Figure 4 St John's Hospital scores for questions on 'care on the ward'*



*The black line represents the national average

Care on the ward: what do these results mean?

Patient ratings of 'care on the ward' in St John's Hospital were above both the national average and last year's score. Most patients gave a positive rating of the cleanliness of rooms and wards. 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 St John's Hospital with the national average score for 'examinations, diagnosis and treatment' (out of a maximum of 10).

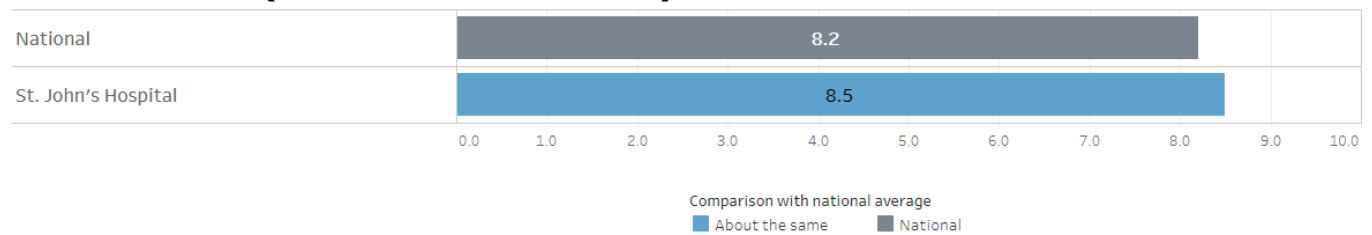
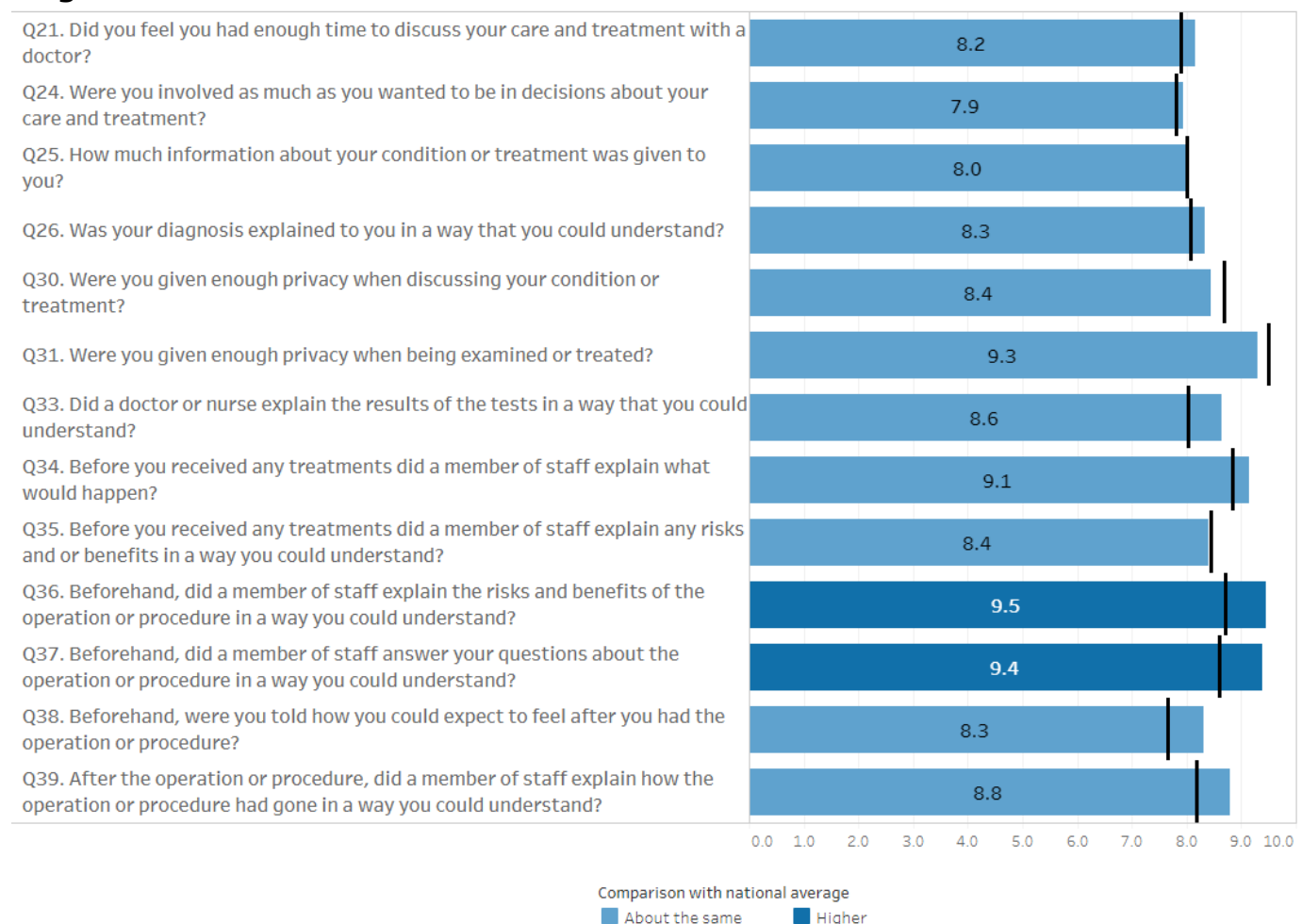


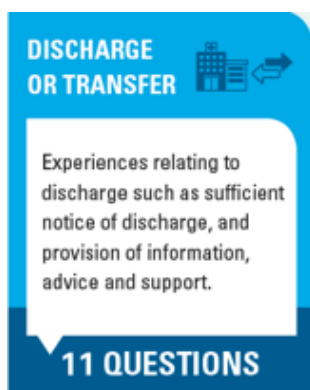
Figure 6 St John's Hospital scores for questions on 'examinations, diagnosis and treatment'*



*The black line represents the national average

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

Ratings of examination, diagnosis and treatment were similar to the national average and above last year's survey. Most patients said that a member of staff explained the risks and benefits of procedures in a way that they could understand. The lowest scoring question for this stage related to whether patients were as involved in decisions about their care as they wanted to be.



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 St John's Hospital with the national average score for 'discharge or transfer' (out of a maximum of 10).

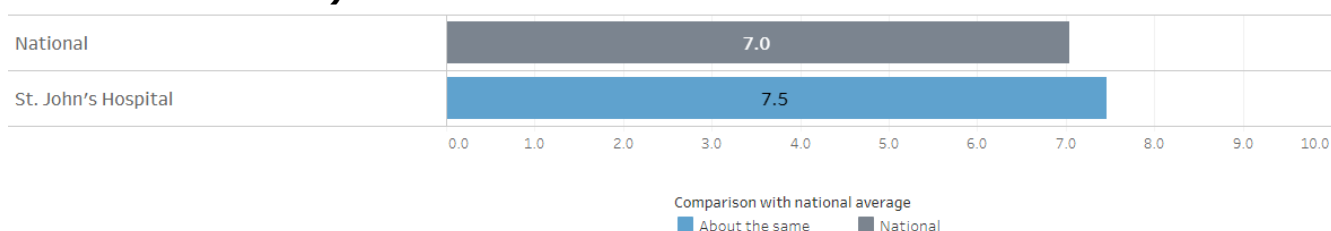
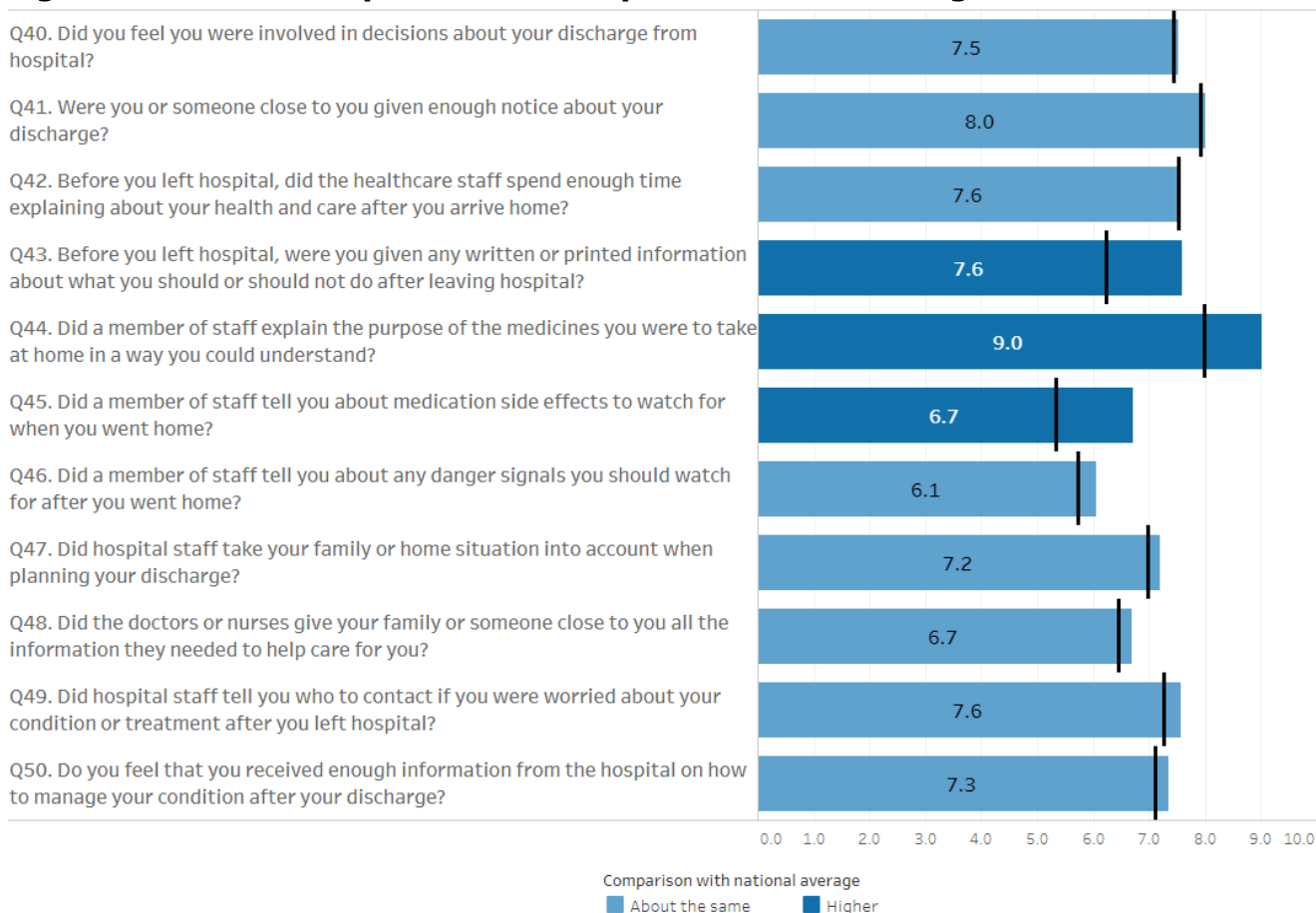


Figure 8 St John's Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

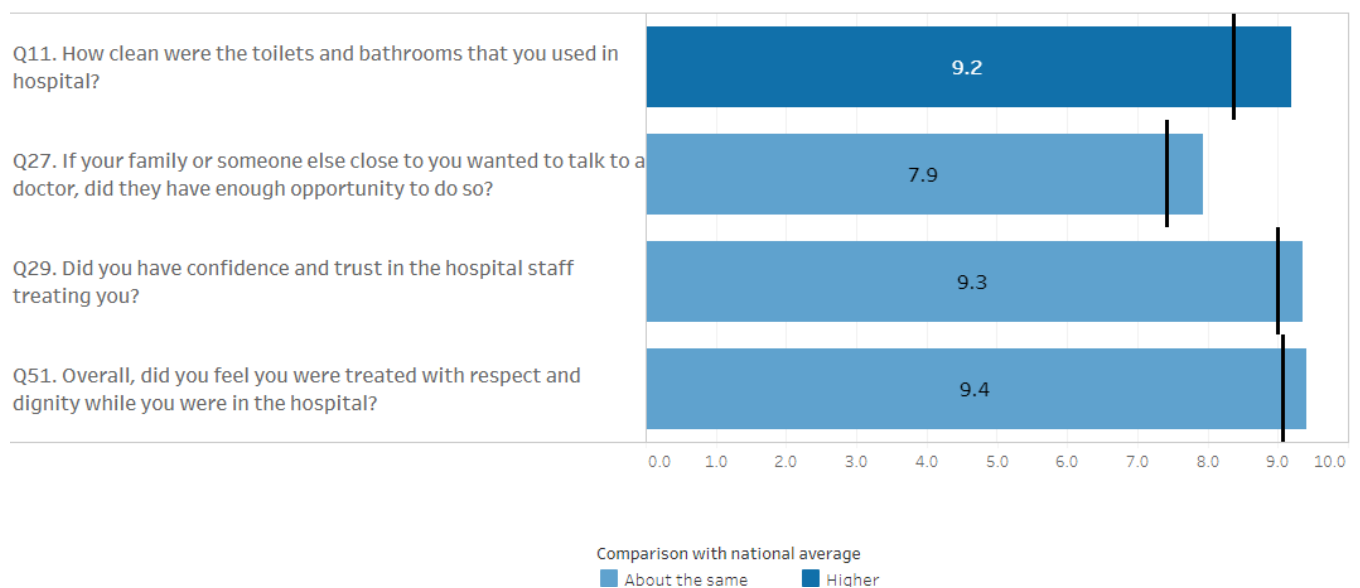
Participant ratings for this stage of care were similar to the national average and to last year's survey. Most patients said that staff explained the purpose of medications they were to take at home. The lowest scoring question for this stage related to whether patients were informed about danger signals to watch out for at home.



Other aspects of care

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

Figure 9. St John's Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

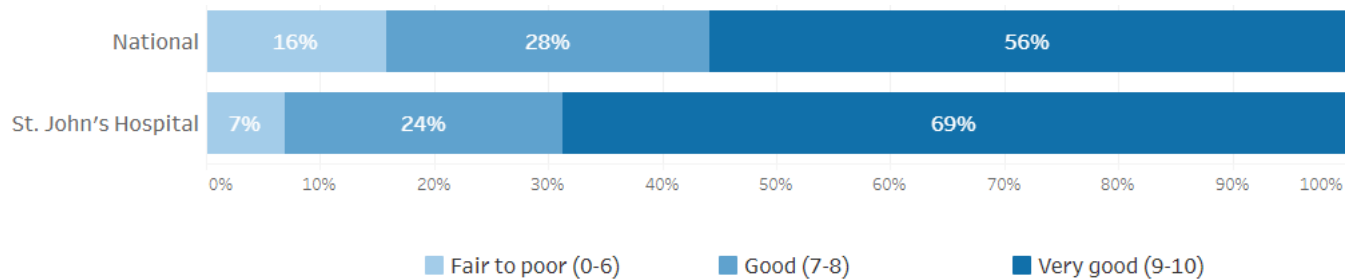
Most participants said they were always treated with respect and dignity while in the hospital. A number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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. 69% of participants from St John's Hospital rated their care as very good, above the national figure of 56%.

Figure 10 compares the average overall rating of hospital experience for St John's Hospital with the national average.

Figure 10 Overall rating of hospital experience for St John's 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, 190 comments were received from patients of St John's 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.

When asked what was good about their care, most patient comments related to the 'hospital staff', 'general and other comments' and 'cleanliness or hygiene' themes. Most of the comments suggesting improvements 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

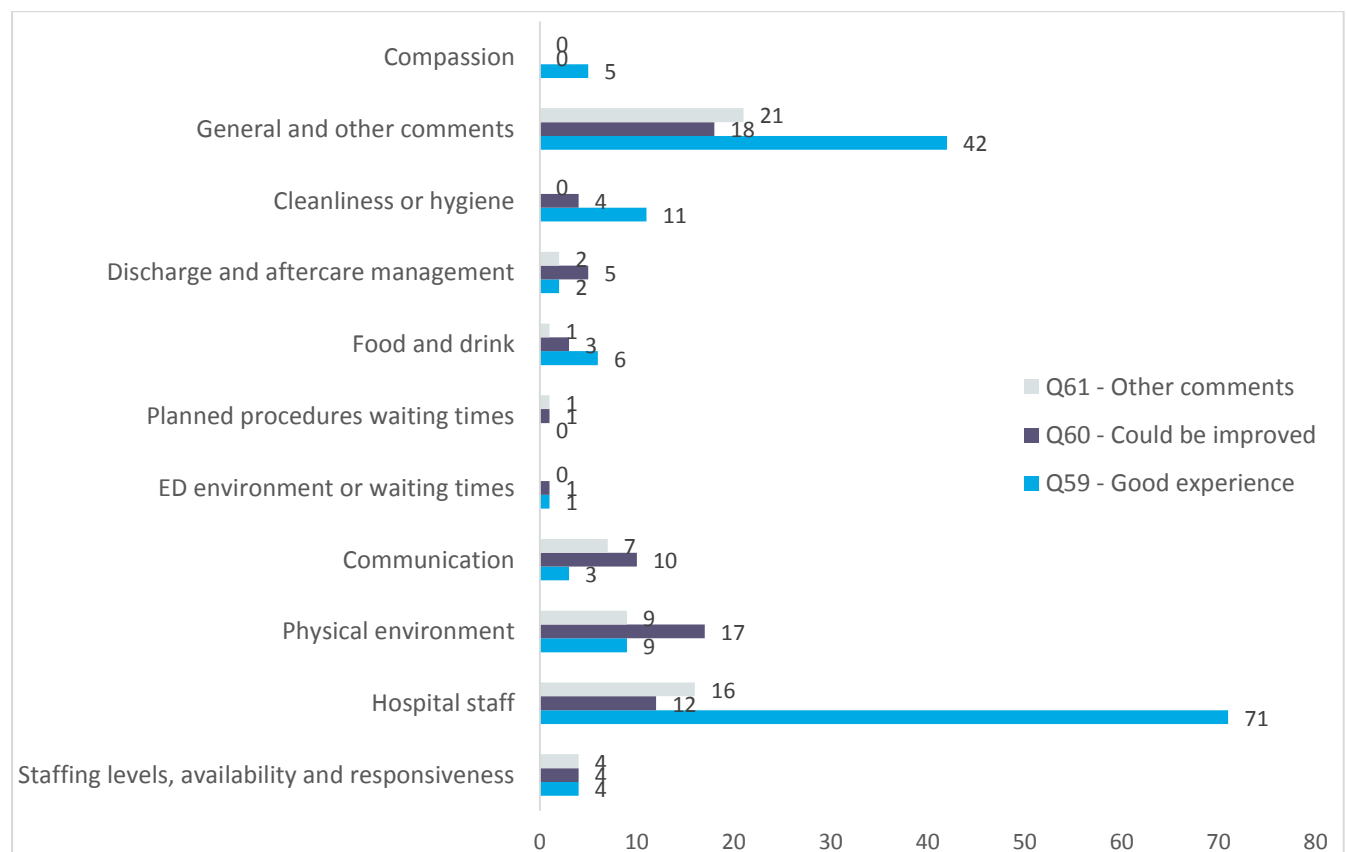


Figure 12 Example comments

Positive comments

"I did appreciate the quality of care. The staff were very kind and supportive. The food was excellent and catering staff were always willing to swap foods when I was on a restrictive diet without any hassle."	"Everyone was very good. Doctors, nurses, staff, patients. Overall everyone in the hospital couldn't have been nicer and kinder."
"The nurses and doctors were brilliant and the hospital was very clean. The food was good and the ladies were very friendly – they would always have a chat and a laugh."	"The caring attitude of all staff was exceptional. Patients' call bells were answered immediately. Staff took pains to be reassuring, if patient(s) were anxious."
"The staff were extremely kind and caring. I felt that this hospital is an example of how all hospitals should be."	"My hospital stay was very favourable. I had a private room even though I was only covered by health insurance for a semi private. Hospital was spotless, nursing and other staff excellent. My consultant visited every morning before 8am and one of his team called each day. Very well looked after."

Suggestions for improvement

"A little bit of privacy when discussing patients' results and concerns. Some doctors talk over the patient when other patients can hear."
"The bathroom and shower rooms need somewhere to hang a dressing gown. Also a shelf to "hold" our glasses and toilet bag etc. A few hooks wouldn't go astray to keep things dry."
"Discharge — was lacking information when I got home. I had an infection and wasn't well and didn't know who to contact."

Conclusion

What were patients' experiences of hospital care in St John's Hospital in May 2019?

The majority of patients said that they had positive overall experiences in St John's Hospital. 93% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

St John's Hospital received above-average scores for 'care on the ward' and 'overall experience'. Participant ratings of 'care on the ward' and 'examinations, diagnosis and treatment' were significantly higher than those received in 2018. There was no significant change in ratings of 'discharge or transfer' and 'overall experience' since 2018.

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, patients rated the food highly and were able to get help with their meals when required.

The findings of the 2019 survey will be used to help St John's 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 20 which asked patients if they got clear answers to their questions from a doctor had a strong relationship with overall experience. This means that patients who said they received clear answers were very likely to give a positive rating of their overall experience. Patients who felt that they did not receive clear answers 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 37 which asked patients if staff answered their questions about a procedure. The relationship between staff answering questions and patients' ratings of their overall experience was weak. This means that even if all staff answered questions in a way patients understood, they may have given negative ratings of their overall experience, or if no staff answered questions, 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.

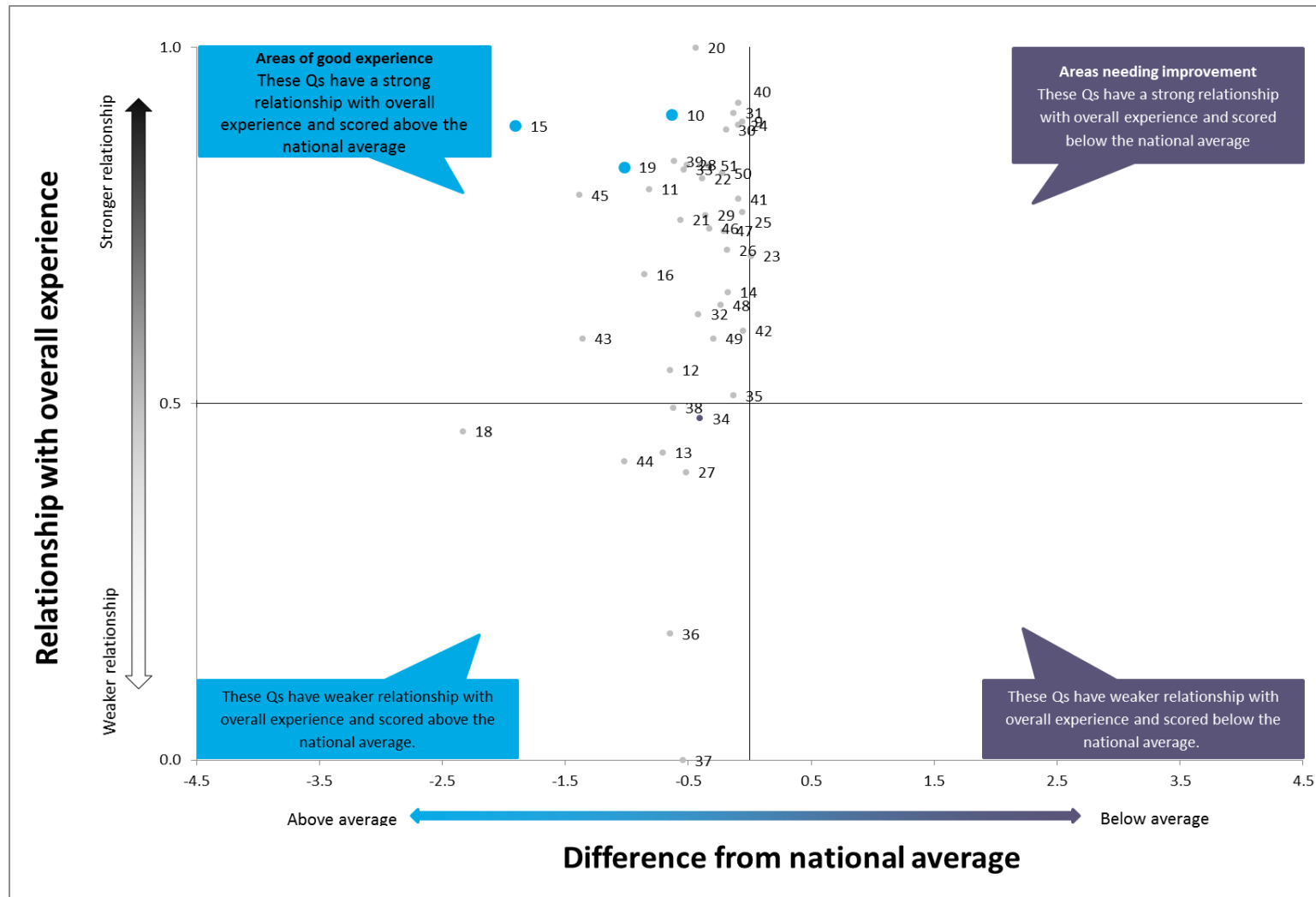
In Figure 13, each dot shows a specific survey question for St John's Hospital. Questions at the top of the graph are strongly related to overall experience, while those at the bottom have a weaker relationship. Questions to the right of the graph scored below the national average, while those on the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