

# National Inpatient Experience Survey 2019

## St. Luke's General Hospital

## 2019 survey results

### Respondents



**291**

Number of respondents



**64.6**

Average age



**45%**

Participation rate

### Overall experience

#### 2019

Very Good  
**48%**

Good  
**33%**

Fair to Poor  
**19%**

#### 2018

Very Good  
**52%**

Good  
**29%**

Fair to Poor  
**19%**

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

### Stages of care

**8.2**  
out of 10

#### Admission to hospital

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



**8.2**  
out of 10

#### Care on the ward

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



**8**  
out of 10

#### Examination, diagnosis and treatment

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



**6.9**  
out of 10

#### Discharge or transfer

Participant ratings of 'discharge or transfer' were about the same as the national average and were similar 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. Luke's General 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
Admissions.....	9
Care on the ward.....	11
Examinations, diagnosis and treatment.....	13
Discharge or transfer .....	15
Other aspects of care.....	17
Overall experience.....	18
In their own words: analysis of patients' comments .....	19
Conclusion.....	21
What were patients' experiences of hospital care in St. Luke's General Hospital in May 2019? .....	21
Appendix 1: Areas of good experience and areas needing improvement .....	22
Improvement map .....	22

## 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%. 291 patients from St. Luke's General Hospital took part.

The aim of the survey is to find out about patients' experiences in public acute hospitals and to use their feedback to identify areas of good experience, and areas needing improvement. The HSE responded to the 2017 and 2018 survey results by producing detailed quality improvement plans at national, hospital group and hospital levels. The implementation of these plans is coordinated by an oversight group, and a wide range of initiatives have already been introduced across Ireland's public acute hospitals. Some examples of these initiatives can be seen at <https://yourexperience.ie/inpatient/hospital-initiatives/>.

## What were the main findings for St. Luke's General Hospital?

The majority of participants from St. Luke's Hospital reported positive experiences in hospital. 81% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average for questions on 'admissions' but scores for all other stages of care were about the same as the national average.<sup>2</sup> Ratings of overall experience were significantly below the national average.

One area of good experience was identified. Most patients said that they were given enough privacy they were in the emergency department, with the hospital scoring above the national average for this question.

<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'.

One area needing improvement was identified: while the majority of patients said that staff wore name badges, the hospital scored below the national average for this question.

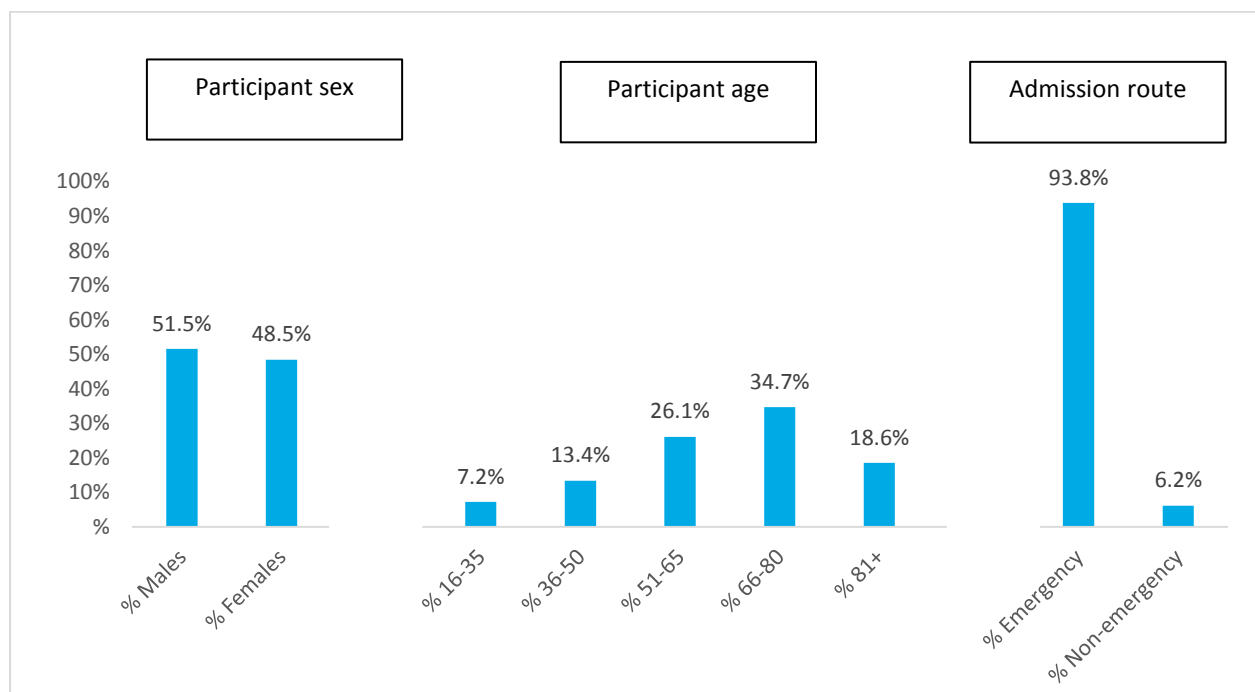
There were no significant differences in ratings of the various stages of care compared with last year's survey. The findings of the 2019 survey will help St. Luke's General Hospital to improve patients' experiences of care in hospital.

## Hospital and participant profile

St. Luke's General Hospital is located in Co. Kilkenny. There were 217 inpatient beds available in the hospital during the survey period of May 2019.

648 people discharged from St. Luke's General Hospital during the month of May 2019 were invited to participate in the survey. 291 people completed the survey, achieving a response rate of 45%. 51.5% of participants were male and 48.5% were female. 273 respondents (94%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from St. Luke's General Hospital.

**Figure 1 Participants from St. Luke's General 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 St. Luke's General Hospital are:

#### Admissions

##### Privacy while being examined or treated in the emergency department | Q5

Of the 259 people who answered this question, 200 (77%) said that were definitely given enough privacy when being examined or treated in the emergency department.

### The areas needing improvement in St. Luke's General Hospital are:

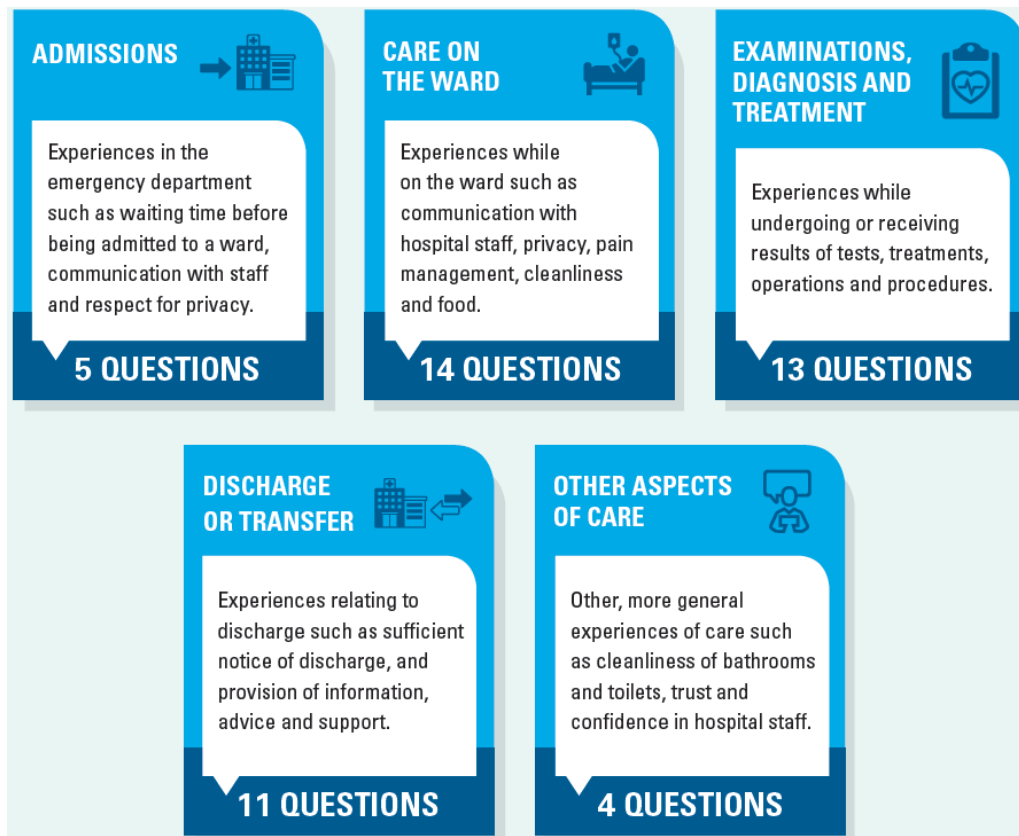
#### Care on the ward

##### Staff name badges | Q13

While 169 of the 245 people (69%) who answered this question said that all staff wore name badges. This question scored below the national average.

## 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 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 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

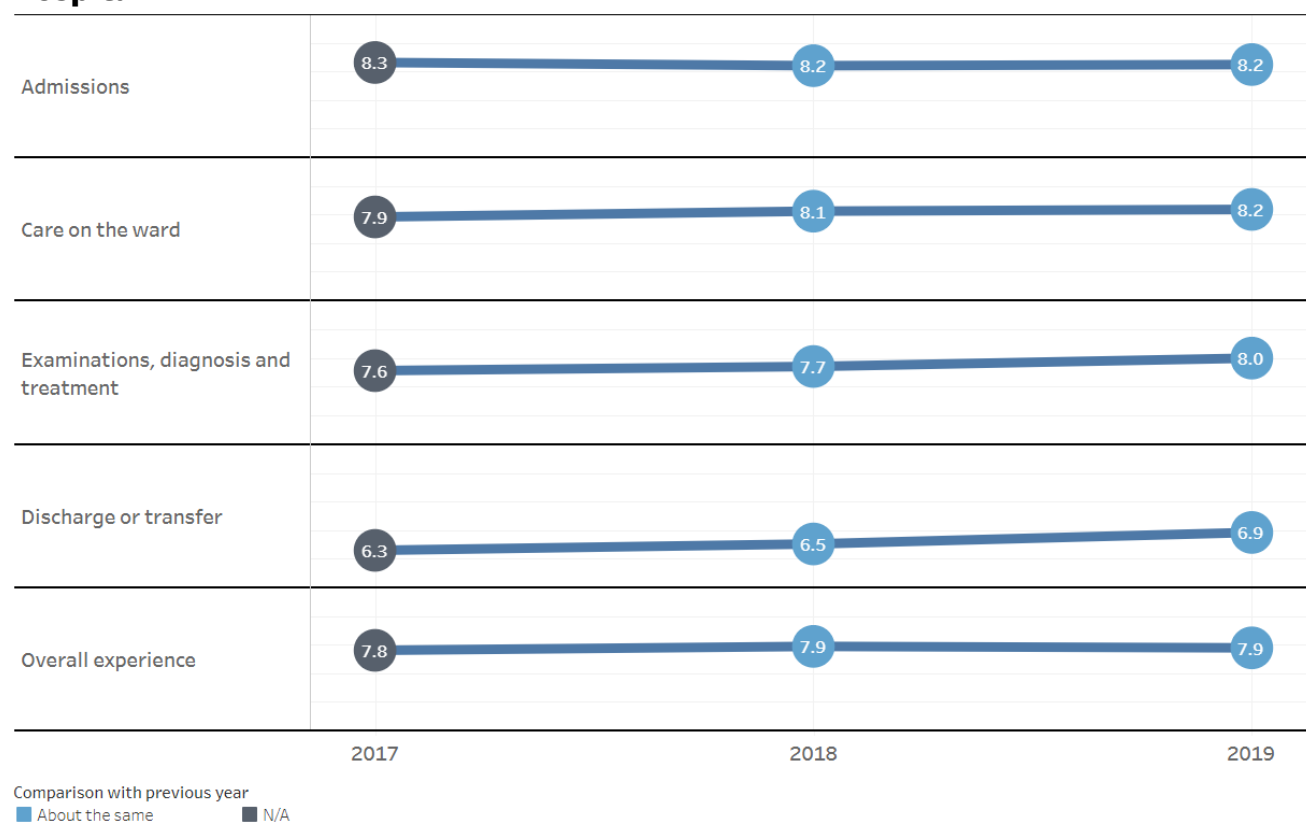
average, it is describes as 'about the same'. For further information on the analyses please consult Appendix 3 of the 2019 national report, available from [www.yourexperience.ie](http://www.yourexperience.ie).

## Changes in patient experience over time

There were no significant changes in stages of care scores from the 2018 survey. Figure 2 shows a comparison of scores for individual stages of care.

It is important that any changes are interpreted with caution as scores will naturally vary from year to year for a variety of reasons. Several rounds of survey data will be required before meaningful trends and changes in patient experience can be accurately identified.

**Figure 2. Annual comparison of stage of care scores<sup>3</sup> for St. Luke's General Hospital**



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

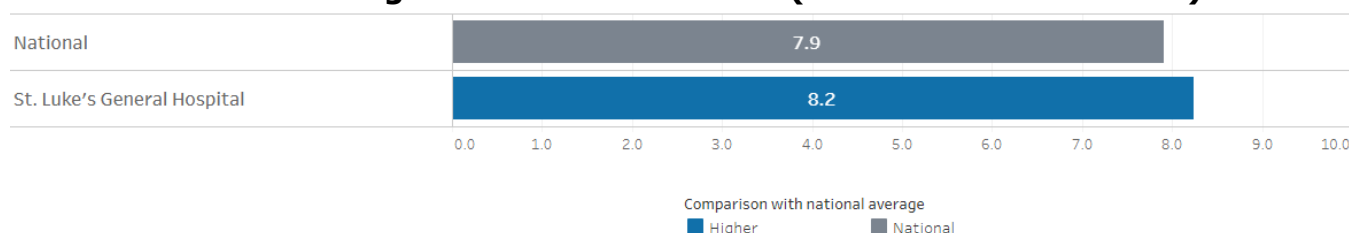




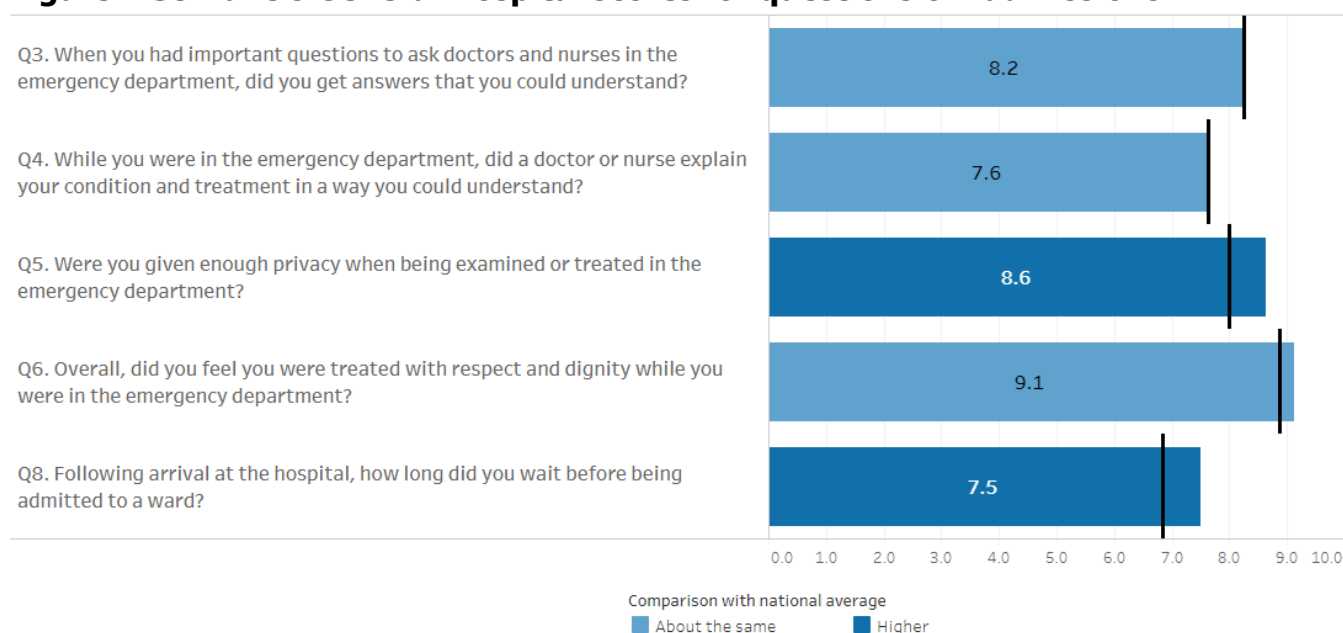
## Admissions

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 St. Luke's General Hospital with the national average score for 'admissions' (out of a maximum of 10).**



**Figure 4 St. Luke's General Hospital scores for questions on 'admissions'\***



\*The black line represents the national average

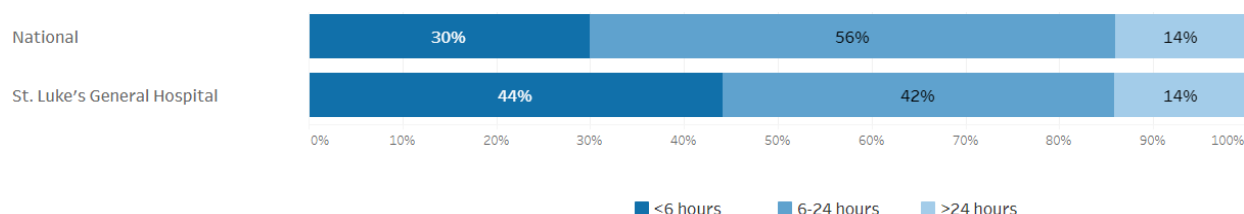
## Emergency department waiting times<sup>4</sup>

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 St. Luke's General Hospital 106 respondents (44%) said they were admitted to a ward within six hours of arriving at the emergency department, while 100 respondents (42%) reported waiting between six and 24 hours. 34 respondents (14%) said that they waited 24 hours or more before being admitted to a ward in St. Luke's General Hospital with 11 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 St. Luke's General Hospital compared with the national average.

**Figure 5 Emergency department waiting times, as reported by patients for St. Luke's General Hospital and nationally**



### Admissions: what do these results mean?

Patient ratings of admission to St. Luke's General Hospital were higher than the national average and similar to the hospital's 2018 score. Most patients said that they were treated with respect and dignity while they were in the emergency department. The lowest scoring question for this stage related to waiting time before admission to a ward. Despite this, waiting times were significantly shorter than the national average.

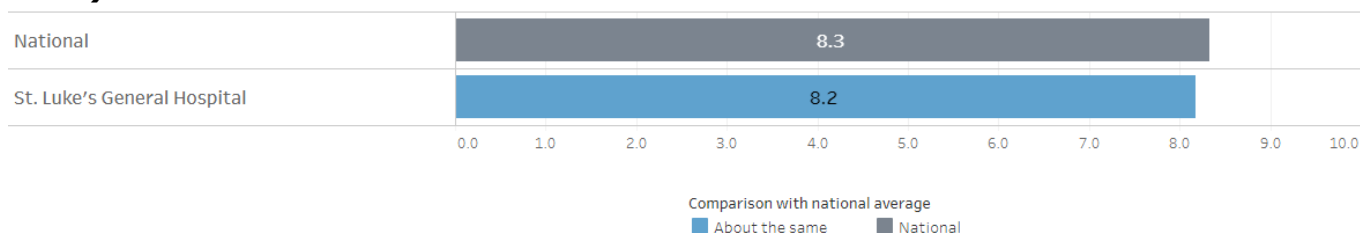
<sup>4</sup> The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2019 targets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



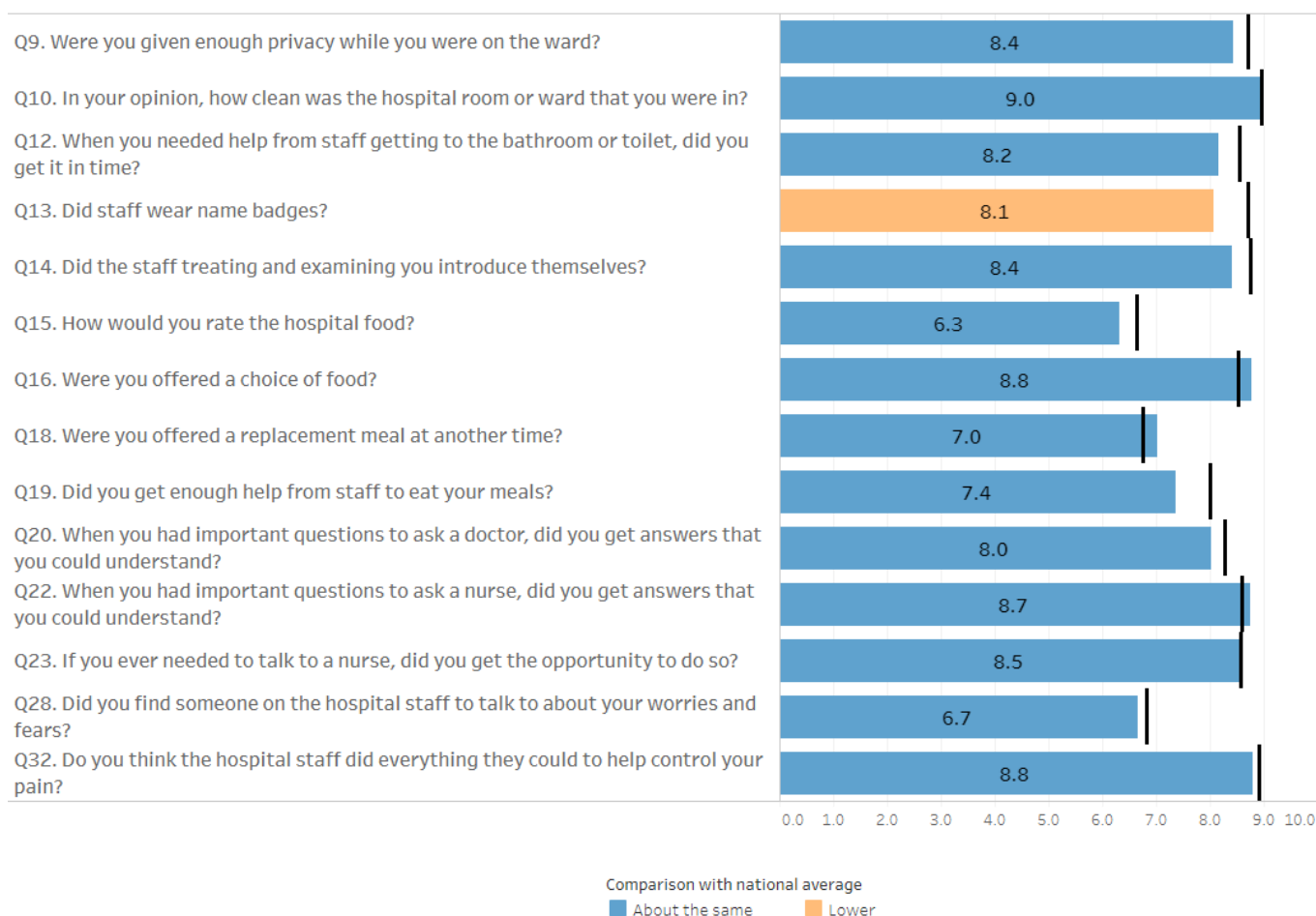
## Care on the ward

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



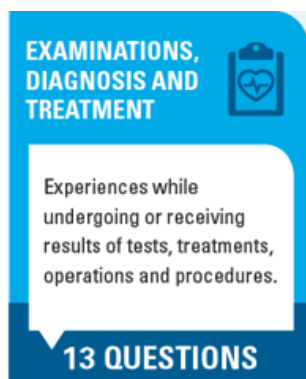
**Figure 7 St. Luke's General Hospital scores for questions on 'care on the ward'\***



\*The black line represents the national average

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

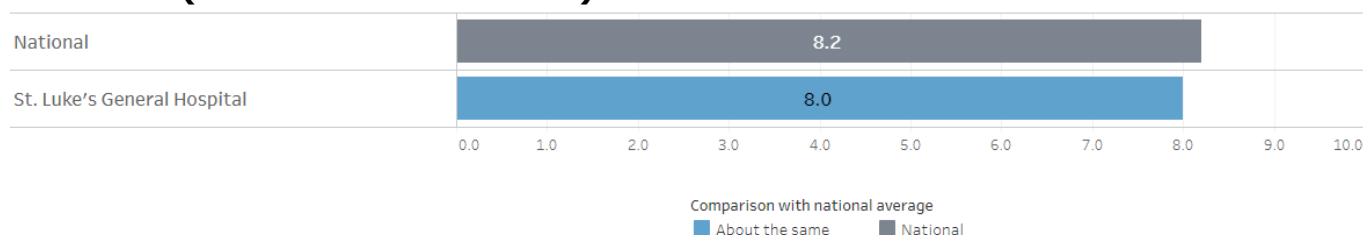
Patient ratings of 'care on the ward' in St. Luke's General Hospital were similar to the national average and to last year's survey. Most patients said that the room or ward they were in was very clean. The lowest scoring question for this stage related to patient ratings of the food.



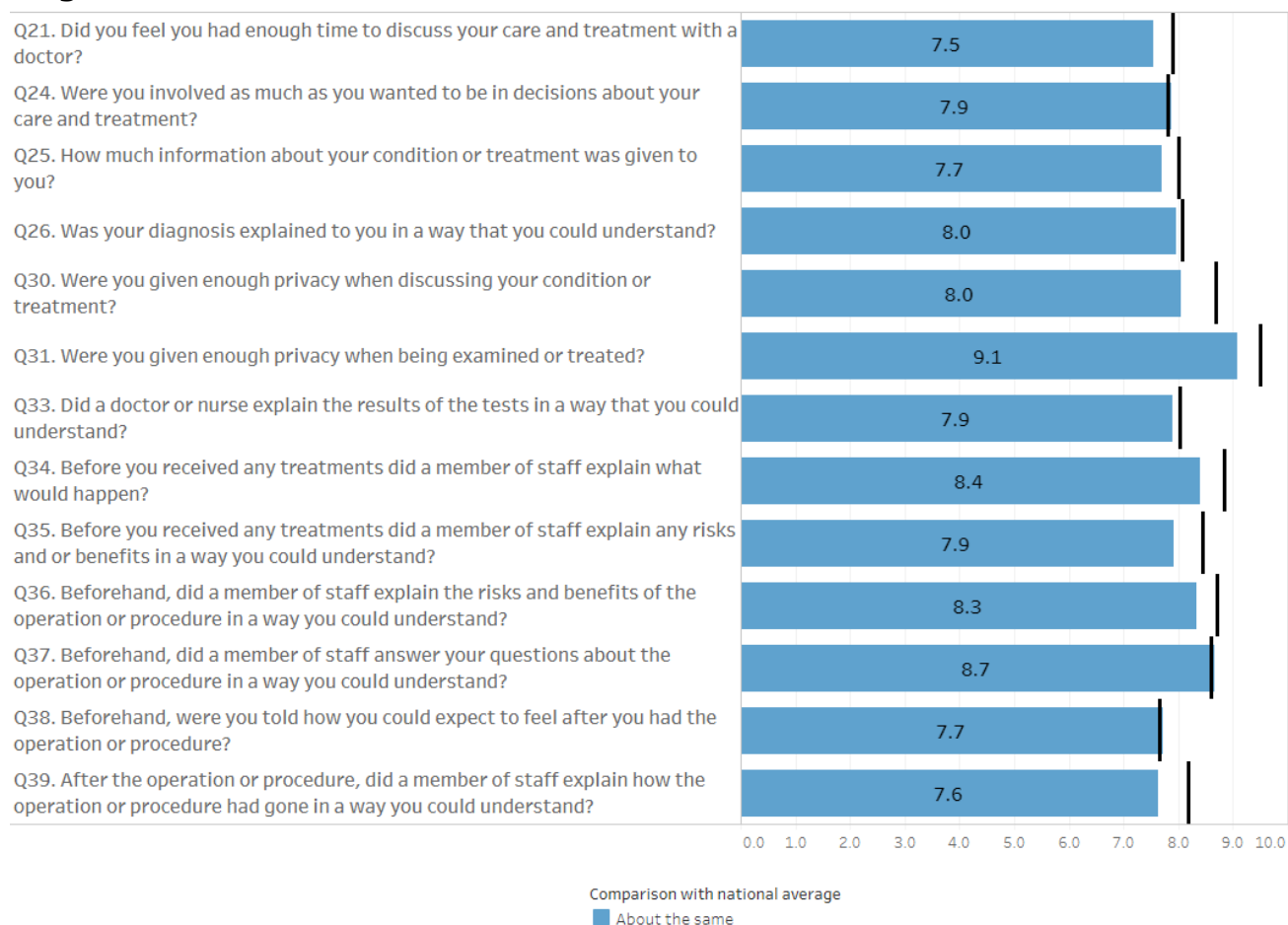
## Examinations, diagnosis and treatment

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



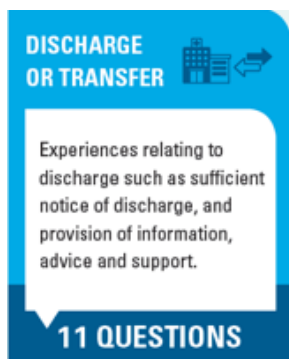
**Figure 9 St. Luke's General Hospital scores for questions on 'examinations, diagnosis and treatment'\***



\*The black line represents the national average

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

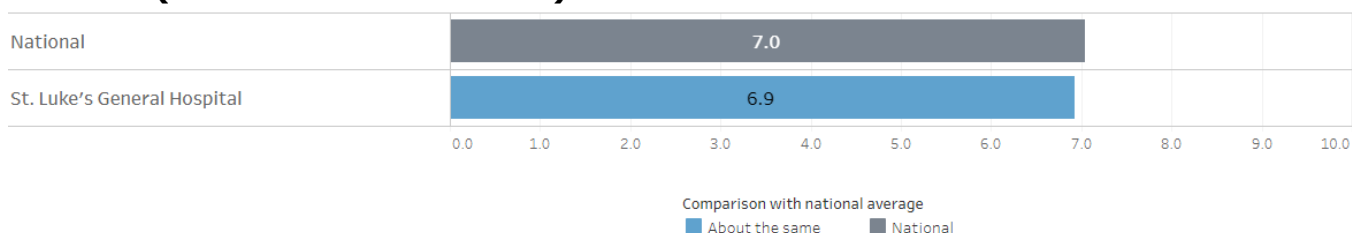
Ratings of 'examinations, diagnosis and treatment' were about the same as the national average and similar to last year's survey. Most patients said they were always given enough privacy when being examined or treated. The lowest scoring question for this stage related to the time patients had to discuss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



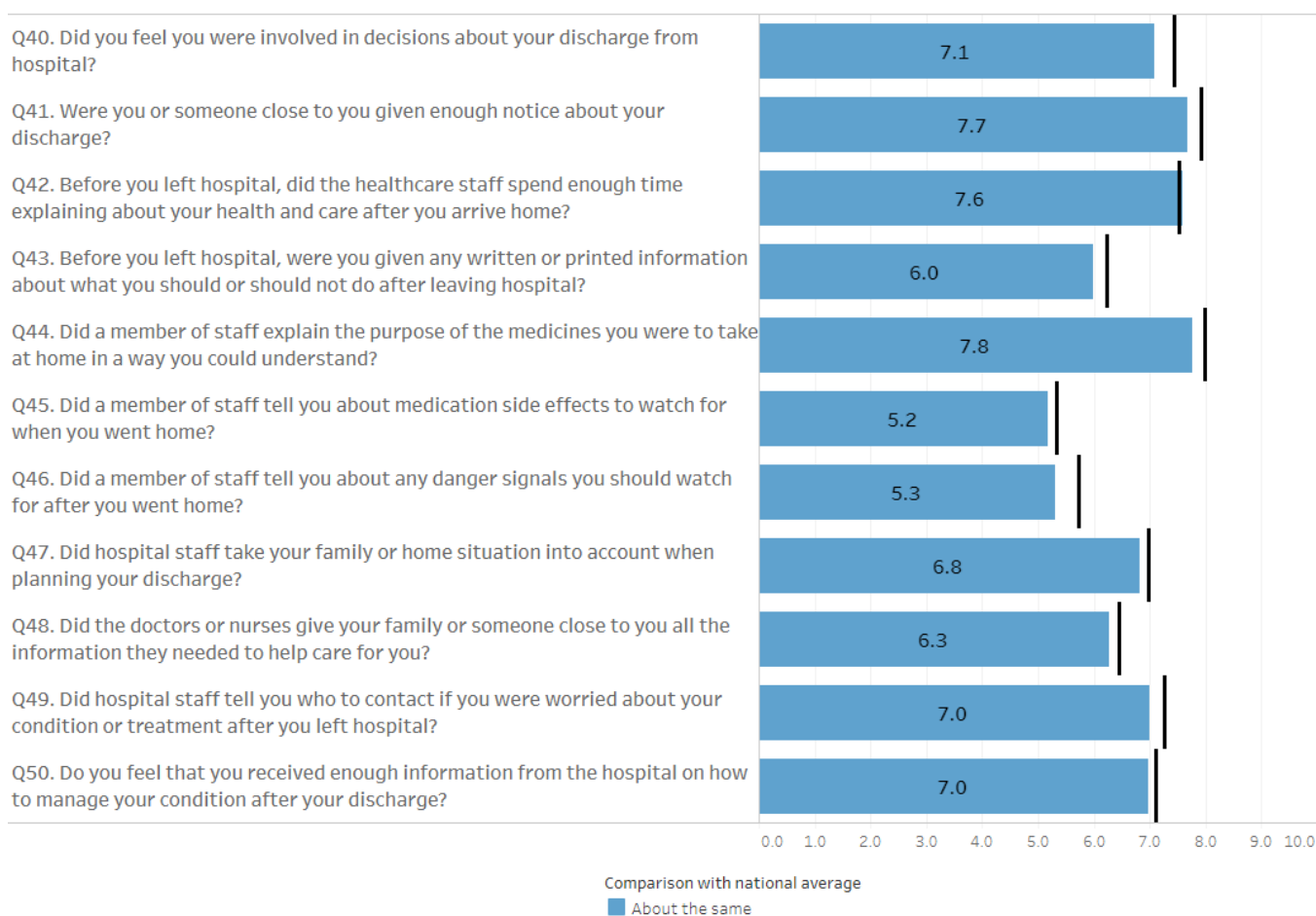
## Discharge or transfer

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



**Figure 11 St. Luke's General Hospital scores for questions on 'discharge or transfer'\***



\*The black line represents the national average

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

Participant ratings for this stage of care were about the same as the national average and were similar to last year's survey. While most patients said that staff explained the purpose of medications they were to take at home, a number of patients said that the potential side effects of medication were not explained to them prior to leaving hospital. This was the lowest scoring question for this stage.



**OTHER ASPECTS  
OF CARE**

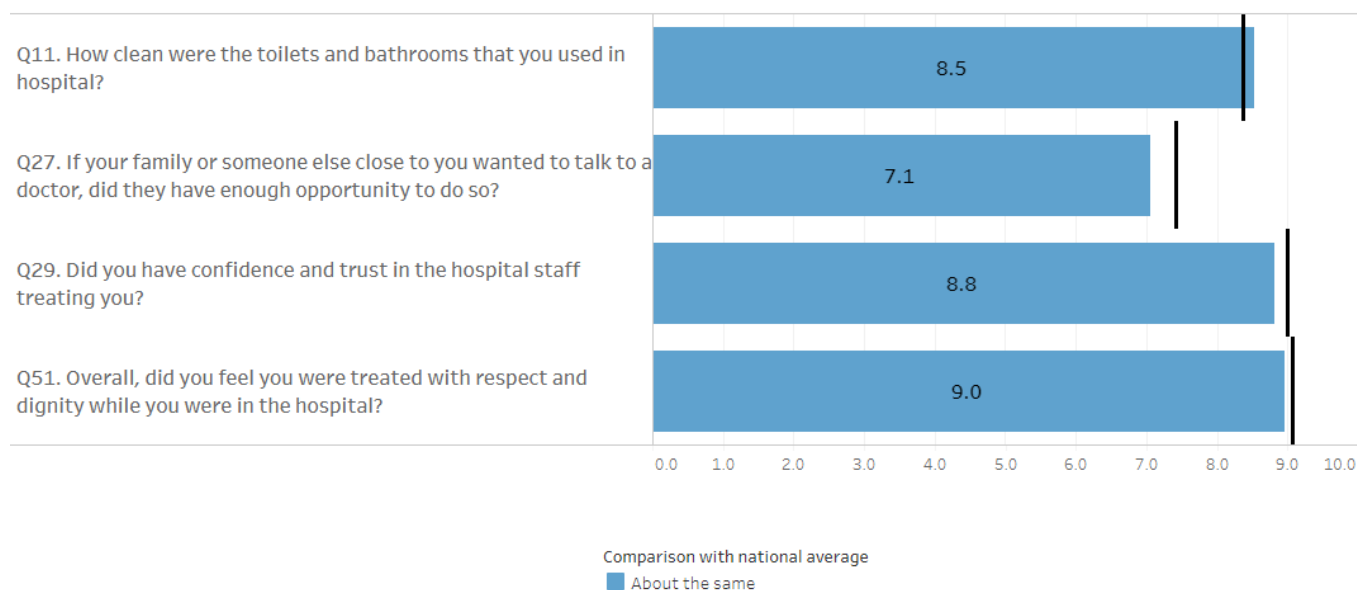
Other, more general experiences of care such as cleanliness of bathrooms and toilets, trust and confidence in hospital staff.

**4 QUESTIONS**

## Other aspects of care

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

**Figure 12. St. Luke's General Hospital scores for 'other aspects of care'\***



\*The black line represents the national average

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

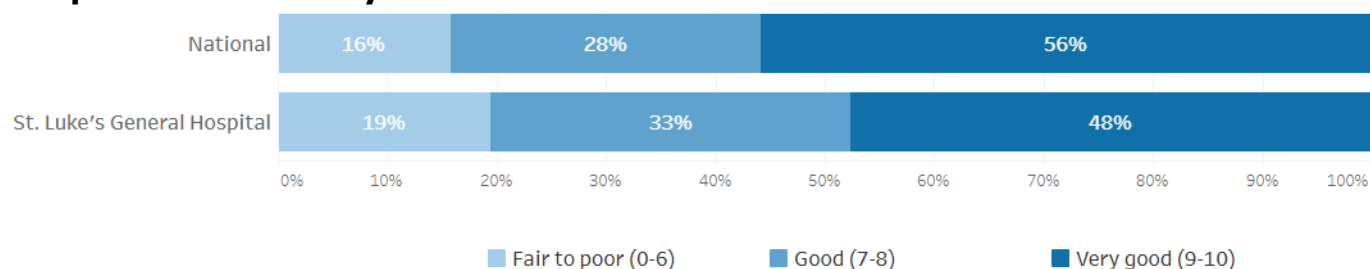
Most participants said that they were treated with respect and dignity in St. Luke's General Hospital. A number of patients said that there were insufficient opportunities for their families to talk to a doctor.

## 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. 48% of participants from St. Luke's General Hospital rated their care as very good, below the national figure of 56%.

Figure 13 compares the average overall rating of hospital experience for St. Luke's General Hospital with the national average.

**Figure 13 Overall rating of hospital experience for St. Luke's General Hospital and nationally**



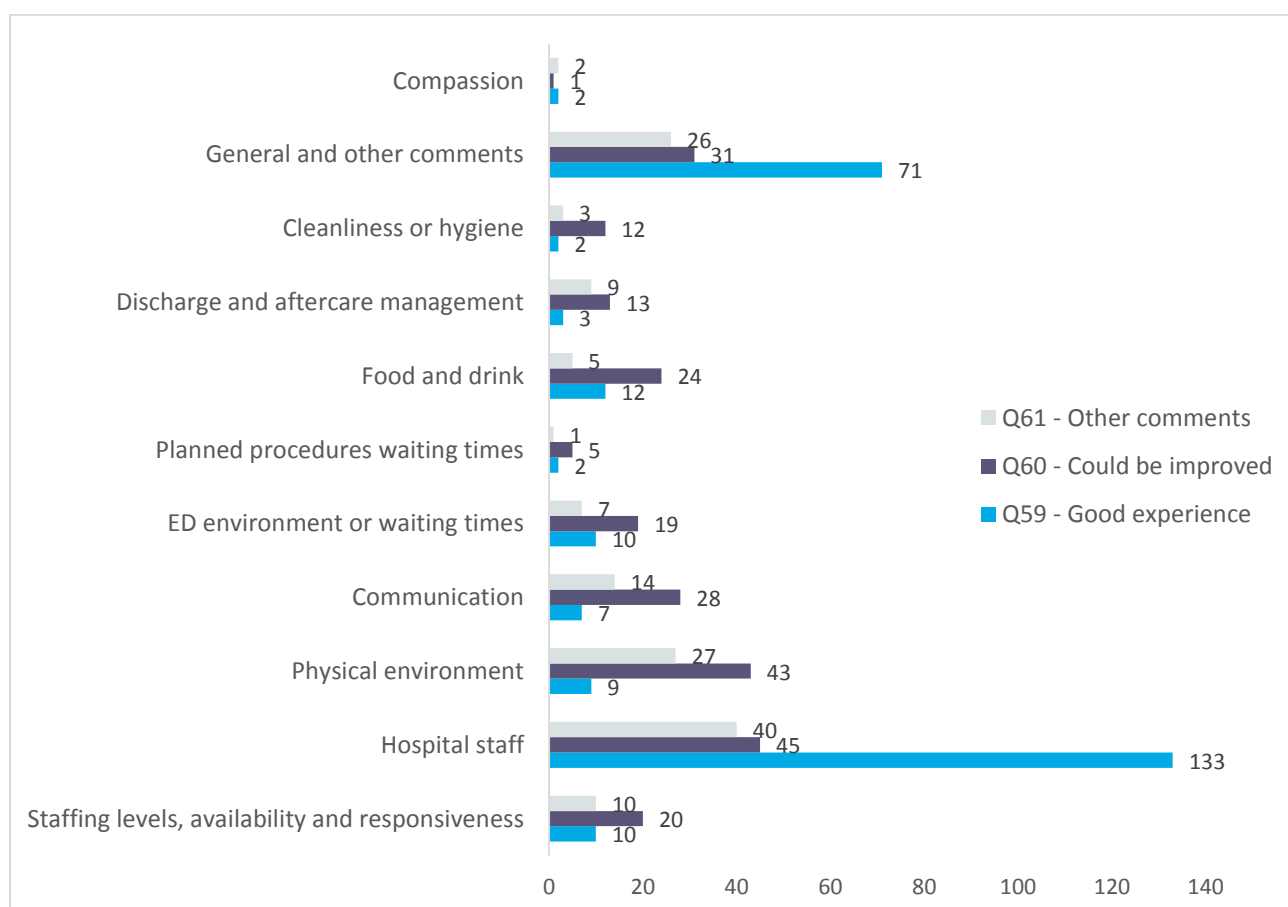
## In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospital. These free-text questions allowed people to give a more in-depth description of specific aspects of their care. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. In total, 410 comments were received from patients of St. Luke's 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.

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



**Figure 15 Example comments**

**Positive comments**

"The care that I received from the nursing staff and health care assistants was excellent."	"Good nursing and medical care. Very good timely medical investigations. Very good physiotherapy staff."
"The care from the nurses is excellent, even though they are so so busy. Their dedication to their work is unreal with no thanks from management."	"Once admitted onto the ward all nurses involved in my care bar none and kitchen staff could not have been more friendly and helpful and very approachable. Always available for discussion, help and advice. Exceptional professional people should be complimented for what they do."
"The hospital food is very good — all was excellent and really good in every good way."	"Very friendly staff. Good atmosphere generally. One nurse stood out as she did a 'meet and greet' each night when she came on duty — wonderful effect on patients in ward."

**Suggestions for improvement**

"Feedback to the nursing home could have been clearer to avoid a repeat visit to A&E within one week."
"Communication with relatives. Nurses — limited information regarding my condition and progress. Medical staff unavailable (doctors)."
"The shower/toilet facilities on the ward were not great. There was always water on the floor and in general was a bit grubby."

## Conclusion

### What were patients' experiences of hospital care in St. Luke's General Hospital in May 2019?

The majority of patients said that they had positive overall experiences in St. Luke's General Hospital. 81% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

St. Luke's General Hospital received an above-average score for the 'admissions' stage of care, and scored close to the national average for all other stages. Participant ratings of care were generally similar to those received in 2018.

One area of good experience was identified. Most patients said that they were given enough privacy while they were in the emergency department, with the hospital scoring above the national average for this question.

However, while the majority of patients said that all of the staff wore name badges, a number of participants reported that none, or only some, of the staff did so. The hospital scored below the national average for this question.

The findings of the 2019 survey will be used to help St. Luke's General Hospital improve the experiences of patients in hospital.

## Appendix 1: Areas of good experience and areas needing improvement

### Improvement map

It is important for hospitals to know if they scored above or below the national average for each question, and this is shown in the improvement map in Figure 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 if they were treated with respect and dignity had a strong relationship with overall experience. This means that patients who said that 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 18 which asked patients if they were offered a replacement meal if they missed a mealtime. The relationship being offered a replacement meal and patients' ratings of their overall experience was weak. This means that even if all patients were offered a replacement meal, patients may have given negative ratings of their overall experience, or if no patients were offered a replacement meal, patients may still have given positive ratings of their overall experience.

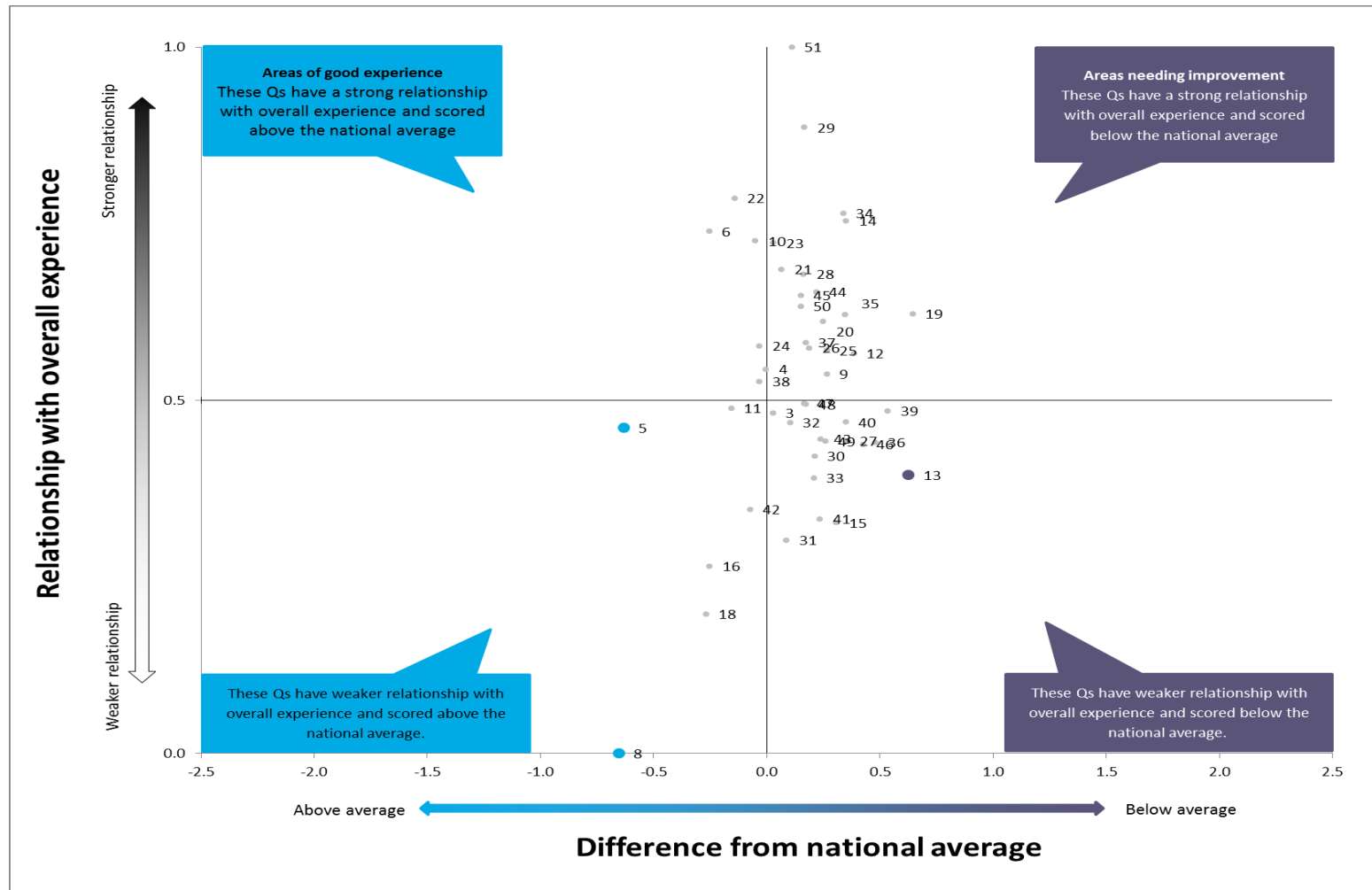
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 16, each dot shows a specific survey question St. Luke's General Hospital. Questions at the top of the graph are strongly related to overall experience, while those at the bottom have a weaker relationship. Questions to the right of the graph scored below the national average, while those on the left scored above it.

Questions that scored significantly above average and had a stronger relationship with overall experience are areas of good experience. Questions that scored significantly below average and had a stronger relationship with overall experience are areas needing improvement.

The improvement map for each hospital is unique and gives specific information on where a hospital is doing well, and areas where improvements are needed. More information on the science behind the improvement map is available below. An interactive version of the improvement map is also available at <http://www.yourexperience.ie/>, along with instructions on how to interpret it.

**Figure 16 Improvement Map for St. Luke's General 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.