

National Inpatient Experience Survey 2019

St Vincent's University Hospital

2019 survey results

Respondents



623

Number of respondents



63.1

Average age



45%

Participation rate

Overall experience

2019

Very Good
48%

Good
31%

Fair to Poor
21%

2018

Very Good
44%

Good
36%

Fair to Poor
20%

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

Stages of care

7.6
out of 10

Admission to hospital

Patient ratings of admission to the hospital were lower than the national average and unchanged on the hospital's 2018 score.



8
out of 10

Care on the ward

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



7.9
out of 10

Examination, diagnosis and treatment

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



6.5
out of 10

Discharge or transfer

Participant ratings of 'discharge or transfer' were below the national average and similar 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%. 623 patients from St Vincent's University Hospital took part.

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

What were the main findings for St Vincent's University Hospital?

The majority of participants from St Vincent's University Hospital reported positive experiences in hospital. 79% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored below the national average for all stages of care.

Three areas needing improvement were identified. While most patients said they were able to find someone to talk to about their worries and fears and also could talk to a nurse if they needed to, the hospital received below-average scores for the two questions covering these questions. Furthermore, although most patients said that they got help from staff to eat their meals if required, the hospital also scored below the national average for this question.

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

There were no significant differences in patient ratings of the stages of care from the 2018 survey.

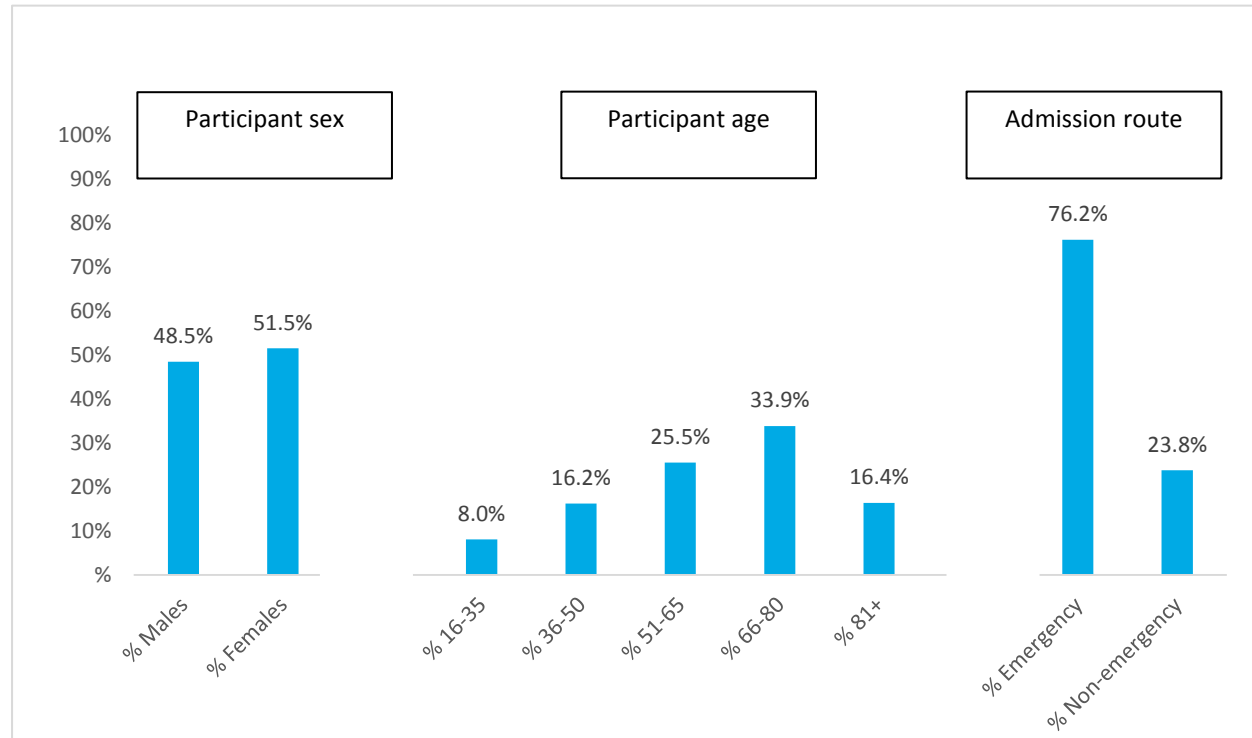
The findings of the 2019 survey will help St Vincent's University Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

St Vincent's University Hospital is located in South County Dublin. There were 520 inpatient beds available in the hospital during the survey period of May 2019.

1392 people discharged from St Vincent's University Hospital during the month of May 2019 were invited to participate in the survey. 623 people completed the survey, achieving a response rate of 45%. 48.5% of participants were male and 51.5% were female. 475 respondents (76%) said that their stay in hospital was due to an emergency. Figure 1 below provides information on the respondents who took part in the survey from St Vincent's University Hospital.

Figure 1 Participants from St Vincent's University 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.

In St Vincent's University Hospital, the scores for all questions across the five stages of care were below or the same as the national average. This means that it was not possible to identify any areas of particularly good experience using the methodology outlined in Appendix 1.

The areas needing improvement in St Vincent's University Hospital are:

Care on the ward

Help from staff to eat meals | Q19

Of the 190 people who answered this question, 122 (64%) said that they always received help from staff to eat meals. The hospital scored below the national average on this question.

Care on the ward

Opportunity to talk to a nurse | Q23

Of the 568 people who answered this question, 385 (68%) said that if they ever needed to talk to a nurse, they always had the opportunity to do so. This was below the national average for this question.

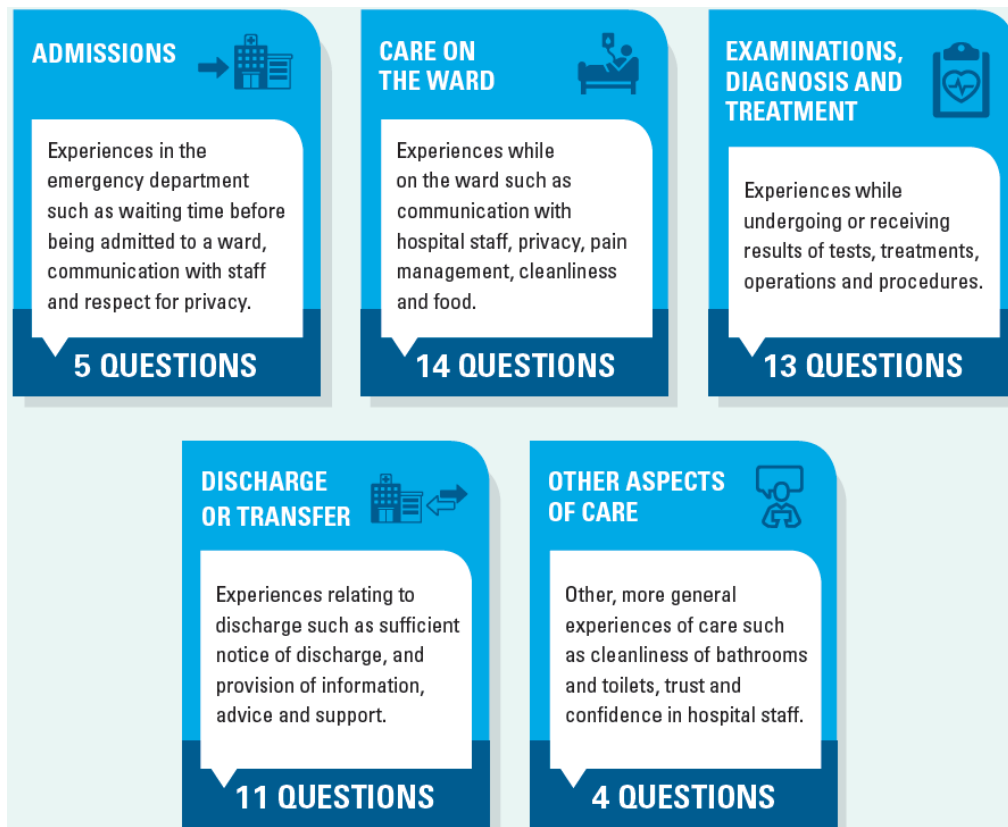
Care on the ward

Someone to talk to about worries and fears | Q28

183 people (45%) said that they were always able to find someone to talk to about their worries and fears. The hospital also scored below the national average on this question.

Survey results for the stages of care along the patient journey

The National Inpatient Experience Survey 2019 follows the patient journey through hospital from admission to discharge. The 2019 questionnaire is available to download from www.yourexperience.ie. The survey questions were grouped into five stages along the patient journey:



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

There were no significant changes in patient experience 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 scores² for St Vincent's University Hospital



² 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 Vincent's University Hospital with the national average score for 'admissions' (out of a maximum of 10).

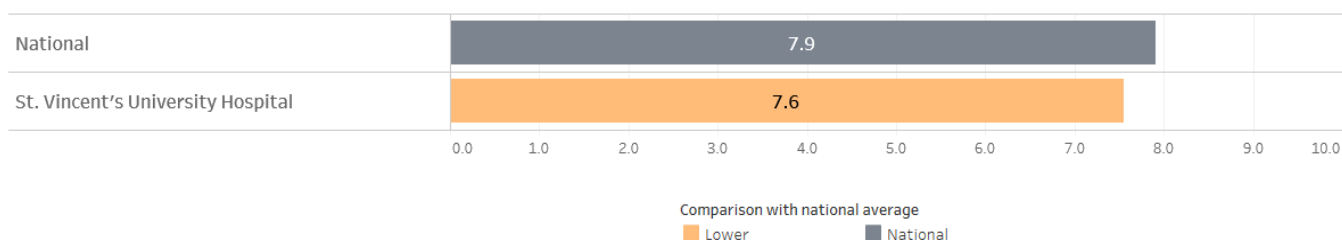
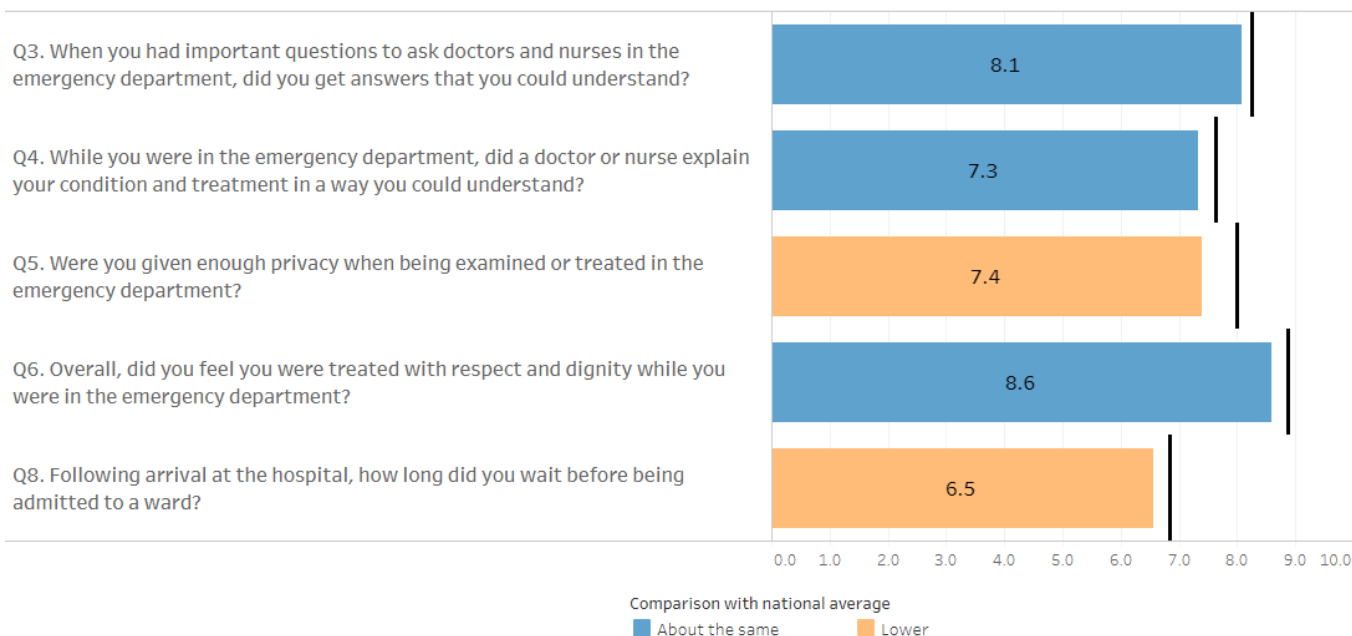


Figure 4 St Vincent's University Hospital scores for questions on 'admissions'*



*The black line represents the national average

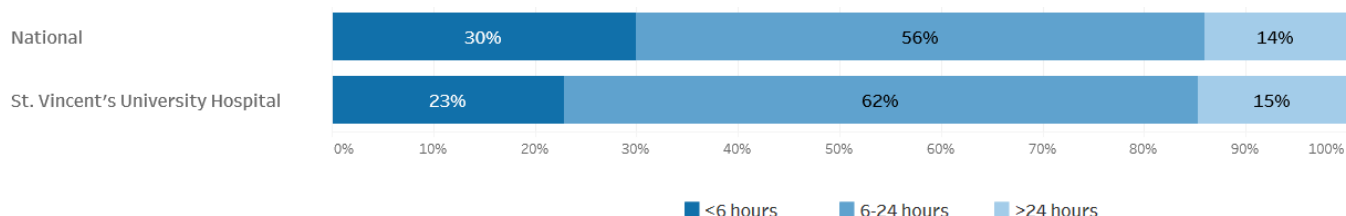
Emergency department waiting times³

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 Vincent's University Hospital, 98 respondents (23%) said they were admitted to a ward within six hours of arriving at the emergency department, while 267 respondents (62%) reported waiting between six and 24 hours. 63 respondents (15%) said that they waited 24 hours or more before being admitted to a ward in St Vincent's University Hospital with 17 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 Vincent's University Hospital compared with the national average.

Figure 5 Emergency department waiting times, as reported by patients for St Vincent's University Hospital and nationally



Admissions: what do these results mean?

Patient ratings of admission to St Vincent's University Hospital were lower than the national average and unchanged on the hospital's 2018 score. Most patients said they were treated with respect and dignity while in the emergency department. The lowest scoring question for the stage related to waiting times for admission to a room or ward.

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

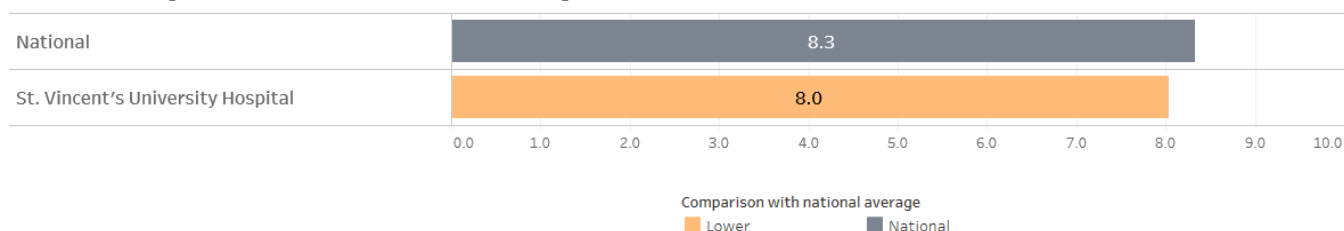
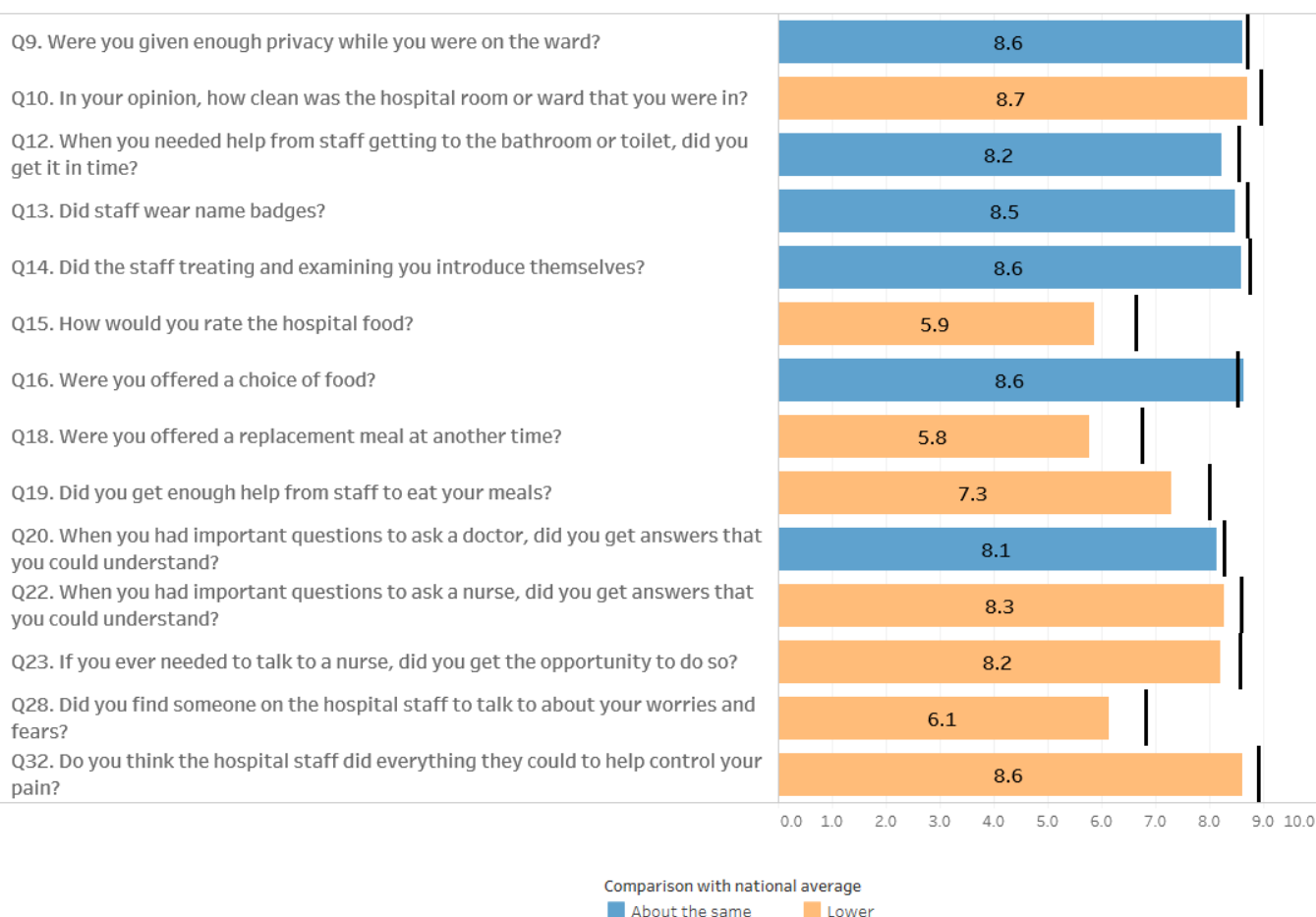


Figure 7 St Vincent's University Hospital scores for questions on 'care on the ward'*



*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 Vincent's University Hospital were below the national average and similar 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 being offered a replacement meal when required.



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

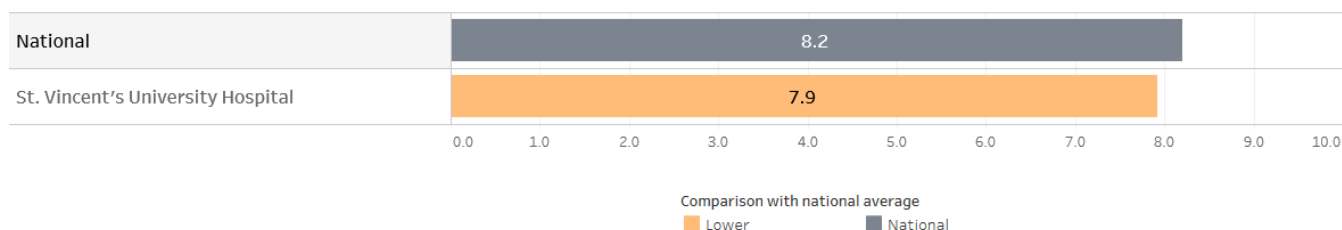
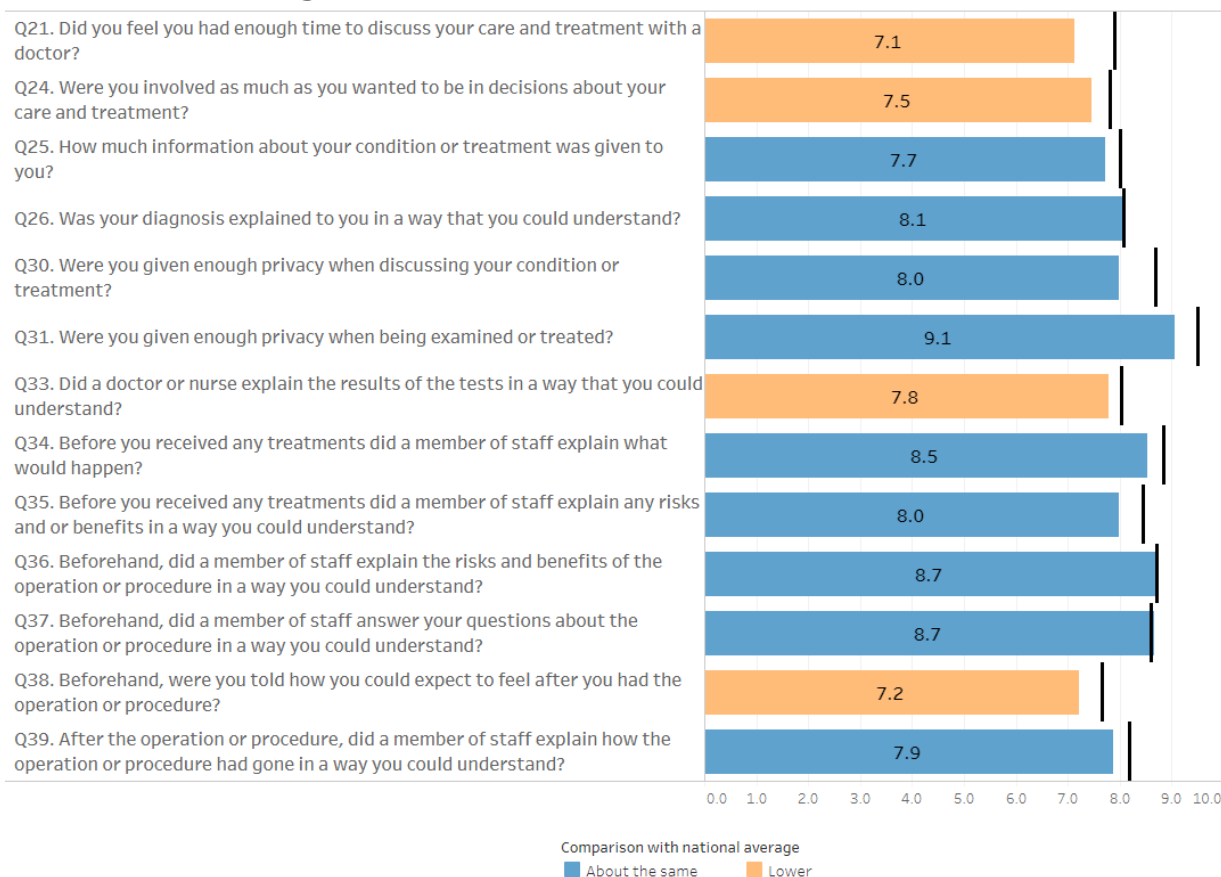


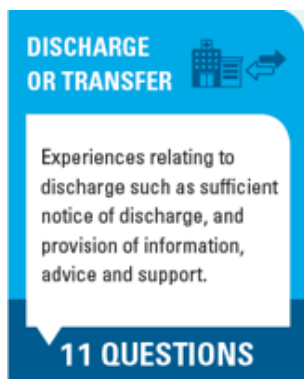
Figure 9 St Vincent's University Hospital scores for questions on 'examinations, diagnosis and treatment'*



*The black line represents the national average

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

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



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

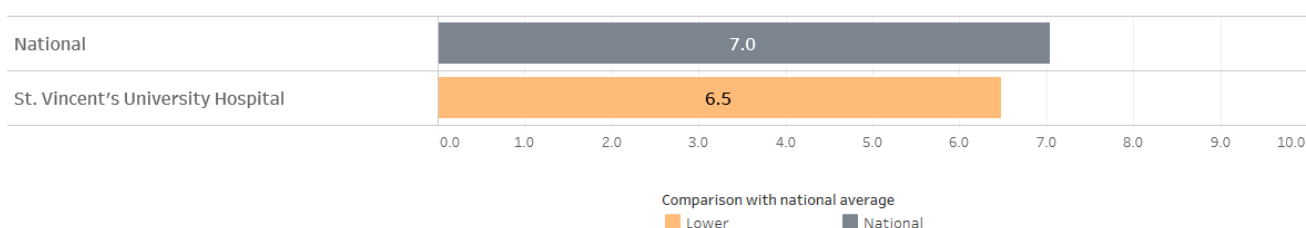
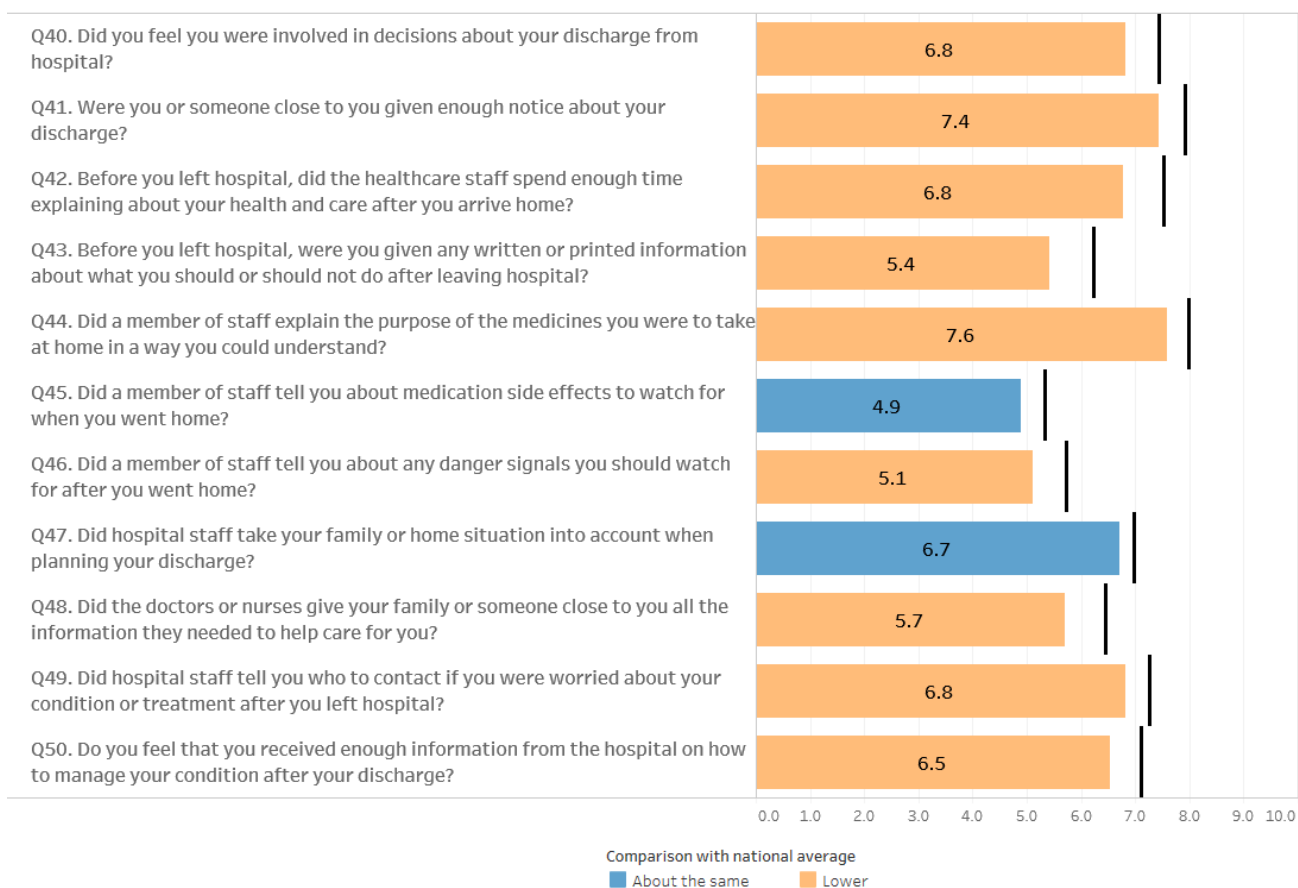


Figure 11 St Vincent's University Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

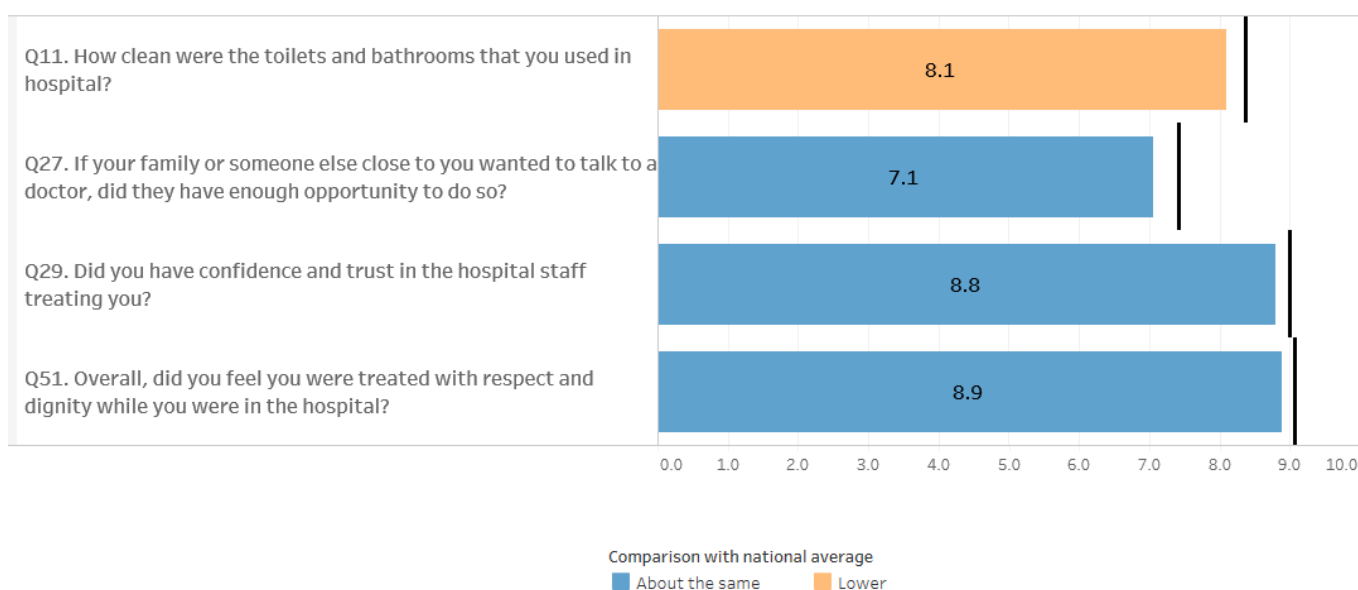
Participant ratings for this stage of care were below the national average and similar to last year's survey. Most patients said that staff explained the purpose of medications they were to take at home. The lowest scoring question for this stage related to whether the side effects of medications were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



Other aspects of care

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

Figure 12 St Vincent's University Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

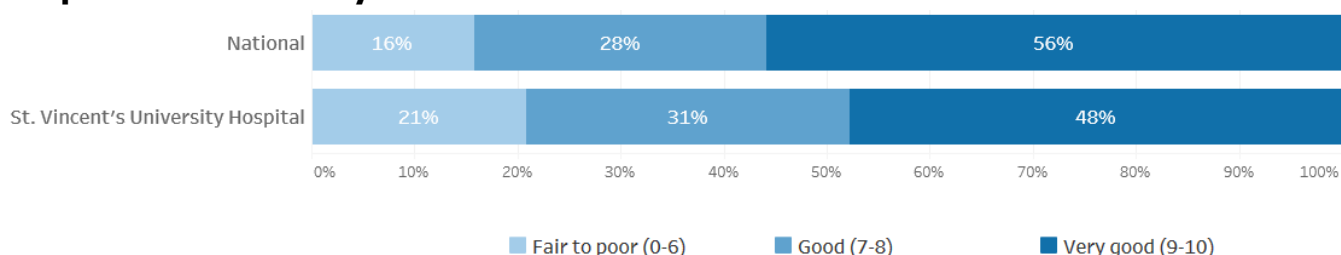
Most participants said that they were treated with respect and dignity while in St Vincent's University Hospital. However, a number of patients felt that there were insufficient opportunities for their families to talk to a doctor.

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 Vincent's University 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 Vincent's University Hospital with the national average.

Figure 13 Overall rating of hospital experience for St Vincent's University 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, 1,002 comments were received from patients of St Vincent's University Hospital in response to the free-text questions in the 2019 survey.

Figure 14 shows the breakdown of comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

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 'physical environment' and 'hospital staff' 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

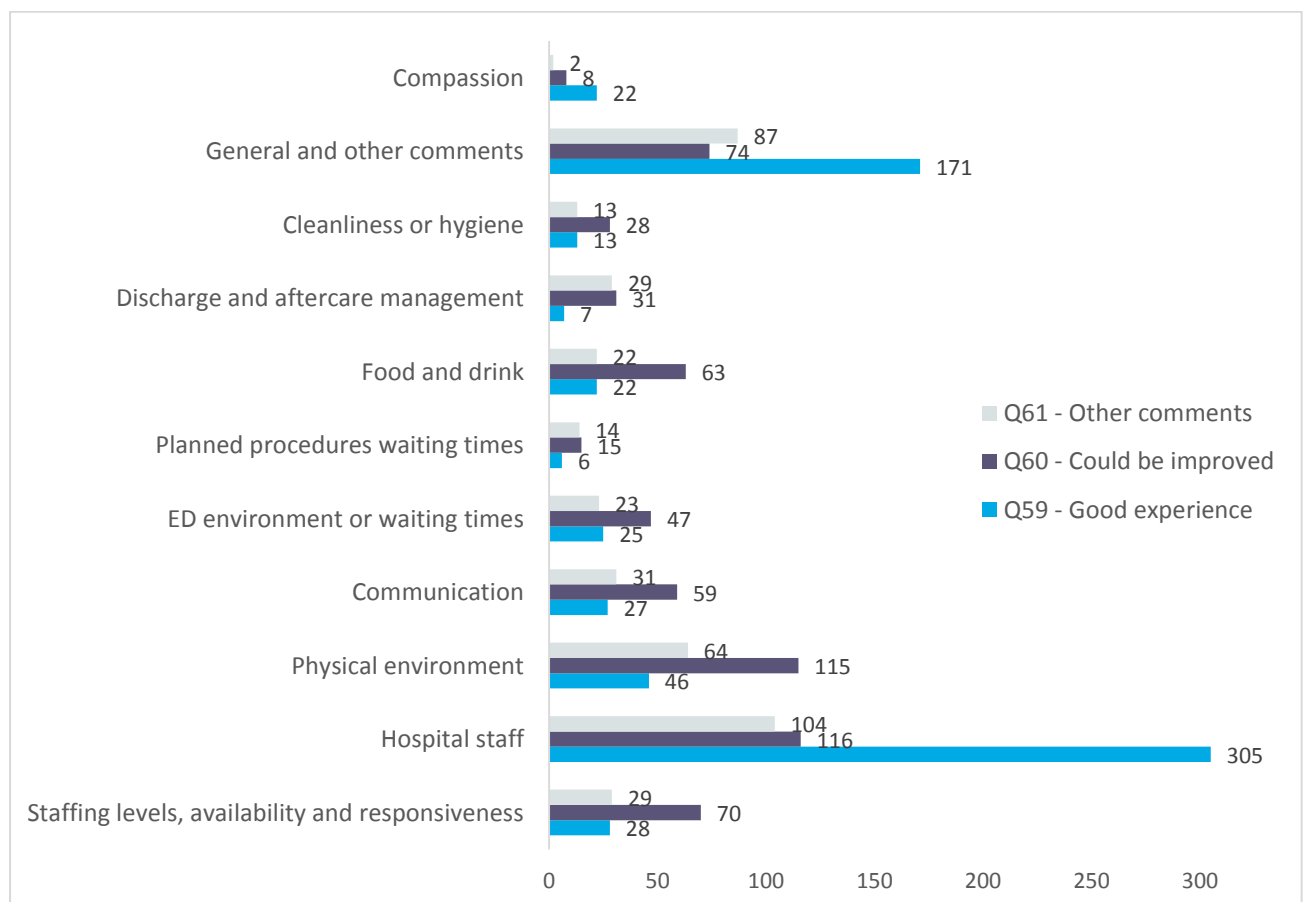


Figure 15 Example comments

Positive comments

"From entry to the A&E to diagnosis and surgery, to my aftercare and nursing care, I felt I was in the best possible hospital. Thank you to all involved. It is a magnificent team in St. Vincent's Hospital."	"Nursing staff were always friendly and took time to answer any questions. Also everyone addressed you on first name terms and told you/wore their first names which puts everyone at ease. Doctors took time to explain reasons for recommended procedure and all pros and cons associated."
"All nursing and medical staff were very efficient and caring I was very happy with the care and conditions during my stay."	"The nurses were always very pleasant even though they work long hours. They always answered any questions or queries I had."
"The nurses and care staff were brilliant, very friendly and helpful and I was assessed by a number of doctors in order to confirm diagnosis so they were very thorough."	"The medical care from doctors and nursing staff was excellent. The facilities in the room were good."

Suggestions for improvement

"The food wasn't great. Dry and hard to digest at times. Medication and tests (bloods etc.) given at inappropriate times, e.g. waking you up at 6am and giving medicine which you are never told to take after or with breakfast (8.30am). Blood pressure tests during breakfast etc."
"Communication between medical and nursing staff to patient. I was given wrong information in relation to my status on two occasions"
"Attitude of some care staff with elderly patients. Cleanliness of wards as had to wash my locker and table daily. Behind the beds was never cleaned. Some catering staff did not speak to us at all."

Conclusion

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

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

St Vincent's University Hospital received a below-average score for all stages of care. Participant ratings of care for this hospital were largely unchanged on 2018.

Three areas needing improvement were identified. While several patients said they were able to find someone to talk to about their worries and fears, and could also talk to a nurse if they needed to, the hospital scored below the national average for these two questions. Similarly, while most patients said they received help from staff to eat meals, St Vincent's University Hospital scored below the national average for this question.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who said they did not receive help from staff to eat meals were less likely to give a positive rating of their overall experience.

The findings of the 2019 survey will be used to help St Vincent's University Hospital improve the experiences of patients at the 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 28 which asked patients if they were able to find someone to talk to about their worries and fears had a strong relationship with overall experience. This means that patients who said they were able to find someone to talk to about their worries and fears were very likely to give a positive rating of their overall experience. Patients who were not able to 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 patients if staff wore name badges. The relationship between staff 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.

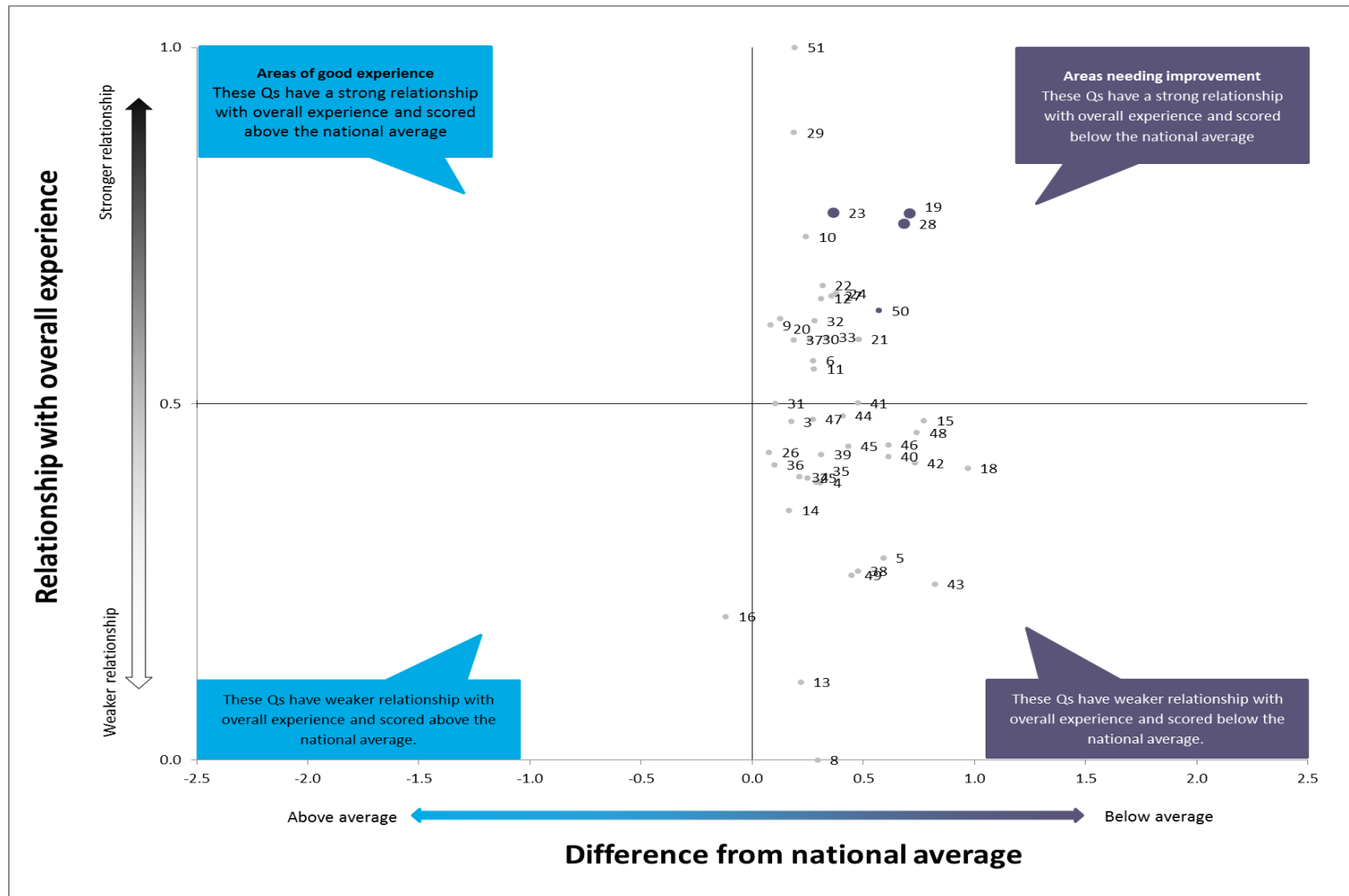
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

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

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

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

Figure 16 Improvement Map for St Vincent's University Hospital



How the improvement map is constructed

The improvement map is constructed by charting the normalised correlation between each question and overall experience on the vertical axis, against the difference between the hospital average and national average for each question on the horizontal axis.

What is correlation?

Correlation is a measure of the relationship between two variables. For example, in general there is a strong correlation between patients saying they were treated with respect and dignity, and patients giving a positive rating of their overall experience in hospital. It can thus be said that there is a strong correlation between respect and dignity, and overall experience. A 'correlation coefficient' is a number between 0 and 1 that represents the strength of a relationship, with 1 being the strongest possible relationship and 0 indicating that there is no relationship. Correlation does not tell us if a change in one variable is caused by a change in the other.

How do we calculate the correlation coefficient?

The first step in calculating the correlation coefficient between two variables is to calculate their 'covariance'. Covariance is a simple measure of the relationship between two variables and is calculated using the formula below:

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

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.