

National Inpatient Experience Survey 2019

Tallaght University Hospital

2019 survey results

Respondents



551

Number of respondents



60.1

Average age



43%

Participation rate

Overall experience

2019

Very Good
56%

Good
30%

Fair to Poor
14%

2018

Very Good
49%

Good
33%

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 higher than the hospital's 2018 score.



8.3
out of 10

Care on the ward

Patient ratings of 'care on the ward' in the hospital were about the same as the national average and last year's survey.



8.3
out of 10

Examination, diagnosis and treatment

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



7
out of 10

Discharge or transfer

Participant ratings of 'discharge or transfer' were about the same as the national average and last year's survey.



Structure and content of this report

About the National Inpatient Experience Survey 2019	4
What were the main findings for Tallaght University 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	8
Interpreting the results for the stages of care	8
Changes in patient experience over time.....	9
Admissions.....	10
Care on the ward.....	12
Examinations, diagnosis and treatment.....	14
Discharge or transfer	16
Other aspects of care.....	18
Overall experience.....	19
In their own words: analysis of patients' comments	20
Conclusion.....	22
What were patients' experiences of hospital care in Tallaght University Hospital in May 2019?	22
Appendix 1: Areas of good experience and areas needing improvement	23
Improvement map	23

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%. 551 patients from Tallaght 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 Tallaght University Hospital?

The majority of participants from Tallaght University Hospital reported positive experiences in hospital. 86% 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' and overall experience, while ratings of the other stages of care were about the same as the national average.²

Three areas of good experience were identified. These were areas where participants gave significantly above-average ratings. For example, many patients said that while they were in the emergency department, they were treated with respect and dignity and were also given enough privacy when being examined or treated there. In addition, most patients reported that all staff members wore name badges.

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

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

There were also three areas needing improvement. While the majority of patients gave positive ratings of cleanliness of wards and toilets or bathrooms, the hospital scored below the national average for the two questions covering these areas. Some participants said that they were offered a replacement meal if they missed a mealtime, but the overall rating for this question was below the national average.

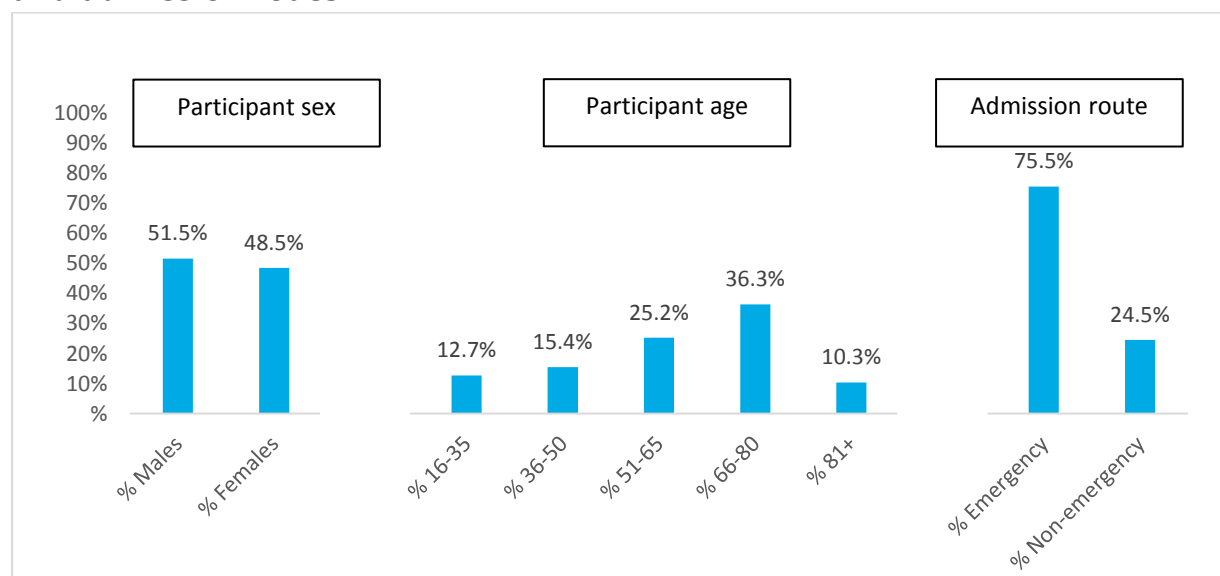
Patient ratings of 'admissions' and of overall experience were significantly higher than in the 2018 survey, while ratings for all other stages of care remained similar to last year's survey. The findings of the 2019 survey will help Tallaght University Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

Tallaght University Hospital is located in Dublin. There were 434 inpatient beds available in the hospital during the survey period of May 2019.

1,287 people discharged from Tallaght University Hospital during the month of May 2019 were invited to participate in the survey. 551 people completed the survey, achieving a response rate of 43%. 51.5% of participants were male and 48.5% were female. 416 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 Tallaght University Hospital.

Figure 1 Participants from Tallaght 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.

The areas of good experience in Tallaght University Hospital are:

Admissions

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

293 (79%) of the 372 people who answered this question said that they were always given enough privacy when being examined or treated in the emergency department.

Admissions

Respect and dignity in the emergency department | Q6

Of the 380 people who answered this question, 322 (85%) said that they were always treated with respect and dignity while in the emergency department.

Care on the ward

Staff name badges | Q13

Of the 443 people who answered this question, 353 (80%) said that all of the hospital staff wore name badges.

The areas needing improvement in Tallaght University Hospital are:

Care on the ward

Cleanliness of room or ward | Q10

Of the 528 people who answered this question, 351 (66%) said that the room or ward they were in was 'very clean'. This was below the national average on this question.

Other aspects of care

Cleanliness of toilet or bathroom | Q11

Of the 528 people who answered this question, 273 (52%) said the toilet or bathroom they used was 'very clean'. This was below the national average.

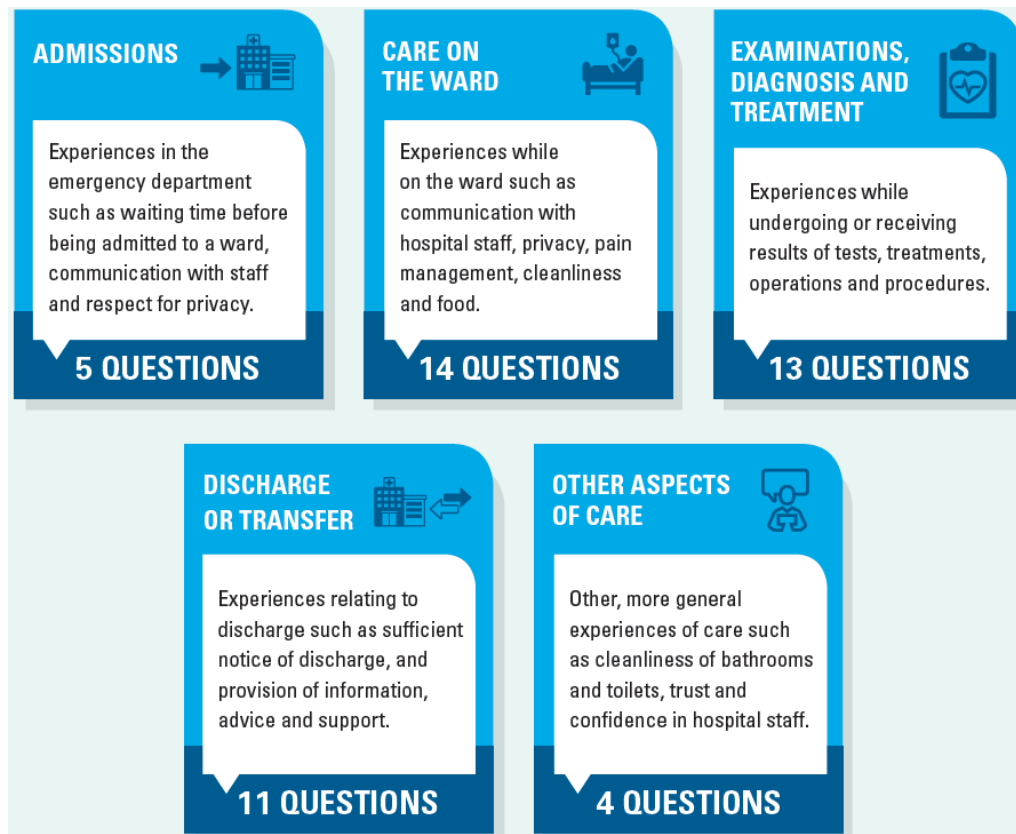
Care on the ward

Offer of a replacement meal | Q18

80 people (41%) said that they were offered a replacement meal if they missed a mealtime. The hospital 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

Patient ratings of 'admissions' and overall experience were significantly higher than in the 2018 survey. Ratings of the other stages of care were about the same as last year. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Annual comparison of stage of care scores³ for Tallaght University Hospital



³ 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 Tallaght University Hospital with the national average score for 'admissions' (out of a maximum of 10).

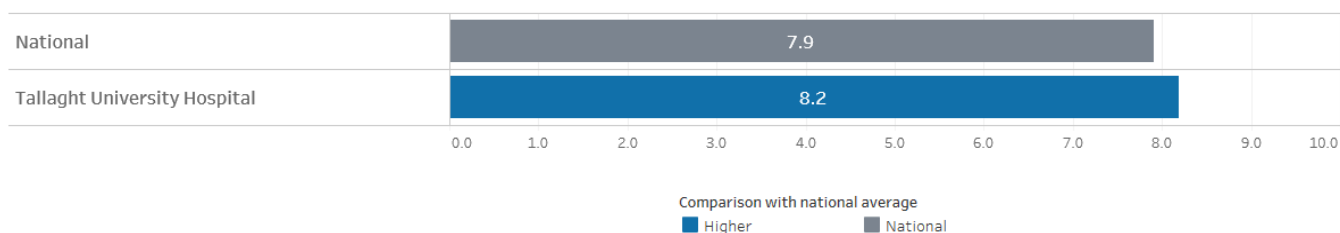
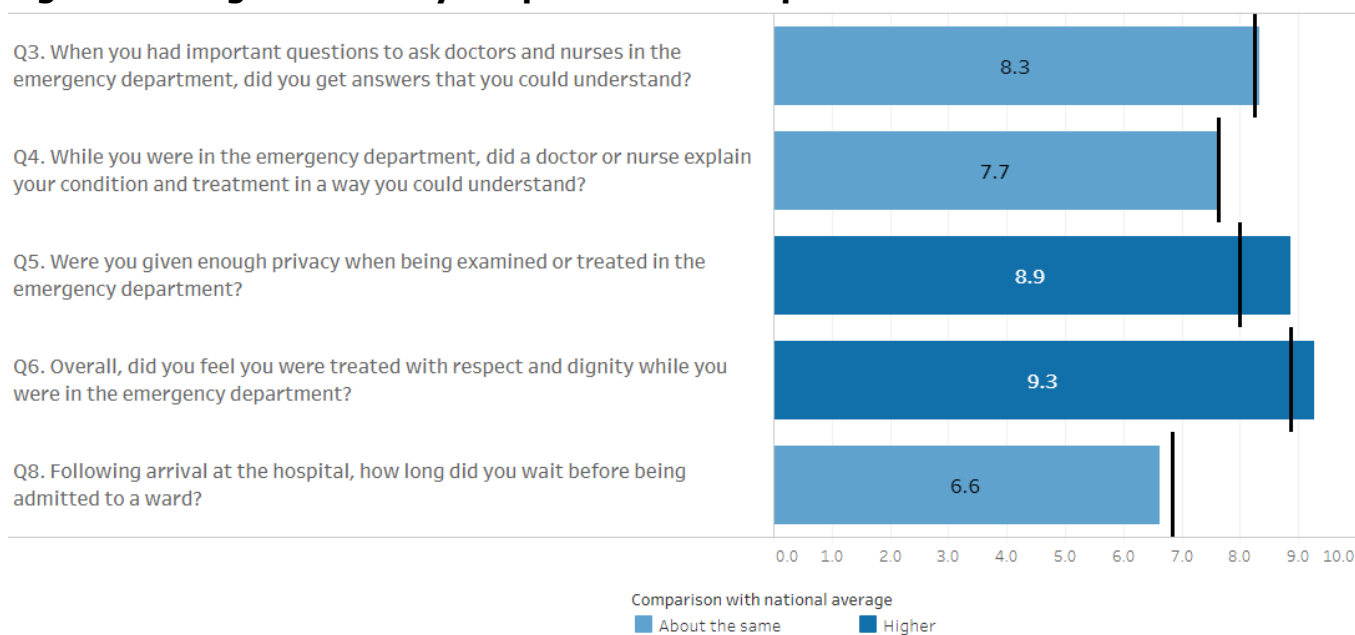


Figure 4 Tallaght University Hospital scores for questions on 'admissions'*



*The black line represents the national average

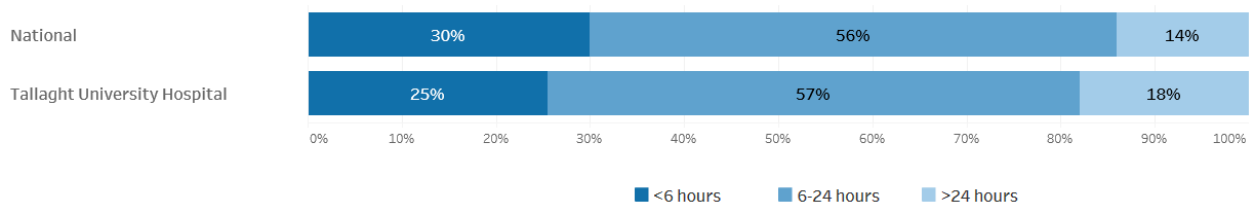
Emergency department waiting times⁴

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 Tallaght University Hospital, 91 respondents (25%) said they were admitted to a ward within six hours of arriving at the emergency department, while 202 respondents (57%) reported waiting between six and 24 hours. 64 respondents (18%) said that they waited 24 hours or more before being admitted to a ward in Tallaght University Hospital, with 15 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 Tallaght University Hospital compared with the national average.

Figure 5 Emergency department waiting times, as reported by patients for Tallaght University Hospital and nationally



Admissions: what do these results mean?

Patient ratings of admission to Tallaght University Hospital were higher than both the national average and 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 waiting times for admission to a ward.

⁴ 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 Tallaght University Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

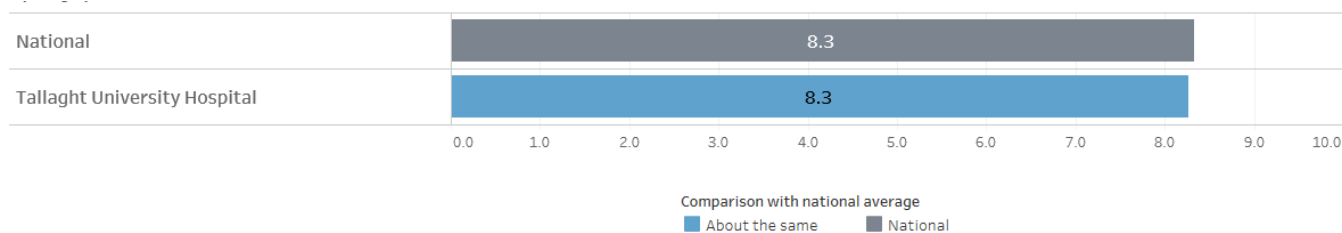
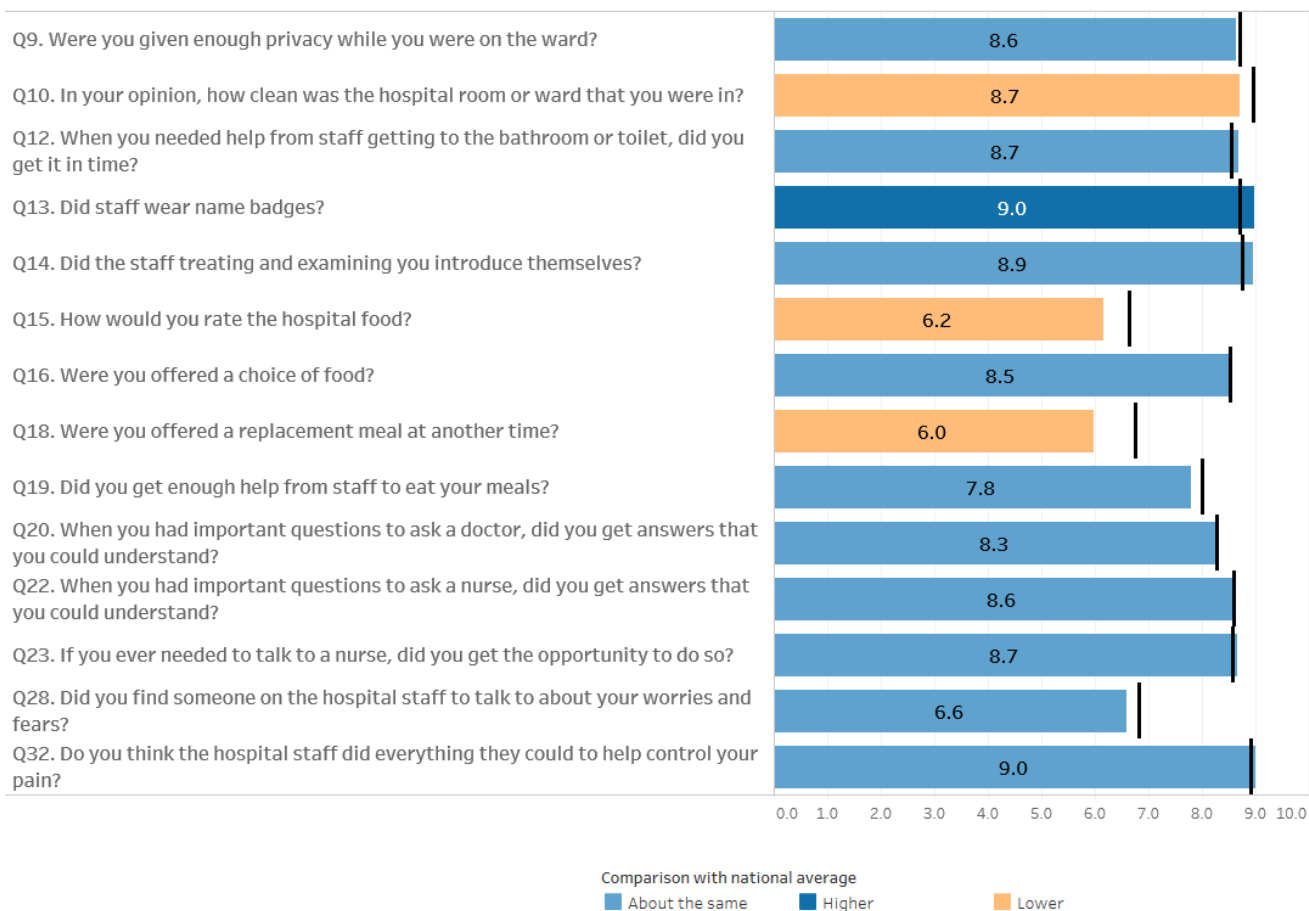


Figure 7 Tallaght University Hospital scores for questions on 'care on the ward'*



*The black line represents the national average

Care on the ward: what do these results mean?

Patient ratings of 'care on the ward' in Tallaght University Hospital were about the same as the national average and last year's score. Most patients said that all staff wore name badges and also felt that hospital staff did everything they could to help control their pain. The lowest scoring question for this stage related to whether patients received a replacement meal if they missed a mealtime.



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

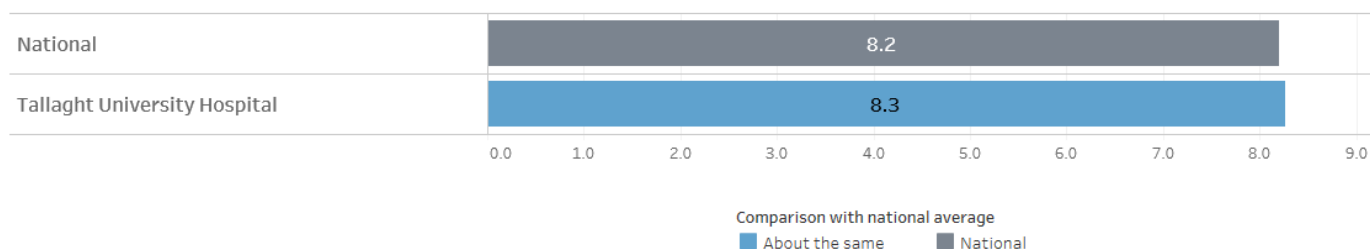
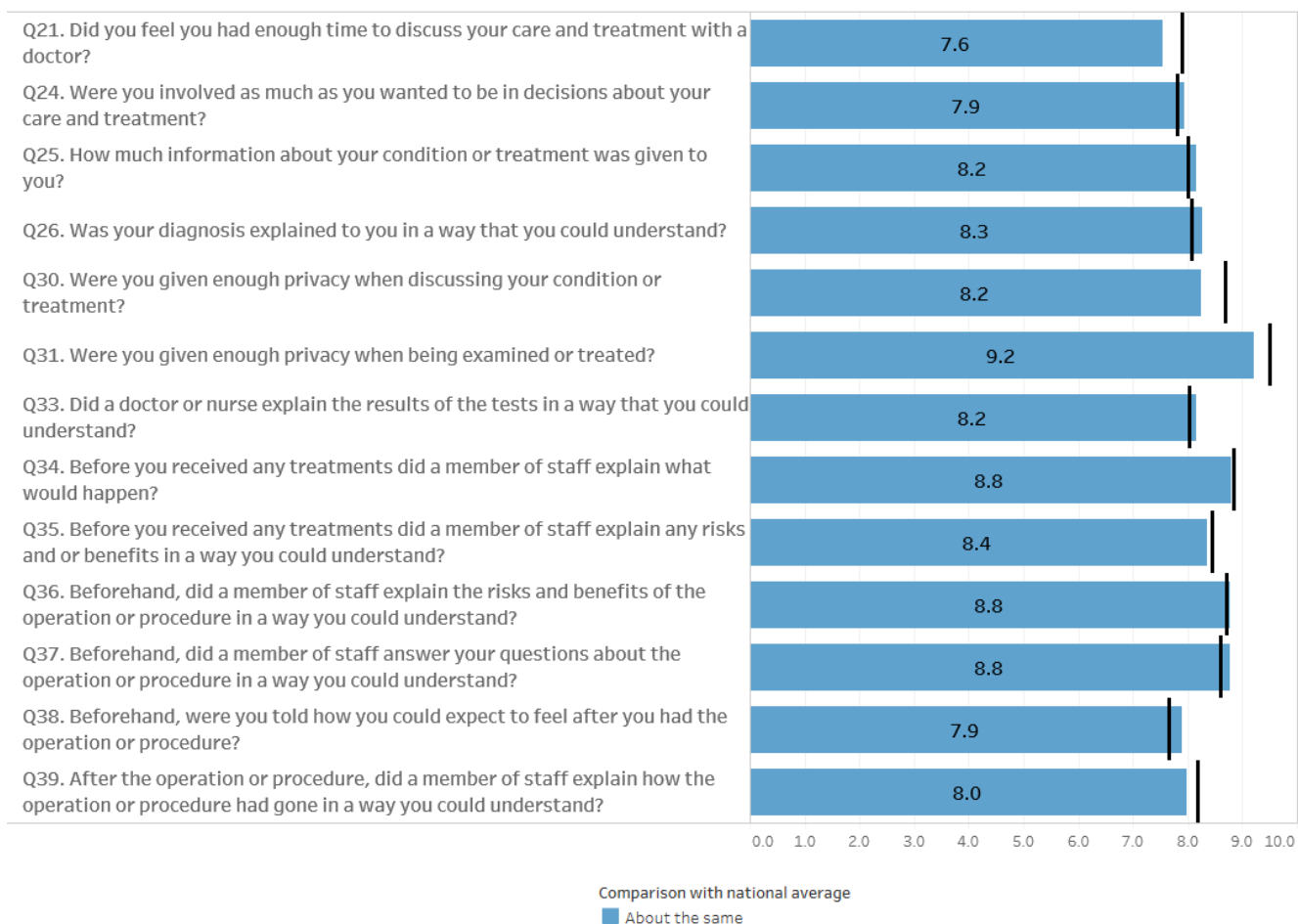


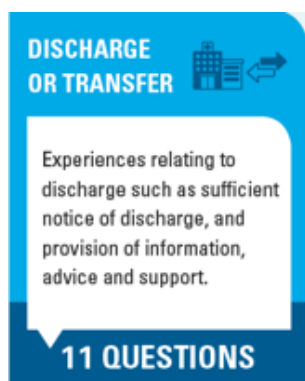
Figure 9 Tallaght University Hospital scores for questions on 'examinations, diagnosis and treatment'*



*The black line represents the national average

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

Ratings of 'examination, diagnosis and treatment' were about the same as both the national average and last year's survey. Most patients said that 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 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 Tallaght University Hospital with the national average score for 'discharge or transfer' (out of a maximum of 10).

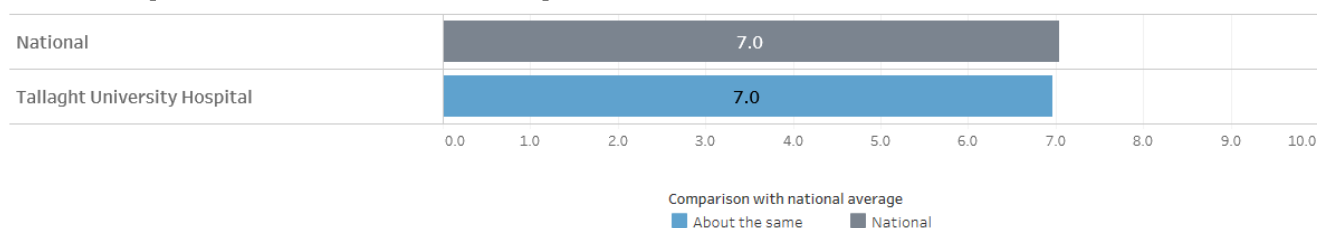
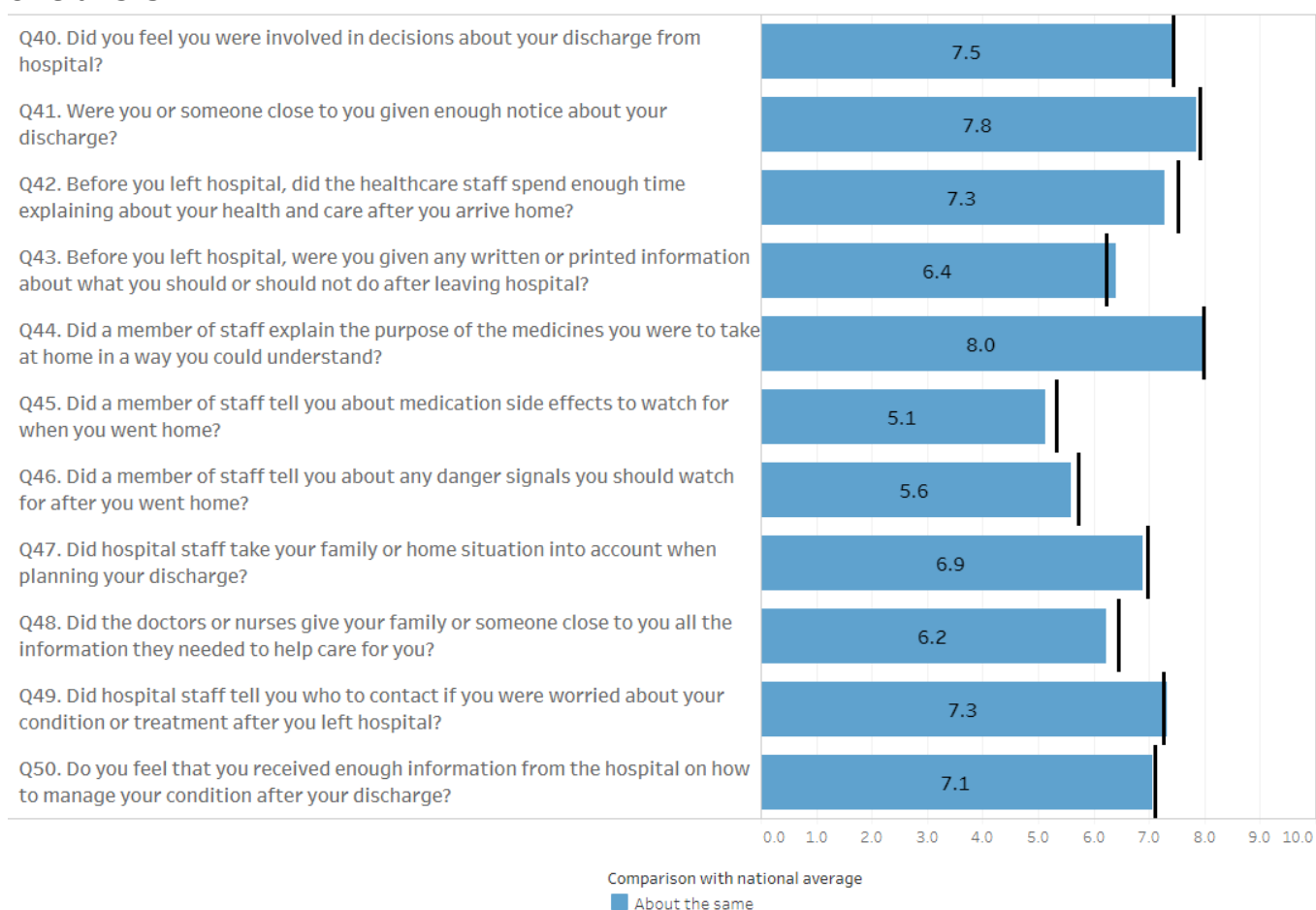


Figure 11 Tallaght University Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

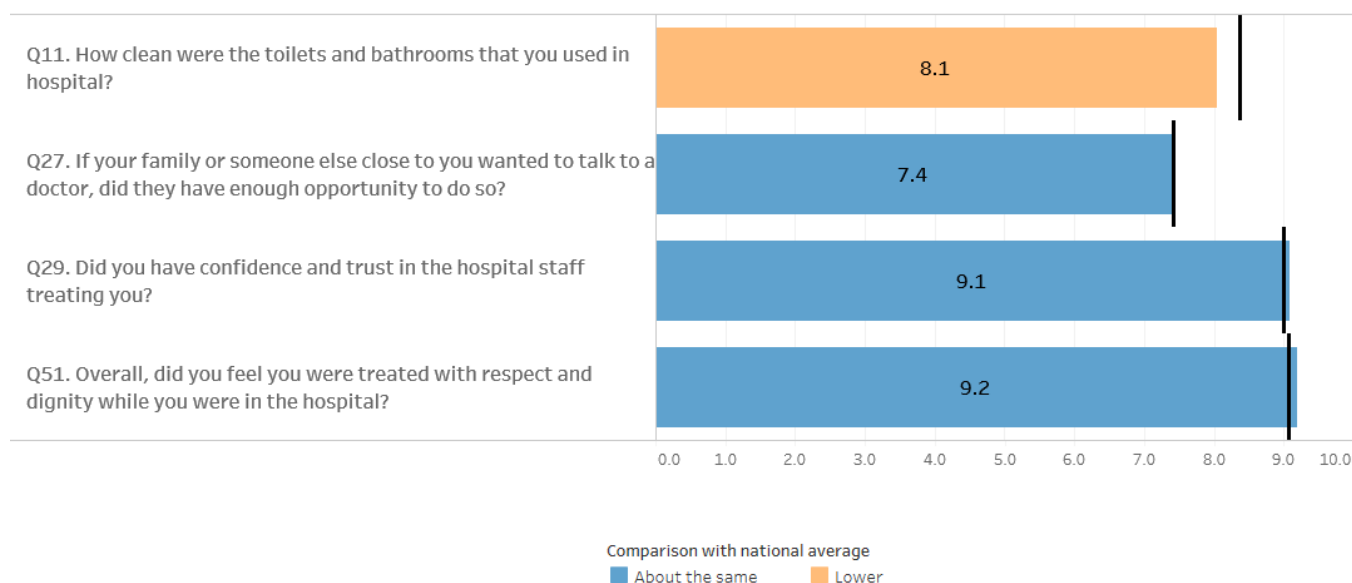
Participant ratings for this stage of care were about the same as the national average and last year's score. Most patients said that a member of staff explained the purpose of medications they were to take at home. The lowest scoring question for this stage related to whether the potential side effects of medication were explained to patients.



Other aspects of care

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

Figure 12 Tallaght University Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

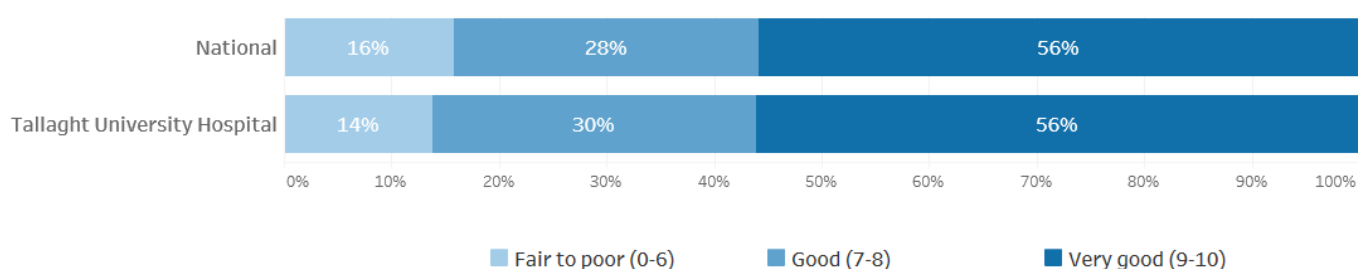
Most patients said that they were treated with respect and dignity while in Tallaght University Hospital. However, a number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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. 56% of participants from Tallaght University Hospital rated their care as very good, which was the same as the national figure of 56%.

Figure 13 compares the average overall rating of hospital experience for Tallaght University Hospital with the national average.

Figure 13 Overall rating of hospital experience for Tallaght 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, 814 comments were received from patients of Tallaght 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.

In relation to good aspects of care, most of the comments related to the 'hospital staff' and 'general and other comments' themes. Most patient suggestions for improvement 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

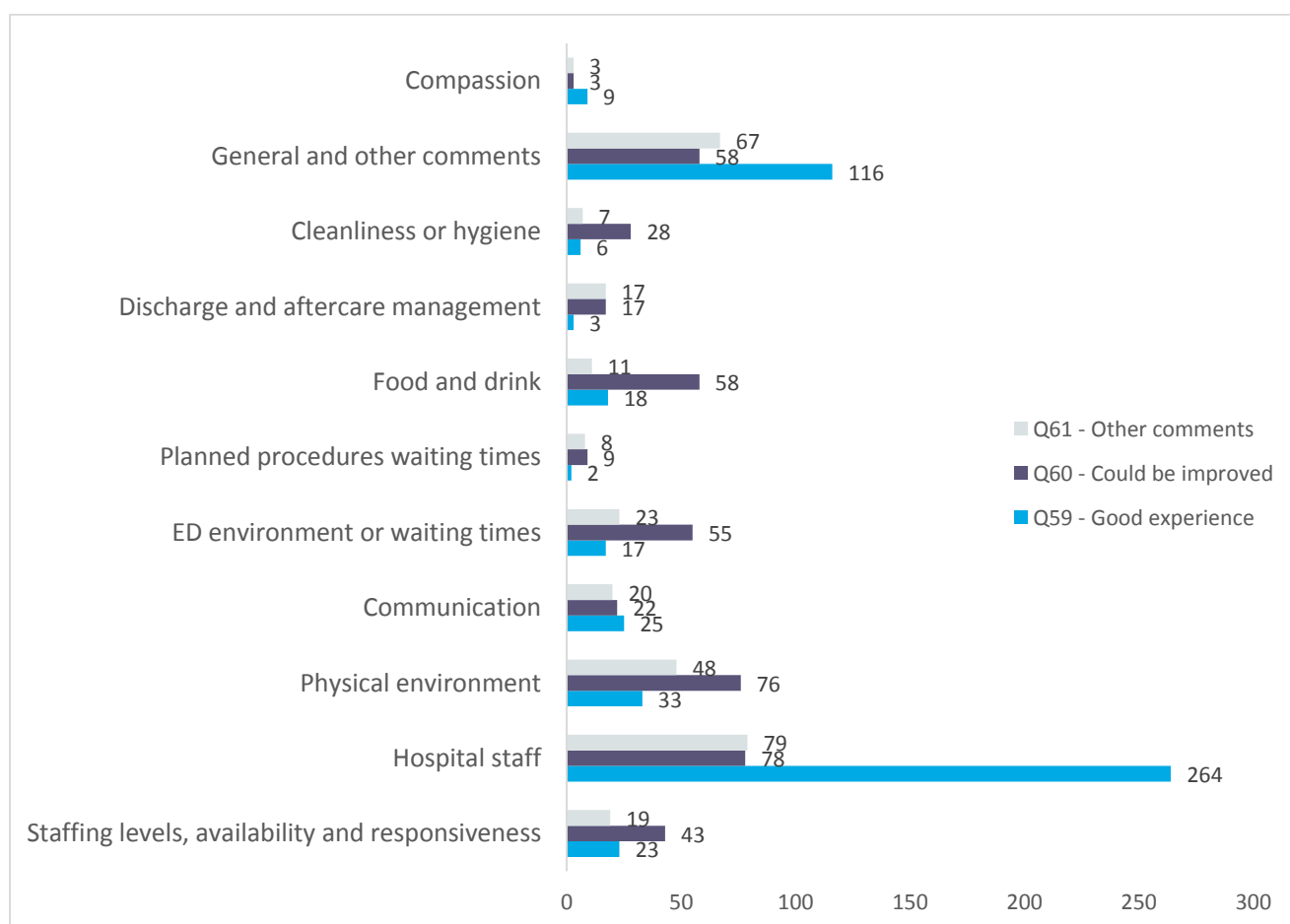


Figure 15 Example comments

Positive comments

"I found all the staff from doctors to nurse, kitchen staff, x-ray staff very helpful. I was very sick coming into A&E. My patient experience was 10/10."	"Yes the majority of nurses doctors and general staff were very helpfull and nice to talk to. I thought over all it is an excellent hospital and very well run."
"Everyone was very friendly and relaxed. Staff were constantly checking up on me. The doctors explained what was happening in a calm and thorough manner."	"From the time of my arrival at A&E to the time of my discharge from Tallaght Hospital, I could not have met better staff, medical or non medical anywhere. The treatment received from all personnel in the hospital could not be better. I am extremely grateful to all concerned."
"Always made feel comfortable and staff were very friendly. I would feel comfortable if I had to stay in Tallaght hospital again."	"The respect and dignity I was given was second to none. I have nothing but praise for all the staff I met during my stay at the hospital."

Suggestions for improvement

"After being admitted to the A&E, no one came to check on me for over 4 hours despite being in obvious pain and distress. I was also bypassed by the food trolley several times and had to supply my own food."
"Hospital food could be improved — the diet was too repetitive and could be changed after a few weeks — occasionally the food was inedible."
"The waiting area and waiting time in ED are not conducive to wellness. A feeling of disconnect to the consultant I was under (I saw him twice). No follow up — my GP has received no correspondence from Tallaght Hospital so therefore relying on my information for aftercare."

Conclusion

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

The majority of patients said that they had positive overall experiences in Tallaght University Hospital. 86% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Tallaght University Hospital received an above-average rating for the 'admissions' stage of care and for overall experience, while the other stages of care were similar to the national average. Participant ratings of care across the various stages were generally similar to last year's survey, apart from 'admissions' and overall experience, which received a significantly higher score than the 2018 survey.

Three areas of good experience were identified. These were areas where participants gave significantly above-average ratings. A number of patients said that they were always given enough privacy when being examined or treated in the emergency department, and were also treated with respect and dignity while in the emergency department. Most patients reported that all staff members wore name badges.

Three areas needing improvement were identified. While most patients gave positive ratings of the cleanliness of wards, toilets and bathrooms, Tallaght University Hospital scored below the national average in these areas. In addition, a number of patients said they were offered a replacement meal if they missed a mealtime, but the overall rating for this question was below the national average.

The findings of the 2019 survey will help Tallaght University Hospital to improve patients' experiences of care 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 patients if they were treated with respect and dignity had a strong relationship with overall experience. This means that patients who said 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 49 which asked patients if they were told who to contact if they were worried about their condition or treatment after leaving hospital. The relationship between receiving details on who to contact and patients' ratings of their overall experience was weak. This means that even if a patient was told who to contact, they may have given negative ratings of their overall experience, or if they did not receive this information, they may still have given positive ratings of their overall experience.

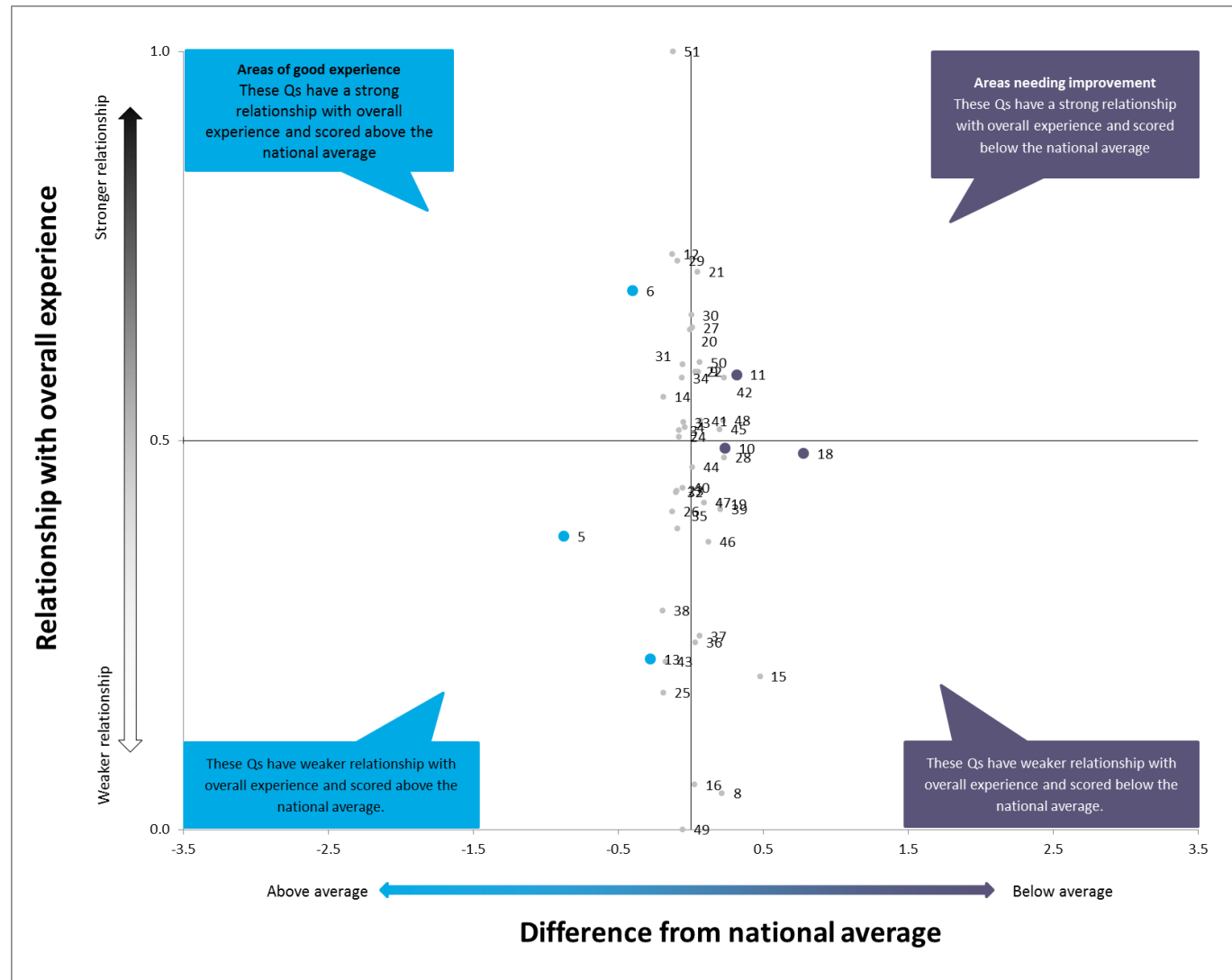
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 16, each dot shows a specific survey question for Tallaght 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 Tallaght 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.