

National Inpatient Experience Survey 2019

Mater Misericordiae University Hospital

Respondents



546

Number of respondents



62.8

Average age



42%

Participation rate

Overall experience

2019

Very Good
58%

Good
31%

Fair to Poor
11%

2018

Very Good
56%

Good
31%

Fair to Poor
13%

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.



8.3

out of 10

Care on the ward

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



8.3

out of 10

Examination, diagnosis and treatment

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



7

out of 10

Discharge or transfer

Participant ratings of 'discharge or transfer' were similar to the national average and 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%. 546 patients from the Mater Misericordiae University Hospital (referred to as 'The Mater' hereafter) 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 The Mater?

The majority of participants from The Mater reported positive experiences in hospital. 89% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved scores that were above the national average for the 'admissions' stage of care and for overall experience, while the other stages of care received scores that 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 they were treated with respect and dignity in the emergency department and in the wider hospital. In addition, most participants had confidence and trust in the hospital staff treating them.

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'.

However, the hospital received below average ratings for food, with some patients rating the hospital food they received as 'fair' or 'poor'.

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

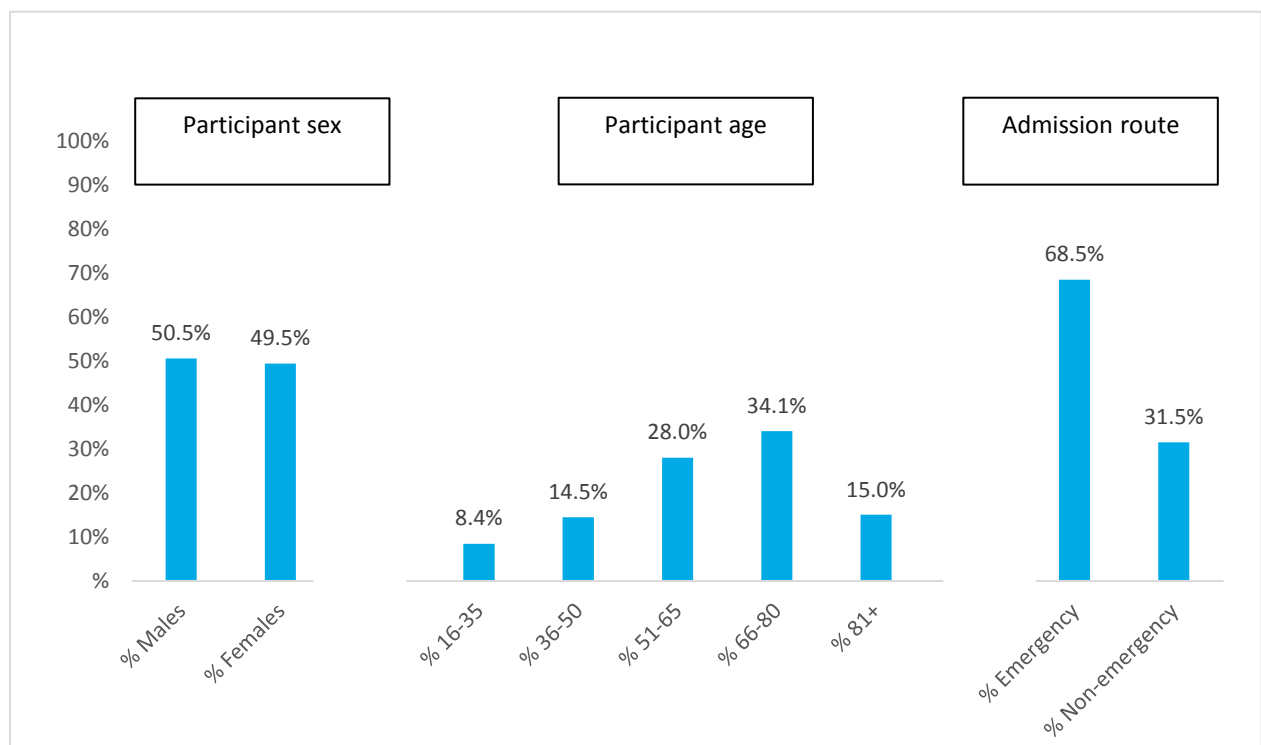
The findings of the 2019 survey will help The Mater to improve patients' experiences of care in hospital.

Hospital and participant profile

The Mater is located in Dublin city. There were 597 inpatient beds available in the hospital during the survey period of May 2019.

1,329 people discharged from The Mater during the month of May 2019 were invited to participate in the survey. 546 people completed the survey, achieving a response rate of 42%. 50.5% of participants were male and 49.5% were female. 374 respondents (69%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from The Mater.

Figure 1 Participants from The Mater 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 The Mater are:

Admissions

Respect and dignity in the emergency department | Q6

287 (87%) of the 331 people who answered this question said that they were always treated with respect and dignity while in the emergency department.

Care on the ward

Confidence and trust in hospital staff | Q29

Of the 535 people who answered this question, 462 (86%) said they always had confidence and trust in hospital staff.

Other aspects of care

Respect and dignity | Q51

Of the 531 people who answered this question, 464 (87%) said that they were always treated with dignity and respect while in hospital.

The areas needing improvement in The Mater are:

Care on the ward

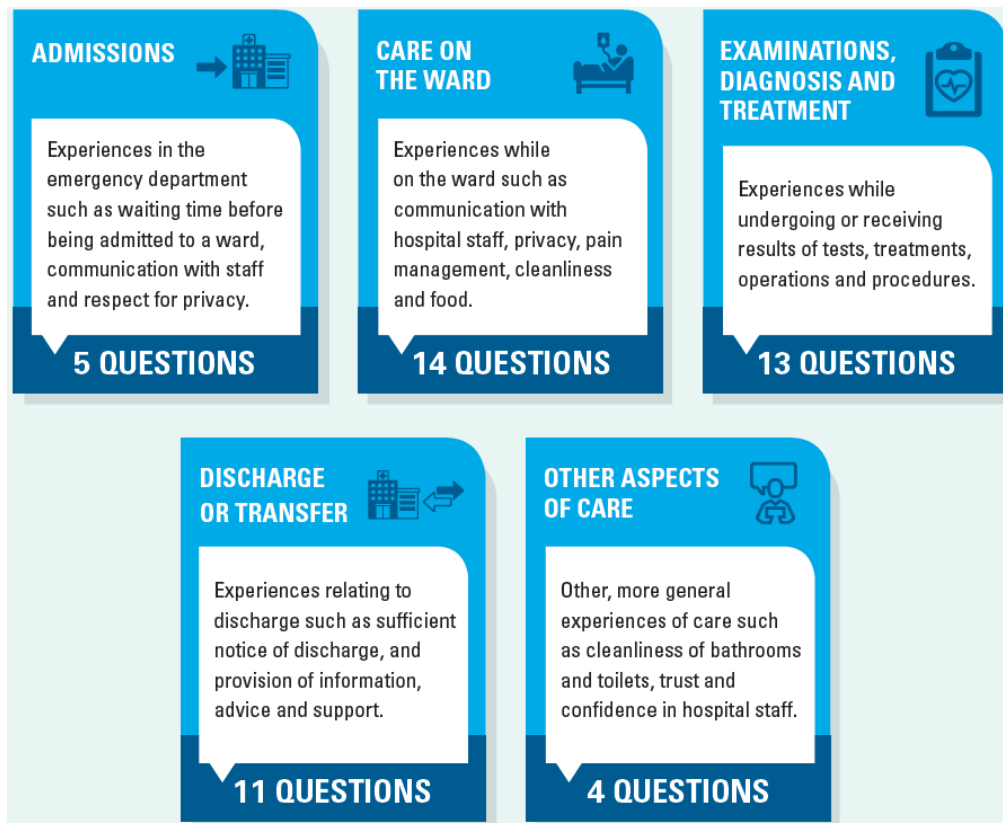
Food rating | Q15

Of the 519 people who answered this question, 152 (29%) rated the hospital food as 'very good'. 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'.

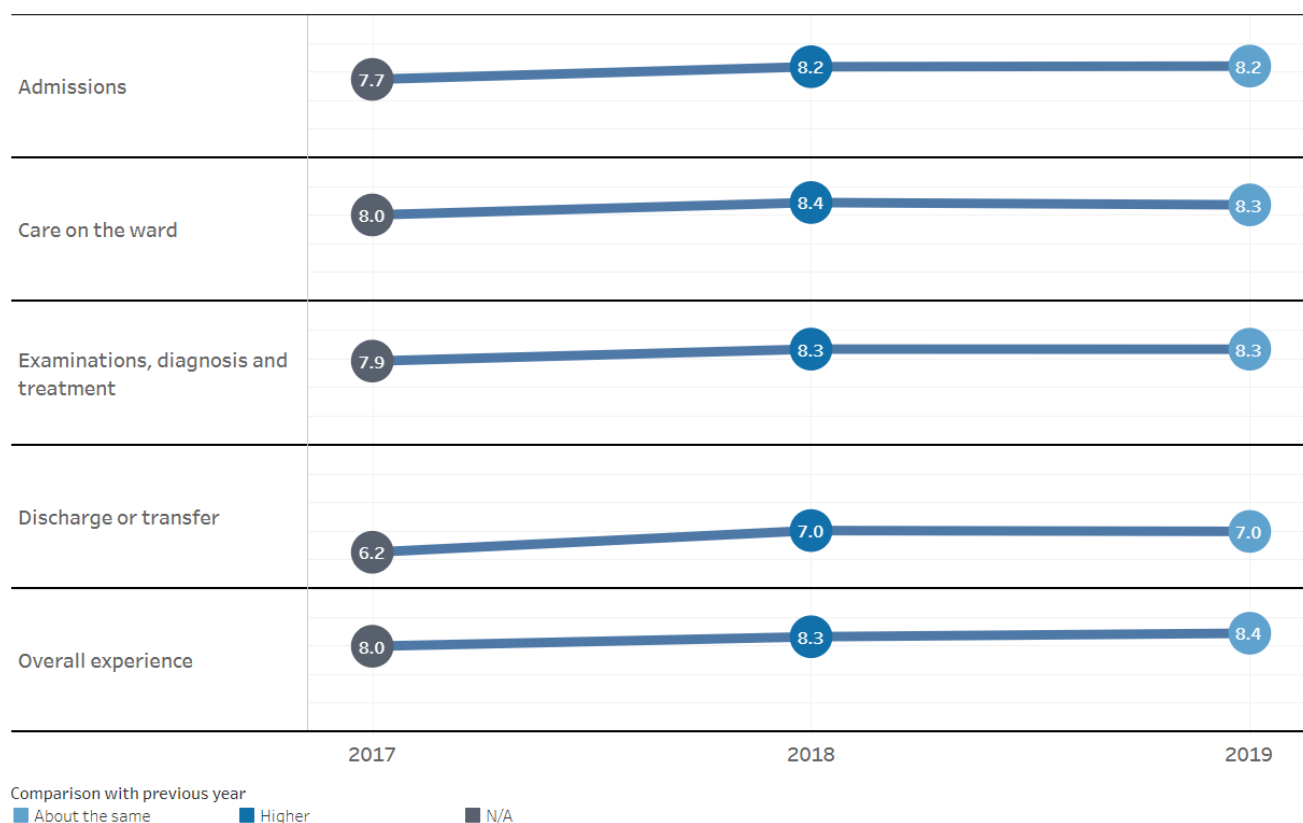
For further information on the analyses please consult Appendix 3 of the 2019 national report, available from www.yourexperience.ie.

Changes in patient experience over time

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 scores³ for The Mater.



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 The Mater with the national average score for 'admissions' (out of a maximum of 10).

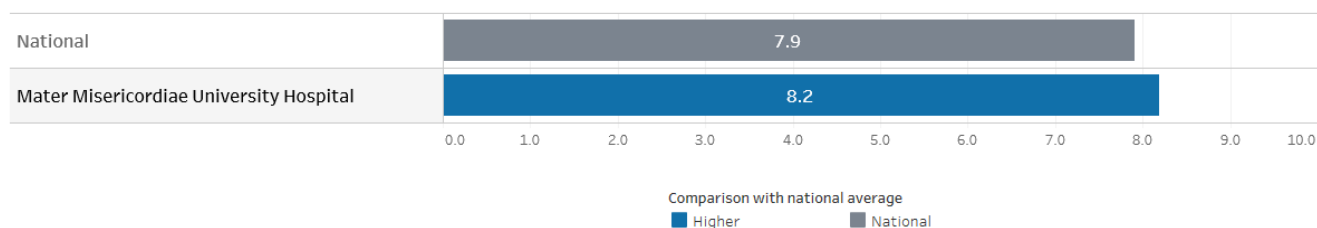
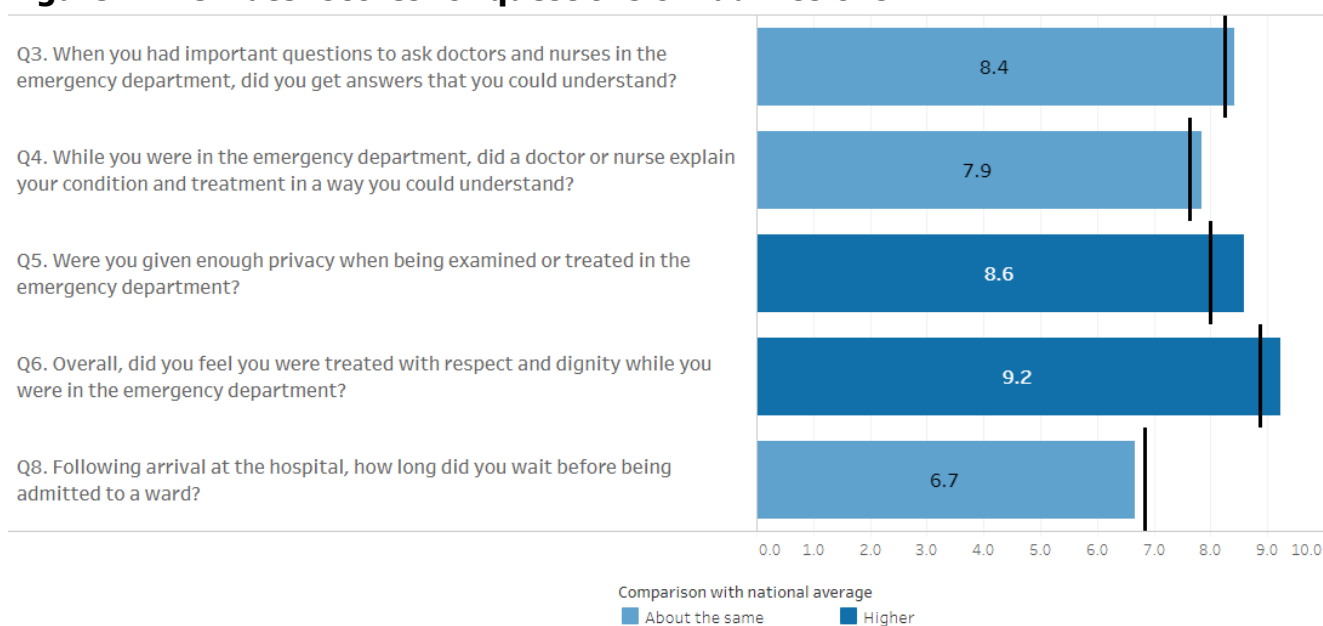


Figure 4 The Mater scores for questions on 'admissions'*



*The black line represents the national average

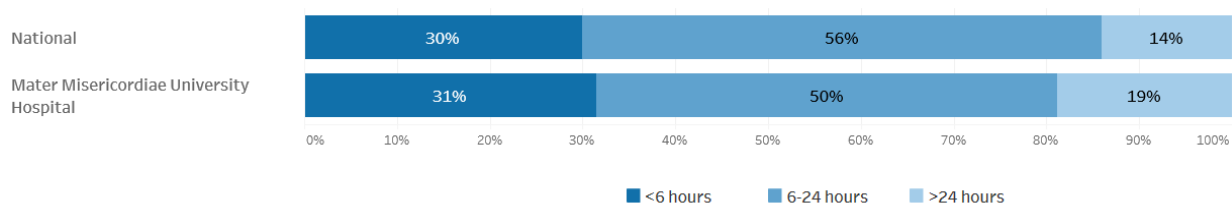
Emergency department waiting times⁴

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 The Mater, 100 respondents (31%) said they were admitted to a ward within six hours of arriving at the emergency department, while 158 (50%) reported waiting between six and 24 hours. 60 respondents (19%) said that they waited 24 hours or more before being admitted to a ward in The Mater, with 14 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 The Mater compared with the national average.

Figure 5 Emergency department waiting times, as reported by patients for The Mater and nationally



Admissions: what do these results mean?

Patient ratings of admission to The Mater were higher than the national average and similar to the hospital's 2018 score. Most patients said they were treated with respect and dignity in the emergency department. However, Q8, which relates to waiting times in the emergency department, received the lowest score in this stage of care.

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 The Mater with the national average score for 'care on the ward' (out of a maximum of 10).

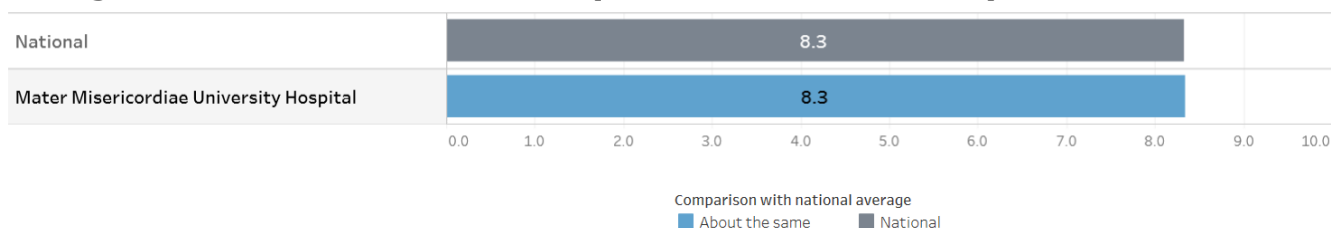
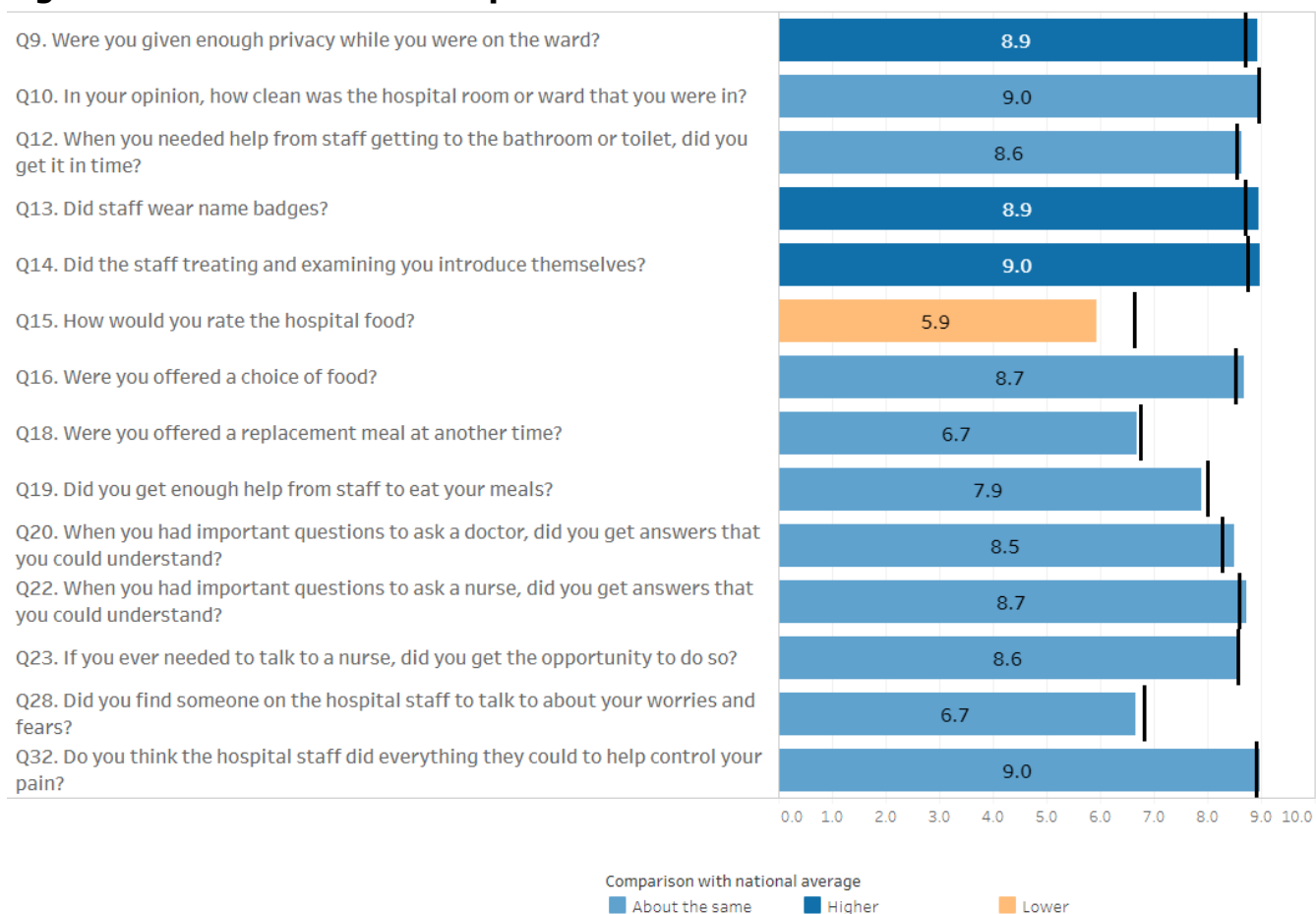


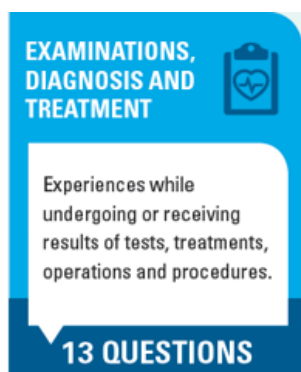
Figure 7 The Mater scores for questions on 'care on the ward'*



*The black line represents the national average

Care on the ward: what do these results mean?

Patient ratings of 'care on the ward' in The Mater were about the same as both the national average and last year's survey. Most patients felt that hospital staff did everything they could to help control their pain and also said that the staff treating and examining them always introduced themselves. In addition, most patients said their room or ward was clean. The lowest scoring question for this stage of care related to patient ratings of the hospital food, which scored below the national average.



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

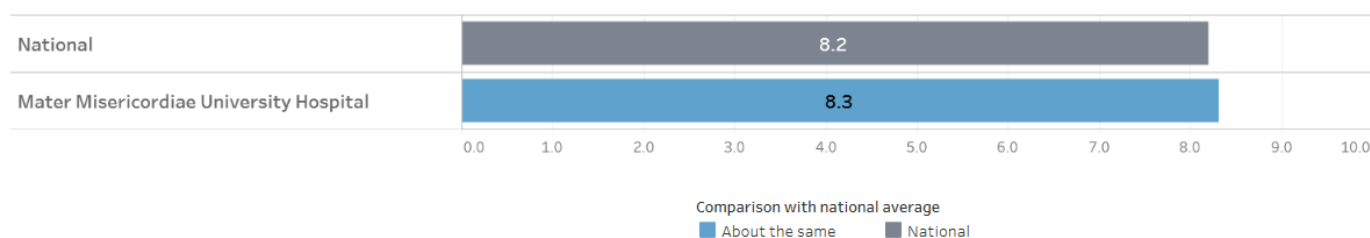
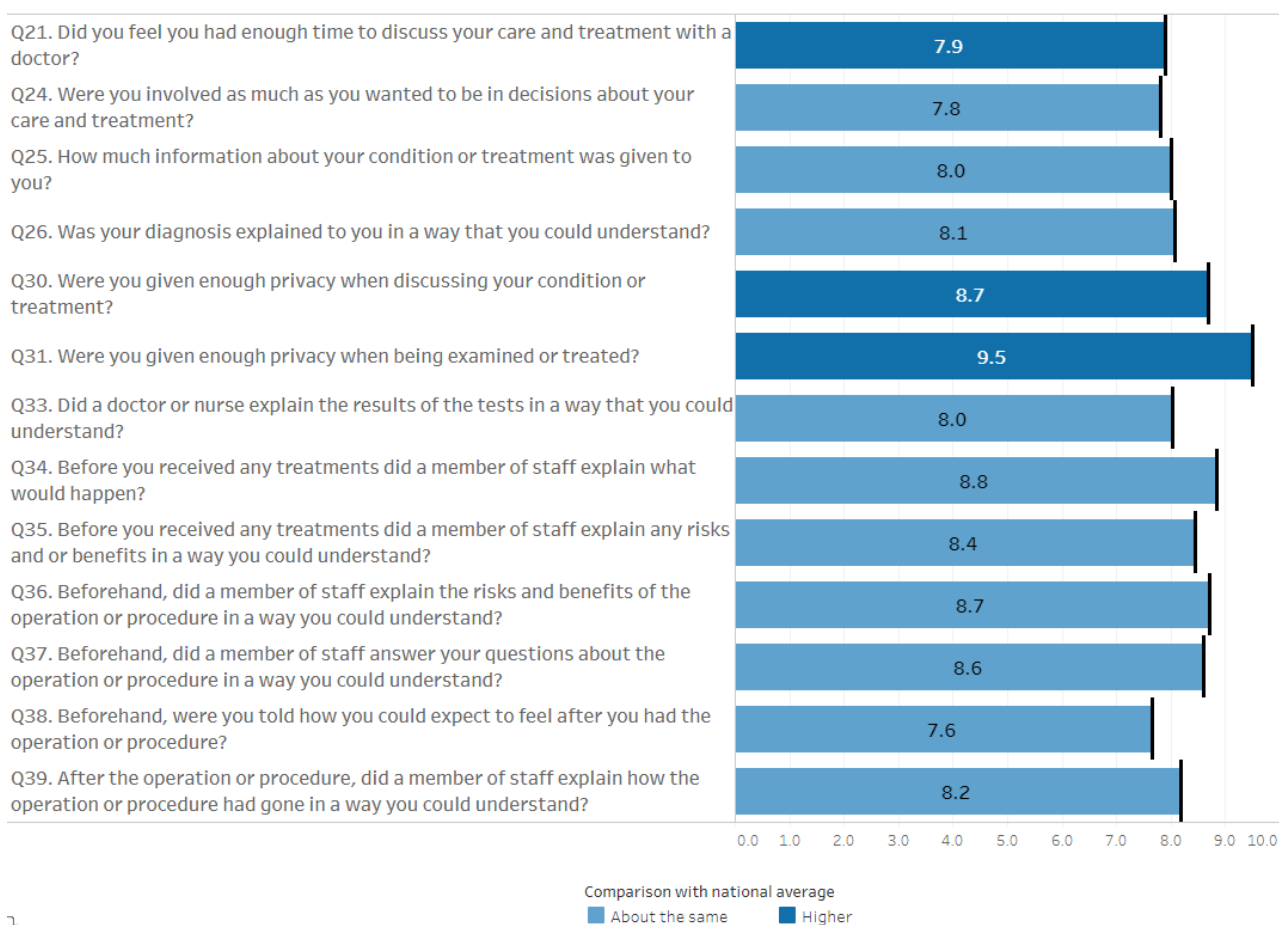


Figure 9 The Mater scores for questions on 'examinations, diagnosis and treatment'*

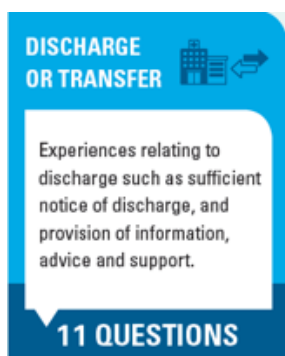


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*The black line represents the national average

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

Ratings of 'examination, diagnosis and treatment' were similar to the national average and to last year's survey. Most patients said that they were given enough privacy when being examined or treated. The lowest scoring question for this stage related to patients being told how they could expect to feel after they had an operation or procedure.



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 The Mater with the national average score for 'discharge or transfer' (out of a

maximum of 10).

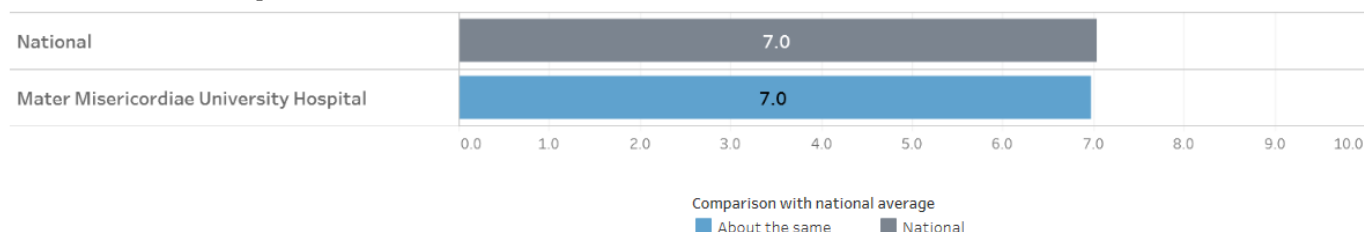
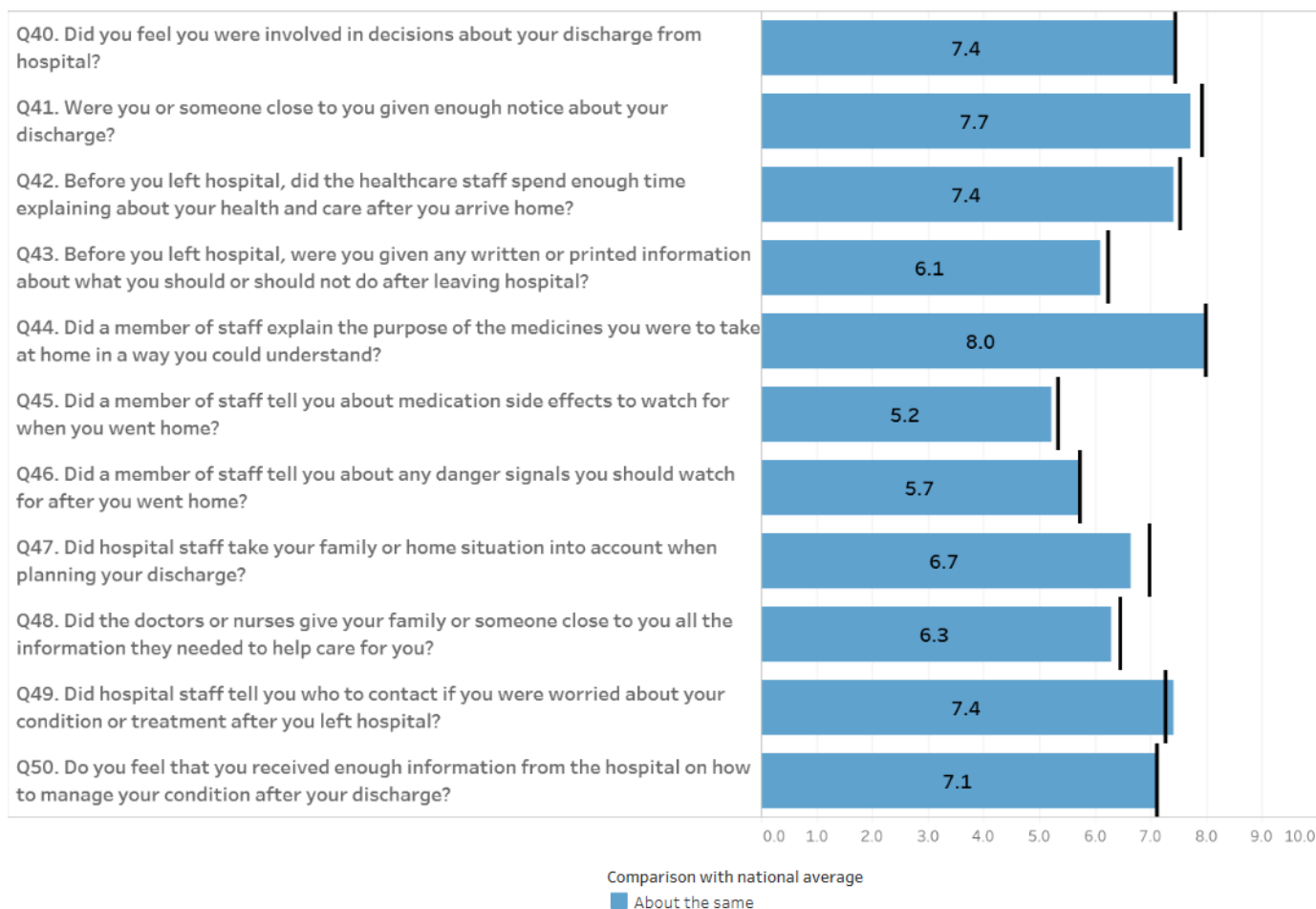


Figure 11 The Mater scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

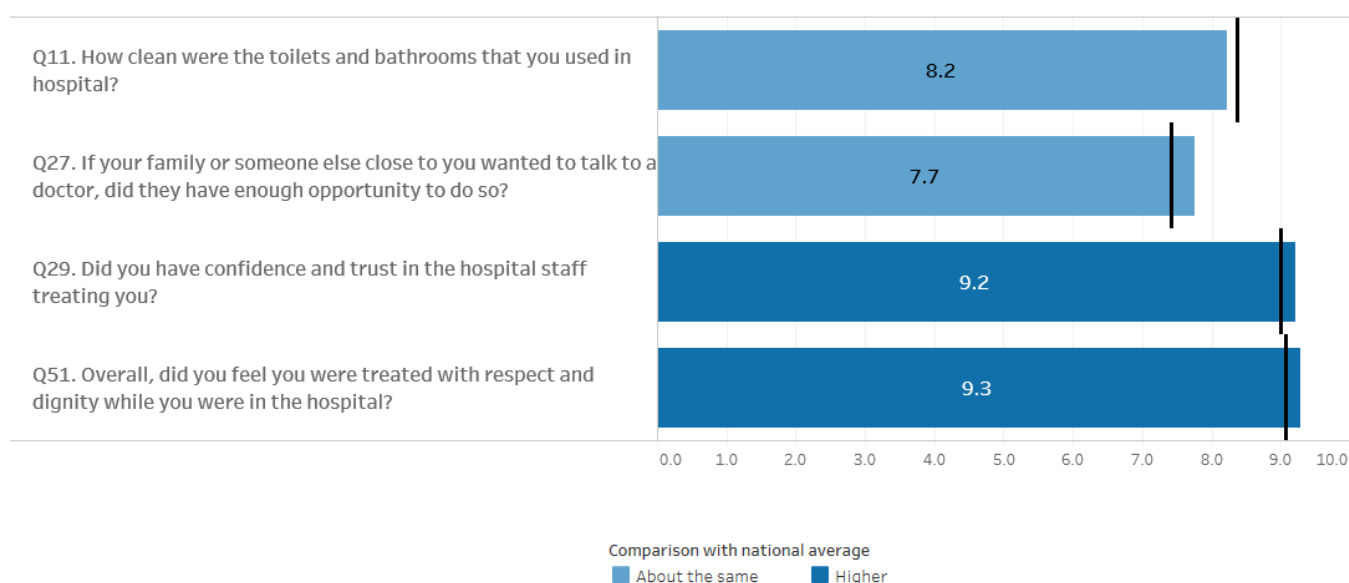
Participant ratings for this stage of care were similar to the national average and to last year's survey. Most patients said that staff explained the purpose of medications they were to take at home. However, a number of patients said that the potential side effects of medication were not explained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



Other aspects of care

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

Figure 12. The Mater scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

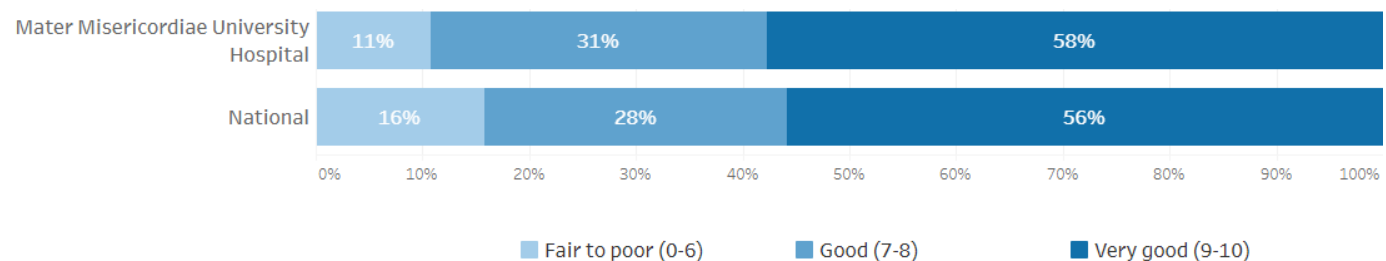
Most participants said that they were treated with respect and dignity and had confidence and trust in the staff that treated them. On the other hand, a number of patients said that there were insufficient opportunities for their families to talk to a doctor.

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. 58% of participants from The Mater rated their care as very good, slightly above the national figure of 56%.

Figure 13 compares the average overall rating of hospital experience for The Mater with the national average.

Figure 13 Overall rating of hospital experience for The Mater 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, 828 comments were received from patients of The Mater 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 'general and other comments' and 'hospital staff' themes. Most patient suggestions for improvement related to the 'physical environment', 'food and drink' and 'hospital staff' themes. Responses to Q61 covered various themes. A selection of relevant comments from these themes is provided in Figure 14.

Figure 14 Participant comments by theme

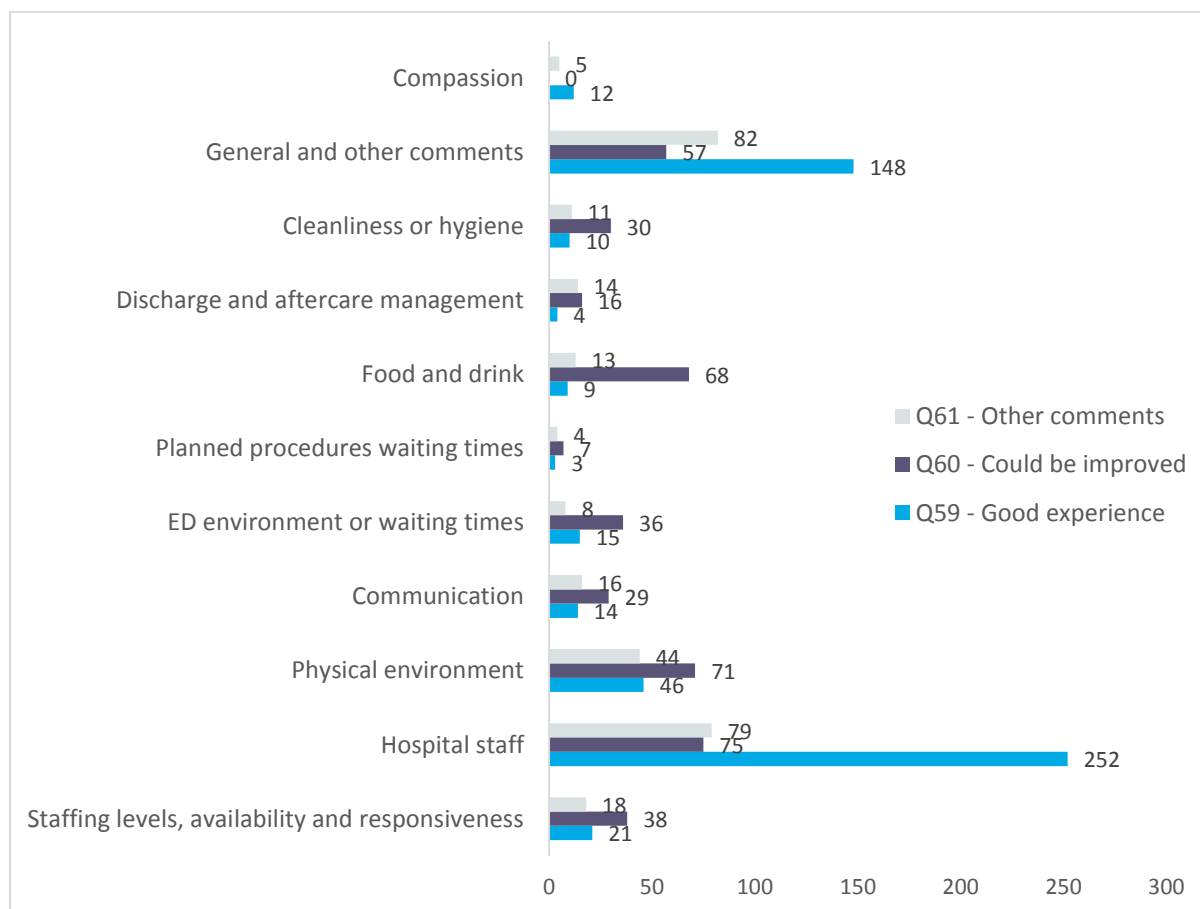


Figure 15 Example comments

Positive comments

<p>"The hospital staff could not do enough for you to help you to feel comfortable. On the night that I had [procedure name] I was feeling very sick and in a lot of pain and dizzy — they were there at every turn to make sure I was ok."</p>	<p>"All staff were helpful and friendly. Room and bed comfortable and clean. Meal times regular."</p>
<p>"The absolute professionalism of staff from surgeons to ordinary members — friendly and happy environment created by the friendliness displayed made me feel comfortable in my extended stay at the Mater hospital."</p>	<p>"My care was excellent from the time I got there for my operation. All the staff and doctors, nurses, cleaners, the people who served the food. I have never been in hospital before and I was terrified. The nurses and doctors put me at ease. Told me that they would take good care of me and they did, and I am very thankful."</p>
<p>"Nurses checked that I had all I needed and made me comfortable — warmth, blankets, fresh air, etc. They were friendly and easy to talk to when needed. I was well cared for at all times. Thank you."</p>	<p>"The health care assistants and nurses were all lovely to talk to, and treated me very well."</p>

Suggestions for improvement

<p>"Yes, the walk from admissions to theatre (through the hospital) was very humiliating. I felt embarrassed in my dressing gown and afraid I would meet someone I knew. The nurses and assistants seemed understaffed — I had to ring the bell to get assistance for another patient."</p>
<p>"Communication between the doctors managing the patients to ensure the patients are on the correct pain control and not removed from pain control incorrectly."</p>
<p>"Very disappointed with the bathrooms, toilet seats and floor — all wet every time I went in to use them."</p>

Conclusion

What were patients' experiences of hospital care in The Mater in May 2019?

The majority of participants from The Mater reported positive experiences in hospital. 89% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved above-average ratings for 'admissions' and 'overall experience', while ratings of the other stages were close to the national average. Participant ratings of care were generally similar to those received in 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, patients said that they had confidence and trust in the hospital staff and also reported that they were treated with respect and dignity throughout their hospital stay, including while they were in the emergency department.

On the other hand, the hospital scored below the national average for food, with a number of patients rating food as 'fair' or 'poor'.

The findings of the 2019 survey will be used to help The Mater 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 15. 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 13 which asked patients if hospital staff wore name badges. The relationship between staff wearing 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.

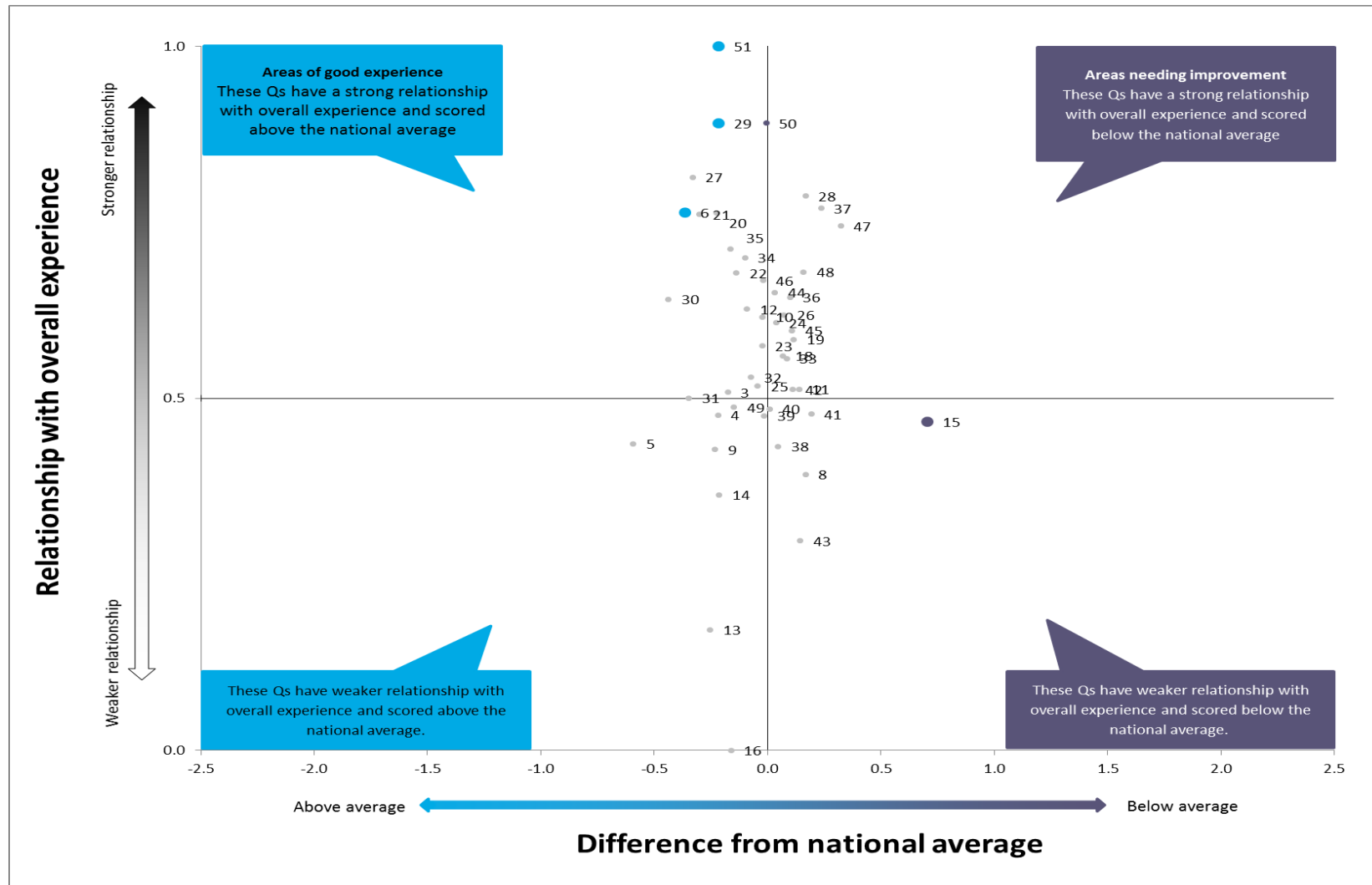
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 16, each dot shows a specific survey question for The Mater. 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 15 Improvement Map for The Mater



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.