



Review of Processes 2019
(February 2020)

1. For information

The National Inpatient Experience Survey is an annual survey providing patients with the opportunity to describe their experiences of public acute hospital care in Ireland. The aim of the survey is to learn from patients' feedback to find out what is working well in our hospitals, and what needs improvement.

The survey is part of the National Care Experience Programme, a partnership between the Health Service Executive (HSE), the Health Information and Quality Authority (HIQA) and the Department of Health. The HSE responds to the results of the National Inpatient Experience Survey by developing quality improvement plans at national, hospital and hospital group levels. In addition, the results of the inpatient survey inform national policy (Department of Health) and healthcare regulation and monitoring (HIQA).

Why do we conduct a review of processes?

The National Care Experience Programme is committed to continuous quality improvement and carries out a review of processes after each survey cycle. This involves asking key stakeholders, through a targeted public consultation, which processes worked well and what can be improved. The findings of the public consultation are then used to inform and improve the next survey cycle.

Conducting a review of processes allows the National Care Experience Programme to improve the planning and implementation of the National Inpatient Experience Survey, by replicating processes that work well and addressing areas that need improvement. Stakeholder feedback in previous reviews has directed how the National Inpatient Experience Survey is promoted to staff and patients, how the results of the survey are reported on and what training may be required for stakeholders involved in implementing the survey.

Response rate

In all, 293 stakeholders were invited to participate in the public consultation. The consultation was conducted through the online survey platform Crowd Signal and had a response rate of 14% with 41 responses.

2. Purpose

The purpose of this document is to provide an overview of the feedback received from the public consultation on the planning, implementation and outputs of the National Inpatient Experience Survey 2019. This document gives an overview of the public consultation process and recommendations for the future administration of the survey.

3. Scope

The review will discuss respondents' feedback on:

- promoting the survey
- training and development
- reporting the results of the survey.

A number of challenges raised by respondents are beyond the scope of this review, namely the frequency of the survey, the length of the survey questionnaire and resourcing within the HSE.

4. The consultation process

A public consultation was conducted from 3 to 17 December 2019. A link to an online evaluation was distributed by email to stakeholders who had direct experience of National Inpatient Experience Survey processes. Stakeholders included the:

- General Managers of participating hospitals
- Chief Executive Officers of participating hospital groups
- National Inpatient Experience Survey hospital leads in participating hospitals
- PAS (Patient Administration System) staff in participating hospitals
- National Inpatient Experience Survey governance group members
- people with access to the National Inpatient Experience Survey dashboard, a password-protected, online reporting tool.

The evaluation consisted of the following six open-ended questions:

Evaluation

- 1) In relation to the National Inpatient Experience Survey, what area do you work in?
 - Nursing
 - Patient Administration System (PAS)
 - Information technology
 - Patient liaison, safety and quality
 - Data processing
 - Website development and design
 - Governance group member
 - Other
- 2) What was good about the implementation of the survey in 2019?
- 3) What could be improved about the implementation of the survey?
- 4) What do you think of the current reports and online reporting tools?
- 5) How can we increase response rates to the survey?
- 6) Are there any areas or topics that you would like us to develop training on? What format would work best?

5. Overview of the responses received

5.1 Communication and engagement

The National Inpatient Experience Survey promotes the survey to eligible survey participants using a wide variety of tools to ensure a high response rate. This includes:

- a dedicated website and helpline
- national media campaigns
- promotional materials for hospitals, including Frequently Asked Questions, posters and napkins that carry the survey's branding
- staff information and training sessions
- visits to participating hospitals by representatives of the survey, to promote the survey to staff
- weekly updates for hospitals on their response rates, during the survey cycle.

Respondents to the online evaluation noted that roles and responsibilities were clear and that the survey was well promoted to staff and patients.

Recommendations on communications

- As the survey is now in its third year, processes are streamlined and roles and responsibilities are clearly defined. Current survey processes should be repeated in 2020.
- An onsite resource should be made available to promote the survey to eligible survey participants, potentially in the form of a survey champion.
- A number of respondents felt the survey should be promoted further through the traditional methods used, as outlined above, and that additional promotion of the survey should be targeted at cohorts with a lower uptake of the survey, for example young people and people with literacy issues. Respondents additionally felt that further methods could be used to promote the survey and increase response rates, namely advertisements on television, public transport and screensavers on staff computers in hospitals.
- Eligible survey participants could be reminded about the survey by email and or text.
- Further education and information for staff should be provided to assist in promoting the survey to eligible survey participants.
- Quality improvements resulting from the survey should be promoted to staff and eligible survey participants to demonstrate the value of participating in the survey.

5.2 Training and development

The National Care Experience Programme has provided training and guidance for hospital staff on how to extract and submit data to conduct the survey and how to interpret survey responses. Question 6 asked stakeholders if they felt that the National Care Experience Programme could provide further training.

Recommendations on training and development

The data suggests that training should be provided on how to:

- promote the survey to eligible survey participants, including how to engage with frontline staff to ensure they encourage patients to take part
- improve response rates
- interpret the results of the survey
- use the results of the survey to develop quality improvement plans, potentially drawing on examples of successful quality improvements implemented previously
- develop and implement quality improvements within existing budgets
- report and disseminate results at a local level.

5.3 Reporting

Respondents to the public consultation had access to the findings through an online, interactive, publically-accessible reporting tool and standard reports published on www.youexperience.ie. Nominated hospital staff also had access to the data through a dashboard, which brings live anonymised data, from patients to healthcare professionals in real time.

Respondents stated that reporting was accessible, interactive and intuitive.

Recommendations on reporting

- Due to weighting*, dashboard data does not always directly align with improvement maps published in reports. Therefore quality improvement plans based on dashboard data, may not align with improvement maps and reports, published on www.youexperience.ie. Training needs to be provided on how to interpret data on the dashboard.
- Further guidance should be provided on the improvement map as some respondents found it difficult to interpret.
- The statistical significance of changes in responses year on year should be made available on the dashboard.
- The agility of the dashboard to filter, compare, export and print data in a high-quality, accessible format needs to be reviewed.

* Weightings are applied to account for the differences in age and admission profiles of each hospital. This facilitates fairer comparisons between hospitals with different patient cohorts. Weightings can only be applied once all of the survey responses have been received. Therefore, weightings are not applied to the live survey responses on the dashboard but are applied to the data on the publically accessible online reporting tool and in the reports published on www.youexperience.ie.

6. Overview of recommendations

- Survey champions should be nominated for each hospital.
- Quality improvements resulting from surveys should be drawn on to promote the survey to staff and patients.
- Further methods of promoting the survey should be researched.
- Further training on promoting the survey and interpreting and using the results of the survey is needed.
- The intuitiveness and agility of the dashboard need to be reviewed.

7. Next steps

The fourth annual National Inpatient Experience Survey will take place in May 2020.

The recommendations outlined in this document will be reviewed by the National Inpatient Experience Survey Programme Board and will be used to inform and improve the planning and delivery of the National Inpatient Experience Survey 2020. The Review of Processes for the National Inpatient Experience Survey 2019 will be published on www.youexperience.ie.



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