



Impact report 2019

About the National Care Experience Programme

The National Care Experience Programme seeks to improve the quality of health and social care services in Ireland by asking people about their experiences of care and acting on their feedback. The National Care Experience Programme is a joint initiative by the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health.

A Steering Group was established to oversee the National Care Experience Programme and the implementation of the programme's Strategic Plan (2019 – 2021). The group is chaired by Phelim Quinn (Chief Executive Officer, HIQA) and includes representatives from each of the partner organisations as well as people using services.

The National Care Experience Programme includes the National Inpatient Experience Survey — an annual survey providing patients with the opportunity to describe their experiences of public acute hospital care in Ireland. The purpose of this survey is to learn from patients' feedback to find out what is working well in our hospitals, and what needs improvement. The results of the National Inpatient Experience Survey inform the development of quality improvement plans at hospital, hospital group and national levels, informs regulation and national legislation.

The National Maternity Experience Survey offers women the opportunity to share their experiences of Ireland's maternity services. The aim of the survey is to learn from the experiences of women to improve the safety and quality of the care that they and their baby receive. The first National Maternity Experience Survey will be carried out in early 2020.

A National Care Experience Programme competency centre is currently under development in order to provide support, guidance, information and leadership on the appropriate collection and use of care experience data for all engagement programmes in the health and social care services.

The National Care Experience Programme will expand to include three further surveys of health or social care services by 2021:

- end of life
- older persons
- maternity bereavement experiences.

Introduction

Measuring and reporting on the impact of projects promotes transparency, allows for evaluation of a project against its stated objectives and demonstrates the effectiveness of a programme.

A commitment has been made as part of the National Care Experience Programme's Strategic Plan (2019 – 2021) to measure its impact on healthcare policy, practice and regulation. HIQA has developed a framework to support the measurement of impact through a combination of measures, including:

- reach and engagement with stakeholders
- the generation of outputs
- changes in practice.

Outputs	<ul style="list-style-type: none"> • Tangible entities produced from projects. • Reports, policies, quality improvements.
Reach	<ul style="list-style-type: none"> • One-way communications about a project. • Promotional material, information sessions.
Engagement	<ul style="list-style-type: none"> • Two-way communications about a project. • Conferences, training programmes.
Change	<ul style="list-style-type: none"> • Changes in patient experience scores. • Changes to practice/policy in response to the survey.

The use of a consistent methodology for measuring impact will facilitate evaluation of the programme across the Irish health and social care system. As the programme progresses, it will be possible to examine long term trends in experience of health and social care services. The National Care Experience Programme's approach to measuring impact is a new process which will evolve over time on an annual basis.

The National Care Experience Programme objectives for 2019:

- conduct the 2019 National Inpatient Experience Survey and work in partnership to respond to the findings
- commence the development of the National Maternity Experience Survey
- commence the development of a competency centre to enhance the use of survey data and an understanding of survey methods.

This report describes the impact of the National Care Experience Programme, in accordance with the framework outlined above.

2019 IMPACT REPORT

We visited 89 hospitals and communities to promote the Inpatient Survey and the Maternity Survey

12,343 Participants

in the National Inpatient
Experience Survey - 46% response rate



190 Stakeholders

took part in the development of
the maternity survey methodology



2,772
Followers

across
Instagram,
Twitter
and Facebook



39 Quality
Improvement Plans

developed by hospitals in
response to survey findings



300 Attendees

at the National Inpatient
Experience Survey conference



1 New Website

www.yourexperience.ie

➤ Outputs

Reports

In 2019, the National Care Experience Programme produced a number of reports in order to disseminate the findings of this year's **National Inpatient Experience Survey**.

- one national report
- 39 hospital reports
- six hospital group reports
- one technical report, which provides a technical description of the model, methodology and procedures implemented during the inpatient survey.

The **National Care Experience Programme Strategic Plan (2019 – 2021)** was published in 2019 and sets out the plan to support the expansion of the programme into new survey areas across health and social care, including end of life, maternity bereavement and older person care experience.

This year, the programme commenced the development of the **National Maternity Experience Survey**. As part of this, the following background documents were generated to support the development and implementation of a robust survey model to capture maternity care experiences:

- an [international review](#) of maternity care experience surveys to identify international experience and best practice in this area
- a concept analysis of women's experiences of maternity care and a systematic review of maternity experience survey instruments were undertaken by the National University of Ireland, Galway (NUIG)
- a [validated survey tool](#) was developed in collaboration with the National University of Ireland, Galway (NUIG) to capture the experiences of women.

➤ Reach

The National Care Experience Programme employed a number of methods and resources to reach a wide range of stakeholders

- 12,343 participants in the 2019 inpatient survey

- three information sessions held to inform hospital staff of the National Maternity Experience Survey, with 80 attendees registered across the three sessions
- 20 conferences attended by members of the team
- eight information stands hosted by the programme at national conferences
- six posters and six presentations accepted at major conferences in Ireland
- one presentation at the International Society for Quality in Healthcare (ISQUa) Conference 2019 in Cape Town, South Africa
- three week radio advertising campaign on national and local stations.

The results of the National Inpatient Experience Survey 2019 were launched on 25 November 2019.

The survey results were quoted in a number of articles and media outlets:

- 206 downloads of the national inpatient survey 2019 report
- 557 downloads of local hospital reports from the inpatient survey 2019
- 15 national press releases
- 39 hospital infographics designed
- 32 national print articles
- 52 online media articles
- 39 broadcast pieces.



Website and social media

In September 2019, a new dedicated website was launched for the National Care Experience Programme in order to make it easier to learn about the various surveys and find out how service providers are improving care, based on survey feedback.

- 4378 visitors to yourexperience.ie since September 2019.

In 2019, the programme used Twitter, Facebook and Instagram to communicate with stakeholders across the health and social care system in Ireland and beyond.

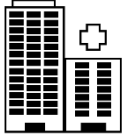
- 2,772 followers across the three social media platforms.



➤ Engagement

Hospital and community visits

Hospital and community visits form an important part of each survey; they promote engagement with patients and hospital staff while the surveys are live. The team undertook:



- 40 hospital visits to promote the inpatient survey in 2019
- 19 hospital visits to promote the maternity survey, which included visits to various community-based healthcare professionals
- Over 20 Public Health Nursing forums to promote the maternity survey to 220 Public Health Nurses
- One General Practitioner (GP) Study Day to promote the maternity survey, which reached 250 GPs.



Training and support resources

An online module was developed to help stakeholders to navigate and interpret the survey results dashboards. The module reached a wide range of stakeholders, including healthcare professionals, researchers and members of the public, in addition to audiences as far reaching as Vietnam.

The training module can be found [here](#).

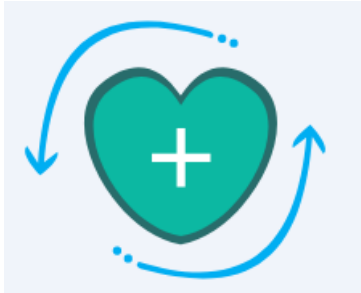
Survey methodology

As part of the development of the maternity survey in 2019, extensive stakeholder engagement took place to promote consistency and quality:

- seven focus groups were held in 2019 to hear the views of stakeholders
- 149 responses received during the Delphi Study¹
- 14 people took part in cognitive testing of the survey questionnaire
- 20 people took part in the pilot study for online questionnaire functionality.

¹ A Delphi Study is a type of methodology which is used to achieve consensus across a variety of stakeholders; in this case, it was undertaken to help identify priority questions for inclusion in the survey.

National Inpatient Experience Survey Conference 2019



The inaugural National Inpatient Experience Survey Conference was held in February 2019. The theme of the conference, 'Knowing what matters to you and doing something about it', focused on the implementation of quality improvement initiatives across participating hospitals.

The National Inpatient Experience Survey Conference highlighted key findings from previous inpatient surveys and showcased how healthcare professionals, stakeholders and patients can work together to improve experiences for all.

Healthcare leaders, patient representatives, healthcare professionals and policy makers presented on the importance of breaking down barriers to change and shared insights into working together to drive improvements across the system.

The conference featured:

- 300 attendees
- submission of 56 abstracts
- the presentation of 20 abstracts
- nine presentations by various stakeholders, including patient representatives
- nine exhibition stands representing health and social care services in Ireland
- A closing address by Minister for Health Simon Harris, TD.



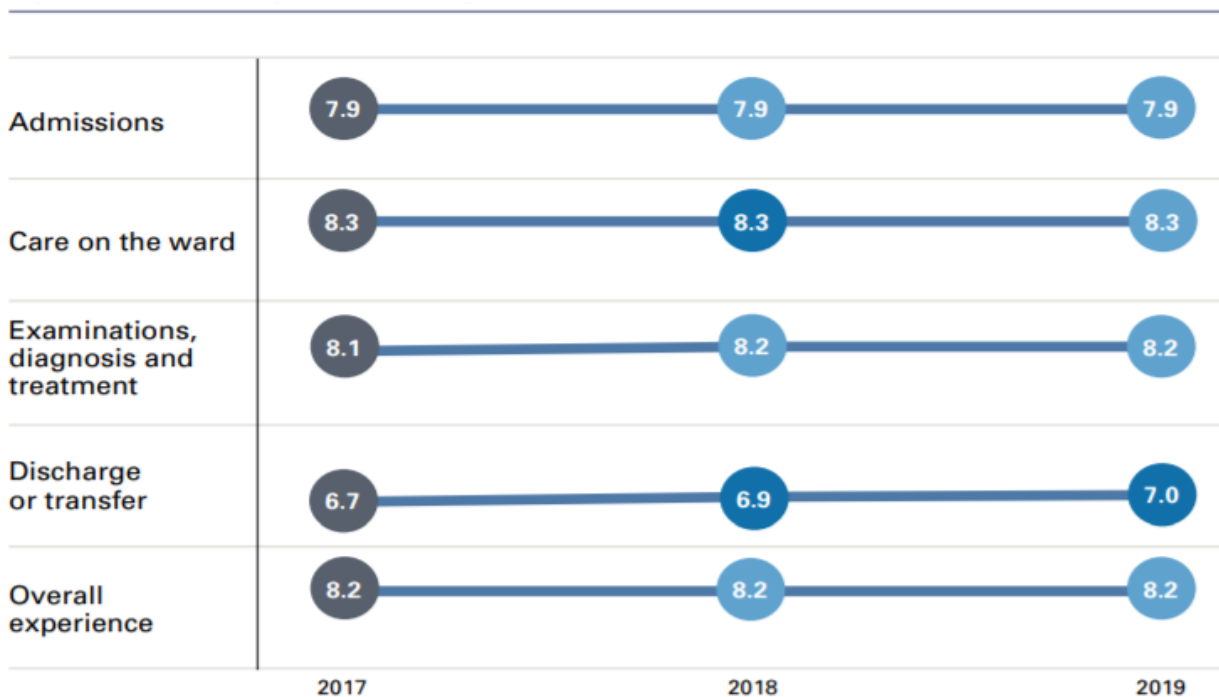
Mater Misericordiae University Hospital, Patrick Lynch, HSE and Dr. Michael Marnane, Ms. Cora Herbert, Ms. Ruth Buckley, the Mater



➤ Change

Changes in patient experience

Participant ratings of their overall experience have remained consistent since 2017. The greatest improvement in patient experience nationally has been achieved in the area of discharge or transfer, as shown in the graph below.



Comparison with previous year

■ About the same ■ Higher ■ N/A

Communication

In the National Inpatient Experience Survey 2017, 44% of participants said that they were given written or printed information on what they should or should not do after leaving hospital.

In the 2019 survey, 57% of participants said that they received written or printed information prior to discharge. This positive feedback suggests the impact of the survey and the quality improvement initiatives which were undertaken in response, to improve the experience of the discharge process.

Policy

In April 2019, the HSE published the Food, Nutrition and Hydration Policy for Adult Patients in Acute Hospitals Policy in response to the survey findings; this policy aims to improve the patient's experience of hospital food.

Practice

The National Healthcare Communication Programme was established in response to the survey findings to guide and support staff to develop and maintain effective skills when communicating with patients.

As part of an academic collaboration with NUIG, secondary analysis is underway to explore the qualitative questions in more detail, with a view to understanding insights to enhance hospital quality improvements. A dashboard has been developed enabling sensitivity analysis of approximately 60,000 qualitative comments; this dashboard will inform and support targeted quality improvement across the health system.

Regulation

The regulation and monitoring teams within HIQA utilise the findings from the National Inpatient Experience Survey to inform inspections in healthcare regulation and monitoring programmes. The Medication Monitoring Programme Guide and the Medication Safety Overview Report were both informed by the inpatient survey.

Examples of quality improvement initiatives

Quality improvement theme: **Communication with patients**

In direct response to the inpatient survey findings, the HSE developed and implemented the National Healthcare Communication Programme. The programme uses a skills-based approach to provide leadership and support to facilitate healthcare professionals communicating with patients and families.



National Healthcare
Communication
Programme

Quality improvement theme: **Hospital food and nutrition**

St. James's Hospital created menu cards which were distributed to patients prior to mealtimes. A review identified that 64% of patients reported receiving a menu before this initiative, while 94% reported receiving a menu afterwards. Survey results show that ratings of hospital food have increased significantly in the hospital. In 2017, 56% of participants said that the food was 'good' or 'very good', compared to 67% in 2019.

Quality improvement theme: **Discharge or transfer**

The discharge or transfer stage of care remains an area for improvement for the majority of hospitals. In response to the findings, Beaumont Hospital developed an information leaflet for patients to inform them about the discharge or transfer process. Since 2017, the hospital has seen a significant improvement in this stage, with 63% of participants reporting they were given written information on their care in 2019, compared to 54% in 2017.

What's next for the programme in 2020?

The National Care Experience Programme Strategic Plan (2019 – 2021) sets out how the partnership plans to develop and diversify its programme of work over the next three years, listening to the experiences of people using health and social care services in Ireland and ensuring appropriate actions are taken in response.

In 2020, the programme will:

- implement and report on the National Maternity Experience Survey.
- commence the development of the model and methodology of two new survey areas in Ireland:
 - maternity bereavement experiences
 - end of life care
- develop a survey hub of international standing by providing expertise and skills to support greater engagement with stakeholders, both nationally and internationally.
- publish the findings of secondary analysis of qualitative data from the National Inpatient Experience Survey 2017 and 2018.