

# Measuring the impact of the National Inpatient Experience Survey

## Background

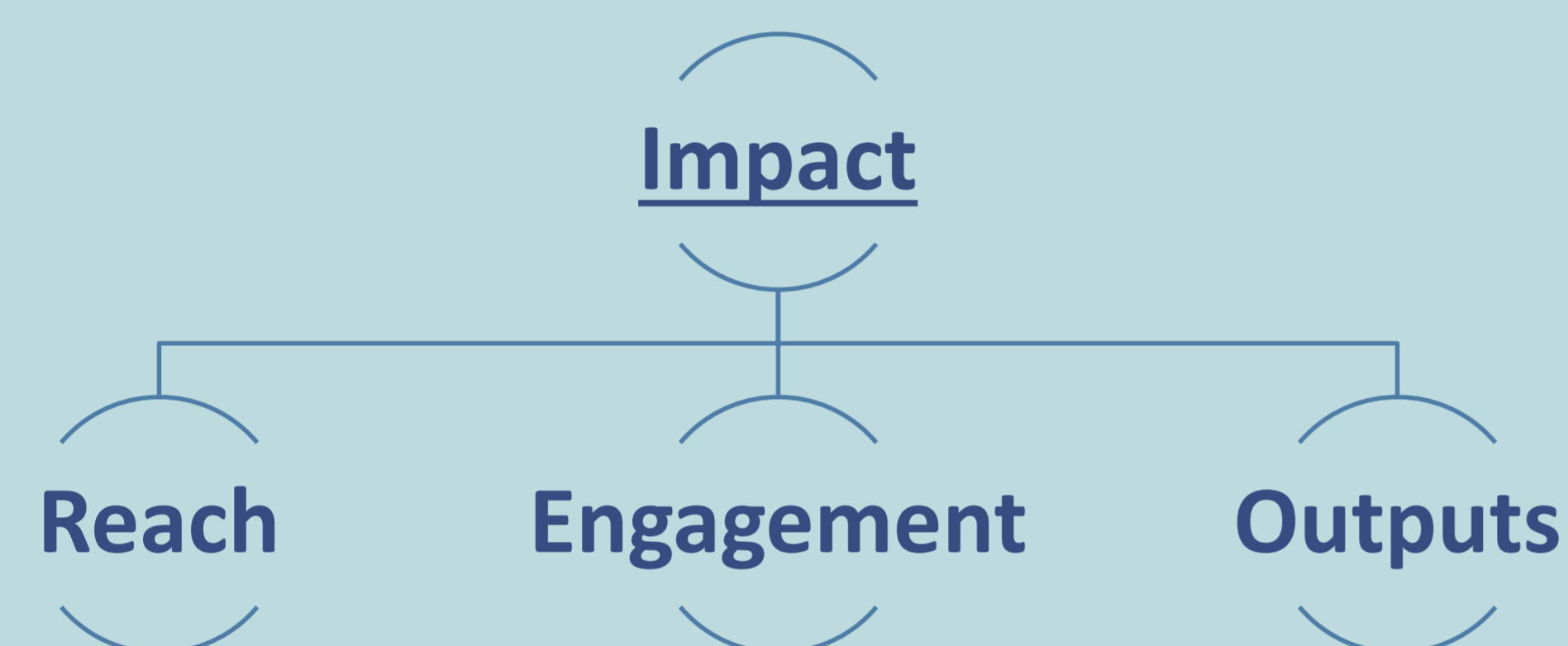
The National Inpatient Experience Survey is a national survey of inpatients in Irish public acute hospitals which explores the views of patients in order to improve the quality and safety of services.

A commitment has been made to measure the impact of the programme on healthcare policy, practice and regulation in order to demonstrate the value of the programme.

## Patient safety initiative

A cross-sectional survey design was used to gather feedback from patients on their hospital stay from admission through to discharge.

An impact framework was developed to identify and measure the impact of the programme in a systematic manner. This framework is comprised of a combination of impact measures including the generation of outputs, reach and engagement with stakeholders.



## Challenges and support

Accurate identification of the role of the programme in informing quality improvement, policy development and regulatory programmes.

Initial challenges around the efficient collection of impact measures from various sources in a systematic and coordinated manner.

A framework was developed to support the systematic measurement and collection of data to demonstrate the survey programme's impact across the health service.

Promotion and implementation of this systematic methodology driven by a partnership approach between HIQA, the HSE and the Department of Health.

## Benefits and outcomes

Survey findings used to inform several policy initiatives, quality improvement initiatives and regulatory programmes.

A formalised partnership facilitates strong commitment and support towards the programme.

A report will be produced outlining the impact of the programme on health and social care services; this will allow examination of trends in patient experience over time.



## Impact of the National Inpatient Experience Survey

The National Inpatient Experience Survey findings are now being used to inform **policy initiatives** such as the National Healthcare Quality Reporting System Report and the National Food and Nutrition Policy in hospitals). They are being used to inform a range of **quality improvement initiatives** across the health system (including the National Healthcare Communication Programme and information leaflets for patients). The survey also informs medication safety **regulatory programmes**.



The impact of the survey is measured using reach, engagement and output indicators:

27,110 participants in the 2017 and 2018 National Inpatient Experience Surveys

National, hospital group and hospital quality improvement plans published

National Healthcare Communication Programme

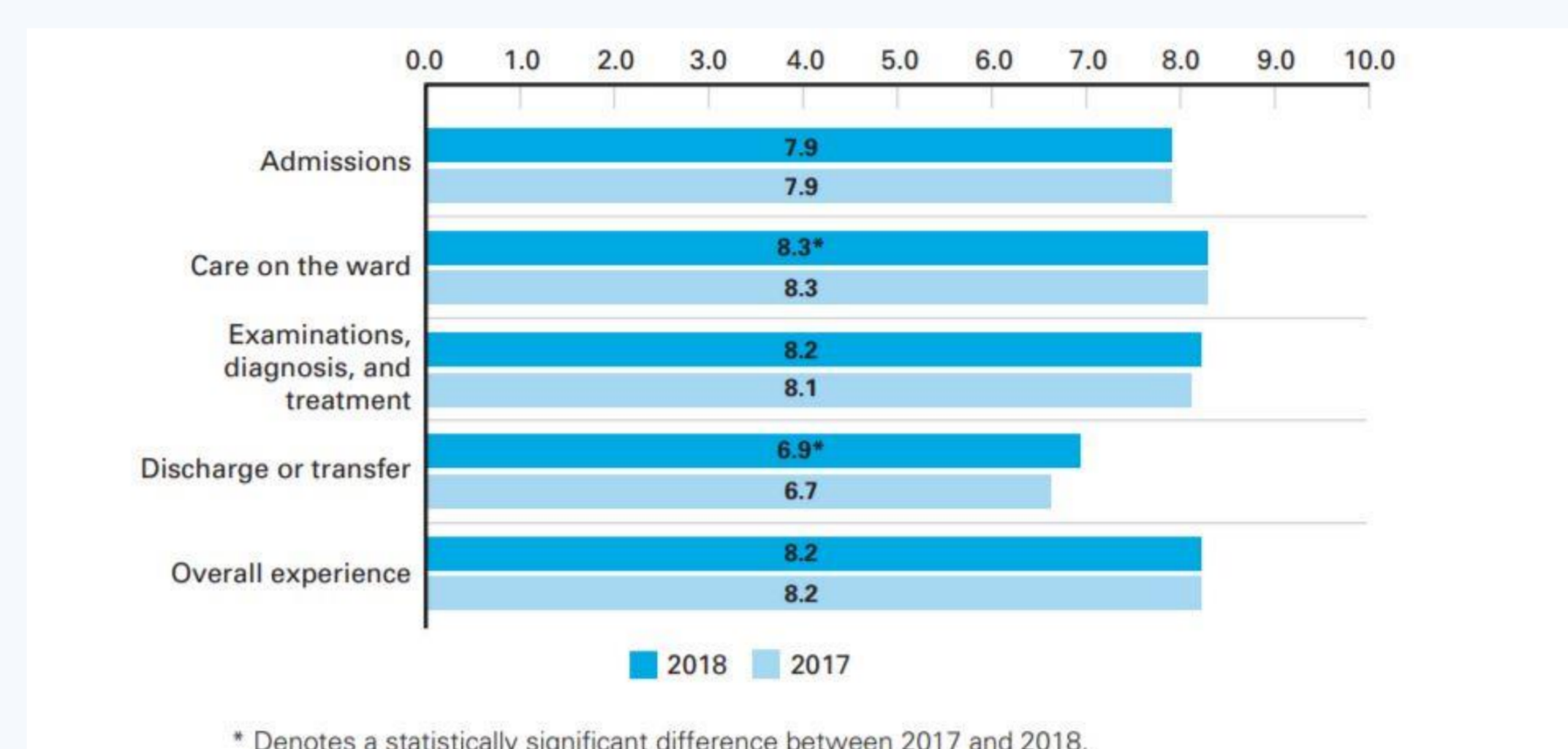
National Quality Improvement Conference 2019

Annual hospital visits to inform staff and patients about the survey

2220 followers on social media

Figure 1 below shows that significant improvements were found in participant ratings of 'care on the ward' and 'discharge or transfer' between the 2017 and 2018 surveys.

Figure 1 Comparison of stages of care scores 2017 - 2018



## Conclusion

The measurement of impact facilitates a transparent and systematic evaluation of the National Inpatient Experience Survey in order to clearly demonstrate its value across the health service.

While several rounds of survey data will be required before meaningful trends and changes in patient experience can be identified, the survey has already promoted a wide range of quality improvement initiatives across Ireland's public acute hospitals.

**Authors:** Tina Boland, Conor Foley, Tracy O'Carroll and Rachel Flynn

**Affiliations:** Health Information and Quality Authority

**Contact details:** info@yourexperience.ie



We're committed to excellence in healthcare

