



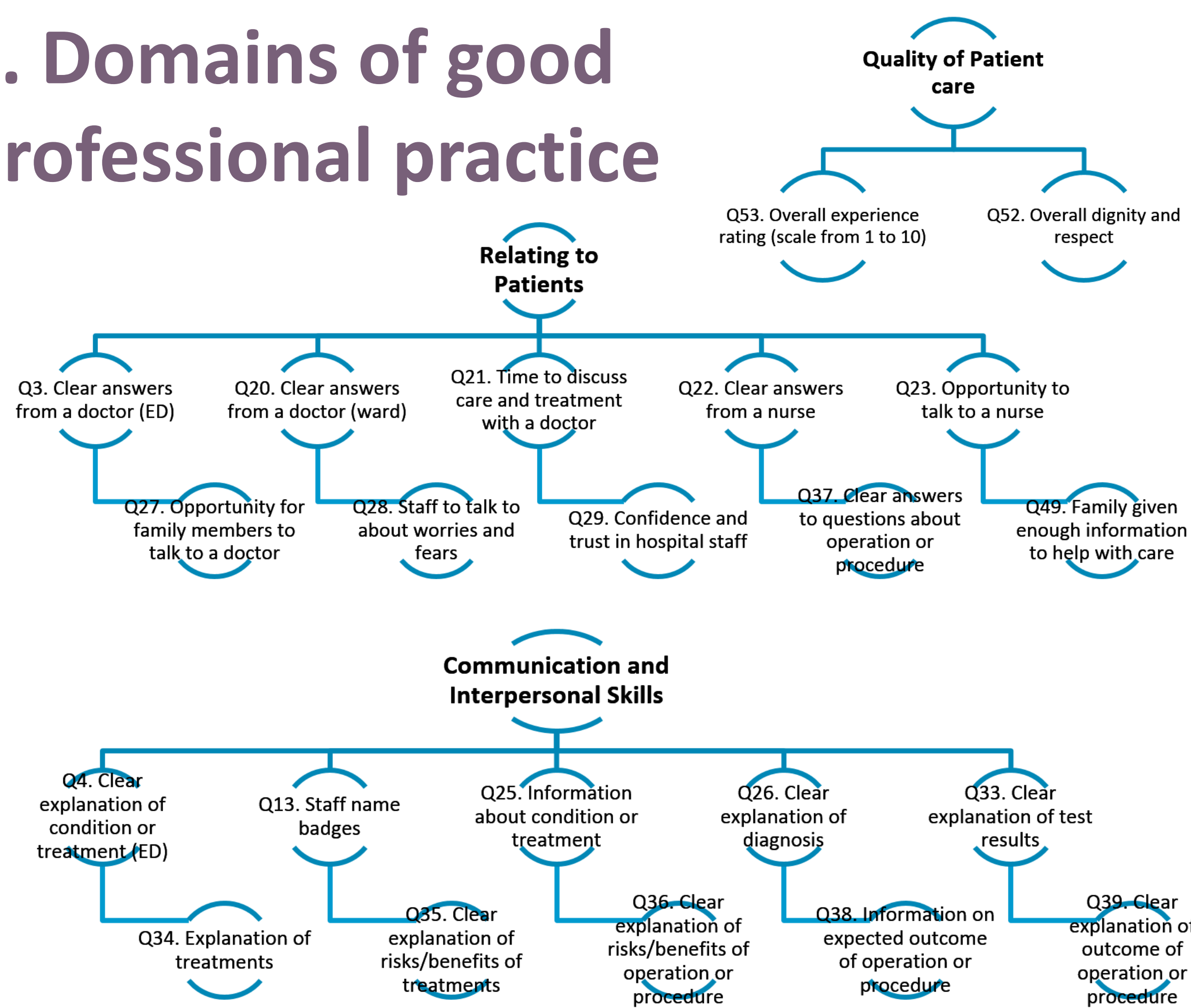
1. Background

- The National Patient Experience (NPE) Survey asks patients about their recent experiences in hospital.⁽¹⁾
- Patient experience is a strong indicator of healthcare quality and a valuable source of information to improve the planning and delivery of healthcare.⁽²⁾
- This study explores patient perspectives on professionalism in the public acute hospital setting.

2. Methods

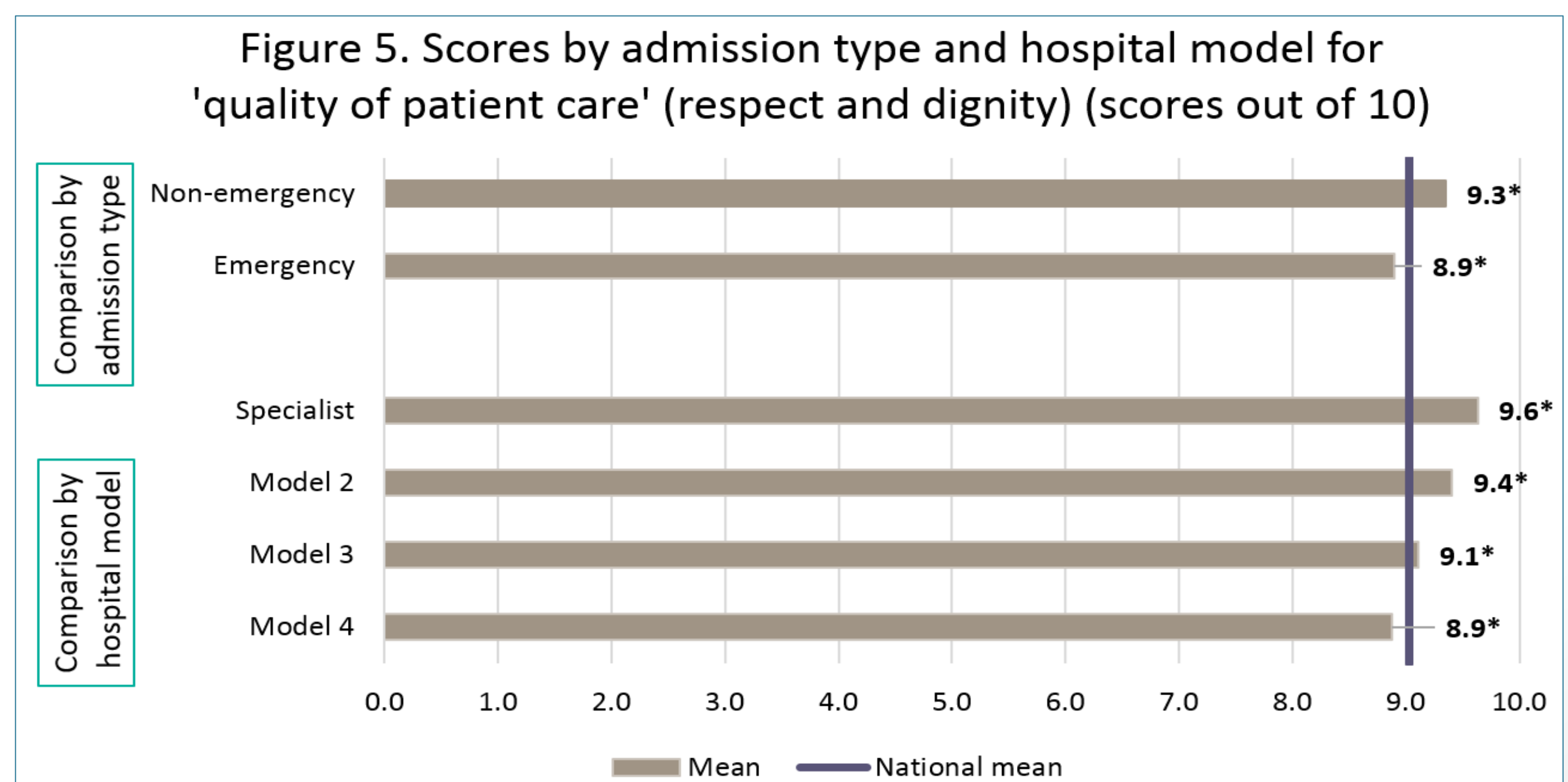
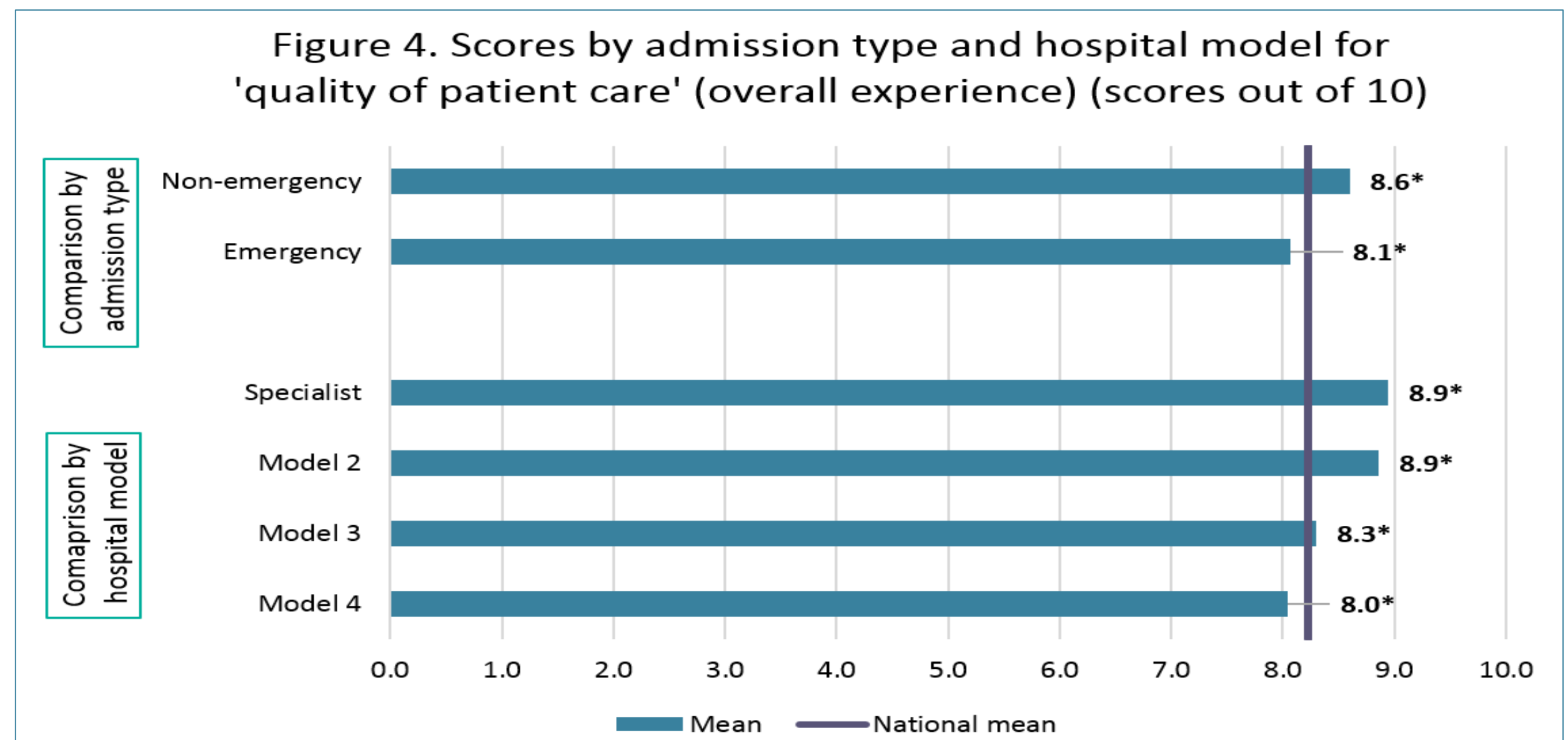
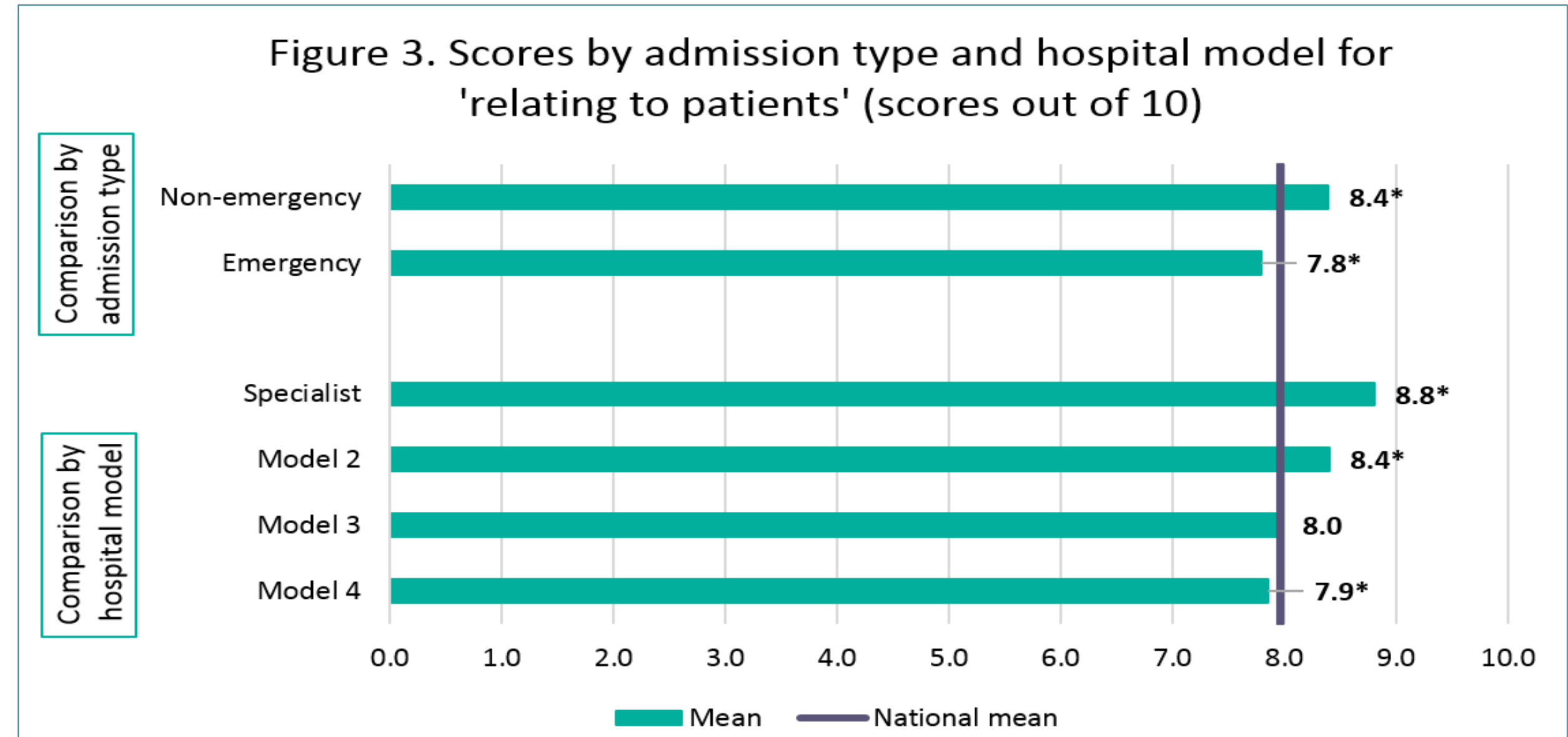
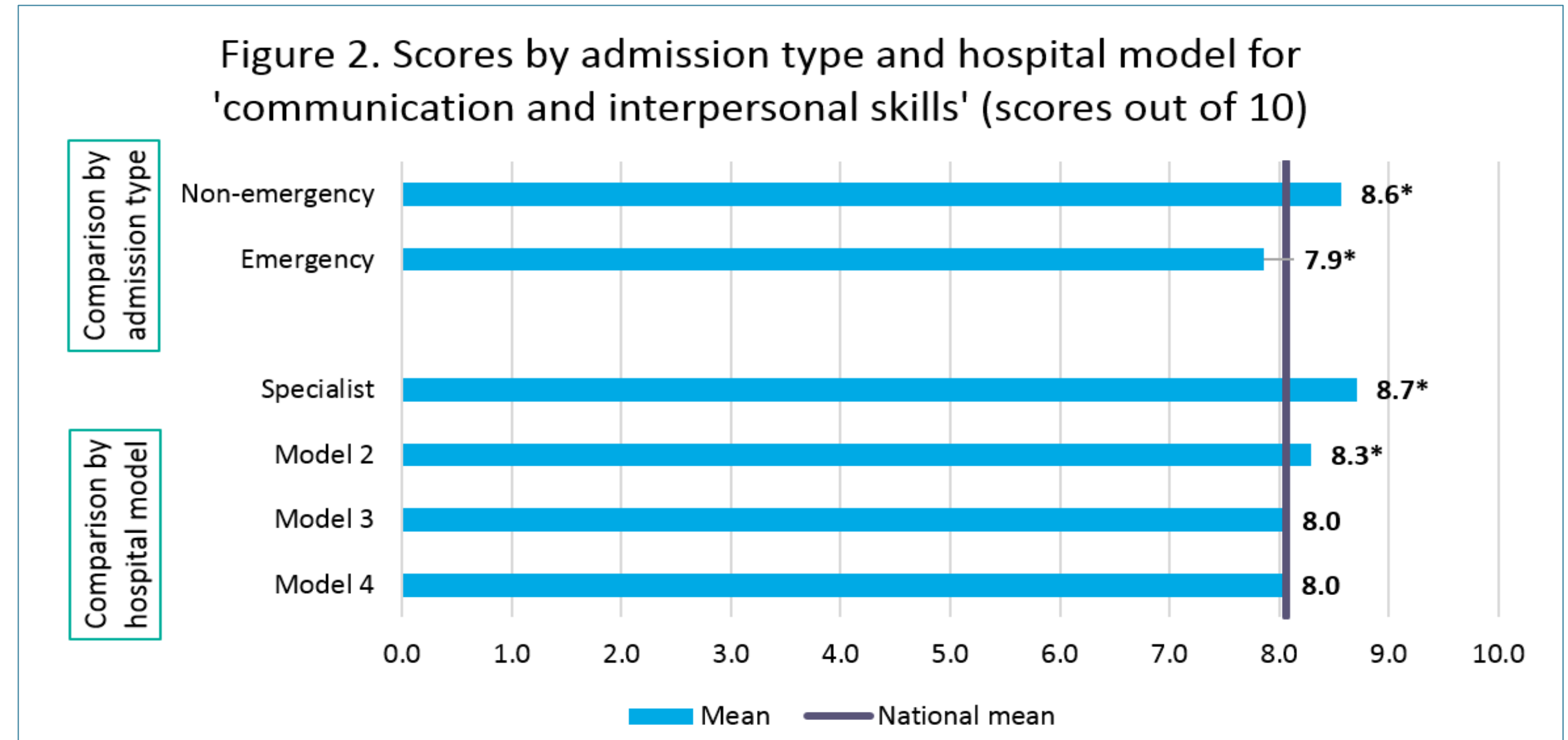
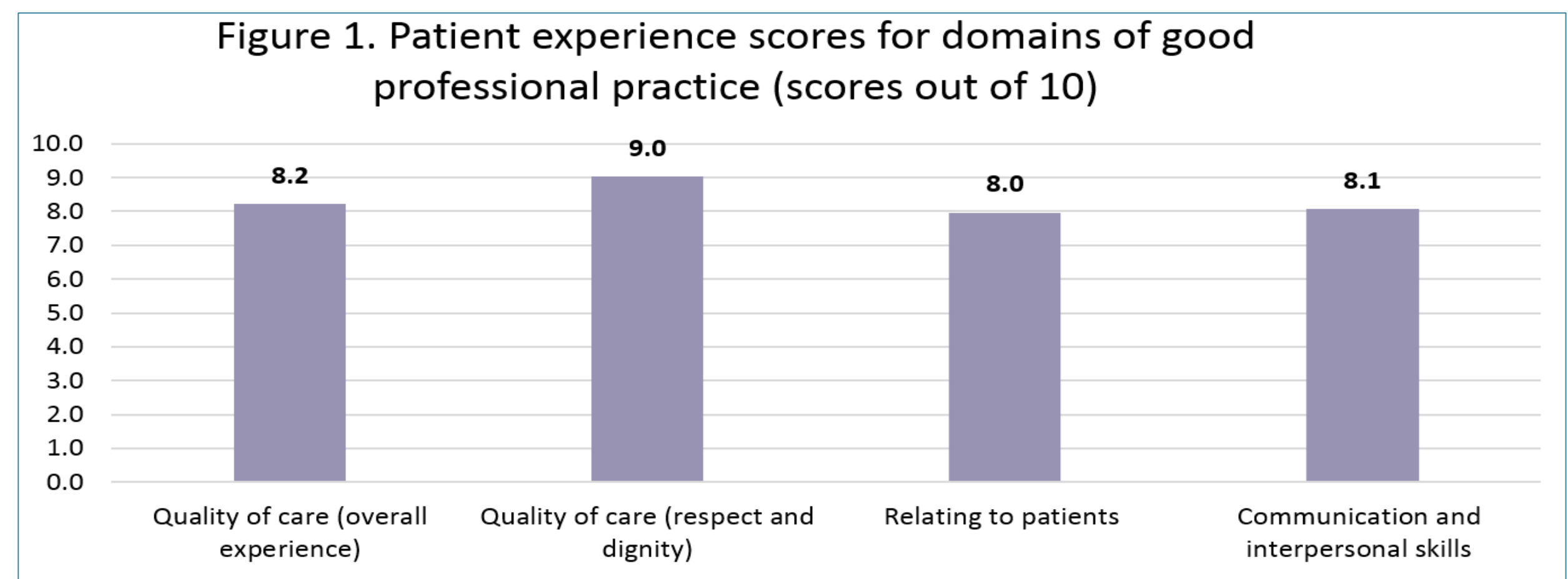
- Cross-sectional survey design
- Sample month: May 2017
- 13,706 patients responded to a 61-item questionnaire about their journey in hospital.
- 22 survey items relate to domains of good professional practice.
- Construction of scales and NHS scoring methodology⁽³⁾
- Z-tests were used to test differences between patient groups and hospital models.

3. Domains of good professional practice



4. Results

- Lowest scoring dimension of professionalism: 'relating to patients' (Figure 1)
- Emergency admissions and patients admitted to model 4 hospitals report significantly less positive experiences across domains of professionalism (Figures 2-5).



* denotes statistically significant difference from the national mean (p<.001).

5. Conclusion

- Survey results suggest that patients experience high levels of patient-centred professionalism in Ireland's public acute hospitals.
- Nonetheless improvements are possible across all dimensions of professionalism.
- Patient-reported accounts of their hospital experience are a useful starting point towards a comprehensive measurement of professionalism in the hospital setting.

References

1. The National Patient Experience Survey Programme. The National Patient Experience Survey: Findings of the 2017 inpatient survey.
2. Anhang Price R, Elliott MN, Zaslavsky AM, Hays RD, Lehrman WG, Rybowski L, et al. Examining the Role of Patient Experience Surveys in Measuring Health Care Quality. Medical care research and review : MCCR. 2014;71(5):522-54.
3. Care Quality Commission. NHS Patient Survey Programme: Survey Scoring Method 2015.

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