



National Inpatient Experience Survey 2022

Beaumont Hospital

We're committed to excellence in healthcare



An Roinn Sláinte
Department of Health



Survey background

- 67 questions, covering experiences from admission through to discharge:

ADMISSIONS



Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.

5 QUESTIONS


CARE ON THE WARD



Experiences while on the ward such as communication with hospital staff, privacy, pain management, cleanliness and food.

14 QUESTIONS


EXAMINATIONS, DIAGNOSIS AND TREATMENT



Experiences while undergoing or receiving results of tests, treatments, operations and procedures.

13 QUESTIONS

DISCHARGE OR TRANSFER



Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

11 QUESTIONS


OTHER ASPECTS OF CARE



Other, more general experiences of care such as cleanliness of bathrooms and toilets, trust and confidence in hospital staff.

4 QUESTIONS

CARE DURING THE PANDEMIC






Experiences of receiving care during a pandemic including communication, feeling at risk and receiving support.

6 QUESTIONS

- Inclusion and exclusion criteria:

INCLUSION CRITERIA



16+ 16 years of age or older	24 Spent 24 hours or more in a public acute hospital	MAY Discharged in May 2022 (the survey month)
 <p>Held a postal address in the Republic of Ireland at the time of the survey</p>		 <p>Attended one of the 40 participating hospitals</p>

EXCLUSION CRITERIA



 <p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services</p>	 <p>Patients receiving care in private hospitals</p>
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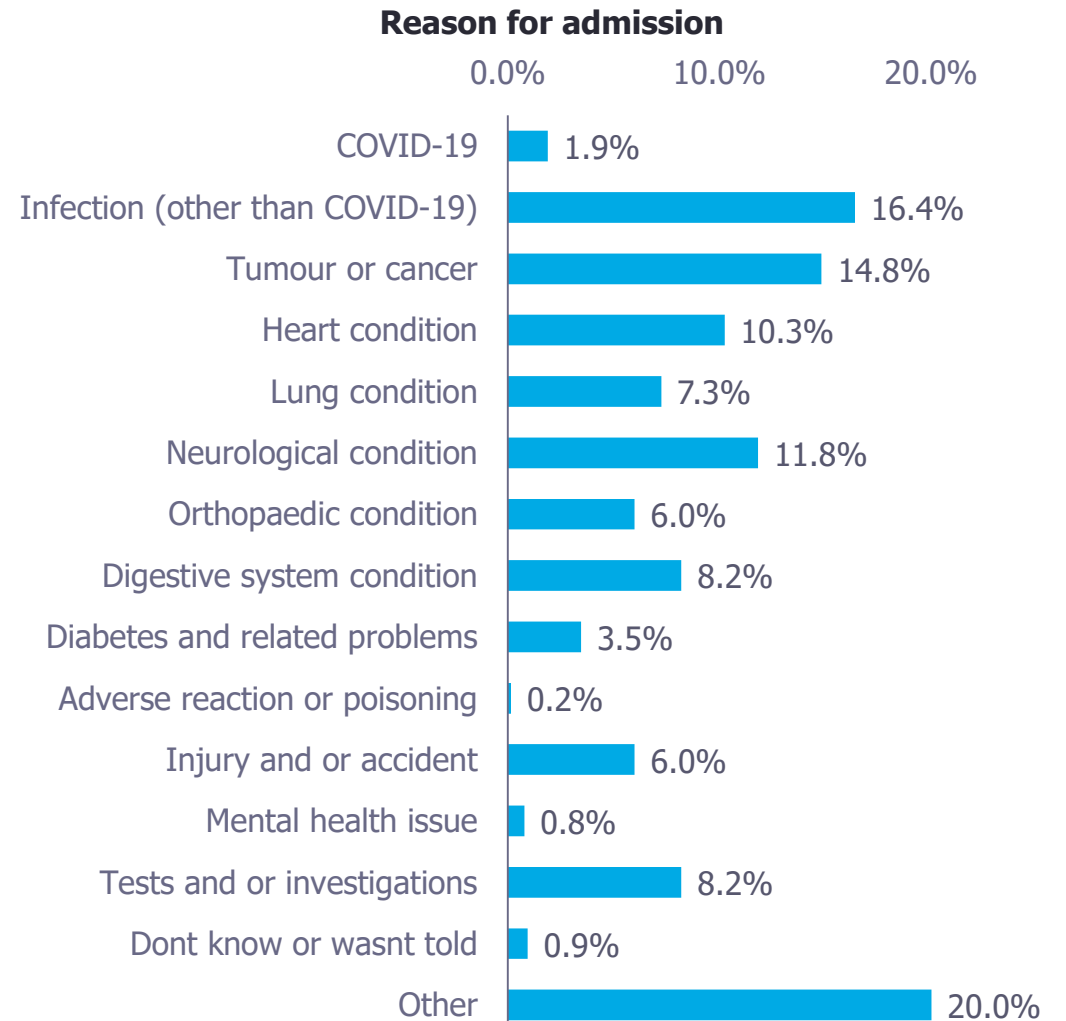


Participants

- 1,497 people who were admitted to Beaumont Hospital were invited.
- 648 took part (43%).

Characteristics of participants

Age category	Number	%
16 to 35 years	47	7.3
36 to 50 years	86	13.3
51 to 65 years	172	26.5
66 to 80 years	243	37.5
81 years or older	100	15.4
Sex		
Male	332	51.2
Female	316	48.8
Admission route		
Emergency	514	79.3
Non-emergency	134	20.7





Areas needing improvement



Time to discuss care and treatment with a doctor | Q21

Of the 631 people who answered this question, 14% (89) said that they did not have enough time to discuss their care and treatment with a doctor.

Information on how to manage a condition | Q50

Of the 554 people who answered this question, 20% (110) said that they did not receive enough information on how to manage their condition after discharge.

Respect and dignity | Q57

Of the 620 people who answered this question, 6% (35) said that they were not treated with respect and dignity while they were in hospital.

These questions scored significantly below average and have a stronger relationship with overall experience.

In Beaumont Hospital, the scores for all survey questions were at or below the national average.

While no areas of particularly good experience were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.

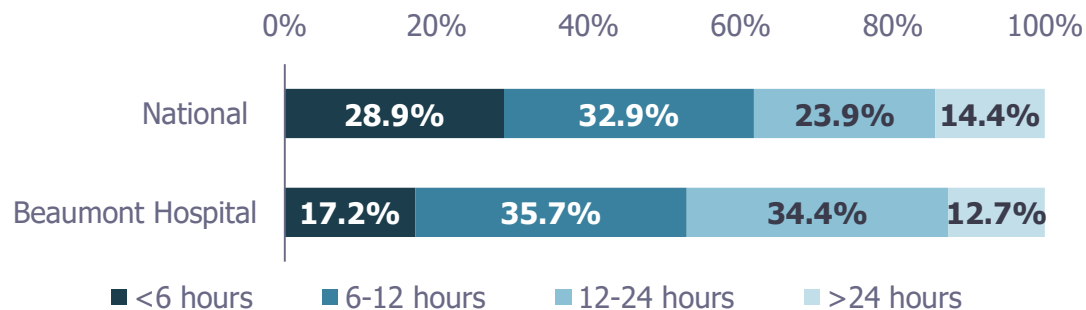


Admissions

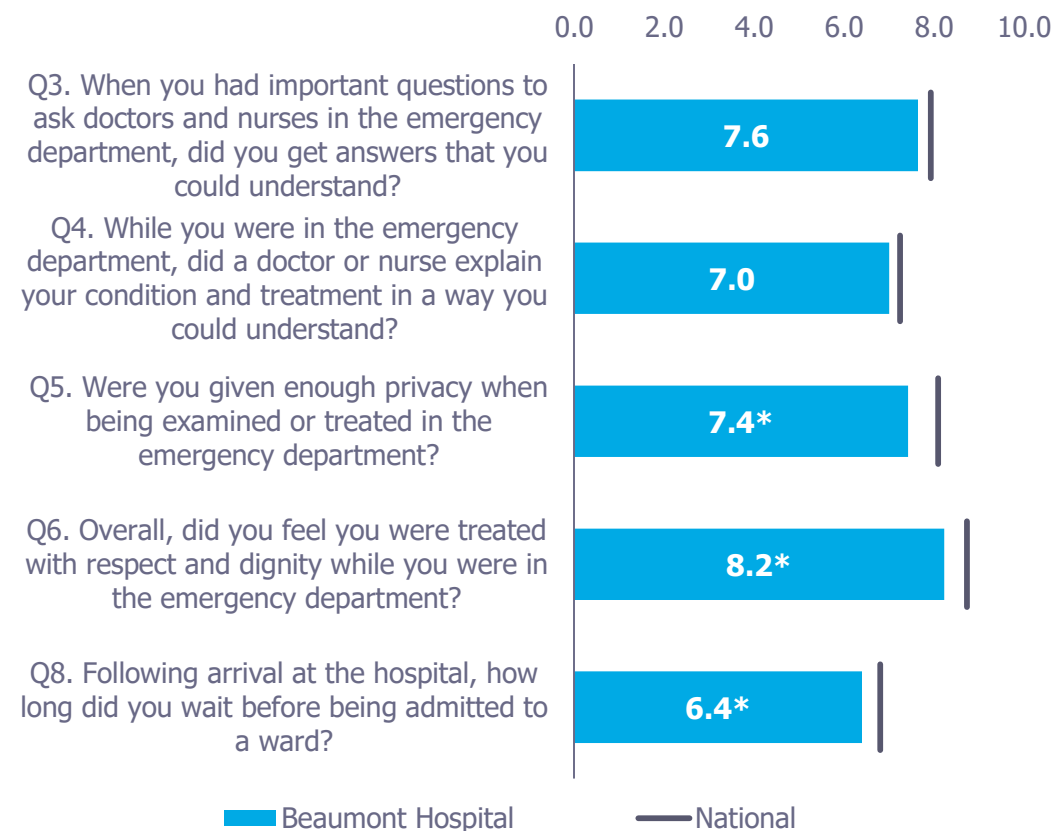


- Highest-scoring question:
 - 73% of people (350 of 479) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 13% of people (57 of 448) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



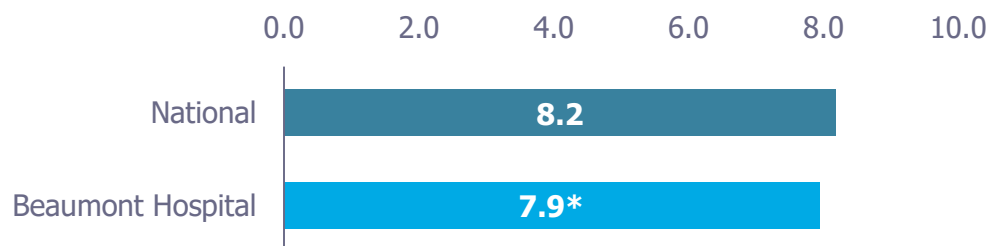
* Denotes statistically significant differences from the national average.



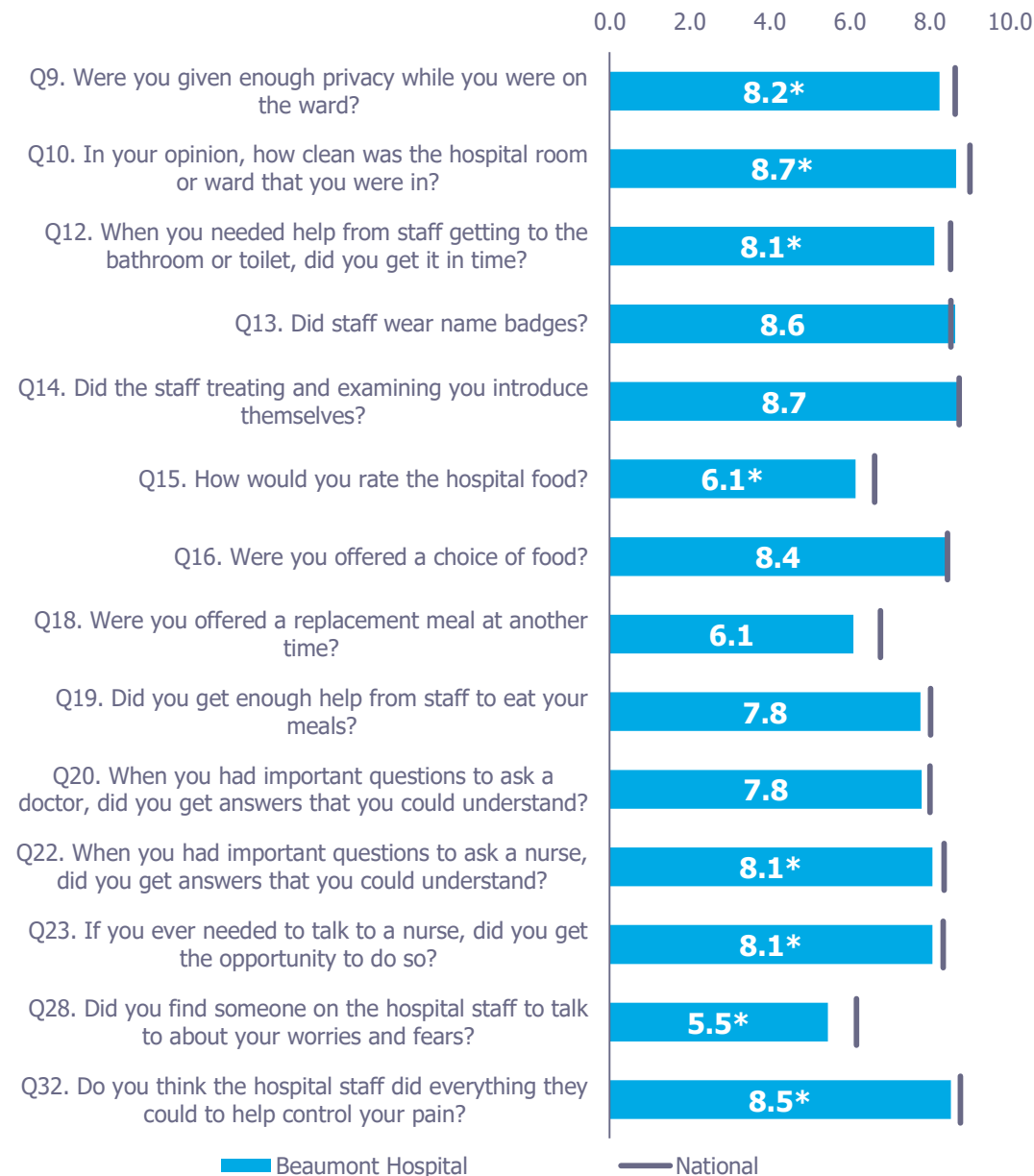
Care on the ward

- Highest-scoring questions:**
 - 66% of people (419 of 631) said that the room or ward they were in was very clean, while 77% of people (477 of 618) said that all staff introduced themselves.
- Lowest-scoring question:**
 - 27% of people (110 of 409) said that they could not find a member of staff to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'



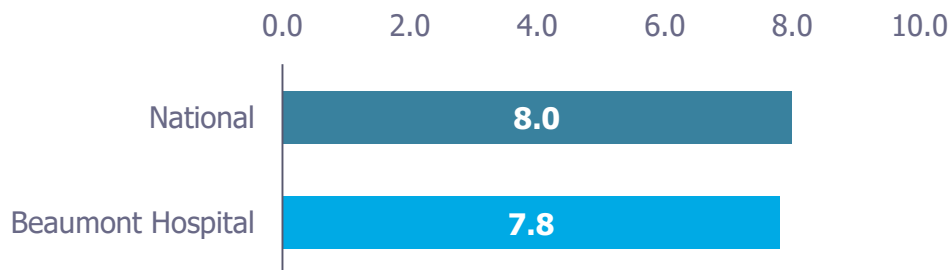
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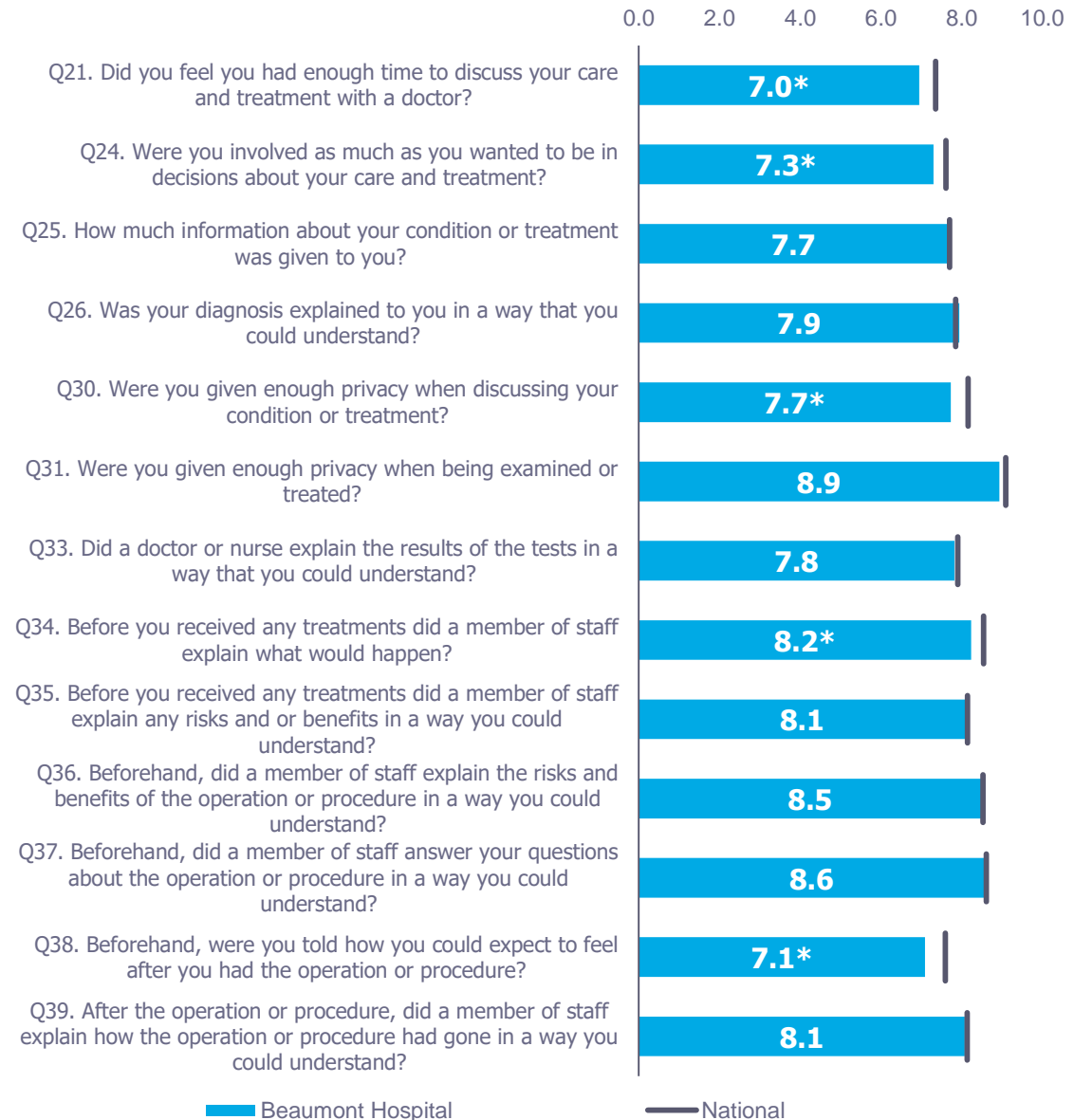
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 82% of people (512 of 624) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 14% of people (89 of 631) said that they did not have enough time to discuss their care and treatment with a doctor.

Comparison with the national average



Average scores for questions on 'examinations, diagnosis and treatment'



* Denotes statistically significant differences from the national average.

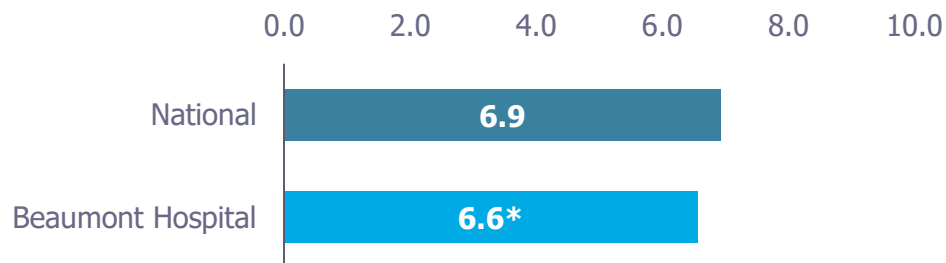


Discharge or transfer

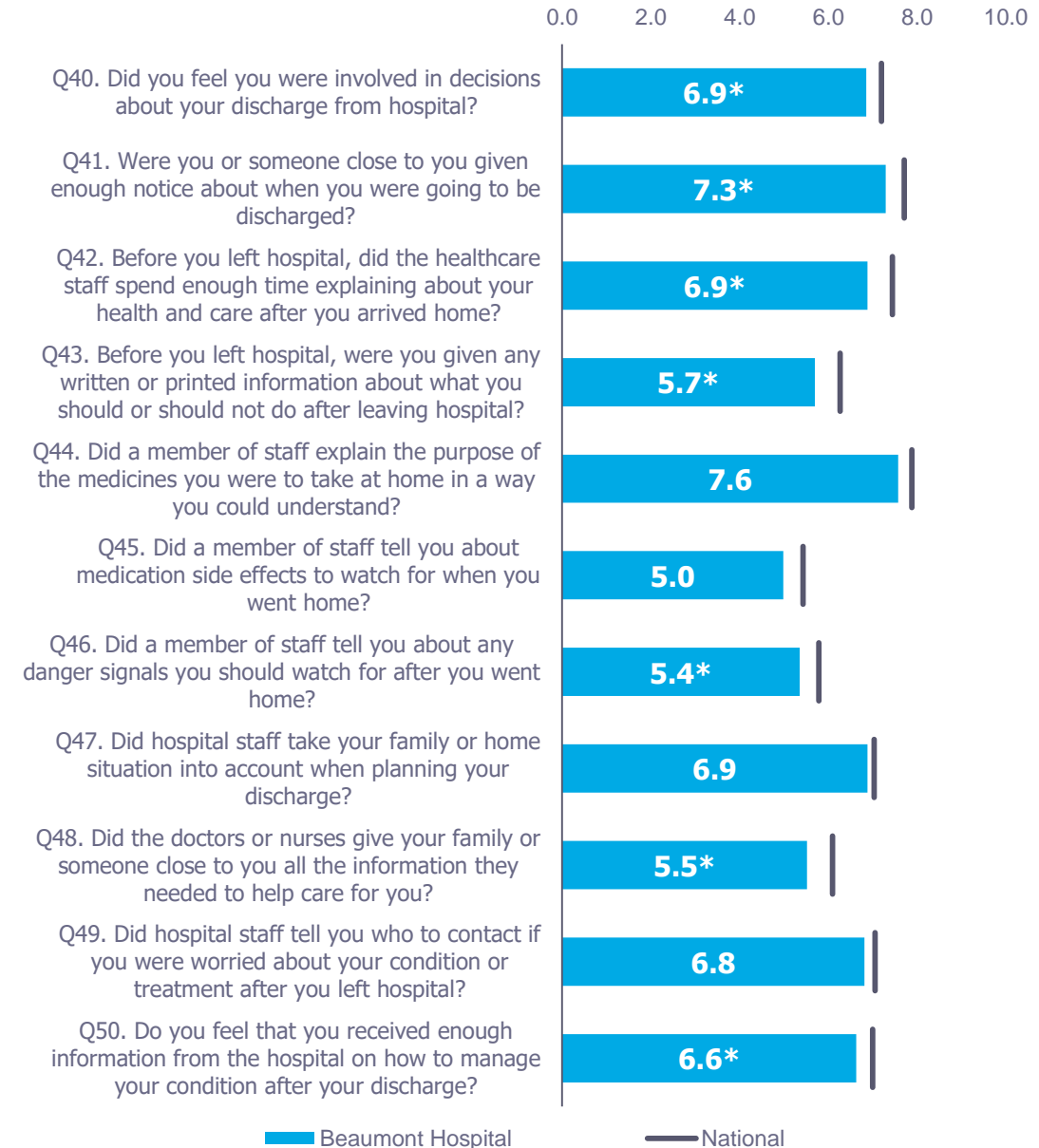
- Highest-scoring question:
 - 65% of people (328 of 507) said that the purpose of medications they were to take at home was fully explained to them.

- Lowest-scoring question:
 - 40% of people (174 of 439) said that they were not told about medication side effects to watch for when they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



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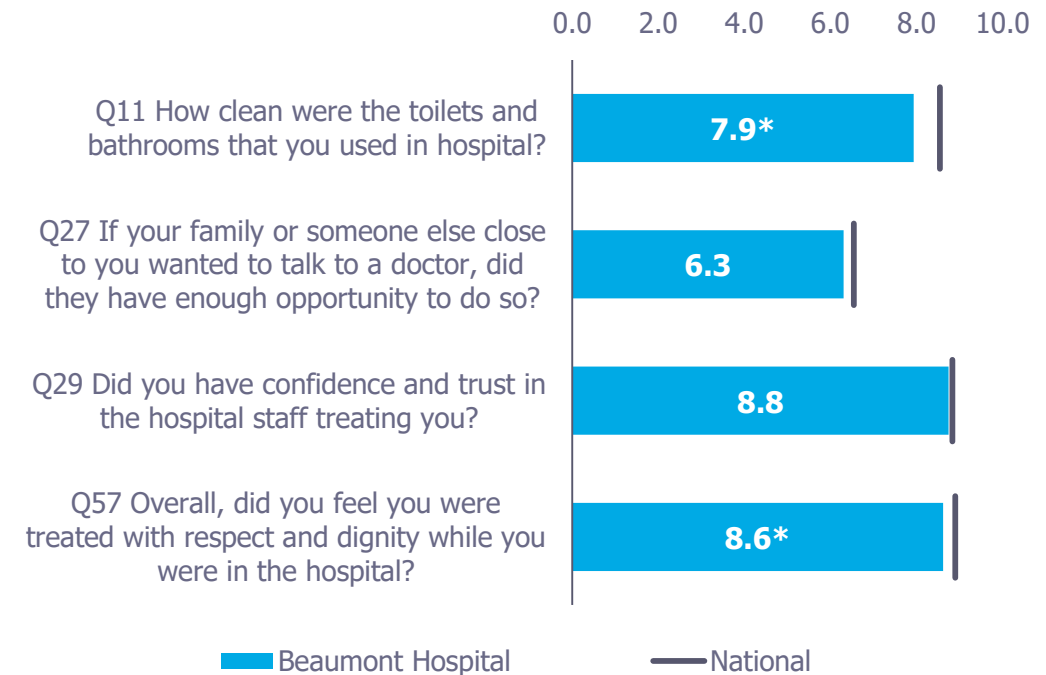


Other aspects of care

- Highest-scoring question:
 - 79% of people (496 of 626) said that they always had confidence and trust in the staff treating them.
- Lowest-scoring question:
 - 23% of people (96 of 426) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.



Average scores for questions on 'other aspects of care'



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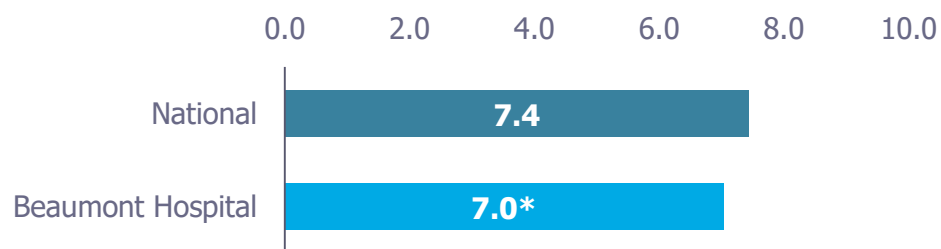


Care during the pandemic

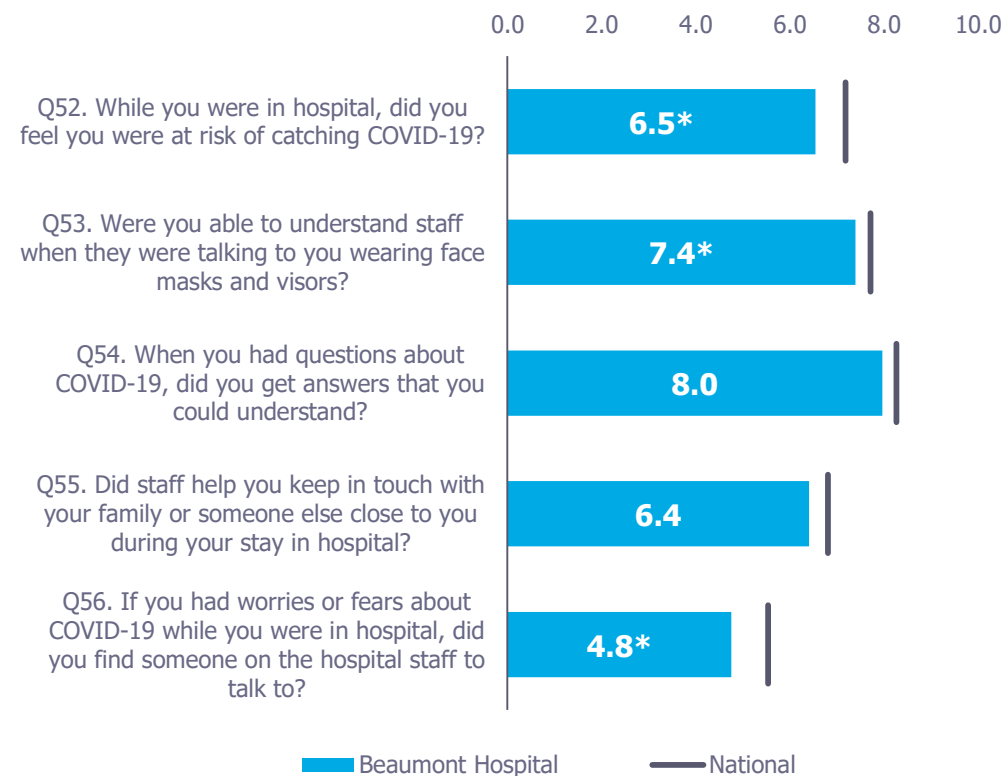
- Highest-scoring question:
 - 68% of people (208 of 306) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 62% of people (380 of 610) said that they had no worries or fears about COVID-19, 40% of people who had worries or fears (92 of 230) said that they could not find a member of staff to talk to.



Comparison with the national average



Average scores for questions on 'care during the pandemic'



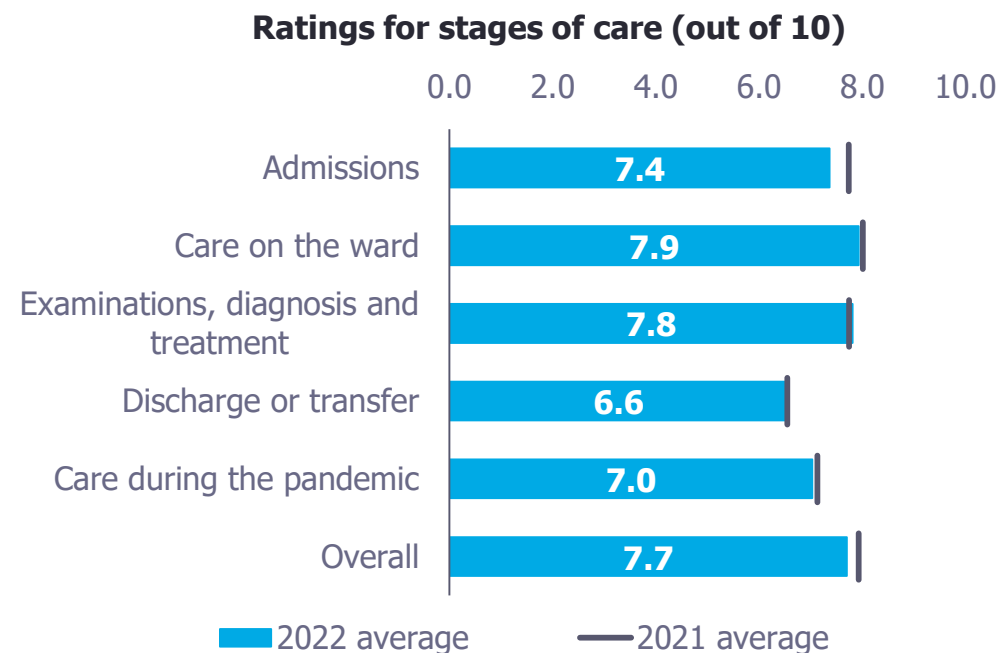
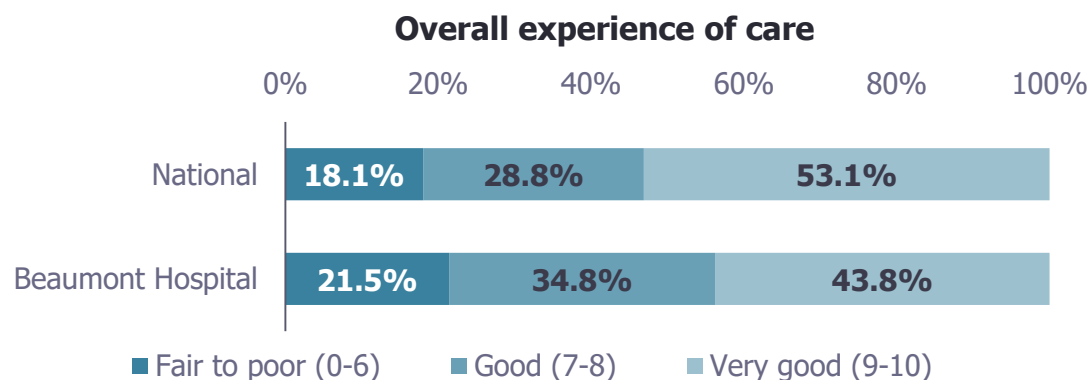
* Denotes statistically significant differences from the national average.



Overall experience



- 79% of people who were admitted to Beaumont Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for all stages of care were about the same in 2022 as in 2021.

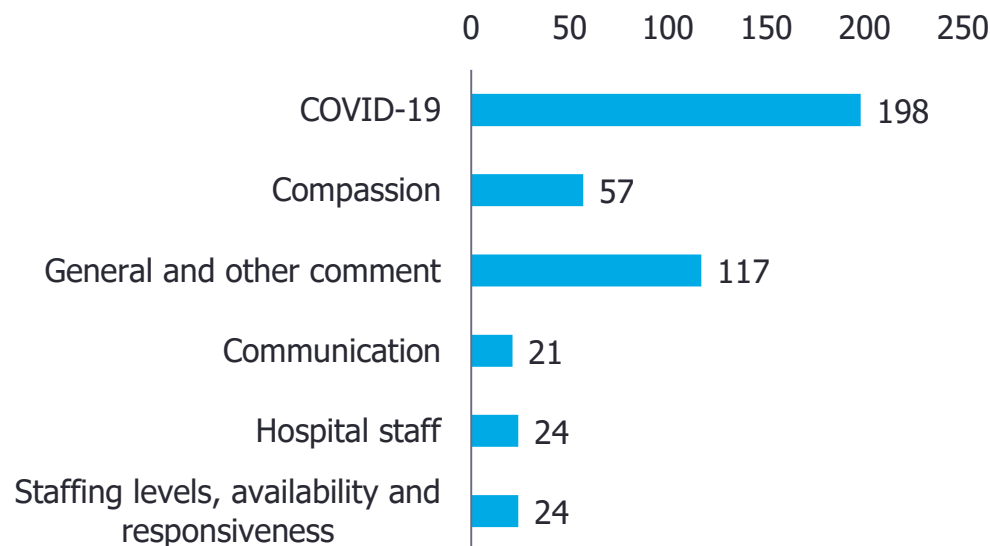




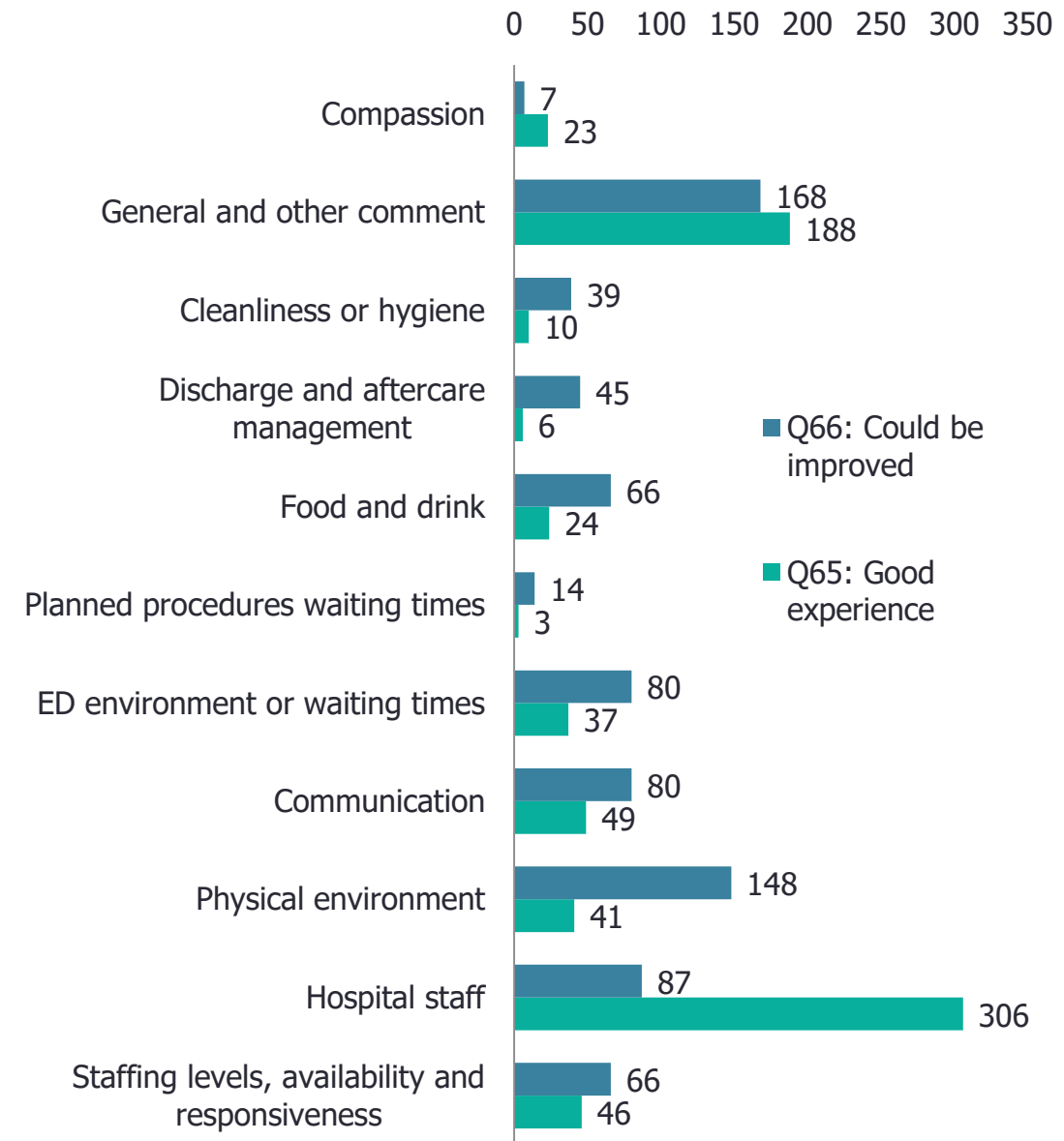
Analysis of patients' comments

- Three open-ended questions asked patients what was good about their care (Q65), what could be improved (Q66), and how the COVID-19 pandemic affected their care (Q67).
- 1,241 comments were received from patients admitted to Beaumont Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Found myself in 6 bedded ward in latter days. Difficult to accept that any privacy during discussions was 'flimsy' curtain i.e. everyone knew full extent of everyone else's conditions. No privacy during discussions re treatment etc."

"The information on medication on my discharge. I would have welcomed more time to speak with a family member and the medical staff before discharge."

"Discharge was not handled well, no effective pain medication given and no consideration to other injuries received in fall."

"My husband was unable to attend appointments or treatments which added to his anxiety and concerns re my diagnosis. He would have been reassured had he been able to choose to attend some of the appointments."



In their own words: comments from patients



"Admission: Very professional and speedy. I was admitted as urgent for surgery the next day. Nursing staff: Excellent, always willing to help despite being very busy. Friendly and professional."

"Overall the care was very good. The nurses were very attentive and carried out regular checks. The majority of staff were very kind and supportive and understanding throughout my stay."

"Staff from Consultant to Physio/OT and nurses, care assistants, porters etc. all extremely professional, competent and kind."

"I can't get over how good my experience was. Everyone I met highly professional, caring, friendly, respectful. Ward immaculately clean, food was excellent - if I was handed those meals at home I would be delighted!"



Conclusion



- 79% of people who were admitted to Beaumont Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Ratings for 'admissions', 'care on the ward', 'discharge or transfer', 'care during the pandemic' and overall experience were below the national average.
- Beaumont Hospital scored below or similar to the national average for all survey questions.
- Areas for improvement included time to discuss care and treatment with a doctor, information on how to manage a condition, and respect and dignity.

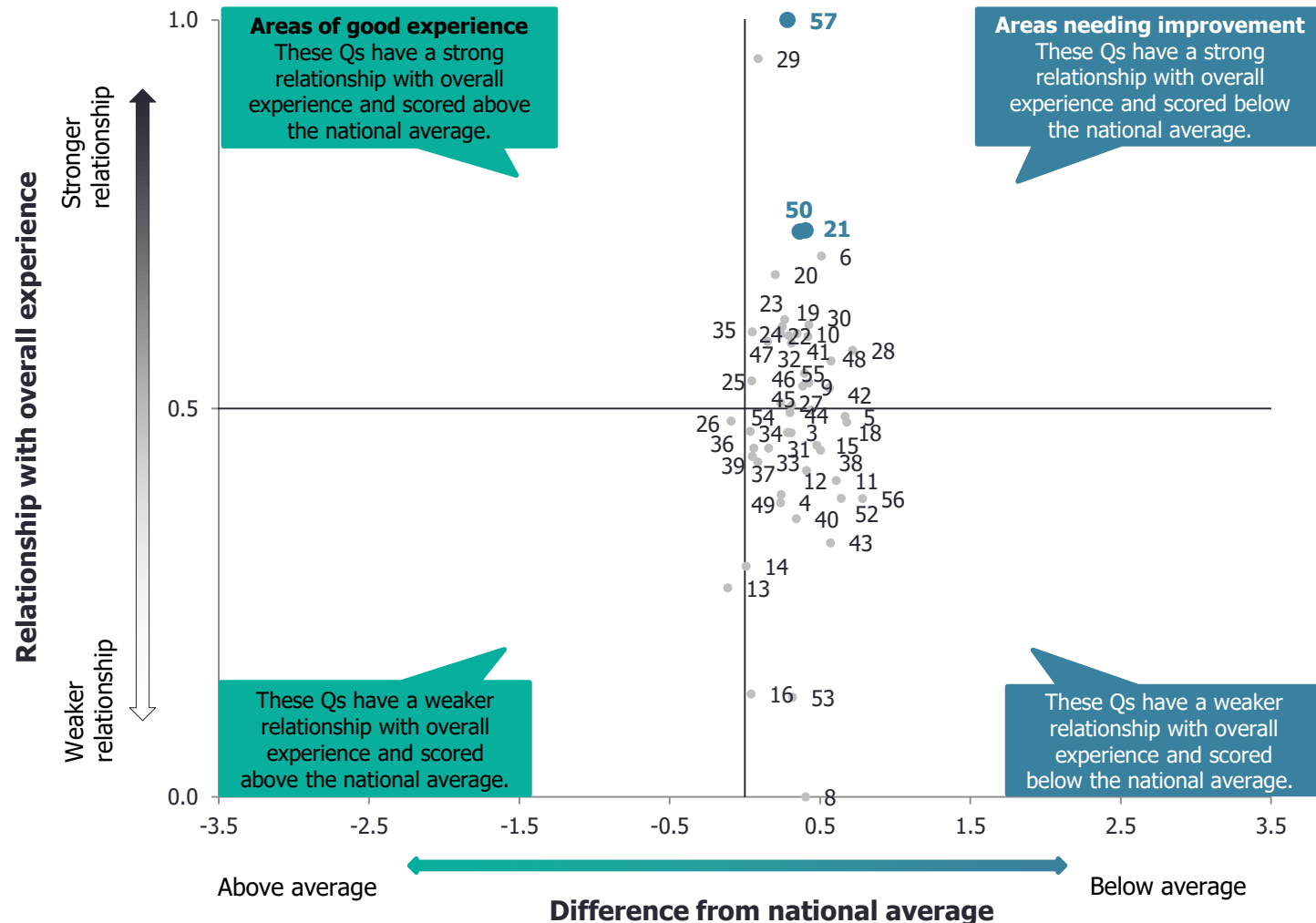


Appendix 1

Areas of good experience and areas needing improvement

- The improvement map shows which questions scored above or below the national average, and which questions are related to patients' overall experience in hospital.
- Questions that scored significantly above average and had a stronger relationship with overall experience are areas of good experience, highlighted in green.
- Questions that scored significantly below average and had a stronger relationship with overall experience are areas needing improvement, highlighted in blue.
- More information on the science behind the improvement map is available at www.yourexperience.ie.

Improvement map Beaumont Hospital





THANK YOU

QUESTIONS

More information on the National Inpatient Experience Survey 2022 is available from www.yourexperience.ie:

- [National results](#)
- [Interactive results \(Tableau\)](#)
- [Technical report](#)

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