

National Inpatient Experience Survey 2022

Cavan and Monaghan Hospital

We're committed to excellence in healthcare





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	 Spent 24 hours or more in a public acute hospital	 Discharged in May 2022 (the survey month)
 Held a postal address in the Republic of Ireland at the time of the survey		 Attended one of the 40 participating hospitals

EXCLUSION CRITERIA



 Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	 Patients receiving care in private hospitals
---	--

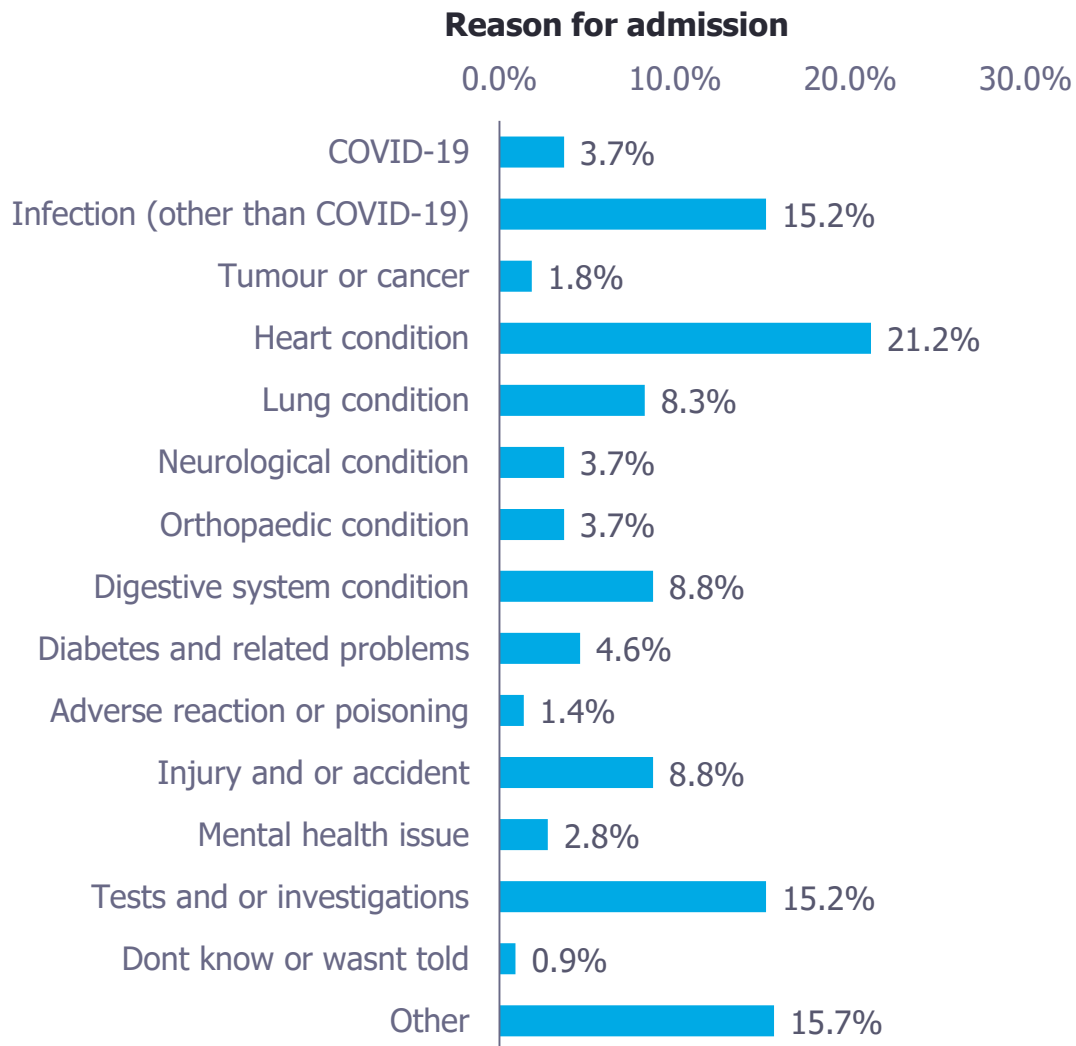


Participants

- 572 people who were admitted to Cavan and Monaghan Hospital were invited.
- 222 took part (39%).

Characteristics of participants

Age category	Number	%
16 to 35 years	10	4.5
36 to 50 years	26	11.7
51 to 65 years	48	21.6
66 to 80 years	83	37.4
81 years or older	55	24.8
Sex		
Male	107	48.2
Female	115	51.8
Admission route		
Emergency	204	91.9
Non-emergency	18	8.1





Areas of good experience



Respect and dignity in the emergency department | Q6

Of the 199 people who answered this question, 86% (171) said that they were always treated with respect and dignity in the emergency department.

Help from staff to eat meals | Q19

Of the 60 people who needed help from staff to eat their meals, 80% (48) said that they always got enough help.

Clear answers from a nurse | Q22

Of the 196 people who answered this question, 76% (149) said that they always got answers they could understand when they had important questions to ask a nurse.

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

In Cavan and Monaghan Hospital, the scores for all survey questions were above or the same as the national average.

While no specific areas for improvement 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.

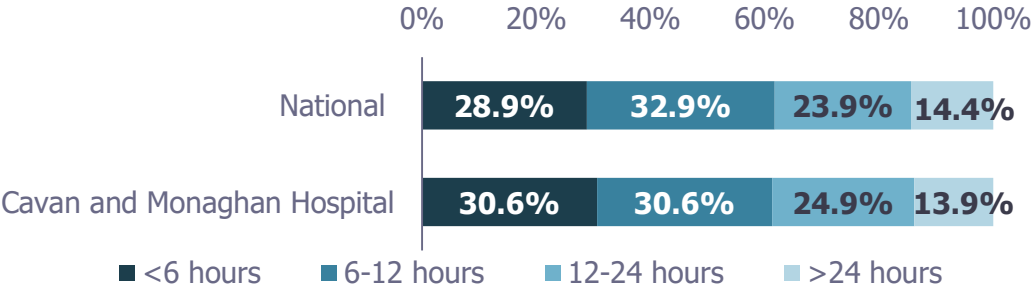


Admissions

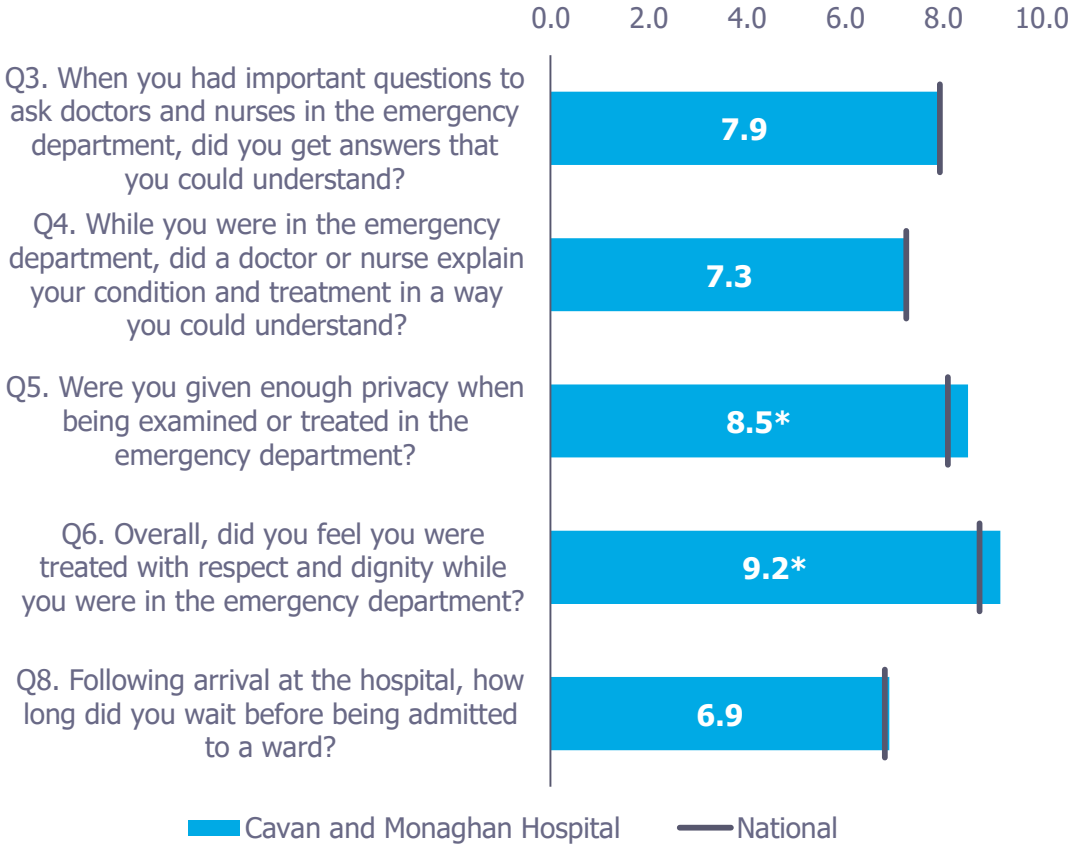


- Highest-scoring question:
 - 86% of people (171 of 199) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 14% of people (24 of 173) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



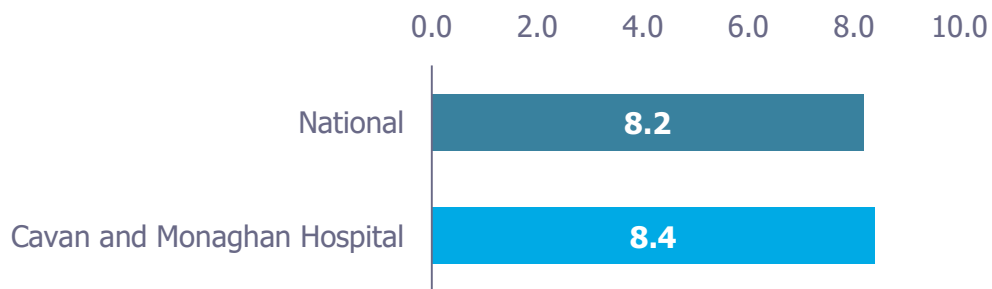
* Denotes statistically significant differences from the national average.



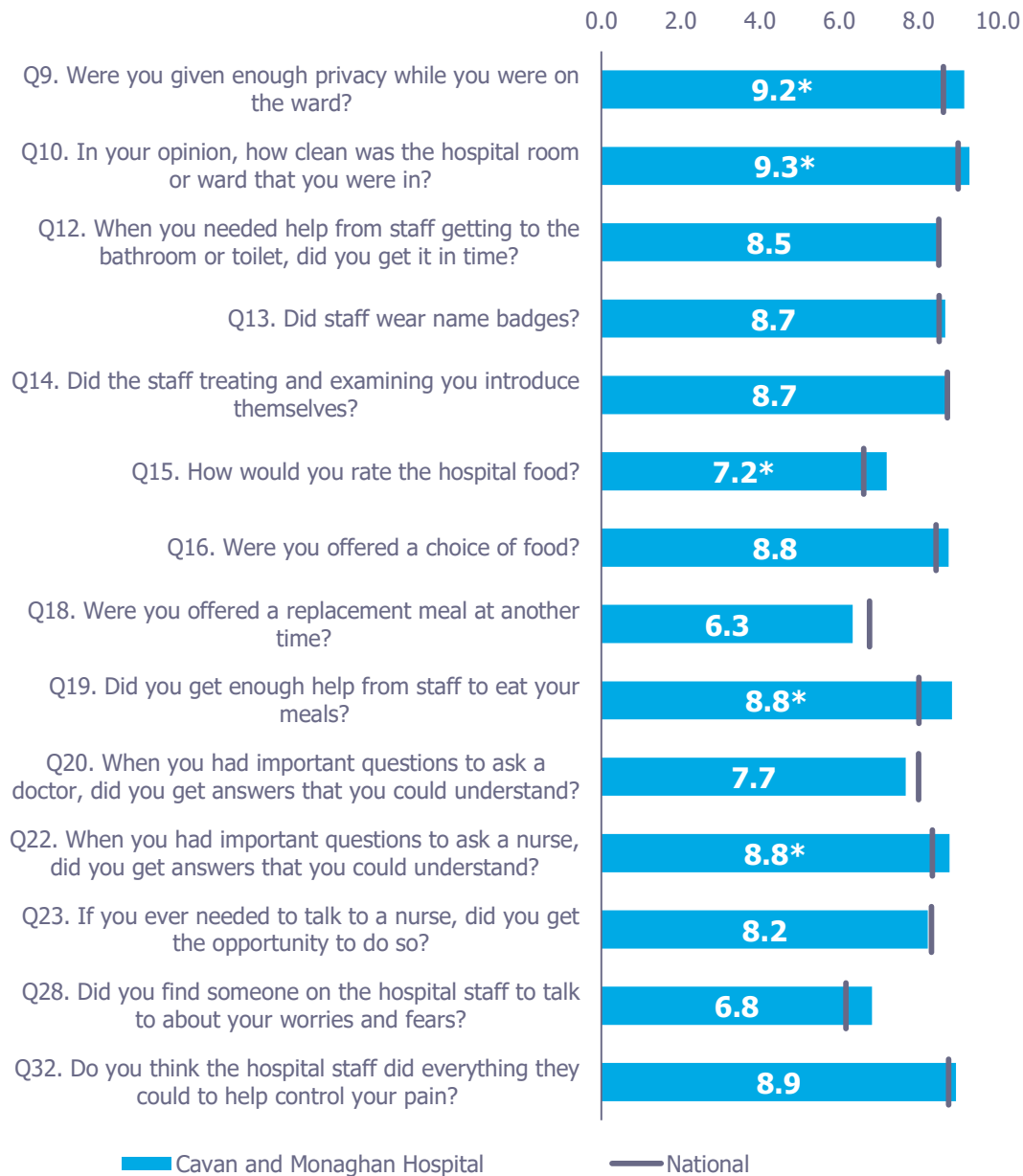
Care on the ward

- Highest-scoring question:
 - 79% of people (161 of 205) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 28% of people (13 of 46) who were ever unable to eat during mealtimes said that they were not offered a replacement meal.

Comparison with the national average



Average scores for questions on 'care on the ward'



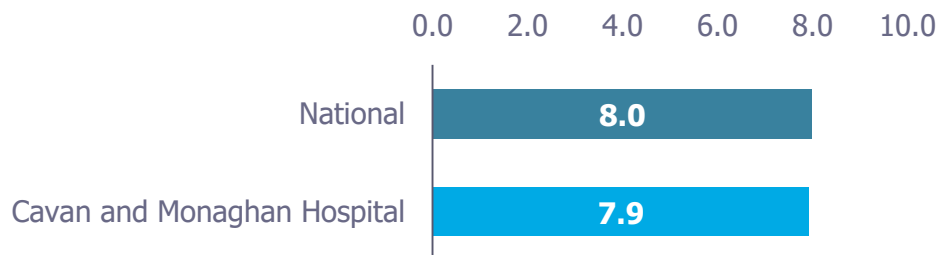
* Denotes statistically significant differences from the national average.



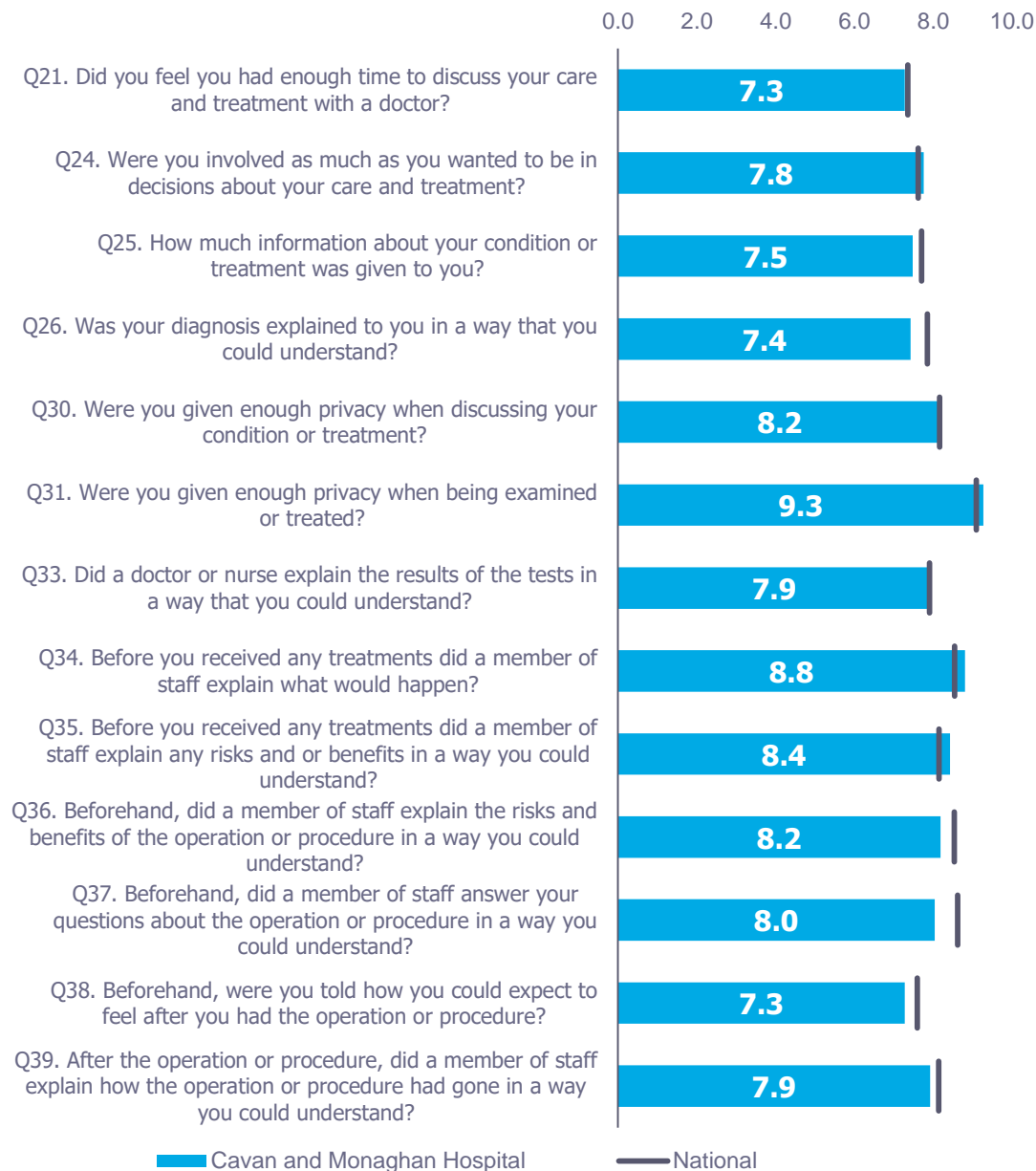
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 87% of people (175 of 202) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 12% of people (25 of 206) said that they did not have enough time to discuss their care and treatment with a doctor, while 18% (15 of 82) said that they were not told how they could expect to feel after their operation or procedure.

Comparison with the national average



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

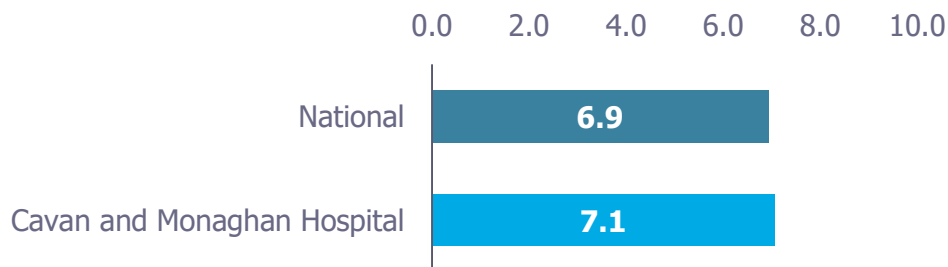




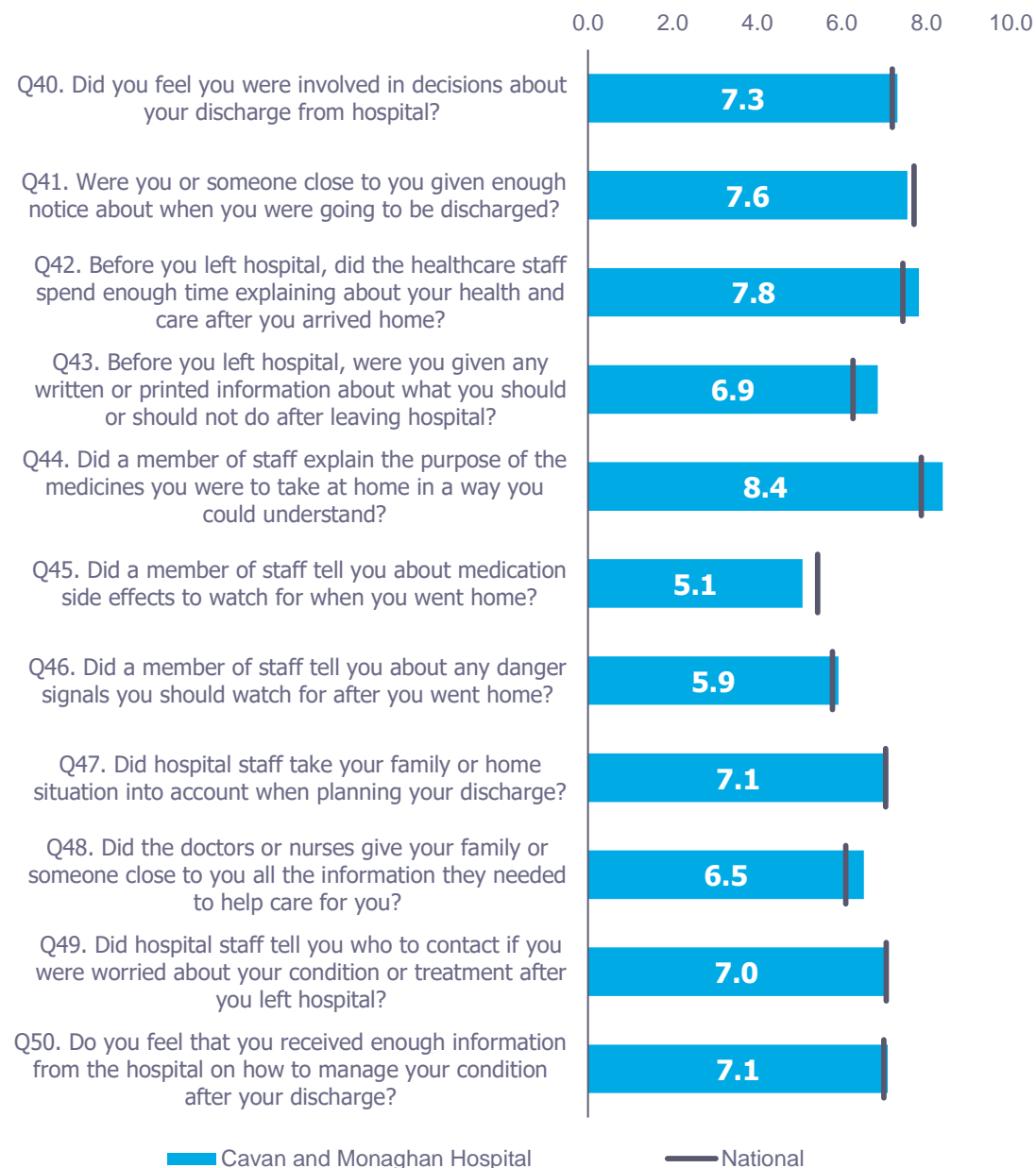
Discharge or transfer

- Highest-scoring question:
 - 74% of people (122 of 164) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 39% of people (53 of 135) 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'



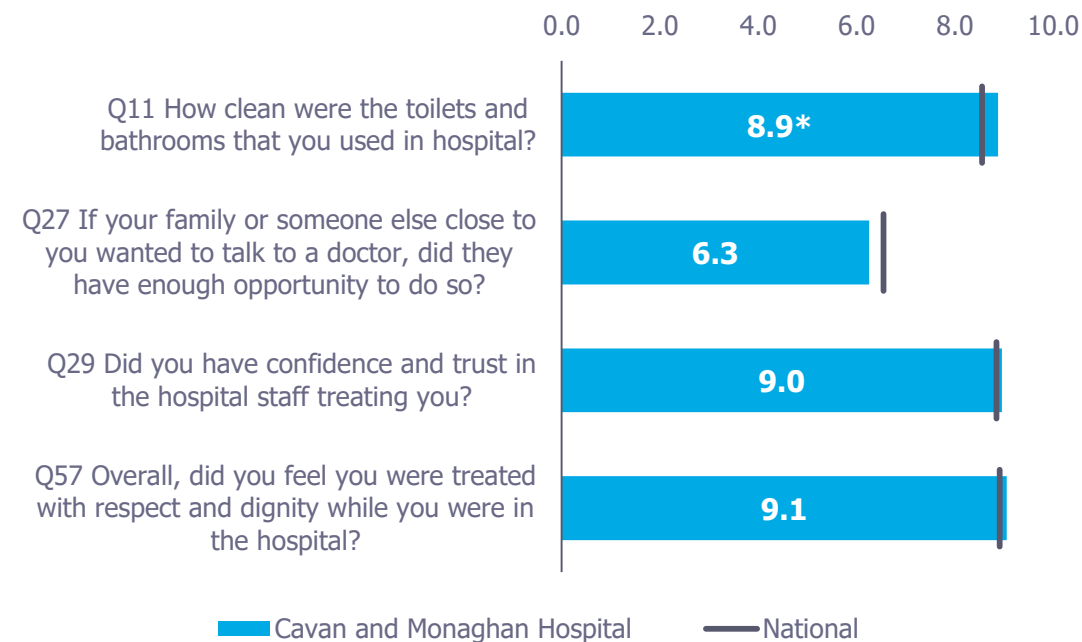


Other aspects of care

- Highest-scoring question:
 - 83% of people (171 of 205) said that they were always treated with respect and dignity in hospital.
- Lowest-scoring question:
 - 22% of people (27 of 124) 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'



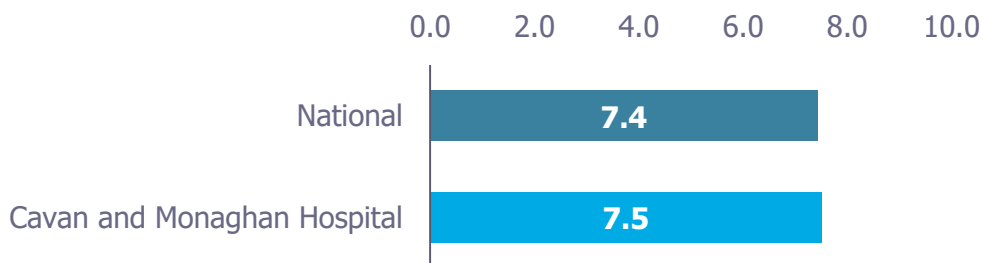
* Denotes statistically significant differences from the national average.



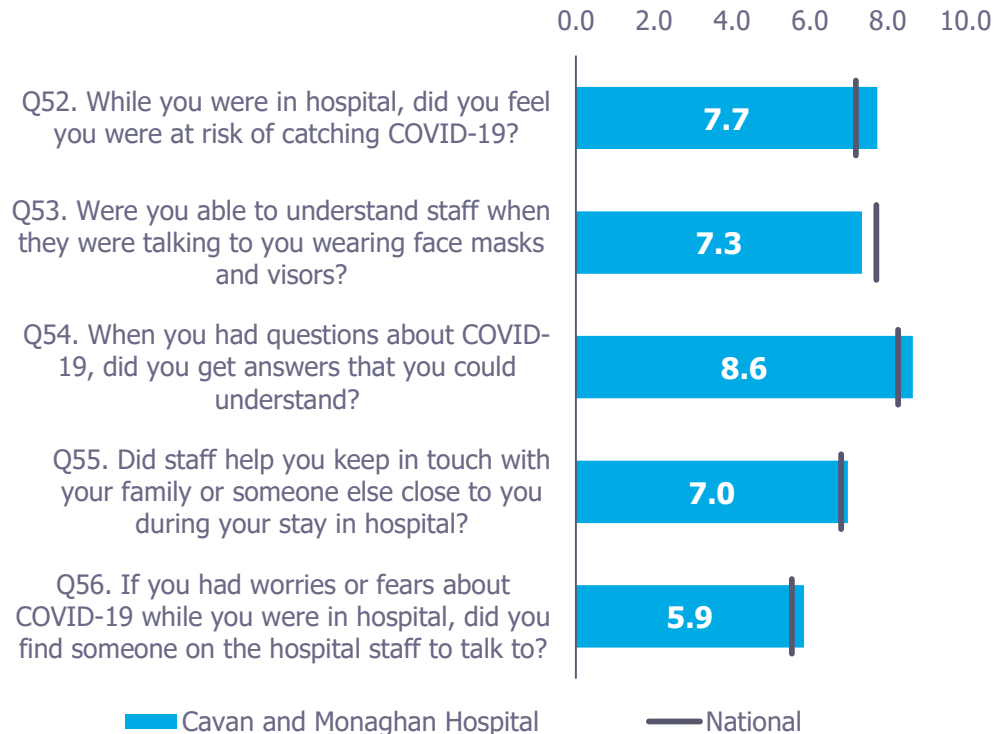
Care during the pandemic

- Highest-scoring question:
 - 72% of people (80 of 111) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 66% of people (132 of 200) said that they had no worries or fears about COVID-19, 24% of people (16 of 68) who had worries or fears 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'

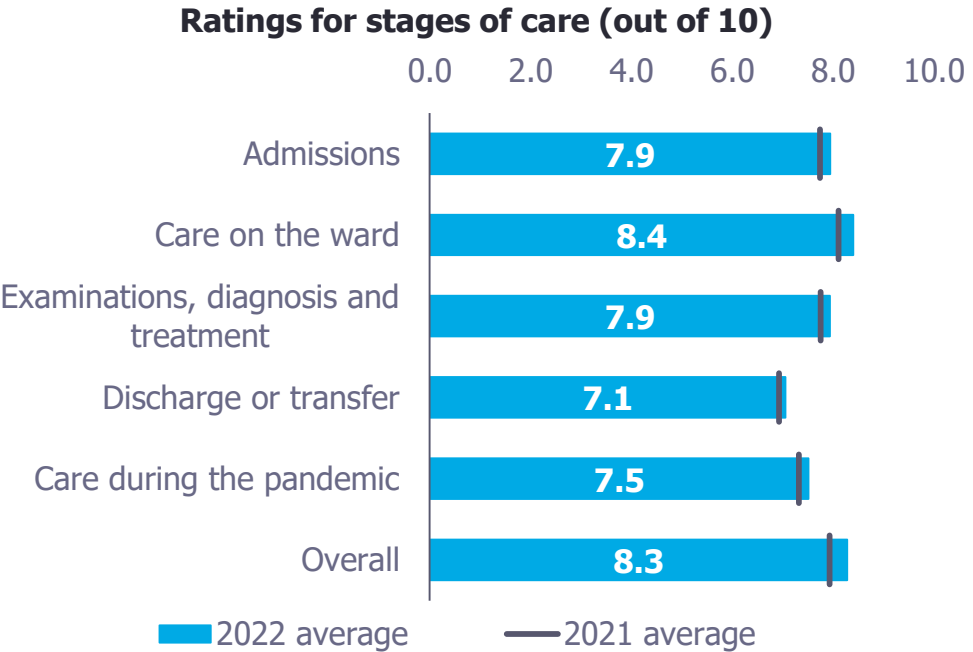
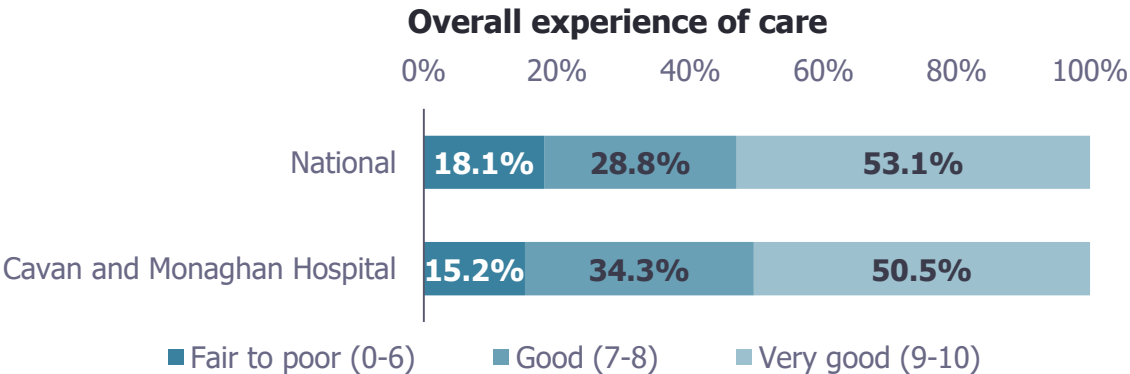




Overall experience



- 85% of people who were admitted to Cavan and Monaghan 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.

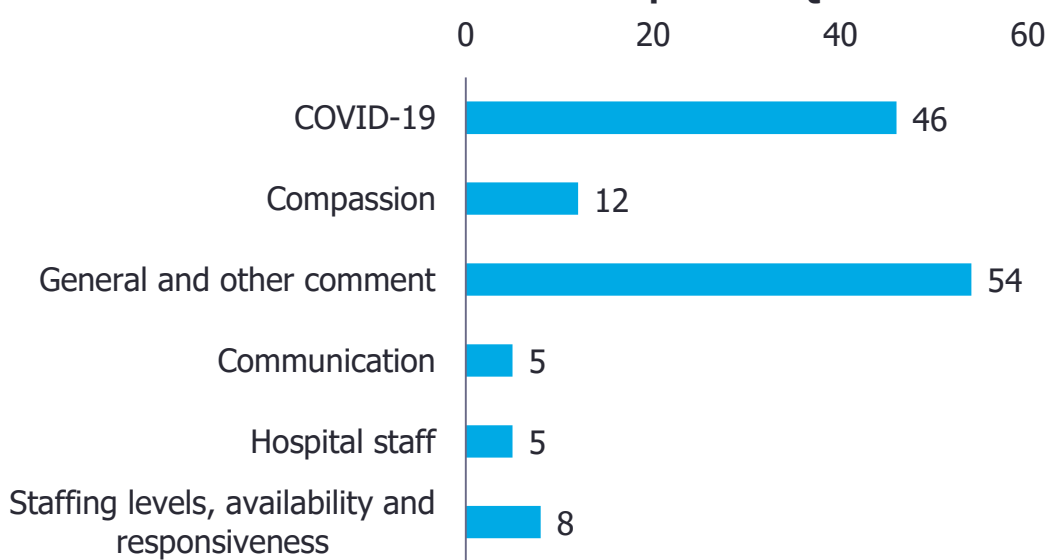




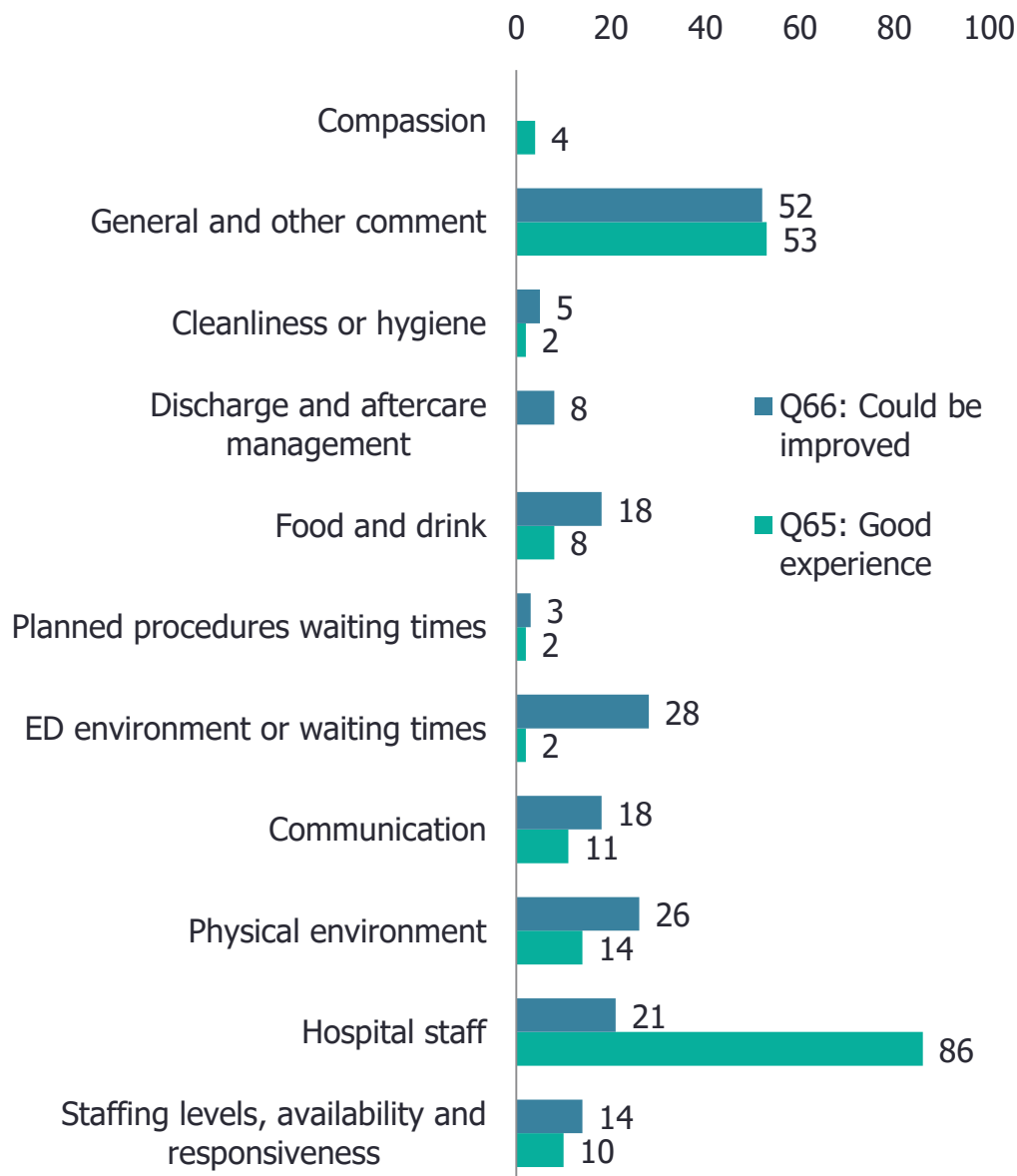
Analysis of patients' comments

- 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).
- 376 comments were received from patients admitted to Cavan and Monaghan Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"The length of time when you arrive in A&E that you have to wait to see a doctor is awful especially when you are very ill when you arrive. It is impossible to expect very ill people to sit in a chair for hours and hours. For me it's sad for sick people not to be able to even get a trolley to lie down."

"Discharge plan and follow up was not completed until 4 weeks later after much chasing of medical team."

"Having to share mixed wards, toilets especially and showers no privacy for m/f patients even though I've met some lovely people during my stay in hospital."

"It is incredibly isolating to be in hospital for months without any visits from loved ones. It severely hampered my recovery and was detrimental to my mental health."



In their own words: comments from patients



"The nursing staff gave good clear information as much as they could to the next of kin."

"I felt quite safe and the procedures carried out in the cleaning of wards and corridors was exceptional and hopefully cleaning staff are made aware they are doing a good job, as all staff are at the hospital."

"The Doctors, nurses and staff were excellent. Very helpful and kind and caring, couldn't ask any better of them."

"The competency and friendliness of doctors, nurses, catering and other staff. Made to feel cared for. Couldn't be improved from my experience."



Conclusion



- 85% of people who were admitted to Cavan and Monaghan 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.
- Cavan and Monaghan Hospital scored similar to or above the national average for all survey questions.
- Positive elements of experience included respect and dignity in the emergency department, help from staff to eat meals, and clear answers from a nurse.

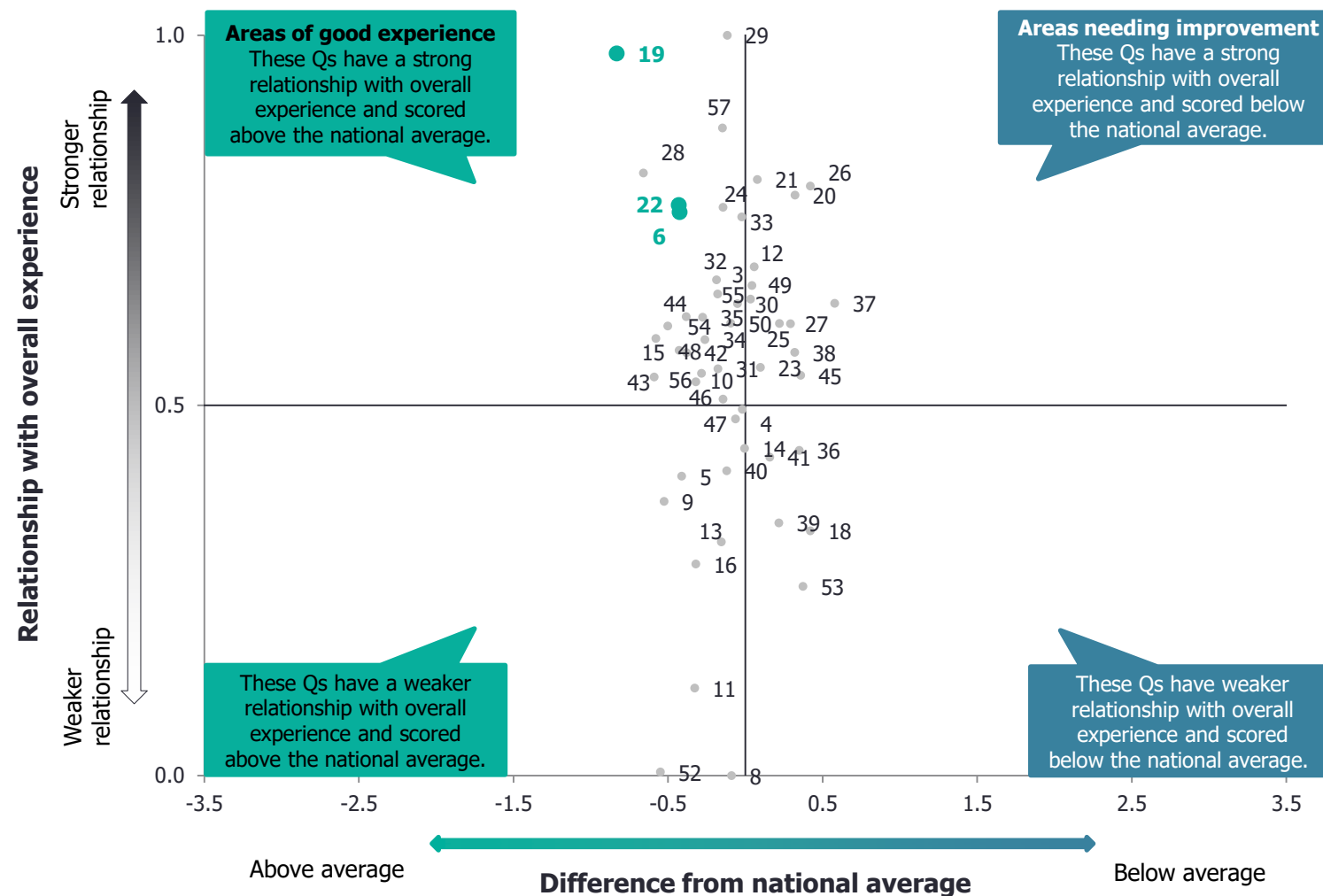


Appendix 1

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 Cavan and Monaghan 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](#)

Follow us on:



@CareExperience



/YourInpatientExperience
/CareExperience



@CareExperience

www.yourexperience.ie

We're committed to excellence in healthcare