



National Inpatient Experience Survey 2022

Mater Misericordiae University 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)
 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
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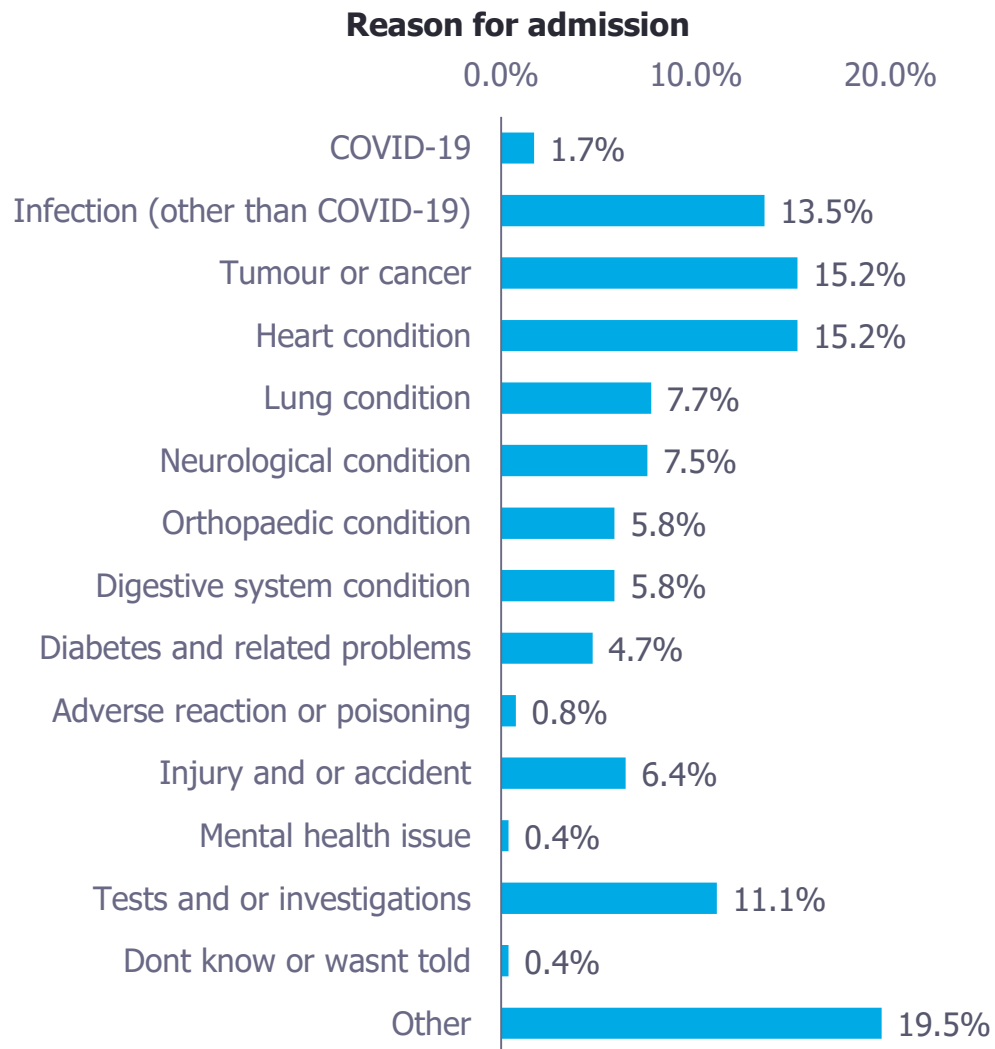


Participants

- 1,313 people who were admitted to Mater Misericordiae University Hospital were invited.
- 539 took part (41%).

Characteristics of participants

Age category	Number	%
16 to 35 years	44	8.2
36 to 50 years	66	12.2
51 to 65 years	166	30.8
66 to 80 years	181	33.6
81 years or older	82	15.2
Sex		
Male	262	48.6
Female	277	51.4
Admission route		
Emergency	384	71.2
Non-emergency	155	28.8





Areas of good experience



Someone to talk to about worries and fears | Q28

Of the 339 people who answered this question, 55% (186) said that they definitely found a member of staff to talk to about their worries and fears.

Confidence and trust in hospital staff | Q29

Of the 510 people who answered this question, 86% (441) said that they always had confidence and trust in the hospital staff treating them.

Respect and dignity | Q57

Of the 514 people who answered this question, 86% (444) said that they were always treated with respect and dignity while they were in hospital.

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



Areas needing improvement



Food rating | Q15

Of the 495 people who answered this question, 36% (178) rated the hospital food as poor or fair.

This question scored significantly below average and has a stronger relationship with overall experience.

While no other 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.

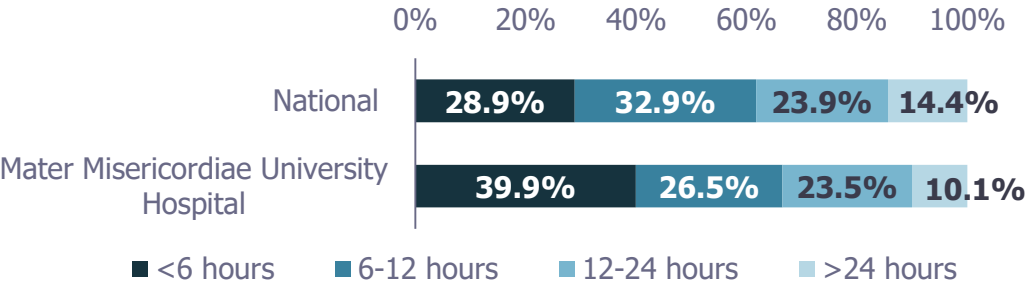


Admissions

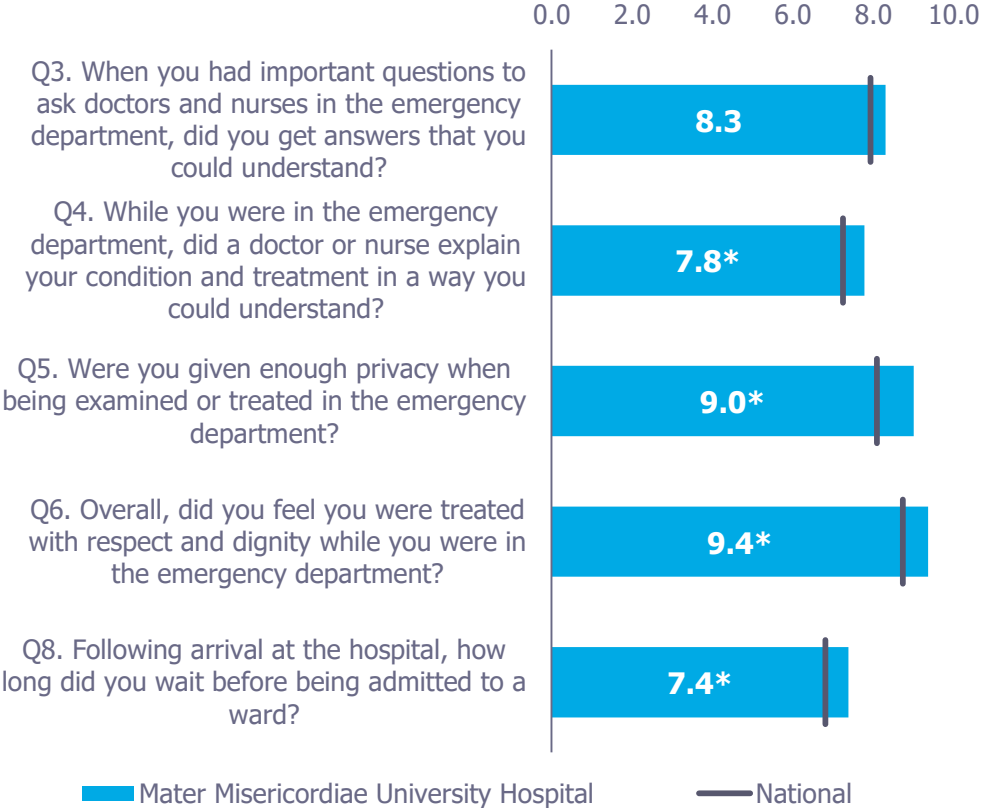


- Highest-scoring question:
 - 89% of people (313 of 353) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 10% of people (33 of 328) said that they waited longer than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



■ Mater Misericordiae University Hospital — National

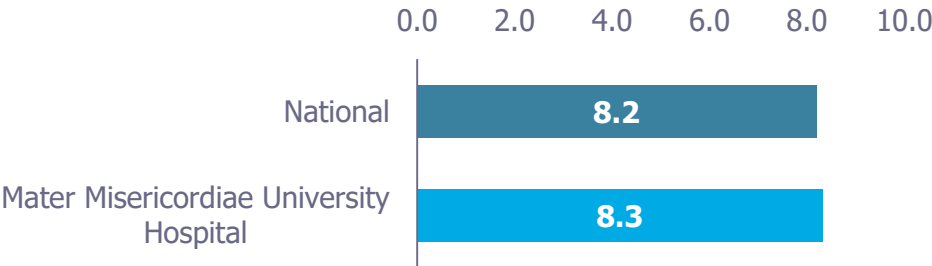
* Denotes statistically significant differences from the national average.



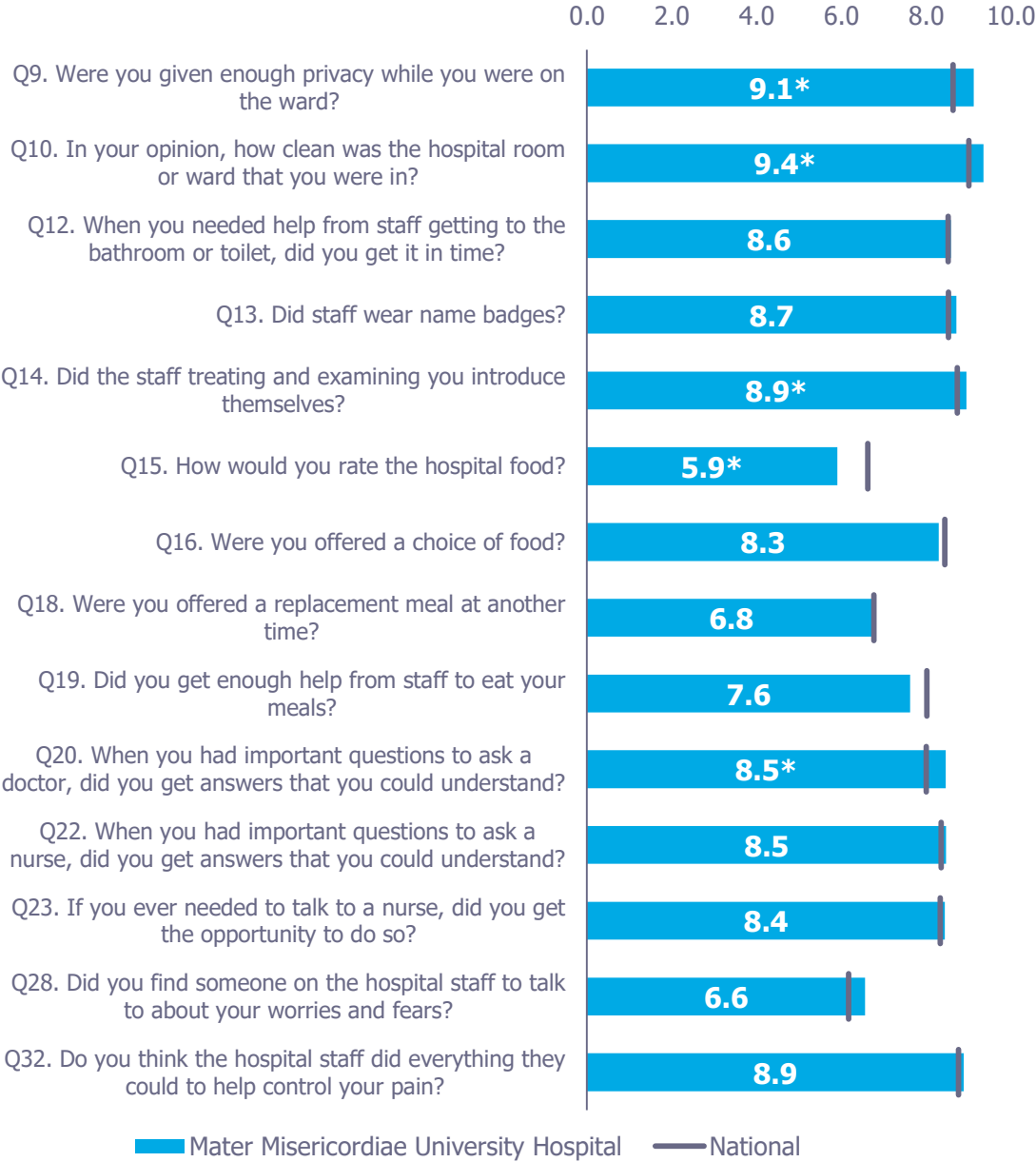
Care on the ward

- Highest-scoring question:
 - 82% of people (423 of 513) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 14% of people (71 of 495) rated the hospital food as poor.

Comparison with the national average



Average scores for questions on 'care on the ward'



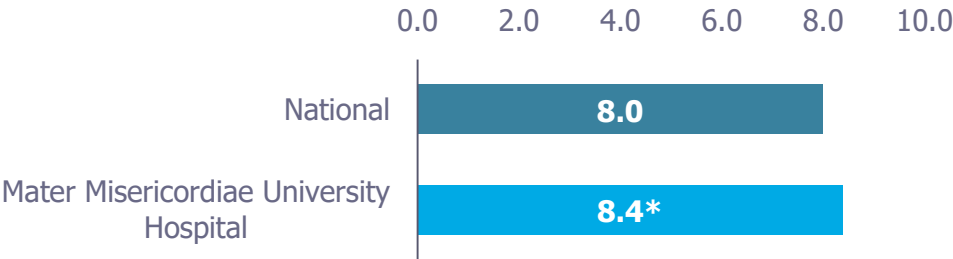
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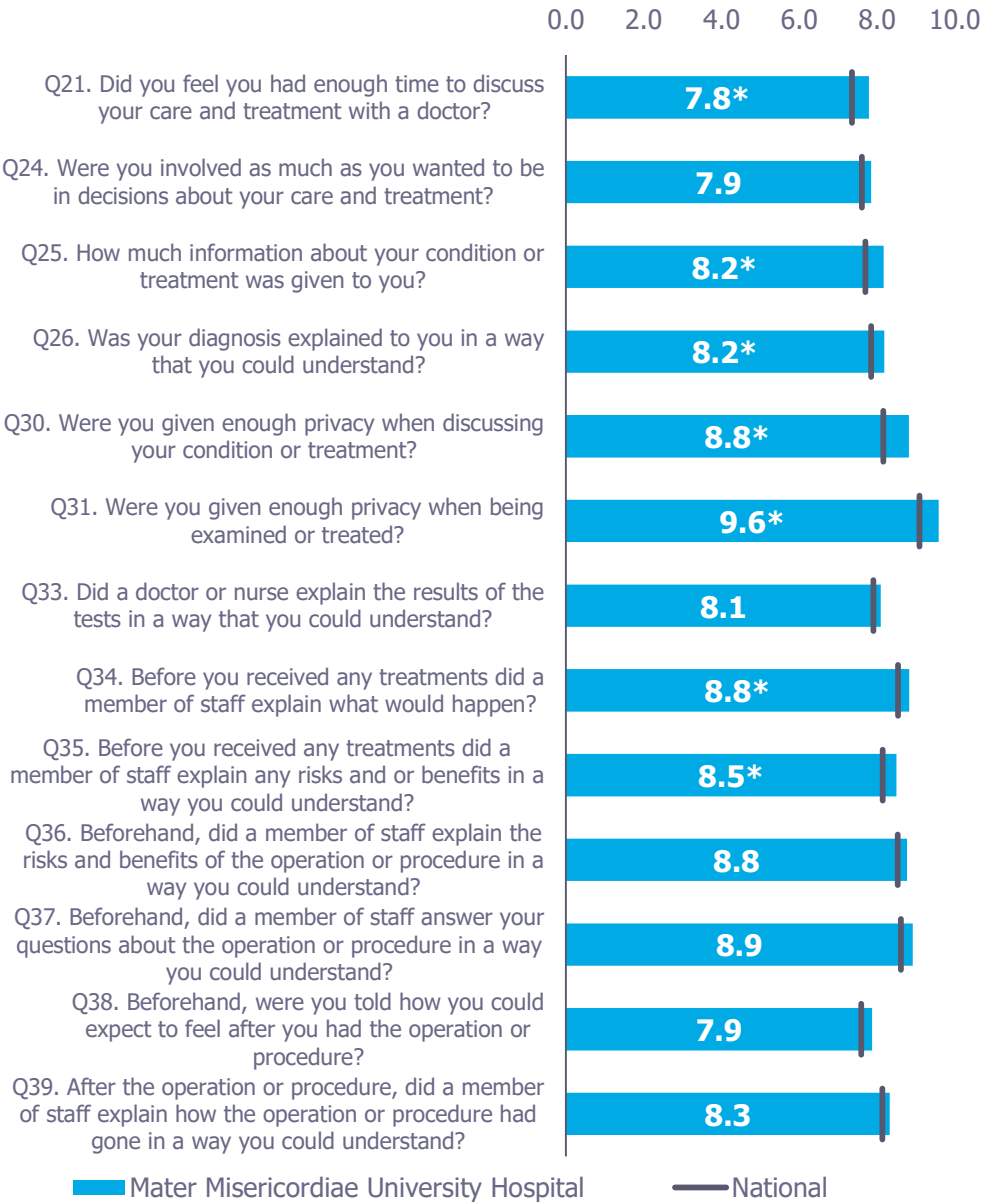
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 93% of people (476 of 513) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 6% of people (32 of 513) 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'



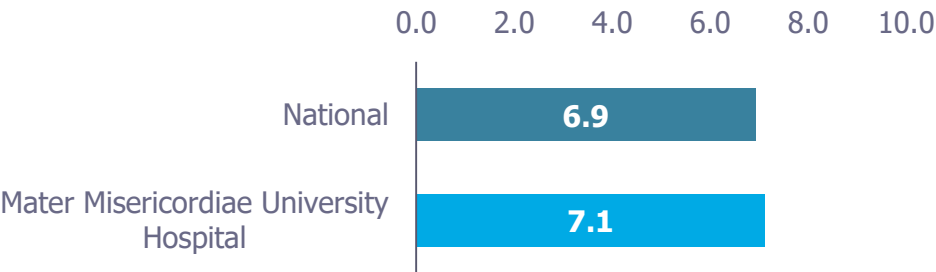
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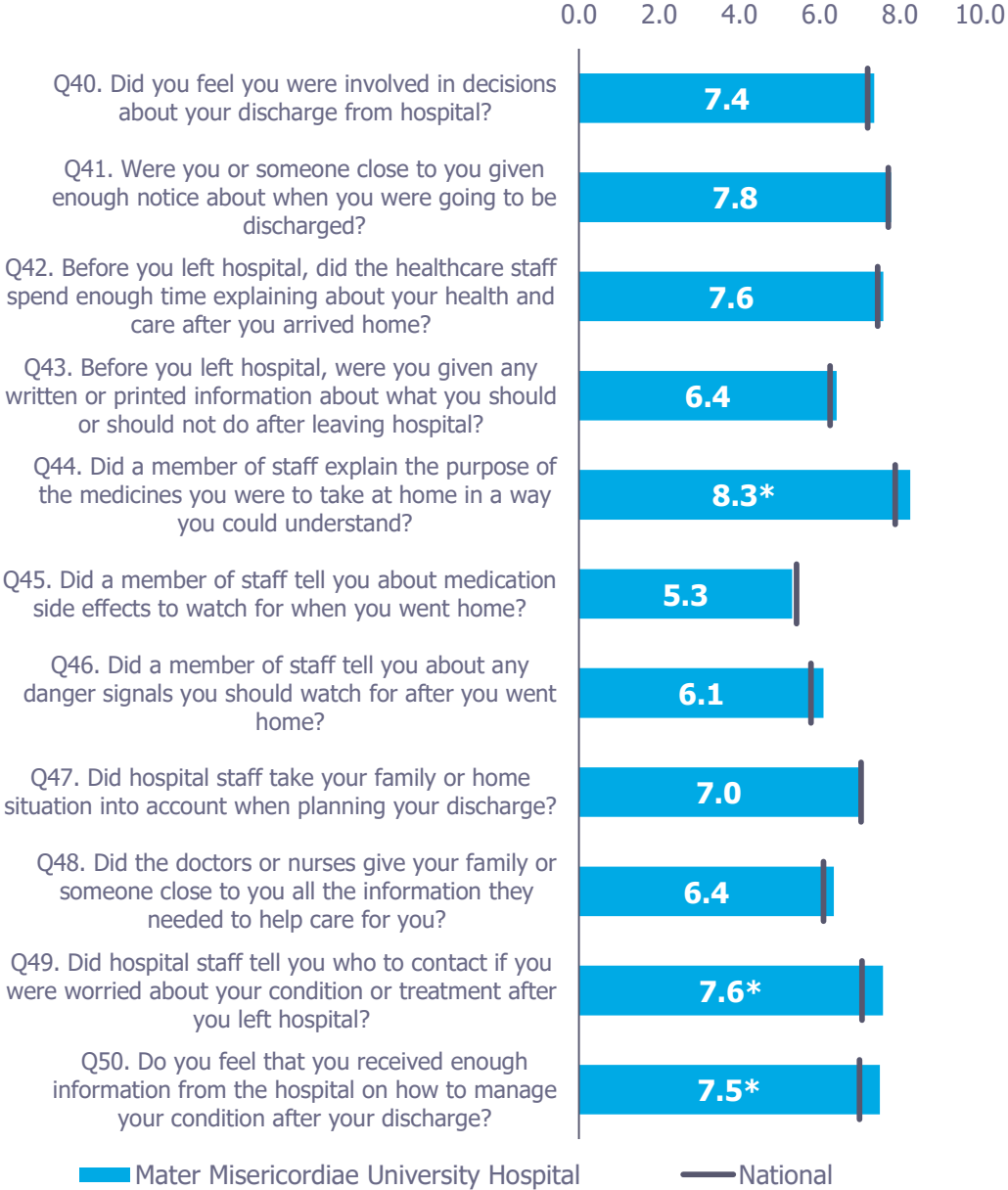
Discharge or transfer

- Highest-scoring question:
 - 73% of people (303 of 416) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 34% of people (131 of 381) 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'



* Denotes statistically significant differences from the national average.

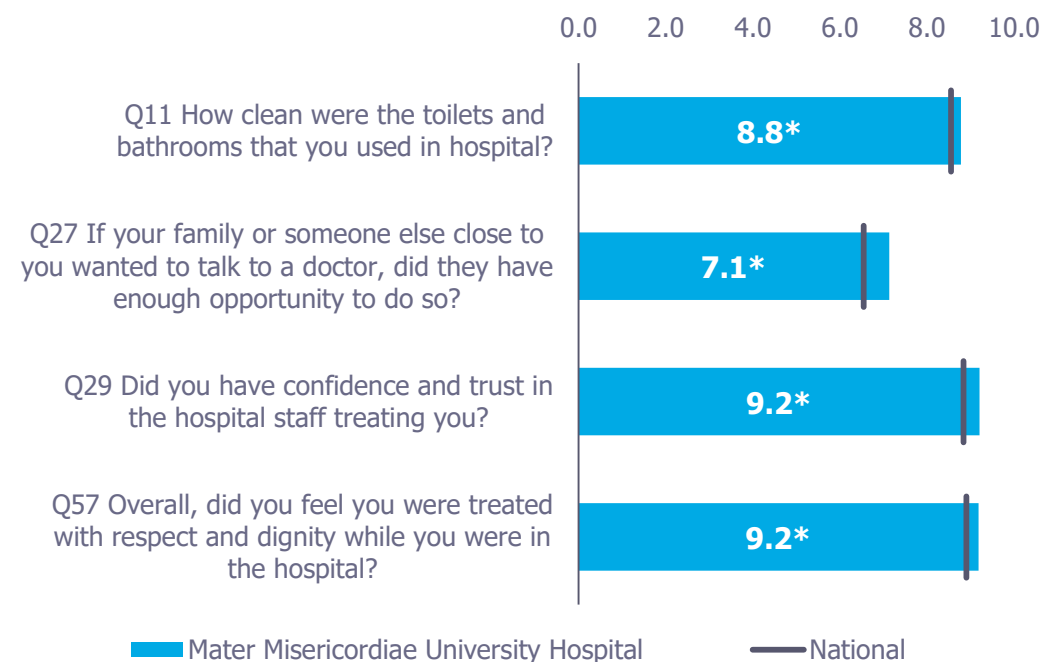


Other aspects of care

- Highest-scoring questions:
 - 86% of people (441 of 510) said that they always had confidence and trust in the hospital staff treating them.
 - 86% of people (444 of 514) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 14% of people (48 of 337) 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'



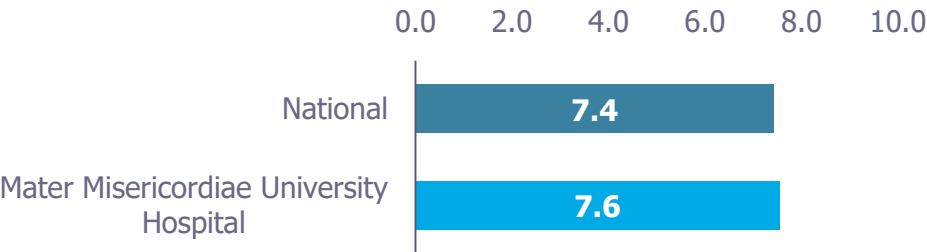
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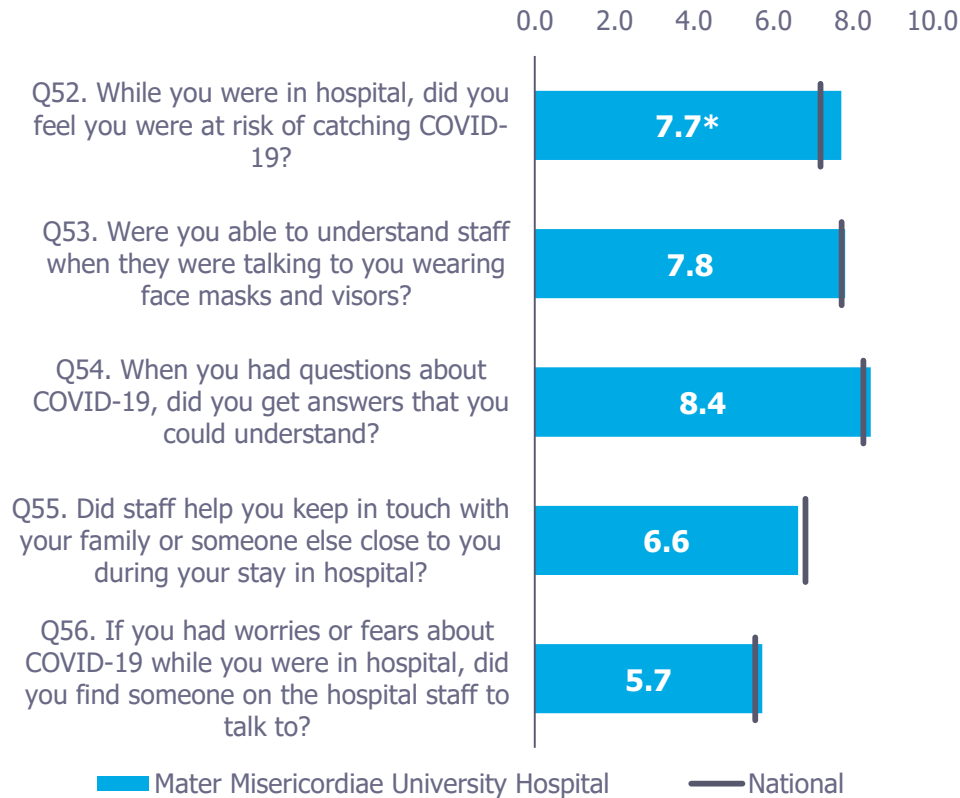
Care during the pandemic

- Highest-scoring question:
 - 78% of people (203 of 260) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 65% of people (328 of 504) said that they had no worries or fears about COVID-19, 26% of people (46 of 176) 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'



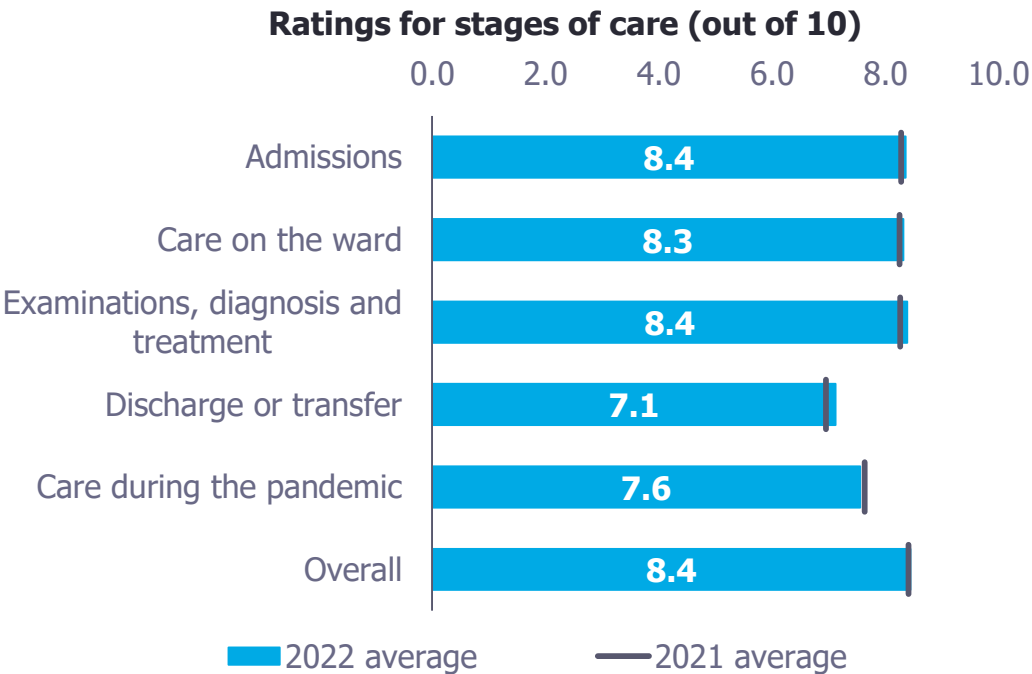
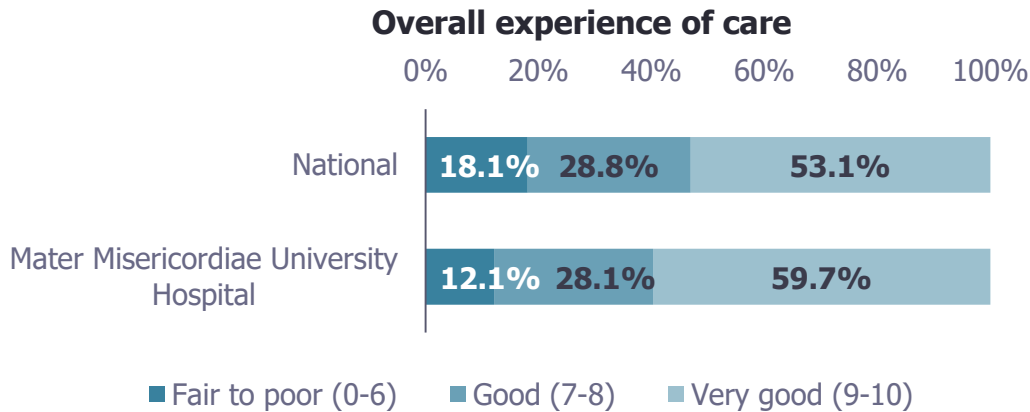
* Denotes statistically significant differences from the national average.



Overall experience



- 88% of people who were admitted to Mater Misericordiae University 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.

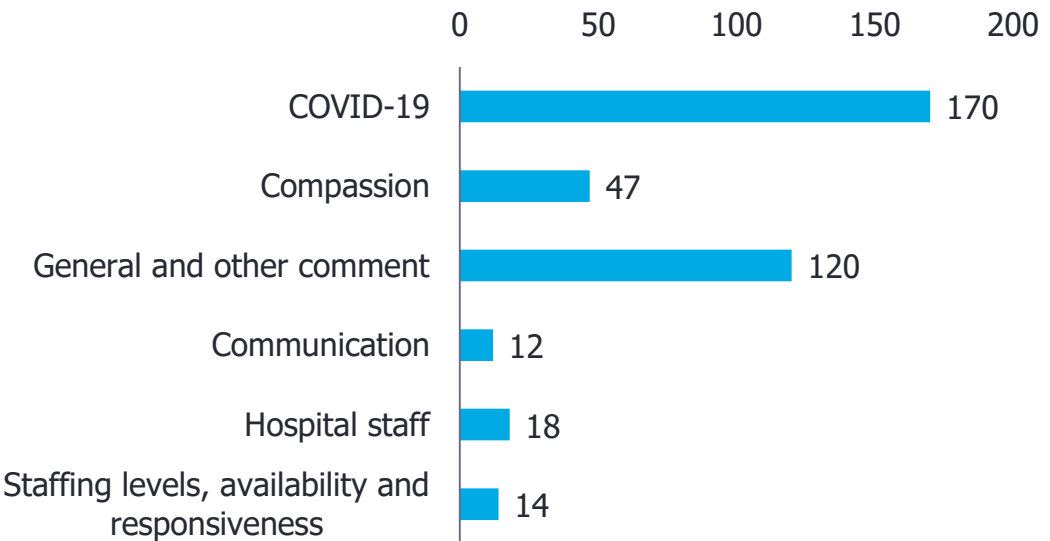




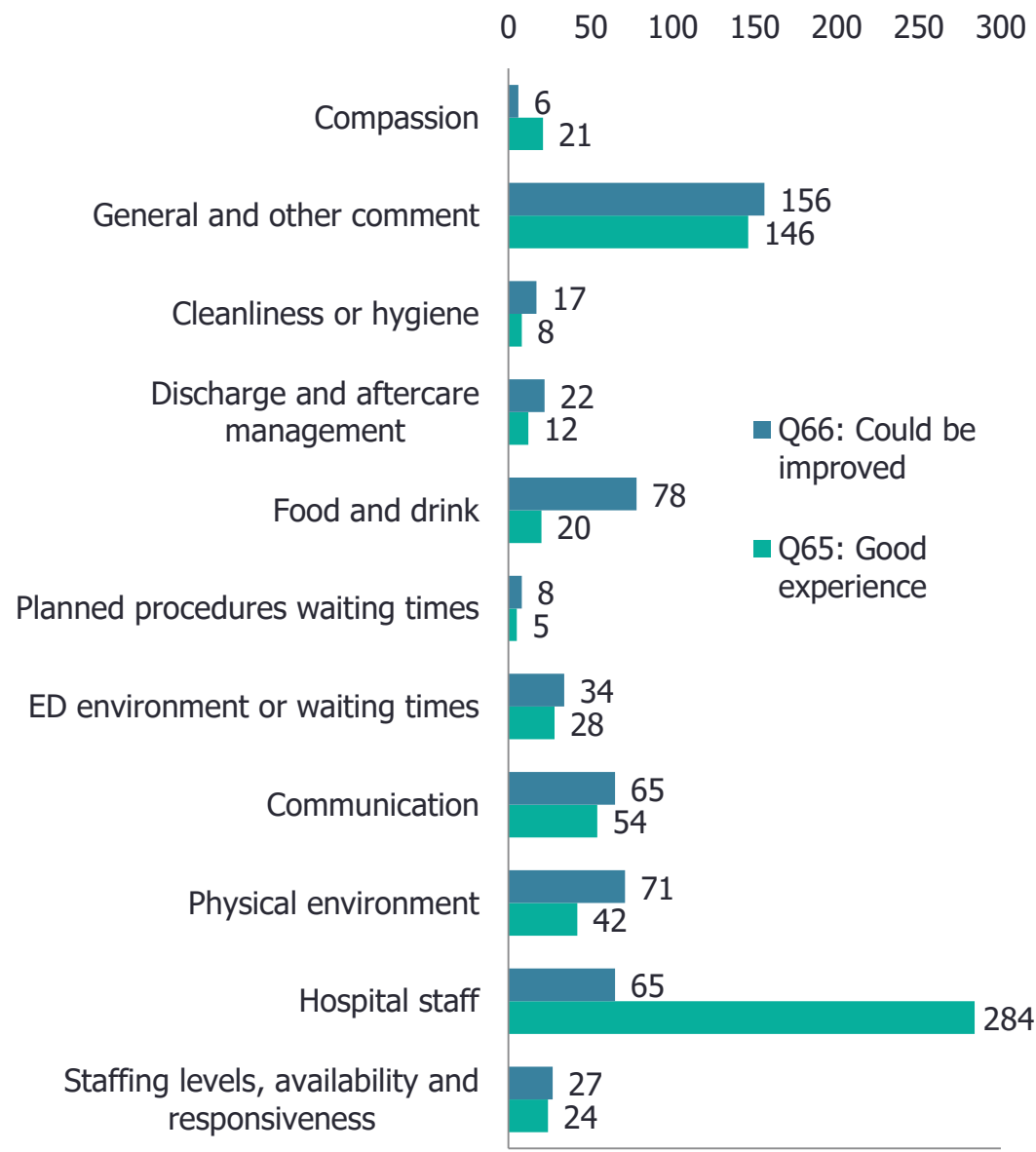
Analysis of patients' comments

- 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).
- 1,084 comments were received from patients admitted to Mater Misericordiae University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I fully understand covid is on the increase again and the reason why visitors are not allowed. However, with elderly patients who are bed ridden I think allowances must be made for visitors. I was mobile and could visit my family in the coffee shop within the grounds but others couldn't even make it to the family room. Mental health is as important as physical health."

"My children had telephone communications with the stroke team re my condition and prognosis. They were promised updates, which did not materialize. No visitors because of covid. I felt there was lack of communication between the stroke team and the day to day staff in the ward."

"I think that a bit more attention could be given to explaining the need for certain treatments (e.g. I had a triple bypass and I could have done with a little more detail on my condition)."

"Maybe when the doctors, nurses, consultants call to your bedside they should always pull the curtains to give privacy and maybe speak in a lower tone so as all other patients and staff can hear every word that's being discussed, that can be a little uncomfortable."



In their own words: comments from patients



"I was not aware of Covid being a huge issue during my stay in the Mater. The staff in theatre were so kind and professional in their approach. The nurse who helped me to drink while in recovery was lovely."

"Staff pulled out all the stops to ensure all required tests and examinations were completed to ensure I could be discharged on Friday. I was delighted not to have to stay in hospital over the weekends."

"I found no issue or delay. I was seen in A&E quickly and given a side cubicle overnight and admitted the next day - no issues all in public system. Very efficient and very clean A&E."

"I was treated very well while my hospital stay. I had surgery which went very well and I have made a full recovery. The nurses and doctors were very caring, I really enjoyed the food. Overall my hospital stay was pleasant."



Conclusion



- 88% of people who were admitted to Mater Misericordiae University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Admissions' and 'examinations, diagnosis and treatment' were the highest-rated stages of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'admissions', 'examinations, diagnosis and treatment' and overall experience were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Mater Misericordiae University Hospital scored similar to or above the national average for most survey questions.
- Positive elements of experience included having someone to talk to about worries and fears, confidence and trust in hospital staff, and being treated with respect and dignity.
- Areas for improvement included the hospital food.

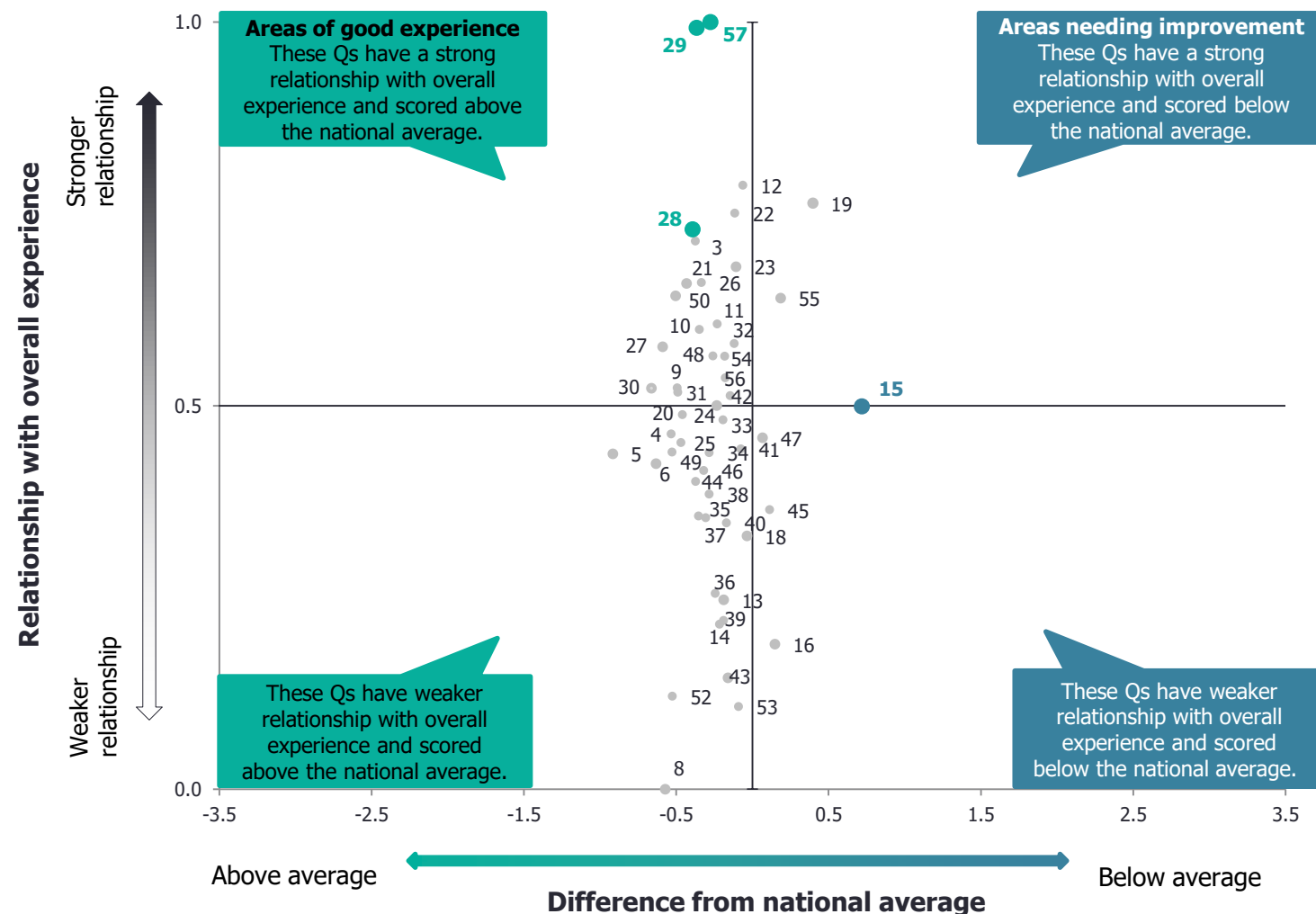


Appendix 1

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 for Mater Misericordiae University 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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