



National Inpatient Experience Survey 2022

Mercy 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



<p>16+</p> <p>16 years of age or older</p>	<p>24</p> <p>Spent 24 hours or more in a public acute hospital</p>	<p>MAY</p> <p>Discharged in May 2022 (the survey month)</p>
<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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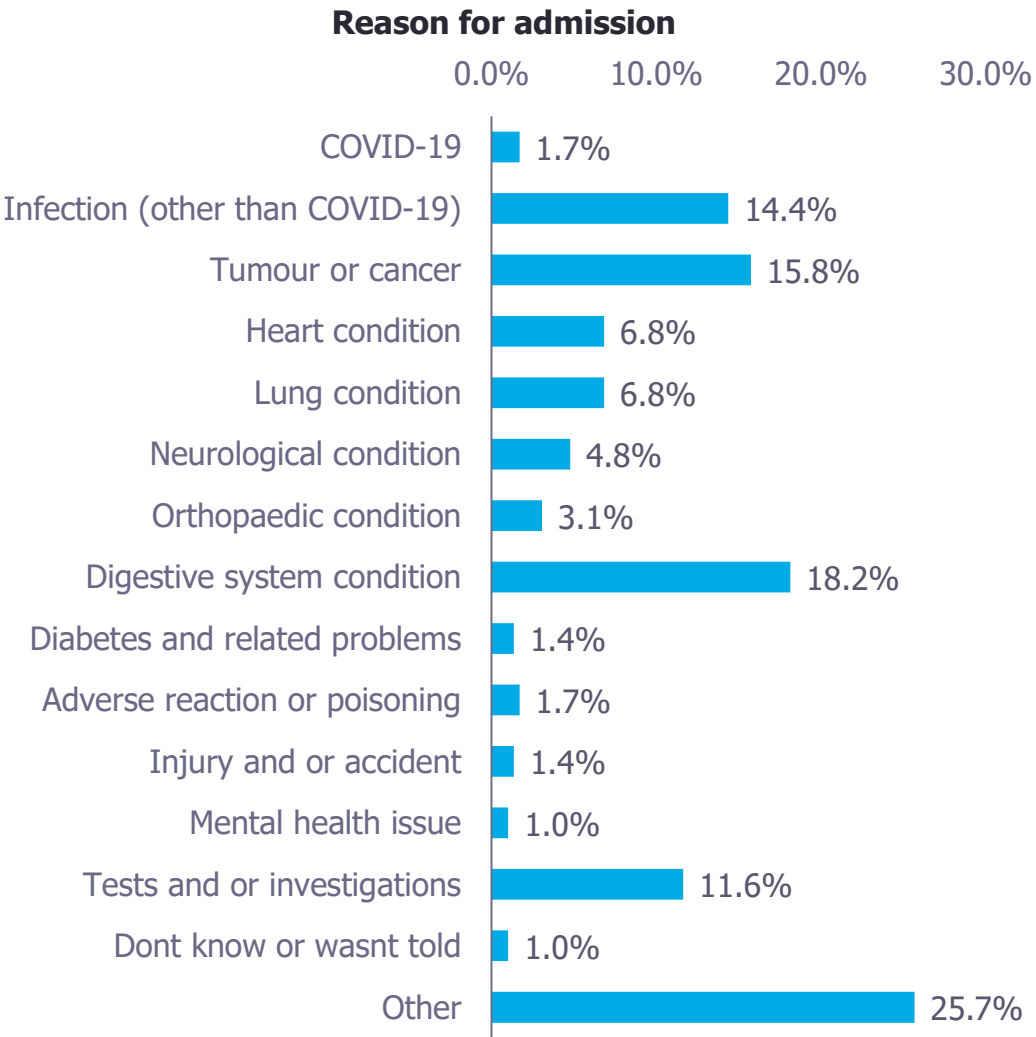


Participants

- 680 people who were admitted to Mercy University Hospital were invited.
- 294 took part (43%).

Characteristics of participants

Age category	Number	%
16 to 35 years	14	4.8
36 to 50 years	33	11.2
51 to 65 years	84	28.6
66 to 80 years	121	41.2
81 years or older	42	14.3
Sex		
Male	156	53.1
Female	138	46.9
Admission route		
Emergency	213	72.4
Non-emergency	81	27.6





Areas of good experience



Offer of a replacement meal | Q18

Of the 78 people who were ever unable to eat during mealtimes, 72% (56) said that they were always offered a replacement meal at another time.

Clear explanation of the risks and benefits of an operation or procedure | Q36

Of the 184 people who had an operation or procedure, 84% (154) said that the risks or benefits were fully explained to them.

Sufficient notice of discharge | Q41

Of the 274 people who answered this question, 74% (204) said that they were definitely given enough notice about when they were going to be discharged.

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

In Mercy University Hospital, the scores for all survey questions were above or the same as the national average.

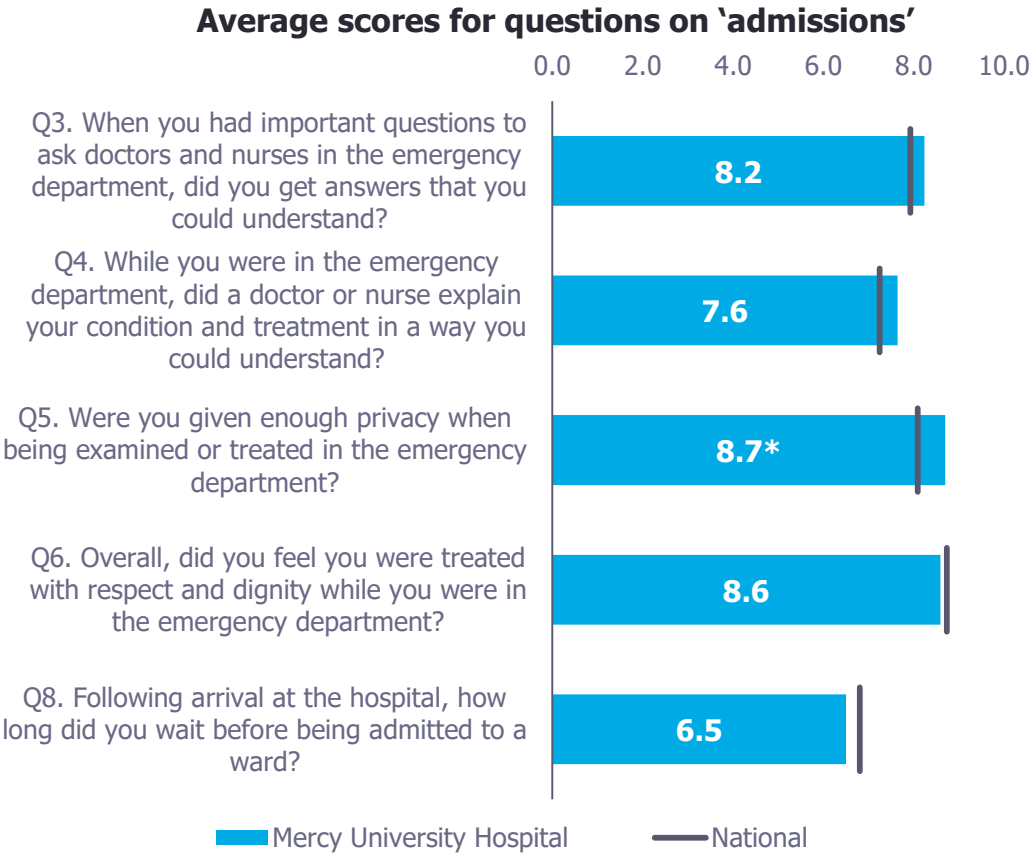
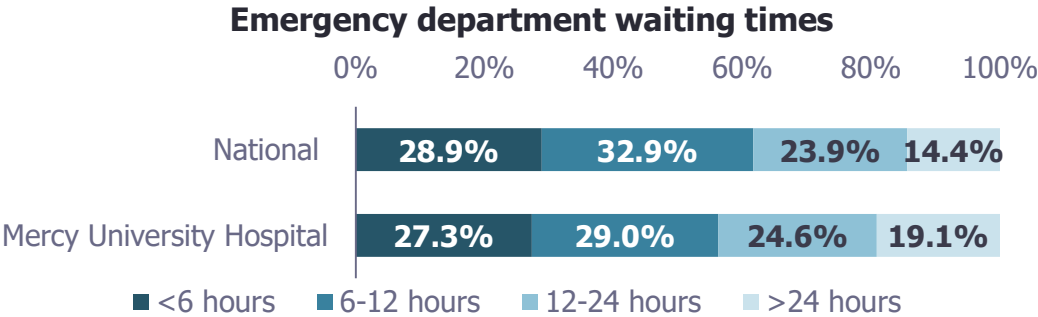
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



Admissions



- Highest-scoring question:
 - 80% of people (158 of 198) said that they were always given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 19% of people (35 of 183) said that they waited more than 24 hours before being admitted to a ward.



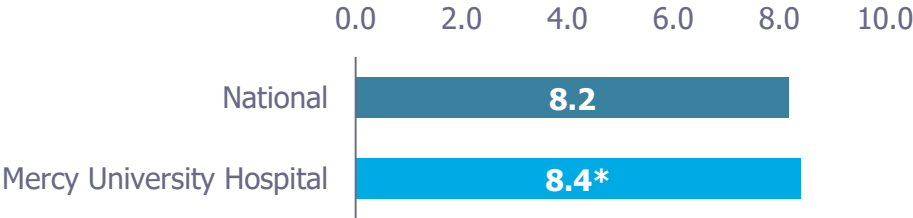
* Denotes statistically significant differences from the national average.



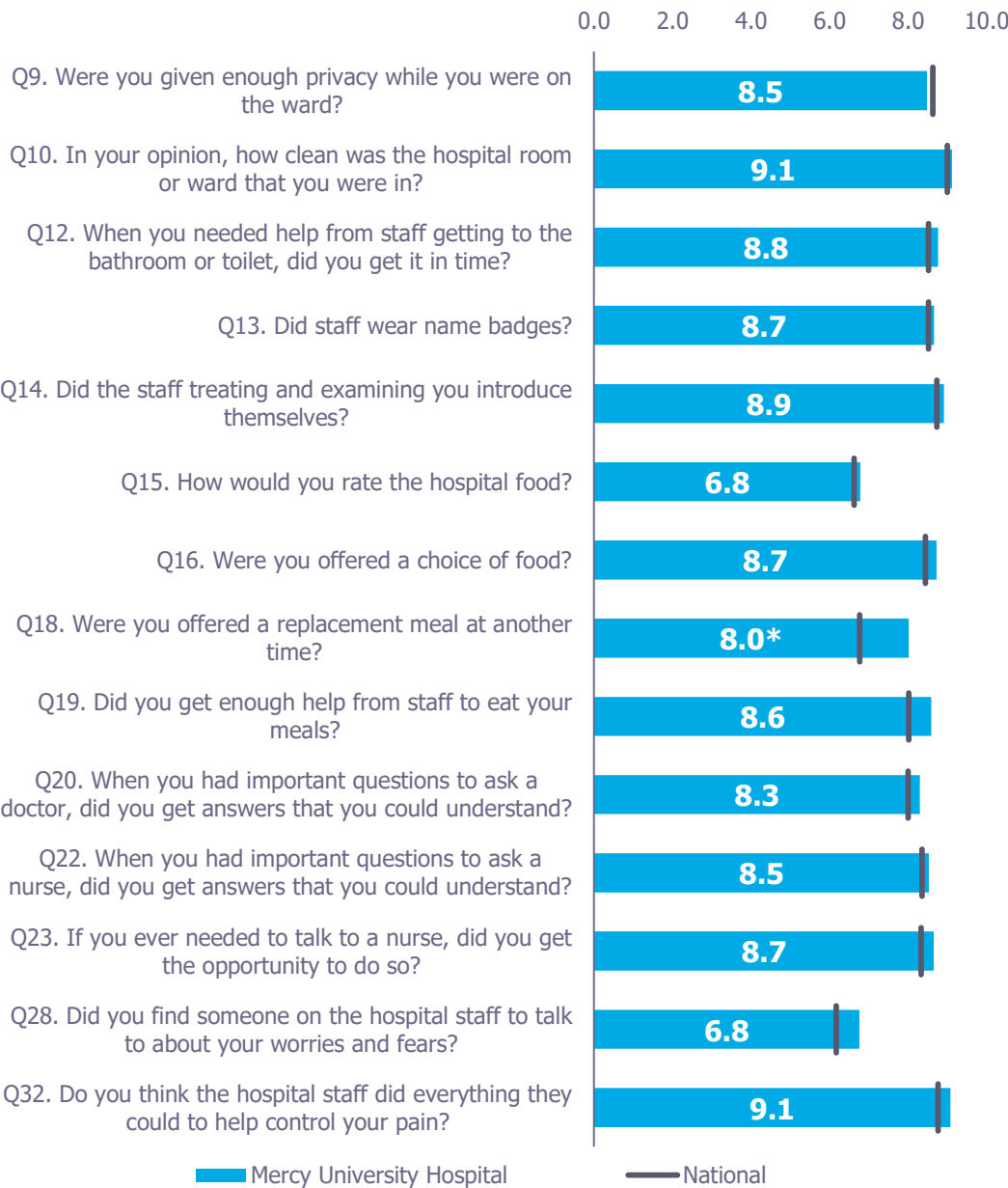
Care on the ward

- Highest-scoring questions:
 - 77% of people (216 of 280) said that the room or ward they were in was very clean, while 84% (200 of 237) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring questions:
 - 8% of people (23 of 275) rated the hospital food as poor, while 19% (33 of 171) 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'



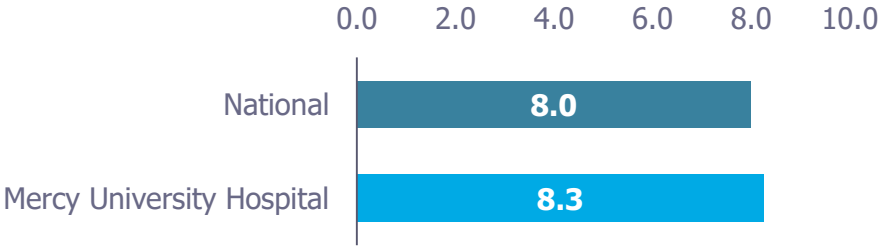
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring question:
 - 85% of people (242 of 284) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 10% of people (30 of 286) 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'



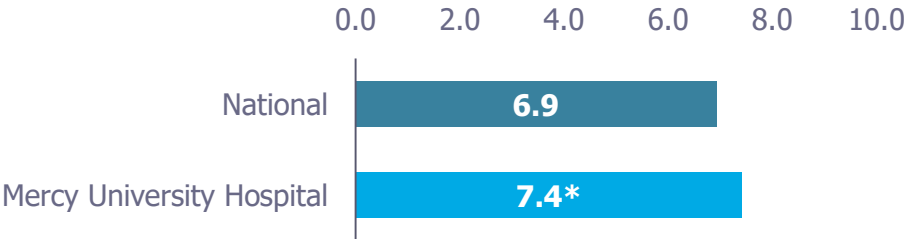
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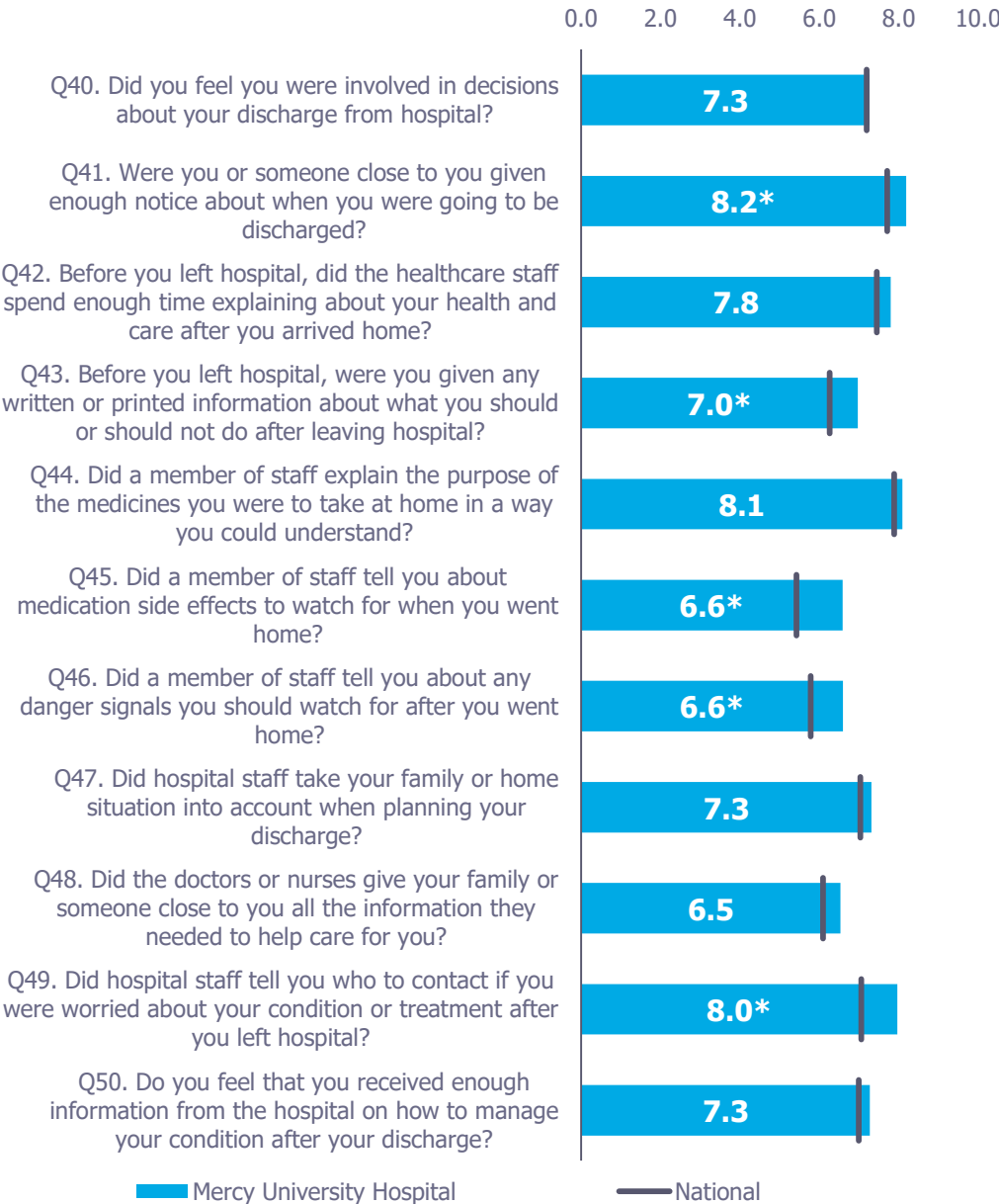
Discharge or transfer

- Highest-scoring question:
 - 74% of people (204 of 274) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 25% of people (44 of 174) said that their family or someone else close to them was not given all the information they needed to help care for them.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant differences from the national average.

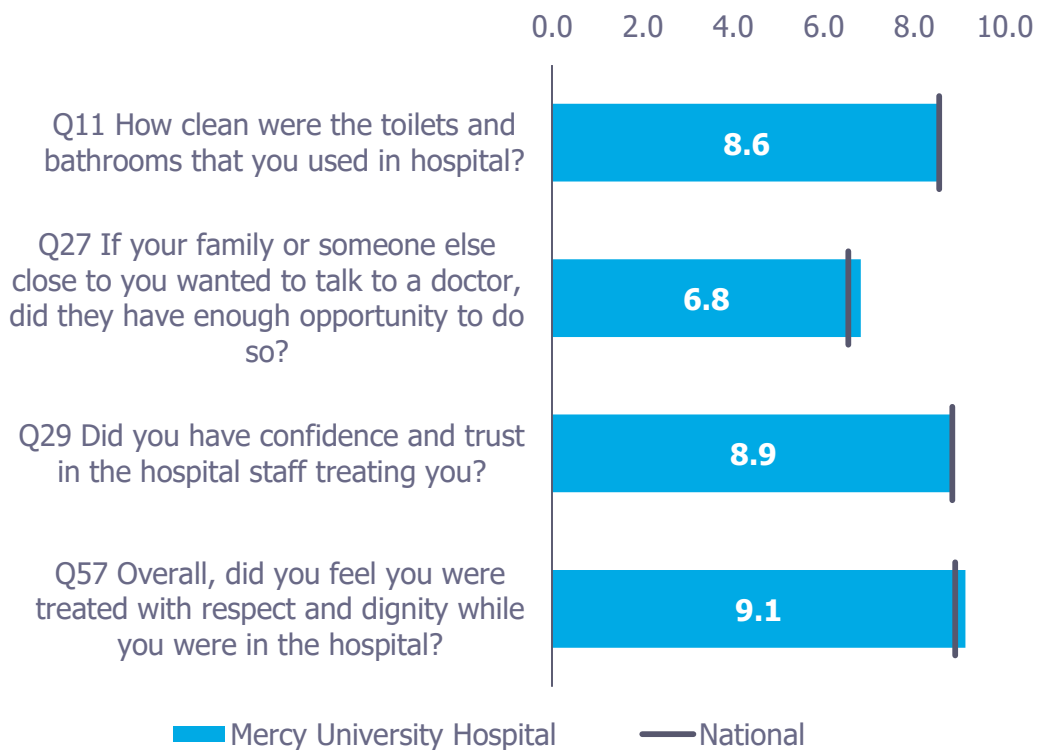


Other aspects of care

- Highest-scoring question:
 - 86% of people (243 of 284) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 18% of people (34 of 185) 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'

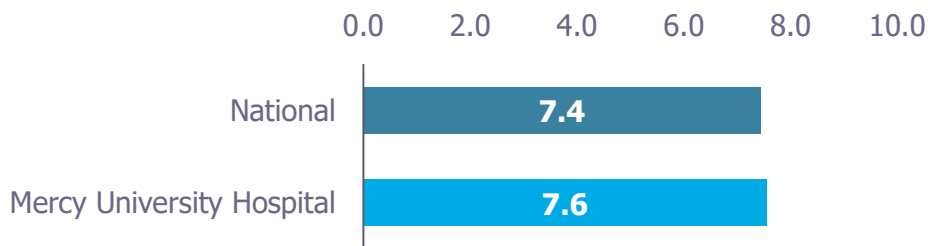




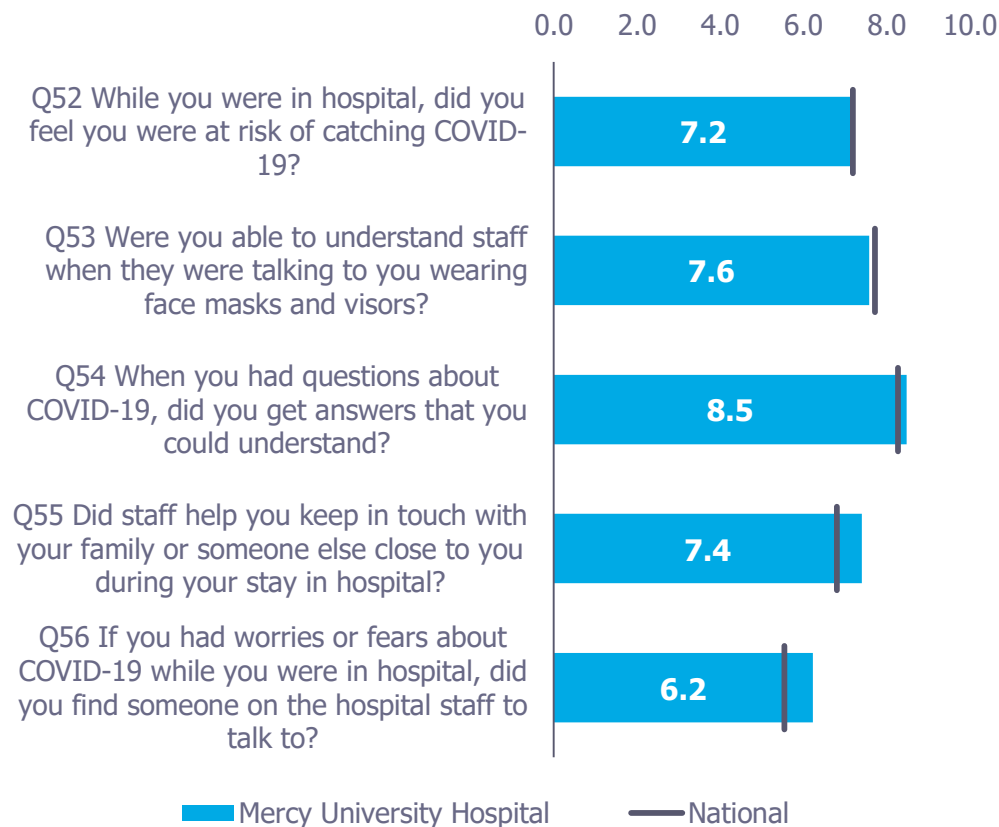
Care during the pandemic

- Highest-scoring question:
 - 77% of people (113 of 147) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 62% of people (173 of 280) said that they had no worries or fears about COVID-19, 27% of people (29 of 107) 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'

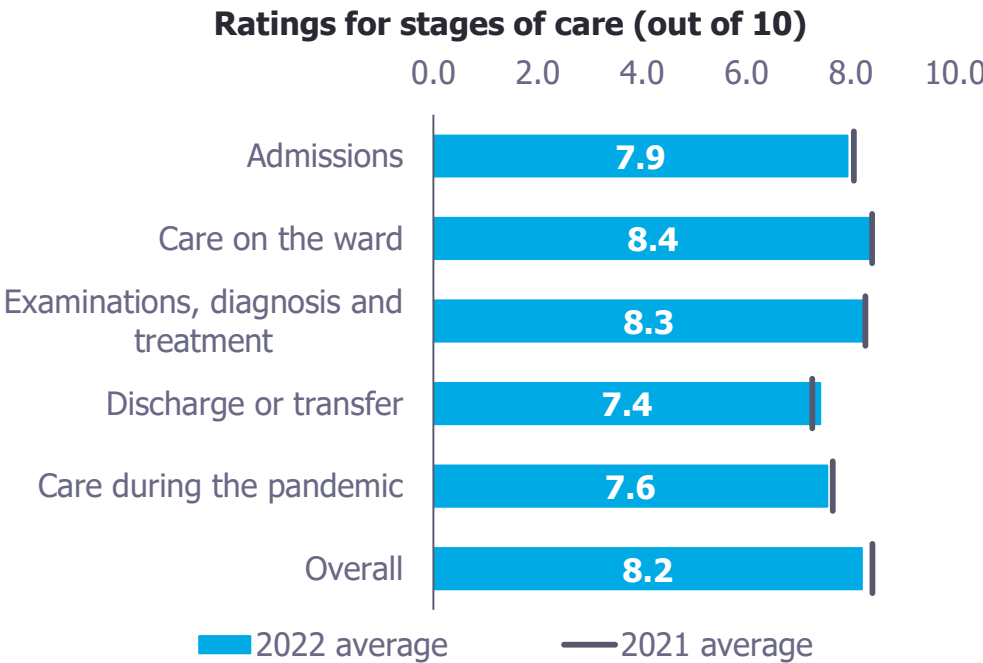
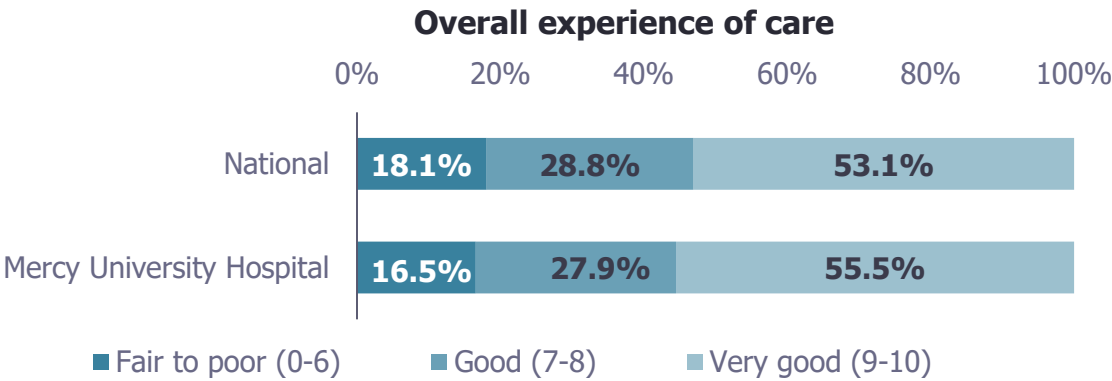




Overall experience



- 83% of people who were admitted to Mercy 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.

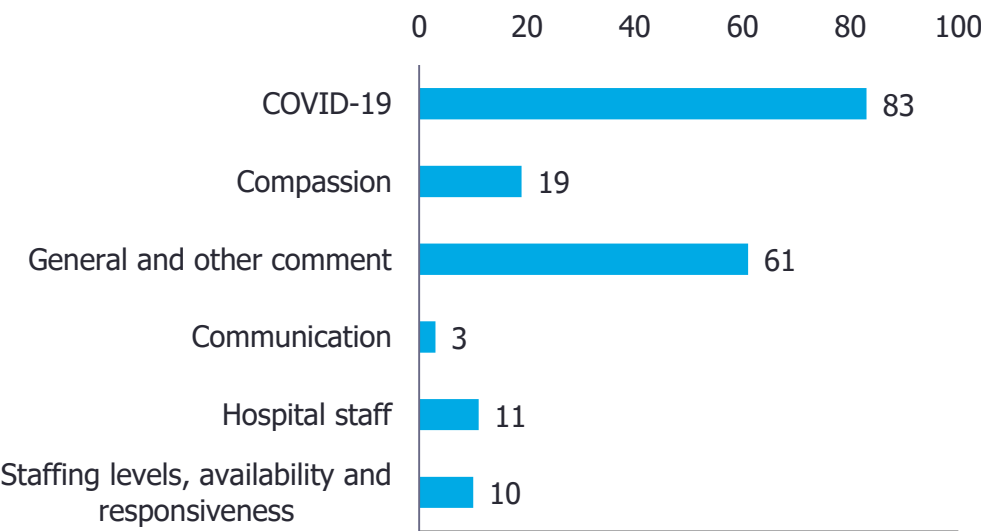




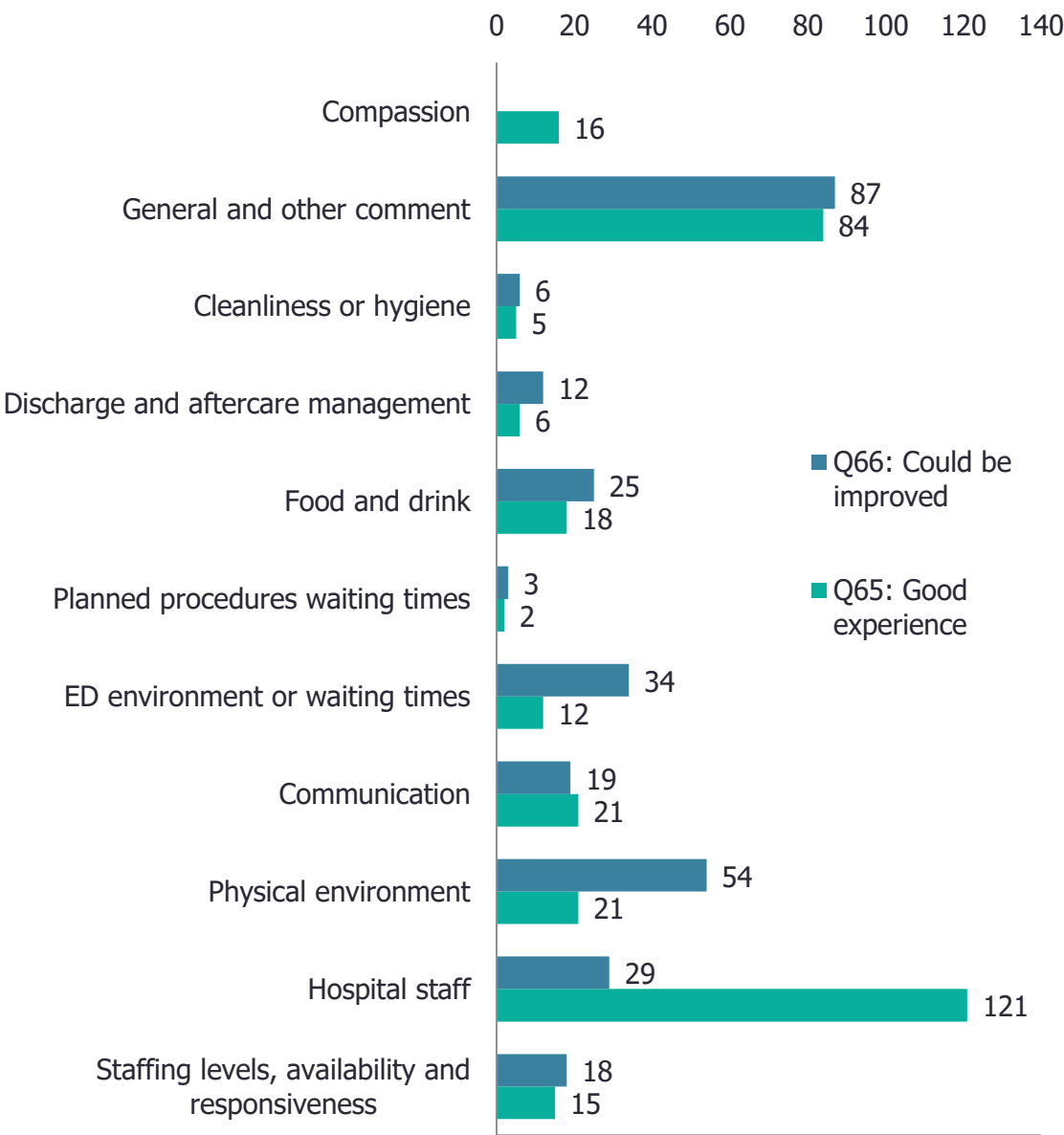
Analysis of patients' comments

- 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).
- 538 comments were received from patients admitted to Mercy University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"No doctor spent significant time talking about or explaining my reason for hospital stay. When discharged no doctor or nurse explained to me or my family medication changes or any side effects of those changes, as they did not make themselves available."

"Sometimes hard to hear and recognise staff due to PPE."

"The bathroom in the ward I was in was not fit for purpose. The sink for handwashing was inadequate and shower did not work. We had to use shower out on corridor."

"The team I was under was not clear with my diagnosis. Was sent home feeling very depressed as I was still in a lot of pain."



In their own words: comments from patients



"Everyone from the time I entered to the time I left were brilliant. They were professional and warm and very attentive and made me feel as comfortable as they could."

"The doctors rang my daughter for my health history. And to keep her up to date."

"The quick movement through A&E as on previous occasions I've been kept up to 24 hrs. Also the speed of the procedures while I was in the ward."

"All the nursing staff were particularly friendly and always to give you any care you needed whether it be physical, pain and nausea medication, whenever needed and the kitchen staff who brought up food and suppers/teas were very clued in to exactly what diet you were on and what you were allowed."



Conclusion



- 83% of people who were admitted to Mercy University 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 'care on the ward' and 'discharge or transfer' were above the national average.
- Mercy University Hospital scored above or similar to the national average for most survey questions.
- Positive elements of experience included offer of a replacement meal, clear explanation of the risks and benefits of an operation or procedure, and sufficient notice of discharge.

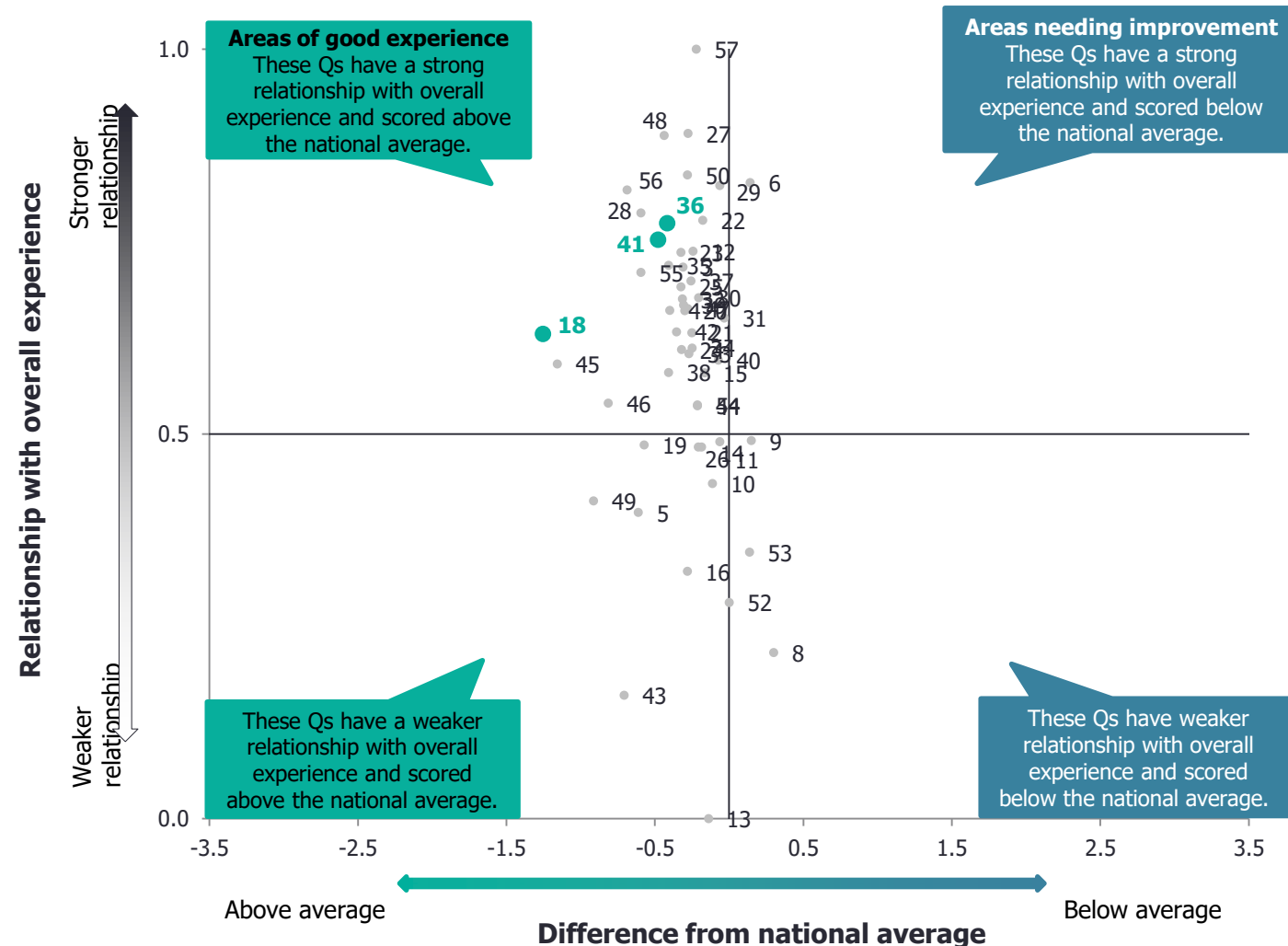


Appendix 1

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 Mercy 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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