

## National Inpatient Experience Survey 2022

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### Roscommon University 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**



<b>16+</b> 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 <b>postal address</b> 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 <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
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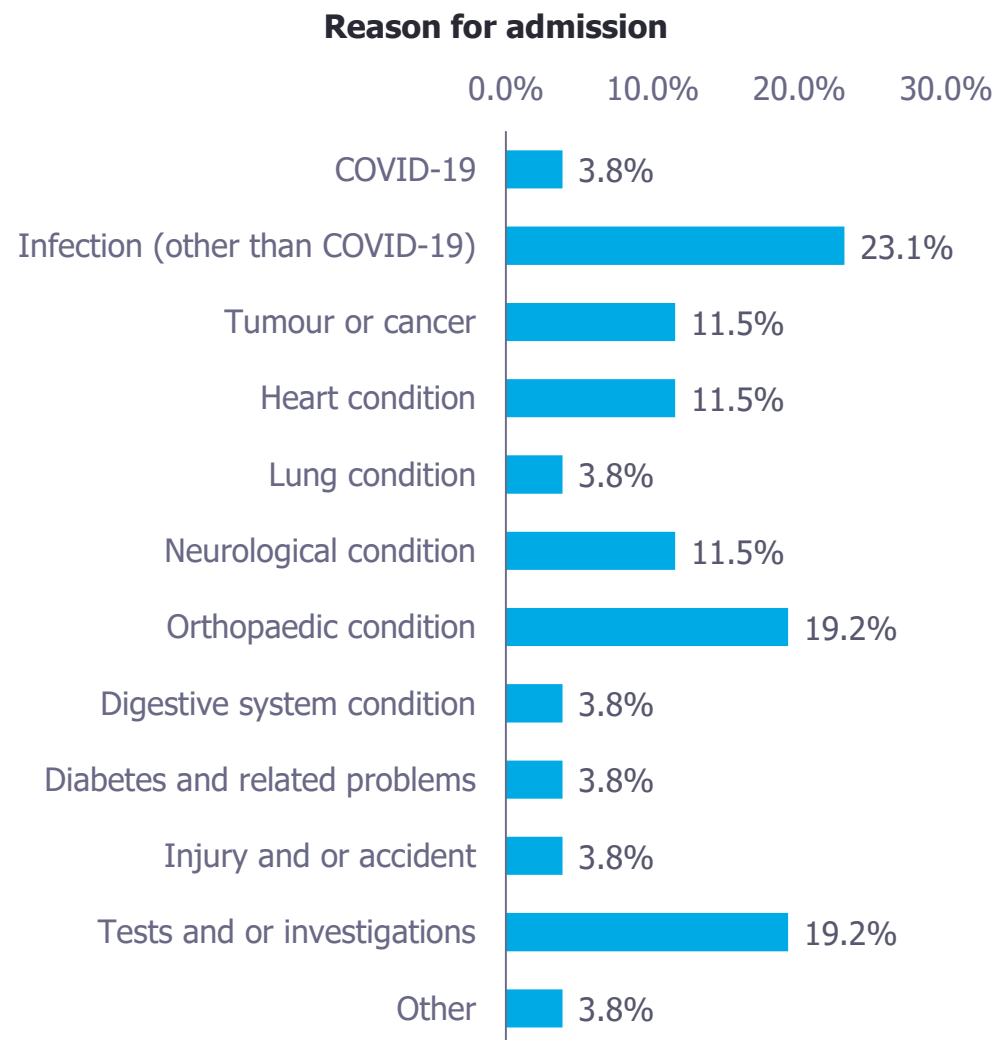


# Participants

- 57 people who were admitted to Roscommon University Hospital were invited.
- 28 took part (49%).

Characteristics of participants

Age category	Number	%
16 to 35 years	2	7.1
51 to 65 years	2	7.1
66 to 80 years	9	32.1
81 years or older	15	53.6
Sex		
Male	15	53.6
Female	13	46.4
Admission route		
Emergency	21	75.0
Non-emergency	7	25.0





## Areas of good experience



### **Cleanliness of toilets and bathrooms | Q11**

Of the 26 people who answered this question, 85% (22) said that the toilets or bathrooms they used were very clean.

### **Staff name badges | Q13**

Of the 26 people who answered this question, 81% (21) said that all staff wore name badges.

### **Pain management | Q32**

Of the 26 people who answered this question, 96% (25) said that staff did everything they could to help manage their pain.

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

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

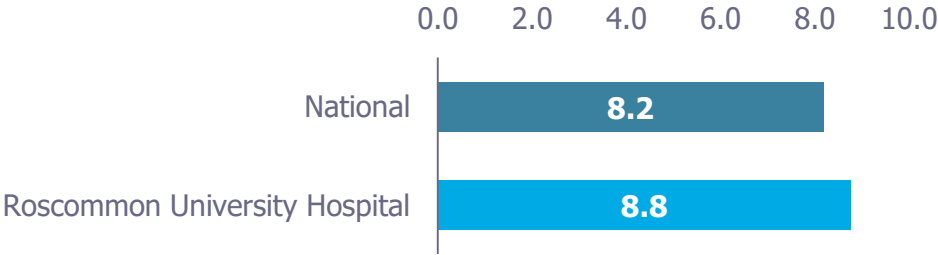
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



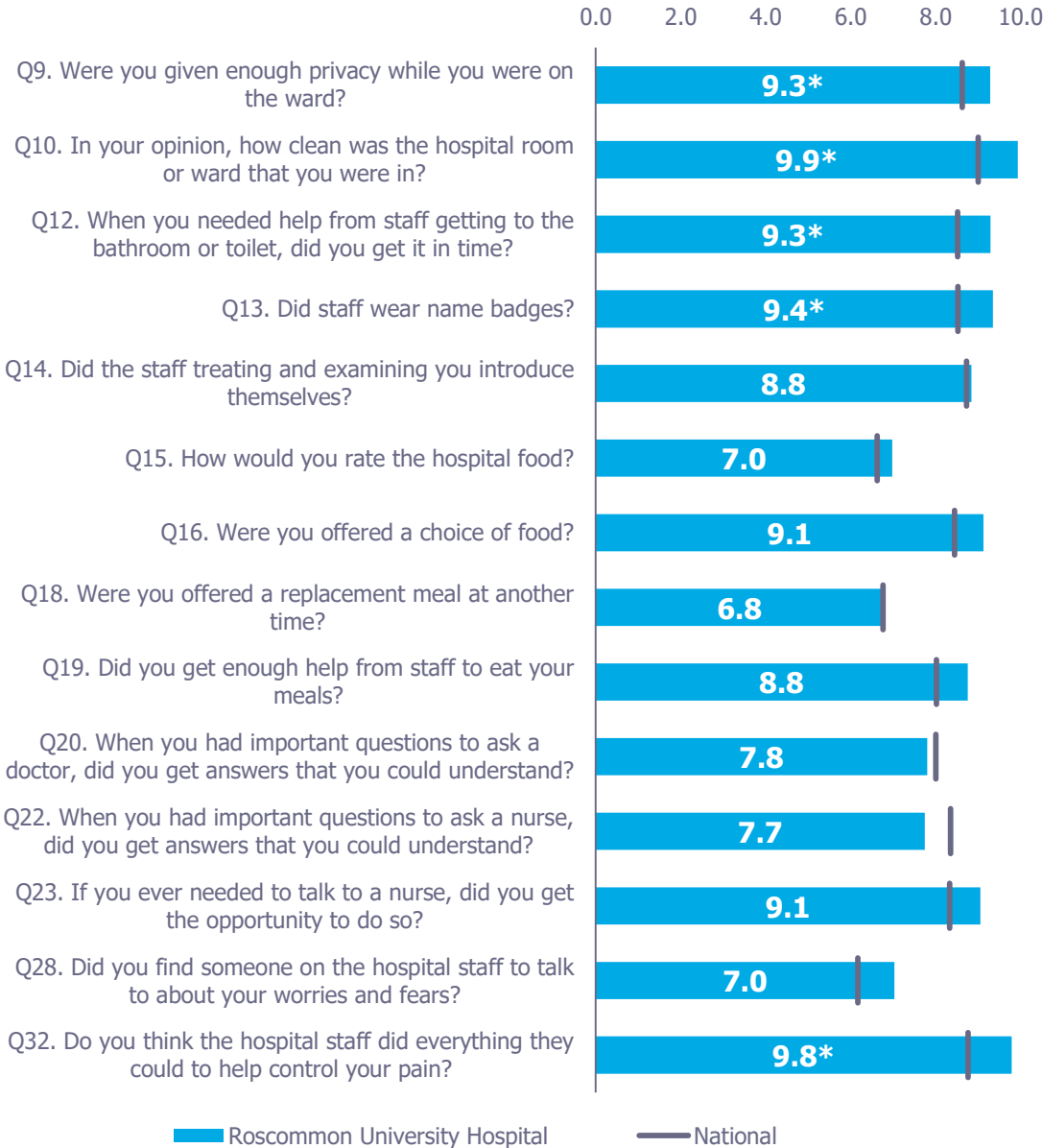
# Care on the ward

- Highest-scoring question:
  - 96% of people (27 of 28) said that the room or ward they were in was very clean.
- Lowest-scoring questions:
  - Of the seven people who were ever unable to eat during mealtimes, two (29%) said that they were not offered a replacement meal.

Comparison with the national average



Average scores for questions on 'care on the ward'



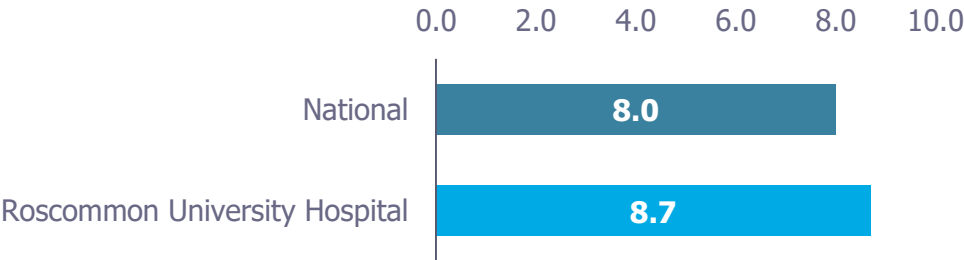
\* Denotes statistically significant differences from the national average.



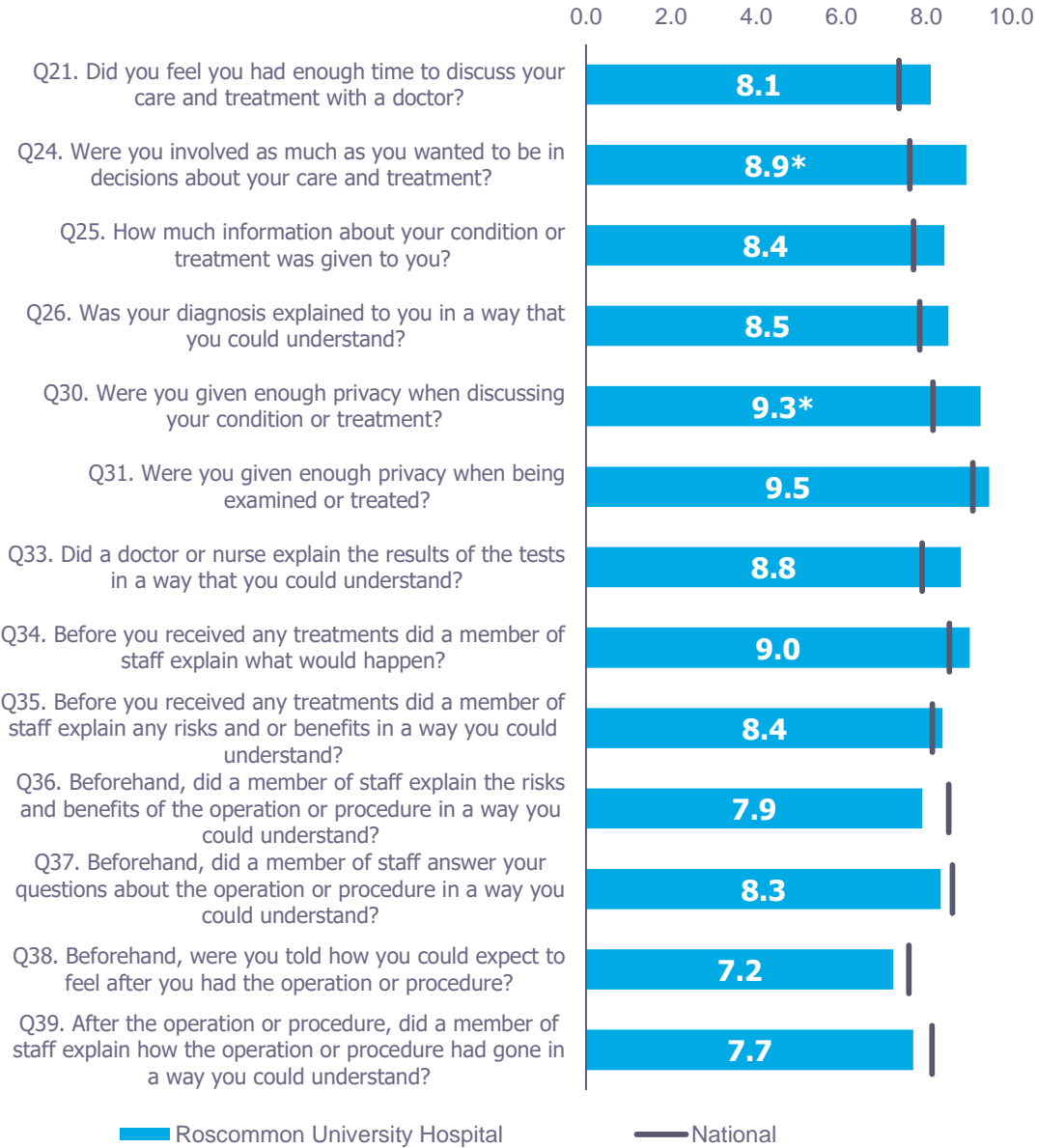
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 93% of people (25 of 27) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - One patient (6% of 16) said that they were not hold how they could expect to feel after they had an operation or procedure.

Comparison with the national average



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



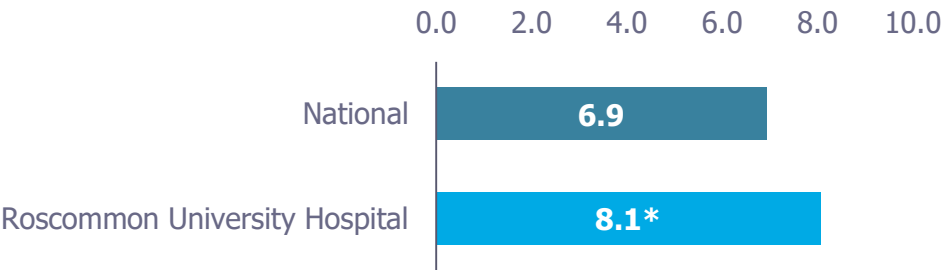
\* Denotes statistically significant differences from the national average.



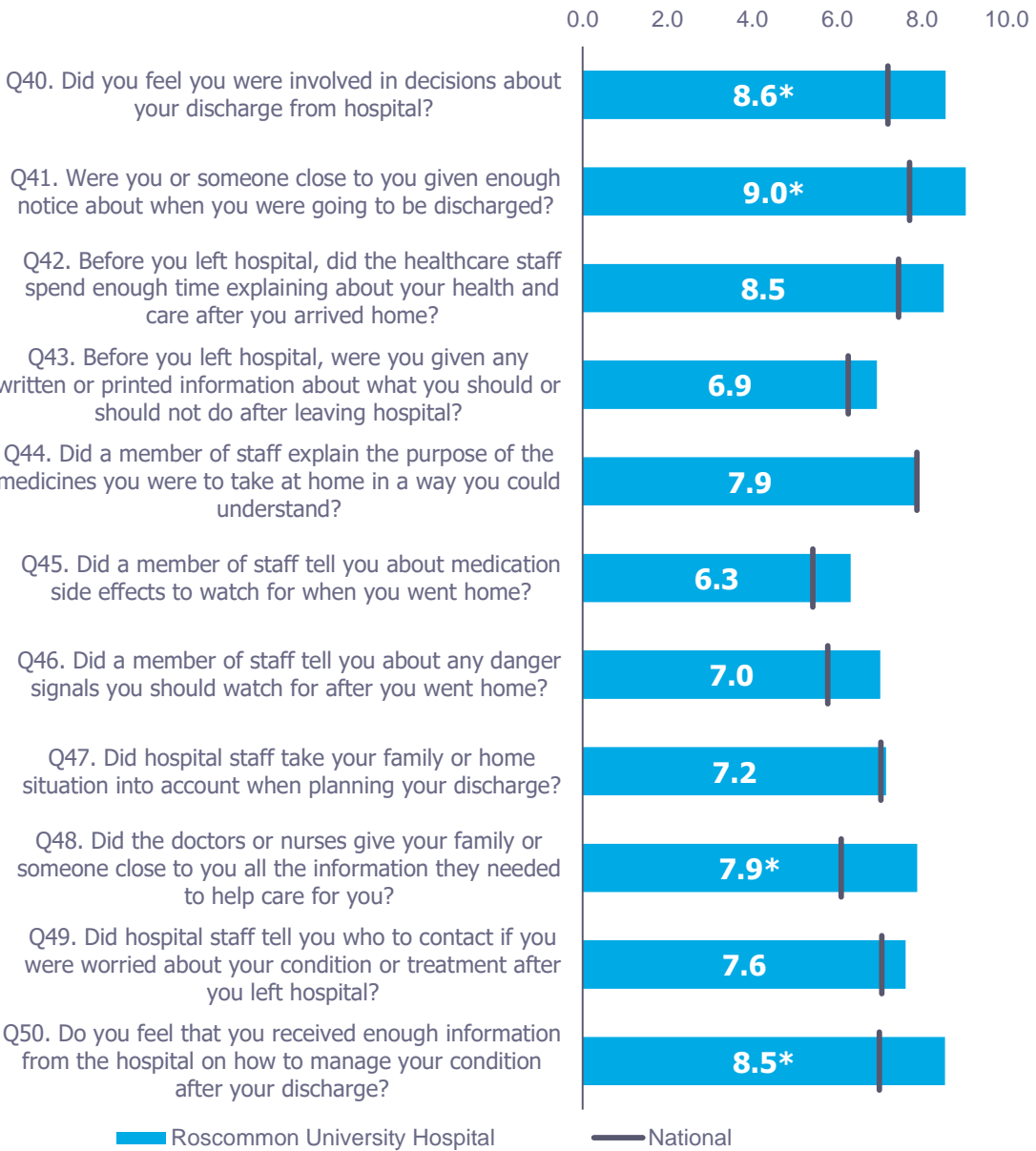
# Discharge or transfer

- Highest-scoring question:
  - 81% of people (22 of 27) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 41% of people (9 of 22) 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.



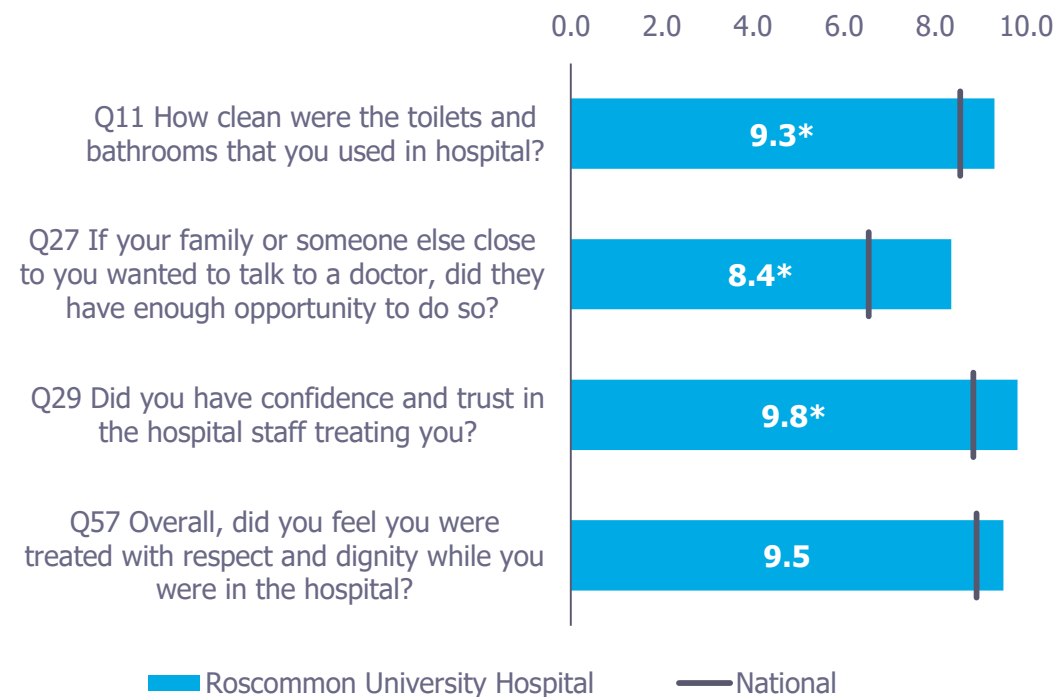


## Other aspects of care

- Highest-scoring question:
  - 93% of people (26 of 28) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
  - 28% of people (7 of 25) 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.

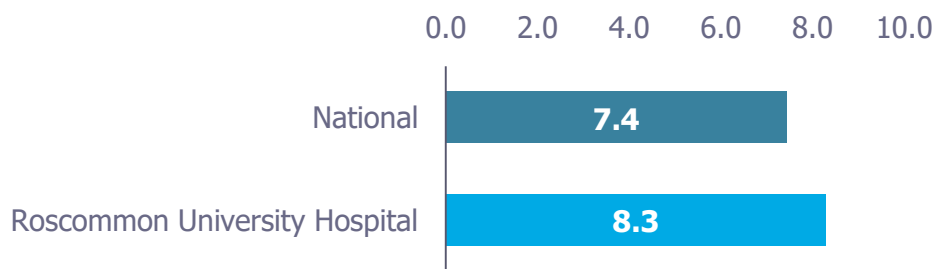




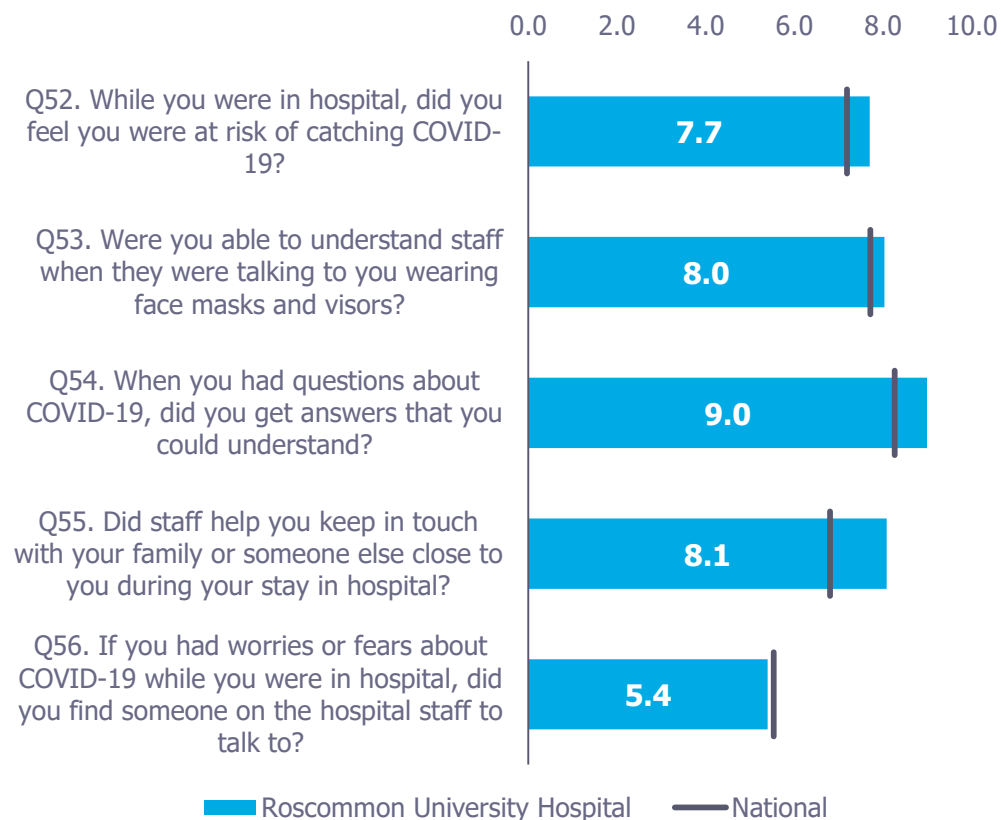
# Care during the pandemic

- Highest-scoring question:
  - Of the 21 people who had questions about COVID-19, 76% (16) said that they always got answers they could understand.
- Lowest-scoring question:
  - While 42% of people (11 of 26) said that they had no worries or fears about COVID-19, three people who had worries or fears (20% of 15) 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'

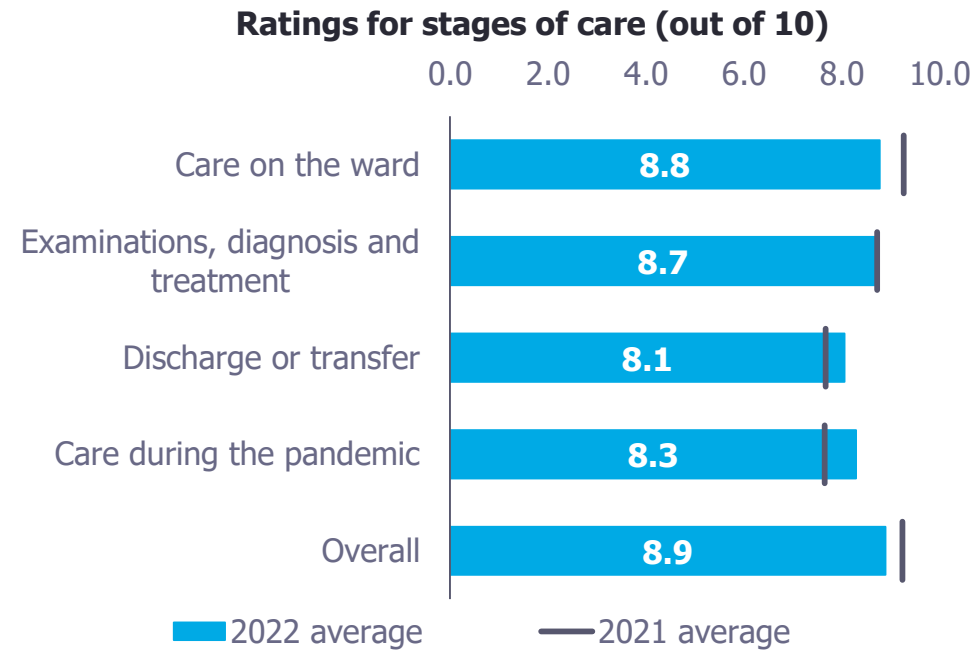
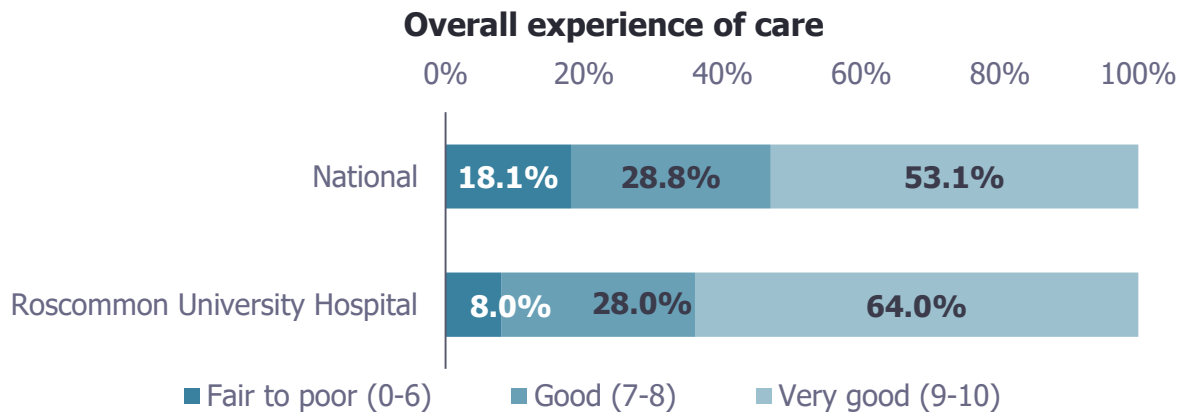




# Overall experience



- 92% of people who were admitted to Roscommon 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.

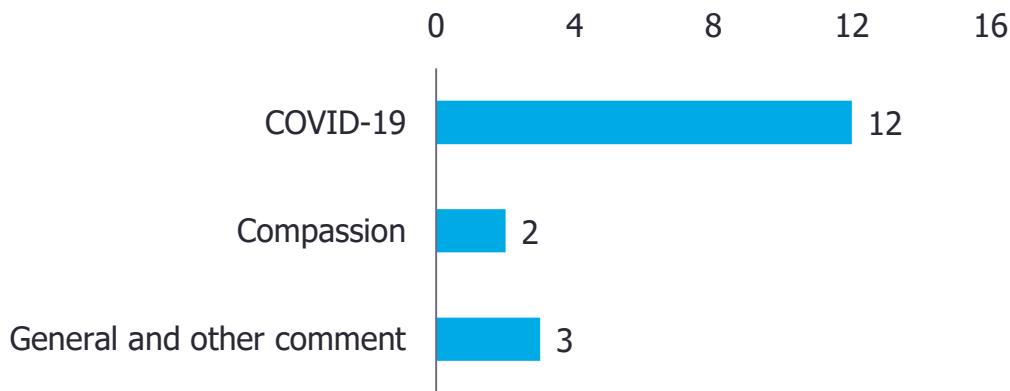




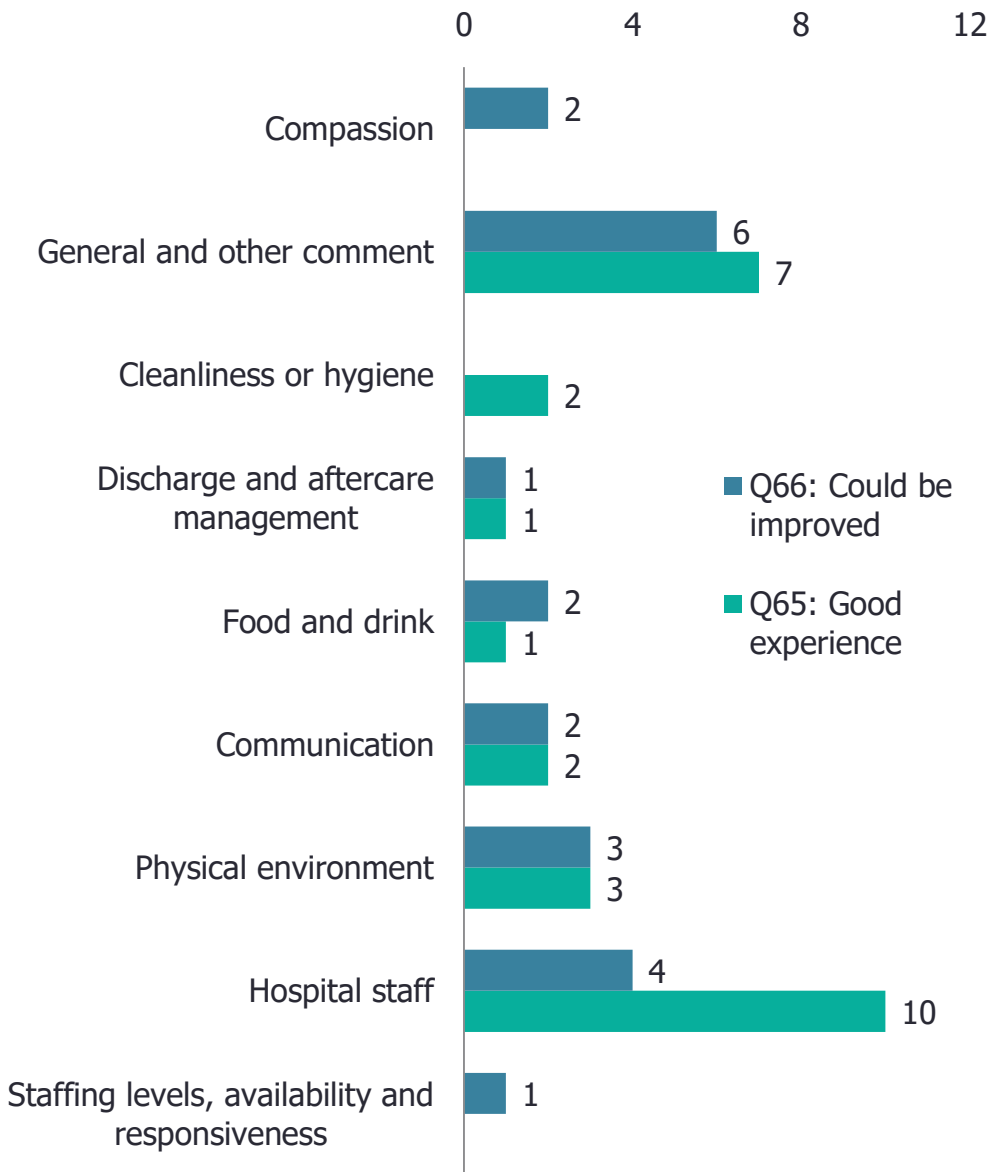
# Analysis of patients' comments

- 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).
- 47 comments were received from patients admitted to Roscommon University Hospital.

Comments received in response to Q67

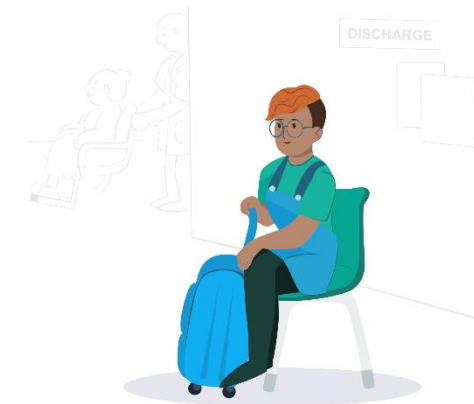


Comments received in response to Q65 and Q66





## In their own words: comments from patients



"I'm a small eater and would have liked to get a smaller portion of dinner especially. Everything else was very good."

"Hospital much overcrowded."

"Discharge was cold and lacked compassion from the admin manager."

"I found out a patient in the ward was covid positive, as a result could not have visitors to the ward."



## In their own words: comments from patients



"My care was excellent, the staff were so nice and friendly and helpful. They gave their time to explain what I needed to know at all times. It was a pleasure to have spent the few days in their company."

"I felt very safe as the staff were great at washing hands and putting on gloves, wearing masks at all time."

"The care to me and all patients in the ward was very kind and helpful, lots of staff nursing and caring. The ward was very clean all the time. The food was very good, nicely presented. I had a pleasant stay in Roscommon."

"I got the best of care and was given all the necessary tests they required. My pain relief pump was well monitored and changed at the appropriate times each day. Nurse and doctors were friendly and interested in me."



## Conclusion



- 92% of people who were admitted to Roscommon 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 of care.
- Ratings for 'discharge or transfer' and overall experience were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Positive elements of experience included cleanliness of toilets and bathrooms, staff wearing name badges, and pain management.
- Roscommon University Hospital scored similar to or above the national average for all survey questions.

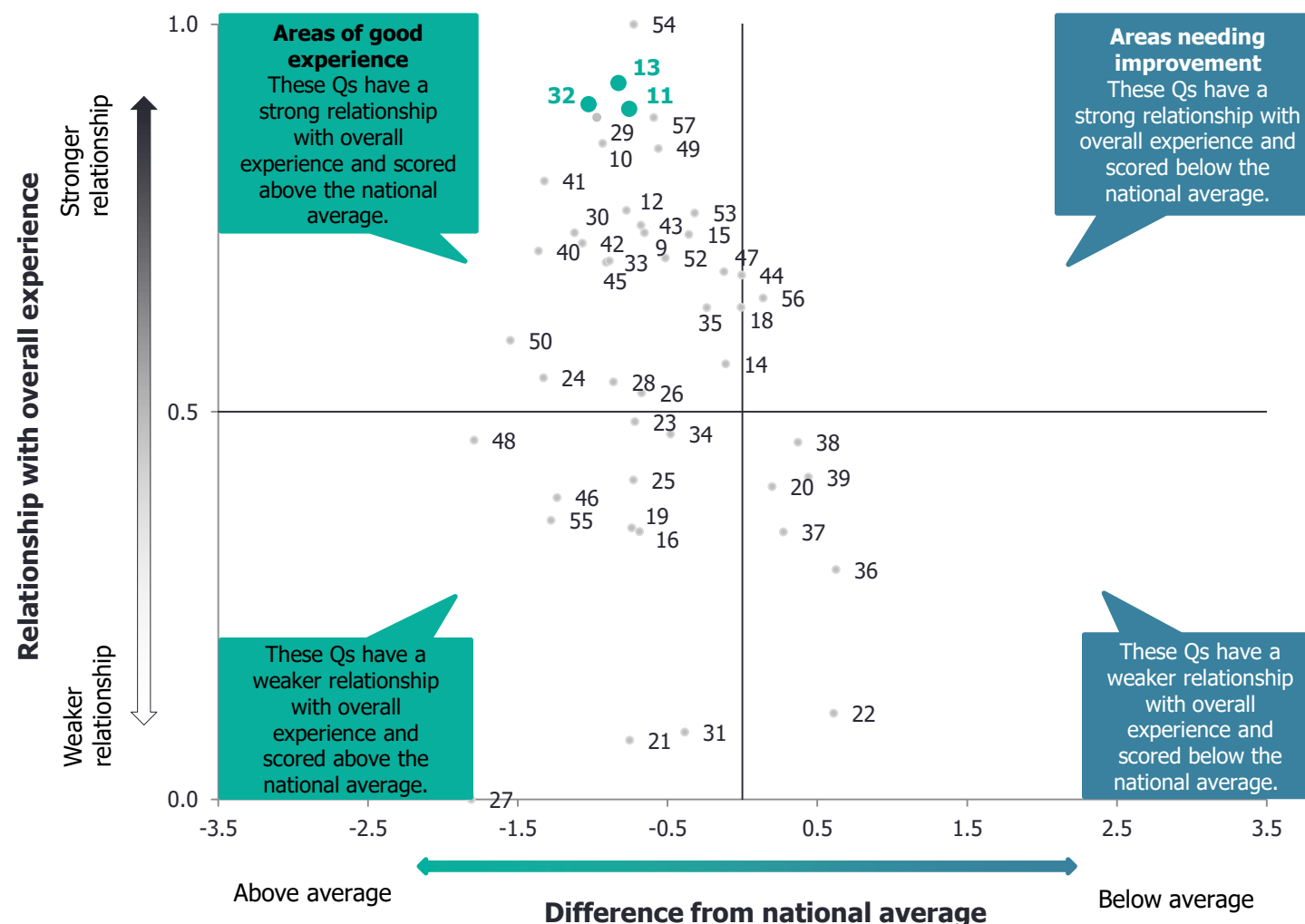


## Appendix 1

### 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](http://www.yourexperience.ie).

Improvement map Roscommon University Hospital







THANK YOU

QUESTIONS

More information on the National Inpatient Experience Survey 2022 is available from [www.yourexperience.ie](http://www.yourexperience.ie):

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

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