

National Inpatient Experience Survey 2022

St. Michael's 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
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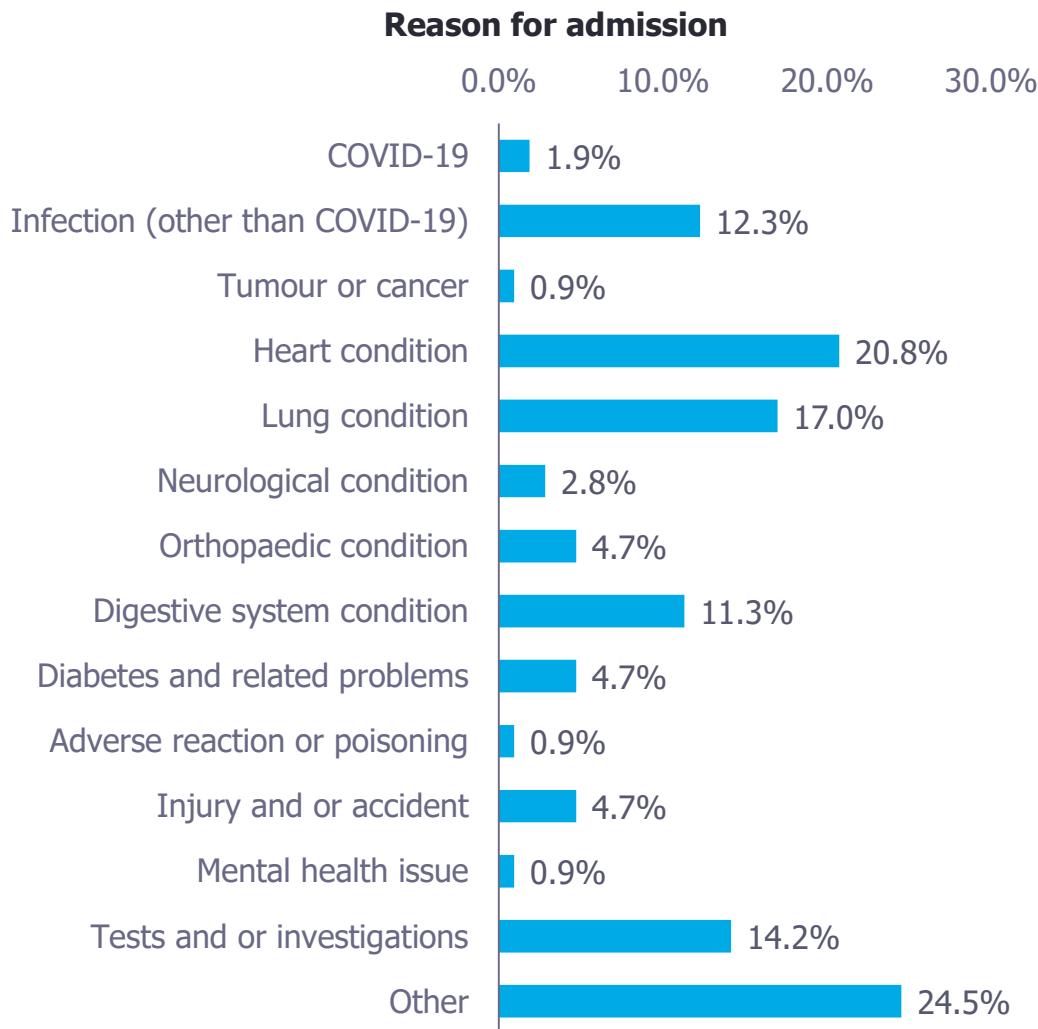


Participants

- 219 people who were admitted to St. Michael's Hospital were invited.
- 110 took part (50%).

Characteristics of participants

Age category	Number	%
16 to 35 years	2	1.8
36 to 50 years	9	8.2
51 to 65 years	30	27.3
66 to 80 years	46	41.8
81 years or older	23	20.9
Sex		
Male	40	36.4
Female	70	63.6
Admission route		
Emergency	83	75.5
Non-emergency	27	24.5





Areas of good experience



Offer of a replacement meal | Q18

Of the 28 people who were ever unable to eat during meal times, 79% (22) said that they were always offered a replacement meal.

Opportunity to talk to a nurse | Q23

Of the 100 people who answered this question, 75% (75) said that they always got the opportunity to talk to a nurse when they needed to.

Respect and dignity | Q57

Of the 106 people who answered this question, 89% (94) 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.

In St. Michael's 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.

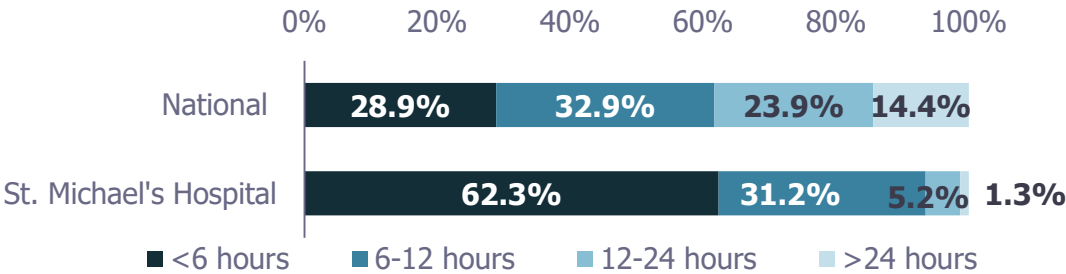


Admissions

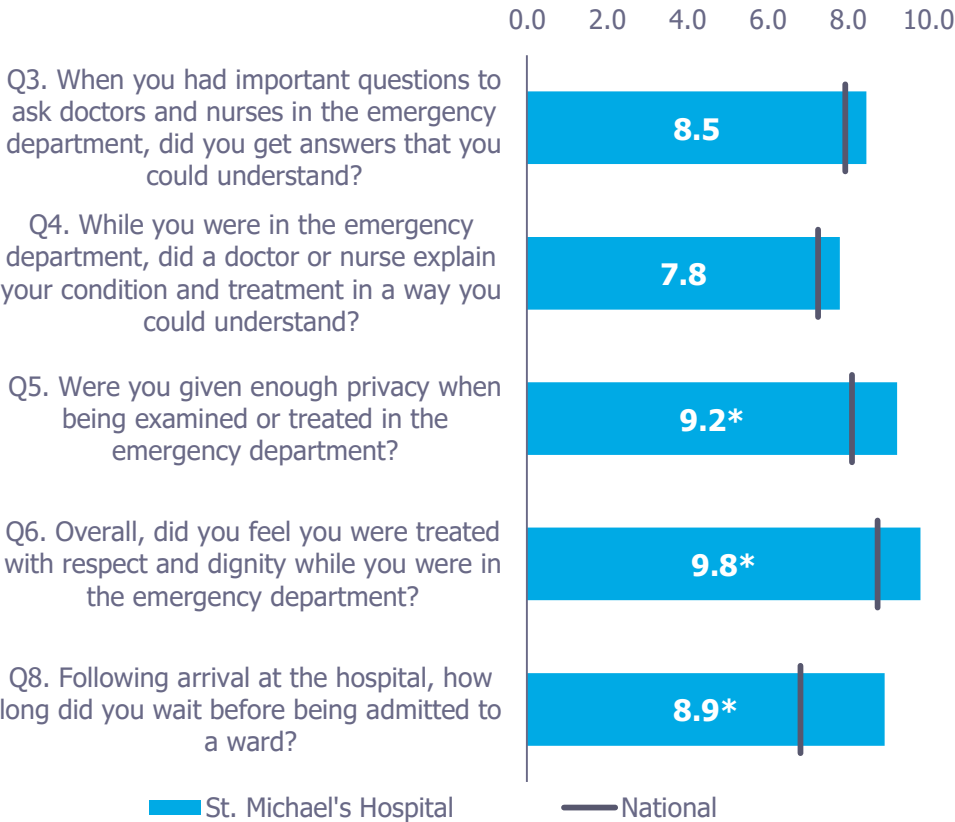


- Highest-scoring question:
 - 95% of people (77 of 81) said that they were always treated with respect and dignity while they were in the emergency department.
- Lowest-scoring question:
 - 5% of people (4 of 73) said that their condition or treatment in the emergency department was not explained to them in a way they could understand.

Emergency department waiting times



Average scores for questions on 'admissions'



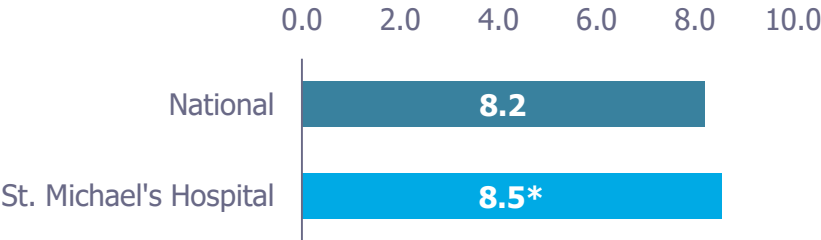
* Denotes statistically significant differences from the national average.



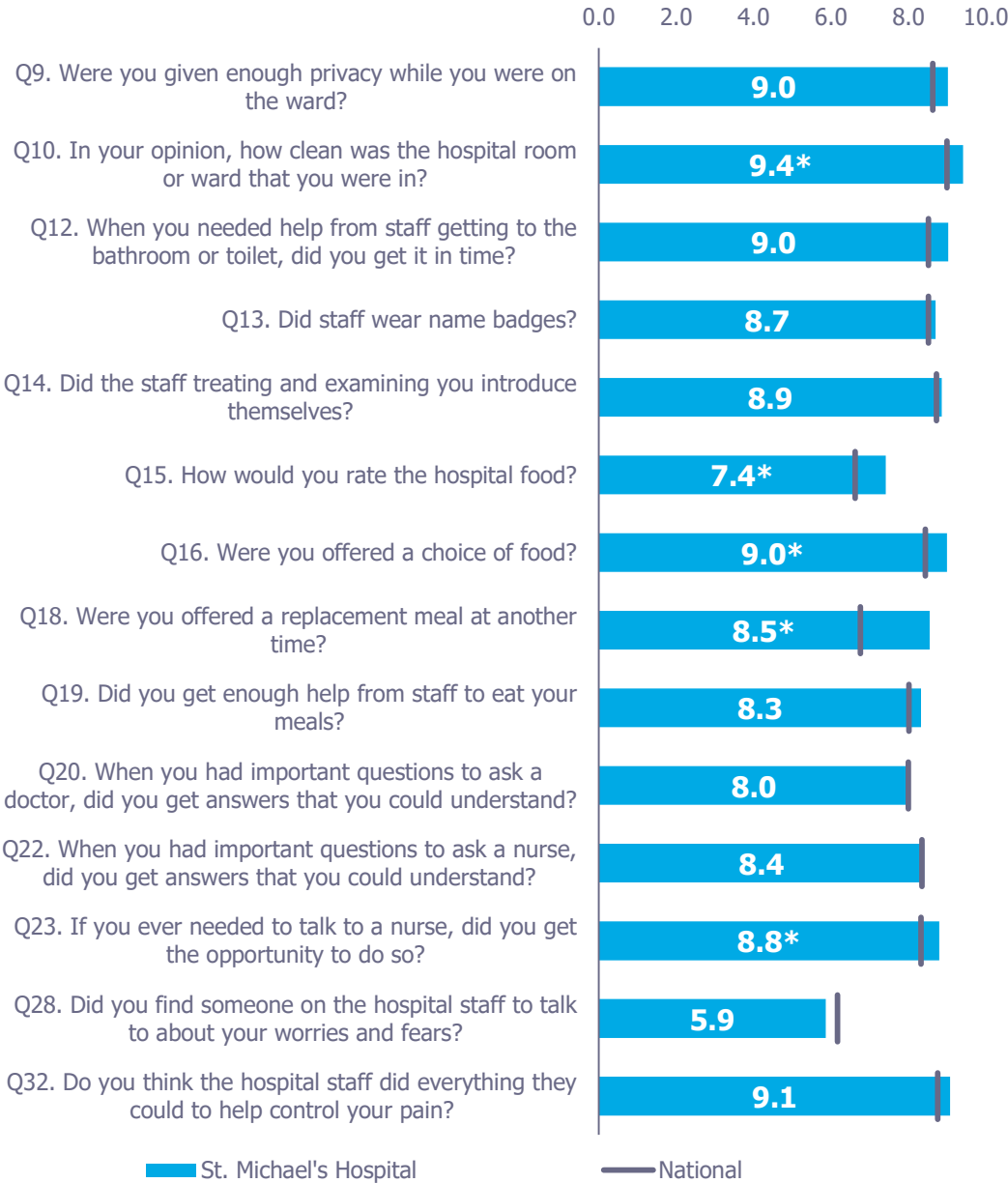
Care on the ward

- Highest-scoring question:
 - 81% of people (87 of 107) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 21% of people (13 of 63) 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'



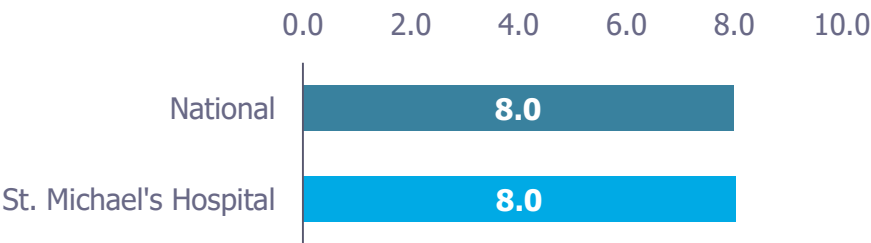
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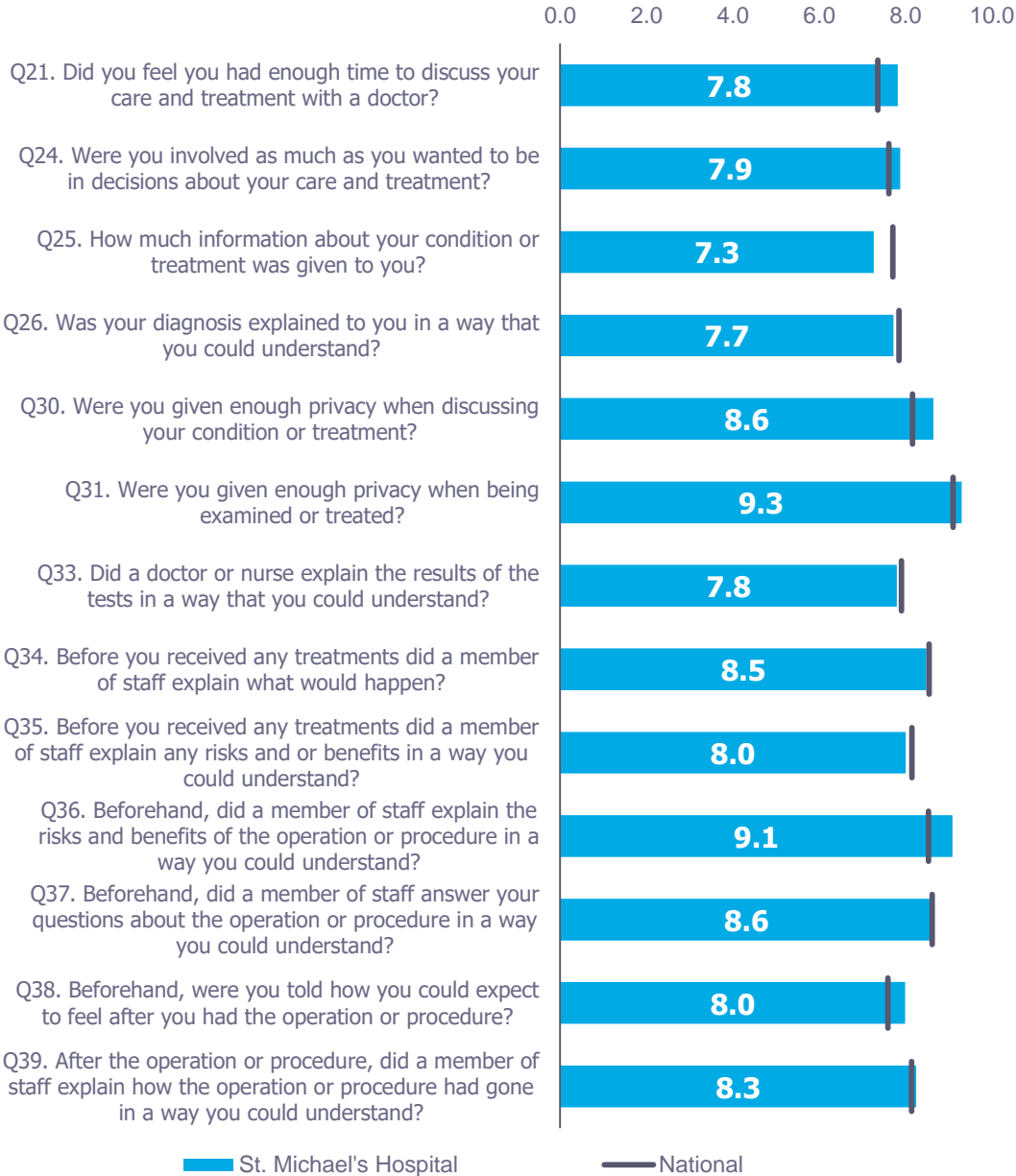
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 86% of people (92 of 107) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 29% of people (31 of 106) said that they were given either too much or not enough information about their condition or treatment.

Comparison with the national average



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

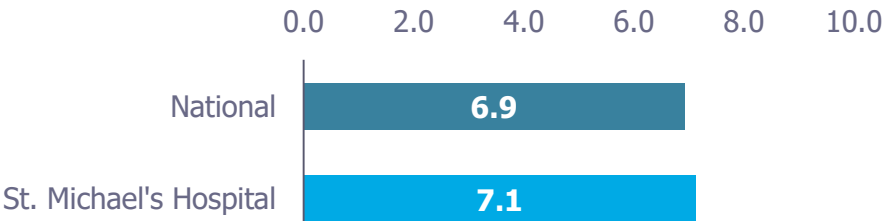




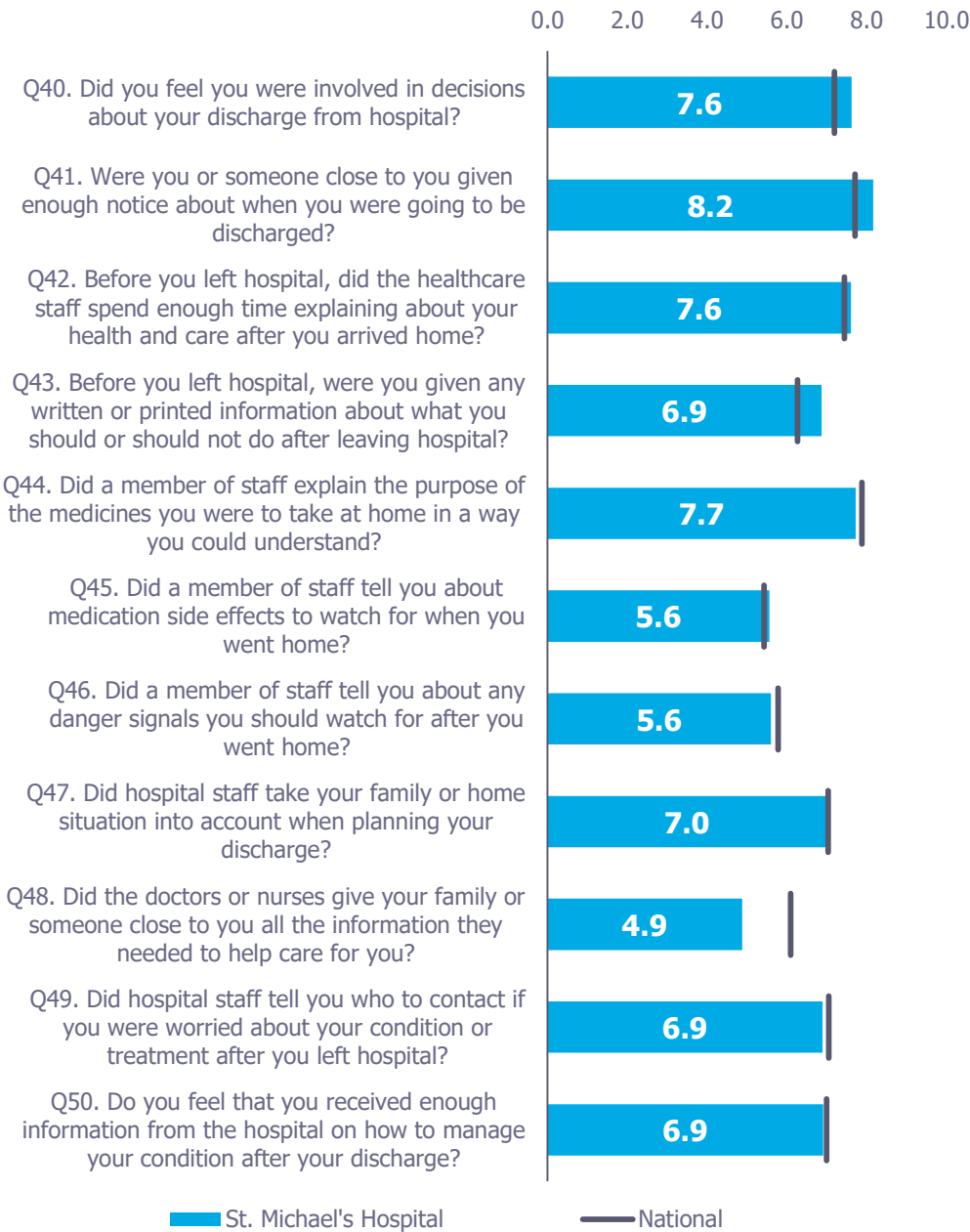
Discharge or transfer

- Highest-scoring question:
 - 67% of people (71 of 106) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 36% of people (18 of 50) 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'



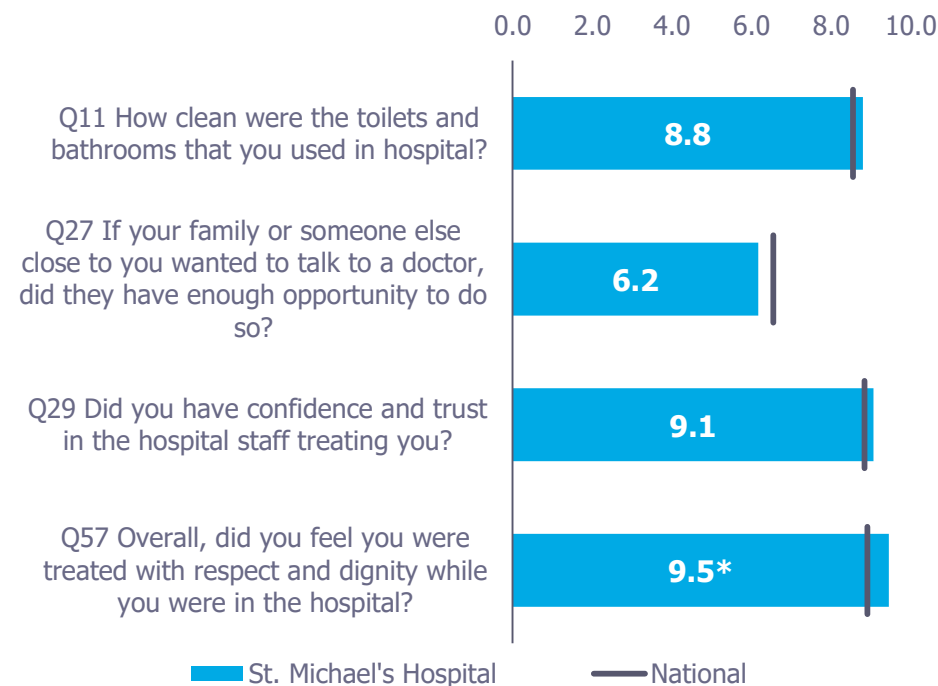


Other aspects of care

- Highest-scoring question:
 - 89% of people (94 of 106) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 25% of people (14 of 56) 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'



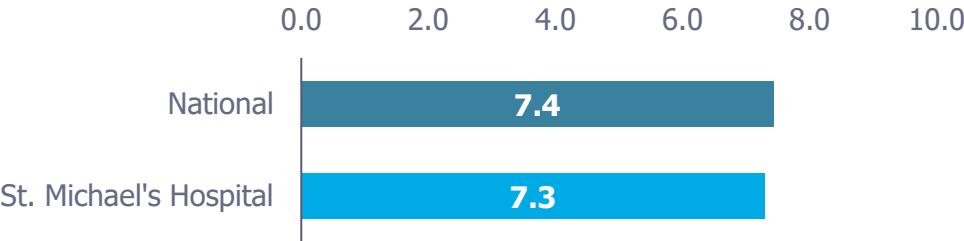
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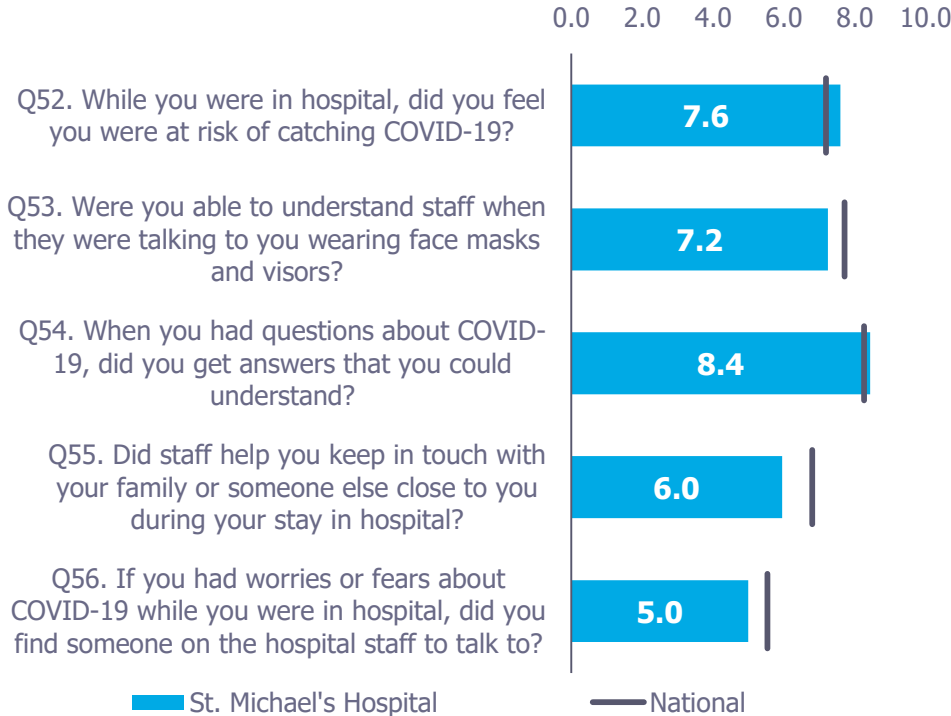
Care during the pandemic

- Highest-scoring question:
 - 73% of people (40 of 55) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 62% of people (63 of 102) said that they had no worries or fears about COVID-19, 33% of people (13 of 39) 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'

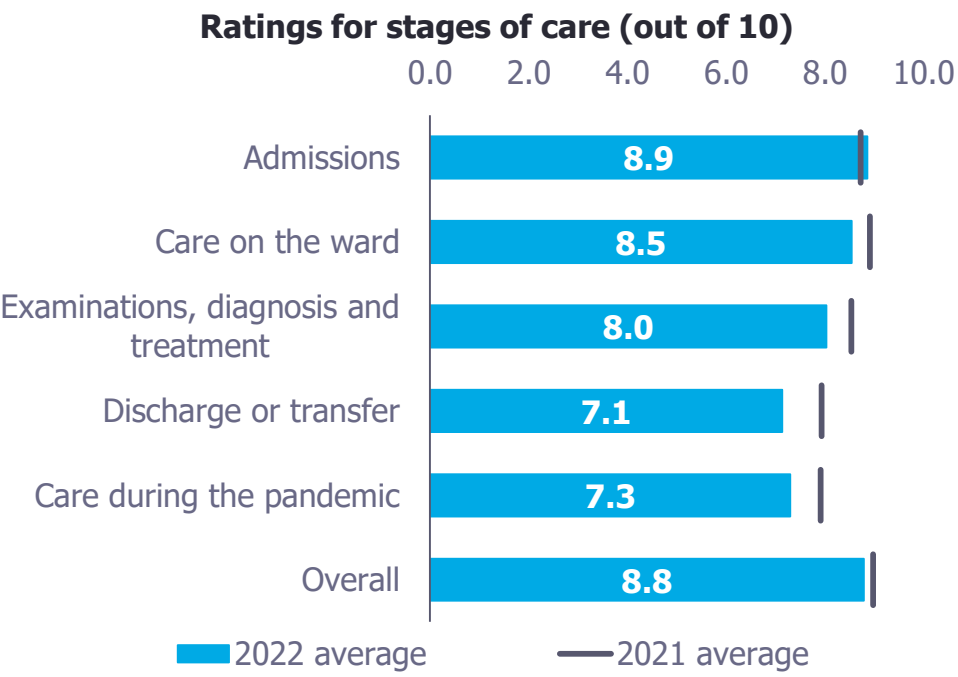
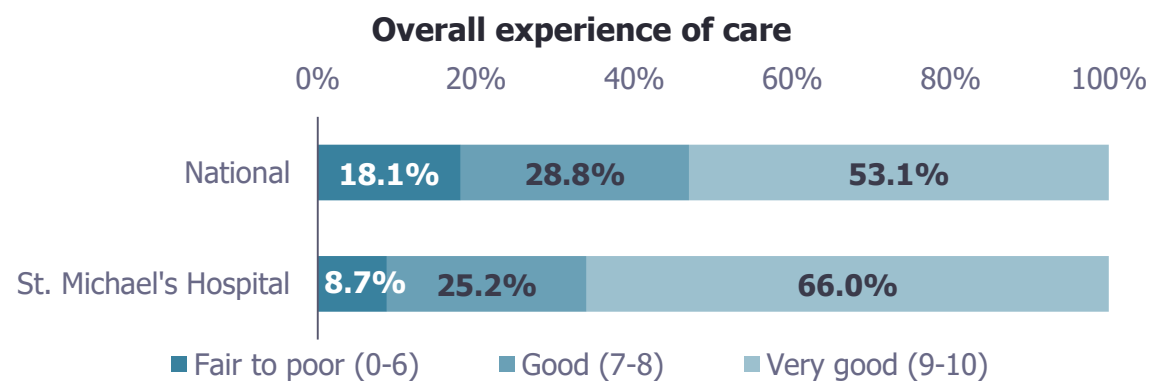




Overall experience



- 91% of people who were admitted to St. Michael's 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.

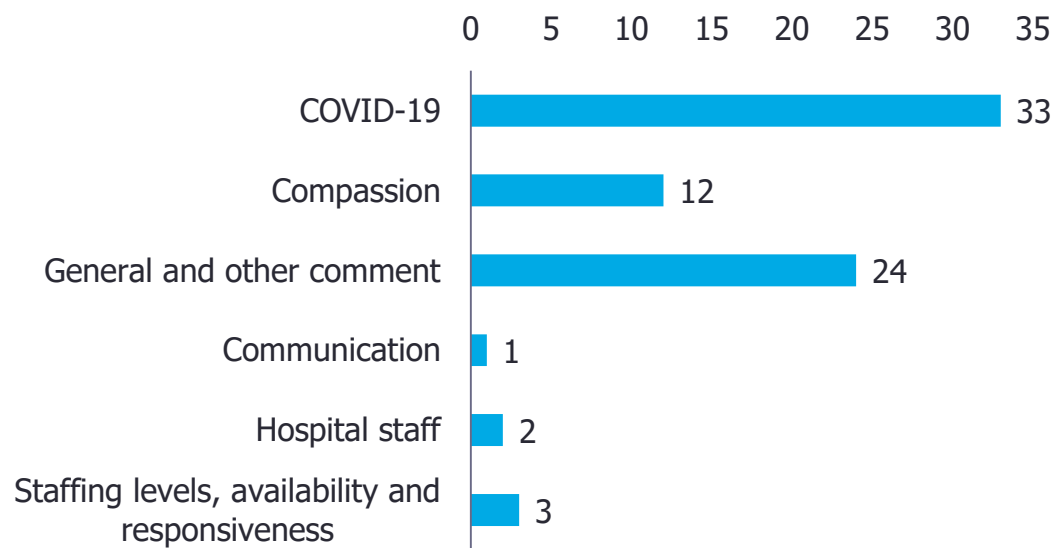




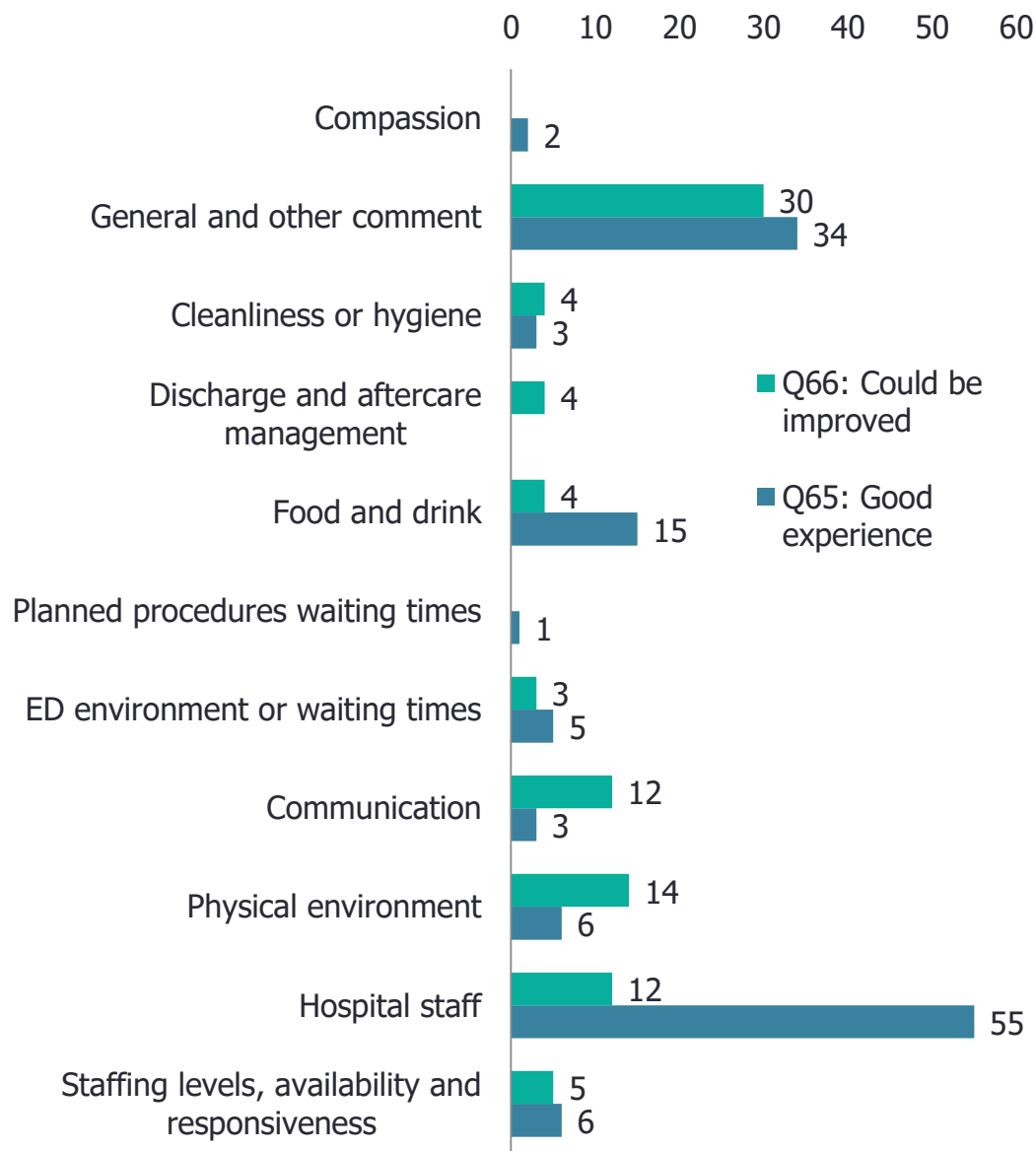
Analysis of patients' comments

- 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).
- 204 comments were received from patients admitted to St. Michael's Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Accommodation for patients who need to be isolated. There was no en suite, I was isolated for almost 4 weeks with no access to a private bathroom. No mirror in one of the rooms (over the WHB) unable to shave. Wardrobe had no hanging rail (broken) and no hangers."

"It would be helpful if patients were given a list of their health issues, possible causes, what tests they had and why, what their treatment plan is and what they need to do next. I was treated for a suspected TIA and left hospital not really knowing exactly what had happened, what my test results were and what I was to do next."

"When you're asking the doctor about personal stuff you know everyone else is able to hear, just as I was able to hear everything everyone else was saying."

"Communication with family members and providing for communication of the patient with family, even during covid outbreak in ward, when the patient is vulnerable due to advanced age, and very limited hearing, many patients can phone relatives, even if they cannot visit. A deaf person cannot do this."



In their own words: comments from patients



"A&E was extremely efficient and I was admitted very quickly. Staff were very friendly and kind and allowed me to be accompanied by my daughter as I can't manage on my own."

"The staff very helpful and very prompt when I needed to go to the toilet. The food was excellent."

"The staff are so friendly and care very much about their patients so clear and respectful towards me accommodated my meal plan at all times."

"The staff at St Michael's Hospital were all pleasant and helpful from my doctor's team that called to me every day to the dietitian, the physio, the nurses, the caterers who couldn't do enough for you, and also the cleaning staff."



Conclusion



- 91% of people who were admitted to St. Michael's Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Admissions' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'admissions', 'care on the ward' and overall experience were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- St. Michael's Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included offer of a replacement meal, opportunity to talk to a nurse, and respect and dignity.

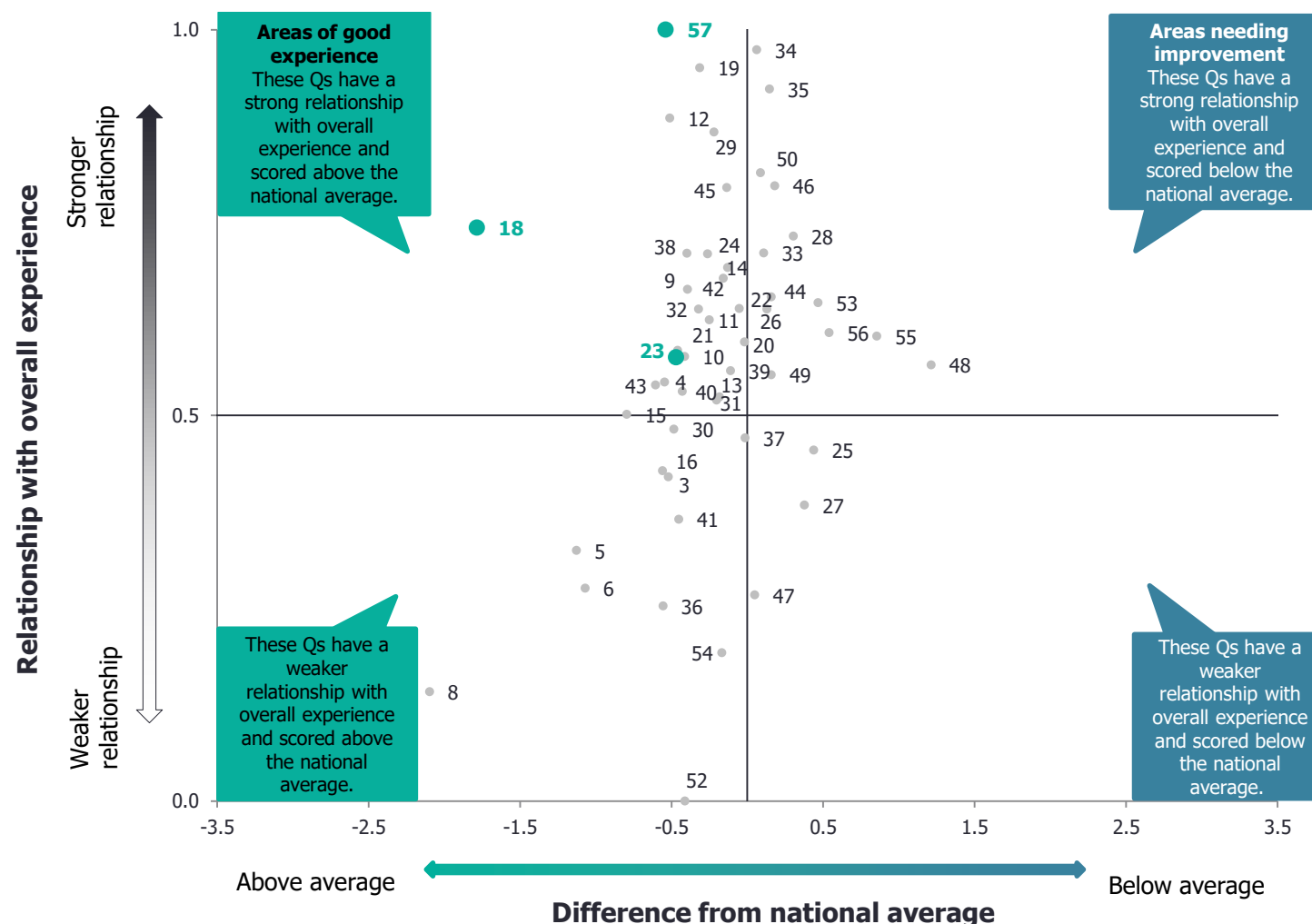


Appendix 1

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 St. Michael's 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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