



National Inpatient Experience Survey 2022

St. Vincent's 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 |  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 |
|---|--|

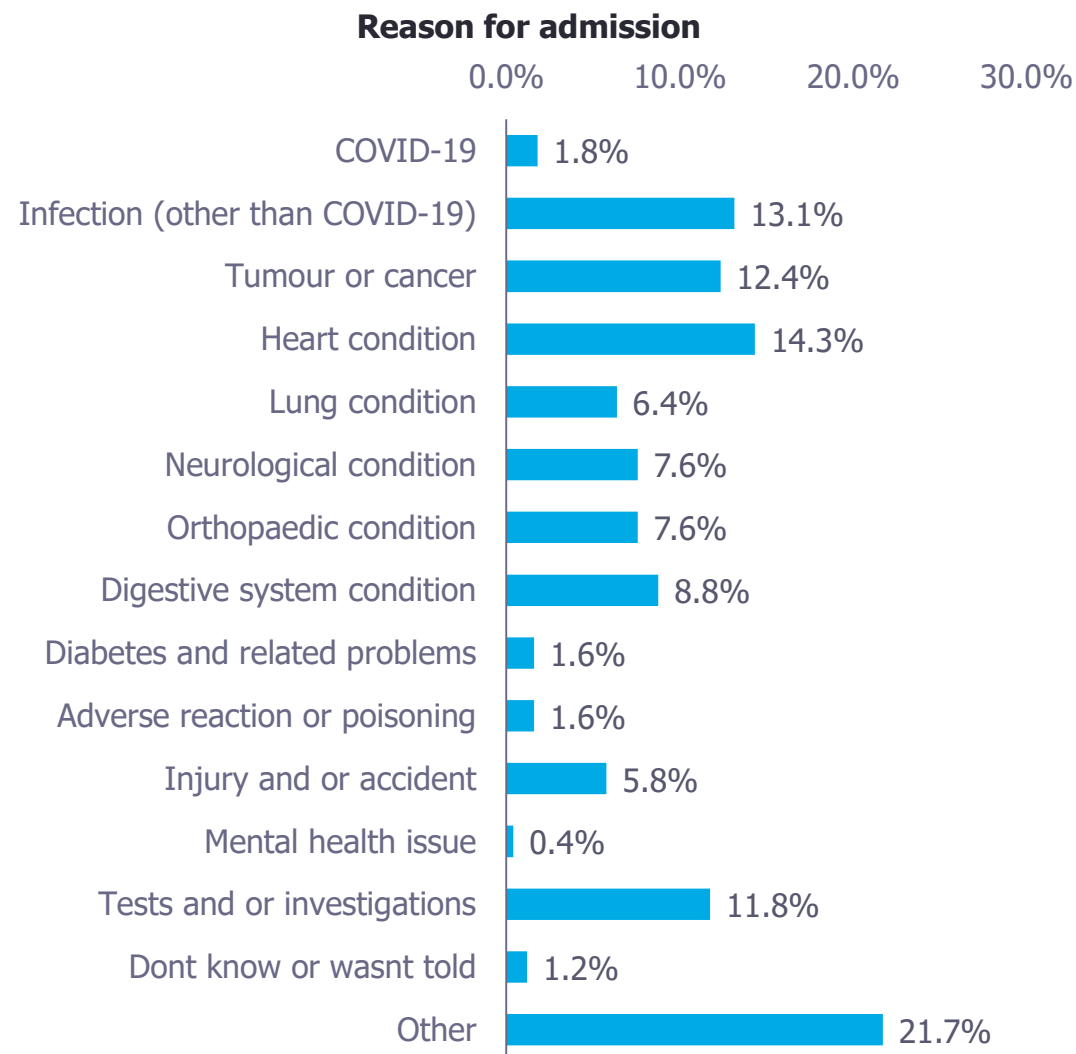


Participants

- 1,051 people who were admitted to St. Vincent's University Hospital were invited.
- 509 took part (48%).

Characteristics of participants

| Age category | Number | % |
|------------------------|--------|------|
| 16 to 35 years | 29 | 5.7 |
| 36 to 50 years | 45 | 8.8 |
| 51 to 65 years | 129 | 25.3 |
| 66 to 80 years | 200 | 39.3 |
| 81 years or older | 106 | 20.8 |
| Sex | | |
| Male | 261 | 51.3 |
| Female | 248 | 48.7 |
| Admission route | | |
| Emergency | 428 | 84.1 |
| Non-emergency | 81 | 15.9 |





Areas of good experience



Privacy while being examined or treated in the emergency department | Q5

Of the 383 people who answered this question, 73% (278) said that they were definitely given enough privacy while being examined or treated in the emergency department.

This question scored significantly above average.

St. Vincent's University Hospital scored similar to or below the national average for most survey questions.

While no other areas of good experience 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.



Areas needing improvement



Cleanliness or room or ward | Q10

Of the 496 people who answered this question, 5% (27) said that the room or ward they were on was not at all clean or not very clean.

Cleanliness of toilets and bathrooms | Q11

Of the 475 people who answered this question, 9% (41) said that the toilets and bathrooms they used were not at all clean or not very clean.

Information on how to manage a condition | Q50

Of the 433 people who answered this question, 20% (87) said that they did not receive enough information on how to manage their condition after discharge.

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

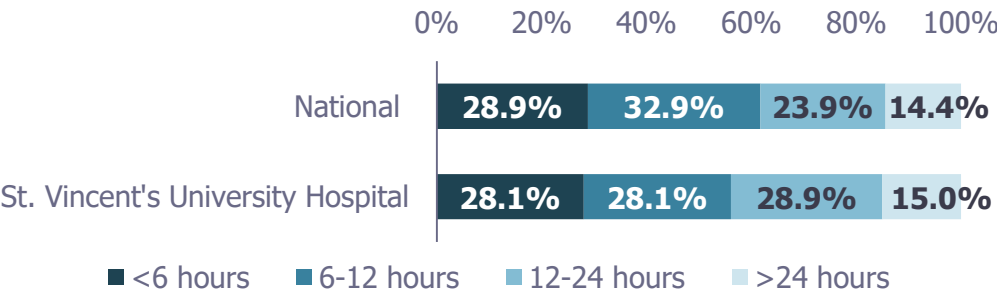


Admissions

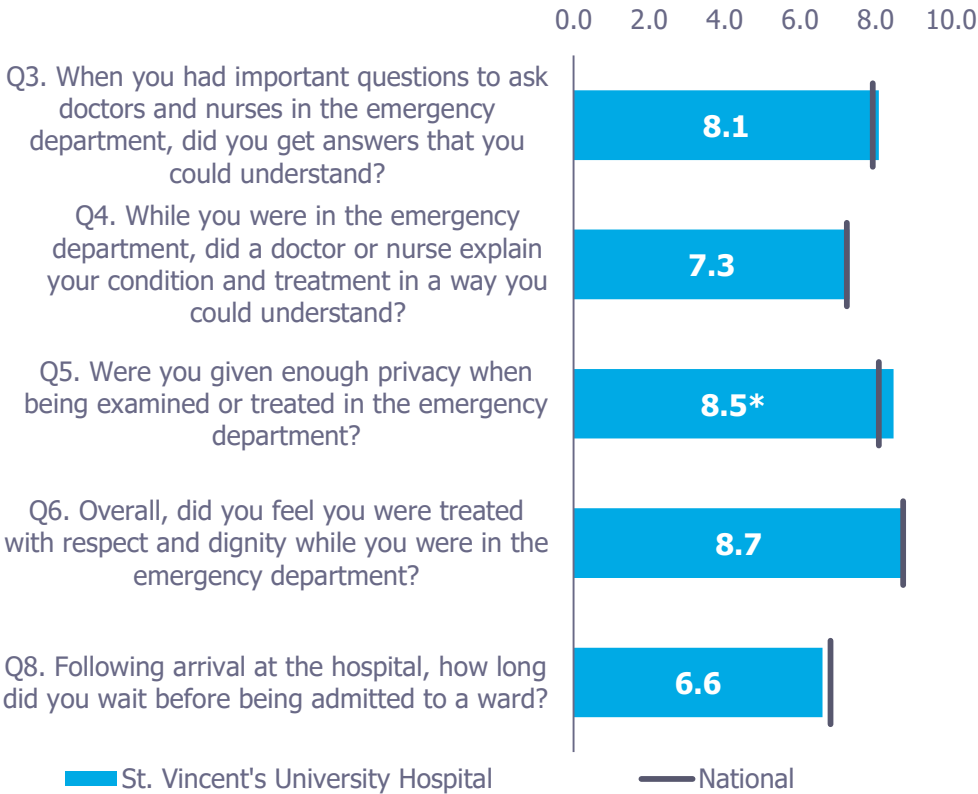


- Highest-scoring question:
 - 79% of people (317 of 400) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 15% of people (54 of 360) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



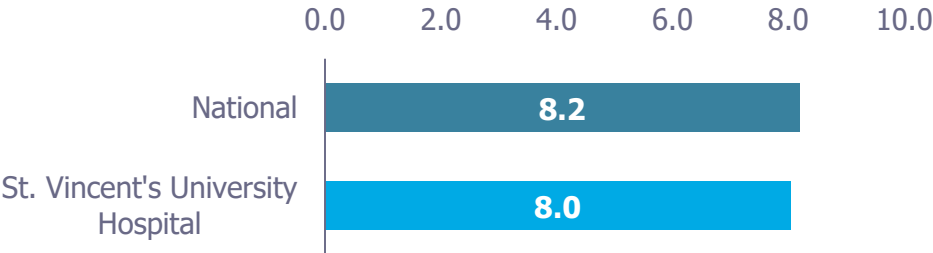
* Denotes statistically significant differences from the national average.



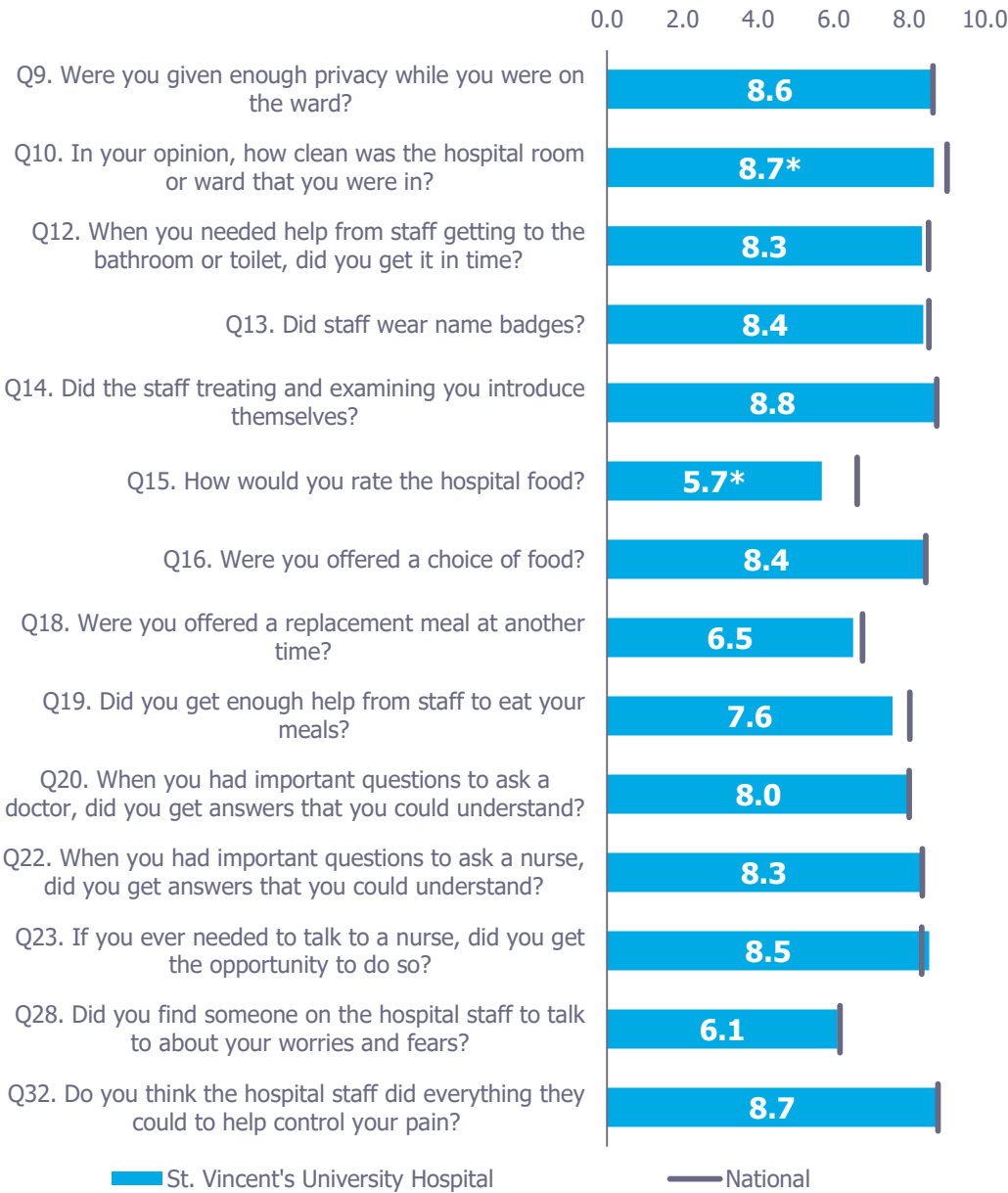
Care on the ward

- Highest-scoring questions:
 - 66% of people (327 of 496) said that the room or ward they were on was very clean, while 80% (319 of 400) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - 14% of people (67 of 485) rated the hospital food as poor.

Comparison with the national average



Average scores for questions on 'care on the ward'



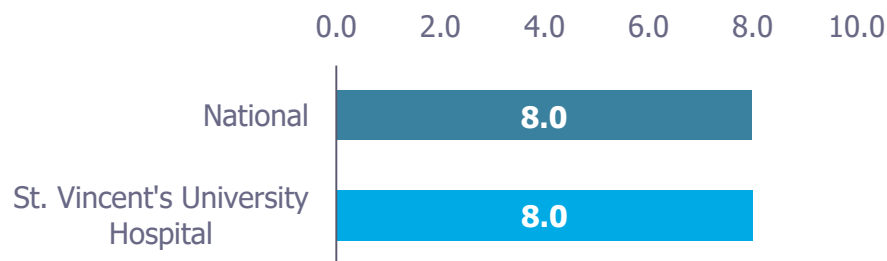
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring question:
 - 85% of people (415 of 487) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 10% of people (50 of 489) 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'

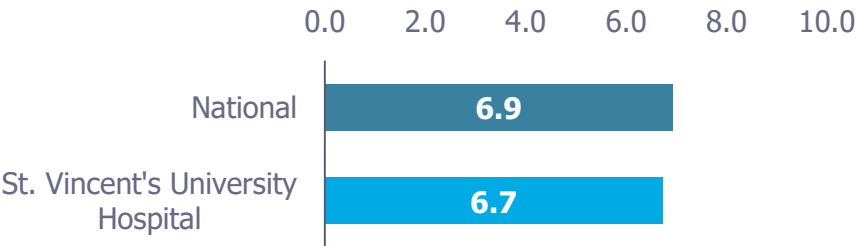




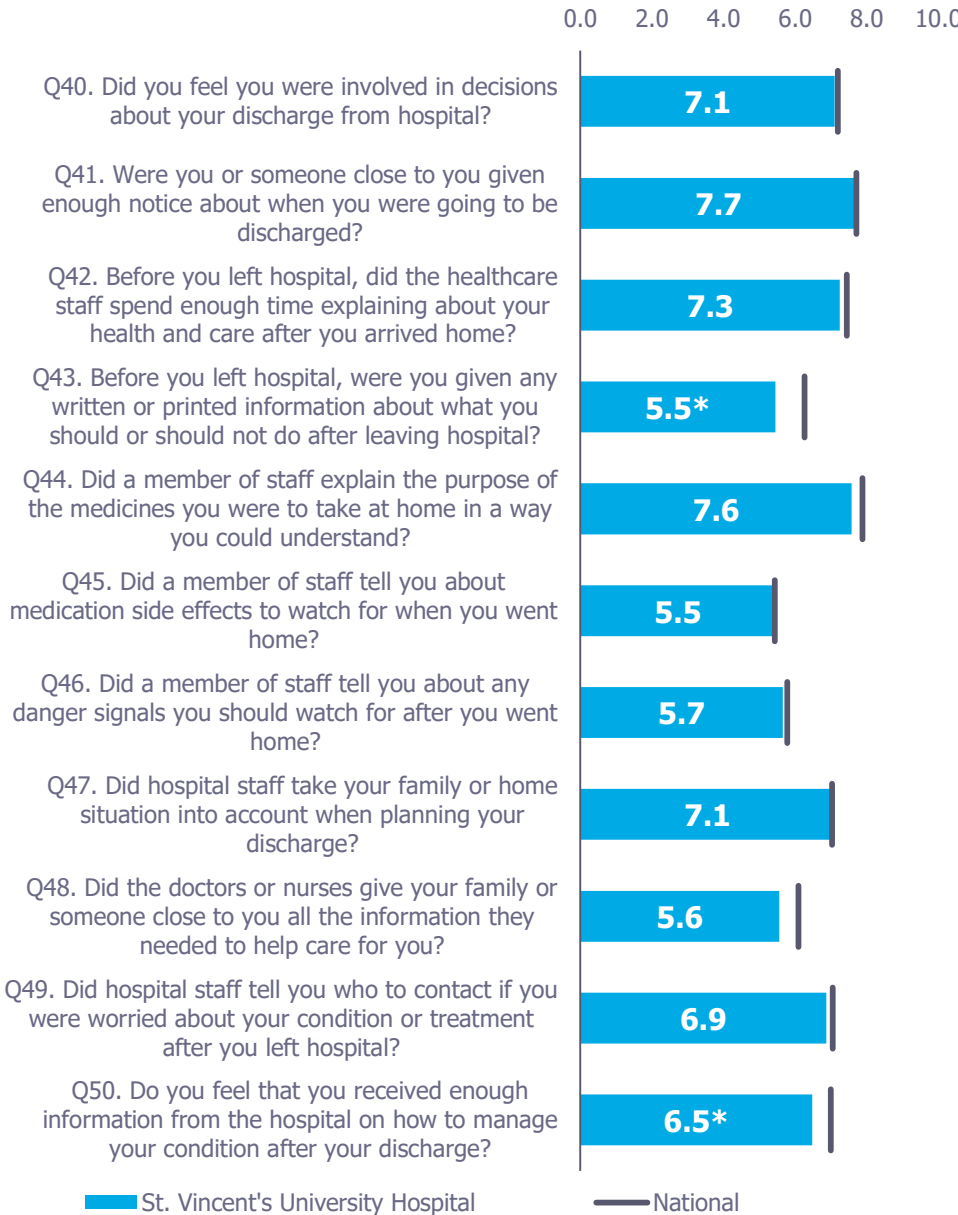
Discharge or transfer

- Highest-scoring question:
 - 67% of people (321 of 482) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:
 - 44% of people (171 of 385) said that they were not given any written or printed information about what they should or should not do after leaving hospital, while 36% (113 of 311) 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.

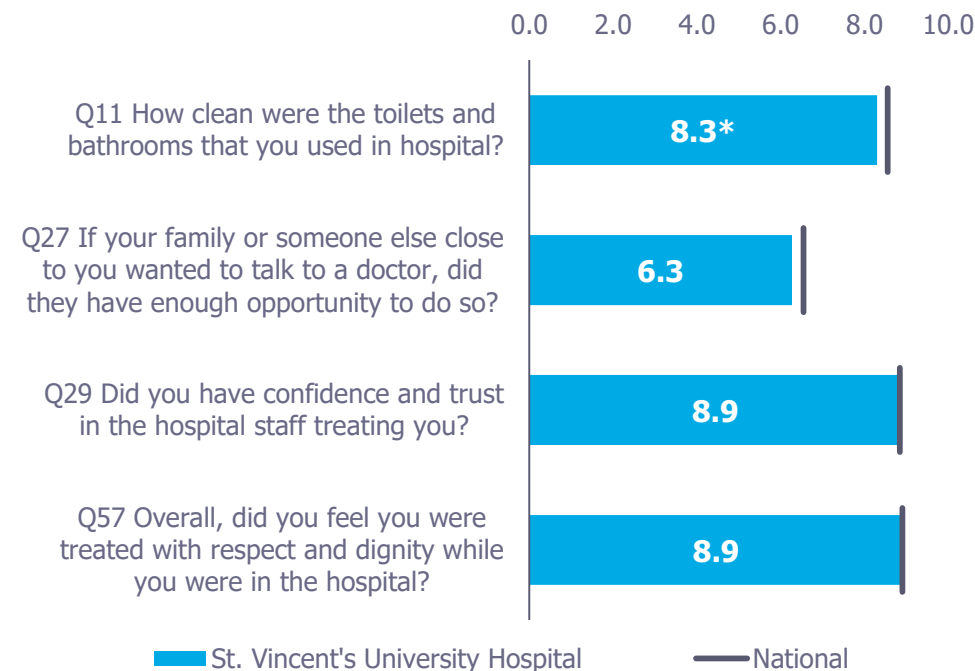


Other aspects of care

- Highest-scoring questions:
 - 82% of people (400 of 490) said that they always had confidence and trust in the hospital staff treating them.
 - 83% of people (411 of 494) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 20% of people (60 of 294) 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.

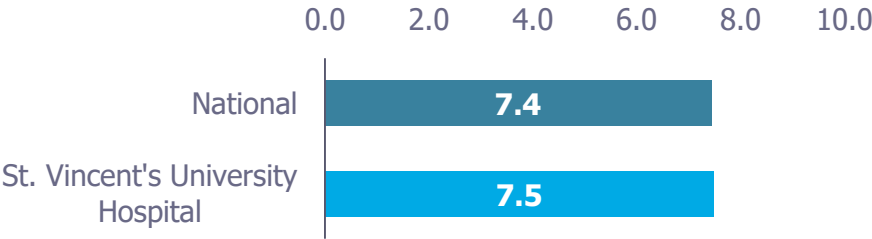


Care during the pandemic

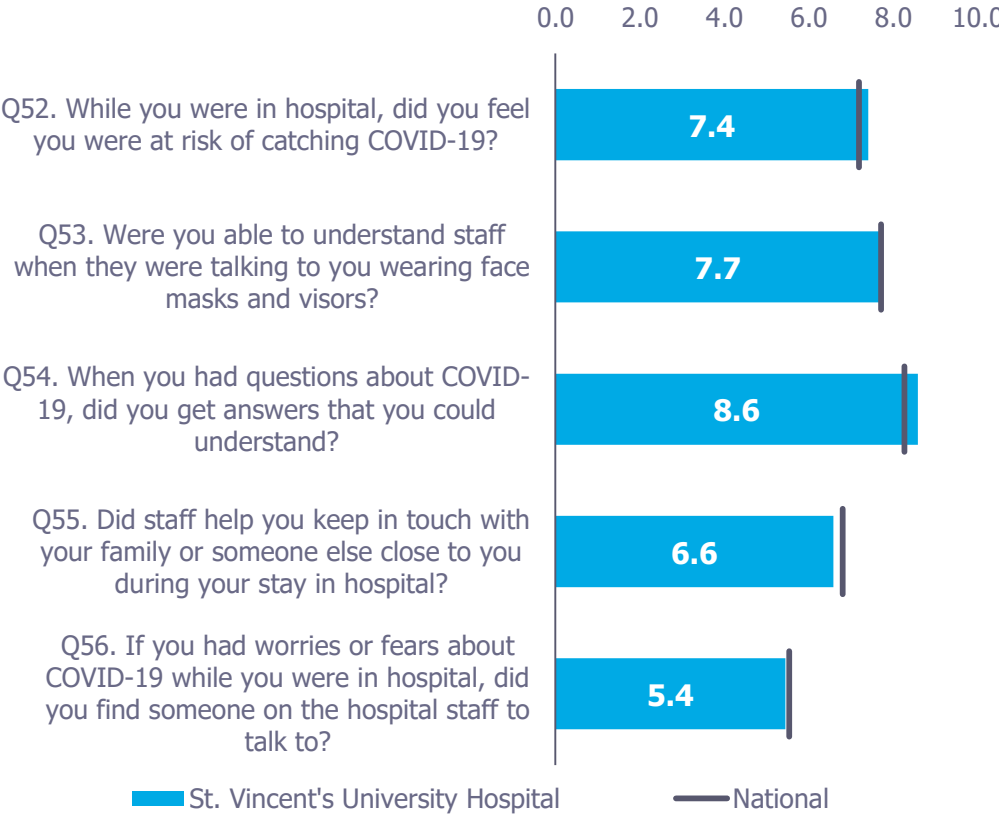


- Highest-scoring question:
 - 76% of people (159 of 210) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 67% of people (328 of 486) said that they had no worries or fears about COVID-19, 32% of people (50 of 158) who had worries 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'

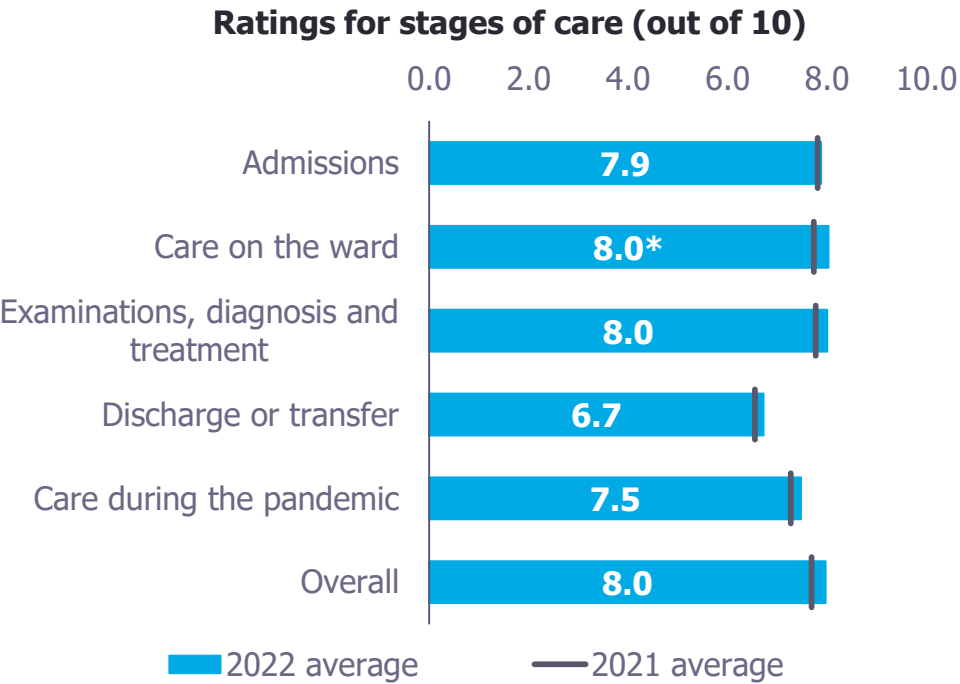
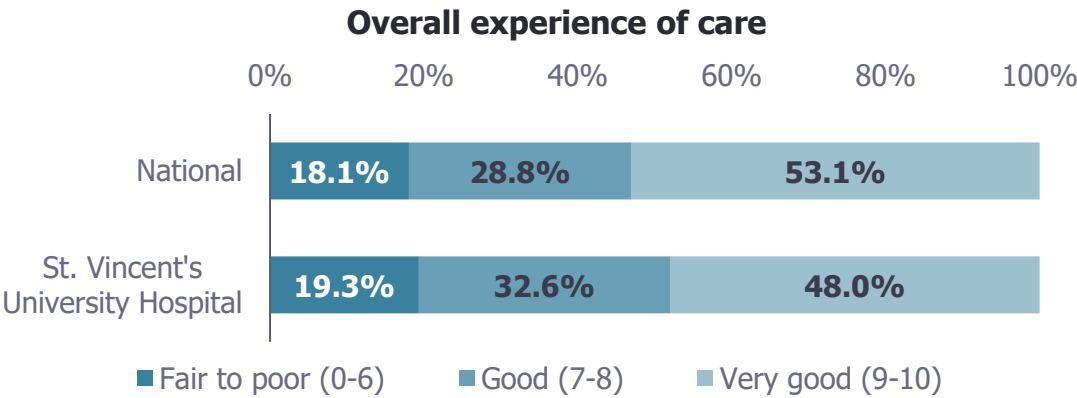




Overall experience



- 81% of people who were admitted to St. Vincent's University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for 'care on the ward' were higher in 2022 than in 2021.



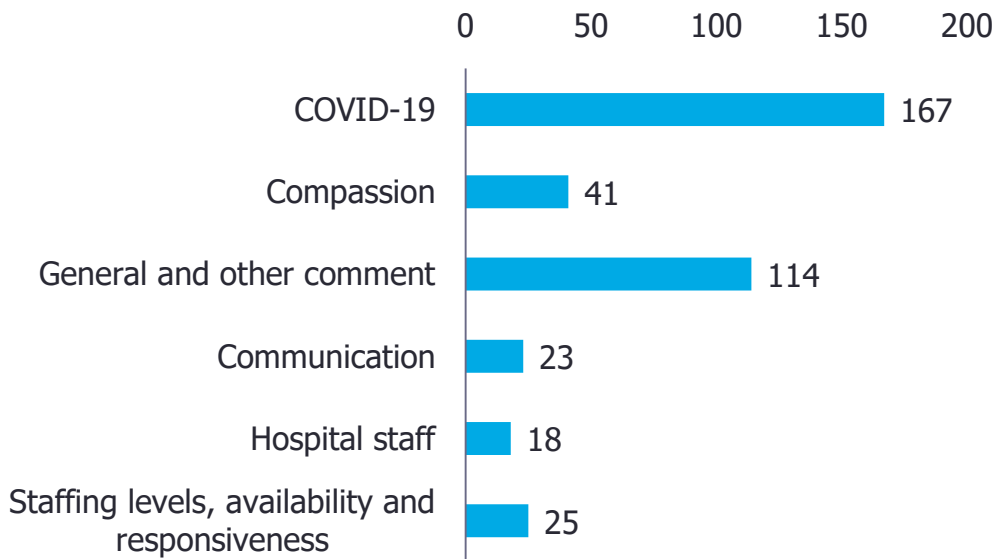
* Denotes statistically significant differences from the 2021 average.



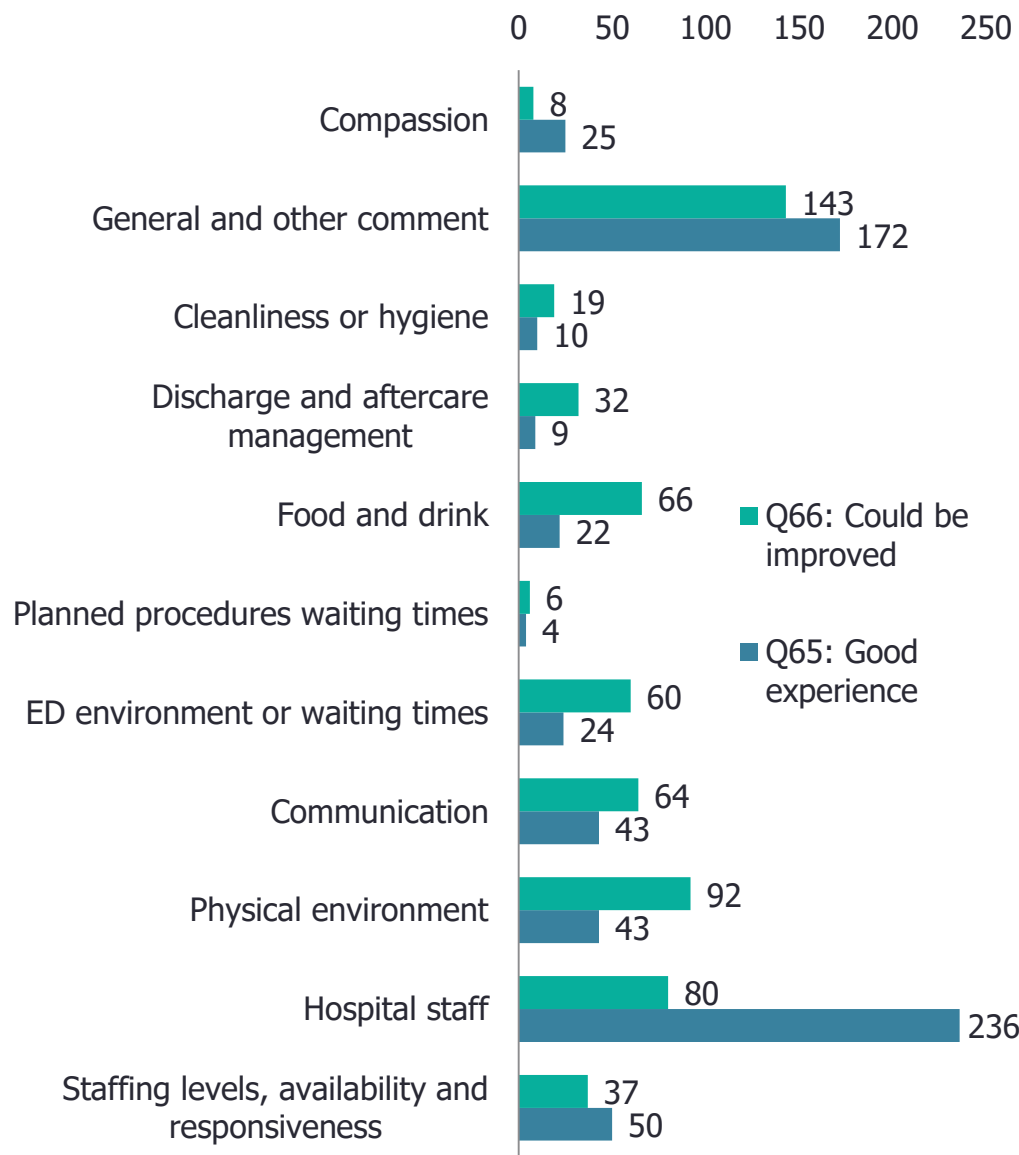
Analysis of patients' comments

- 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).
- 1,044 comments were received from patients admitted to St. Vincent's University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"A nurse marked on my chart that I had received pain relief even when I was not on the ward. This meant I had to be in pain until my next dose was due during the night. As the nurses shifts had changed the delivery of pain meds could not be checked."

"I was very lonely and anxious having no visitors allowed and I missed my 4 year old son very much."

"Appropriate notice of discharge could have been given. No discharge letter was given. When a phone call was made to the hospital some days later one of the answers given was "we prioritise patients not phonecalls."

"Help with personal care, I have mobility issues and need some supports also I had to make my own bed every day which required a huge effort."



In their own words: comments from patients



"The staff were very caring and friendly. I have a needle phobia and the nurses were amazing because I am not the easiest patient when it comes to getting blood drawn. The student nurses were very nice and helpful also. I had never stayed in hospital overnight and they made me feel very comfortable at a scary time for me."

"Overall staff were familiar with my condition and the needs I had in relation to this. Catering staff helpful with additional dietary needs."

"I admired very much the quality of the medical aids. I received the attention, the respect of all the persons who took care of me. As I am [Nationality] and do not speak easily in English. I always was very well helped by all of them."

"Doctors and nurses were all very pleasant and treated me very well even though they are as always working under pressurised conditions. My doctor explained my condition well and was able to resolve my acute pain thankfully and has also arranged good follow up of my condition for me."



Conclusion



- 81% of people who were admitted to St. Vincent's University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' and 'examinations, diagnosis and treatment' were the highest-rated stages of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'care on the ward' were higher in 2022 than in 2021.
- Positive elements of experience included privacy while being examined or treated in the emergency department.
- Areas for improvement included cleanliness of rooms or wards and toilets and bathrooms, and information on how to manage a condition.

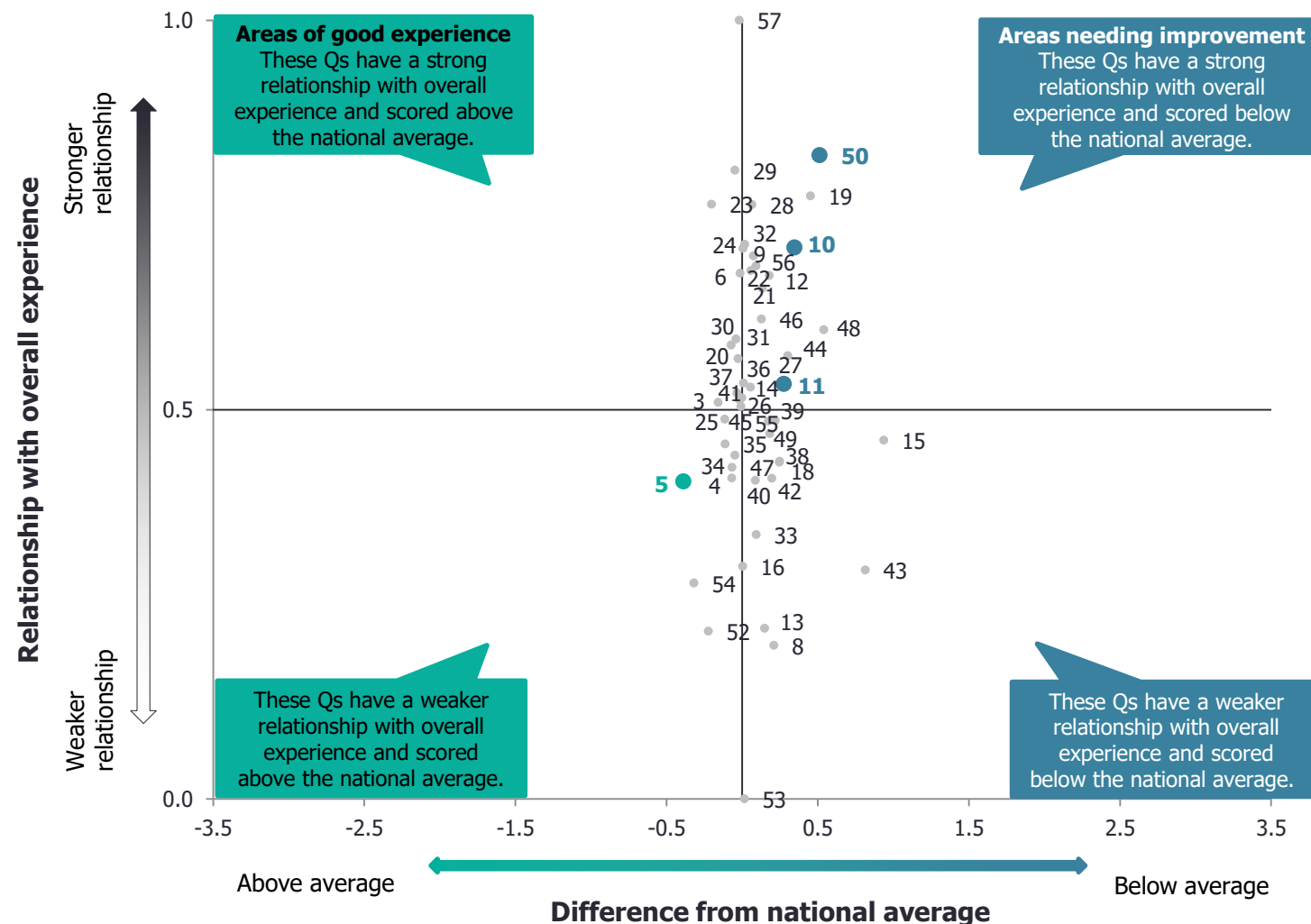


Appendix 1

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. Vincent's 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](#)

Follow us on:



@CareExperience



/YourInpatientExperience
/CareExperience



@CareExperience

www.yourexperience.ie

We're committed to excellence in healthcare