

## **University Hospital Kerry**

We're committed to excellence in healthcare









### Survey background

 67 questions, covering experiences from admission through to discharge:



16+ 16 years of age or older 16 years the vertice 16 years of age or older 16 years the vertice 16 years of age or older 16 years 16 years older 16 years older 16 years older 16 years 16 y

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Inclusion and exclusion criteria:

24

Spent 24

hours or more

in a public

acute hospital

Patients receiving services such as day care, maternity, psychiatric, paediatric and some other **specialist services** 



Attended one of

the 40 participating

hospitals

MAY

Discharged in

May 2022

(the survey

month)

Patients receiving care in **private hospitals** 



### Participants

- 545 people who were admitted to University Hospital Kerry were invited.
- 227 took part (42%).

#### **Characteristics of participants**

Age category	Number	%
16 to 35 years	12	5.3
36 to 50 years	22	9.7
51 to 65 years	52	22.9
66 to 80 years	99	43.6
81 years or older	42	18.5
Sex		
Male	125	55.1
Female	102	44.9
Admission route		
Emergency	219	96.5
Non-emergency	8	3.5





### Areas of good experience



### Clear explanation of a condition or treatment in the emergency department | Q4

Of the 205 people who answered this question, 63% (129) said that a doctor or nurse fully explained their condition or treatment in the emergency department.

### **Respect and dignity in the emergency department | Q6**

Of the 214 people who answered this question, 85% (181) said that they were always treated with respect and dignity in the emergency department.

These questions scored significantly above average and have a stronger relationship with overall experience. In University Hospital Kerry, 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.



- Highest-scoring question:
  - 85% of people (181 of 214) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 13% of people (26 of 193) said that they waited more than 24 hours before being admitted to a ward.





#### Average scores for questions on 'admissions'

0.0 2.0 4.0 6.0 8.0 10.0



\* Denotes statistically significant differences from the national average.



# Care on the ward

- Highest-scoring question:
  - 77% of people (166 of 216) said that the hospital room or ward they were in was very clean.
- Lowest-scoring questions:
  - 10% of people (22 of 212) rated the hospital food as poor, while 18% (25 of 136) said that they could not find a member of staff to talk to about their worries and fears.



#### Average scores for questions on 'care on the ward'

	0.0	2.0	4.0	6.0	8.0	10.0
Q9. Were you given enough privacy while you were o the ward?	n		8.5			
Q10. In your opinion, how clean was the hospital roor or ward that you were in?	n		9.1			
Q12. When you needed help from staff getting to th bathroom or toilet, did you get it in time?	e		8.2			
Q13. Did staff wear name badges	?		<b>9.0</b> *	<		
Q14. Did the staff treating and examining you introduc themselves?	e		8.6			
Q15. How would you rate the hospital food	?	6	.4			
Q16. Were you offered a choice of food	?		8.4			
Q18. Were you offered a replacement meal at anothe time?	er		7.4			
Q19. Did you get enough help from staff to eat you meals?	Ir		8.4			
Q20. When you had important questions to ask a doctor, did you get answers that you could understand	?		7.9			
Q22. When you had important questions to ask a nurse, did you get answers that you could understand	?		8.3			
Q23. If you ever needed to talk to a nurse, did you ge the opportunity to do so?	et		8.4			
Q28. Did you find someone on the hospital staff to tal to about your worries and fears?	k	6	.4			
Q32. Do you think the hospital staff did everything the could to help control your pain?	у		9.0			
University Hospital Kerry		<u> </u>	ational			

\* Denotes statistically significant differences from the national average.



### Examinations, diagnosis and treatment

- Highest-scoring question:
  - 85% of people (182 of 213) said that they were always given enough privacy when being examined to treated.
- Lowest-scoring question:
  - 26% of people (55 of 215) said that they were either given too much or not enough information about their condition or treatment.



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

	0.0	2.0	4.0	6.0	8.0	10.0
Q21. Did you feel you had enough time to discuss you care and treatment with a doctor?			7.6			
Q24. Were you involved as much as you wanted to be in decisions about your care and treatment?			7.8			
Q25. How much information about your condition o treatment was given to you?	r		7.5			
Q26. Was your diagnosis explained to you in a way tha you could understand?	t		7.9			
Q30. Were you given enough privacy when discussing your condition or treatment?	,		7.8			
Q31. Were you given enough privacy when being examined or treated?			9.0	)		
Q33. Did a doctor or nurse explain the results of the tests in a way that you could understand?	5		8.3			
Q34. Before you received any treatments did a member o staff explain what would happen?	f		8.3			
Q35. Before you received any treatments did a member o staff explain any risks and or benefits in a way you could understand?	f		7.6			
Q36. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?			8.3			
Q37. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?	1		8.4			
Q38. Beforehand, were you told how you could expect to feel after you had the operation or procedure?			7.9			
Q39. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?			7.7			
University Hospital Kerry	-	Na	tional			



# Discharge or transfer

- Highest-scoring questions:
  - 69% of people (144 of 210) said that they were definitely given enough notice about when they were going to be discharged, while 78% (164 of 210) said that staff spent enough time explaining about their health and care after they arrived home.
- Lowest-scoring question:
  - 35% of people (59 of 167) said that they were not told about medication side effects to watch for when they went home.



#### Average scores for questions on 'discharge or transfer'

0.0 2.0 4.0 6.0 8.0 10.0

1	
7.3	Q40. Did you feel you were involved in decisions about your discharge from hospital?
7.9	Q41. Were you or someone close to you given enough notice about when you were going to be discharged?
7.9	Q42. Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrived home?
6.8	Q43. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
7.7	Q44. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
5.3	Q45. Did a member of staff tell you about medication side effects to watch for when you went home?
5.7	Q46. Did a member of staff tell you about any danger signals you should watch for after you went home?
7.2	Q47. Did hospital staff take your family or home situation into account when planning your discharge?
5.9	Q48. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?
7.1	Q49. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
7.4	Q50. Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?
National	University Hospital Kerry

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# Other aspects of care

- Highest-scoring question:
  - 81% of people (177 of 218) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 25% of people (37 of 147) 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'

0.0 2.0 4.0 6.0 8.0 10.0





## Care during the pandemic

- Highest-scoring question:
  - 78% of people (93 of 119) who had questions about COVID-19 said that staff always answered their questions in a way they could understand.
- Lowest-scoring question:
  - While 67% of people (143 of 214) said that they had no worries or fears about COVID-19, 37% of people who had worries or fears (26 of 71) said that they could not find a member of staff to talk to.



#### Average scores for questions on 'care during the pandemic'



0.0 2.0 4.0 6.0 8.0 10.0





- 80% of people who were admitted to University Hospital Kerry said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for `admissions' were higher in 2022 than in 2021.





\* Denotes statistically significant differences from the 2021 average.



# e 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).
- 428 comments were received from patients admitted to University Hospital Kerry.





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### In their own words: comments from patients



"A&E sitting on a chair feeling horrendous, alone, and afraid for 7 hours in the waiting area isn't some place I want to return to!!! ... the care and treatment I got in A&E was excellent but the hours spent waiting to be seen is soul destroying!!"

> "I think I would have liked more information about my condition on leaving. Either a booklet or a web resource."

"After surgery, recommend doctors waiting until patient is completely free of drugs administered during surgery. I have no recollection of any conversation about how the surgery went and was told the surgeon had been around to tell me already."

> "Communication with my family about my condition. I felt I was overwhelmed with information and couldn't relay it to my family. Update to family on condition and how to care for me, warning signs if an attack is coming on."



### In their own words: comments from patients



"The efficiency and care of the A&E team towards me. The dedicated stroke unit with trained and efficient team of Drs, nurses and the access to therapies, speech, language, OT and Physio. An invaluable resource with a hard working team."

"Excellent staff, I was well looked after. Spotless clean, felt very safe limited visitors."

"The Doctors and Nurses were very decisive in what needed to be done with my injury. They were fast with the painkillers and antibiotics. My procedure was taken seriously and it has healed up completely. The Doctors and Nurses were particularly friendly and good."

"Was treated very well - all staff kind and compassionate to me and my family at all times."



### Conclusion



- 80% of people who were admitted to University Hospital Kerry 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.
- University Hospital Kerry scored above the national average for `care during the pandemic'.
- Ratings for questions on 'admissions' were higher in 2022 than in 2021.
- Positive elements of experience included clear explanation of a condition or treatment and respect and dignity in the emergency department.



### 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 <u>www.yourexperience.ie</u>.



**Improvement map University Hospital Kerry** 



# THANK YOU QUESTIONS

More information on the National Inpatient Experience Survey 2022 is available from <u>www.yourexperience.ie</u>:

- National results
- Interactive results (Tableau)
- Technical report

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