



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Mater Misericordiae University Hospital

Improving care experiences together







An Roinn Sláinte
Department of Health









Survey background

- 52 questions, covering experiences from admission through to discharge:

| | | |
|---|--|---|
| <p>ADMISSIONS</p>  <p>Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.</p> <p>3 QUESTIONS</p> | <p>CARE ON THE WARD</p>  <p>Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.</p> <p>11 QUESTIONS</p> | <p>EXAMINATIONS, DIAGNOSIS AND TREATMENT</p>  <p>Experiences while undergoing or receiving results of tests, treatments, operations and procedures.</p> <p>8 QUESTIONS</p> |
| <p>DISCHARGE OR TRANSFER</p>  <p>Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.</p> <p>8 QUESTIONS</p> | <p>OTHER ASPECTS OF CARE</p>  <p>Other, more general care experiences such as opportunities for family to communicate with staff, and trust and confidence in hospital staff.</p> <p>4 QUESTIONS</p> | <p>PATIENT SAFETY</p>  <p>Experiences relating to patient safety culture and patient safety incidents.</p> <p>5 QUESTIONS</p> |

- Inclusion and exclusion criteria:

| | | | |
|--|---|---|--|
| <p>INCLUSION CRITERIA</p>  | <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 2024 (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>  | |
| <p>EXCLUSION CRITERIA</p>  | <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>  |

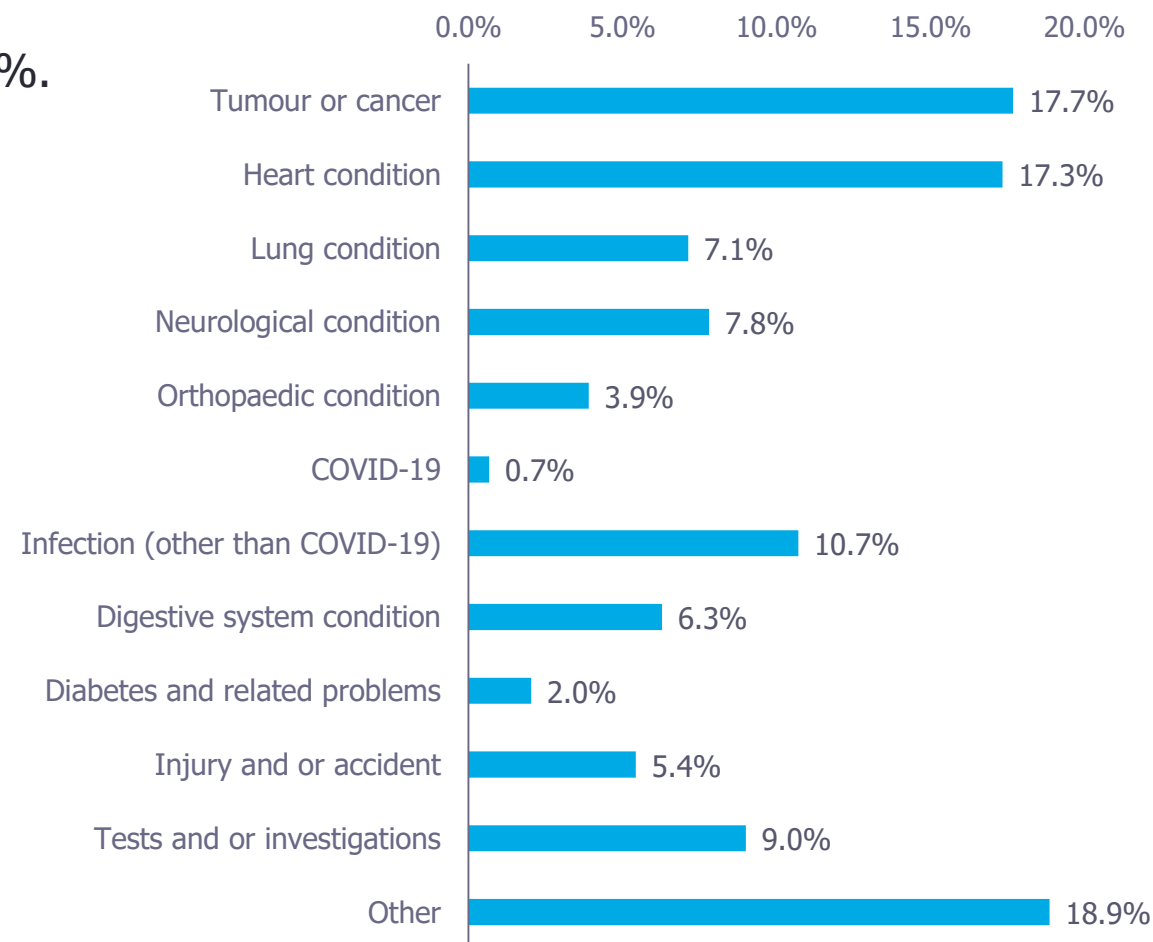
Participants

- 1,444 people who were admitted to Mater Misericordiae University Hospital were invited.
- 593 took part (41%). The national response rate is also 41%.
- 59% (351) completed the survey online, while 41% (242) completed the paper survey.

Characteristics of participants

| Age category | Number | % |
|-------------------|--------|------|
| 16 to 35 years | 47 | 7.9 |
| 36 to 50 years | 106 | 17.9 |
| 51 to 65 years | 178 | 30.0 |
| 66 to 80 years | 197 | 33.2 |
| 81 years or older | 65 | 11.0 |
| Sex | | |
| Male | 289 | 48.7 |
| Female | 304 | 51.3 |
| Admission route | | |
| Emergency | 417 | 70.3 |
| Non-emergency | 176 | 29.7 |

Reason for admission



Areas of good experience



Confidence and trust in hospital staff | Q22

Of the 559 people who answered this question, 84% (468) said that they always had confidence and trust in the hospital staff treating them.

Privacy when discussing condition or treatment | Q23

Of the 558 people who answered this question, 80% (448) said that they were always given enough privacy when discussing their condition or treatment.

Information on how to manage a condition | Q35

Of the 524 people who answered this question, 64% (335) said that they definitely received enough information from the hospital on how to manage their condition after their discharge.

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

Comments from patients

"We as a family have always found the Mater hospital the best hospital for care, compassion, trust in the process, especially once you get through the A&E department."

"The care received was great and I found the private room on the ward I was in during my stay was very beneficial to my recovery and gave me the privacy and space needed physically & mentally."

"I was given sufficient information prior to consenting to surgery and given advice prior to making my decision on type of surgery that was best suited."

Areas needing improvement



Food rating | Q10

Of the 548 people who answered this question, 14% (79) rated the hospital food as poor and 27% (150) rated it as 'fair'.

Food outside mealtimes | Q12*

Of the 316 people who answered this question, 27% (84) said they were not able to get hospital food outside of set meal times.

These questions scored significantly above national average.

**This question has a stronger relationship with overall experience.*

Comments from patients

"I never complain, but the food I got was poor as regards my diet. My first meal was not blended it was spicy cubes, Brussels sprouts and chicken which was hard to swallow. The same happened again and I got sick. I know the hospital is very, very busy and things can get missed."

"Extra snacks should be available outside of set meal times also (long time from evening tea until breakfast). Tea trolley did not always run at 9pm on ward!"

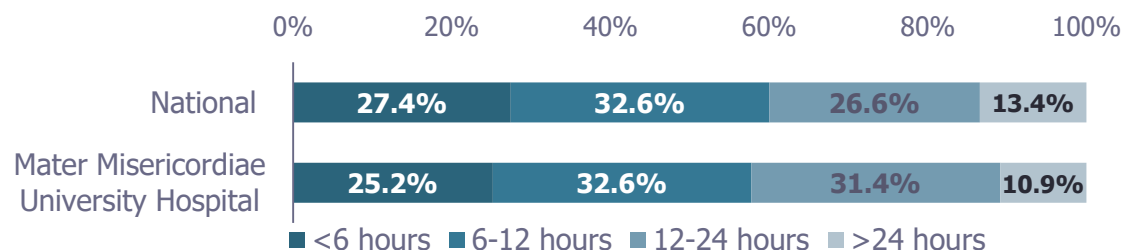


Admissions

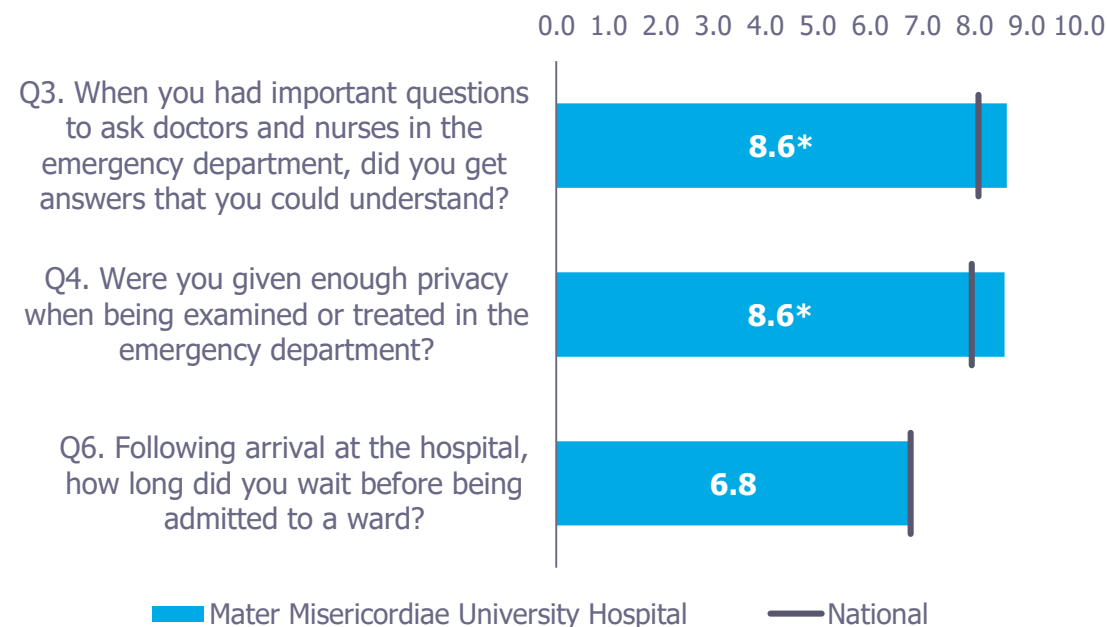


- Highest-scoring questions:**
 - 75% of people (245 of 326) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
 - 76% of people (272 of 359) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:**
 - 11% of people (35 of 322) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



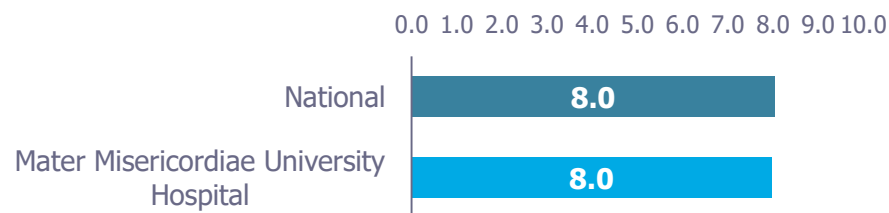
* Denotes statistically significant differences from the national average.



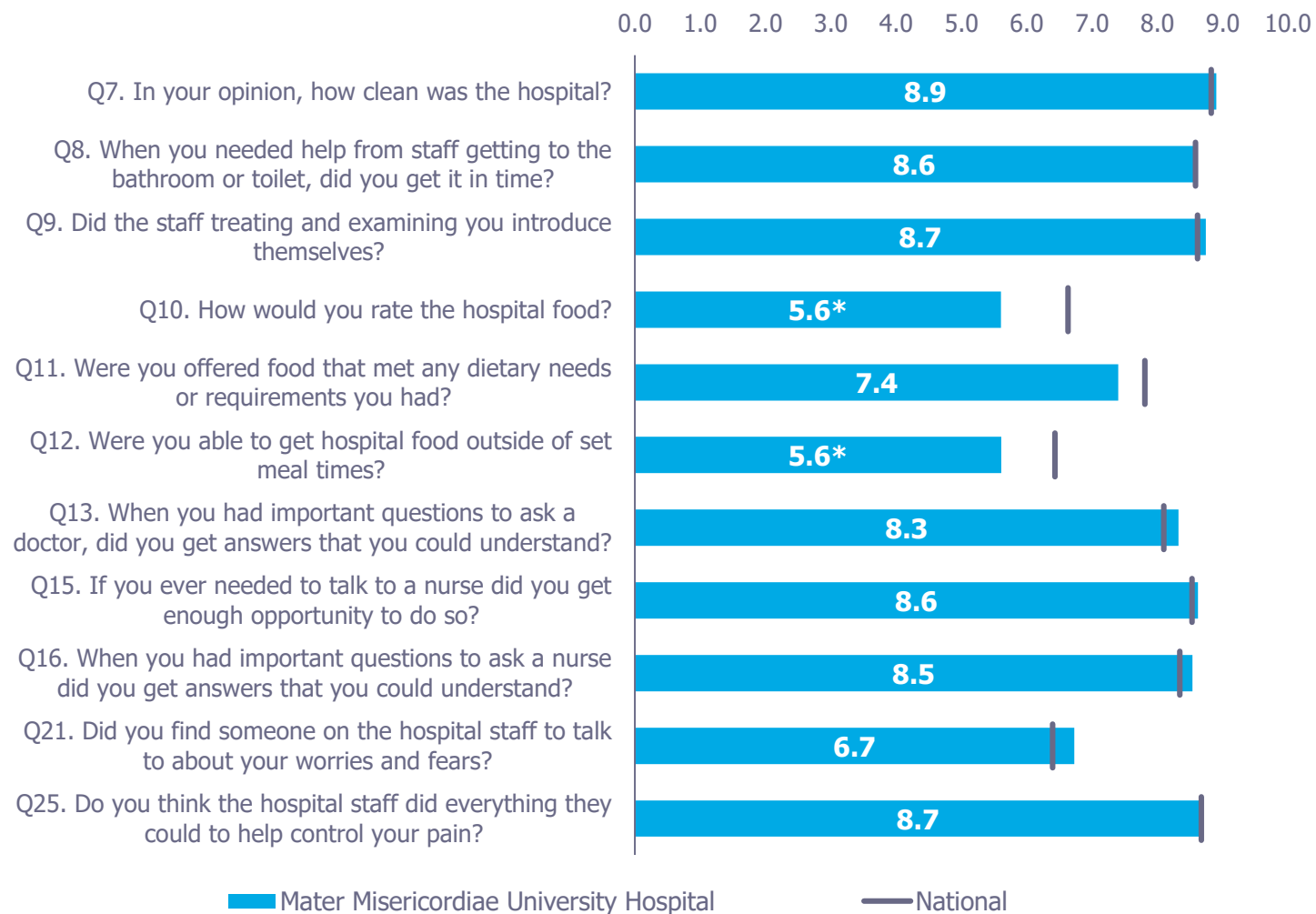
Care on the ward

- Highest-scoring question:
 - 73% of people (405 of 558) said that the hospital was 'very clean'.
- Lowest-scoring questions:
 - 14% of people (79 of 548) rated the hospital food as 'poor'.
 - 27% of people (84 of 316) said they were not able to get hospital food outside of set meal times.

Comparison with the national average



Average scores for questions on 'care on the ward'



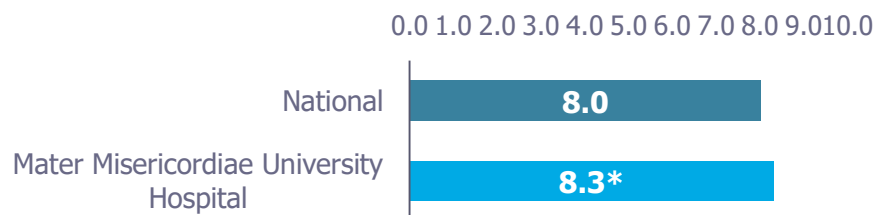
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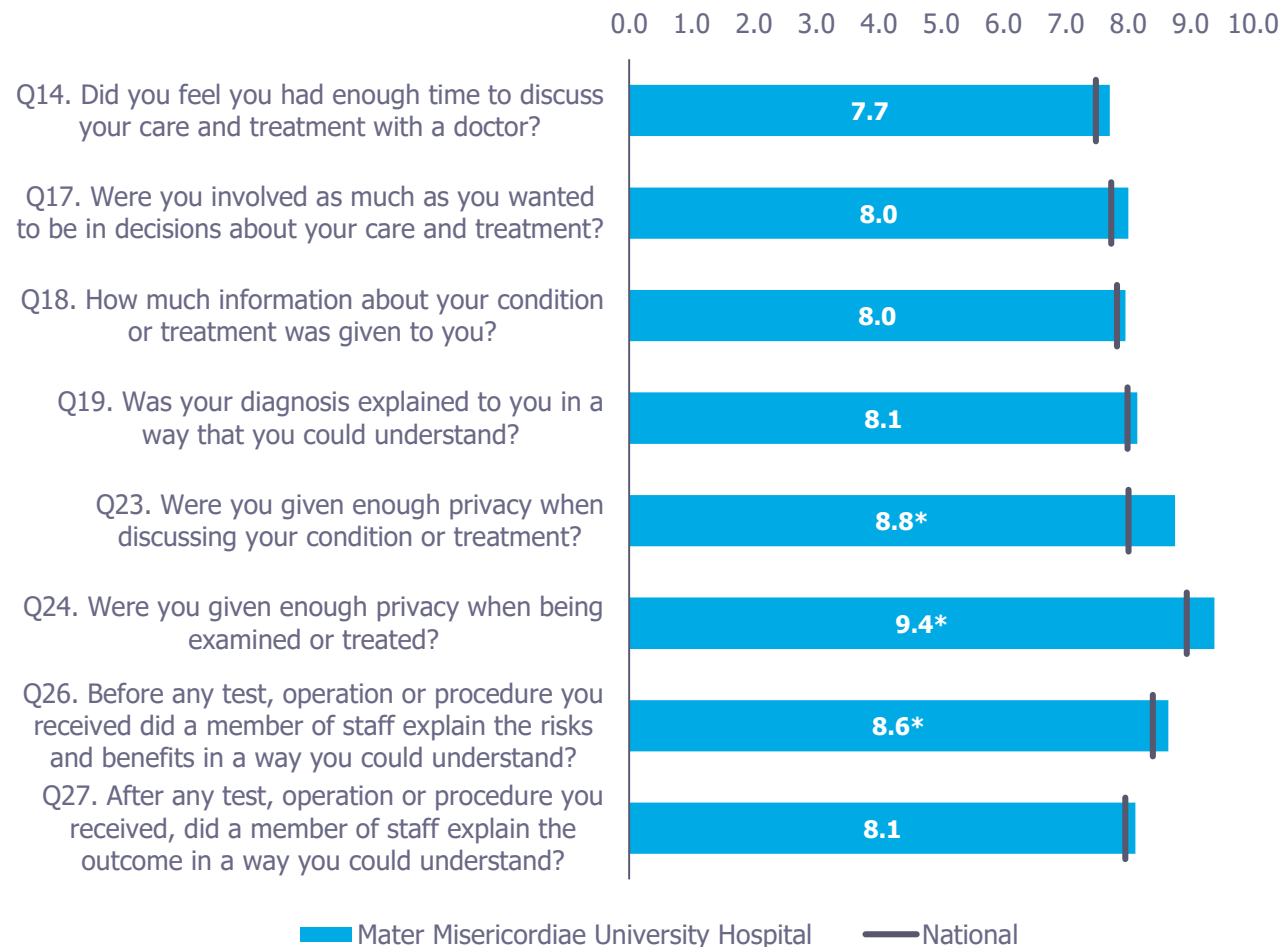
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 89% of people (497 of 560) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 9% of people (50 of 558) 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'



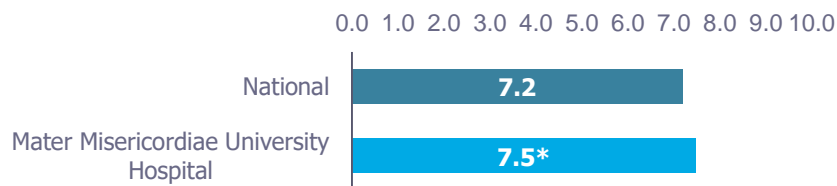
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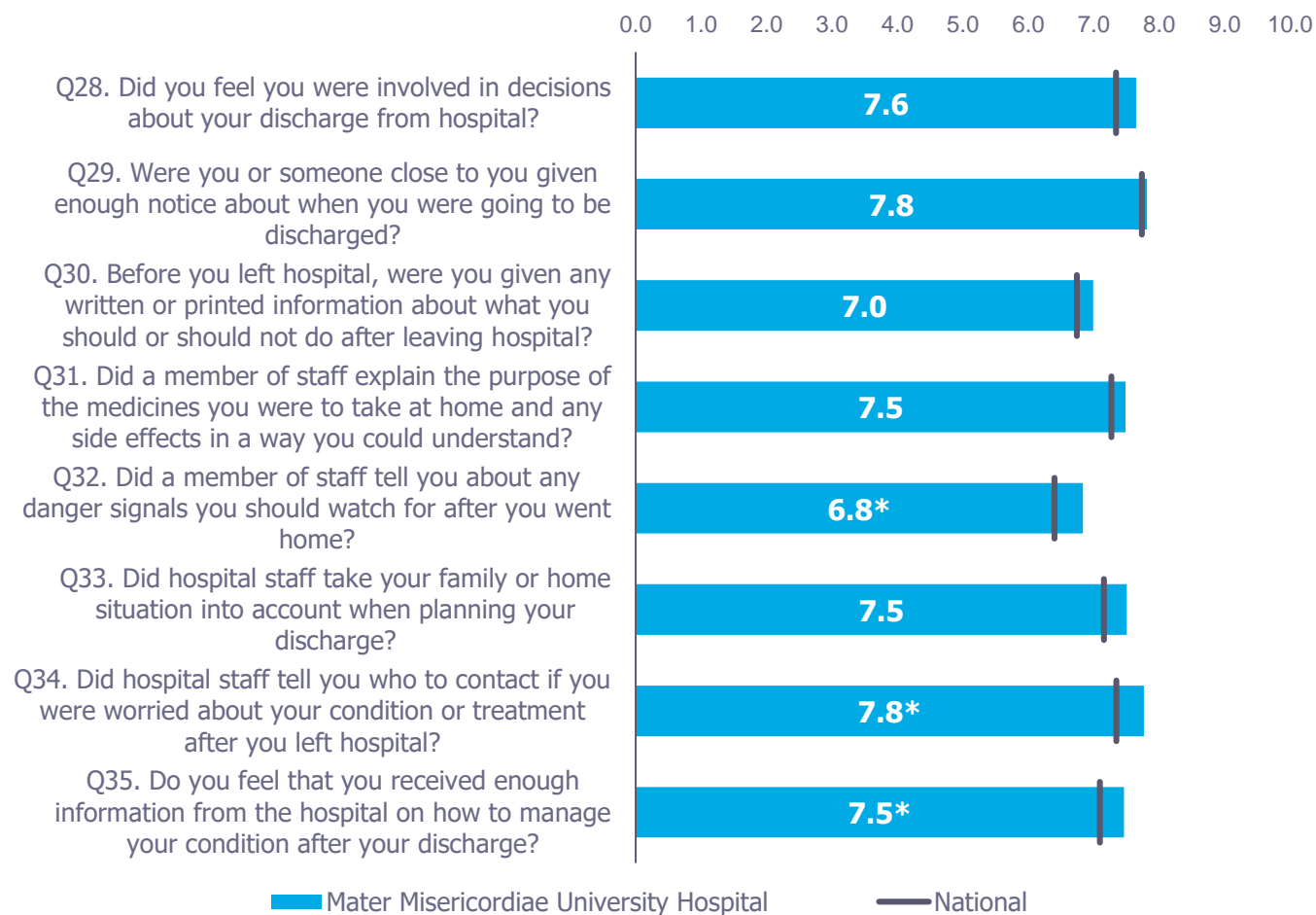
Discharge or transfer

- Highest-scoring questions:
 - 68% of people (376 of 555) said that they were definitely given enough notice about when they were going to be discharged.
 - 79% of people (406 of 512) said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital.
- Lowest-scoring question:
 - 20% of people (93 of 471) said that they were not told about any danger signals to watch out for when they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



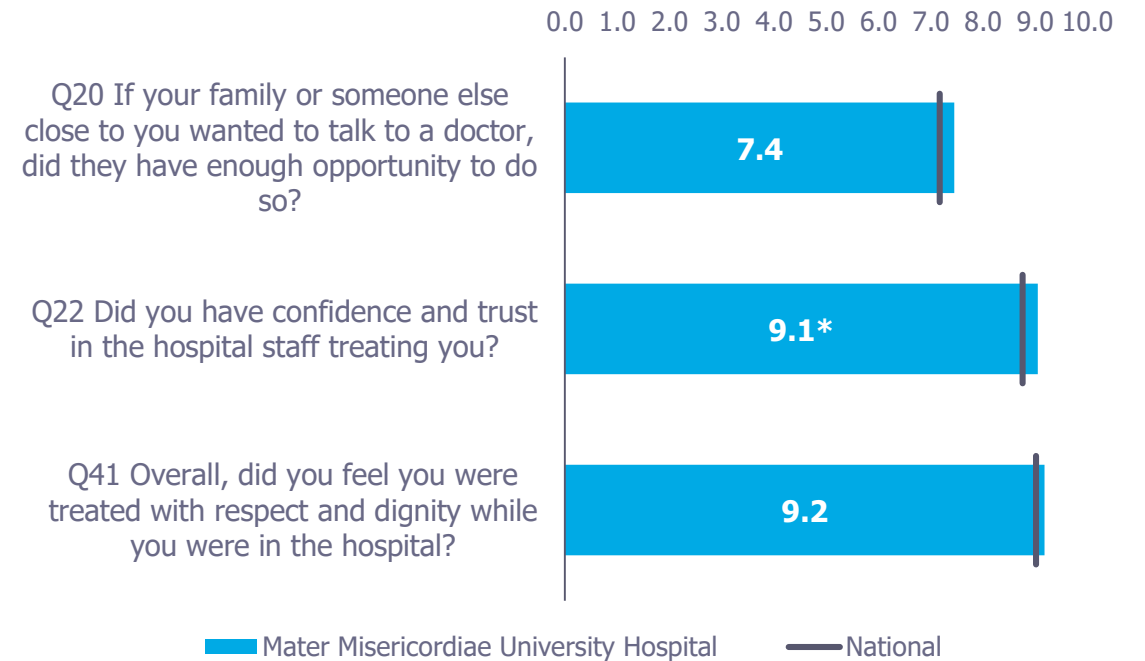
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 86% of people (480 of 561) said that they always felt treated with respect and dignity in hospital.
- Lowest-scoring question:
 - 11% of people (44 of 387) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 53% of people (202 of 379) who wanted to give feedback or make a complaint, knew how and where to do so, while 47% (177 people) did not.

Average scores for questions on 'other aspects of care'



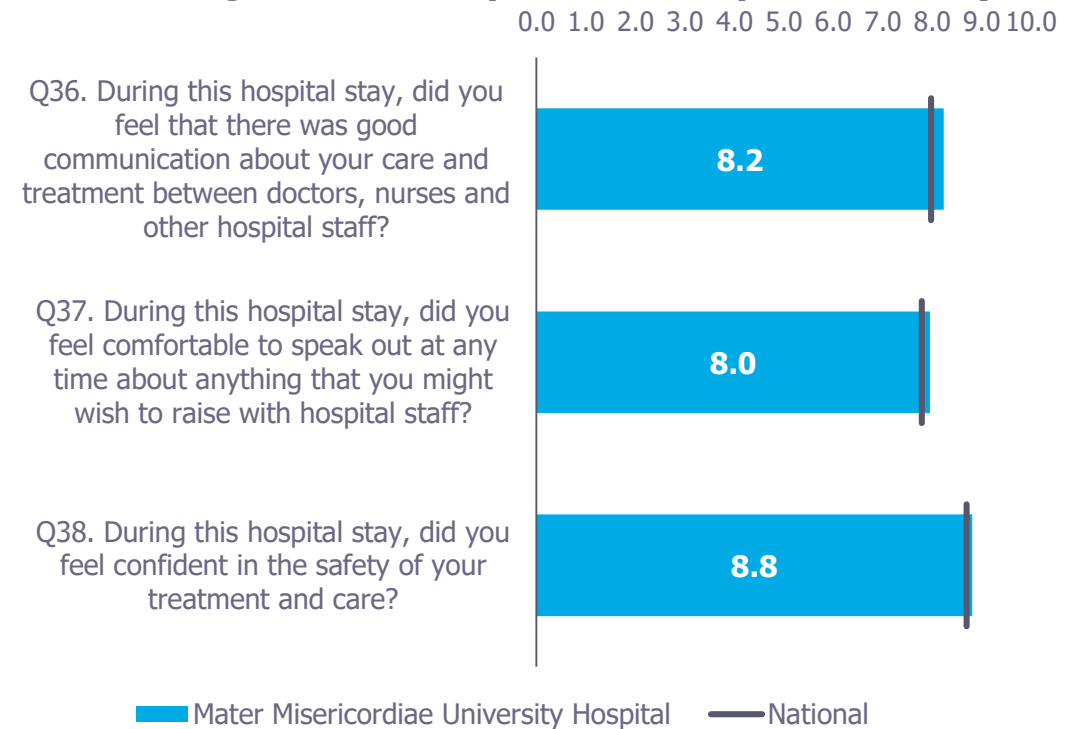
* Denotes statistically significant difference from the national average.

Patient safety

- 13% of people (70 of 547) indicated they had a patient safety incident during their hospital stay. The most common types of patient safety incident experienced by people were medication issues, or healthcare-associated infections.
- Highest-scoring question:
 - 81% of people (450 of 557) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 9% of people (46 of 489) said that they did not feel comfortable to speak out at any time about anything that they wished to raise with hospital staff.



Average scores for questions on 'patient safety'



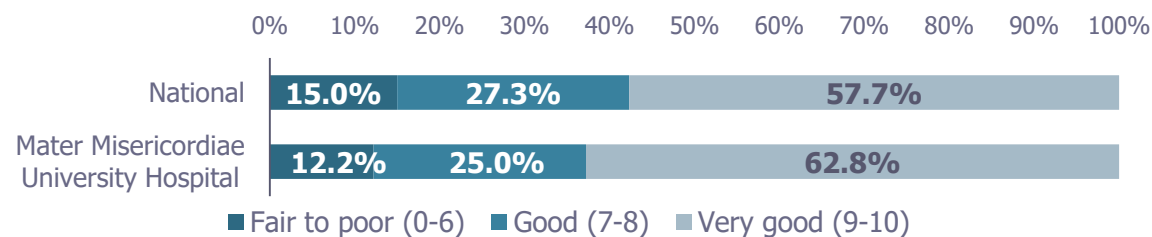


Overall experience

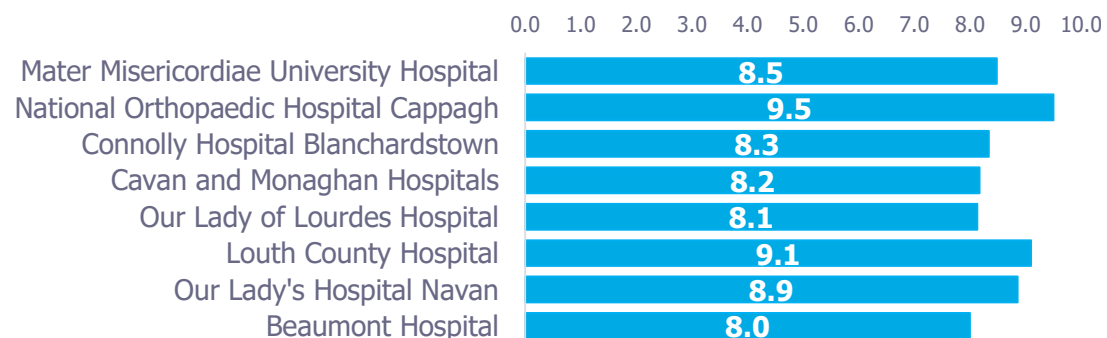


- 88% of survey participants who were admitted to Mater Misericordiae University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Admissions' and 'Care on the ward' stages of care were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for these stages of care in the 2024 survey.

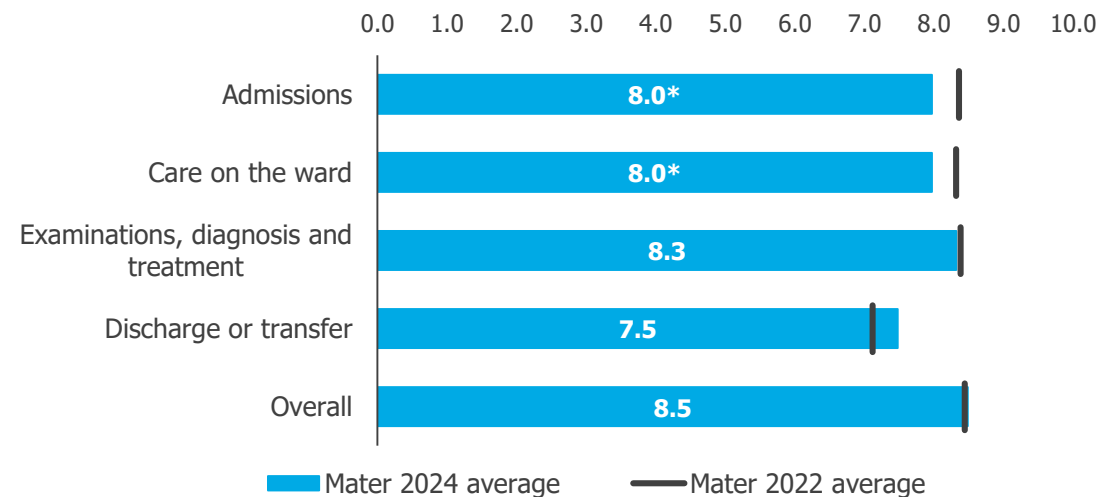
Overall experience of care



Overall experience of care scores for hospitals in the HSE Dublin and North East Hospitals health region



Scores for stages of care and overall experience



* Denotes statistically significant differences.

Analysis of patients' comments

- Three open-ended questions asked patients what was good about their care (Q50), what could be improved (Q51), and whether they had any other comments or suggestions (Q52).
- 972 comments were received from patients admitted to Mater Misericordiae University Hospital. Comments were coded using the categories below.



Conclusion



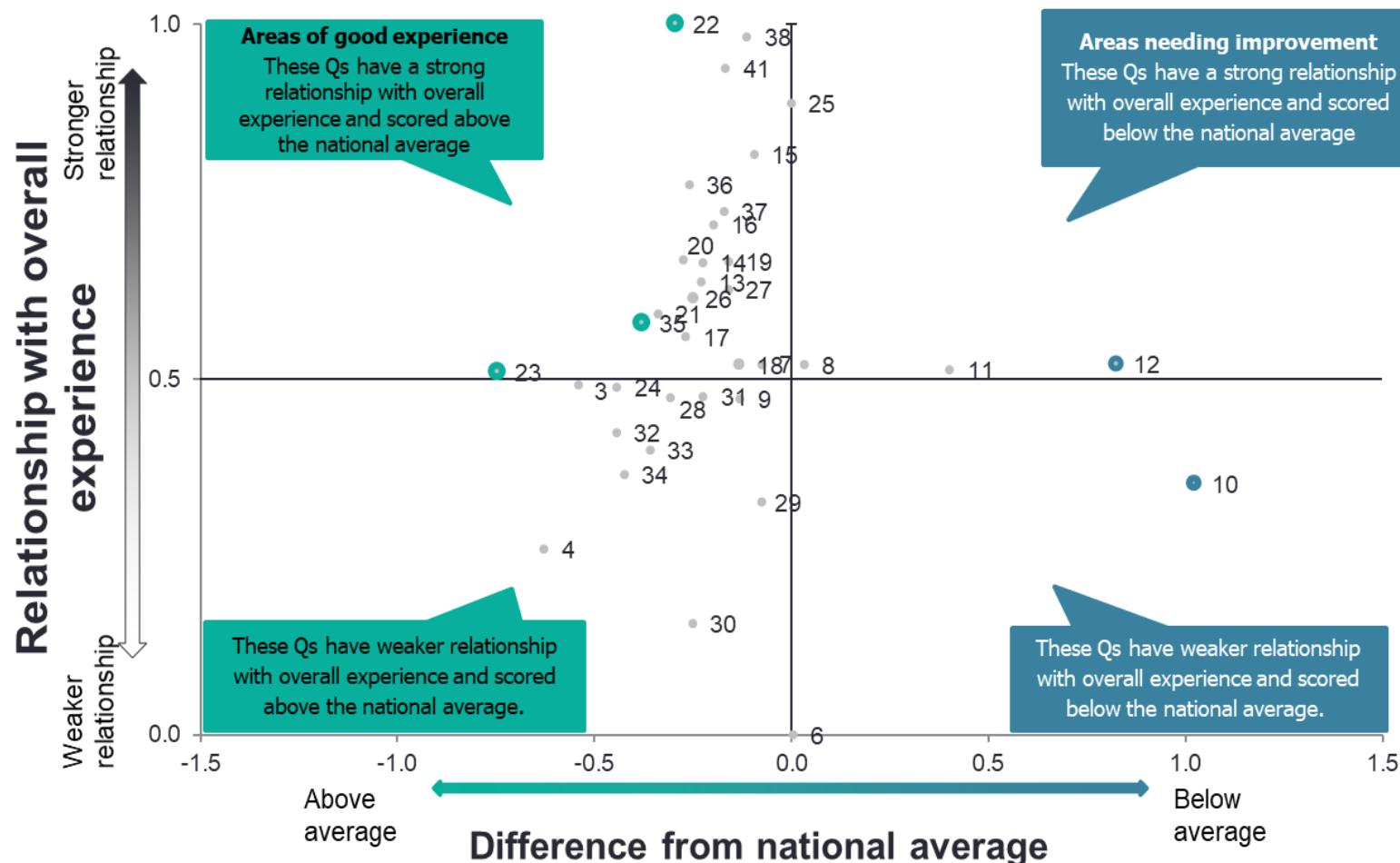
- Areas of good experience at the Mater Misericordiae University Hospital included patient confidence and trust in hospital staff, privacy when discussing a condition or treatment, and information on how to manage a condition after discharge.
- Areas for improvement included the hospital food and patients being able to get food outside of set meal times.
- 'Examinations, diagnosis and treatment' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 88% of survey participants at the Mater Misericordiae University Hospital said they had a good to very good overall experience of care, compared to 85% nationally.
- Scores for 'Admissions' and 'Care on the ward' stages of care were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for these stages of care in the 2024 survey.

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 Mater Misericordiae University Hospital





Suirbhé
Náisiúnta ar
Eispéireas Othar
Cónaitheach

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More information on the National Inpatient Experience Survey 2024 is available from www.yourexperience.ie:

- National results ([click here](#))
- Interactive results ([click here](#))

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