



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

St Michael's Hospital

Improving care experiences together



An Roinn Sláinte
Department of Health



Survey background

- 52 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.

3 QUESTIONS


CARE ON THE WARD



Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.

11 QUESTIONS


EXAMINATIONS, DIAGNOSIS AND TREATMENT



Experiences while undergoing or receiving results of tests, treatments, operations and procedures.

8 QUESTIONS

DISCHARGE OR TRANSFER



Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

8 QUESTIONS

OTHER ASPECTS OF CARE



Other, more general care experiences such as opportunities for family to communicate with staff, and trust and confidence in hospital staff.

4 QUESTIONS

PATIENT SAFETY




Experiences relating to patient safety culture and patient safety incidents.

5 QUESTIONS

- Inclusion and exclusion criteria:

INCLUSION CRITERIA



16+ 16 years of age or older	24 Spent 24 hours or more in a public acute hospital	MAY Discharged in May 2024 (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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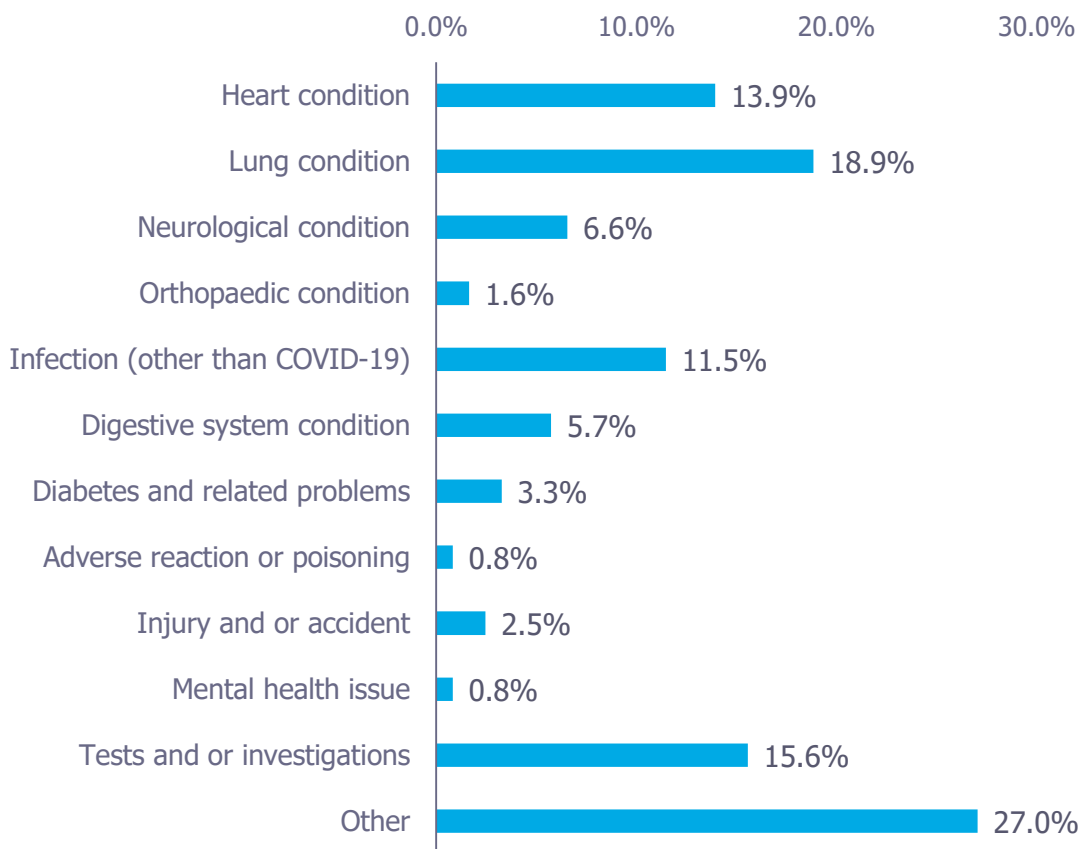
Participants

- 258 people who were admitted to St Michael's Hospital were invited.
- 125 took part (48%), compared to 41% nationally.
- 52% (65) completed the survey online, while 48% (60) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	9	7.2
36 to 50 years	18	14.4
51 to 65 years	24	19.2
66 to 80 years	46	36.8
81 years or older	28	22.4
Sex		
Male	53	42.4
Female	72	57.6
Admission route		
Emergency	95	76
Non-emergency	30	24

Reason for admission



Areas of good experience



Information on support services after discharge | Q34

Of the 106 people who answered this question, 84% (89) said that hospital staff told them who to contact after leaving hospital if they were worried about their condition or treatment.

Good communication between staff | Q36

Of the 111 people who answered this question, 77% (85) felt there was always good communication about their care and treatment between doctors, nurses and other hospital staff.

Confidence in safety of treatment and care | Q38

Of the 121 people who answered this question, 87% (105) definitely felt confident in the safety of their treatment and care.

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

Comments from patients

"Yes, the staff treated you like family. I had complete confidence in the staff as regards my treatment. The staff in A&E were just excellent too. It was very busy and I was treated and looked after until my transfer to a ward. You have some great nurses working for the hospital, and I'm very thankful to have had them as part of my recovery."

"The personal touch of care. I felt good and safe."

"My treatment in St Michael's Hospital was exemplary. All the staff were extremely nice and helpful. I was so impressed by their professionalism, particularly the doctors I met, but that's not taking anything away from the nurses and other professionals I was lucky enough to interact with."

Areas needing improvement



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. A selection of comments highlighting areas needing improvement is provided below.

Comments from patients

"When I needed to contact the surgeon to answer some doubts I had after my discharge, the nurses weren't cooperative, they said they couldn't contact the surgeon and I had to go to the emergency room. Even though they gave me the number to call if I had any issues, but when I did they wouldn't help or even try it."

"I was never spoken to about a finding of fluid on my lungs. It was after I was released that the hospital sent a letter to my GP. He then called me to ask what had been said to me while I was in hospital, I had no idea what he was talking about."

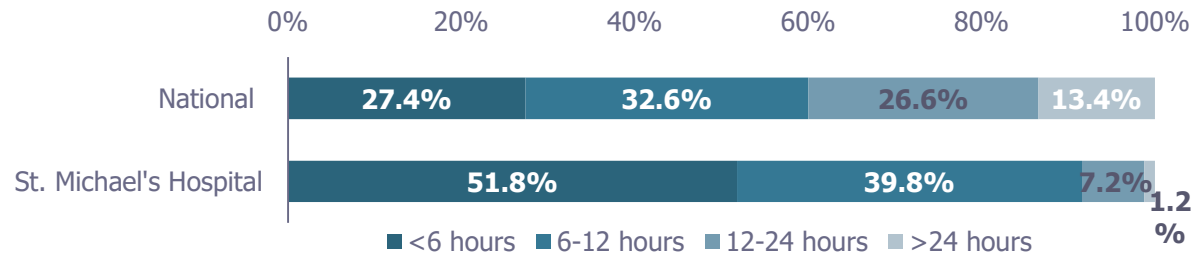
"There was one doctor on the area I was in and she was overwhelmed with requests and questions. It seems too much for one doctor to manage. When doctors are giving feedback about a surgery it would be nice to have some privacy. Rather than having it announced in a loud voice from the corridor. Patients might feel more comfortable asking questions if they had more privacy."



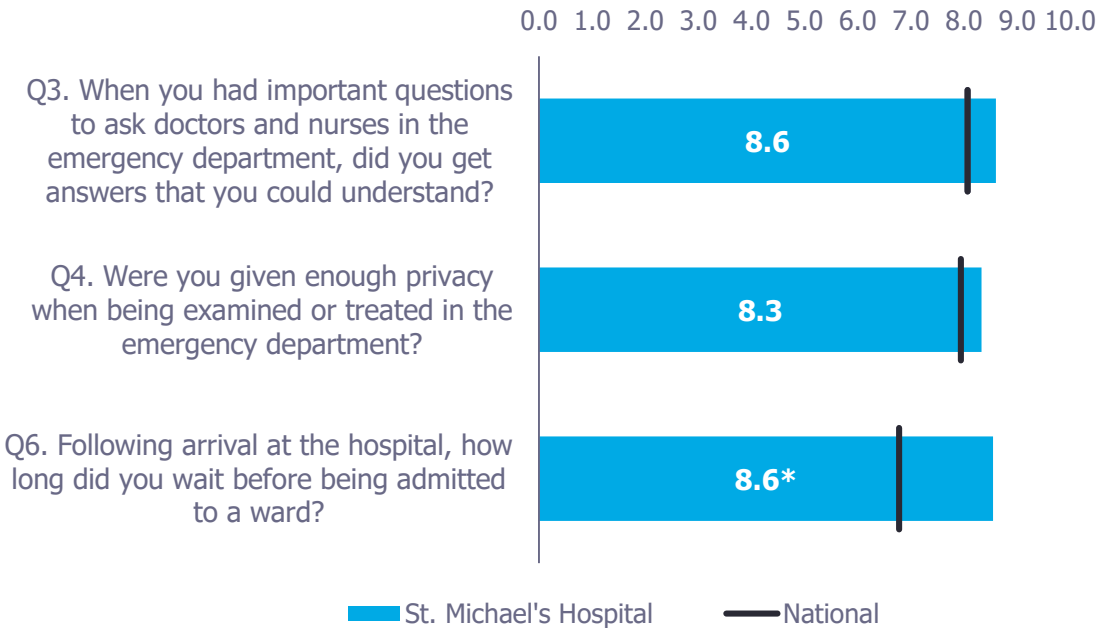
Admissions

- Highest-scoring questions:
 - 73% of people (60 of 82) said that they always got clear answers to their questions from doctors and nurses in the emergency department.
 - 92% of people (76 of 83) waited less than, or up to, 12 hours in the emergency department before they were admitted to a ward.
- Lowest-scoring question:
 - 5% of people (4 of 87) said that they were not given enough privacy when they were examined or treated in the emergency department.

Emergency department waiting times



Average scores for questions on 'admissions'



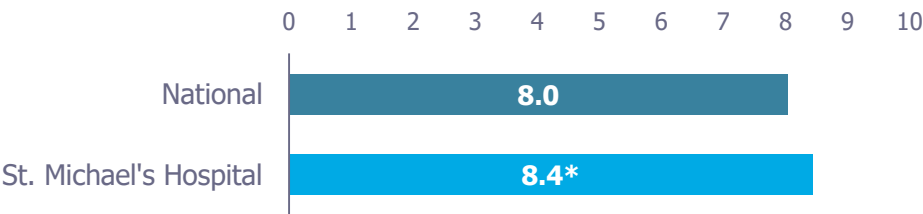
* Denotes statistically significant differences from the national average.



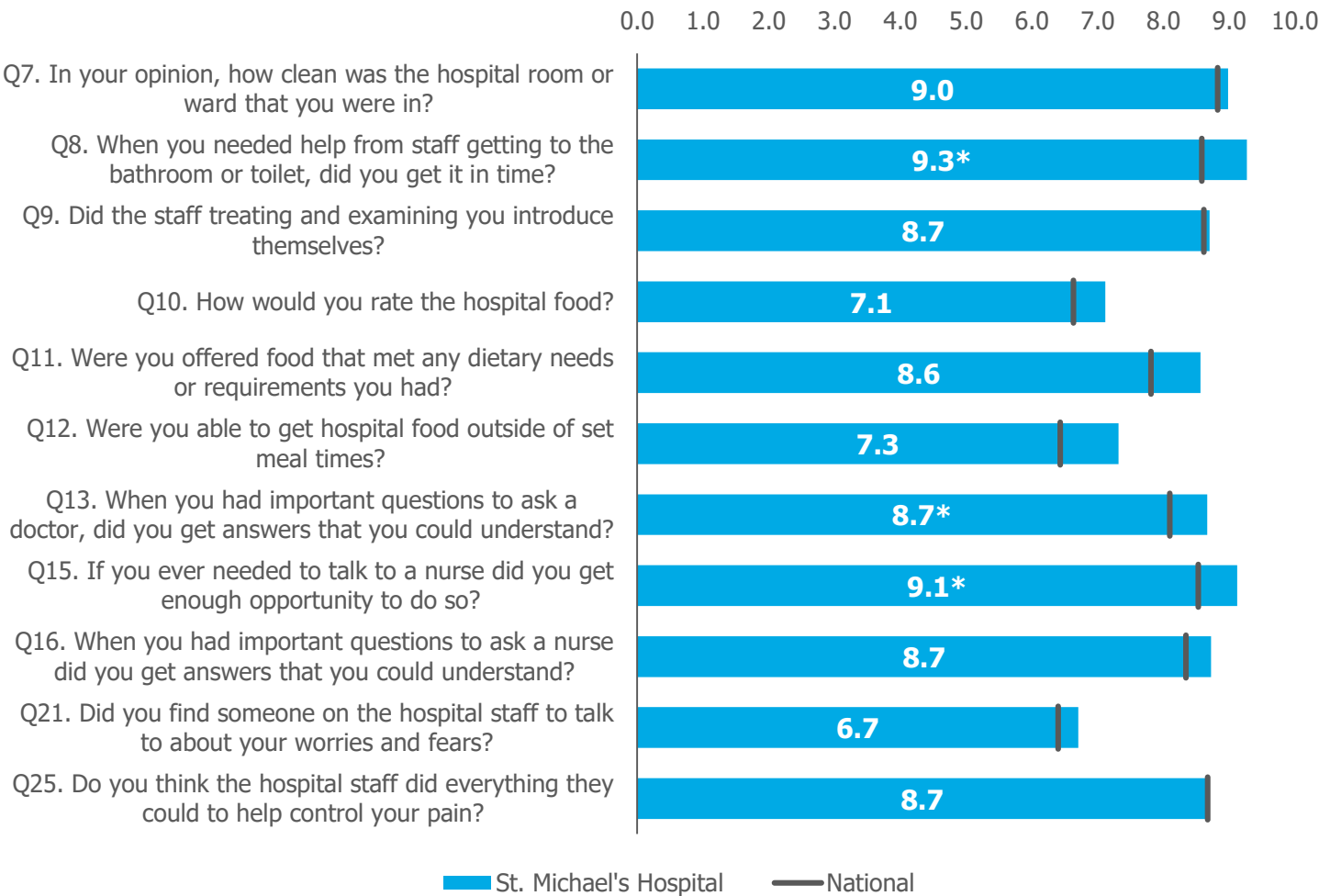
Care on the ward

- Highest-scoring question:
 - 83% of people (67 of 81) said that when they needed it, they received help from the staff to get to the bathroom.
- Lowest-scoring question:
 - 16% of people (11 of 67) said they could not find someone to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'



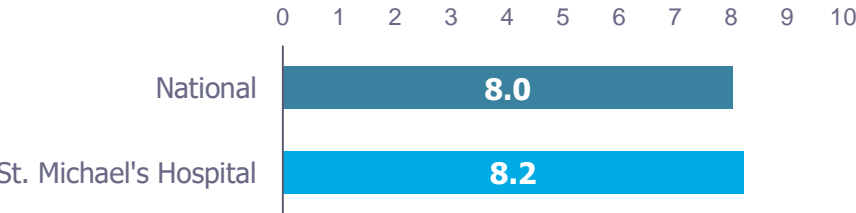
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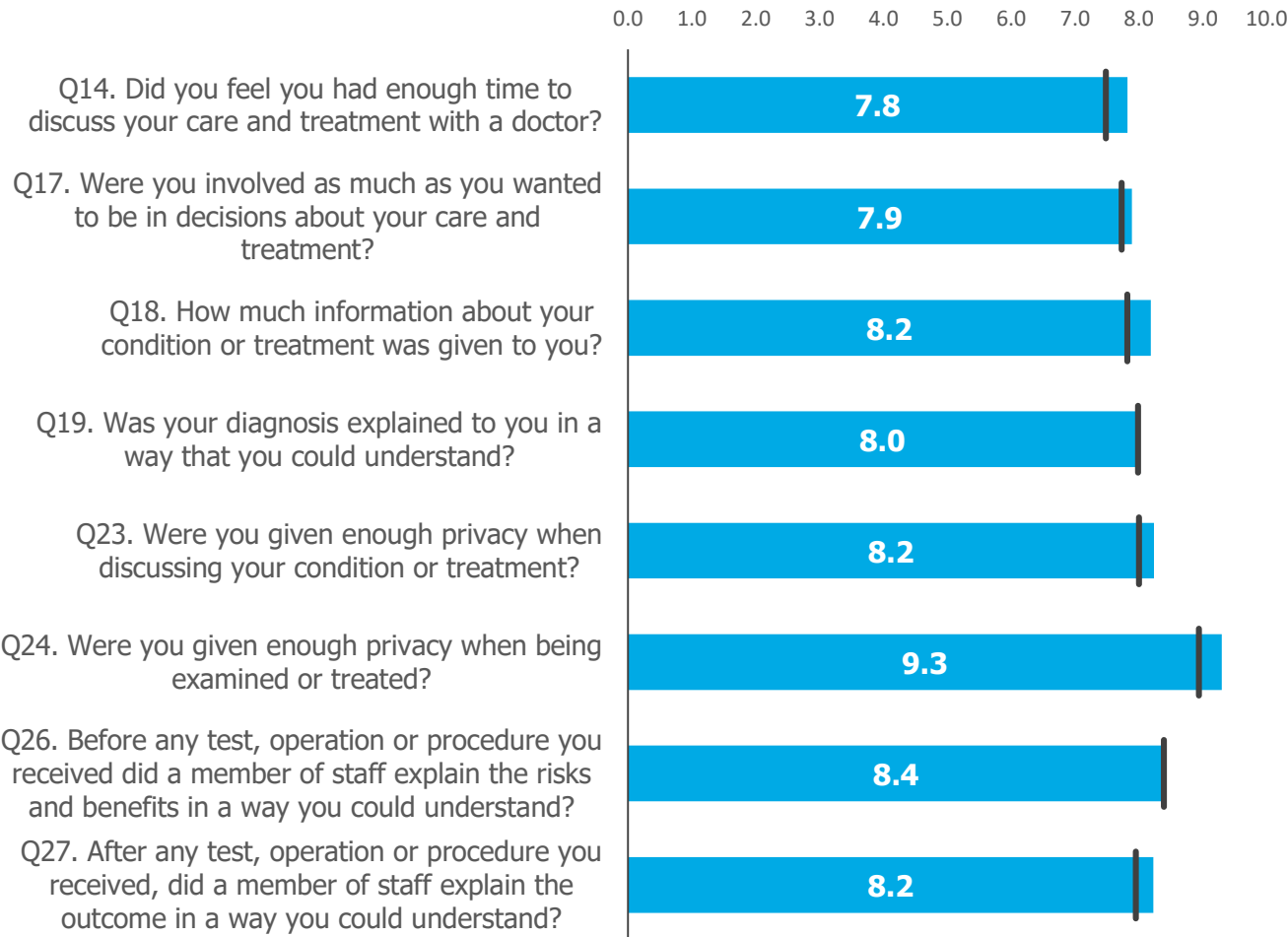
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 89% of people (108 of 122) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 6% of people (7 of 121) felt 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'



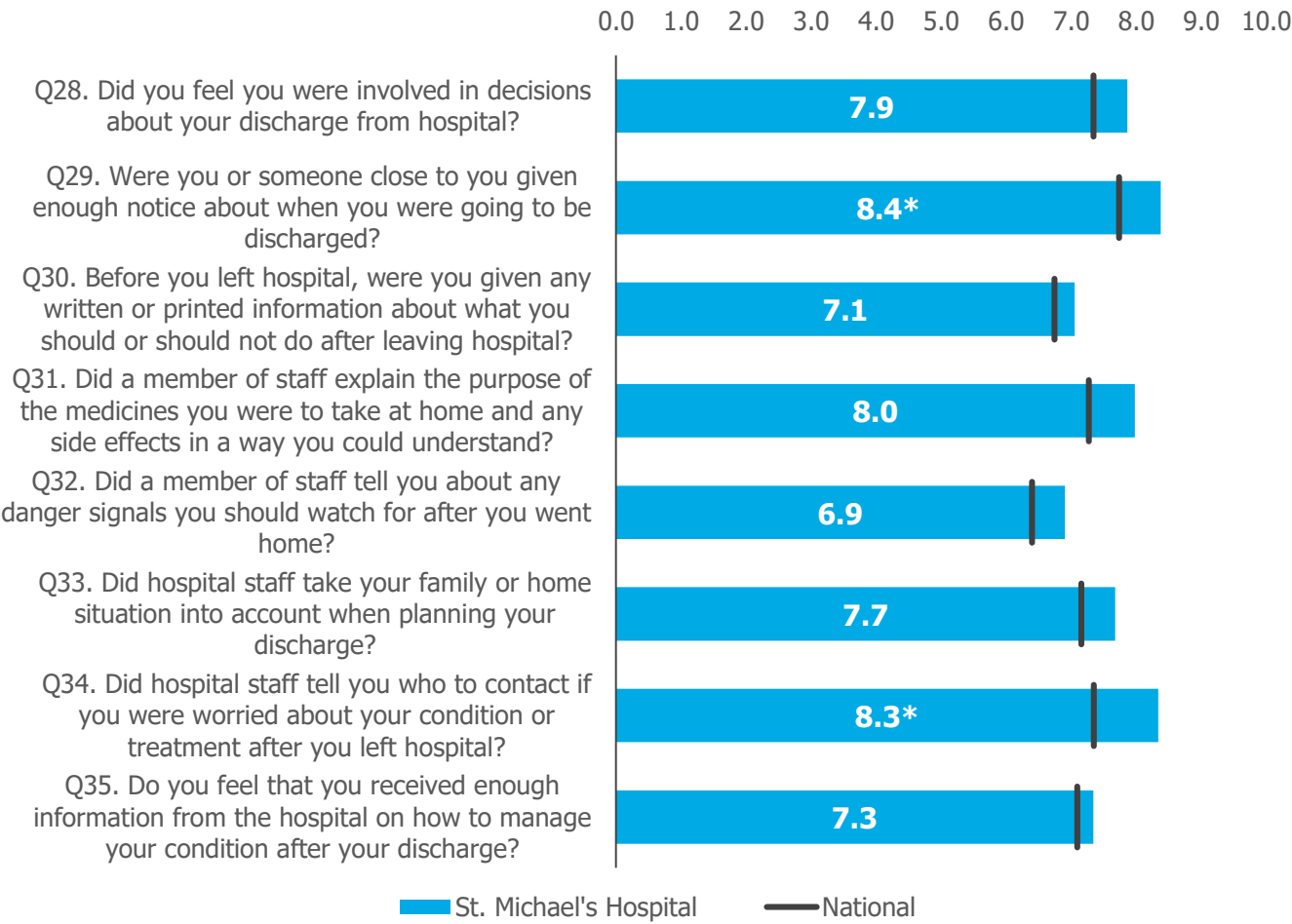
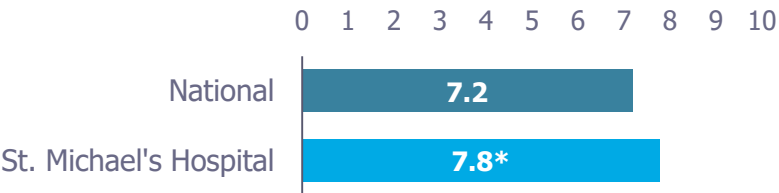


Discharge or transfer

Average scores for questions on 'discharge or transfer'

- Highest-scoring question:
 - 73% of people (87 of 120) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 18% of people (16 of 87) said they were not told of danger signals they should watch out for after they went home.

Comparison with the national average



* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 87% of people (105 of 121) felt that they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 9% of people (5 of 58) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 57% of people (36 of 63) who wanted to give feedback or make a complaint knew how and where to do so, while 43% (27 people) did not.

Average scores for questions on 'other aspects of care'

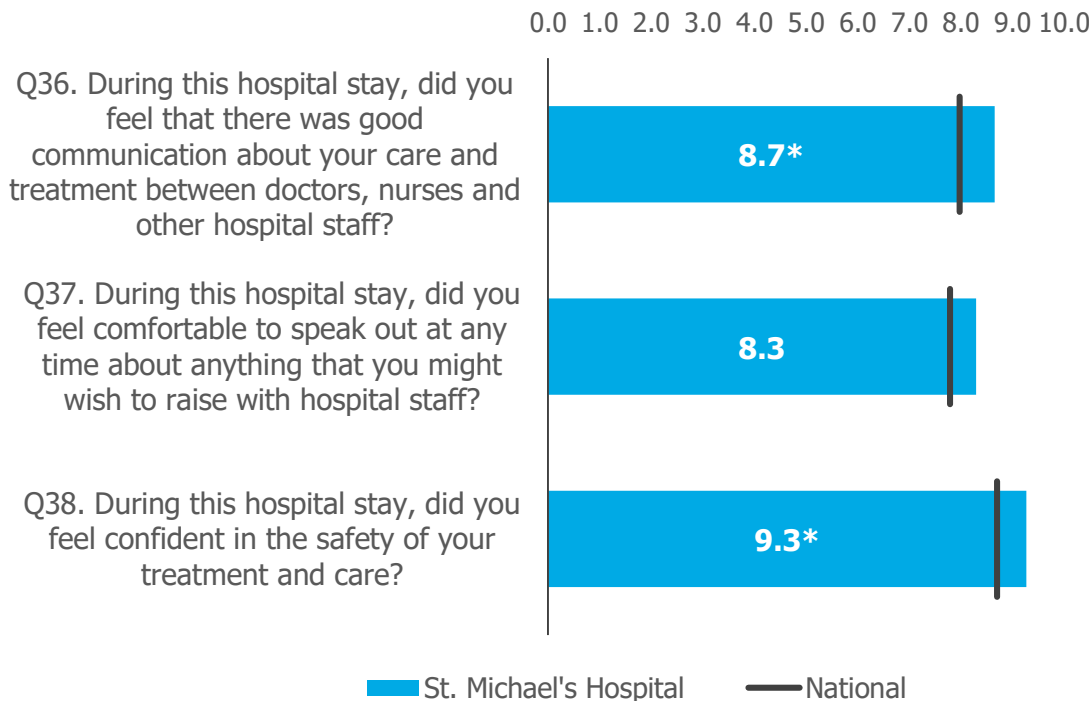


Patient safety



- 6% of people (7 of 121) indicated they had a patient safety incident during their hospital stay. The most common types of patient safety incidents experienced by people were medication issues, medical device or equipment issues, and patient falls.
- Highest-scoring question:
 - 87% of people (105 of 121) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 8% of people (8 of 104) 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'



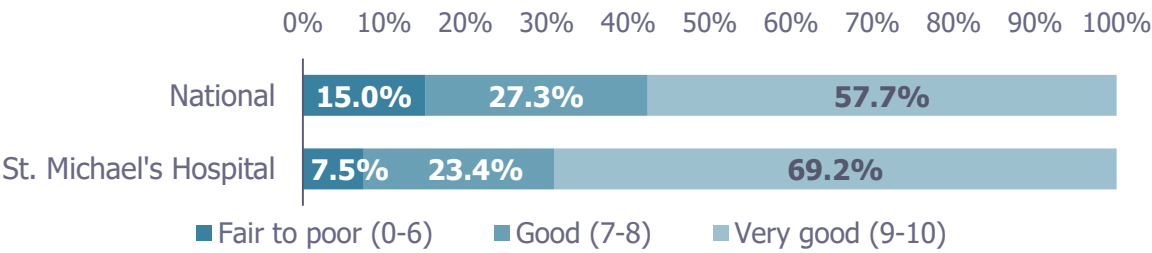
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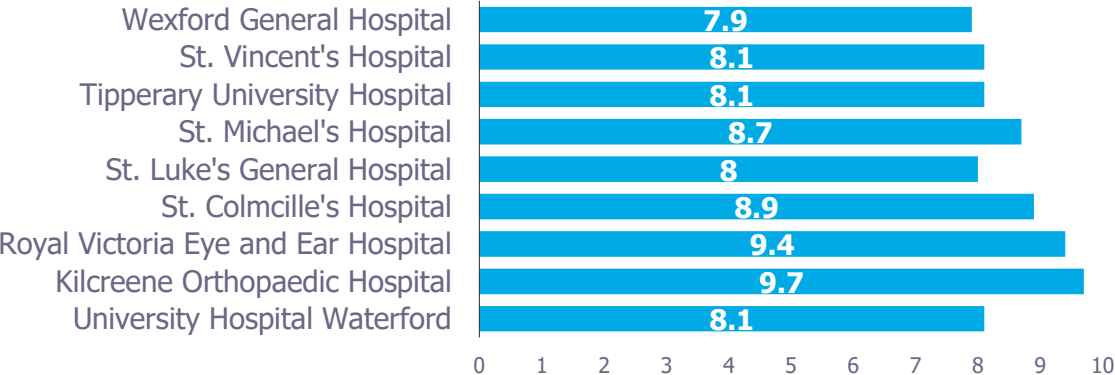
Overall experience

- 93% of survey participants 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). The overall rating of care experience was significantly higher than the national average.
- Scores for all stages of care and overall care experience were about the same as the 2022 survey.

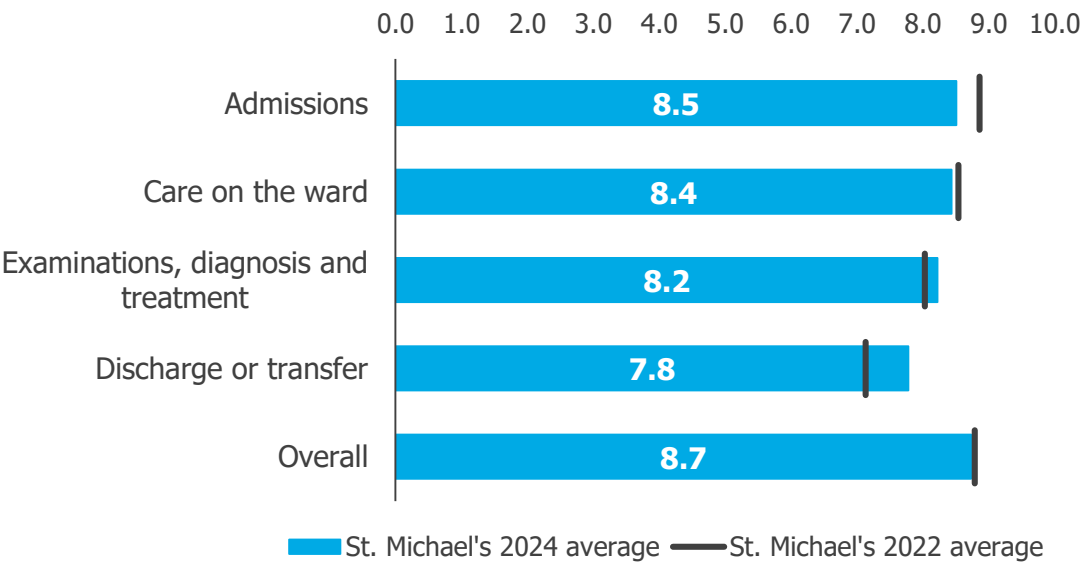
Overall experience of care



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

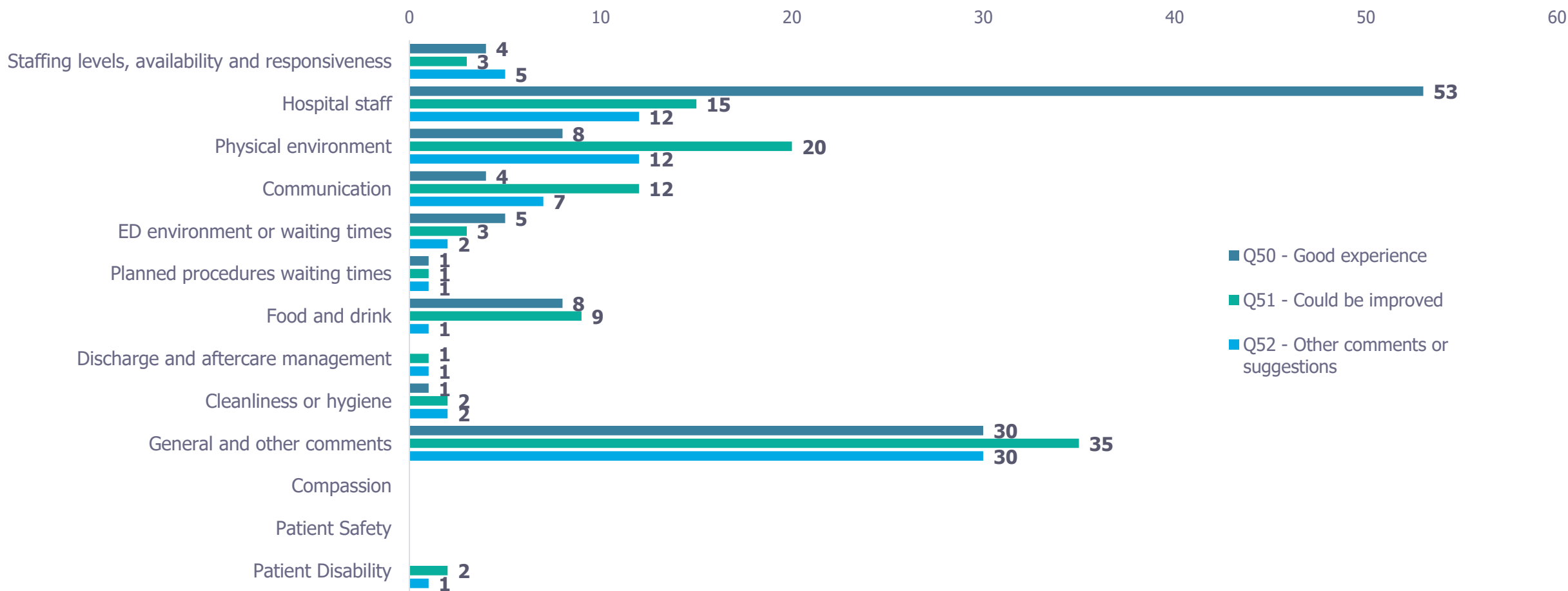


Scores for stages of care and overall experience



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).
- 185 comments were received from patients admitted to St Michael's Hospital. Comments were coded using the categories below.



Conclusion



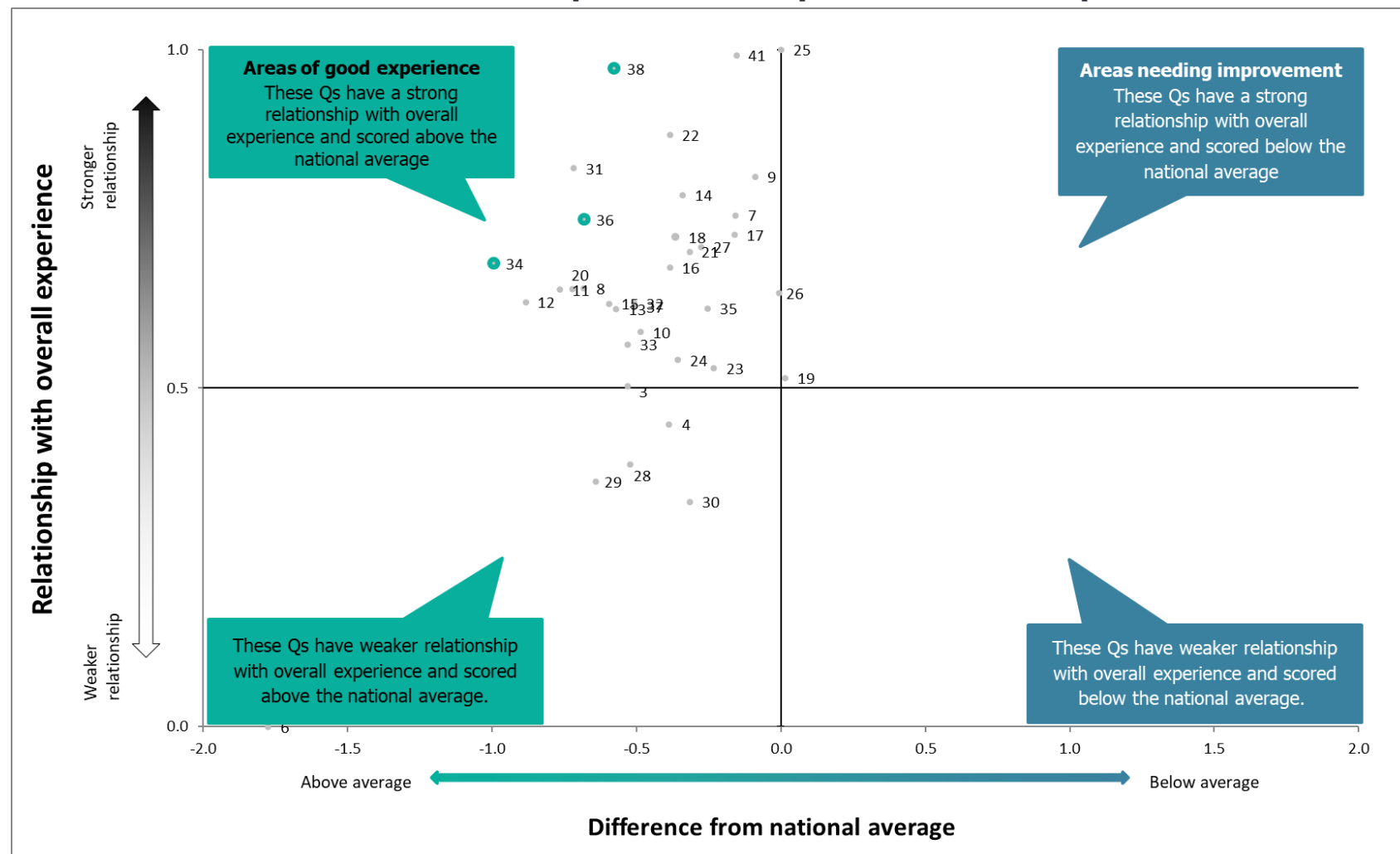
- Positive elements of experience at St. Michael's Hospital included patient's receiving information on support services after discharge, good communication between hospital staff about care and treatment, and patient confidence in the safety of treatment and care.
- The hospital's lowest-scoring questions related to patients finding someone on the hospital staff to talk about their worries and fears, and patients being told about danger signals to watch out for after going home.
- 'Admissions' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 93% of survey participants at St. Michael's Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of experience at St. Michael's Hospital was significantly higher than the national average.
- Scores for all stages of care and overall care experience were about the same as the 2022 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 St Michael's Hospital





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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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