

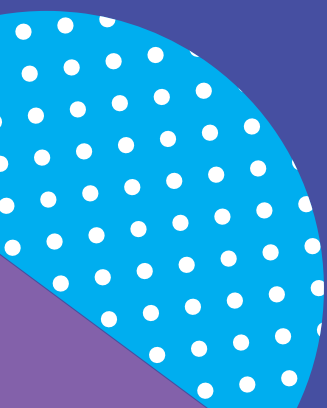


Joining the Dots

Connecting voices
for child-friendly
healthcare in hospital

Summary of Results

A joint initiative by the Children's Hospital Group Board
and the Ombudsman for Children Office
June 2018





Thank You

We would like to thank the 2,530 children, young people, parents/guardians, as well as staff and management in the three children's hospitals in Dublin, who took part in the *Joining the Dots* survey between July and August 2017.

There are three children's hospitals in Dublin: Our Lady's Children's Hospital in Crumlin, Temple Street Children's University Hospital, and the National Children's Hospital at Tallaght University Hospital.

Every year, these three hospitals care for thousands of children and young people. Some children and young people are treated in Emergency Departments (ED). Others go to hospital for an appointment with a doctor, nurse or a health and social care professional or go for treatment where they need to be in hospital for the day. And some children and young people need to stay in hospital for a while to get the care and treatment they need.

In 2017, the three children's hospitals took part in a project called *Joining the Dots*. This project was a joint initiative by the Children's Hospital Group Board, which is working to transform children's healthcare through the integration of services in Dublin and the development of a new children's hospital, and the Ombudsman for Children's Office, which works to promote the rights and welfare of children and young people in Ireland.

The overall aim of *Joining the Dots* was to use a child rights framework to hear and take account of the views of children and young people, as well as parents/guardians, staff and

management in the three children's hospitals on a range of issues concerning the delivery of services to children and young people in hospital.

The issues participants were asked for their views on relate to children's rights under the UN Convention on the Rights of the Child, which Ireland ratified in 1992, and concern different rights that children have in healthcare settings, including hospitals. These rights include children's right to be heard, to information, to privacy, to rest and play, to adequate nutrition, and to be safe and protected from harm.

Joining the Dots has been a really valuable opportunity to hear the opinions and ideas of children and young people in hospital in this regard about what is working well and where there is room for improvement.

By hearing the opinions of children, young people, parents/guardians and people working in the three hospitals, this project will help these hospitals to find out more about what's working well and what changes could give children and young people a better experience of being in hospital. The views shared will also help the Children's Hospital Group Board in planning the transformation and development of services within the new children's hospital and the Paediatric Outpatient and Urgent Care Centres at Connolly and Tallaght University Hospitals.

We would like to thank Children in Hospital Ireland (CHI), and their wonderful volunteers for all their help with the survey.

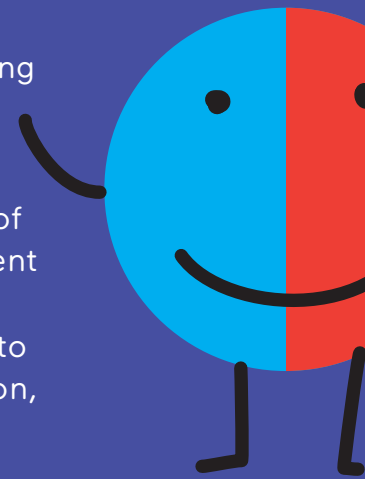
We would also like to thank the Youth Advisory Council (YAC) for the children's hospitals for their help with developing the questionnaire for young people.

The Children's Hospital Group is working with the HSE to explore the feasibility of rolling out *Joining the Dots* in acute paediatric health services outside of Dublin.

The Children's Hospital Group Board would like to assure everyone who took part in *Joining the Dots* that their comments will be taken on board in continued work to develop children's healthcare in Ireland.

Ms Eilísh Hardiman
Chief Executive, Children's
Hospital Group

Dr Niall Muldoon
Ombudsman for Children



What we looked at in the questionnaires:

1
Getting Good
Quality Care

2
Being Treated
Equally and
Fairly

3
Rest, Play,
Leisure and
Learning

4
Information
and
Participation

5
Safety and
Environment

6
Protection

7
Pain
Management

Top Scoring Responses & Room for Improvement – Children, Young People

1. Getting Good Quality of Care

Top Scoring Responses:

A parent or guardian is allowed to be with their child while their child is in hospital
– Children (97%).

Hospital staff are friendly to children – Young People (98%).

Room for Improvement:

Clear information is given about children's rights as patients
– Children (49%), Young People (65%).

2. Being Treated Equally & Fairly

Top Scoring Responses:

Staff looking after children in hospital treat children with respect
– Children (92%), Young People (96%).

Room for Improvement:

Children have enough privacy when they are being examined by medical staff
– Children (65%).

Children can be examined by a doctor of the same sex if they or their parents/guardians request this – Young People (39% always, 9% most of the time, 45% don't know).

3. Rest, Play, Leisure & Learning

Top Scoring Responses:

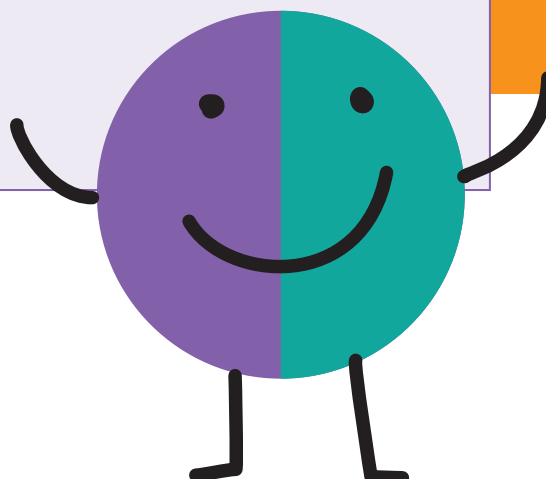
There are things for children to do and play with in hospital – Children (88%).

There is a separate place for play and leisure that patients can use – Young People (88%).

Room for Improvement:

Children have the opportunity to rest in hospital
– Children (60%).

There are things to do in hospital for young people
– Young People (55%).



4. Information & Participation

Top Scoring Responses:

Doctors and nurses looking after children ask children what they think and listen to what they have to say - Children (75% - yes, 18% - ask and listen a bit).

A doctor, nurse or therapist explains to young people why they are sick and what treatment they might need - Young People (83%).

Room for Improvement:

Hospital staff who look after children tell children what their name and job is - Children (49%).

Hospital staff explain to young people that they have a right to express their views and how they can be helped to do this - Young People (49%).

5. Protection

Top Scoring Responses:

I have seen information (e.g. posters) in this hospital about keeping children safe from harm - Children (83%).

The hospitals would help a child or young person who said they were being harmed - Young People (91%).

Room for Improvement:

There were no areas for improvement indicated by children and young people.

6. Safety and Environment

Top Scoring Responses:

Staff always wash/sterilise their hands - Children (80%).

The hospital is clean - Young People (86%).

Room for Improvement:

If children don't like a particular meal, they are offered an alternative meal - Children (60%), Young People (66%).

7. Managing Pain

Top Scoring Responses:

Hospital staff looking after children ask children if any pain they have has gone away or got better - Children (90%).

Hospital staff looking after young people ask them if they have pain - Young People (96%).

Room for Improvement:

There were no areas for improvement indicated by children and young people.

Top Scoring Responses is based on highest scores (75% and above).

Room for improvement is based on lowest scores (below 75%).

Top Scoring Responses & Room for Improvement – Parents/Guardians, Staff, Management

1. Getting Good Quality of Care

Top Scoring Responses:

A parent or guardian is allowed to be with their child while their child is in hospital – Staff (96%) and Management (99%).

Hospital staff are friendly to children – Parents/Guardians (98%).

Room for Improvement:

Clear information is given about children's rights as patients – Management (68%).

Children and their parents/guardians have an input into planning children's care in hospital – Staff (25% always, 48% sometimes).

This hospital gives clear information about how to make a complaint – Parents/Guardian (46%).

2. Being Treated Equally & Fairly

Top Scoring Responses:

Staff looking after children in hospital treat children with respect – Parents/Guardians (97%), Staff (99%) and Management (100%).

Room for Improvement:

Children have enough privacy when they are being examined by medical staff – Management (28% always, 52% most of the time).

Children can be examined by a doctor of the same sex if they or their parents/guardians request this – Parents/Guardians (32% always, 9% most of the time, 56% don't know), Staff (28% always, 28% most of the time, 37% don't know).

3. Rest, Play Leisure & Learning

Top Scoring Responses:

Children have the opportunity to rest in hospital when they need to – Parents/Guardians (85%).

Children are supported to continue with their school work during their stay in hospital – Staff (85%) and Management (97%).

Room for Improvement:

There are things to do in hospital for patients of different ages – Staff (62%), Parents/Guardians (74%).

Responses from Management indicated no areas for improvement in this area.

4. Information & Participation

Top Scoring Responses:

Hospital staff introduce themselves to children by their name - Parents/Guardians (83%), Staff (88%) and Management (98%).

Room for Improvement:

Hospital staff explain to young people that they have a right to express their views and how they can be helped to do this - Parents/Guardians (69%), Staff (68%).

Responses from Management indicated no areas for improvement in this area.

5. Safety and Environment

Top Scoring Responses:

Staff always wash/sterilise their hands - Management (99%).

The hospital is clean - Parents/Guardians (85%), and Staff (87%).

Room for Improvement:

If children don't like a particular meal, they are offered an alternative meal - Management (52%), Parents/Guardians (66%).

The food patients get includes healthy options - Staff (42%).

6. Protection

Top Scoring Responses:

The hospitals would help a child or young person who said they were being harmed - Parents/Guardians (90%) and Staff (91%).

There is a hospital policy that provides a clear system of protection, treatment and referral of children who have been a victim of any kind of abuse - Management (100%).

Room for Improvement:

The hospital measures its effectiveness in relation to child protection - Staff (48%).

There is information (e.g. posters or notices) in hospital that is about protecting children and young people from harm - Parents/Guardians (71%), Management (60%).

7. Managing Pain

Top Scoring Responses:

Hospital staff looking after children give children medicine or treatment for any pain they have - Parents/Guardians (94%).

There is a special pain team/department that can advise relevant staff about pain management - Staff (96%).

There are hospital protocols and procedures in place for the prevention of pain - Management (99%).

Room for Improvement:

The hospital assesses the effectiveness of its pain management service - Staff (39%).

Parents/Guardians and Management indicated no areas for improvement.

Top Scoring Responses is based on highest scores (75% and above).

Room for improvement is based on lowest scores (below 75%).

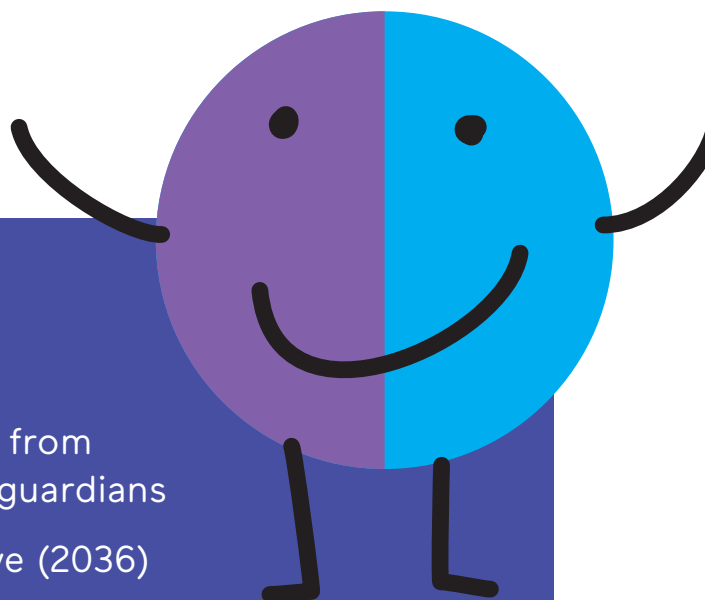
Snapshot of Comments

Over 3000 comments were received from children, young people and parents/guardians

- 65% of the comments were positive (2036)
- 35% of the comments suggested areas where improvements could be made (1119)

84% of the positive comments acknowledged the staff (62%) and care received (22%).

Among the issues raised in comments about room for improvement were: waiting time for treatments and procedures (26%), building infrastructure (16%), parking (14%) and food (9%).



How We Did The Survey

Joining the Dots sought the opinions of 5 different groups of people. A specific questionnaire was designed for each group. The 5 groups surveyed were:

- children aged 6-11 yrs
- young people aged 12-17 yrs
- parents/guardians
- staff
- management

Hard-copy questionnaires were available to children aged 6-11 yrs, young people aged 12-17 yrs, and parents/guardians.

Hard-copy and online questionnaires were available to hospital staff and management.

The questions in each questionnaire were grouped under 8 sections. The sections were:

1. Getting good quality care
2. Being treated equally and fairly
3. Rest, play and learning
4. Information and Participation
5. Safety and Environment
6. Protection
7. Managing Pain
8. Final comments

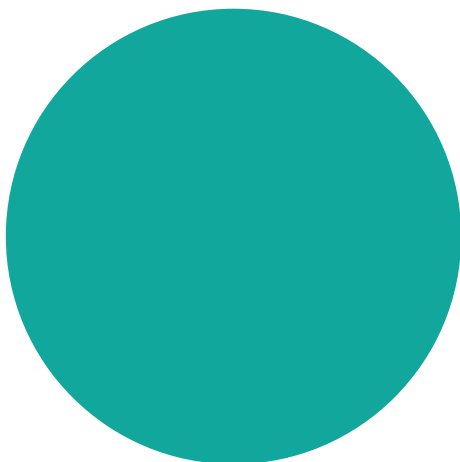
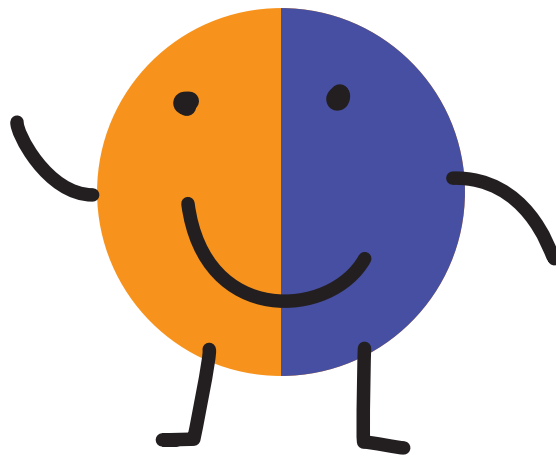
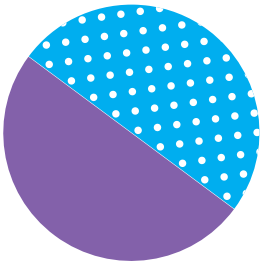
While the core content of questions in each of the 8 sections was consistent across the groups, the wording of questions differed slightly, and children aged 6-11 years were asked fewer questions, to make each questionnaire appropriate for the group it addressed.

The survey took place over a six-week period during July and August 2017. The surveys were distributed by staff in each of the three children's hospitals and by Children in Hospital Ireland volunteers.



The volunteers and staff:

- introduced the project to children, young people and parents/guardians
- briefly explained what the project was about
- explained that taking part was completely voluntary
- explained that the questionnaires were anonymous, but children, young people, and parents/guardians could provide their contact details to receive feedback on the project
- supported children, young people and parents/guardians to fill out the questionnaire
- collected completed questionnaires and gave them to a designated member of hospital staff
- gave participants an information sheet to take away with them.



Surveys Taken

Survey location - Temple Street Children's University Hospital

	ED	Outpatients	Inpatients	Other*	Unmarked**	Total
Children 6-11 yrs	5	106	48	-	6	165
Young People 12-17 yrs	5	95	30	-	12	142
Parents/ Guardians	49	217	149	-	11	426
Staff	15	33	58	37	1	144
Management	3	9	11	24	0	47
Total	77	460	296	61	30	924

Survey location - Our Lady's Children's Hospital Crumlin

	ED	Outpatients	Inpatients	Other*	Unmarked**	Total
Children 6-11 yrs	9	97	16	-	5	127
Young People 12-17 yrs	4	113	15	-	2	134
Parents/ Guardians	27	273	31	-	5	336
Staff	10	43	43	87	1	184
Management	4	9	19	39	4	75
Grand Total	54	535	124	126	17	856

Survey location - National Children's Hospital at Tallaght University Hospital

	ED	Outpatients	Inpatients	Other*	Unmarked**	Total
Children 6-11 yrs	21	111	46	-	7	185
Young People 12-17 yrs	16	109	61	-	5	191
Parents/ Guardians	37	155	125	-	11	328
Staff	3	10	15	8	2	38
Management	2	0	4	2	0	8
Grand Total	79	385	251	10	25	750

**Three hospitals combined - Temple Street,
Crumlin and Tallaght**

	ED	Outpatients	Inpatients	Other*	Unmarked**	Total
Children 6-11 yrs	35	314	110	-	18	477
Young People 12-17 yrs	25	317	106	-	19	467
Parents/ Guardians	113	645	305	-	27	1090
Staff	28	86	116	132	4	366
Management	9	18	34	65	4	130
Grand Total	210	1380	671	197	72	2530

* - Applicable only to questionnaires for staff and management working in more than one setting in the hospital.

** - Applicable to respondents who did not answer 'Which part of the hospital is your child getting care or treatment in today - A&E, Inpatients, Outpatients?'

Next Steps

The Children's Hospital Group Board (CHGB) and the three children's hospitals will work with the results in the context of ongoing work to plan the development and delivery of services for the new children's hospital.

Similarly, each of the three children's hospitals will consider the results relating to their hospital to identify improvements to service delivery that may be needed or merited and that can be achieved.

The CHGB is also considering how the approach and materials devised and implemented for the *Joining the Dots* pilot initiative can be developed and refined with a view to mainstreaming this process with children, young people, parents/guardians and hospital staff and management in the context of its future work in relation to quality assurance.

The Director of Quality and Patient Safety and the Cross Hospital Quality Group will take responsibility for the development of a quality improvement action plan based on the areas of improvement.

The Children's Hospital Group is working with the HSE to explore the feasibility of rolling out this initiative in acute paediatric health services.





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