2011

Report on Work Placement Experience with the Organisation of Quality and Safety of Healthcare in Ireland

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Recommended Citation
Work Placement in ISQSH

• Quality and Safety of Health Care in Ireland
• Contacts with a number of national and international partners including the European and International Societies for Quality in Healthcare
• CEO: Hilary Dunne, Office Manager: Grace McNally
• Fulltime, Blanchardstown, 9am to 5pm, Formal business atmosphere.
Starting off

- Met new staff members
- Introduced to SPSS computer software
- Viewed previous accomplishments of ISQSH
- Worked on Previous Survey 2004 using SPSS and Excel
The Survey

- 2010 Contains up to 150 Question to analyse, Respondents: 5092
- UK NHS, French, American, All Europe Surveys
- Variety of techniques for Questions
- Staff call people to return, Send in Via Post, inputted to SPSS
Hilary asked for 10 hypothesis to analyse
Selecting something I found important
My Role: Ask Right Question, Formulate, Calculate, Present.
SPSS, Excel, Wolfram Alpha.
Presented it in MS Word.
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Waiting times – Poor, Could Analyse

Standard Analyse

Demographics, Satisfaction, Timeline, Location etc…

Likert Scale analysis

General Value assignment – Cautious
Working pt.2

- Researching – NHS, WHO – New
- Communicating with different Staff members
- Represent ISQSH
- Update Website – Facebook, Feedback
- Data Cleaning Stages
- Different Experience compared to College
- 15% Technique, 85% People
Waiting time Reports

- 3 waiting time questions
- Mean = \( \Sigma (fX)/ \Sigma f \)
- Median = \( L + w*(N/2 - CF)/f \)
- Geometric mean = antilog((\( \Sigma (f*\log x) \))/ \( \Sigma f \))
- Linear Interpolation for sub intervals
- Polynomial Interpolation
CONTENT OF SLIDE CONFIDENTIAL

RESTRICTED BY ORGANISATION
CONTENT OF SLIDE CONFIDENTIAL

RESTRICTED BY ORGANISATION
Report Summary

- Admission Type – Difference
- Procedure, Location – Not fully conclusive
- Satisfaction – Strong – Question 3a
- Timeline – Rise in Times
- Hospital Type: Private, Public
Finishing up

- Data Set available to me
- Writing Program with C++
- Reports Available and to be Reviewed – Over 100 pages
- Insight into Business Life
- In Contact with ISQSH continuously
- Wish them the Best
Question Time