2011

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

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*Technological University Dublin*

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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
My Role, Analysis

- 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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Working pt.1

- 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
3 waiting time questions

Mean = \( \frac{\Sigma (fX)}{\Sigma f} \)

Median = \( L + \frac{w(\frac{N}{2} - CF)}{f} \)

Geometric mean = \( \text{antilog}\left(\frac{\Sigma (f \log x)}{\Sigma f}\right) \)

Linear Interpolation for sub intervals

Polynomial Interpolation
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