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

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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

- Previous Surveys: 2000, 2004, 2010
- 2010 Contains up to 150 Questions 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.



	Name	Type	Width	Decimals	Label	Values	Missing	Columns	Align	Measure	Role
1	HospID	String	2	0	Hosp ID	None	None	16	Left	Nominal	Input
2	PatientID	String	4	0	Patient ID	None	None	15	Left	Nominal	Input
3	HostPatientID	String	6	0	Host/Patient ID	None	None	19	Left	Nominal	Input
4	Whatdatew...	String	2	0	What date were...	None	None	34	Left	Nominal	Input
5	Whatdatew...	String	22	0	What date were...	None	None	22	Left	Nominal	Input
6	Withregardt...	Numeric	22	0	With regard to ...	{1, Emergen...	None	22	Right	Nominal	Input
7	Withregardt...	String	208	0	With regard to ...	None	None	50	Left	Nominal	Input
8	Afterregistra...	Numeric	8	0	After registratio...	{1, Less tha...	None	40	Right	Nominal	Input
9	Afterbeings...	Numeric	8	0	After being see...	{1, Less tha...	None	8	Right	Nominal	Input
10	Afteryouwer...	Numeric	8	0	After you were t...	{1, Less tha...	None	8	Right	Nominal	Input
11	Howlongwer...	Numeric	11	0	How long were ...	{1, Less tha...	None	11	Right	Nominal	Input
12	Wasyourori...	Numeric	11	0	Was your origin...	{1, Yes}...	None	11	Right	Nominal	Input
13	Howmanyti...	Numeric	8	0	How many time...	{1, Once}...	None	8	Right	Nominal	Input
14	Wasyourori...	Numeric	11	0	Was your origin...	{1, Yes}...	None	11	Right	Nominal	Input
15	Howmanyti...	Numeric	8	0	How many time...	{1, Once}...	None	8	Right	Nominal	Input
16	Howlongwer...	Numeric	8	0	How long were ...	{1, Less tha...	None	8	Right	Nominal	Input
17	Wastheorigi...	Numeric	8	0	Was the origina...	{1, Yes}...	None	8	Right	Nominal	Input
18	Howmanyti...	Numeric	8	0	How many time...	{1, Once}...	None	8	Right	Nominal	Input
19	Wereyougiv...	Numeric	11	0	Were you given...	{1, Yes}...	None	11	Right	Nominal	Input
20	Wereyoutol...	Numeric	11	0	Were you told ...	{1, Yes, I w...	None	11	Right	Nominal	Input
21	Wereyoueve...	Numeric	11	0	Were you ever ...	{1, No, was ...	None	11	Right	Nominal	Input
22	Whywereyo...	Numeric	8	0	Why were you ...	{1, I request...	None	8	Right	Nominal	Input
23	Whywereyo...	String	140	0	Why were you ...	None	None	50	Left	Nominal	Input
24	Whatinfecti...	String	83	0	What infection i...	None	None	50	Left	Nominal	Input
25	Was the resp...	Numeric	8	0	Was the resp...	{1, Yes, it w...	None	8	Right	Nominal	Input

Data View Variable View

IBM SPSS Statistics Processor is ready

# 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



# Waiting time Reports



- 3 waiting time questions
- Mean =  $\Sigma(fX) / \Sigma f$
- Median =  $L + w^*(N/2 - CF)/f$
- Geometric mean =  $\text{antilog}((\Sigma(f \cdot \log x)) / \Sigma f)$
- Linear Interpolation for sub intervals
- Polynomial Interpolation

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# 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

