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2011

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

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#### **Recommended Citation**

Hanway, A. Report on Work Placement Experience with the Organisation of Quality and Safety of Healthcare in Ireland. Report produced by Aidan Hanway on his experience of his work placement with ISQSH as part of his course work on the Bsc Mathematical Science.

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#### **SOSH** Work Placement in ISQSH

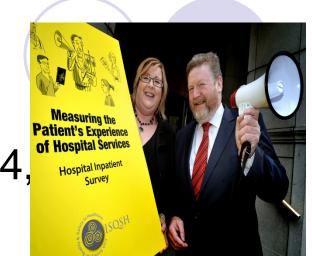
- Quality and Safety of Health Care in Ireland
- Contacts with a number of national and international partners including the European and International Societies for Quality in Healthcare
- •CEO: Hilary Dunne, Office Manager: Grace McNally
- •Fulltime, Blanchardstown, 9am to 5pm, Formal business atmosphere.

# 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

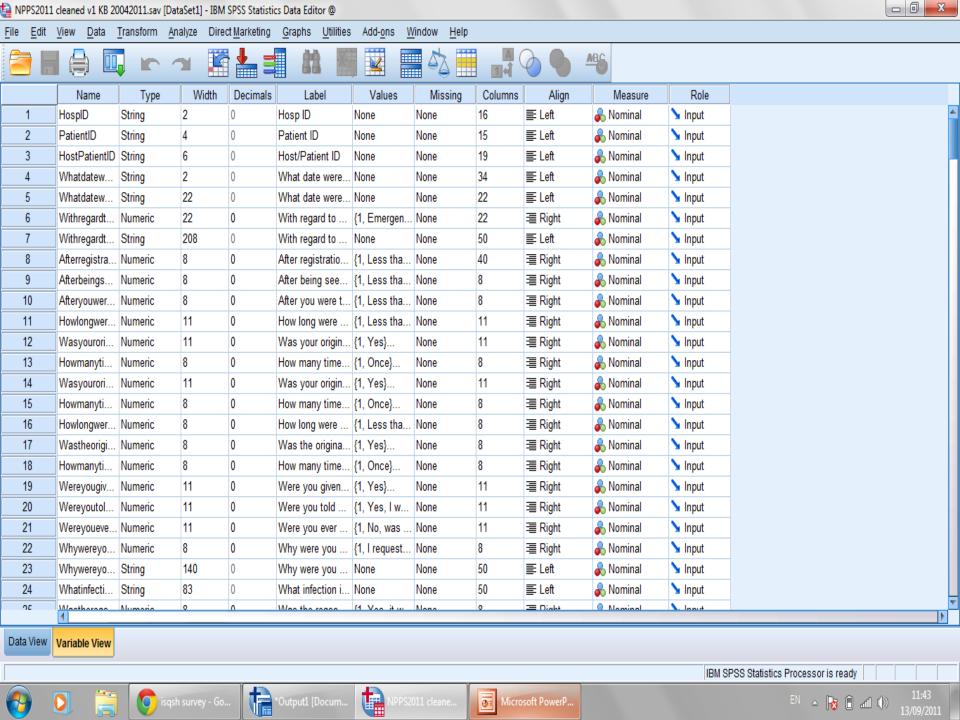
Previous Surveys: 2000, 2004, 2010



- 2010 Contains up to 150 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.



# 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 = antilog( $(\Sigma(f^*logx))/\Sigma f$ )
- Linear Interpolation for sub intervals
- Polynomial Interpolation

## 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**

