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

- 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 hypotheses 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
Waiting time Reports

- 3 waiting time questions
- Mean = \(\frac{\sum (fX)}{\sum f}\)
- Median = \(L + \frac{w(N/2 - CF)}{f}\)
- Geometric mean = \(\text{antilog}\left(\frac{\sum (f \log x)}{\sum f}\right)\)
- 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