

Knowing what matters to you and doing something about it



Ennis Hospital



Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can.”

hello my name is ...



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

NPES 2017 in the ULHG

- Joy in work comes from understanding why your work is important.
 - Not from the work but from the knowledge that the patient is going to use it. This is who we are working for and this is who depends on us.
- Ask what matters
- Listen to what matters
- Do what matters



The Patient Voice

2017



COMMUNICATION: Increase number of staff wearing name badges.



2018



hello my name is ...

COMMUNICATION: Improve health information provided to patients throughout their healthcare journey.



MAU/Transfers from Model 4-Holistic care from admission to discharge

COMMUNICATION: Increase awareness for patients that support is available if they wish to speak to someone about their worries and concerns.



Caring conversation- WMTY

Promote improved communication skills and effective ward round communication with healthcare professionals and patients.



WHAT
PATIENT'S
SAID TO US

The Patient Voice

LISTENING
RESPONDING
& IMPROVING

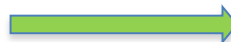
COMMUNICATION: medications; care plan
Written information about going home
Improve information: discharge plans,
How patient's can best manage
their health when they leave
hospital,



Improve experience for patients,
especially for who missed meals
because they were away from
the ward for treatment or were
recovering from surgery.



DIGNITY & RESPECT AND
PRIVACY: Continuing to build on
patient feedback and improve
patient experience.



Patient Leaflet

**DO YOU NEED
MEDICATION EDUCATION?**



Q16. Were you offered a choice of food?

9.8

Q18. Were you offered a replacement
meal at another time?

9.3

Q19. Did you get enough help from staff to
eat your meals?

9.9



Patients voice

"I was in Ennis General Hospital and it was spotless and the staff were brilliant. Food good. I couldn't say enough good things about it. First class care and attention."

"Very good care and attention. Hospital clean & tidy, very friendly staff & very helpful."

"The medical team took a great interest in me and spoke at length with my carer."

"I felt the commitment and care from the nursing staff was outstanding. Also care and interest of medical doctors reassured me I was in capable hands."

People may not remember exactly what *you* did, or what *you* said, but they will always remember how *you* made them feel

Q29. Did you have confidence and trust in the hospital staff treating you?

9.5

Q51. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

10.0

■ Ennis Hospital

■ National

Q36. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

9.5

Q37. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

10.0

“Look after your staff, they will look after your patients”



Ennis Staff – health and wellbeing

Ennis Hospital Health & Wellbeing Get active @ work Free activities	Monday	Exercise for All Staff Physiotherapy Dept @ 1.05pm for 10 mins Wear appropriate footwear (runners)
	Tuesday	Ennis Hospital Swim @ 1pm in Swimming Pool €4.50 with HSE ID Swim instructor will be available for those wishing to improve technique Ennis Hospital Choir @ 8pm Hospital Chapel All are welcome. Everyone can sing
	Wednesday	Set Dancing lessons starting 14th March 2018 Caridac Rehab @ 1pm to 1.30pm Come for 15 mins or 30 mins
	Thursday	Lunchtime walk in The Fairgreen 20-30mins starting March 15th Meet @ 1pm Hospital Main Entrance



Champions in Action in Ennis

How lucky we are @ULHospitals Ennis with such a fantastic catering team #excellence Shame to cut but tasted every bit as good as it looked!!

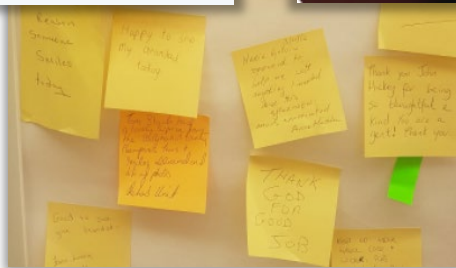


Carol Cotter, Margaret Gleeson, Deirdre Lang and UL Hospitals

Thank you to our wonderful colleagues in the Catering Department @ULHospitals Ennis taking the time to celebrate a very special birthday with a beautiful cake on the Burren Ward today 🍰 @jojocrowe86 @HSEvalues @patriciaogorma8 @TriciaBuckley19 @MauraKeane70



Relevant to recruitment and retention
Creates better workplaces for our staff



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service

WMTY in Action in Ennis



Countdown to Sunday's final on Burren @ULHospitals Ennis. Kindness & consideration @HSEvalues allowing the Cork flags in! #friendlyrivalry



Recognise and celebrate achievements

Rebuilds trust and credibility in the health services

Creates better experiences for patients

When you catch on fire with enthusiasm, people will come for miles to watch you burn'!

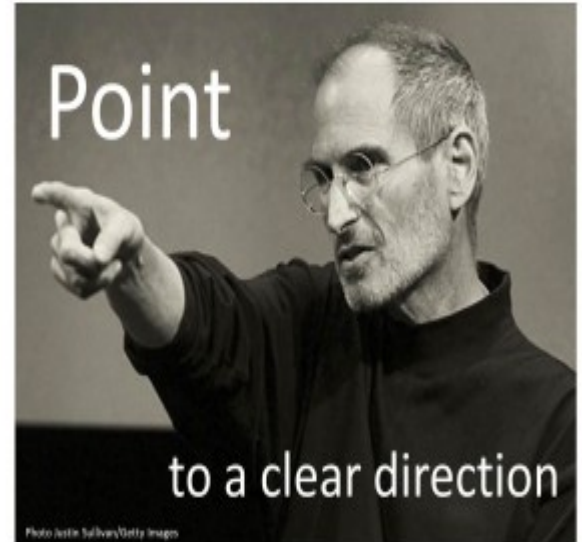
What Next 2019 ?

Patient Booklet

UL Hospitals Health Literacy Policy

Schwartz Rounds

“Missed Meal” and “Protected Mealtime” policies.





Thank You



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service