



Mater Hospital (MMUH) Initiatives

The NPES Conference • 2019

Cleaning could
be improved

The correct information
needs to be given to the
patient

Fasting for 13
hours, no food
left only tea and
biscuits

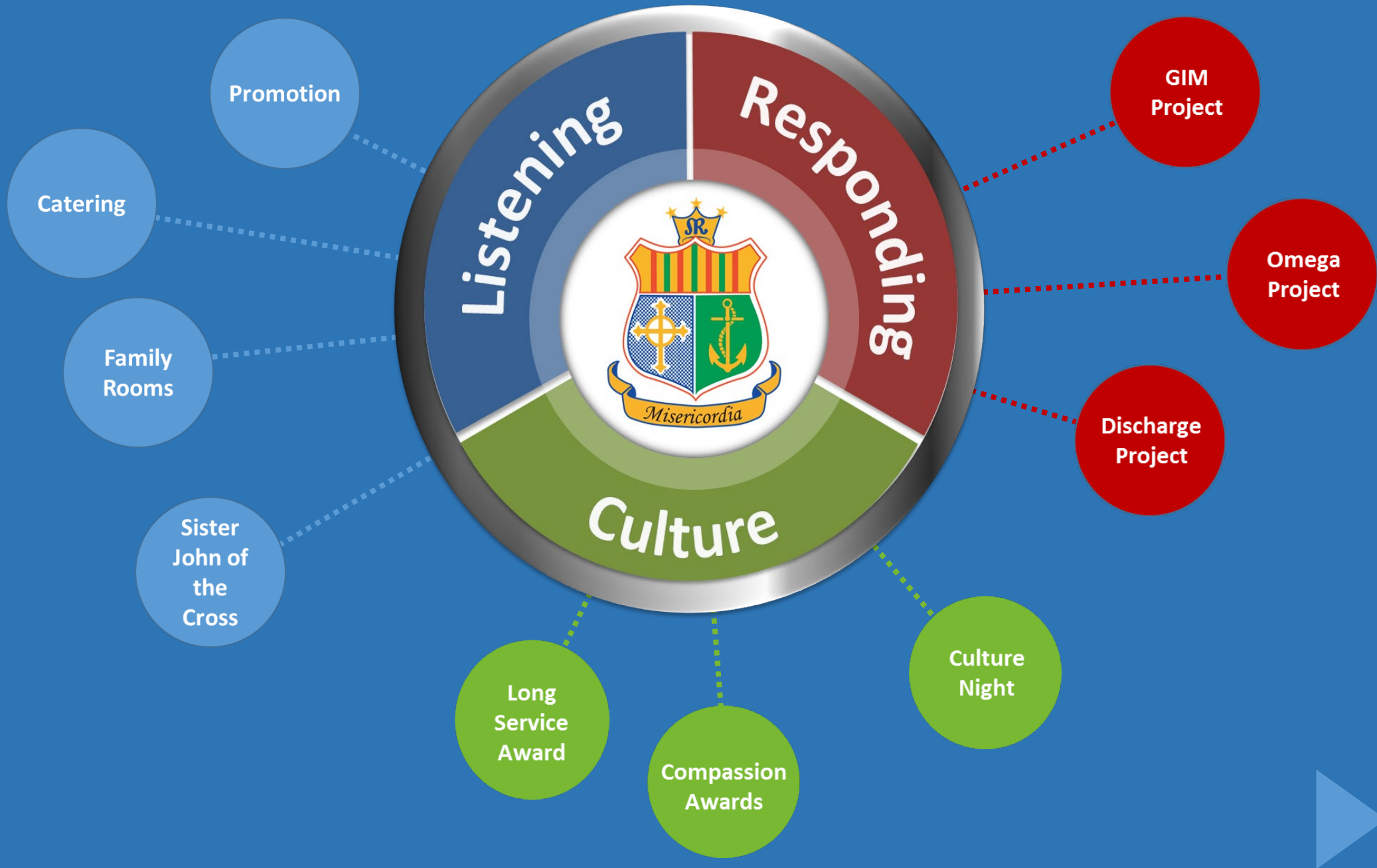
I didn't feel ready
to go home

Dinner staff did
not always explain
the food menu

I wasn't sure
what I was
supposed to do
after going home

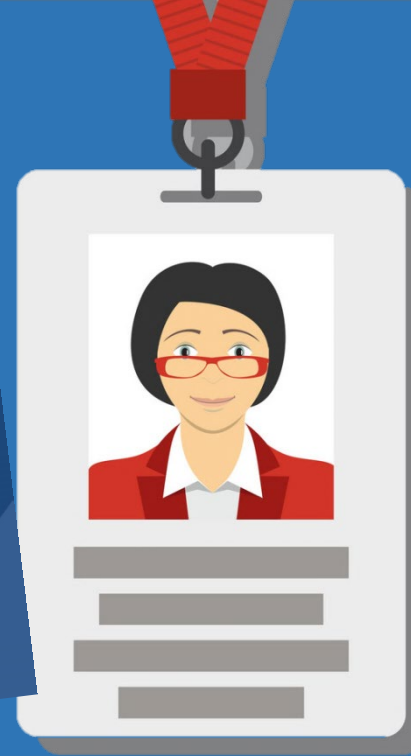


What our Patients said in 2017





Posters



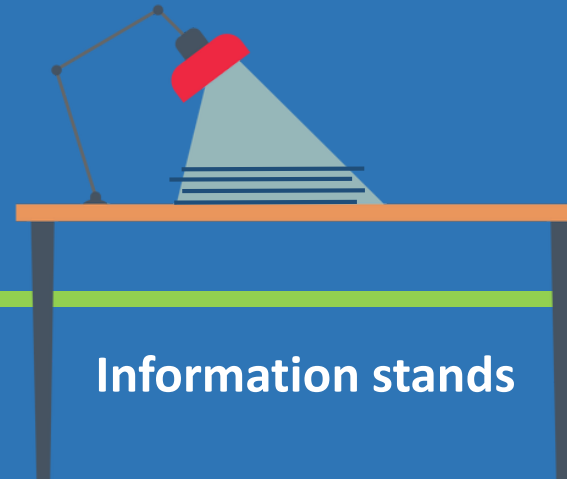
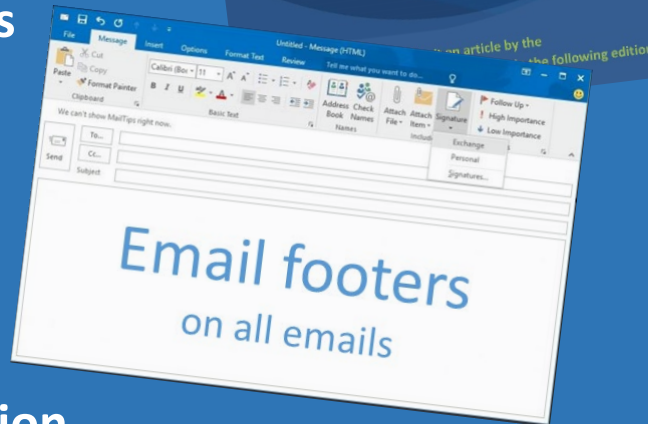
walking around wards



Payslip notes



Staff induction



Information stands



All staff emails

Listening NPES promotion



"Friendliness of staff at all levels - it humanises the experience. Special commendation of catering staff."



Listening Catering Project



“The family room was an invaluable resource”

Listening Family Rooms



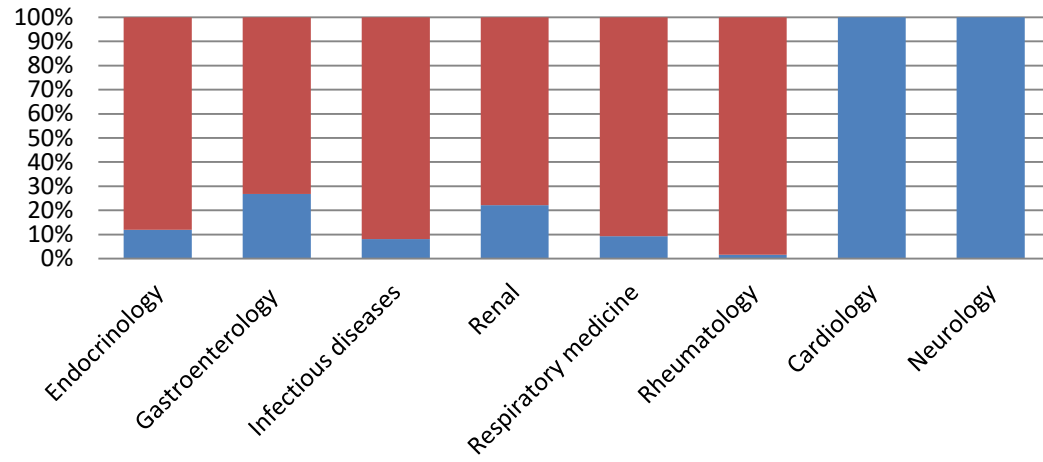
"The Porter was a fantastic support and very helpful, a credit to the hospital. He was very professional and kind in a time of great pain and sickness"



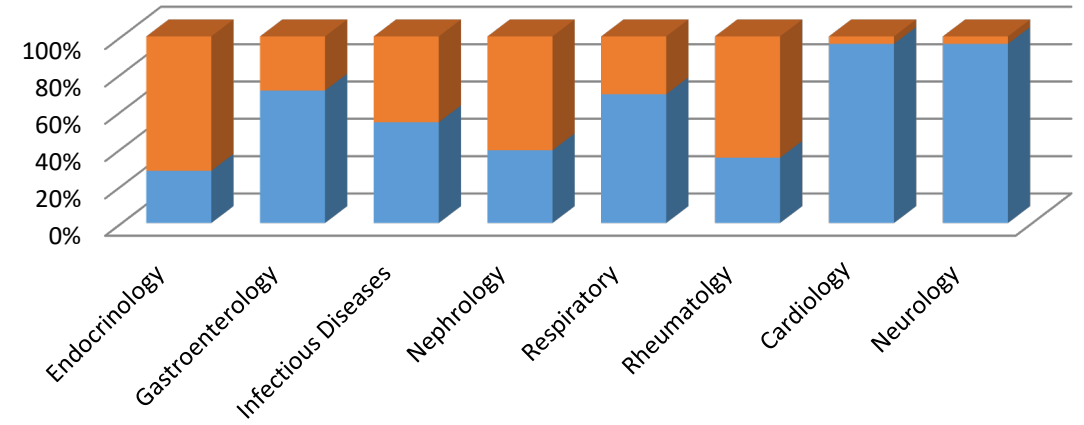
Listening Sr John of the Cross Award



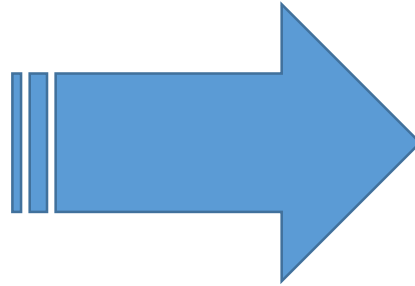
Pre



Post



■ Own Specialty ■ Other



■ Own Specialty ■ Other



Responding GIM Project





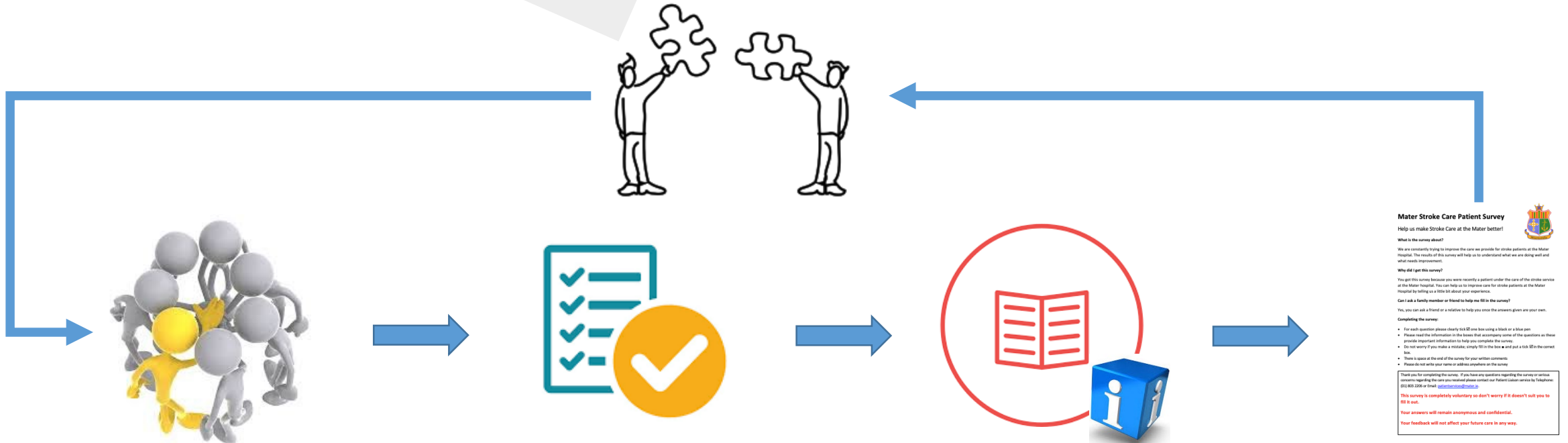
*Problems on arrival
at rehab. Information
lost in translation or
falling through the
cracks*

*More pertinent
information being
gathered and direct
patient involvement in
the rehabilitation
pathway*

Responding Omega Project

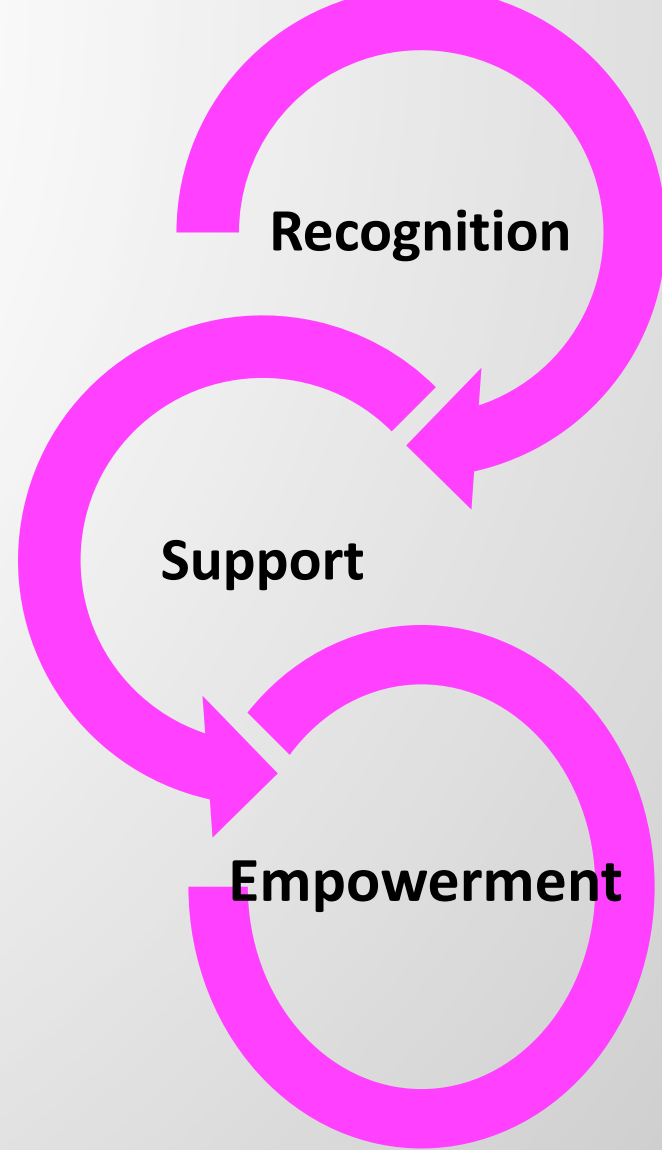


“The discharge process was rather confusing: I didn't know when exactly to leave the hospital and I haven't gotten anything else than a prescription (no medical report, treatment etc.)”



The right information, at the right time, in the right way

Responding Discharge Project



Culture Valuing our Staff





Culture Compassion Awards



One of the most touching things I have ever witnessed was seeing this staff member sitting at the patient's bedside, holding his hand and talking to him while we waited for the family to arrive even though the patient was unresponsive

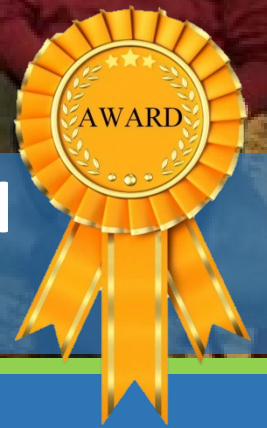
Her interaction with every patient was the same. Amazing, outstanding, efficient, She dealt with every patient as if they were the most important person there. We still talk about her

Culture Compassion Awards





To recognise the hard work and loyalty of our staff the hospital presented 130 staff with a Long Service Achievement Award.



Culture Staff long service achievement awards



Culture Culture Night





**Quality and
Patient Safety
Directorate**



Culture Empowerment



Excellence in
healthcare in action

All the care
I received
was top
class

Thank you
everybody in the
Mater Hospital,
we as a nation
salute you

We were always given
a cup of tea, friendly
smile and a hug when
we needed it

Food, nurses, doctors,
all staff had a great
comradery with
everybody including
patients in my ward

The thing that struck me
was not only was I in
competent hands but
also in caring hands



I was treated with
respect and dignity
at all times, and
kept informed

I was treated like a
Queen

What our Patients said in 2018