






ADMISSION TO HOSPITAL 	PATIENT EXPERIENCE: Improve patient experience of medical assessment unit in Bantry General Hospital	1. Team members of the Medical Assessment Unit, will continue to work to increase self-awareness among staff, and to engage in continuous improvement in the department to provide an improved experience for the patients, families, and the care teams.	1-2 YRS
		2. A Medication Administration Quality Improvement Project was undertaken by staff which improved medication safety for patients being seen at the Medical Assessment Unit.	
		3. Nursing staff are undertaking study with a view to carry out and implement further quality improvement initiatives aimed at both staff and patients.	
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. A Nutritional Care Committee, with multi-disciplinary representation, has been established for three years. The work of the Group includes policy, audit and improvement to hospital food nutrition and catering practices.	6-12 MTHS
		2. The committee with oversee the implementation of the new HSE Food, Nutrition and Hydration Policy for Adult Patients, Staff and Visitors due to be finalised by Q\$ 2018.	
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.	1. The hospital Chaplaincy together with staff will lead on a promotional campaign in relation to the role of all staff who can engage with patients who feel isolated or who have nobody to speak to about their worries and concerns. This work is in progress.	1-2 YRS
	COMMUNICATION: Improve health information for patients.	1. Patient information leaflets in relation discharge is currently in progress as part of the nursing quality improvement project.	6-12 MTHS
		2. Recommended sources for accessing evidence based patient information are being promoted.	
		3. Patient information leaflets for care before and after an operation have been completed and they are available to patients.	
	COMMUNICATION: Training for healthcare teams to improve their communication skills and effective ward round communication.	4. Information for patients and their families in relation to preventing falls in elderly patients is being improved. A falls awareness week was run by the hospital in October 2018. The local policy and patient information leaflets have been developed and are available.	1-2 YRS
		1. A training programme and guidance for staff on improving communications is being planned in 2019.	
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	2. The training programme on Open Disclosure is currently being implemented.	ON-GOING
	COMMUNICATION: Letting patients know who to contact if something goes wrong.	1. The nursing individualised care plan for all patients has been amended to incorporate a section for patients or their care givers to sign that they have received and understood the discharge information and advice given to them.	6-12 MTHS
		2. Discharge information leaflet for patents is currently being developed as part of the Nursing Quality Improvement Project.	
		1. Patients will be informed about who they should contact if something goes wrong, after they leave hospital, this information will be contained in the new patient information leaflet on discharge (in progress).	6-12 MTHS
		2. The stroke and cardiac rehabilitation programmes provide follow up and advice after patients have been discharged. Individual and group sessions information and information sessions are held with patients.	

DISCHARGE OR TRANSFER 	COMMUNICATION: Providing information on medication side effects.	1. The hospital pharmacist provides information to patients commenced on New Oral Anti-coagulant treatment at the information sessions for patients after they have been discharged from the Stroke and Cardiac rehabilitation Unit.	6-12 MTHS
		2. A patient information leaflet is currently being developed by the medication safety committee to advice patients and families regarding their medications on discharge.	
	COMMUNICATION: Improving the overall discharge planning process.	1. The Medical Consultant discusses feedback on discharge issues with all new doctors at three monthly orientation sessions.	ON- GOING