




CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition for patients, especially for who missed meals because they were away from the ward for treatment or were recovering from surgery.	<ol style="list-style-type: none"> 1. We have reviewed mealtimes – the evening meal has been moved to later time as patients have asked. 2. We continue to improve practice to ensure that patients who have missed a meal are provided with a replacement meal and to ensure that mealtime is protected, in line with the 'Missed Meal' and 'Protected Mealtime' policies. 3. We serve extra food for late snack and drinks. 4. Patient feedback is sought about the food at different times in the year. 	2018-2019
	COMMUNICATION: Increase number of staff wearing name badges and introducing themselves.	<ol style="list-style-type: none"> 1. All staff have been provided with a name badge. 2. All staff are encouraged to introduce themselves to patients – '#Hello, my name is...' and their role. 	2018-2019
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increase awareness for patients that support is available if they wish to speak to someone about their worries and concerns.	<ol style="list-style-type: none"> 1. Staff will receive training, as part of the National Healthcare Communication Programme, focusing on building rapport and consultation skills. 2. We are planning a promotional campaign to encourage patients to speak to someone about their worries and concerns. 3. We will continue to provide appropriate information leaflets in suitable areas for patients, and ensure that the core leaflets, as identified by a Working Group, are available for all. 4. The volunteer service will be reviewed to consider further development to provide support to patients in hospital and someone to talk to. 	2018-2019
	COMMUNICATION: Improve health information provided to patients throughout their healthcare journey.	<ol style="list-style-type: none"> 1. Work is underway to make health information easier to read and understand, with patient representatives involved in this important initiative. A 'UL Hospitals Health Literacy Policy' is planned for launch in Q4 2018 to support the 'plain English' production of information for patients. 2. Staff are encouraging patients to ask questions about their healthcare treatment options and plans. The "safer to ask" series of patient leaflets will be promoted as a way of empowering patients to be more involved in the decision making about their care. 3. An information pack is provided to all patients before their operation about how long they can expect to stay in hospitals and what they need to know about going home. 	2018-2019
	COMMUNICATION: Promoting improved communication skills and effective ward round communication with healthcare professionals and patients. We will work together to ensure patient shave enough time to discuss their concerns with doctors, nurses and other health professionals.	<ol style="list-style-type: none"> 1. New staff induction training includes a communication skills workshop. 2. Training provided for staff on 'Dealing with Bad News' and 'Final Journeys', which looks at communication and end-of-life care. 3. Whiteboards for improving communication among staff on each ward. 4. The National Healthcare Communication Training Programme will be implemented in 2019, looking at developing skills around building rapport and consultation. 5. We are developing notice boards with information for patients. Patients have been and will continue to be involved in developing this work. 	2018-2019

DISCHARGE OR TRANSFER 	COMMUNICATION: Improving access and delivery of written information about going home from hospital for patients. Improve information: <ul style="list-style-type: none"> – about discharge plans, – how patients can best manage their health when they leave hospital, – knowing about the purpose of medications and their side-effects; and – who to contact if something goes wrong. 	<ol style="list-style-type: none"> 1. We will hold focus groups with patients to find out more about their discharge health information needs. 2. We will link with colleagues in other hospitals to see how we can best improve the discharge process for patients. 3. We are sharing the findings of the patient experience survey with all staff including the committee on Drugs and Therapeutics, for the purposes of developing plans on improving medication information for patients. 4. Posters are displayed in all clinical rooms encouraging patients to ask about their medications- we will continue to support patients to do this. 5. Information booklets for patients with relevant information before and after discharge are being developed. 6. Patients will be provided with clear information about the danger signs to watch out for after discharge and who to contact if something goes wrong. 7. Community support programmes for patients to help them manage their health or chronic disease will be promoted. 	2018-2019
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	<ol style="list-style-type: none"> 1. We are implementing support programmes for staff allowing them to discuss and share difficult and stressful situations in healthcare, are being implemented. One of these programmes is called 'Schwartz Rounds' - this has started in UHL. Mindfulness and stress management programmes for staff are available as part of Healthy Ireland initiatives. 2. A programme focusing on the values and culture of the organisation, called 'Values in Action' is well underway with a strong leadership presence locally. 3. We will continue to ask and listen to patients about what is important to them, and work to implement these areas, through gathering patient stories and 'What Matters to You' programme. 4. On-going awareness training around care at end-of-life, including communication and appropriate care is being sustained. 5. We will continue to build on the role of the Patient Council and include the voice of the patient in all our work 6. The CEO of UL Hospitals is fully committed to implementing and supporting this plan. 	2018-2019
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