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| ADMISSION TO HOSPITAL  | PATIENT EXPERIENCE: Improve patient experience of the Emergency Department. | <ol style="list-style-type: none"> 1. A quality improvement programme, is being implemented in GUH supported by GE Finnermore. This programme is designed to improve the patient journey from ED to theatre. This improvement programme commenced in April 2017, it has led to significant improvements for patient experience, in particular wait times for: <ul style="list-style-type: none"> – To be seen by a surgeon, access to theatre, access to radiology and to a bed. – The impact of this work is being realised for patients, positively impacting on their experience. – Patient Advice and Liaison support is provided in ED. 2. There is an ongoing and continuous focus in 2018, reducing the number of patients on trolleys in the Emergency Department, in line with the HSE target times. 3. The continued implementation of the Caring Behaviours Assurance Programme includes the importance of improving dignity, respect and patient privacy as key drivers of a positive patient experience in ED. 4. Roll out of the “Nothing about me without me” initiative an education programme aimed at staff to improve patient experience. | 2018-2019 |
| CARE ON THE WARD  | NUTRITION: Improve hospital food and nutrition. | <ol style="list-style-type: none"> 1. Catering staff have reviewed the findings of the NPES 2018 to continue improvement initiatives in relation to hospital food and nutrition. 2. The Nutrition and Hydration Steering Group is established. 3. Protected Mealtimes initiative is implemented. 4. Support is being provided for patients who cannot feed themselves. 5. Picture Card Menus have been developed to help patients decide about meal options available to them. <ul style="list-style-type: none"> – Menu choices have been improved designed in partnership with patients and calorific count is also in place. 6. Patients who are at risk of malnutrition are identified and provided with a high count calorific diet to ensure that they do not deteriorate further and to enable them to improve their overall health, wellbeing and recovery. All hospital wards are participating in this important initiative. | ON GOING |
| | DIGNITY & RESPECT AND PRIVACY: Improve privacy for patients whilst being cared for on the ward and improving patient experience at night. | <ol style="list-style-type: none"> 1. Awareness campaign on the importance of patient privacy, will be promoted amongst healthcare teams across GUH. 2. Privacy has improved as a 75 bedded hospital block opened in 2017, this improve privacy for patients being cared for on the ward, as it has reduced overcrowding across the entire hospital. 3. A programme of work will commence in 2019, to identify ways in which patient experience can be improved at night time. <ul style="list-style-type: none"> – A review of night-time nursing capacity and identifying ways of reducing noise will be explored. | |
| EXAMINATION DIAGNOSIS & TREATMENT  | COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns. | <ol style="list-style-type: none"> 1. The promotion of the role of Patient Advocacy Department and allied professionals who play a role in supporting patients has been implemented. 2. Promote Patient Advocacy support/Involvement of Volunteers. 3. The role of volunteers will be promoted. 4. MDT Simulation Training. 5. A campaign of awareness raising amongst patients about sharing concerns and speaking to staff about anything that they are worried about will be promoted. | ON-GOING |

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| EXAMINATION DIAGNOSIS & TREATMENT  | COMMUNICATION: Provide more accessible health information to patients. | <ol style="list-style-type: none"> 1. Training for staff in the importance of providing Plain English, literature for patients and on how to write clearly is continuing. 2. A policy on plain English (literacy policy) information for patients in way that enables and empowers them to be more involved in their healthcare, was launched and promoted across the hospital as standard setting for the production and presentation of patient health information. The purpose of this work is to improve health information available to patients for their entire healthcare journey, from admission to discharge. 3. This work will be shared with colleagues across all acute hospital services, including patient information leaflets, which can be used across the system. 4. The National Healthcare Communications Programme is being piloted in GUH, promoting best practice in communications skills across all disciplines. 5. The model wards project is being implemented this includes; Safety pauses, handover guides reviewed and improved together with improved communications. | ON- GOING |
| | COMMUNICATION: Better communication skills and effective ward round communication from all health-care staff. | <ol style="list-style-type: none"> 1. Ongoing series of education programmes focusing on communication and information, and including topics such as bereavement, patient advocacy, end of life care, breaking bad news. 2. Guidance on effective ward round communication is available to staff. | |
| DISCHARGE OR TRANSFER  | COMMUNICATION: Provide more information to patients at discharge. | <ol style="list-style-type: none"> 1. Discharge Information Booklet has been completed and made available to patients in GUH. This work has been developed in many languages to provide accessible information to all patient groups. 2. The introduction of Medication Information Booklets was developed with Pharmacy in 2018 for each ward. 3. Medical/Nursing staff ensure Patients have info prior to discharge. 4. A focus on improving the discharge process is in place, including ongoing liaison with community PHNs empowering patients to engage in relation to their discharge plans and date of discharge and medication safety. | ON- GOING |
| PATIENT EXPERIENCE | DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience. | <ol style="list-style-type: none"> 1. Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience, such as: <ul style="list-style-type: none"> – Patient council representation of all non-clinical committees; – The continued work of the Patient Council; – The support for the role and function of Patient Advice and Liaison Services; – The involvement of volunteers and the Arts Council; – Improve the involvement of families and carers by working in partnership with Family Carers Ireland; – Promote and value the roles of all staff through the ‘#Hello, my name is...’ campaign; – ‘Schwartz Rounds’, proven to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person- centred care. Currently up and running in GUH. – Dignity at work initiatives. – Executive Walkabouts will continue to take place as part of the ongoing governance and accountability for improvement. | ON- GOING |