





ADMISSION TO HOSPITAL 	CONTINUOUS IMPROVEMENT: Continuous improvement in the Medical Assessment Unit.	1. Continuous improvement is a priority of the Medical Assessment Unit, in Mallow General Hospital, we continue to increase self-awareness among staff and to engage in continuous improvement in the unit to provide an improved experience for the patients, families.	2018	
		2. Monitoring of progress made in relation to our performance indicators set for the Medical Assessment Unit, are consistently assessed.	ON-GOING	
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. A Nutrition and Hydration steering committee was established at Mallow General Hospital, with the aim of improving hospital nutrition and catering for patients and staff alike. Additional choice for patients was introduced. Further work in this area continues.	ON-GOING	
		2. All patients admitted to hospital are assessed for being at risk of malnutrition, they are provided with food which is of high calorific balance to prevent further deterioration. Additional snacks have been introduced.		
		3. The protected meal-times policy is implemented and supported hospital wide to give patients protected time to eat their meals so this can improve their food intake and nutrition. This also contributes to their overall wellbeing and recovery.		
		4. Patients who require assistance at meal-time are provided with additional support.		
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns.	1. Information for patients about support services available to them during their hospital stay will be enhanced. 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	
		COMMUNICATION: Provide more accessible health information to patients.	1. Recommended sources for accessing evidence based patient information promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge.	ON-GOING
			COMMUNICATION: Better communication skills and effective ward round communication from all health-care staff.	1. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, end of life care, breaking bad news, is available for staff.
2. Guidance on effective ward round communication will be available to staff. Together with training on effective ward round communication.	2018+			
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. All patient information leaflets will be reviewed and the content about "going home", with particular focus on medication management.	ON-GOING	
		2. Review of all patient information leaflets and review content of same re "contact details" if something goes wrong.		
		3. Project currently being undertaken on improving Discharge Planning.		
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience, such as:	ON-GOING	
		1. The support for the role and function of Consumer Services Dept.		
		2. Promote and value the roles of all staff through the '#Hello, my name is...' campaign.		
3. Sharing the comments and feedback from patients and service users amongst all staff.				