




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING




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| <p>ADMISSION TO HOSPITAL</p>  | <p>PATIENT EXPERIENCE: Improve patient experience of the Emergency Department, in particular clear information and communication.</p> | <ol style="list-style-type: none"> 1. There is an ongoing focus on reducing the number of patients on trolleys in the Emergency Department, in line with the HSE target times. 2. Awareness raising in relation to the importance of effective clinical communication and the provision of plain English and timely information will be promoted in MUH, ED. 3. An improvement Programme in the Emergency Department 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 (ED Micro-systems). 4. Comfort packs are available for patients in ED, these packs include tooth brushes, socks t-shirts and aids for sleeping. 5. The introduction of the Butterfly Scheme for patients with dementia and a local champion for person centred care. | <p>2018+</p> |
| <p>CARE ON THE WARD</p>  | <p>NUTRITION: Improve hospital food and nutrition.</p> | <ol style="list-style-type: none"> 1. Catering staff continue to review the findings of the NPES to help understand better what improvements can be made to hospital food and nutrition. 2. Protected Mealtimes have been introduced. 3. Support is being provided for patients who cannot feed themselves. 4. Picture Card Menus have been developed to help patients decide about meal options available to them. 5. A Strategy for the provision of nutrition and hydration has been developed to improve hospital nutrition overall. <ul style="list-style-type: none"> - Menu choices + Calorific Count will be provided. 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 participate in this important initiative. | <p>ON-GOING</p> |
| <p>EXAMINATION DIAGNOSIS & TREATMENT</p>  | <p>COMMUNICATION: Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns.</p> | <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 will be implemented. 2. The role of volunteers is actively promoted and implemented. 3. A campaign of awareness raising amongst patients about sharing concerns and speaking to staff about anything that they are worried about will be promoted. | <p>ON-GOING</p> |
| | <p>COMMUNICATION: Better communication skills and effective ward round communication from all health-care staff.</p> | <ol style="list-style-type: none"> 1. Ongoing Series of Education Programmes focusing on communication and information, has been delivered to staff. 2. A patient and family engagement implementation committee is in place. 3. Guidance on effective ward round communication will be available. to staff. Including information about providing understandable explanations, of diagnosis and test results, providing families and carers with opportunities to speak to members of the clinical team. | <p>ON-GOING 2018+</p> |

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| <p>DISCHARGE OR TRANSFER</p>  | <p>COMMUNICATION: Provide more information to patients at discharge.</p> | <ol style="list-style-type: none"> 1. Discharge Information Booklet has been completed. 2. The "Know Your Medication" information booklets for patients has been designed and implemented. 3. A criteria led discharge project is underway. 4. Medical /Nursing staff ensure Patients have info prior to discharge. 5. Discharge plans in patient charts will be reviewed to see, what information was provided to patients on discharge. 6. Patients will be provided will clear information about who to contact after they leave hospital if they are worried about their condition or treatment. | <p>ON-GOING</p> |
| <p>PATIENT EXPERIENCE</p> | <p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p> | <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"> - The continued work of the Patient Council - The support for the role and function of Patient Advice and Liaison Services - Role of patients and family representatives on patient partnership projects: <ul style="list-style-type: none"> o Medication safety o Developing patient stories o Assisted decision making o Criteria led discharge - Promote and value the roles of all staff through the '#Hello, my name is...' campaign. - Promote 'Schwartz Rounds', a proven method to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person-centred care. Currently up and running in MUH. - In partnership with Patient Experience Advisors and education programme is planned for staff in relation to co-production and inclusion of patient advisors in all aspects of hospital governance and accountability. | <p>ON-GOING</p> |