





ADMISSION TO HOSPITAL 	PATIENT EXPERIENCE: Improving patient experience of ED.	1. Regional Hospital Mullingar are working together with IEHG group service improvement programme, to improve patient flow and reduce patient wait times. This initiative involves streaming patients to the appropriate areas for medical assessment, diagnostic investigation and intervention if required.	ON-GOING
		2. During the hours of Streaming, patients are greeted at point of entry by a senior nurse/decision maker and depending on patient suitability in line with the criteria set by Clinical Director for the Acute Medical Assessment Unit (AMAU). If the criteria are met, the patient will be directed to the AMAU therefore resulting in avoiding the Emergency Department. The right patient in the right place at the right time receiving the right treatment	ON-GOING
		3. The hospital and local community services have come together to identify priorities for improving care with a particular emphasis on acute floor access (ED and MAU), the admission process and improving communication with community partners. <ul style="list-style-type: none"> – Key priorities are to develop standardised processes to ensure identification of frailty at the front door with a rapid and robust response mechanism. – The Mullingar team are achieving 100% screening of all presentations to ED aged 75 years and over with screening now fully embedded in the triage process which triggers a Comprehensive Geriatric Assessment (CGA). – It is planned for other Health and Social Care Professionals to attend the Emergency Department to perform assessments on patients at an earlier point of the patient pathway to further improve the patient experience during their hospital stay. 	ON-GOING
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. Improving choice, nutritional value and availability of meals for patients is the focus of the Hospitals Nutrition and Hydration Committee and initiatives involving a replacement meal if you have missed a meal, protecting time for patients to have their meals and scheduling of meal times are in progress.	ON-GOING
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Improve access and information for patients when discussing their care and treatment with a doctor.	1. The hospital's Person Centredness Programme are planning to introduce the Shared Decision Making Process to promote patients, their families and staffs involvement in shared decision making on their care.	Q4 2019
	COMMUNICATION: Improve the patient's confidence and trust of healthcare professionals providing their care	2. Introduction of the Shared Decision Making Process through the Person Centredness Programme for greater interaction between staff, patients and their families to build on a foundation of trust. 3. Continue involvement in the '#Hello, my name is...' initiative with all new staff provided with badges on commencement of employment.	ON-GOING
DISCHARGE OR TRANSFER 	COMMUNICATION: Improve access and communication of patient information regarding managing their condition after their discharge.	1. Up to 100 Patient Information Leaflets or Guides for patients have been developed. 2. Revision of the Patient Discharge Leaflet is ongoing with emphasis on information on whom to contact should patients have concerns. 3. Work continues on the expansion of the Hospital website with links to patient information currently being explored along with making the Leaflets available on the Shared Drive on each Ward Desktop for ease of access for Ward staff. 4. Discussions with Managers and their staff to commence to ensure all relevant information available is provided to patients during their stay and prior to their discharge.	NOV 2018- FEB 2019