



ADMISSION TO HOSPITAL 	PATIENT EXPERIENCE:	1. The multidisciplinary team continue to work with the Ireland East Hospital Group service improvement team to improve patient's journey. Improvement work is ongoing in relation to the Emergency Department, Medical Assessment Unit and surgical pathway to enhance the patient's journey and experience.	ON- GOING
		2. Initiatives have also been implemented to improve time patients wait to be assessed and be seen by clinical staff in the Emergency Department.	ON- GOING
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. Initiatives have been undertaken to improve the patients experience, Protected Mealtimes have been relaunched and are working well.	ON- GOING
		2. Calorie counting has now been completed for all meal menus and Nutritics package are in place when required.	
	COMMUNICATION: Improve information and communication to patients during their hospital stay.	1. The hospital has developed a numbers of training programmes for staff to ensure effective communication with patients, these include: <ul style="list-style-type: none"> - Customer Service training - Staff induction - Breaking bad news - HR function sessions – Trust in Care - Making Every Contact Count. 2. SAGE advocacy service is actively promoted for vulnerable patients.	ON- GOING
EXAMINATION DIAGNOSIS & TREATMENT 	CONTINUOUS IMPROVEMENT: Improve communication and involvement with patients about their care and treatment.	1. A quality improvement initiative involving all members of the healthcare team was introduced in 2018, this is a model of team development rooted in agile ways of working and will enhance staff communication and patient engagement about their care and treatment.	Q4 2019
		2. Ongoing service improvement work identifies the patient experience and 'voice' of the patient to enhance the understanding of the needs of service users when delivering care.	ON- GOING
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. Initiatives that will improve the process for discharging patients is a key priority for the hospital. These include appropriate and timely communication with patients re discharge date and time: Home by 11. Improving planning and communication at ward level around the plan of discharge for patients.	ON- GOING
		2. As part of the Frailty programme, work has been undertaken to improve communication with community partners when planning patient discharge.	
		3. Introduction of the electronic discharge summary letter to GP's.	Q1 2019