




CARE ON THE WARD 	NUTRITION: Continue to improve hospital food and nutrition for patients, especially for who missed meals because they were away from the ward for treatment or were recovering from surgery.	<ol style="list-style-type: none"> 1. Patients who have missed a meal are provided with a replacement meal. Mealtimes are protected, to ensure that patient health and well-being is sustained while in hospital. This is in accordance with the 'Missed Meal Policy' and 'Protected Mealtimes Policy'. 2. We have reviewed mealtimes – the evening meal time is being looked at in response to patient requests. 3. We continue to serve extra food for late snack and drinks. 4. We have developed an information leaflet for patients to inform them of mealtimes and visiting times and other important information about their stay in hospital. 5. Patient feedback is sought about the food at different times in the year. 	2018-2019
	COMMUNICATION: Improve staff wearing name badges.	<ol style="list-style-type: none"> 1. Name badges have been provided for all staff. 2. All staff are encouraged to introduce themselves and their role to patients - '#Hello, my name is...' 	2018-2019
EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Continue to support patients to speak about their worries and fears. Support them to ask questions when they don't understand.	<ol style="list-style-type: none"> 1. The National Healthcare Communication Training Programme will be rolled out for all staff, helping support better communication with patients about diagnosis and results and what they mean. 2. The PALS Volunteer 'Befriender' role, to support patient who may have worries or fears, or have no one else to talk to, has been implemented with great success. It will be evaluated this year and further developed. 3. More volunteers will be recruited for this 'Befriender' role. 4. Patient information leaflets addressing all key aspects of the patients journey and health will be consistently available for patients to support them in managing their own health. 	2018-2019
	COMMUNICATION: Improve health information provided to patients throughout their healthcare journey.	<ol style="list-style-type: none"> 1. A health literacy policy has been developed and will be launched in Q4 2018. This policy supports the implementation and provision of plain English health information for all patients. 2. Staff will continue to encourage patients to ask questions about their healthcare treatment options and plans. 3. The 'What Matters to You' programme encouraging patients to be involved in discussing what is important to them in their healthcare journey has been implemented and continues to be supported. 	2018-2019
	COMMUNICATION: Promoting improved communication skills and effective ward round communication with healthcare professionals and patients.	<ol style="list-style-type: none"> 1. New staff induction training includes a communication skills workshop. 2. Training provided for staff on 'Dealing with Bad News' and 'Final Journeys', which looks at communication and end-of-life care, continues to be implemented. 3. Whiteboards for improving communication among staff on each ward. 4. Boards articulating what matters to patients will be implemented across the hospital. 	2018-2019

<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Improving access and delivery of written information about going home from hospital for patients. Improve information:</p> <ul style="list-style-type: none"> - about discharge plans, - how patient's can best manage their health when they leave hospital, - knowing about medications; and - who to contact if something goes wrong. 	<ol style="list-style-type: none"> 1. The Drugs and Therapeutics committee have reviewed and are developing an information leaflet for patients based on the findings of the survey. They are using patient feedback to inform plans on improving medication information for patients. 2. Patients who commence on a new drug will continue to be given a written current information sheet printed from HPRA (Health Products Regulatory Authority) website. 3. Patients will be encouraged to be more involved in asking about medications and their plans for leaving the hospital- posters are on display to encourage this. 4. Information booklets for patients with relevant information before and after discharge have been developed and will continue to be promoted. 5. Patients are provided with clear information about the danger signs to watch out for after discharge and who to contact if something goes wrong. 6. We will work with colleagues other hospitals to ensure patient discharge information is effective and supportive for patients and their families. 	<p>2018+</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Continuing to build on patient feedback and improve patient experience.</p>	<ol style="list-style-type: none"> 1. An 18 bed unit is opening in November 2018 this will enhance patient privacy and dignity and respect for patients in Nenagh Hospital. 2. Mindfulness and stress management programmes for staff are also available as part of <i>Healthy Ireland</i>, as there is a strong link between staff well-being and patient experience. 3. A programme focusing on the values and culture of the organisation, called 'Values in Action' is ongoing. 4. We will continue to ask and listen to patients about what is important to them through the 'What Matters to You' programme. 5. Ongoing awareness training around care at end-of-life, including communication and appropriate care is provided. 6. The CEO of UL Hospitals is fully committed to implementing and supporting this plan. 	<p>2018-2019</p>
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