




ADMISSION TO HOSPITAL 	WAITING TIMES: Reduce Emergency Department waiting times.	1. Staff in ED are continuing work to improve ED waiting times. Ongoing monitoring is in place to ensure improvements are being made.	ON-GOING
		2. The Clinical Microsystems Programme is being implemented in the Emergency Department, it is designed to increase self-awareness among staff and to engage in continuous improvement in ED, thereby enabling an improved experience for the patients, families and the care teams.	ON-GOING
		3. Appointment of a 2nd Advanced Nurse Practitioner in the ED will facilitate in reducing waiting times for certain cohorts of patients.	Q4 2018
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. The 'Red Tray' initiative, designed to support patients who need assistance during meal-time has been implemented and will be reviewed to evaluate its effectiveness.	Q1 2019
		2. The 'Protected Mealtimes' initiative has been implemented and will be reviewed to evaluate its effectiveness.	Q1 2019
		3. The timing and spacing of meals will be reviewed to ensure meals are provided at regular intervals which are aligned to patients' needs.	Q1 2019
		4. 'Make Every Moment Count' initiative will be implemented to support patients to make healthy lifestyle choices.	Q1 2019
		5. Similar to 2018, a Nutrition & Hydration Awareness Week will be scheduled for 2019.	2019
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. The 'Discharge Planning' Working Group will continue its work to improve hospital processes around patient discharge, with a particular focus on providing: <ul style="list-style-type: none"> Written/printed information (about what to do/not to do after discharge) will be developed Advice regarding signs/symptoms to observe post discharge will be provided to patients Advice to patients regarding who to contact if they are worried about their condition or treatment after they leave hospital. 	ON-GOING
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	1. The hospital will continue its implementation of hospital-wide programmes which will enhance patient experience including the: <ul style="list-style-type: none"> Caring Behaviours Assurance System Programme on Cultures of Person Centredness 'What Matters to Me' initiative designed to encourage patients to highlight their needs and to ensure that they have a positive hospital experience. 	ON-GOING
		2. The 'Dementia Friendly' Working Group will continue its work to investigate how patient experience can be improved, commencing with improved infrastructural changes.	ON-GOING
		3. Infrastructural changes to enhance patient privacy will commence in Q4 2018.	STARTS Q4 2018
		4. A 'Visitor Policy' Committee will be established to review the visiting policy and ensure patients' needs and wishes are prioritised.	Q4 2018
		5. 'Comfort packs' for admitted patients on trolleys will be supplied in ED.	Q4 2018
		6. Information Booklet for (admitted) patients will be developed.	Q2 2019
STAFF EXPERIENCE	WELLBEING: Improving staff well-being.	1. The hospital will continue to implement hospital-wide programmes which will enhance staff experience: <ul style="list-style-type: none"> Healthy Ireland Programme Caring Behaviour Assurance System Programme on Cultures of Person Centredness 	ON-GOING
		2. The hospital will provide opportunities for continuous professional development of staff	ON-GOING
		3. The results of the recent staff survey will be reviewed and a QI Action Plan developed based on the survey findings.	Q1 2019