





<b>ADMISSION TO HOSPITAL</b> 	<b>WAITING TIMES:</b> Reduce Emergency Department waiting times.	1. We are continuing to implement and monitor the effectiveness of the multiple programmes underway to improve the experience of patients attending the hospital and minimise preventable waiting times. These include, but are not limited to the following: <ul style="list-style-type: none"> <li>- 'Home First': A multidisciplinary team based in the ED that provides prompt assessment for frail elderly patients in order to accelerate their access to appropriate treatment and/or admission avoidance services where appropriate.</li> <li>- Implement the 'Acute Floor' model of care that will enhance patient's timely access to established pathways of care in the Hospital or admission avoidance services where appropriate.</li> <li>- Expand the use of the Interactive Whiteboard and Electronic Patient Record (Implemented October 2018) in the Emergency Department. Having access to reliable current and accurate patient information at the point-of-care delivery will provide for safer, effective and more efficient delivery of care</li> <li>- Further develop the 'Inclusion Health' initiative which supports discharge planning and appropriate supports for homeless persons.</li> <li>- Continue to investment in infrastructure and technology improvements that bring efficiencies in the Emergency Department (e.g. more Telemetry (heart monitoring) stations).</li> <li>- Continue with the Daily Discharge Planning Ward Rounds so that the early and safe discharge of patients who have completed their care journey is facilitated.</li> <li>- Promote the use of the Discharge Lounge to facilitate patients who have been discharged from the ward.</li> <li>- Continue to facilitate the Admissions on the Day of Surgery initiative to improve access for those awaiting admission.</li> </ul>	ON-GOING
<b>CARE ON THE WARD</b> 	<b>ASSISTANCE:</b> Provide timely assistance to patients who require help accessing the bathroom & toilet.	1. We will continue to promote awareness amongst staff of the importance of providing timely assistance to patients who need help accessing the bathroom or toilet.	ON-GOING
	<b>NUTRITION:</b> Improve hospital food and nutrition.	1. We will introduce improved patient menus with multiple appetising and nutritious choices that enable all patients to meet their nutritional needs and preferences and include the following: <ul style="list-style-type: none"> <li>- Food options for patients with personal dietary choices e.g. Vegetarian, Vegan etc.</li> <li>- Food options for patients with religious and cultural needs e.g. Halal, Kosher</li> <li>- Food options for patients with specific clinical needs e.g. swallowing impairments, kidney disorders, gluten-intolerance etc.</li> </ul>	ON-GOING
		2. We will improve the menu information provided to patients to assist them in selecting suitable choices.	Q1 2019
		3. We will continue to provide our Catering Staff with training on all aspects of food preparation and delivery including quality presentation and service delivery.	Q1 2019
	<b>NUTRITION:</b> Reduce the occurrence of patients missing their meals and ensure an appropriate replacement is offered.	1. We are changing our meal delivery times so that patients receive their main meal in the evening when there are less interventions and interruption (introduced in 25% of our wards) <ul style="list-style-type: none"> <li>- We will continue with our 'Protecting Mealtime' initiative</li> <li>- We will implement a Fasting Policy that includes arrangements for minimising the risk of patients missing meals</li> <li>- We will provide access to a range of replacement meals/snacks and ensure that all staff knows how to access and provide these to patients.</li> </ul>	ON-GOING
	<b>COMMUNICATION:</b> Ensure patients receive prompt and easily understandable answers to their questions.	1. We will continue to raise awareness and share guidance with staff about the importance of effective communication.	ON-GOING

WHAT PATIENTS  
SAID TO USLISTENING RESPONDING  
& IMPROVING

<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>HYGIENE:</b> Cleanliness of toilets & bathrooms must be improved.	1. We will continue to improve hygiene and maintenance of the patient's toilets and bathrooms through the following activities: <ul style="list-style-type: none"> <li>- Using improved equipment and materials while building new and refurbishing existing patient toilets and bathrooms in response to findings from pan-hospital assessment (Undertaken March 2018)</li> <li>- Continue to update the Cleaning Specifications and Schedules (Who-Does-What-When) for all Clinical Areas.</li> <li>- Continue to assess, assure and improve compliance with environment hygiene and maintenance standards.</li> </ul>	<b>ON- GOING</b>
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Provide more information to patients at discharge.	1. We will establish a multi-disciplinary working group to identify suitable opportunities to improve access to information (verbal, written and/or electronic) for patients that better meets their needs at the time of discharge from the Hospital.	<b>ON- GOING</b>