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| ADMISSION TO HOSPITAL  | COMMUNICATION: | 1. Initiatives underway to improve information provided to patients about services and location include, The Meet and Greet Volunteer Programme, established to support patients visiting the hospital and the Emergency Department Support Volunteer initiative. In addition, paediatric supports have been established to include the Kare Bears and Children in Hospital Ireland Volunteer Programme (Paeds ward). | ON-GOING |
| | | 2. Forums/groups continue to be established to ensure inclusion of all patients and a patient partnership forum has also been established. | |
| | | 3. It is also planned to improve signage for patients, in conjunction with the development of a hospital information booklet. | |
| CARE ON THE WARD  | NUTRITION: Improve hospital food and nutrition. | 1. Continue to raise awareness of the Protected Mealtimes initiative. | ON-GOING |
| | | 2. Development of a Plate Pals Guidelines to enable hospital volunteers to assist at mealtimes. | |
| | | 3. Patients who missed a meal will be provided with a replacement meal. | |
| | COMMUNICATION: Improve patient communication regarding their care | 1. Introduce the National Healthcare Communications programme for clinical and non-clinical staff to enhance staff communication and patient engagement. | ON-GOING |
| | CONTINUOUS IMPROVEMENT: | Working with the Ireland East Hospital Group Service Improvement Team on a number of projects/events including: | ON-GOING |
| | | 1. Development of front door Frailty pathway to enable early identification and appropriate management of the older person. | |
| | | 2. A dedicated ward for Frail Older Patients called the GEMS Unit has been established. | |
| DISCHARGE OR TRANSFER  | COMMUNICATION: Provide more information to patients at discharge. | 3. Development of streaming pathways on the acute floor and cohorting of surgical and medical patients to appropriate wards. | |
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| PATIENT EXPERIENCE | DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience. | 1. Continue to promote Planned Date of Discharge across the hospital. | ON-GOING |
| | | 2. Regularly review and update the hospital information booklet and hospital website as required. | |
| | | 3. Identify a more suitable location for the discharge lounge. | |
| | CONTINUOUS IMPROVEMENT: | 4. Written information for patients on discharge relating to medication management, how to manage your condition at home and what to expect/do when a patient goes home – medication management, exercise, diet, what to do if you feel unwell etc. | ON-GOING |
| | | 5. Patient information leaflets were reviewed and standard information for the top five conditions patients present with was developed. | |
| | DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience. | 1. A 14-bedded ward was opened to create more capacity for patients being admitted over the winter period. | ON-GOING |
| | | 2. Daily commination hub has begun to plan and monitor discharges from wards, to inform timely and appropriate access to beds for admitted patients. | |
| | | 3. Introduce Dignity at work training for all staff. | |
| | CONTINUOUS IMPROVEMENT: | 1. Continue with the development of the MRI project | 2018-2019 |