

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p><b>ADMISSION TO HOSPITAL</b></p>	<p><b>PATIENT EXPERIENCE:</b> Improve patient experience of ED.</p>	<ol style="list-style-type: none"> <li>1. Initiatives to improve the patients journey through the ED to ensure patients (medical &amp; surgical) are being moved to the most appropriate area of treatment in the hospital. These initiatives have been enhanced by the introduction of the "Acute Floor Project", which has further improved the patient journey on the appropriate pathway of care. The Bed on Time project is specifically focussing on reducing Patient Experience PET times in the ED.</li> </ol>	<p>ON-GOING</p>
<p><b>CARE ON THE WARD</b></p>	<p><b>NUTRITION:</b> Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> <li>1. The "Green Tray" project is aimed at improving a patient's nutritional experience in response to their identified nutrition, hydration and assistance requirements. Auditing of this project has commenced to inform further development/improvement.</li> <li>2. "Right Meal, Right Patient" project currently on hold until the HSE/International Dysphagia Diet Standardisation Initiative roll out plan is disseminated.</li> </ol>	<p>ON-GOING</p>
	<p><b>PATIENT EXPERIENCE:</b></p>	<ol style="list-style-type: none"> <li>1. The Department of Nursing carry out a survey focusing on patients experience of nursing care.</li> <li>2. The Hospital launched a project called "End PJ Paralysis", its objective is to enable patients in hospital to mobilise, dress and move around to prevent them from deconditioning during their stay.</li> <li>3. Hygiene and cleanliness of the hospital and ward environment is our priority. We will continue to monitor compliance through increased auditing by the Hygiene Services team and Contract Cleaning Management team.</li> <li>4. Daily cleaning of toilets/bathroom and associated patient equipment has been increased to ensure full compliance with hygiene standards.</li> </ol>	<p>ON-GOING</p>
	<p><b>COMMUNICATION:</b></p>	<ol style="list-style-type: none"> <li>1. The Irish Medical Council information booklet "Working with your Doctor-useful information for patients" was introduced to patient areas in 2018.</li> <li>2. A number of patient information leaflets were developed to inform and educate patients on interventional procedures. Further leaflets will be developed where need is identified.</li> </ol>	<p>ON-GOING</p>
<p><b>DISCHARGE OR TRANSFER</b></p>	<p><b>CONTINUOUS IMPROVEMENT:</b></p>	<ol style="list-style-type: none"> <li>1. The Quality improvement project which focused on improving discharge process for patients who require offsite rehabilitation following discharge (OMeGa Project) was completed and is in control phase in 2018 with improvements to the patient journey sustained over 2017/2018.</li> <li>2. A Black Belt project to specifically address communication processes around discharge is underway.</li> <li>3. A quality improvement project on discharge/transfer has been initiated via the RCPI Diploma in Leadership and Quality in Healthcare</li> </ol>	<p>ON-GOING</p>
<p><b>PATIENT EXPERIENCE</b></p>	<p><b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.</p>	<ol style="list-style-type: none"> <li>1. Re-routing your journey, is a quality improvement initiative which will explore alternative pathways for frail older persons who present to the Emergency Department to prevent avoidable admission with a view to alternative options in the Community.</li> <li>2. The Mater Hospital is part of the National Person Centre Cultures of Care Project, the focus of which is on promoting care, compassion and trust throughout the service.</li> <li>3. In circumstances where patients are vulnerable, or depend on others, there is a need to ensure that their rights, freedoms and dignity are promoted and protected. The SAGE Committee was established in 2016 and through support and advocacy, they will ensure the preference of a patient can be heard and acted on; independently of family service provider or systems interests.</li> <li>4. Family rooms on the acute wards continue to be developed to enable confidential and sensitive conversations between staff, patients and their families.</li> </ol>	<p>ON-GOING</p>

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<p><b>PATIENT EXPERIENCE</b></p>	<p>DIGNITY &amp; RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<p>5. A Quality and Leadership project was undertaken to develop a process for patients and families' involvement in decision making around Long Term Care. This project has commenced with Neurology patients.</p>	<p>ON-GOING</p>
<p><b>STAFF EXPERIENCE</b></p>	<p>WELLBEING: Improving staff well-being.</p>	<p>1. The hospital is committed to staff well-being and holds a Staff Health &amp; Wellbeing Fair as part of Mission Awareness Week. Also initiatives to promote physical activity include walking groups, Pilates &amp; yoga classes, football and social/drama events.</p> <p>2. The annual Compassion Awards and Sister John of the Cross Awards recognises and acknowledges the great work and outstanding care provided by staff every day.</p>	<p>ON-GOING</p>