

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING

TIME-SCALE

**ADMISSION TO HOSPITAL**

<p><b>PATIENT EXPERIENCE:</b> Quality Improvement Initiatives designed to improve patient experience of ED.</p>	<ol style="list-style-type: none"> <li>1. The feedback received in the patient experience survey, about their recent experience in ED will be used to inform the issues which need to be addressed, such as wait times, communication and the importance of privacy in ED.</li> <li>2. A programme of work, called, The Clinical Microsystems Programme, is being planned in the Emergency Department, staff have received training and this work is designed to increase self-awareness among staff, and to engage them in continuous improvement in the department to provide an improved experience for the patients, families, and the care teams.</li> </ol>	<p><b>1-3 YEARS</b></p>
<p><b>PATIENT EXPERIENCE:</b> Improving patient experience on admissions.</p>	<ol style="list-style-type: none"> <li>1. We have put in place a programme to assess the expected length of stay for patients admitted for care or treatment which was not planned. This is to help us manage the capacity of the hospital better and to improve patient experience.</li> </ol>	<p><b>6 MTHS</b></p>
<p><b>WAITING TIMES:</b> Understanding the reasons why patients are not able to be discharged.</p>	<ol style="list-style-type: none"> <li>1. Work will be carried to understand and identify barriers to Early Discharge the team working with frail elderly patients are carrying out an intervention which is being piloted in ED.</li> </ol>	

**CARE ON THE WARD**

<p><b>NUTRITION:</b></p>	<p>The Food and Nutrition Group, together with the support the Lead on Hospital Nutrition and Hydration, are planning and currently implementing improvements to the hospital food and nutrition. We will ensure that:</p> <ol style="list-style-type: none"> <li>1. Adequate &amp; suitable Food &amp; Nutrition for ED patients, is available on a 24-hour basis.</li> <li>2. Healthy vending machines for patients and relatives is in place.</li> <li>3. We will review catering facilities and personnel in ED on an ongoing basis.</li> <li>4. Working towards improving catering facilities meets in line with national standards.</li> <li>5. We are improving ways in which we provide assistance to patients during meal times, "Assisted Meal Times".</li> <li>6. We are revising and improving the, Protected Meal Time Policy, this is to ensure that patients have a protected time to received adequate nutrition and healthy food whilst in hospital.</li> </ol>	<p><b>3-6 MTHS</b> <b>6-12 MTHS</b></p>
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**EXAMINATION, DIAGNOSIS & TREATMENT**

<p><b>COMMUNICATION:</b> Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.</p>	<ol style="list-style-type: none"> <li>1. A Promotional campaign in relation to the role of all staff, and their availability to engage with patients who feel isolated or who have nobody to speak to about their worries and concerns, will be implemented.</li> <li>2. We will assess the effectiveness of this initiative, auditing patient needs in relation to this issue, to understand if a hospital social worker or patient advice and liaison staff is required to work in this area.</li> </ol>	<p><b>1-2 YEARS</b></p>
<p><b>COMMUNICATION:</b> Improving the provision of health information.</p>	<ol style="list-style-type: none"> <li>1. A programme designed to provide more accessible health information for patients is being developed. Patient information leaflets will be reviewed and made available.</li> <li>2. Recommended sources for accessing evidence based patient information will be promoted.</li> </ol>	<p><b>1-3 YEARS</b></p>
<p><b>COMMUNICATION:</b> Improve communication skills of healthcare professionals.</p>	<ol style="list-style-type: none"> <li>1. Training and support will be sourced to promote and encourage staff to improve their communication skills., Capacity building programme and related policy scoped and implemented.</li> <li>2. Best practice guidance on effective ward round communication, the importance of communication as an important determinant of patient experience will be promoted. Time for patients to discuss care and treatment will be highlighted amongst all clinical staff.</li> </ol>	



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DISCHARGE OR TRANSFER

**COMMUNICATION:**  
Improve the provision of health information on discharge.

1. We are improving access and distribution of written patient information about going home from hospital. We are letting patients know who to contact if something goes wrong, information on medication side effects. Improving the overall discharge planning process. An antibiotic Leaflet has been prepared and more ongoing review of patient health information leaflets.

PATIENT EXPERIENCE

**DIGNITY & RESPECT AND PRIVACY:** Improving and sustaining patient experience including dignity and respect.

1. Caring for patients and caring for staff in equal measure; when staff are looked after effectively, their ability to care for their patients in a caring and compassionate manner is enhanced, the following programmes of work designed to improve both patient and staff experience are in progress:

- 'Schwartz Rounds';
- Healthy Ireland Programme;
- Caring Behaviours Assurance System;
- VIA-Values in Action, living the values of the organisation and spreading good behaviour.

STAFF EXPERIENCE

**VALUES:** Promoting organisational values.

1. Together with the Quality Improvement Division, University Hospital Kerry commenced a programme seeking to value staff voices through Staff Listening Sessions and encourage creative problem solving through a quality improvement and Front Line Ownership, this work has positively impacted on both patient and staff experience.