

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<b>ADMISSION TO HOSPITAL</b>	<b>PATIENT EXPERIENCE:</b> Improve patients experience of the Emergency Department.	1. Development of front door Frailty pathway to enable early identification and appropriate management of the older person.	ON-GOING
		2. Programme of work is ongoing to develop patient information leaflets thus ensuring staff and patients have access to the appropriate information.	ON-GOING
		3. A new form will be implemented (ED Proforma) to improve communication between patients and staff which clearly identifies management, treatment and plan of care for patients on their admission.	Q2 2019
		4. A quality improvement plan is underway to improve the patients journey through ED.	ON-GOING
<b>CARE ON THE WARD</b> 	<b>NUTRITION:</b> Improve hospital food and nutrition.	1. Initiative to assess patient's nutritional status (MUST tool) on admission to hospital has been piloted and hospital wide roll out is currently ongoing.	ON-GOING
		2. Assisted feeding policy is in place and an audit will be undertaken in late 2018.	Q4 2018
		3. Protected times for patients to have their meals without interruption is now fully implemented and will be audited to in late 2018 to identify further improvements around this initiative.	Q4 2018
	<b>DIGNITY &amp; RESPECT:</b> Improving patients' personal needs.	1. Identification of patients requiring assistance with activities of daily living will be incorporated into the early morning navigation hub, ensuring resources are appropriately allocated.	2019
<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Provide support and information to patients during their hospital stay.	1. To enable patients and their families to have adequate time to voice concerns and understand their condition and care plan, meetings are scheduled on request with the Consultant and team.	ON-GOING
		2. Nurses managers are working with medical teams and scheduling word rounds to ensure that a member of the nursing team is present to improve information sharing about the patient's condition and plan of care.	ON-GOING
		3. Communication Skills training programme for staff will be explored. The use of a communication (ISBAR) tool will be implemented.	2019
		4. Open disclosure policy to ensure open and transparent communication between staff and patient has been implemented and briefing sessions are ongoing for staff.	ON-GOING
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Improve access and distribution of written patient information about going home from hospital.	1. Information leaflets for patients on discharge have been updated to include more information on what to expect and who to contact in the hospital on discharge.	ON-GOING
		2. Patients discharge prescription now includes a section which outlines changes to the patient's medication since admission.	
		3. Discharge leaflet will be included in admission pack, so patients and families have time to ask staff questions regarding the discharge plan.	
		4. A focus on informing patients of their planned date of discharge is being undertaken by staff to ensure patients are kept up to date on their discharge plan.	
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	1. We will continue to seek feedback from patients, encouraging patients to complete the "your service, your say" forms for patients.	Q2 2019
		2. The hospital plans to undertake a patient food survey early in 2019 to identify further improvements which can be made for patients regarding food choice and availability.	Q2 2019
		3. A family room was opened in the Emergency Department in May 2018.	2018

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<b>STAFF EXPERIENCE</b>	WELLBEING: Improving staff well-being.	1. The hospital is committed to staff well-being and has implemented a Great Place to Work Team and training currently underway for staff in Managing a Positive Workplace.	ON-GOING
		2. Mindfulness lunchtime meditation sessions are planned for Q2 2019 and the availability of a quiet room for staff is planned for next year.	2019
		3. Healthy Ireland Committee in place with a number of ongoing initiatives.	ON-GOING