






<p>RAISING AWARENESS</p>	<p>We are continuing to engage with various groups of staff to inform them on the findings of the survey and facilitate learning regarding actions for improvement to your care.</p>	<p>2019-2020</p>	
<p>ADMISSION TO HOSPITAL</p> 	<p>WAITING TIMES: Reduce Emergency Department waiting times.</p> <p>Waiting times measured and reported.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. In our Emergency Department (ED) activity and waiting times are actively measured at 6 and 9 hour intervals by the senior management team. Any issues identified for patients are escalated. 2. Each day we have a meeting where activity levels for our Emergency Department are reviewed. 3. We have a process in place to oversee patient flow within the hospital on a daily basis. 4. Patients are informed of waiting times in ED. 5. A double triage system is proposed which will enable us to selectively review patients waiting in the Emergency Department. 	<p>ONGOING</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. We are briefing all disciplines of staff on the findings of this survey: <ul style="list-style-type: none"> - We have actively posted survey results on digital media and results are also displayed on posters throughout the hospital. - We have an active Nutritional Steering Committee in place in our hospital. - We have put a process in place for provision of replacement hot meals to alleviate missed meals. - The menus have been reviewed and changed to ensure lunches are now freshly cooked. - All menus have been reviewed to contribute to the overall wellbeing and recovery of our patients. - We have provided education on nutrition for Healthcare Assistants and Catering staff. - We have introduced a new snack round for patients. - We are continuously auditing and surveying patient satisfaction on their nutritional needs and making appropriate changes. - Staff have been trained to provide for patients who require specific Feeding, Eating, Drinking and Swallowing needs in our hospital. 2. Senior management continue to work on a system to ensure that patients will be undisturbed during Protected Mealtimes, medical staff will be encouraged to take their own meal breaks at this time. 	<p>ONGOING</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: A project to ensure patients are informed of risks and benefits of operations and procedures in a way they can understand.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. The hospital is developing a list of patient information leaflets on all procedures undertaken in Interventional Radiology. These information leaflets will include the risks and benefits of each procedure. 2. A video is being developed to provide information on colonoscopies and gastroscopies. This video will be displayed in the waiting area of the Endoscopy Unit. 3. Patient consent forms are designed to obtain patients informed consent. They should aid in outlining the risks and benefits of procedures to patients. The hospital is currently reviewing and updating the current consent form. 	<p>Q1 2020</p> <p>Q4 2019</p> <p>Q1 2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. The hospital is developing and implementing a new discharge policy. The hospital will involve patients in the development of this policy. 2. The Single Assessment Tool (SAT) is a comprehensive IT based standardised assessment used to assess the health and social care needs of people (primarily those over the age of 65 years) who may be looking for support from the HSE for community based/home care services or long term residential care. The hospital will implement training for staff on the single assessment tool. 3. The hospital will launch a 'plan your discharge booklet' which will provide discharge information to patients. The hospital will also launch a patient information folder. 	<p>Q1 2020</p> <p>Q1 2020</p> <p>Q4 2019</p>

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION:</p>	<p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. The hospital will display an average length of stay (ALOS) for the top 20 medical conditions on the white board in the relevant ward. Medical and nursing staff can use this as a guide for informing patients of their estimated date of discharge. This will ensure clear information for patients on how long they are likely to be in hospital. The first part of this project in Q4 2019 will examine data from the HIPE System in order to establish ALOS for each condition. 2. A new proforma will be developed for use in medical rounds. This proforma will include estimated date of discharge. 	<p>Q4 2019</p>
<p>CONTINUOUS IMPROVEMENT</p>	<p>COMMUNICATION: Winter flu vaccine actively promoted.</p>	<ol style="list-style-type: none"> 1. There is a major campaign to encourage all staff to participate in the 'Active Flu' campaign. 	<p>EMBEDDED</p>