




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING




<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. Feedback from patients about hospital food and nutrition is continuously reviewed, In 2019 we continued to work on improving hospital nutrition and choice of food in the hospital for patients and developing further special diets.</li> <li>2. Protected Mealtimes are observed for patients in Kilcreene, to provide patients with the opportunity to have nutritious meals and to sustain their wellbeing whilst in hospital.</li> <li>3. Additional choices of fruit are offered to patients at all meals including healthy evening snacks.</li> </ol>	<p>ONGOING</p>
<p><b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b></p> 	<p><b>COMMUNICATION:</b> Improve the availability of information.</p>	<p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>1. A priority for improving communications with patients in Kilcreene this year is the importance of staff introductions. All staff will be encouraged to introduce themselves and say what their role is. Clinical Nurse Managers will play a leadership role in promoting this initiative.</li> </ol> <p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>2. We shared the results of the patient experience survey with all staff to raise their awareness of our patients' feedback. We requested service managers to review and improve access to health information for patients, staff have developed:             <ol style="list-style-type: none"> <li>a. Patient Information Booklets including a revised Patient Admission Booklet; and</li> <li>b. Information on going home after hospital and post-operative care. The purpose of this work is to improve how we communicate with patients and improve access to relevant health information for patients. To advance this work further in 2019/20 and in response to patients feedback we are providing patients with evidence based relevant information about their healthcare procedures, care plans and self-management support after discharge from hospital.</li> </ol> </li> <li>3. Information and education for patients Pre-Operative Assessment Clinic is prioritised. Patients are encouraged to retain this information in a patient-held file, so that they can readily access relevant information in relation to their care and treatment and self-management care after they have been discharged from hospital.</li> <li>4. We continue to provide education and support to patients with regard to their chronic orthopaedic condition during their inpatient stay. This is to empower patients and build their confidence in how to manage how they cope after surgery.</li> <li>5. There are patient information displays in both the waiting areas and clinical areas.</li> <li>6. The Joint School provides pre and post-operative education on an outpatient basis to prepare patients for their surgery, and support them after discharge. The purpose of this education is to build the capacity of patients to manage their health post-surgery and to aid their recovery.</li> </ol>	<p>ONGOING</p> <p>2019-2020</p>
<p><b>DISCHARGE OR TRANSFER</b></p> 	<p><b>COMMUNICATION:</b> Provide more information to patients at discharge.</p>	<ol style="list-style-type: none"> <li>1. Ninety percent of our patients said that they received sufficient information on discharge about how to manage their condition after discharge. Our healthcare staff are continuously working hard to prioritise and improve patient experience and ensure that patients receive sufficient and clear discharge information.</li> <li>2. Patients are followed up with, again at 6 months post-surgery through the Joint School service, to evaluate how they are coping post-surgery and how they are managing after they have had a joint replacement.</li> </ol> <p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>3. We are improving education and information for patients in medication safety and reconciliation, our medical and nursing staff are attending information sessions and working together with Pharmacy to respond to patients needs and to improve the information that patients require on medication safety and side effects.</li> </ol>	<p>ONGOING</p> <p>2019-2020</p>

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<p><b>DISCHARGE OR TRANSFER</b></p> 	<p><b>COMMUNICATION:</b> Provide more information to patients at discharge.</p>	<p>4. The Medication Safety Committee continues a program of work on promoting good practice regarding medication safety, medication reconciliation and developing patient information materials for patients.</p>	<p>ONGOING</p>
<p><b>PATIENT EXPERIENCE</b></p>	<p><b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.</p>	<p>1. The Admission Waiting Area has been relocated so that patient privacy is improved during the admission process.</p> <p>2. Ongoing training is provided for all staff to equip them to appropriately respond to feedback at the frontline. Training on Your Service Your Say policy is provided as part of Patient Safety Program.</p> <p>3. The new Independent Patient Advocacy Service will be promoted in Kilcreene Orthopedic Hospital.</p>	<p>2019-2020</p> <p>ONGOING</p> <p>2020</p>