





<p><b>ADMISSION TO HOSPITAL</b></p> 	<p><b>CONTINUOUS IMPROVEMENT:</b> Continuous improvement in the Medical Assessment Unit.</p>	<p>1. Continuous improvement is a priority of the Medical Assessment Unit, in Mallow General Hospital, we continue to increase self-awareness among staff and to engage in an improved experience for the patients, families.</p> <p>2. Progress made in relation to our performance in the Medical Assessment Unit, is consistently monitored, with the aim of continuously improving patient experience and outcomes of care.</p>	<p>2019-2020</p>
<p><b>CARE ON THE WARD</b></p> 	<p><b>NUTRITION:</b> Improve hospital food and nutrition.</p>	<p>1. Mallow General Hospital, is improving hospital nutrition and catering for patients and staff alike. Additional choice for patients was introduced. Further work in this area continues in 2020.</p> <p>2. All patients admitted to hospital are assessed for being at risk of malnutrition, they are provided with food which is of high calorific balance to prevent further deterioration. Additional snacks have been introduced.</p> <p>3. The protected meal-times policy is implemented and supported hospital wide to give patients protected time to eat their meals so this can improve their food intake and nutrition. This also contributes to their overall wellbeing and recovery.</p> <p>4. Patients who require assistance at meal-time are provided with additional support.</p>	<p>2019-2020</p>
<p><b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b></p> 	<p><b>COMMUNICATION:</b> Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns.</p>	<p><b>PRIORITY PROJECT</b></p> <p>1. Information for patients about support services available to them during their hospital stay will continue as a priority in 2020. A campaign of awareness raising amongst patients about sharing concerns and speaking to staff about anything that they are worried about will continue to be promoted.</p>	<p>2019-2020</p>
<td data-bbox="343 1111 571 1267"> <p><b>COMMUNICATION:</b> Provide more accessible health information to patients.</p> </td> <td data-bbox="571 1111 1353 1267"> <p>1. Recommended sources for accessing evidence based patient information promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge.</p> </td> <td data-bbox="1353 1111 1482 1267"> <p>ONGOING</p> </td>	<p><b>COMMUNICATION:</b> Provide more accessible health information to patients.</p>	<p>1. Recommended sources for accessing evidence based patient information promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge.</p>	<p>ONGOING</p>
<td data-bbox="343 1267 571 1485"> <p><b>COMMUNICATION:</b> Better communication skills and effective ward round communication from all healthcare staff.</p> </td> <td data-bbox="571 1267 1353 1485"> <p>1. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, end of life care, breaking bad news, is available for staff and staff are actively encouraged to part-take in this training.</p> <p>2. Guidance on effective ward round communication is available to staff. Together with training on effective ward round communication.</p> </td> <td data-bbox="1353 1267 1482 1485"> <p>ONGOING</p> </td>	<p><b>COMMUNICATION:</b> Better communication skills and effective ward round communication from all healthcare staff.</p>	<p>1. Ongoing Series of Education Programmes focusing on communication and information, and including topics such as bereavement, end of life care, breaking bad news, is available for staff and staff are actively encouraged to part-take in this training.</p> <p>2. Guidance on effective ward round communication is available to staff. Together with training on effective ward round communication.</p>	<p>ONGOING</p>
<p><b>DISCHARGE OR TRANSFER</b></p> 	<p><b>COMMUNICATION:</b> Provide more information to patients at discharge.</p>	<p>1. All patient information leaflets will be reviewed and the content about "going home", with particular focus on medication management.</p> <p><b>PRIORITY PROJECT</b></p> <p>2. Review of all patient information leaflets and review content "contact details" if something goes wrong.</p> <p>3. Project currently being undertaken on improving Discharge Planning.</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>Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience, such as:</p> <p>1. The support for the role and function of Consumer Services Dept.</p> <p>2. Promote and value the roles of all staff through the '#Hello, my name is...' campaign.</p> <p>3. Sharing the comments and feedback from patients and service users amongst all staff.</p>	<p>ONGOING</p>