

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<b>ADMISSION TO HOSPITAL</b> 	<b>PATIENT EXPERIENCE:</b> Improve patient experience of ED.	1. We will continue to work together on initiatives, the aim is to improve Emergency Department waiting times by ensuring patients are being moved to the most appropriate area for care and treatment in a timely manner.	EMBEDDED
		<b>PRIORITY PROJECT</b>	2020
<b>CARE ON THE WARD</b> 	<b>NUTRITION:</b> Improve hospital food and nutrition.	1. A review of the HSE's Policy on Hospital Nutrition and Hydration has been conducted by the Mater Hospital and this work will lead to improvements for patients in relation to hospital food and nutrition. <ul style="list-style-type: none"> <li>a. One of the priorities includes the provision of an improved diet for patients who have difficulties in swallowing. This work will improve their nutritional care and wellbeing in hospital. This is called the Dysphagia Diet Standardisation Initiative (IDDSI), work commenced in November 2019.</li> </ul>	Q1 2020
	<b>PATIENT EXPERIENCE:</b>	1. A refurbishment programme of the wards has led to improved hygiene and cleanliness standards throughout the hospital, this work will continue to the end of 2020.	Q4 2020
<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Improve access and information for patients when discussing their care and treatment with staff.	1. Patient information leaflets are been developed to improve the provision of health information for patients. This will help patients to have information they need about their condition, care and treatment.	EMBEDDED
		<b>PRIORITY PROJECT</b>	2020
<b>DISCHARGE OR TRANSFER</b> 	<b>CONTINUOUS IMPROVEMENT:</b>	<b>PRIORITY PROJECT</b>	2020
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Continuing to build on patient feedback and improve patient experience.	1. A national project focusing on promoting care, compassion and trust is been undertaken throughout the hospital, called National Person Centre Cultures of Care project.	EMBEDDED
		2. Support and advocacy to patients who are vulnerable or depend on others is available, to ensure that their rights, freedoms and dignity are promoted and protected.	EMBEDDED
		3. Family rooms on acute wards continue to be developed which enhance patient privacy and dignity and respect for patients and families.	2020
		4. A hairdressing & barber service for inpatients will commenced October 2019.	Q4 2019
		5. We will continue to use feedback from patients about what matters to them to continually improve and measure the success of initiative/priorities identified by patients in surveys.	EMBEDDED
		6. Data protection awareness training is been provided for all staff, to improve data protection practices throughout the hospital. The Data Protection Policy has also been revised.	EMBEDDED
		7. We will promote the new Independent Patient Advocacy Service for Patients so that patients feel that they are fully supported and have access to independent advise about healthcare complaints or any concerns that they raise.	2020

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STAFF EXPERIENCE	WELLBEING: Improving staff wellbeing.		
		1. The MMUH undertaken several initiatives to promote staff health and wellbeing, which include: <ul style="list-style-type: none"> <li>- Staff Health &amp; Wellbeing Fair</li> <li>- Walking groups</li> <li>- Pilates &amp; yoga classes</li> <li>- Football and</li> <li>- Social/drama events.</li> </ul>	EMBEDDED
		2. The hospital is committed to recognising the great work and outstanding care provided by staff every day by acknowledging their contribution with the: <ul style="list-style-type: none"> <li>- Annual Compassion &amp; Sister John of the Cross Awards</li> <li>- Long Service Achievement Awards</li> </ul> In 2019, Daisy Awards were introduced to value the clinical skill and especially the compassion nurses provide to patients and families throughout the year.	EMBEDDED
		3. A series of lunchtime talks on parenting for staff were provided by the hospital.	Q3/4 2019
		4. We are participating in support programmes for staff allowing them to discuss and share difficult and stressful situations in healthcare which cause burn-out and high levels of stress at work - 'Schwartz Rounds'.	2020