WHAT PATIENTS SAID TO US LISTENING RESPONDING & IMPROVING



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2019-2020

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ADMISSION TO HOSPITAL



PATIENT EXPERIENCE:

Improving patient experience of ED.

- We will continue to work together with IEHG service improvement programme, to improve patients experience of Emergency Department (ED). This work will focus on patients receiving the most appropriate care and treatment in the right place at the right time.
- Hospital and community services working together have identified priorities
 for improving patients care with a focus on access to ED and the Medical
 Assessment Unit, the admission process and communication between both
 services.
- 3. A programme of work with a special focus on improving care for frail elderly patients presenting to the hospital has been commenced called Mullingar Frailty Intervention Team (MFIT), in collaboration with our community colleagues. The aim is to ensure that frail elderly people receive optimal care in both community and hospital services
- With the introduction of dedicated next day ultrasound appointments for ED
 patients, this avoids the need for patients to wait unnecessarily in ED for their
 ultrasound.
- 5. An improved referral form and process for Diabetic care and treatment has resulted in a reduced length of stay for our diabetic patients.
- 6. We have introduced a daily Paediatric ED meeting (called a 'huddle') which allows for the early identification of potential children for admission which allows for an efficient plan of care and treatment to be delivered.
- 7. A quality improvement initiative is underway to improve patients discharge summaries/reports, ensuring all relevant patient information is available to provide appropriate and timely care and treatment.
- We have introduced a daily pre-theatre meeting to consider all activity scheduled for the following day to ensure patient flow requirements for ED are optimised.

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CARE ON THE WARD



NUTRITION:

Improve hospital food and nutrition.

- Over the next year we are going to continue the improvements we have achieved on hospital food and nutrition for patients with the continued implementation of the new national Food, Nutrition and Hydration Policy for
- 2. All patients who miss a meal are provided with a replacement meal.

adult patients (November 2018).

- 3. A quality improvement initiative 'Making Mealtimes Matter' will be introduced in November 2019 to protect mealtimes and provide assistance to those required. The aim is to ensure patient's nutrition and hydration is prioritised while they are in hospital.
- 4. We serve snacks twice daily between meals for all adult patients.
- 5. We are working to introduce the new national policy for nutrition and hydration for adult patients to improve the hospital food service. Hydration audits on wards have been carried out with significant improvements.
- Revision of nutrition screening tool, to identify 'at risk' patients who may require additional nutritional support is in place.
- Identification Symbols to identify and communicate 'at risk' patients to staff has been introduced at ward level, with a plan to further develop this in 2020.

PRIORITY PROJECT

8. We are also planning to change meals i.e. that the main meal is served in the evening with a lighter lunch option during the day as per patient survey findings. This also facilitates an improved nutritional intake with the provision of the main meal outside of routine clinical hours.

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2020



MIDLANDS REGIONAL HOSPITAL, MULLINGAR

TIME LISTENING RESPONDING WHAT PATIENTS **SCALE** & IMPROVING SAID TO US **EXAMINATION** 2020 COMMUNICATION: Improve access 1. We are introducing the National Patient Communication Programme **DIAGNOSIS &** and information 'Making Connections', for our staff. This programme is designed to improve TREATMENT for patients when communication skills between staff and patients and improve overall patient discussing their care experience. and treatment with a EMBEDDED doctor 2. We have introduced the Shared Decision Making Process to promote patients, their families and staffs involvement in shared decision making on their care and treatment during their stay in hospital. **EMBEDDED COMMUNICATION:** 1. Name badges are provided to all staff so that patients can easily identify Improve the patient's staff and understand what their role is. All staff are encouraged to introduce confidence and themselves to patients – '#Hello, my name is...' and to say what their role is. trust of healthcare professionals providing their care. DISCHARGE COMMUNICATION: 2020 Improve access and 1. Patient information leaflets have been developed to improve the provision OR TRANSFER communication of of health information for patients. This will help patients to have information patient information they need about their condition, care and treatment. Work is underway on regarding managing the Hospital website to include patient information for ease of access for their condition after patients, families and staff. their discharge. PRIORITY PROJECT 2020 2. Patient Discharge Leaflet with clear information about discharge and who to

discharged from hospital.

contact if something goes wrong is been developed. Each patient will receive this leaflet, and this will encourage the patient and their family to ask about their care and plan for discharge to improve the patients experience when

