

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<b>ADMISSION TO HOSPITAL</b> 	<b>WAITING TIMES:</b> Reduce Emergency Department waiting times.	1. In 2019 Midland Regional Hospital Portlaoise really focused on improving patients' experiences in the Emergency Department (ED).	EMBEDDED	
		2. While Midland Regional Hospital Portlaoise received very positive feedback in relation to the treatment of patients with dignity and respect, we strive to build on this further by ensuring our environment accommodates patients with different needs. For example, in ED, we are developing a sensory area for distressed patients, including patients with dementia.	2020	
		3. Our staff in the ED has a system to make sure that a patient who becomes suddenly unwell is reviewed quickly by a doctor. This is called the National Early Warning Score. This means that a patient is seen quickly by a doctor and reviewed regularly by a nurse which ensures that if further treatment is needed the patient can receive it as quickly as possible.	EMBEDDED	
		4. Our staff in the ED examine the ways the department works to identify changes that can be made which will have an impact on patients. This is called the 'Microsystems Quality Improvement Collaborative'. This involves all staff who have input into ED systems coming together to plan ways of making things more efficient in ED.	ONGOING	
		<b>PRIORITY PROJECT</b>		2019-2020
		5. One of the examples of improvements in ED that has been brought into place as a result of Microsystems and patient feedback from the survey is the trial of "Take-home" medications. This involves providing patients who are seen out-of-hours with one day's supply of antibiotics to ensure that there is no delay in starting their treatment. These antibiotics are labeled fully with all the necessary information for safe use.	2019-2020	
<b>CARE ON THE WARD</b> 	<b>PATIENT EXPERIENCE:</b> Improve and sustain the in-patient experience while on the ward.	<b>PRIORITY PROJECT</b>		
		1. Our patients highlighted some areas of improvement in 2019 for care received while on the ward in Midland Regional Hospital Portlaoise. The hospital, noting this feedback, will continue to work to make these improvements through various quality improvement programs such as 'What Matters to You' 'Dementia Friendly Initiatives' and 'Catch a Falling Star' initiatives.	EMBEDDED	
		2. The feedback we received in relation to the food our patients received while on the ward was really important for our Nutrition & Hydration Steering Committee. This committee includes staff from different areas such as catering, dietetics, nursing, quality improvement and speech & language. The committee used this feedback to build on our 'Protected Mealtimes' initiative and 'Red Trays' initiatives. Protected Mealtimes means that we aim to create a quiet and peaceful environment for patients during mealtimes. Red Trays initiative means that we know who requires assistance with their meal so that this assistance can be provided.		
3. Given the hospital received a number of comments from patients in relation to sharing a ward with a member of the opposite sex, Midland Regional Hospital Portlaoise introduced a 'Bed Management Policy' in October 2019.				
<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Improve the availability and time offered to patients to discuss their care & treatment with healthcare staff.	1. The Hospital is committed to rolling out the "Open Disclosure" program. This program is about how healthcare professionals communicate to service-users when things go wrong. Education sessions are being provided to all staff and this training is now mandatory.	2020	
		2. The hospital is exploring the possibility of participating in the National Healthcare Communication Programme. This is a four-part training program, starting with the basics about communication.	2020	

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<p><b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b></p>	<p><b>COMMUNICATION:</b> Improve the availability and time offered to patients to discuss their care &amp; treatment with healthcare staff.</p>	<p>3. The Hospital is using the communication tool called ISBAR which is recommended in the <i>National Clinical Handover Guidelines</i>. This ensures that all relevant clinical information is communicated between healthcare staff when a service-user's care is being transferred from one ward to another or one clinical team to another.</p>	EMBEDDED
		<p>4. Some of our staff have been trained on the "Making Every Contact Count" Training. The hospital plans to use this concept in select areas to encourage our service-users to make healthy choices, for example smoking cessation.</p>	EMBEDDED
		<p>5. To facilitate earlier diagnosis and to improve patient experience and patient flow, in July, 2019 the hospital introduced a MRI service for in-patients (2 days per week).</p>	EMBEDDED
		<p>6. In October, 2018, for medication safety and medication management, the Pharmacy developed, for use by hospital staff, a medicines app which contains medication information. The app is available for download on all android devices and up-to-date information can be uploaded automatically. The app is available for use used for NCHD and nursing induction, education and training.</p>	EMBEDDED
<p><b>DISCHARGE OR TRANSFER</b></p>	<p><b>COMMUNICATION:</b> Provide more information to patients at discharge, including written information.</p>	<p>1. Information at discharge is a key focus for management of Midland Regional Hospital Portlaoise based on the feedback received in the latest National Patient Experience Survey.</p> <p><b>PRIORITY PROJECT</b></p>	2019-2020
		<p>2. The hospital is trialling an Electronic Discharge Summary from the patient information management system to see if this can be used across the whole hospital to improve the information we provide to our patients on their discharge from hospital.</p>	EMBEDDED
		<p>3. The hospital is rolling out a "Discharge Envelope" which is essentially a checklist for staff to ensure that all the relevant documentation has been provided to the patient, enclosed in the envelope.</p>	2019-2020
		<p>4. The hospital will engage with promoting further the 'Know, Check, Ask' campaign. This is a national campaign which facilitates patients to keep an accurate copy of their medication list. These leaflets will also be given to patients at discharge.</p>	2019-2020
		<p>5. A hospital information leaflet is currently being drafted to ensure that patients have all of the information required including a prompt around what danger signals to watch out for and what to do if an emergency arises.</p>	Q4 2019-Q1 2020
<p><b>PATIENT EXPERIENCE</b></p>	<p><b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.</p>	<p>1. The patients who completed the survey for Midland Regional Hospital Portlaoise were generally positive about their overall experience in the hospital. However, the hospital will build further on the suggested areas for improvement.</p>	EMBEDDED
		<p>2. Our Patient Advocacy Manager has been educated in Patient Safety Complaints Advocacy and is the link person for the hospital with the independent National Advocacy Service.</p>	EMBEDDED
		<p>3. Operationally, the hospital has made many infrastructural improvements which will contribute to an improved experience for our patients. These infrastructural improvements include the construction of a new corridor which results in reducing the number of people walking through the medical ward and thereby improving privacy and confidentiality.</p>	EMBEDDED
		<p>4. The hospital has opened a new Family Room which is a dedicated space for families experiencing bereavement and giving them privacy and dignity.</p>	EMBEDDED
		<p>5. With the support of local funding, the hospital has upgraded its Hospice Room.</p>	EMBEDDED
		<p>6. A capital project to upgrade the Mortuary Viewing Room is underway.</p>	2019-2020
		<p>7. In January, 2019 the hospital opened 5 beds in the Acute Medical Assessment Unit (AMAU) to improve patient experience and patient flow.</p>	EMBEDDED

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<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	8. To improve the patient flow and patient experience the hospital implemented 'board' rounds which take place Monday to Friday at 9 a.m. Nursing staff, Bed Management staff and a member of the medical team meets each morning to review and discuss patient clinical pathways.	EMBEDDED
		9. The hospital is revising its Visiting Times Policy to ensure dedicated quiet time for healthcare professionals to work with and consult patients as well as time for patients to rest and recuperate.	2019-2020