






ADMISSION TO HOSPITAL 	<p>WAITING TIMES: Quality Improvement Initiatives designed to improve patient experience of ED.</p> <p>Communication processes regarding waiting times for treatment/admission/bed.</p> <p>Improving patient privacy through redesign.</p>	<p>ED Nursing and Medical Management Staff in the Midlands Regional Hospital Tullamore continue to implement quality improvements in Emergency Department (ED) to improve patient experience and to respond to the findings of the National Patient Experience Survey. An improvement system called Clinical Micro-Systems is currently being implemented in the Emergency Department. Some of the improvements being prioritised in 2020 include:</p> <ul style="list-style-type: none"> - A transit lounge and a discharge lounge have been opened to improve the flow of patients from ED and to prevent over-crowding in ED. - The opening of an AMAU allows for patients to be cared for outside of the Emergency Department and this also improves patient flow, minimises overcrowding and improves waiting times and delays in seeing patients most in need. - Training in Healthcare Communications amongst ED nursing and medical management will be prioritised in 2019/2020, this programme is in response to feedback from patients about the importance of communication and information for patients when they are in ED. - Changes have been made to the ED environment a redesign of patient waiting area was completed to improve patient flow and patient comfort. The development plan for ED includes consideration to maximise patient privacy and confidentiality and a reconfiguration of the ED. The areas adjacent to the ED have been decanted of staff to allow for this development. - Renewed focus on 'Customer Care' means that all staff will participate in Customer Care training schedule in place for 2019/2020. - The process of updating patients regarding their waiting times have been improved in the department. 	EMBEDDED
CARE ON THE WARD 	<p>NUTRITION: Improve hospital food and nutrition.</p> <p>Ensuring nutritional adequacy of meals and menus.</p> <p>Develop menus in a way that supports healthy eating.</p>	<p>The hospital catering manager together with staff and managers from the hospital are reviewing a number of initiatives to improve hospital food and nutrition. This work includes:</p> <ol style="list-style-type: none"> 1. The standardisation and improvement of recipes and the nutritional status of each offering for patients. 2. A review of how patients dietary/assistance needs need to be communicated to all relevant staff has been completed – we are currently putting in place a system that will help all staff understand what kind of assistance and support each patient needs. This will improve patients experience of hospital care and ensure that they receive the right assistance during meal-time whilst they are in hospital. 3. A focus group was established at MRHT with this patient group, and as a result of their work, the menu for modified consistency diet has been expanded and improved. 	<p>2019-2021</p> <p>2020</p> <p>EMBEDDED</p>
EXAMINATION DIAGNOSIS & TREATMENT 	<p>COMMUNICATION: Health literacy programme designed to provide more accessible health information for patients.</p>	<p>PRIORITY PROJECT</p> <p>The National Healthcare Communication Programme commenced this year in the Midlands Regional Hospital in Tullamore. Training in communication skills is designed to support staff to communicate with patients in a caring, supportive and effective way. This programme will enable staff to help patients to discuss their concerns and worries. The National Healthcare Communication Programme commenced in MRHT, with 'train the trainer' education and the programme will continue to be advanced in the hospital throughout 2020.</p> <ol style="list-style-type: none"> 1. Patient information leaflets are currently being reviewed and made available to patients. 2. Recommended sources for accessing evidence based patient information will be actively promoted. 3. Patient information at MRHT to be reviewed fully, and updated where necessary. 4. Staff at the Midlands Regional Hospital Tullamore will participate in the Patient Safety Complaints Advocacy training programme in January 2020, in response to an identified need for Patient Advocacy services to be developed at hospital. The MRHT will proactively promote the New Independent Patient Advocacy Service for Patients ensuring that patients rights are actively promoted and patients complaints are proactively addressed. 	1-3 YEARS

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION: Capacity building for healthcare teams to improve their communication skills and effective ward round communication.</p>	<p>5. Regular "customer care" training in place for all hospital staff.</p> <p>6. Electronic process for improving communication sharing about patient care during handover has developed, this is being enhanced to allow its use for all medical/surgical handovers. Interdepartmental handover tool being rolled out.</p> <p>7. Open Disclosure training programme is in place for all staff.</p>	<p>EMBEDDED</p> <p>2020</p> <p>Q4 2019-2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Improving access and distribution of written patient information about going home from hospital.</p>	<p>1. Patients feedback about the importance of health information on self-care after discharge from hospital, medication management and how to manage your health after you leave hospital has led to us working together across the hospital to build a bank of up-to-date information leaflets for patients being discharged.</p>	<p>2-3 YEARS</p>
		<p>2. We are working together to improve the process by providing quality information to patients, their families, and primary care health professionals. We have developed discharge information leaflets and patient prompts encouraging patients to ask questions about their medications whilst they are in hospital.</p>	<p>EMBEDDED</p>
		<p>PRIORITY PROJECT</p>	<p>2020</p>
		<p>3. A programme called 'Know, Check, Ask' encourages patients and families to be actively involved in their medication safety and medication reconciliation.</p>	<p>EMBEDDED</p>
		<p>4. A discharge lounge allows for greater focus on communicating effectively to patients and families immediately prior to going home an opportunity to discuss medication management, and about who patients should contact if they have worries or concerns once they go home.</p> <p>5. We are currently recruiting a Chief pharmacist for medication safety in the hospital and to improve medication safety for all patients.</p>	<p>2020</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<p>Improving patient experience also requires us to ensure that all healthcare staff are healthy and well and work in and care for patients in a safe and supportive environment. We have a number of programmes in place to support staff to care for patients to their fully potential.</p>	<p>2019-2021</p>
		<p>1. Schwartz Rounds which encourages staff to come together and discuss concerns and ways of working better as a team and supporting one another.</p>	<p>2020</p>
		<p>2. Caring Behaviours Assurance helps to build staff resilience and strength when always dealing with stressful and challenging work in healthcare. Programmes such as 'Values in Action' and 'Cultures of Person Centeredness' are also put in place to support staff.</p>	<p>EMBEDDED</p>
<p>3. The Dementia friendly environment supports staff to provide excellence in care to patients with dementia the ASD friendly environment.</p>	<p>BEGUN</p>		