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| CARE ON THE WARD  | NUTRITION: Continue to improve hospital food and nutrition for patients, especially for who missed meals because they were away from the ward for treatment or were recovering from surgery. | <ol style="list-style-type: none"> 1. We are continuing to improve hospital food and nutrition for patients. Patients who have missed a meal, are provided with a replacement meal. Meal-times are protected, to ensure that patient health and wellbeing is sustained while in hospital. 2. In response to patient's feedback we are going to serve the evening meal at a later time this year. 3. We serve extra food for late snack and drinks. 4. Patient and staff information leaflets have been implemented to promote the importance of healthy hospital food, nutrition and meal policies for patients. | 2019-2020 |
| | COMMUNICATION: Improve staff wearing name badges. | <ol style="list-style-type: none"> 1. Name badges have been provided for all staff and they are encouraged to introduce themselves and their roles to patients - '#Hello, my name is...' | EMBEDDED |
| EXAMINATION DIAGNOSIS & TREATMENT  | COMMUNICATION: Increase awareness for patients that support is available if they wish to speak to someone about their worries and concerns. | PRIORITY PROJECT | Q1 2020 |
| | | <ol style="list-style-type: none"> 1. We will promote excellent communication between all staff and patients and their families through communications training programme by March 2020. What this means for patients: communication will continue to be a focus for improvement to ensure that information is explained in a way that patients understand. | 2019-2020 |
| | | <ol style="list-style-type: none"> 2. The volunteer befriender role has been implemented to support patients who have nobody to talk to about their worries and concerns, it will continue to be implemented and supported. | |
| | | <ol style="list-style-type: none"> 3. Nenagh Hospital patient information booklet has been developed and is now available to patients. Information is provided about our Hospital services, discharge and medication management information. | |
| | | <ol style="list-style-type: none"> 4. Patient information leaflets have been implemented to improve the provision of health information for patients. This will help patients to have information they need in particular around infections. | |
| | <ol style="list-style-type: none"> 5. More volunteers will be recruited for the Befriender role currently in Nenagh Hospital. | | |
| | | PRIORITY PROJECT | Q1 2020 |
| | | <ol style="list-style-type: none"> 6. We will continue to enhance the quality of the interactions we have with our patients, and measure this through feedback via our PALS Volunteers. What this means for patients: we will work together to ensure that every patient has enough time with the staff caring for them to ask questions and understand their care plan. | |
| | COMMUNICATION: Improve health information provided to patients throughout their healthcare journey. | <ol style="list-style-type: none"> 1. A policy to improve access to health information for patients was put in place in 2018. This policy supports the implementation and provision of plain English health information for all patients. 2. Staff will continue to encourage patients to ask questions about their healthcare treatment options and plans and involve patients in the decision making about their health. 3. The 'What Matters To You' programme encouraging patients to speak up about their needs has been implemented and rolled out in both inpatient medical wards. This promotes patient centered care – the provision of healthcare which is specific to patients needs. | 2019-2020 |

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



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| <p>EXAMINATION DIAGNOSIS & TREATMENT</p>  | <p>COMMUNICATION: Promoting improved communication skills and effective ward round communication with healthcare professionals and patients.</p> | <ol style="list-style-type: none"> 1. New staff induction training includes a communication skills workshop. 2. Training provided for staff on 'Dealing with Bad News' and 'Final Journeys', which looks at communication and end-of-life care, continues to be implemented. 3. Whiteboards for improving communication among staff are in place on each ward. 4. Boards articulating what matters to patients have been implemented across the hospital, helping staff to understand what matters to patients and how they can deliver care which is patient-centred. | <p>2019-2020</p> |
| <p>DISCHARGE OR TRANSFER</p>  | <p>COMMUNICATION: Improving access and delivery of written information about going home from hospital for patients. Improve information:</p> <ul style="list-style-type: none"> - about discharge plans, - how patient's can best manage their health when they leave hospital, - knowing about medications; and - who to contact if something goes wrong. | <ol style="list-style-type: none"> 1. Based on the findings of the survey and patient feedback about the importance of improving medication information for patients, a team has reviewed all relevant information. <ul style="list-style-type: none"> - Patients who commence on a new drug will continue to be given a written current information sheet printed from HPRA (Health Products Regulatory Authority) website. 2. Medication awareness programme called 'Know, Check, Ask' encourages patients to engage with their healthcare team about questions that they may have about their medications. 3. 'Patient Information booklet' for patients with relevant information during their admission and after discharge has been developed and implemented. 4. Patients are provided with clear information about the danger signs to watch out for after discharge and who to contact if something goes wrong. | <p>2019-2020</p> |
| <p>PATIENT EXPERIENCE</p> | <p>DIGNITY & RESPECT AND PRIVACY: Continuing to build on patient feedback and improve patient experience.</p> | <ol style="list-style-type: none"> 1. An 18 bed unit with 16 single rooms opened in November 2018 which has enhanced patient privacy and dignity and respect for patients in Nenagh Hospital. 2. National Patient Safety Complaints Advocacy Training programme will take place from January 2020. This programme will support staff to handle patient safety and advocacy related matters to the best of their ability. 3. The UL Hospitals Group Patient Council has recruited new members, drafted a new Terms of Reference and is working with staff to improve patient experience. 4. Support programmes for staff allowing them to discuss and share difficult and stressful situations in healthcare, has commenced. One of these programmes is called 'Schwartz Rounds'. Also include mindfulness and stress management programmes for staff. 5. A programme focusing on the values and culture of the organisation, called 'Values in Action' is ongoing. 6. We will continue to ask and listen to patient's about what is important to them, through gathering patient stories and 'What Matters to You' programme. 7. Ongoing awareness training around care at end-of-life, including communication and appropriate care is provided. 8. UL Hospitals Group Patient and Public Participation Strategy launched. 9. The CEO of UL Hospitals is fully committed to implementing and supporting this plan. | <p>2019-2020</p> |
| | <p>ENVIRONMENTAL HYGIENE: Hospital cleanliness and hygiene.</p> | <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 1. We will continue to monitor the high levels of cleanliness experienced in our hospital by patients. What this means for patients: patients and their families can be assured of a clean hospital environment, and feel supported to let us know if the standards are not as high as expected. | <p>2019-2020</p> |