

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



ADMISSION TO HOSPITAL 	PATIENT EXPERIENCE:	PRIORITY PROJECT 1. We will continue to work with the Ireland East Hospital Group service improvement team to improve the patient's journey. This work will focus on improving the patient's journey and experience through the hospital from the Emergency Department/Medical Assessment Unit to patients requiring planned surgery. We will continue to incorporate patient feedback directly into our service improvement plans to ensure that the patient's voice is central to our decision making.	2020
		PRIORITY PROJECT 2. A continued focus is on improving patients Emergency Department (ED) waiting time and the Medical Assessment Unit (MAU) is now providing direct GP access for patients requiring care and treatment.	EMBEDDED
		PRIORITY PROJECT 3. We are improving care for frail elderly patients in OLHN with the introduction of a Frailty Intervention Team for patients assessed in ED and MAU, to ensure that frail elderly people receive optimal care in both community and hospital services.	EMBEDDED
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	PRIORITY PROJECT 1. We are continuing to improve hospital food and nutrition for patients, we have introduced the 'Protected Mealtimes' initiative, to allow patients to have their meals uninterrupted and provide an atmosphere where staff can dedicate time to assist those who require help with their meals.	EMBEDDED
		PRIORITY PROJECT 2. Specific areas of focus for 2020 will include the provision of suitable finger food to promote independence and ensure each patient achieved their individual correct dietary intake requirements.	2020
	COMMUNICATION: Improve information and communication to patients during their hospital stay.	1. We will continue to work on a number of initiatives to ensure effective communication between staff and patients, these include: – Customer Service training – Staff induction – Breaking bad news – HR function sessions – Trust in Care – Making Every Contact Count – Hospital Information Booklet for patients	EMBEDDED
		2. A specific focus is to introduce the National Patient Communication Programme 'Making Connections', for our staff. This programme is designed to improve communication skills between staff and patients and improve overall patient experience.	2020
EXAMINATION DIAGNOSIS & TREATMENT 	CONTINUOUS IMPROVEMENT: Improve communication and involvement with patients about their care and treatment.	1. We are continuing to introduce a quality improvement initiative for all staff, this is a based on team development rooted in agile ways of working and will enhance staff communication and patient engagement about their care and treatment.	2020
		2. We continue to include the patient's experience and the 'voice' of the patient in our ongoing service improvement. This allows us to understand the needs of our patients when delivering care and treatment.	EMBEDDED
DISCHARGE OR TRANSFER 	COMMUNICATION: Provide more information to patients at discharge.	1. A special focus is to continually improve the process and patient experience of safe discharge from hospital. Initiatives that have been undertaken include: - Appropriate and timely communication with patients re discharge date and time - Home by 11 - Improving planning and communication at ward level around the plan of discharge for patients.	EMBEDDED



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<p>DISCHARGE OR TRANSFER</p>	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<p>PRIORITY PROJECT</p> <p>2. The work undertaken to provide optimal care to the frail elderly patients has resulted in improved and effective communication between community and hospital services.</p>	EMBEDDED
		<p>PRIORITY PROJECT</p> <p>3. We will introduce an electronic discharge summary letter to GP's. This will ensure that the patients GP will have all relevant patient information available to them electronically when the patient is discharged from hospital.</p>	Q1 2020