

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING




<p>CARE ON THE WARD</p>	<p>NUTRITION: Improve hospital food and nutrition.</p>	<p>1. A Nutrition and Hydration steering committee has been working very hard in Roscommon in 2019 with all staff including catering staff to improve hospital nutrition and catering for patients and staff alike</p>	<p>2019-2020</p>
		<p>2. The feedback received from patients in 2019 relating to hospital food has been reviewed in detail and inform continuous improvement, specifically in relation to choice of food options.</p>	
		<p>3. All patients admitted to hospital are continued to be assessed for being at risk of malnutrition. The objective is to identify patients who need higher calorific diets, to prevent further deterioration, 95-100% compliance with this objective in 2019 and 2020.</p>	
		<p>4. The protected meal-times policy is implemented and supported hospital wide to give patients protected time to eat their meals so this can improve their food intake and nutrition whilst in hospital. Replacement meals are provided to those patients who missed a meal.</p>	
		<p>5. A feedback initiative inviting patients to express what worked well and what could be improved upon is actively promoted at ward level.</p>	
<p>EXAMINATION DIAGNOSIS & TREATMENT</p>	<p>COMMUNICATION: Provide more accessible health information to patients.</p>	<p>1. Recommended sources for accessing evidence based patient information will be promoted amongst patients, to improve health information available to patients for their entire healthcare journey, from admission to discharge.</p>	<p>2019-2020</p>
		<p>2. Patient information resources currently being finalised by Saolta Hospital Group are being made available to all patients.</p> <ul style="list-style-type: none"> - Training for nursing staff in the hospital in the areas of care and compassion being delivered by retired nurses association 2019 and 2020. - Implement 'Know, Check, Ask', WHO medication safety campaign to improve patient safety in 2020. 	
	<p>COMMUNICATION: Improving communication skills and effective ward round communication from all healthcare staff, before and after procedures.</p>	<p>1. Education Programmes focusing on communication and education continue to be implemented, including topics such as bereavement, patient advocacy, and end-of-life has been implemented in Roscommon.</p>	<p>2019-2020</p>
		<p>PRIORITY PROJECT</p>	<p>2020</p>
		<p>2. Two staff members will participate on the Patient Safety Complaints Advocacy Training Programme in 2020.</p>	<p>PRIORITY PROJECT</p>
		<p>3. We are going to ask patients on an ongoing basis commencing in 2020 to tell us about what is working well and what we could improve upon. This is to ensure that every patients feels heard and to provide more patient centred care at every point during the care journey.</p>	<p>2019-2020</p>
		<p>4. A new palliative care facility jointly funded by the Irish Hospice Foundation has been recently refurbished and improved. Very positive feedback was received from patients and their families in 2019.</p>	<p>2019-2020</p>
<p>5. Setting up a new quiet space/room to facilitate private family discussions this will be in place by year end 2019.</p>			
<p>6. A specific ambient music system is in place in Roscommon Hospital in three specific ward areas, this system is designed to enhance patient privacy, it has made a huge difference to maximising patient privacy throughout the care journey, it is being extended to additional wards. This system builds awareness amongst all of our staff of the importance of patient privacy at every point in the care journey.</p>			
<p>7. The National Healthcare Communication Programme promoting guidance on effective ward round communication will be available to staff together with a greater focus with all clinical team members on increasing time with patients to discuss their care and treatment in 2019 and beyond.</p>			

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<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<p>1. Discharge Information Booklet has been completed by Saolta Hospital Group and will be made available to patients in Roscommon, to address the needs identified by patients relating to what they should do after leaving hospital and the danger signs to look out for and who to contact if something goes wrong after leaving hospital.</p>	<p>2019-2020</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<p>PRIORITY PROJECT</p> <p>1. Hospital Management will continue to support and implement hospital-wide programmes which will enhance patient experience:</p> <ul style="list-style-type: none"> - Roscommon Hospital and the Roscommon Patient Council - The continued involvement of volunteers. 	<p>2019-2020</p>