





<p>ADMISSION TO HOSPITAL</p> 	<p>PATIENT EXPERIENCE: Improve Patient experience in the Emergency Department</p>	<ol style="list-style-type: none"> 1. South Tipperary General Hospital is fully committed to improving patient experience in Emergency Care. 40 Additional Patient Beds are currently being planned and work is currently under construction. It is expected that 20 beds will be open initially in January 2020. 2. There is a continuous focus on a daily basis to monitor, manage and reduce the number of patients on trolleys in the Emergency Department (ED), this work is in line with the HSE target times. 3. South Tipperary General Hospital are a pilot site in the ED Task Force which develops suitable long term solutions to ED overcrowding. The Plan sets out a range of time defined actions to optimise existing hospital and community capacity and improve patients experience of ED. STGH are currently recruiting staff to commence this process. 4. Additional Advanced Nurse Practitioners have been appointed to focus specifically on the care of older people in hospital. Improved processes are also in place to improve the efficiency and wait times for patients from ED, accessing scans and out-patients, with a very specific focus on improving care for frail patients. 5. Patients in ED will be offered full hot and cold meals plus snacks and sandwiches throughout the day/evening/night. 6. Comfort (Squirrel) packs are available for all ED patients on admission. All patients in ED and in the Overflow area receive water dispensers throughout the day to ensure their comfort. 7. An Assistant Director of Nursing has been appointed to manage and improve Patient Flow throughout the hospital. 8. Designated Ultrasound slots available each morning for ED – early assessment and to improve patients experience in the hospital. 9. Team meetings take place three times every day by all members of staff across the hospital. <p>PRIORITY PROJECT</p> <ol style="list-style-type: none"> 10. The introduction of a project called the “5 fundamentals” is a priority in this hospital during 2020. Weekly meetings are held with a multidisciplinary team with representatives from the acute and community services to discuss delayed discharges of patients from hospital and how best to manage them. This approach is designed to will empower staff to improve patient flow using a planned approach. 	<p>2019-2020</p>
<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> 1. Patients who require assistance at meal-time are offered red trays and appropriate assistance is provided. 2. Patient name panel available at bed side to display specified dietary needs for patients. STGH are currently adapting to the International Dysphagia Diet Standardisation (IDDSI). This process will commence November 2019. 3. N&H Group continue to focus on improvements at ward level. 4. All patients admitted to hospital are assessed for risk of malnutrition and a plan is put in place for patients at risk. 5. “Meal Times Matter” in STGH identify the importance of the availability of food for patients outside standard mealtimes. This is being facilitated with the help of additional Health Care Attendants throughout the hospital. 6. Menus displayed in A3 size outside all ward kitchens, this is to improve communication to patients about their menu options available to them. 7. STGH have reviewed the menu selection and improvement have been made in line with what patients have said in their feedback. Menu cards available on each ward, multicultural requirements are catered for. 8. Snacks and sandwiches available for patients on all wards. Sandwiches now also being offered to patients at 8pm. 	<p>2019-2020</p>

WHAT PATIENTS SAID TO US



LISTENING RESPONDING & IMPROVING



<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> 9. Their multidisciplinary presentation "All hands on deck" won staff in the hospital a Quality Day Award in 2019. 10. Training for HCAs and Support Services staff is ongoing. 11. Ward kitchens have been refurbished. 12. Refurbishment of Medical 1 (28 bed Unit) has been completed. 	<p>EMBEDDED</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION:</p>	<ol style="list-style-type: none"> 1. The "Safer To Ask" series of patient leaflets will be promoted in 2019 /2020 as a way of empowering patients to be more involved in the decision making about their care and treatment process. PRIORITY PROJECT 2. Patients will be provided with clear information about complications to watch for post discharge and who to contact for information. PRIORITY PROJECT 3. Currently STGH is putting in place guidelines for improving team communications across the hospital. 4. 180 staff have been trained in the Open Disclosure. 5. All nursing staff are allocated to caring for specific patients. The Chief Nurse Manager on each ward meets with each patient. 6. Patient Representative Service User Group is in place. Patient Representatives attended STGH Quality Day May 2019. Ongoing meetings continue with Patient Representative Service User Group. Patient Representatives are part of the Integrated Care Older Person Implementation Group. 7. The winning presentation for the Quality Day 2019 was a patient presenting "My Story". 8. STGH encouraging nurses to complete the Nurse prescribing Process currently STGH has 16 Nurse Prescribers in situ and 1 Nurse Prescriber awaiting registration. 9. An initiative of Health Promotion, Advice and Information bill boards were erected throughout STGH, OPD, ED, Paediatrics and Dietetics, Q4 2019. 10. Support from Hospital Pastoral Care Ministry and Support Team. 11. Whiteboards for ward communication have been revised and updated with Clinical Nurse Manager and Bed Manager. 12. '#Hello, my name is...' a programme designed to encourage staff to always introduce themselves to patients was introduced in 2018 and is continued to be implemented and promoted. 13. Staff in this hospital are currently undergoing training as facilitators for the National Healthcare Communication programme. 14. Ongoing Series of Education Programmes focusing on communication and information to increase staff awareness around patient communication needs including topics such as bereavement, end of life care, breaking bad news, is available for staff. 15. Ongoing findings relating to patients interacting with staff identify that improving staff experience and wellbeing initiatives designed to support staff is integral to a positive patient experience. This hospital has set up a Happy Healthy Hospital Group June 2019 launched "Wellbeing Wednesdays" for staff had the opportunity to experience Health and Wellness Coaching, Modern Stress Management, Kinesiology, Meditation, Acupuncture, Reflexology, Yoga, Havening Techniques and Hypnotherapy. 	<p>2019-2020</p> <p>EMBEDDED</p> <p>2019-2020</p> <p>2019-2020</p>

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<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>COMMUNICATION:</p>	<ol style="list-style-type: none"> 16. STGH hosted a Staff Health and Wellbeing Day on the 09th October 2019 where staff could access measurements of Weight, BP, BMI, Body Fat %, Blood Sugar level and obtain information on Smoking Cessation, Dietary Advice, Health Promotion, Breast Check, Men's Health, Health and Safety advice and Superannuation. Also available on this day was access to Flu Vaccine and Educational Sessions relating to Mindfulness, Coaching and Stress management. 17. In addition to this the Happy Healthy Hospital Group in conjunction with the Friends of STGH have organised a staff, family service users and families engagement process with the local community and Tipperary GAA. A walk up Slievenamon is scheduled on the 19th of October 2019. 18. E-bulletins, newsletters distributed quarterly in STGH. 19. Q-Pulse currently being rolled out throughout STGH. 20. Hospital signage review is planned for 2020, the purpose of this work is to improve signage and access to the hospital for both patients and the public. 21. 180 staff have been trained in the Open Disclosure. 	<p>2019-2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Provide more information to patients at discharge.</p>	<ol style="list-style-type: none"> 1. Discharge summary template is completed in real time to ensure the patient and GP receive a copy on discharge for all medical patients 2. Medication reconciliation supported in the Discharge Lounge. 3. Discharge plans commences as part of the initial admission process. 4. Discharge Lounge available Monday – Friday with designated staff to check and enhance information provided on discharge to all patients. A Discharge Planner offers information and assistance and families on Long Term Care Options. Discharge Planner is available from Monday to Friday to assist patients and families with discharge arrangements. 5. Weekly meetings with Bed Management, Discharge Planning and Public Health in relation to long term care for patients and complex discharges takes place. 	<p>ONGOING</p>