ST. COLUMCILLE'S HOSPITAL, LOUGHLINSTOWN

WHAT PATIENTS LISTENING RESPONDING SCALE & IMPROVING SAID TO US EMBEDDED CARE ON **NUTRITION:** 1. We are continuing to improve hospital food and nutrition for patients, we Improve hospital have introduced the 'Protected Mealtimes' initiative, to allow patients to THE WARD food and nutrition. have their meals uninterrupted. This can support nutrition and contributes to patient's overall wellbeing and recovery. 2. A review of the HSE's Policy on Hospital Nutrition and Hydration has been **EMBEDDED** conducted by St. Columcille's hospital, and have introduced a suite of menus to ensure the patients receive meals with standardised dietary intake requirements. EMBEDDED 3. We have also introduced the 'Red Tray' initiative, the aim is to identify patients that require assistance at meal times is provided with additional support. Q4 2019 **COMMUNICATION:** Provide information 1. We have introduced a Patient information leaflet and folder, which includes to patients during hospital information on who to contact if you have worries or concerns. Each their care. patient will receive this leaflet, and this will encourage the patient and their family to ask about their care and plan for discharge to improve the patients experience when discharged from hospital. 2. We also now have patient information boards on all wards to assist in Q4 2019 providing information to patient's and families about their care and treatment during their hospital stay. 2019-2020 3. Patient Liaison Officer aims to meet all new patients admitted to the hospital and provides information on services and support that patients may require. **EXAMINATION** CONTINUOUS 2019-2020 IMPROVEMENT: 1. Patients (and families) will be encouraged to be more involved in asking **DIAGNOSIS &** Provide/Improve about their care, treatment and plans for leaving the hospital, with the **TREATMENT** clear explanation of introduction of the '4 Questions' initiative. Designed to empower and enable test results. patients to be more involved in the decision making about their care. O3 2020 2. We will continue to work on a number of initiatives to ensure effective communication between staff and patients, which include end of life care. 2020 3. We are introducing 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 4. We will raise awareness with patients about medication safety in the patient Q2 2020 information folder and displaying posters on all wards. PRIORITY PROJECT COMMUNICATION: Q3 2020 **DISCHARGE** Improved access 1. We will continue to improve the patients experience of discharge with **OR TRANSFER** and distribution ensuring all patients receive a patient information leaflet and check list of written patient including all appropriate discharge information, what to expect when you go information about home and who to contact if you have concerns. This will help patients and going home from families to ask questions early about their discharge plan. hospital. **EMBEDDED** PATIENT **DIGNITY &** 1. We are involved in a national project which evaluates and implements the RESPECT appropriate level of nursing and healthcare assistant resource required to **EXPERIENCE** AND PRIVACY: care for patients in a ward area. The aim will be to ensure all patients receives care and treatment in an effective and timely manner. Improving and sustaining patient Q1 2020 2. We have raised awareness regarding telephone etiquette to improve experience. communication between staff and patients and families and within the hospital. PRIORITY PROJECT **EMBEDDED** 3. A new family suite was created to enhance family privacy and dignity and respect for the families of palliative/end of life patients. **EMBEDDED** 4. We will continue to undertake Quality & Safety walk-arounds to provide ongoing governance and accountability for improvement of our services to deliver patient care.

