




WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p>CARE ON THE WARD</p> 	<p>NUTRITION: Improve hospital food and nutrition.</p>	<p>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. This can support nutrition and contributes to patient's overall wellbeing and recovery.</p> <p>2. A review of the HSE's Policy on Hospital Nutrition and Hydration has been conducted by St. Columcille's hospital, and have introduced a suite of menus to ensure the patients receive meals with standardised dietary intake requirements.</p> <p>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.</p>	<p>EMBEDDED</p> <p>EMBEDDED</p> <p>EMBEDDED</p>
<p>EXAMINATION DIAGNOSIS & TREATMENT</p> 	<p>CONTINUOUS IMPROVEMENT: Provide/Improve clear explanation of test results.</p>	<p>PRIORITY PROJECT</p> <p>1. Patients (and families) will be encouraged to be more involved in asking about their care, treatment and plans for leaving the hospital, with the introduction of the '4 Questions' initiative. Designed to empower and enable patients to be more involved in the decision making about their care.</p> <p>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.</p> <p>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</p> <p>4. We will raise awareness with patients about medication safety in the patient information folder and displaying posters on all wards.</p>	<p>Q4 2019</p> <p>Q4 2019</p> <p>2019-2020</p> <p>2019-2020</p> <p>Q3 2020</p> <p>2020</p> <p>Q2 2020</p>
<p>DISCHARGE OR TRANSFER</p> 	<p>COMMUNICATION: Improved access and distribution of written patient information about going home from hospital.</p>	<p>PRIORITY PROJECT</p> <p>1. We will continue to improve the patients experience of discharge with ensuring all patients receive a patient information leaflet and check list including all appropriate discharge information, what to expect when you go home and who to contact if you have concerns. This will help patients and families to ask questions early about their discharge plan.</p>	<p>Q4 2019</p> <p>2019-2020</p> <p>Q3 2020</p>
<p>PATIENT EXPERIENCE</p>	<p>DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.</p>	<p>1. We are involved in a national project which evaluates and implements the appropriate level of nursing and healthcare assistant resource required to 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.</p> <p>2. We have raised awareness regarding telephone etiquette to improve communication between staff and patients and families and within the hospital.</p> <p>PRIORITY PROJECT</p> <p>3. A new family suite was created to enhance family privacy and dignity and respect for the families of palliative/end of life patients.</p> <p>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.</p>	<p>EMBEDDED</p> <p>Q1 2020</p> <p>EMBEDDED</p> <p>EMBEDDED</p>