

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



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| CARE ON THE WARD | NUTRITION: Improve hospital food and nutrition. | 1. Over the next year we are going to continue the improvements we have achieved on hospital food and nutrition for patients, by implementing Protected Mealtimes for patients and improving menu options. | 2019-2020 |
| | | 2. We are continuing to deliver training for all our healthcare staff; the Induction Training Programme for Nurses, Doctors, Health Care Assistants and Catering Staff in Nutrition and Hydration related topics. We will evaluate and update the training programme as required. | 2019-2020 |
| | | PRIORITY PROJECT | Q2/Q3 2019 |
| | | 3. A quality improvement plan has been developed to improve hospital food, nutrition and hydration for patients. One of these initiatives is designed to improve the nutritional options to patients who have difficulty in swallowing. This is to ensure that their nutrition wellbeing is sustained and improved while they are in hospital. | |
| | | 4. Implementation of the International Dysphagia Diet Standardisation Initiative (IDDSI). | Q4 2019-Q1 2020 |
| EXAMINATION DIAGNOSIS & TREATMENT | COMMUNICATION: Improve supply of written patient information. | PRIORITY PROJECT | 2019-20 |
| | | 1. We ensure that every patient is given a copy of the hospital 'In Patient Information Booklet' on admission. Staff encourage patients to ask questions to their healthcare team about any aspect of their care, treatment or medications that they are uncertain about. | |
| | | 2. We have introduced 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. | |
| | | 3. We will continue to roll out of 'Make Every Contact Count' programme to improve health and wellbeing amongst patients. | |
| DISCHARGE OR TRANSFER | COMMUNICATION: Improve the Discharge Planning Process. | PRIORITY PROJECT | Q4 2019-2020 |
| | | 1. Our healthcare staff will place a greater emphasis on the discharge planning process right through from patient admission to discharge to ensure a more seamless transition of care from hospital to home/community thus ensuring that all patients receive enough information, advice and support on how to safely care for themselves after leaving hospital. | |
| | | PRIORITY PROJECT | |
| | | 2. Encourage the patient and their family to read in particular the 'Going home' section in 'In-Patient Information Booklet'. Family and carers are welcome to attend when staff are providing the patient with information on how to safely care for themselves following discharge. | |
| PATIENT EXPERIENCE | DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience. | 1. Continue to use patient feedback and address areas identified for improvement. | ONGOING |
| | | 2. The Values in Action Programme is actively promoted across the hospital. | |
| | | 3. The Healthy Ireland Programme 'Every Contact Counts' will be implemented in 2019. | 2019-2020 |
| | | 4. The hospital CEO will use the NPES 2019 findings to inform Quality Improvement Priorities across the hospital. | ONGOING |