ST. MICHAEL'S HOSPITAL, DUN LAOGHAIRE

	WHAT PATIENTS SAID TO US	LISTENING RESPONDING & IMPROVING	TIME-SCALE
ADMISSION TO HOSPITAL	**CONTINUOUS IMPROVEMENT:**	1. We will continue to improve patients experience of the Emergency Department, by introducing an emergency department electronic patient information board, providing both local area and departmental information regarding care and treatment available and community supports for patients.	**EMBEDDED**
		2. We have undertaken to develop Emergency Department patient information leaflets for patients attending for care and treatment. We have also introduced emergency department discharge cards providing contact information for the emergency department and alternative contact details out of hours if required.	**EMBEDDED**
		3. We have also introduced an Advanced Nurse Practitioner for unscheduled/emergency care, to enhance the patient's pathway and experience from admission to discharge while in the Emergency Department.	**Q4 2019**
CARE ON THE WARD	**CONTINUOUS IMPROVEMENT:**	1. We have also introduced an Advanced Nurse Practitioner for the care of patients with: - Respiratory (breathing) problems - Care of the elderly (Gerontology) to enhance the patient's care and treatment pathway during their hospital stay	**EMBEDDED**
		2. Pharmacy service is now in place to review the medications (called Medicine Reconciliation) that patient are regularly taking on admission to hospital. The aim is to provide patients with the correct medications at all points of transfer within and between hospital and community services.	**Q4 2019**
		PRIORITY PROJECT	**Q4 2019**
		3. Pharmacist is available to provide education for patients starting on blood thinning (anti-coagulant) medications.	
		PRIORITY PROJECT	**Q4 2019**
		4. Patient education regarding medications and side effects is provided by the advanced nurse practitioner (Gerontology) prior to discharge.	
EXAMINATION DIAGNOSIS & TREATMENT	**PAIN MANAGEMENT:** Improving the control of patient's pain.	1. We will continue to improve the patients experience of pain management, with ongoing audit and review of pain assessment documentation based on assessment tools used by patients.	**EMBEDDED**
		2. We have also introduced a patient alert card for 'at risk' patients to developing blood clots, to improve the early identification of patients when attending hospital or other community services.	**Q4 2019**