





<p><b>ADMISSION TO HOSPITAL</b></p> 	<p><b>PATIENT EXPERIENCE:</b> Improve patient experience of the Emergency Department.</p>	<p>Tallaght University Hospital really focused on improving patients experience of Emergency Department (ED) in 2019. This year patients said that their experience was much improved. The following work was undertaken by staff and managers in ED and will continue to be prioritised in 2020.</p> <ol style="list-style-type: none"> <li>Staff and Managers in TUH ED came together to review the feedback received from patients and they put in place the following initiatives to improve patients experience:             <ul style="list-style-type: none"> <li>A stabilisation plan for staffing levels in ED this means that the right complement and mix of healthcare staff are on duty in TUH ED, to respond to patients needs and improve their experience of care.</li> <li>We introduced the concept of re-triaging patients who are a long time waiting in the Emergency Department.</li> <li>There has also been a greater emphasis with staff keeping patients updated on what is happening in the Emergency Department. Staff go out to patients and make more regular announcements, keeping patients fully up to date with what is happening. This reduces patients worries and concerns.</li> </ul> </li> </ol> <p><b>PRIORITY PROJECT</b></p> <ul style="list-style-type: none"> <li>The importance of effective communication with patients and keeping patients updated on progress is discussed at every morning meeting or Huddle with staff, this reminds staff on a daily basis to always communicate with patients well.</li> </ul> <p><b>PRIORITY PROJECT</b></p> <ul style="list-style-type: none"> <li>Training in Communication Skills for healthcare staff is prioritised in ED and will be a very important focus for improving patients experience in 2020.</li> <li>Improved privacy for patients whilst registering in ED has impacted positively on patients experience of ED.</li> </ul> <ol style="list-style-type: none"> <li>Bespoke digital signage has been developed and installed in the Emergency Department to explain to patients in the waiting area about their journey through the Emergency Dept. This work has improved how we have been able to communicate more effectively with patients and keep everyone updated on wait times in the ED.</li> <li>Nursing staff in ED continue to use a standardised communications plan called ISBAR to update each other when patients are being transferred from the care of one healthcare team to another, this approach provides staff with an opportunity to update patients on their care plan and to encourage patient to ask any questions about next steps and any worries or concerns that they may have.</li> <li>Reducing waiting times for patients who are waiting to be admitted as an inpatient is a continuous priority for Tallaght University Hospital. The ED has started the Rapid Assessment and Treatment Unit (RATU), this Unit provides easier access for patients to be seen earlier by a clinician and therefore an earlier decision can be made in relation to admitting patients and expediting their care.</li> <li>Two family rooms have been refurbished in Adult Emergency Department. The completion of this work has had a positive impact on patient experience. These rooms are designed to improve patient privacy and to respond to patients and families needs for improved dignity, respect and access to private space in ED.</li> </ol>	<p>2019-2020</p>
<p><b>CARE ON THE WARD</b></p> 	<p><b>NUTRITION:</b> Improve hospital food and nutrition.</p>	<ol style="list-style-type: none"> <li>The Manna Catering Management system is being rolled-out which allows patients to order their meal choices in real-time. Their choices are more informed and details of ingredients, method of preparation, and allergen information are available. These measures enhance the patient's meal ordering and overall experience of nutrition during their stay in hospital.</li> <li>Nutritional analysis of all patient meal choices is provided on menus.</li> <li>A Hospital Patient Menu Information Booklet will be made available at each patient's bedside locker.</li> <li>A Patients Visual Menu for each patient will facilitate better understanding of meals in pictures, will aid language barriers, and will support in other challenging situations which may arise.</li> </ol>	<p>EMBEDDED</p>

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LISTENING RESPONDING & IMPROVING



<p><b>CARE ON THE WARD</b></p> 	<p><b>NUTRITION:</b> Improve hospital food and nutrition.</p>	<p>5. Full review of "Modified Diet Menus" between Catering- Patient Food Services, Dietetics, Speech and Language has begun. New menu choices are in place for patients, and changes have been introduced to the sandwich menu for patients undergoing haemodialysis.</p> <p>6. Protected meal times initiative has been implemented.</p>	<p>EMBEDDED</p>
	<p><b>HYGIENE:</b> Improve cleanliness at ward level.</p>	<p>1. The contracted cleaning hours in the hospital have been increased by 4 hours per day.</p> <p>2. The frequency of cleanliness audits on wards will be increased to identify areas that need attention.</p> <p>3. Clarity will be provided to relevant staff groups with regards to their roles in the hospital cleaning schedule.</p>	<p>EMBEDDED</p>
	<p><b>COMMUNICATION:</b> Better communication skills and effective ward round communication from all healthcare staff.</p>	<p>1. In 2019 we introduced the National Healthcare Communication Programme and are currently promoting this work across all disciplines of staff in the hospital.</p> <p>2. In 2020 we will continue this Programme of Education programme. It is hoped that this will improve doctor interactions with our patients and the information that all healthcare professionals provide to patients.</p> <p>3. The results of the NPES 2019 will be presented at Grand Rounds so that all of our doctors are fully aware of what matters to patients and the role that they each play in improving patients experience.</p> <p>4. Our Communications Team have developed a new section on our TUH Website which includes useful information about our services and contacts for our patients: <a href="https://www.tuh.ie/Patient-Visitor-Services/Patient-Information/">https://www.tuh.ie/Patient-Visitor-Services/Patient-Information/</a></p>	<p>EMBEDDED</p>
<p><b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b></p> 	<p><b>COMMUNICATION:</b> Increase awareness for patients of the supports available if they wish to speak to someone about their worries and concerns.</p>	<p>1. There are pop up stands publicising our Pastoral Care Department now in place. These also remind patients that Pastoral Care are there for mind, body and spirit.</p> <p>2. Launch of the Patient Hand-book which will provide enhanced information to patients to include images of staff uniforms for all disciplines to help patient identify staff to whom they can direct their concerns.</p>	<p>EMBEDDED</p> <p>Q1 2020</p>
	<p><b>COMMUNICATION:</b> Increase awareness for patients on how to play their part in their patient journey.</p> <p>Increase the feedback loop on Patient Experience both TUH and NPES on a constant ongoing basis re-enforcing the message surrounding communication.</p>	<p>1. The hospital is working towards making Pastoral Care services more available to patients. Ensuring that patients have someone to talk to about their worries and fears and ensuring that patients know that they are never alone.</p> <p>2. Access to the Patient Advocacy Department for patients is now improved. The Patient Advocacy Dept. is situated at the front door of the hospital making it very accessible for patients to discuss any worries or concerns or to address any problems that they may have. The team in the PALs Department are participating in a formal training programme in Patient Safety Complaints Advocacy and will be working hard in 2020 to promote the new Independent Patient Advocacy Service for Patients.</p> <p>3. Patient Feedback boxes will be made available in the hospital atrium to facilitate patients who wish to provide feedback to the hospital.</p> <p>4. Staff introduce themselves to patients using the phrase '#Hello, my name is... ', in order that a clear introduction is offered to patients, to build rapport with patients and to ensure that patients know the role and names of all of the staff caring for them.</p> <p>5. We have installed a large TV in the Atrium of the Hospital on which we will consistently publish the results of the NPES to both patients and staff over 2020. We will change the results on a continuous basis in an effort to get the results of all stages of care to our staff and patients.</p>	<p>EMBEDDED</p> <p>EMBEDDED</p> <p>2019</p>

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<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Adequate time to be provided to patients to discuss their care and treatment with their doctor.	1. Awareness raising amongst healthcare professionals in relation to providing adequate time for patients and their families to discuss their treatment with a doctor continue to be promoted and encouraged.	EMBEDDED	
	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Patients should be given adequate privacy when being examined or treated.	1. The importance of privacy as integral to sustaining and improving patient experience will be promoted amongst staff.	EMBEDDED	
		2. The End of Life committee are designing and developing family rooms for each ward, one ward at a time to offer families space to rest, have refreshments in a quiet space whilst being close to their dying relative.		
		3. Two family rooms have been refurbished in Adult Emergency Department.	IN PLACE	
		4. A viewing room in Adult Emergency Department is currently been developed.	IN PROGRESS	
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Provide more information to patients at discharge.	1. The results of the NPES 2019 will be shared with all staff to encourage them to provide more information to their patients at discharge. There will be a particular focus on providing information to patients regarding who to contact if they are worried about their condition or treatment after they leave hospital, and how to manage their condition and their medications after discharge. A discharge information leaflet has now been developed and will be in circulation by end of 2018.	EMBEDDED	
		<b>PRIORITY PROJECT</b>		
		2. We have introduced a Patient Information Booklet which covers discharge information for our patients. This has been reviewed and approved by the Drugs and Therapeutics Committee in 2019. Patients will receive this from their nurse on admission. Elective patients will receive this with their admission letter.	Q1 2020	
		<b>PRIORITY PROJECT</b>		
		3. Our Communications Team have developed a new section on our TUH website which includes information on discharge and My Medicines. <a href="https://www.tuh.ie/Patient-Visitor-Services/Patient-Information/">https://www.tuh.ie/Patient-Visitor-Services/Patient-Information/</a>	EMBEDDED	
		4. In 2020, the Pharmacy Department will put in place a medication reconciliation programme at the point of discharge for patients with complex health needs. The project will see clinical pharmacists review or complete discharge prescriptions with a view to improving accuracy. As part of this process the clinical pharmacist will discuss any changes to medications with the patient to ensure that patients fully understand their medications, the side effects and changes made if any to their prescription.	2019-2020	
		5. Research conducted in Tallaght University Hospital was used in the WHO Medication Without Harm technical report on Medication Safety in Transitions of Care <a href="https://bit.ly/2rbK0ST">https://bit.ly/2rbK0ST</a> . In Ireland, the HSE Safermeds quality improvement team's key campaign tool is a leaflet which was developed by and is already in use in Tallaght University Hospital, the My Medicines leaflet.	2019	
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	1. Hospital Management will continue to support the roll-out and implementation of hospital-wide programmes which will enhance patient experience, such as: <ul style="list-style-type: none"> <li>- '#Hello, my name is...' campaign has been introduced;</li> <li>- 'Schwartz Rounds', proven to improve staff wellbeing, resilience and teamwork, and in-turn have an impact on improved person-centered care. Currently up and running in the Paediatric Department.</li> </ul>	EMBEDDED	