

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



ADMISSION TO HOSPITAL	PATIENT EXPERIENCE:	PRIORITY PROJECT	TIME-SCALE	
ADMISSION TO HOSPITAL 	PATIENT EXPERIENCE: Quality Improvement Initiatives designed to improve patient experience of ED.	1. We will continue to work on initiatives, the aim is to improve Emergency Department (ED) waiting times by ensuring patients are being streamed to the most appropriate area for care and treatment in a timely manner.	2019-2020	
		2. As part of the Five Fundamentals National Project, all members of the ED team are working together on quality improvement programmes designed to improve patient experience of ED and to improve the patient experience of waiting times in UHK.	2019-2020	
	PATIENT EXPERIENCE: Improving patient experience on admissions.	1. A special focus on improving care for frail elderly patients has been developed in UHK. All acute and community services are working together to improve the experience of frail elderly. The aim is to ensure that frail elderly people receive optimal care in both community and hospital services.	2019-2020	
		PRIORITY PROJECT 2. Breakfast, lunch and evening tea is currently served to patients in ED who are going to be admitted to hospital. a. Healthy vending units with a supply of snacks/minerals/water and tea/ coffee is now available in ED.	ONGOING	
CARE ON THE WARD 	NUTRITION: Improve hospital food and nutrition.	1. A review of the HSE's Policy on Hospital Nutrition and Hydration has been conducted by University Hospital Kerry and this work will lead to improvements for patients in relation to hospital food and nutrition. a. One of the priorities includes the provision of an improved diet for patients who have difficulties in swallowing. This work will improve their nutritional care and wellbeing in hospital. This is called the Dysphagia Diet Standardisation Initiative (IDDSI), work commenced in November 2019.	Q1 2020	
		2. Patients needing assistance at mealtime - identified and noted by the use of a peach tray for each meal service.	2019-2020	
	DEMENTIA:	1. Dedicated nurses for Dementia Care, the frail elderly and ortho-geriatrics have been appointed (ANPs).	2019-2020	
		2. The first Memory Support Clinic to support patients diagnosis with dementia commenced in January 2019.	2019-2020	
		3. Virtual Phone Clinics commenced in July 2019 for patients and families who have difficulty attending for follow up Memory Support appointments.	2019-2020	
		4. Improvements to facilities and patients rooms were put in place in September 2019 along with the introduction of an activity box and use of reminiscence therapy for patient wellbeing.	Q4 2019	
		5. Hospital and community teams are working together in an integrated way to improve care-pathways for patients with dementia.	EMBEDDED	
		6. A 15 bedded unit for palliative care for patients has recently opened, this will improve the capacity in the hospital for patients and improve patient flow and patient care.	EMBEDDED	
	EXAMINATION DIAGNOSIS & TREATMENT 	COMMUNICATION: Increasing awareness in relation to support available to patients who want to speak to someone about their worries and concerns.	1. A promotional campaign in relation to the role of all staff, and their availability to engage with patients who feel isolated or who have nobody to speak to about their worries and concerns, will be implemented - work in progress with chaplaincy and volunteer group.	2019-2020
			PRIORITY PROJECT 2. The National Healthcare Communication Programme will be introduced for staff in University Hospital Kerry.	2019-2020
COMMUNICATION: Improving the provision of health information.		1. A programme designed to provide more accessible health information for patients is being developed.	2019-2020	

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DISCHARGE OR TRANSFER 	COMMUNICATION: Improve the provision of health information on discharge.	1. We are improving access and distribution of written patient information about going home from hospital. We are letting patients know who to contact if something goes wrong and information on medication side effects.	2019-2020
		2. An antibiotic leaflet has been prepared and is given to patients on discharge.	EMBEDDED
		3. 'Know, Check, Ask' for your safety medication campaign has commenced in UHK. This work supports patients to: Keeping track of their medicines and to improve communicates between healthcare professionals and patients about the medications that they are taking about and about the details to remember.	2019-2020
PATIENT EXPERIENCE	DIGNITY & RESPECT AND PRIVACY: Improving and sustaining patient experience.	1. Caring for patients and caring for staff in equal measure; when staff are looked after effectively, their ability to care for their patients in a caring and compassionate manner is enhanced, the following programmes of work designed to improve both patient and staff experience are in progress: – Healthy Ireland Programme – Caring Behaviours Assurance System	ONGOING
STAFF EXPERIENCE	VALUES: Promoting organisational values.	1. Together with the Quality Improvement Division, University Hospital Kerry commenced a programme seeking to value staff voices through Staff Listening Sessions and encourage creative problem solving through a quality improvement and Front Line Ownership, this work has positively impacted on both patient and staff experience.	ONGOING