



WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



<p><b>ADMISSION TO HOSPITAL</b></p> 	<p><b>WAITING TIMES:</b> Reduce Emergency Department waiting times.</p>	<ol style="list-style-type: none"> <li>1. Additional capacity for inpatients via the Dunmore Wing will positively impact on 'overcrowding' in the Emergency Department (ED). The new build will open on a phased basis commencing in Q4 2019.</li> <li>2. The new Dunmore Wing will greatly increase single ensuite/isolation rooms for patients, this too will impact positively on wait times in the ED for patients who require isolation.</li> <li>3. There is ongoing focus on a daily basis to monitor, manage and minimise the numbers of patients waiting on trolleys in the Emergency Department.</li> <li>4. The Rapid Access and Minor Injuries services in the Emergency Department ensures swift turnaround for non-admitted patients in the Emergency Department.</li> </ol> <p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>5. UHW is utilising winter funding to enhance the patient experience in the Emergency Department. Additional therapy staff, Volunteers, Snacks and Beverages and a dedicated staff member for patients aged 75 years and older are some of the measures in place for Winter 2019 to improve the patient experience..</li> <li>6. A Medical Social Worker has commenced in the ED in UHW and works as part of a multidisciplinary team to provide early intervention and follow up.</li> <li>7. Additional NCHDs are on duty out-of-hours and at weekends in UHW to support timely admissions and discharges, this will positively impact on the patient experience.</li> <li>8. A new Ortho Geriatrician has commenced in UHW, this service meets the needs of elderly people admitted with a fracture.</li> <li>9. A number of initiatives are ongoing to increase capacity in Diagnostics and improve patient access to Diagnostics, this impacts positively on wait times in the Emergency Department.</li> <li>10. The Patient Flow Steering Group continues to work on the identification and implementation of initiatives to monitor, measure and improve patient flow and the patient experience.</li> <li>11. UHW is undertaking an enhanced Flu Vaccination Programme in 2019, higher uptake is evident and this will ensure that staff are vaccinated and patients protected in the Emergency Department.</li> </ol>	<p>Q4 2019-2020</p> <p>NEW</p> <p>NEW</p> <p>NEW</p> <p>NEW</p> <p>NEW Q4 2019</p> <p>2020</p> <p>2019-2020</p> <p>2019-2020</p> <p>ONGOING</p> <p>ONGOING</p> <p>NEW</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>1. This is a significant area of focus for UHW with significant work undertaken and underway to improve the nutritional intake of patients including the provision of a choice of snacks to patients outside of mealtimes and further development of 'special diets'.</li> <li>2. Education is ongoing to improve repeat screening of nutritional status in patients who remain in the hospital longer than 1- 2 weeks.</li> <li>3. The meal service to ED has been improved – hot and cold meals are delivered locally and served more quickly with more choices available.</li> <li>4. A Nutrition and Hydration Steering Committee is in place and a Quality Improvement Plan has been developed.</li> </ol>	<p>ONGOING</p> <p>ONGOING</p> <p>EMBEDDED</p> <p>NEW</p>

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<b>CARE ON THE WARD</b> 	<b>COMMUNICATION:</b> To support patients to talk about their worries and concerns.	1. The survey results have been presented and discussed at leadership for a in the hospital to heighten awareness and ensure strong leadership and oversight of University Hospital Waterford's commitment to improving the patient experience.	NEW
		2. Ongoing training and education supports staff in the areas of quality, risk and patient safety so that staff have awareness and that they are equipped to respond to patients' needs.	ONGOING
		3. Each room in the new South East Palliative Care Unit (bottom two floors in the Dunmore Wing) I have a "pull down bed" in each single room so that family members can be accommodated overnight.	EMBEDDED
		4. UHW has a long established Patient Partnership Forum, which continues to work on a number of initiatives to improve the patient experience.	ONGOING
<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Improving information for patients.	1. All current Patient Information Leaflets are now available to all staff across the services in UHW, through the Q Pulse document management system. We continue to develop the suite of information leaflets available.	EMBEDDED
		2. UHW continues to roll out the National Healthcare Communication Programme, local facilitators have been trained and these trained personnel will enable briefings and workshops for all staff to improve communication and information sharing to patients in UHW.	NEW
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Improving patient information about going home from hospital.	1. The Discharge Pack, which contains lots of information for patients to support their discharge and their recovery at home will available on all wards in 2020.	NEW
		2. UHW continues to support patients with chronic diseases to access education/information and support from community-based voluntary support groups e.g. COPD, Diabetes, Chest Pain. UHW has received funding for a number of Sláintecare Initiatives which will further enhance care and treatment for patients on discharge and in the community.	NEW
		3. UHW continues to promote healthy lifestyle and behaviours through our Patient Information displays in the Outpatient Department as well as in a number of inpatient areas.	EMBEDDED
		4. Cancer patients can also avail of high quality informational material via the Daffodil Centre in Main Foyer.	NEW
		5. UHW continues to grow the numbers of Clinical Nurse Specialists and Advanced Nurse Practitioners to support patients on discharge in terms of self-care and self-management post discharge.	NEW
	<b>COMMUNICATION:</b> Providing information on medication side effects.	1. The Medication Safety Committee continues a program of work on promoting good practice regarding medication safety and developing patient information materials.	ONGOING
		2. Each patient leaves UHW with their Inpatient Discharge Prescription, which lists their medications on discharge. It is copied to their GP and their Health Care Record (HCR).	ONGOING
		3. The Medication Safety pharmacist provides education sessions to staff across the services on medication safety issues – so that staff can counsel patients more effectively on medication side effects.	ONGOING
		4. Ward staff are asked to give patients the medicines.ie information sheet for each of their medications – if the patient requests more information in preparation for discharge.	ONGOING
		5. We have further developed a range of specialty services patient information packs e.g. Methotrexate patient information pack for Rheumatology, chemotherapy regime pack for Cancer services, falls prevention booklet etc.	ONGOING

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STAFF EXPERIENCE	WELLBEING: Improving staff wellbeing.	<ol style="list-style-type: none"> <li>1. UHW is undertaking an enhanced Flu Vaccination Programme in 2019, higher uptake is evident in Q4 2019.</li> <li>2. The General Manager provides 'cakes' to 2 departments every Friday in recognition of their commitment to providing a quality service.</li> <li>3. The Physiotherapy Department ran a very successful Sli Na Sláinte Initiative in 2019 which was supported by Hospital Management and the South South West Hospital Group.</li> <li>4. Yoga, Pilates and various other staff health initiatives are offered on site.</li> <li>5. A Staff Bake-Off was held at Easter and it is intended to run a Christmas Bake-Off, both measures to support staff morale and wellbeing.</li> <li>6. A Staff Bereavement Support Service is being held in November 2019.</li> <li>7. UHW has established a Staff Health and Wellbeing Committee, an initial output will be the Staff Wellness Day is planned for 2020.</li> </ol>	<p>NEW Q4 2019</p> <p>NEW</p> <p>NEW</p> <p>EMBEDDED</p> <p>NEW</p> <p>NEW Q4 2019</p> <p>NEW</p>
	VALUES: Promoting organisational values.	<p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>1. UHW is committed to improving the patient experience, to ensuring that all patients are treated with dignity and respect, to ensuring that patients are communicated with and are appropriately consulted about their care and treatment. To this end UHW will undertake a significant training and education programme in 2020 to heighten awareness amongst staff and support them in engaging with patients to build trust and confidence in the services we provide.</li> </ol>	<p>NEW</p>
		<p><b>PRIORITY PROJECT</b></p> <ol style="list-style-type: none"> <li>2. The General Manager is facilitating 'Town Hall' Sessions in December 2019 to share updates with staff and seek their support, input, and engagement moving forward to improve the services we provide, improve the engagement with patients and their families and promote all the good work that is undertaken in UHW every single day.</li> </ol>	<p>NEW Q4 2019-2020</p>
		<ol style="list-style-type: none"> <li>3. UHW will commence Schwartz Rounds in 2020.</li> </ol>	<p>2020</p>