




<b>ADMISSION TO HOSPITAL</b>	<b>PATIENT EXPERIENCE:</b> Improve patients experience of the Emergency Department.	1. A special focus on improving care for frail elderly patients has been developed in WGH and will be piloted in Q4 2019. The aim is to ensure that frail elderly people receive optimal care in both community and hospital services.	EMBEDDED
		<b>PRIORITY PROJECT</b>	Q3 2020
		2. Programme of work is ongoing to develop patient information leaflets to improve the provision of health information for patients. This will help patients to have information they need about their condition, care and treatment.	Q1 2020
		3. A quality improvement initiative is underway to improve communication between patients and staff in Emergency Department (ED) which clearly identifies the management, treatment and plan of care for patients on their admission.	EMBEDDED
		4. We have undertaken work together with IEHG service improvement programme in 2019, to understand how we can improve the patients experience of emergency admission to hospital. This work will focus on patients receiving the most appropriate care and treatment in the right place at the right time.	EMBEDDED
<b>CARE ON THE WARD</b> 	<b>NUTRITION:</b> Improve hospital food and nutrition.	1. We are continuing to introduce a patient nutrition screening assessment on admission to hospital, ensuring that all patients are assessed, and additional nutritional support is provided if required.	ONGOING
		<b>PRIORITY PROJECT</b>	Q1 2020
	<b>DIGNITY &amp; RESPECT:</b> Improving patients' personal needs.	1. A nursing quality improvement initiative has been undertaken to improve the care experience of patients in our wards. The aim is to ensure that each patient's fundamental care needs are assessed and managed on a regular and consistent basis as part of a meeting (called 'Huddle'), and additional help/support will be allocated to the ward if required.	EMBEDDED
<b>EXAMINATION DIAGNOSIS &amp; TREATMENT</b> 	<b>COMMUNICATION:</b> Provide support and information to patients during their hospital stay.	1. Patient /family meetings with the Consultant and team are arranged if requested to enable patients and their families to have adequate time to voice concerns and understand their condition, care and treatment and plan for leaving hospital.	EMBEDDED
		2. Routine ward round schedules have been developed and a standard for work has been implemented to improve information sharing with all staff about the patient's condition and plan of care and treatment, who are delivering care to the patient.	Q4 2019
		3. Open disclosure policy has been implemented and ongoing training continues to ensure open and transparent communication between staff and patients.	EMBEDDED
<b>DISCHARGE OR TRANSFER</b> 	<b>COMMUNICATION:</b> Improve access and distribution of written patient information about going home from hospital.	1. Social work service is now in place to support and assist patients that require support to be discharged from hospital.	EMBEDDED
		<b>PRIORITY PROJECT</b>	Q4 2019
		2. We are currently updating our Discharge leaflet and it will be included in patient's admission packs from Q4 2019, so patients and families have time to ask staff questions regarding the discharge plan.	EMBEDDED
		3. Daily review of patients planned date of discharge is undertaken to ensure patients, family and all staff are aware to improve the patients experience of discharge form hospital.	EMBEDDED

WHAT PATIENTS SAID TO US

LISTENING RESPONDING & IMPROVING



		PRIORITY PROJECT	
<b>PATIENT EXPERIENCE</b>	<b>DIGNITY &amp; RESPECT AND PRIVACY:</b> Improving and sustaining patient experience.	1. Name badges will be provided in Q1 2020 to all staff so that patients can easily identify staff and understand what their role is. All staff are encouraged to introduce themselves to patients – <i>'#Hello, my name is...'</i> and to say what their role is.	Q1 2020
		2. We will continue to encourage feedback from patients through 'Your Service Your Say' feedback.	EMBEDDED
<b>STAFF EXPERIENCE</b>	<b>WELLBEING:</b> Improving staff wellbeing.	1. The hospital is committed to staff wellbeing and has implemented a Great Place to Work Team and training currently underway for staff in Managing a Positive Workplace.	EMBEDDED
		2. Healthy Ireland Committee in place with a number of ongoing initiatives.	EMBEDDED