

 **ADMISSION TO HOSPITAL**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Reduce patient waiting times for a ward bed and ensure timely care and treatment.	<ul style="list-style-type: none"> Reduce the number of patients on trolleys, waiting admission to a ward bed and meet national target times. Improve patient journey through the hospital. 	<ul style="list-style-type: none"> Galway University Hospitals (GUH) are committed to initiatives that will improve bed capacity and ward admission times. The senior hospital management team are taking a 'whole hospital approach'. The hospital are carrying out length of stay reviews, have introduced a 'Home by 11' early morning discharges initiative, increased patient flow and discharge measures promoting the 'safer flow' bundle, are working with community colleagues and holding staff questions and answers sessions all aimed at maximising improvements to improve bed capacity and admissions times to wards in GUH. The patient advice and liaison service will support service users waiting a ward bed in the Emergency Department. Comfort packs will continue to be provided to patients waiting a ward bed to improve patient experiences. The Acute Oncology/ Haematology CNS will support and enhance unscheduled cancer patient care in the Emergency Department. The hospitals Frailty at the front door team, GP liaison, candidate advanced nurse practitioner for chest pain and multi allied response service will continue to support and enhance the delivery of timely quality care to our patients waiting admission in the Emergency Department. 	<ul style="list-style-type: none"> Improved patient admission times and waiting experience. 	Ongoing

 **CARE ON THE WARD**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Poor food rating & providing alternative meal times.	<ul style="list-style-type: none"> Provide quality food that meets patients satisfaction. Meet Patients Nutrition & Hydration needs. Provide alternative meal times. 	<ul style="list-style-type: none"> Provide feedback of this survey to catering partners and establish a review of food available at GUH with catering via the nutrition and hydration committee with a view to improving quality. Explore alternative meal time availability and communication regarding same with catering. Continue local audits regarding patient satisfaction with food. 	<ul style="list-style-type: none"> Patient satisfaction with food. Improved quality. Nutrition and hydration requirements met. 	Q4 2022

 DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<p>Communication during discharge: lack of verbal and written information on medications.</p>	<ul style="list-style-type: none"> Review patient information on medications and discharge information leaflets and ensure availability and use of patient information in all clinical areas. There will be a renewed focus on the HSE National Medication Safety Programme 'Know, Check, Ask' to encourage our patients to discuss their medicines with healthcare professionals and family and healthcare professionals to discuss their medications with patients. Promote the use of good communication by the MDT and the importance of providing verbal along with written information to patients on medications and discharge. 	<ul style="list-style-type: none"> Review of patient medication and discharge information leaflets, their alignment with evidence based practice and the use of same in clinical areas. Introduce a discharge algorithm on where & how to access follow-up services. Introduce a 'Medication minute' on the safety pause to identify discharges and highlight verbal and written medication specific information required and include pharmacy to provide complex medications discharge advice. Review and enhance staff and patient awareness measures of the 'Know, Check, Ask' campaign by reviewing the use of posters in clinical areas and information in discharge leaflets, the use of videos & leaflets in ED and outpatients waiting areas, include medications list with outpatient and elective admission appointments. Provide feedback to staff on the results of this survey through huddle meetings and clinical areas communication means and have reminders regarding verbally discussing information leaflets with patients on medications and discharge. Continue actively promoting the importance of good communication skills amongst staff through the promotion of the National Communication Modules. 	<ul style="list-style-type: none"> Improved quality and safety of patient care. Reduced medication errors. Empowered patients. 	<p>Review QA 2022. Completion by end of Q1 2023.</p>