



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Patient dissatisfaction with staff communication with regards to their medications.	<ul style="list-style-type: none"> Audit of 7 classes of medication used in the current post operations analgesia pathway was carried out. The QIP arising from this audit included the development and introduction of a patient information leaflet providing guidance on the safe use and side effects of opioids. 	<ul style="list-style-type: none"> Pilot Patient Information Leaflet on one ward (Orthopaedic ward chosen due to high turn over of surgical patients). Design a patient survey that will measure: <ol style="list-style-type: none"> did the patient receive a leaflet? did the patient find the leaflet useful? 	<ul style="list-style-type: none"> Improved patient education & knowledge concerning post-operative analgesia. Improved patient satisfaction concerning the provision of written communication received. 	Q3 2023
Patient dissatisfaction with staff communication at the time of discharge.	<ul style="list-style-type: none"> Develop a new patient information leaflet for patients and families (including medication information). 	<ul style="list-style-type: none"> Develop a patient information booklet with key information about the hospital to be given to all patients on admission in conjunction with Louth Hospitals Patient Information Leaflet Committee. Liase with pharmacy for input regarding medications. Launch the booklet in October 2022. Carry out roadshow sessions on wards to promote use of the booklet on all wards to ensure frontline staff know about the booklet and understand the importance of using the communication tool. Store individualised leaflets in booklet as necessary. 	<ul style="list-style-type: none"> Patients will receive a communication booklet on admission and this will provide them with information in relation to the hospital, their stay, and medications. 	Q2 2023
Dissatisfaction with staff/patient communication.	<ul style="list-style-type: none"> To provide the patient with questions for their healthcare teams via regular visual messaging during the hospital stay. 	<ul style="list-style-type: none"> Tray liners will be developed Q3 2022. Tray liner to be placed on all food trays (100%) at each mealtime. Information on tray liner – “Before Going Home” <ol style="list-style-type: none"> What is wrong with me? How will it effect me? What needs to happen for me to go home? What date am I going home? What do I need to know about my medications. 	<ul style="list-style-type: none"> Patients will be supported to ask questions to hospital staff during their inpatient stay. 	Q3 2023