

 **ADMISSION TO HOSPITAL**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> Time for admission to inpatient areas from the ED. Communication with patients in ED in relation to their plan of care. 	<ul style="list-style-type: none"> All patients will have access to an inpatient bed within the national target time frames. Processes will highlight and prioritise admission from ED to ward areas. Patients will rate the ED highly for the quality of information provided by staff in relation to their care. 	<ul style="list-style-type: none"> Review processes in ED with regard to admission delays. Develop and implement processes to deal with identified delays in admissions to wards. Create ongoing audit and review of effectiveness of new processes. Renewed focus and training for ED staff on the aspects of patient communication and agreed standard of information sharing and engagement with patients using the ED. 	<ul style="list-style-type: none"> Reduction in complaints. Improvement in Patient Experience Times. Improved feedback from patient experience audits. 	April 2023 with intermediary reviews in December 2022 and February 2023.

 **CARE ON THE WARD**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> Fundamental care provision in all inpatient areas (nutrition hydration, continence care). Communication with patients and carers and renewed focus on patient support for fears/concerns regarding care and recovery. 	<ul style="list-style-type: none"> Achieve a high standard of care experienced and evidenced consistently across all inpatient areas. Patients and carers to have they timely access to staff who could listen to their fears and concerns and provide them with the information they required. 	<ul style="list-style-type: none"> Progress and implement purposeful visiting as a component for protected meal times. Develop a collaborative approach with clinical teams, chaplaincy service/patient advisors to support enhanced and improved communication/emotional support. 	<ul style="list-style-type: none"> Higher satisfaction levels of patients and families. 	April 2023 with intermediary reviews in December 2022 and February 2023.

 **DISCHARGE OR TRANSFER**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
To refocus on the consistency and quality of information provided throughout the inpatient stay in preparation for discharge from hospital.	<ul style="list-style-type: none"> Improve the quality of information provided to the patient. 	<ul style="list-style-type: none"> Patient information booklet will be revised to include information on discharge (know your own medicines, danger signals on discharge, information needed for discharge). Transfer documentation to be revised. Implementation plan (interdisciplinary approach) to include patient engagement/patient advisers. Audits to be undertaken on effectiveness of discharge planning. Revised and refocused learning and education for staff on effective discharge planning. 	<ul style="list-style-type: none"> Improved communication with patients on discharge reflected in next National Inpatient Experience Survey. Reduction in delayed transfer of care patients consistently over the year, reduced length of stay achieved and maintained across 12 months. 	April 2023 with intermediary reviews in December 2022 and February 2023.