

 **ADMISSION TO HOSPITAL**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Hospital staff/patient communication.	<ul style="list-style-type: none"> All patients in Medical assessment unit (MAU) are fully informed of their condition /diagnosis. Patients are informed of their condition in a way they can understand/ relatives and interpreters are utilised if necessary. 	<ul style="list-style-type: none"> Findings of the survey are shared with the Local Injury Unit (LIU) and MAU staff. Line managers for the units to meet with MAU & LIU teams to reinforce the importance of explaining the patients condition in a way that they can understand. Staff in the LIU & MAU to complete module 1 & 2 of the Communication Strategy starting Q4 2022. Staff will use the online booking system for the Context interpreter service as necessary and/or communication tools as indicated by Speech and Language Therapists and Occupational Therapists in Nenagh hospital. 	<ul style="list-style-type: none"> All staff in the two inpatient ward will have completed the National Communication Training Programme Q2 2023. Patients will be informed of their condition in a way they can understand. 	<p>This project is currently in progress.</p> <p>The project will be reviewed quarterly and will be completed by Q2 2023.</p>

 **EXAMINATION, DIAGNOSIS & TREATMENT**

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Communication between staff and patient and involving patient in care/ treatment decisions.	<ul style="list-style-type: none"> To ensure that patients are given time on ward rounds to discuss their conditions and raise concerns. To ensure that patient participation in their care planning is promoted and supported. 	<ul style="list-style-type: none"> Director of Nursing to fully brief clinical lead, Allied Health Professional Lead & Nursing Management for the site on findings of the survey. Clinical lead for the site to meet with all admitting consultants and teams for the site to emphasise the importance of ensuring that all patients are given sufficient time to discuss their care and treatment in particular during ward rounds. Patient Advocacy Liaisons (PALS) resource for the site to complete a local patient survey. All site management teams to ensure that all of their clinical teams are made aware of the importance of sharing information about the patients condition, in a way that is understood by the individual patient – interpreter services are engaged if necessary. <p><i>(continued on next page)</i></p>	<ul style="list-style-type: none"> Patients will be provided with time on ward rounds to discuss their conditions and raise concerns with the team. Patient participation in their care planning will be promoted and supported by the hospital. 	<p>This project is currently in progress.</p> <p>The project will be reviewed quarterly and will be completed by Q1 2023.</p>



EXAMINATION, DIAGNOSIS & TREATMENT

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS (CONTINUED)	WHAT WILL IMPROVE?	TIMELINE
<p>Explanation of Health & Care after Discharge, Medication side effects, danger signals after discharge.</p>	<ul style="list-style-type: none"> To ensure that patients are fully informed about: <ol style="list-style-type: none"> Medication side effects to watch for when they go home Any danger signals to watch out for on discharge. 	<ul style="list-style-type: none"> Hospital information booklet to be given to all patients on admission. All site management teams to ensure that all of their clinical teams are made aware of the importance of spending enough time explaining about a patients health and care after they are discharged. PALS resource for the site to complete a local patient survey. The Nenagh Patient Experience Committee will promote the 'Know, Check, Ask' campaign to be across the site. The Nenagh Patient Experience Committee will ensure that staff fully understand the importance educating patients around specific side effects of their medications. This will be surveyed by the PALS resource for the site. Patients will be informed of potential complications to watch out for following discharge. 	<ul style="list-style-type: none"> Patients will be fully informed about medication side effects and dangers signals. Patients will have increased knowledge around potential complications following discharge. 	<p>This project is currently in progress.</p> <p>The project will be reviewed quarterly and will be completed by Q4 2022.</p>