



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Ad-hoc distribution of patient information leaflets and discharge letters.	<ul style="list-style-type: none"> Introduce 'Know, Check, Ask' leaflets and distribute to clinical areas. 	<ul style="list-style-type: none"> Provide education and disseminate the leaflets to the CNM's in the clinical areas and senior nurse management meeting. 	<ul style="list-style-type: none"> Patients will be better informed. Leaflets will be up to date and readily available. 	Q4 2022
Communication	<ul style="list-style-type: none"> Introduce mandatory communication training. 	<ul style="list-style-type: none"> Propose that staff attending communication training should be mandatory. 	<ul style="list-style-type: none"> Communication deficits may be addressed. 	Q4 2022
Lack of discharge information, specifically in relation to unscheduled care patients.	<ul style="list-style-type: none"> Develop a pre-discharge checklist for patients which includes these three areas of concern. 	<ul style="list-style-type: none"> Raise at the LICC and gain feedback from our local G.P.'s in relation to our discharge letters. Feedback to our new discharge subgroup. 	<ul style="list-style-type: none"> Patients will be better informed about what to expect post discharge and our primary care partners will be involved in the process. 	Q1 2023