



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> Protected mealtimes for patients to avoid meals being interrupted or skipped. Choice of food to be reviewed to ensure a wider choice is provided for patients with special dietary requirements or preferences, including a focus on meal replacements. 	<ul style="list-style-type: none"> To have 'Protected Mealtimes' initiative in Portiuncula University Hospital (PUH) where Healthcare Workers (HCW's) are supporting the initiative. Visiting is arranged outside of 'Protected Mealtimes' schedule. To ensure patients are benefiting fully from nutritional content of meals provided. To ensure that there is a wider food choice for all patients and especially those with special dietary requirements or preferences including a focus on meal replacements. Re-establish the 'Protected Mealtimes' initiative in PUH. 	<ul style="list-style-type: none"> Audit all wards with 'Protected Mealtimes' initiative tool. 'Protected mealtime's signage will be reviewed and will be made accessible on all the wards in PUH. Communication of the 'Protected Mealtimes' initiative will be a priority for PUH and will be communicated to all HCW's that patients should not be interrupted during mealtimes. Communicate to all staff the significance of the Protected Mealtime initiative and how it positively benefits the patient. Review of the Nutrition and Hydration policy. Special Menus (picture menus/ visual aids) will be developed in for patients with learning difficulties, or with language barriers to assist them with their meal choices. Source the specific Delph and cutlery (red/blue trays, cups, plates, jug lid, blue aprons) to readily identify patients who require special assistance during mealtimes and healthcare worker dedicated to assistance. 	<ul style="list-style-type: none"> Create a more relaxed and calm atmosphere providing patients time to socialise and enjoy their food without being rushed. Patient having uninterrupted meals. Mitigate the risk of hot food going cold. Assistance provided to patients at mealtimes from Nursing and Healthcare Assistants. Empower HCW's to promote the 'Protected Mealtimes' initiative. 	<p>September 2022, quarterly audits thereafter.</p>



EXAMINATION, DIAGNOSIS & TREATMENT

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> Lack of communication between patients and the Clinical/Nursing teams. Patients do not feel comfortable talking/questioning the Clinical/Nursing team. 	<ul style="list-style-type: none"> The 'National Healthcare Communication Programme' to be a core part on the training for all Portiuncula University Hospital (PUH) Healthcare Workers (HCW's). Ensure the new HCW's undergo training on the (HSE) 'National Healthcare Communication Programme' as a core part of their induction. Provide readily assessable information for patients. 	<ul style="list-style-type: none"> The findings of the patient experience survey will be shared with all HCW's through the safety pause in relation to the importance of patient centred-care and the impact of effective communication between patients and staff. Modules for the HSE National Healthcare Communication Programme available on HSELand.ie are integrated to staff mandatory training. Communication guidance posters are available to print as an additional guidance tool through HSELand.ie Carry out presentation on the HSE National Healthcare Communication Programme at PUH Grand-grounds to promote the Communication programme within PUH. 	<ul style="list-style-type: none"> Improved verbal communication between patient, their families and their Medical/ Surgical team in charge of care. Improved written or printed information provided to Patients. 	<p>January 2023 with quarterly audit thereafter.</p>



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
<ul style="list-style-type: none"> Patients do not receive enough information on the medication prescribed or the procedures, including after care and the warning signs to look out for upon being discharged. Patients do not receive information on who to contact with any concerns or if issues arise at home. 	<ul style="list-style-type: none"> Patient Advisory and Liaison officer (PALS) to join the Medication Safety Committee in PUH to discuss and promote the 2019 Health Service Executive (HSE) Quality Improvement Division (QID) 'Know, Check, Ask' campaign. Improve patient information on the side effects of prescribed medication. <ol style="list-style-type: none"> Initial focus on the Time sensitive/critical doses for a particular group of patients e.g. Epileptics, then expand the initiative out to all patients. Develop a discharge package which will have all the relevant information to each individual patient, ensuring that patients have been given an updated discharge booklet and any additional information in relation to their condition prior to the patient being discharged. Ensure that all wards have the necessary resources available to them to provide the information to all patients. Discharge will be staff led, where the staff will take the time to sit with the patients and explain all the necessary information to the patients. 	<ul style="list-style-type: none"> Promote the National Medication Safety Programme 'Know, Check, Ask' campaign. Create a pilot project on time sensitive/ critical medications for a group of patients e.g. epileptics, then expand the initiative out to all patients. Ensure all patients have been given an updated discharge booklet and any additional information in relation to their condition prior to being discharged. Ensure that all wards have the necessary resources available to them to provide the information to all patients (i.e. staff member to have a conversation with each patient at discharge). On World Patient Safety Day 'Medication Without Harm' (17/09/2022), Portiuncula University Hospital (PUH) promoted the National Medication Safety Programme (NMSP) 'Know, Check, Ask' through the use of an information stand. Promote NMSP website information material through the Saolta communication team utilising media outlets and social media. Include in the admissions letter a copy of the 'Know, Check, Ask' form to be completed by patients prior scheduled admission. The World Patient Safety Day 'Medication Without Harm' (17/09/2022) was accessible to all staff in dedicated education room. 	<ul style="list-style-type: none"> Improved written or printed information that patients receive. Expectation that patients will have a better understanding of their medication. Expectation that patients will be empowered and encouraged to ask questions about their medication. The 'Know, Check, Ask' campaign will help patients who have been prescribed time sensitive/critical medication e.g. epileptics, to be aware of the significance of not taking their medication as prescribed or missing a dose. 	<p>Implementation by December 2022. Quarterly audits thereafter.</p>