



CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Patients to be aware that there is someone available to talk to about their worries and fears.	<ul style="list-style-type: none"> Patients aware of how to access someone to talk to about their worries and fears, to include clinical team, medical social worker, CNM, CNS. Availability of Patient Advocacy Liaison Service (PALS) person in house for Tipperary University Hospital. 	<ul style="list-style-type: none"> Include Patient Advocacy Liaison Services person within Tipperary University Hospital. Promote PALS availability to all services users. Support and encourage all members of MDT to be available to explain agreed care and treatment plan with patient. 	<ul style="list-style-type: none"> Presence of Patient advocacy liaison person available to support patients. 	September 2023 with inter-mediatary review January 2023.



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Provide patients with appropriate education on purpose of medications, danger signals and side effects to watch out for.	<ul style="list-style-type: none"> Aim: Increase availability of medicines reconciliation and information to patients on discharge. Objective: Target highest risk patients on high risk medications and polypharmacy. 	<ul style="list-style-type: none"> Establish a MDT discharge medicines reconciliation and patient education team. Promote service with service users. Construct SOP to prioritise patients on high risk medications and polypharmacy and actions. 	<ul style="list-style-type: none"> Library of relevant medicines information leaflets/resources available on Q-Pulse. Utilisation of 'My Medicines List' from 'Know, Check, Ask' campaign. Additional ward clinical pharmacy resources. Increased number of patients receiving verbal and written information on purpose of medication side effects to watch out for and danger signals. 	September 2023 with inter-mediatary review January 2023.
Increased patient awareness of danger signals to watch for on discharge.	<ul style="list-style-type: none"> Increase patients awareness of treatment received, types of care needed on discharge, symptoms or danger signals to watch for, useful questions to ask prior to discharge, who to call if something does not feel right. 	<ul style="list-style-type: none"> Allocate a designated area for Discharge Lounge. Allocate staffing to Discharge Lounge. Promote service with service users. Construct SOP for Discharge Lounge attendees and roles and responsibilities. Promote 'useful questions to ask' as identified in Tipperary University Hospital Patient and Visitor Information booklet page 11. 	<ul style="list-style-type: none"> Availability of discharge lounge. Increased focus on discharge, follow up, medication reconciliation and advice on side effects. Hospital Information Booklet updated to signpost if danger signals following discharge, who to contact if worried about condition/treatment on discharge. 	July 2023 with inter-mediatary review January 2023.