



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Patients are not given enough info on discharge regarding medications, follow up, things to watch out for.	<ul style="list-style-type: none"> Introduction of S.M.A.R.T. (Signs, Medication, Appointments, Results, Talk) discharge journal to be given to every patient on discharge from SMH. 	<ul style="list-style-type: none"> Meet with Nursing Team and agree on most appropriate and relevant information to include. Discuss with CNMs at CNM meeting-ensure their co-operation and participation in educating staff on importance of document. Consult with Printer and obtain sample of document. Pilot document for specified time and audit its success/ feedback-negative and positive. Make changes if necessary, then roll out to all wards if appropriate. 	<ul style="list-style-type: none"> Patients will receive education and opportunities to ask questions prior to discharge. Carers and G.P.s will have a written document to refer to. Patients aware of who to approach for help on discharge (Community Pharmacist, G.P.,...). 	Q1 2023
G.P. letters not reaching G.P.s in a timely enough manner.	<ul style="list-style-type: none"> Introduction of T-Pro Dictate to issue G.P.s letters. 	<ul style="list-style-type: none"> Consult with Patient Services Manager, the Admin Staff Team and the Clinicians. Access information on Cost and Supply of the Software. Consult with ICT and Finance Manager. Request Demonstration. Ensure staff understanding and provision of training. Audit and monitor effectiveness. 	<ul style="list-style-type: none"> All patients' G.P.s will receive a letter within the first week of discharge from hospital. More informed G.P.s and Patients. Safer post discharge care for patients. Reduction of time dedicated by ward staff to answer queries by phone. 	Q3 2023



OTHER ASPECTS OF CARE

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Staff communications with patients - not having time to talk, not enough privacy afforded, discussions in room with others present, families not given information.	<ul style="list-style-type: none"> Develop and enhance ward staff communication skills. 	<ul style="list-style-type: none"> Consultation with Senior Nursing Team/ADON. Meeting with CNMs to inform and request co-operation. Introduction of Communication Training Modules for Ward staff: Making Conversations Easier and Making Connections (Online Programmes) for all Ward staff and then Encouraging training for at least 2 Conversation Champions for all wards (Face-to-Face Training). These programmes are provided by the National Healthcare Communication Programme. 	<ul style="list-style-type: none"> Patients are given safe, protected and private time to talk to Medical & Nursing Staff and to have sensitive issues discussed appropriately. Patients information is handled in a dignified and private manner. More support offered to patients and opportunities to request pastoral support etc. 	Q3 2023