



## CARE ON THE WARD

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Replacement Meal.	<ul style="list-style-type: none"> <li>Promote replacement meals process, through staff education, staff memo and spotlight article in staff magazine.</li> </ul>	<ul style="list-style-type: none"> <li>Nutrition &amp; Hydration Committee to oversee the introduction of snack rounds. Communication piece to be undertaken to remind staff of this initiative.</li> </ul>	<ul style="list-style-type: none"> <li>All patients will be offered a replacement meal or snack.</li> </ul>	Nov-22.
Someone to talk about your worries and fears.	<ul style="list-style-type: none"> <li>Volunteers Programme (Meet Greet &amp; Guide) currently in hospital atrium.</li> <li>Volunteers Programme (Meet Greet &amp; Guide) introduced to Oncology Day Ward. Plan to launch in additional hospital areas including Haematology Day Ward.</li> <li>Re-opening of Volunteer Coffee Shop.</li> <li>Bespoke Survey to be developed to identify specific staff members with whom patients would like to discuss their worries and fears.</li> </ul>	<ul style="list-style-type: none"> <li>Implementation and expansion of volunteer programmes.</li> </ul>	<ul style="list-style-type: none"> <li>All patients have the opportunity to discuss their worries and fears if needed.</li> </ul>	Dec-22.



## DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Communication around medication.	<ul style="list-style-type: none"> <li>Patient Information Brochure is under further development to enhance the content and the availability to patients and families.</li> </ul>	<ul style="list-style-type: none"> <li>Medication Safety Co-ordinator has proposed additions to Patient Information Brochure.</li> <li>Patient information Brochure has been circulated to key stakeholders for updating.</li> <li>Patient Information Brochure to be sent for external printing.</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced information in the Patient Information Brochure.</li> </ul>	Dec 22.
	<ul style="list-style-type: none"> <li>Promotion of "Know your medicine" and "5 things a patient can do to stay safe" infographics displayed on Quality Boards and presented at TUH Grand Rounds.</li> </ul>	<ul style="list-style-type: none"> <li>Quality Board Committee agreed to schedule medication safety information on the ward quality boards on a rotational basis throughout the year.</li> </ul>		
	<ul style="list-style-type: none"> <li>Various patient information around medication to be rotated and scheduled promotion throughout the year.</li> </ul>			
Communication on discharge.	<ul style="list-style-type: none"> <li>Place prompt on Medical Discharge Checklist on ICT System (SNERGY) Electronic Patient Record.</li> </ul>	<ul style="list-style-type: none"> <li>Engage with ICT and medical stakeholders to enhance patient Discharge Checklist.</li> </ul>	<ul style="list-style-type: none"> <li>Prompt on SNERGY to ensure information shared with patient.</li> </ul>	Dec 22.
Clearer Communication & Leaflets on discharge.	<ul style="list-style-type: none"> <li>Promote Hospital awareness with regard to usage of discharge information leaflets.</li> </ul>	<ul style="list-style-type: none"> <li>Promote and educate staff on accessing information &amp; ensure appropriate leaflets distributed to patients/families.</li> </ul>	<ul style="list-style-type: none"> <li>Staff Awareness and improved communication and information for patients and their families.</li> </ul>	Dec 22