



DISCHARGE OR TRANSFER

AREA FOR IMPROVEMENT	SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Information on medication side effects to watch for at home.	<ul style="list-style-type: none"> Staff to be supported to give relevant information on medication side effects to patients on discharge. 	<ul style="list-style-type: none"> Communication with staff regarding the availability of Medication Patient Information Leaflets available via the Medications Information icon on all PC desktops. Staff to advise patients/families to also read the leaflets that accompanies medications when issued by the Community Pharmacy and that concerns around medications can be discussed with the Community Pharmacist following discharge. Education sessions on Medication Safety will continue to be provided by the Medication Safety Pharmacist to all staff. This will ensure staff are better informed when speaking with staff. Information on the HSE 'Know, Check, Ask' Programme will be included in the planned Patient and Visitor Information Booklet planned. 	<ul style="list-style-type: none"> Improved communication on discharge between staff and patients. Patients/families empowered to ask questions prior to discharge. 	Q1 2023
Information on danger signals to watch for at home.	<ul style="list-style-type: none"> Staff to be supported to give relevant information on danger signals to watch for following discharge. 	<ul style="list-style-type: none"> Results of the NIES will be shared with staff to encourage them to provide more information on discharge, especially in relation to who the patient may contact if they are worried after discharge e.g. G.P., G.P. out-of-hours Services, Community Pharmacy, PHN. Patient Information Leaflets (PILs) to be provided, where available. Staff to be encouraged to develop further PILs to be held on Q-Pulse and available to all areas. Development of animated information videos on 'Questions to ask before I go home' to be explored; videos to be run in OPD, ED and adjacent to hospital admission areas. General Information will be included in the planned Patient and Visitor Information Booklet planned. 	<ul style="list-style-type: none"> Improved communication on discharge between staff and patients. Patients/families empowered to ask questions prior to discharge." 	Q1 2023
Written or printed information about what you should/should not do after leaving hospital.	<ul style="list-style-type: none"> A Patient and Visitor Information Booklet is to be developed for UHW. This will include a section for general guidance on what to do/not to do after leaving hospital and who to contact with any concerns. The Booklet will be given to all patients as soon as possible after admission to help plan for discharge. 	<ul style="list-style-type: none"> A dedicated group will be convened to progress development of the UHW Patient and Visitor Information Booklet. A small number of booklets will be printed initially to trial and to identify improvements. 	<ul style="list-style-type: none"> Patients will have general information easily accessible to them and a place to document information specific to themselves. 	Q1 2023