



PATIENT FEEDBACK

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Thinking about your overall care, if you wanted to give feedback or make a complaint, did you know how and where to do so.	<ul style="list-style-type: none"> Erect posters around the hospital providing information on how to provide feedback or make a complaint. 	<ul style="list-style-type: none"> To improve overall awareness for patients & visitors on how they can provide feedback or make a complaint. 	Q3 2024
	<ul style="list-style-type: none"> Create a St. Michael's Handbook or Admissions Patient Information leaflet in which information on providing feedback and making complaints will be outlined. 		Q1 2025
	<ul style="list-style-type: none"> Provide information in the Quality Newsletter for staff awareness on providing feedback and making complaints. 		Q3 2024



OTHER (DISCHARGE)

SPECIFIC QIP	QIP ACTIONS	WHAT WILL IMPROVE?	TIMELINE
Do you feel that you received enough information from the hospital on how to manage your condition after your discharge.	<ul style="list-style-type: none"> Implementation of the SMART document: <ul style="list-style-type: none"> Signs Medication notes (example, changes in medication) Appointments I will go to (follow up appointments) Results to follow up Talk with me more about at least three things: any other concerns you might have. The SMART document will be piloted on St. Joseph's Ward. St. Joseph's Ward has the highest discharge rate among our inpatient wards. The pilot will take place for 6 weeks. After the 6 weeks we will review the successes/challenges of the document with the staff by way of a quick survey and make any necessary changes. If successful, we will roll the document out to all other inpatient areas in Q1 2025. We will measure the success of the document from the results of next year's National Inpatient Experience Survey. If a patient cannot fully comprehend the information staff will ensure that the information is provided to a family member, friend etc. 	<ul style="list-style-type: none"> It will provide patients with all the information they will require post discharge. and provide confidence for the patient in managing their condition when discharged. 	Q4 2024