



Partner with Us in your Care



The Patients Voice | PFAC Newsletter – January 2019

Welcome to our 1st PFAC Newsletter!

What is a Patient & Family Advisory Council?

Our mission is to actively participate in patient engagement activities and through alignment with clinical areas contribute to improvements in the patient experience at local level ensuring that the patient's views are heard.



Current PFAC Members

Patient Representatives (all past or present patients)

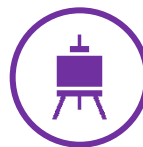
Niall O'Carroll, Chairman
Noeleen Kelly
Cathryn Bradhsaw
Noel Kelly
Frank Savage

Staff Representatives (all present members of staff)

Ceire Cash, Clinical Nurse Manager 2 (Medical)
Elaine Byrne, Clinical Nurse Manager 1 (Surgical)
Ciara Duffy, Staff Nurse (Surgical)
Emma Murphy, Healthcare Assistant (ICU)

Management Representatives (all present members of management)

Mary Shore, COO / Head of Nursing & Clinical Services
Leann Moroney, Quality Manager



What can we do for you?

Some ways in which PFAC members engage with the hospital include:

- Serving as a member of the committee
- Acting on suggestions & feedback from patients
- Attending focus groups
- Reviewing & providing input on written material
- Sharing stories of your own and others experiences
- Participating in quality improvement projects

If there are topics you would like the PFAC to address please email

patientcouncil@hermitageclinic.ie

"Patients and families are partners in defining, designing, participating in and

assessing their care to assure we are

respectful of and responsive to individual preferences, needs and values."



Achievements of the PFAC to Date

You Said

You missed the convenience of the shop in the lobby

Car parking rates weren't communicated well & a some patients and families were not aware of discounted rates

Too much responsibility on the patient to give a copy of their discharge summary to their GP

It was too noisy at night time

We Did

We introduced a newspaper round that also supplies magazines, toiletries & various other requests from the patient!

New signage at main reception desk & on pay stations. Already printed in patient info booklet.

All discharge summaries are now posted directly to GP's as of 05th March 2018

Rest period being trialled from 11pm – 6am (lights out)
New signage introduced to ensure staff aware of rest period
Comfort bags now given on admission with ear plugs & eye masks

Quality Improvement Initiatives

PFAC has also been involved and supported many other quality improvement projects throughout the hospital such as:

Communication Boards

Every patient has their own communication board. At the start of the day, your nurse will update your communication board. The nurse will involve you in this process so that the board can be completed together and you have a clear plan for the day. If present, your family members will also be encouraged to become involved in this process.

Intentional Rounding

All patients are seen at least hourly by a member of their healthcare team. Intentional Rounding practice within Hermitage Medical Clinic is the regular engagement with patients and assessing their needs' utilising the 4 P's.

- Pain ("How is your pain?")
- Personal needs ("Would you like help getting to the bathroom?")
- Position ("Are you comfortable?")
- Possessions (Help with a drink, moving items to within reach)

We encourage you to ask questions and clarify any issues you may have at that time.

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Care Partner Program

Family and friends are a vital part of the healing process, and the Care Partner Programme at HMC provides an opportunity for a patient's loved ones to be involved with their care. All patients are offered a Patient Journal to be completed on admission, if you wish this programme becomes your document to outline your care preferences, personal goals and expectations which is then reviewed with your nurse and consultant.

Bedside Handover / Leader Rounding

In ICU, all handovers of care are conducted at the patient's bedside. You are viewed as an equal member of the healthcare team and encouraged to participate in the handover process. On all other inpatient wards, Leader Rounding is the equivalent of bedside handover. Each morning, after handover has occurred, the Clinical Nurse Manager of the unit will visit each patient.

Nutrition is essential to healing. Food is needed not only for good health, but also as a source of pleasure, comfort, and familiarity.

The HMC believes in implementing protected mealtimes to create an environment free from distractions conducive to an enjoyable eating experience for patients.

At HMC, you can:

- Choose from a wide variety of meals on your menu
- Request your favourite food
- Enjoy our snack menu during out of hours

PFAC made the suggestion to our inhouse dietitian to expand

from protected mealtimes to a broader Meals Matter initiative which has been received very well to date.



Meals Matter



At HMC, we encourage you to take an active role in your care and treatment by reading your medical record with assistance and support from your healthcare team.

We have 24hr flexible visitation subject to patient needs so that your loved ones can visit whenever you wish

How can you have your voice heard?

😊 Patient Council

patientcouncil@hermitageclinic.ie

😊 Patient Comment Cards

😊 HCAHPS Surveys

😊 Suggestion Boxes

😊 Patient Focus Groups quality@hermitageclinic.ie



On February 25th we welcome Planetree Assessors to validate our commitment to Person Centred Care through an evidence based framework and set of standards! Our goal is to achieve Gold Certification as a Planetree Certified hospital. For more information please visit www.planetree.org