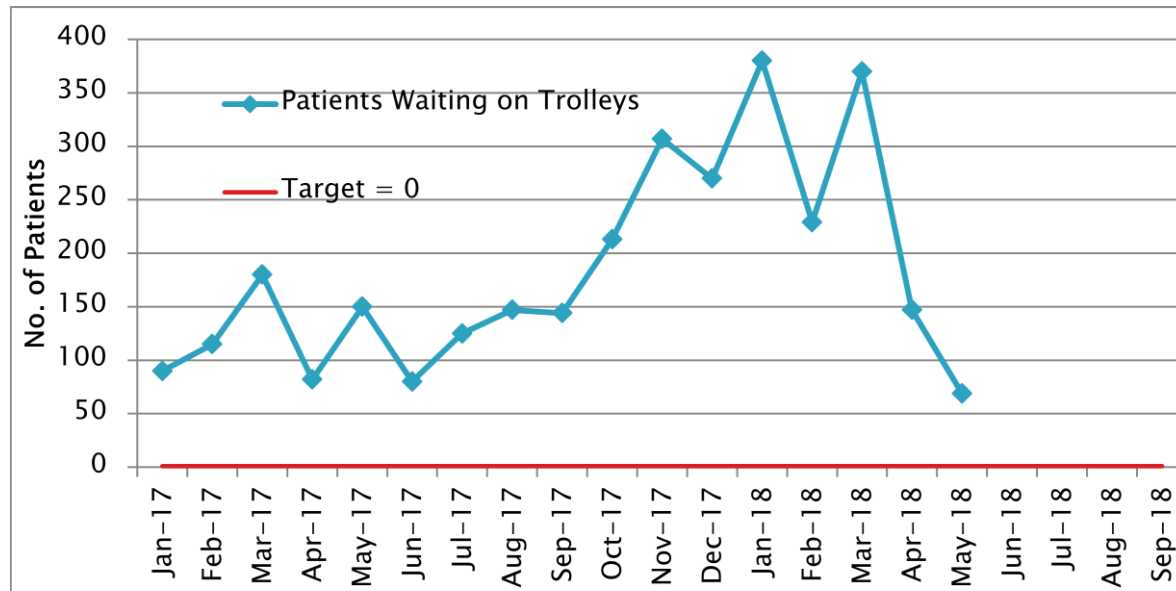
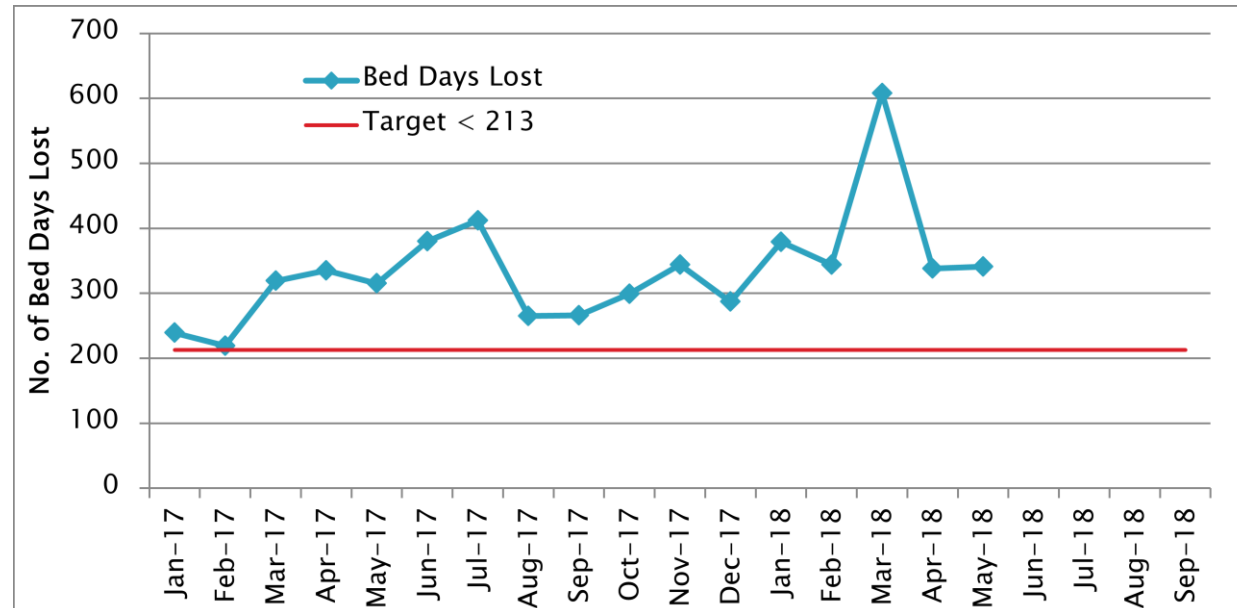




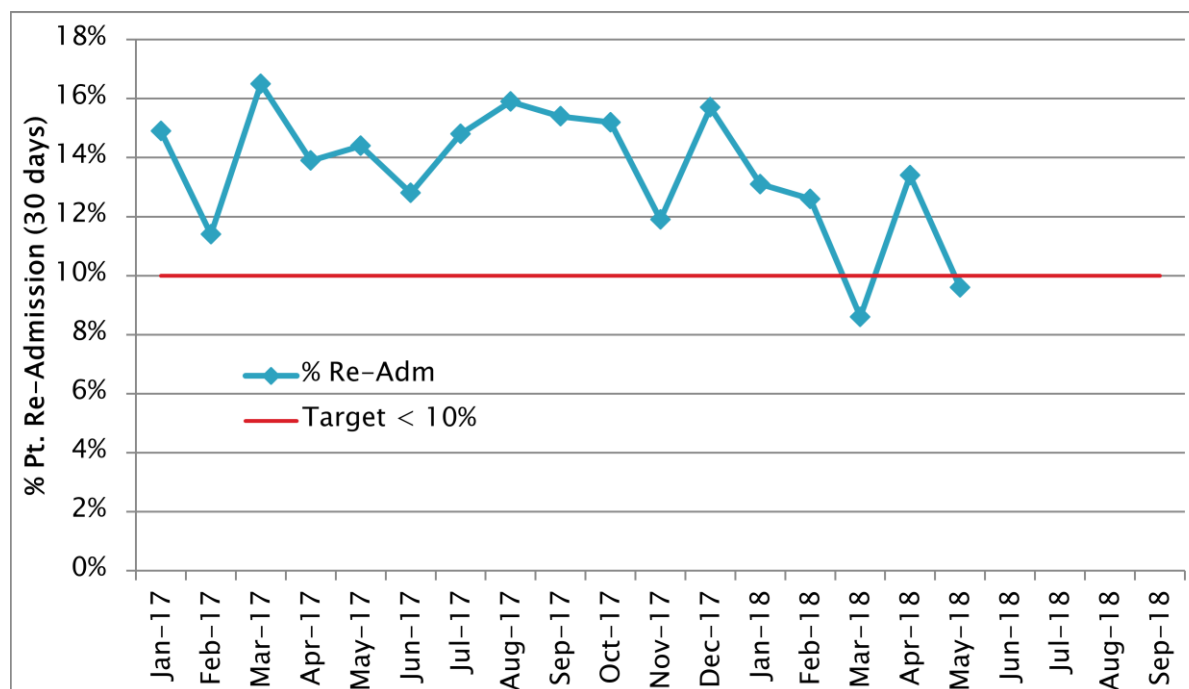
Patients Waiting on Trolleys for an Inpatient Bed



Patients who are Medically Fit to be discharged and cared for at Home with Support or in a Nursing Home or District Hospital but still in MUH



Medical Re- Admissions Rates



What does this mean?

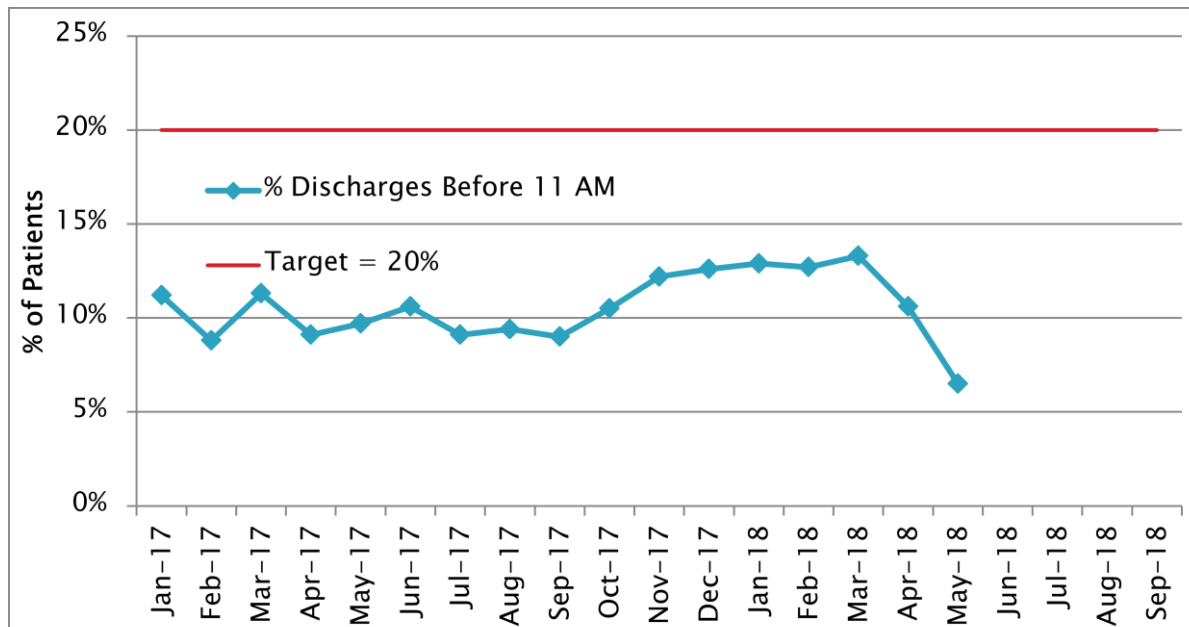
The aim of MUH is to get the right patient into the right bed for the right care. The numbers of patients waiting on a trolley for an inpatient bed is affected by the number of patients who are ready to be discharged to home with support or to a non-acute bed e.g. a nursing home or district hospital.

If a patient represents to MUH in an unplanned unexpected fashion within 30 days a review of the reasons will take place. MUH's aim is to prevent all avoidable re-admissions.

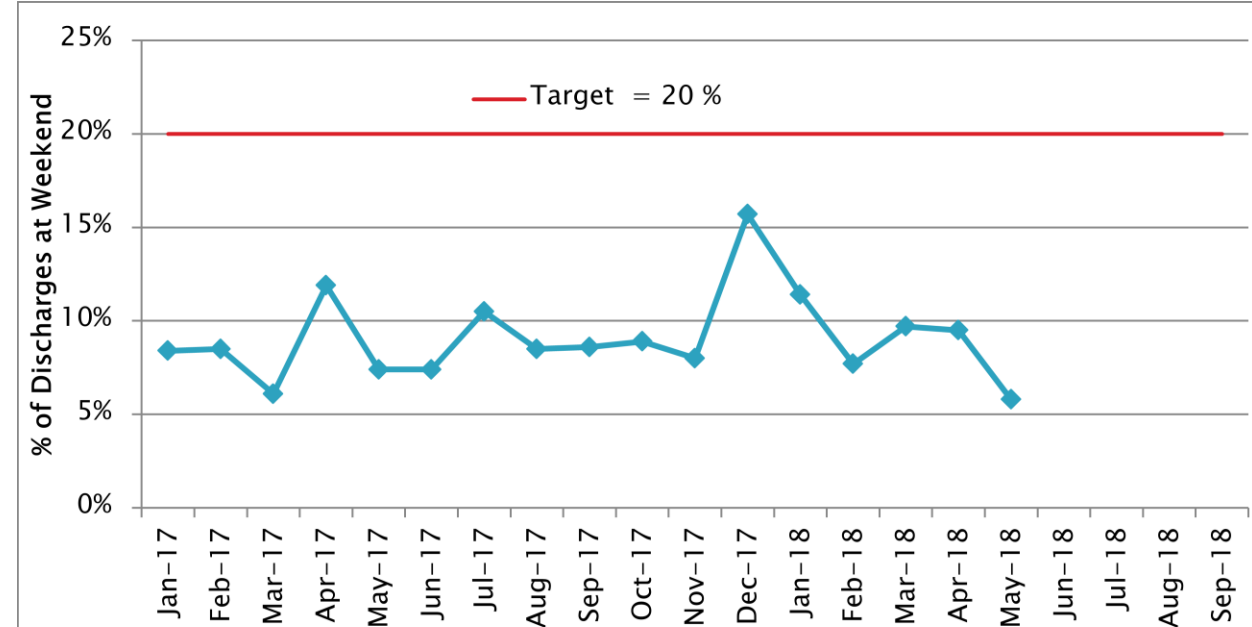
Please Note: Bed Days Lost as a result of delayed discharges were adversely affected as a result of the knock-on effects of Storm Emma in March.



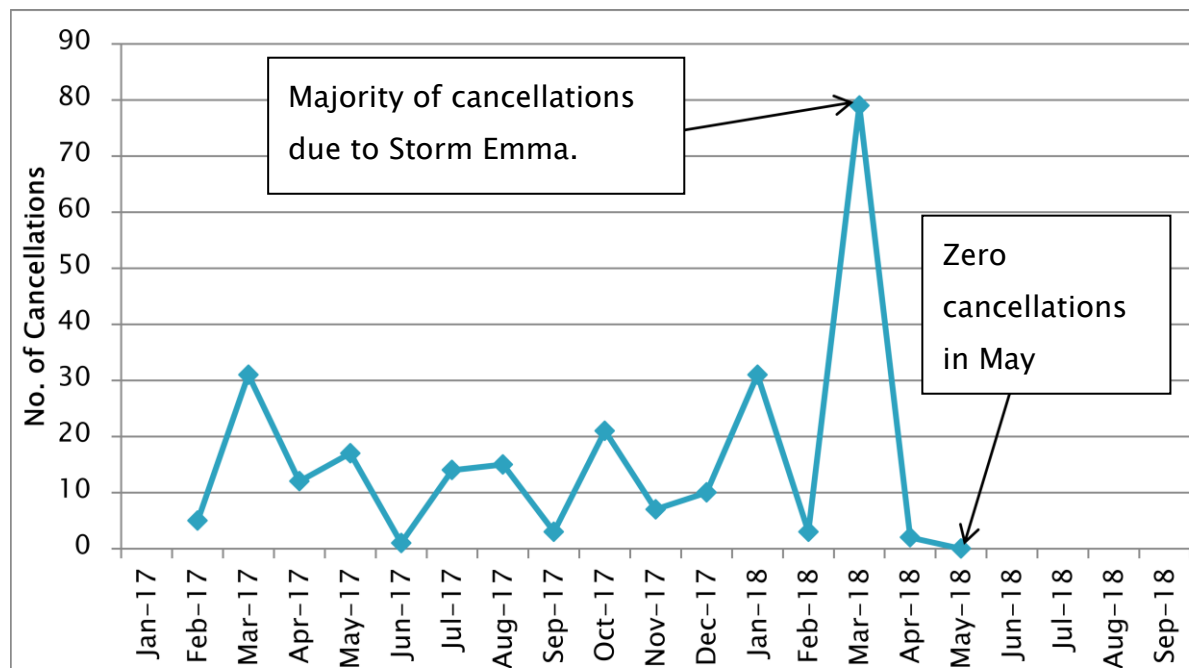
Patients Discharged and Ready Before 11 AM



Patients Discharged on Saturday and Sunday



Number of Patients Cancelled by Hospital due to bed availability



What does this mean?

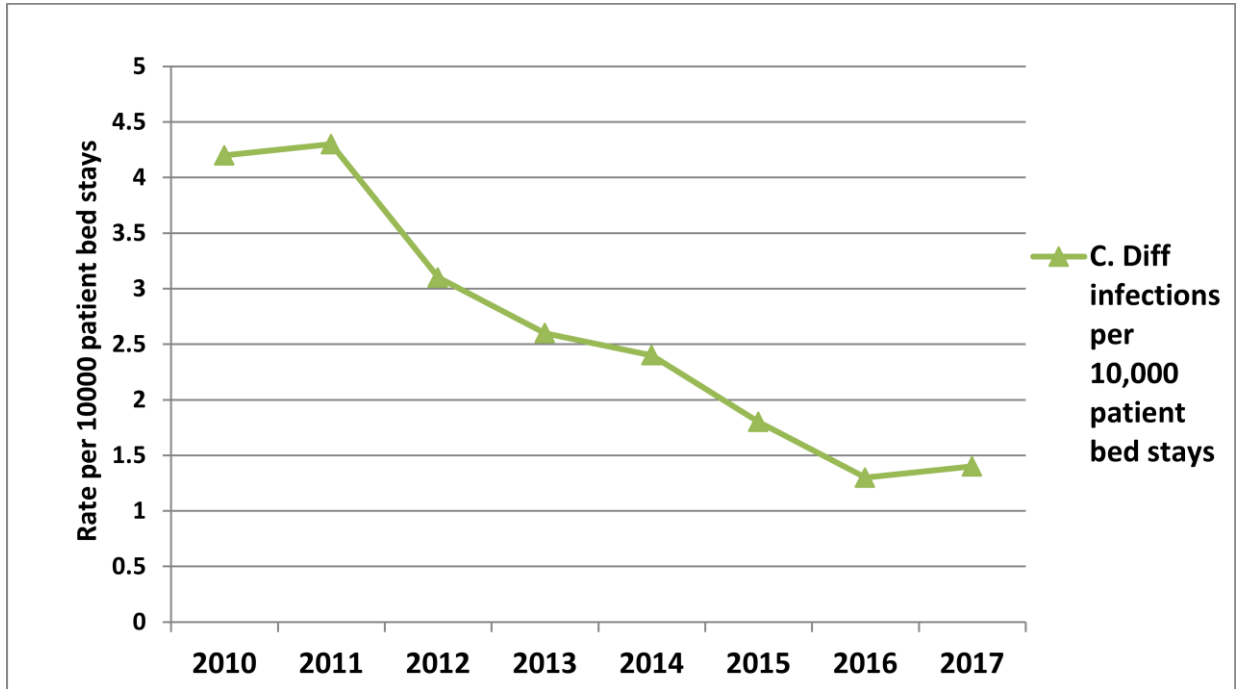
Early Discharges before 11 am means we can allocate beds to those waiting overnight.

Weekend Discharges help with Patient Flow on Monday and prevent Electives being cancelled.

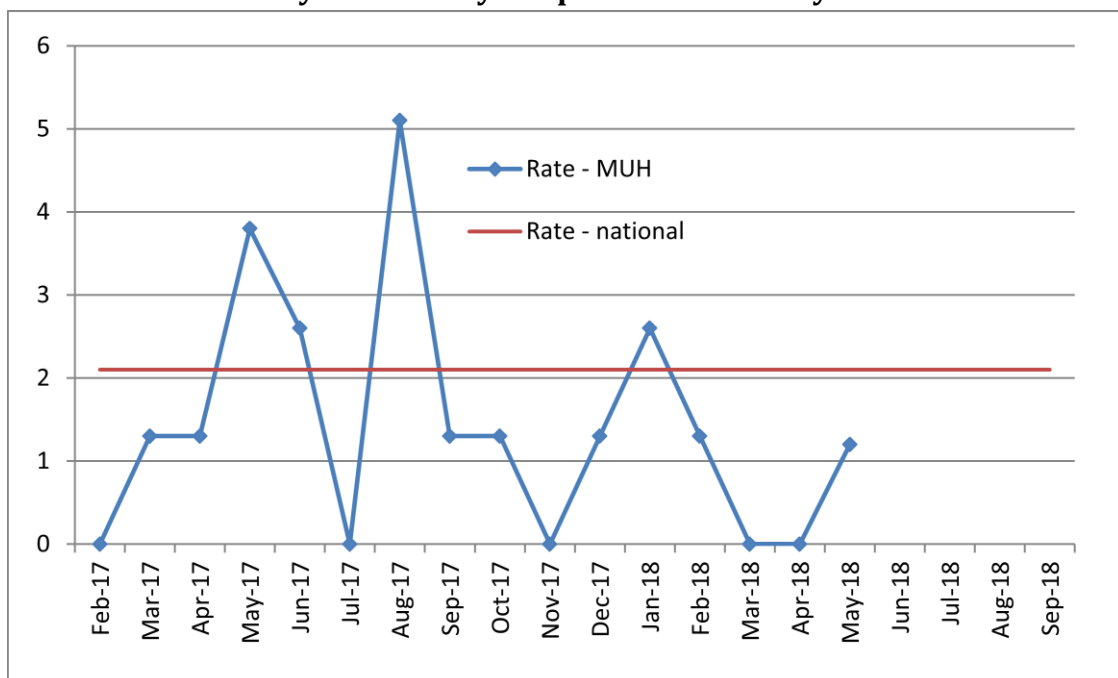
Please note: The majority of hospital cancellations in March were due to Storm Emma.

Reducing Clostridium Difficile infections in Mayo University Hospital Updated June 2018

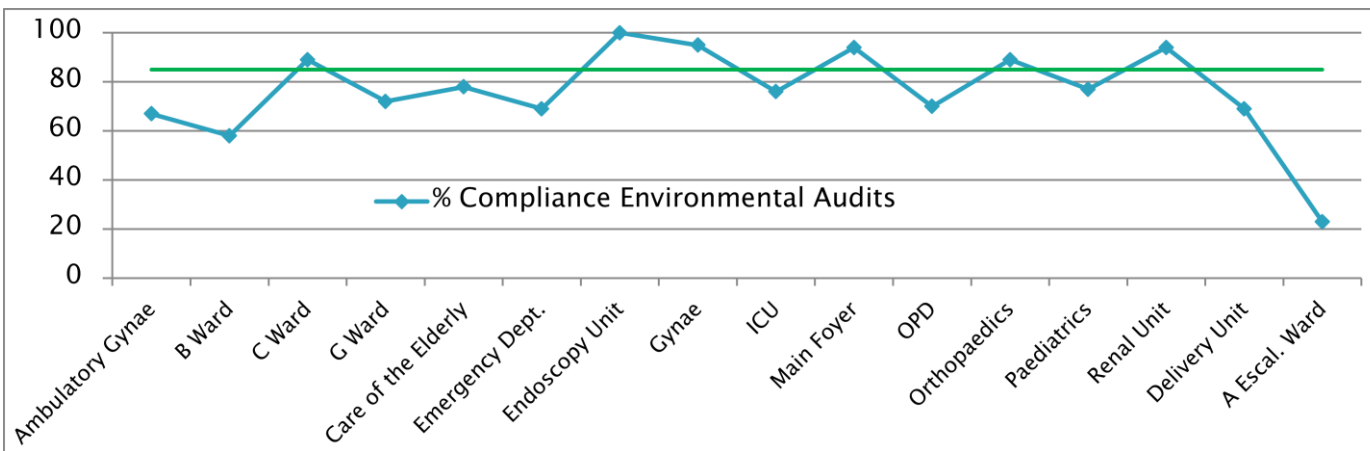
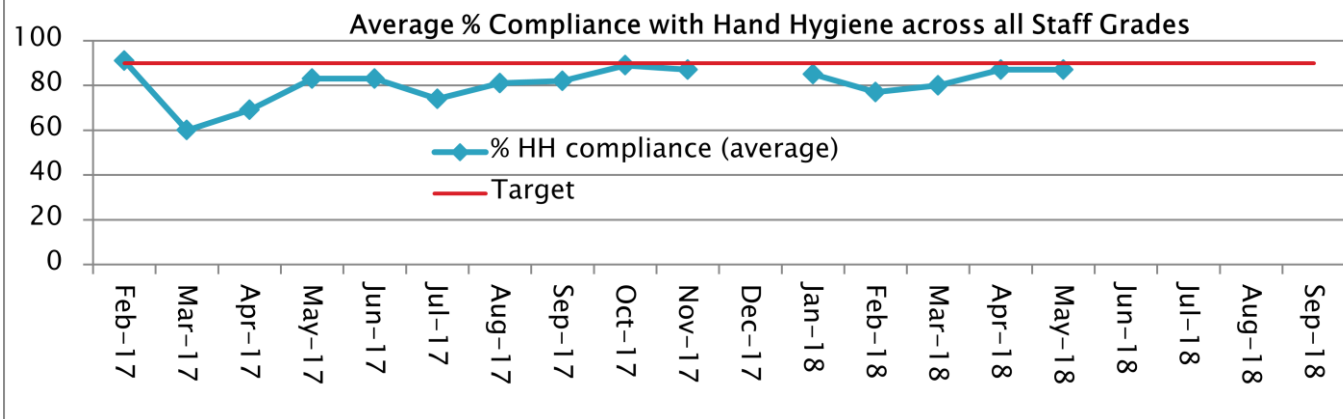
Annual C. difficile infections (CDIs) in Mayo University Hospital 2010 - 2017



C. difficile infections (CDIs) in Mayo University Hospital Feb '17 - May '18



MUH Commitment to Quality Care through Hand Hygiene and Environmental Audits **Updated June 2018**



What does this mean?

- **Appropriate Antibiotic Prescribing -**
 - *Pharmacists regularly audit use of antibiotics to ensure if the antibiotic is necessary, the correct type of antibiotic by the correct route (IV or Oral) for the correct duration.*
 - *Benefits include reduction of C.diff rates and line infections, reduced length of stay and Cost savings*
- **Effective prevention and control of Healthcare-associated Infections HCAI requires a multi-targeted approach .**
Some ways of reducing Healthcare Infections include:
- **Effective hand hygiene - Education and audit of all staff**
 - *100% of Doctors including ALL Consultants have undertaken Hand Hygiene training in the past 2 years as required*
 - *Aim to have compliance of at least 90 % on Audit*
- **Clean environment -**
 - *Audit of all clinical areas identifies shortcomings and actions are taken to rectify deficiencies*
 - *Aim to have compliance of at least 85%*

Improving Medication Related Communications in Mayo University Hospital (Updated June 2018)

Important Messages

Knowing My Medicines is a list of all medicines including supplements, herbal remedies, eye/ear drops, inhalers, injections, nebulisers, oxygen, creams and patches you take or apply and some of their details.

Please fill in the **Knowing My Medicines** information inside this leaflet.

This is your record of your medicines. Please keep this document safe and bring it with you when coming to Mayo University Hospital or attending any healthcare appointment. If you become ill, you or a family member/carer can bring this record to hospital or to your family doctor.

Please keep your medicines in their original container, because:

- the labels contain important information
- we will need to be able to identify them
- they may deteriorate if unpacked

Keep all your medications at room temperature, except those that need to be kept in the fridge.

Keep all medications safely **LOCKED** away where **CHILDREN** cannot reach them: your medications could **HARM** them, if accidentally taken.

Do not share your medications with anyone else: they have been prescribed for **YOU** individually, based on **YOUR** needs.

Ask about disposal of unwanted medicines at your local retail pharmacy*

Your medicines list will help hospital staff treat you safely.

Funded by Nursing Midwifery Planning and Development Unit

Commitment to Excellence

IMPORTANT

To fill out **Knowing My Medicines** you need all your medicines in front of you including prescribed, non-prescribed and over the counter medicines.

If you don't know what medicines you take or you need help filling out **Knowing My Medicines** ask your retail pharmacist who can give you an up to date list. Your doctor, friend or relative can be asked to help also.

Take your medicines exactly as directed by your doctor or as instructed on the label. This is important for them to work properly.

If you experience any side-effects which you think may be caused by your medication, please tell your doctor or pharmacist.



Mayo University Hospital is committed to the World Health Organisation (WHO) Medication without Harm Campaign. We want our patients and staff to improve communication about medications.

Please note that although every effort is being made to help you keep this **Knowing My Medicines** leaflet up to date, it is the responsibility of you the patient to ensure it is accurate. MSH or its employees, retail pharmacists, or your doctor cannot be held responsible for any errors or omissions.

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Information for patients and families

Knowing My Medicines



MAYO UNIVERSITY HOSPITAL

Commitment to Excellence

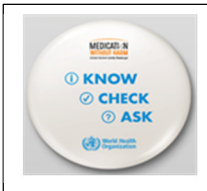
MAY 2018

MY DETAILS

Name:	My Family Doctor:	My Pharmacy is:
Date of Birth:	My Family Doctor Phone No.:	My Pharmacy Phone No.:
Next of Kin:	Phone No.:	

The medicine I am allergic / sensitive to and how I react:	Other allergies / sensitivities and how I react:	Chronic(long term) Health Conditions:	Date I filled out this form:

Name of Medicine and strength	Why I take it	How much medicine I take and when I take it					Additional Information
		every day	morning	afternoon	evening	night	
e.g. Name of tablet/liquid	e.g. for my heart	e.g. 1x/1x	1	0	0	1	e.g. on day, weekend, weekend dose, demonstrate, repeat



A complete up to date medicines list at admission will help hospital staff treat patients safely.

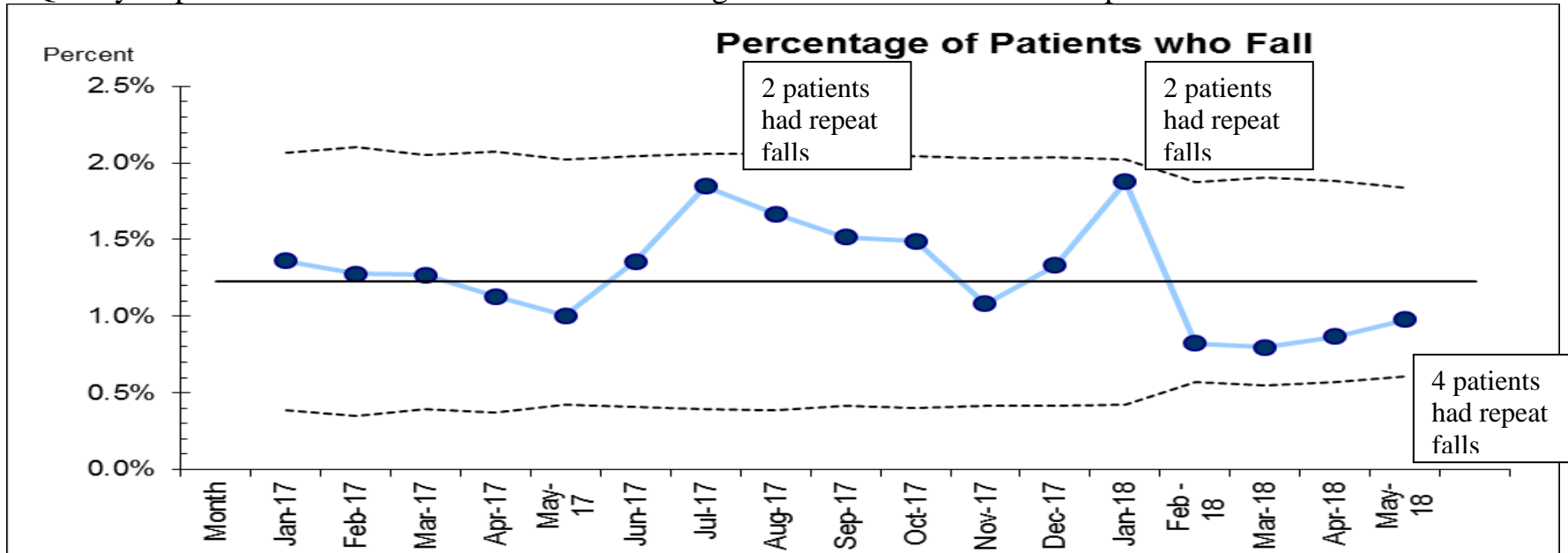


This month we launch the “Knowing my Medicines “leaflet in Mayo University Hospital.
 We ask patients to complete their individual leaflets and bring them with them to hospital appointments or if they are attending the Emergency Department.

We want our patients and staff to improve communication about medications.

Quality Improvement in Falls Prevention and Management of Fallen Patients – Updated June 2018

This chart shows the percentage of falls in relation to patients discharged from MUH. We have a high rate of over 65 year old patients admitted to MUH and this correlates with the increasing age profile of the population of patients we care for.



FALLS - HOW TO PROTECT YOURSELF

How to prevent falls?

- Have your medications checked regularly
- Take special care if you are dizzy or light-headed
- Ask your doctor about your bone health
- Check around your home for hazards
- Don't let fear of falling limit your activities
- Stay active and exercise your legs

WHAT TO DO AFTER A FALL

Some hints which may help you in the event of a fall:

FOR FURTHER INFORMATION CONTACT: Mary McDonnell (Physiotherapist), Sarah Reaney (Occupational Therapist)



What does this mean?

What is a fall

A fall is defined as an event which results in a person coming to rest inadvertently on the ground or floor or other lower level, number of patient we care for. There were two patients in January 2018 and one patient in April 2018 that were predisposed to falls due to pre-existing medical complaints, a comprehensive care plan was put in place for these patients and there was no serious physical harm.

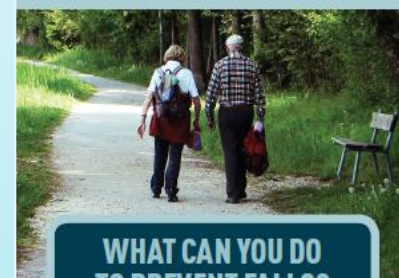
Harm caused

In 2016 and 2017 we had 10 Serious Reportable Events. This includes head injuries and 3 hip fractures. Immediate care was given to these patients. A falls review was undertaken to identify any contributory factors, and action were taken

Actions we have implemented

Policy on identification, assessment, prevention and management of patient falls, new falls assessment, care plan and bed rail risk assessment. Purchased ultra-low beds, one in each of the main clinical areas and falls prevention alarms. The Red Star initiative to identify patients at risk of falling. Information leaflet for health care worker. The actions to take when a patient falls are included in MUH patient safety book. Education on correct use of seating to prevent falls. Multidisciplinary MUH falls education DVD.

FALLS - HOW TO PROTECT YOURSELF



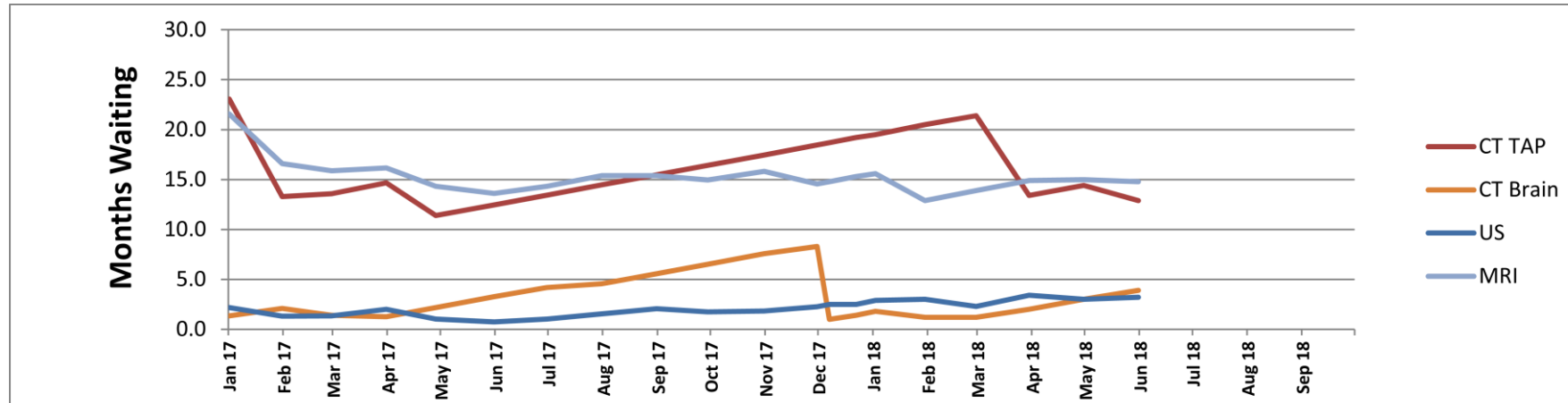
WHAT CAN YOU DO TO PREVENT FALLS?

There is no single reason why people fall. A fall usually occurs when several events happen at the same time. The causes of falls are often called risk factors. If you have had a fall talk to your doctor, nurse or therapist about what caused the fall and what you can do to address your risk factors.

Leaflet available on wards. Please talk to staff about falls prevention



Radiology Wait Times



What does this mean?

Targeted CT & MRI lists on the longest waiting patients have realised some significant reductions in longest wait times in recent months.

It is planned to continue these targeted lists throughout 2018 in order to further reduce the longest wait times.