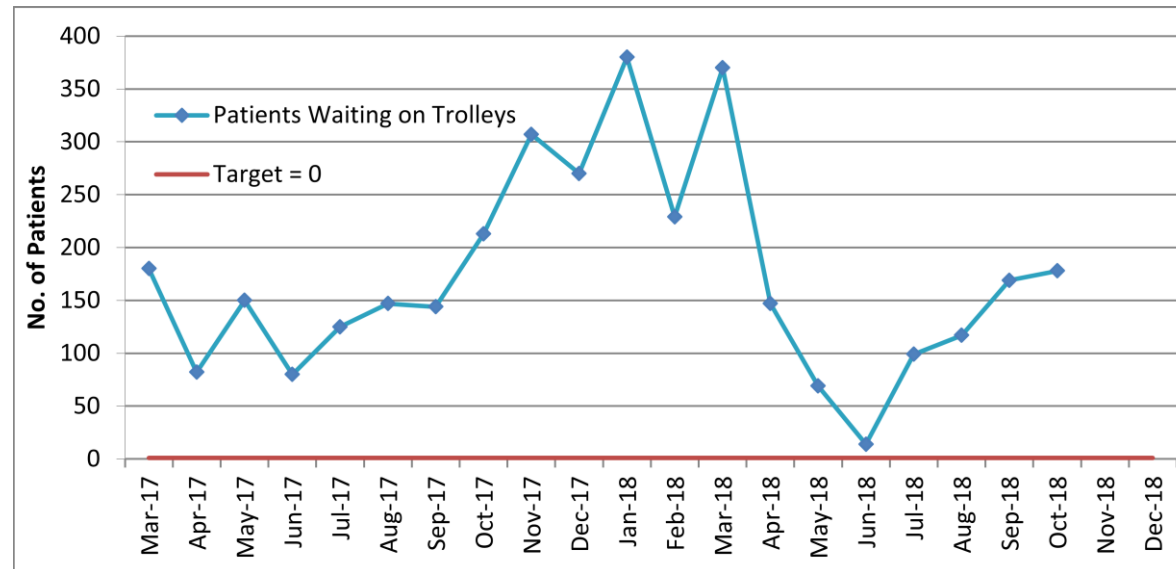
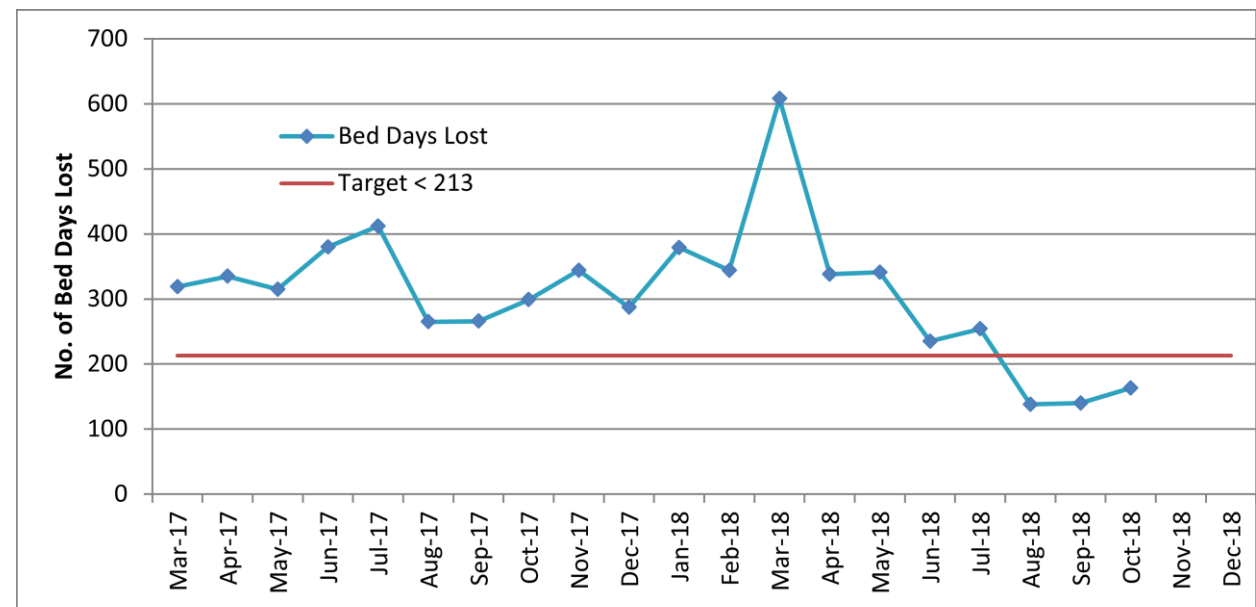




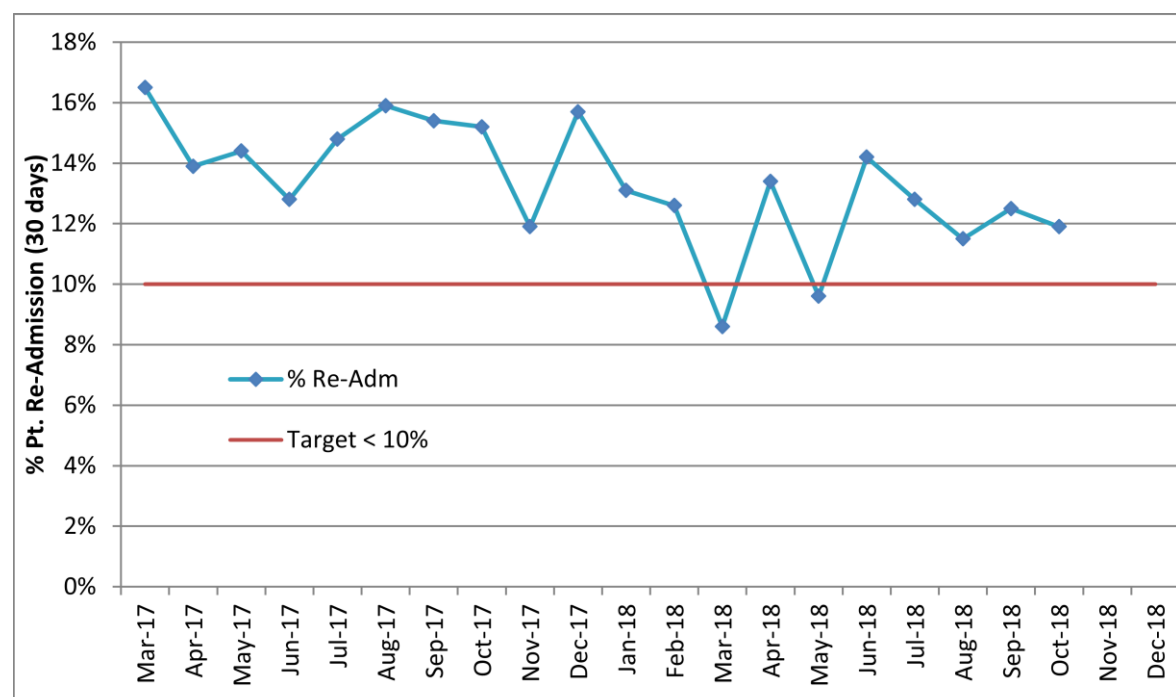
## Patients Waiting on Trolleys for an Inpatient Bed



## 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?

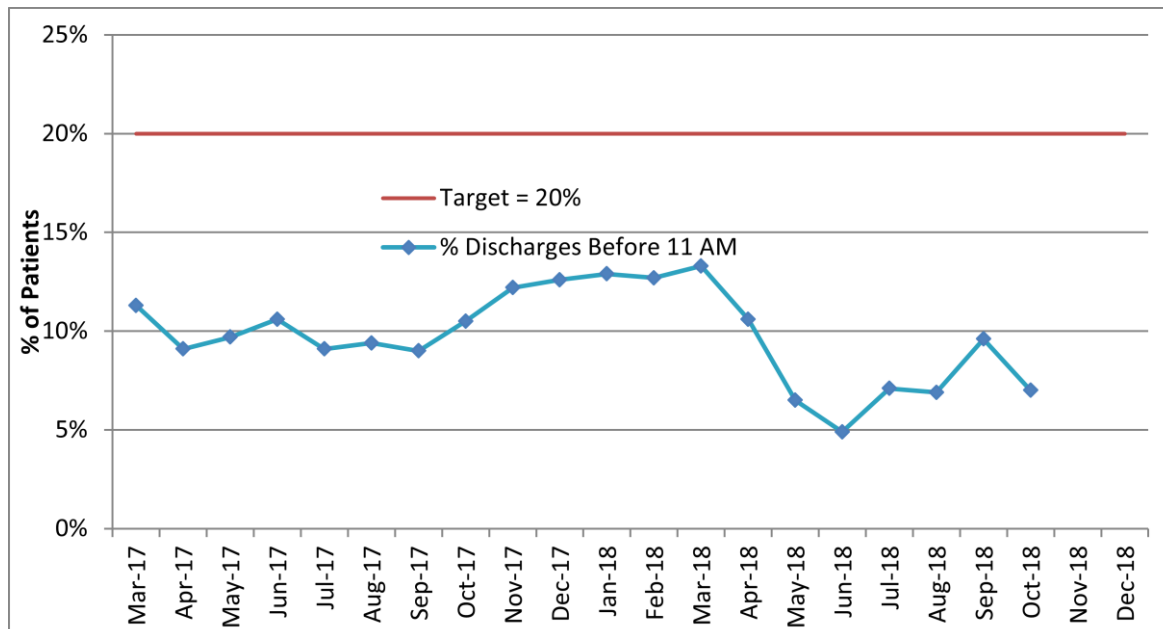
The aim of MUH is to get the right patient into the right bed for the right care. The numbers of patients waiting on a trolley for an inpatient bed is affected by the number of patients who are ready to be discharged to home with support or to a non-acute bed e.g. a nursing home or district hospital.

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.

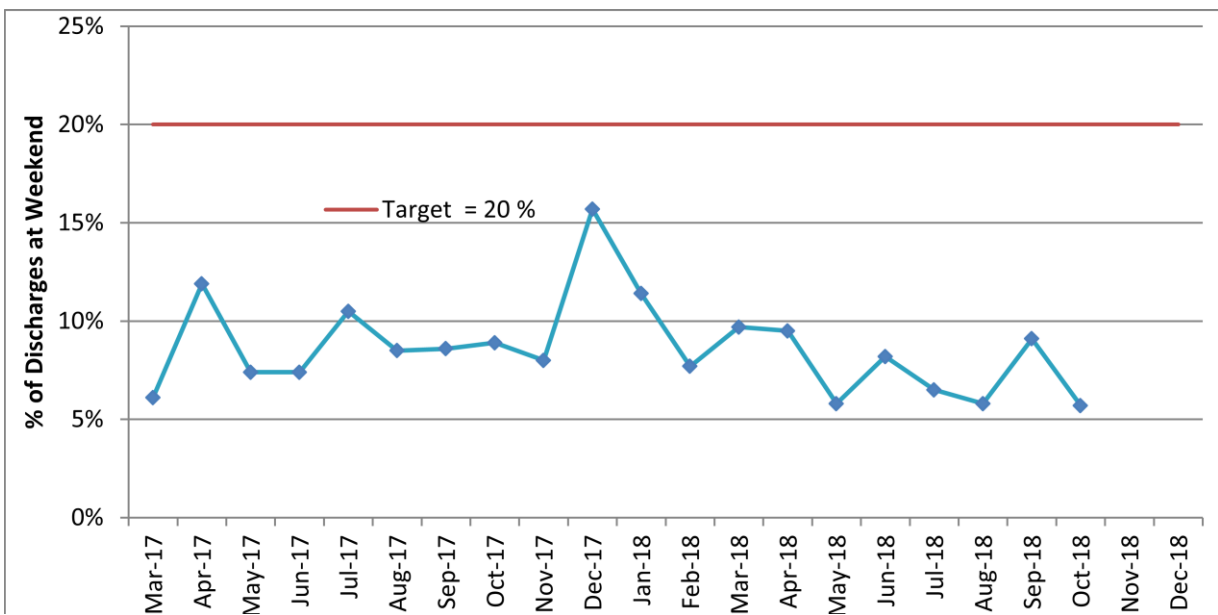
**Please Note:** Bed Days Lost as a result of delayed discharges was adversely affected as a result of the knock-on effects of Storm Emma in March.



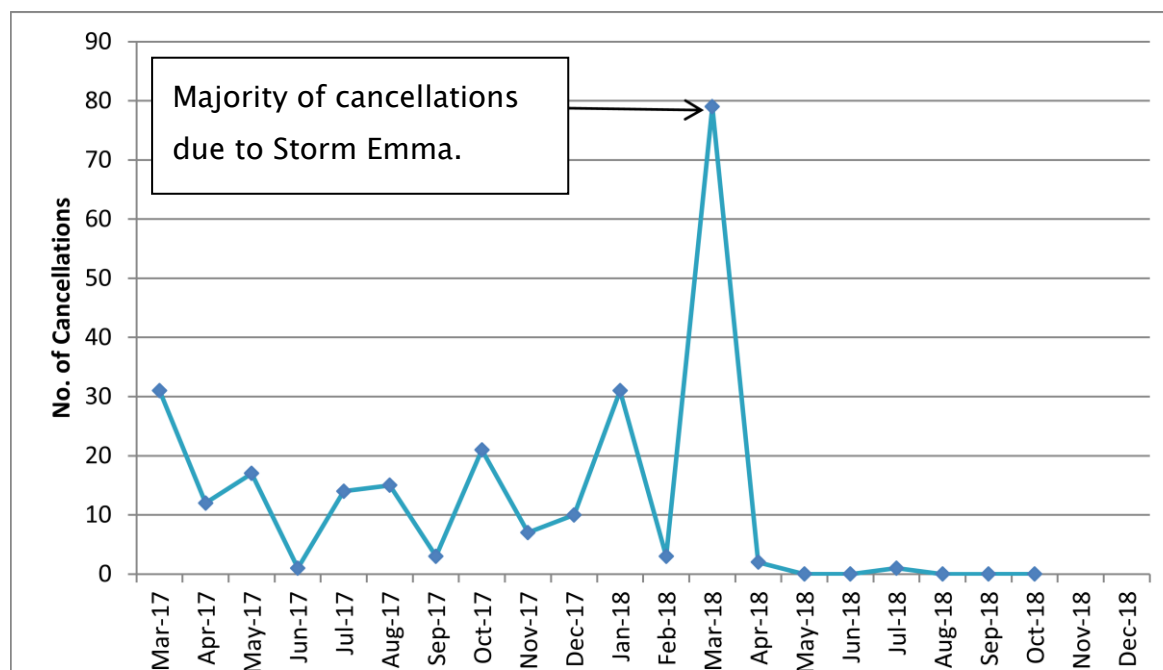
## Patients Discharged and Ready Before 11 AM



## Patients Discharged on Saturday and Sunday



## Number of Patients Cancelled by Hospital due to bed availability



## What does this mean?

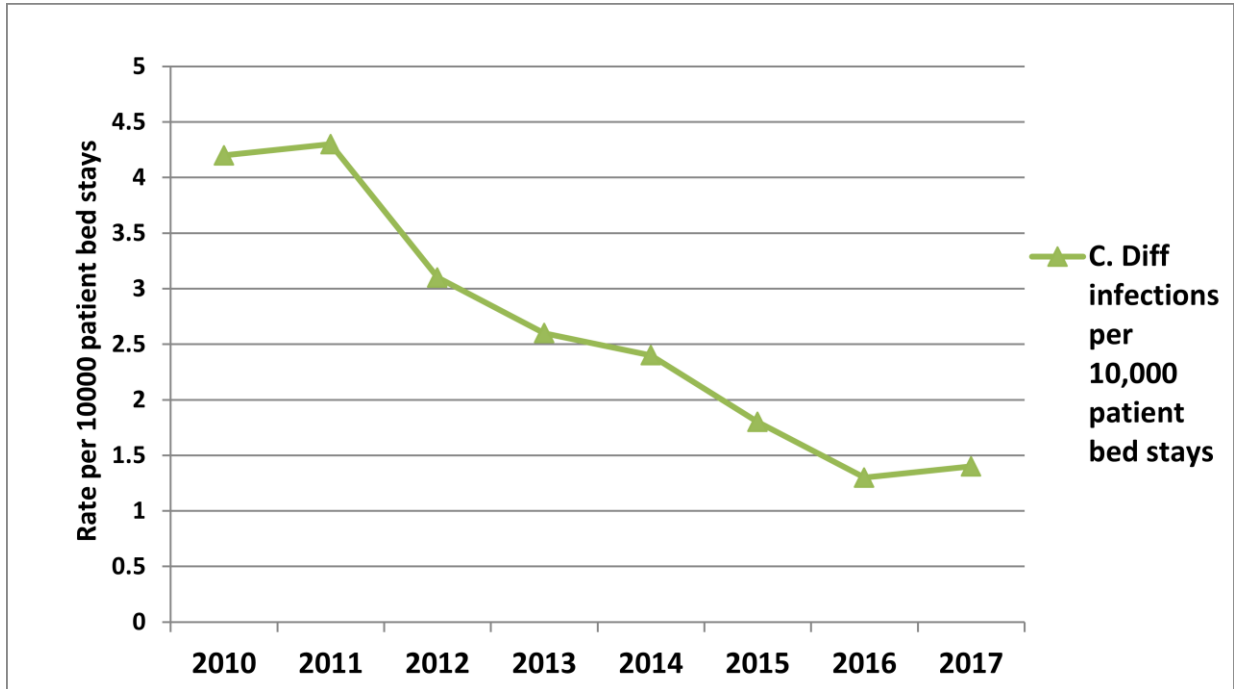
Early Discharges before 11 am means we can allocate beds to those waiting overnight.

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

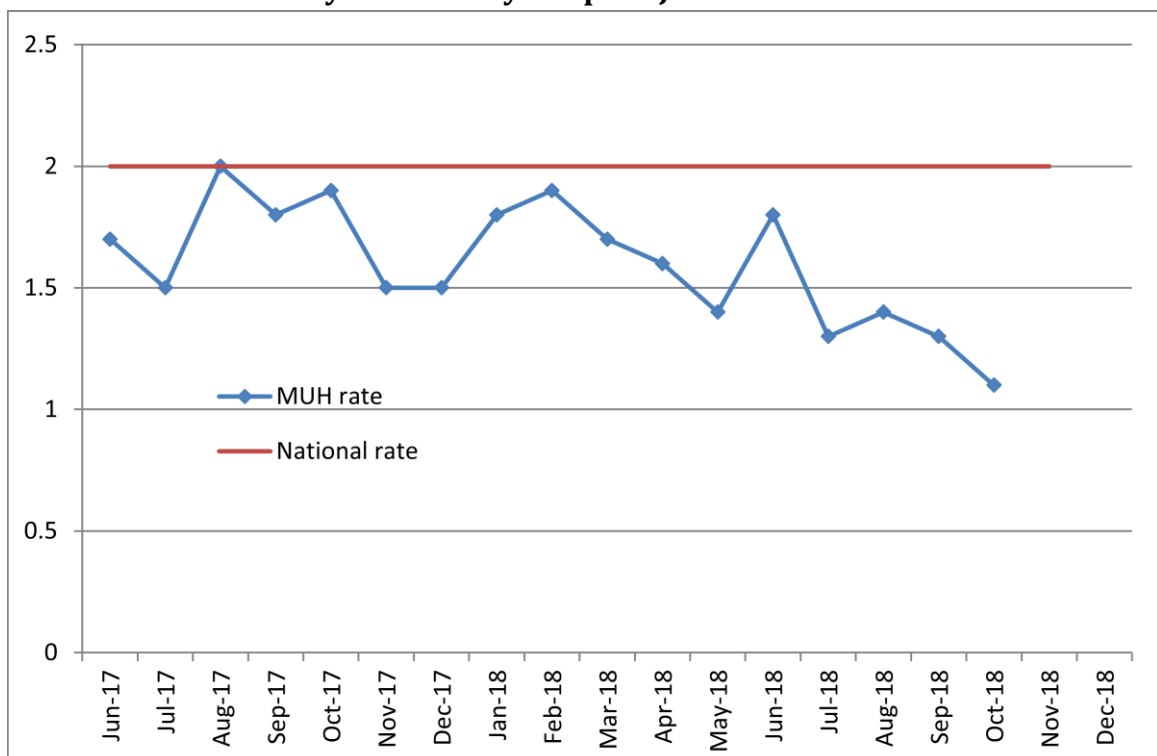
**Please note:** The majority of hospital cancellations in March were due to Storm Emma.

# Reducing Clostridium Difficile infections in Mayo University Hospital Updated November 2018

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

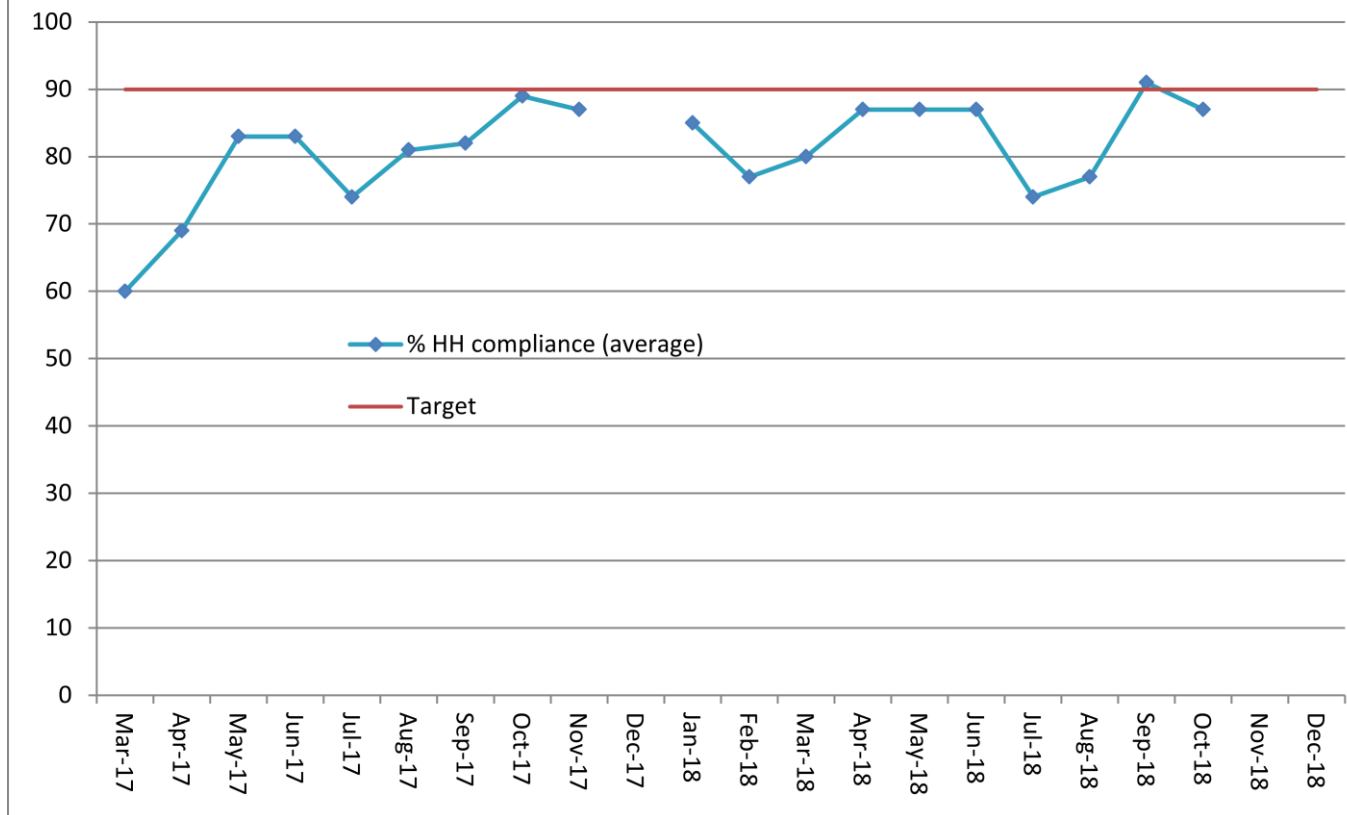


**C. difficile infections (CDIs) in Mayo University Hospital Jun '17 - Oct '18**



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

Average % Compliance with Hand Hygiene across all Staff Grades



### 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%*

**KNOWING MY MEDICINES**

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.

**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.

Information for patients and families

## Knowing My Medicines



**KNOWING MY MEDICINES**

**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(ing 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	
eg. Name of tablet 25mg	eg. For my heart	eg. 1x/1x	1	0	0	1	eg. see drug, understand, record dose, demonstrate, report.

A random audit to ensure compliance with the Knowing My Medicines Quality Initiative took place on the four main medical floors A, B, C and Elderly Medicine in the month of October. The audit was undertaken 3 months after the project was introduced to the medical floor.

The audit comprised of ten patients from each medical ward - a total of 40 participants from mixed gender and age profile

**72% of patients replied that they did receive the Knowing my Medicines Information Leaflet.**

**Of the 29 patients that answered 'Yes' the question was then asked: 'Did a healthcare professional explain the leaflet to you?'**

**83% replied Yes to this question; 10% No and 7% Can't remember .**

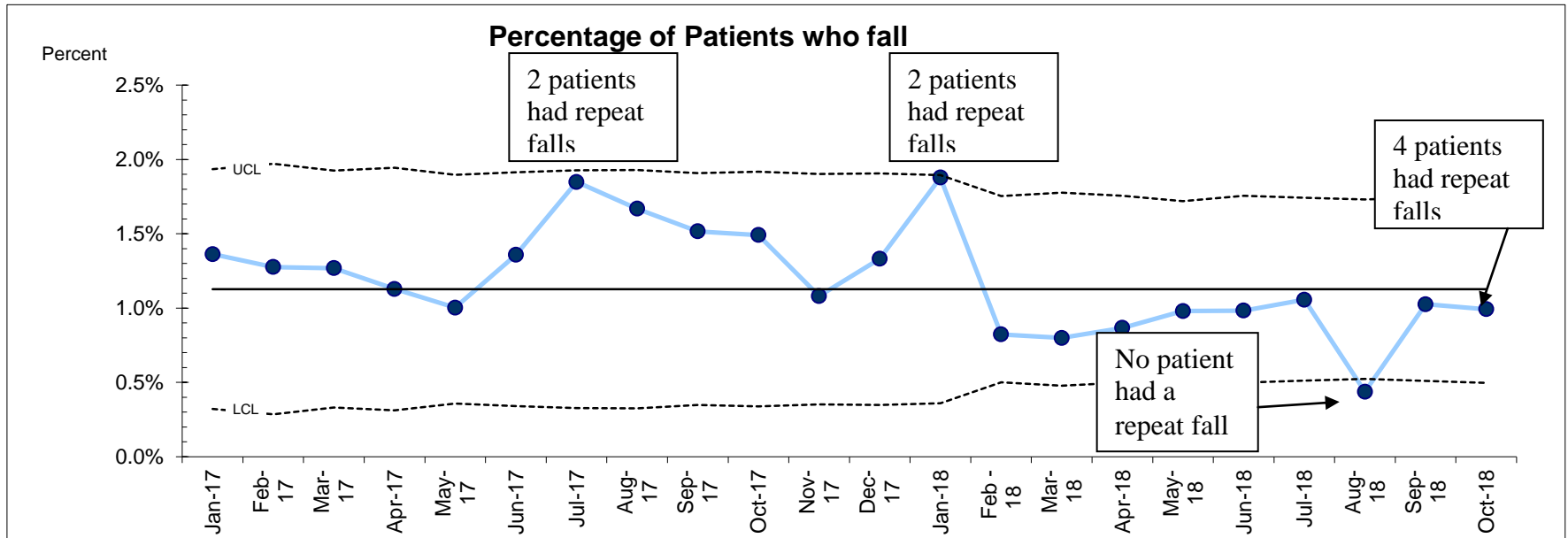
**Of the 29 patients that answered 'Yes' to the above question 72% think the leaflet will help them manage and understand their medicines better'. 14 % said No and 14% indicated that they don't know. The Medication Safety Committee are working with the Patient Experience Advisors on how best to roll out awareness with regard to this initiative in the community.**

**Mayo University Hospital want our patients and staff to improve communication about medications.**



# Quality Improvement in Falls Prevention and The Management of Fallen Patients- updated November 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**

FALLS PREVENTION AND MANAGEMENT GROUP, MAYO UNIVERSITY HOSPITAL

Have your medications checked regularly. Take special care if you are dizzy or light-headed. Ask your doctor about your bone health.

Posters on display in clinical areas please read and talk to staff about falls prevention

Check around your home for hazards. 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.

TO PREVENT FALLS?

Check around your home for hazards. 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.

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.

**Harm caused**  
There was No Serious Reportable Event in October 2018

**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?

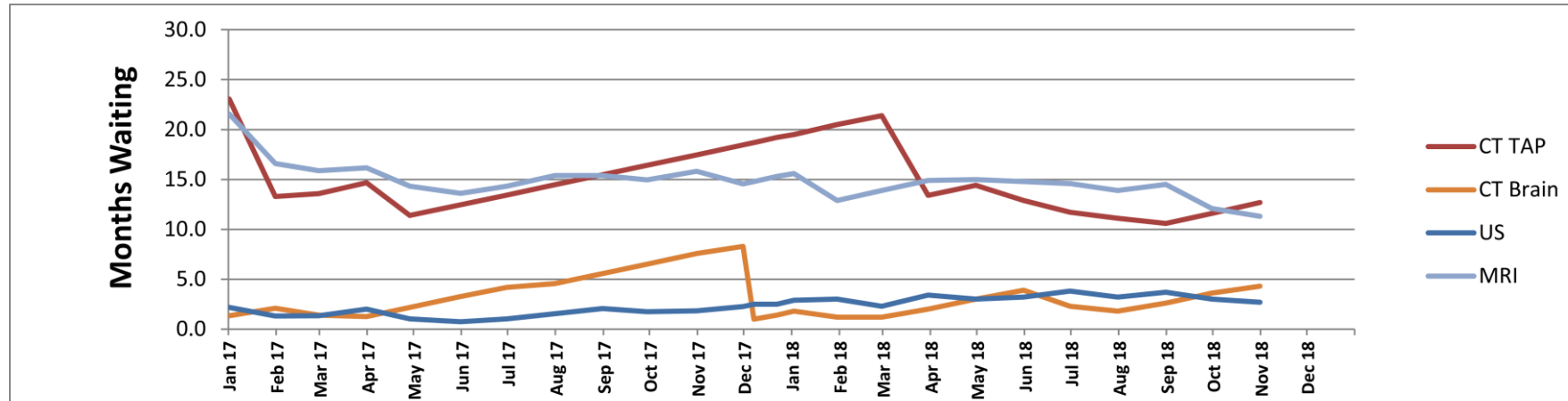
There is no single reason why people fall. A fall usually occurs when several events happen at the same time. The causes of falls are often called risk factors. If you have had a fall talk to your doctor, nurse or therapist about what caused the fall and what you can do to address your risk factors.

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

Saolta Mayo University Hospital



## 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.**