

Episode 12

QPS TalkTime



A community of quality and patient safety improvers

Tuesday 12 September 2023, 13.00 - 14.00

# World Patient Safety Day Special

#WPSD23



National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer  
An Stiúthóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an Phríomhoifigigh Clínicil



Patients for Patient Safety  
Ireland



# Speakers today



**Kate O'Flaherty**

Director,  
National Patient Safety Office



**Helen Ryan**

Health Literacy Lead,  
Adult Literacy for Life  
Programme Office



**Norma Deasy**

Communications Manager,  
National Screening Service



**Paula Cussen-Murphy**

Director of Quality, Risk and  
Patient Safety  
UL Hospitals Group



**Beth Farren**

Patient Safety Strategy Manager  
QPS ULHG



**Clara Meehan**

Health and Social Care Lead with the  
Transition team in the Mental Health  
Services in Roscommon



**Cathal Kilcline**

Service user representative with the  
Transition team within the Mental  
Health Services in Roscommon



**Martina Porter**

Quality and Patient Safety  
Manager at Letterkenny  
University Hospital

Co-hosted by



**Tiberius Pereira,**  
A member of Patients for  
Patient Safety Ireland



**Juanita Guidera,**  
Programme Manager -  
Staff Engagement for Quality  
with the National Quality and  
Patient Safety Directorate.

# Connect with us



 **YouTube**  
**HSE National QPS**  
*@NationalQPS*



# NQPSD Resources

## Join the Q Community

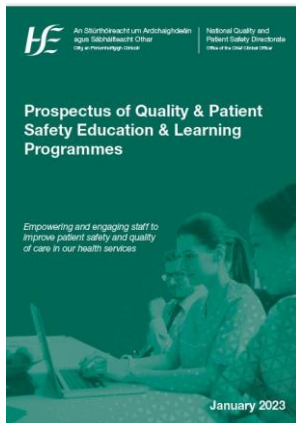
Apply to become a member of Q Community – find out more via the Q Website



For information on how to apply contact:  
[Mary.lawless@hse.ie](mailto:Mary.lawless@hse.ie) / [Roisin.Egenton@hse.ie](mailto:Roisin.Egenton@hse.ie)

## Access Education and Learning

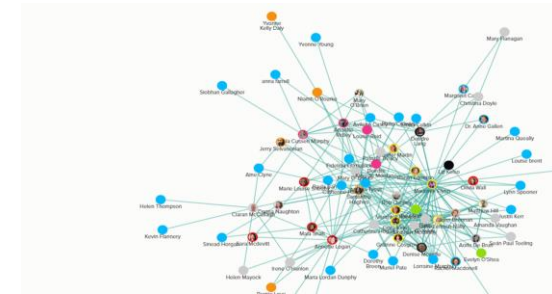
Find out about courses available to you and your Team



## Join the QPS Ireland network map

To help visualise connections between people interested in quality, safety and improvement across Ireland:

<https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

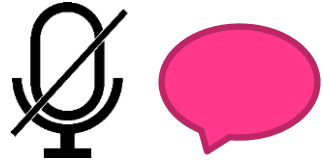


## Listen to our podcast series

Listen to seven podcasts based on the Patient Safety Strategy themes.



# How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- If your tech fails, don't worry – we're recording it so you can watch back on the NQPSD YouTube channel and access the slides at your convenience.



- Audio is available via your PC or dial in:  
+353-153-39982 Ireland Toll  
+353-1526-0058 Ireland Toll 2  
**Access code:** 2732 690 2084



Please feel free to continue the discussion on Twitter / X: **@QPSTALKTIME**  
| @Patient\_for | @juanitaguidera | @NationalQPS | @npsolRL | @mapflynn  
#WPSD23 | #QIreland | #patientsafety



- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out)



- You will receive an email from QPS TalkTime confirming your attendance

# To get started ... we invite you to

Share using the chat box

- Your name, work and where you are joining us from ...
- Finish this statements:

***“We can help people understand healthcare conversations by...”***





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# World Patient Safety Day Special

## In this session we will:

- Launch “Your health, your voice” resources, prepared to mark World Patient Safety Day.
- Share practical tips to improve health literacy in your communication with service users.
- Hear about an OCED report focused on patient partnership.
- Get ideas from a number of services across Ireland for marking World Patient Safety Day.





An Roinn Sláinte  
Department of Health



**Kate O'Flaherty**

**Director of the National Patient Safety Office (NPSO)**

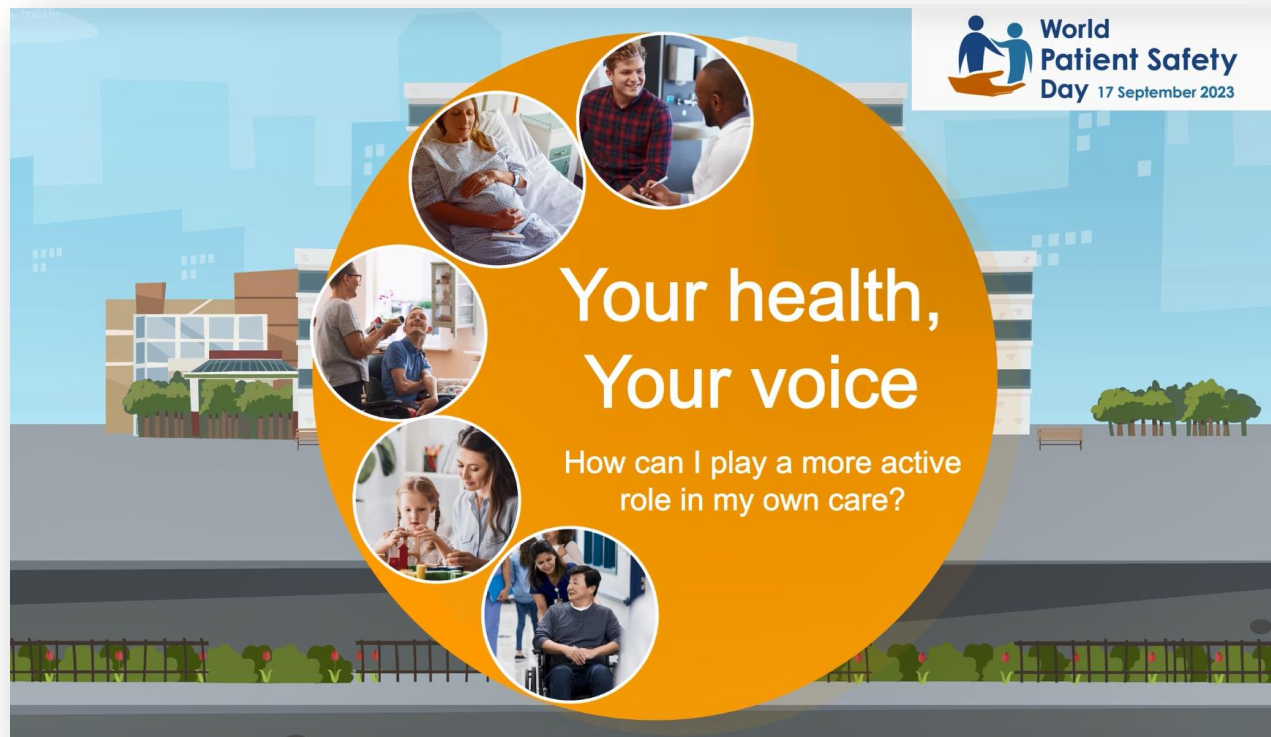
**NPSO Conference 2023**

**Thursday, 19<sup>th</sup> October - Printworks, Dublin Castle**

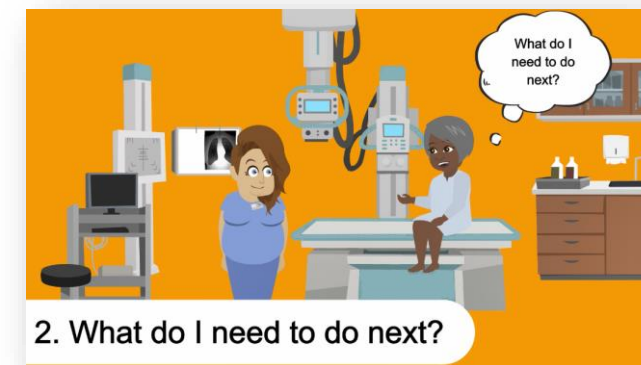
**Theme: *"Nurturing a Positive Culture of Patient Safety –  
Listening, Learning, Responding"***

**Find us on [Eventbrite](#) for further information and our call  
for abstracts for poster competition**





Scan the QR code to watch  
and Subscribe to  
**@NationalQPS** on YouTube



# World Patient Safety Day

17 September 2023

Scan to access resources



**Bearing witness: through  
life and death**



**Walk and Talk Improvement Podcast**

# **World Patient Safety Day Podcast Available now**

Wherever you get your podcast from.



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**Adult  
Literacy  
for Life**

# **Making health literacy everyone's business**

**SOLAS**  
learning works



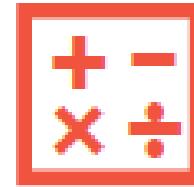
**Rialtas na hÉireann**  
Government of Ireland



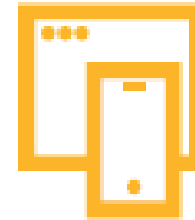
# Literacy, numeracy and digital literacy in everyday life



Almost 1 in 5 (18%) of adults struggle with reading and understanding everyday text.



1 in 4 adults (25%) had difficulties using maths in everyday life.



Almost 1 in 2 (47%) adults lack basic digital skills.

Source: NALA (2020)  
[Literacy for Life](#) report

A beginner reader is not a beginner thinker.

# Health literacy, numeracy and digital literacy

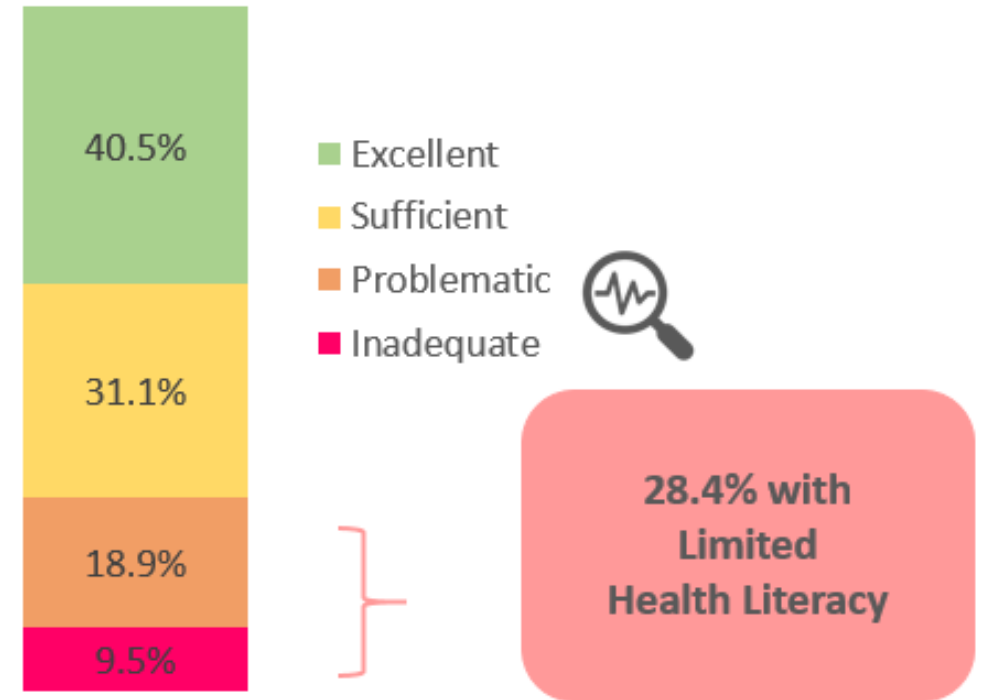
## Health literacy has different sides:

1. Personal health literacy	2. Organisational health literacy	3. Community health literacy
People being able to find, understand, and use information and services to inform health-related decisions and actions for themselves.	Health services making it easy for everyone to access, understand, appraise and apply health-related information for maintaining and improving their health.	Communities engaging with people outside of the clinical setting to change health literacy skills, behaviours, status, or other outcomes.



## European Health Literacy Survey 2019

Four HL categories



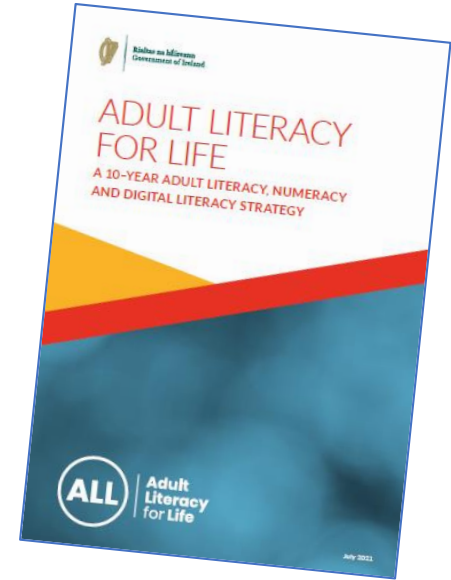
# Adult Literacy for Life Strategy

Vision: An Ireland where every adult has the necessary literacy, numeracy and digital literacy to fully engage in society and realise their potential.

“We have to challenge the misconception that an inability to read, write or digitally communicate is a failure of the person. It is a failure of society and the State.”

Simon Harris TD Minister for Further and Higher Education, Research, Innovation and Science

- 10-year strategy
- Whole of government and society approach
- Partnership across agencies
- Creating a more **literacy-aware** society
- More connected accessible system for people with unmet literacy, numeracy and digital literacy needs



More information at:

<https://www.adultliteracyforlife.ie>



# Health Literacy for Life



Policy	Practice	People
Working with Dept. of Health, HSE and communities	Training for staff on health literacy	Health literacy course for public
Health literacy research	Website on health literacy	Health literacy specific campaign
Health literacy policy toolkit	Health literacy practice toolkit	Health literacy champions

## Let's remember that:

- Literacy allows us to become more **empowered** in all aspects of life, be that family, health, financial, community or employment.
- We all have a **role in creating a more literacy friendly** Ireland for the benefit of all.

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## Further information

Helen Ryan, Health Literacy Lead, Adult Literacy for Life

Email: [helen.ryan@solas.ie](mailto:helen.ryan@solas.ie)

Phone: 01 533 24 73



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# Tips and guidelines on communicating in plain English

Norma Deasy

12/9/2023

QPS TalkTime webinar





Google

In sedimentary geology and fluvial geomorphology, **avulsion** is the rapid abandonment of a river channel and the formation of a new river channel. **Avulsions** occur as a result of channel slopes that are much less steep than the slope that the river could travel if it took a new course.





## Understanding

- **20% of Irish people** are not fully confident that they understand the information they receive from their healthcare professional.
- **43% of people** would only sometimes ask their HCP to clarify the information if they did not understand something they had said.
- **Embarrassment** was the main reason for not seeking more information from a healthcare professional (24%).

(Source: NALA: 2007 and 2015)



# Speaking in plain English

- Introduce yourself: “Hello my name is...”
- Make eye contact.
- Speak clearly.
- Put yourselves in their shoes, explain the now and the next.
- Explain complex terms in plain English.
- Check for their understanding.







# A little further help....



## STANDING EXTENSIONS

Start by standing and place your hands on your hips with your thumbs grasping your low back. Lean back to arch your back then return to starting position. Use your thumbs to help isolate where you want to bend.

Reps	<input type="text" value="3 Times"/>	▼
Hold	<input type="text" value="5 Seconds"/>	▼
Complete	<input type="text" value="1 Set"/>	▼
		Set(s)
Perform	<input type="text" value="2"/>	▼
	Time(s)	<input type="text" value="a Day"/>
		▼



**And even a little further help**





## Writing clearly

- How familiar are your readers with the terms you are using?
- How are you going to structure your information logically?
- When writing, think about:
  - being personal and direct
  - using everyday words and numbers
  - being careful with jargon
  - writing in the 'active' tense
  - being concise

This committee has concluded that the professional involved has exhibited a serious deficiency in judgment involving matters contained in the report and that he does not command the respect and confidence among staff that are needed to lead the facility, provide adequate patient safety measures and enforcement policies to address the many issues facing healthcare today.

He was not looking after patient safety.





# Writing: design and structure

- ✓ headings
- ✓ bold to highlight
- ✓ short paragraphs
- ✓ left align paragraphs
- ✓ bulleted list
- ✓ charts and images
- ✗ uppercase
- ✗ italics
- ✗ long sentences
- ✗ justified paragraphs
- ✗ text on top of images



# Which one is easier to read?

## What dose of Warfarin should I take?

Warfarin doses vary from person to person. Monitoring of this drug is essential.

The dose is calculated AFTER A blood test is carried out. The blood test is called 'I.N.R. Level'. This is carried out in the surgery. The I.N.R. level is checked and a dose is calculated by a consultant.

Warfarin tablets come in a variety of doses. *WE RECOMMEND PATIENTS USE 1mg TABLETS AND MAKE UP THE DOSE USING 1mg TABLETS ONLY.*

## How to take Warfarin:

- Take Warfarin exactly as prescribed by your doctor.
- Take Warfarin at 6pm in the evening.
- If you forget to take your 6pm dose, take the Warfarin as soon as possible.
- If you do not remember until the next day, skip the missed dose of Warfarin. Take your next dose when it is due.
- Do not double up your dose.



# Plain English, health literacy and patient safety

People who don't fully understand their condition and treatment are:

- more at risk of hospital admissions
- more likely to make a mistake when taking medicines
- less likely to go for screening
- likely to attend emergency departments more frequently
- likely to die younger



Thanks for listening

[hse.ie/communicatingclearly](https://hse.ie/communicatingclearly)



**Guidelines for Communicating Clearly  
using Plain English with our Patients  
and Service Users**

A resource to improve the quality  
and consistency of our communications



**Plain  
English**  
Approved by NALA

Building a  
Better Health  
Service | Seirbhíse Sláinte  
Níos Fearr  
& Forbairt

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# World Patient Safety Week 2023

## UL Hospitals Group 18<sup>th</sup>-22<sup>nd</sup> September

► Events running across all the sites throughout the week;

- University of Hospital Limerick
- Limerick Maternity Hospital
- Croom Orthopaedic Hospital
- Nenagh Hospital
- Ennis Hospital
- St. Johns Hospital

► **PATIENT FOCUSED**

► **STAFF FOCUSED**



# World Patient Safety Day 2023



Day	AM	PM
Monday 18 <sup>th</sup> September	Croom Hospital <ul style="list-style-type: none"> <li>• 'Safer to Ask Campaign'</li> <li>• Deteriorating Patient Education Session</li> </ul>	<ul style="list-style-type: none"> <li>• UHL OPD/ Fracture clinic. Stand in relation to 'It's Safer to Ask' Campaign.</li> <li>• Patient Council Representatives will be present.</li> </ul>
Tuesday 19 <sup>th</sup> September	Ennis Hospital <ul style="list-style-type: none"> <li>• 'Safer to Ask Campaign'</li> </ul>	<ul style="list-style-type: none"> <li>• Open Disclosure Workshop (UHL Site)</li> <li>• 'Good Catch' MDT ward session at 3pm</li> </ul>
Wednesday 20 <sup>th</sup> September	All Day Patient Safety MDT Learning Event for Frontline Staff	
Thursday 21 <sup>st</sup> September	Nenagh Hospital <ul style="list-style-type: none"> <li>• 'Safer to Ask Campaign'</li> </ul>	<ul style="list-style-type: none"> <li>• Patient Safety Education Session for frontline staff (Nenagh Hospital)</li> </ul>
Friday 22 <sup>nd</sup> September	Maternity Hospital <ul style="list-style-type: none"> <li>• Promoting work on patient information QR codes.</li> </ul>	<ul style="list-style-type: none"> <li>• Cardiac arrest simulation</li> <li>• Deteriorating Patient Education session covering Sepsis, Audit &amp; INEWS.</li> </ul>

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## Celebrating World Patient Safety Day Roscommon Mental Health Services

Clara Meehan, HSCP Lead &  
Cathal Kilcline, SU Representative,  
Roscommon Mental Health Services





# How are we marking World Patient Safety Day?

Roscommon Mental Health Services are going to conduct an information event to mark World Patient Safety Day. The event will take place on Wednesday 13<sup>th</sup> of September in the Primary Care Centre in Roscommon. The information event will include stands from some of the following organisations/representatives:

- Service user/Family member engagement project
- Safewards
- Westbewell
- Mental Health Engagement Recovery office with information on the local/regional forums
- The Melting Pot cafe
- REGARI recovery college
- Family peer support with information on supports for families
- Social prescribing



## What is Safewards?

- Safewards is an intervention to reduce restraint and restrictive practices which is internationally recognised. It has been introduced in Roscommon Acute Psychiatric Hospital over the last 18 months. There has been a large reduction in the use of restraint since the implementation of Safewards.
- Safewards contains 10 interventions and I will describe three of these:
  1. Mutual expectations
  2. Soft words
  3. Positive words

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# Welcome to Letterkenny University Hospital

We are committed to providing quality care in a safe environment.  
Here's how you can help:

Help us make sure you get the RIGHT MEDICINE and the RIGHT DOSE at the RIGHT TIME

## Coming into hospital, tell us about:

- Your regular medicines; show us any up to date list or prescription
- Any medicines you take at home which you have not been given such as insulin, patches, eye drops, inhalers, creams or medicines you buy in a pharmacy or receive in another hospital/clinic
- Any allergies or side effects to medicines
- Any recent changes to your medicines

## During your stay, let us know:

- If you have taken any medicines yourself since you arrived
- If you have any concerns about your medicines or any changes we have made
- If you wish to clarify any concerns with your medication, please inform a member of Staff

## Going home, make sure you understand:

- What changes were made to your medicines during your stay
- When to see your GP for any follow-up or blood tests

## Protect your Property:

- Send valuable items home / give to staff for safe keeping
- Ensure you have all your personal possessions with you on discharge

## Prevent Falls:

- Wear well-fitting, comfortable footwear
- Use your call bell
- Wear your glasses and hearing aids
- Use your walking aids

## Plan your Discharge:

- Tell us about any issues that may have an effect on your discharge
- On the day of discharge, please have your transport organised for 11am
- Please ensure you have your discharge letter and prescription before you leave the Hospital

## Prevent Infection:

- Clean your hands - ask us if we have cleaned ours
- If you have a needle in your arm, report any pain/redness/swelling

## Reduce Risk of Pressure Ulcers:

- Move around
- Change position in bed if you can
- Tell us if you need help to change position in bed
- If there are issues with medical equipment, tell us

## Don't Smoke:

- We are a non-smoking hospital
- Please do not smoke anywhere on Hospital grounds
- Ask us for advice on quitting

Tell us how we are doing by completing any of the following:

1. Complete Patient Feedback Questionnaire (put in suggestion box at the Ward door)
2. Complete feedback online: [www2.hse.ie/services/forms/your-service-your-say/](http://www2.hse.ie/services/forms/your-service-your-say/)
3. Join our *Patient and Family Experience Group* by emailing [pals.lu@hse.ie](mailto:pals.lu@hse.ie)



LUH  
Patient  
Information  
Booklet



Help on  
Quitting  
Smoking



Hand  
Hygiene  
Tips



Get up,  
Get Dressed,  
Get Moving!



Know,  
Check, Ask!  
Medication  
Safety



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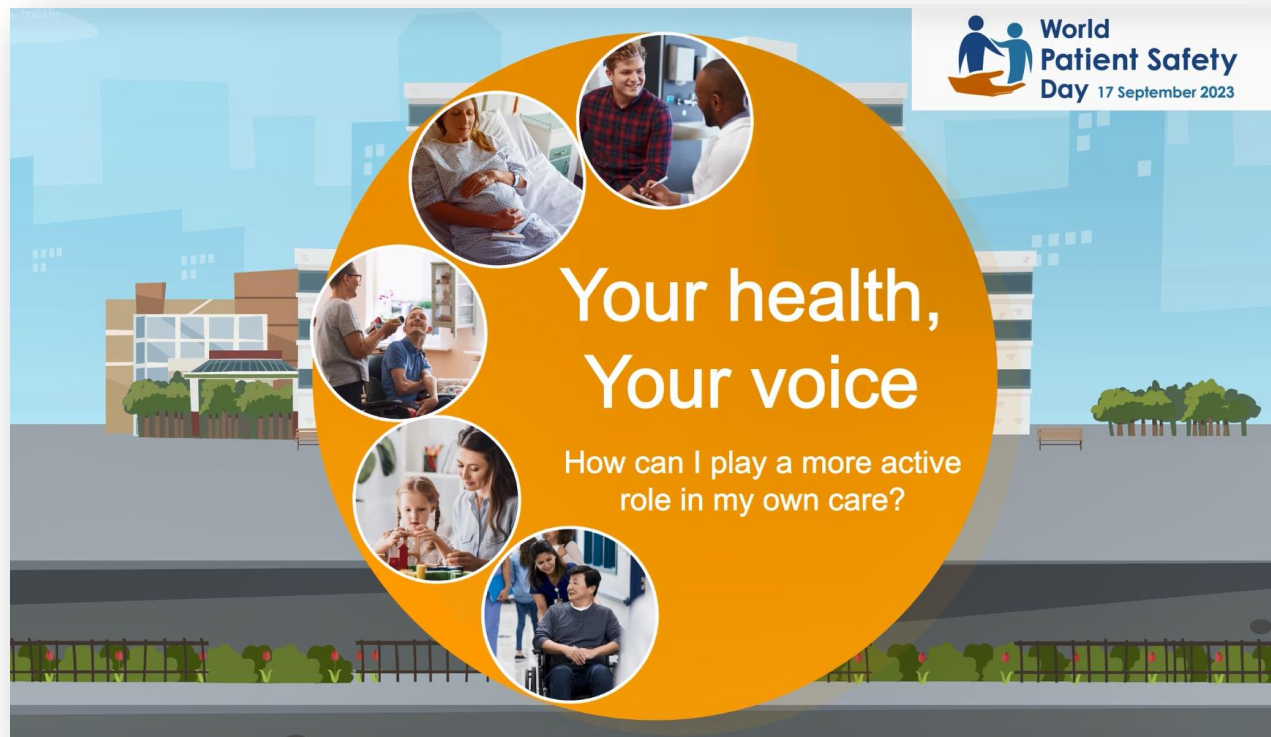
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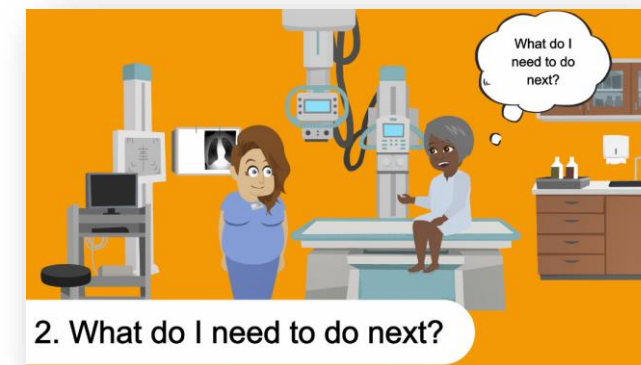
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1. What do I need to know now?



2. What do I need to do next?



3. What can I expect?  
How will this help me?



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*@NationalQPS*



# Dates for your diary....

**QPS TalkTime**



A community of quality and patient safety improvers

**QPS TalkTime Ep.13**

26th September 2023 | 1pm to 2pm

## **Venous Thromboembolism**

***"Using QI to reduce harm  
and promote recovery"***



An Stiúrthóireacht um Ardchaighdeán  
agus Sábháilteacht Othar  
Oifig an Phríomhoifigigh Cliniciúil

National Quality and  
Patient Safety Directorate  
Office of the Chief Clinical Officer



Scan me!



# Let us know how we did today ....

**Reminder:** Short questions (pop up) as you sign off, please help us to improve our QPS TalkTime Webinars by sharing your feedback

We really appreciate your time, thank you.

*Thank  
you*

**Contact:** [Kris.Kavanagh@hse.ie](mailto:Kris.Kavanagh@hse.ie) to be included on our mailing list to receive QPS TalkTime invitations