



Roscommon University Hospital (RUH)

Patient Passport



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Background

Roscommon University Hospital is a Model 2 hospital in the HSE West and North West Region. The RUH Patient Passport was created as a universal communication tool for any patient attending RUH. The Patient Passport belongs to the patient and they complete the information they feel is relevant. It was created with a multi-disciplinary group and interagency peer review.

Aims:

- To empower patients to have an active role in their own healthcare.
- To provide staff with additional information to provide a person centred care experience.
- Break down barriers to accessing services and providing supports.



Methods

- Gather data on patient issues example incidents, complaints, feedback.
- Create an inter-agency working group.
- Develop a universal Patient Passport.
- Collaborate with community organisations for peer review
- Conduct a small pilot study.
- Complete procurement process.
- Apply for Spark Seed Funding
- Develop an implementation plan.
- Ensure sustainability

Future Practice

- Provide a person centred service, involve patients, families, carers in the persons care where possible.
- Potential to reduce the number of complaints by including patients & service users in their care.
- This is a universal Patient Passport that can be adopted into any healthcare setting.
- Link with electronic patient record and utilise HSE Passport App and HSE Health App



Health Passport (HSE)
Health Service Executive (HSE)
Health Service Executive
Department of Health
Dublin

Results

Health Outcomes: Providing care at the right time, in the right place.

Patient Experience: Empowers the patient to be involved in their own care and to provide feedback to staff on the service and how it impacts them.

Staff Experience: Provide staff with a broader knowledge of the patient and their needs.

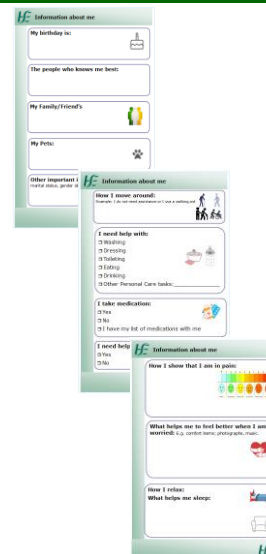
Cost Saving: Potential cost saving example reduce DNA rate if patients feel supported in hospital.

Equity of access: Empowers the patient to inform staff of their needs and for the healthcare team to provide the relevant supports.

Funding: Funding awarded by Spark Seed in May 2025

Peer Review: Reviewed by Easy Read Roscommon and Patient Council.

Stakeholder feedback: Pilot survey completed with staff and patients



services
range abilities
important
praiseworthy helpful
inclusive accessible



References

