

Overview report of healthcare services in Ireland in 2021-2023



Healthcare

In 2021, we started a new monitoring programme against the *National Standards for Safer Better Healthcare*

We found:

- overcrowding in emergency department compromises the dignity and respect of patients, and poses a risk to the health and safety of patients
- that overcrowding in emergency departments is not inevitable, and there are good examples of how it can be avoided
- patients praise the work that healthcare staff perform, often in difficult circumstances
- once patients transition from emergency departments into inpatient beds, their experiences and associated compliance is much better.



Areas for improvement:

- continue to urgently build additional capacity in acute and community settings to meet demand
- a responsive leadership approach to healthcare
- a more effective approach to strategic workforce planning to meet the resourcing demands
- continue to build on systems to support key challenges in healthcare, in particular sepsis management and effective transfers of care.

