

REDUCING PATIENTS' PROPERTY LOSS IN BARLEY WARD

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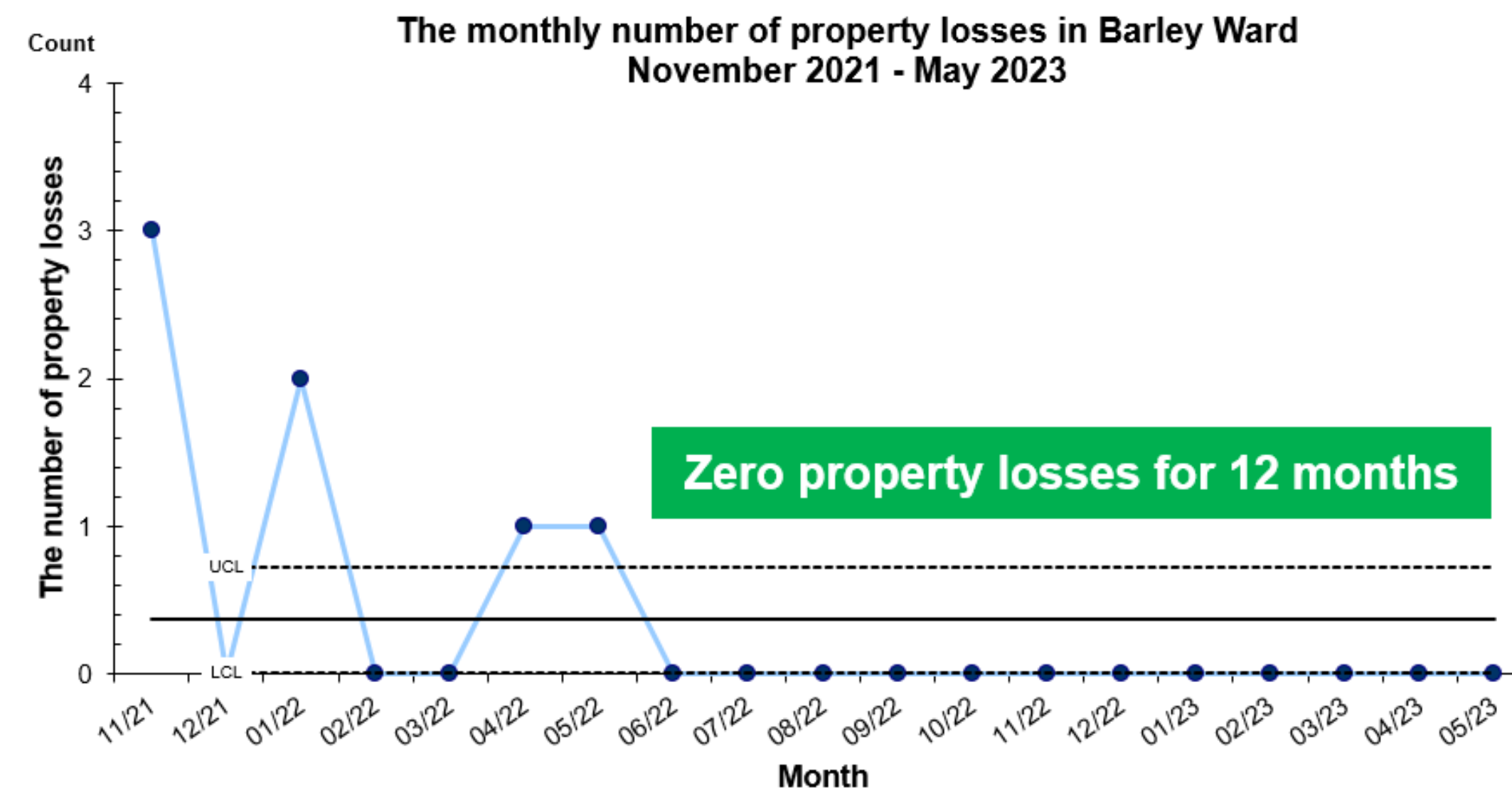
East and North
Hertfordshire
NHS Trust

INTRODUCTION

Lost and missing patient properties in the wards constitute a stressful situation and a likely waste of expenditure not only for patients but also for the hospitals. This greatly impacts patient experience and great dissatisfaction may be felt during their hospitalisation.

In 2022, Barley Ward made payments for patients' lost property claims of over £2500 and there has been an increasing number of complaints related to patients' properties. Moreover, a huge portion of administrative budget, manpower and time has been spent in investigating and rectifying these claims.

MEASUREMENTS FOR IMPROVEMENT



NEXT STEPS

- To continue monitoring/missed properties in the ward.
- To ensure that staff continuously adheres to proper handling of patients' properties and that all the ongoing change ideas are constantly followed.
- To introduce the next change of ideas such as: Bitesize Learning video for staff and visual cue for the safe.
- To assign a champion for each of the change ideas to ensure that compliance is absolutely followed
- To collaborate with the Trust in creating a new checklist/form catering to updated common types of properties.
- Educate patients and family members on how patient properties are managed in the ward.

AIM OF THE PROJECT



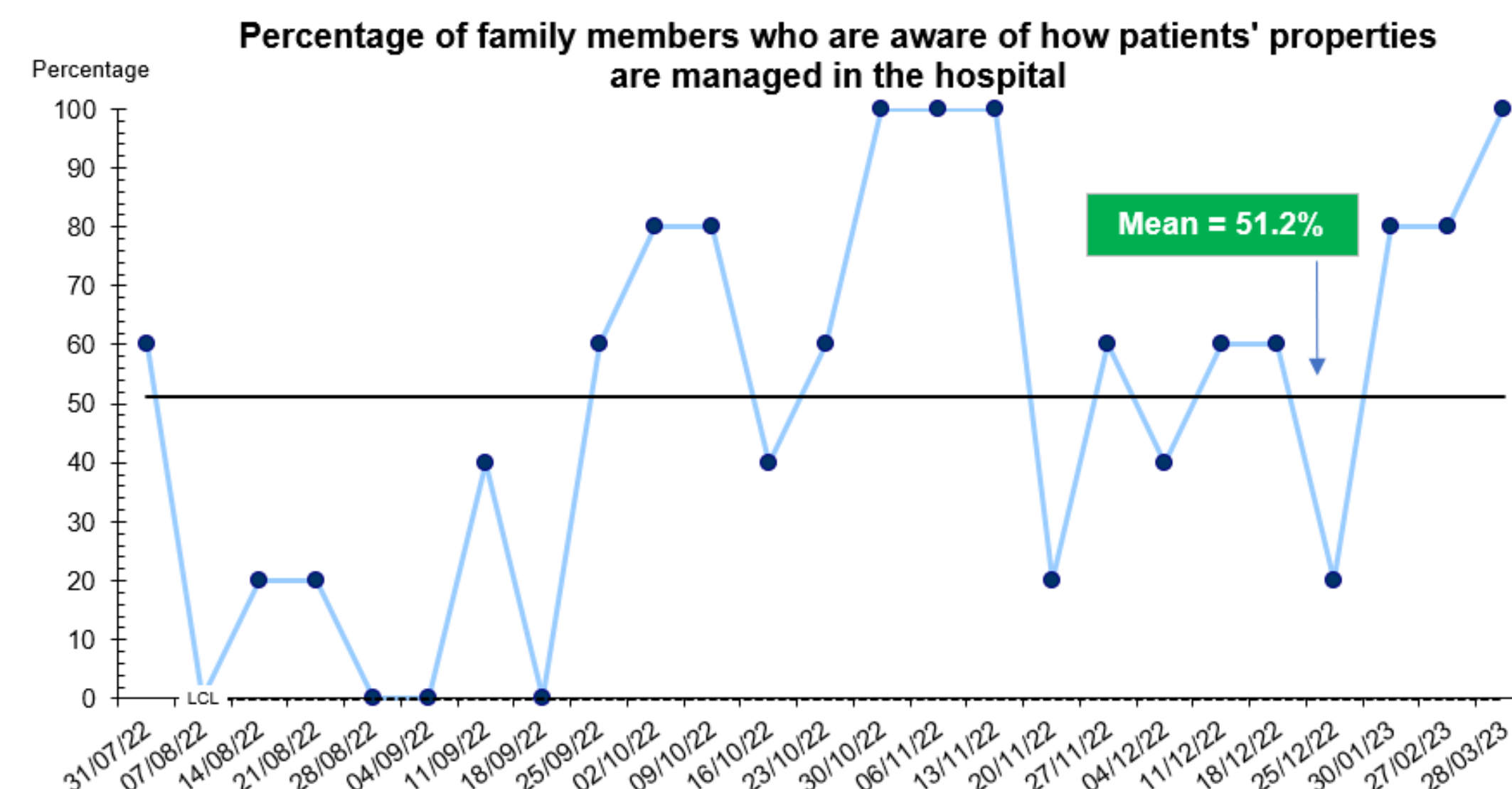
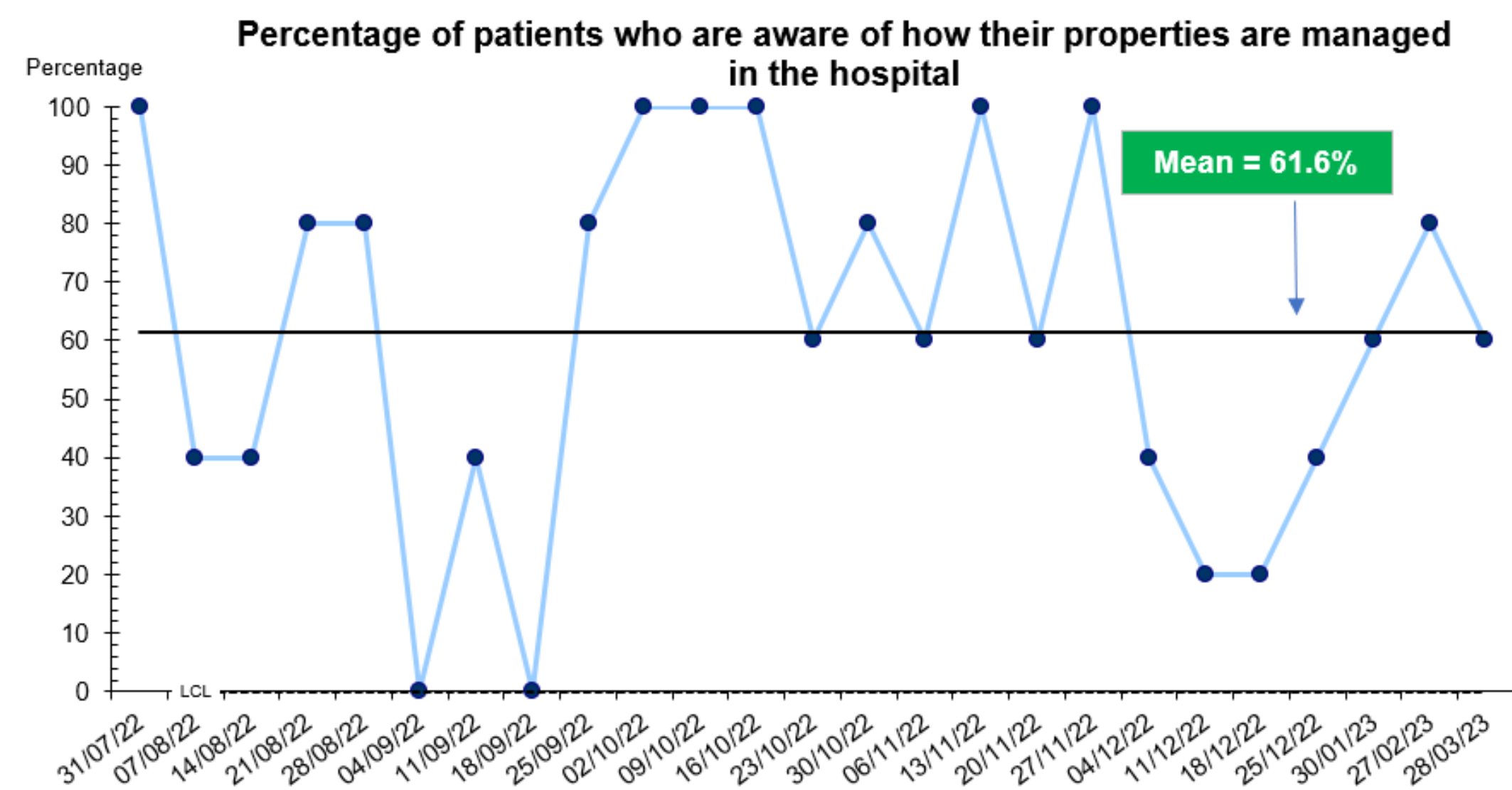
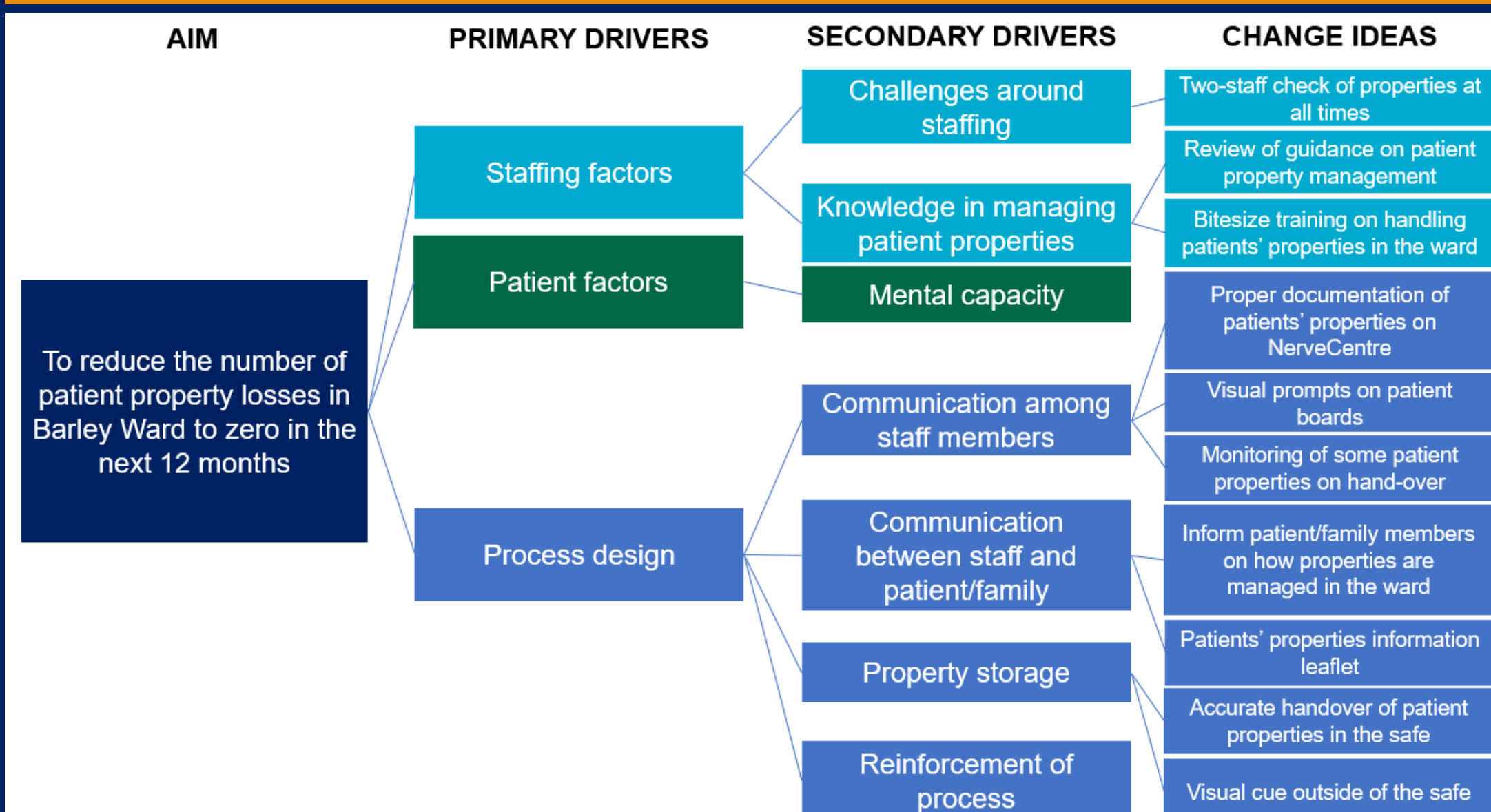
To reduce the number of patient property losses in Barley to zero from April 2022 to April 2023.

IMPROVEMENT METHODOLOGY



THE ENHT 7-step Model for Improvement

DRIVER DIAGRAM



LEADERSHIP LEARNING

- I was able to introduce Quality Improvement in the ward and encouraged other staff members to participate. In doing so, we were able to brainstorm ideas and encourage staff members to think of other possible improvement projects.
- I was able to highlight the strengths of each of the QI team members. They were able to engage and contribute to the project using their skills and creativity.
- I've learnt about the different challenges encountered in starting an improvement project. Our team managed to work despite the challenges and difficulties. We were able to connect more as a team which helped us not only in achieving completion of this project, but also in achieving our goals as team members of the ward.



PROJECT TEAM

- Jacqueline Licup – Ayson
- Alvie Dela Pena
- Cynthia Bayao
- Angelique Angeles
- Jamie Van Blerk
- Aniisah Rostom