IMPROVING THE RELIABILITY OF HOURLY OBSERVATIONS ON **ASHWELL WARD**



Gemma Smith

Nurse Team Leader, Ashwell Ward

BACKGROUND

Clinical deterioration can happen at any point in a patient's illness or care process. Many patients who suffer cardiopulmonary arrests show signs of deterioration during the 24 hours before the arrest. By closely monitoring changes in physiological observations, deteriorating patients are more likely to be identified before a serious adverse event occurs. Early identification is important to reduce mortality, avoid morbidity, length of stay and associated healthcare costs.

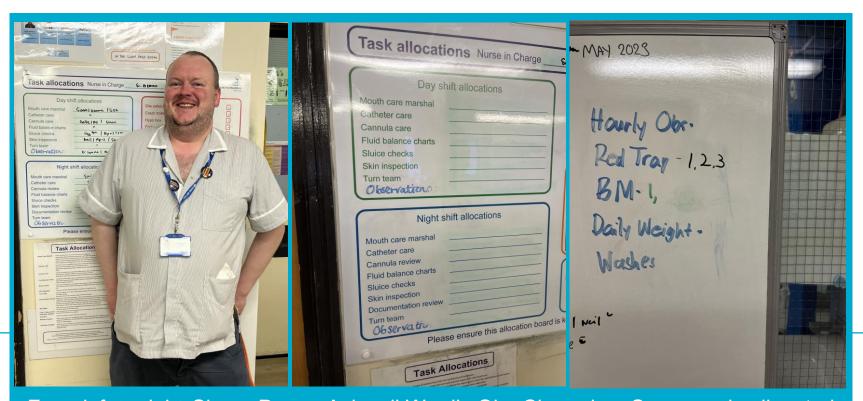
AIM

To improve the reliability of observations of Ashwell ward to 40% by June 2023.

DRIVER DIAGRAM CHANGE IDEAS SECONDARY DRIVERS PRIMARY DRIVERS One-to-one with staff of Motivation Staff factors Work culture Collaborate with CPEs Staff satisfaction in reinforcing good practice Competencies **A2E Competencies** Appropriate escalation Reliable process **NEWS2 Training** Reliable identification o Гalk about deteriorating To improve the reliability patients in the huddle of observations to 40% b Process and writing reminder o June 2023 Clinical decision makind observations on the Training oards outside the bays Software – reliable use Obs champion of Nerve Centre Request for wall Procurement mounted obs machines for the side rooms EBME repairs Leadership

PDSA

- Assigned observations champion during shifts.
- 2. 100% of staff completes NEWS2 Training.
- Included deteriorating patients in safety huddle.
- 4. Written reminders outside the bay.
- 5. One-to-one with staff members of concern.
- 6. Collaborated with Clinical Practice Educator (CPE) in reinforcing good practice.
- 7. Wall-mounted obs machines for the side rooms.



From left to right. Simon Pacey, Ashwell Ward's Obs Champion. Someone is allocated to make sure that the observations are on time every shift. Patients on hourly obs are written on the board outside the bay to remind the staff.

METHODOLOGY



Defining an aim

Measurement

PDSA

Celebrate and share

ENHT 7-step model for improvement

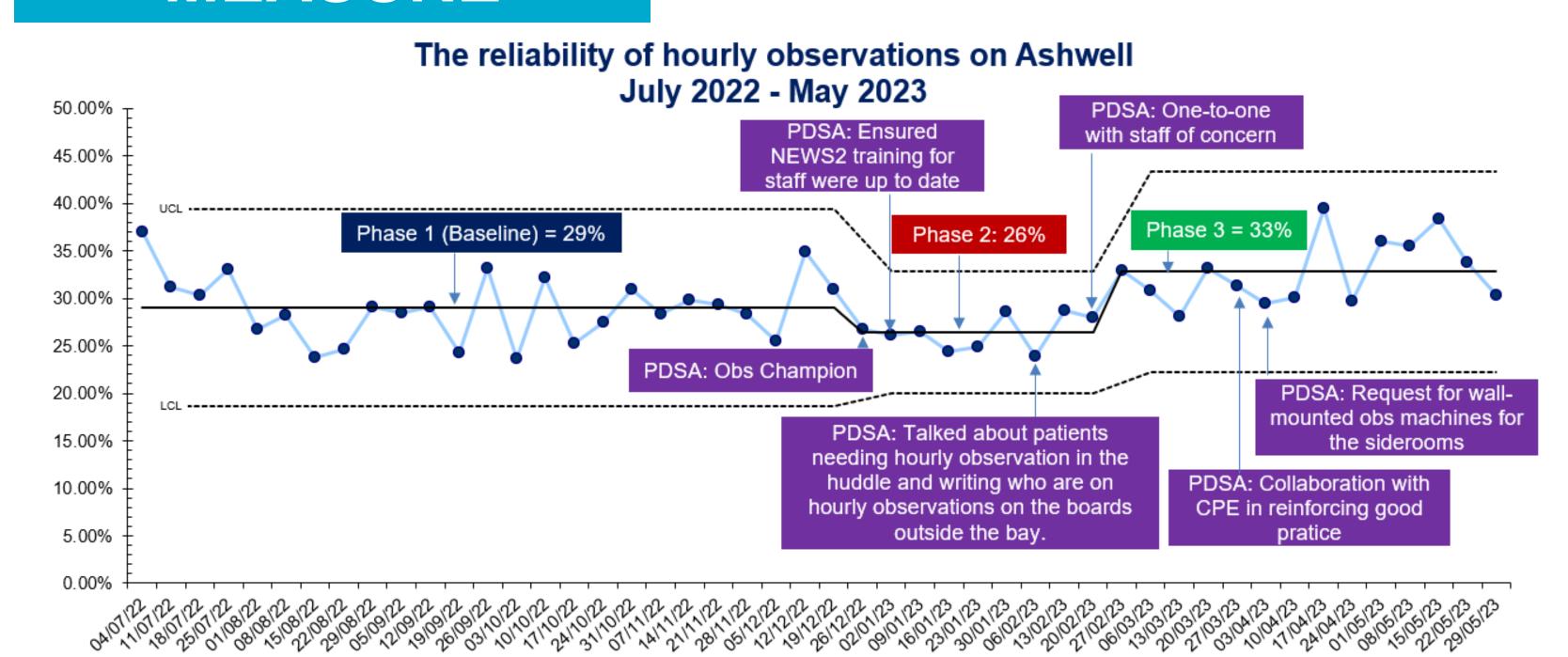
Leadership Learning

• It is vital to find a strong team to support you in implementing change ideas. I learnt the importance of good communication and ensuring what I have explained is wellunderstood.

Next steps

- Although we have not met our aim, our team intends to continue with the project.
- I will continue to work with the QI Team on this project and look forward to learning how to grow as a leader.

MEASURE



Reference

Recognising and responding appropriately to early signs of deterioration in hospitalised patients. NHS National Patient Safety Agency. (2007)





