

Why the need for improvement?

General observations were seen as a tick box exercise with minimal patient engagement

The existing process and documentation created minimal information

Emerging patient issues and needs were not being identified, tracked and actioned in a timely manner. This was then not triangulated within patient care records

Aims of Quality Improvement Project

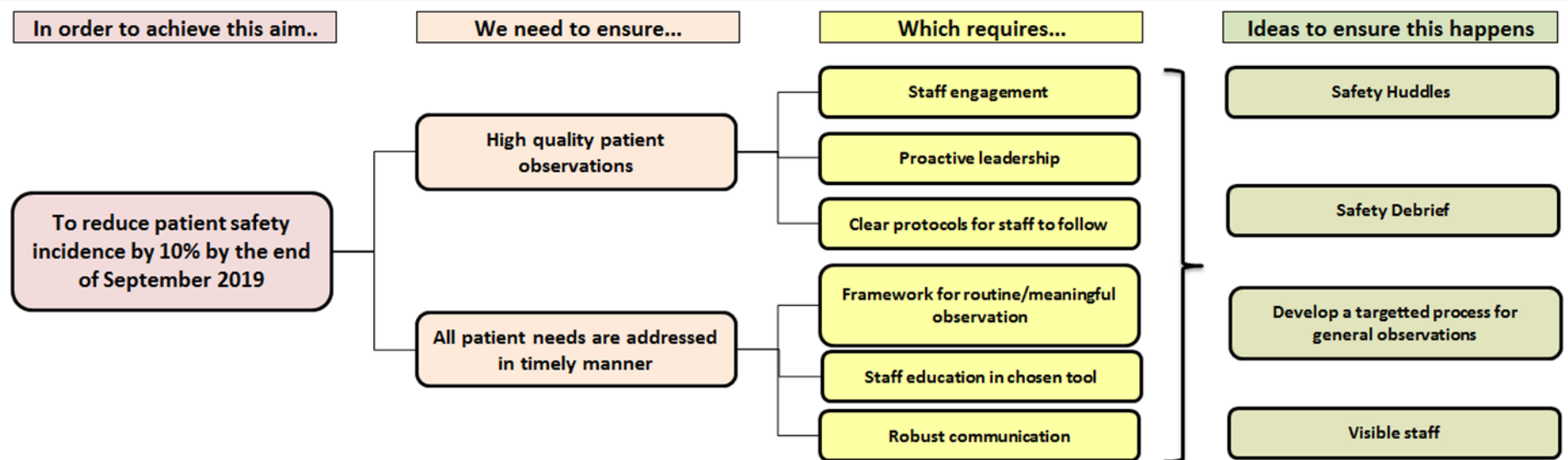
- To promote improved patient safety
- To promote improved patient experience
- To promote improved clinical effectiveness and robust clinical record keeping
- To promote a safety culture which maximises a positive environment for all
- To promote staff perception and understanding of patient observations

Why Is This Important For Us?

To address patients' needs and reduce incidence of potential harm:

- Falls
- Violence and aggression
 - Use of prevention and management of violence and aggression interventions and/or rapid tranquilisation
- Pain management
- Reduce use of PRN medication
- Valuing all staffs' insight

Driver Diagram and narrowing down the project to individual work streams



Work Stream 1 – using CQI methodology

The 4 Ps:

- What are we trying to accomplish?
 - To implement hourly intentional observation process
- How will we know that a change is an improvement?
 - Use of new documentation
- What changes can we make that will result in the improvements we seek?
 - Create new form for staff to use
 - Change general observations form half hourly to hourly



- Opening statement: "Hello My Name Is"... and offer support with the 4Ps:
 - **Positioning:** is the person comfortable, do they need to change their position, go for a walk? Are they cold, too warm or wish to sit in another room?
 - **Personal Needs:** this may include offering a drink, food, the toilet, checking they have their glasses, shoes, slippers, hearing aid etc.
 - **Pain:** asking about and observing for any signs of pain or discomfort
 - **Placement:** can they reach everything they need e.g. walking aid, drink etc.?
- Closing statement: "is there anything else I can do for you? I will be back in an hour but please ask for help if you need it".

What next:

- Work stream 2: Safety Huddles
- Review and monitor data
- Case study & present initial findings

