

*A new process, coproduced with patients on the ward, that saves nearly 40 minutes for every time a patient wants to vape*

### Aim

To provide an alternative to smoking for patients: making vaping accessible & safer.  
 To create an efficient process to free up time and capacity for clinical and admin staff to deliver the best care possible.

### Why is this important?

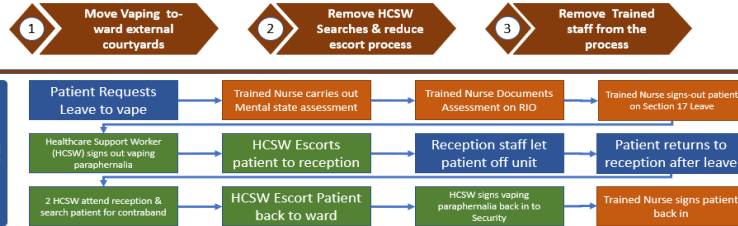
The existing process for allowing a service user to vape involved signing them out on s17 leave. This was a resource heavy process requiring registered nurse input to carry out a mental state assessment each time. Our observations demonstrated that it took at least 36 minutes from start to finish and that was longer if there was not the right staff available. The process involved a registered nurse, support worker, the patient and the reception team. The process meant that everyone waited and if someone didn't have leave, they couldn't vape – this was frustrating for our service users. As a smoke free Trust it is important that alternatives to smoking are accessible and efficient for the service users and staff. At community meetings, patients shared how frustrating the existing process was with their support workers and other Ward staff. Over COVID, the courtyard was used for vaping, but the old process had to be put back into place...

### QI Tool – Process Mapping

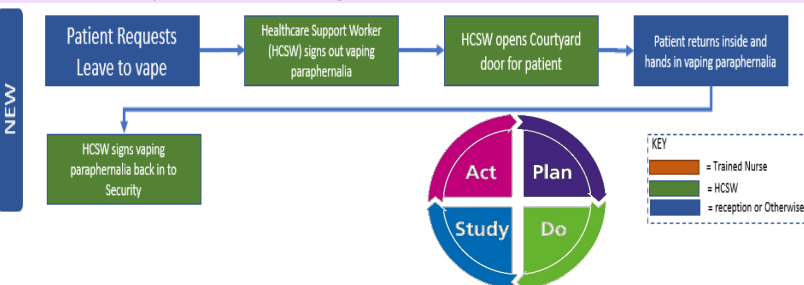
The process was mapped, observing different staff and patients.

#### Vaping Release Process Improvement

We released more time to care for patients by reviewing the patients' Vaping process in a low secure ward by X mins per cycle with a few key changes



The new process removes the involvement of the registered nurse and receptionist and reduces the waiting for the patient. It makes it much quicker (AT LEAST 36 minutes) for everyone by focussing on the steps which are value adding, minimising the non-value adding but necessary and eliminating WASTE.



### Coproduction

As this was a main frustration raised by the service users, a new process was designed by the team and service users on the ward. Everyone discussed and agreed the times and principles, although this is discussed in the mornings and timings are flexible to suit any activities

08:00-08:30
Medication - Protected time
08:30-11:00
Lunch - Protected time
11:30-16:00
16:30-17:00
Dinner - Protected time
18:00-19:00
20:00-20:30
Handover - Protected time
22:00-22:30

### QI Tool – 8 Wastes

Observing the process identified a number of the 8 Wastes which could be eliminated.  
 The patients had to WAIT for the right staff to be available  
 Patients and staff MOVE to the reception to leave the ward.  
 DEFECTS occurred as patients were not always given their correct vaping equipment.  
 The vape STOCK was disorganised.  
 Assessments and paperwork relating to leave caused OVER-PRODUCTION and OVERPROCESSING  
 Eliminating these allowed more time to be spent on VALUE adding tasks

### Change Ideas

The change idea was to use the internal courtyard to allow the service users to vape which meant they did not have to use s17 leave and did not require a mental state assessment. This reduced time, movement, effort, and frustration.

Another change idea was identifying the times that people wanted to vape and agreeing to open the courtyard for vaping at those times. The patient developed an agreement between them and the staff for vaping times. This meant the workload associated with vaping was scheduled and patients knew they could have access. The times have been scheduled to avoid any clashes with therapeutic activity. The team and service users used the PDSA cycle to resolve this. Now, the ward team and patients discuss and agree when there need to be any changes to the timings and everyone feels that there is coproduction. This managed expectations and BUILT TRUST between staff and service users.

Vaping paraphernalia was kept in one box and staff and the patients were having to find everything they needed each time, mistakes were made and this caused stress. By using the 5S QI tool and a SAFEPROOFING approach, each patient has a plastic wallet with their own equipment in it, clearly labelled and easily identified.

### What was the outcome? What did we learn? What next?

Supporting patients to become smoke free is now easier and less stressful. Access to the courtyard is improved and the process is more efficient for everyone. The saved time has been reinvested into more activities planned for the patients. The service users have been energised by being involved and are identifying other improvement ideas and the Ward is completely committed to coproducing and continuous improvement!

This improvement has released 11 hours of registered nursing time each day and this has been used to increase the activity programme for the service users on the ward.

### OUR VALUES

