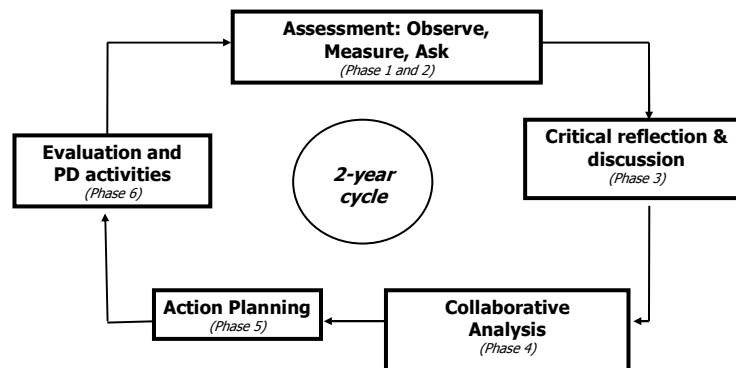


ESSENTIALS OF CARE ON P4E

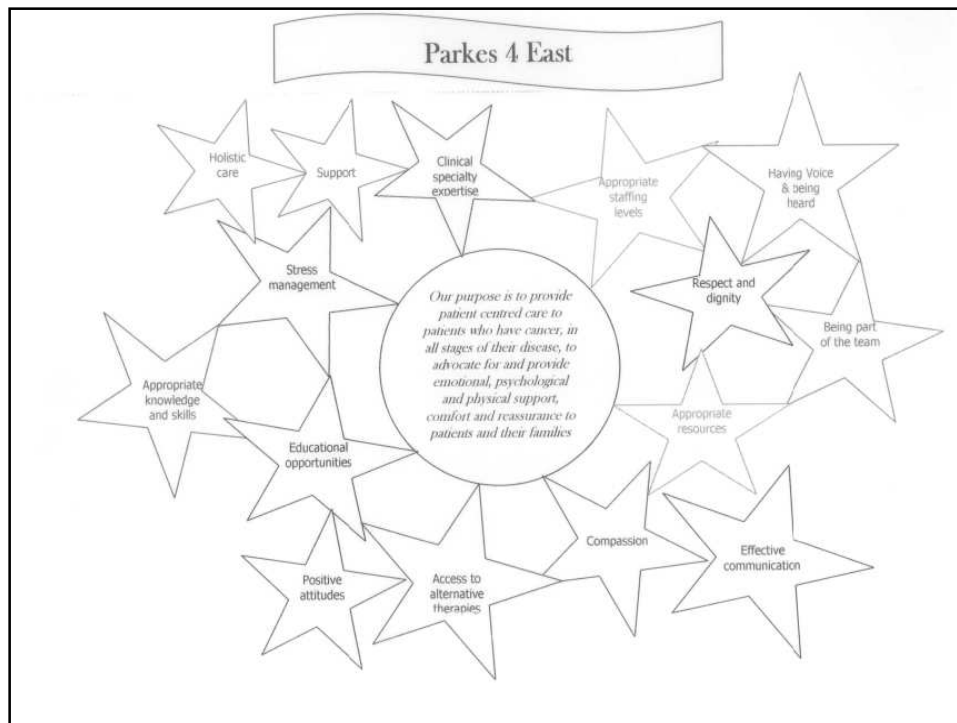
An emancipatory approach to nursing
practice and patient care.
How it can improve the way a ward
works.

Components of the Essentials of Care Evaluation Framework



The Nine Domains of Care

- Personal care
- Documentation and Communication
- Promoting Self Care
- Medications and IV Products
- Privacy and Dignity
- Clinical Monitoring and Management
- Clinical Interventions
- Preventing Risk and Promoting Safety
- Learning and Development Culture.



Facilitated Workshops

- Workshops were facilitated using principles of
- participation,
- inclusiveness
- critical discussion.
- The data was collaboratively themed and the information prioritised by floor staff.

Example of Action Plans

Theme	Issues	Ward	Actions	Evaluation Method
Medications	<ul style="list-style-type: none"> • Interruptions • Not administered at bedside • Not checking ID bands before administration • Medication trolley not locked 	4East	<ul style="list-style-type: none"> • New trolleys purchased according to staff requests to improve usage. • Relatives encouraged not to call before 10am • Night shift write up patient transfer needs for ward clerk to reduce interruptions 	<ul style="list-style-type: none"> • Medication incident tracking (monthly) • Mini-Observation • Medication chart audit
Hand Hygiene	<ul style="list-style-type: none"> • Poor hand hygiene between patients and after procedures • No basins in patient rooms for hand washing between patients 	4East	<ul style="list-style-type: none"> • Raise staff awareness • Ensure alcohol hand rub pumps located in each room • Place additional hand rub pumps on the observation trolleys 	<ul style="list-style-type: none"> • Mini-Observation

Patient Stories, what nurses have learnt.

A little time spent in answering questions is vital

- Explain all procedures
- Discharge planning
- Importance of answering buzzers
- Respect confidentiality
- If nurses are busy let patient know and say sorry
- Importance for patients to have time together with relatives

Long Term Goals

1. Communication between Nurses and senior medical staff and between the nursing team itself.

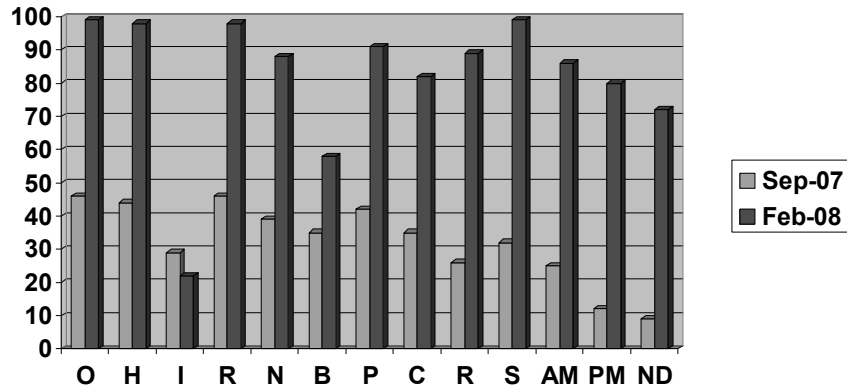
**A CASE PRESENTATION LEAD BY REGISTERED
NURSES TO A MULTIDISCIPLINARY TEAM**

- Critically analyse care given to patients.
- Offer reflection and better understanding of the difficulties in the decision making process.
- Address ethical dilemmas.
- Improve patient care.
- Improve working relationships amongst team members.

Long Term Goals

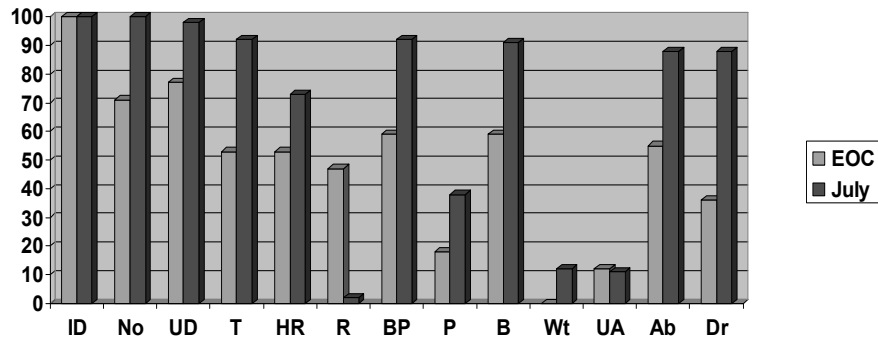
2. Improvements in completion of nursing paperwork.

Oncology Nursing Care Plan Audit Results Mean Results from Seven Day Care Plan



Key:
O – Observations
R – Respiratory/Cardiovascular
P – Neuro/Sensory/Pain/comfort/Sedation Tests
S – Psychosocial/Spiritual/ Cultural/Education
PM – signed PM
H – Hygiene/Mobility/Pressure Care
N – Nutrition
C – CVAD, IV and wound care
AM – signed AM
ND – signed Night Duty
I – Haemopoiesis/Immune
B – Bowel
R – Chemotherapy/Radiotherapy/

Vital Signs



Key:
ID ~ Pt's identifying details on chart
UD ~ Care plan has been reviewed or updated
HR ~ Pulse recorded as per care plan
BP ~ Blood pressure recorded as per care plan
B ~ bowel activity recorded in last 24 hours
UA ~ Pt had urinalysis attended within the last week
Dr ~ Abnormal findings reported to medical team/ appropriate action taken
No ~ Frequency of observations specified on care plan
T ~ Temperature recorded as per care plan
R ~ Respiratory rate recorded as per care plan
P ~ Pain score recorded with obs/ as per pain chart
Wt ~ Weight recorded in last 24 hours/week as appropriate
Ab ~ all abnormal findings documented on pt's notes

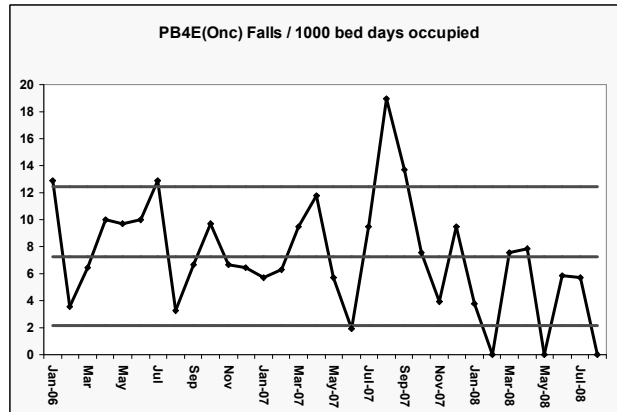
Long Term Goals

3. Reduction in the number of patient falls on the ward.

Nursing care of patient identified as Falls risk

- Designated Falls Room (4 bedded closest to the bathroom).
- Identifier in front of medical notes to remind staff.
- Education and adherence to Falls Policy.

Falls rate



Long Term Goals

4. Improved openness of critical discussion between staff to improve patient care, and the working environment.

Clinical Rounds Feedback

- Very good opportunity to clarify the patient's diagnosis
- Informal, relaxed, friendly atmosphere
- Chance to ask questions you don't always have time for
- Stimulates thinking ~ Why doctors do what they do & look at our nursing care, why are we doing what we do and can we change anything
- Feedback on my understanding of patient's condition and their care
- Not criticising
- Self-directed learning

Feedback from Staff Questionnaire

Have you noticed any changes in the way things work on P4E over the past 12 months?

- Improved Teamwork
- Improved Atmosphere
- Better Peer support
- Increased Morale/rapport
- Better Nurse/medical staff communication
- Increase in completion of nursing paperwork
- Knowledge sharing
- Increase in confidence in chemotherapy administration
- Staff taking responsibility

Feedback from Staff Questionnaire

Do you feel there have been any changes in the way patient care is delivered?

- More even workload
- More patient education
- Patients appear happy
- Teamwork
- Stable staff
- Increase in medication safety
- Increase in patient advocacy
- Increase in staff confidence

Feedback from Staff Questionnaire

What areas do you think need improvement ?

- Communication needs improvement between allied health medical staff and outlying teams.
- Teamwork
- Utilising afternoon crossover time between 2pm and 3.30pm.
- Medication times
- Drs Rounds – timing and participation.

How do we know staff are emancipated?

- From *“someone else is going to tell us what we need to know & do”* to *“so we get to decide what needs to happen & how to do it”*
- From *“but we can’t do anything about others interrupting us”* to *“I suppose we could tell them we’re busy right now and ask them to wait or tell them where to find the information they want”*
- *“in the beginning I thought yeah it’s just another project and audits, but now I am really seeing things change, just little things even make so much difference”*
- *“They care about us and what we have to say, someone’s actually listening to us”*
- *“Everyone wants to make these changes and willing to work together to do this, through discussion and teamwork these changes can be made”*
- Nurses are taking action on things they’ve complained about for years!