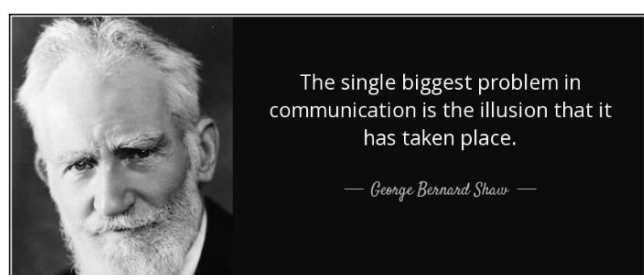


Stop interrupting; start communicating

Making a ward round more efficient

Dr O Nolan¹, K Byrne²

Birmingham Women's and Children's NHS trust



Background

Problem Statement

Doctors are frequently interrupted and asked questions on the ward round disturbing the thought process and distracting us from focusing on the patient we are seeing

International Journal of Integrated Care

What supports interdisciplinary teamwork during ward rounds to deliver person-centred care?

Authors:

Victoria Walton et al

"The three most frequently nominated challenges were: **ineffective interdisciplinary communication**, individual personalities; **lack of understanding about roles and responsibilities**."

My ONE thing (brief description) interruptions on the ward round

My name: [Name]

Image or sketch (relating to problem): [Sketch]

SCORE: [Score]

What we know about the problem already (Observation/Insight): [Text]

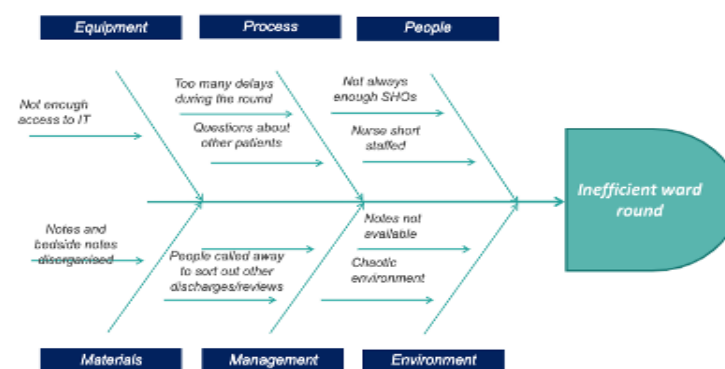
I see doctors on the ward round getting frustrated because they get interrupted on the ward round and I see nursing staff feeling a bit lost for patients as they are not currently seeing them.

website | qiclearn.com

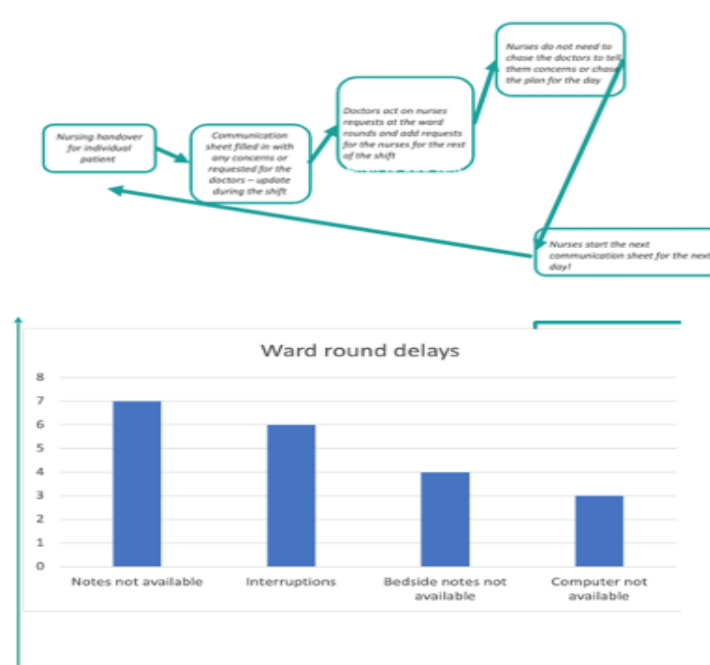
Twitter | @qiclearn

Diagnostics

Fishbone diagram

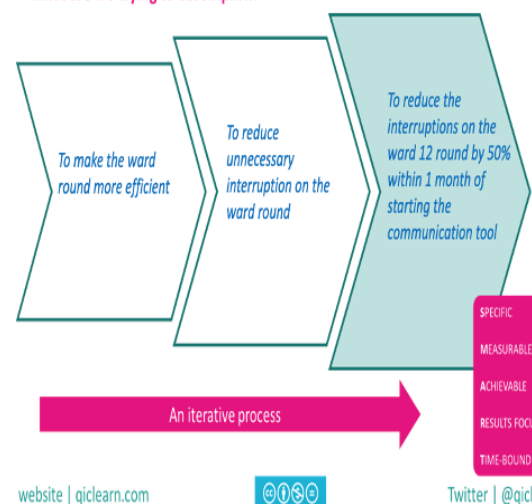


High level Process map



Aim and measures definition

What are we trying to accomplish?



YOUR AIM

Reduce the number of non-urgent interruptions on ward rounds on ward 12 to zero by the end of August?

7 steps to measurement



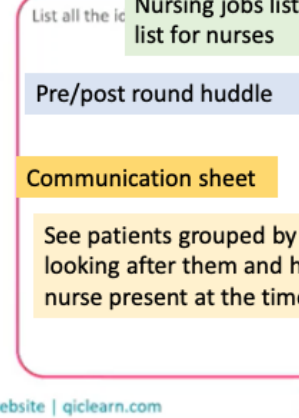
A list of measures you COULD choose from

- Count interruption
 - Necessary/not necessary
 - Time each one takes
 - Who is interrupting
 - Why are they interrupting
 - Repeat interruptions for the same thing
- Easy, Reliable, Reproducible, Meaningful, Informing
- website | qiclearn.com
- Twitter | @qiclearn

Change ideas

Your change Ideas

List all the ideas



Daily communications

Room: [Room]

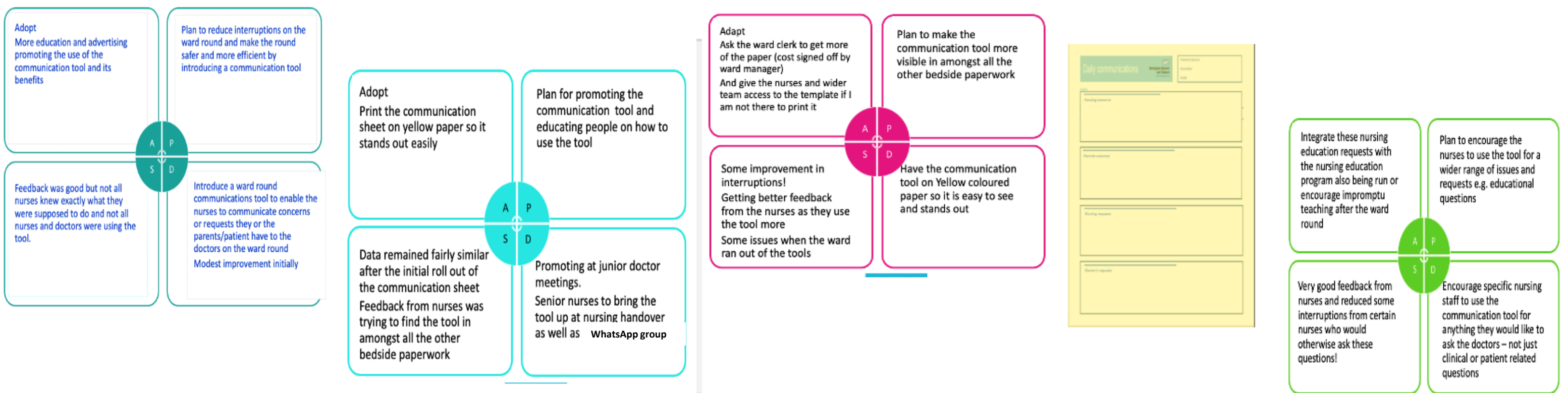
Date: [Date]

Running concerns: [Text]

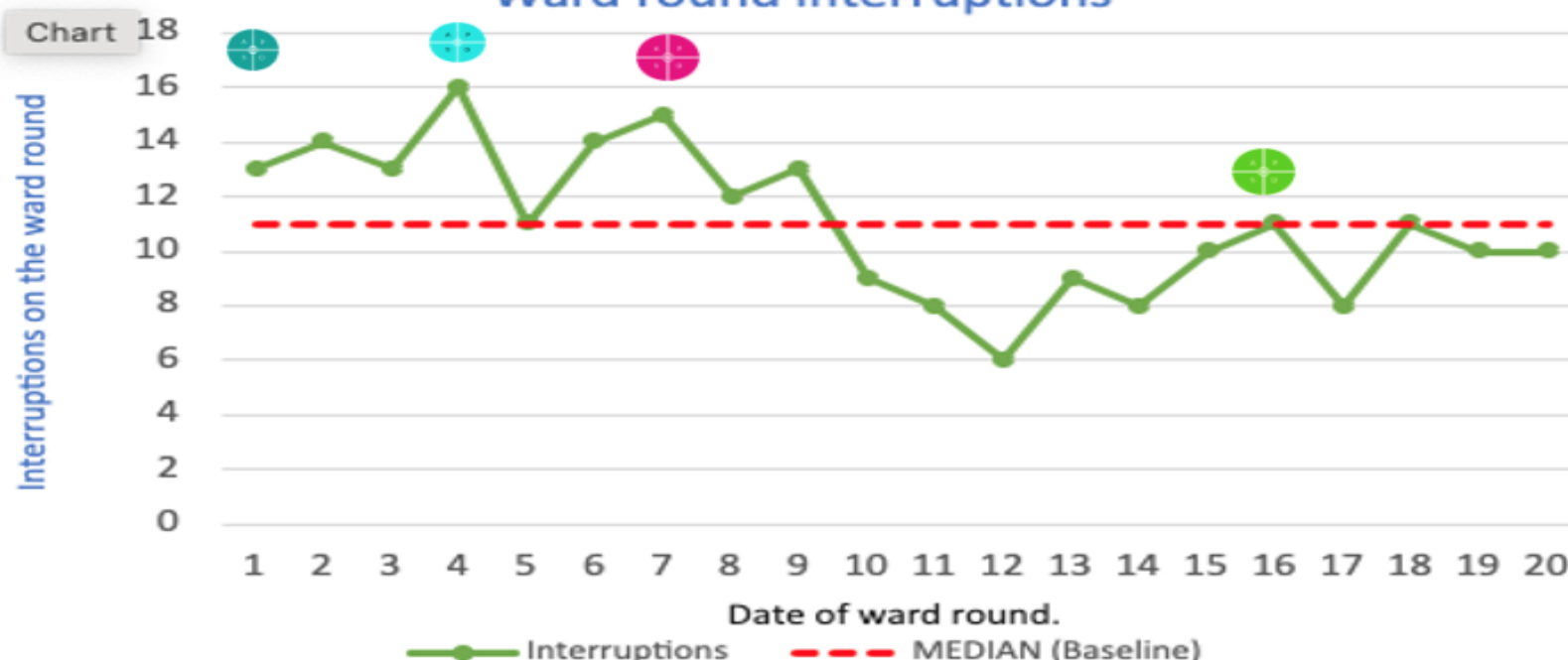
Patients concerns: [Text]

Meeting requests: [Text]

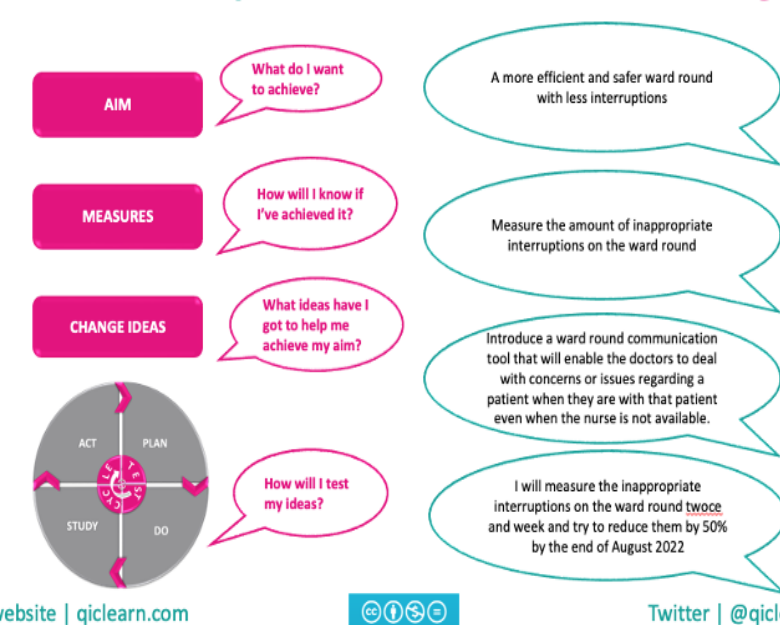
Doctor's requests: [Text]



Ward round interruptions



Model for improvement Reflection & Learning



Acknowledgements: All the staff on ward 12 at BCH.