

Stop interrupting; start communicating

Making a ward round more efficient

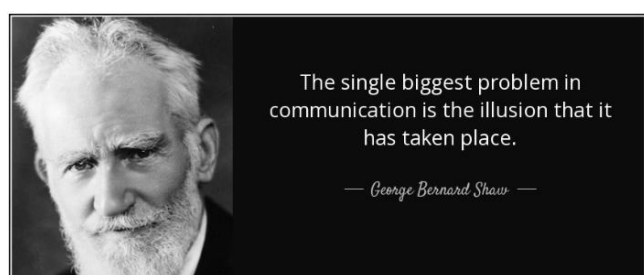
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NHS

Health Education England



Background

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 Oscar Nolan

SCORE 1 x 2 x 3 = 6

Image or sketch (relating to problem)

What we know about the problem already (Observation/Evidence)

Use of doctors describe the frustration at having multiple delays on the ward round including multiple interruptions with questions about patients they are not currently seeing. At the same time the nursing staff need a plan from the medical (justified) progress with the patient. They also have questions about the patients care or parental concerns and are worried they will miss the medical on the ward round.

I see doctors on the ward round getting frustrated because they get interrupted on the ward round and see nursing staff needing a plan for patients or have questions that weren't answered on the round.

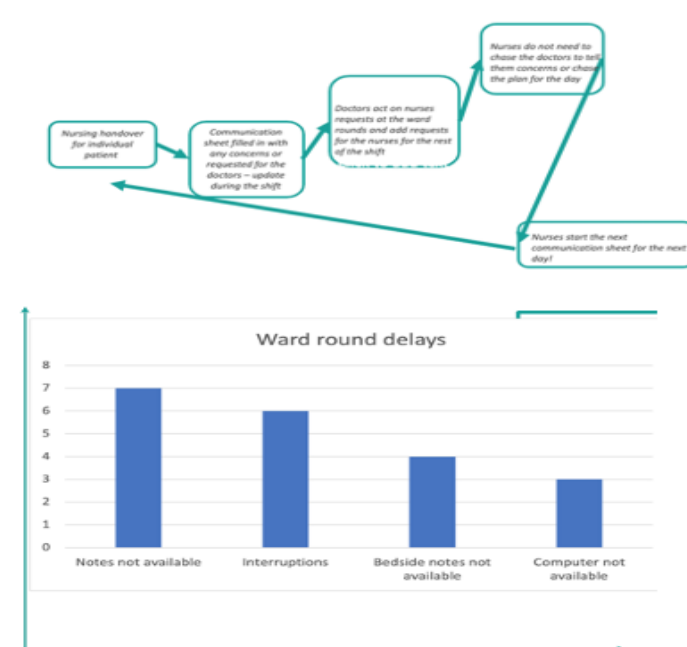
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Diagnostics

Fishbone diagram

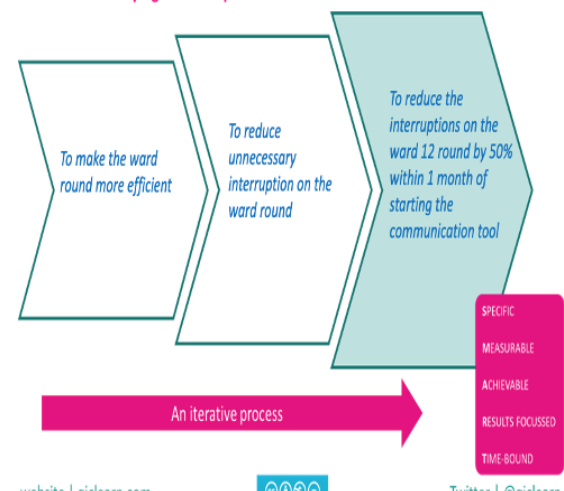


High level Process map



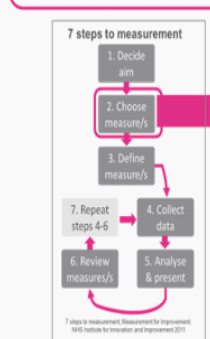
Aim and measures definition

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?



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
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Change ideas

Your change Ideas

- Nursing jobs list for doctors and doctors jobs list for nurses
 - Pre/post round huddle
 - Communication sheet
 - See patients grouped by nurse looking after them and have the nurse present at the time
 - Remind the nurses not to interrupt the ward round
 - Nursing education program
 - Nurse in charge on the round
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Daily communications

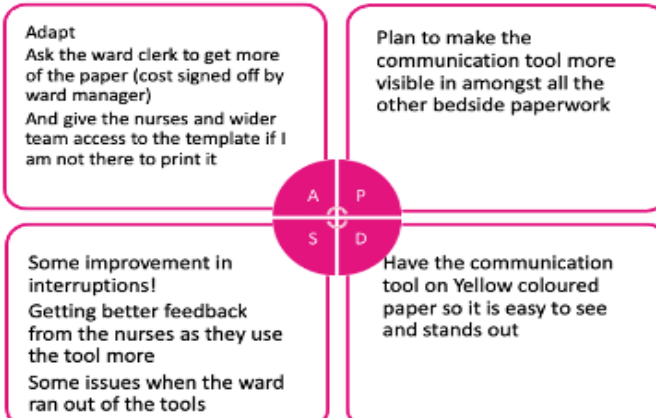
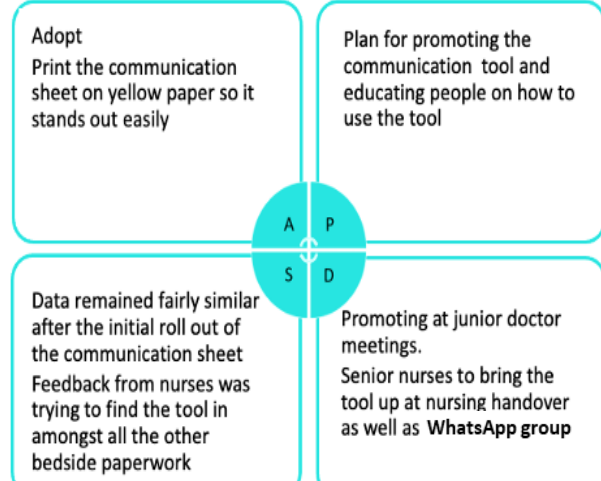
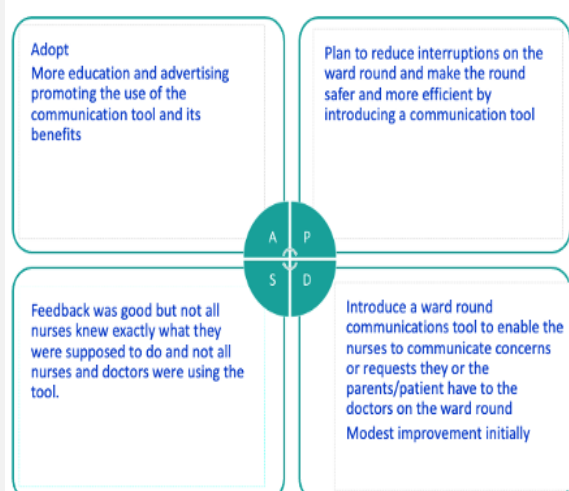
Reporting concerns

Parents concerns

Nursing requests

Doctor's requests

PDSA cycles



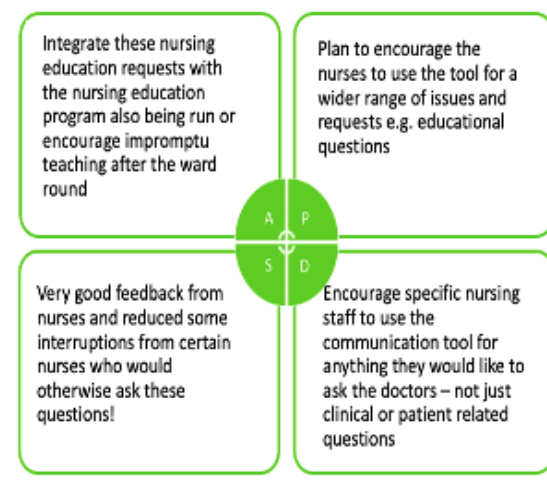
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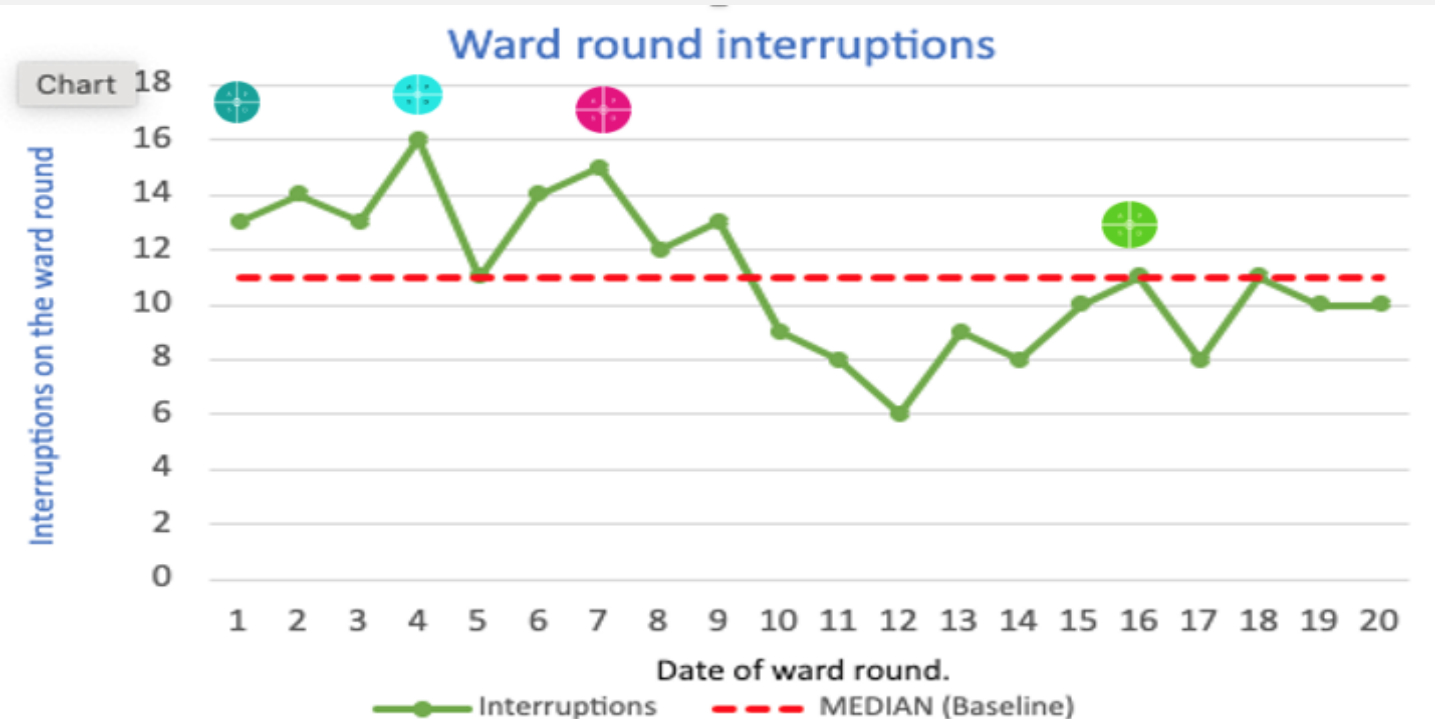
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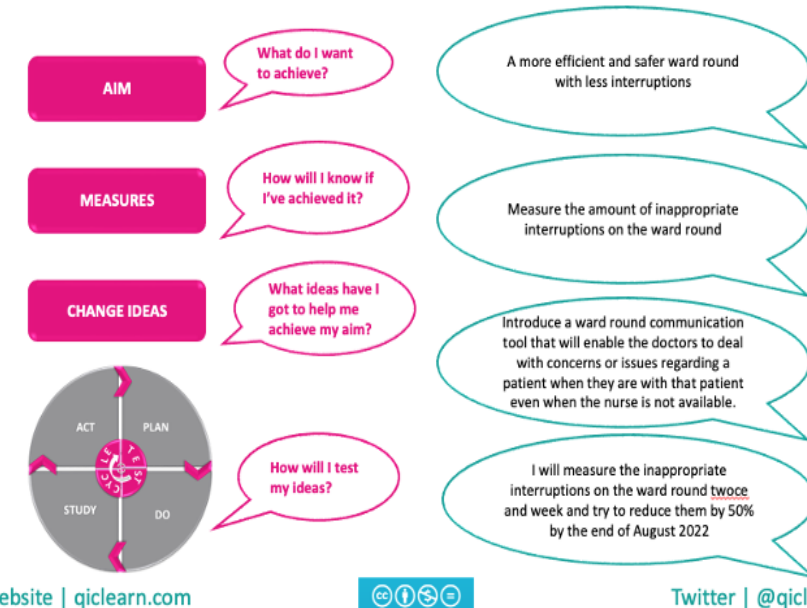


RUN CHART



REFLECTIONS & LEARNING

Model for improvement Reflection & Learning



Reflections

- Selling an idea can be easier than getting people to engage with the idea.
- Multiple PDSA cycles are useful to constantly update and improve an idea making the project flexible and more adapted to the real life environment for which it has to work in.
- Leadership is about instigating effective and sustainable change for the better. It's a difficult process!

Acknowledgements:

All the staff on ward 12 at BCH.