

# Practice Development Versus Other Care Development Approaches: Staff Experience & Opinion re- Processes & Impacts

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# Overview

- Patient Care Initiatives at RPA
- Aim
- Methodology
- Results
- Conclusion
- Future Focus



# Royal Prince Alfred Hospital



# What are Patient Care Initiatives?



## What are Patient Care Initiatives?



- improving ward processes and 'Releasing Time to Care'
- 8 RPA units involved



- a program to enhance patient and their families experience of care.
- 7 RPA units involved



- **INTENTIONAL ROUNDING**- aims to improve communication between staff and patients
- 6 RPA units involved



- supports staff wellness and compassionate care
- 8 RPA units involved



- aims to build and sustain effective health care teams
- Structure Interdisciplinary Bedside Rounding (SIBR)

## Objectives of Patient Care Initiatives

- 1) Improve Patient safety
- 2) Improve Patient and Family experience
- 3) Enhance Workplace efficiencies
- 4) Improve Staff Wellbeing and wellness



## Aim

- Review Patient Care Initiatives (PCIs) at RPA
- Identify which is perceived to be most successful in regards to:
  - 1) Patient safety
  - 2) Patient and family experience
  - 3) Workplace efficiencies
  - 4) Staff Wellbeing

## Methodology

A quantitative questionnaire inclusive of open ended questioning for

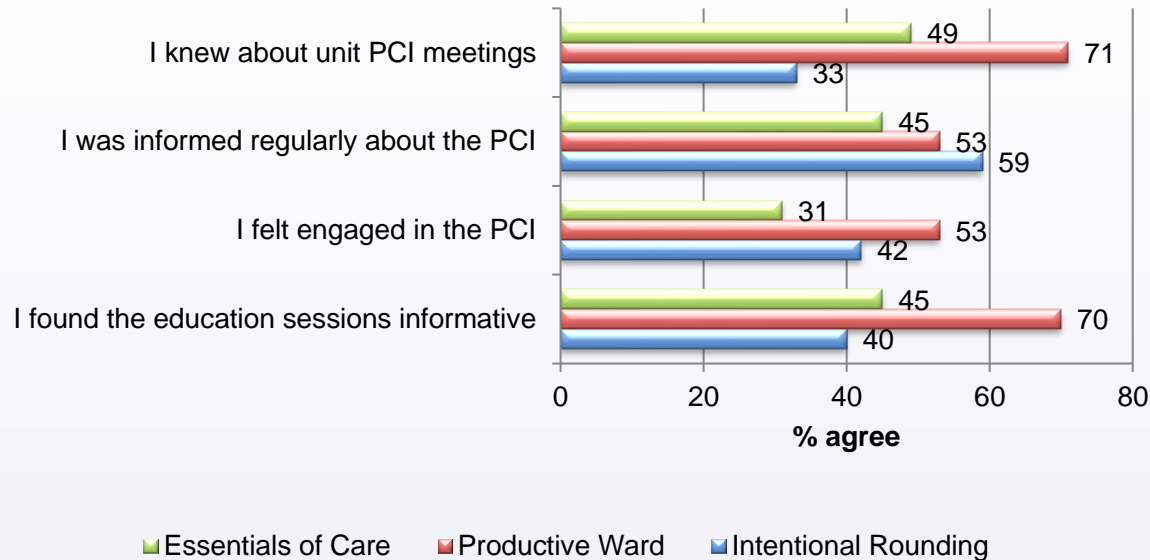
- PCI Managers and Educators
- PCI Leaders
- PCI Ward Staff



## Methodology

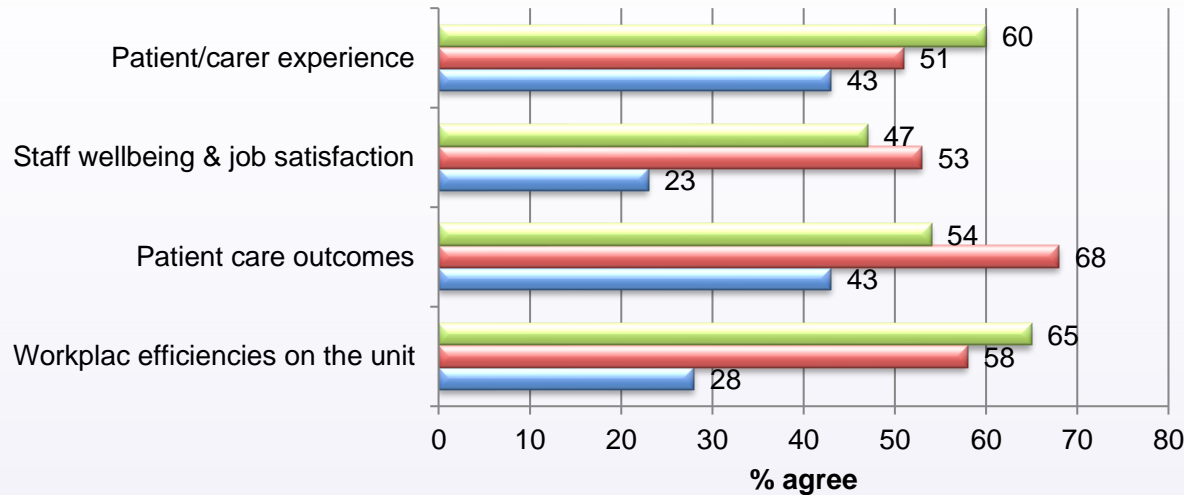
- 24 RPA Units participated in the Evaluation
- 289 Questionnaires were completed
  - 42 PCI Managers and Educators
  - 54 PCI Leaders
  - 193 PCI Ward Staff
- Two parts were focused on
  - 1) Review of Staff **Experience** with the PCI
  - 2) Review of Staff **Opinions** with the PCI

## Unit Staff Experience



- Staff experience of PW significantly better in terms of knowledge of meetings ( $P < 0.0001$ ) and usefulness of education ( $P = 0.007$ ).
- Engagement results were low across the board and particularly so for EOC and IR

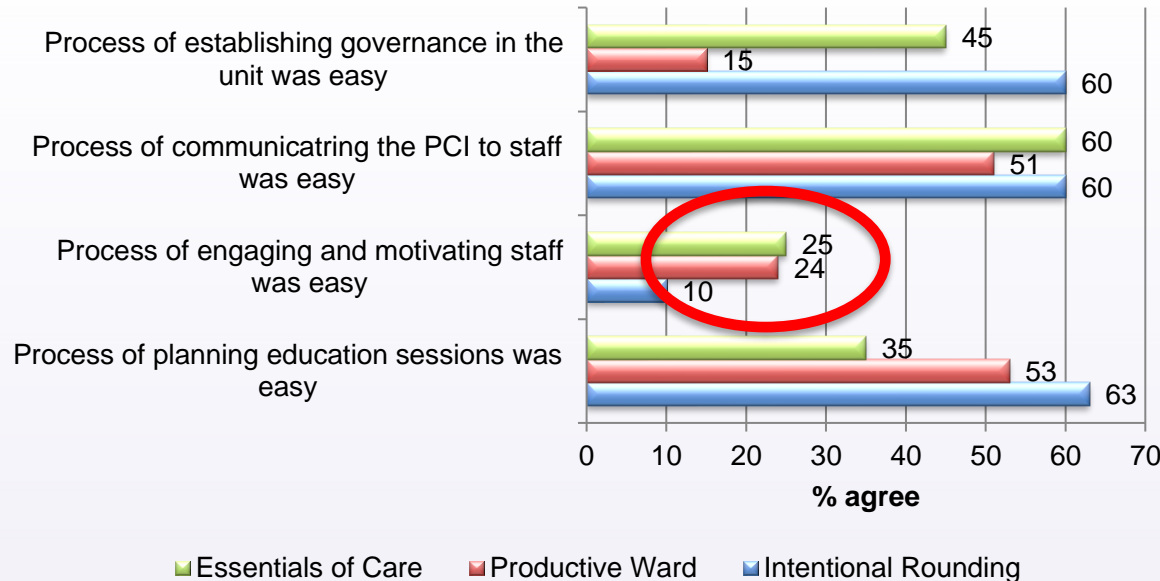
## Unit Staff Opinion



■ Essentials of Care ■ Productive Ward ■ Intentional Rounding

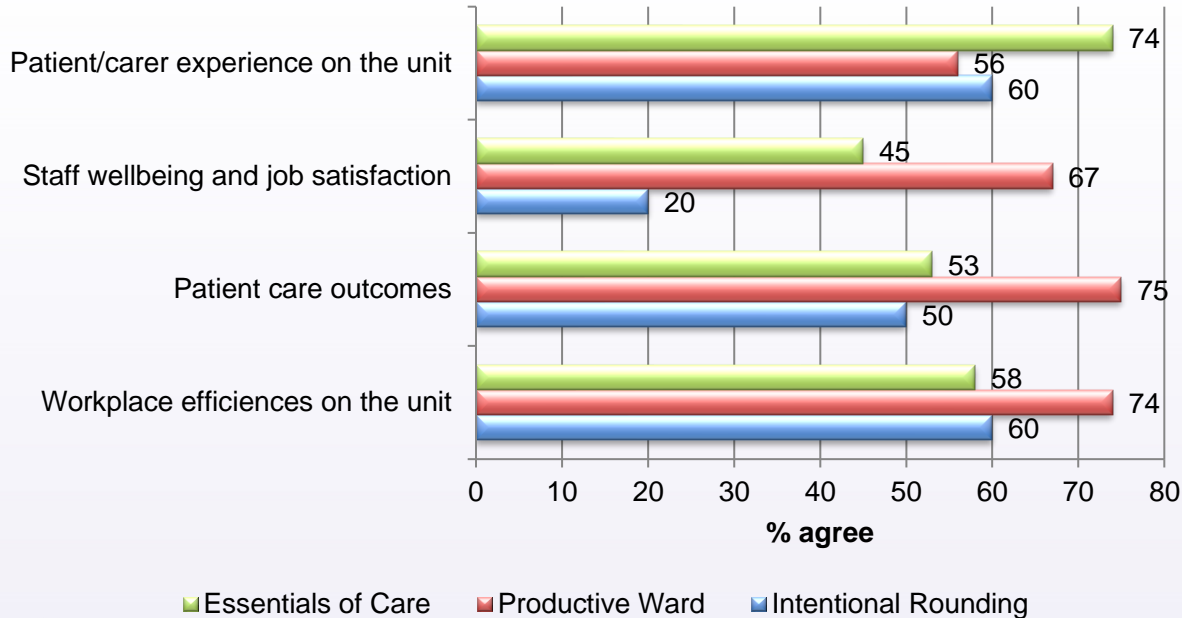
- Perceived impact of IR was significantly lower for staff wellbeing ( $P=0.003$ ) and workplace efficiencies ( $P<0.0001$ )
- EOC scored best on patient experience impact and PW scored best on patient outcome impact
- Despite some quite low staff experience results (previous slide), perceived PW & EOC impacts were by and large encouraging

## Manager/ Educator/ Lead Experience of Driving PCIs



- The process of establishing governance (PCI meetings with staff) was significantly harder re PW (P=0.007)
- Engaging and motivating staff was tough, across the board

## Manager/ Educator/ Lead Experience of Driving PCIs



- IR was felt to have minimal impact on staff wellbeing (P=0.03).
- PW rated stronger on both patient care outcomes and efficiencies and EOC was stronger on patient experiences (though these differences didn't achieve statistical significance)



# What our PCIs have achieved at RPA...

Through Patient Stories and Patient satisfaction surveys

- ICS have significantly improved their service by changing their wash times, promoting sleep and rest initiative, and put in place radios to prevent boredom for patients.
- Upper GIT Ward have developed a clinical handover checklist which has been seen to be a success
- Neonatal ICU are currently working on improving the Neurodevelopmental care of the infant initiative
- Colorectal ward developed a strong preceptorship program for new staff and new graduate nurses.



# What our PCIs have achieved at RPA...

- The Cardiovascular ward did not have a hospital acquired pressure injury for over 11 months.
- The Orthopaedic ward had no falls for 52 days.
- The Coronary Care Unit had an increase compliance with Emergency Bedside checking from 40% to 98%.
- The Cardiology unit saw a >95% increase in patient referrals to the Cardiac Rehab and Cardiac Chronic care.
- The Cardiology unit saved 165 hours per year by changing telemetry positioning and location of hoist equipment; rearranging IV meds; implementation of isolation precautions packs and changing the way old medical records were stored.
- These 165 hours can then be spent at the bedside with the patient.



## What our PCIs have achieved at RPA...

- Acute Aged Care Unit did not have a hospital acquired pressure injury for 6 months
- Drug and Alcohol / Gastro ward had a significant reduction in falls. Leader rounding has been useful in this unit.
- Medical assessment Unit has shown to have reduction in medication errors

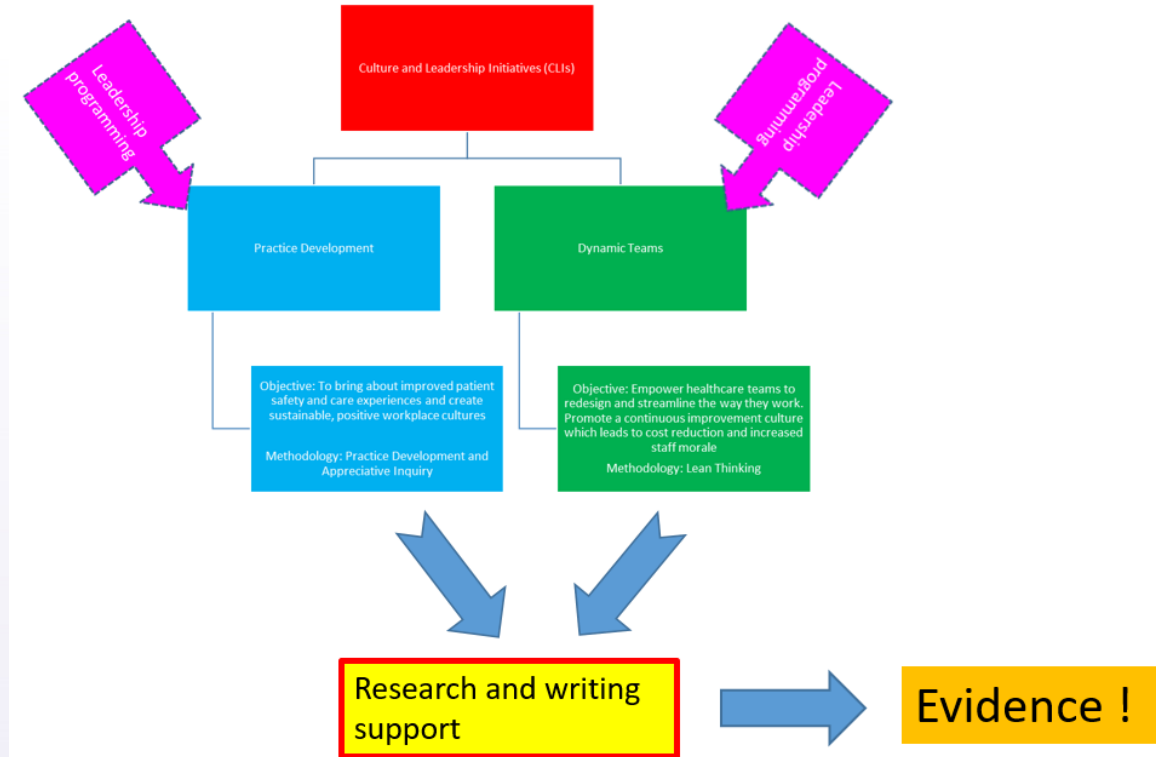


# Conclusion

- Engaging staff remains a challenge
- Despite this, many staff rate the PCIs (particularly PW & EOC) as positively impacting patients
- EOC = patient experience benefits
- PW = patient outcomes benefits
- EOC or PW = efficiency benefits
- IR rated poorly against both PW and EOC

# Future Focus

- We are moving from PCIs to CLIs
- CLI = Culture and Leadership Initiatives
- Moving to inject Leadership and Development Activity and Research into a wider model



# Acknowledgements

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