

Pursuit of Person-Centred Processes

Evaluating the processes that connect us in Quality & Safety

Eithne Cannon -Nurse Educator



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Local Health District



Prince of Wales Hospital &
Community Health Service

Our Team Vision

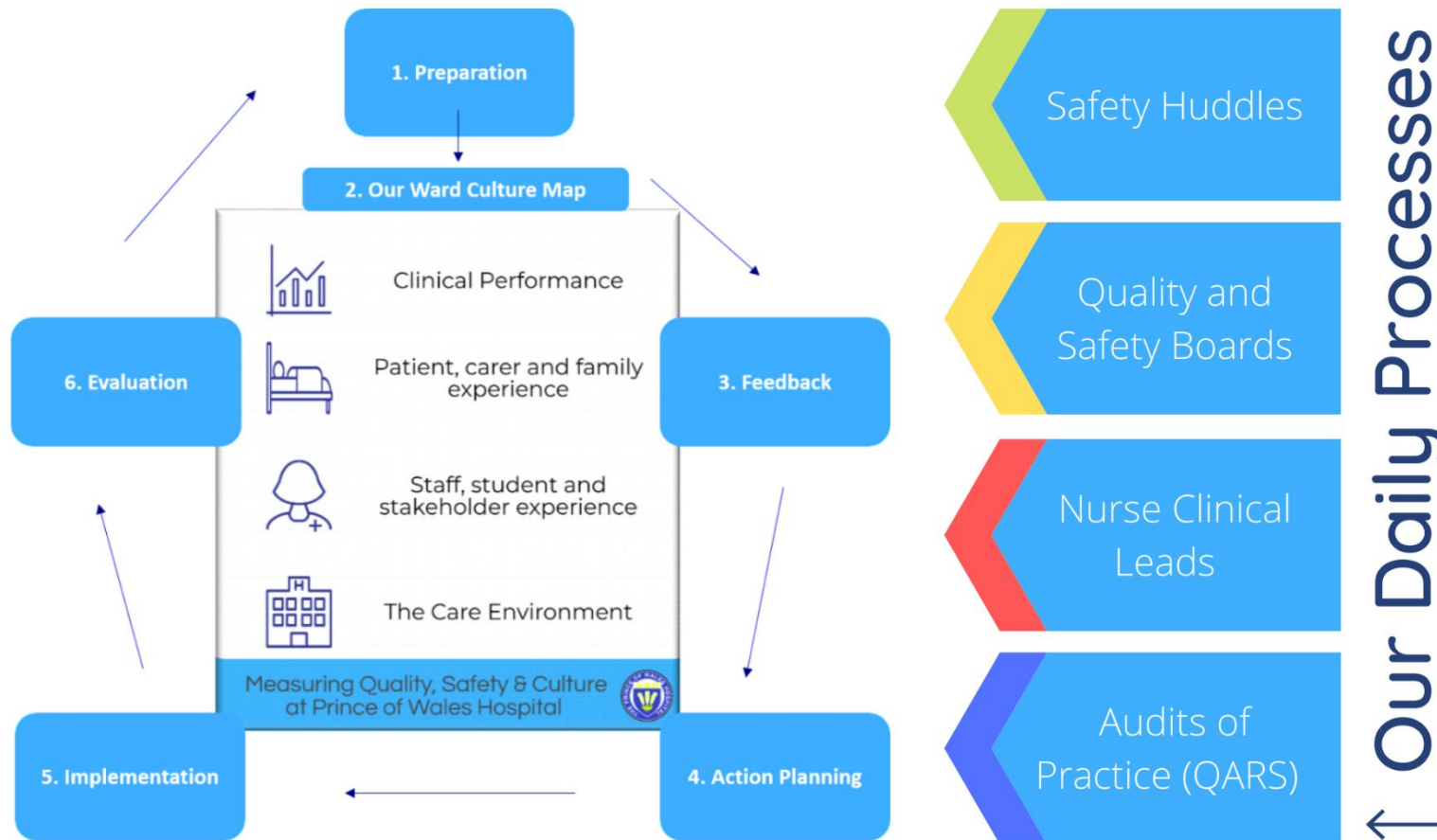


OUR VISION

Facilitating workforce capacity and capability through strategy, learning and research to achieve person-centred outcomes.



Quality Safety and Culture Framework



Supported by:

- Governance Structure
- Organisational Strategy
- Allocated Facilitators (Nurse Educators)
- Opportunities to showcase and share innovations and challenges



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Safety Huddles

- From 2019 expectation that safety huddles occur once per shift
- Numerous templates and processes in place across 42 teams
- Hospital wide evaluation in 2021



Evaluation Method



Results - Observation



Started on time?
97%



Multidisciplinary attendance?
38%



Started on time?
97%

Duration <10 minutes?
80%



Documentation template used?
86%



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Results – Staff Survey



Multidisciplinary attendance?
33%



Aware of improvements resulting from
huddles?
86%



Worth attending?
97%



Multidisciplinary team invited?
64%



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Results – Staff Focus Groups

Emotional touchpoints used in a facilitated group




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Quality and Safety Boards

- Standardised approach to displaying Quality and safety data in each clinical area.
- Opportunity for increased engagement with multidisciplinary team, patients and visitors
- Celebration of achievements and transparency of quality and safety goals




Our Quality and Safety Boards



UNIT:

PRINCE OF WALES HOSPITAL

MONTH:



Your safety is important to us

Incident occurred ●

NO Incident occurred ●

Days since last incident

Days since last incident

Days since last incident

70-80%

80-90%

90-100%

80-90%

90-100%

Compliance by Hygiene Moment

Moment	Correct Moments	Total Moments	Compliance
1. Before touching a patient			%
2. Before a procedure			%
3. After a procedure on body > 15 cm exposure			%
4. After touching a patient			%
5. After touching a patient's surroundings			%

Right care, first time, every time

100% 100% 100% 100% 100%

100% 100% 100% 100% 100%

100% 100% 100% 100% 100%

AUDITS THIS MONTH

Enhancing quality and safety matters to us

Unit champions:

Staff and Consumer Quality and Safety Information display board
Delivering safe, person-centred integrated care for all

Making decisions together about care

YOU SAID → WE DID

Employee recognition:

Improvement Initiative

PROJECT DESCRIPTION:

BACKGROUND AND CONTEXT CHANGE:

AIM STATEMENT:

RISK (1-5):

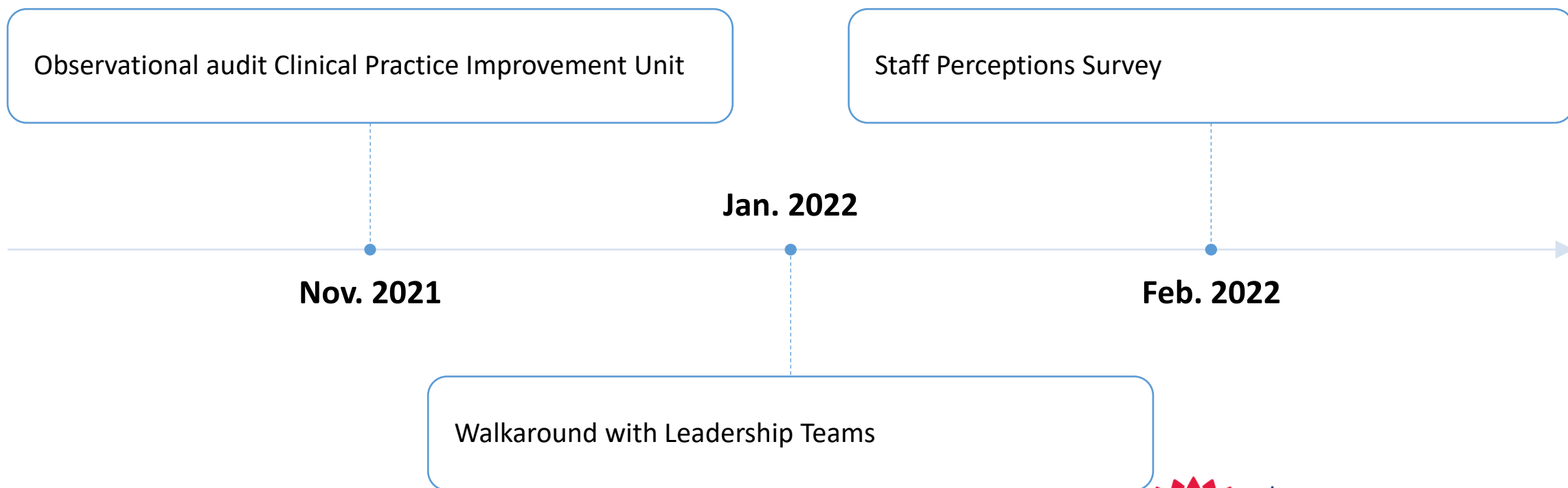
START DATE:

- Data Driven
- Highlighting Priorities (What Matters)
- Partnering with patients and families
- Celebrating successes and recognising strengths



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Evaluation Methods



Evaluation Results – Observational Audit

- 36 Units Audited - Overall compliance – 67%
- Currency of information
- Measures chosen
- Incorporating Consumer and Staff Feedback
(You Said → We Did)



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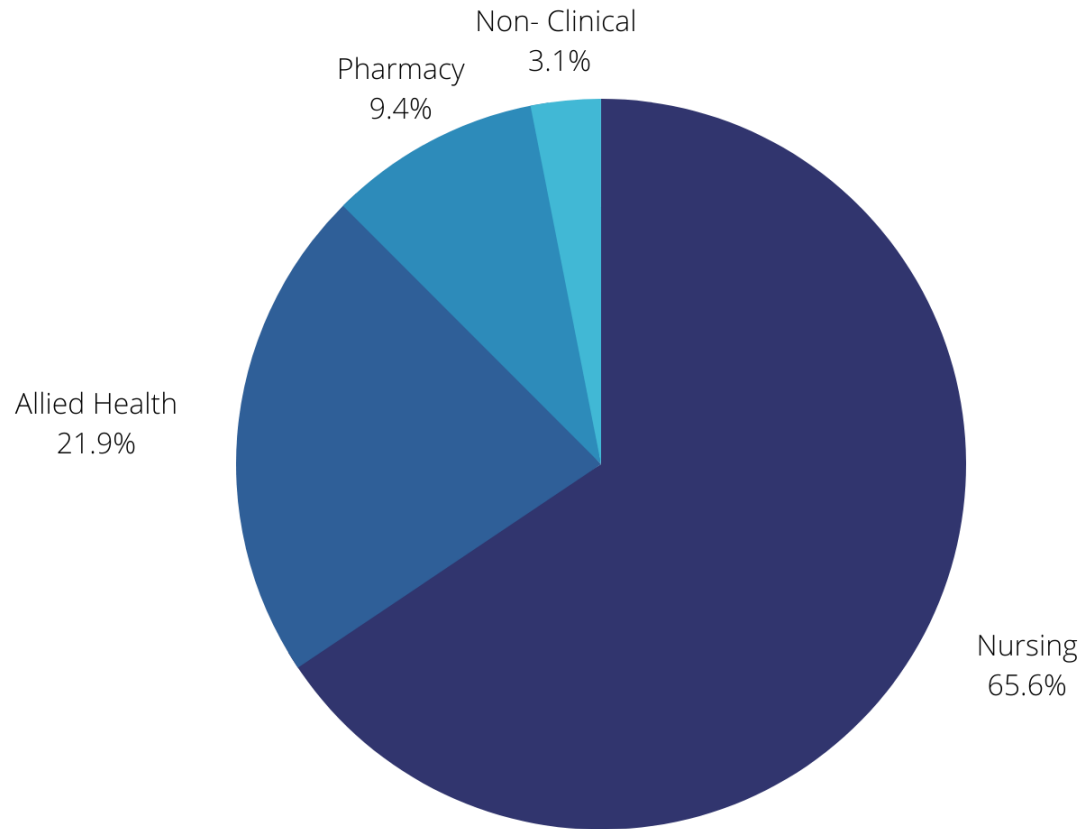
Leadership Walkaround

- Scheduled 10 minute ward visits by Nursing program manager, Nurse Educator and Patient Safety Officer
- Leadership teams presented their board content and received feedback
- Anecdotal feedback – leadership teams value the presence of their managers in the clinical area and found feedback useful to improve their displayed data



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Evaluation Results – Staff Perception Survey



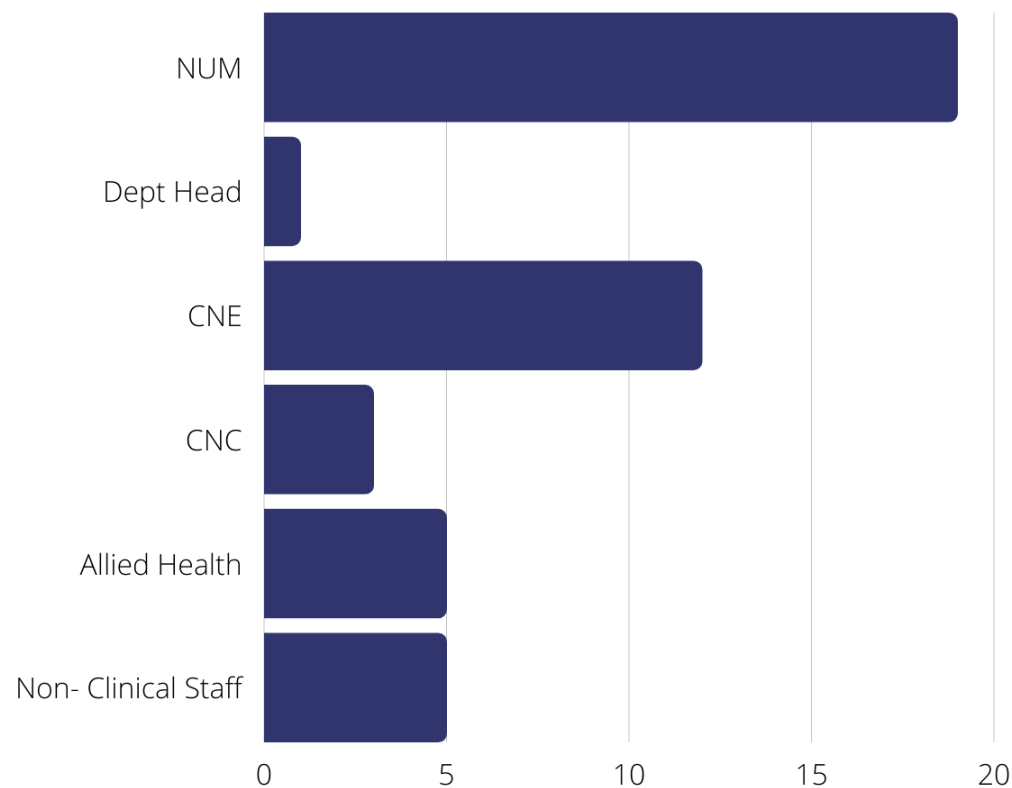
Survey
Respondents

n=32



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Evaluation Results – Staff Perception Survey

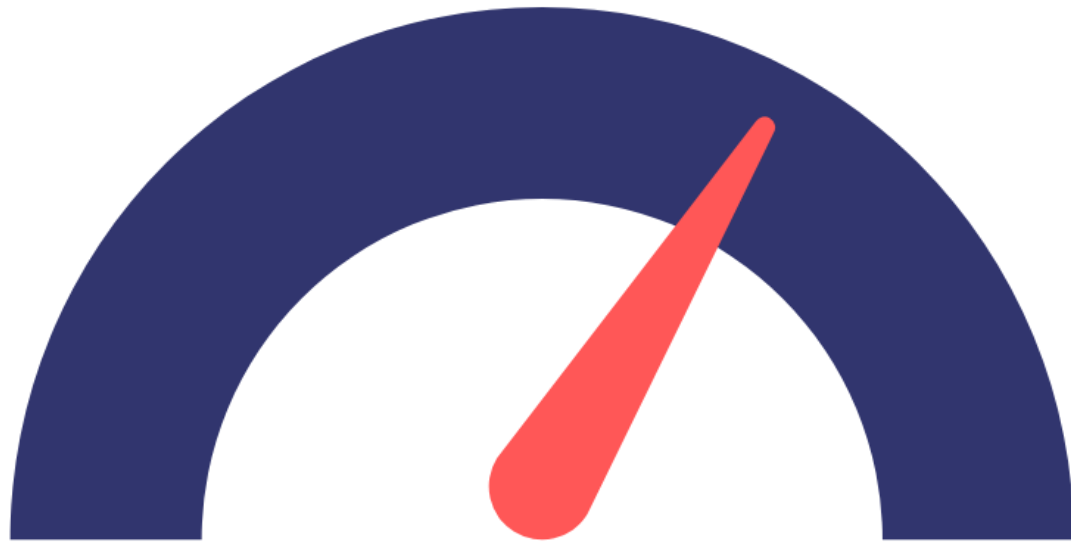


Who completes
the Quality and
Safety Board?



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Evaluation Results – Staff Perception Survey



66% agree that
monitoring safety
data with the
board leads to
change



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Evaluation Results – Staff Perception Survey

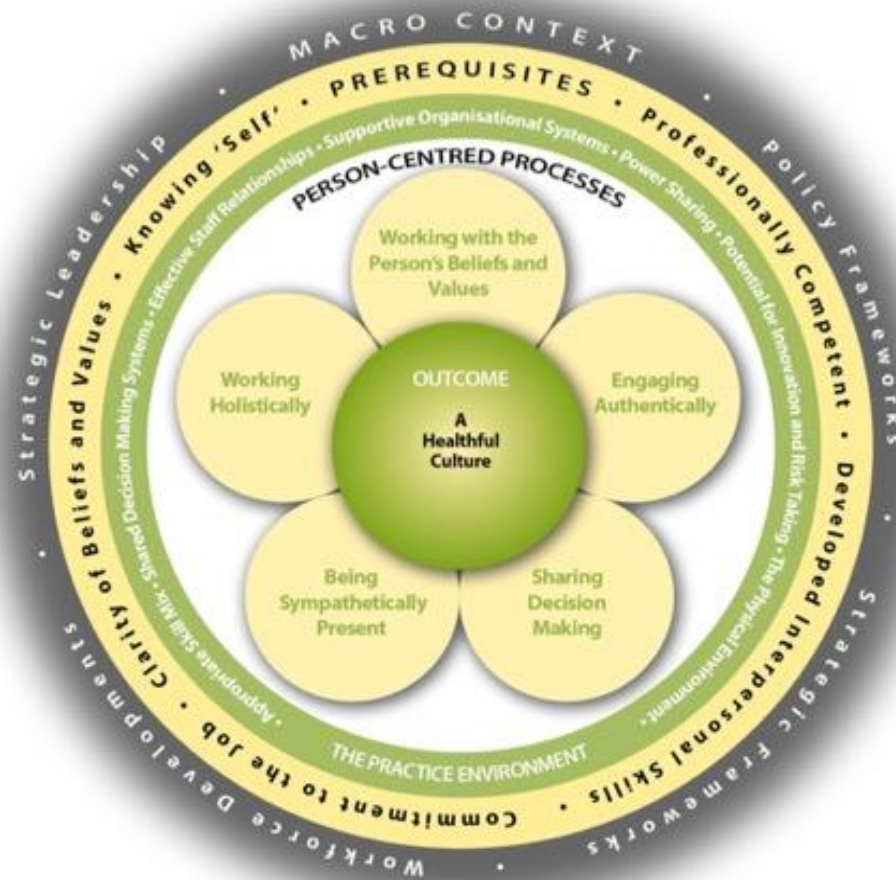


When is the board utilised in your department?



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Outcomes



- Strengthened governance processes around Quality and Safety
 - All senior managers now committed to quarterly scheduled Quality and Safety Walkarounds
- Interdisciplinary engagement through sharing of results in accreditation readiness processes



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Learnings



Processes enable person centredness



Staff value standardisation – sense of certainty and a language to share around quality and safety



Creates space for quality conversations within teams and across the organisation



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References

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