Making a Difference: Releasing Time to Care

Marian Bulley: Lead Nurse Productive Ward

Presentation to Trust Board February 2012
The Approach

Energise for Excellence
Call to Action

Get Staffing Right
Deliver Care
Measure Impact
Patient Experience
Staff Experience

Safer Nursing Care Tool (AUKUH)
HURST
PANDA
Birth Rate + E Rostering

Productive Care Safety Express High Impact Actions

Productive Care Safety Express High Impact Actions
Essence of Care NW Care Indicators
Nurse Sensitive Outcome Measures

Real-time Monitoring Experience Based Design Single Sex Accommodation Patient Stories

High Impact Actions
Real-time Monitoring Health and Well Being

Institute for Innovation Management
These modules create The Productive Ward

The Productive Ward

Patient Hygiene  Nursing Procedures  Ward Round

Patient Observations  Admissions and Planned Discharge  Shift Handovers  Meals  Medicines

Knowing How we are Doing  Well Organised Ward  Patient Status at a Glance


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The Challenge

• Engage staff
• Deliver Productive Ward to all ward areas
• Sustain changes
• Provide Continuous Quality Improvements
How?

- Observing current practice
- Process Mapping
- Listening to patients and staff
- Innovative thinking
- Standardising practice
- Auditing practice
Other Outcomes

- Leadership Development
- Personal Development
- Professional Development (KSF)
- Team Building
- Innovative Thinking
- Change management techniques
- Learning Organisation
Releasing Time to Care

Every minute counts
Patient Meal Times

- **Right meal**
- **Right time**
- **Right help**

<table>
<thead>
<tr>
<th>Clearing bed side table</th>
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</thead>
<tbody>
<tr>
<td>- 2 minutes</td>
</tr>
<tr>
<td>- 3 meals a day</td>
</tr>
<tr>
<td>- Weekly Saving</td>
</tr>
<tr>
<td>11 hours 20 minutes</td>
</tr>
</tbody>
</table>

Solution: Table mat
Medicine Round

• Right drug
• Right time

Finding drug cupboard keys

• 5 minutes
• 20 times a day
• Weekly Saving
  437.5 hours

Solution: Key finder
Future Challenges

➢ Develop a Productive framework for:
  – Non ward clinical areas
  – Non clinical departments

➢ Develop Standardised Operating Practices