

This is my ward round: Improving service user experience of inpatient ward rounds on Joshua ward

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Aim:
Improve service user experience of ward round so that they find it 20% more useful as measured on a Likert Scale

Background:
Ward rounds play a crucial part in reviewing and planning a patient's care. They are an opportunity to inform and involve patients, and for joint learning for healthcare staff. However, there has been considerable variability in the way ward rounds are conducted. A recent audit of the ward round standards showed that as a ward we performed particularly poorly on standard 9: which was usefulness of ward rounds.

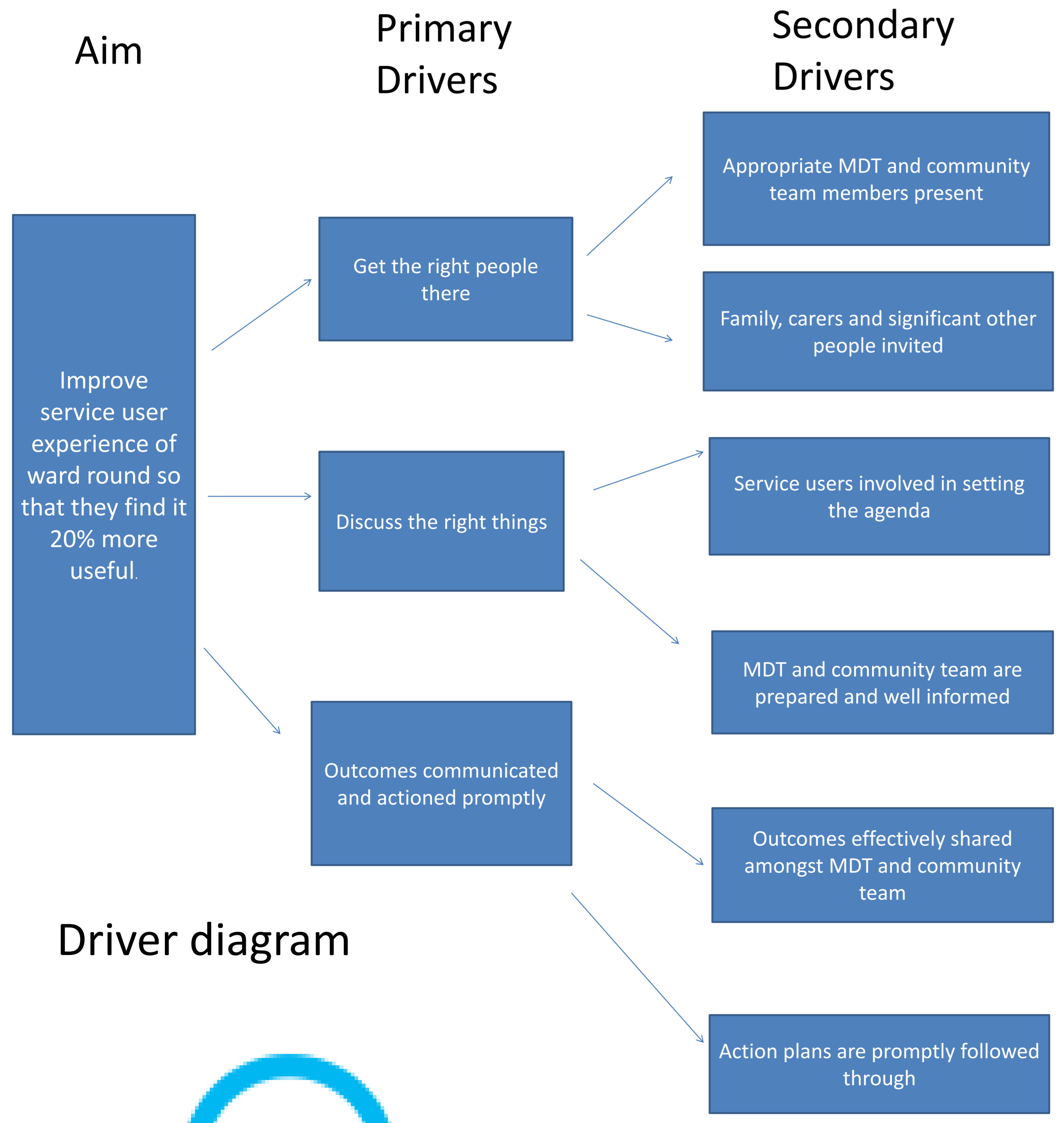
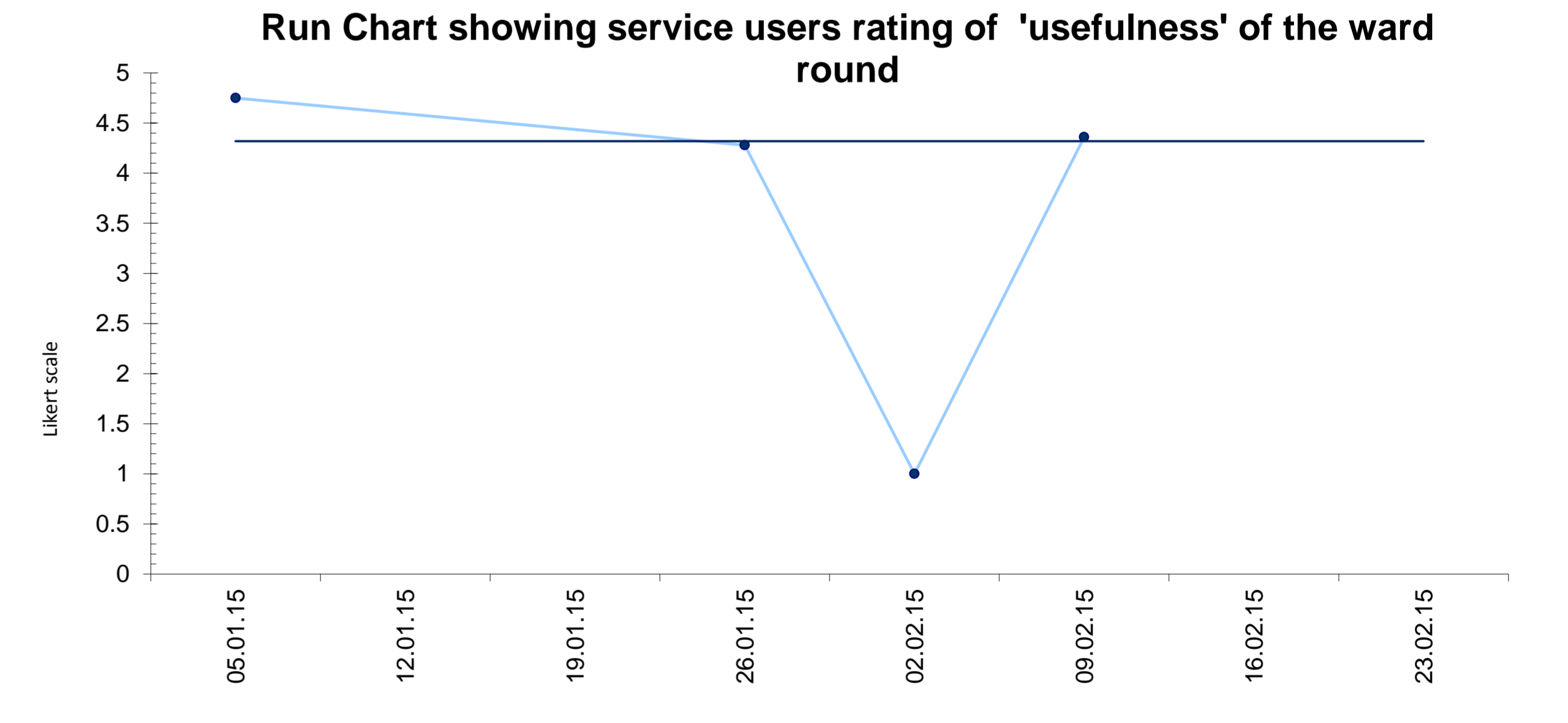
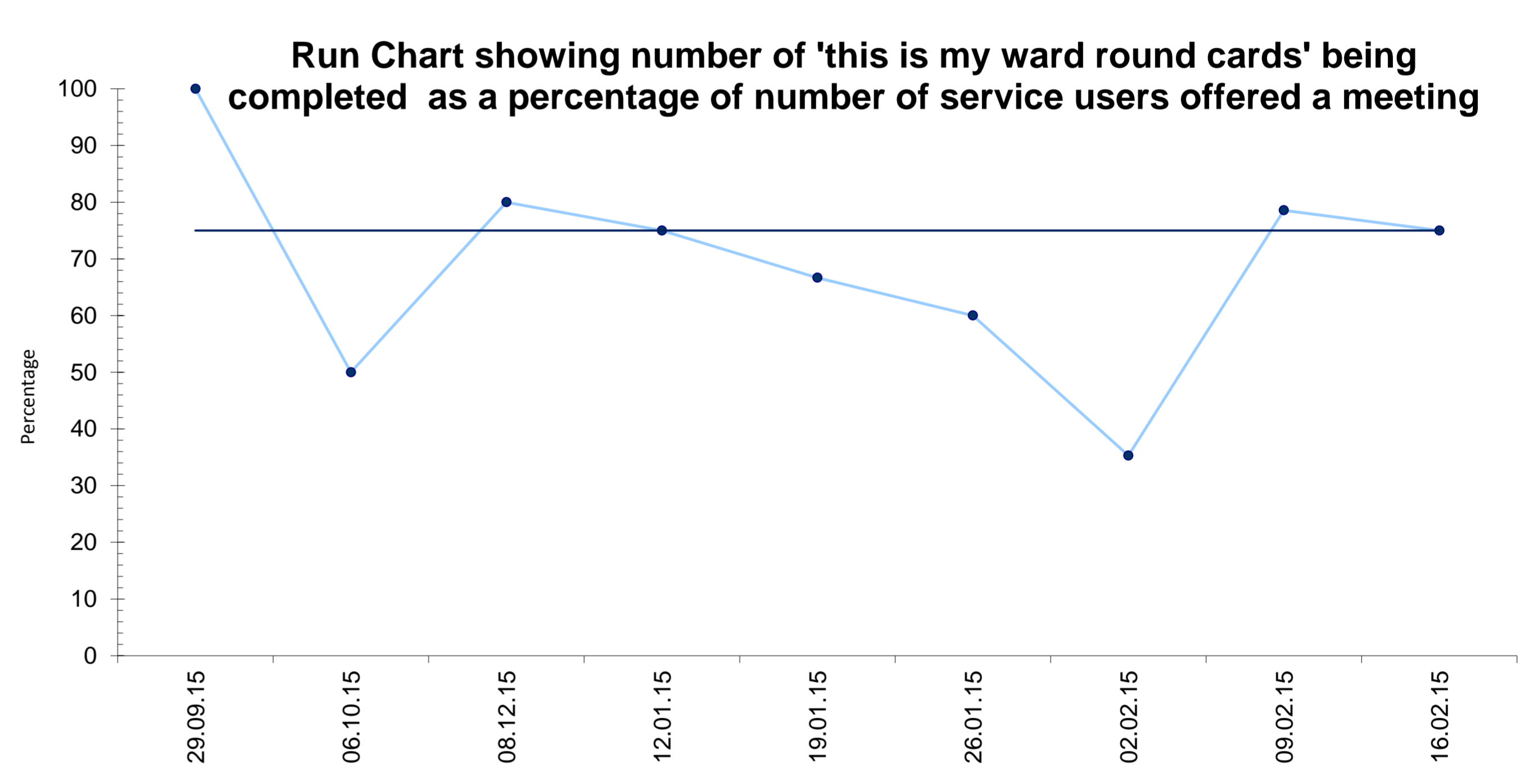
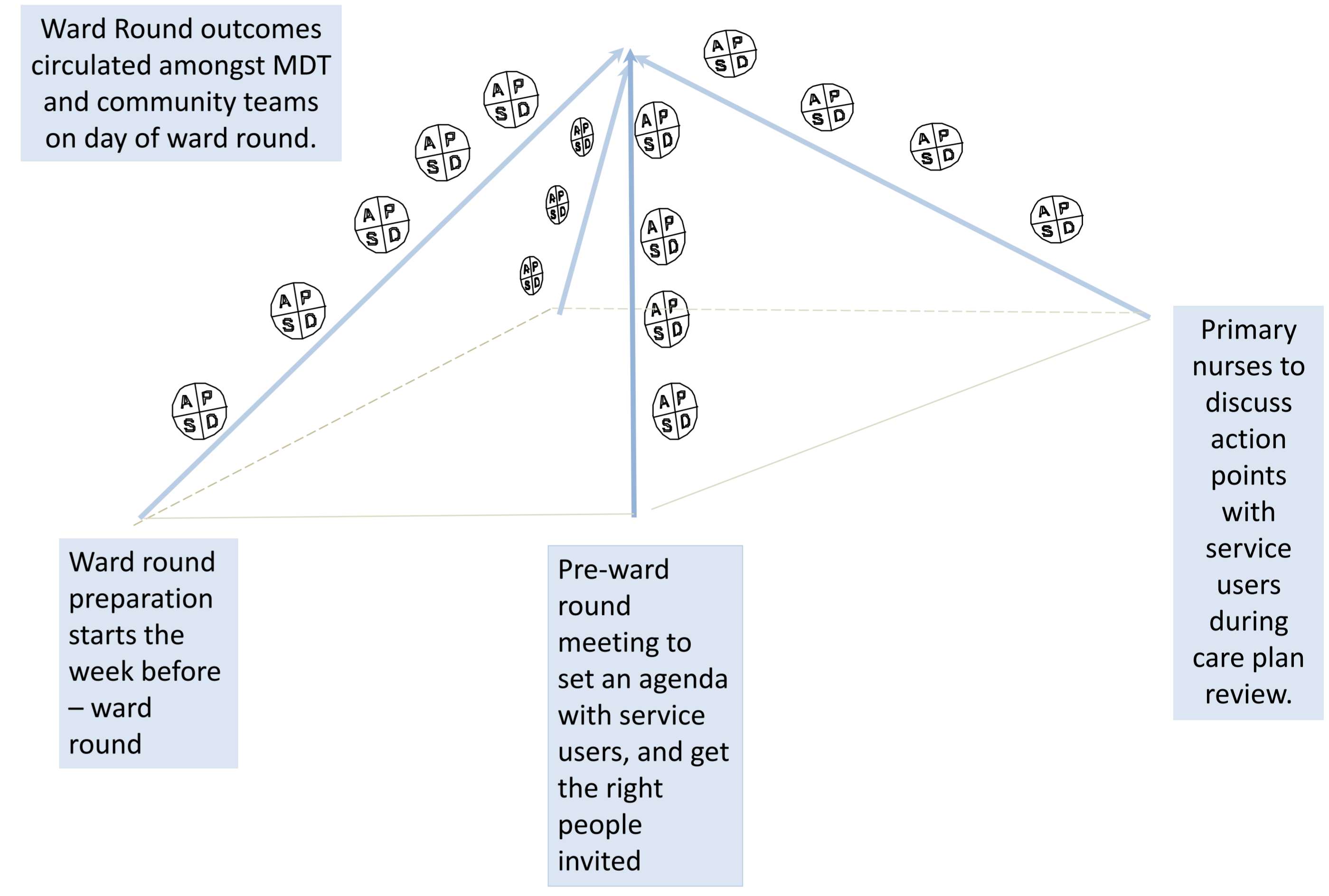
Compliance to standards

Standard (N)	1	2	3	4	5	6	7	8	9	Mean
Brett (10)	2.3	3.1	2.6	2.7	3.0	1.0	1.0	3.1	1.9	2.5
Conolly (4)	4.0	4.0	4.0	2.7	5.0	3.0	1.0	1.5	1.0	3.1
Gardner (5)	3.0	3.3	2.2	3.9	3.3	3.7	2.6	1.5	1.0	2.8
Joshua (12)	2.0	4.0	2.7	3.0	3.4	1.9	2.2	2.3	1.6	2.7
Mother & Baby (9)	3.9	4.0	4.7	4.0	4.0	-	3.6	3.5	1.0	3.6
Ruth Seifert (8)	2.8	3.9	3.6	3.3	3.9	2.3	1.0	3.7	1.0	3.2
City & Hackney (47)	2.8	3.7	3.2	3.2	3.6	2.4	2.2	3.2	1.3	3.1

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City & Hackney (47)	2.8	3.7	3.2	3.2	3.6	2.4	2.2	3.2	1.3	3.1
Newham (41)	3.2	3.7	2.7	3.5	3.8	1.7	2.3	2.8	1.6	3.0
Tower Hamlets (47)	2.9	3.5	3.1	3.3	3.1	2.6	2.0	3.2	1.2	2.9
Forensics (27)	3.2	3.8	3.3	2.9	4.1	4.2	3.7	3.6	1.5	3.5
Trust Wide (162)	3.0	3.7	3.1	3.2	3.7	2.7	2.6	3.2	1.9	3.1

Testing four change concepts to achieve a single aim

AIM: Improve service user experience of ward round so that they find it 20% more useful as measured on a Likert Scale



Measures
Outcome measures: Weekly meetings with service users to review how 'useful' there ward round had been that week on a scale of 1-5, and suggest ways to improve ward rounds.
Process measures: Number of 'this is my ward round' cards were completed that week.

What does the data tell us?
 What impact our process is having in our service users experience of ward round. Also how many service users are using the pre-ward round meetings to set the agenda.

Next steps:
 Review feedback weekly to consider possible future change ideas.

Unintended consequences:
 None yet.

