This Is My Ward Round

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Project team: Dr Bala, Joshua Ward nursing team

Project sponsor: Jane Kelly

Background

Why you chose this project?

- Many service users find ward rounds very daunting.
- Previous Trust audits of ward round standards it appears this is a broad problem, with many service users not finding ward rounds to be useful at all.
- A very important area for us to improve in.

What was the problem?

- Intermittent adherence to ward round standards.
- Broadly around getting the right people there, the right things discussed, and following up reliably and promptly.

Project aim

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

Driver diagram

Aim

Primary drivers

Secondary drivers

Improve service user experience of ward round so that they find it 20% more useful.

Get the right people there

Discuss the right things

Outcomes communicated and actioned promptly

Appropriate MDT and community team members present

Family, carers and significant other people (including advocates) invited

Service users involved in setting the agenda

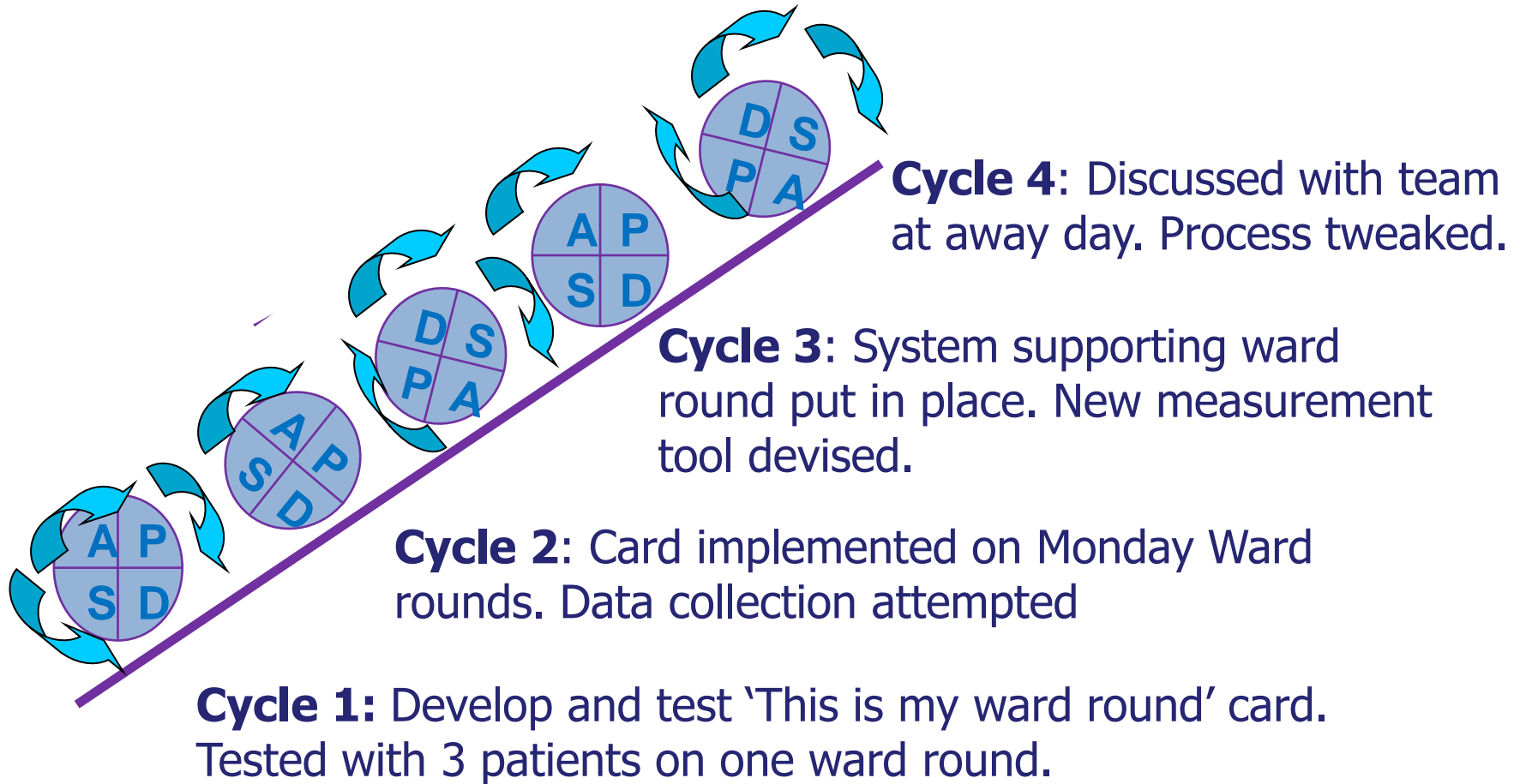MDT and community team are prepared and well informed

Action plans shared amongst MDT and community team with allocated tasks

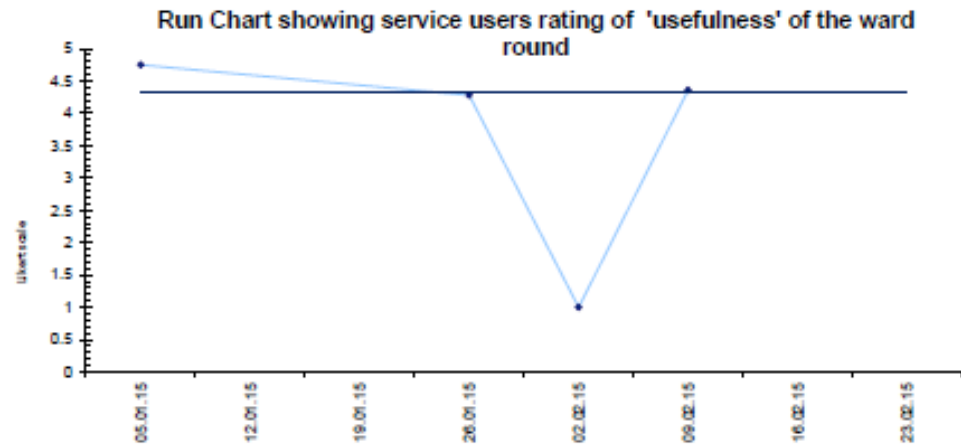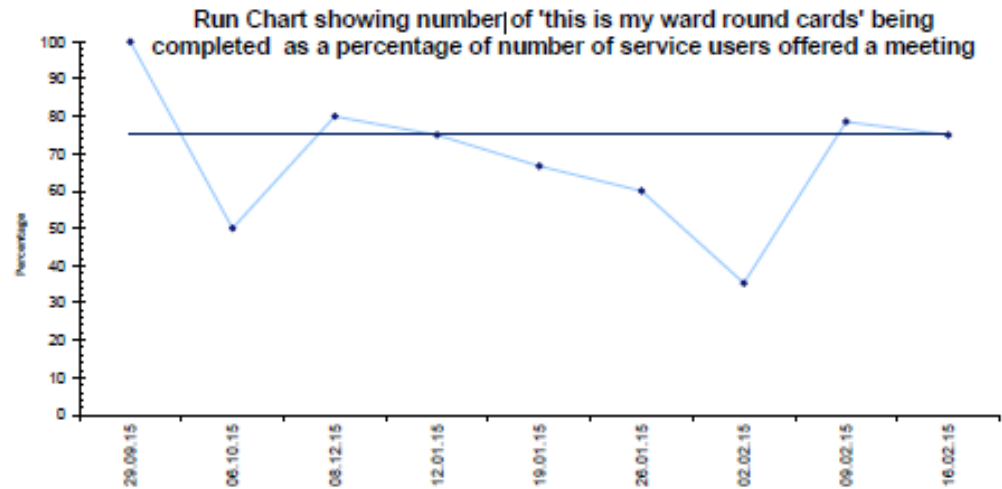Action plans are promptly followed through and fed-back to service users.

Change ideas

1. The introduction of a 'This Is My Ward Round' meeting the day before ward round to set an agenda with service users, and get the right people invited.
2. Introducing a structured approach to ward round preparation, including ward round checklist and weekly schedule.
3. Primary nurses to discuss action points with service users during care plan review.
4. Care coordinators encouraged to attend.
5. Ward Round outcomes circulated amongst MDT and community teams on day of ward round.

Sequence of PDSA's – for one change idea or secondary driver

Cycle 4: Discussed with team at away day. Process tweaked.

Cycle 3: System supporting ward round put in place. New measurement tool devised.

Cycle 2: Card implemented on Monday Ward rounds. Data collection attempted

Cycle 1: Develop and test 'This is my ward round' card. Tested with 3 patients on one ward round.

Data

- **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.

Run Chart showing number of 'this is my ward round cards' being completed as a percentage of number of service users offered a meeting

Run Chart showing service users rating of 'usefulness' of the ward round

Learning

- The effect of the project

Now more reliably meeting ward round standards and many service users have really engaged with the new processes and report that they've found it really helpful. QI processes have helped organise and support change.

- Challenges

Motivating a team to work collaboratively towards change.

Measurement.

What next?

What will you be doing in your project next?

- Review process of data collection in QI meeting.
- Meeting with Brick Lane ward to share learning.

How will you be applying your improvement skills next?

- Beginning work as a QI improvement coach to work with other projects in the trust.