

Improving patients and staff experience of ward rounds

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AIM

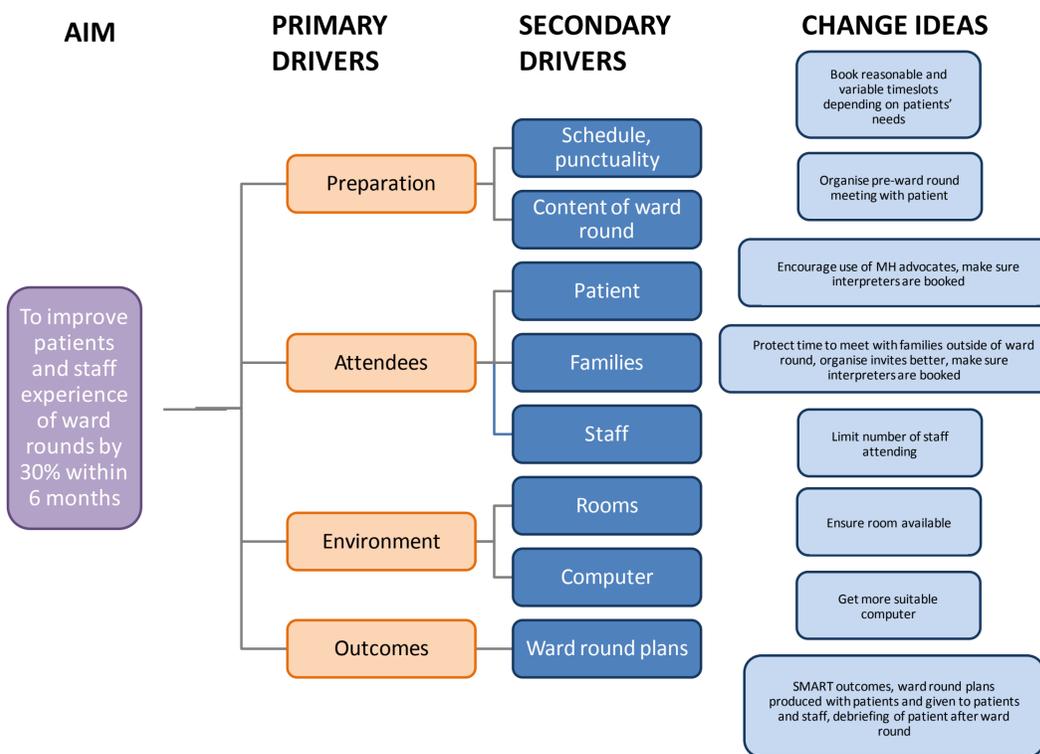
Service users: ward rounds can be **stressful**.
 Staff members: ward rounds are **not productive**.

We wanted to **improve** both patients and staff **experience** of ward rounds by 30% within 6 months.

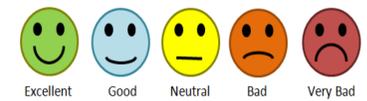
MEASURES

- Patients, staff and carers **Experience scale** (outcome)
- **Delays** to see patients: (process)
- Percentage of patients using the "This is my Ward Round" **card** (process)

Driver Diagram

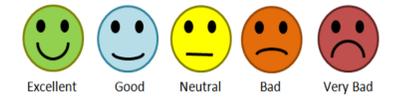


What was your experience of this ward round?



You are: Service User Relative/carer Staff
 Anything particularly good? Anything that could be improved?

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LESSONS

Involvement of Service User: the most productive in terms of generating new ideas
Involving nursing team: attending away day most helpful.

Next steps: More detailed measures of patient experience with 3 sub-scales?

CHANGES

Scheduling:

- Announce time when the patient will actually be seen, not the time of the MDT discussion before seeing the patient
- Organise separate meetings if WR is not enough to discuss specific issues

Environment:

- Patient and carers not to sit by the door, but with other members of the MDT

Content of Ward round:

- Set agenda collaboratively with patient at beginning of Ward Round, using "This is my ward round" card
- Possibility for the patient to ask for limited number of attendants during WR

Give Experience scale:

- Put experience scale on table, with pen available, and given by consultant at the end of ward round

Average experience for staff members



Percentage of patients using This Is My Ward Round Card

