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)

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

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?