Improving patients and staff experience of ward rounds

Olivier Andlauer, Nicola Beaumont, Syeda Tahir, Emmanuel Hushie, Jacintha Ariya

Aim

We would like to improve both patients and staff experience by 30% within 6 months

Why is this important to service users and carers?

Service users often describe ward rounds as a difficult, stressful. Staff can feel that ward rounds are not productive or rushed. This can result in poor experience of their stay in hospital, poor engagement with the team during and after hospital, and frustration leading to violence. It can also lead to longer stay in hospital by poor efficiency, and poor engagement.

Driver diagram

Aim: To improve patients and staff experience of ward rounds by 30% within 6 months

Test of Change

Announce time when the patient will be seen, not the time of the MDT
Patient and carers not to sit by the door
Set agenda collaboratively with patient at beginning of WR, using “This is my ward round” card
Possibility for the patient to ask for limited number of attendants during WR
Organise separate meetings if WR is not enough to discuss specific issues
SMART outcomes at the end of WR (partially implemented)
Give scale at the end of WR
Give the WR outcomes to patients after WR (not implemented)

Outcome measures

Measure: Experience scale

Delays in seeing patients
%age of patients using “This is my Ward Round” card

Why did you choose those measures?

Main aim, and process measures linked to change ideas and driver diagram

Learning

Start early
Measure baseline before implementing changes
Involve service users!
Involve team