

I LIKE MY WARD ROUND ?

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Our ward round has improved ! For all of us !

Aim

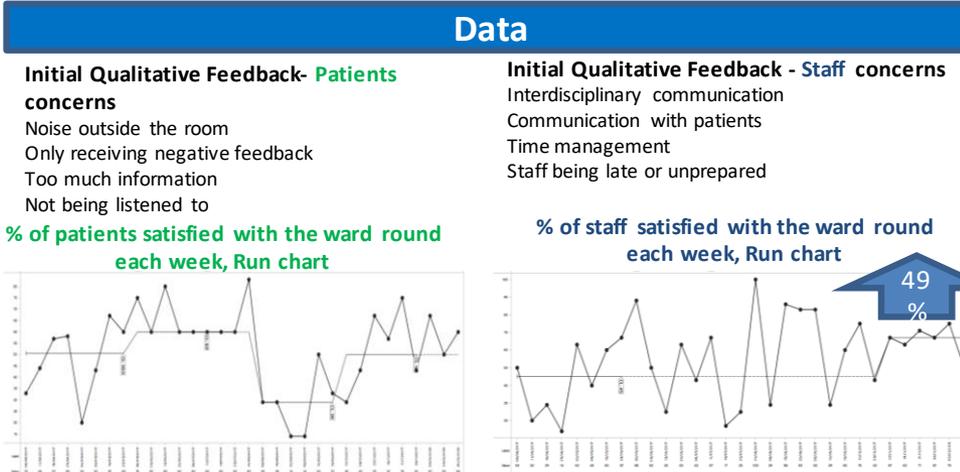
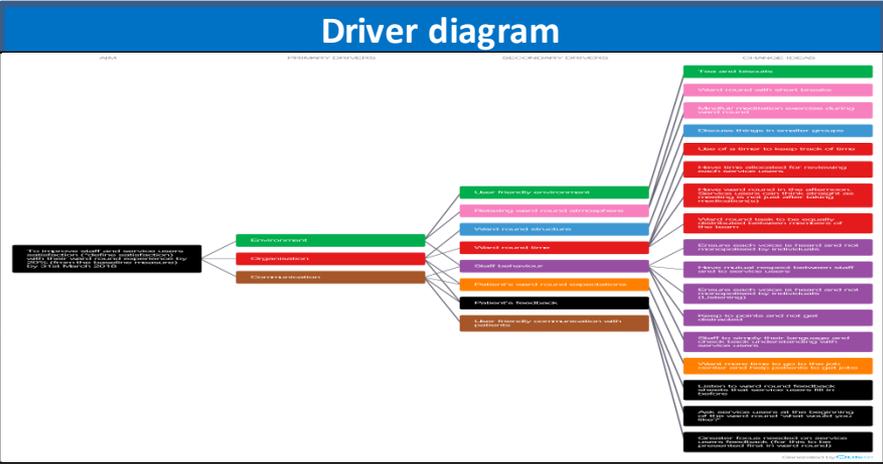
To improve staff and service users satisfaction with their ward round experience by 20% March 2018 (from the baseline measure)

Why is this important to service users and carers?

The ward round is the main way we give feedback to our service users with learning disabilities on key decisions about their care.

Tests of Change

Tea and coffee
Earlier start time
Monitoring time for each patient
Defining and rotating ward round roles



Learning and what next?

Need to work at keeping momentum going and keeping team on board
Key staff leaving has an impact on project's progression and needs managing.
Team dynamics and staff experience improved, although difficult to know which factors, weekly measuring of satisfaction likely acted as driver in itself. Patient satisfaction improvement is less clear.



Tell us your story in a nutshell

There were a number of ideas from Clerkenwall MDT regarding how ward round could be improved for both staff and our patients with learning difficulties following a number of difficult ward rounds.

It was decided to implement these ideas as a QI project. We collected initial base line data, both qualitative and quantitative. We then made changes while monitoring staff and patient experience of the ward round on a weekly basis on a three point scale. It was felt from a staff perspective that the ward round had improved and the data supported that. Overall the team felt the project has been a success, however, it has been difficult to maintain momentum and has been impacted by a number of MDT members leaving during the project.

Any additional team or project photos?



Paste them into a slide and we will share them with your project story!

Please return your completed poster to elft.qi@nhs.net