

Transforming Tending Care to Bedside

A Project to Increase Direct Nursing Care Hours in HDU- C Unit

Authors: Indirani Savarimuthu HN, Liji Mathew CN

Co Authors: Ivyrose Pascaran SN, Kitty Thomas, Siji Mathew SN, Smitha Mathew SN, Sumi Chako, SN

Coach: Dr. Poonam Gupta, Senior Quality Reviewer

Leadership Sponsors: Mr. Emad Al Omari, DON

Overview

Nurses are the frontline care giver for a patient and family. The nurses mainly focus on caring and educating the patients and their family members about early recovery and ways of prevention of diseases. **Direct patient care** may involve any aspects of the health care of a patient, including treatments, counseling, self-care, patient education, and administration of medication. Increase direct nursing care is the essential part of patient centered care.

To truly transform care at the bedside in HDU -C, there is a need to know how nurses spend their time by eliminating waste and inefficiencies. Thereby, investing nurses time in value-added activities to improve the care of patients. An increase direct nursing care hours benefits to improve the quality and safety of patient care. Increase the vitality of nurses and improve the involvement of patients and family members in the care.

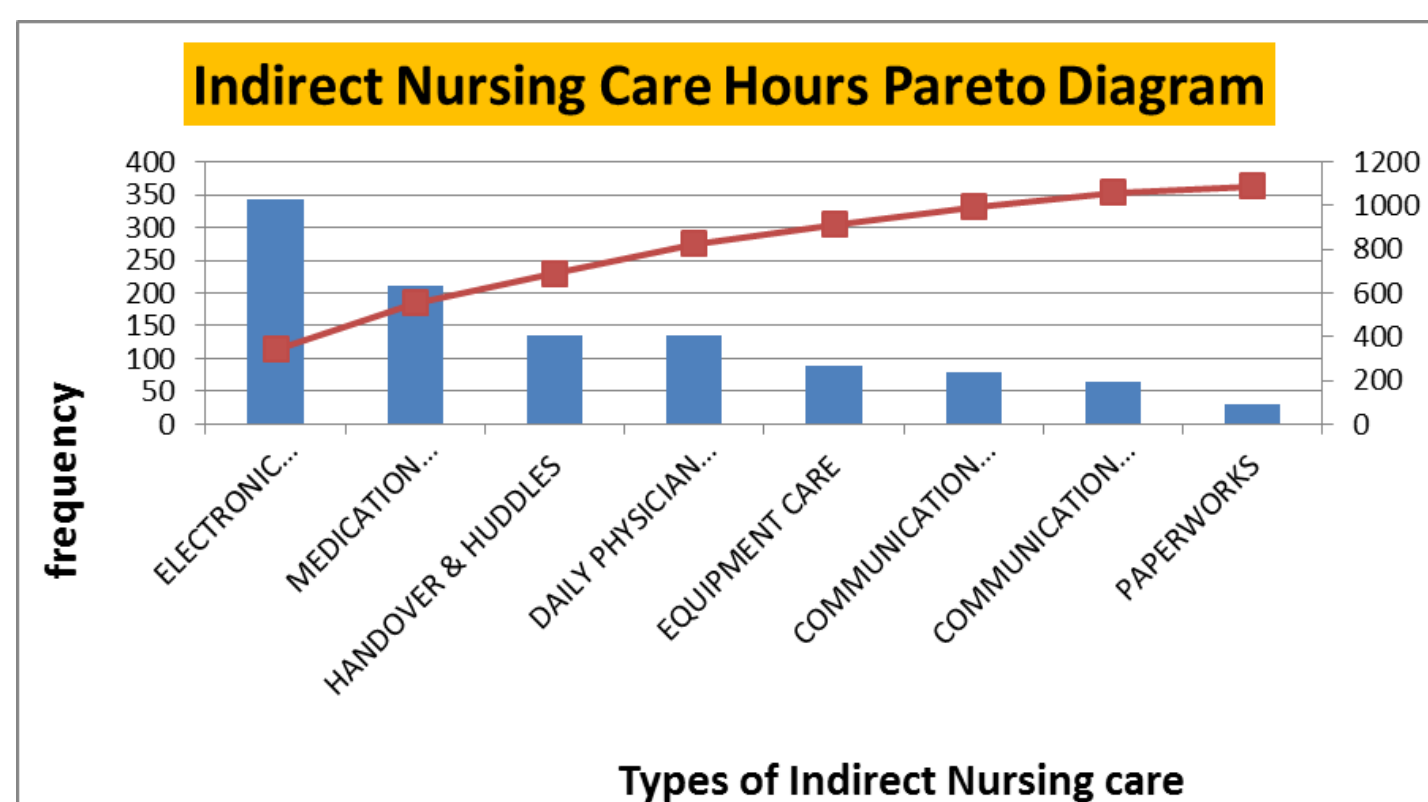
Objectives

Primary Objective: To increase the direct nursing patient care hours by 20 % during morning and evening shift by September 2019.

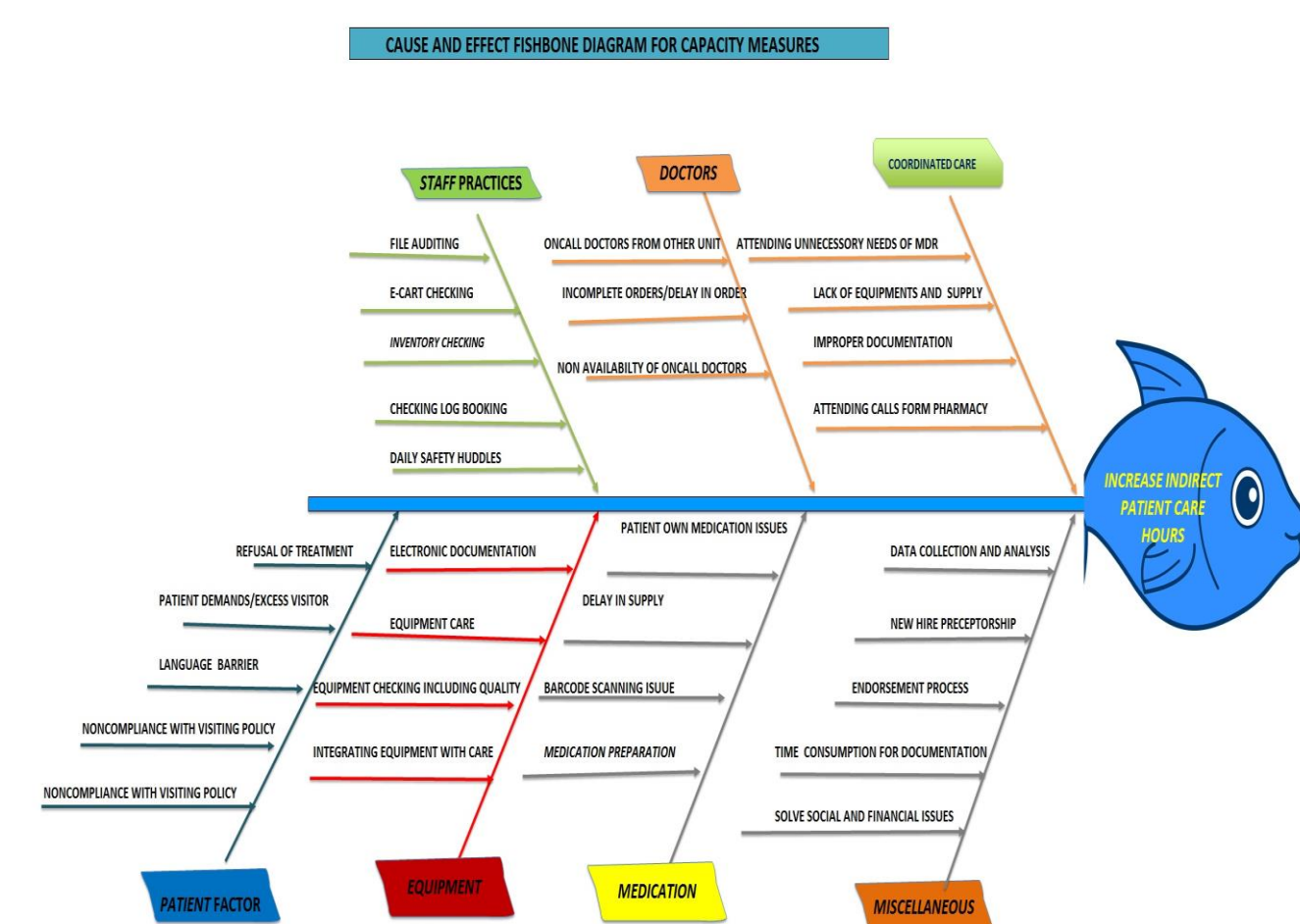
Learning Objectives:

- ❑ To know the importance of direct nursing care
- ❑ To know how to improve quality and safe patient care
- ❑ To know the importance of patient centered care

Pareto Analysis



Cause and Effect Fishbone Diagram



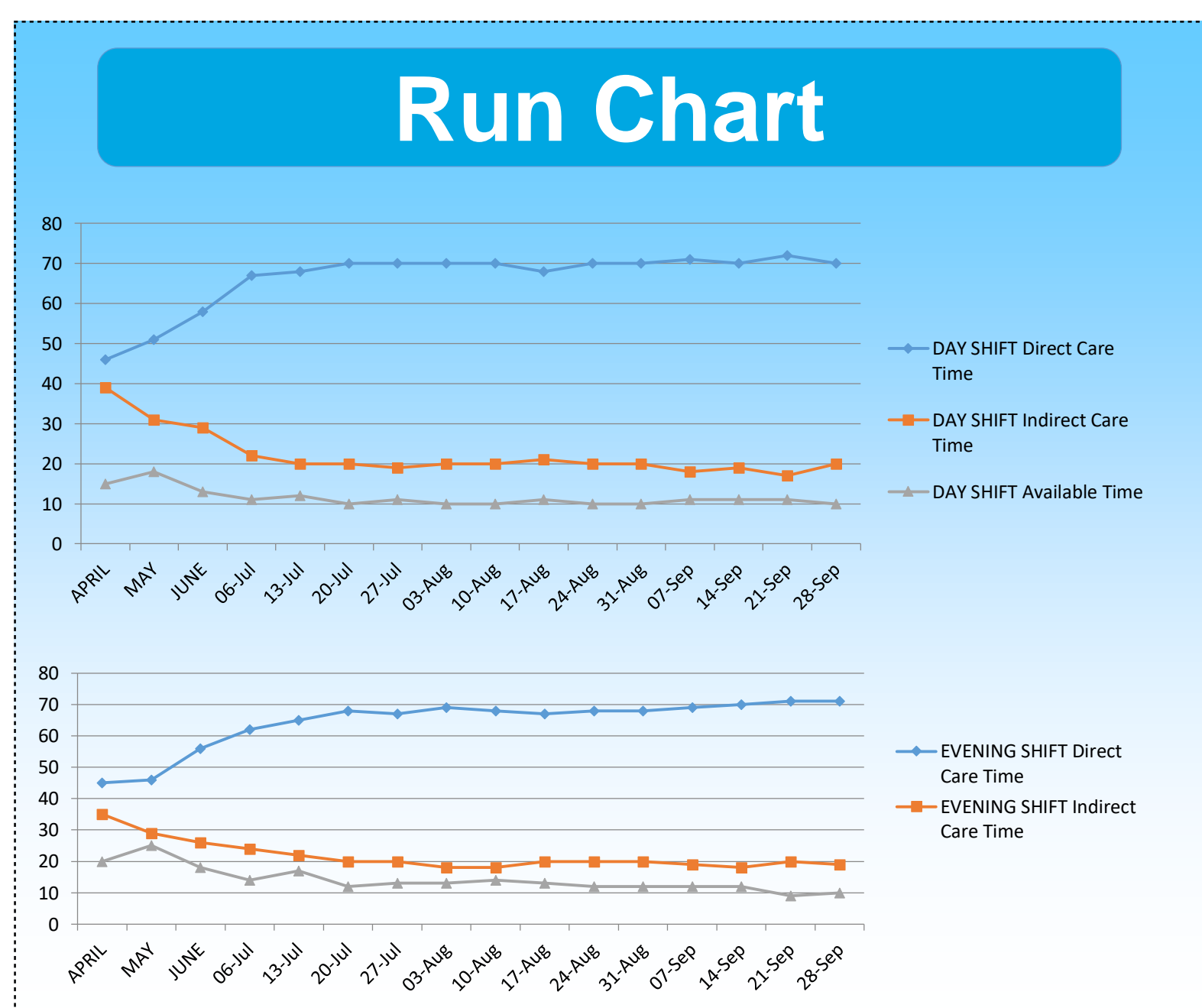
Data Collection Tool

Daily Hours monitoring for nurses(7.3 hours) HDU C						
Direct care	Personal care(washing/dressing)	mins	mins	mins	mins	mins
	Assistance with food					
	Medication Administration					
	Initial Assessment					
	What matters to you questions, Nurses satisfaction survey					
	Hourly Rounding					
Indirect care	Clinical (catheter, chest drains, IPC,wound care, transferring patients)					
	Discharge planning /patient education					
	Positioning,patients calls					
	Ecg,vital signs,POCT					
	Documentation inside the patients					
	TOTAL DIRECT CARE HOURS					
	Daily Physician Rounding					
Indirect care	Communication with other					
	Communication (huddles, face-to-face and phone)					
	Medication Preparation					
	Equipment care					
	Electronic Documentation					
	Paperwork					
TOTAL INDIRECT CARE HOURS						
TOTAL INDIRECT AND DIRECT HOURS						

Outcome

- ❑ Increase the direct nursing care hours during morning and evening shift
- ❑ Improve patient safety
- ❑ Enhance effective communication
- ❑ Build good trust and rapport between nurses and patient
- ❑ Increase patient and family involvement in case
- ❑ Decrease patient readmission rate, infection and mortality rate
- ❑ Help early patient recovery and discharge

Run Chart



Activities and Intervention

- ❑ Direct communication between pharmacy department and concerned physicians to avoid wasting of nurses time and reduce indirect nursing care hours
- ❑ To collect information from patients on how much they value face to face nurse interaction.
- ❑ Do satisfaction survey about how satisfied the patients with nurses performance
- ❑ Doing electronic documentation inside the patient's room using bedside computers
- ❑ Hourly rounding to patient's room to assess patient's condition
- ❑ To educate and reassess heart failure patients' knowledge about treatment regime.
- ❑ To educate all the patient upon admission about VTE by using VTE education tool

Sustainability

To continue maintain direct patient nursing care hours through implementing the interventions and monitoring the nursing care hours

Conclusion

Patient safety is the cornerstone of high-quality health care. Quality of care is safe, effective, patient centered, timely, efficient, and equitable. Increase direct nursing care enhances quality of patient care and patient satisfaction

The direct nursing care increase the nurse-patient interaction. It will help nurses and other health care team to provide quality care in all aspects of patient condition. Direct nursing care helps to identify patient's health condition, severity of disease on time and consequently involve other health care team without wasting time and provide treatment on time and reduce mortality rates.

References

Rutherford P, Bartley A, Miller D, et al. *Transforming Care at the Bedside How-to Guide: Increasing Nurses' Time in Direct Patient Care*. Cambridge, MA: Institute for Healthcare Improvement; 2008.



مستشفى القلب
Heart Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation

In Collaboration with

