

To improve the pressure care patients receive within our ward area by improving the documentation on admission

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Quality issue / initial problem

Ward 207 is a general medical ward with an emphasis on endocrinology. There has been a concern around documentation of pressure care not being completed on TRAK reliably. The initial assessment information should be entered into TRAK within 6 hours of admission. If Waterlow score is high then it is important that pressure areas are checked regularly throughout a patients stay.

Specific aim

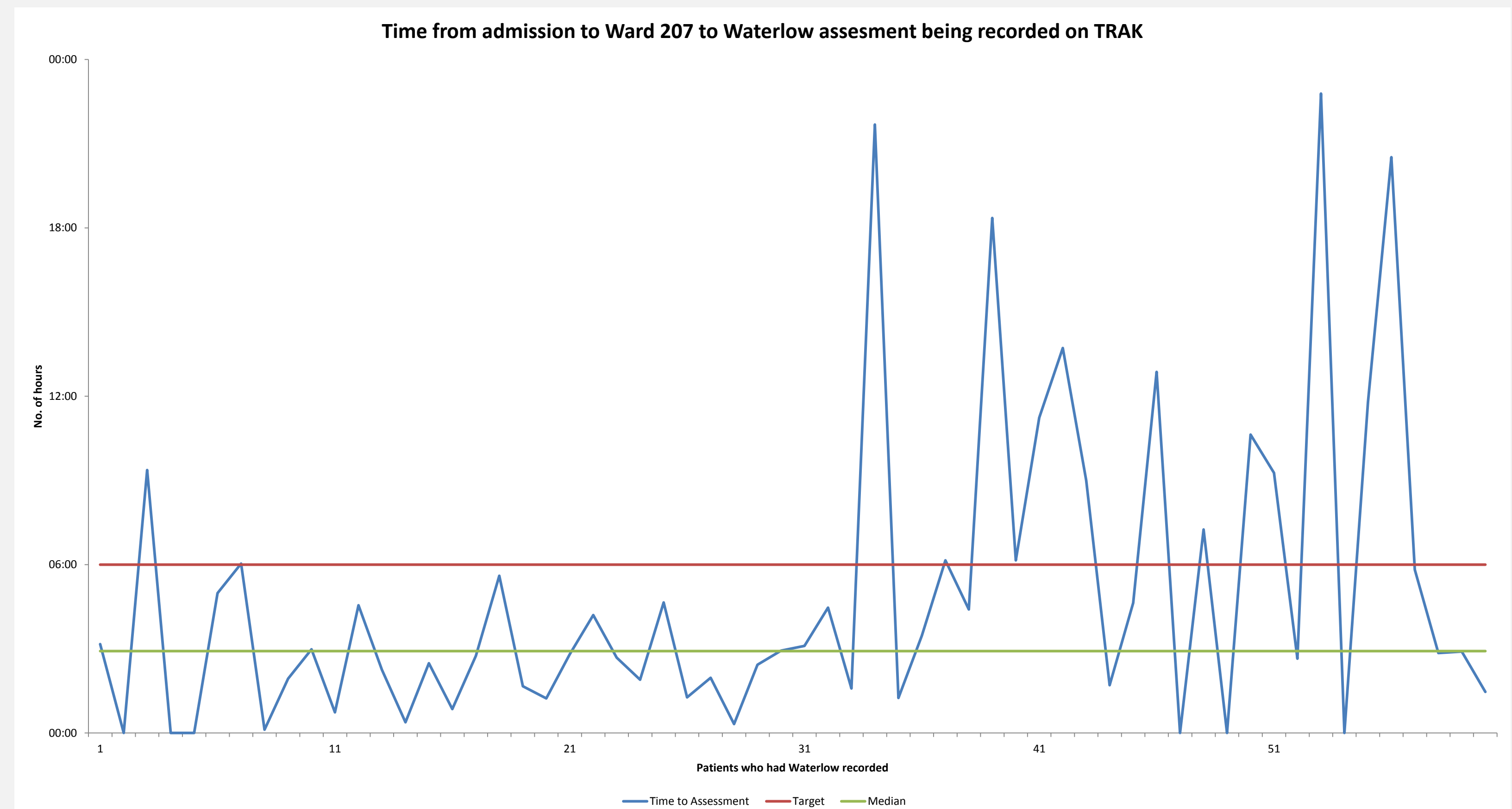
To make pressure ulcers a never event in ward 207.

Measurement of improvement

Total no. of admissions to Ward 207 May – July 2019 = 139

Total no. of pts who had a Waterlow assessment completed and recorded on admission to ward 207 = 60

Most common reasons for not completing Waterlow were lack of time, lack of confidence in completing skin check and admission sheet not well used (Figure 1)



Tests of change

- Delivered training to all staff around care planning
- Revamped our admission document
- Introduced 'Think Pink' and 'Bye Bye Blue' checklist

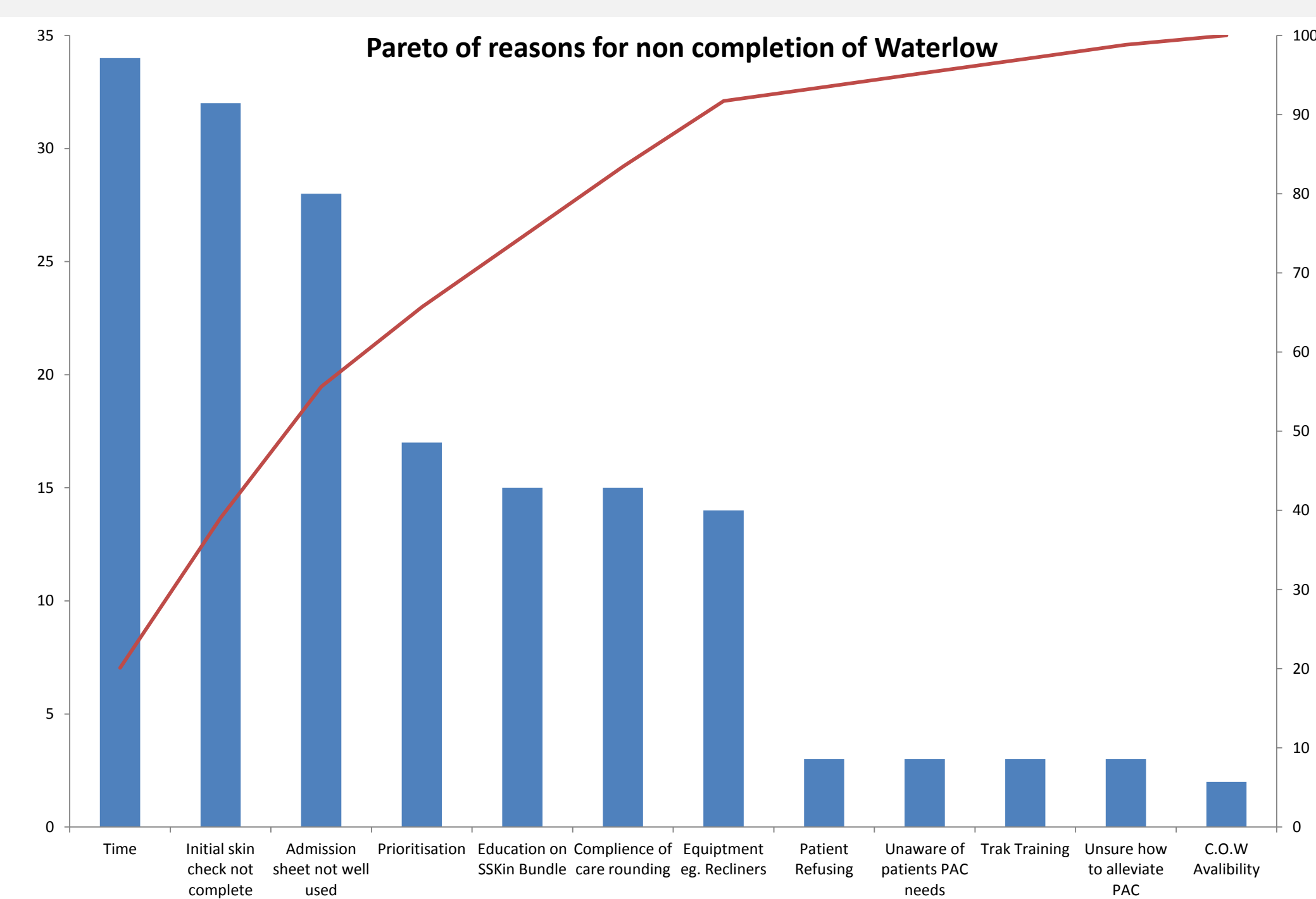


Figure 1

QI Tools used

- Brainstorming
- Dot voting
- Pareto chart
- Run chart

Effects of change

Training has now been delivered to most staff on how to complete patient care plans - the Waterlow assessment is a part of this assessment - to ensure that these are more reliably completed. Although Waterlow has not been completed as frequently as required there has been a significant improvement in the completion of care plans overall since the project began (Figure 2)

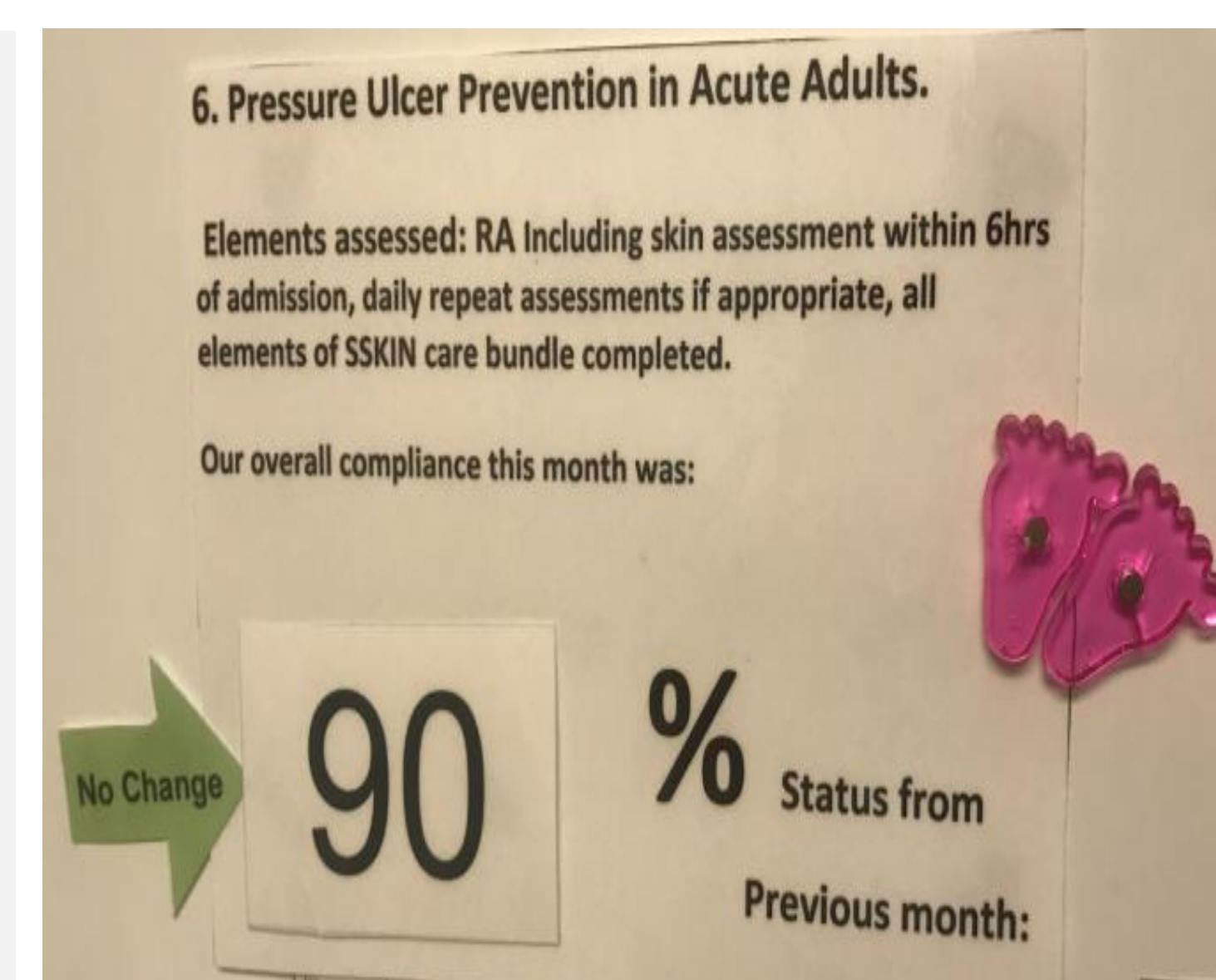


Figure 2

Lessons learned and message for others

- Ensure all new staff are talked through our documentation and care plan and our expectations that these are being completed for every patient.
- Regularly audit these using the PCAT tool and continue using the 'Days Between' poster.
- Clearly display results for all to see and discuss progress.