The Productive Ward
Releasing Time to Care

NHS hospitals working in partnership with the Institute for innovation and improvement have developed a programme which aims to enable ward staff to increase the time spent on direct patient care. The Trust have now joined this programme as it rolls out nationally.

"Releasing Time to Care -The Productive Ward" focuses on improving ward processes and environments to help nurses and therapists spend more time on patient care thereby improving safety and efficiency.

The programme is the start of a new approach to service improvement, rather than a 'project' with a start and finish - it is anticipated that the cycle of improvement will continue to provide benefits in direct care delivery year on year. There are three wards taking part in the programme; De Cham, Folkington and MacDonald.

The programme starts with a baseline audit of the amount of time currently spent on giving direct care to patients, then the wards will work through a number of modules to redesign the processes through which they give care - processes such as the medicine round, the meal delivery service, patient hygiene, admission and discharge processes. The audit is repeated to see what effect this has had on the direct care time - generally Trusts have demonstrated an increase in the range of 10-15%, so it is hoped to prove the same and gain the associated improvement in direct patient care.

The results of the changes will be displayed in the ward area for patient and staff to see. This programme has the full and active support of the Trust Board with the Chief Nurse being the Lead Executive sponsor.

Patient views are also important to help the project so a leaflet is being given to all patients, which includes a questionnaire and patients are asked to complete and return the questionnaire before they are discharged home.

Staff views on the changes and improvements brought about through the programme are equally important and all the staff involved in the programme have been given a questionnaire to complete, which will be repeated as the programme begins to change the processes within the first wards.

For more information contact Jackie Kinch, Program Lead, or the ward sisters for MacDonald ward, Sally Cook, for De Cham Ward, Debbie Discala, and Folkington ward Dionne Daniel.

Aims of Productive ward programme

The Trust will become more productive, evidenced by:

- Increased direct patient care time.
- Increased patient satisfaction.
- Increased staff satisfaction.
- Reduced level of complaints, falls and hospital acquired infection.
The modules for the programme are as follows:

- Environment modules:
  - Knowing how we are doing.
  - Well organised ward.
  - Patient status at a glance.
- Process Modules:
  - Patient observations.
  - Admission and planned discharge.
  - Meals.
  - Shift handover.
  - Medicines.
  - Patient hygiene.
  - Ward Rounds.
  - Nursing Procedures

The programme has been running for three months.

The first three wards, De Cham, Folkington and MacDonald, have completed their ‘Activity Follow’ audits, which are a snapshot of the work of a qualified nurse for a full 12 hour shift - these have shown that the qualified nurses spend between 27% and 36% of their time engaged in direct patient care within our Trust.

This is in line with the experience nationally at the start of the implementation of the programme.

This audit will be repeated as the wards implement changes and the national experience has been that an improvement of 15-20% increase in direct care time can be achieved through making these changes.

All wards have been invited to apply to join the programme and two more wards will start the process very soon, they are James ward and Seaford 1.

For more information please contact Jackie Kinch, Programme Lead at Conquest on Ext (14)6364.

Productive for Staff

The productive ward programme has been running in the Trust since April this year. The aim of the programme is to release nursing time from non-patient related tasks and allow them more time with their patients, which in turn should reap benefits for patient care. But how does it feel for the ward Teams? The staff in the three wards were asked to complete a staff questionnaire before the programme started and this will be revisited in about six months, but before that happens, the staff have been asked to think about how the programme has effected their working lives.

Here are a selection of their comments:

- HCA Di McGuigan said; "I was involved with re-organising the stores room - it had been driving me mad for ages and it was great to have the opportunity to sort it out!"
• Barbara Lord, Ward clerk on Folkington ward said; "I have noticed that nurses are spending less time looking for things, less time searching for the right key to open a cupboard and as a result they have more time to spend with patients and relatives. I believe the staff have noticed the changes and are enthusiastic to plan for even more improvements in the future."

• Sister Sue from MacDonald ward said; "We made a plan of how to clean a commode, so that we could know that everyone was doing the same cleaning - we are really proud that this has now been taken up by the infection control team and is being spread round the Trust as the new Trust standard for cleaning of commodes."

• HCA Jo McGrath from Folkington ward said; "I have enjoyed being involved in re-organising the sluice - its been great to make the area more user friendly."

More wards will be joining in the program in the Autumn and it will roll out to all areas over the course of the next two years.

For more information please contact Jackie Kinch, Programme Lead at Conquest on Ext (14)6364.