

Sarah Johnson – Ward Manager AICU @tabsfeline

Helena Durham – NUH Patient Public Representative

Jacqueline Richardson – Deputy Divisional Nurse @jacquiricho66

Nikki Sarkar – Practice Development Matron @NikkiSarkar\_

Nottingham University Hospitals NHS Trust  
@NUHCriticalCare @nottmhospitals @TeamNUH

***‘I will always be familiar with the AICU area and environment’***

## Introducing an Orientation Checklist to the Adult Intensive Care Unit

# NHS England Always Events<sup>®</sup>

Always Events are defined as...

“Those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.”



- Always Events is a trade marked product owned by the Institute of Healthcare Improvement. It was originally developed by the Picker Institute Inc in the USA



# Life in Critical Care at NUH

58 Beds, 3 Units , 2 Campuses

350 + Nurses & HCAs

> 4000 admissions in 18/19

## AICU

- 21 Beds, 1433 admissions 18/19
- Major Trauma Centre
- Patients are admitted with varying illnesses/injuries requiring invasive monitoring and/or organ support
- Patients with low conscious level/delirium



# Why Always Events

## Challenges

- Communication barriers
- Complexity of patients
- Rollercoaster



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## Drivers for Change

- Trust strategy for for patient & public involvement & partnership
- Magnet journey – recognising excellence in nursing care - *not just for nurses*

## Opportunities

- Improve patient experience
- Relook at how we work & priorities
- Introduce QSI methodology across a workforce
- Share & spread innovation

# Our Team





# Scoping Exercise 1

Always Events® is an improvement methodology where we work closely with patients and families to improve our care and services.

Today, ask your patient (as able) and visitors the following simple question...

***What can we do better for you today?***

**SMALL DAILY  
IMPROVEMENTS  
ARE THE KEY TO  
STAGGERING  
LONG-TERM  
RESULTS**

## Patient Feedback

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## Visitor Feedback

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## Your Feedback *-because without you none of this is possible*

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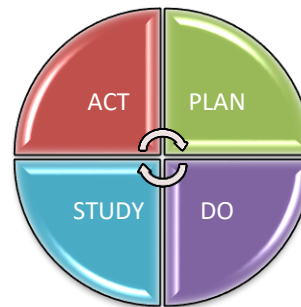
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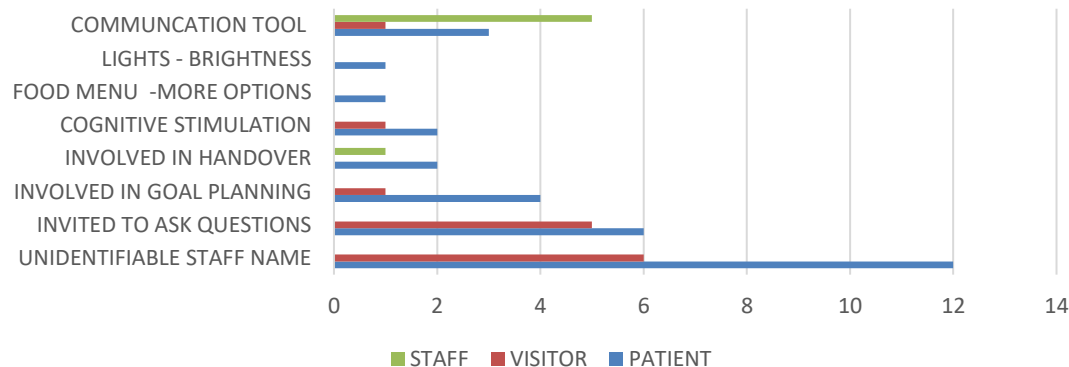
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## Always Events Scoping - Phase 1

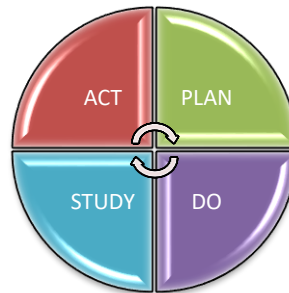


# Scoping Exercise 2

**Always Events®** is an improvement methodology where we work closely with patients and families to improve our care and services.

Following a two week scoping exercise asking patients and families for ways we can improve their experience, we have identified a theme around **communication**. With your help, we now want to explore this further by asking and answering the following questions.

**SMALL DAILY IMPROVEMENTS ARE THE KEY TO STAGGERING LONG-TERM RESULTS**



## Patient Feedback – please circle or comment

*Do you know the name of the nurse caring for you today?*

Yes No

*How do you know his/her name?*

Remember it From the name badge Other.....

*Did you hear your handover today between staff?*

Yes No Other.....

*Were you asked if you wished to be included in handover?*

Yes No

*Were you asked if you had any questions?*

Yes No

*How could we help to make you feel more involved during handover times?*

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## Always Events Scoping Phase 2

INCLUDED IN HANDOVER/DAILY GOAL PLANNING

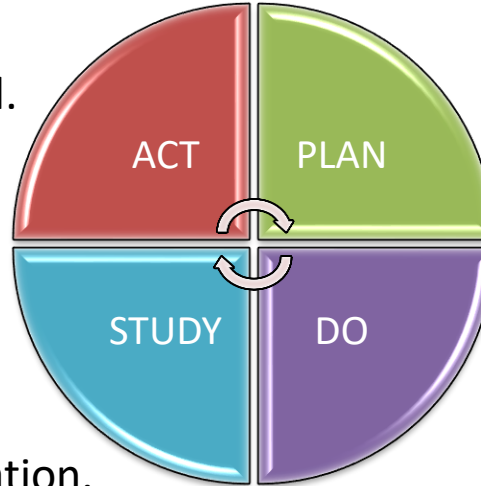
INVITED TO ASK QUESTIONS

REMEMBER BEDSIDE NURSE NAME

BEDSIDE INTRODUCTION TAKEN PLACE



# Emerging Theme



- Signposted by PPI representative to NUH Carer's policy – Induction checklist which encompasses the communication themes identified.
- Consider a co-design of current checklist in Carer's policy.
- Test current communication themes more closely to gather a base line of practice.
- More themes around communication.
- General consensus for the staff groups that consistent, effective communication is a strong theme.
- Frustrations emerging from the Implementation Team that enough scoping has occurred.

- Further scoping exercise (3) agreed following NHS England Coaching Call 3.
- To further challenge and explore communication themes identified with PPI involvement.
- Further scoping exercise (3) commenced to further explore communication themes.
- AICU continues to be the area for scoping.
- PPI representative integral to this.

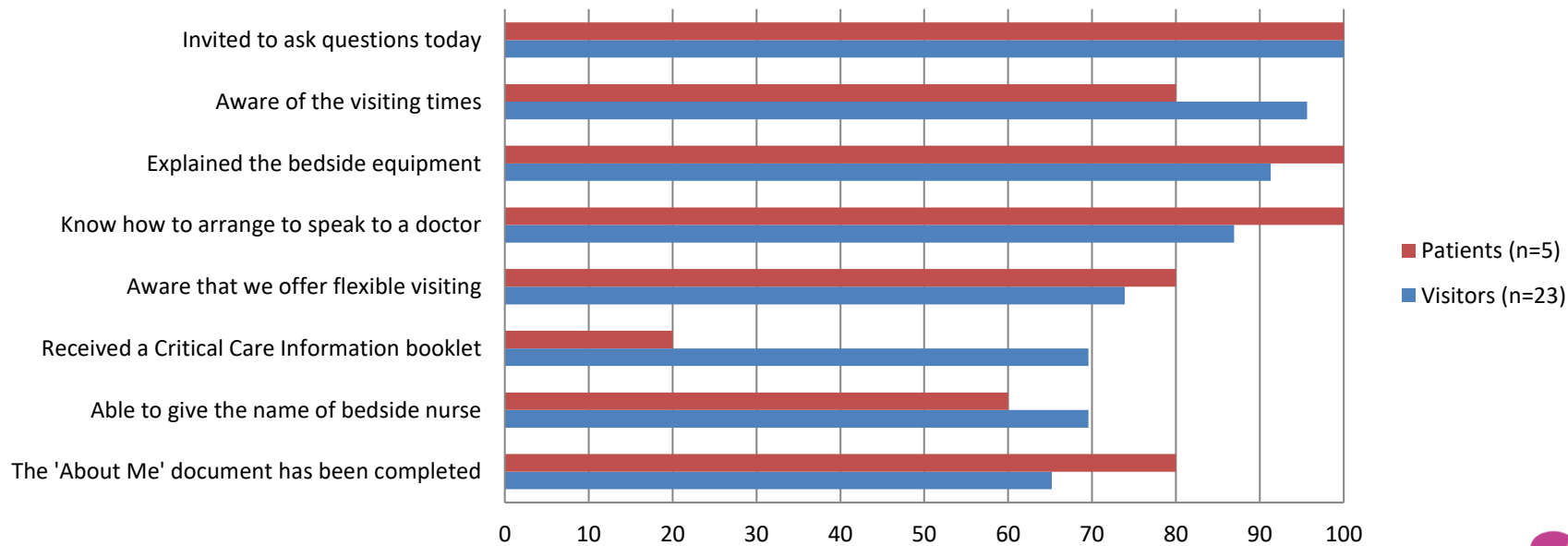
# Capture Baseline Of Communication Themes

NHS England Always Event Audit Form – Baseline of Communication (AICU) Answer yes or no

Month.....

Specify if this is a patient, relative or carer	Who is your nurse today? <i>Able to give name with no prompts</i>	Have you received a Critical Care Information Booklet?	Do you know what the visiting times are?	Did you know that we offer flexible visiting?	Has anyone explained the bedside equipment to you?	Has the About Me document been completed?	Have you been invited to ask questions today?	Do you know how to arrange to speak to a Doctor?

## Patient & Family/Visitor/Carer Feedback: AICU, August 2018



# What Our Patients & Families Said...

I wanted to get the nurses attention, but I couldn't remember her name. I felt rude calling her nurse, so I said nothing.

We are unsure of the visiting hours, can we visit outside of these times?

Everything happened so quickly, I'm unsure of how to arrange to speak with the doctors.

I'm sorry but I can't remember your name.

# Our Pledge

## Vision Statement

- “We will always support you in being familiar with the AICU area and environment.’

## Aim Statement

- By April 2019, 90% of patients (as appropriate) and/or NOK on the AICU will have received an orientation to the area and environment utilising the checklist.

# The Co-Design

Please affix patient label

Name:

DOB:

Hospital / NHS Number

## Patient and Relative Orientation to Adult Critical Care

This is a checklist, designed to orientate patients and other service users to Adult Critical Care. To be completed on admission or within the first 12 hours of admission to Critical Care with the patient and next of kin if appropriate, or most significant other.

Information given	Discussed with Patient (if appropriate)	Discussed NOK/Significant Other (specify)	Additional Comments	
Staff Introduction (names, lanyards)				
Critical Care Patient and Visitor Information Booklet provided				
Orientation of Unit – Toilets (patient & visitors) / Rest Area/Access to Food & Drink				
Orientation of Bed Areas and Equipment				
Ward Round / Routine (handover times, mealtimes)				
Visiting Times including Flexible Visiting				
'About Me' document (encourage patients and/or family to complete and attach a photo)				
Asking Questions / Raising Concerns				
Additional Information				
<b>Confirm that orientation was received/given:</b>				
Information given to:	Name	Relationship	Date	
Print Name of Hospital Staff:	Designation	Signed	Date	
After 24 hours check if significant other would like a repeat of any of the above information				



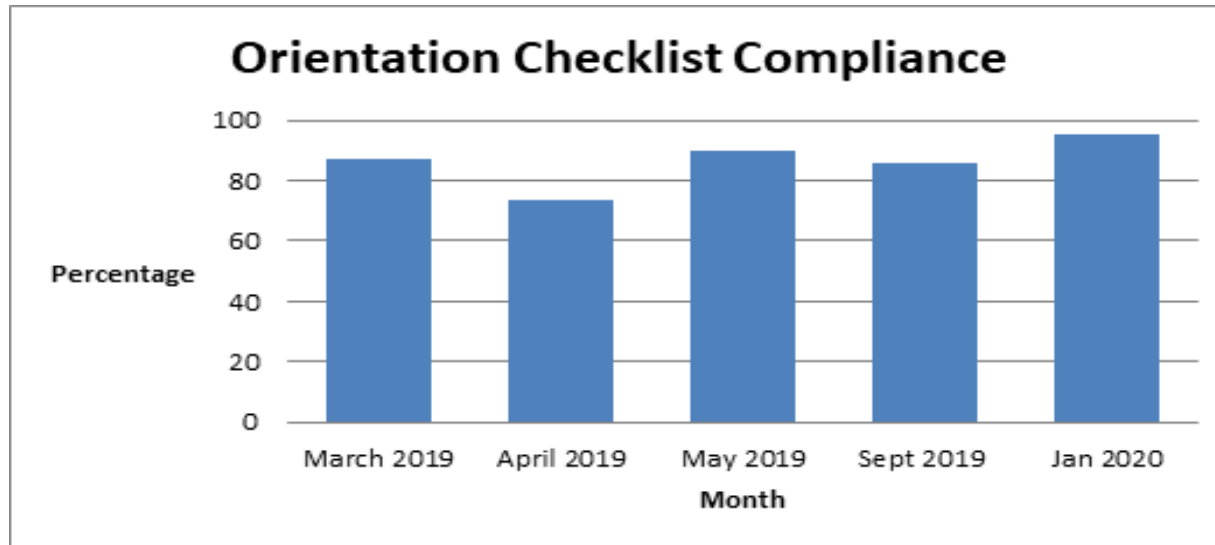
# Compliance In Practice

- The Orientation Checklist has been trialled on AICU since January 2019
- A compliance audit was carried out monthly to check if it was being completed

Bed Number	Date of admission	Date checklist completed	Member of family/ friend spoken to	Has the form been completed fully?	Are there any omissions on the form? If so what?	Any other comment
1						
2						
3						

# Sustainability So Far...

- Final compliance audits were performed
- The Aim Statement that 90% of our patients or family member had received an orientation to AICU using the checklist had been achieved



# Next Steps

- Re-audit to check compliance and sustainability following
- Roll out commenced across Critical Care
- Share & spread

## Always Events® in the Adult Intensive Care Unit (AICU) at NUH -

"We will always support you in being familiar with the AICU area and environment."

Sarah Johnson, Kate Whittle and the Adult Critical Care Always Events® Team

**BACKGROUND:** In 2018, AICU joined the NHS England Always Events® national programme. This follows a co-production quality improvement methodology to explore what really matters to patients. A multi-disciplinary team within AICU was established comprising nurses, doctors, physiotherapists, dietitians, a speech and language therapist, family liaison nurse and a patient representative, with support from the Patient Partnership Group senior nursing leadership team of NUH.

**PLAN:** We designed a feedback form to explore what matters to patients, families, carers and the AICU team. This went through a number of PDSA cycles to focus on what we could improve and from this we generated a communication audit.

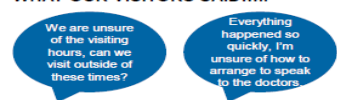


**DO:** Based on feedback from patients' friends and relatives in the scoping exercises and communication audit, we designed an orientation checklist. It prompts staff to provide patients' next of kin with relevant information within the first 24 hours of admission and to complete the checklist. Staff feedback led to the final checklist design (see below).

**STUDY:** Before we launched the checklist we completed a baseline communication audit. We then piloted the checklist within the clinical area for 3 months, auditing compliance monthly. To ensure we achieved our aim statement of 'By April 2019, 90% of patients (as appropriate) and/or next of kin on the AICU will have received an orientation to the area and environment utilising the checklist'. After the pilot period we repeated the communication audit to see if improvements had been made (see graph below).



### WHAT OUR VISITORS SAID.....



**ACT:** The achievement of our aim statement demonstrates how the orientation checklist has become embedded in practice across AICU. As its use has shown improved communication with next of kin, and that they are more familiar with the AICU environment, we will be launching the document across all critical care areas at NUH, and potentially trust-wide.

**CHALLENGES:** Printing delays meant we launched the orientation document later than planned. The three months pilot period ended May rather than April 2019. As we only require the orientation document to be completed with patients' next of kin, other visitors miss out on receiving the information in a structured way.

**SUPPORT RECEIVED:** We received support and guidance from the NUH Always Events® oversight team and senior staff within the trust. Our patient representative helped us by attending meetings and reviewing the form. The NHS England Always Events® team provided support on a monthly basis through national coaching calls. In these we listened to other NHS Trusts' progress through the Always Events® pathway, provided updates to the NHS England team and gained advice on how to progress.

**THE FUTURE:** Completing this work highlighted other areas for improving communication and visitor experience. We are currently redesigning our visitors' waiting room in conjunction with our divisional patient representative and family liaison nurse. We will be focusing heavily on information, support and signposting to services both within and beyond NUH.

# Create our next improvement story putting our patients & families at the heart of this once again