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

Introducing an Orientation Checklist to the Adult Intensive Care Unit
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
Why Always Events

Challenges
• Communication barriers
• Complexity of patients
• Rollercoaster

Risks
• Patient needs/improvements not explored
• Poor patient experience
• Practices not challenged
Why Always Events

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Drivers for Change
- Trust strategy for patient & public involvement
- Magnet journey – recognising excellence in nursing care - not just for nurses
Why Always Events

**Challenges**
- Communication barriers
- Complexity of patients
- Rollercoaster

**Risks**
- Patient needs/improvements not explored
- Poor patient experience
- Practices not challenged

**Drivers for Change**
- Trust strategy 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

OVERSIGHT
Deputy Chief Nurse
Head of Patient & Public Experience
Deputy Divisional Nurse
Matron
Ward Managers
Practice Development Matron

IMPLEMENTATION
Patient Public representative
Ward Managers
Practice Development Matron
Consultant
AICU Nurse
Specialist Lead for Continuing Care
Physiotherapist
Dietitian
Speech & Language Therapist
Occupational Therapist
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?*

### Patient Feedback

- [ ] 
- [ ] 
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- [ ] 

### Visitor Feedback

- [ ] 
- [ ] 
- [ ] 
- [ ] 
- [ ] 

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

- [ ] 
- [ ] 
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**Always Events Scoping - Phase 1**

<table>
<thead>
<tr>
<th>Task</th>
<th>Staff</th>
<th>Visitor</th>
<th>Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication Tool</td>
<td></td>
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<tr>
<td>Lights - Brightness</td>
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<td>Food Menu - More Options</td>
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<tr>
<td>Cognitive Stimulation</td>
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<tr>
<td>Involved in Handover</td>
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<tr>
<td>Involved in Goal Planning</td>
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<tr>
<td>Invited to Ask Questions</td>
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<tr>
<td>Unidentifiable Staff Name</td>
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**NHS**

*We Listen We Care*
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 our 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.

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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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.
## NHS England Always Event Audit Form – Baseline of Communication (AICU)

**Answer yes or no**

**Month....................................................**

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

Able to give the name of bedside nurse

Received a Critical Care Information booklet

Aware that we offer flexible visiting

Know how to arrange to speak to a doctor

Explained the bedside equipment

Invited to ask questions today

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

Patients (n=5)
Visitors (n=23)
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.

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.

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

<table>
<thead>
<tr>
<th>Information given</th>
<th>Discussed with Patient (if appropriate)</th>
<th>Discussed NOK/Significant Other (specify)</th>
<th>Additional Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Introduction (names, lanyards)</td>
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<tr>
<td>Critical Care Patient and Visitor Information Booklet provided</td>
<td></td>
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<tr>
<td>Orientation of Unit – Toilets (patient &amp; visitors) / Rest Area / Access to Food &amp; Drink</td>
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<tr>
<td>Orientation of Bed Areas and Equipment</td>
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<tr>
<td>Ward Round / Routine (handover times, mealtimes)</td>
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<tr>
<td>Visiting Times including Flexible Visiting</td>
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<tr>
<td>‘About Me’ document (encourage patients and/or family to complete and attach a photo)</td>
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<tr>
<td>Asking Questions / Raising Concerns</td>
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<tr>
<td>Additional Information</td>
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</tbody>
</table>

Confirm that orientation was received/given:

<table>
<thead>
<tr>
<th>Information given to:</th>
<th>Name</th>
<th>Relationship</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Print Name of Hospital Staff:</td>
<td>Designation</td>
<td>Signed</td>
<td>Date</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Bed Number</th>
<th>Date of admission</th>
<th>Date checklist completed</th>
<th>Member of family/ friend spoken to</th>
<th>Has the form been completed fully?</th>
<th>Are there any omissions on the form? If so what?</th>
<th>Any other comment</th>
</tr>
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<tbody>
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<td>1</td>
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</table>
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

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