



Manchester University
NHS Foundation Trust

Implementing Always Events during Covid-19 on a Children's Oncology Ward

Manchester University NHS Foundation Trust

Category: Using Insight for Improvement

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Our Vision and Values

Our Vision

Our vision is to improve the health and quality of life of our diverse population by building an organisation that:

- Excels in quality, safety, patient experience, research, innovation and teaching
- Attracts, develops and retains great people
- Is recognised internationally as a leading healthcare provider

Our Values

Together Care Matters

- Everyone Matters
- Working Together
- Dignity and Care
- Open and Honest

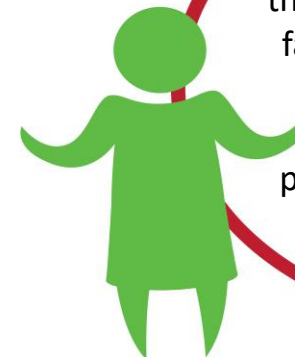




Ward 84 Children's Oncology RMCH - Always Event



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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.”

What Matters to You?

- PACT team (Point of Care Action Team) developed



- “What Matters to Me” question shared on social media and on the Ward



- Themes identified by reviewing feedback



Always Events® Steps on Ward 84

Specify Details of Successful Changes for the Always Event®



Test Ideas for the Always Event®



Collate baseline data that this is not occurring at present



Reflect on feedback and co-produce the patients Vision statement with them.

Create an Aim Statement to support the measures

Vision Statement

“I will always receive written daily updates about my/my child’s care plan, and this will include information about which Nurse is looking after me/my child each day.”

An Aim statement was developed to measure if the Always Event was occurring:

By November 2020 90% of patients and parents on Ward 84 will be informed who their named nurse is for the day and we will do this by providing each patient/parent with a Patient Information Update

Implementation of Always Events

How can we reliably implement our Always Event? 

- Monitoring and regular audits



- Team huddle



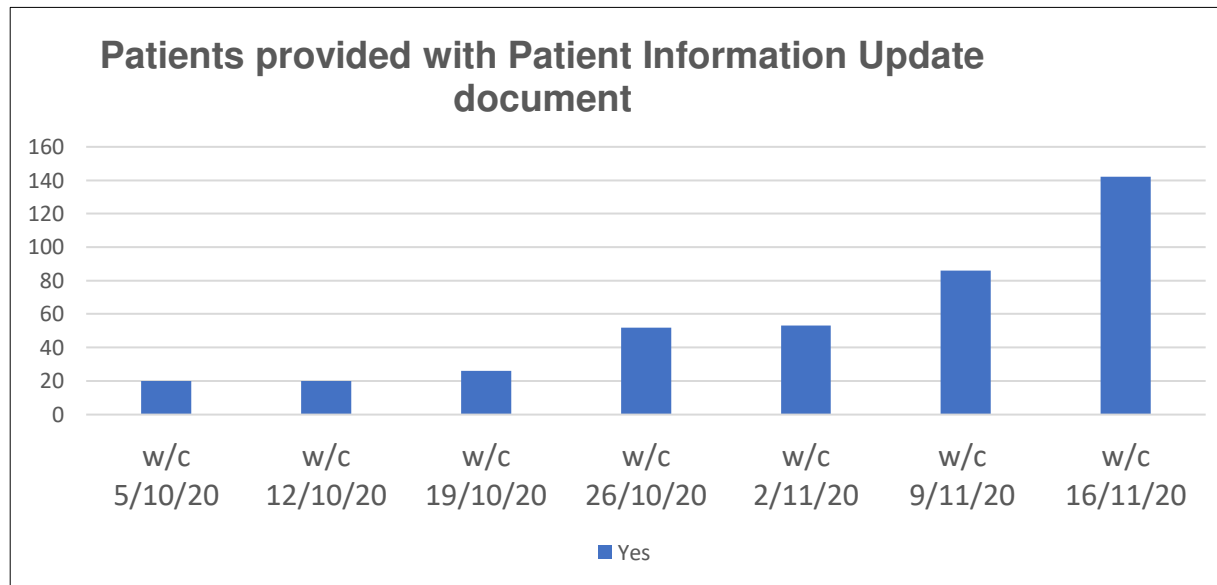
- Improved patient and staff experience



Baseline information - Table 1

Total number of occasions written blood count results were received?	Yes	No
Pre-implementation		
Pilot phase 1	7	13
Pilot area 2	7	19


Process Measures



Balancing Measure - Patient feedback

How would you rate the daily Patient Information Update sheet?

Excellent	66.67%
Good	33.33%
Fair	0.00%
Poor	0.00%



Ward 84 Patient Information Update **Date:** _____

Patient Name: _____ Bed no: _____

Named Nurse: _____

Chemotherapy today: Yes / No []

My last temperature reading:

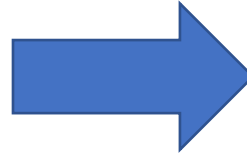

Dated: _____ Time: _____

Blood results:


White cell	[]
HB	[]
Platelets	[]
Neutrophils	[]
N/A	[]


Does my dressing need changing: Yes/No

Additional notes: (NIL BY MOUTH, MR SCAN, Going home today, TTO's ordered)

Ward 84 Patient Information Update

My Name is: 

My Nurse today is: 

Blood Results:

White Cell	[]
HB	[]
Platelets	[]
Neutrophils	[]
N/A	[]


Does My Dressing Need Changing?
 Yes No

My Last Temperature Reading:
 Dated: _____
 Time: _____

Am I Going Home Today?
 Yes No

Chemotherapy Today:
 Yes No

Additional Info:
 (NIL BY MOUTH, MR SCAN, Going home today, TTO's ordered)

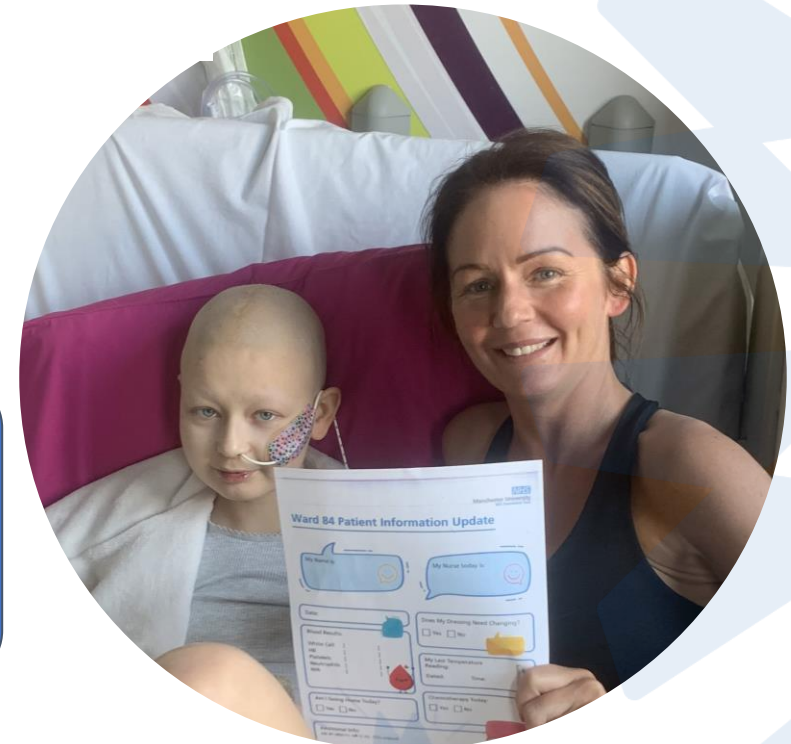


patients daily parents updated blood results useful day
Informative keep Good know families good really
information

It gives parents an insight into day-to-day information where somethings can slip the mind. It is also an excellent source of medication info

“if you told us that you was going to stop giving them out, we would be really upset.”

“having the blood counts everyday has given me a better understanding of what the bloods mean and when he will need transfusions.”



Any questions?

