How implementing the foundation Productive Ward Modules has improved efficiency and morale within staff on the Inpatient Unit

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BACKGROUND

The Inpatient Unit has introduced the three foundation modules from the Productive Ward programme. Knowing How We are Doing, Patient Status at a Glance and the Well Organised Ward. The project commenced in 2014 and continues to develop. There have been significant changes in the way the unit operates alongside increased staff morale, enthusiasm, ownership and pride in the Inpatient Unit environment and maintaining/improving standards.

AIMS

The ultimate aim of the productive ward foundation modules is to release time to care by ensuring efficient systems are in place in a well organised environment.

METHODS

A project lead planned and trained three groups to lead each module. Each group nominated a group lead who reported back to the project manager quarterly. Quarterly reports were included in the annual audit plan for Dorothy House. A ward vision was produced and clearly displayed outlining our core values. A project board was introduced to demonstrate progress and maintain momentum for the project. Before and after photographs were taken to demonstrate improvements. Once an area was completed standards were set and regular audits commenced to ensure compliance.

CONCLUSIONS

Each group embraced the modules with enthusiasm and works quickly progressed. Staff were soon commenting on improved efficiency and team morale and the group members were motivationally engaged in the changes they were able to make to their ward environment. Visiting staff were commenting about the change in morale amongst the team.

Patient Status at a Glance: An electronic whiteboard has been introduced that informs handovers and MDT meetings. This can be accessed via the desk top for all clinical teams connected with IPU. It records a variety of patient information and has the ability to aid in reporting and audit.

Well Organised Ward: Each room/clinical area was assessed using the 5S tool which involved sorting, setting, shining, standardising and sustaining. Stock controls were regulated and more efficient systems put in place. We worked with the 3 second rule where any item needed could be found within 3 seconds of walking into a room.

Knowing How we are Doing: Friends and family feedback, suggestion boxes and safety crosses were introduced. The safety crosses monitor any incidences or near misses related to pressure ulcers, falls or medication errors.

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