Ward rounds that INSPIRE

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Background

Ward rounds are a ‘core function’ of an acute hospital trust and essential to providing high-quality care for patients in a timely, relevant manner whilst ensuring flow through the system. They are complex clinical activities, which should directly involve patients/carers in reviewing and planning care. The literature suggests that interdisciplinary collaboration across the patient’s continuum of care capitalises on the strength of the team, reduces errors, streamlines services and promotes effective use of available resources, ultimately leading to improved patient outcomes (RCP and RCN October 2012) and flow.

The University Hospital Southampton NHS FT (UHS) executive team acknowledged that whilst there is excellent practice occurring there isn’t consistency across all the teams and specialities. Patient journey’s captured by FY1 doctors illustrated examples that included delays waiting for a senior doctor to request investigations, lack of communication to patients about care plans, uncertainty of plans over holiday periods.

Project

Aim:
The ward round process at University Hospital Southampton F/T will ensure patients get the right care at the right time.

Project methodology and baseline data:
• Development of UHS principles
• INSPIRE framework
• Development of project tools /baseline data collection
• Working with 3 consultant groups as a pilot group for the 1st PDSA cycle
• Reviewing outcomes and learning

Project successes

- Extra board rounds
- TWOC and drain protocols
- Ward round SOP
- Improving/ stable length of stays
- Cohering patients
- IT hardware
- Pull from AMU by wards
- Case managers
- Staff talking
- Ward Rounds that INSPIRE

Conclusions and next steps

There has been measurable process improvement against the best practice principles delivering an enhanced service for patients; encouraging discussion and implementation of new and different ways of working .

An organisational culture shift is required to acknowledge the importance of ward rounds across all of the multi-professional teams that encourages collaborative working that addresses any ongoing challenges.

Sustainability through shared learning and spread will be required using PDSA cycles and social movement to advance the development of the project.

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