



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms Eliza Ping Siu SHUM

Post title: Ward Manager, Bradbury Hospice, NTEC

Get Closer to Patients: Observe Patients Closely and Attend their Needs Promptly

*Shum PSE(2), Chui YPM(1), Kwan WM(2), Ho YK(2), Cheng SYF(2), Choy SY(2), Lee SWP(2), Leung CS(2), Ho YC(2), Wong YH(2),
(1)Central Nursing Division, Shatin Hospital (2) Palliative Care, Bradbury Hospice)*

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Introduction

Nursing documentation is really important and this is quite time consuming. Nurses used to do the documentation at the nurses' station where patient folders, forms, stationaries are kept. Due to the constraint of the physical environment of the ward, nurses could only observe the patients in one cubicle which is opposite to the nurse's station but not the patients in other cubicles. In consequence, patients at risk of fall, suicide...etc. may not be observed from time to time.

Objectives

This project aims to facilitate the nurses to work inside their responsible cubicles most of the time even when doing documentation, so as to enhance direct nursing observation and hence to deliver timely nursing interventions.

Methodology

Develop mobile work stations by purchasing small mobile patient folder carts (mobile work station). 2. Achieve lean concept, to save travelling time as the mobile work station for each cubicle can keep the patient folders, MAR folders, blank forms for documentation and required stationaries. 3. Engage nurses by providing train of the person centered concept of "Get Closer to patients: Observe patients closely and attend their needs promptly" 4. Develop workflow of clinical handover inside the cubicles.

Result

1. Staff satisfaction survey will be conducted in 1Q/ 2016 2. Amount of time that nurses stay in their own cubicle each shift will be counted.