National University Hospital (NUH) Nursing Focus: Transforming Care At Bedside (TCAB)

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Objectives
Nursing Department (NUH) adopted the Transforming Care At the Bedside (TCAB) framework to increase nurse-patient direct contact time in the General wards. This was mooted following spate of feedback on dissatisfaction of care. We shadowed our Registered Nurses, and only 31% of their time was spent at the bedside (Oct 2010). We aim to increase our nurse-patient direct contact time from 31% to 60%. Nursing team continue to track results and monitor sustenance efforts on a regular basis.

Methodology
NUH team embarked on 7 series of Rapid Improvement Events (RIE) from January 2011 to March 2012. The RIEs were structured based on the PDCA (Plan-Do-Check-Act) framework.

These 4.5 days events covered key topics on:
- Teamwork and communication
- Ward clerk processes
- Direct supervision on key ward activities
- Documentation process review
- Nursing supervision round
- Spreading plan for nursing documentation
- Medication supplies process

Different levels of staff were engaged to challenge the status quo, apply quality improvement (lean) tools, test and pilot key changes. With the pilot wards achieving results, these key changes were spread across all inpatient general wards progressively. TCAB leaders, nurse managers and supervisors take an active role to spread and sustain the TCAB initiatives within their ward and cluster.

Summary of Key Changes

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<th>SAFECARE</th>
<th>VITALITY &amp; TEAMWORK</th>
<th>PATIENT CENTERED CARE</th>
<th>VALUE ADDED CARE</th>
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<td>Team Based Roster</td>
<td>Anticipating Patients’ Needs Before Handover</td>
<td>Communication to Patient/Next of kin</td>
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<td>Numbers between IN to IN &amp; IN to NFC</td>
<td>Role of RN/IN/NC during Key Ward Activities</td>
<td>Providing Nutricare for Patients</td>
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<td>Improving Nurse Participation During Team Rounds</td>
<td>Role of Charge Nurse</td>
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<td>Revised Pets Assessment Frequency</td>
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<td>Nursing Documentation Process+APQBE</td>
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Some Examples:

**CHARGE NURSE ROLE (Vitality & Teamwork):** Charge nurses take on the leadership role within the ward. They are the “pillars” of the ward, overseeing key activities of the ward like ensuring there is sufficient staffing during the shift, assign and relief staff for breaks, ensure smooth shift handover, facilitate admission / discharge /transfer, supervise meal time and medication round, initiate and supervise complex discharges.

**EPEEP (Patient Centered Care):** With the application of 2 hourly structured rounding; nurses proactively explain to the patient; check if he/she is experiencing any pain/positioning; attends to any specific needs of the patient, ensures the environment is safe e.g. call bell within reach; checks if the patient needs assistance to visit the toilet (Elimination); informs patient on the Plan of return. This sets the patient at ease knowing when to expect at the nurse’s next visit. Wards that consistently apply EPEEP see a significant decline in call bell frequency, thus reduce patient’s dissatisfaction.

Results

**Graph 1: Graph of Direct Nurse-Patient Contact Time**

The nurse-patient direct contact time increased from 31% to 51% in May 2013 (65% improvement).

(Registered Nurse, AM shift, Weekdays; n=16 wards and 46 staff, data collected every 4-6 months)

**Graph 2: Graph of Teamwork and Communication index**

The teamwork and communication results improved from 61% to 78% in October 2013 (28% improvement).

(Registered Nurse, Enrolled Nurse, Health Care Assistance, Ward Clerk) n= 934 staff (87% of total population, data collected every 4-6 months)

Sustenance Strategies: Engaging everyone

As part of the TCAB sustenance strategy, TCAB reviews are conducted on a regularly where challenges and insights are shared. Such platforms for interaction provides opportunities to strengthen the adoption of TCAB initiatives and builds a sense of teamwork and understanding as the team works towards continuous improvement in patient care, learning from one another.

**Graph 3: Graph of TCAB initiatives adoption audit**

The TCAB adoption rate across wards sustained at 90% (March 2014). Our nurses are spending more time at the bedside attending to patient/next-of-kin needs, participating in doctors’ round, care coordination, admission, transfer and discharge and performing procedures. The overall satisfaction at the wards has improved by 2.1% (MOH PSS, Oct 2013).

Conclusion

TCAB continues to be our nursing focus and we are committed to sustain and build on these TCAB initiatives. NUH nurses continuously improve our work practice environment for better patient and staff experience.