

Interventions To Reduce Distractions To A Dilation Nurse In The Outpatient Department

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Background

The dilation counter and patients needing pupil dilation are seated at a common waiting area for all patients. Being the only nurse that is present at the waiting, patients and other healthcare workers direct their questions to this group of nurses while they are performing their duty.

This project allowed us to find out what are the main causes of distraction in our clinic

Purpose

Reduce distraction to the dilation nurse during dilation

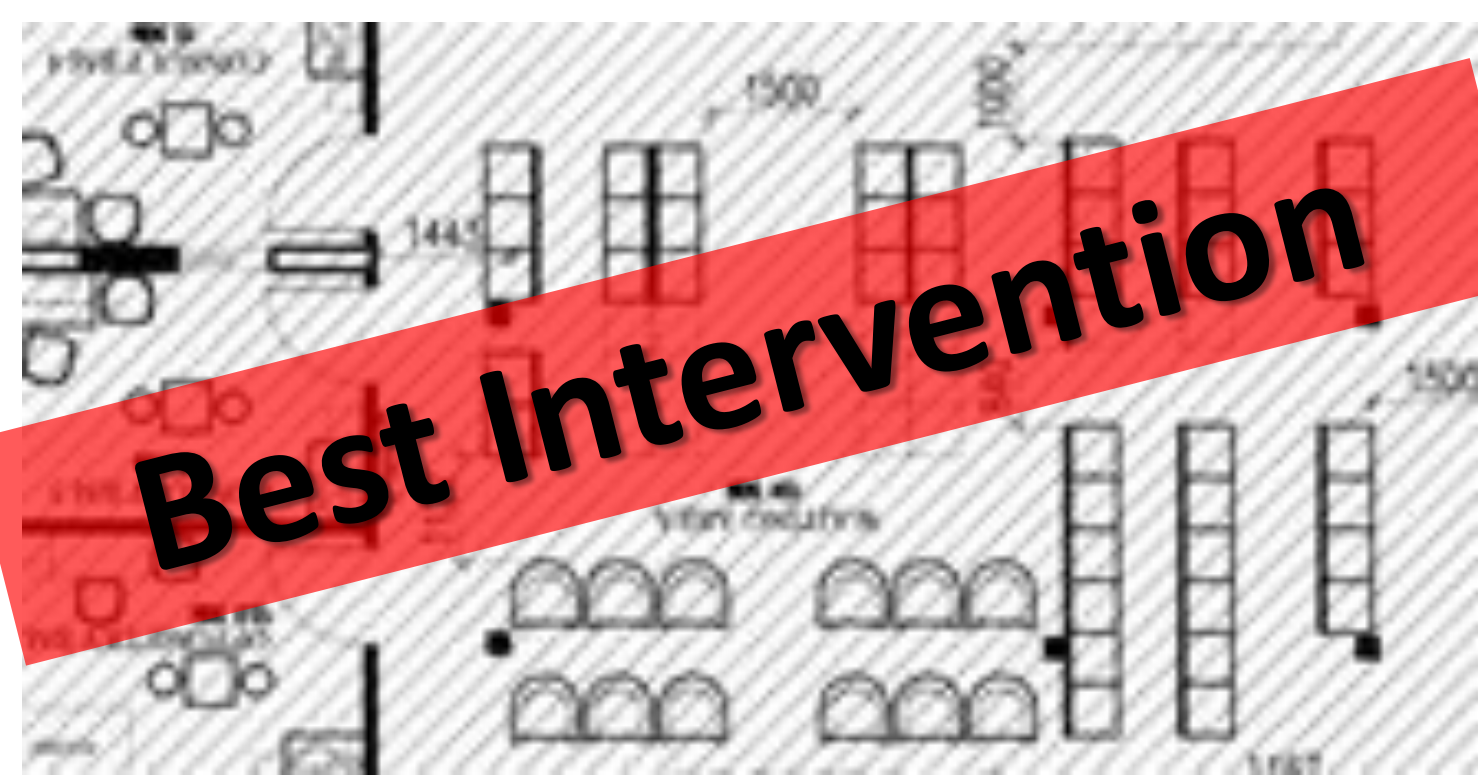
Methodology

Direct observation of distractions to the dilatation nurse was done during sessions when the patient load is between 120-170 patients. Pre-intervention data were collected from 3 outpatient clinic sessions. Measures were introduced one at a time and data from 3 clinic sessions were collected for each intervention.

Interventions

1. Improve Layout

Renovation to the corresponding clinic with improved layout



2. Improve Visibility

Red medication vest bearing 'Do-Not-Disturb'

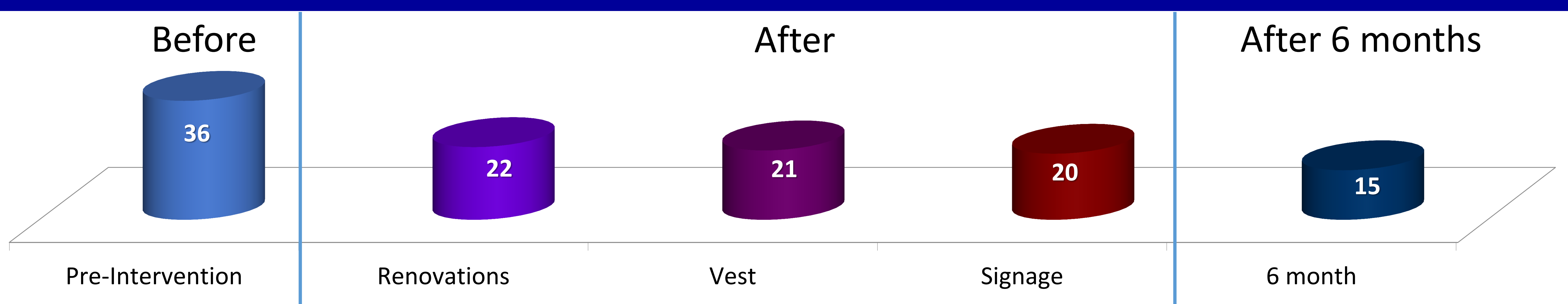


3. Increase Signage

Remind patients/healthcare workers to not to disturb dilatation nurses and educate staff about appropriate behaviour



Results



*Distractions to dilatation nurse during clinic sessions (Percentage)

Findings

Intervention 1 **Best Intervention**

With the layout being improved with renovations, this went down (by 14%) to 22%.

Intervention 2 & 3

It was observed on many occasions the hesitation to disturb the vest wearing nurse, and they waited to consult another nurse. But if there are no other nurses around, they will seek the assistance of the dilation nurse. Not very significant change.

Conclusions

When addressing staff distractions at work, look at the layout or consider having an alternative for patients to pose their questions to.

Do reconsider the use of the medication vest in your department.