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Decentralised Nursing Station Enhanced Patient Safety and Quality Care

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1. Introduction

When KKH shifted to its present premises and started operation in 1997, the design of all paediatric wards in Children's Tower were standardised with a Nursing Station built in the centre of the ward. This centralized nursing station as an entity situated within the ward served primarily as a workstation for nurses, who need to perform their administrative duties and coordinating patient care with multi-disciplinary healthcare team. The greatest disadvantage of the centralized nursing counter was that it is not within the view of the nurses, making care delivery and observation of patients a challenge. Moreover, the patient's toilets were located at the end of the ward which also posed a risk for patient's fall and injury when children with intravenous drip who may walk to the toilet. When Management decided to upgrade the wards, a team of nurses was formed to review the design of the ward. During the planning and re-designing phase, nurses played a pivotal role, they continuously innovate and much effort was put into re-designing the ward. The new renovated ward was designed with the primary aim and priority focusing on patient's safety and care delivery in order to meet the demands of providing safe and quality care to our patients.

2. Aims

To promote safe quality patient care by increasing the visibility of patients to nurses, enhance anticipatory nursing care and reduce nurses' unnecessary walking by 50%.

3. Evidence to support Work Re-design

Pre-survey study involving 39 nurses on the nursing work environment reveals that the working environment is unable to support nurses in providing close observation and anticipatory patient care as illustrated in Figure 1.

Pre-pedometer step monitoring on nurses in the nursing work environment was conducted pre-renovation as shown in Figure 2.

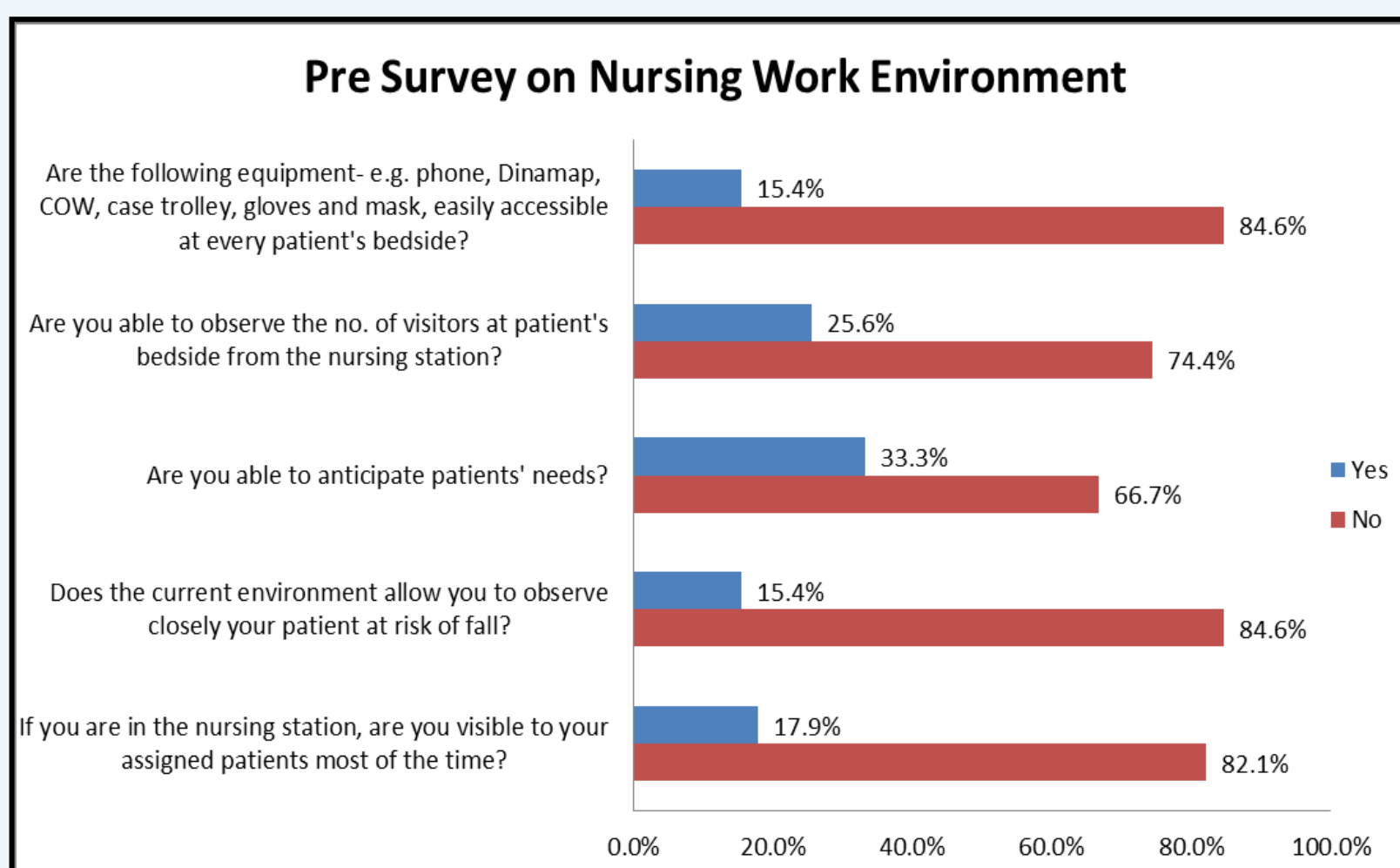


Figure 1

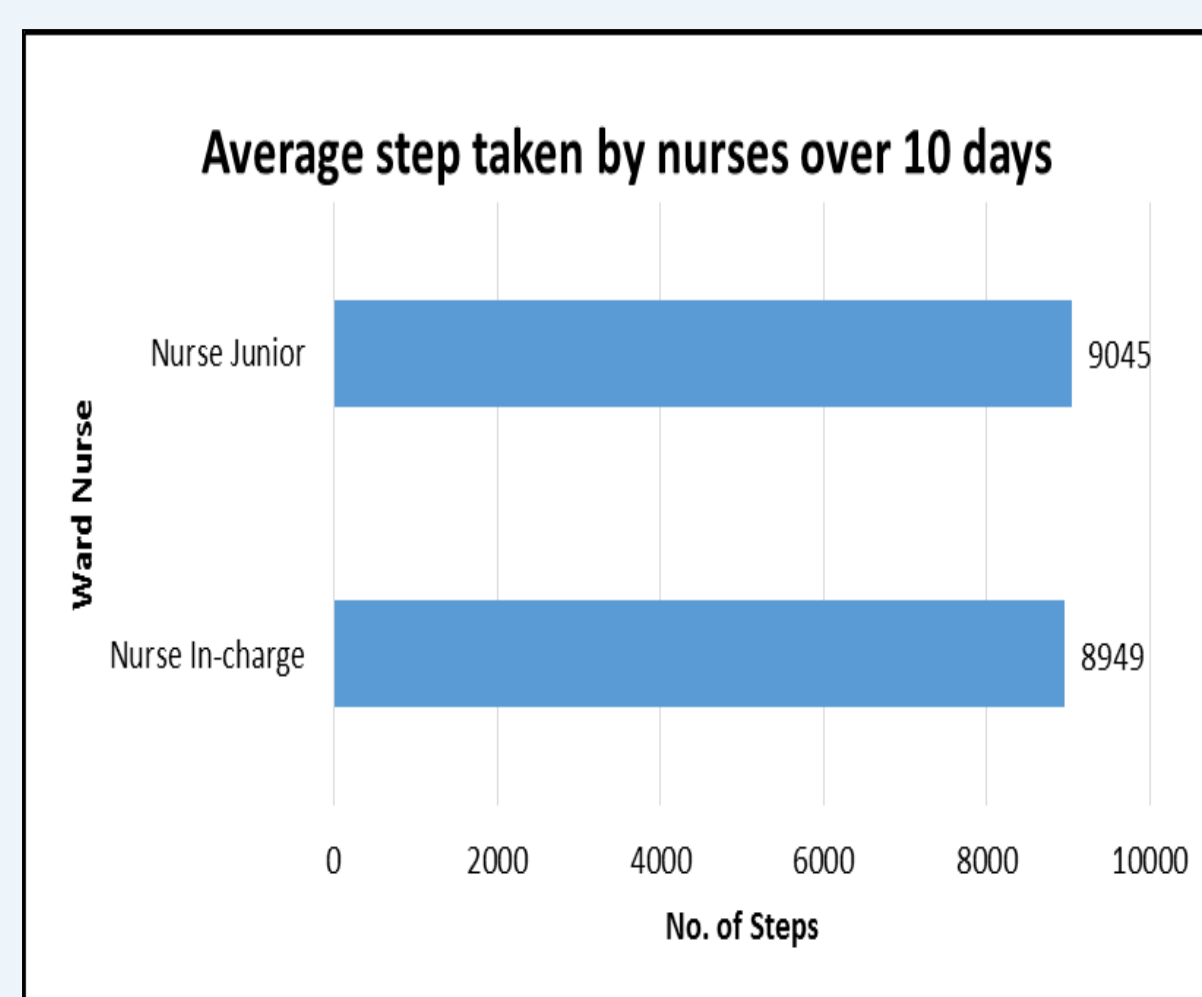
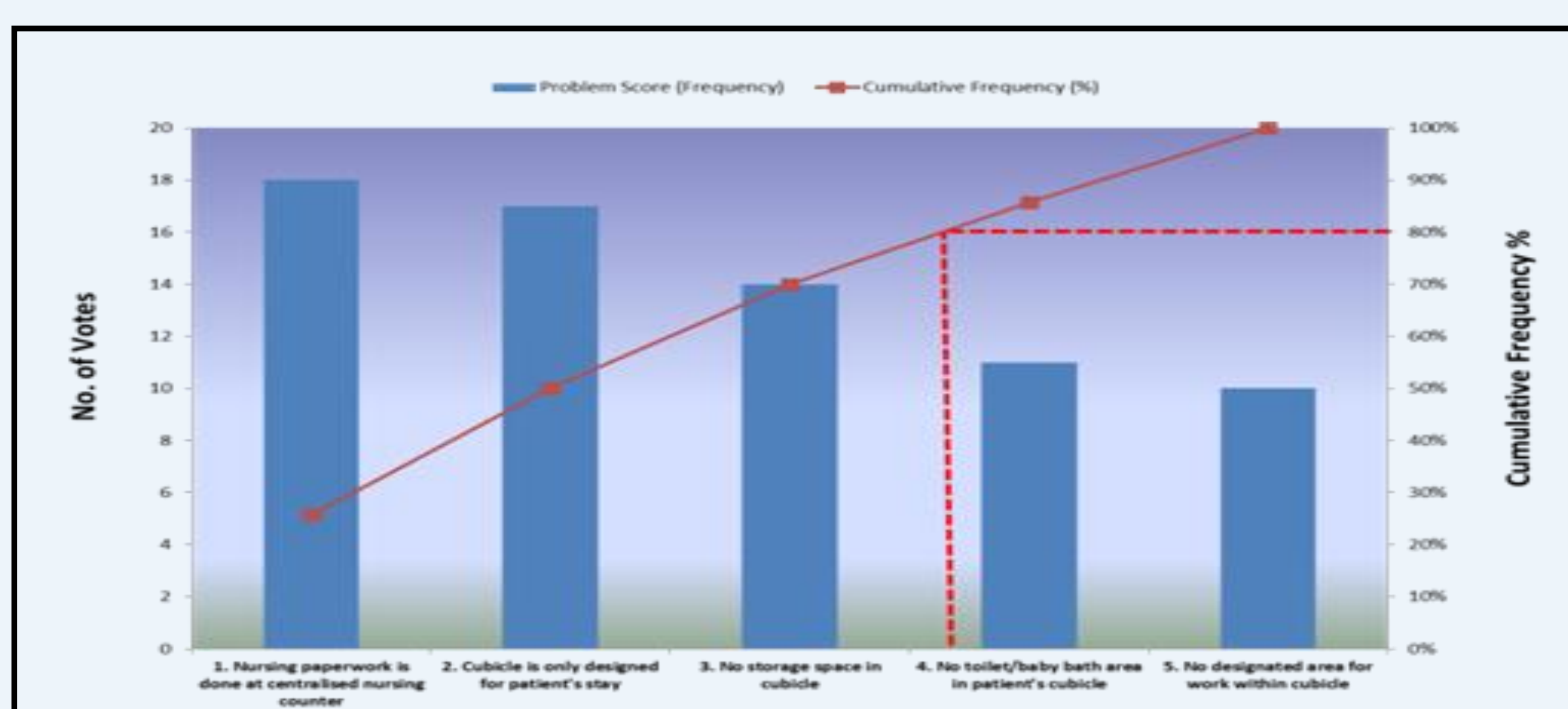
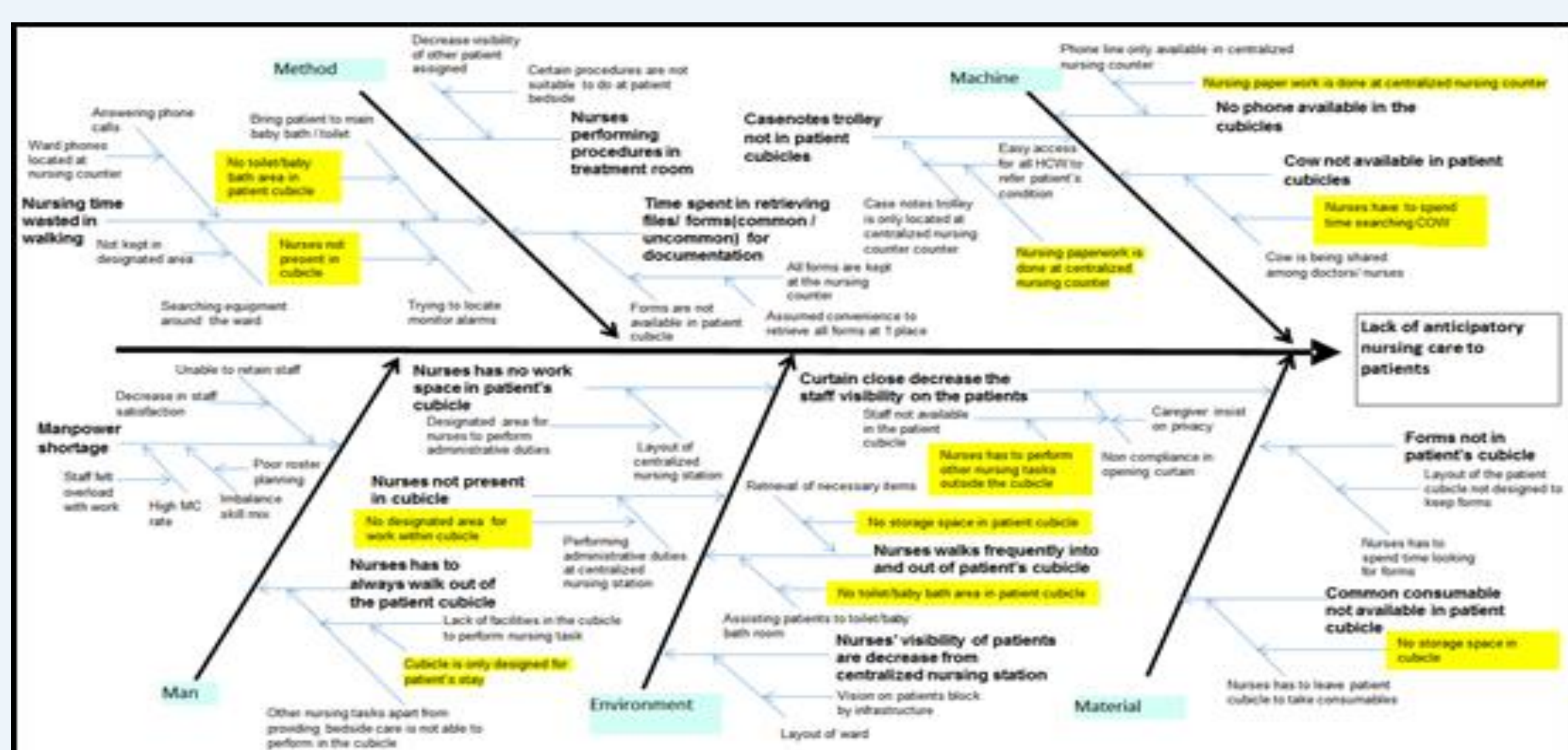


Figure 2

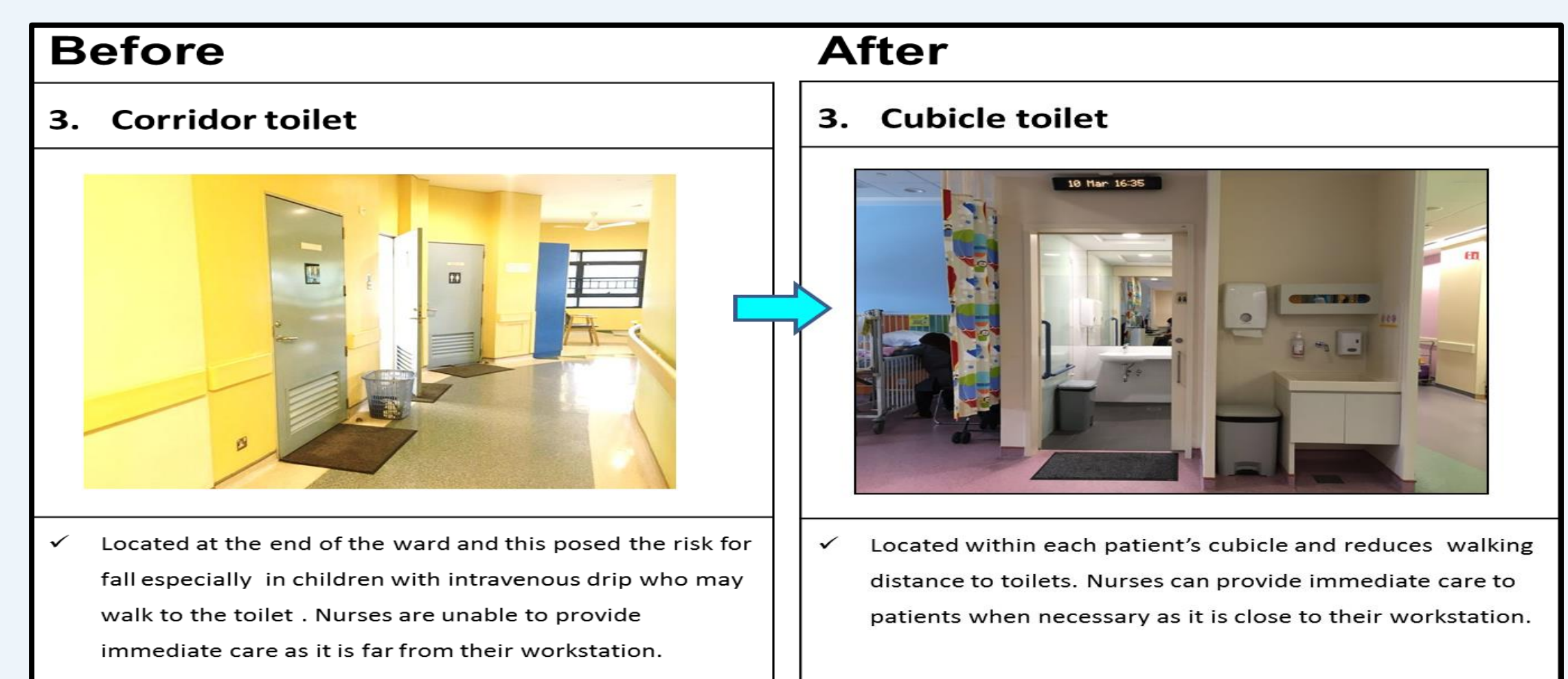
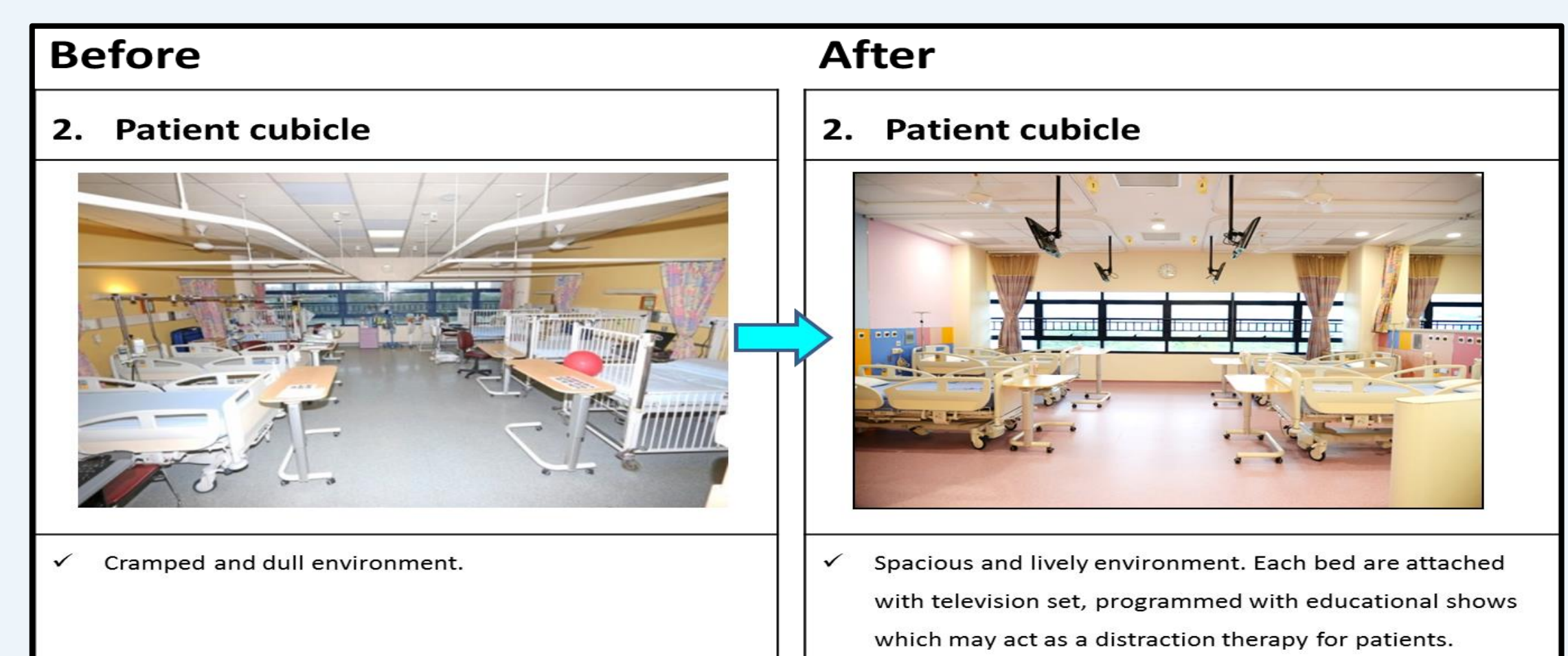
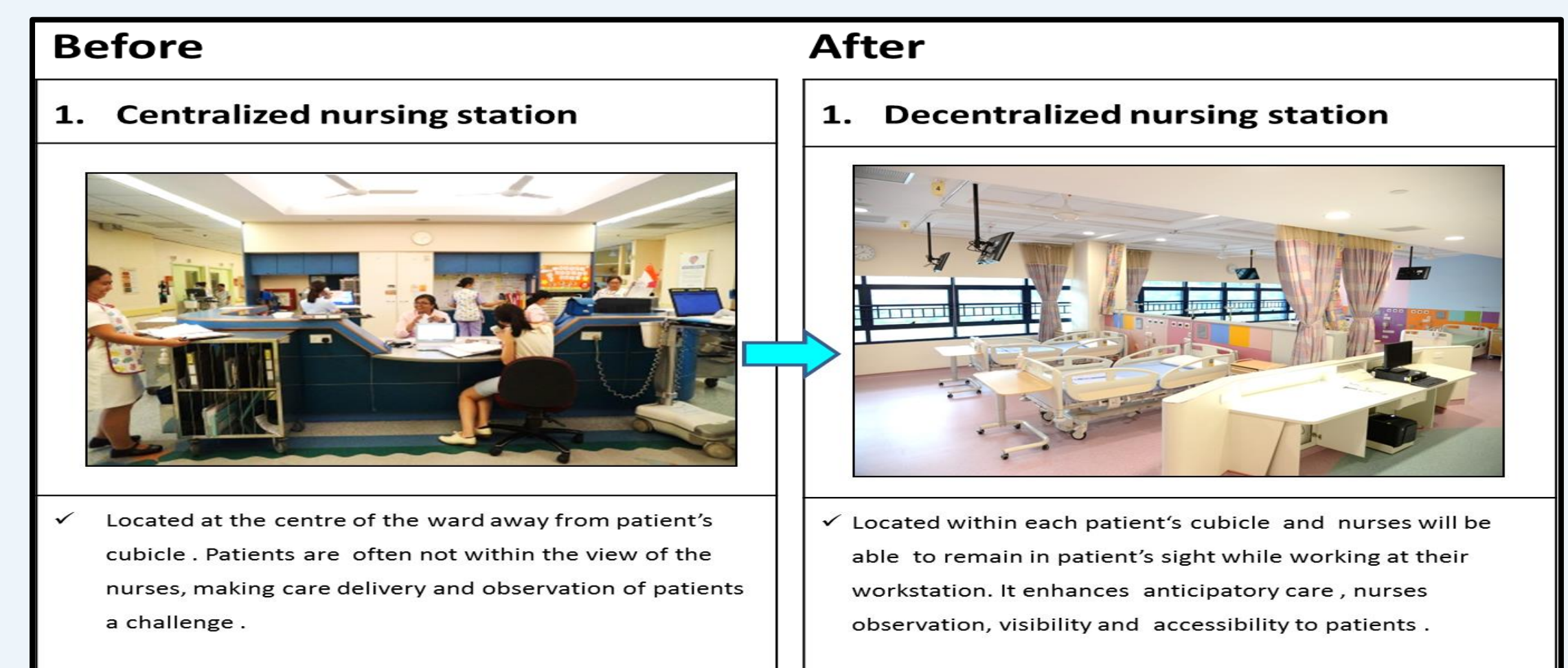
4. Methodology

CPIP methodology was used in this study. The team reviewed the current nursing work environment, processes and challenges that affect the efficiency in providing close patient observation and anticipatory nursing care.



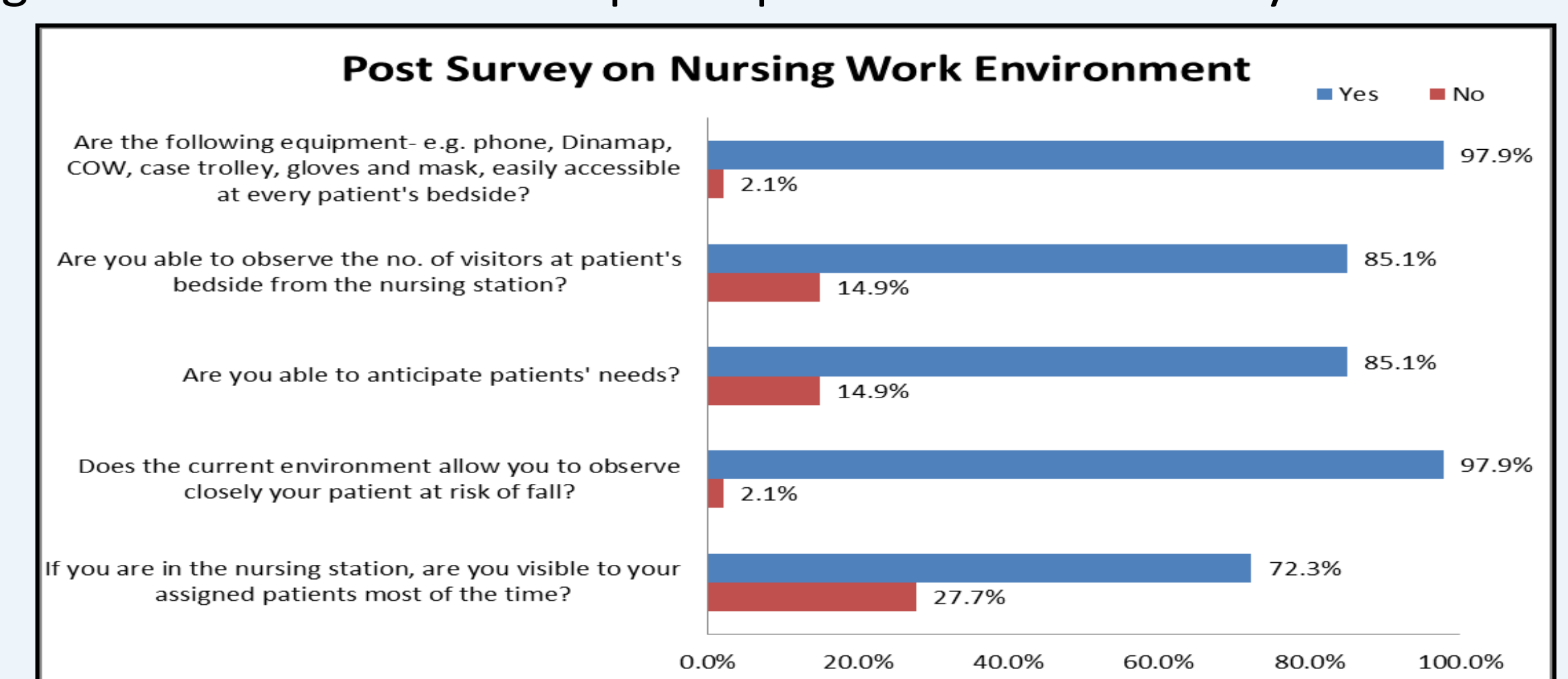
5. Interventions

The intervention chosen to address the common root causes are to 'redesign and renovate the current nursing work unit' and 'relocate toilet in patient cubicle'. The design of the nursing work unit was a paradigm shifts from the norm as it involved a total change in layout, nursing mental model and workflow. The newly renovated ward is now equip with five decentralized nursing work stations and one centralized work station for the clerical staff. The toilet was also being relocated in patient cubicle.

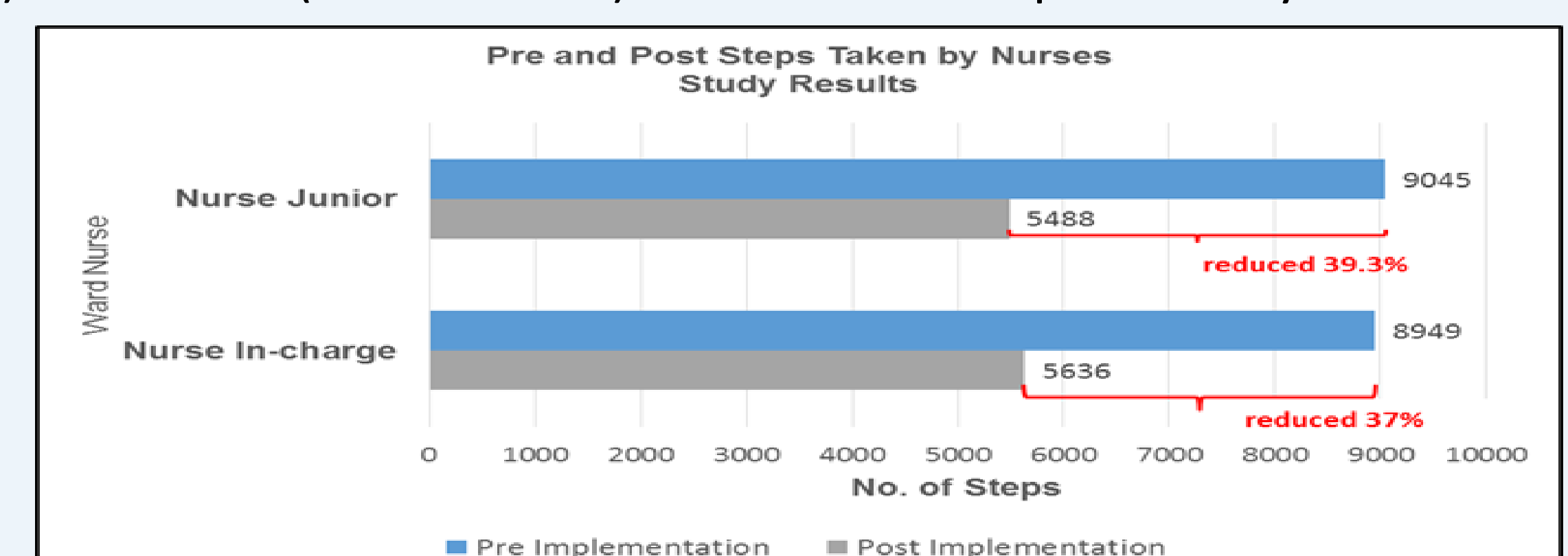


6. Results

Nurses' post survey finding reveals that decentralized nursing station has enhanced nurses' visibility of patients which significantly created a better nursing work environment to improve patient care and safety.



Post pedometer steps monitoring study shows a reduction of 37% (Nurse-in-charge) and 39.3% (Junior Nurse) on the no. of steps taken by ward nurses



7. Conclusion

Decentralized nursing station has greatly improved nursing duties and enhanced the overall efficiency in providing safe quality patient care through anticipatory nursing with better interaction and engagement between patient, caregiver and nurse.