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Proactive Nursing Round: An Essential to Patient Experience and Safety

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Introduction

As much as it can be a lifeline tool for patients, unnecessary call bells can be an incessant interruption of nursing tasks. Looking into the reason behind every activated call bell helps create awareness and develop process improvements.

Current nursing rounds are conducted on an ad hoc basis, causing the nurses to be reactive, but not proactive to patient's needs. Patients often get what they want only upon request.

Recent studies indicate that conducting proactive nursing rounds have shown a significant decrease in call bell activation, reduction of falls, and increased patient satisfaction. Researchers also reported better productivity in carrying out nursing interventions and efficient time management.

Aim

The aim of this project is to promote regular proactive nursing rounds to reduce the frequency of falls, the rate of call bell activation and to improve patients' satisfaction.

Method

8 Wards (4 Obstetric & 4 Gynecological wards) at the KKH Women's and Children's Hospital were involved this project. A survey was conducted in all 8 wards for a week, to identify the common types of needs/requests when patients use the call bell (Figure 1).

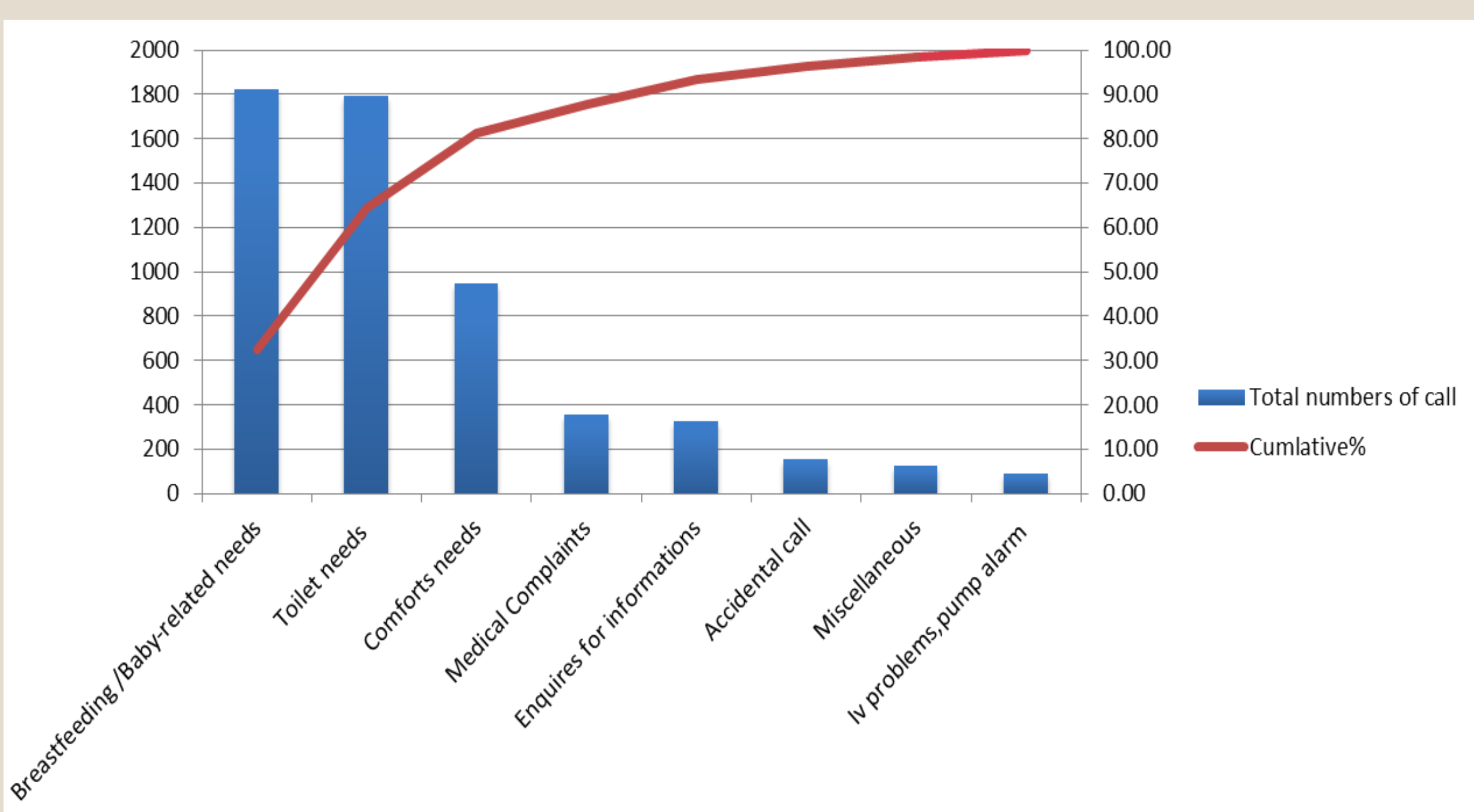


Figure 1

The survey showed that the top 3 reasons patients used the call bell were breastfeeding and baby related needs, toilet needs and comfort needs.

Based on survey findings, the acronyms "TWEET" & "BBB" (Figure 2) were developed to address the top 3 frequent requests and patient satisfaction.

TWEET

T oilet: Meet the toilet needs of the patient
W ater: Provide water
E nquires: Ask if patient has any enquires
E nsure safe E nvironment: Items on cardiac table is within reach, locker near bedside, cot sides up (if necessary), call bell within reach
T ime: Tell the patient the next time you are coming back, (or the next breastfeeding time)

BBB

B aby- Assessment, comfort needs of the baby
B reast- Observe for engorgement, ensure baby is latching on well
B leeding- Monitor pad, wound site(for LSCS mothers) for any bleeding

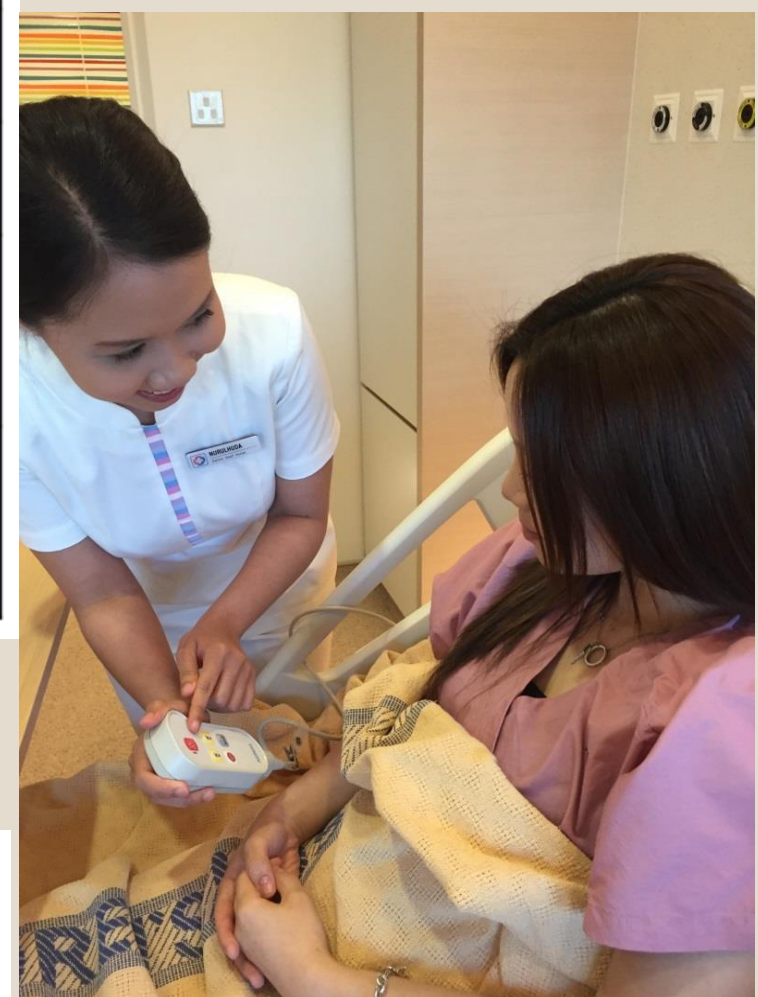


Figure 2

The project was first implemented in June 2015, piloted in Ward 71 (Gynaecology) and Ward 81 (Obstetrics). Before implementation, the nurses were communicated on the guideline, "TWEET" and "BBB" during roll call. Cue cards were placed around the wards as reminders. The staff nurse in-charge conducted proactive nursing rounds with standardised timing of every 2 hours, to identify and address patient's needs based on the acronyms. Patients were also introduced on the new initiative upon admission.

Results

After a month of implementation in the two pilot wards, results showed that the number of call bells reduced by 16% (Figure 3), an improvement in patient's satisfaction (Figure 4) and zero patient falls (Figure 5).

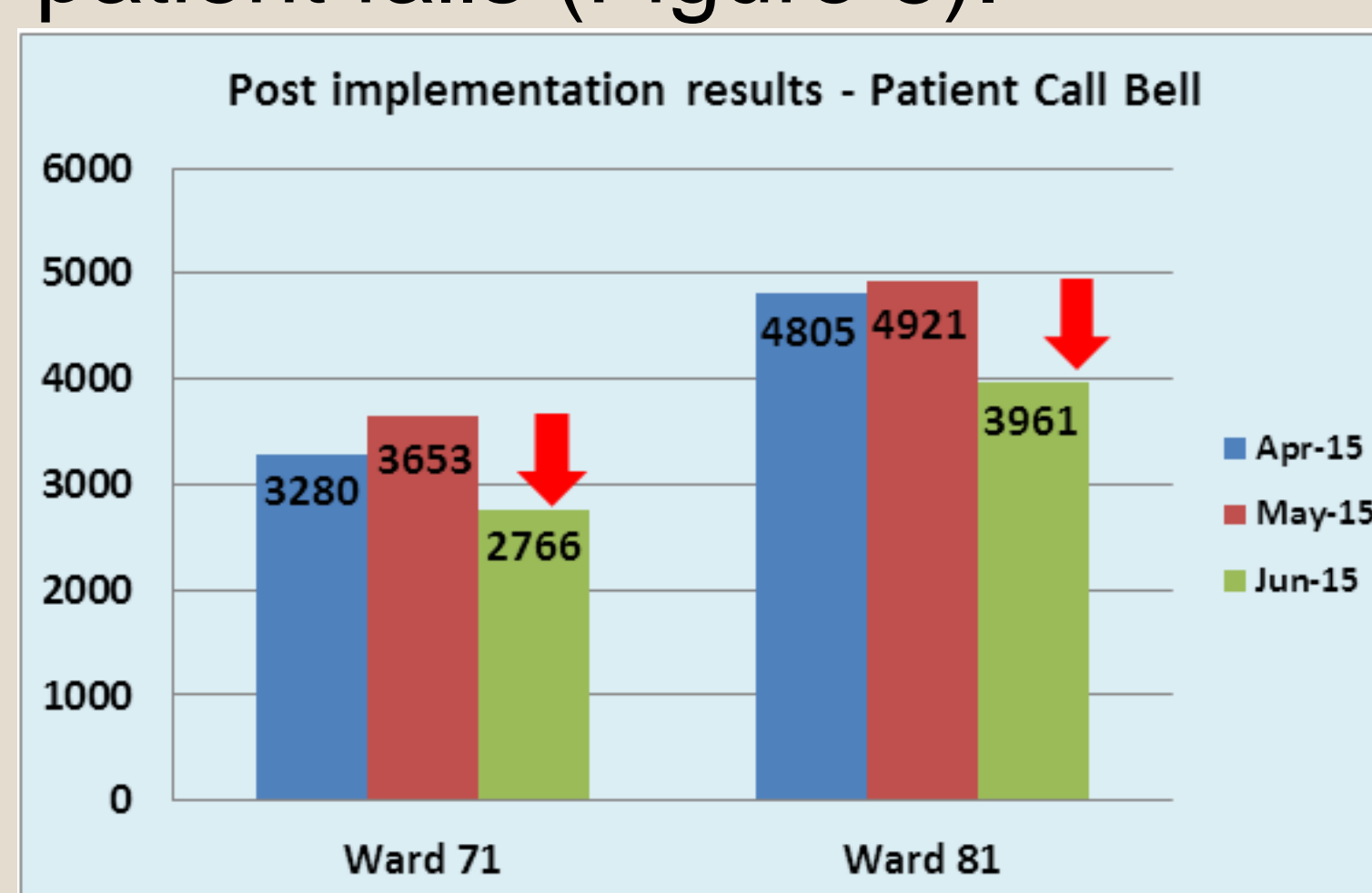


Figure 3

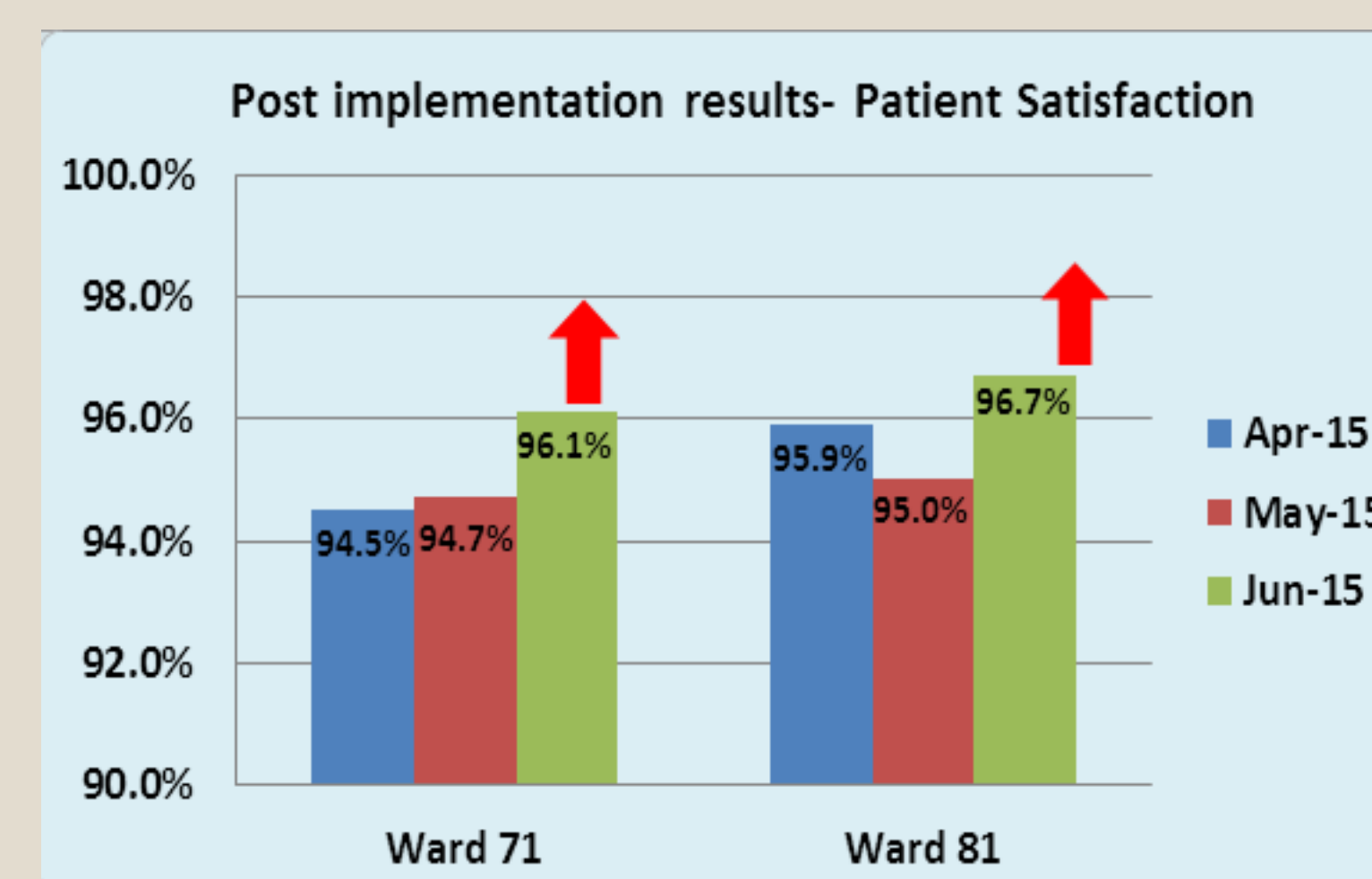


Figure 4



Figure 5

Conclusion

Conducting Proactive Nursing Round is all about delivering quality care and meeting the relevant needs of patients. Through this, patients would view nurses as being "proactive" to their needs rather than "reactive". This establishes a good patient-nurse relationship and ultimately enhance patients' experience during their stay in hospital.