

Nursing Audit: An innovative approach to improving quality and safety of patient care by improving participation in nursing audit.

Parr J¹, Smart R², Streeter J³

¹Associate Director of Nursing, ² Team Leader Decision & Research Support, ³Information Analyst

INTRODUCTION & BACKGROUND

- By early 2013, nursing in the Divisions of MedHOPs and Surgery and Ambulatory had developed annual audit schedules.



- Paper audit forms were used by quality reps. A number of versions of audit forms were available, making comparability difficult.
- The IT capability of the nurse quality leads often led to challenges with version control, and file location when saving results
- Tracking audit participation was a highly manual and time consuming task involving cross checking through individual audit files. This was therefore infrequently done
- Analysis of results was limited to ward level, with little comparison across departments.

OBJECTIVE

- To develop and introduce an electronic method of undertaking nursing audit
- To improve the participation in audit using automatic scheduled reminders
- To analyse data automatically and provide visibility and faster turnaround of results
- To introduce competition between departments leading to performance improvement
- To develop a database of nursing audit which could be used to populate a ward level scorecard

METHOD

- Investigate the feasibility of using the Awhina Research and Knowledge database which registers audit for the purpose of nursing audit
- Pilot the use of the Awhina Research and Knowledge database on the commode project (baseline data of 6 weeks) to improve commode cleanliness
- Use Frontline Focus Friday to implement, discuss results, identify issues and generate solutions.

For additional information please contact: Jenny Parr
Jenny.parr@waitematadhb.govt.nz

METHODS- INTERVENTION

Investigate feasibility

- Met with Awhina Research and Knowledge Centre to design the audit form and to discuss the purpose, and process of the audit and weekly results
- Met with Decision Support to define the analysis required each week

Pilot

- Piloted electronic audit form, email automatic reminder with 3 Charge Nurse Managers in Medicine.
- Refinements made to the audit tool. No training required.

Implement Frontline Focus Friday

- Met with Charge Nurse Managers at the regular Frontline Focus Friday 11.00 session to describe the concept, discuss difficulties with the online system and introduce the system once the pilot was concluded.

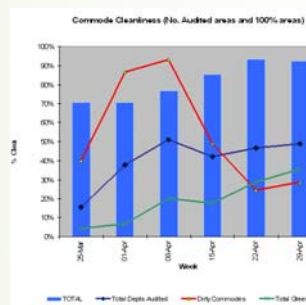


CHART 1: Baseline results from first 6 weeks of manual audit

Baseline data using manual processes

- Variability in participation and cleanliness

The Audit Tool

The Awhina Research & Knowledge Database

RESULTS

Participation in the Audit

- Increased from 18 – 27 departments participating
- Increase of 128 to 339 commodes audited

Visibility and turnaround of results

- Weekly results are available and communicated at the Frontline Focus Friday meeting and via email messages.

Introduce competition and improve performance

- Weekly visibility of results to all CNMs which are copied to other parties.
- Increase in number of departments achieving 100%
- > 99% Clean commodes 4 of 6 weeks

Database for ward level scorecard

- Following proof of concept, pressure injuries and falls have been implemented

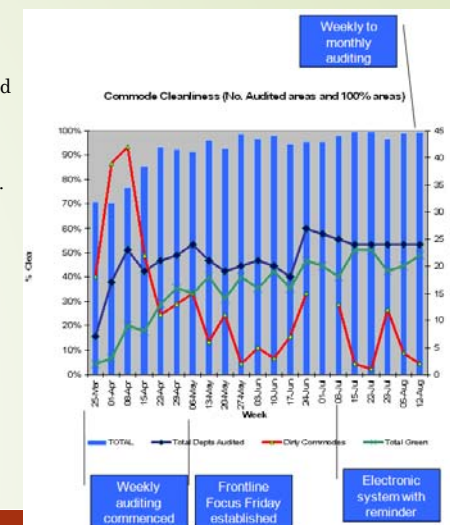


CHART 2: Before and after results demonstrating key interventions

Objective Criteria	Achieved
Participation	Yes
Visibility of results	Yes
Competition	Yes
Improve performance	Yes
Database for ward scorecard	Yes

TABLE 1: Achievement against objectives of the project

CONCLUSION

- The results have demonstrated that the implementation of the electronic audit tool has met the projects objectives by:
 - Improving performance, participation in audit and strengthening reliability of results and helps CNMs to deliver the quality assurance aspects of their roles by automatic reminders
 - Enabling visibility and competition between CNMs, departments, Divisions and the DHB as a whole to senior management providing assurance to the DHB that the equipment is clean and therefore safe for patient use
 - Provided a platform for the development of a ward level scorecard as the data is house in a single place with consistently obtained core information.
- In the future, this electronic tool can be adapted for more nursing audit. This is evidenced by the use of the tool for monthly pressure injury audits and the weekly falls management audit.
- Further development of a “point of care” data entry using hand held devices would be helpful.

Acknowledgement to Awhina Research and Knowledge and Decision Support for their support of this initiative and to the Charge Nurse Managers for their enthusiasm and dedication to address quality issues.