Enhancement Program on Optimization of Communication and Effectiveness on Nursing Night Reporting Mechanism by Electronic Approach

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Introduction
For the sake of maintaining service quality and upholding patient safety, it is essential to have nursing night report prepared for communication among clinical staff, nurse supervisors and executives with regard to patient incidents and service operation issues. The nursing night report has been gradually evolved from hard copy format to electronic approach in two phases, with the initial phase to start collecting information from e-mails sent from wards or units through hospital intranet system. During this phase, the night shift nurse supervisor still had to compile data including bed transaction and occupancy, ventilator and Bipap case number, and reportable cases. After the initial phase, the reporting mechanism has been further enhanced with advanced electronic approach to providing automatically retrieval function on bed transaction and bed occupancy data summary since November 2013. At the same time, the use of web-based approach in replacement of e-mails has been implemented in order to minimize any errors arising from e-mail delivery. Such web-based system called Electronic Night Reporting System (eNR) proves itself to be effective in facilitating the night shift nurse supervisor in retrieving the required data with web-based function and in preparing the nursing night report in more well-structured electronic format thereafter.

Objectives
1. Standardize the template
2. Enhance the data capturing
3. Streamline the workflow of night reporting
4. Promote better communication
5. Restore nursing time on clinical services and patient care
Methodology
A workgroup was formed to review the current mechanism on nursing night report with members including nursing supervisors from Nursing Services Division, colleagues from Information Technology Section and Hospital Information and Records Office. After having the model of the advanced Electronic Night Report System (eNR) well designed for implementation, the workgroup organized three consultative and introduction sessions for nurse users in October 2013. The advanced eNR was launched on 18 November 2013. The evaluation was conducted with satisfaction survey sent and collected from nurse users from 23 December 2013 to 6 January 2014. Besides, ongoing feedback was welcome for continuous improvement and optimization on the eNR.

Result
Total 45 questionnaires were distributed to nurse users including 3 for Department Operations Managers (DOM), 9 for Ward Managers (WM), and 33 for Advanced Practice Nurses (APN) with respondent rate being 100%. Actually all questionnaire items were given positive comments and none with dissatisfactory feedback. In summary, the eNR was considered effective by 90% of respondents, user friendly by 95% of respondents, and worthy of being recommended to other hospitals by 80% of respondents. With successful trial of eNR in Pok Oi Hospital, it has been introduced in Tuen Mun Hospital as well starting from December 2014.