



Service Priorities and Programmes
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Transforming critical care services: it's impact on patient outcome and staff satisfaction

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Introduction

There are increasing numbers of critically ill patients who suffer potentially preventable and subsequent serious complications in acute general ward due to a lack of appropriate systems, skills and expertise normally found inside the ICU. To narrow the gap, ICU nurses are expanding their roles beyond the four walls of ICU through development of ICU outreach services. An ICU outreach service was initiated by a group of ICU nurses from October 2011 and airway management is identified as the key area of this service. Positive feedbacks were received from both ICU nurses and general wards nurses, as a wider range of critical care services were being provided.

Objectives

1. To provide assistance to ICU doctors when performing intubation in general ward. 2. To provide immediate care to patients after intubation. 3. To provide advice in caring of patients after intubation. 4. To ensure safe transportation by joining the escort as necessary.

Methodology

A steering committee was formed to establish and implement the ICU outreach services. Regular reviews were discussed during departmental meeting to identify possible improvements. A staff satisfaction survey was also performed after one years implementation to collect feedback and comment from general ward nurses.

Result

Eighty calls were received from October 2011 to December 2012. Services provided included: assist intubation, proper handling of intubation devices, bedside coaching on ventilator care and BiPAP care, advice on ETT care and safe transfer. Positive feedback was collected through the survey from general ward nurses: 96% agreed that the service was helpful and 98% agreed that the service enhanced patient safety.