



Service Priorities and Programmes
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Reduction of major post-operative complications through Empowerment of Nurses

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Introduction

In the old days, postoperative nursing focus mainly in observations reporting and execution of orders. Communications amongst disciplines mainly depends on written documentations. Through refinement and empowerment of the role of nurses at departmental level, care is delivered in a more coordinated and collaborative fashion. Working closely with various disciplines towards a more coordinated and collaborative care delivery model, postoperative morbidities are minimized. Furthermore, our program initiated a cultural change in how our staff perceives post-operative care since last year.

Objectives

1. To minimize the incident of major post-operative symptomatic complication of Atelectasis, Pneumonia and Acute Myocardial Infraction (AMI) etc. 2. To improve, coordinate multidisciplinary perioperative care beyond ward boundaries through a central lead nurse. 3. To align efforts of different disciplines to the core of post-operative care including: hemodynamics, respiratory care, nutrition, mobilization.

Methodology

Workgroup of Enhancing Surgical Nursing Service was set up in the department which include the consultant surgeon, senior nursing managers (DOM and WMs) and one Advanced Practice Nurse (Quality Improvement) One Advanced Practice Nurse (Quality Improvement) (APN(QI)) was assigned to: Conducts 2 clinical ward rounds (AM & PM) to patients undergoing major surgeries in all surgical wards and reports to consultant surgeons directly on patients' progress without ward boundary. Provide nursing assessment and evaluate care plans. Co-ordinate service with other discipline e.g. Physiotherapy and Dietitian etc. on patient progress and

treatment planning alignment. Provide Education to nurses (especially for nursing graduates) on handling patients undergoing surgery, complication detection and prevention through case scenario based workshops and clinical supervision. Conduct sharing and case reviews on surgical outcomes in department meetings

Result

Over 200 patients involved since the establishment of APN(QI) from November 2012. The incidents of post-operative complications were decreased by more than 25%. Communications amongst disciplines were also enhanced. With aligned treatment targets and better training, care is more focused and effectively delivered. APN(QI) for specialized care of patients could reduce major post-operative complications effectively. He/she could also perform as a mentor to nurses and supporting staff to improve the quality of care. It also realized a cultural change from traditional ward-based postoperative care model towards a multidisciplinary teamwork environment of openness with empowerment of nurses in handling this sector of patients continuously through their perioperative journeys. Throughout the cultural changes, a multidisciplinary care could be also extended to pre-operative patient preparation, physical and psycho-social, during hospitalization and discharge planning in the near future.