



Service Priorities and Programmes Electronic Presentations

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Releasing Nurses and Patient Care Assistantsâ€™ Time to Direct Patient Care.

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Introduction

Over 60% of medical patients admitted were age ≥ 65 . And more than 50% of the patients require assistance from nurses and/or patient care assistants. According to a survey conducted on Basis Nursing Care in 2014 (NTEC, 2014), personal hygiene was rated the highest concern from patients. Among all care activities, time spent on diaper change was highest. Yet, it is a necessary care task. Patients experienced sleep disturbance due to the routinized diaper change every three to four hours at night. The stringent manpower at night time, pose stress to staff and decrease rounding time to attend patientsâ€™ need. Hence, a LEAN approach with Define, Measure, Analyse, Improve & Control (DMAIC) process was used to drill into the current diaper change process, to assess whether time release could be released and reinvested to direct patient care after using improved design diaper.

Objectives

1. To explore the possibility on reducing frequency and complexity of diaper change.
2. To reinvest time saved for direct patient care.

Methodology

By self-reporting and using participant observation on nursing activities in a ward. Diaper change contributed to 15-20% of time spent among all care activities. Hence, two improvement measures were identified which included using space age technology improved design diaper and operations improvement on diaper change. In adopting an improved design diaper with high absorbent capacity minimize non-value added diaper change cycle, from 3 times to once during night duty shift. The initiative was piloted since September 2015 in one medical ward and surgical ward.

Result

Overall time spent on diaper change could be reduced by 48%. Further placing of personal protective equipment (PPE) and linen close to the operations on diaper change process minimizes transport time. Expenditure on (PPE) & cleaning materials were reduced by 54%; and the quantity of generated garbage as a result of diaper change was reduced by 16-42%. The most encouraging outcome was all patients showed improved skin condition after using the improved design diaper. The high quality material of the diaper alleviates incontinence-associated dermatitis. Staffs were very satisfied with the reduction in frequency of diaper change that more time could be released to conduct safety rounding during night shift. Moreover, patients felt less disturbed of sleep and felt comfortable with dry skin even after urination. Ongoing plan would address on monitoring secondary patient outcomes and re-investment of time to patient care, such as personal care, safety rounding, reduction in fall rate, urinary tract infection and incontinence associated dermatitis.