

Customised nursing shift template in effective and safe documentation

Fiona Chee¹, PeiSan Low², Anqi Su³

Fionacheerx@stluke.org.sg



Problem Statement

High-quality patient documentation in nursing care is essential for ensuring the quality of care, and patient safety (Bjerkkan et al., 2021). Since Feb 2022, St Luke's Hospital nursing documentation had migrated from CPSS to EPIC system, and there were no documentation of shift summary. Healthcare team which consists of nurses, doctors, therapists, voiced concerns that they are not able to see information on patients and nursing care on shift summary. Therefore, it is imperative to put in place a strategy to improve documentation, for safe patient care and good communication within the healthcare team.

Project Aim

The project aims to:

- 1) Improve the shift documentation effectiveness by 30% within the next 3 months.
- 2) Attain staff satisfaction on the shift documentation of minimally 80% within the next 3 months.

Lessons Learnt

The team learnt that having a pre- & post-survey may capture the baseline results better. The team propose "Gemba" walk can be considered to capture real time observations. In the other sustainability phases, the team intends to communicate the results and benefits of change to ground staff. Continuous audits and checks are also in place to ensure the standards are maintained. Despite prolonged delays in the implementation due to COVID restrictions and transition period, the team recognised that staff's receptiveness and management's buy-ins are critical contributing factors for the project's success.

Potential Solutions

The team gathered information from the various stakeholders, made considerations and has developed the appropriate shift template below.

1. Conceptualizing Shift Template: Sought feedback

| Ground Staff | Pressure Injury Committee |
|--|--|
| -Workload overwhelming -Prefer easy reading and easy key in for documentation | -EPIC system has limitation where there are no areas to key in PI interventions / preventions by nursing staff |

2. Redesigning Shift Template: Elements

| | |
|--|---|
| -Shift template was revised to be easy for staff to key in data, and reduce unnecessary data. It was cut down by 40% of information required to key in (compared to old template). | -Some information, staff are only tick the information. And some information, staff are not required to key in anything, the information autoflows from the epic system |
|--|---|

3. Finalising Shift Template

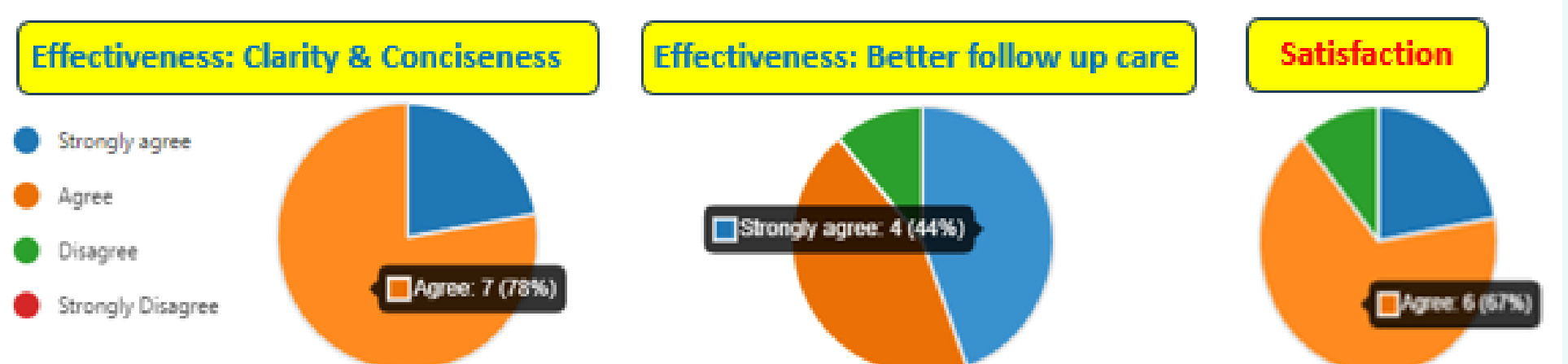
Nursing Shift Summary

Nursing Plan:

Fall preventive measures: Bed alarm Floor alarm Both bed and floor alarms
 Skin care: Moisturiser Applied 2 hourly turning Pressure Relieving Mattress Heel Protectors Arm sleeve Others
 Others: Behavioral Charting CLC Charting Restraint Charting

Outcomes & Impacts

Overall, the initial results has shown significant positive responses on satisfaction rate and better follow-up communication of nursing care from both nurses and doctors. The results from piloted ward shown **88.89%-100% strongly agree/agree on effectiveness of documentation**, and **88.89% strongly agree/agree being satisfied**; and open feedback as below.



With the new shift template, there is clearer and more concise documentation in nursing report

With this new template, there is easier reference to find information on nursing care or nursing documentation

Excellent initiative! Able to know easily any issues with patients per shift. Also helps Dr to not interrupt the nurses so often