

National Quality Improvement Conference

Upskilling of enrolled nurses in Alexandra Hospital's Urgent Care Centre to promote patient safety and relieve nursing workload during the pandemic

Project Leader: NC Ruhana Binte Sudin

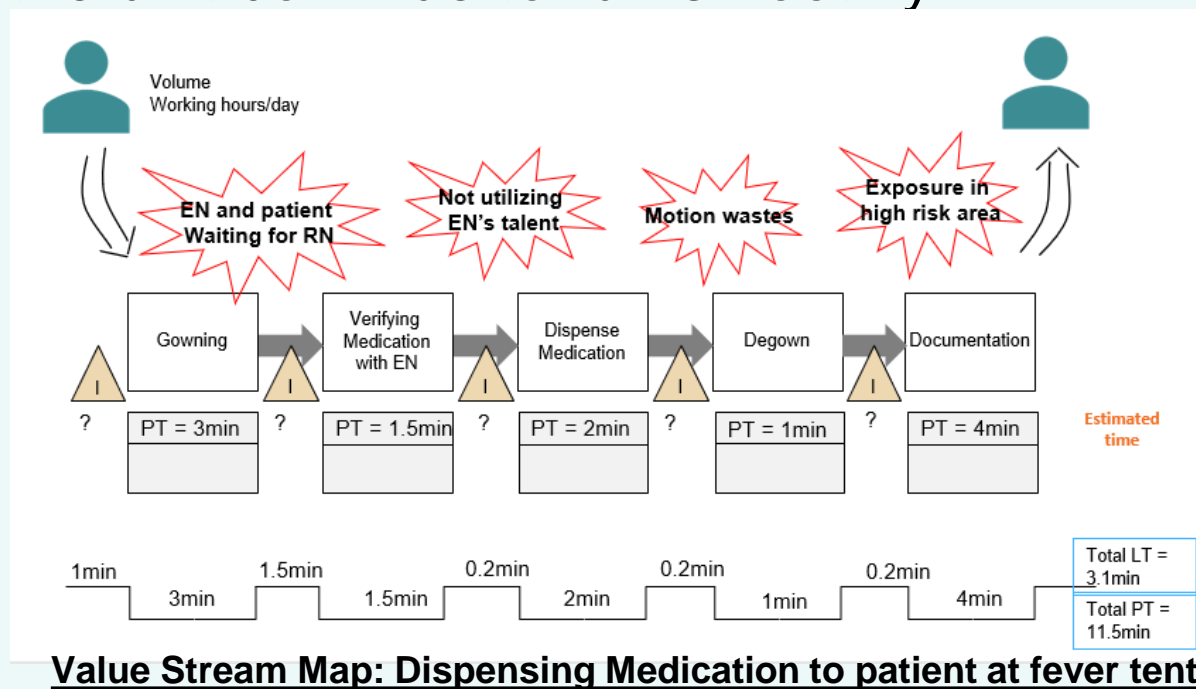
Sponsors:
Dr Alexander Yip
Dr Koh Tsingyi
ADON Ooi Gaik Bee

Ruhana_binte_sudin@nuhs.edu.sg



Problem Statement

Enrolled Nurses (EN) are unable to dispense medication to patients without the Senior Staff Nurses' (SSN) supervision. When there is a surge in patient volume at Urgent Care Centre (UCC) especially in the fever tent during the pandemic, nursing manpower is often stretched to the extent that nurses have to take on multiple roles or cover more than one areas to ensure the entire unit continue to run smoothly.



Potential Solutions

Root-Causes	Counter-Measures
Manpower stretched hence RN has to cover both triage and fever tent.	1. Identify additional help to relieve SSN's workload (e.g. EN to support)
Strict safety protocol to get into fever tent (high risk zone)	2. Reduce the need to get in and out of the high-risk zone
RN has to supervise EN during medication dispensing process	3. Utilize a tool that can deliver safe and effective remote supervision. Eg, leveraging a smart glasses system with hands-free two-way tele-video conferencing capability.
ENs were not trained to dispense medication independently.	4. Upskill ENs to expand their job role to include dispensing standard OTC medication to patients independently.

Solution implemented:

ENs wore smart glasses with live streaming capability when dispensing non-prescriptive medications to patients at fever tent. With live-video feed, SSNs were able to (i) provide remote supervision, (ii) assess EN's competency by direct observation. Quizzes were administered to assess learning outcome.

Project Aim

To upskill all ENs to dispense standard medication to patients independently through a tech-enabled competency training program within a four-month period.

Lessons Learnt

1. The team worried the usability of the smart device and will impact the uptake rate.

With adequate training, regular check-in and constant support from the innovation team, the user's queries are resolved quickly, and feedback is taken positively with follow-up improvement. This has resulted in high uptake/usage of smart devices.

2. Team was concerned whether smart glasses can be worn on top of PPE.

Before project starts, Innovation team worked closely with ENs to try out the fittings with PPE, face shield and goggles. Minor modification made to enhanced wearability. Workflow established to allow quick and easy access to devices in a busy clinical environment.

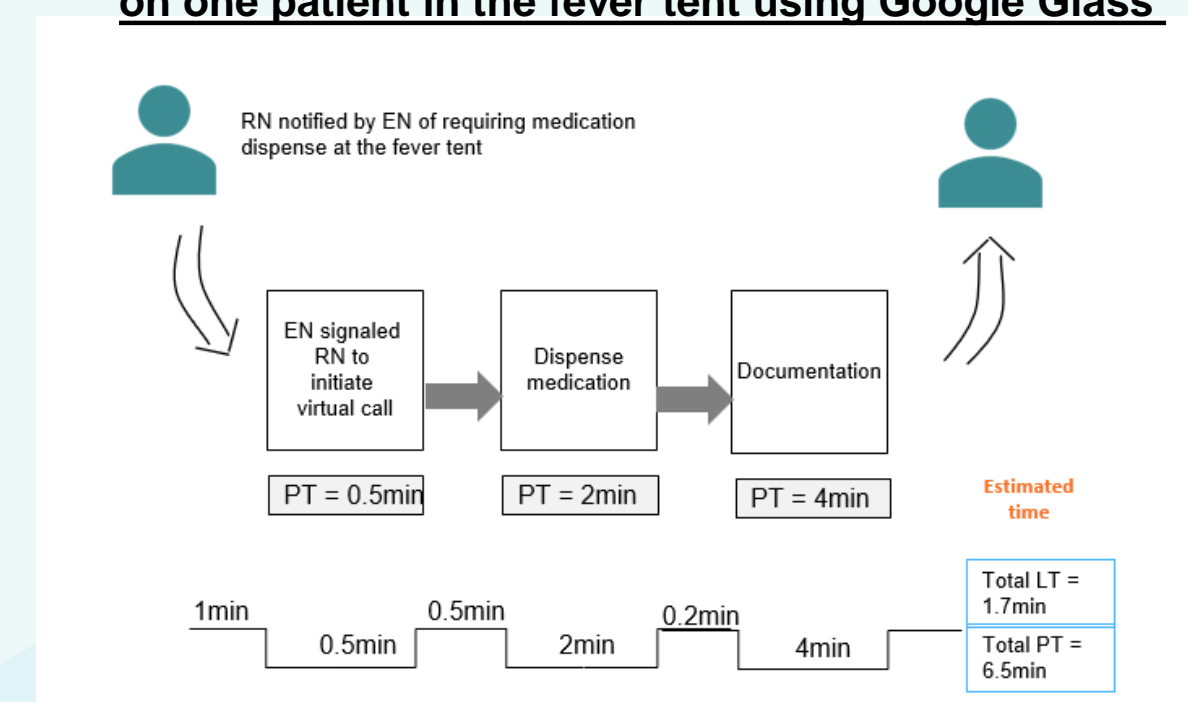
Outcomes & Impacts

Outcome:

All five ENs have passed their competency training and are deemed competent to perform non-prescriptive medication dispensing to patients independently without SSN's supervision within the planned timeline.

This translate into a more efficient workflow, increased productivity, better staff satisfaction and empowerment.

Value Stream Map: Process for RN/SSN to dispense medication on one patient in the fever tent using Google Glass



Smart glasses proven to be an effective tool that can be used to provide remote supervision to junior nurses in a healthcare setting. The value of ability to conduct remote supervision is greater in high-risk area such as UCC fever tent.