

Rehabilitation and Transitional Care Unit

'Clinical Review by 2'

Ballina NNSWLHD



Aim

The REVIEW BY 2 Project aims to improve patient safety and health outcomes, specifically that of the deteriorating patient. A new way of working was introduced onto the unit where all patients requiring activation of a clinical review receive a comprehensive assessment from two Registered Nurses working collaboratively together.

Why

The team undertook a review of the current clinical review processes within the unit. Local data identified less than optimal compliance with consultation of Nurse in Charge (NIC) and the completion of a full A-G assessment of patients within clinical review criteria.

Staff survey showed low levels of confidence, knowledge and skills around clinical review.

Staff also reported feeling disassociated with the clinical review process as traditionally the NIC would come in and take over the assessment and care of the patient once a clinical review had been triggered.

Objectives

- To increase staff confidence, knowledge and skills around assessment of patients requiring clinical review
- Empower all staff including less experienced to take an active role within the clinical review process.
- Provide support, knowledge and the tools required so that all staff can take ownership of the assessment of patients within their care.
- Increase shift to shift communication of patients within clinical review
- Increase compliance with NIC consultation and comprehensive A-G assessment

Process

The project was staff driven and incorporated a whole team approach with staff engagement at all stages. The project led to the creation of a new role – The Clinical Review Nurse (CRN) which includes:

- A senior RN allocated each shift to attend all clinical reviews in collaboration with the RN caring for the patient. To oversee, advise and support, to be the second pair of eyes
- Involvement that varies and is adaptable to the other nurses' experience and needs
- Ensuring patient safety while encouraging critical thinking and decision making
- That there is a transfer of skills and knowledge leading to the development and growth of all staff and the team as a whole

Implementation

White boards were redesigned clearly identifying patient allocation, NIC, CRN and highlighting all patients within 24hrs of clinical review.

Humor was used as a tool for serious learning and the team bonded significantly to create an educational video. A formal version of the video has been requested by NNSWLHD to be produced and used for learning through the LHD.

The team created an educational package including role clarification and expectations around clinical review. The package is available to all staff and is part of the unit's orientation package.

Outcomes

Prior to the project only 48% of staff surveyed felt confident performing clinical review, this has now increased to 82%.

Compliance of A-G assessment and NIC consultation have increased.

Submission to NSW State PowerChart committee to request NIC consultation to become a mandatory field. This has been accepted and lead to a statewide change.

Clinical Review is now discussed in clinical handover and part of shift safety huddles.

The Review by 2 Project has been embedded into the unit creating a sustainable service model and is adaptable to any clinical unit using our guided principals.

By ensuring education, training and a supportive structure we are able to build a resilient trained workforce where comprehensive assessment and optimal person-centered care is an expected standard. Patients receive prompt review and treatment leading to both patient safety and outcomes being improved.

Shared Vision of Person Centred Care and Safety

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NSW Statewide Change

Clinical Review (Yellow Zone)

Test Medpage 147 Laurel Ave LISMORE NSW 2480	MRN: 85-69-48 SEX: F	DOB: 30/04/1949 LOC: LIS C8, VL: V1	AGE: 69 Years	MC: 9999999999	Last Reviewed: July 2014
INTRODUCTION					
Date / Time Patient in Yellow Zone		Senior Responder / Team Leader			
Date / Time Call Received		Registered Nurse			
Date / Time Patient First Seen		Additional Responders?	<input type="radio"/> Yes <input checked="" type="radio"/> No		
Is the Patient on Std. Maternity Obs. Chart?	<input type="radio"/> Yes <input checked="" type="radio"/> No	Nurse In Charge Consulted?	<input type="radio"/> Yes <input checked="" type="radio"/> No		



Increase in Compliance

