

Reintroducing use of the trusts electronic white boards and design and implementation of MDT e-Handover

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Frank Deas Frailty MDT and Richard Bright Nursing Team

AIM

To reintroduce use of the trusts bed management system:
Electronic whiteboards; patient tracking system (PTS) on all wards that report to the site teams, within 6 months across two hospitals sites and sustain its use to support patient flow.

BACKGROUND

During the initial wave of Covid, to reduce the footfall of staff congregating in the site team office to provide in-person, verbal, multiple daily updates regarding ward bed status and patient care plans, the trusts Patient Tracking System (PTS) was reintroduced by Senior Service Improvement Manager, Deborah Gouveia.

This significantly improved timely, live, electronic updates entered by the MDT whereby improving communication centrally via the trusts patient tracking system (PTS).

BITEABLE VIDEO

The Patient Tracking System (PTS)

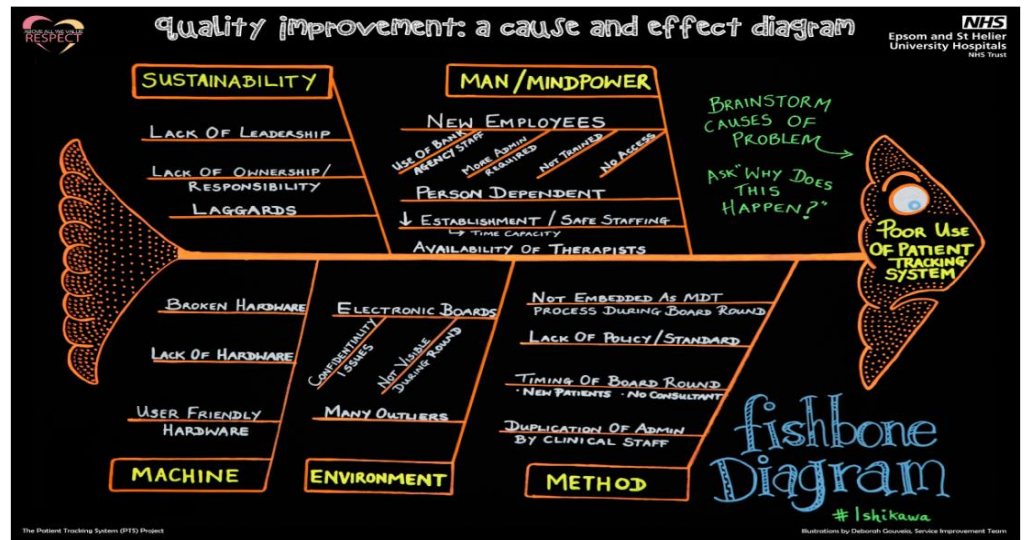


Click on link: <https://biteable.com/watch/the-patient-tracking-system-pts-2752062>

METHODS

The technology used is a LIVE Patient Tracker. A Patient Tracking List (PTL) to monitor all patients through their patient journey from hospital attendance through to discharge.

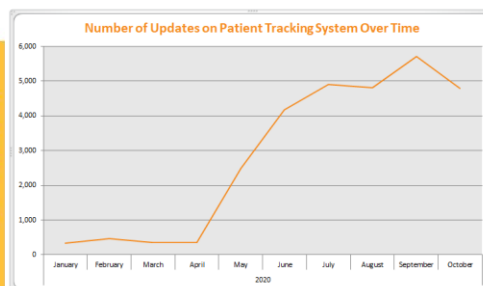
To sustain use of the PTS, Deborah and the Frailty MDT carried out a small test of change, whereby creatively using the PTS to enter further patient information and generate (via a trust SQL Report) to produce an **MDT e-Handover**. After this was successfully established, Renal Matron, Nancy Johnson and Ward Manager, Jade Bajar introduced the new technology and process in their Renal Ward with their MDT Team, then shared and spread the success to the other two Renal Wards. This paved the way for all other wards to successfully and sustainably implement MDT e-Handover.



RESULTS / DATA

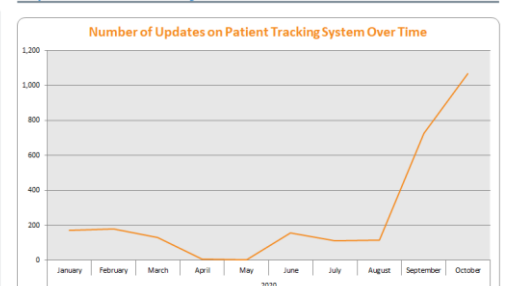
ST HELIER HOSPITAL

Updates in PTS of MFFD Status



EPSOM HOSPITAL

Updates in PTS of MFFD Status



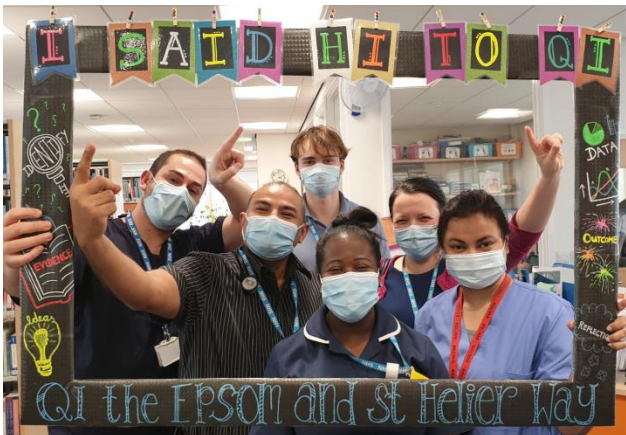


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CONCLUSIONS/RECOMMENDATIONS

Clinical effectiveness

- Use of the PTS improves communications and patient safety as accurate data can be added in real-time. Information is less likely to be misinterpreted, forgotten, or lost if it is stored securely electronically.
- Improved continuity of care as patients move around the hospital, their data is available prior to their arrival to a new ward. If a patient is a readmission, staff can see the team’s previous involvement, previous package of care or nursing home placement without hunting through files of notes.
- Removal of wasted in the system: duplication and repetition of admin as seamless transfer of information.
- There is improved communication with patients’ loved ones as the information they receive regarding the patient and their discharge planning is accurate and easily accessible.
- An unforeseen benefit: trusts Information Governance Officer has reported that there has been a reduction in Datix /IG due to staff leaving printed handovers in public spaces.



Collaboration:

Click on QR Code to watch a summary video of MDT e-Handover



Celebrate and share success:

Click on QR Code to watch celebrating and sharing success. Nominated to be spotlight presenters at the first Nursing Times Digital



Staff experience/Qualitative feedback

From a recent 6 month post implementation staff survey 81% of staff said that the reintroduction of the Patient Tracker System had improved their daily work

“Trust colleagues now have a central, live, electronic point of communication to support efficient flow”

“The Patient Tracker system has improved our communication not only within the Ward Team but also with the whole hospital team and the management, improved MDT approach and in meeting we can cover different aspects of the patient journey”