Visually communicating The Productive Ward vision - Guidance Notes for informal teaching session

STEP 1 - Show Cartoon 1: Ward Environment

Questions to ask:

- What ward processes can they identify from the cartoon?
- What's their initial impression when they look at the picture / what is the picture trying to tell us?

This should promote discussion within the team; you will get a range of responses as the cartoon shows a range of processes and activities which happen on wards which staff will be familiar with.

The main aim of the cartoon is to show how complex and busy the ward environment is.

STEP 2 - Show Cartoon 2: Key Messages

Talk staff through the cartoon in the order shown by the numbers. Each picture relates to a module from The Productive Ward House.

Prompt conversation and debate by asking staff how they currently feel about the concept or processes described in each picture.

Each module guide contains an introduction section which outlines the aims / outcomes of the module. Reading the individual Modules and the Toolkit fully will familiarise you with The Productive Ward programme.

THE PRODUCTIVE WARD: RELEASING TIME TO CARE
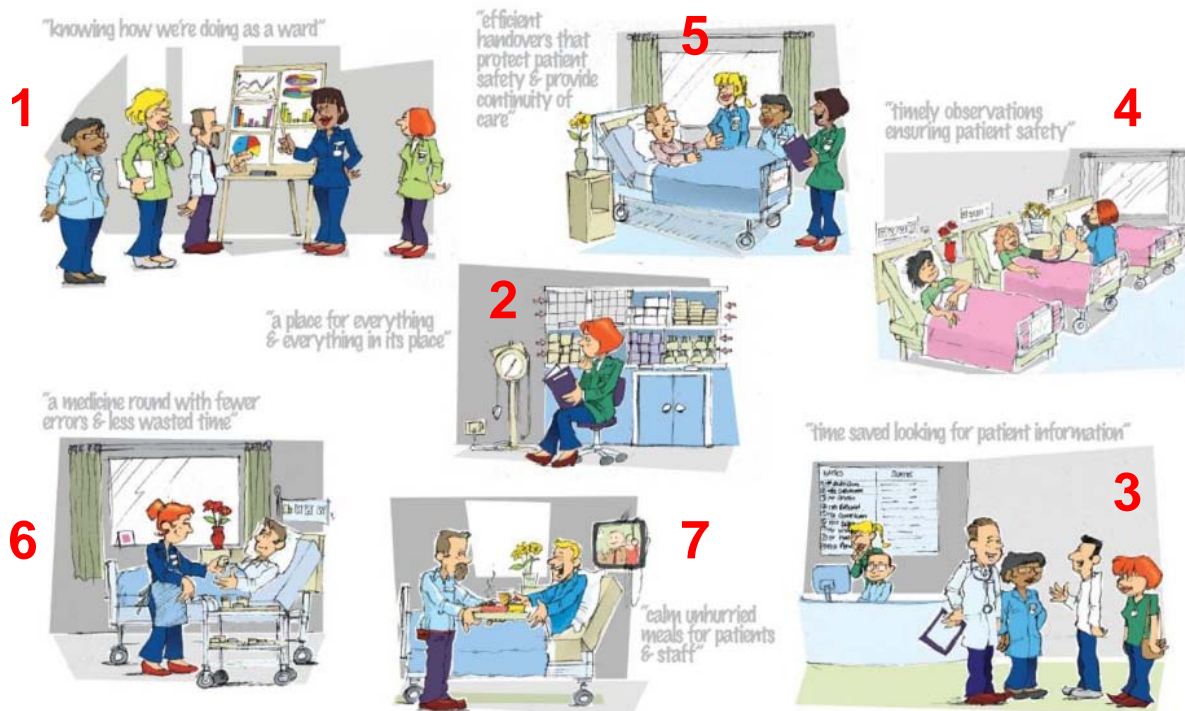
Explain that there are **3 Foundation Modules** in the Productive House.

Teams need to work through these before they start to look at the process modules, this is explained further below.

1. Knowing How We Are Doing

Developing ward based measures to help teams make informed decisions

You can explore with the team how they measure / know how they are doing at the moment.

The NHS Institute for Innovation and Improvement strongly recommend teams start their Productive journey with this module as it will provide them with benchmark data / information on how they are doing before they start making any changes.

2. Well Organised Ward

Making ward areas work for staff instead of hindering them in the delivery of care.

It is important that the Ward Environment is well organised before teams start looking at ward process via the modules.

This module is so much more than just having a good old tidy up – you will learn and apply the 5S tool.

- Sort (remove what's not needed)
- Set ('in order' – the right thing in the right place)
- Shine (keep things ready to go)
- Standardise (an agreed, consistent process)
- Sustain (continually improve)

3. Patient Status at a Glance

Ward teams developing visual patient information that improves communication, patient experience and patient flow.

It is important that patient information is accessible and up to date before teams start looking at ward processes via the process modules.

This module will guide the team through the development of their Patient Status at a Glance Board.

Process Modules

4. Patient Observations

Increasing the standard of patient observations carried out by ward teams. Ensuring they are accurate and that the appropriate action is taken with the results.

5. Shift Handover

Reducing the time teams spend on handovers, while making the information handed over more appropriate, easier to remember and understand.

6. Medicines

Ward teams ensure medicine rounds do not clash with other ward procedures. Interruptions are reduced and ward teams ensure everything is ready.

7. Meals

Reducing the time the team spends physically delivering meals; allowing more time for teams to assist with feeding and ensuring proactive nutritional assessment for patients.

There are 4 process modules which are not pictured in the cartoon.

You could ask staff which other 4 main ward processes they can think of which are not described and could be the subject of improvement work.

They are:

Patient Hygiene
Ward teams improve the supporting processes for patient hygiene focussed procedures so they are consistent, maintain a high standard, offer a better patient experience and achieve the standards the trust aspires to.

Nursing Procedures
Ward teams improve the supporting processes for nursing procedures so they are consistent, a better patient experience and achieve the standards the trust aspires to.

Ward Round
Ward teams work with their consultants' team members to ensure clarity of outcome and clear planning from their ward rounds while making the ward round quicker and more consistent.

Admissions and Planned Discharge
Ward teams ensure quick, standardised and prompt admission process that immediately plans for the patient's discharge.

STEP 3 - Show staff The Productive Ward Module House

It would then be useful to show Module House and describe the Leaders Guides and the Toolkit.

This slide is located in miscellaneous section of the web resources

These modules create The Productive Ward

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The guides provide guidance to leaders who have critical roles in the programme:

Executive Leader
What your organisation needs to commit, getting started, how to ensure sustainability and build capability for spread.

Project Leader
Managing project resources, choosing where to start, governance, ensuring high quality implementation and planning for spread.

Ward Leader
Key Principles of the Productive Ward, leading the ward team, sustaining gains.

And the supporting:

Toolkit
A step by step guide to all of the Productive Ward tools for ward teams to use in conjunction with modules.

End the session by asking if there are any questions.