Conclusions
The RTTC project objectives were to increase direct care time (DCT) by at least 10% and to improve patient and staff experience.
- The 24% increase in DCT demonstrated is a fantastic outcome and (in broad terms), equates to an extra 3hrs per 12hr shift for nurses to spend directly caring for their patients.
- The impact on the quality of care that our patients receive has already been seen and this will continue to improve their experience and that of our staff.

Results
The RTTC project is one of three finalists in the ‘Productives England’ category for the Lean Healthcare Awards 2014.

Message from the Chief Nurse
“Firstly and importantly, I would like to thank you all for your hard work over the last 15 months on this project and congratulate you on the fabulous achievement of a 24% increase in direct care time for our patients. The positive impact of this work is also becoming evident through improvements we are seeing in many of our quality measures.

I would like to give my particular thanks to Sally Greensmith for managing the project and to all the RTTC representatives from ward teams who have worked so hard to come up with and implement the very positive changes throughout the project. It’s great that this work is being recognised at a national level at the Lean Healthcare Academy awards and fingers crossed that we will be the winners!

It is important that we do not lose the momentum of RTTC and I’m confident that the changes that have been made will now be sustained; RTTC has become very much a part of ‘how we do things around here’ at ASPH, so please keep up the good work. ” Suzanne Rankin, Chief Nurse.

A group of representatives will be attending the Lean Healthcare Academy annual conference and awards in Leeds on 6th February. They will be presenting the project and will be attending the awards dinner where the winners will be announced.

“The only nurses can do what nurses do”,
and RTTC has given them more time to do it
...direct care time has increased by 24%!!
Dream Team Winners
Since our last newsletter, Holly and Maple Wards have become RTTC Dream Teams, both for the second time, each winning another £850 for their wards!

The Holly Ward team won the award for their work on the Patient Observations Module. They used a recent incident to identify lessons learnt and took an ‘observe and act’ approach to educating HCA staff about when to escalate observation findings, which improved communication on the ward. Observations machines were clearly labelled and stored in designated places. A new observations machine was purchased with ‘Dream Team’ money. The direct care time value was increased from 67% to 88%, releasing an extra 13 minutes in the hour for direct patient care.

Patient Observations Module Recommendations
- Observation equipment is readily available in each ward bay
- Staff receive appropriate education to ensure adequate knowledge of normal values and escalation procedures
- Clear communication between HCA and nursing staff
- Observations are correctly recorded and signed

The Maple Ward team are the final Dream Team, winning their award for the Patient Hygiene Module. They focussed on oral care and developed an oral care set to go at the patient’s bedside. They also introduced an oral care chart to form part of the nursing documentation - this very much improved the frequency and regularity of mouth care for patients. Maple Ward increased their direct care time from 25% to 78% by implementing these changes, that’s an extra 32 minutes in the hour for direct patient care!

Patient Hygiene Module Recommendations
- Use of an oral care chart to improve frequency of oral care
- Use of a pre-prepared oral care bedside set
- All staff are aware of the frequency of oral care required for their patients

How the RTTC money has been used….
Each ward was allotted £75 per module and an £850 ‘Dream Team’ award was given for each of the 8 modules; here are some examples of how this money has been used to benefit patients and staff...

A few wards still have some of their RTTC budget available. Please place all orders through Sally Greensmith by the end of January.

“RTTC has given us more time to communicate with and to get to know our patients; the red aprons minimise interruptions during medicine rounds, equipment is readily available and everyone helps with meals now.” Doreen Dimalanta, HCA, MSSU