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Productive Ward & Maternity Services

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What is the Productive Ward?

- **Focus on improving ward processes and environments to help *"midwives and other maternity staff"* spend more time on patient care thereby <u>improving safety</u> and efficiency." - NHSI**

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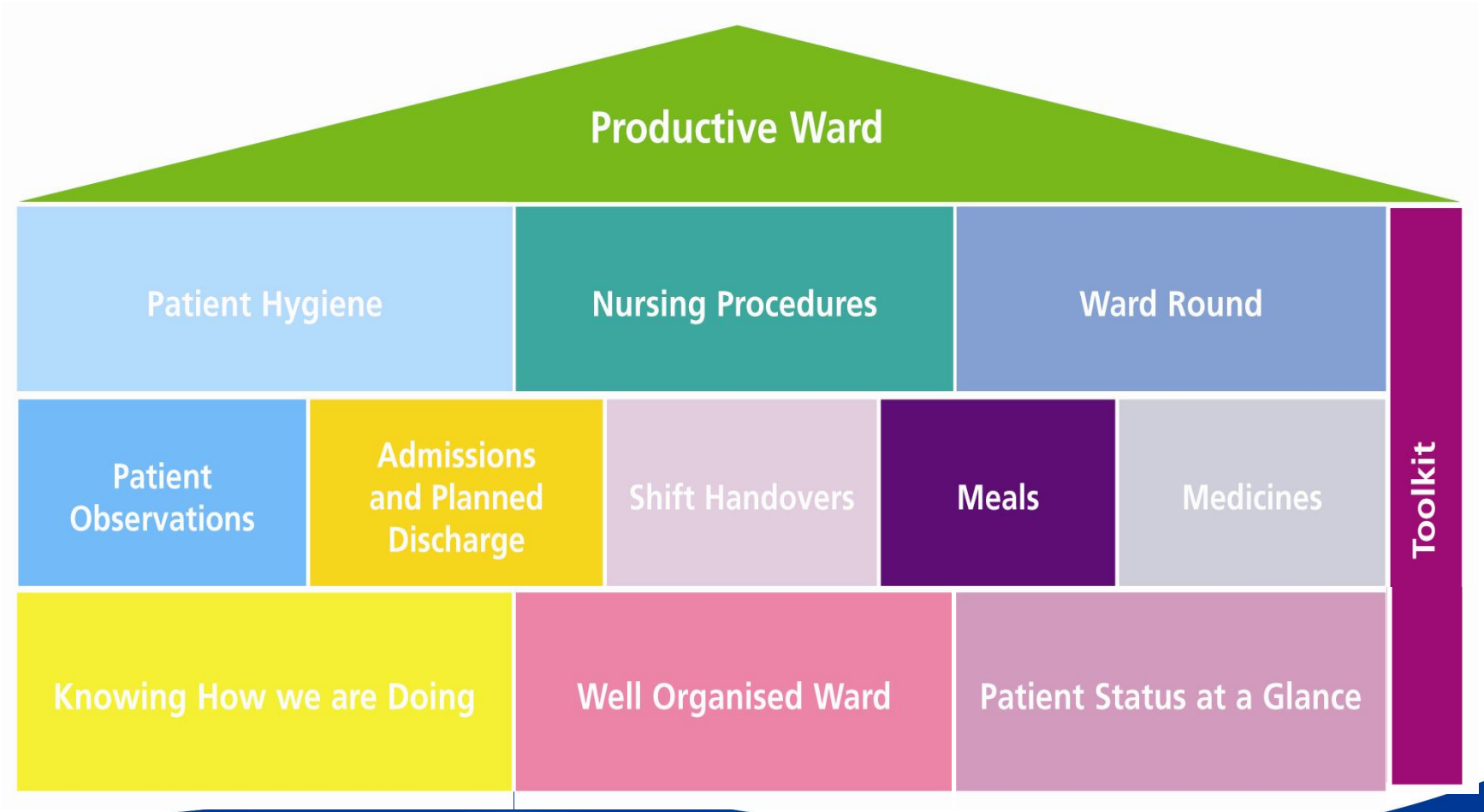
Productive Ward Modules



Knowing How We Are Doing

- 4 Main areas focused on:
  - Patient Safety & Reliability of Care,
  - Patient Experience,
  - Efficiency of Care,
  - Staff Wellbeing
- Improvement not possible without knowing performance.
- Improvements driven by local team.

KHWAD cont…

- Roles & Responsibilities

- Visualisation
- Weekly meetings

- Focus
- Action Plans

WARD FOCUS
Date:
Issue:
Action plan:
Person responsible for actions:
Signed
Resolved Signed: Date:

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Measures

- **Antenatal / Postnatal Wards**
  - Acquired MRSA
  - Acquired C. Diff.
  - Medication Incidents
  - Quality of Patient Observations
  - Patient Satisfaction Questionnaires (AN & PN)
  - Breast Feeding rates
  - Direct Care percentage
  - Staff Moves
  - Length of Stay
  - Number of extra hours
  - Staff Satisfaction Questionnaire
  - Staff Sickness Rate

- **Labour Suite Variants**
  - Quality of Partogram completion audit
  - Skin to skin rates
  - Mode of Delivery rates
  - Labour Suite patient satisfaction questionnaire
  - Staffing measurement (one to one care in labour)

Staff look at incidents to help inform safety measures

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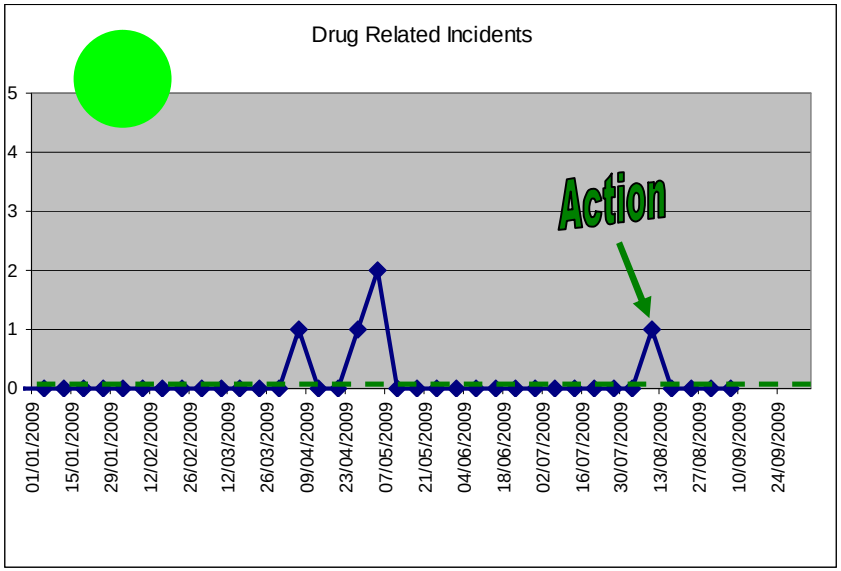
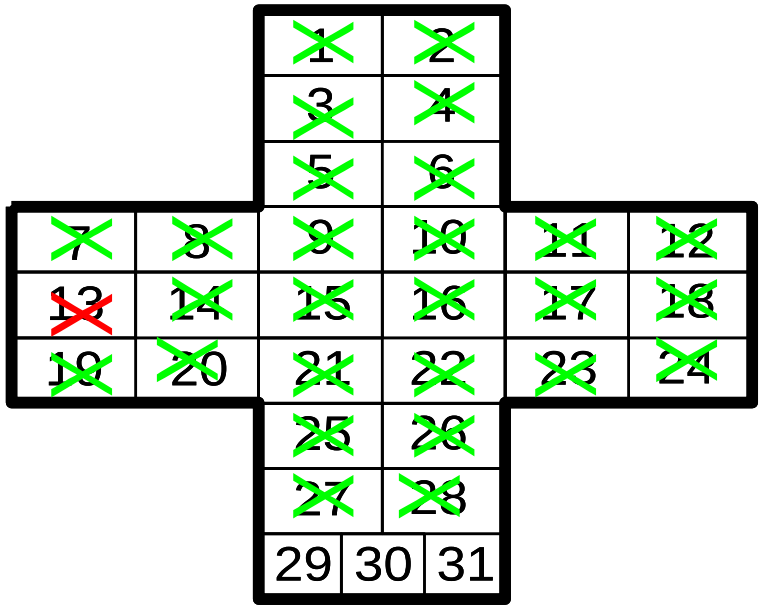
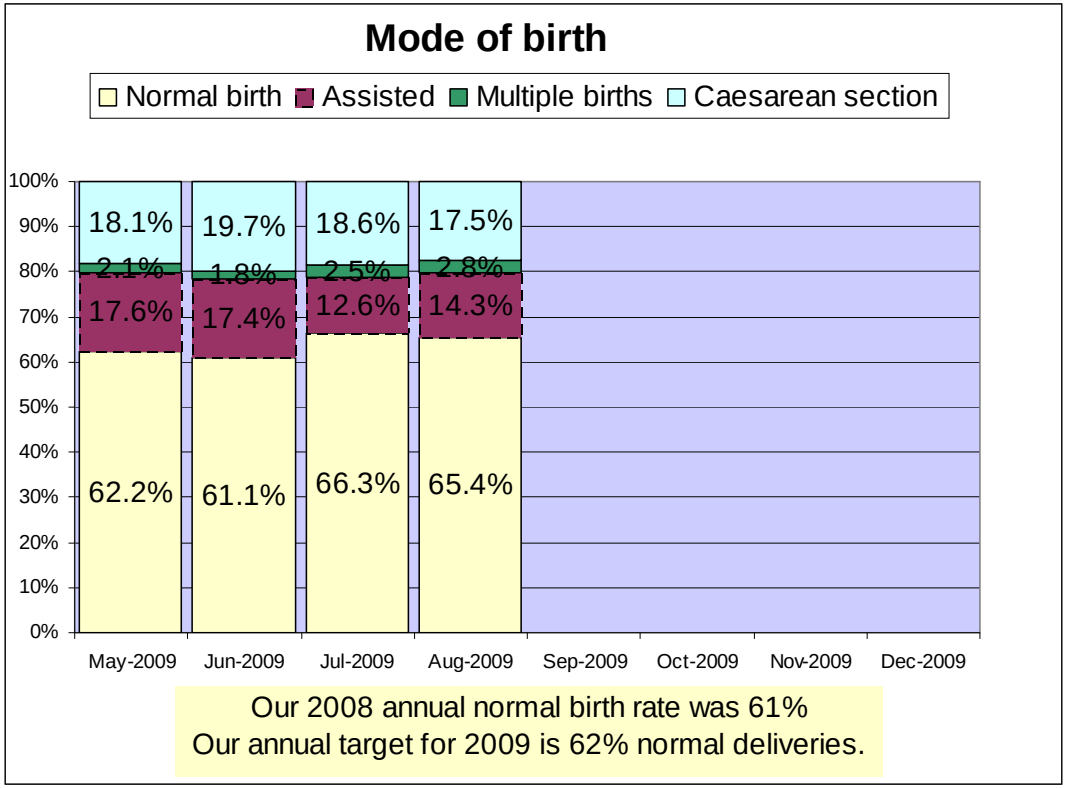
Patient Safety & Reliability of Care





- **Safety Crosses:**

Links to other projects



- **Data to help with "Maternity Matters"**
- **Project to reduce CS rates**

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Patient Status At A Glance

Maternity Ward

Bed	Name	Consultant	Delivery Type	Neonatal Check	Antenatal, Postnatal, Labour	Discharge date (Notification due=)	TTO	Today	Baby info	Hearing Screen	Physio	Updated by (date, time, initials)
F1	Anderson	GB	CS	Needed	Postnatal	05 Jan				Needed	Needed	Jenny
F2	Jane Smith	GB		Complete	Postnatal	02 Jan	TTO			Complete		Jenny
F3	Anderson...	NBW			Antenatal	01 Jan	TTO					Jenny
F4		NWR	NN		Postnatal	03 Jan	TTO				Complete	Jenny
F5		FHR	CS		Antenatal	02 Jan	TTO					Jenny
F6		NWR			Postnatal	03 Jan	TTO					Jenny

12am
NOT

Examine interruptions (up to one every 2½ minutes)

Discuss with MDT what information needed

Display patient information to increase safety and reduce interruptions

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Labour Suite

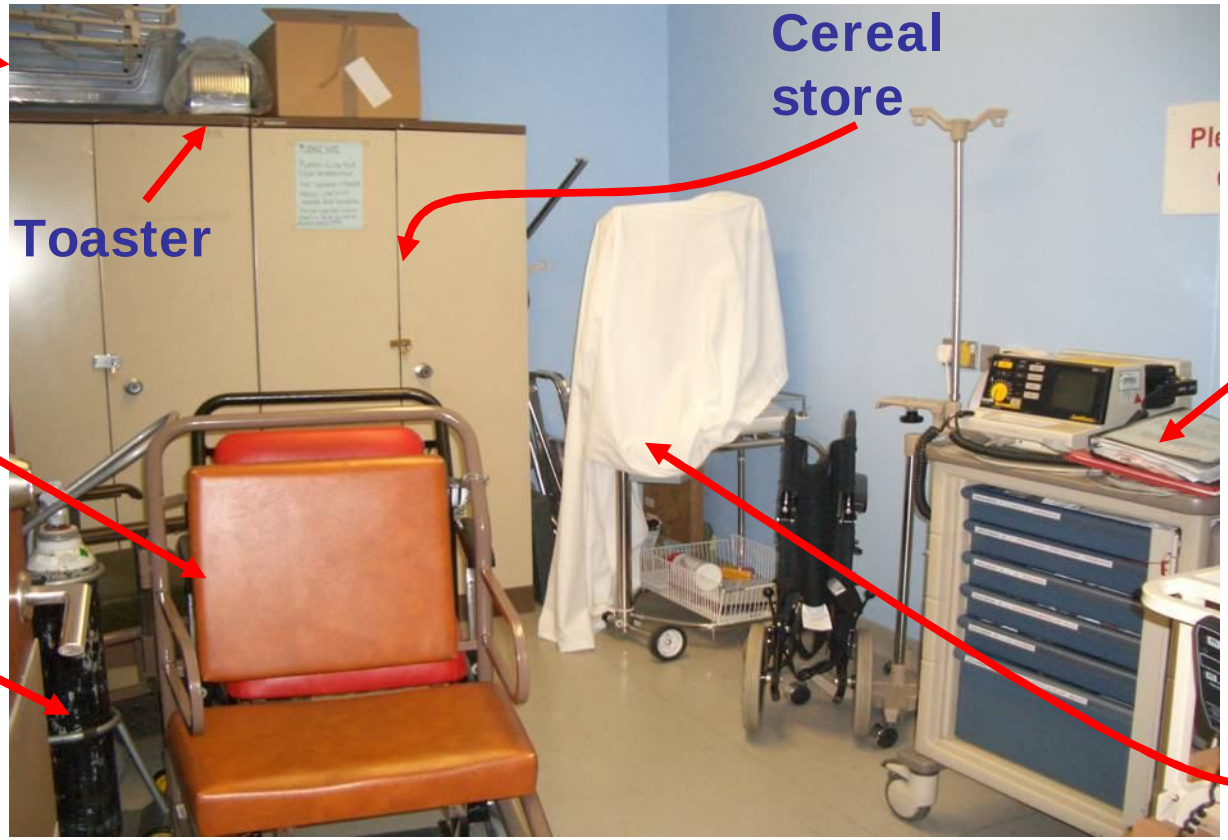
Room	Name	Consultant	Doctor Present	Midwife	Gravida/ Parity		Gestation	Labour Status	Maternal	Fetal	Dilatation	Medical History	Obstetric History	Liquor	Analgesia	Syto/NV	Destination
1	Ann Other	NC	N	Laura	5	3	33	IP		IUGR	6			Int	Dia		Home
2	Jane Smith	GE	Y	Dawn	1	0	39+3	IP	Gest diabetic	Breech	4	HighBP	GBS	Mec	Epid	Y	Theatre
3	Betty Jones	AS	Y	Sarah	4	3	T+1	P/N	PGP	Twin			Prev LSCS				E26
4	Ann Williams	JAM	N	Kate	1	0	29	A/N		AFDP	Cont					Acsian	
5	Suzy Smith	CG	Y	Kate	1	1	14/PN					Diabetic	PPH				TOC

- **Examine interruptions (up to one every 2½ minutes)**
- **Discuss with MDT what information needed**
- **Display patient information to increase safety and reduce interruptions**

Well Organised Ward

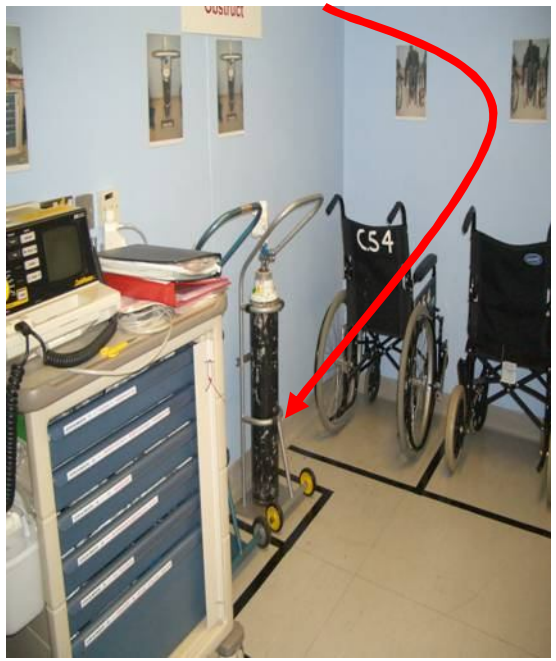
- Remove excess inventory.
- Group stock to make use of area more efficient.
- Use visualisation to aid correct identification.
- Standard Operating Procedures to embed best practice.

C29's JUNK ROOM



C29's EMERGENCY ROOM

Oxygen Cylinders



Emergency packs e.g. Pre-Eclampsia

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Not just clinical areas

- **Ward reception areas often challenging, but can be improved.**

Processes

- Remove “waste” from ward processes.
- Main focus is to identify “best way” and make standard.
- Look at incidents that have occurred.
- Design process to try and eliminate “swiss cheese holes” lining up.
- Quality is main focus.

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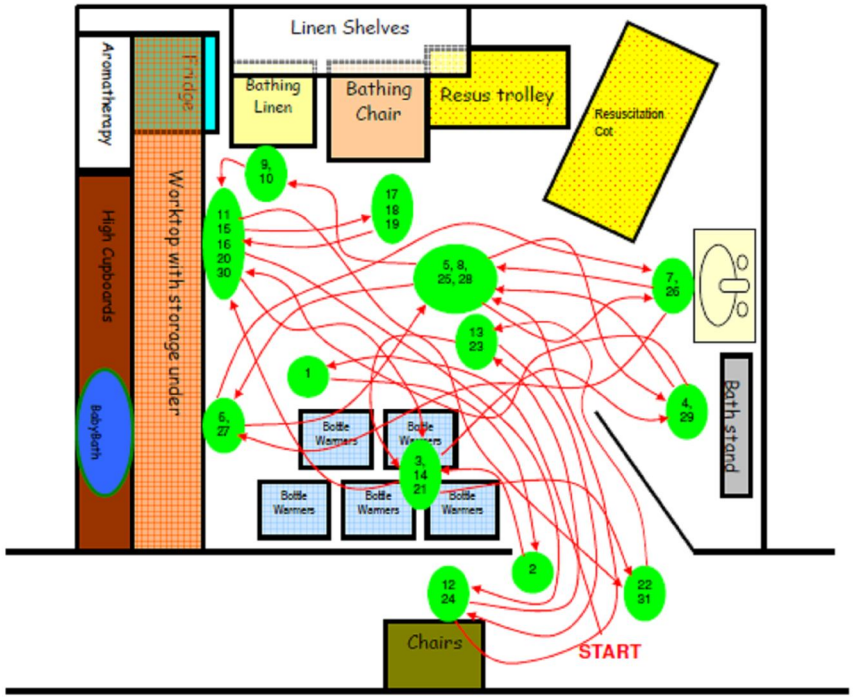
B26 Nursery Layout before 5S



Movement Chart

Bathing baby with mother in nursery before 5S

Look at processes to simplify layout or even realise you need to move nursery to new room

Maternity Challenges

- **Communication (150 midwives rotating through three areas).**
  - **Have looked towards area specific core teams to drive pace and facilitate a co-ordinated maternity approach.**
  - **Trialling communication standards including newsletters etc. but this remains a formidable challenge.**

Maternity Challenges cont…

- **Other maternity projects**
  - **Join up with Maternity Matters and CS work.**
  - **Look at layout of Delivery Rooms.**
  - **Use Service Improvement (PDSA) to help with other project aims and measure improvement.**

Maternity Challenges cont…

- **Fitting project to Maternity**
  - **Project aims and modules fit to maternity services.**
  - **Some adjustments to measures needed.**
  - **Alternatives to videoing possible, such as observations of care to understand processes.**
  - **PDSA principles are universal.**