

Nursing Innovation at its Best: From scorecards to dashboards at an International Hospital!



Abstract

Introduction: Sidra Medicine provides children and women with outstanding tertiary healthcare services in an innovative and ultramodern facility especially designed to promote healing. This high-tech facility located in Doha boasts world-class patient scientific expertise and educational resources. In addition, being academic in nature, actively teaching the next generation of physicians and clinicians in partnership with degree granting local institutions. This content illustrates initiatives to achieve JCI accreditation in 2019.

Undertaken as a Green Belt initiative, the aim of this project was to determine current status of compliance of Life Support certifications, specifically as a minimum, BLS certifications for all Nurses and Midwives. The objective was to identify with stakeholders available repository options which are cost-effective but suitable for on-going monitoring and auditing purposes

Methods: Quantitative and qualitative methods have been used for this initiative.

PDSA Cycles to obtain baselines of implementation

Focus Groups to observe and obtain feedback and suggestions from various stakeholders

A Gap Analysis was done to identify areas for immediate and on-going support needs and the program reviewed accordingly. The initial survey done to identify gap in the LST reporting and completion per JCI and Sidra requirements. A Value Stream Mapping done to analyze status of the current process. A Fishbone diagram compiled to identify the root cause analysis. Step by step instructions compiled to guide staff. Focus groups and one to one sessions done to support staff engagement.

Conclusions: Clear and agreed upon processes and systems are essential for successful outcomes. This is to ensure data can be captured and stored in a manner that is auditable with monitoring features

Imperative to include all relevant stakeholders early in the decision making process to reduce duplication and rework. Administration support and technical skills are vital to ensure diligent on-going monitoring for LST completion rates. Consider varying technical abilities of staff to utilize systems and plan accordingly

Results: A repository identified as being the Employee Self-Serve application software on the Sidra Staff portal. Modifications were done to the current named units to ensure consistency in the reporting. Requests to add other life support trainings which resulted in the initial requirement list being expanded. 20 units are now being reported versus the initial 14 units. The Managers tab was identified and same communicated to stakeholders. Results of the staff survey following the pilot exercise in the CNE team indicated that 58% were unaware of the ESS process prior to this initiative. 81% of staff reported successfully being able to upload their BLS certificates- 1 month prior JCI- target exceeded - 91%.

Publication

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Nurses' performance regarding patients' rights: decision making, identity and personal autonomy



Rajasperi Naicker (Jessie) and Helen Sutherland

Sidra Medicine, Qatar

Biography

Rajasperi Naicker (Jessie) is currently an educator within the corporate Nursing department, Practice Development at Sidra Medicine. She is an expat from New Zealand who is based in Doha, Qatar. She has approximately 24 years of leadership expertise both from NZ and Johannesburg, South Africa. She is also a past recipient of the WDH B excellence awards for Workforce Development, in Auckland, NZ; She leads on multiple clinical programs to strengthen the inter-professional workforce at Sidra Medicine. These include General Nursing & Midwifery orientation, nonclinical staff orientation, TeamSTEPPS, a US program Safe Medicate and a UK based program and various process improvement initiatives.

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