

Improving communication and team work by introducing a new bay leader role and safety huddle: A quality improvement project

Vicky Thwaites, Agnieszka Wypych-Zych, Georgina Baker, Esther Pierce, Betty Joseph, Sue Mather and Peter Doyle

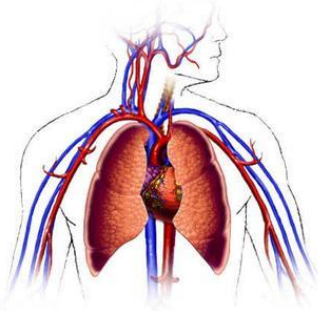


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Aims

- Background
- Baseline measure
- Intervention - bay leader and huddle
- Methodology
- Findings
- Discussion
- Implications

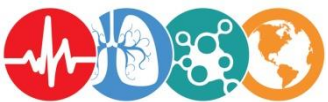
Background



Initiatives which will improve nurses' working environment are urgent

- Reduce staff turnover
- Improve morale
- Increase productivity
- Improve patient safety

Goldsworthy S. (2016) Deteriorating work environments for critical care nurses: how urgent is this issue and what can be done? *BACCN*; **21**: 6-7



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Baseline measure

Bay leader and bay huddle baseline questionnaire

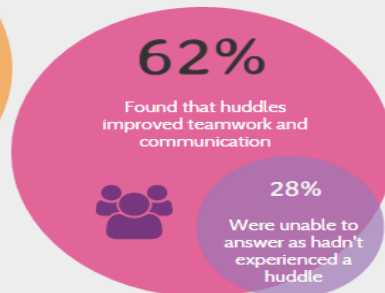
Following feedback from the last team days Vicky Thwaites, Betty Joseph, Esther Pierce and Agnieszka Wypych-Zych are working on redefining the bay leader role and developing the bay huddles. We would gratefully appreciate your honest anonymous feedback about how the role and huddles are currently working. Please circle your answers and write any comments on the back.

- Baseline - Feb 2015
- Nurses band 5-7
- Anonymous
- Handed out over 2 weeks both day and night shifts
- 62 respondents

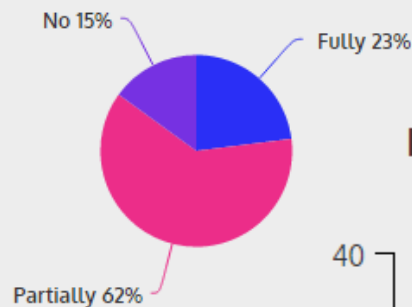
Do you know who your bay leader is today?	No	Unsure	Yes								
During the last month, on average what percentage of shifts have you experienced a bay huddle?	0	10	20	30	40	50	60	70	80	90	100
Do you understand the role of the bay leader?	Not at all	Partially	Fully								
Do you know sufficient information about the patients in your bay?	No	Partially	Yes								
Do you know the names of the nurses in your bay today?	None	Some of them	All of them								
On a scale of 1 (low) to 10 (high), how would you rate the communication within your bay?	1 (low)	2	3	4	5	6	7	8	9	10 (high)	
Using the same scale, how would you rate the teamwork within your bay today?	1 (low)	2	3	4	5	6	7	8	9	10 (high)	
On a scale of 1 (disagree) to 10 (agree), do you receive sufficient support within the bay?	1	2	3	4	5	6	7	8	9	10	
Do you think communication could be improved?	Yes	No									
Do you notice an improvement in communication and team work when there is an effective bay leader?	Yes	No									
Do you notice an improvement in communication and team work when a huddle has occurred?	Yes	No									
What band are you?	Band 5	Band 6	Band 7								

Thank you so much for taking the time to complete this questionnaire. Please place completed questionnaires in the box at the main desk.

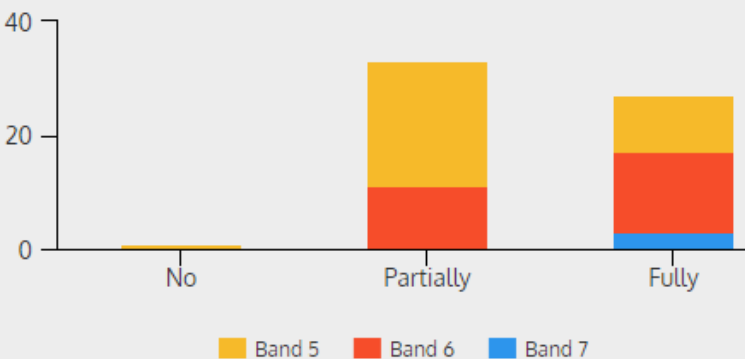
Bay leader and huddles



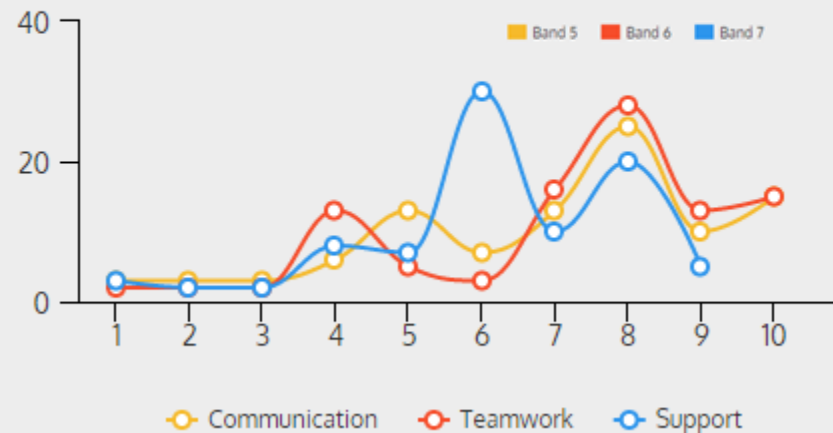
Know sufficient information about patients in the bay

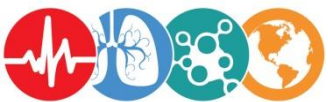


Understand the bay leader role



Ratings for communication, teamwork and support



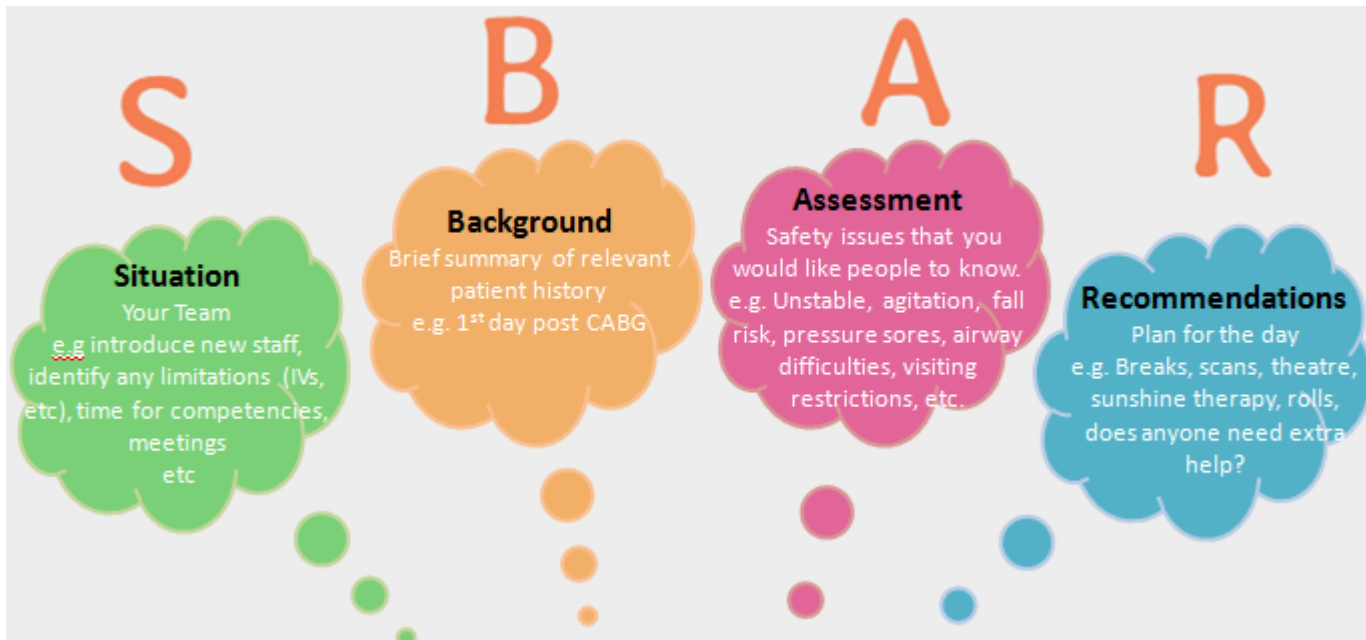


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Intervention



Intervention



Huddle



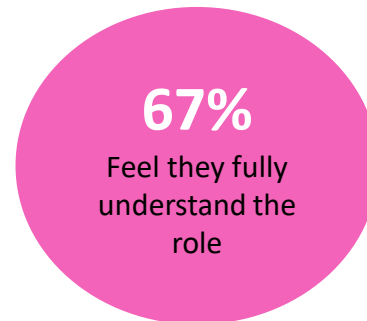
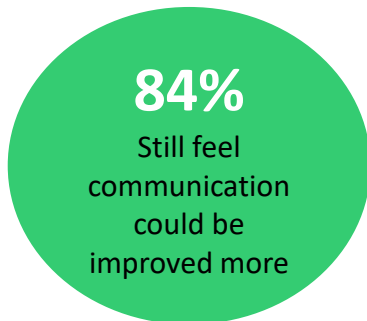
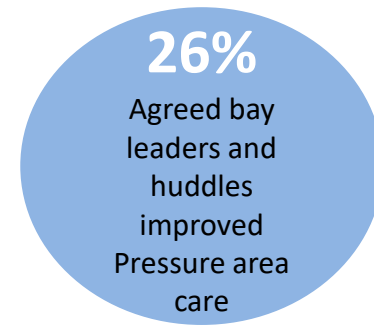
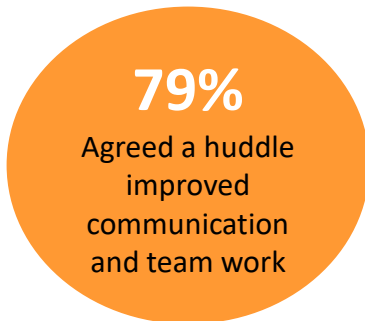
Methodology

- Repeated questionnaires
- Comments welcomed
- Nurses band 5-7
- Anonymous
- Handed out over 2 week period both day and night shift
- Intervals
 - Baseline Feb 2015 (62 respondents)
 - 2nd Questionnaire Feb 2016 (70 respondents)
 - 3rd questionnaire Sept 2016 (98 respondents)



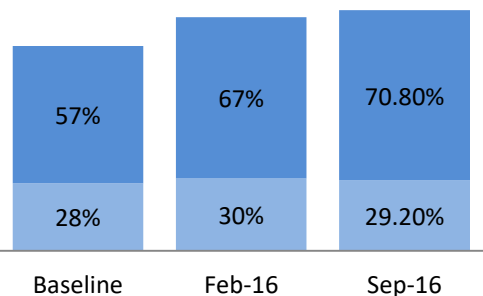
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Key Findings



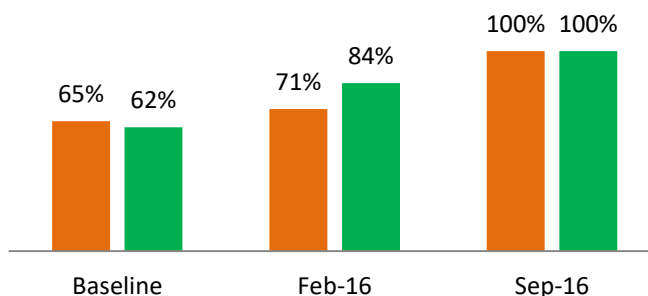
Bay Leader compliance

Sometimes Always



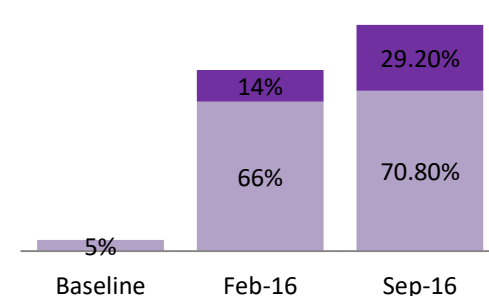
Communication and support rated good or excellent

Communication Support



Huddle compliance

Sometimes Always



Discussion

- Support, team work and communication improved
- We believe patient safety has also improved
- Limitations
 - Response rate
 - Patient outcomes not measured
 - Shift variances not explored
- Work still to be done

Implications

- Harefield
 - Strengthen our nursing team
 - Aid the transition to a bigger unit
 - Continue to invest and improve
- Beyond
 - Applicable in many team situations

Thank you

Vicky Thwaites

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Questions?