

# NEW WAYS OF WORKING ON THE PICU

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# THE PAST

- § Two ward rounds each week
- § Traditional structure
- § Patients seen twice weekly until 2 years ago then once weekly
- § All patients discussed at each ward round
- § Up to 10 ward based professionals
- § Care coordinators/relatives also attended



# Problems with the old system

## § Patient Experience

Intimidating

Stressful

## § Staff Experience

Time pressure

Stressful

Documentation issues for nursing staff

## § Carers' Experience

Delays

Stressful



# BARRIERS TO CHANGE

- § Pressured environment
- § Lack of time
- § Concerns about increasing risk
- § Lack of resources (interview rooms)



# NEW SYSTEM

§ Multiprofessionals' Meeting weekly  
(2.5 hours)

Multidisciplinary ward staff and appropriate  
community professionals attend

§ Feedback sheets from nursing staff  
available

§ PA attends to upload review and  
management plan onto eCPA during  
meeting



# NEW SYSTEM

- § Primary nurse drives the review process by booking appointment slot with doctor
- § Each patient seen weekly by psychiatrist and primary nurse
- § Relatives and care coordinators may be included in the review if the patient wishes
- § Exclusive diary for patient appointments kept on the ward



# ADVANTAGES OF NEW SYSTEM

- § Patient centred
- § Less stressful for everyone
- § More efficient use of time
- § Improves communication between primary nurse and doctor
- § Enables more informal contact between patient and psychiatrist
- § Primary nurse has ownership of the assessment process



# DISADVANTAGES OF NEW SYSTEM

- § Lack of resources (rooms, doctors, nurses)
- § Problems of shift and rota system
- § Lack of flexibility
- § Patients' ambivalence





# THE FUTURE

- § Upgrade
- § Fine tune booking system
- § Interview rooms
- § Medical and nursing staffing issues
- § Measure patient / staff / carer satisfaction with new system
- § Audit

