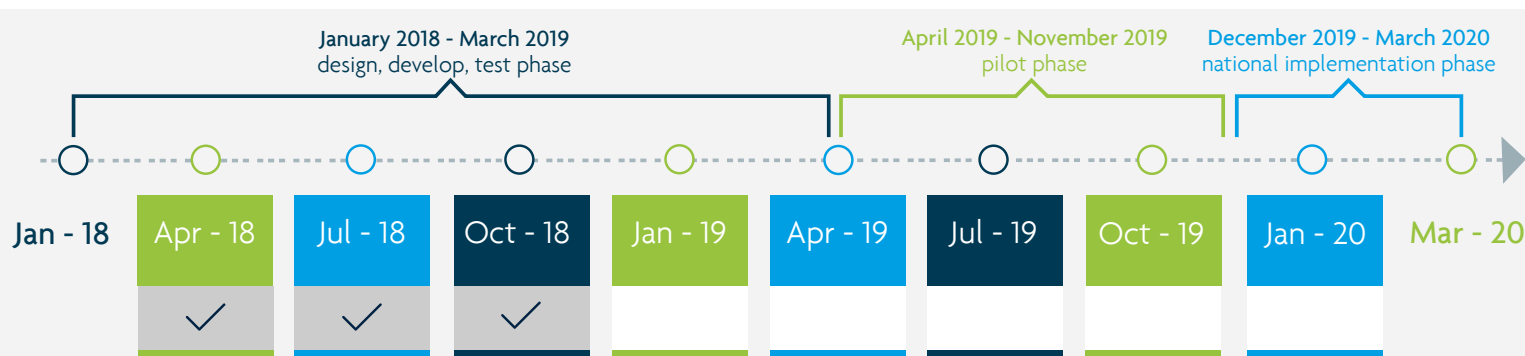# e-nursing

Welcome to the second edition of the nursing e-newsletter The aim of our newsletter is to keep everyone engaged and updated with progress in relation to the standardisation and digitisation of nursing documentation.

The journey of digitising our nursing documents focuses on keeping our patients at the centre of all we do, that supports the Healthier Wales plan to enable our patients to participate in their care. Patients and their carers are at the heart of the digitisation of nursing documents project along with those involved in the care of patients. The scope of this NHS Wales project is to design, develop, pilot and implement e-nursing documents across Wales with this phase concentrating on secondary care settings. The aim is to release nurses from the administrative burden of completing paper nursing documents to spend more time on direct patient care.

Progress and plans

The work programme will be broken down into phases, for Phase 1 April 2018 - March 2020 we will:

January 2018 - March 2019 design, develop, test phase

April 2019 - November 2019 pilot phase

December 2019 - March 2020 national implementation phase

Jan - 18	Apr - 18	Jul - 18	Oct - 18	Jan - 19	Apr - 19	Jul - 19	Oct - 19	Jan - 20	Mar - 20
	✓	✓	✓						

The work programme will be broken down into phases, for Phase 1 April 2018 - March 2020 we will:

- Standardise data definitions and information standards to adopt a common language and terminology for nursing documents across Wales.

- Develop and implement e-nursing documents, with the first prioritised documents being:

  - integrated nursing assessment document

  - All Wales electronic core risk assessments document(s) for

    - Falls • Skin • Pain • Continence • Nutrition • Manual Handling

  - Develop vital signs electronically that will calculate a National Early Warning Score (NEWS),

- Enabling these e-nursing documents to be accessible across a variety of devices, to allow bedside assessment
- Establishing reporting capabilities to meet auditing needs and reporting requirements
- Integrate e-nursing documents within a national digital store for Wales, enabling access across Wales
- Identify the next set of prioritised nursing documents to be developed as part of phase two in March 2020
- Work collaboratively with health boards/trust leads, informatics and multi-disciplinary colleagues on implementing the prioritised e-nursing documents across Wales.

Engagement is the key for digital roll out success

Over the last decade, digital systems have often been designed with limited input from nurses, resulting in poor system design that increase workloads rather than reduce them (Khairat,et Al,2018). When thinking about an Information Technology solution for a healthcare environment there are a range of digital records available to improve patient experience, outcomes and safety, including electronic patient records, digital clinical decision support, e-patient flow and e-prescribing. It is essential to build the vision for the digitisation of nursing documentation together with our patients, service users and carers, staff and key partners who will be accessing the nursing documents and information digitally.

conception

requirements

decision making process

engage with staff, patients and the public

design with people

surveys

listening and learning

What does engagement mean?

Engagement means designing and testing systems with the people who will be using them, seeking feedback at conception and throughout the project. It is ensuring everyone understands what is happening. This includes how users can actively contribute, influence, and share their experiences together to shape the digital solution for nursing documents in practice.

Digital technology is moving at pace. Engaging and actively involving clinicians is pivotal to its success to achieve the best results.
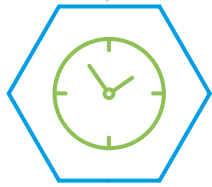
However, we need to be careful. People often think digital systems only affect staff, but any changes we make affect our patients, the public, their carers and families. Proactive and timely engagement is essential to realise our aim to digitalise nursing documentation across NHS Wales.

What does this mean for Nurses across Wales?

Nurses will have a far greater use of computers and mobile technology in clinical settings and therefore we need to ensure everyone is involved in the preparation and decision making process of implementing digital documents and mobile technology into clinical practice.

The ultimate goal is to create a system that will have the ability to share clinical information with all health care professionals appropriately, and support multidisciplinary focused patient care that aligns with the vision outlined in the Quadruple Aim* and the Healthier Wales Plan*

* (link to pdf files - internet connection required)

So what have we done so far?

We've been talking with nurses, midwives, medical, allied healthcare professionals and patient communities to share and seek feedback on our programme of work. Our engagement activities have included:

- Educational sessions with student nurses.

- Presentations at nursing conferences.

- Introduction and development of the Clinical Nursing Informatics Lead positions within health boards and trusts.

- Site visits to health hoards and trusts.

- Attendance at technology mobilisation workshops, looking at the mobile equipment challenge.

- Completion of the National Digital Needs survey

- Project presented to All Wales Directors from nursing, allied health professions, medical and workforce and organisational development.

- Development of nursing newsletter and webpage

Communication, seeking feedback and building relationships throughout the life of this project are key in making it a success for patients, carers, nurses and key partners. We will continue to engage with staff, patients and the public to ensure we design a system that is fit for purpose as we move towards a more digitally enabled future in health and social care in NHS Wales.

Two new members join Clinical Nursing Informatics Lead team

Over the last month, we have welcomed two new members to the team. Sadly for the project, Rhys Roberts moved into a new position within Cwm Taf University Health Board as Senior Nurse (District Nursing). The post holder for Cwm Taf is now Mark Townsend and we welcome Mark to the Project Team. Additionally, we welcome a new member of the team from Powys Health Board Emma McGowan.

Mark Townsend is the Head of Clinical Audit and Quality Informatics within Cwm Taf. A Registered Nurse and Dip. Midwife with over 35 years experience in health, with a background in neonatal intensive care, midwifery, general medicine, Clinical IM&T and health informatics. During a secondment to the Chief Nursing officer for Wales' team he led the development of the Nursing and Midwifery Dashboard for Wales.

More recently he has been responsible for the development of local quality improvement clinical dashboards, overseen the redevelopment of the All Wales Health and Care Monitoring system for the collection of nurse staffing acuity information and been appointed as Chief Nursing Information Officer (CNIO) for Cwm Taf University Health Board

Emma McGowan qualified as a registered nurse in 2008 from Swansea University. During her career, she has worked within Powys Health board, as a community nurse and later going on to qualify as a district nurse. In 2016, Emma decided to change the direction of her career to her current position of Senior Sister in Brecon Hospital with a keen interest in nursing assessment and documentation that has culminated in her appointment to the Powys Senior Lead Informatics Nurse post in August 2018. Emma's unique mix of community and inpatient nursing will enable a holistic view of a patient journey to support standardisation and its effect on appropriate patient care. Emma is currently studying an MSc in Professional Practice.

Nursing Leads induction day

As part of the development of the new clinical nursing informatics roles, and to support them in their new roles, an induction day was held in May.

Lynda Jenkins, Clinical lead for Cardiff and Vale describes the day:

'NHS Wales Informatics Service hosted the day which included representatives from each health board and trust. It was one of the first opportunities for us to start developing professional nursing relationships with colleagues in these new roles. We started to build communication, trust and support together along with a focus of our roles for standardisation and digitisation of nursing documentation. The induction provided the new NHS Wales team of Clinical Nursing Informatics leads the opportunity to get to know each other, and to learn and share together to inform the project journey.

The focus of the induction included clarity of the roles, responsibilities, challenges and key milestones of the project:
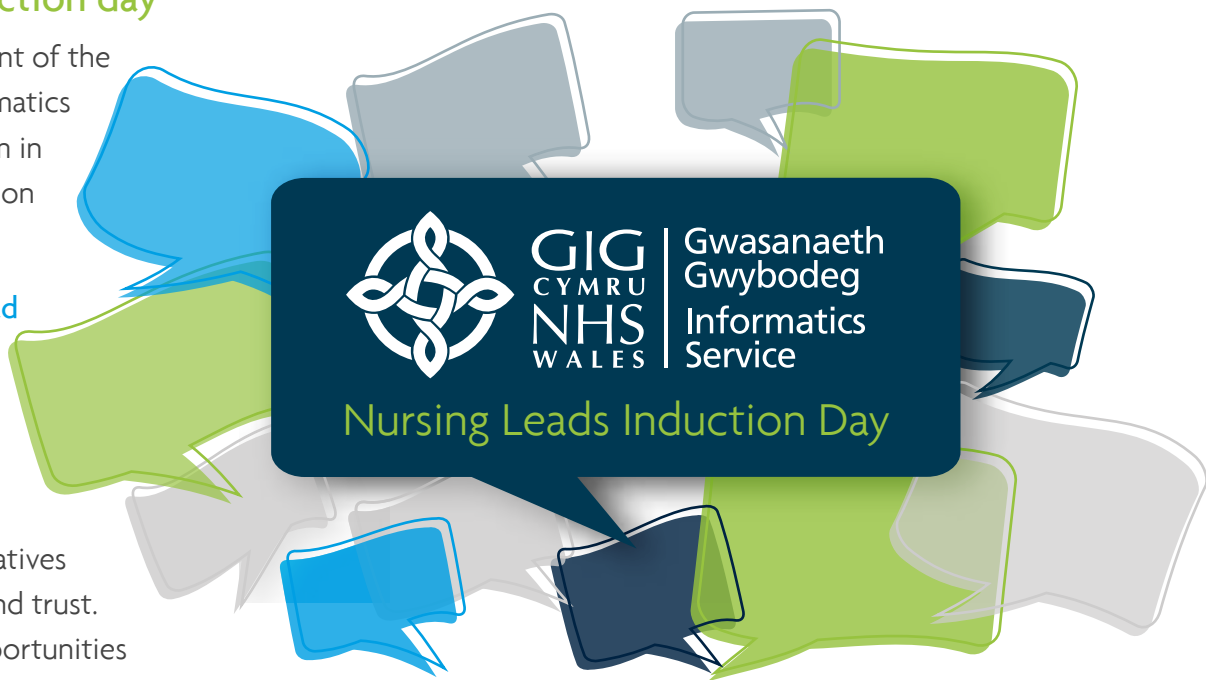
- The role of the Clinical Nursing Informatics lead, from communicating, team building , project management and being visible

- How to look at current processes and workflow to identify new strategies in the implementation of technology and how informatics can be built into education programmes

- Project Governance for the digitisation of nursing documents

- Welsh Clinical Portal , the features and usage across health boards and trusts

- Learning from exemplar digital projects from NHS England

It was clear from listening to the presentations and from the discussions around the table that this project is going to a be an exciting challenge to deliver and we will need the support of colleagues from nursing and multidisciplinary teams, as well as support services, to make it a successful project. Improving patient experience and outcomes is at the heart of the project.'

Next Steps

We will continue to meet as an All Wales project team on a monthly basis throughout the life cycle of the work. As a result of the induction day, we will continue to:

- Setting up local project teams, or documentation reference groups in health boards and trusts.

- Encouraging feedback from colleagues on the content and layout of the nursing documents to be completed for the first phase of the project, and which ones to choose for phase two.

- Undertaking a cost analysis of moving from paper to digital.

- Identifying pilot wards in readiness for April 2019, when the pilot period commences for phase 1 of the project.

Outcomes of Digital Needs Survey

In May 2018, nurses, midwives, health care support workers and nursing assistants were invited to respond to a survey as part of the Digitisation of Nursing Documents project to inform understanding of how staff currently use technology in clinical areas, and how confident they are in using it.

A big THANK YOU to everyone who responded. The outcome of the survey will be used to inform the training needs of the nursing and midwifery workforce across Wales in preparation for e- documentation.

The survey was made available both electronically and on paper for a period of six weeks. In total, 1181 surveys were completed across health boards and trusts in Wales.

Health Board/Trust	Number of surveys completed	% of total responses
Aneurin Bevan	254	21.6%
Abertawe Bro Morganwg	267	22.7%
Betsi Cadwalader	204	17.35%
Cardiff and Vale	204	17.35%
Cwm Taf	37	3.22%
Hywel Dda	80	6.8%
Powys	47	4%
Velindre	74	6.29%
WAST	12	1.05%
Other	2	0.17%

Outcomes of

Digital
Needs
Survey

A large number of comments were made and have been gratefully received. In summary,

You told us that:

- 50% of staff who responded have not received any IT training
- There are too many systems (doing bits and pieces)
- It has been common practice to implement new systems without proper preparation and training
- There aren't enough computers, they are slow and old
- Many systems are not working as they should

You asked for:

- On the job training, time to get to grips with systems , monthly e teachings from IT , tips of the day
- A good set of FAQs
- Things to be kept simple
- When things go wrong, you want support and advice that builds confidence
- 24 hour support
- One password for all applications
- Reliable and resilient systems ,with up to date software
- Better Wi-Fi coverage
- Sufficient hardware and devices
- Systems that talk to each other

What are we doing?

- Discussing training plans with IT and Workforce and Organisational Development colleagues.
- All Wales mobilisation programme (mobile technology, equipment) workshops have been held for front line staff to inform what type, and how many electronic devices that are needed.
- Learning from both the positive and negative experiences of health boards and trusts who have already started their digital journey.
- Nurses are influencing and informing the system design with the Clinical Nursing Informatics Leads by engaging with nurses delivering direct patient care.
- Once for Wales approach to stream line with a single log in for all applications.
- Building systems that talk to each other to avoid duplication, and enhance patient safety, improved user experience and improve outcomes.

National Mobilisation Programme

Why do we need a National Mobilisation Programme (NMP)?

Most people will agree that there are enormous opportunities for using digital technology to improve the capture and use of clinical information to help clinicians working with and caring for patients at home, in community settings and hospitals. Digital Transformation requires us to ensure that our services have the software, equipment and implementation support in place to allow people to do the best job they can.

The National Mobilisation Programme has been established to look at the mobile equipment challenge. Its task is to make sure that the mobile devices clinicians will be using are available for health boards and trusts in the right size, in the right quantities, at the right time and at the best price. This also means that NHS Wales needs to ensure that there is robust infrastructure that will allow information to flow freely to and from those devices.

What is NMP doing?

Abertawe Bro Morgannwg and Aneurin Bevan University Health Boards are leading this work with Welsh Government. The programme has already seen significant investment to improve wifi in our hospitals last year across Wales with more work in the pipeline this year. The team has been running workshops across Wales this summer with clinical representatives to capture needs in order to understand both the mix (ecology) and number of mobile devices that will be required. This work is considering clinical roles and locations, in both the community and hospitals to support an investment case for Welsh Government to consider.

Another product of the programme will be a National Mobile Policy document that will be built collaboratively by the health boards and trusts to provide a 'Once for Wales' framework that all NHS Wales organisations can work with to deliver digital transformation using mobile technology. The programme, in fulfilling Well-being & Future Generations Act requirements is also looking at opportunities for working with other public sector organisations in Wales to repurpose devices when their NHS operational life is over.

How is NMP organised?

The programme reports to the National Informatics Management Board. There is a programme board with representation from all the main stakeholder bodies including LHBs, trusts and NWIS. The Senior Responsible Officers are Abigail Phillips, Head of the Healthcare Technology Programme, Department of Health and Social Services and Matt John, Interim Chief Information Officer, ABMUHB.

If you have any ideas and suggestions that will support this transition in your health board or trust, please email your clinical lead to share your feedback.

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