e-Nursing

A national project is underway to transform the documentation nurses are required to complete every day. The project will be standardising forms across NHS Wales and making them digital. The documents will use the same standardised nursing language to reduce duplication and give back time to care for patients.

Welcome to the first newsletter

We want to keep you informed and involved in this important project which forms part of a wider e–documentation programme across the NHS in Wales. This newsletter will give you an overview of the project, and introduce you to the people involved.

Why is it a priority to digitise nursing documentation?

We are all aware that the volume and complexity of nursing documentation across Wales has spiralled out of control to the point where in some cases it is up to 72 pages long for one secondary care patient admission.

Not only is it onerous to complete, it contains duplicated assessments and demographic information that patients and carers have probably been asked for several times across community, secondary and tertiary care settings. This can have a negative impact on nurses leaving them feeling frustrated that they need to duplicate documentation that detracts from the provision of direct patient care. This has frequently resulted in partially completed documents as cited in audit reports.

We want to produce standardised nursing documents across NHS Wales that follow a patient through their healthcare journey using the same standardised nursing language to reduce duplication and improve the patient experience and care.

Who is leading the project?

We have clinical representatives from every health board and trust in Wales. The project structure is designed to ensure our work is clinically led so we can develop a digital solution that is fit for purpose, patient focused and aligns to nursing process.

Chief Nursing Officer Jean White says:

"We all know that it is essential that we keep accurate patient records, not only to help assess, plan, deliver and evaluate care but as a legal requirement.

Unfortunately, the practice of keeping these essential records in paper form has become a burden and is taking front line staff away from care activities.

I am therefore delighted to see this national project of work to help improve the way we record and share information by embracing the opportunities that digitisation of records offers.

I genuinely believe this will make a tangible difference to members of the multidisciplinary team and to the people they care for.

I am pleased to welcome readers to this first newsletter on the digitisation of nursing documentation.

This is a challenging and exciting opportunity and I look forward to seeing how this programme will help us radically change our approach to record keeping.
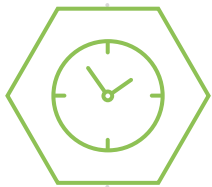
Good luck to all involved."

What documents are we looking at first?

As a starting point, the health boards and trusts nursing teams have determined that the first set of priority documents to be standardised and developed digitally in adult secondary care are:

- Unified Admission Assessment
- Falls Risk Assessment
- Skin Pressure Damage Risk Assessment
- Pain Assessment
- Continence Assessment
- Nutrition Risk Assessment
- Manual Handling Assessment
- Vital Signs

These have been chosen based on frequency of use, and those that have the biggest potential to improve patient assessment, inform care planning and enhance patient safety and outcomes. The standardisation is being taken forward through multidisciplinary and multi-agency collaboration with other healthcare professionals, ensuring evidence based and professional expert knowledge informs the work.

What are the project timescales?

The project aims to have the first set of prioritised documents available for health boards and trusts to start their implementations by the end of 2019.

Have your say

This is an exciting opportunity for you to be involved and to shape digitised nursing documents in Wales. We need to understand what the nursing community across NHS Wales want and need in relation to documentation, electronic devices and training. We will be sending out surveys to nurses and other stakeholders, as we need your input to make this a success. If you would like more information about the digitisation of nursing documentation, please contact your clinical nursing lead for the project in your health board/trust.

Introducing the team

Welsh Ambulance Services NHS Trust

Project Senior Responsible Officer: Claire Bevan, Director of Quality, Safety, Patient Experience & Nursing

Claire is the Executive Director of Quality, Safety, Patient Experience and Nursing in the Welsh Ambulance Services NHS Trust, a Registered Nurse with 36 years` experience working across Health Boards and Trusts in NHS Wales and holds a MSc in Leadership for Health Service Improvement.

Claire has demonstrated full commitment and positive focus to work with colleagues across NHS Wales and key partners to make this project a success, representing Nurses and the Directors of Nursing across Wales.

All Wales
Contact: frances.beadle@wales.nhs.uk

Fran Beadle: National Clinical Informatics Lead (Nursing)

Fran is a registered nurse who holds a MSc in Health Informatics and is currently employed by NHS Wales Informatics Service to advise on the standardisation and digitalisation of nursing documentation across Wales.

Previous experience includes advising in the development of nursing documentation standards, policies and guidelines at local and national level to support the provision and delivery of safe effective care. Fran's unique mix of nursing knowledge and technical ability have translated into transformation improvements for patients and clinicians.

Aneurin Bevan University Health Board
Contact: Helen.Dinham@wales.nhs.uk

Helen Dinham: Clinical lead

Helen commenced her career with Cardiff and Vale University Health Board undertaking roles in surgery and recovery, and progressing to senior leadership roles within theatres. On completing her MSc (2002) Helen became Honorary Lecturer at University of Glamorgan.

In 2017 Helen was appointed Clinical Informatics Lead Nurse, ABUHB.

During her career Helen has received many awards including Royal College of Nursing Chief Nursing Officer Award (2013), British Journal of Nursing Nurse of the Year Award (2014) and Bevan Prize for Health and Wellbeing (2014).

Abertawe Bro Morgannwg University Health Board
Contact: Paul.Rees3@wales.nhs.uk

Paul Rees: Clinical lead

Paul has been a nurse for 32 years, the majority of this time has been spent working within critical care environments. For the past 20 years he has worked within Cardiothoracic Surgery, the past 8 years as the Matron for that service.

His interests professionally centre around acute illness, and also how we can improve systems that can advance general ward/unit management. A totally integrated, interoperable and interdisciplinary system would be Paul's vision, he realises this may need to be incremental, however he believes it to be achievable.

Betsi Cadwaladr University Health Board

Contact: rachael.robins@wales.nhs.uk

Rachael Robbins: Clinical lead

Rachael Robins from Betsi Cadwaladr University Health Board is a Registered Nurse, with a clinical background in Learning Disability Nursing. Her career took a different direction with the opportunity to get involved in the development of Integrated Care Pathways, and then the 1000 Lives Transforming Care initiative, allowing Rachael to develop skills and knowledge of Quality Improvement.

More recently Rachael has been working in close collaboration with the Informatics Team, to develop digital dashboards for clinicians to drive the use of data for improvement, and is currently interim Chief Nursing Information Officer.

Betsi Cadwaladr University Health Board

Contact: jane.brady@wales.nhs.uk

Jane Brady: Clinical lead

Jane has worked in the NHS for nearly 20 years. She attended Bangor University where she completed her nurse training and qualified as an RN (Child) in 1998. After completing her nurse training Jane worked on the Children's Ward at Betsi Cadwaladr University Health Board and worked her way up to the role of Sister / Practice Development Nurse.

In August 2015 Jane was seconded to the projects team as a nurse lead on a SBRI Nursing Project. Since 2016 Jane has worked for the Informatics department within BCUHB as part of the Programmes and Clinical Systems team as an Assistant Business Support Manager. Jane has recently got the role of Senior Lead Nursing Informatics Specialist for BCUHB and is looking forward to being involved in the All Wales Digitisation of Nursing Documents Project.

Cardiff & Vale University Health Board

Contact: Lynda.Jenkins2@wales.nhs.uk

Lynda Jenkins: Clinical lead

RGN, BSc (Hons) Nursing; MSc Infection Control. Lynda is a Registered Nurse with over 30 years' experience and has held operational nursing management, specialist and corporate nursing roles at Cardiff and Vale University Health Board. Her most recent post, Standards and Professional Regulation was the catalyst for her interest in improving nurse documentation, not just what nurses write, but to improve the quality and reduce the variation and number of documents that they are expected to complete.

In her spare time, Lynda enjoys all outdoor activities, especially body boarding and cycling, with her greatest achievement to date being completing the Carten Cardiff to Tenby cycle ride.

Cwm Taf University Health Board

Contact: mark.townsend@wales.nhs.uk

Mark Townsend: Head of Clinical Audit & Quality Informatics

Mark is the Head of Clinical Audit and Quality Informatics within Cwm Taf University Health Board (CTUHB). 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.

Hywel Dda University Health Board

Contact: Judith.C.Bowen@wales.nhs.uk

Judith Bowen: Clinical lead

Judith trained as a Registered nurse in Reading. Her post registration experience enabled Judith to be appointed into a Clinical Nurse Specialist role where she successfully re-established and developed a multi-disciplinary integrated Continence Service across secondary, primary and third sector agencies. Judith is Senior Nurse for Professional and Practice Development within Hywel Dda University Health Board, a specific focus for this position is nurse record keeping, documentation and professional principles for practice; as well as enabling nurses to utilise Information technology systems to analyse practice related outcomes in order to benefit practice development and patient care.

Powys Teaching Health Board

Contact: caroline.pears@powys.gov.uk

Caroline Pears: Clinical lead (shared)

Caroline studied at the University of Glamorgan and at the Open University gaining qualifications in Health and Social Care, Leadership and Management, Business and is Prince 2 qualified.

She has worked for public services for over 24 years, 19 of which she has been working with frontline services developing practice and evidence based systems. She found her passion supporting development of frontline services for health and social care, easing pressures on staff and supporting clients wherever possible through the use of technology.

Most recently she has worked as the programme manager responsible for the rollout of the Welsh Community Care Information System (WCCIS) for Powys County Council and Powys Health Board.

Velindre NHS Trust

Contact: Christian.Smith2@wales.nhs.uk

Christian Smith: Clinical lead

Christian completed his nurse training at the Queen Elizabeth School of Nursing, Birmingham, where he qualified in 1995. He holds a BSc in Cancer Care and MSc in advanced practice, and is a qualified non-medical prescriber. He continues in clinical practice providing support and prescribing systemic anti-cancer treatment for urological and lung cancer patients.

Christian has 20 years' experience within both the inpatient and outpatient setting. This wealth of knowledge will help inform the digitisation of nursing documents to incorporate a system wide approach.

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Transforming Nursing to Digital Ways of Working

OUTCOME 2020
- Document Once
- Automated Reporting
- Improved patient/user experience
- Better Record Keeping
- Streamline Documentation
- More Time Back at Bedside

CURRENT SITUATION
- Manual Auditing
- Poor Documentation Compliance
- Repetitive Questions
- Time Consuming
- Duplication

RESEARCH THE ISSUE
- Identify Best Practice
- Identify Barriers & Benefits
- Analysing existing documentation
- Survey Nurses

METHODOLOGY
- Multidisciplinary Working
- Nurse Driven Design
- Standardisation Workshops
- Collaboration

ADDRESSING THE PROBLEM
- Review Equipment Requirements
- Recruit Nursing Informatics Leads
- Set up Project Team
- Welsh Government Funding

PROPOSAL
- Welsh Government
- CNO Wales
- Nurse Directors
- National Clinical Informatics Lead Nursing (NWIS)