

Action Station Trolley to Improve Quality and Performance on Wards Rounds

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Problem

Doctors were walking back and forth to collect notes and stationery. Patients were being seen “one by one”. There were many “non productive” walks with a lot of wasted time.

Analysis

Up to 250 doctor journeys on a ward round of 25 patients could be reduced to 40 doctor journeys, by use of an “Action Trolley” and the unique “AMU Whiteboard” software.

Strategy and Measurement

Initially we used an old electrician's trolley to carry notes and stationery. This was so successful that we had a bespoke “Action Trolley” made for us by Sunflower Medical. We have cut the number of non productive doctor journeys. We can review patients in groups by discussing the cases in advance and making notes on the ward rounds lists printed from AMU Whiteboard. We immediately found we had more time at the bedside for the patient consultation and to fill in forms, write up notes, discharge notification etc “Just in Time”. The duration of the rounds has remained the same. We have freed time to do “Safety and Quality Checking” (see Poster 323)

Effects of Change

Independent observers have commented that “The rounds are the most organised I have ever seen” and “The rounds are so calm and in control”. The Consultant (GC) has noted how much more active all team members are, how the team holds together around the trolley, and how comprehensive the patient review has become. Nurses and Ward Clerks appreciate the ease of access to the notes, and the nurses now keep their files with the medical files. Juniors say “We now only need to do one round, not another after the Consultant Round. Ward rounds feel better organised.”

Action Stations!

The trolley is now being produced commercially.

Message to Others – “Think, why did we use those old trolleys? Try one of these!”