

FRESH APPROACH TO QUALITY IMPROVEMENT

CRT Health worked with a busy acute elderly care ward at Mid Yorks Hospitals to deliver a patient focused quality improvement programme. The Elderly Care teams were experiencing issues attracting new staff to their wards and also retaining their current staff. The simple bundle of change delivered by CRT Health sought to increase the current staff morale, whilst allocating the resources available to provide safe staffing ratios across the ward. The lasting impact of the pilot has been to make the ward a better, safer and happier place to be for staff and patients.

Understanding the challenge

Lisa Ellio, Head of CRT Health, collected and analysed subjective and objective evidence before, during and after the trial. With the main issues identified, a workshop involving staff from the hospital wide elderly care teams, discussed the areas of concern and scoped out a new staffing structure and new procedures that would tackle the issues head on.

Cut through waste to find time

Removing wasteful processes and redesigning their routines, the team rediscovered a precious resource – time.

The increase in time reduced the teams stress levels and let them fall in love with their roles again.

By engaging the teams in the process they achieved greater commitment to the pilot, and designed a service that worked with the unique practicalities of the particular ward.

A brighter future

The success of the pilot has seen the new practices adopted as part of everyday working practice. New processes such as daily sit down MDT meetings, efficient drugs rounds and coordinated team structures maintain the positive outcomes. The pilot implemented significant operational changes to ward procedures, in order to deliver-

- A positive atmosphere in which everybody feels secure;
- Improved ward staff morale & job satisfaction;
- Better communications between multidisciplinary teams.

Ensuring safer staffing has led to safer care, with a reduction in falls and pressure ulcers evidenced at the trust.

“Understanding how the ward operated, using the data CRT captured to steer our thinking, we designed a new model the whole team could get behind. The difference has been amazing. The atmosphere has changed, and is commented on by regular visitors to the ward.”

Claire Boothroyd, Ward Manager



Want to know more?
Call us on 024 7660 8832
or email info@crtviewpoint.com

ViewPoint 
by CRT