

### 3 September 2018 – Special Edition – CHT Focus on Care Awards

CHT held its annual Focus on Care Awards Ceremony on 31st July

Dr Lynne Lane who chairs the Board Quality, Health and Safety Committee opened the event and acknowledged the role of her fellow Board Members Robyn Beguely and Raewyn Lovett who, with Lynne, judged the awards. In describing the importance of the awards at CHT Lynne said:

*“Our collective role is to make each and every one of our residents feel welcome and safe from the day they arrive “as a new family member”. Most of them will be moving into an unfamiliar environment, full of strangers and new routines. They will be feeling highly vulnerable and many know that it's where they will end their lives. Many also have complex cognitive and/or physical health issues that will need our expert help to manage well. Their families also find this transition for their loved-ones challenging. Many will be anxious about whether it was the right decision, and fearful about what lies ahead.*

*They are all putting their trust in CHT to deliver on its promise to take great care of them. It's a big responsibility!*

*We all know that to take great care of each and every one of our residents, and to continually innovate and improve how we do it, takes **great leadership, specialist expertise, compassion, dedication** and a lot of **hard work**.*

*As judges of the Annual Focus on Care Awards, we are privileged to gain an insight into how seriously you take this responsibility. We see how hard you are working as individuals and collectively to improve the consistency and the quality of care provided, so that eventually all residents and family members will know that they made the right choice in making CHT their home.*

*All those involved in submitting entries are acknowledged for your dedication to go the extra mile over and above your routine work. I congratulate all of you for your efforts to deliver on our promise to provide great care.”*

#### Unit Focus on Care Merit Award (CHT Royal Oak)

CHT Royal Oak won the Unit Focus on Care Merit Award for their Cognitive Stimulation Therapy (CST) programme led by Alexandra Oroanu (HCA) and Ayako Oyama (Activities Coordinator).

CST was implemented at CHT Royal Oak with a group of residents with mild to moderate dementia scoring 15 or more on the Mini Mental State Examination (MMSE).

The details of the programme were captured on a large poster.

It was noted that residents had improvements in mood, confidence and concentration. The part of the programme concentrating on reminiscing brought back good old memories. Residents reported feeling more involved and engaged in the life of the facility and learnt to accept others who were different.

They reported feeling more comfortable and relaxed and that the activities were meaningful and kept them in touch with the world.

The judges liked how this programme brought together a range of common activities in care facilities into a coherent and structured programme with a very clear focus on Cognitive Stimulation.



Alex Oroanu Ayako Oyama receive their award from Lynne Lane and Max Robins

### Focus on Care Unit Award (CHT Hillcrest)

CHT Hillcrest's Falls Management programme provides an excellent example of how quality data can be used to inform an initiative that freed up staff time to care and used this time more effectively resulting in better outcomes for residents.

Falls data was analysed to determine the time of day when falling was most frequent. The investigation revealed that this occurred at evening handover time.



*Stuart Manning collected awards on behalf of his unit staff at CHT Hillcrest and CHT St Margarets who were not able to attend the ceremony. Photographed here with Max Robins and Lynne Lane*

Handovers were changed from reception or the staff room to residents' lounges so that HCAs were present in the lounge at handover time and could observe residents who were most at risk of falling.

Daily plans were developed to specify times when registered nurses would go around the facility to check on residents.

Falls were monitored to understand the reasons for falls and identify other interventions that could prevent falls.

The entry included a trend analysis indicating the decline in falls rate.

The judges were impressed that this entry demonstrated the use of data to narrow the scope of the problem and changes in practice that were simple but had a significant impact.

### Unit Merit Award for Continuous Clinical Improvement

The need for this programme was identified by the Unit Manager of CHT Hillcrest when 6 out of 10 registered nurses employed on the site had no New Zealand Nursing experience and most were new graduates.

Historically CHT has not employed new graduates and our orientation programmes were geared for more experienced nurses. The changing nature of our workforce meant that we are increasingly employing less experienced staff.

The manager arranged for CHT staff to enrol on the DHB Ko Awatea training hub and identified eight on-line training sessions that would be most suitable for inexperienced nurses entering aged care. These modules were included in a broader training programme. The access to Ko Awatea was then granted to all CHT nurses. The judges considered this to be an excellent initiative that responded to an immediate problem by developing and applying a system that had wider and ongoing application.

### Unit Award for Continuous Clinical Improvement (CHT Royal Oak)

This programme was initiated following a spot audit at CHT Royal Oak in May 2017 where discrepancies in documentation of wound care resulted in a partial attainment. A focus group was set up and a questionnaire developed to assess registered nurses' current knowledge of wound care. Once the baseline level of understanding was determined an educational programme on effective wound care was introduced. The programme was set out on an A3 poster for quick reference. The overall programme improved the confidence amongst registered nurses in managing wound care.



*Sharmila Devaraj with Lynne Lane and Max Robins receiving the Continuous Clinical Improvement Award on behalf of CHT Royal Oak. Sharmila was also CHT Manager of the Year.*

The judges saw many elements in this entry that made it worthy of the award. The unit set about addressing an unsatisfactory audit finding by looking for the underlying cause. Research was conducted into the application of knowledge into practice and a programme developed taking the research findings into account.

The programme was well structured and presented in a very clear and understandable way and a pre and post programme evaluation carried out to determine the programme's effectiveness. It was an excellent example of application of the continuous improvement cycle.

### **CHT Registered Staff Merit Award**

(a) Registered Staff Therese Tating - CHT St Johns and Rajbans Kaur - CHT Hillcrest

The judges decided that two entries were worthy of merit awards this year, showing a commitment to using data to inform a process of continuous improvement.

One of the winners wrote a case study on falls management. The case study described the main lounge continuous watch programme for a resident. A range of interventions were used to reduce the incidence of falls and to minimise the effect of falling.

The second entry was broader in scope reviewing all of the incidents reported in monthly KPI reports focusing on falls and physical assaults and using time of day when the event occurred as a point of entry into better understanding the factors that may have contributed to the adverse events.

In judging the awards this year, the judges were impressed that across the full range of awards staff were using the elements of the continuous improvement cycle based on adverse event data to inform their projects and evaluate outcomes. These case studies provide good exemplars of this process.

(b) Registered Staff - Focus on Care Award - Anu Mathew - Registered Nurse - St Margarets

This entry was an excellent case study on the care of a man who was admitted to the facility with Lewy Body Dementia. The resident had complex conditions and there were significant difficulties in managing his behaviour.



*Stuart Manning accepting on behalf of Anu Mathew and Therese Tating receiving her award from Lynne Lane and Max Robins*

The case study clearly set out the resident's medical history and diagnosis, investigations and nursing assessment. The issues being addressed were clearly identified and specific objectives set with reference to CHT policies. The plan of care identified the steps that were taken to manage the residents care and changes made as his condition changed. The final evaluation identified that his current placement was unsuitable and he required a different level of care. The case study concluded with reflection on the broader application of the approach and on key learnings.

The judges considered this case study provided an excellent exemplar of an effective nursing process with clear planning, revision of plans and reflection. A very worthy winner of the registered staff award.

### **CHT Focus on Care Unit Manager Award**

This year's winner is an excellent role model who not only achieved excellent results across all of the management KPI's but also demonstrated a very strong commitment to continuous quality improvement. With a unit winning entry and unit merit award in this year's Focus on Care Awards, for the second year running our Focus on Care Unit Manager Award goes to Sharmila Devaraj.

I would like to thank all of the staff who participated in our Focus on Care Awards programme and congratulate the winners. It takes considerable effort on top of normal workloads and reflects a deep commitment to improving care of our residents and working life for our staff.

Max Robins  
Chief Executive