

# Improving the care experience at Surrey Memorial Hospital

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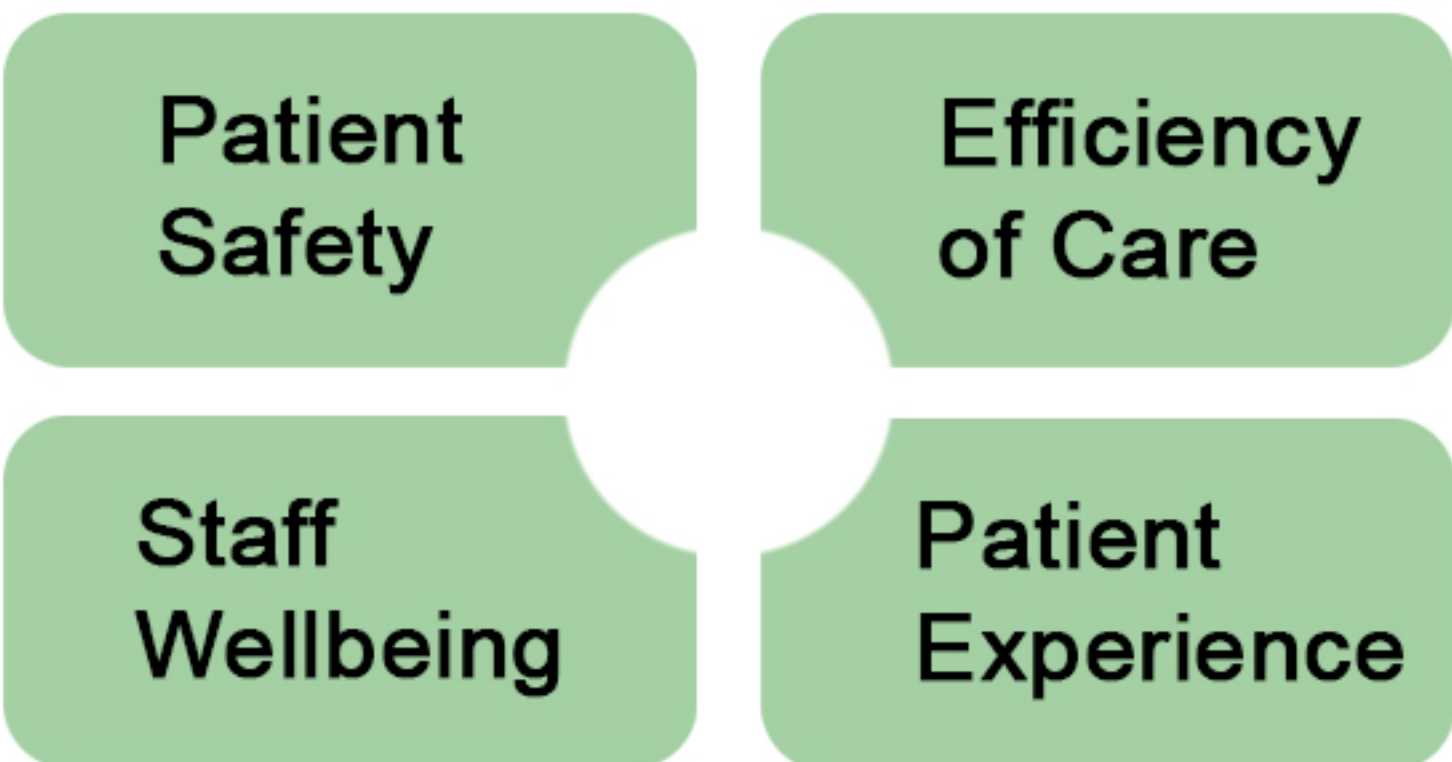
## AIM

To increase the time spent providing direct care at patients' bedsides.

## BACKGROUND

Fraser Health embarked on its Releasing Time to Care (RT2C) journey in Fall 2016. The RT2C model builds capacity and empowers front line health care teams to conduct Plan-Do-Study-Act cycles to improve the patient, family and staff experience.

RT2C targets four core areas:



One of the units selected for piloting RT2C was 5W, a 44 funded bed complex care medical unit at Surrey Memorial Hospital.

## METHODS

Utilizing RT2C, the 5W team learned how to plan, implement and evaluate small tests of change. The team now involves 11 engaged staff, including clinical nurse educators, patient care coordinators, registered nurses, infection prevention practitioners and a unit manager. With the guidance of clinical practice and quality improvement consultants, the team identified key performance indicators to focus on within the core areas.

These were some of the strategies used to determine the unit's baseline status, share PDSA cycles, set collaborative goals and discuss next steps.



**Safety Cross Calendars**  
Real-time data collection tool



**Surveys & Chart Reviews**  
Administrative data collection tools



**Spaghetti Maps**  
Step mapping and timing tool



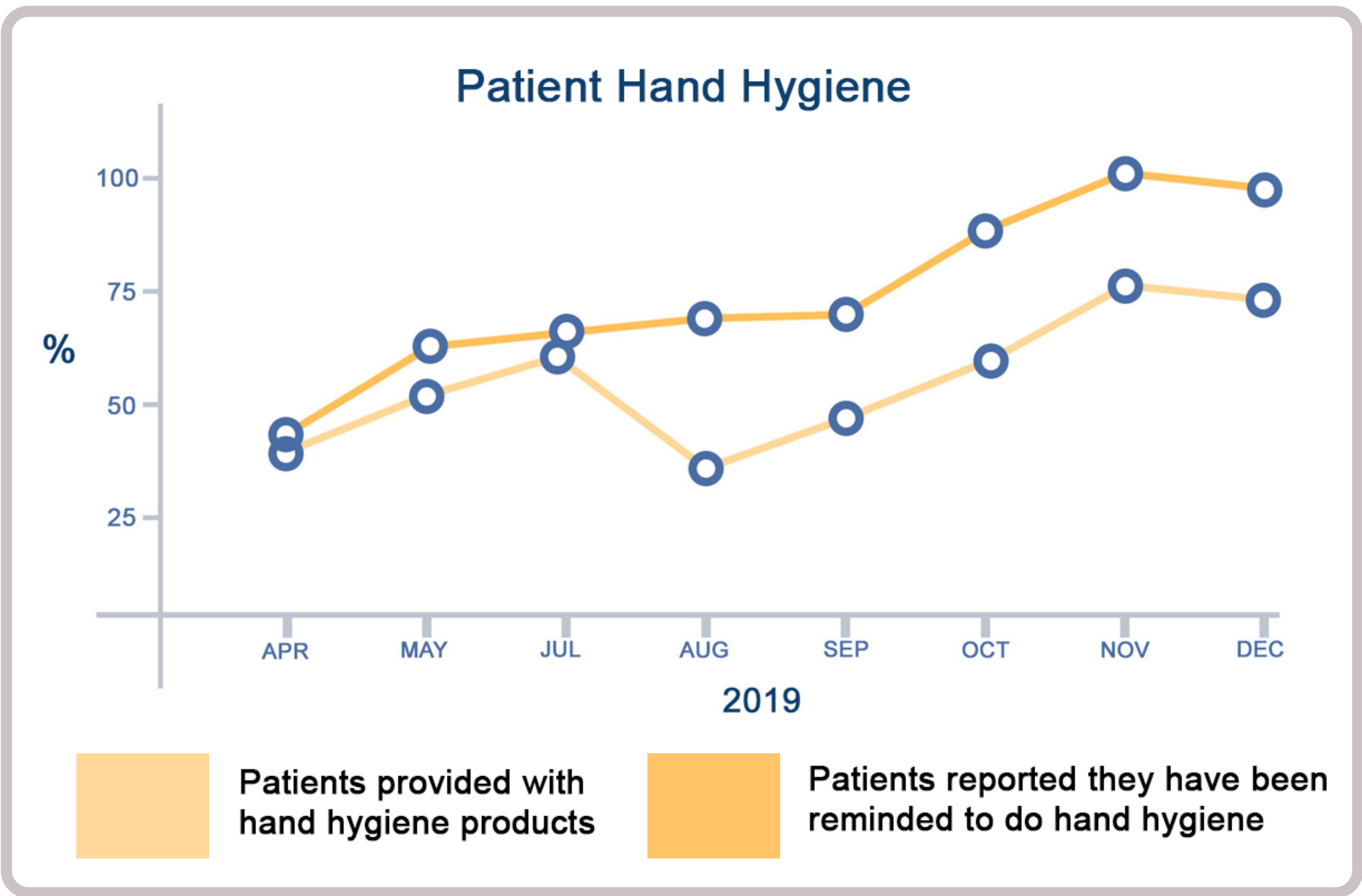
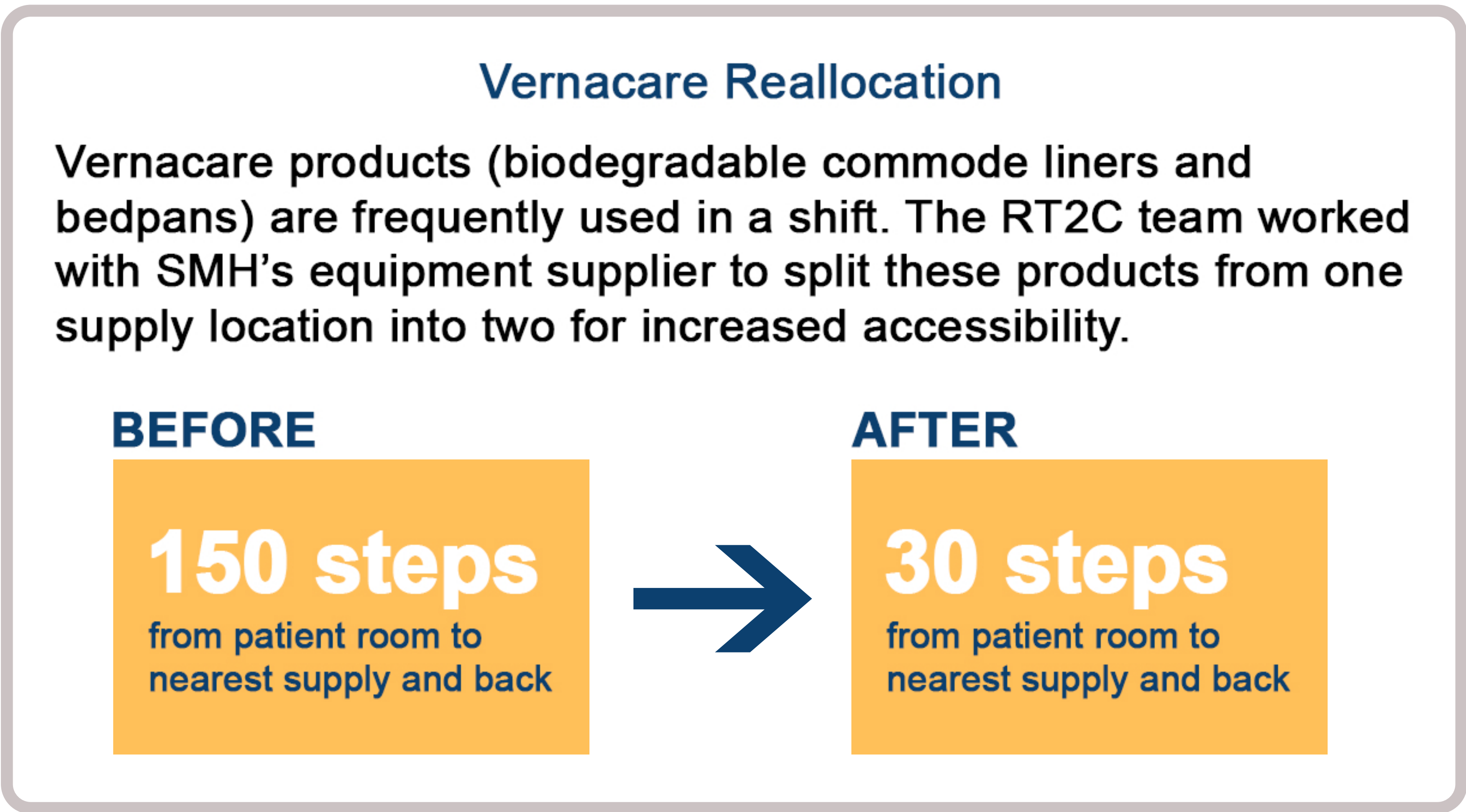
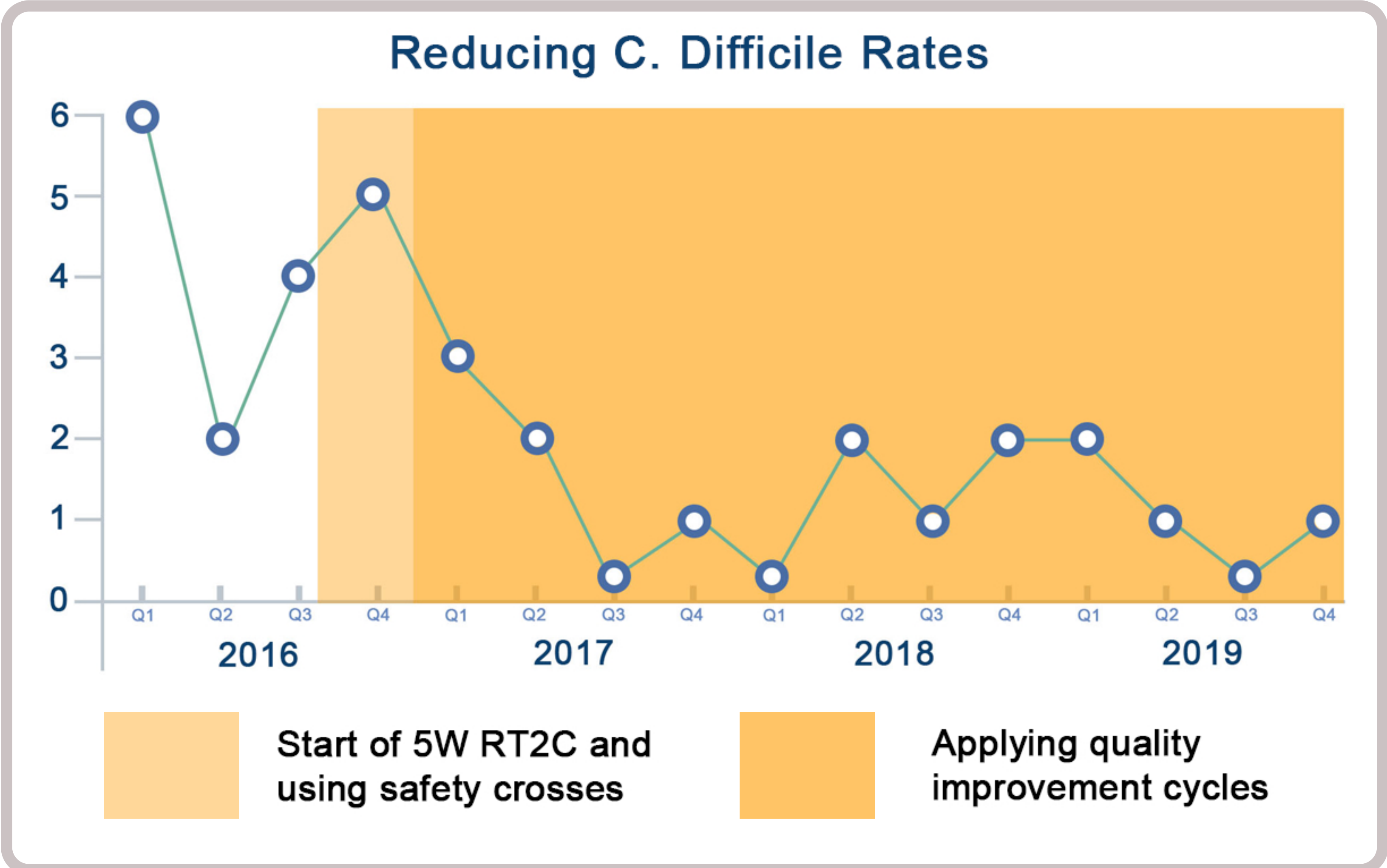
**Knowing How We're Doing Board**  
Visual representation of data



**Team Huddles**  
Weekly meetings to discuss next steps

## KEY RESULTS

The 5W team has experienced a culture change. The team has ebbed and flowed through improvement apathy, staffing changes and improvement gains and losses. These are some highlighted projects by 5W in the last 3 years.



## LESSONS LEARNED

- Invite patients, families and staff members to huddles. Everyone has valuable knowledge and experience to share.
- Capture real time data to support quality improvement initiatives and improve patient quality care.
- Use a frontline approach to identify and solve problems. This enhances engagement and is the key to successes.

## NEXT STEPS

### Hand Hygiene Compliance

Improve hand hygiene compliance through audits and education. 5W is in competition with other units to see who can achieve the highest hand hygiene observation rate.

### Staff Recognition

Highlight a staff member every month for their hard work and dedication on the 5W recognition board — where staff and families can express their appreciation.

### Equipment Reorganization

Reorganize the location of frequently used equipment so that they are more easily accessible.

### Team Sustainability

Invite new members to join the team, including licensed practical nurses, allied health, unit clerks, and patient partners.

## ACKNOWLEDGEMENTS

We appreciate the patients, families, staff and leadership of 5W and the quality department at SMH. It is with your dedication to an exceptional person experience that makes this work possible.

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