

Showering Process Improvement Lentor Health Nursing Home (MacPherson)

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Introduction/Background

Lentor Health MacPherson Nursing Home started its operations in August 2023. A large group of care staffs unfamiliar with local nursing practice were hired, hence the need to establish a routine and standardized process. The new work process will also help to foster better teamwork and care for our residents. Specifically, the team has recognized showering process as a high repetitive and time-consuming daily activity in the Nursing Home (NH), offering opportunities for improvement and standardization.

Goal/Objective

- The project aims to:
1. Reduce time taken to prepare showering items till transfer of resident to bathroom during morning shift
 2. Prevent injury/ incident of resident and staff due to showering process
 3. Promote resident well-being and cooperation in showering

Problem Analysis

The **A3 thinking framework** and **Plan-Do-Study-Act (PDSA)** were applied to guide the project team in this improvement journey.

At the **initial stage**, Project lead and members, stakeholders (operations department) met and analysed showering process with guidance from AIC in June 2023 before operation:

- o Set goals and indicators for the showering process
- o Understand staffs' perception of 'As Is' state of showering
- o Roles of staffs from preparation to shower process determined
- o Logistics of shower process listed and itemised
- o Support role of housekeeping determined

Also, in the **analysis** of the showering process, project team participated in the mapping of the **'To Be' state**. (Figure 1).



Figure 1

A **rapid experiment** was then conducted in the pilot ward (Level 3).

- o Simulation of 'To be' state of shower for 'resident' with transfer device.
- o Discuss Infection Control Practices (IPC) and safety issues.
- o Discuss housekeeping and showering schedule.
- o Discuss staff attire when assisting in showering and hoist transferring training.
- o Time recorded from preparation till transfer resident to bathroom was approximately 10 mins for each resident.

Implementation Plan

From the debrief of simulation, staffs concern and process enhancements were then translated to **Action Plans**.

Subsequently, 2 **Job Instructions (JI)** (Figure 2) for Showering were also created. Senior staff will use the job instructions to provide guidance to their new staff. It also ensures the job consistency for each staff performing the same task to the same requirements.

JOB INSTRUCTION			JOB INSTRUCTION		
Operation	Sub-operations	Personnel/Equipment/Parts/Tools/Materials/Related Documents/Forms	Operation	Sub-operations	Personnel/Equipment/Parts/Tools/Materials/Related Documents/Forms
Showering for residents by Cluster (7 Day)	For Showering Residents who are using commode and shower trolley	JIS No. - JI_Showering_02 JIS Rev: 00 Effective: 01 November 2023	Preparation of showering items by Cluster (1-1 day)	Preparation for Showering Residents who are using commode and shower trolley	JIS No. - JI_Showering_01 JIS Rev: 00 Effective: 23 October 2023
MAJOR STEPS (Advances the JIS)	KEY POINTS (Quality, Safety, Infection etc.)	REASON/SREF (Why)	MAJOR STEPS (Advances the JIS)	KEY POINTS (Quality, Safety, Infection etc.)	REASON/SREF (Why)
1. Active in ward	1) Staff in company uniform.	Resident can identify staff	1. Prepare the following	1) Take towels and cloths	12 towels per cluster Cloths based on resident's size
2. Check showering schedule	2) Confirm job role based on resident and partner arrangements.	Staff in aware of their job arrangements.	a) From South / North Wing Cabinet	2) Take Resident's clothes and toiletries (toothbrush, toothpaste, soap, hair brush)	Resident's clothes should get into missing buttons or tag
3. Prepare items for showering	3) Check Medication, Topical and barrier creams are not expired.	Chemicals are not expired, ensure are in place before use.	b) From Resident's Cabinet	3) Towel on top	Resident's clothes should get into missing buttons or tag
4. Take Topical, barrier creams and moisturizer from 'Typical cream' cupboard	4) Put on top of shower basket.		c) Arrange in Shower Basket in the order as shown.	4) Prepare daily Showering Schedule	2 staff (1 Senior and 1 Junior) per showering task
5. Check condition of commode / shower trolley	5) Wheels, safety belt and overall condition of commode/shower trolley is working	Safety of resident, IPC and to keep staff clothing dry	d) Place ready-packed Shower Basket on top of each resident's cabinet		
6. Take soap from utility room	6) Washable shower room. Soap to clean	Easy reach of items when required			
7. Transfer resident	7) Use mobile hoist / put slide and slide sheet when transfer resident	Resident's cooperation			
	8) Both staff to transfer resident to commode shower tray	Ability to resident and staff during transfer			
	9) Put on safety belt for resident	Accountability of clothing while the shower room and to keep resident's clothing dry			
	10) Staff to take the shower basket				
	11) Place shower basket on shower rack				

Figure 2: Job Instructions on Preparation of Showering Items & Actual day of Showering

Benefits/Results

BEFORE	AFTER
Residents for morning shower is clearly indicated for the nurses caring for each wing (6 cubicles). Staffs were not assignment to showering routine, the process is often confusing and disorganized.	Residents for morning shower is clearly indicated for the nurses caring for each wing (6 cubicles). Staffs assigned to sections 1-2 days before. Currently cubicle nursing is practiced, eliminating the need to assign shower staff. There is better relation and communication among resident and staffs, reducing the confusion of shower sequence.
	Clear preparation process in place
	<p>Evening shift</p> <ul style="list-style-type: none"> • prepares towel, resident's clothes, d bundle them and place it in resident's cabinet for Morning shift. <p>Night shift</p> <ul style="list-style-type: none"> • Brings out the topical creams tray from locked cabinets for Morning shift. • Prepares the sponging trolley. • Ensure shower chair and shower trolley is clean for use, shower trolley is placed outside the specific cubicle. <p>Morning staffs assigned to cubicles collect prepared items and assist shower</p> <ul style="list-style-type: none"> • Staff collect fresh linens for distribution, topical creams tray to be placed in shower room on the new rack installed. • Transfer resident to shower chair, with resident bundle and toiletries. • Housekeeper assist to maintain floor dry. • Dirty and soiled laundry has separate receptacles
Staff wear slippers when assisting shower, at risk from falls and toe injury from shower trolley wheels.	Safe non-slip shoes for showering with toes protection made available for staff

Qualitative feedback

- o Reduce staff confusion during showering.
- o Staff better able to manage time when there is a well-defined routine.
- o Residents more cooperative with shower when there is an established routine.

Quantitative results

- o **50% time savings** is achieved when all staff adhere to process (10 mins to 5 mins time taken to prepare till transfer residents to bathroom was observed)
- o No incidents of residents / staff injuries related to showering were observed till date

Sustainability & Reflections

To meet objectives set

- Improve staff adherence to the process.
- To work on dissemination of shower JI in wards to ensure staff buy in.

Sustainability

- To improve communication of JI to care staffs.
- Gather feedback, review & refine process.
- Improve staff awareness on benefits of process, develop on-board training.

Positive project outcome

- Discussion & Support from Operations – housekeeping, laundry and safety shoes.
- Staffs who are actively involved in project, learn organization and teamwork, provide insight and constructive feedback.

Learning from the project

- Establishing work process is important for work efficiency, enable new staff to settle in ward routine and corporation from resident.
- Staff ownership and active participation in such improvement project is important to ensure practice and sustainability.
- Sponsor support and motivation fuel the learning process in such projects

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