

ADTN, 'Admission, Discharge, Transfer Nurse', as enablers for key ward activities

Leader: Sow Chun, Assistant Director of Nursing

Research

Clinical Care

Education

Multiple roles of RN

Prepare patient for Op/ procedures

Patient/family information/ Education

Venepuncture

Checks

Deaths

Documentation

Call bells

Ward Transfers

Fall risks

ICU Transfers

Admissions

PR, TLC

Discharges

Bedside care
Expectations 'error free'

Administer Rx

Post Op /Procedures care

Trendcare

Auto-trigger

- Ongoing inpatient care
- Medication rounds
- Handover
- Supervision of junior staff
- Doctors' round

Cope with Changes

Ill patients & monitoring

Escalation

Supervision of juniors

Phone enquiries

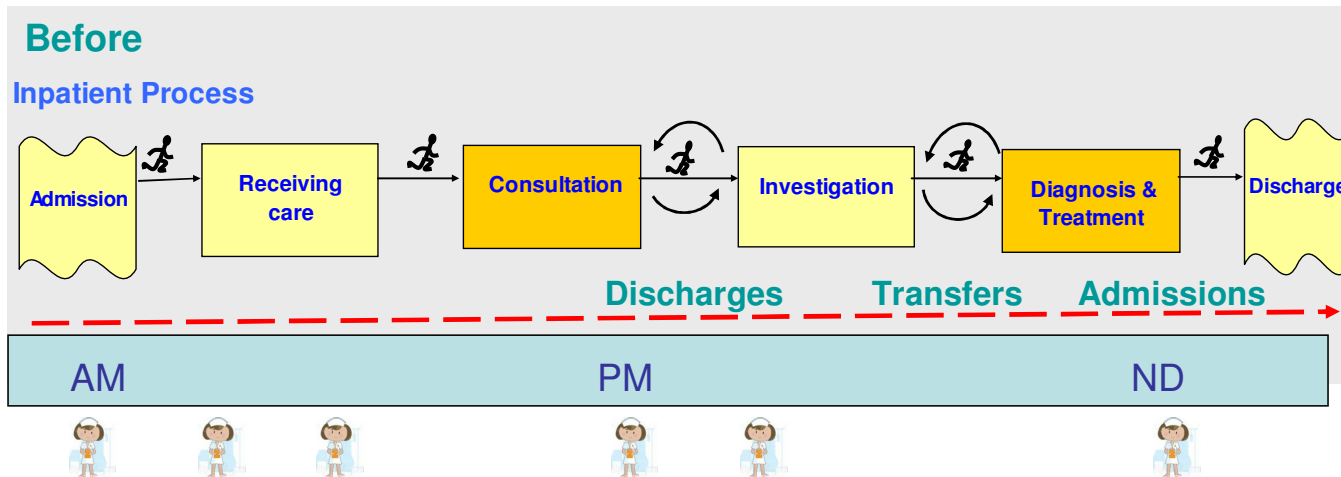
Raise e-HOR



Before ADTN

| 2009 | Mar | Apr | Total | Ave |
|------------------------|-----|-----|-------|------------|
| Wd 53 (Medical) | | | | |
| Admissions | 271 | 223 | 494 | 247 |
| Discharges | 263 | 249 | 512 | 256 |
| Transfer in | 46 | 60 | 106 | 53 |
| Transfer Out | 46 | 28 | 74 | 37 |

| 2009 | Mar | Apr | Total | Ave |
|------------------------|-----|-----|-------|------------|
| Ward 54 (Ortho) | | | | |
| Admissions | 223 | 210 | 433 | 217 |
| Discharges | 192 | 196 | 388 | 194 |
| Transfer in | 37 | 38 | 75 | 38 |
| Transfer Out | 62 | 60 | 122 | 61 |



Discharges, Admissions, Transfers happened from **afternoon** onwards.

Late discharges= Late admissions & transfers
 Resulting in:
 Bottleneck at EMD, & Overburdened PM and ND staff.

Feedback from NUH nurses:

Ward 42 & 53

ADTN is a must

Very helpful to the RN

Reduces RN workload, improves workflow and coordination of care

Facilitates early discharges and admissions

RN can focus on patients assigned to them, attend to the both urgent tasks and “passive” patients

RN can stay in ward as ADTN helps with patient transfer

ADT progress...

| ADTN Progress and key process | |
|-------------------------------------------------------------------------------------------------------------------------------|------------|
| ADT Nurse endorsed at Nursing Ops | Nov 08 |
| ADTN is a part of roster and assignment planning. | Nov 08 |
| Update ADTN in Trendcare as: Clinical-In Dept" | Nov 08 |
| Plan discharge, projecting the date/time of discharge | Nov 09 |
| Auto-trigger in General Wards (no phone-call from EMD) | Feb 09 |
| Internal audit on actualised discharge | Apr/Sep 09 |
| Review ADTN Jun 09 | Jun 09 |
| Results tracking: Ward NMs/ADTN able to access to admission & discharge report (Intranet) and Discharge analysis in Trendcare | Aug 09 |
| Trendcare entry of late Discharges after 12 Noon | Aug 09 |
| Updated ADTN status & Discharge analysis report with ADONs | Oct 09 |

Recipe Card: Role of Admission, Discharge, Transfer Nurse (ADT N)

Admission



Discharge



ADT N

Update Trendcare:
ADT hours to capture
in: 'Clinical-In Dept'



Transfer

Objectives:

- No 'flow stopper' for Admission, Discharge and Transfer of patient.
- ADTN is part of the nursing team for key activities to flow enabling the Ward nurse to focus on their assigned patient. ward.

Role and Responsibilities

(Trendcare updates as 'Clinical-in Dept' hours)

Admission:

- Prepare for new admission (eg drip stand, infusion pump etc)
- Receive patient from EMD, SOC & transfers
- Complete Nursing Assessment
- Handover new admission to assigned RN

Discharge:

- Identify patients who are for discharge.
- Check all discharge documents are initiated by ward HO by 1000 hours
- Plan and organise patient discharges (eg discharge documents, TCU, medications etc)

Transfer:

- Identify patients who are for transfer during the shift (simple, short stay patient only).
- Obtain report from assigned RN regarding the transfer patient.
- Facilitate the transfer as soon as possible.

Notes:

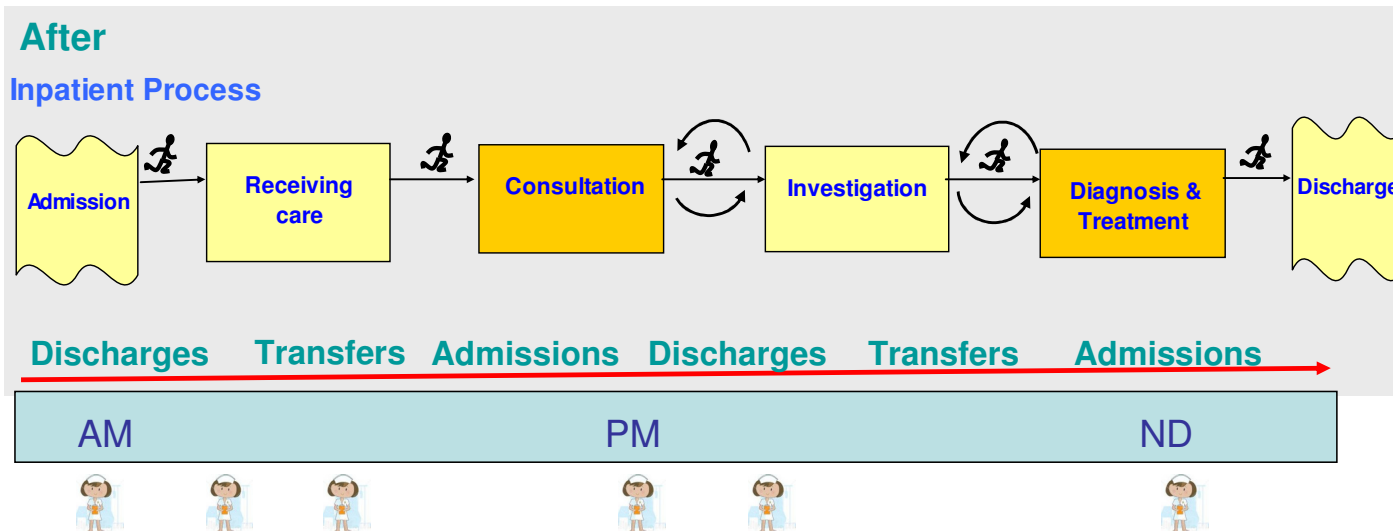
- When no Admission, Discharge or Transfer for the shift, the ADT Nurse to help with ward routine, patient education etc...
- When more than one new Admission, Discharge or Transfer, the ADT Nurse will need to prioritize and plan her work with the assigned RNs.

Selection Criteria For ADTN

- RN I and above.
- Familiar with hospital workflow.
- Good interpersonal and communication skills
- Technically skilled and competent
- Able to collaborate with internal and external customers.
- Initiates admission, discharge and transfer for patients

Good EN could be trained to ADTN

After ADTN



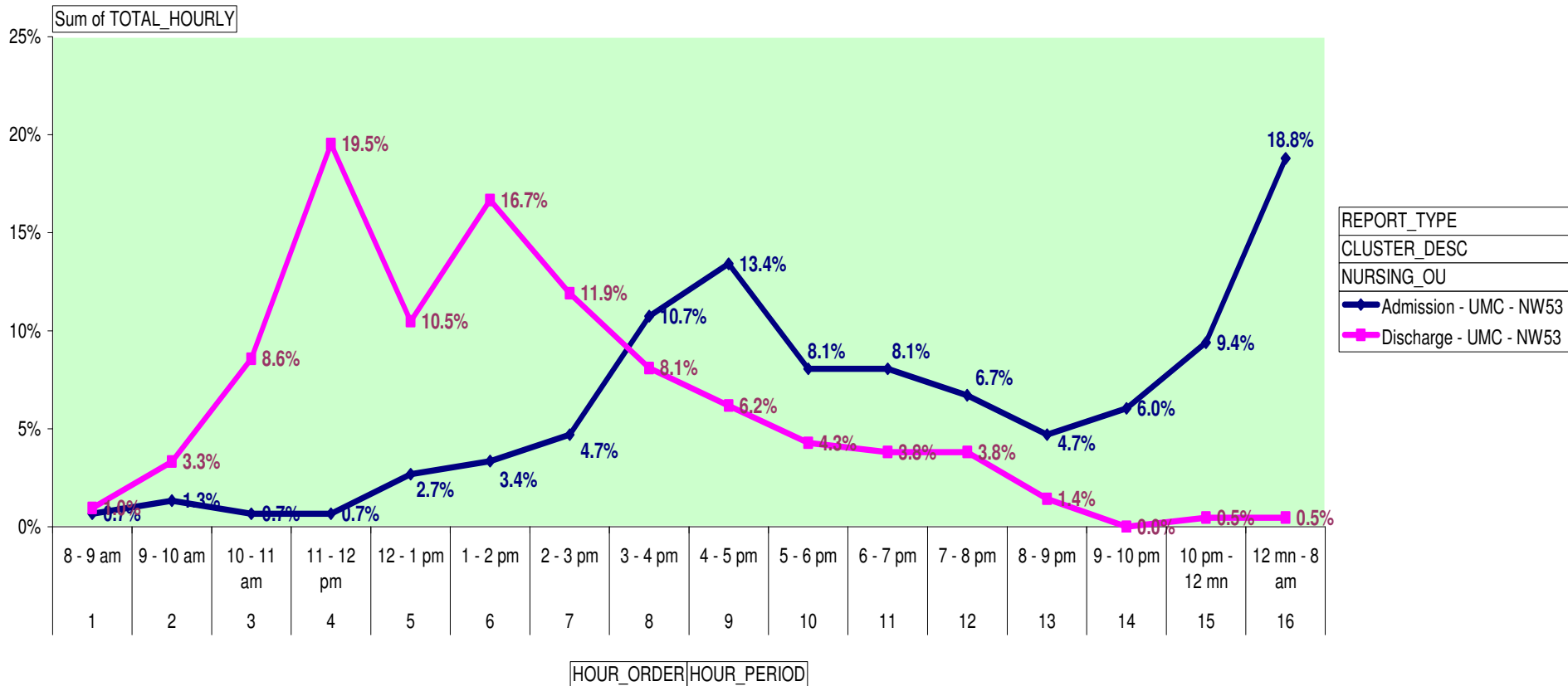
Discharges, Admissions, Transfers happened from **morning** onwards.

Early discharges = Early admissions & transfers.
Admission workload are spread across all shifts.

Ward 53 Admission & Discharge Hourly trend

DEPT_DESC(All)

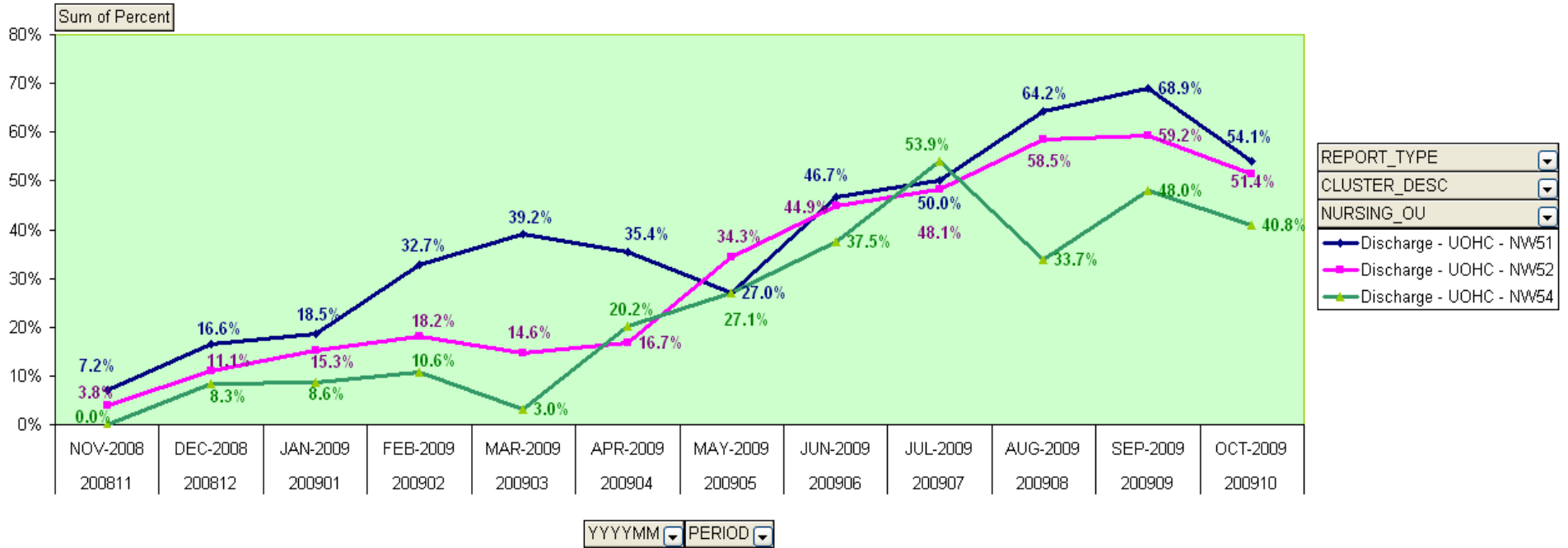
Admission Hourly Trend for SEP-2009, Discharge Hourly Trend for SEP-2009



Discharge Trend: UOHC

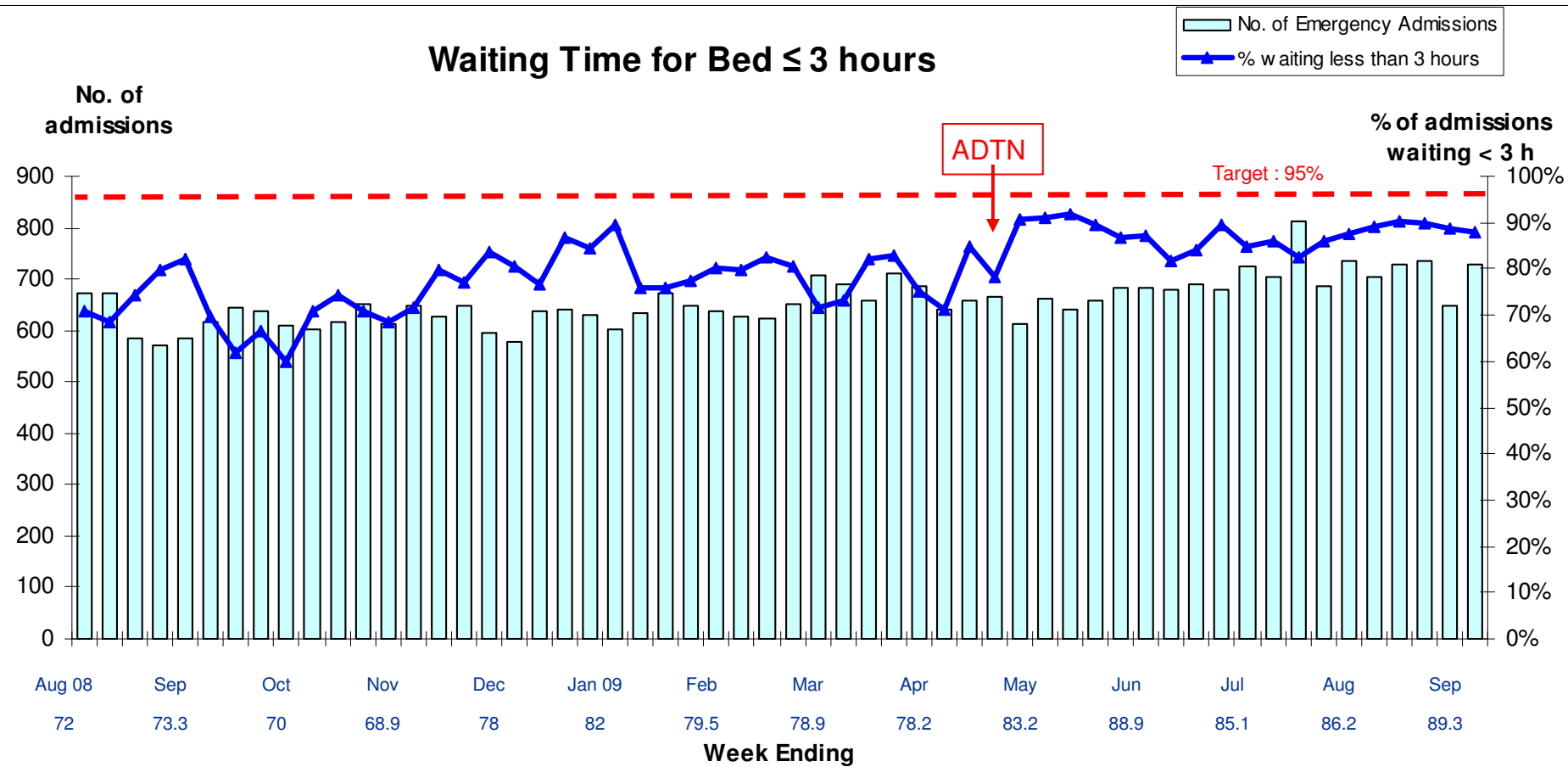
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Discharge before 12 Noon



Benefits to Patient

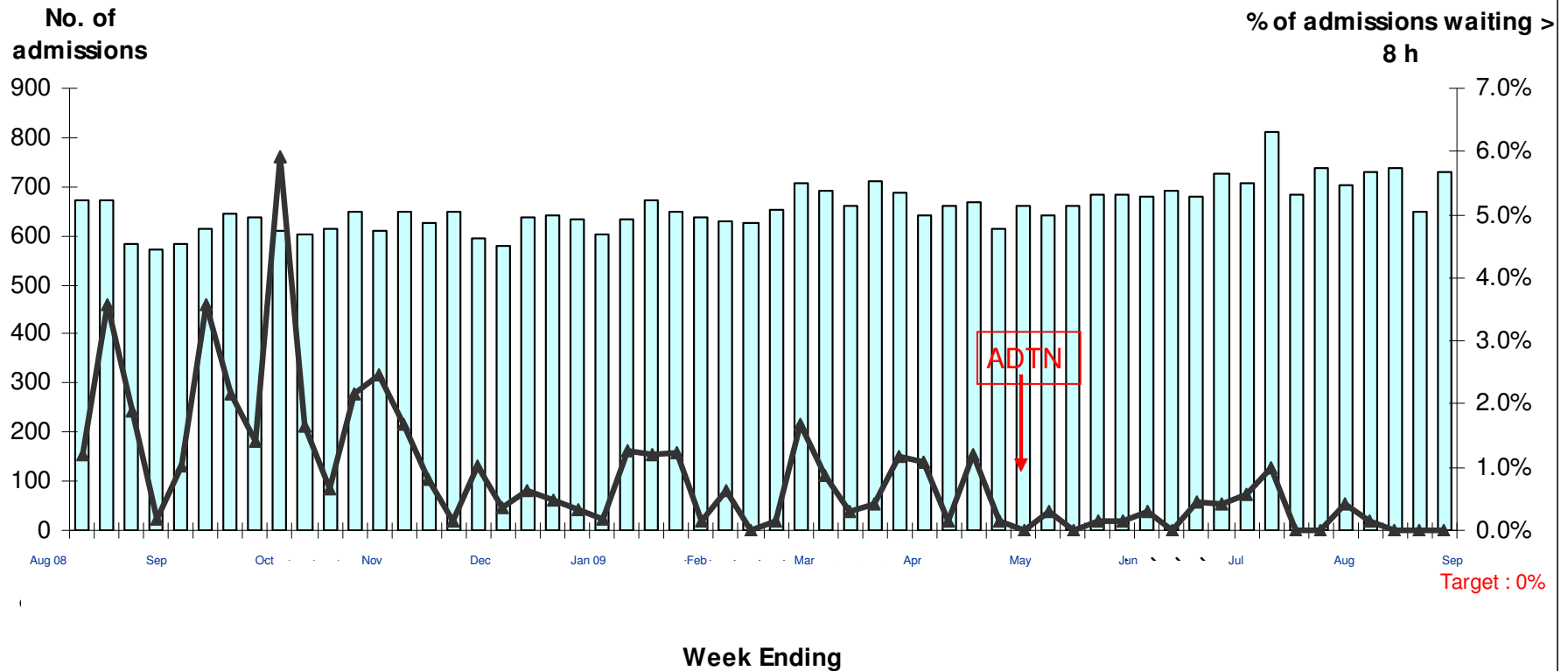
Waiting Time for Bed ≤ 3 hours



Benefits to Patient

Waiting Time for Bed > 8 hours

No. of Emergency Admissions
% w aiting more than 8 h



ADTN

enablers for key ward activities

Lean is not about working harder and faster...

Thank you
for your attention