



## EDUEXPRESS: A SYSTEMATIC CLINICAL AUDIT FOR CONTINUOUS NURSING PRACTICE & QUALITY IMPROVEMENT

### Nursing

**Vinod Kumar\***

Patient- Nurse Educator, Fortis Memorial Research Institute, Gurugram, Haryana  
\*Corresponding Author

**Lalita Thambi**

Chief of Nursing, Fortis Memorial Research Institute, Gurugram, Haryana

### ABSTRACT

**Objective:** To assess the effectiveness of a systematic clinical audit “EduExpress” for continuous nursing practice & quality improvement

**Approach:** An Observational study was conducted for understanding the effectiveness of the Systematic clinical audit “EduExpress” in Fortis Memorial Research Institute, Gurugram. Participants were nursing staffs and the effectiveness of the clinical audit is evaluated phase wise with structured audit tools. **Results:** The results and findings was analysis after three month for Sustainable Score and Quality improvement percentage. The Continuous nursing practice is evaluated with mysterious audit by constitute members in nursing administration for quality improvement. The result shows the drastic shoot up in the audit percentage from 68.4% to 99.6% in the nursing practice audit data and nursing care bundle from compliance from 72% to 99.7%. The data collected shows a apprehend improvement and sustainable index in the clinical practice. **Conclusion:** The systematic clinical audit “EduExpress” was effective in continuous nursing practice and quality improvement. Through EduExpress we managed to show improvement in all nursing practice metrics in the organization.

### KEYWORDS

Effectiveness; Clinical Audit; Nursing Practice; Quality improvement;

### INTRODUCTION:

The Human Relations approach explains the informal relations among employers and employees and concerned with moral and psychological rather than legal aspects of an organization. Unlike Classical approach, which studies organization from structural point of view, it puts emphasis upon human relations, self-respect, informal social relations, individual motivation, psychological feelings and tendencies of the workers. EduExpress: A human relation approach, focus on holistic understanding of the on-going gaps in physical, mental, psychological, emotional and social well-being of nursing professional in Fortis Memorial Research Institute (FMRI) for effective practice and patient care. It believes in analyzing the multidimensional nature of human beings and their interactions for understanding the working of organizations.

### EduExpress Criteria:

**Criteria 1: To create effective human relation with the bedside staffs**

To establish the human relationship with on-ground staffs, senior nursing personas are man-marked with the bedside staff with their clinical assignments. The senior nursing personals will extend their help in all clinical activities during the set period of time. The senior nursing personals include Chief of Nursing, Deputy Chief of Nursing, Assistant Chief of Nursing, Nursing Supervisors, Quality Nurse, Infection Control Nurse, Wound Care Nurse, Nurse Educator and Clinical Instructors.

**Criteria 2: To understand the need from their own work environment and identify gaps in on-going process**

During their tenure in clinical assignment with bedside staffs, the senior nursing personals will understand the way of working by bedside in ground level for all process, SoP's and competencies. They will identify on-going gaps in the effective implementation of set process/protocol for effective patient care.

**Criteria 3: To build or re-structure the process as staff friendly**

After complete analysis, the process/protocol are re-structured to make it staff friendly for better patient outcome and increase staff satisfaction in the work organization.

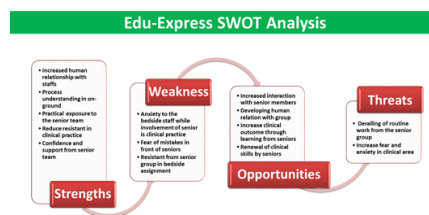
### Standards and Approach:

| Standards                                                                                                                                                           | Rationale                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| All senior nursing personal are attended workshop on change management and importance of EduExpress and its process in clinical improvement and staff satisfaction. | <ul style="list-style-type: none"> <li>Importance of Human relationship is inculcated in the senior nursing personal</li> <li>EduExpress process and objectives are identified</li> </ul> |

|                                                                                  |                                                                                         |
|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|
| Organization protocol, process and SoP's reviewed by all senior nursing personal | To enrich knowledge on current process and its outcome                                  |
| Man-Marking criteria and clinical competencies reviewed                          | Understanding of Man-marking and their roles in clinical assignment with bedside staffs |

### Preparation and Planning:

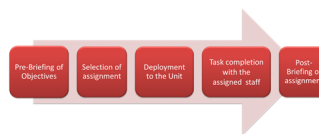
#### Phase I: SWOT analysis



**Phase II: Change Management & human Relationship Workshop**  
Change Management workshop is conducted for all senior nursing personals to have deeper understanding of human relation in work environment and EduExpress process and its implementation in the work organization

### Phase III: Pre-briefing of EduExpress Process

Pre-briefing on EduExpress process is briefing in a closed door meeting with all senior nursing personals includes Chief of Nursing, Deputy Chief of Nursing, Assistant Chief of Nursing, Nursing Supervisors, Quality Nurse, Infection Control Nurse, Wound Care Nurse, Clinical Instructors and Nurse Educator.



### Edu Express Process

#### Phase IV: Identification and EduExpress Implementation:

Briefing on selection of clinical area for piloting is identified and implementation is further discussed in following process with set criterion

Train No 1119: Improving the human relationship with bedside staffs and identifying the process gap

Train No 1219: Re-structuring the process as staff friendly

Train No 0120: Assessment of re-structured process in the clinical area

with defined checklist

Train No 0220: Sustaining continuous nursing practice and quality improvement

## METHODOLOGY

- Research Approach : Quantitative Research Approach
- Research Design : Non-Experimental Observational method
- Population : Staff Nurses working in FMRI, Gurugram
- Sampling Technique : Purposive sampling
- Setting : Fortis Memorial Research Institute, Gurugram
- Tools : Observation checklist, feedback forms

## Inclusion/Exclusion Criteria

### Inclusion Criteria

- All staff nurses working in In-patient department in FMRI, Gurugram
- Were present at the time of data collection
- Were willing to participate in the study
- Who understood English language

### Exclusion Criteria

- Staff nurses working in OPD
- Staff nurses in night duty during the data collection period
- ANM staff working in the IPD units

## Data Collection

### Phase I Data Collection:

In Phase I data collection is done through feedback form for assessing the improvement in the human relationship with the senior personals in the work organization. A structured feedback form was used for data collection

### Phase II Data Collection:

Data collection is not required as re-structuring process is done

### Phase III Data Collection:

In Phase III data collection is done through structured checklist for assessing the improved practice in the clinical settings in the units. The audit is bucketed in the following criteria

- Nursing Communication
- Patient Safety
- Nursing Practice
- Infection Control
- OT Practice checklist

### Phase IV Data Collection:

In Phase IV data collection is done through structured checklist for continuous process improvement in nursing practice and quality

## Findings

### Phase I findings

- In Phase I there were significant improvement in human relationship is evident in observation and feedback from the on-ground bedside staffs during the EduExpress process

### Phase II findings

- Re-structuring done on process like handing over, nursing communications, patient monitoring and infection control practice.
- Implementation of Happy hours : A de-stress activity is implemented (Staff engagement activity)
- Implementation of Top-20: A staff appreciation program is implemented

### Phase III findings

There was significant improvement in all criterion audited in the following process is evident by audited checklist data in the following

- Nursing Communication
- Patient Safety
- Nursing Practice
- Infection Control

OT Practice checklist

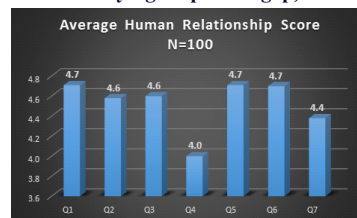
### Phase IV findings

There was significant improvement in the nursing practice as evident

from the data collected during structured checklist for continuous and sustaining process audit

## Findings

### EduExpress I findings (Improving the human relationship with bedside staffs and identifying the process gap)



The Human relationship was assessed through modified relationship assessment scale (MRAS) with 7 questionnaire to the clinical staffs who were influenced by the EduExpress Phase I (Human Relationship enhancement).

The average mean score was 4.52 out of 5. This shows there were significant increase in human relation with senior nursing personal in completion of the clinical assignment.

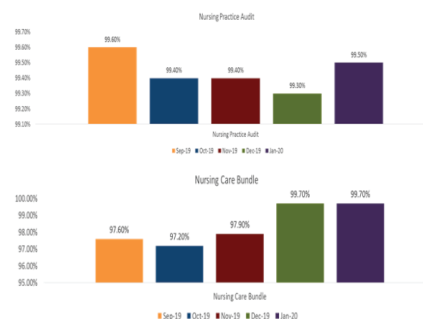
### EduExpress II findings (Re-structuring the process as staff friendly)

In a personal feedback (one-0-one interview) from the staffs regarding the work environment, most of the staffs responded with high stress and less appreciation from the seniors for the work done in the pressure situation is identified.

To make it staff friendly work environment in FMRI, The following initiative are taken

1. Top-20 every month ( Staff appreciation Program for Nurses in FMRI)
2. Happy hours every month (De-stress Activity program for Nurses in FMRI)

### EduExpress III findings (Assessment of re-structured process in the clinical area with defined checklist)



There was significant improvement in all criterion audited in the following process is evident by audited checklist data in the following

- Nursing Communication
- Patient Safety
- Nursing Practice
- Infection Control

This shows the enhanced Nursing Practice through the EduExpress phase III

### EduExpress IV findings (Sustaining continuous nursing practice and quality improvement)

EduExpress IV phase the results and findings was analysis after three month for Sustainable Score and Quality improvement percentage. The Continuous nursing practice is evaluated with mysterious audit by constitute members in nursing administration for quality improvement. The result shows the drastic shoot up in the audit percentage from 68.4% to 99.6% in the nursing practice audit data and nursing care bundle from compliance from 72% to 99.7%.The data collected shows a apprehend improvement and sustainable index in the

clinical practice.

#### Recommendations

- EduExpress Process is recommended in other departments in the FMRI, Gurugram
- Quality improvement project with specific goal oriented

#### Follow up and Evaluation of change

A Continuous Quality Improvement (CQI) is structured through EduExpress throughout the Department of Nursing in FMRI, Gurugram and evaluated with structured debriefing process every 15th day of each month to sustain the changes and for re-structuring the audit strategies

#### Impact of Audit

Despite wide recognition of the importance of human relations for effective organizational performance, there is little understanding of the various elements of human relations in healthcare, and even less understanding of the ways in which human resource management practices can support human relations conducive to knowledge transfer and sharing. EduExpress had enriched the relationship with the senior personals in the Department of Nursing in FMRI and it was evident in the change of work environment in respective units. Staff engagement activities like Happy hours, Top20 initiatives had increased staff satisfaction index throughout the nursing unit. Effective communication and Team engagement is initiated in all clinical units throughout FMRI.

#### Summary

The following metrics had showed a decent growth during the EduExpress audit:-

- Increased human relationship with bedside staffs
- Understanding the gaps my senior nursing personals from ground-zero
- Solution for all problems are done on-spot as managerial level nursing personals on clinical assignment with bedside staffs
- Increased clinical competencies for bedside staffs as learning by doing, OJT is in-evidently improvised in clinical settings
- Increased interpersonal relationship and acceptance of senior nursing personals without fear and anxiety
- Nursing man hours are used effectively
- Patient satisfaction, appreciation index are shown improvement
- Staff Satisfaction and engagement in improved
- Senior nursing personals have effective contributed in EduExpress, by their involvement in bedside and extended their help to on-ground staffs with walk-the-talk goal in enhancement of Human relationship.

#### CONCLUSION

Healthcare organizations are complex and dynamic; in healthcare organizations, the scope and complexity of tasks carried out in provision of services are so great that individual staff operating on their own cannot get the work done. Good human relations is very important in ensuring that health care delivery is effectively carried out. Through EduExpress we managed to show improvement in all nursing practice metrics in the organization.