SaTH Improvement Hub

NHS
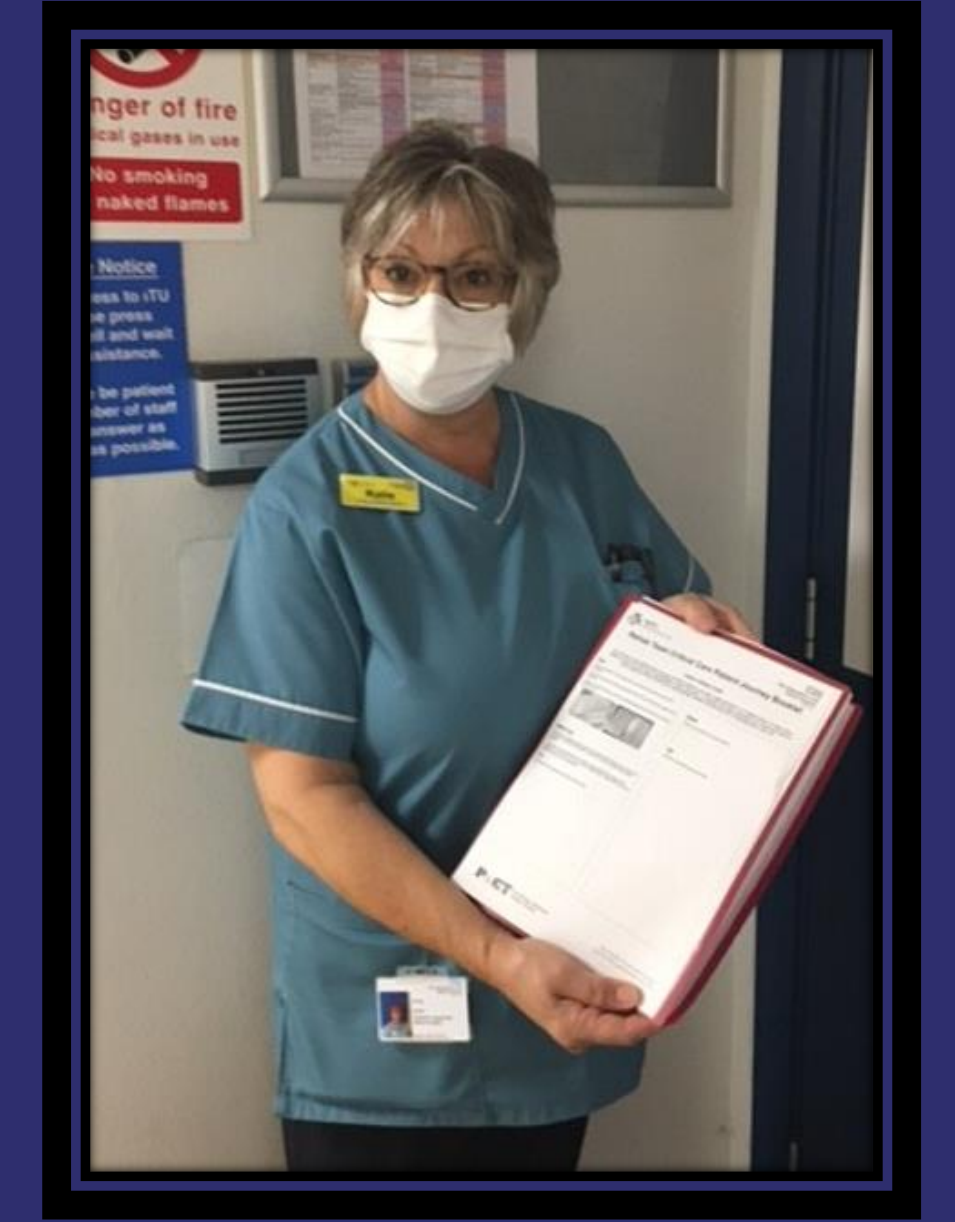**The Shrewsbury and Telford Hospital**
NHS Trust

Critical Care Patient Diary

Project lead: Katie Craft (Therapy Assistant Practitioner in Critical Care)

Abstract:

Following an initial trial of a basic patient diary, the concept was taken to the next level with further testing with colleagues and patients, to create an improved version which has become embedded into the culture of our ITUs. Key wins include a foreword from a well renowned children's author (Michael Rosen), updated design with support from the Improvement Hub and our graphics team, and a training video alongside documented standard work. As a result, feedback has been very positive and is now well embedded into our daily work within both ITUs across SaTH

SMART Aim

To "fill the gaps" in memory that result from days and sometimes weeks in a coma of our ITU patients by the end of January 2023

Plan

My background is rooted in psychiatry and, as a previous Mental Health Nurse of 23 years, I felt strongly that we could achieve our aim by introducing a relevant patient diary; one that helps patients see chronological events during their illness that would fill the gaps in their memory. Additionally, a diary would help patients to easily identify major landmarks in their recovery which we planned to use stickers for to make these milestones stand out.
This work built on the work undertaken by our Critical Care Nurses pre-pandemic (COVID) who tested out this concept in an exercise book.
The idea was to re-engage with nursing colleagues, patients and the Improvement Hub to update the concept and provide an improved version, as well as create standard work around completing the diary. The following key elements were added:

• A document called "All About Me" to provide a pen picture of the patient to focus on their psychological needs,
  such as favourite music
• Engagement with patient families to contribute to the diary
• Write daily entries to ensure gaps in memory are reduced
• Focus sensitively on periods of delirium and associated agitation that may result in distressing events,
  such as the patient removing their NG tube
• The use of stickers to support patients easily identify their rehab achievements
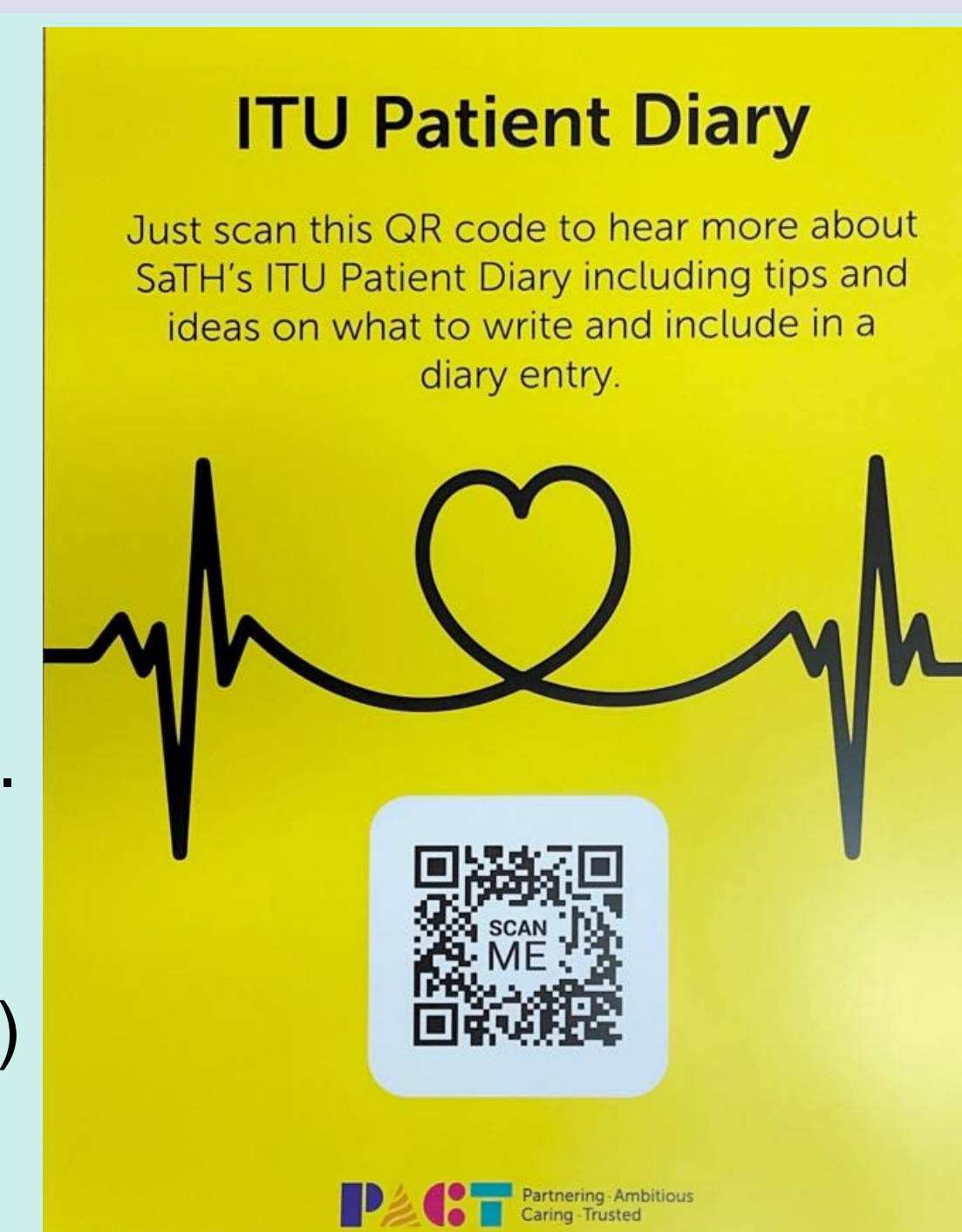• Provide an opportunity for families to record messages during their visits

To gain the necessary buy-in from colleagues and patients, I asked Michael Rosen, a famous children's author to write a forward in the diary. I also developed a training programme for all those who would be involved in completing the diaries, including a training video that could be accessed via a QR code.

Do

Key to its success was to overcome the barriers that had been identified, including:
• Being too busy with other paperwork
• Assumption it would result in being late to finish a shift
• Fear of writing negative information
• Information that might be upsetting to read

I tested the updated diary with various colleagues and patients until the final version was agreed. I also created a flow chart to support colleagues understand the standard work for issuing And sharing the ITU patient diary. To achieve this, I visited both ITU sites engaging with the Ward Clerks on the administration aspects of the diary. I utilised a short survey (Survey Monkey) circulated across both sites to empower staff to provide any feedback that helps colleagues gain ownership of the diary.
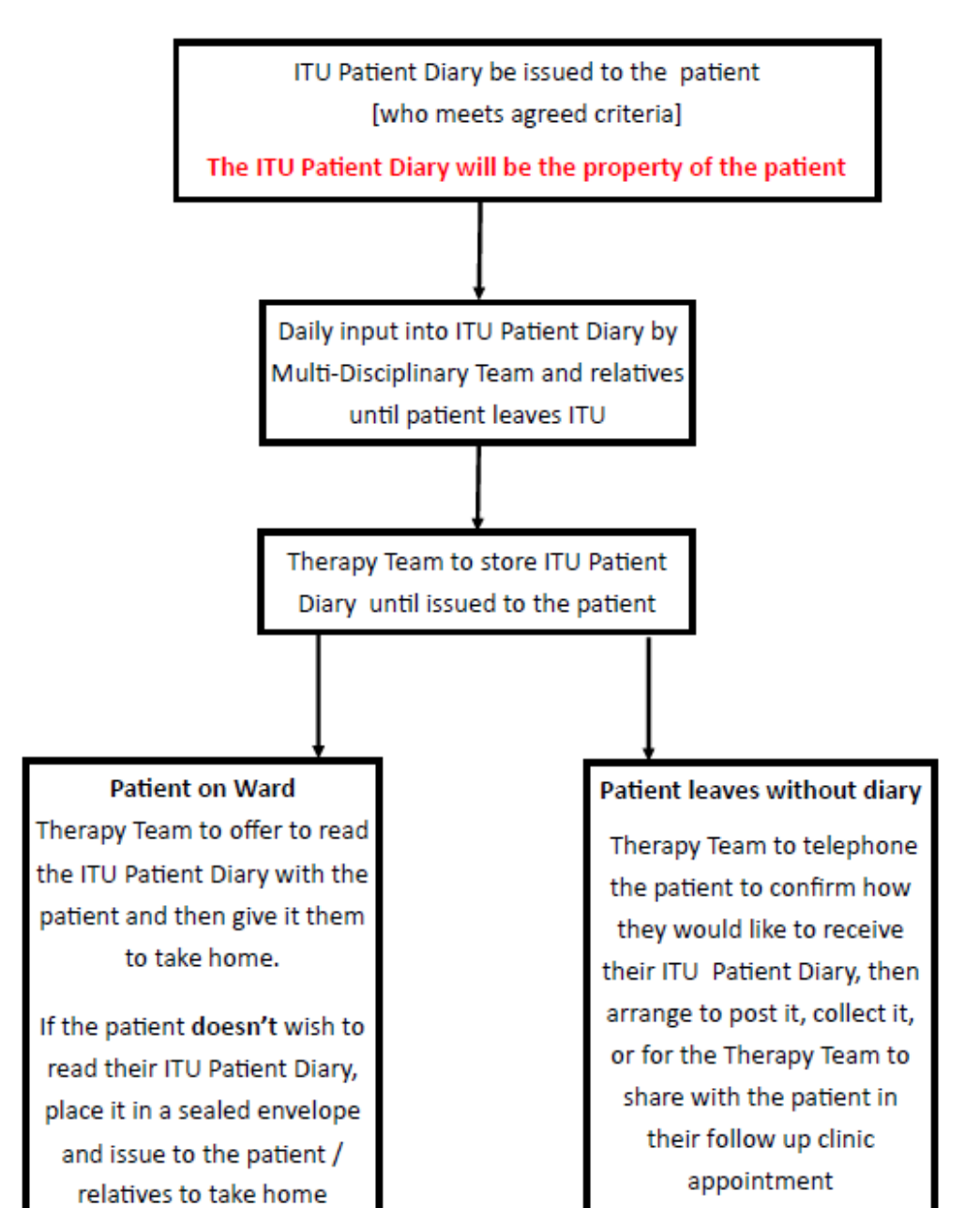
Study

Feedback from colleagues, patients and their families has been extremely positive resulting in diaries being used for patients. The new look, coupled with the training and documented standard work has gained the necessary support from all my colleagues and it has become well embedded into both critical care sites at SaTH.

Act

The ITU patient diary has been very well received by all colleagues working in Critical Care and therefore will be adopted for our patients. Although some initial feedback has been received by patients and families, it is intended to continue to gain feedback to ensure it continues to improve.

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