

## REASON WHY?

Fluid Balance Monitoring was highlighted as an issue in the report from the most recent CQC inspection. Monthly audit data has shown that this problem persists, despite the important role fluid balance monitoring plays in managing unwell patients, and the association with better outcomes when completed well.



To improve fluid monitoring for patients on a Respiratory ward with an aim of influencing better patient outcomes by August 2023 as evidenced by the monthly audit results.

## PLAN

- To introduce an eLearning module – To provide ward staff with the necessary knowledge of why and how fluid balance charts should be done in a piece of eLearning that was not time consuming and accessible to different learning styles
- To engage with the leadership team and empower the senior nurses on the ward to more closely monitor the quality of fluid balance charting in the area and take necessary action at the time.
- To use the Fluid Balance audit that takes place every other month as a measurement of success.

## DO

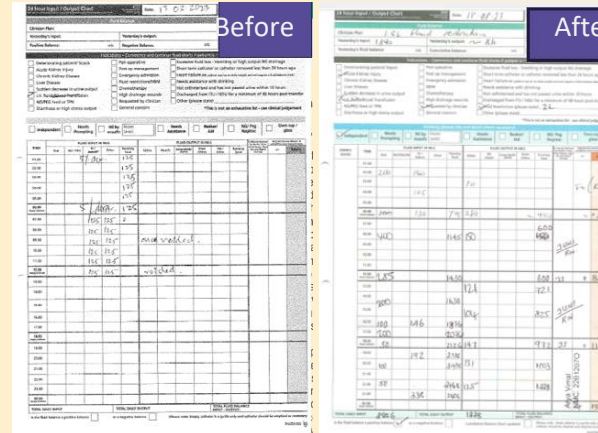
- The eLearning Module was designed by the Fluid Nurse Practitioner and made live on LMS. The Education Support Unit, Respiratory PEF and Ward Manager all helped facilitate staff getting the module done within a three-week period in April.
- The Ward Manager and Nurse in Charge overnight discussed the fluid balance challenge. – A fluid balance chart is picked up and the senior nurses will go through the chart from an educational perspective and identify any action that needs to be taken.
- A Fluid balance board was put up identifying most recent audit scores, who the Fluid link workers are and what is being done to help improve fluid management.
- Recognition is given to staff members who were consistently doing high quality fluid balance charts in the form of a waterdrop pin, star cards and positive feedback.

## STUDY

- The Fluid Balance Chart Audit (Completed every other month) increased from **76.5%** in April to **90%** in June .
- 80%** staff completed eLearning, however, on gathering feedback, many staff had skipped straight to the questions and had not watched the video/read the workbook. Those that had completed it fully gave positive feedback, those who did not said that they would only do the learning if they were not able to pass the assessment without it. A staff member with dyslexia said that they would like to see a bold title making it clear that the learning needs to be done prior to completing the assessment.

There appears to be a correlation between agency nurses and incomplete charting, and the Ward Manager has reported some resistance from Agency staff when doing Fluid Balance challenges. The workbook has been sent to the Temporary Staffing Department to hopefully be shared with the agencies for them to distribute amongst workers. There are also paper copies of the workbook available on the ward for anyone new to the Trust. The Ward is not currently at its fully Complement of staff, so usage of agency workers has been necessary to make up the shortfall. More newly registered nurses are due to be starting in the next few months, so this will hopefully resolve this issue.

Another area that was highlighted as an issue was the absence of stamps with NMC pins. On investigation, several staff didn't have stamps – orders had been put in, but the Ward manager was told that a certain number of orders had to be reached before an order of stamps could be fulfilled, Procurement were contacted, who suggested putting in another order. Stamps have now started to arrive.



## ACT

- Questions on eLearning module to be amended to be more challenging and learning will need to be accessed to pass.
- Amend LMS description to highlight that learning needs to be done or the assessment will not be doable.
- Ensure that the description is dyslexia friendly to ensure accessibility
- Establish if all registered staff have a stamp and act as needed as a low effort, high impact intervention

### Next Steps

- Make the above amendments to the eLearning
- Create a resource pack for Ward Managers to utilise
- Test efficacy of eLearning by doing another project where the eLearning is the only intervention