

Quality improvements by orthopaedic focusgroups

Anna Lena Brantberg, Quality Manager, Dept of Orthopaedics, Södersjukhuset, Stockholm, Sweden

Conclusion

Successful change and participation in the focus groups are carried out by the employees them self. A key success is the comprehension that all employees have to jobs,

1. To provide the daily care for our patients
2. To develop the care that we deliver to our patients.

The working method requires support and enthusiasm from management and an atmosphere in which ideas are encouraged. Changes do not necessarily have to be sweeping or expensive. Minor changes often produce quicker results and meet with more enthusiasm. Frequent data collection and feedback increases participation and enthusiasm.

Background (Brief Outline of Context)

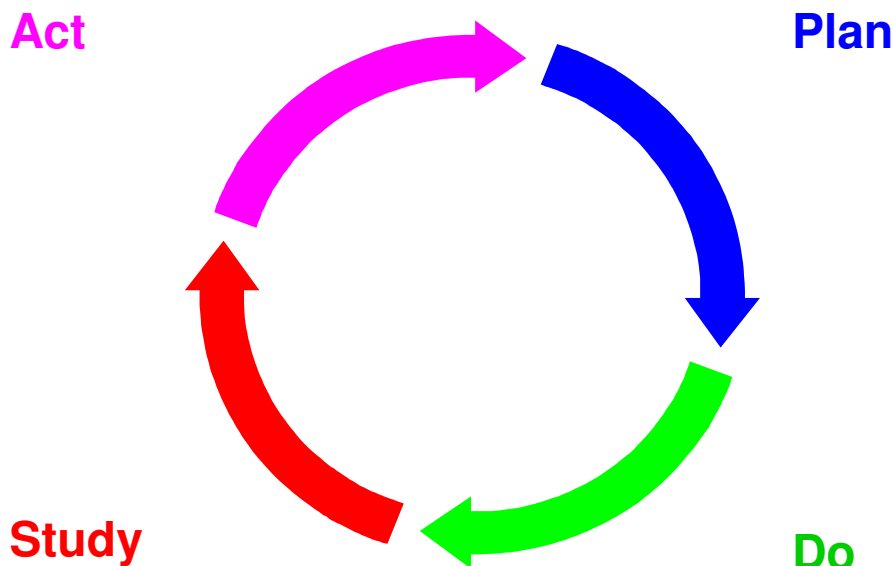
For many years the Department of Orthopaedics at Södersjukhuset Hospital, Stockholm, Sweden has worked to improve its quality of care within different key areas. The Department has eight focus groups; Pain, Wound care, Pharmacy, Documentation, Working conditions, Hygiene, Patient information and Nutrition.

The multi professional groups provide a structure and working method supported by all employees. The work of the focus groups is accessible on the hospital's internal website. The groups work is co-ordinated by the Department's Quality Manager.

Brief Outline of Problem and method

Problems can be identified by group members, colleagues or management. The group members discuss an identified problem and decide how to tackle it. The focus groups assess the current situation through, for example, questionnaires, analysis of patient notes or observational studies. Suggestions for improvement are tested on a small scale for a limited period. New assessments are performed to see if any improvement has occurred. Many changes have resulted in fantastic improvements.

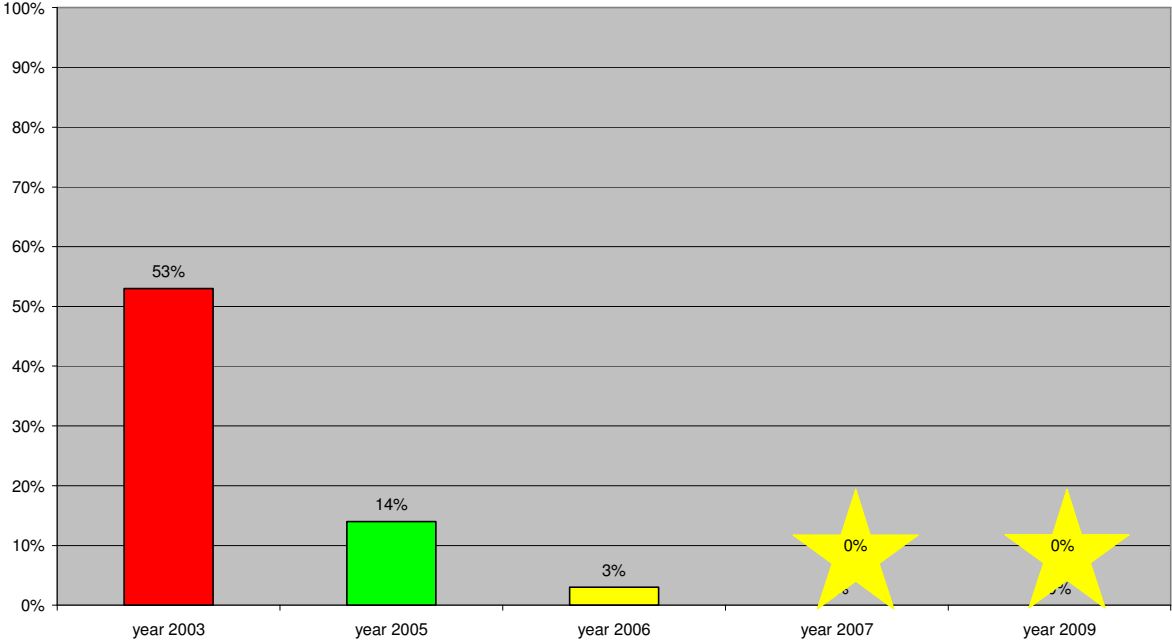
To ensure a high level of orthopaedic competence the focus group members base their work on competence cards specifically tailored to each group.



Here follow some examples of continues measurements done by the focus groups at the department of Orthopaedics.

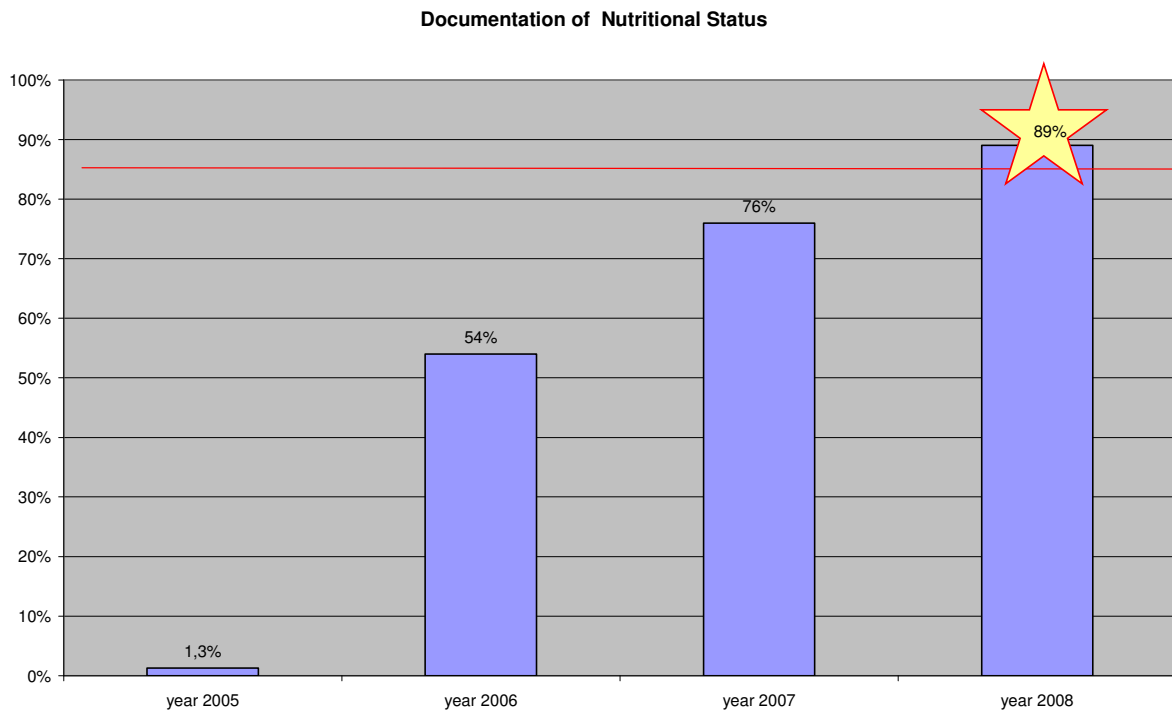
Focus group for Hygien

Employees that where watches and jewellery with their uniform 2003-2009



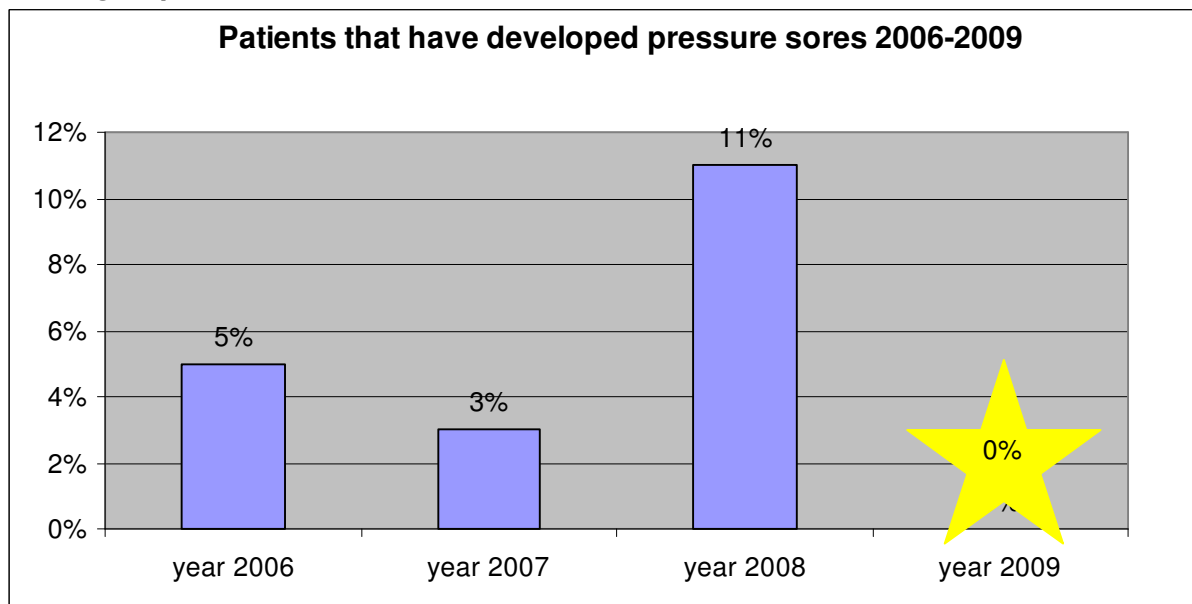
All staff received hygiene education. Data collection after quality improvement shows an increase with 53 % units of employees following the guidelines for correct uniform.

Focus group for Nutrition



The documentation of assessment of nutritional statement has increased with 87 % units during the last four years.

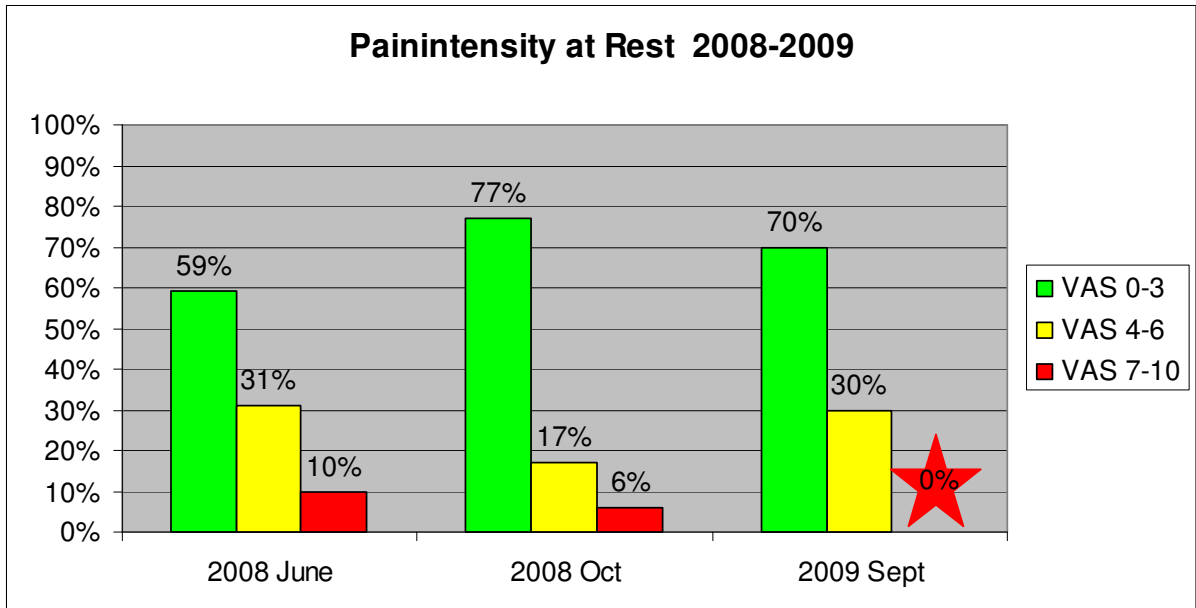
Focus group for Woundcare



Pressure sore mattresses have been purchased replacing all previous stock.

Focus group for Pain

New guidelines for pain treatment were introduced in 2008. The focus group for pain did an evaluation before and after the introduction of the new guidelines to evaluate if the new routines were an improvement or not.



About Department of Orthopaedics

- No of employees: 250
- No of beds: 94
- Emergency out-patient visits/year: 20 000
- Elective out-patient visits/year: 27 000
- Emergency in-patient admissions/year: 3 300
- Elective in-patient admissions/year : 1 600
- Total cost/year: 350 millions SEK