NURSING PROCESS MAPPING

by- Dr. Akanksha Chouhan,
Management Trainee

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Introduction

- Nurses are the primary caregivers in the hospital.
- Efficiency and effectiveness of nursing care is essential to hospital function and the delivery of safe patient care.
- Any process has three parts to it
  - Value-Add – Direct patient care
  - Non-Value Add (waste) –clerical work
  - Non-Value Add but Necessary (waste) – indirect patient care

Objective

- Find out the waste i.e. time taken by nursing and non nursing activities
- Finding out the time distribution over non nursing activities

Study type, Technique

- Type of study: A work sampling observational study
- Non participatory Observational technique
- Study was done on the staff nurses in the hospital covering both critical and non critical area
- 30 nurses were shadowed for a total of 240 hrs
- Data analysis was done by using excel and advanced excel

Method

- Proper Introduction was given to the nursing staff working in the ward during handover shift meeting and explained about the purpose of the study.
- This enabled me to familiarize with the nursing staff and enabled nursing persons to become comfortable with the observer which could potentially reduce the “Hawthorne effect” and lead to an accurate recording of nursing activities.

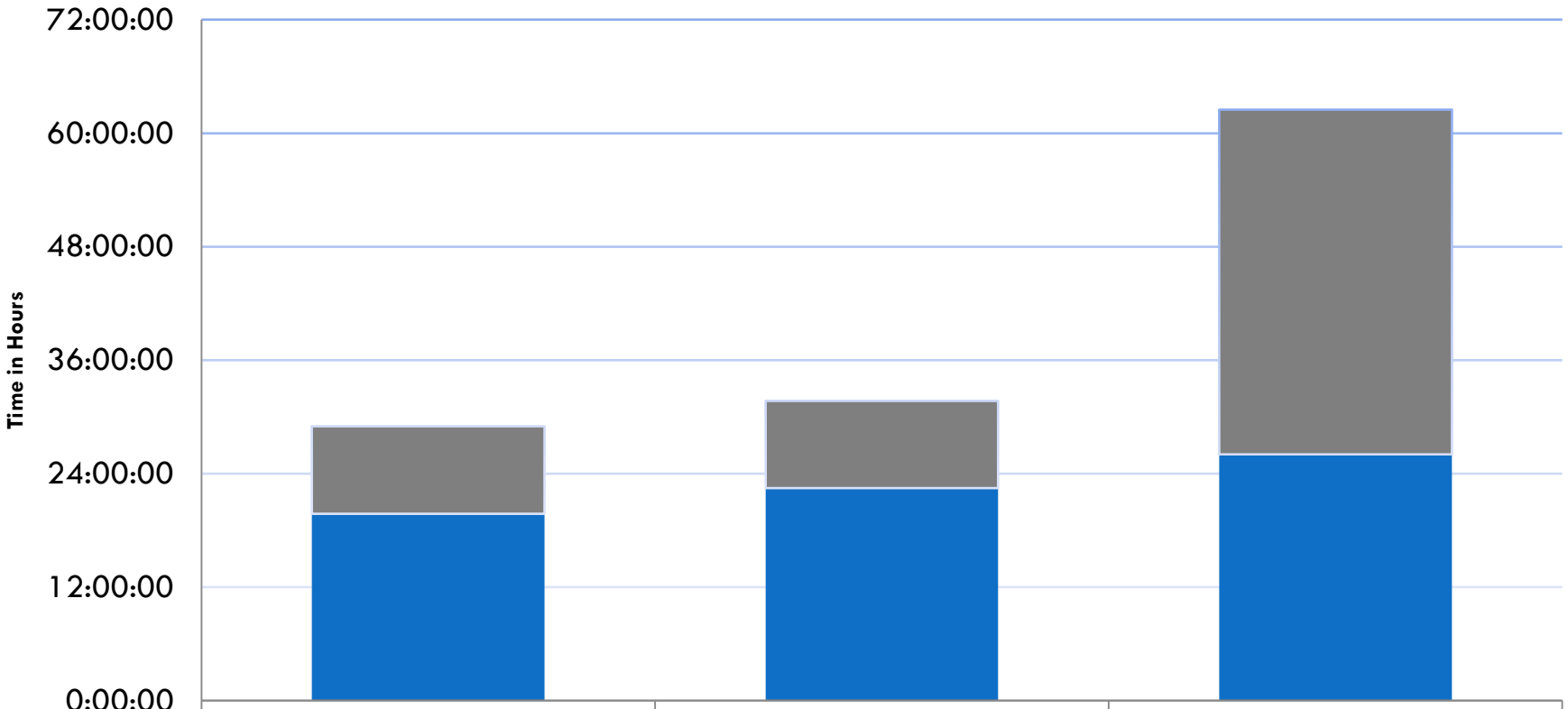
Standards- ICN

- 6:1 patient to nurse ratio for wards
- 2:1 nurse ratio for Critical area
- 1:1 for patients on ventilator
- 5:1 chemotherapy
- 6:1 Pediatrics
- 1 hour or less out of 6 hours of a nurse duty can be given out to non productive works.


NURSE!
NURSE!
NURSE!
NURSE!
NURSE!
NURSE!

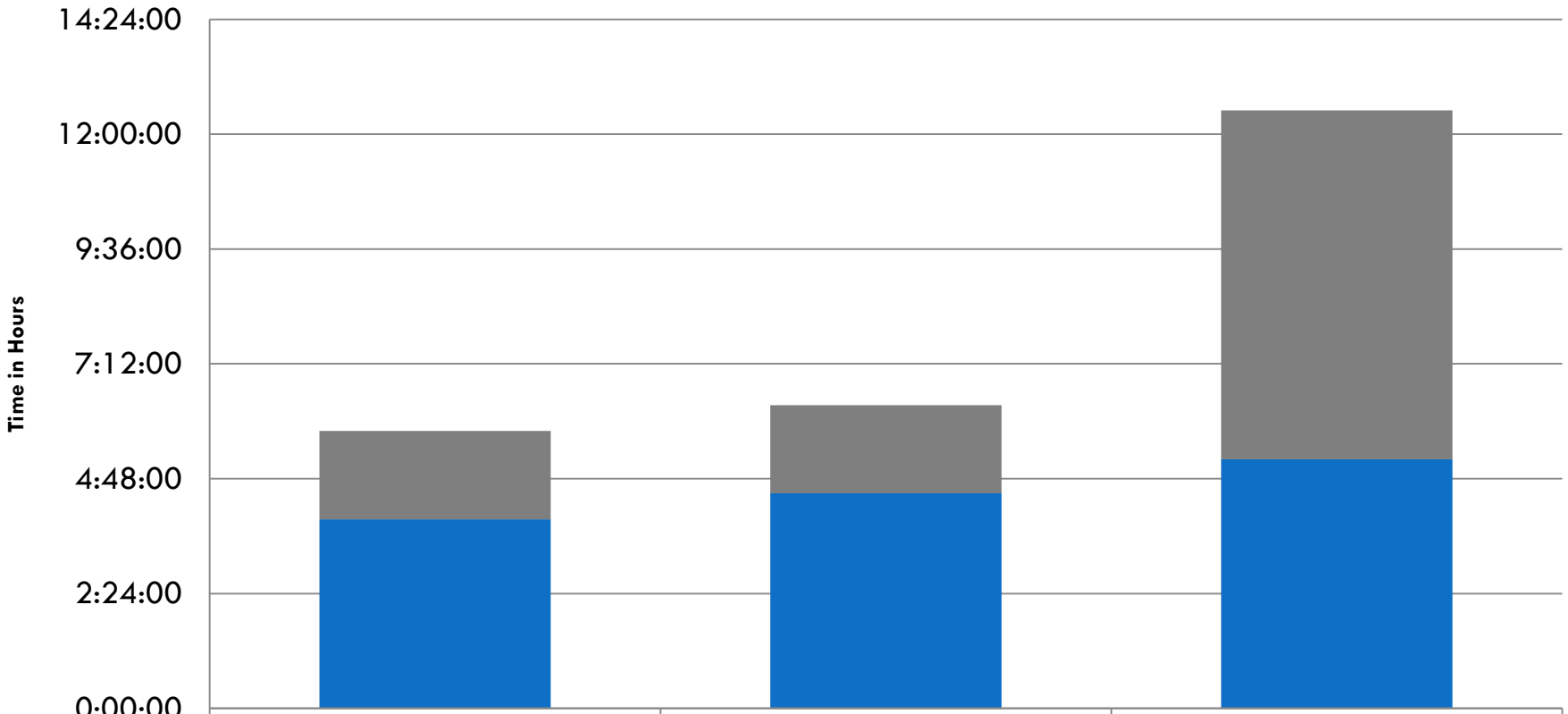
Non Critical

Work distribution non critical



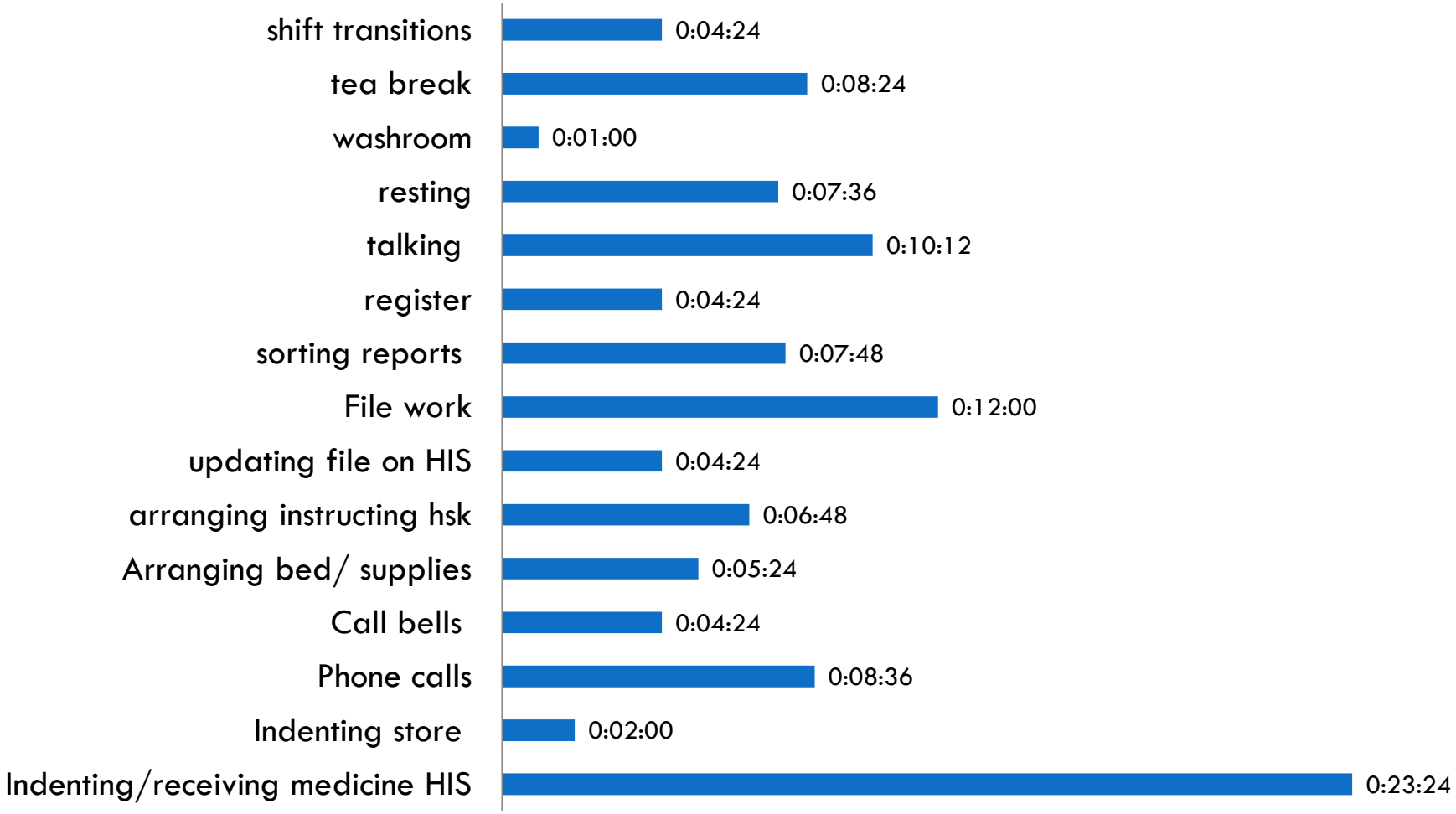
	morning	Evening	night
non nursing	9:14:00	9:12:00	36:27:00
nursing	19:46:00	22:29:00	26:02:00

Per nurse distribution non critical

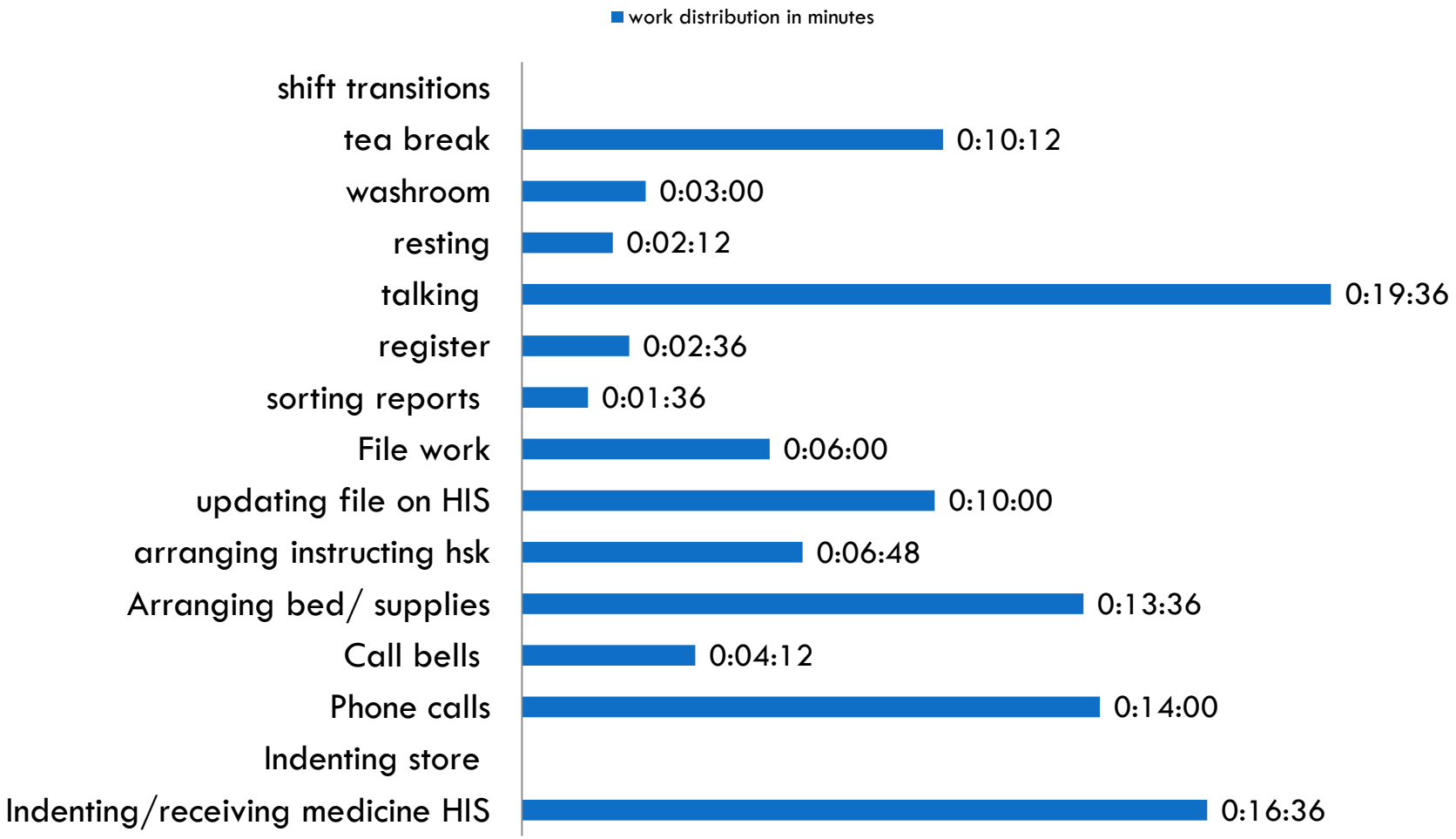


	morning	evening	night
non nursing	1:50:48	1:50:24	7:17:24
nursing	3:57:12	4:29:48	5:12:24

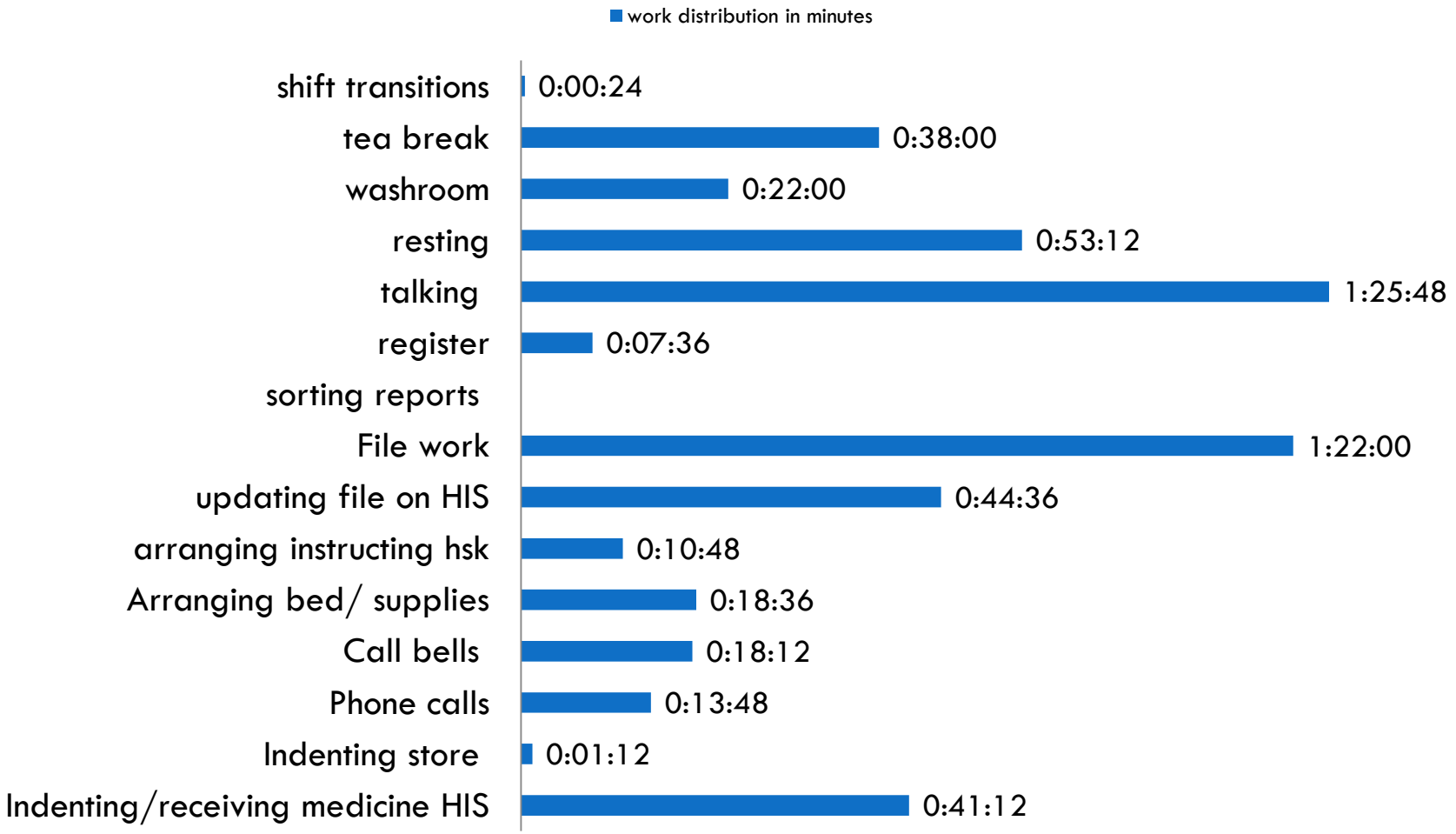
Morning


shift transitions
0:04:24
tea break
0:08:24
washroom
0:01:00
resting
0:07:36
talking
0:10:12
register
0:04:24
sorting reports
0:07:48
File work
0:12:00
updating file on HIS
0:04:24
arranging instructing hsk
0:06:48
Arranging bed/ supplies
0:05:24
Call bells
0:04:24
Phone calls
0:08:36
Indenting store
0:02:00
Indenting/receiving medicine HIS
0:23:24

Evening

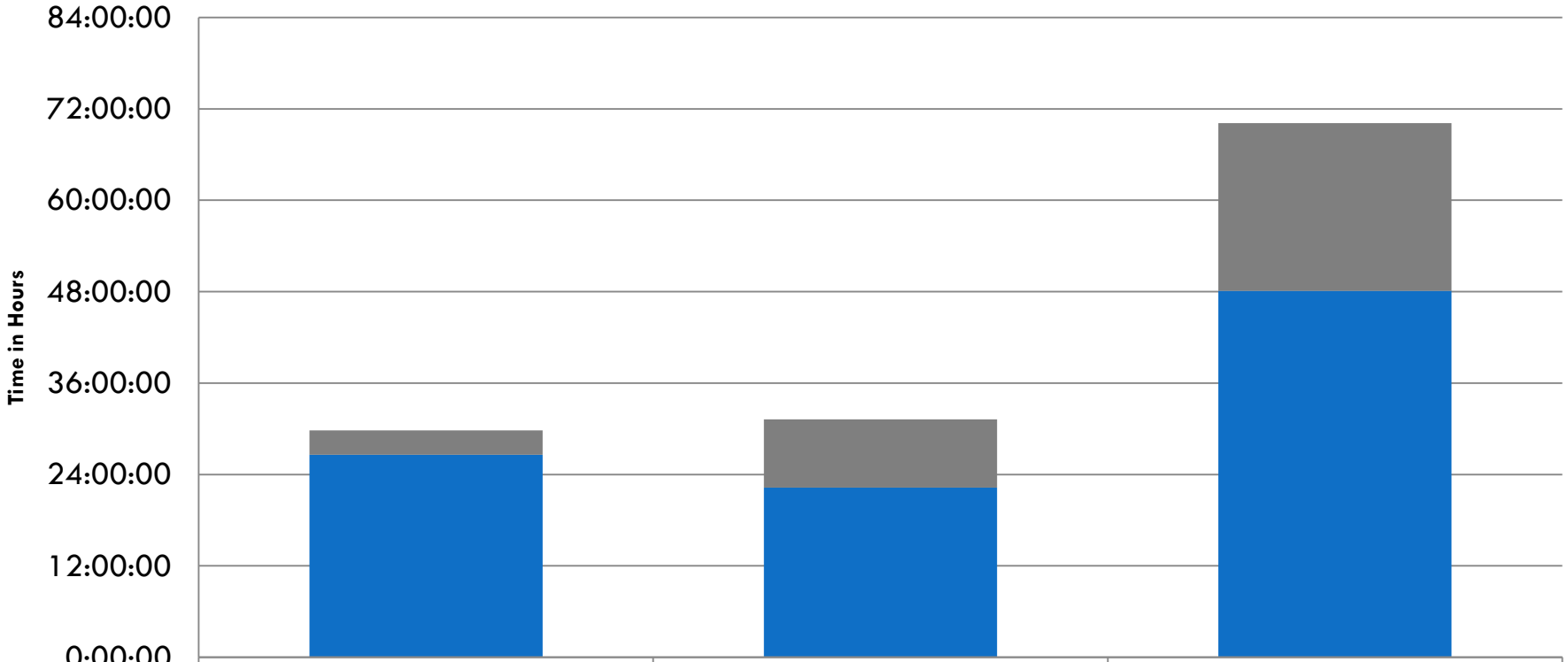

work distribution in minutes
shift transitions
tea break
0:10:12
washroom
0:03:00
resting
0:02:12
talking
0:19:36
register
0:02:36
sorting reports
0:01:36
File work
0:06:00
updating file on HIS
0:10:00
arranging instructing hsk
0:06:48
Arranging bed/ supplies
0:13:36
Call bells
0:04:12
Phone calls
0:14:00
Indenting store
Indenting/receiving medicine HIS
0:16:36

Night


work distribution in minutes
shift transitions
0:00:24
tea break
0:38:00
washroom
0:22:00
resting
0:53:12
talking
1:25:48
register
0:07:36
sorting reports
File work
1:22:00
updating file on HIS
0:44:36
arranging instructing hsk
0:10:48
Arranging bed/ supplies
0:18:36
Call bells
0:18:12
Phone calls
0:13:48
Indenting store
0:01:12
Indenting/receiving medicine HIS
0:41:12

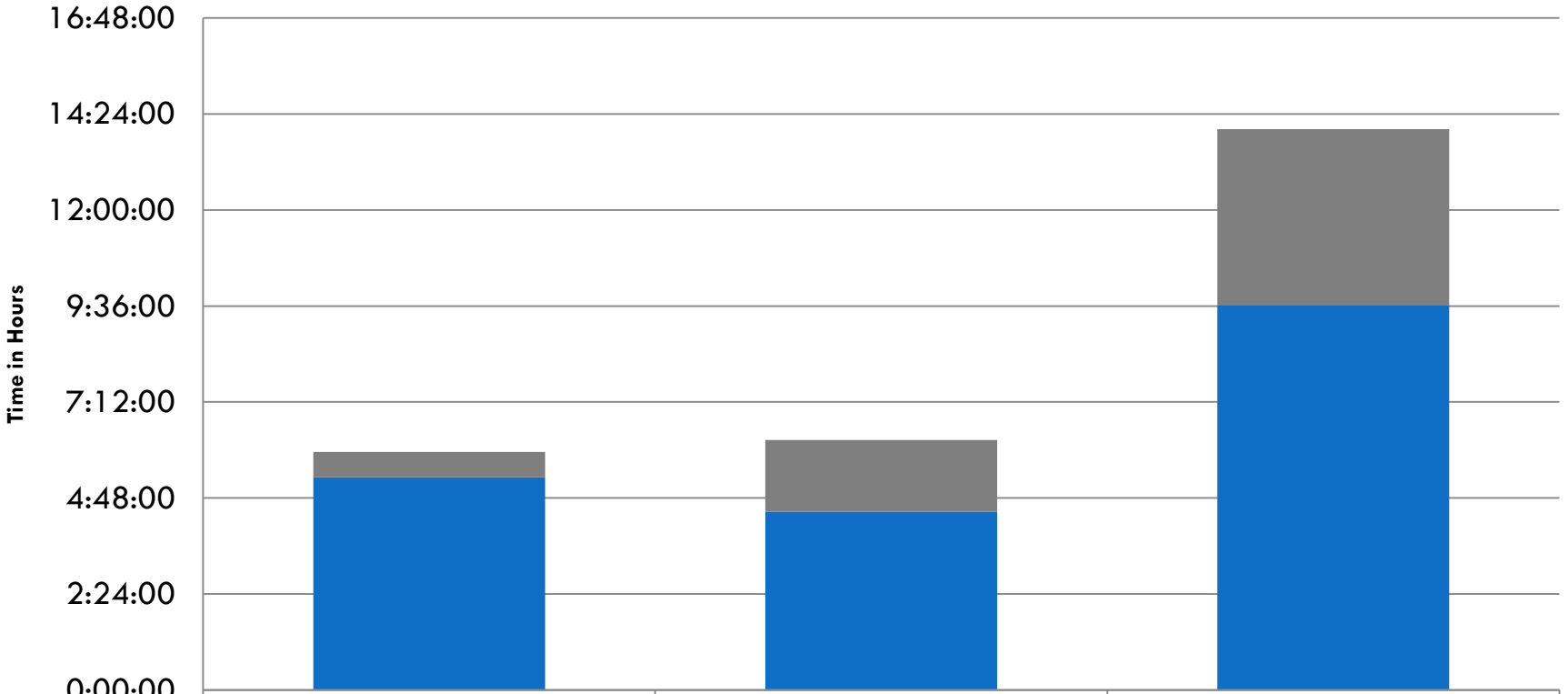
Critical

work distribution critical



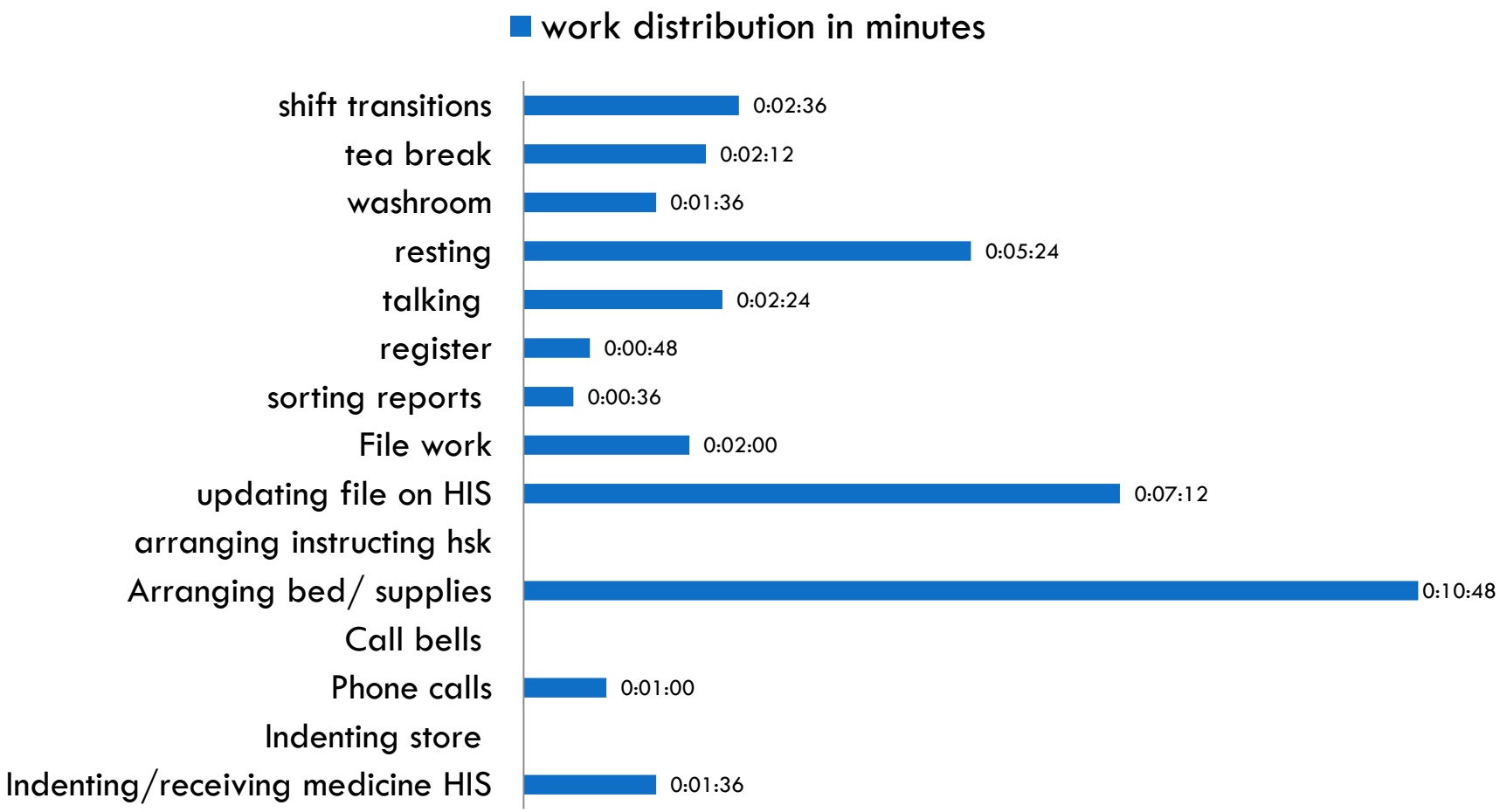
	morning	evening	night
non nursing	3:11	8:57:00	21:59:00
nursing	26:35:00	22:17:00	48:08:00

Per nurse ditribution critical

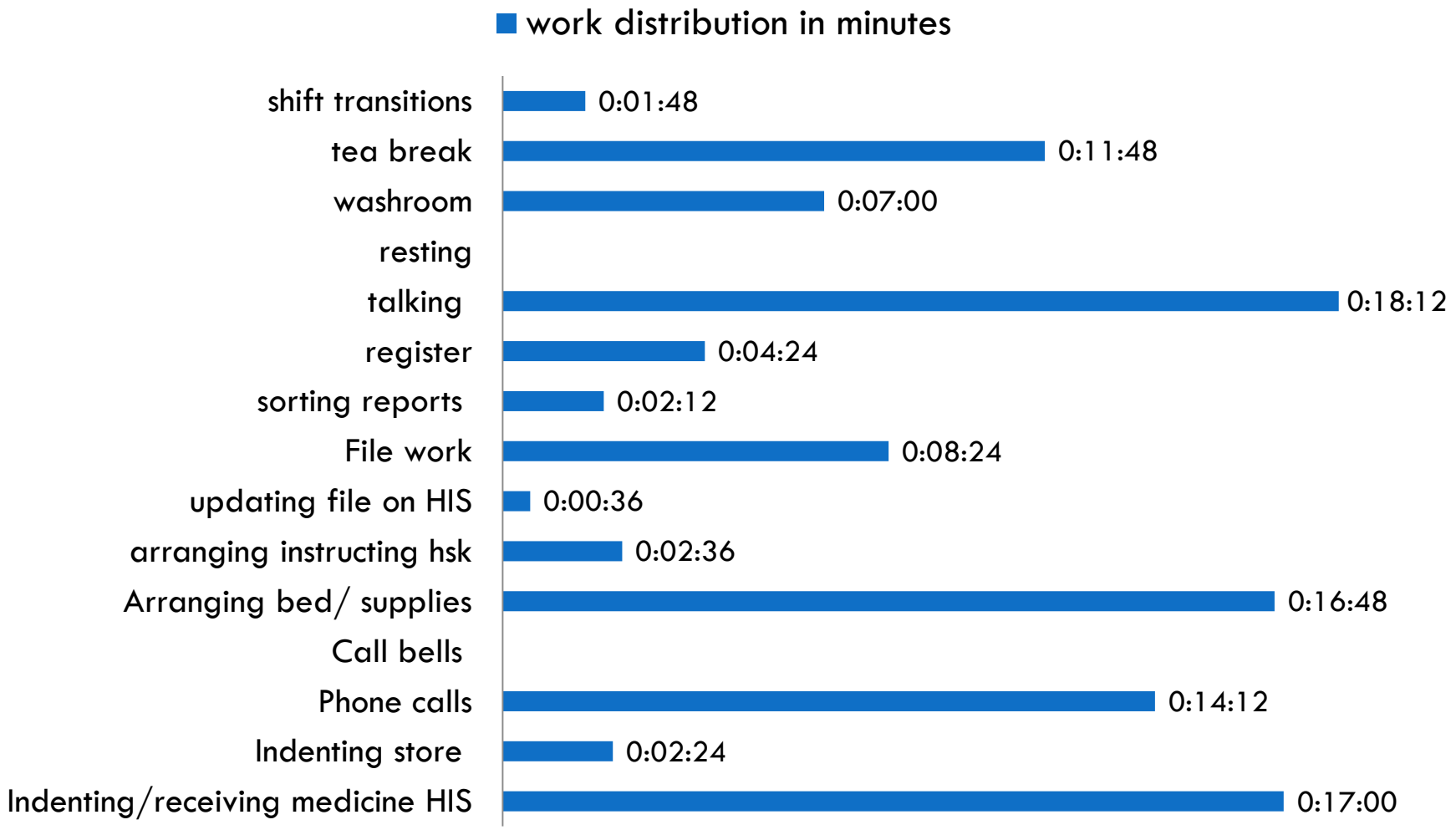


	morning	evening	night
non nursing	0:38:12	1:47:24	4:23:48
nursing	5:19:00	4:27:24	9:37:36

Morning


work distribution in minutes
shift transitions
0:02:36
tea break
0:02:12
washroom
0:01:36
resting
0:05:24
talking
0:02:24
register
0:00:48
sorting reports
0:00:36
File work
0:02:00
updating file on HIS
0:07:12
arranging instructing hsk
Arranging bed/ supplies
0:10:48
Call bells
Phone calls
0:01:00
Indenting store
Indenting/receiving medicine HIS
0:01:36

Evening


work distribution in minutes
shift transitions
0:01:48
tea break
0:11:48
washroom
0:07:00
resting
talking
0:18:12
register
0:04:24
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0:02:12
File work
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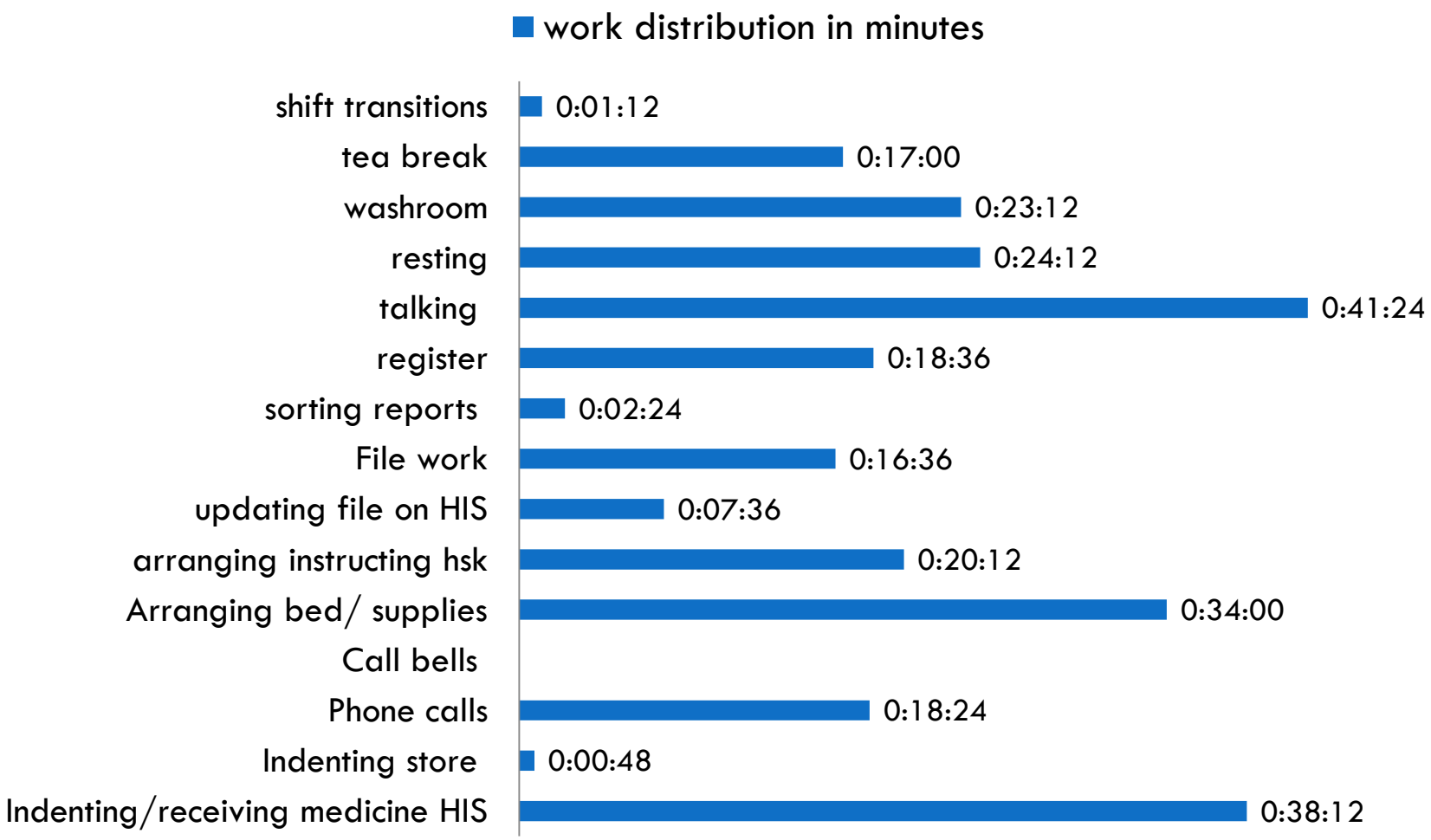
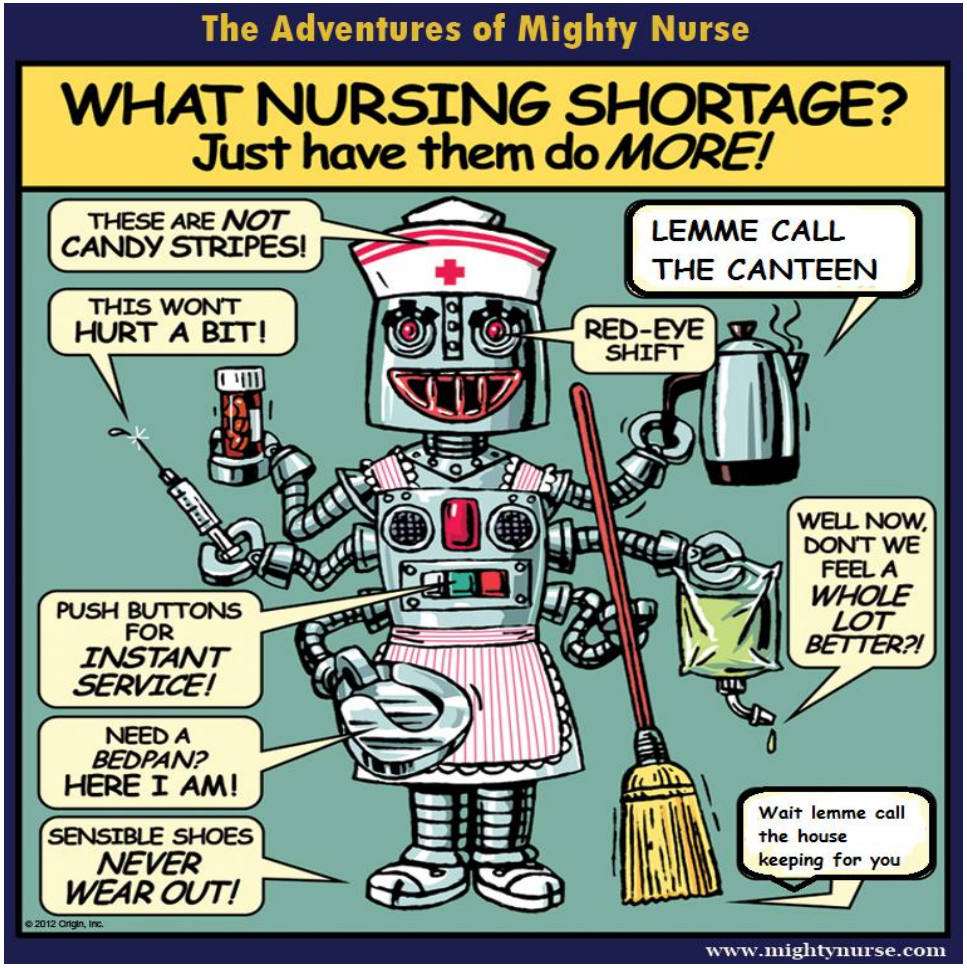
0:00:36
arranging instructing hsk
0:02:36
Arranging bed/ supplies
0:16:48
Call bells
Phone calls
0:14:12
Indenting store
0:02:24
Indenting/receiving medicine HIS
0:17:00

Night

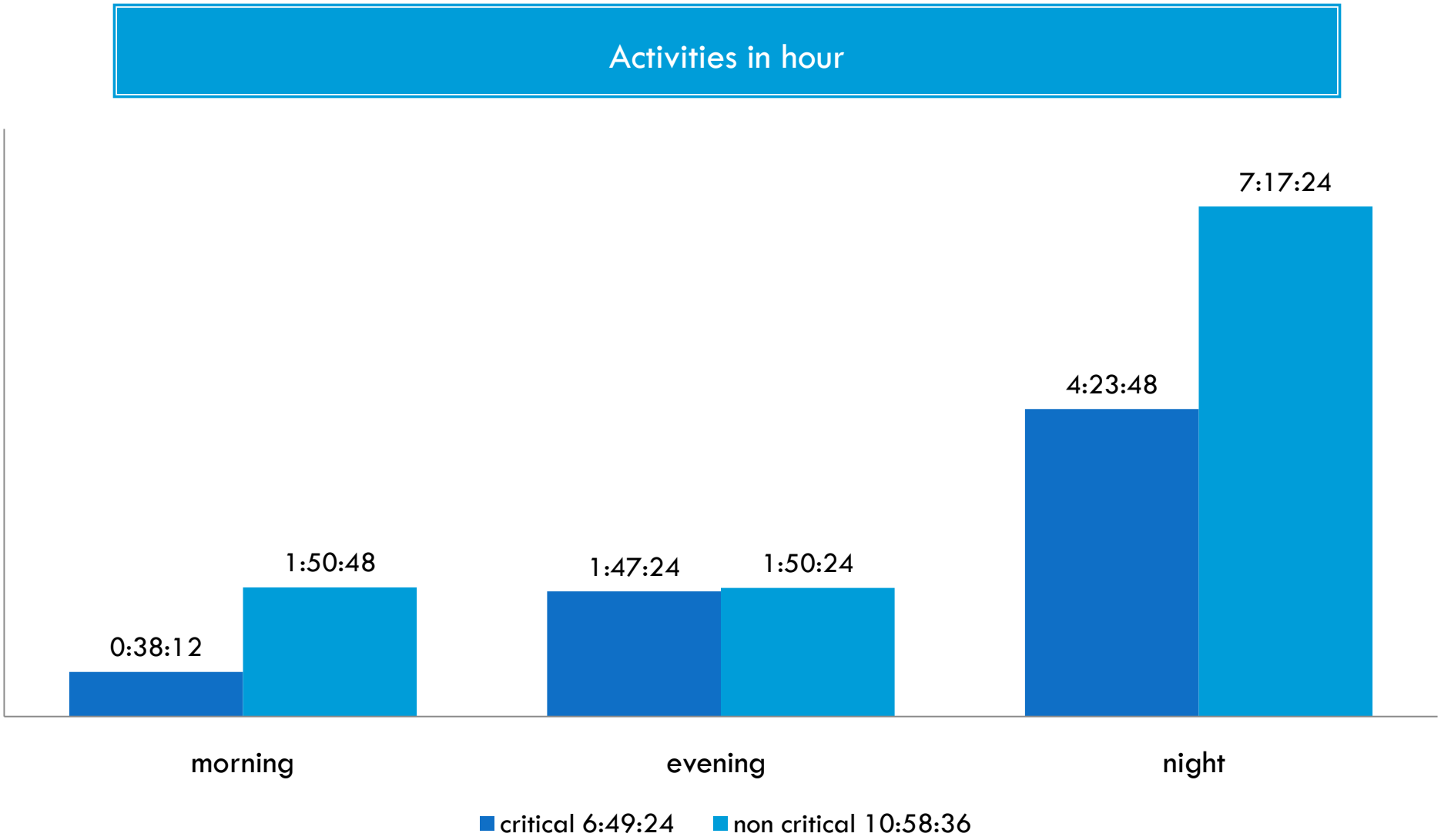

work distribution in minutes
shift transitions
0:01:12
tea break
0:17:00
washroom
0:23:12
resting
0:24:12
talking
0:41:24
register
0:18:36
sorting reports
0:02:24
File work
0:16:36
updating file on HIS
0:07:36
arranging instructing hsk
0:20:12
Arranging bed/ supplies
0:34:00
Call bells
Phone calls
0:18:24
Indenting store
0:00:48
Indenting/receiving medicine HIS
0:38:12

Findings

- The study was undertaken to find out the "waste" for the profile
- Types of wastes, identified:
  - Indenting/receiving medicine
  - HIS Indenting store
  - Phone calls
  - Call bells
  - Arranging bed/ supplies
  - arranging instructing hsk
  - updating file on HIS
  - File work
  - sorting reports
  - register
  - talking
  - resting
  - washroom
  - tea break
  - shift transitions



Comparison of Non nursing activities b/w Critical and Non Critical Areas




The Adventures of Mighty Nurse
Sometimes, late at night, I can STILL HEAR a CALL-BELL when I close my eyes...
BUZZZZ!!
2:30
www.mightynurse.com

Findings

- In a day in non critical area a total of 10+ hrs i.e. 41% were given out to non nursing activities.
- In a day in critical area a total of 6+ hrs i.e. 25% were given to non nursing activities
- Indenting medicines took the maximum time in every shift
- Leading to lesser time with the patient, and patient care.
- Affecting the efficiency and effectiveness of nursing profile

Recommendations

Either this

or

- A ward attendant to take care of the Non nursing activities
- A floating clinical pharmacist for indenting
- Improving the HIS
- Training the staff on desk, lean management

Thank you

Keep the Internal customers satisfied

External customers will always be delighted.