

Case Study

Embracing a culture of continuous improvement through technology

Wirral University Teaching Hospital NHS Foundation Trust



tendable

Wirral University Teaching Hospital NHS Foundation Trust embraces a culture of continuous improvement using Tendable digital solutions

Ward 38 at the Wirral University Teaching Hospital NHS Trust (WUTH) went from 11 staff vacancies and fluctuating staff morale, to zero vacancies and a ward 'full of smiles' in just one year.

As the ward team embraced new technologies and improvement processes, they became a 100% harm-free ward, an inspiration to other areas.

“For the first time, we have access to a tool that allows our staff to see how they are doing at ward level. They are able to respond immediately if required.”

Jenine Kelly, Matron

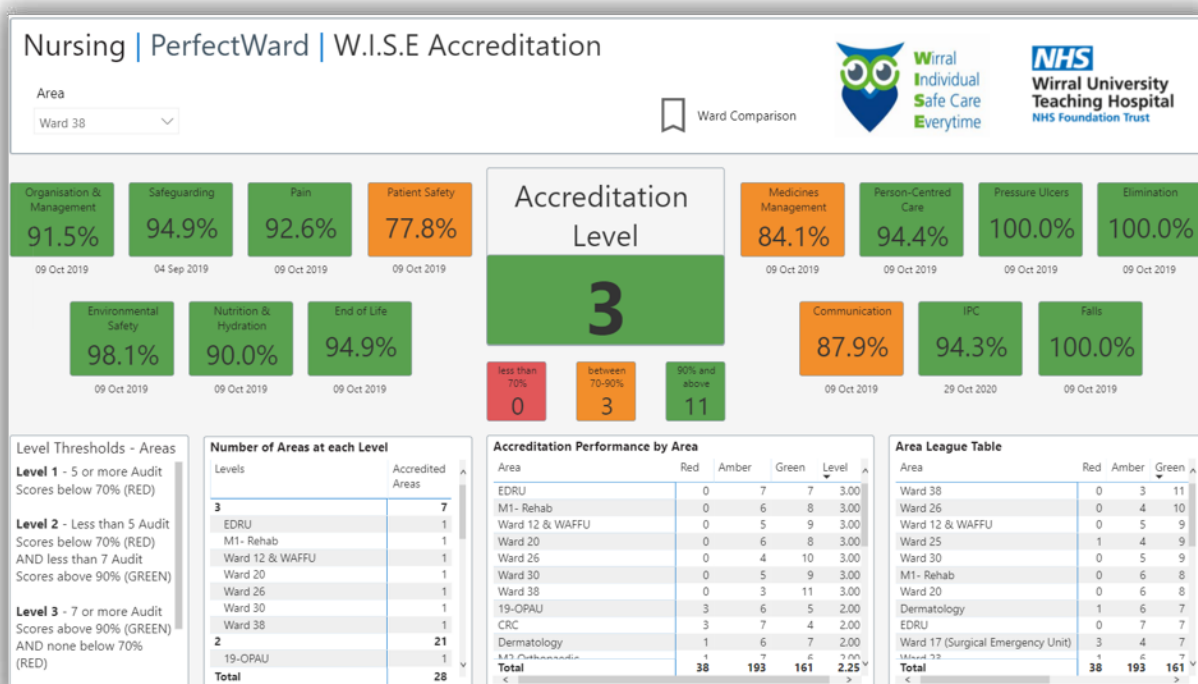


Wise up to WISE - individual, safe care, for every patient, every time

The top priority for WUTH is delivering high quality, individualised, safe care to all patients. In order to support this, the Trust developed a ward accreditation process known as **Wirral, Individual, Safe Care, Every time (WISE)**. Based on a successful model that is currently used in other NHS hospitals, WISE encompasses additional elements to ensure local policies are accurately referenced. Wards are scored using the Ward Accreditation scoring matrix with those achieving consistent and consecutively high scores awarded WISE Ward status.

Meeting the ward accreditation challenge

Prior to WISE Accreditation, hospital wards were reviewed annually using an admin-heavy workbook process. As a technology-focused Trust, WUTH partnered with Tendable to provide a digital solution that would encourage efficiency by reducing duplication and bureaucracy and create an engaging review process with high levels of transparency. The joint aim was to optimise Corporate Nursing resources, drive and sustain improvement and support the new accreditation process.



The team on Ward 38, the hospital's busy respiratory ward, underwent their first WISE ward accreditation inspection in January 2019 and received a Level Two (amber) result.

The newly appointed Ward Managers along with the multidisciplinary team were disappointed with their score and set about developing an improvement plan to support their transition towards attaining Level Three (Green) by their next inspection.

Over the next ten months, the ward and divisional teams performed 298 inspections, including:

- Adult Harms Prevention
- Ward Managers
- Matrons Inspections
- Controlled Drug Management
- Medication Management
- House Keepers
- Hand Hygiene
- Mealtime Observation

Results were then discussed during daily safety huddles and at ward meetings with plans developed to rectify any issues identified.

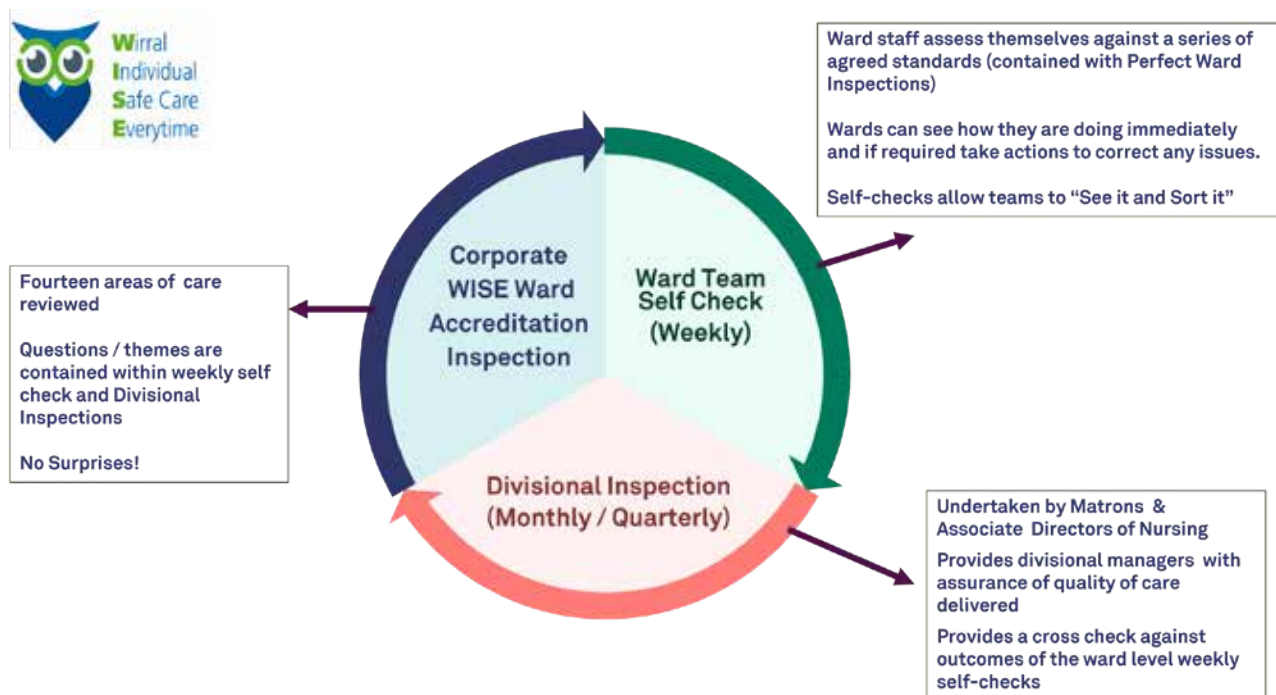
The results were also presented in monthly newsletters to staff, along with best practice suggestions for improvement. Staff used Tendable to review results from other wards within the Trust, learning from others about how to improve the care delivered. In October 2019, the team's hard work paid off when they received a Level Three result for their WISE ward accreditation.



Tendable supports Trust-wide Continuous Improvement Programme

WUTH's Continuous Improvement Model requires teams to undertake a series of self-checks. Self-checks allow clinicians to identify and correct any issues at source without waiting for results of their accreditation inspection.

The WUTH Model of Continuous Improvement



Data from Tendable migrates to the Trust's Business Intelligence (BI) Portal multiple times per day, populating a database that is used from Board to Ward. The solution has encouraged active involvement from all levels of staff - from designing audits to understanding what the results mean. Ward teams have even used it to develop quizzes, engaging staff in a fun way and boosting team morale.

Additionally, the solution has eliminated large amounts of administration freeing up time for staff to care for patients. WUTH's Wards have been significantly improved since implementing Tendable. Teams have embraced using the suites of inspections to undertake actions that improve patient safety, experience and their scores!



About WUTH

As Wirral's largest employer, Wirral University Teaching Hospital NHS Foundation Trust (WUTH) is the thriving heart of the local community. Comprising Wirral's only Emergency Department, it is one of the biggest and busiest acute NHS trusts in the North West. WUTH's 6,258 strong workforce serves a population of approximately 400,000 people across Wirral, Ellesmere Port, Neston, North Wales and the wider North West footprint at two main hospital sites and at two health centres in the community.

For more information, visit www.wuth.nhs.uk

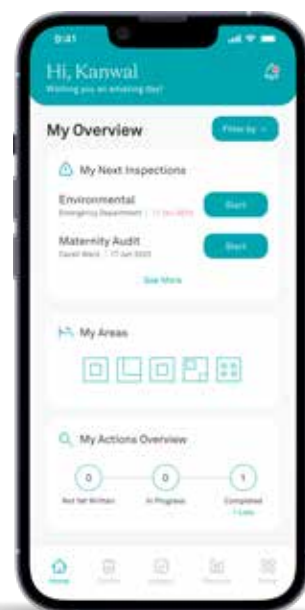
About Tendable

Tendable is a health-tech company that brings people together to better understand and improve quality. Our products lead a transformation in the culture of quality across all care and clinical environments. At its core, Tendable is a quality inspection app and web platform for health and care professionals. Making quality inspections easier and more effective by bringing the mobile user experience we all know, to the frontlines of care. Using Tendable reduces the time taken to complete an inspection by up to 60%, freeing up time to care for the frontline teams. The data collected enables managers to easily identify issues or risks, and systems supports issue resolution. For senior leaders and the board, Tendable gives instant access to critical quality data and with our analytics systems helps generate insights to make better informed decisions.

Discover more

A new way to drive quality and patient safety improvements

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