

# Emergency Nursing Initiatives to Improve ED Quality & Efficiency

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*Emergency Nursing – Towards Improving Quality of Patient Care*

# Background to Emergency Nursing

- 1970s A&E Nursing Course  
Schools of Nursing Mater & St Vincent's Hospital, Dublin
- 1980s-2000 A&E Nursing Course (Cert)  
ACLS, TNCC, ATLS, PALS, Neonatal Resus  
MIMMs /HMIMMS
- 2002 -Present
  - Evidence Based Emergency Nursing.
  - PG Dip (Specialist Nursing) 3<sup>rd</sup> Level Colleges
  - Nurse Prescribing Medicinal Products.
  - Nurse Prescribing Ionising Radiation.
  - Masters in Nursing (Advanced Practice)
  - Masters in Healthcare Management
  - PhD by Research
  - Clinical Doctorates Specialist area

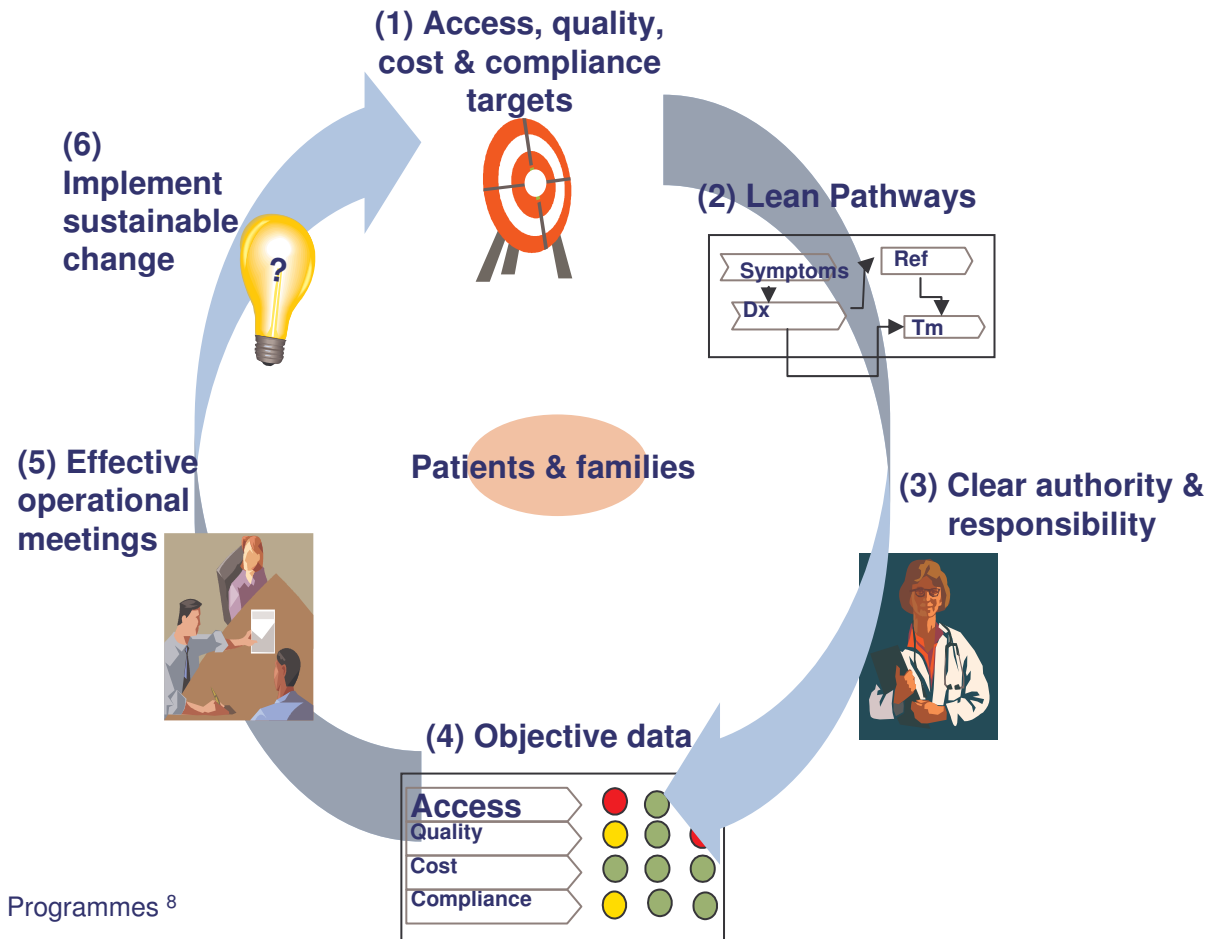


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# Emergency Nursing Interest Group ENIG

- National membership – all departments represented
- Established in November 2010 in response to high interest expressed in Lead Nurse Role.
- Opportunity for senior ED Nurses to provide solutions to local & national problem areas
- Provides opportunities for networking and sharing best practice
- VITAL to successful implementation of EMP

# The DCSP Approach to Improvement



Clinical Strategy and Programmes <sup>8</sup>

# What is Emergency Nursing ?

- Emergency Nursing is defined as the provision of immediate nursing care and intervention to adults and children who have undiagnosed, undifferentiated healthcare needs arising from social, psychological, physical and cultural factors (adapted from Emergency Nurses Association 2009).

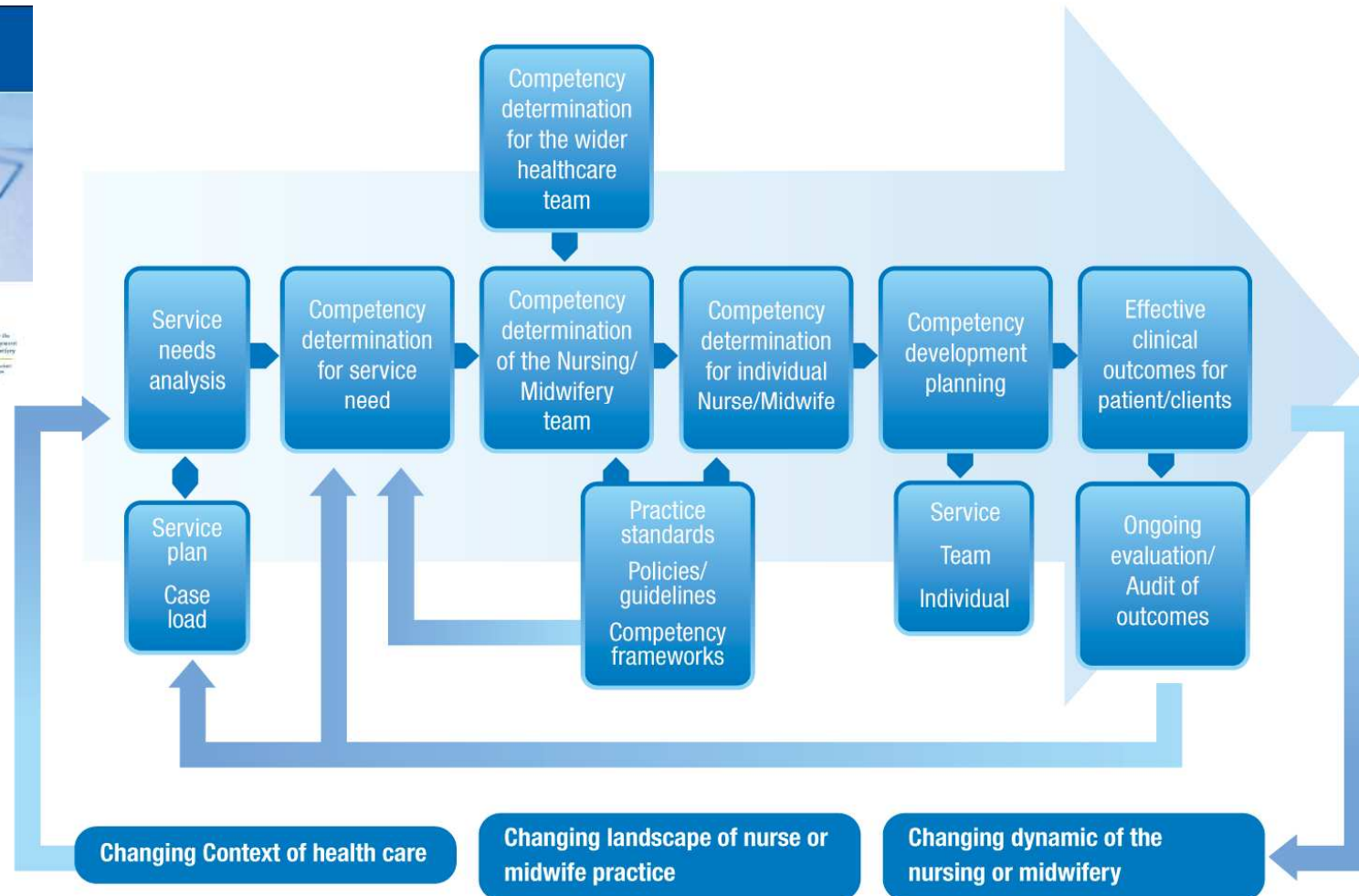
# Mission Statement

- Emergency Nurses work **independently & interdependently** with the multidisciplinary team to provide the **optimal level** of emergency nursing care that is **patient focused, family centred**, maximises health and social gain, promotes excellence in nursing practice and **advocates for all patients** who suffer sudden injury or illness.

Emergency nursing practice is underpinned by expert knowledge gained through **specialist education** and **clinical experience**. It is informed by best evidence and research (ENIG 2011)

# Toolkit for Nurse & Midwife Competency Determination

Competency determination and development process to meet effective clinical outcomes and service needs



# Models of Care

## Emergency Nursing Specific Initiatives

- Competency Framework for Emergency Nursing
- Enhanced clinical skills and competencies for emergency nurses

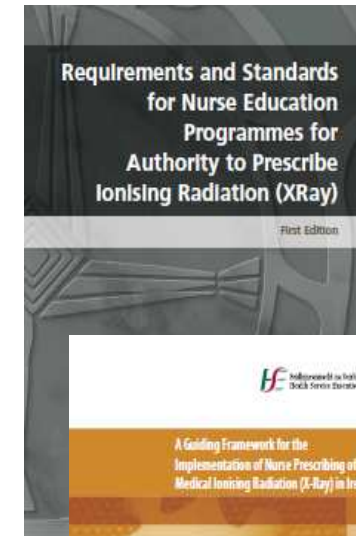


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# Emergency Nursing Team

- Staff Nurse – Prioritises care based on needs of patient. Initiates nursing specific interventions. Implements prescribed care. Communicates on ongoing basis with patient and family on all aspects of care journey. Assesses effects and quality of interventions and documents patient outcomes.
- Involved in rapid assessment, fast track and streaming initiatives post triage – carry out specific diagnostic tests, supply and administer analgesia within a protocol driven framework of enhanced nursing practice.



# Emergency Nursing Team

- Clinical Nurse Manager –  
Co-ordinates activities in department. Delegates clinical workload to appropriately skilled staff. Supervises overall care delivered to patients. Communicates with multidisciplinary team, patients and relatives. Manages and responds to patient flow issues.



Office of Health Management

Frontline Competencies for Nurse & Midwife Managers

# Emergency Nursing Team

## Clinical Nurse Specialist

- Criteria & Standards  
Establishment of Service &  
Individual

Manage patients with disease specific conditions as part of the MDT

- CNS –ED
  - Chest pain assessment
  - Respiratory
- CNS – In-house teams provide expertise and pathways of care linking patient with services outside ED
  - Liaison Psychiatry
  - Stroke
  - Older persons
  - Diabetes
  - Respiratory



# Emergency Nursing Team

- ANP - Criteria & Standards for Establishment of Service & Individual
- ANP – Manages an agreed caseload of patients which involves delivering a full episode of care. Has the authority to discharge patients or refer on to other appropriate services



# Models of Care

Emergency Nursing Specific Initiatives

- Workforce Planning (Staffing Models)
- National Children's Triage System
- National Job Descriptions - based on competency frameworks for Staff Nurse, CNS, CNM, ANP.

# ED Workforce Survey

## Staff Profiles

- Nursing Workforce Resource
- Health Care Assistant Resource
- Allied health professionals /Therapies
- Medical Resource
- Administrative staff
- Support staff

## ED Nursing Staff Profile - December 2010

| <b>Staff Grade</b>    | <b>Total</b>      |
|-----------------------|-------------------|
| Staff Nurse           | <b>824.87</b>     |
| CNM1                  | <b>40.56</b>      |
| CNM2                  | <b>208.43</b>     |
| CNM3                  | <b>23.9</b>       |
| CNS                   | <b>11.71</b>      |
| ANP                   | <b>40.84</b>      |
| CEF                   | <b>11.68</b>      |
| ED Co-ordinator       | <b>5.36</b>       |
| GP Liaison            | <b>9.8</b>        |
| Other                 | <b>6.69</b>       |
| <b>Total WTE</b>      | <b>1183.84</b>    |
| <b>Mean WTE</b>       | <b>29.5</b>       |
| <b>Range per unit</b> | <b>4.5 – 64.5</b> |
| <b>Total HC</b>       | <b>1413</b>       |

## Enhanced Nursing Skills & Competencies

| <b>SKILL</b>             | <b>Total</b>       |
|--------------------------|--------------------|
| <i>Total Head Count</i>  | <i>1,413</i>       |
| Triage training          | <b>1112</b> (78%)  |
| Venepuncture             | <b>1087</b> (77%)  |
| Cannulation              | <b>1,014</b> (72%) |
| Wound closure            | <b>860</b> (61%)   |
| Defibrillation           | <b>844</b> (60%)   |
| Splinting                | <b>842</b> (59%)   |
| Casting                  | <b>737</b> (52%)   |
| Non-invasive ventilation | <b>680</b> (48%)   |
| 1st dose AB              | <b>656</b> (47%)   |
| ECG Interpretation       | <b>649</b> (46%)   |
| Med Management           | <b>377</b> (27%)   |
| Suturing                 | <b>194</b> (14%)   |
| ABG Sampling             | <b>115</b> (8%)    |
| Male catheterisation     | <b>87</b> (6%)     |
| Other                    | <b>114</b> (8%)    |



## ED Nursing Qualifications



- 735 (51%) All ED Nurses –Specialist Education
- 243 (79%) CNM Group -Management Qualification
- 40.2 (100%) ANP Group - Master’s Degree or higher (3 PHD scholars)
- 64 (5%) Nurse Prescribing Med / Ionising Radiation

# Quality Improvement

## Emergency Nursing Specific Initiatives

- National Triage Tool (Paediatric)
- Repeat of ED Workforce Survey 2011
- National EMP Guidelines for Practice
- Emergency nursing KPI's and process measures
- Role development & capacity building of Advanced Nurse Practitioners for Emergency Care Network

# National Triage Tool (Paediatric)

- National Emergency Medicine Programme Children's Triage System (CTS)
- Paediatric Sub-group (ENIG)
- Collaboration between adult & paediatric departments / hospitals
- Multidisciplinary involvement
- Pilot phase January 2012 in three departments

# National Clinical Guidelines

- Multidisciplinary clinical guidelines which standardise care pathways and management of common clinical conditions
- Improve the quality of patient care delivered in ED
- Academic Emergency Nursing Sub-group (ENIG)
  - Glossary for EMP Report
  - Cache of Guidelines for EMP & Clinical Care Programmes (Epilepsy, Asthma, ACS)

# Emergency Nursing Key Performance Indicators

- Patient Handover Time
- Triage Time
- Pain Assessment – Time to analgesia – Re-assessment of pain
- Time to 1<sup>st</sup> ECG for suspected STEMI
- Rapid assessment initiatives
- Streaming of appropriate patients to Advanced Nurse Practitioners for full episode of care leading to Disposition Decision (Discharge or referral outside ED)

# Registered ANP (Emergency) Role & Scope of Practice

- Management of full episode of patient care within agreed caseload
- Authority to discharge or refer to appropriate other service
- Education of multidisciplinary team
- Audit of service – KPI's
- Research & implementing evidence into practice

## Injuries & Conditions

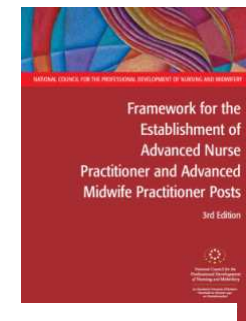
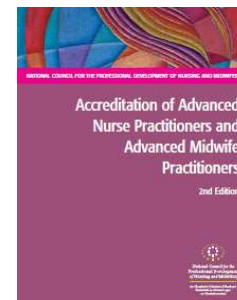
- Minor Head & Facial Injury
- Laceration face, trunk & limb
- Skeletal & Soft tissue injury
- Initial management of fractures
- Hand & fingertip Injury
- Minor burns < 2% TBSA
- Soft tissue infection

## Emergency Cardiology

- Chest Pain
- Acute Coronary Syndrome
- Integrated Care Pathway

# Advanced Nurse Practitioner Services

- Total 23 / 40 Departments Nationally with established ANP service – Criteria & Standards of NCNM
- 8 Departments ANP (Adult only) Dublin / CUH
- 12 Departments ANP (Adult & Paediatric) Regions
- 3 Departments ANP (Paediatric only)
- 5 Departments recruiting / developing ANP Role (Mid-West, Naas, Midlands)
  
- RANP total = **43 (3 Paediatric)**
- ANP (E) Candidates = **16**



# Sustaining Improvement & Building Capacity

Emergency Nursing Specific Initiatives

- Strategic Plan for Emergency Nursing
- Leadership, Support & Collaboration - Directors of Nursing, Centres for Learning & Development, Office of Director of Nursing Services HSE, Third Level Institutions
  - Post Graduate Education
  - Enhanced Clinical Skills
  - Career Pathway / Career Guidance
  - Succession Planning
- Change management and embed continuous improvement
  - LEAN Programme



# Patient Experience

