Improving the Quality of Electronic Patient Records in Community Nursing within NHS Forth Valley

**Authors:**
- Suzanne McGregor – Practice Education Facilitator, Forth Valley
- Rita Ciccu Moore – Associate Director of Nursing, Forth Valley
- Gail Leckie – Trainee District Nurse, Health Centre, Camelon
- Margaret Ferguson - Team Leader for District Nursing, Falkirk
- Kim Conroy - Team Leader for District Nursing in Stirling and Clackmannanshire
- Alison Shaw - District Nurse, Health Centre, Camelon
- Darline Reekie – Clinical Nurse Manager for District Nursing, Falkirk
- Rita Ciccu Moore – Associate Director of Nursing, Forth Valley
- Alison Shaw - District Nurse, Health Centre, Camelon
- Gail Leckie – Trainee District Nurse, Health Centre, Camelon
- Margaret Ferguson - Team Leader for District Nursing, Falkirk

**Aim:**
Registered Nurses have a professional accountability to keep clear and accurate records as directed within the NMC Code (2015). These records are required to demonstrate safe and effective patient care. Due to the professional and legal aspects of nursing documentation, it is felt only appropriate to aim for 100% compliance however during the 10 month timescale, an interim target was set: Patients on a District Nursing Caseload will have electronic patient records completed accurately to meet 95% compliance by November 2017.

**Methods:**
Camelon Medical Practice was highlighted as our pilot site. Weekly meetings were initiated and the team began to look at previous documentation audits. Baseline data within the pilot team was recorded bi-monthly and showed an average cumulative total of 87% compliance (sample size – 5 records)

A driver diagram was constructed that looked at the process required to reach our aim as well as identifying change ideas.

A range of QI tools were utilised including force field analysis which helped expand on the change ideas, making them relevant and realistic within current clinical practice. During the initial stages of the project, the pilot team audited records weekly so that results could be analysed.

**Change Process**

**Results and Conclusion:**
Following the introduction of a Standard Operational Procedure and use of mnemonic set, Camelon community nursing team have demonstrated an improvement in the quality of electronic patient records and are sustaining their target and embedding changes into daily practice.

The run chart opposite demonstrates Camelon’s improvement journey.

**Comments from the Pilot Team**

- The overall process is simpler with clearer factual information
- Everyone knows exactly how to fill in the records with clear guidance that meet the NMC requirements
- The process is clear with concise sections and it reduces ambiguity
- I feel the patients’ data is more complete within the records

**Next Steps…**
- Educational sessions for all community nurses in NHS Forth Valley prior to the wider roll out of the newly developed tools. We will collate data for individual teams to demonstrate their own quality improvement journey
- The project team will use their knowledge and experience of QI methodology to help them with further improvement journeys. The team are currently reviewing the care plans utilised within community nursing, with a further plan of reviewing record keeping in treatment room nursing later this year.

**References**
- Kotter, J (2012) Leading Change