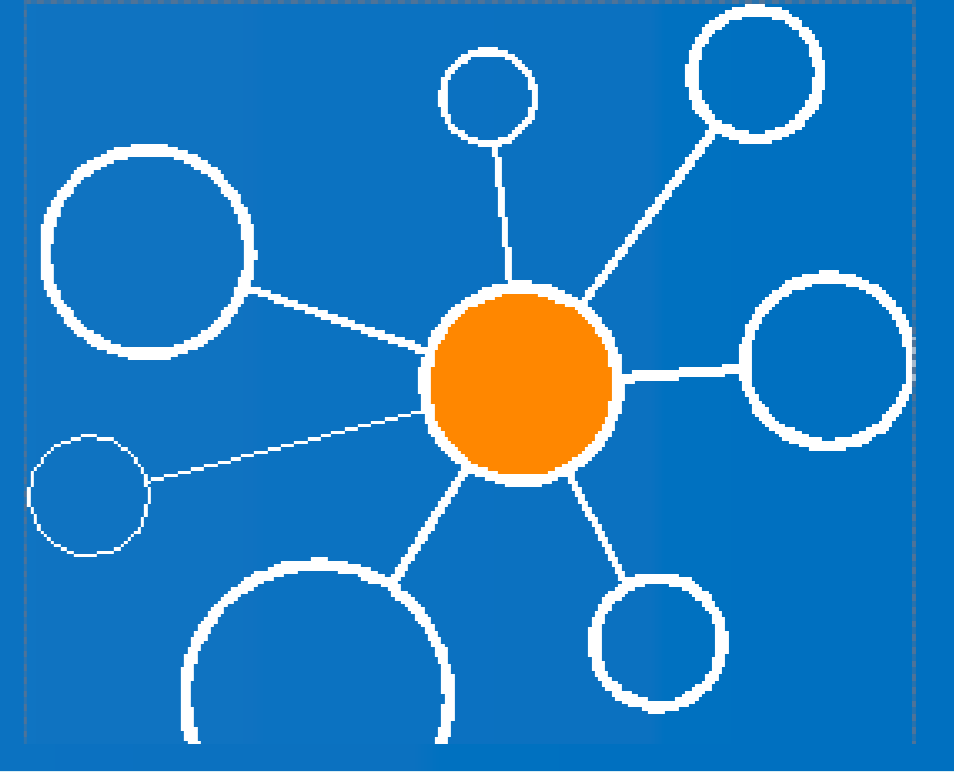


# Improving Completeness & Accuracy of NEWS2 Observation Recording

Alli Patchett

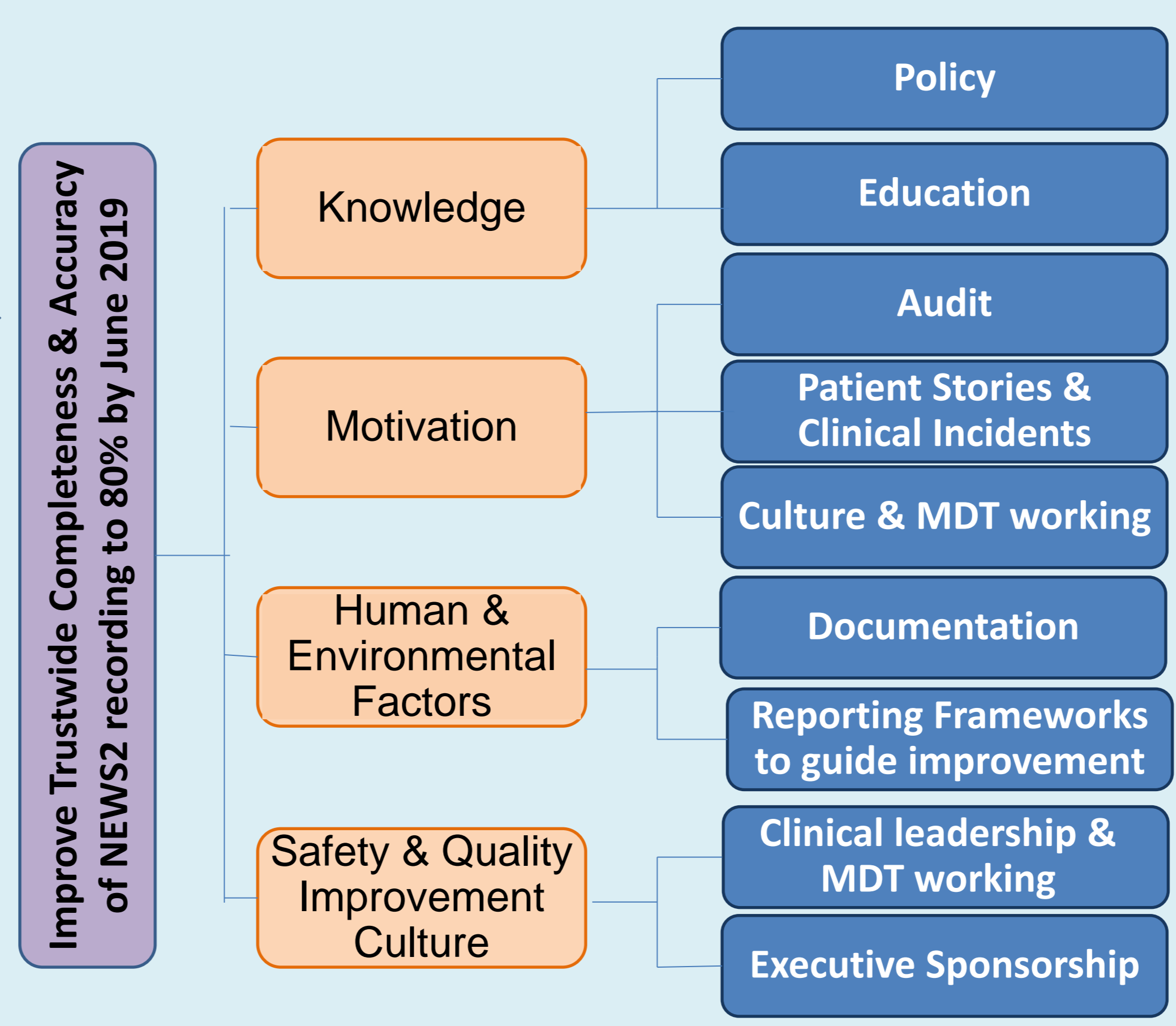
Acute Care Response Team; Avening Ward; Alex Purcell; Lecturer Practitioners; All NEWS Link Nurses, Oncology & Orthopaedic Practice Development & Resuscitation Team.



**Background:**  
Annual audit evidenced poor trust-wide compliance regarding the completeness and accuracy of NEWS 2 observation recording. This has implications for patient safety, particularly with regard to the recognition of acute and deteriorating illness which is a precursor to escalation and management.

**Aim:**  
To improve the completeness and accuracy of NEWS2 recording trust-wide to 80% by June 2019 by using a PDSA approach to identify successful strategies that can be shared.

**AIM PRIMARY DRIVERS SECONDARY DRIVERS**

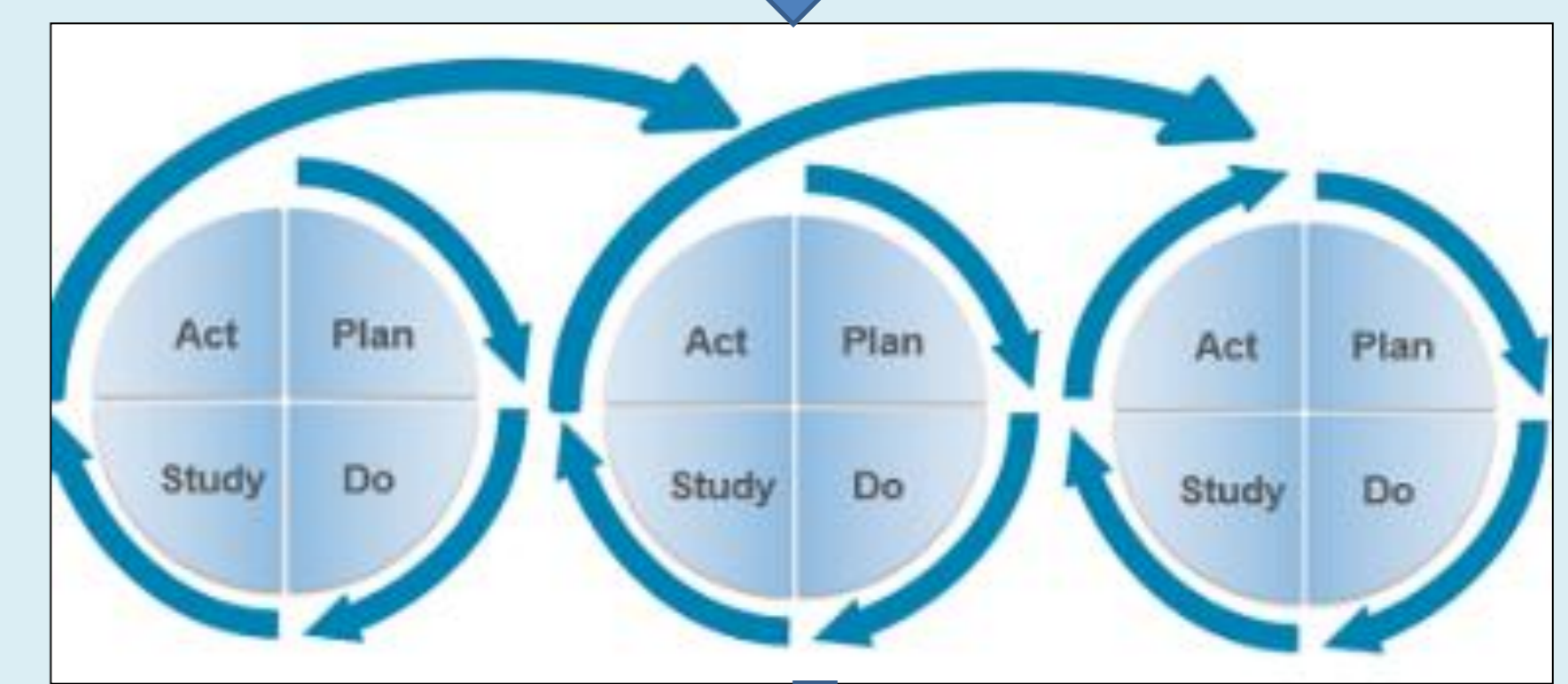


**CHANGE IDEAS**

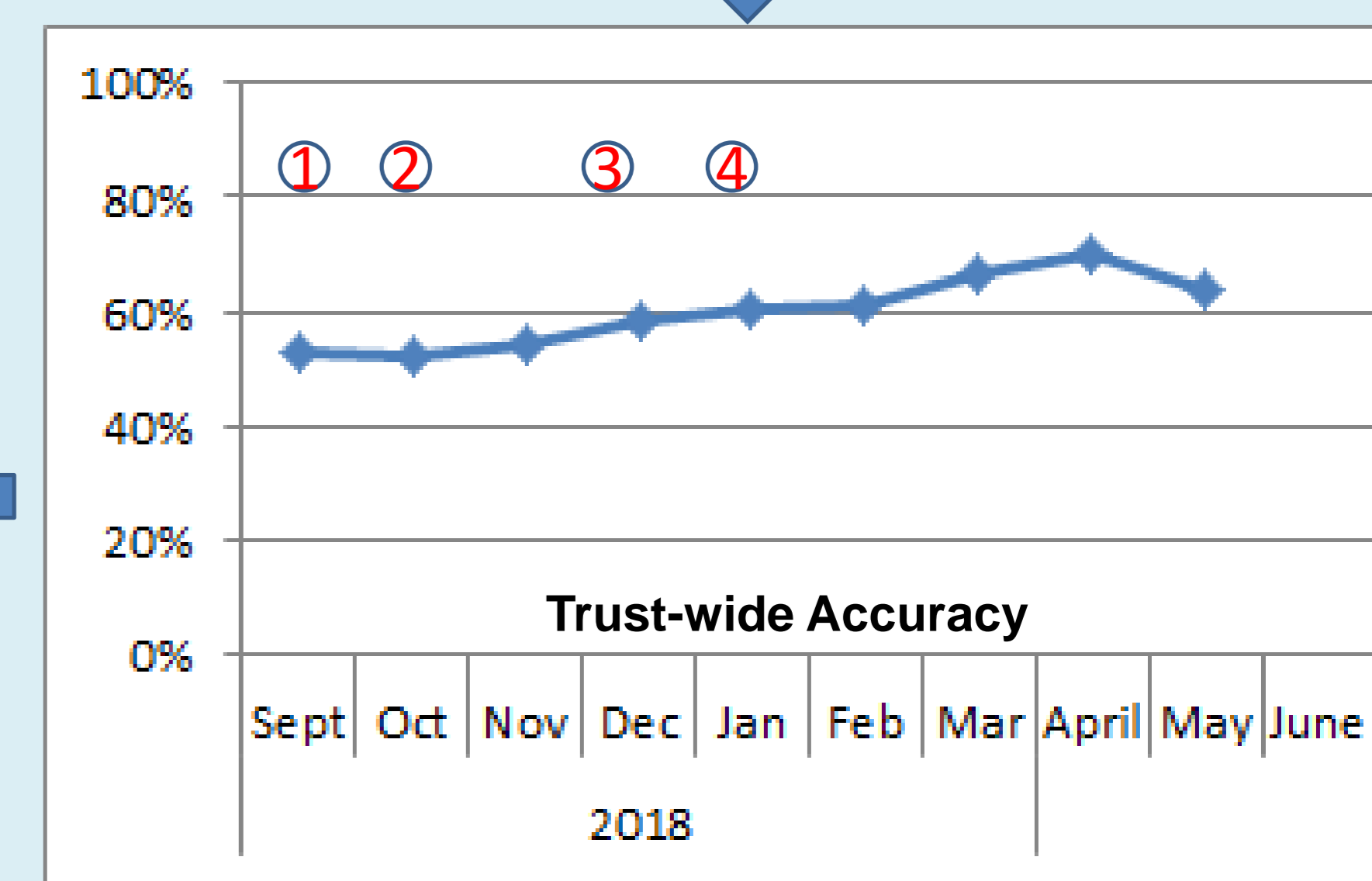
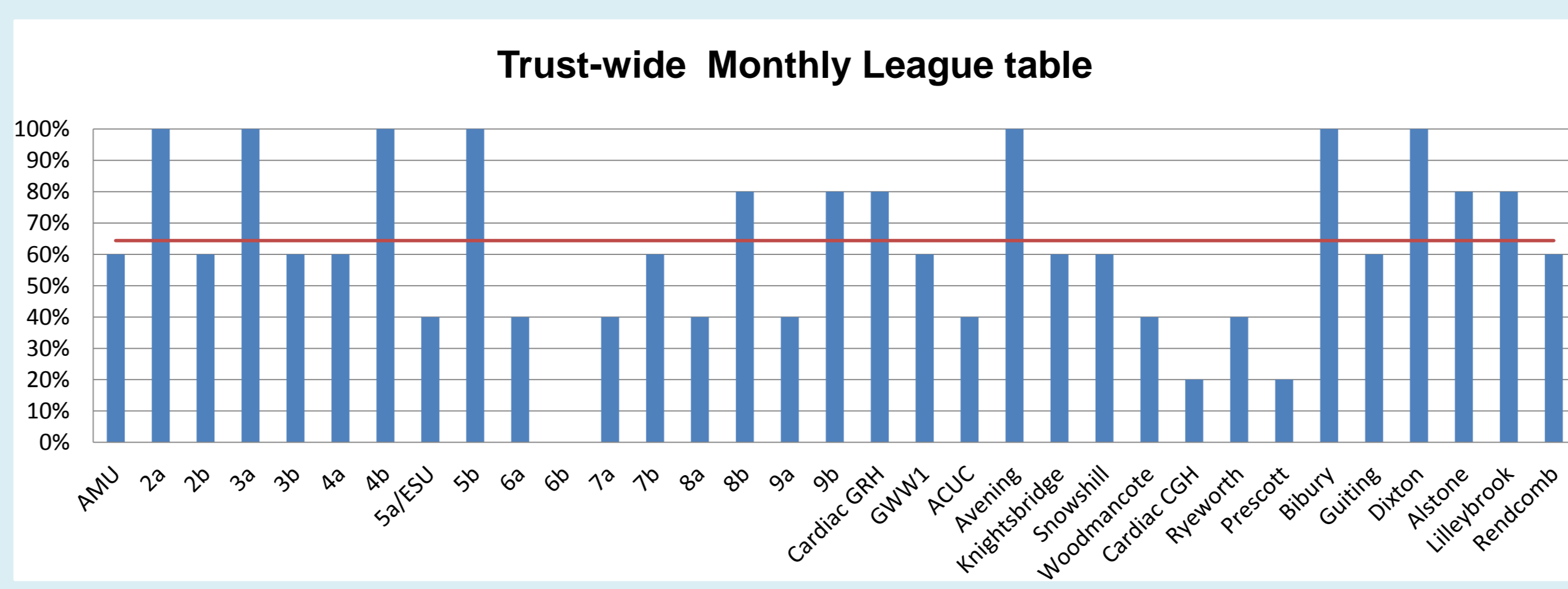
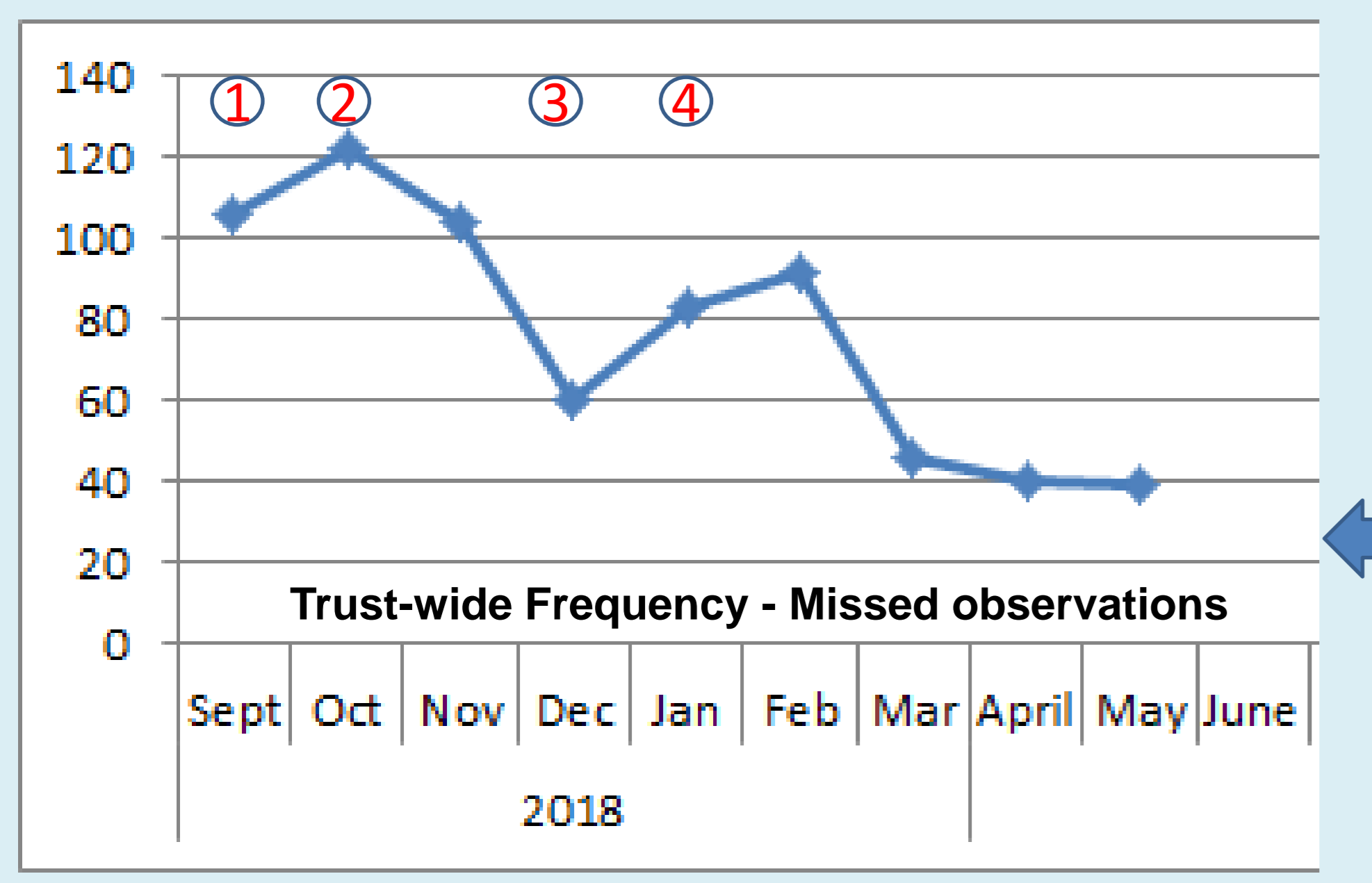
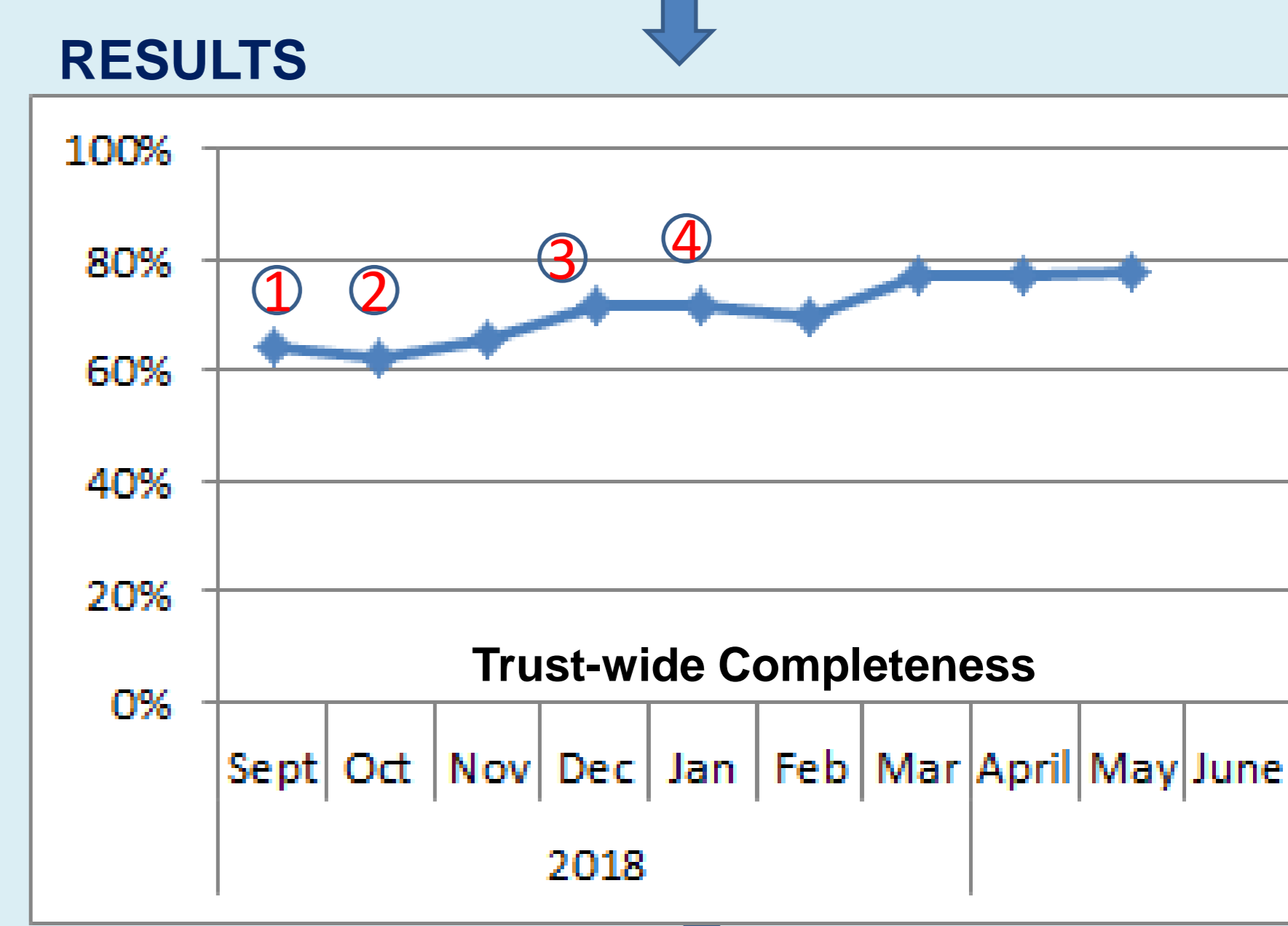
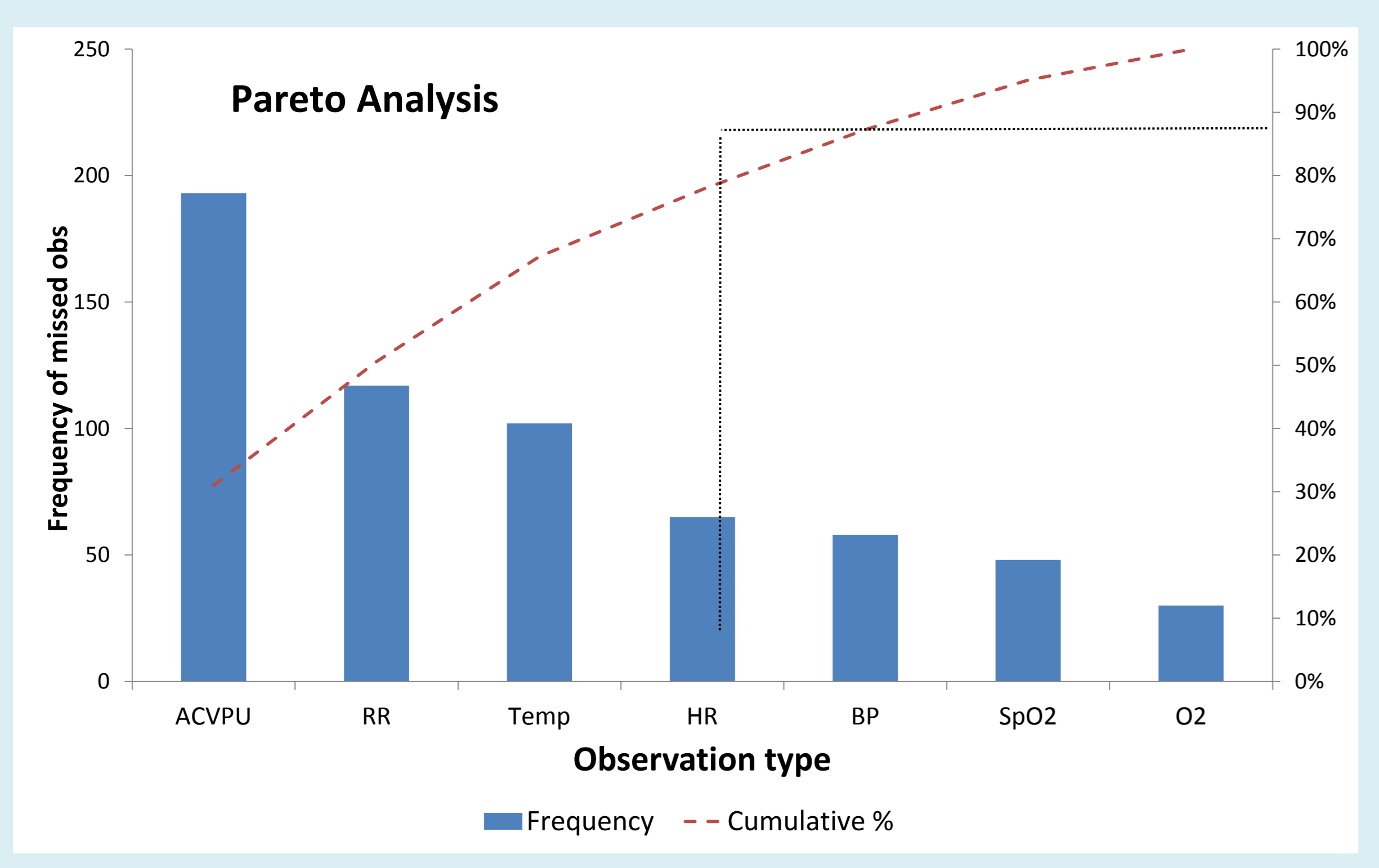
- Chart redesign; Policy update & launch
- Link Nurses; Standardised resources (all teaching) Customised News2 eLearning; Simulation Education
- Monthly snapshot audit programme & reporting; League table; Certificates
- Simulation Education / Shared learning
- Awareness & Consideration of factors; Mortality/Morbidity/DCC admission reviews Simulation Education
- NEWS2 chart design & testing; Use learning to develop NEWS2 neuro chart
- External audit programme / reporting & escalation
- Support clinical staff to identify & test change based on local data
- NEWS2 patients included in handovers / safety brief
- Quality Summit / Action Planning

**Change Ideas / Strategies**

- Clinical leadership & Ownership / Senior Link nurse
- Formal NEWS2 teaching sessions - standardised resources
- 'Good NEWS & Bad NEWS' chart teaching
- NEWS2 eLearning
- Monthly results dissemination
- NEWS Safety Brief & Safety Board
- Weekly → 2 weekly internal audit → focused/targeted audit
- 2 monthly Simulation learning (MDT)



No.	Selected Trust-wide Change Ideas
1	Standardised training
2	Monthly snapshot audit / visual reporting
3	League table
4	Customised eLearning



**Next Steps:**

- Share QI project learning trust-wide.
- Focus work to further reduce most influential missed parameters evidenced by Pareto Analysis (ACVPU, Respirations, Temperature, Heart Rate).
- Consider standard NEWS2 chart redesign & test.
- Use NEWS2 chart redesign learning to formulate NEWS2 Neurological Observation Chart.
- Quality Summit & test change ideas using PDSA cycles.

**Conclusion:**  
Completion & accuracy of NEWS2 observation recording has improved trustwide in response to a monthly external audit programme & visual results reporting. Additionally monthly 'trustwide league tables' enable wards to view how they contribute to the trustwide picture & provides opportunity to compare & contrast. Collectively these strategies have motivated staff & raised the importance & profile of NEWS2 recording alongside formal & Informal education.

Individual ward 'year to date trends' show inevitable natural variance. This is amplified by the random snapshot audit methodology used. Nonetheless, wards evidencing less variation & higher completeness & accuracy baselines, e.g. Avening Ward evidence that success is derived from good clinical leadership, ownership & the development of multiple change strategies (see 'certificate').

Simulation Education, which interestingly transcends all change drivers proved particularly beneficial not only in raising the profile & importance of accurate NEWS observation recording, but also by increasing knowledge skills & confidence in managing acutely ill & deteriorating patients.