



# ***“We’ve got Your Back”***

## **Competency & Compassion in Spinal Injury Nursing**

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October 2016*



DUBLIN ACADEMIC MEDICAL CENTRE



## OUR VISION

To assure professional excellence by delivering seamless, safe, high quality nursing care that integrates evidence-based practice, research and professional development in a holistic manner, producing excellent clinical outcomes for patients.



### PATIENT EXPERIENCE

#### This will be achieved through

- Implementing a person-centred practice development framework of care
- Developing a culture of safety, quality and learning from experience
- Measuring quality of care through patient experience
- Supporting staff to deliver high quality compassionate care
- Identify key performance indicators

#### Key performance indicators and outcomes

- Consistent delivery of care against identified need
- Patient's confidence in the knowledge and skills of the nurse
- Patient's sense of safety
- Respect for patient's preference and choice
- Nurse support for patients to care for themselves where appropriate
- Patient involvement in decisions made about their nursing care
- Time spent by nurse with patient

### COMPETENT COMPASSIONATE STAFF



#### This will be achieved through

- Continuous development of a knowledgeable and skilled workforce
- Professional competency and performance review
- Supporting and encouraging nursing education
- Supporting a culture for open disclosure
- Ensuring a positive clinical learning environment
- Identify key performance indicators

#### Key performance indicators and outcomes

- Promotion of excellent clinical practice
- Evidence of person-centred practice outcomes
- Management of staff absenteeism
- Provision of education in line with service/staff needs
- Optimal use of staff resources and effective workforce planning
- Increased level of staff satisfaction



### SAFETY

#### This will be achieved through

- Evidence-based practice
- Developing a culture and process of clinical audits
- Excellence in nursing documentation/NEWS
- National early warning score performance
- Medication administration reviews
- Identify key performance indicators

#### Key performance indicators and outcomes

- Evidence-based reduction in incidence of hospital-acquired pressure ulcers
- Evidence-based reduction in the incidence of falls
- Improvement compliance with nursing documentation/NEWS
- Reduction in the incidence of medication administration variance
- Improved nutritional focus
- Effective management of sepsis

### QUALITY



#### This will be achieved through

- Continuous focus on quality improvement
- Well informed communication and decision making
- Implementing learning from patient feedback
- Ensuring all nursing practices meet NMBI standards/legislation
- Financial accountability and value for money
- Identify key performance indicators

#### Key performance indicators and outcomes

- Evidence of consistently high standards of nursing care through clinical audits/metrics
- Evidence-based nursing patient outcomes
- Every ward/dept will display and continuously review their nursing metrics results
- Commitment to a reduction in adverse incidents and feedback relating to nursing care



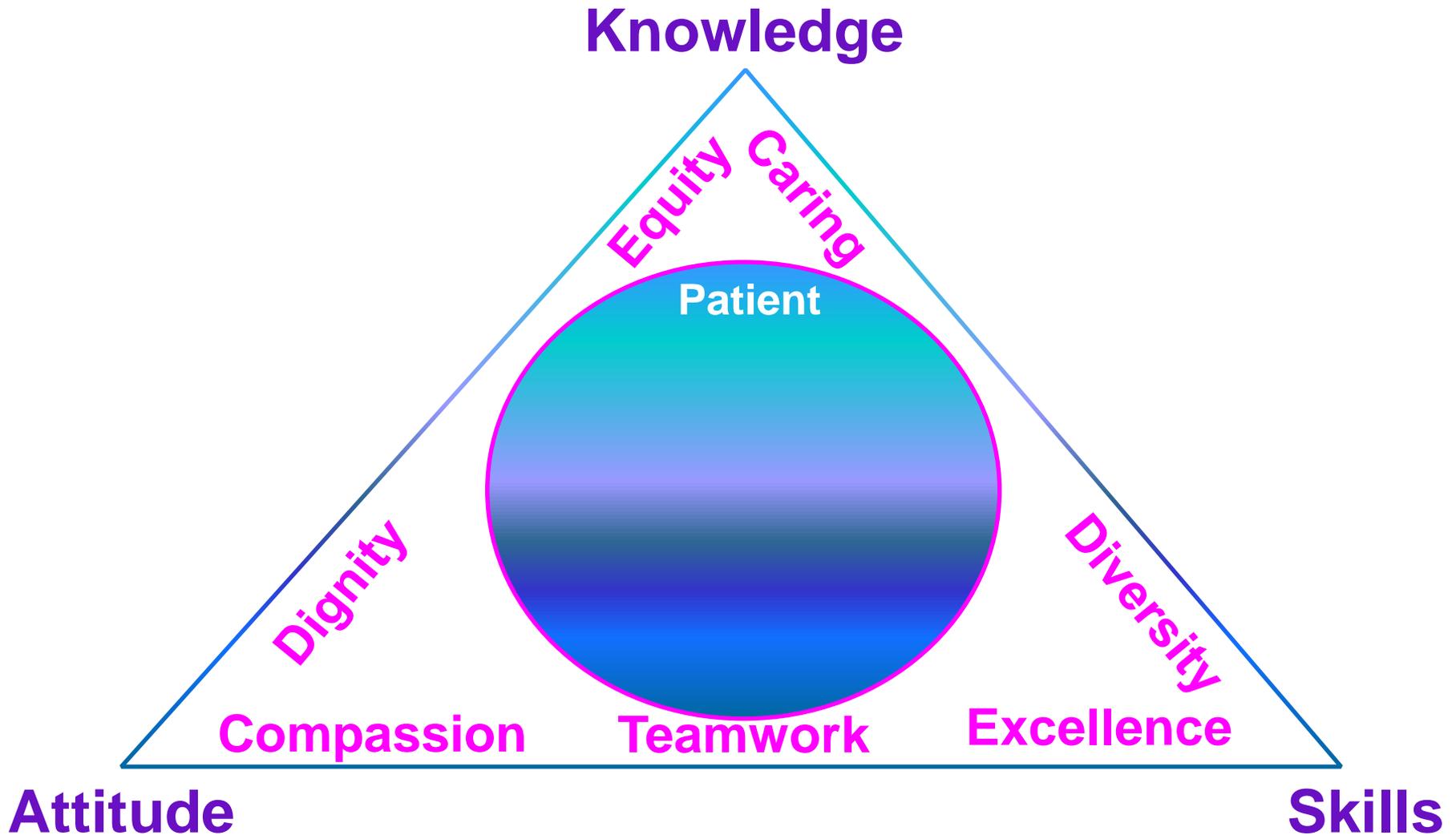
# NSIU - Background

- National Spinal Injuries Unit
  - Established in 1991 in the MMUH, Ireland
  - Aim to treat 30-40 patients per annum
  - Currently treat 30-40 trauma patients per month plus case load of out patients
- Resources
  - No extra resources allocated when set up
  - Had to maximise existing resources
  - No facilities, 4 bedded bay within the orthopaedic ward

# The Changing Needs of the Spinal Patient

- Patient needs are evolving
  - Higher survival rates
  - Needs are more complex
  - Patient awareness
- Spinal Service Development
  - Move to the Whitty
  - Environment developed with the patient in mind

# The Spinal Nurse



# Effects of a Spinal Injury



# Competency

Competence can be defined as: “The state of having the knowledge, judgement, skills, energy, experience and motivation required to respond adequately to the demands of one’s professional responsibilities”

(Roach, 1992)

# Meeting the Needs of the Spinal Patient

- Orientation Programme for New Staff
  - Informal program to develop core competencies
    - Skills List
    - Study Days e.g. spinal manual handling
- Development of Policies & Guidelines
  - Evidence Based Practice
    - E.g. Weaning guidelines
- Developing our professional relationships
  - Collaboration with NRH
  - MASCIP, RISCI

# Meeting the Needs of the Spinal Patient

- Staff Development
  - Development of CPD Programme
    - ‘Cross site’ programme
    - Accredited by UCD – Level 8, 10 credits
  - Continuing Education
    - Application & removal of spinal orthoses
    - Surgical procedure update
      - E.g. percutaneous fixation
  - In-service Education
    - Training on new equipment
      - E.g. Phrenic Nerve Stimulator

# Compassion

- Compassion
  - Facet of care that's hard to describe
  - Definitions talk about:
    - “being conscious of others distress, suffering”
    - Having characteristics such as empathy, sensitivity, kindness & warmth
    - Intelligent kindness (Davison & Williams 2009)
  - Ultimately:
    - “Would I be happy to be cared for in this way?”
    - “Would it be good enough for one of my family members?”

# Patient Feedback

- Testimonial from the Sister of a Patient with a Spinal Cord Injury

*“.....My brother was also blind with a severe hearing loss. This presented certain difficulties both for himself and for all of you the caring staff. However, I want to thank you all most sincerely for your patience and care during his stay with you. Also for the support to us his family, particularly his four daughters. All of you kept us informed and supported in so many ways”*

# Patient Feedback

- Feedback from a patient nursed in the Spinal Unit
  - *“Every member of staff were so kind to everybody including my family”*
- Feedback from the wife of a patient who died in the Spinal Unit
  - *“All the nursing care Martin got was excellent”*
  - *“I want to say a special thanks for all the caring you gave on that last day to both Martin, myself and our daughters”*

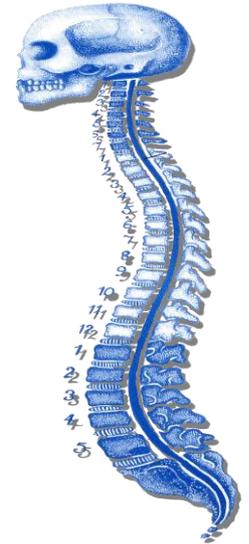
# Patient Feedback

- Feedback regarding the nurses in the Spinal Unit
  - *“She was always ready to listen or help with any request and I have to admit I may not have been the easiest of patients”*
  - *“I feel privileged to have been under their care”*
  - *“Thank you to all the staff for munding my daddy. I am so happy he is feeling better”*
  - *“Your support, care & dedication to your patients and their families has been incredible” “I feel we have gained an extended family in the Mater Hospital”*

# Patient Feedback

“Words cannot express my gratitude to you all for your hard work, expertise, care, compassion and dedication”

# Thank you



# References

Davison N & Williams K (2009) Compassion in Nursing 1: Defining, identifying and measuring the essential quality. 105(36) 16-18.

Roach S (1992) *The human act of caring: a blueprint for the health profession (revised edition)*, Ottawa: Canadian Hospital Association Press.