## Reflective Template: Quality Improvement Activity (QIA)

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| This reflective template has been designed to use with the SOAR Database (Scottish Online Appraisal Resource). When you have completed this reflection, please upload it to SOAR / Form 3 and submit it to your interview to share with your Appraiser. | 3-step guide to completing this form:   1. **Save this form** (using “Save As”) to your computer (e.g. My Documents, Desk top), and **customise the file name** (e.g. QIA Reflection 2012) 2. Proceed to filling out the form - when finished, **Save** and **Close** the document. 3. **Login to SOAR and Upload** this file from where you had saved it (from step 1), either to the Documents Library, or directly to Form 3. |

This reflection template form should be used for **Domain 2: Safety and Quality**.

*The boxes will expand automatically as you type into them.*

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**What supporting information have you provided for your QIA?**

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| SBAR transfer form |

**What strengths or achievements does it demonstrate?**

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| In 2013, two patients were transferred back to the community hospital who were subsequently found to have C Diff. During the subsequent investigation, it transpired that in both instances, the patients were known to have loose stool or altered bowel habit. In one of the cases, the doctor accepting the transfer had asked specifically about infection risk, and had been informed that there was no risk. However, there was inconsistent documentation, and the transfer message was written on the back of a menu.  As a result, we developed a transfer form, on which staff record all available information prior to the patient’s arrival on the ward.  This has subsequently been very useful in the investigation into a separate case where a patient transfer did not run smoothly. |

**Did you encounter any difficulties in this process?**

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| The main difficulty in the process of the introduction of the form was ensuring widespread knowledge and correct use of the form. In addition, earlier versions of the form did not include space to record the date.  Communication with nursing colleagues was complicated by the departure of the Senior Charge Nurse, and sick leave of the ward sister. |

**Have you been able to make any changes as a result of undertaking this activity?**

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| The introduction of the form has standardised data collection about transfer, and better planning for patients being transferred in to the ward. |

**What have you learned from undertaking this activity?**

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| My main learning has been in leadership and influencing others. |
| I have also learned a lot about quality improvement science through the year. The benefit of introducing the form has not been formally measured; we have planned a process audit of use, looking to see what proportion of transfers are recorded on the new documentation on a monthly basis. |

**Is there anything else that you would like to/ need to do to follow it up?**

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| We have planned a process audit of use, looking to see what proportion of transfers are recorded on the new documentation on a monthly basis. |