

PROMOTING QUALITY PATIENT CARE THROUGH PHYSICAL ASSESSMENT COMPETENCY AT HUMBER RIVER HEALTH (HRH)

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DESCRIPTION

Nursing Physical Assessments are vital in providing safe high quality patient care. To ensure accurate and effective assessments, HRH has updated its Nursing Orientation Program (NOP), with a simulation based comprehensive review of nursing skills. The NOP is guided by adult learning principles and simulation application. Upon completion of the NOP, nursing staff go through a Physical Assessment Competency (PAC) evaluation, which includes a Head-to-Toe and effective communication strategies assessment. The evaluation measures the participants' ability to conduct a physical assessment correctly, communicate pertinent information, develop accurate care plans, and provide high-quality and safe patient care.

OBJECTIVE

To promote the delivery of safe high quality patient care by implementing PAC evaluation in HRH's Nursing Orientation Program.

ACTIONS TAKEN

- HRH updated its NOP to an extensive 8-day program that incorporates various teaching strategies such as flipped classroom, role-play, and simulation.
- During orientation, newly hired nurses are supported with physical assessment prep sessions in a controlled environment.
- Provided with a PAC evaluation checklist, which includes components of the Head-to-Toe Assessment and effective communication strategies such as AIDET & I-SBAR communication tools, using a pass/re-simulation criteria.
- Learning opportunities are provided to staff to improve their skills prior to the required re-simulation.

SUMMARY OF RESULTS

PAC evaluation provided HRH valuable insight on practice gaps and areas that needed further education. Since the NOP update, the first-time pass rates have been consistently averaging at 84%. Although HRH provides various learning supports, some newly hired nurses are unable to pass the required PAC after three attempts, which hinders their onboarding process. However, the low rates of unsuccessful onboarding suggest that the updated NOP offers nurses with strong practice support, as they integrate into HRH's workforce.

LESSONS LEARNED

PAC evaluation allows the organization to identify individual practice gaps, and supports nursing staff in building confidence and competency to provide safe high quality patient care.

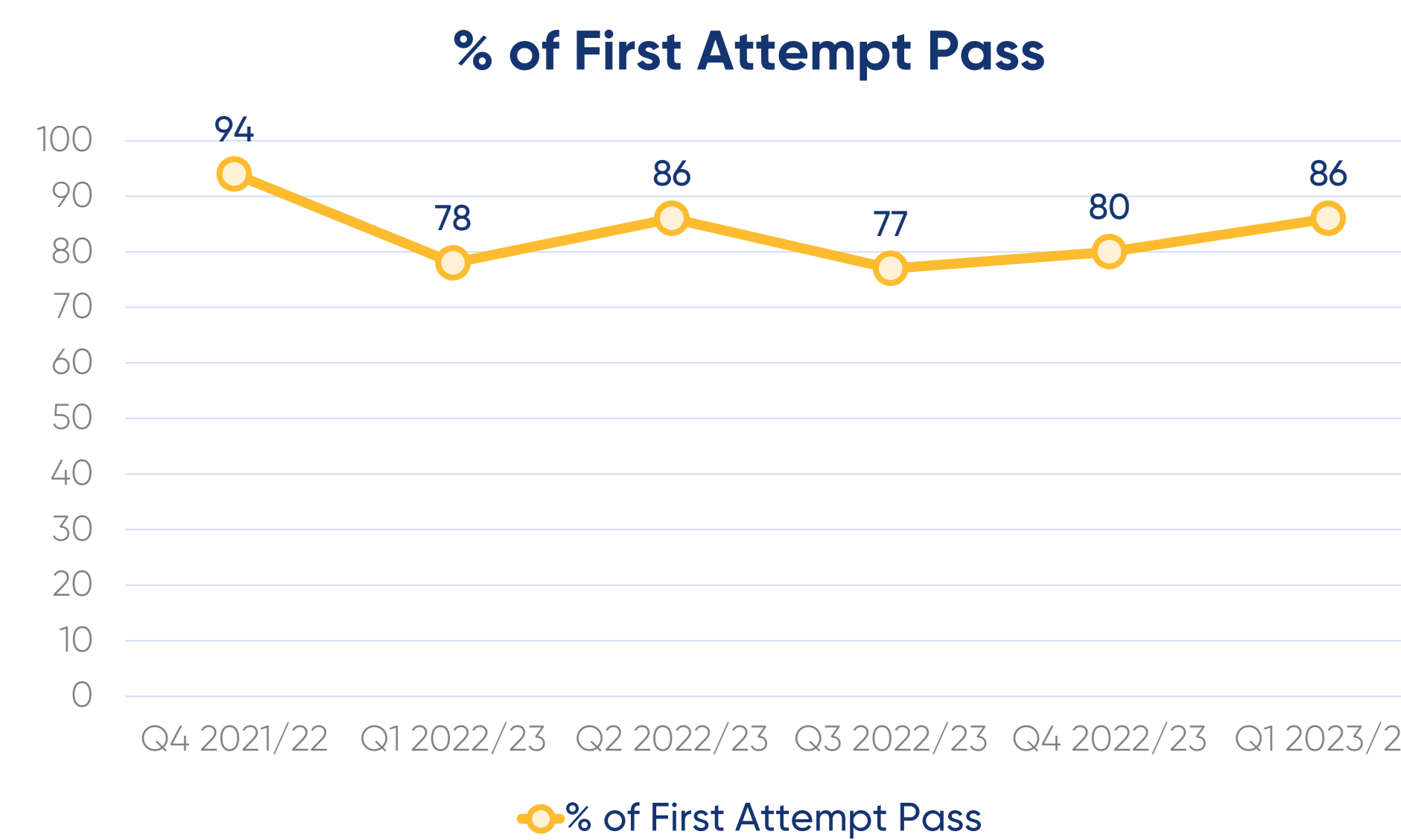


Figure 1.

Quarterly average for the first attempt of the Physical Assessment Competency evaluation pass rate is 84% from Q4 2021/22 – Q1 2023/24.

Step	Description
Acknowledge	Acknowledge the patient by name. Make eye contact, smile, and acknowledge everyone in the room (patient and families).
Introduce	Introduce yourself, your skillset, your professional certification, and your experience
Duration	Give an accurate time expectation for tests, physician arrival, and identify next steps. When this is not possible, give a time in which you will update patient on his/her progress.
Explain	Explain step by step what will happen, answer questions, and leave a way to contact you, such as a nurse call button or phone number. Use language a patient can understand.
Thank	Thank the patient. You may thank them for choosing your hospital, and for their communication and cooperation. Thank the family for their assistance and for being there to support the patient.
Promise	Make a statement of your personal commitment to the patient's/customer's care and experience.

Figure 2.

AIDET Plus the Promise communication tool is to use during the communication with the patient and their families.

I-SBAR Communication Tool

I IDENTIFY
Your Name/Role/Unit:
Patient Name/ Age/Gender:

S SITUATION
The Reason of your call:

B BACKGROUND
Admitting Diagnosis/Date of Admission:
Med/SX History:
A brief synopsis of the treatments/tests to date:
Current Medications:
Allergy:

A ASSESSMENT
Vital Signs: On Oxygen? YES NO
Pain: IV Fluids:

Respiratory	Cardiac	Neuro
Musculoskeletal	Gastrointestinal	Genitourinary
Integumentary/Skin	Blood Sugar/Lab Results	Others

R RECOMMENDATIONS

Figure 3.

I-SBAR Communication Tool is to use during Interprofessional Team Communication.

PHYSICAL ASSESSMENT: HEAD-TO-TOE

Staff Name: Position: Unit:

Date and Time of Assessment: The Month of Hiring: 1st Attempt 2nd Attempt 3rd Attempt

Please fill out the info above & bring this checklist to complete the Physical Assessment Test

• Hand Hygiene (Before/After)	• Neurological
• PPE (Don/Doff)	• Level of Consciousness X 3
• AIDET	• Motor Response, Equal, Strength
• 2 Patient Identifier (ROP)	• Pupils (PERRLA)
Vital Signs	Gastrointestinal/Genitourinary
• Temperature	• Bowel Sounds (4 Quadrants)
• Pulse	• Correct Placement of Stethoscope
• Respirations	• Last Bowel Movement
• Blood Pressure	• Last Void
• SpO2	Skin, Wounds, & Pressure Injury (PI)
Airway (OPQRSTU)	• Lesion, Bruises, Dressing
• Patency, Obstruction, Secretion	• Identify Stage of PI: Occiput, sacrum and the coccyx
Breathing	
• Pattern, Gurgling, Retraction	ISBAR Communication
• Breath Sounds Anterior & Posterior	• Introduction: Self and Patient
• Correct Placement of Stethoscope	• Situation: The reason of my call is...
Circulation	• Background: Admission Diagnosis, History, Relevant Treatment/Medications/Allergies
• Skin: Colour, Sensation, Moisture, Temperature, Edema	• Assessments: Details of the Situation and the Background
• Peripheral Pulses, Cap-Refill	• Recommendations: Be specific and demonstrate your critical thinking
• Heart Sounds	
• Correct Placement of Stethoscope	
• Assess IV Site	
Results of the SIM	PASS Re-SIM CASE #

Feedback:

Staff Signature: Date:
Assessed by (Name and signature): Date:
Professional Practice Director (Signature): Date:

Figure 4.

PAC evaluation checklist used to evaluate new nursing staff on the simulation portion of NOP. This checklist is built utilizing the Registered Nurses' Association of Ontario's (RNAO) Best Practice Spotlight Organization (BPSO) guidelines, such as pain and pressure injury assessment and management. Feedback is provided at the end of the assessment to explore their learning opportunities.