Staff embrace patient acuity & workload tool

Ward 7 south nursing staff Amy Nel, Gayle Tristram and Caroline Woon.

One of the key tools for CCDHB's Care Capacity Demand Management (CCDM) Programme is TrendCare. The patient acuity and workload tool provides valuable data about staff resourcing, bed use and patient flow and help balance workloads more evenly over a shift.

TrendCare was introduced to CCDHB in 2014, and staff are really starting to embrace the tool. Nursing staff on Ward 7 South at Wellington Hospital are just one of the teams who say they are seeing the tangible benefits that TrendCare provides.

"Prior to TrendCare, the need for different or more staff resourcing was largely based on anecdotal evidence. TrendCare provides a way of highlighting where the pinch points are for our staff, and where there is a real need for extra resourcing," says charge nurse manager Amy Nel.

"It provides a clearer understanding of nursing staff workloads so that we can match rosters to demand peaks, and make sure that the work staff are doing is safe and manageable."

As a result of the nurses using TrendCare, the team had the hard data to support their case to change their staff mix and resource levels.

"Last year was a particularly busy and our staff were stressed," says associate charge nurse manager Gayle Tristram.

She admits that getting initial buy-in from nurses on the ward was hard.

"A new system and more administration is a hard sell in a busy environment. But once they could see that the data they were entering was actually reflecting all the work they were doing, our nurses started to get on board. It's also meant we've been able to plan better to ensure there are fewer surprises.

Both Gayle and Amy say the support and assistance from TrendCare team, in particular Emma Williams and Colin Milligan, was crucial to getting nurses using the tool.