

## **Project Title**

Showering Process Improvement

## **Project Lead and Members**

Project lead: Thin Nwe Soe

Project members Angie Ng, Tandoc Surlamae Viczhier Garcia, Tabirao Joan Estrella,  
Nan Phyu Sin Oo, Pwint Thitsa Oo, Saung Ma Ma

## **Organisation(s) Involved**

Lentor Health Nursing Home (MacPherson)

## **Healthcare Family Group(s) Involved in this Project**

Ancillary Care

## **Applicable Specialty or Discipline**

NA

## **Project Period**

Start date:

Completed date:

## **Aims**

The project aims to:

1. Reduce time taken to prepare showering items till transfer of resident to bathroom during morning shift.
2. Prevent injury/ incident of resident and staff due to showering process.
3. Promote resident well-being and cooperation in showering.

## **Background**

See poster appended/below

## **Methods**

See poster appended/below

## **Results**

See poster appended/below

## **Conclusion**

See poster appended/below

## **Project Category**

Care Continuum

Intermediate and Long Term Care & Community Care, Nursing Home Care

## **Keywords**

Nursing Home, Showering Process

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# Showering Process Improvement Lentor Health Nursing Home (MacPherson)

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## Introduction/Background

Lentor Health MacPherson Nursing Home started its operations in August 2023. A large group of care staffs unfamiliar with local nursing practice were hired, hence the need to establish a routine and standardized process. The new work process will also help to foster better teamwork and care for our residents. Specifically, the team has recognized showering process as a high repetitive and time-consuming daily activity in the Nursing Home (NH), offering opportunities for improvement and standardization.

## Goal/Objective

- The project aims to:
1. Reduce time taken to prepare showering items till transfer of resident to bathroom during morning shift
  2. Prevent injury/ incident of resident and staff due to showering process
  3. Promote resident well-being and cooperation in showering

## Problem Analysis

The **A3 thinking framework** and **Plan-Do-Study-Act (PDSA)** were applied to guide the project team in this improvement journey.

At the **initial stage**, Project lead and members, stakeholders (operations department) met and analysed showering process with guidance from AIC in June 2023 before operation:

- o Set goals and indicators for the showering process
- o Understand staffs' perception of 'As Is' state of showering
- o Roles of staffs from preparation to shower process determined
- o Logistics of shower process listed and itemised
- o Support role of housekeeping determined

Also, in the **analysis** of the showering process, project team participated in the mapping of the **'To Be' state**. (Figure 1).

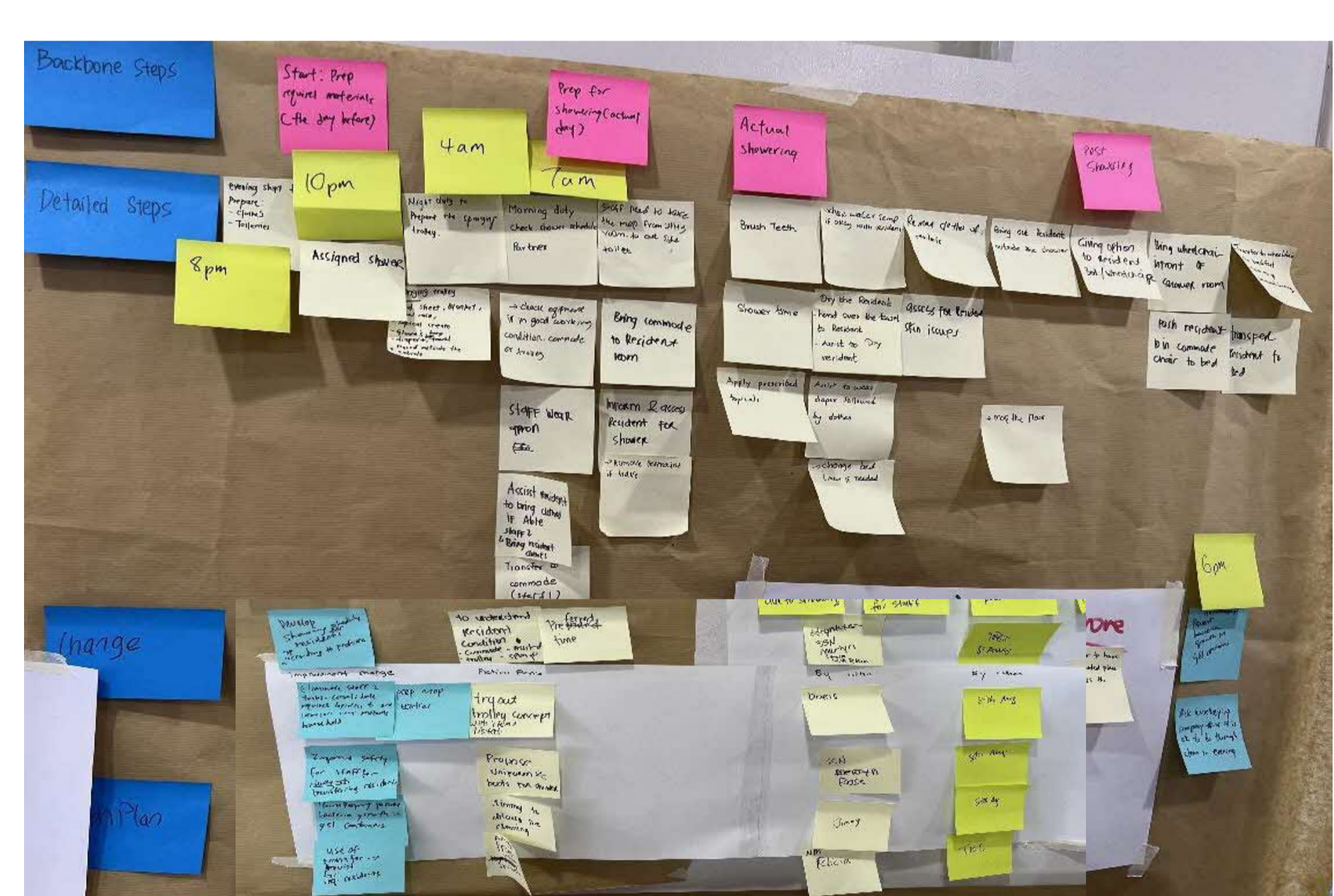


Figure 1

A **rapid experiment** was then conducted in the pilot ward (Level 3).

- o Simulation of 'To be' state of shower for 'resident' with transfer device.
- o Discuss Infection Control Practices (IPC) and safety issues.
- o Discuss housekeeping and showering schedule.
- o Discuss staff attire when assisting in showering and hoist transferring training.
- o Time recorded from preparation till transfer resident to bathroom was approximately 10 mins for each resident.

## Implementation Plan

From the debrief of simulation, staffs concern and process enhancements were then translated to **Action Plans**.

Subsequently, 2 **Job Instructions (JI)** (Figure 2) for Showering were also created. Senior staff will use the job instructions to provide guidance to their new staff. It also ensures the job consistency for each staff performing the same task to the same requirements.

| JOB INSTRUCTION                                |  |   | JOB INSTRUCTION   |  |  |
|--|--|---|---|--|--|
| Operation                                      | Sub-operations   | Personnel/Equipment/Parts/Tools/Materials/Related Documents/Forms       | Operation   | Sub-operations   | Personnel/Equipment/Parts/Tools/Materials/Related Documents/Forms                    |
| Showering for residents by Cluster (7 Day)     | For Showering Residents who are using commode and shower trolley                 | JIS No. - JI_Showering_02<br>JIS Rev: 00<br>Effective: 01 November 2023 | Preparation of showering items by Cluster (7-1 day)                   | Preparation for Showering Residents who are using commode and shower trolley | JIS No. - JI_Showering_01<br>JIS Rev: 00<br>Effective: 23 October 2023               |
| <b>MAJOR STEPS</b><br>(Advances the JIS WHAT)  | <b>KEY POINTS</b><br>(Quality, Safety, Infection etc.)                           | <b>REASON/SREF DOCS</b><br>(Why)  | <b>MAJOR STEPS</b><br>(Advances the JIS WHAT)                         | <b>KEY POINTS</b><br>(Quality, Safety, Infection etc.)                       | <b>REASON/SREF DOCS</b><br>(Why)   |
| 1. Active in ward                              | 1) Staff in company uniform.   | Resident can identify staff   | 1. Prepare the following  | 1) Take towels and cloths  | 12 towels per cluster<br>Cloths based on resident's size                             |
| 2. Check showering schedule                    | 2) Confirm job role based on resident and partner arrangements.                  | Staff in aware of their job arrangements.                               | 2. Take Resident's clothes and toiletries                             | 2) Take Resident's clothes and toiletries                                    | Resident's clothes should get into missing buffers or bag                            |
| 3. Prepare items for showering                 | 3) Check Medication, Topical and barrier creams are not expired.                 | Chronic are not expired, there are in place before use.                 | 3. Arrange in Shower Basket   | 3) Arrange in Shower Basket  | Resident's clothes should get into missing buffers or bag                            |
| 4. Check condition of commode / shower trolley | 4) Wheel, safety belt and overall condition of commode/shower trolley is working | Safety of resident.   | 4. Place ready-packed Shower Basket on top of each resident's cabinet | 4) Place ready-packed Shower Basket on top of each resident's cabinet        | Safety of resident.  |
| 5. Take soap from utility room                 | 5) Washable shower room. Soap is clean   | Easy reach of items when required                                       | 5. Transfer resident  | 5) Use mobile hoist / put slide and slide sheet when transfer resident.      | Accommodability of clothing when the shower rack and to keep resident's clothing dry |

Figure 2: Job Instructions on Preparation of Showering Items & Actual day of Showering

## Benefits/Results

| BEFORE  | AFTER   |
|---|---|
| Residents for morning shower is clearly indicated for the nurses caring for each wing (6 cubicles). Staffs assigned to sections 1-2 days before.  | Residents for morning shower is clearly indicated for the nurses caring for each wing (6 cubicles). Staffs assigned to sections 1-2 days before.  |
| Staffs were not assignment to showering routine, the process is often confusing and disorganized.   | Currently cubicle nursing is practiced, eliminating the need to assign shower staff. There is better relation and communication among resident and staffs, reducing the confusion of shower sequence. |
| <b>Clear preparation process in place</b>   |   |
| <p><b>Evening shift</b></p> <ul style="list-style-type: none"> <li>• prepares towel, resident's clothes, d bundle them and place it in resident's cabinet for Morning shift.</li> </ul> <p><b>Night shift</b></p> <ul style="list-style-type: none"> <li>• Brings out the topical creams tray from locked cabinets for Morning shift.</li> <li>• Prepares the sponging trolley.</li> <li>• Ensure shower chair and shower trolley is clean for use, shower trolley is placed outside the specific cubicle.</li> </ul> <p><b>Morning</b> staffs assigned to cubicles collect prepared items and assist shower</p> <ul style="list-style-type: none"> <li>• Staff collect fresh linens for distribution, topical creams tray to be placed in shower room on the new rack installed.</li> <li>• Transfer resident to shower chair, with resident bundle and toiletries.</li> <li>• Housekeeper assist to maintain floor dry.</li> <li>• Dirty and soiled laundry has separate receptacles</li> </ul> |   |
| Staff wear slippers when assisting shower, at risk from falls and toe injury from shower trolley wheels.  | Safe non-slip shoes for showering with toes protection made available for staff   |

## Qualitative feedback

- o Reduce staff confusion during showering.
- o Staff better able to manage time when there is a well-defined routine.
- o Residents more cooperative with shower when there is an established routine.

## Quantitative results

- o **50% time savings** is achieved when all staff adhere to process (10 mins to 5 mins time taken to prepare till transfer residents to bathroom was observed)
- o No incidents of residents / staff injuries related to showering were observed till date

## Sustainability & Reflections

### To meet objectives set

- Improve staff adherence to the process.
- To work on dissemination of shower JI in wards to ensure staff buy in.

### Sustainability

- To improve communication of JI to care staffs.
- Gather feedback, review & refine process.
- Improve staff awareness on benefits of process, develop on-board training.

### Positive project outcome

- Discussion & Support from Operations – housekeeping, laundry and safety shoes.
- Staffs who are actively involved in project, learn organization and teamwork, provide insight and constructive feedback.

### Learning from the project

- Establishing work process is important for work efficiency, enable new staff to settle in ward routine and corporation from resident.
- Staff ownership and active participation in such improvement project is important to ensure practice and sustainability.
- Sponsor support and motivation fuel the learning process in such projects

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