

Process Standard Work – Virtual Ward Round

Title: Virtual Ward Round					
Trigger:	Daily AM	Revision #:	2	Owner:	
Duration:	tbc	Revised by:	Jo Miller		
Performed by:	ASU	Last Updated:	15/12/2021		
Purpose of standard work: to detail the steps needed to provide a safe, virtual ward round.					

#	Major steps	Details (if applicable)	Diagram / Photo
Pre	Recap any changes made to the process, and what changes are being tested for today's ward round.	- Documented in the PDSA learning log, printed copy stored with this standard work.	
1	Allocate roles for the ward round: <ul style="list-style-type: none"> • Bedside Review • Updating Red MDT Folder • Supporting Review, with PowerChart. 	- The allocated doctor for each bay, as identified on the whiteboard, to fulfil the bedside review role.	
2	Gather red MDT folders.	- These are stored in the trolleys outside each bay.	
3.	Staff members to log in to allocated computer stations.	- Updating Red MDT Folder, MNP Office. - Bedside Review, Patient & Relatives Room. - Supporting Review, Neurology Office.	
4.	All staff to open & log into Teams on their computers.	- See detailed guide for setting up and using Teams: - See guide for Teams: - https://elearning.ruh.nhs.uk/Millennium/eLearning/PDFstore/MSTeams/New%20User%20to%20MSTeams%20Guide%20v1_1.pdf	
5.	All staff to open PowerChart on their computers.	- Opening on all computer stations allows team to rotate roles. - PowerChart can be updated either by the staff member updating the red MDT folder or by the staff member supporting the review. If unable to complete in real time, the changes should be added to the list of post ward round jobs.	

#	Major steps	Details (if applicable)	Diagram / Photo
6.	In allocated areas, review patients starting from Bay A. Use ward doctor handover sheet to facilitate.	<ul style="list-style-type: none"> - The allocated doctor for each bay, as identified on the whiteboard, to lead on patient review. 	
7.	Staff member attending patient bedside: <ul style="list-style-type: none"> - Wheel COW to Bay A. 	<ul style="list-style-type: none"> - Ensure wider MDT team are aware that the virtual ward round is about to begin in that bay. 	
8.	Ensure all team members can hear audio.	<ul style="list-style-type: none"> - Live captions (live subtitle function) can be utilised on MS Teams to support this communication if necessary. Live captions can be activated by pressing the ellipsis button (...) in the central call bar. 	
9.	Staff member attending patient bedside: <ul style="list-style-type: none"> - Review each patient in turn, taking the COW to each patient. 	<ul style="list-style-type: none"> - Ensure the patient is aware of the virtual process and that the team may communicate through the computer. - Live captions (live subtitle function) can be utilised on MS Teams to support this communication if necessary. Live captions can be activated by pressing the ellipsis button (...) in the central call bar. - Confirm with the team that the COW is set up so that they are able to see the patient fully. 	
10.	Staff member in the Supporting Review role <ul style="list-style-type: none"> • Support patient review using diagnostics - Organise further diagnostics & prescribe medications 	<ul style="list-style-type: none"> - Add comments through audio, but if inappropriate use the chat function. - Remember to check chat function for further insight. - To use the chat function click on the speech bubble in the central call bar. The chat function then appears on the right hand side of the screen. Users can then type messages to everyone or just a specified user. 	
11.	Staff member fulfilling the Updating Red MDT Folder role: <ul style="list-style-type: none"> - Support patient review, and update notes in red MDT folder as the review is carried out. 	<ul style="list-style-type: none"> - Add comments through audio, but if inappropriate use the chat function. - Ensure relevant comments either from audio or chat function are captured in the patient notes. - To use the chat function click on the speech bubble in the central call bar. The chat function then appears on the right hand side of the screen. Users can then type messages to everyone or just a specified user. 	

#	Major steps	Details (if applicable)	Diagram / Photo
12.	<p>Staff member attending patient bedside:</p> <ul style="list-style-type: none"> Following the review of each patient within the bay, return with the COW to allocated space within the unit. 	<ul style="list-style-type: none"> Updating Red MDT Folder, MNP Office. Bedside Review, Patient & Relatives Room. Supporting Review, Neurology Office 	
13.	Wipe down COW with clinell wipes.		
14.	Repeat steps 6 – 13 for all relevant bays and side rooms in turn.		
Post	Capture reflections on whether changes made were successful, and identify any further changes to test.	<ul style="list-style-type: none"> Document in the PDSA learning log, printed copy stored with this standard work. 	