



STREAMLINING HIGH QUALITY AND SAFE PRACTICES IN A NEWLY DEVELOPED HAEMODIALYSIS UNIT



Carol Adams RGN, Renal Qualification.

Beacon Renal Drogheda, Unit 10 Drogheda Retail Park, Donore Road, Drogheda, Co. Louth

INTRODUCTION

Beacon Renal Drogheda opened its doors in January 2015 as a new 22 station Haemodialysis Unit. We are one of three new dialysis clinics within the Beacon Renal Group.

As a newly developed haemodialysis unit our team felt it important to provide consistent high quality services to our clients from the onset.

It was essential that all clinical practices were streamlined and assessed to ensure the services provided were carried out in an environment of safety for both patients and staff.

Our staff members have different levels of experience and knowledge and these were shared and discussed.

We set out to standardise procedures, to follow and develop unit policies based on best practice guidelines both nationally and internationally.

Beacon Renal has a history of achieving and maintaining JCI accreditation and will be seeking accreditation for all clinics.

AIMS

- To achieve a high quality, safe and efficient service for a new group of clients.
- To improve communication amongst the multidisciplinary team.
- To refine and improve documentation.
- Amalgamate our online data to a single shared system between our units and parent hospital.
- To provide ongoing education and share knowledge amongst team members.
- For staff to become more involved in client outcomes and to be responsible for an area of interest: Anaemia Management, Infection Control, Virology Programme, Vascular Access and Transplantation work up.

METHOD

- Working groups were established and areas of interest were expressed by individual staff.
- The groups involved all members of the multidisciplinary team.
- Team leaders were identified to drive the project and initiatives forward.
- Each member agreed to take responsibility for their chosen topic of interest, ensuring all information remains up to date and correlates with current patient status.
- Previous experiences and practices were shared.
- Support from Management within Beacon Renal was provided to educate, motivate and develop a new team.
- Products were trialled for quality and suitability.
- Health and Safety was at the forefront of all initiatives.

RESULTS

- To date we have achieved many objectives initially set out.
- Statistics, reports and graphs can be correlated if necessary though, as a unit, we will continue to strive for best practice.
- It is evident that we have a high performance team who excelled in their work and helps the process of implementing and communicating initiatives.
- This has had a positive outcome to clinical practice.
- It has also ensured efficiencies in our service delivery.
- Information is easy available and up date when required.

CONCLUSION

- The importance of team work is essential to delivering high quality care to our clients and improving patients outcomes.
- This can be achieved by commitment, education, and developments of specialist nursing roles with an emphasis on quality.
- Each member of the team has embraced this challenge and have given their commitment to ensuring high standards are maintained and safe practice prevails.

RECOMMENDATIONS

- A client satisfaction survey has been developed to get feedback on our work to date.
- Educational needs have been identified and staff are pursuing further education with Beacon Renal support.
- Further team building with all three units.
- The development of a Quality Manager within the units was identified and a Quality Manager has been appointed.



ACKNOWLEDGEMENTS

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