

documentation  
*going* digital



*dogfennaeth yn  
mynd yn* ddigidol



# Welsh Nursing Care Record (WNCR)

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Health & Care Wales

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# NHS Wales configuration

Population 3.2 million

- 7 integrated Health Boards (geographical):-
  - Primary, secondary & community care
  - Commissioners and providers
  - Some specialist / tertiary centres
- 3 NHS Trusts – all Wales:-
  - Velindre Cancer
  - Public Health Wales
  - Welsh Ambulance Services
- Health Education Improvement Wales
- Digital Health and Care Wales
- “Hosted” bodies:-
  - WHSSC / EASC / NWSSP

NHS Wales: 103,000 (89000 FTE)

**N&M 35,688** (22,591 FTE)

HCA 5906



# Welsh Nursing Care Record: the journey (adult in patients)

- Poor quality nursing documentation identified during auditing:
  - Healthcare Inspectorate Wales reports
  - Andrews Report Trusted to Care 2014
  - Flynn report 2015
- Lack of document standardisation within Wales and hospitals
- Manual auditing of paper documents is time consuming
- Low visibility of patient record, duplication of documentation
- Repetitive questioning for patients



# Background and Overview:



## The aims to:

- Standardise nursing documentation
- Reduce the documentation burden on nurses
- Allow nurses more time for patient care
- Increase patient safety
- Improve use of data for auditing and communication



# Welsh Nursing Care Record | Vision



*“Nurses, midwives and multi professional team members are confident and competent with using the WNCR. They utilise the data from the WNCR to drive improvements and learning across organisations in Health and Care in Wales, improving patient outcomes and experiences. Patients receive seamless care and patients and staff can move across services in Wales using the single WNCR system.”*

**ALL WALES:** Staff and Patients can move across the Health Boards/Trusts in Wales with standardised and digitised patient records.

# Background and Overview: What we did 2017/18

Commenced  
standardisation journey

Approval of Efficiency through  
Technology Fund (ETTF) bid for  
£1.19m over 3 years until April 2020

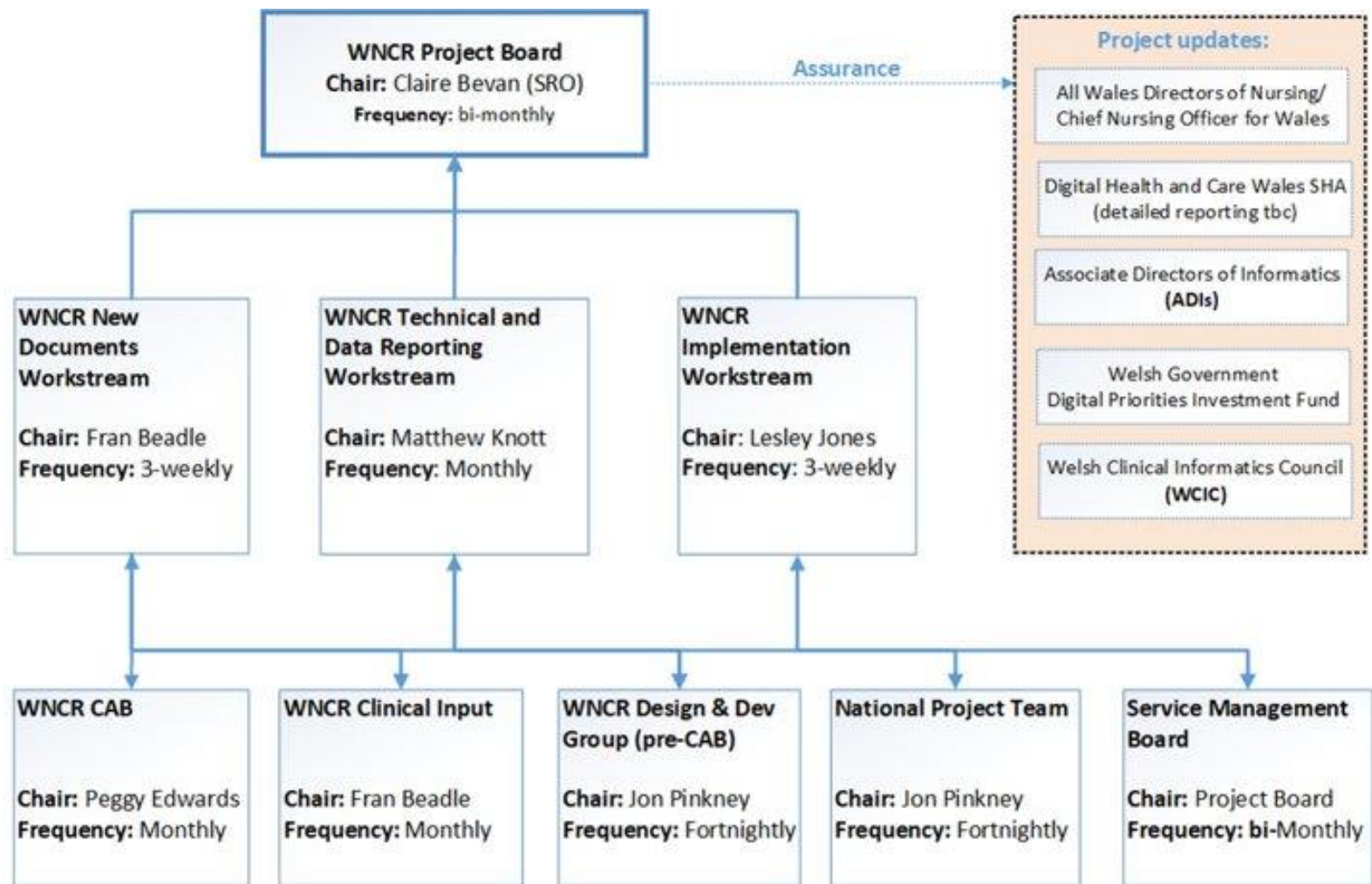
Appointed project team  
and started CNIO  
recruitment



Early engagement pan-  
Wales with nursing  
stakeholders

Project  
board  
formed





v0.2, 10/06/2021

## PHASE ONE

- Adult Inpatient Assessment- **immediately over 24 hrs**
- Falls Risk Assessment- **6 hrs**
- Pressure Damage Risk Assessment (Purpose T)- **6 hrs**
- Continence Risk **Assessment- 4hrs**
- Patient Handling Assessment- **4hrs**
- Pain Assessment- **immediately**
- Nutrition Risk Assessment -**6hrs**

## PHASE TWO

- Food and Fluid Balance Chart
- Decision Support Tool
- Repositioning Chart
- Bristol Stool Chart
- Infection Control Extended Assessment
- Care Plans
- IV and Catheter Bundles
- Discharge Planning
- Mouthcare Assessment
- End of Life Documentation
- Frailty Assessment
- Wound care
- Blood Glucose Monitoring



# GO LIVES: Completed at 19 HOSPITALS/60+ INPATIENT WARDS

## Powys Teaching Health Board

- Brecon War Memorial
- Newtown
- Ystradgynlais
- Llandrindod Wells
- Llanidloes

## Hywel Dda University Health Board

- Prince Phillip
- South Pembrokeshire
- Withybush General
- Bronglais
- Amman Valley
- Llandovery
- Tregaron

## Cwm Taf Morgannwg University Health Board

- Cwm Cynnon
- Cwm Rhondda

## Swansea Bay University Health Board

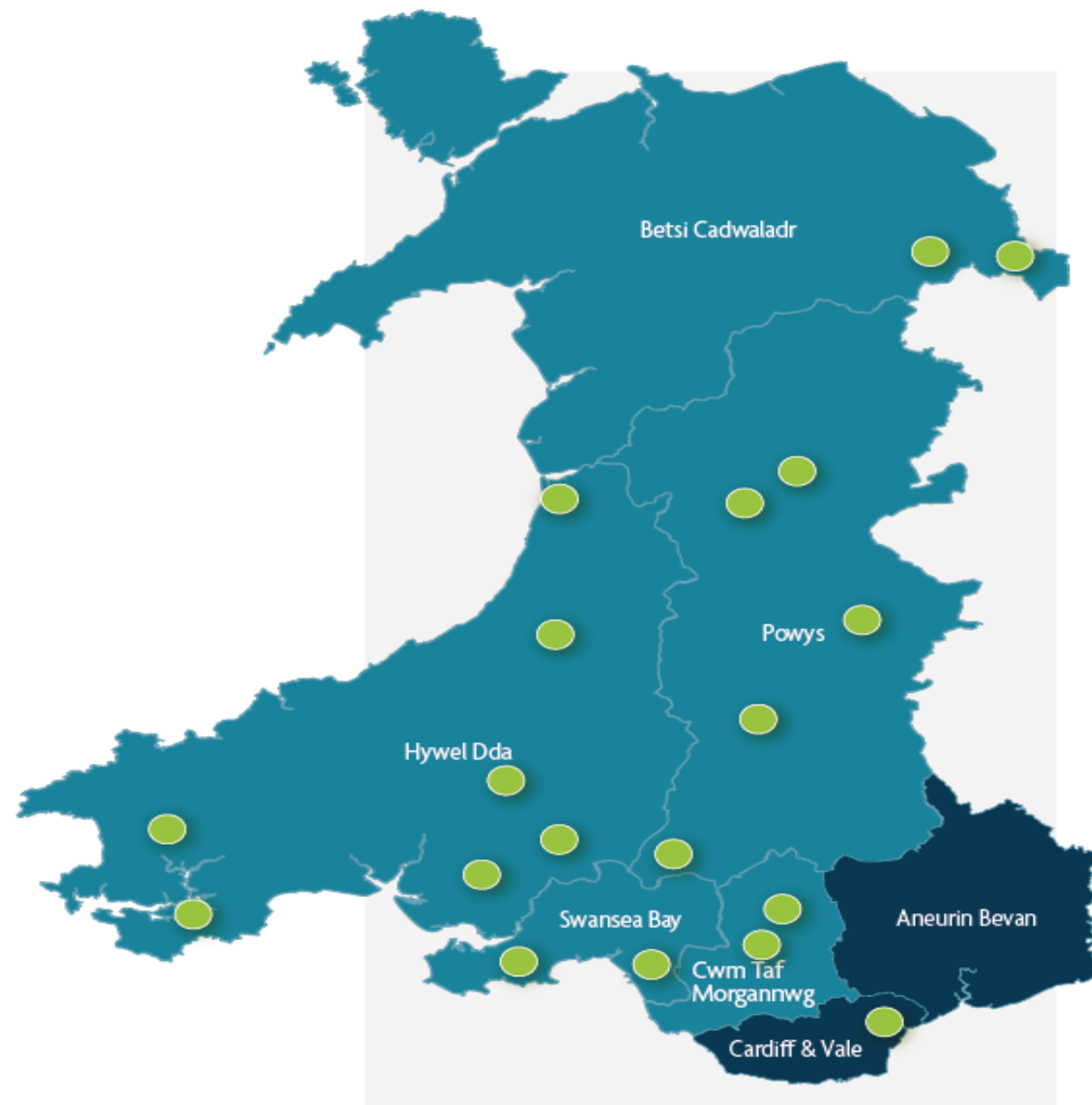
- Neath Port Talbot
- Singleton

## Velindre University NHS Trust

- Velindre Cancer Centre

## Betsi Cadwaladr University Health Board

- Chirk Community Hospital
- Penley Community Hospital



# WNCR - Eleven months of implementation

WNCR live between 19th April '21 – 28th February '22



Implemented in **five** Health Board/Trust Sites



WNCR being used in **69** wards across **17** hospital sites



Over **3,000** monthly users

**4,071** distinct users since go-live

Over **8,000** temporary accounts since go-live



**17,880** inpatients have been digitally assessed



**491,962** digital risk assessments completed



WNCR has captured **828,652** inpatient nursing notes

## Risk Assessments



▪ **257,217** pain assessments



▪ **76,540** skin pressure ulcer risk assessments

▪ **40,775** continence risk assessments

▪ **39,643** falls risk assessments

▪ **38,743** patient handling risk assessment

▪ **39,044** nutritional risk assessments



**16,082 assessments** have been **shared** with our **National Repository**, making them available across all of Wales.

**12,331** of these assessments have been viewed. **16%** of these have been viewed by another **Health Board team**.

e-nyrsio

e-nursing



Iechyd a Gofal  
Digidol Cymru  
Digital Health  
and Care Wales

## Benefits & Learning: Person-centred / equitable care

**Benefit:** Development of the nursing informatics roles as a community

**Benefit:** 73% of pilot users agreed that WNCr helps them complete tasks more accurately

**Benefit:** 67% of NPT users agreed that WNCr provides better quality patient information

**Benefit:** Availability of patient data to support clinical decision making and auditing

**Benefit:** 64% of NPT users agreed WNCr improves communication between healthcare professionals



**Benefit:** All patients across Wales are being assessed using the same evidence based clinical tool

**Lessons:** WNCr can help to drive 'live ADTs', but requires process improvements and staff training

**Lessons:** Dedicated clinical CNIOs/CNSs has had major impact on driving changes required

## Benefits & Learning: Timely, Safe, effective, efficient care - value

**Benefit:** NPT approx. £18k annual paper saving

**Benefit:** NPT 35% improvement in Adult Inpatient Assessment and up to 53% risk assessment compliance rates

**Benefit:** Legibility of the record has improved

**Benefit:** Over 5 months NPT released 257 hours' time to care

**Benefit:** NPT 86% of nurses agreed WNCR saves 10-15 mins each shift documenting

**Lessons:** Student and agency access to digital records - All Wales model in development



**Benefit:** NPT forecast annual reduction of 352 hours saved on retrieving assessments and notes

**Benefit:** Availability of patient data to support clinical decision making and auditing


**Benefit:** Standardised Operating Procedure (SOP) to facilitate standardisation of nursing documentation

**Benefit:** Improved assurance and audit trail of documentation for all staff

**Benefit:** decarbonisation/ time, reduction in travel to write entries in paper notes



# The future of digital nursing: Quality, Performance and Improvement



**All Wales level:** Standardised information, quality assurance/improvements/learning ( Quality and Engagement Act) , Career Pathway (MSc, FNF) Professional Leadership HEIW/WG.

**Organisational level: WNCR data** - Workforce planning, efficiency, effectiveness and value

**Ward/team level:** Staff experience, performance improvement, resource management (staffing, equipment, materials, training)

**Patient/carer level:** Patient safety, experience, outcomes



# WNCR Stakeholder Engagement Sessions March 2022

17/03/2022 14.30 – 15.30 hrs

**WNCR journey, technical development and innovation (open to all event)**

24/03/2022 14.30-15.30 hrs

**WNCR standardisation and implementation of nursing documentation (open to all event)**

<https://dhcw.nhs.wales/systems-and-services/secondary-care/digital-nursing/wncr-stakeholder-engagement-events/>

## Newsletters:

<https://nwis.nhs.wales/systems-and-services/secondary-care/digital-nursing/>

## Information Standards

<http://www.nwisinformationstandards.wales.nhs.uk/nhs-wales-nursing-documentation>

## Welsh Health Circular

<https://gov.wales/standardisation-nursing-core-risk-assessment-documents-whc2019026>

## Nursing Feedback Video

<https://www.youtube.com/watch?v=rTphugxdYKg>

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**Diolch**  
**Thank you**