

Clinical Scene Investigation

The use of visual presentation to challenge perception

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Traditional Educational Programs

- Bedside demonstration
- Face to face
- Individualised program
- Focus on HOW to complete the clinical skill



What types of learners are our workers?

- Visual
- Written
- Practical

Understanding the persons learning needs can improve their understanding of workplace directions.



We need training?

- Anytime... anything in the workplace goes a little pear shaped..
- Who you gonna call?
- Traditionally nursing education has been used as the method of performance managing staff.



Make the workplace worker friendly

- By making the workplace easier by focusing on people with a variety of learning needs...
- Ensure that the workplace has resources to enable rather than disable your staff..



Does all education need to be formal?

- Have you ever attended training that was all about Diabetes management... and all you needed to know was how to change the batteries on the Glucometre and this was the only thing not discussed...
- CSI can change this problem



CSI Program

- Are you sick of hearing about the same problems in meetings?
- Attack small items using the CSI Program
- Garrawarra Centre was a Finalist in the Aged Care Channel Idea of the Year awards with the CSI program



What is the CSI Program?

This program is a staff learning program based on challenging visual perception in the clinical area. This program poses a question: "What is wrong with this picture?" with a photo of the clinical area. The caption and written attachment to the photo explains what could be wrong.



Why does this program work?

- Is your policy manual in written format?
- Do you think that all staff understand what is written in manuals or safe work programs?
- The answer to these questions is NO... if you would like to make things better





C. S. I- Clinical Scene Investigation

When is a table/ chair a restraint?

As pictured, the use of a table chair in these instances is considered a restraint.... A restraint is anything that is used to impair a person's free movement.



When is a table/ chair NOT a restraint?

When is it being used as a table to support a person's meal or activity.

Avoiding restraint use can be easily achieved:

- 1) When taking the plates away at the end of the meal, take the table off as well.
- 2) Encourage residents to attend activities throughout the day.
- 3) Use chair sensors to alert you that a person is no longer in their chair.
- 4) Encourage resident mobility to keep them safe when ambulating, use hip protectors and good fitting shoes for walking.
- 5) Document strategies in the care plan.



If you are using the table /chair as a restraint

- 1) Confirm you have authorisation
- 2) Review the **policy- 34.1- Resident Safety** and follow the guidelines.
- 3) Continue to use alternatives to restraint to manage care needs.
- 4) Consult the care plan for individualised strategies used to manage resident.
- 5) Refer any concerns or questions to your NUM.



C. S. I- Clinical Scene Investigation

WHAT IS WRONG WITH THIS PICTURE?



Besides not having a resident in this chair, the manual handling is poor.

- Note that the person is leaning forward when lifting the footrest.
- However she has good grip on the footrest.

IS THIS A BETTER PICTURE?



Yes, this is a much better picture- manual handling is less of a risk when

- Knees are bent,
- Head in an upright position and
- She is squatting to the side.
- She has a good grip.

This reduces the risk that she could be injured by a resident.
If more comfortable... kneel on one knee



C. S. I- Clinical Scene Investigation Creating your own project

- 1: Ideas for CSI snapshots can come from staff meetings, memos, or phone calls directly from staff.
- 2: Investigate the problem
- 3: Determine solutions for the problem by using the Internet to locate best practice principles to manage the problem.
- 4: Review the facility policy and or forms and reiterate these ideas in the CSI flyer.





C. S. I- Clinical Scene Investigation Creating your own project

- 5: Photograph your scene using a staff member or equipment to demonstrate the "problem"
- 6: Take another photograph to demonstrate the solution to the problem (if required).
- 7: Set up the CSI as a word formatted document.
- 8: Colour print and circulate throughout the centre



What other ways can you use this program?

We are currently using the CSI to take the place of memos and written correspondence. This program has been so successful that we are now collating a photo guide for our safe work procedures.



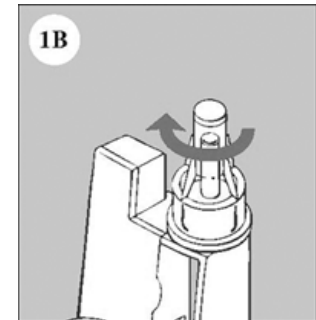
Safe work procedure- sample



Disinfect the rubber membrane with an alcohol swab prior to use.



Peel off the protective tab from the NovoFine needle and screw the cap securely into the Innolet



Safe work procedure- sample



Prime the Innolet.

Small amounts of air may collect in the needle and reservoir during normal use. To avoid an injection of air you will need to dial up 2 units by turning the dose selector clockwise. Hold the Innolet with the needle upwards and tap the reservoir to remove any air bubbles. Then fully depress the push button and the dose selector will return to normal. A drop of insulin should appear at the tip of the needle, you will see this when you remove the protective caps from the needle prior to administration.



To remove the Needle:

Using the outer cap, place it carefully over the needle. When the clear outer cap is over the needle, use gentle pressure on the clear cap to unscrew the needle.

DO NOT place the small white cap back over the used needle.

Follow general precautions to discard the used needle.

How can the CSI assist quality?

- The CSI program targets items that are difficult to evidence.
- Creating the CSI demonstrates that there is a problem and that attempts have been made to eliminate or minimise the issues.



Any Questions?

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Thankyou.

