

Intensive Care Unit Nurse Workflow During Shift Change Prior to the Introduction of a Critical Care Clinical Information System

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Continuity of Care in ICUs

Rapid changes in:
Patient status
Care plans

Multidisciplinary

Teamwork

Informational continuity
Between roles
Within roles

Laboratory
Data



Bedside
Equipment



Health Care
Providers



Laboratory
Data



Bedside
Equipment



Health Care
Providers



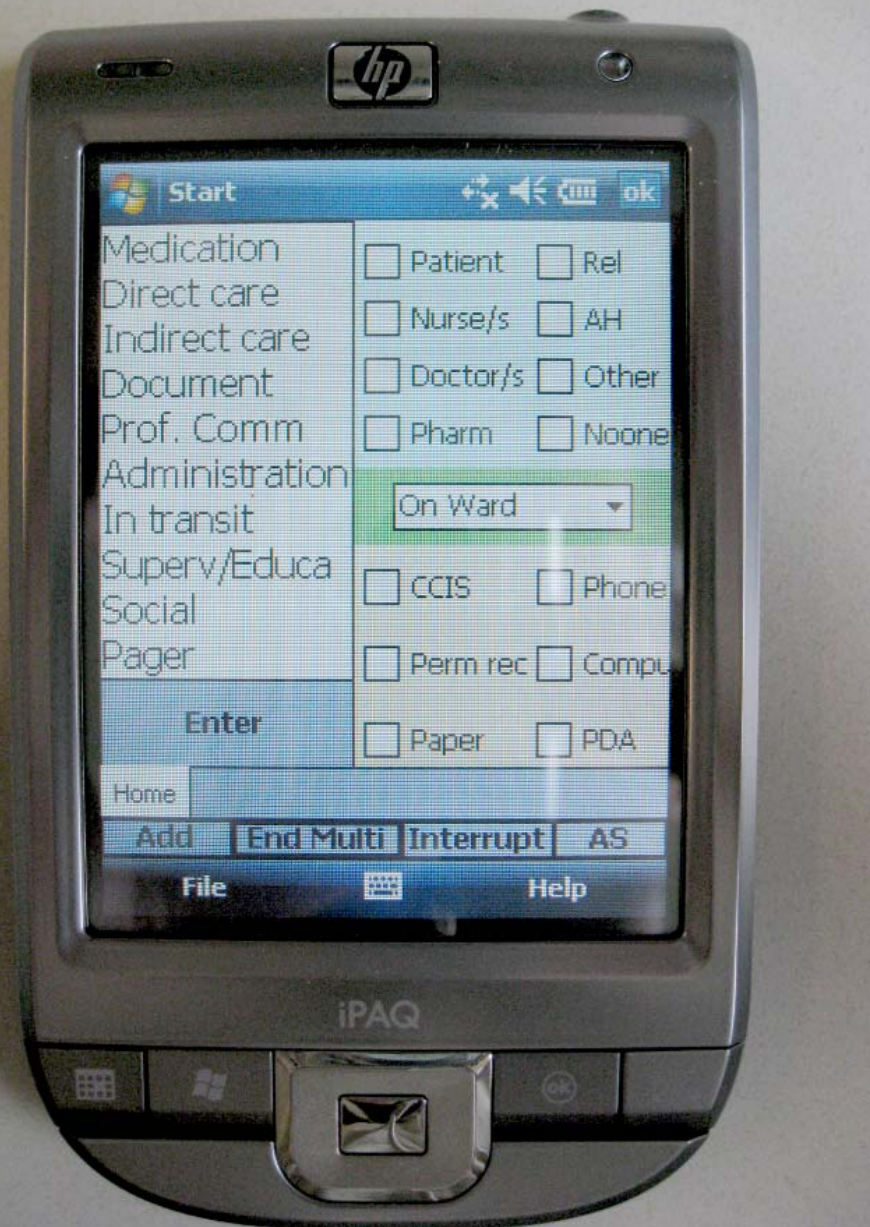
Information

- Quality?
- Availability?

Beneficial for
Patient Care?



‘Workflow’ measures



WOMBAT: Work Observation Method By Activity Timing



‘Workflow’ measures

Time spent on:

Patient care

Professional Communication

Documentation

Medication

In transit

Administration

Supervision

Social

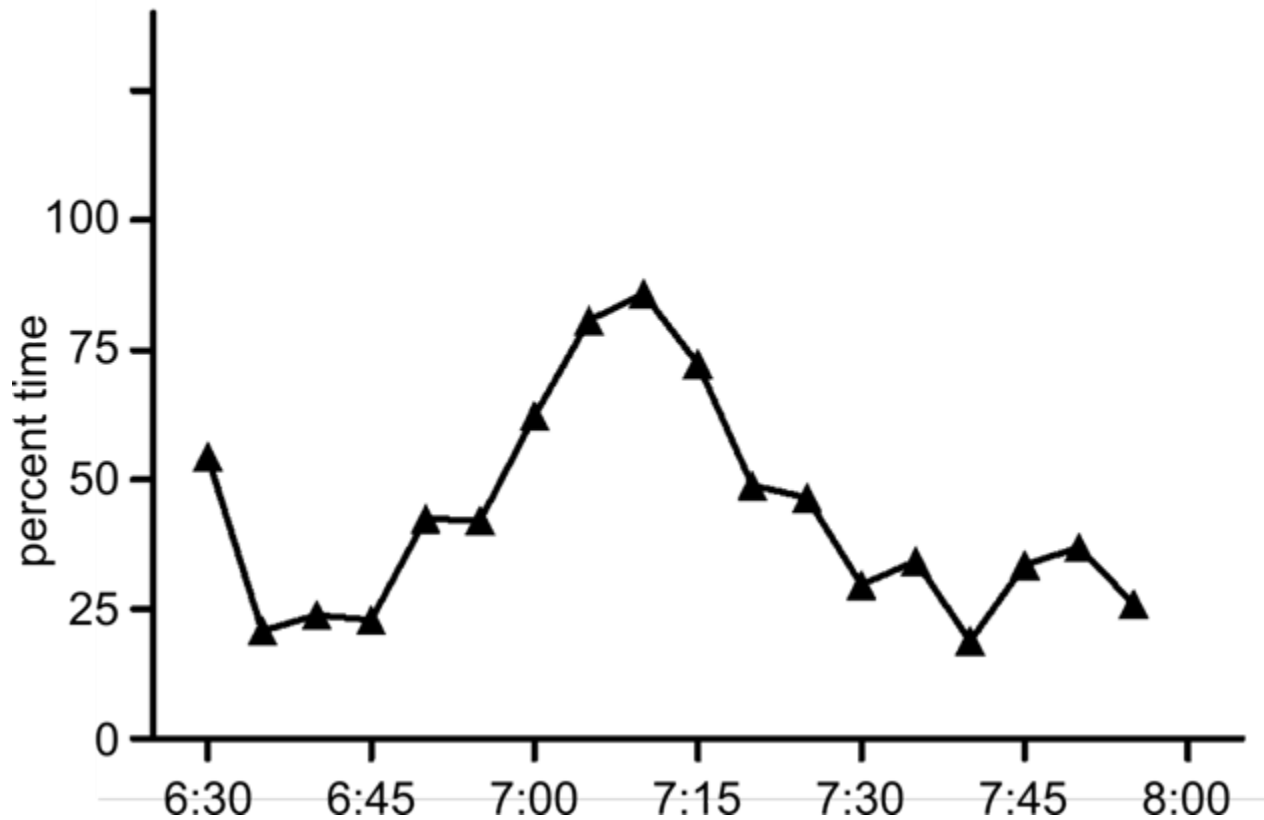
Pager



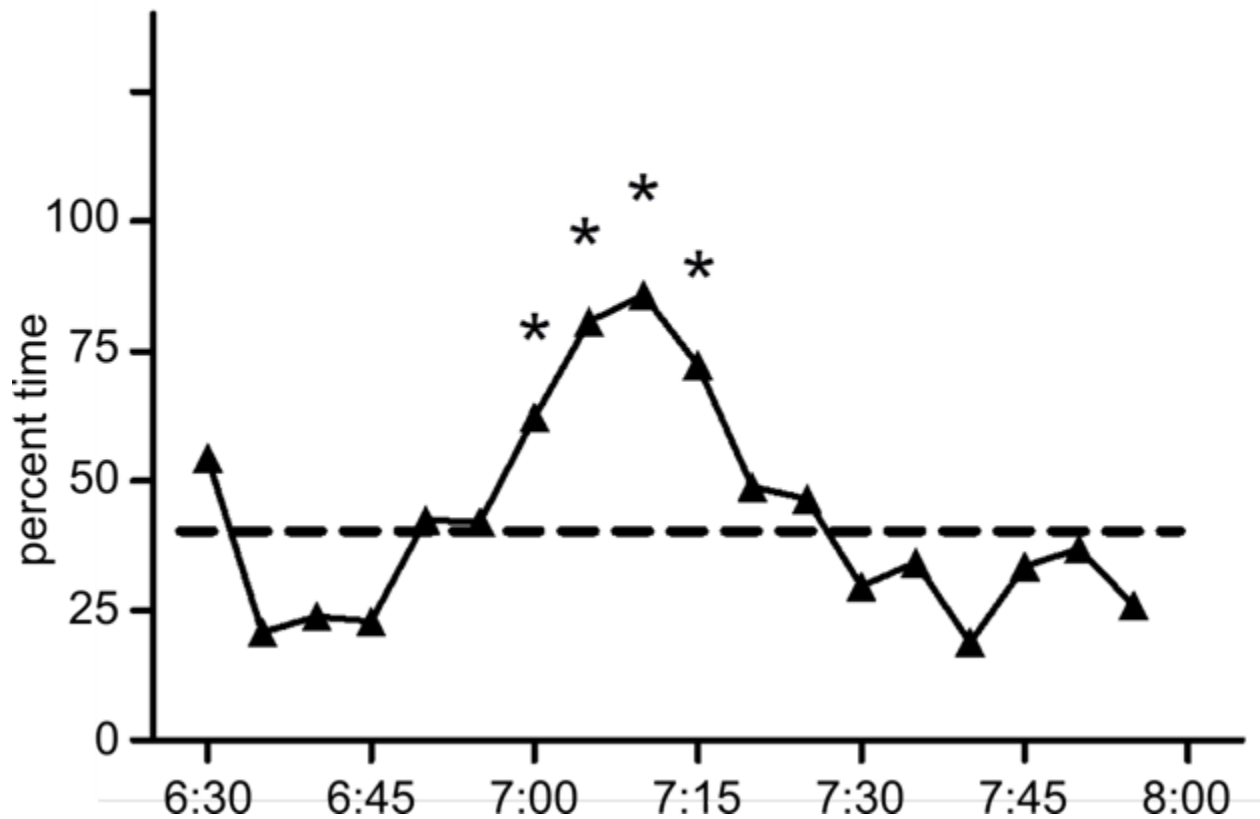
Nurse work at shift change

Paper charting

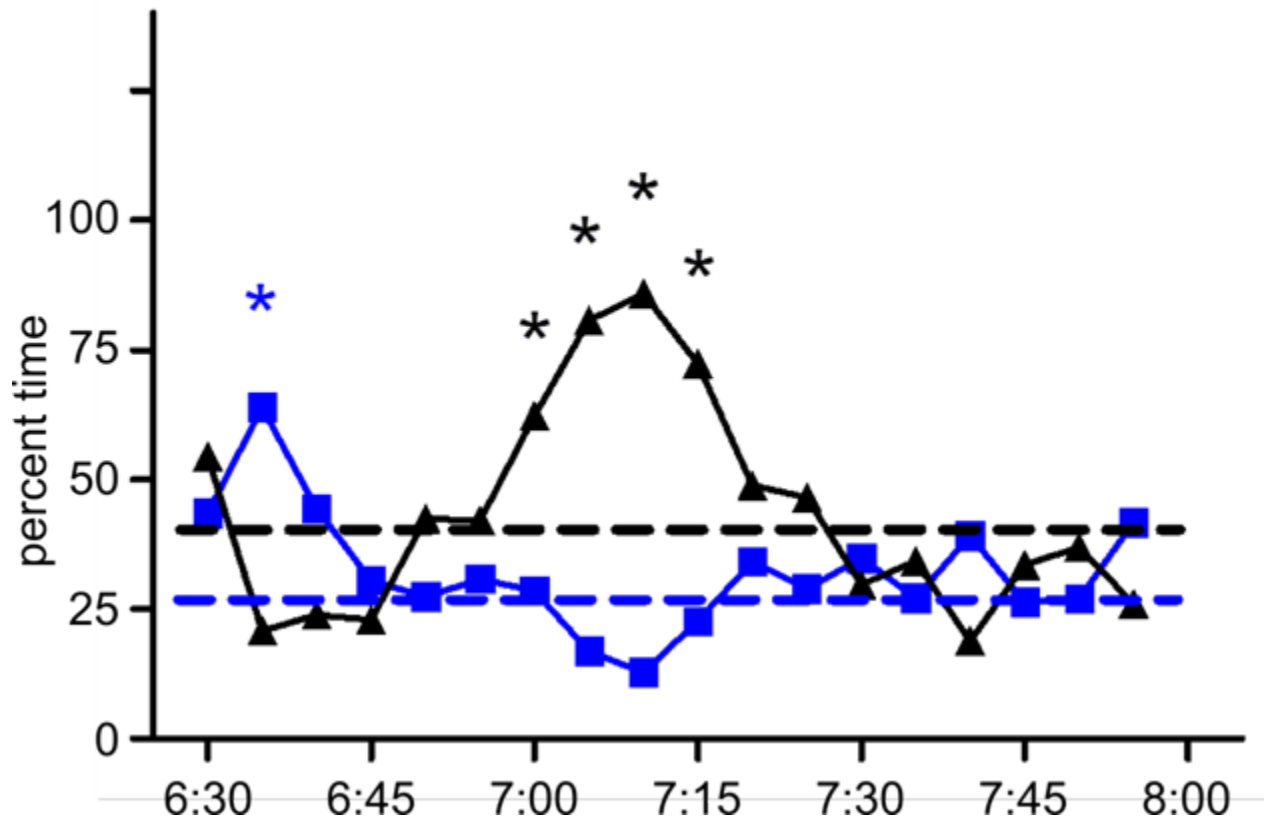
Morning



Morning

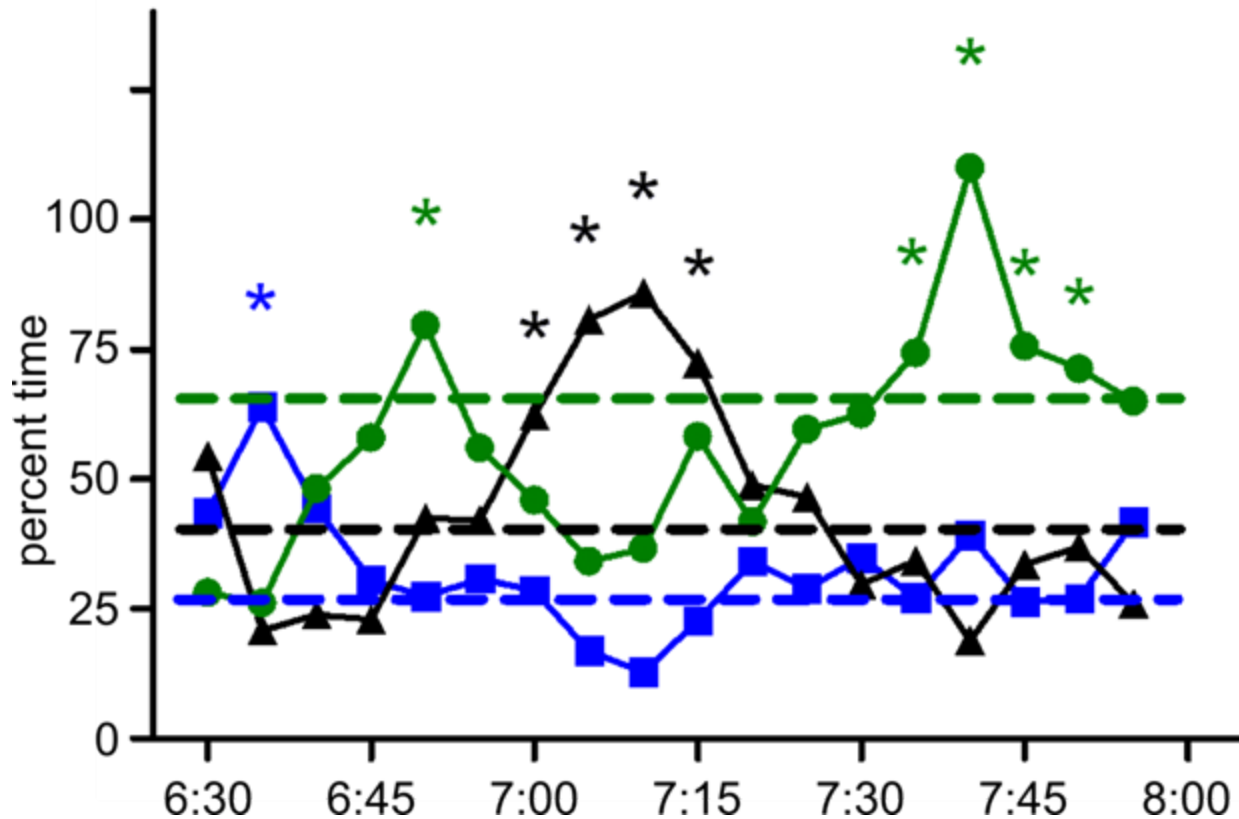


Morning



Morning

Professional Communication
Documentation
Patient care

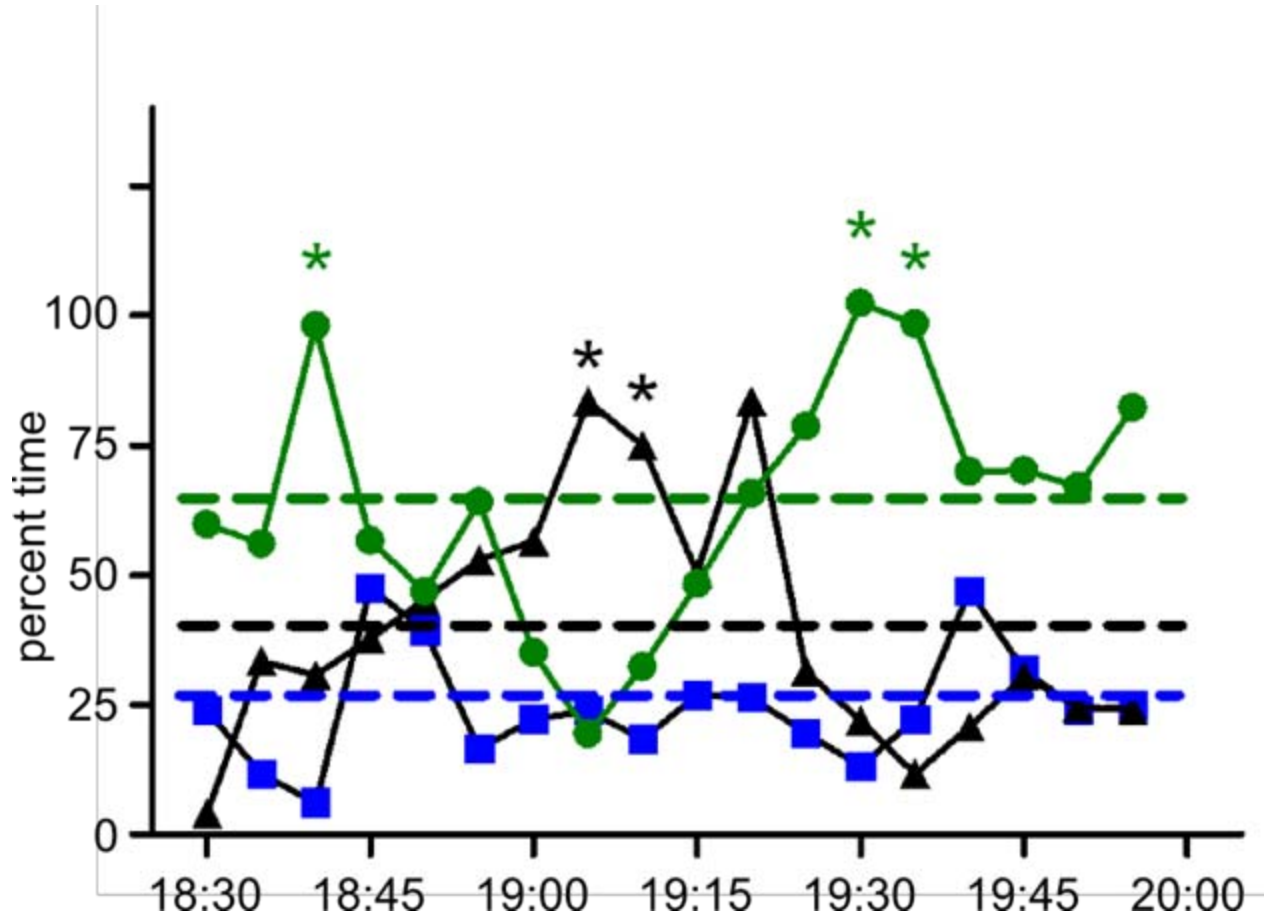


Evening

Professional Communication

Documentation

Patient care





Nurse work at shift change

Paper charting

Possible Implications:

Sense of 'Feeling Behind'

**High rate of ICU staff
turnover**

Conclusions

- Major challenge for ICU care providers: maintaining informational continuity
- WOMBAT method shows how nurses spend their time around shift change
- ICU nurses spend significantly more time on information sharing tasks around shift change

Future Directions

Evaluation of clinical information systems:

Informational continuity is challenged:

Shift change

Funding Support



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