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Time to improve emergency nursing documentation: an overview of expectations

SUZANNE ROLLS | PROFESSIONAL NURSING ADVISER
NEW ZEALAND NURSES ORGANISATION TŌPŪTANGA TAPUHI KAITIAKI O AOTEAROA

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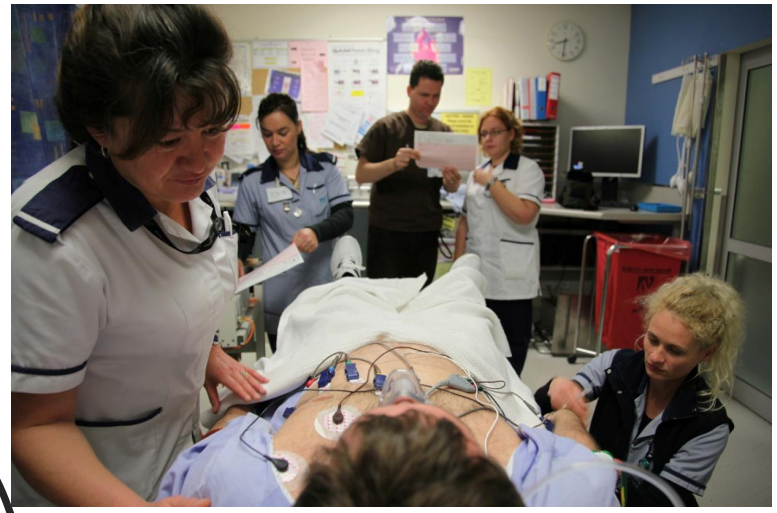

Workload complexity

Lorenzetti etal – 2018
“EDs are fraught with risks for poor documentation….”

Documentation

Nursing documentation is a legal record of patient/ client care. It is essential for good clinical communication and a core requirement of the Nursing Council of New Zealand (NCNZ) competencies for scopes of practice.

Good documentation helps to protect the welfare of patients by promoting:

- High standards of clinical care
- Continuity of care
- Better communication and dissemination of information between members of the multidisciplinary care team
- An accurate account of treatment, care planning and delivery
- The ability to detect problems, such as changes in the patient's condition, at an early stage.

NZNO, 2021.

Documentation audits and omissions

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"A failed audit does not equal failed care"
Michl, Paterson and Bali (2023)

Omitted documented care – 8-84% fully or partly omitted care activities during the hospital stay – Saar et al (2021)

Legal Standards

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Health Information Privacy Code 2020

Right 4 of the HDC Code

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- Right 4 of the New Zealand Code of Health and Disability Services Consumers' Rights affirms the right to
services of an appropriate standard.

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“Appropriate standard”

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- Provided with “reasonable care and skill” (4(1))
- Comply with legal, professional, ethical standards (4(2))
- Consistent with consumers needs (4(3))
- Minimise harm to consumer and optimise quality of life (4(4))
- Provided in co-operation by providers to ensure continuity (4(5))

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Gaps in documentation – red flags

- Deteriorating patients
  - Escalation pathways
- Management of pain and response to analgesia
- Delays in care and timeliness in care
- Transitions in care
- Informed consent
  - The process of gaining consent
  - Providing sufficient information to make choices and give consent

When practice is scrutinised

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- Retrospective notes are not best practice
- Contemporaneous notes are gold standard
  - Timeliness
  - Escalation of issues
- Observations recording – vital signs and trends,
  - Omissions – incomplete observations
  - Limitations of digital software
- Organisational wide reporting
  - Reportable events – Riskpro, Safety First,

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PRACTICE GUIDELINE

Documentation, 2021

Cooperation between health practitioners, referrals and advice

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- Document conversations in the health record

- Emails and letters – need to have a process to access and store in the health record

Responding to adverse events

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- NZNO financial members have indemnity insurance
- Notification to NZNO early is advised
  - – to enable advocacy, support, and coverage of indemnity

Future?

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ARTIFICIAL INTELLIGENCE

VOICE RECOGNITION SOFTWARE

TEMPLATES NEED TO
INCORPORATE NURSING ACTIONS

Contacting NZNO:

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