

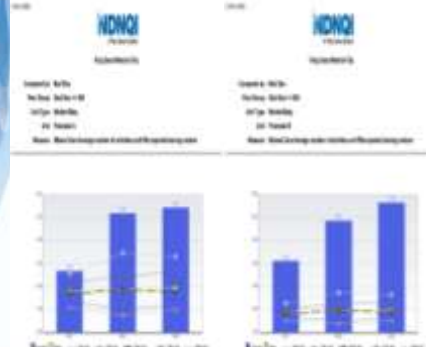


REDUCE MISSED NURSING CARE AMONG POSTPARTUM WOMEN TO LESS THAN 10%

The objective is to identify the factors contributing to the incidence of missed care amongst postpartum services and to develop strategies in reducing missed care among nurses/ midwives, quality care improvement, patient satisfaction and safe maternal and newborn care.

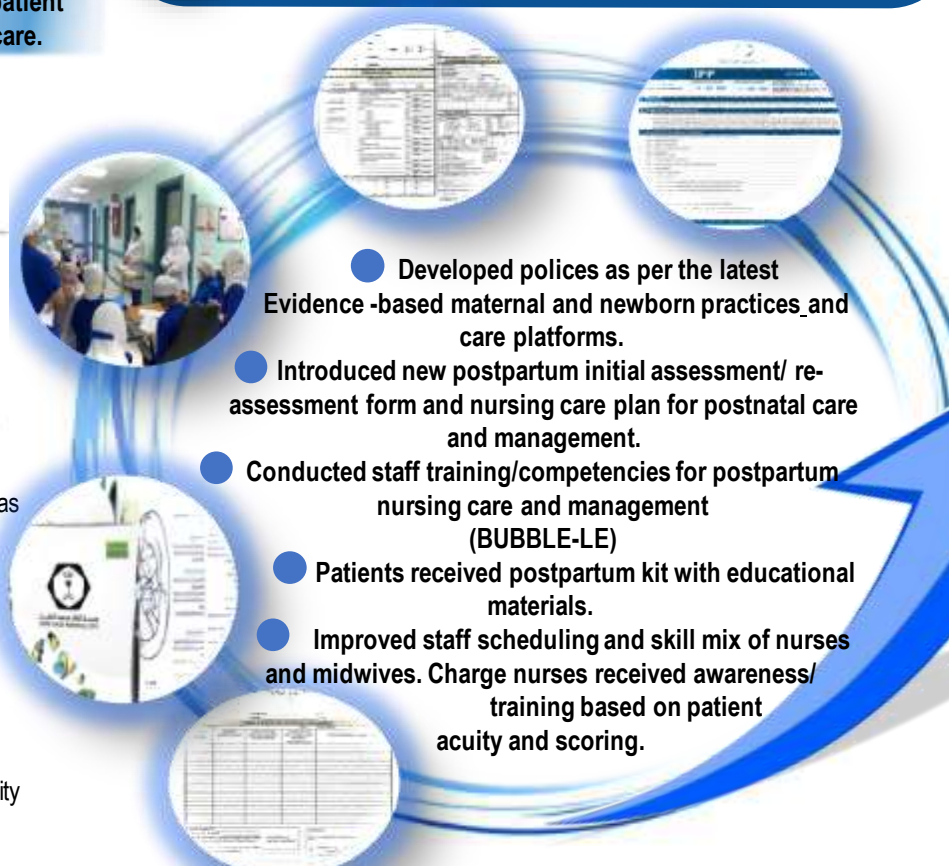
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Effects of Missed Care to Patient Safety

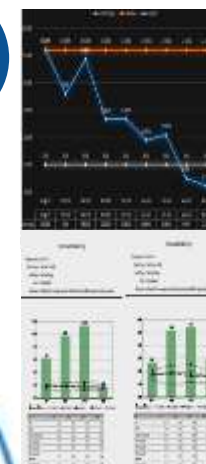


1. The National Database of Nursing Quality Indicators (NDNQI) measures MISSED CARE has a poor result in 2017 – 2018 in postpartum units bearing above the mean score of 1.77 and 1.89 consecutively.
2. In July 2019, the compliance in the provided POSTPARTUM CARE is 27% among nurses and midwives.
3. Most **maternal and infant deaths** occur in the first six weeks after delivery, yet this remains the most NEGLECTED phase in the provision of quality and safe maternal and newborn care .

2 Measures Taken: FOCUS-PDCA



- Developed policies as per the latest Evidence-based maternal and newborn practices and care platforms.
- Introduced new postpartum initial assessment/ re-assessment form and nursing care plan for postnatal care and management.
- Conducted staff training/competencies for postpartum nursing care and management (BUBBLE-LE)
- Patients received postpartum kit with educational materials.
- Improved staff scheduling and skill mix of nurses and midwives. Charge nurses received awareness/ training based on patient acuity and scoring.



1. NDNQI measure entitled Missed Care average rate of activities unit RN's reported leaving undone has recorded significant improvement for postpartum units from 11.33 in 2019 to 1.73 in 2020.
2. Nursing Quality Indicators monthly data shows improvement in reducing the missed postpartum care from 52.08% in August 2019 to 4.99% in March 2020 and sustained for more than a year.
3. Nurses and Midwives have started **EARLY RECOGNITION** of pulmonary embolism or Deep Vein Thrombosis after receiving the awareness and empowering their skills on postpartum care.

4 Strengthening Maternal and Newborn Safety Culture

1. The opportunity for holistic care approach through enhanced support, essential supplies and staffs competencies became the framework in adhering and achieving safe maternal and newborn care.
2. Significant changes supported satisfaction in the patient journey by enabling mothers to recover from delivery, nurture their infants and families.
3. Strengthened the entire healthcare system while treating women and their newborns with compassion and respect.



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ACHIEVEMENTS