

University Hospital of the West Indies

Department of Nursing

Best Practice Spotlight Organization

The Registered Nurses' Association of Ontario launched the Nursing Best Practice Programme in November 1999 and the Best Practice Spotlight Organization (BPSO) designation programme in 2003. This programme is aimed at supporting the implementation of Best Practice Guidelines (BPGs) in organizations to optimize nursing care, patient and organization outcomes through the use of evidence-based best practices. Organizations must commit to a three-year pre-designation qualifying experience.

The University Hospital of the West Indies (UHWI), the first hospital in Jamaica and the Caribbean to apply for the BPSO designation, is in its second year of candidacy.

The BPG selection was based on areas of concern in quality standards and patient outcomes at the UHWI.

- **Patient falls**

Data from incident reports highlighted an increase in the number of patient falls between 2009 and 2014:

Year	Data
2009–11	247
2012	137
2013	155
2014	216

The 'Prevention of Falls and Fall Injuries in the Older Adult' guideline was implemented on a medical ward on April 12, 2017.

- **Pressure injuries**

Data revealed that between January 2011 and December 2014, there were 407 patients with pressure injuries (ulcers). Detailed and descriptive reporting on risk assessment, staging of ulcers and documented plan of care for management or prevention of pressure ulcers was absent. The 'Pressure Injuries for the Inter-profes-

sional Team' guideline was selected and implemented on the Intermediate Surgical ward on April 12, 2017.

- **Patient- and Family-centred care delivery**

The patients and their families should be at the centre of decisions, empowering them to be partners in their care. There is no formal structure or guidelines that place patients or families at the centre of making decisions for their care. The 'Patient- and Family-centred Care' guideline was implemented on the Psychiatric Ward on January 15, 2018.

- **Professionalism in nursing**

Professionalism in nursing is necessary to achieve a healthy work environment and to enhance outcomes for patients, nurses and the organization as a whole. The 'Professionalism in Nursing' guideline will be implemented in the first quarter of 2019.

A multidisciplinary steering committee led by the Quality Improvement Officer provides oversight for the implementation and sustainability of this programme. The Board of Managers fully supports this nurse-led initiative.

The UHWI is now a BPSO Service Direct organization working towards BPSO designation in May 2019.

The Department of Nursing's partnership with the Registered Nurses' Association of Ontario and the successful implementation and sustainability of the BPGs will give the UHWI a competitive edge as the hospital of choice and a centre of excellence in Jamaica and the Caribbean.

Claudett James, RN, BSN, RM, MSHA, JP
Senior Director of Nursing
University Hospital of the West Indies
Jamaica