



# COMMONWEALTH NURSES FEDERATION

## 4 Safety

**A safe patient; A safe workplace; A safe profession; A safe nurse**

**CNF Workshop Grenada 21-22 October 2008**

### CNF WORKSHOP REPORT

Forty two participants attended a two day workshop presented by the Commonwealth Nurses Federation in collaboration with the Grenada Nurses Association (GNA) held at the National Stadium Media Conference Room St George's Grenada 21-22 October 2008. The workshop was funded by a grant from the Commonwealth Foundation.

The workshop was divided into four segments: a safe patient; a safe workplace; a safe profession; and a safe nurse. The principle underlying the workshop was that patient safety is the number one priority for nurses however to achieve patient safety it is necessary to have a safe workplace and a safe profession and be a safe nurse. The sessions consisted of formal presentations, group activities and individual activities. The workshop was facilitated by Jill Iliffe, Executive Secretary of the Commonwealth Nurses Federation, supported by Marion Howard CNF Board member for the Atlantic Region and Anoris Martin-Charles, Secretary of the GNA. The workshops attracted considerable media interest including television coverage.

#### Presentations were made by:



**Hazelene Benjamin**  
Deputy Director of Nursing



**Ruth Peny**  
CQI Officer



**Marion Howard**  
CNF Atlantic Board  
Member



**Hermelin Ashton**  
Chairperson Department of  
Nursing TAMCC, President GNA

#### Recommendations from the workshop:

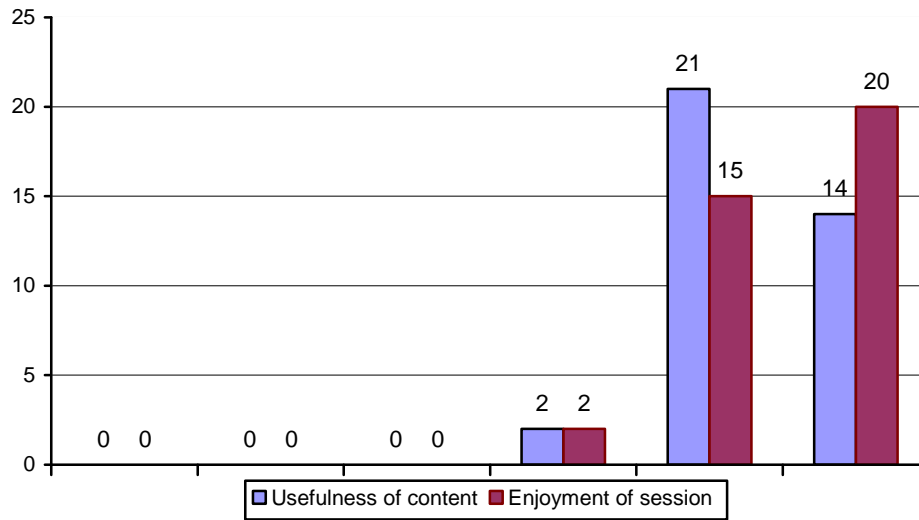
- ▶ An active and current policy and procedure manual should be developed and regularly reviewed.
- ▶ Continuing professional education and inservice education should be provided to look at values, attitudes and empowerment.
- ▶ Counselling should be available for all nurses who need it.
- ▶ Nurses must be involved in policy development to ensure patient and staff safety.
- ▶ The GNA should develop an action plan to ensure the above recommendations are implemented.

The workshop was evaluated. Thirty seven evaluation forms were returned (response rate 88%). Participants were asked to rate how useful the sessions were to them and their level of enjoyment of the sessions with 1 being the least useful or enjoyable and 6 being the most useful and enjoyable. In all sessions, 100% of respondents found the sessions useful and enjoyable.

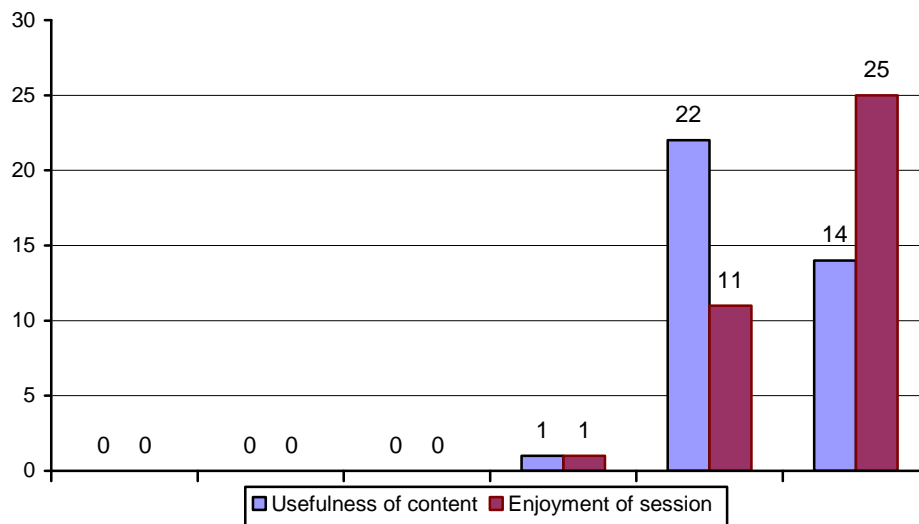
**Table 1: Participant evaluation of workshop in number and percent**

		1	2	3	4	5	6
<b>Session 1</b>	Useful	0 (0%)	0 (0%)	0 (0%)	2 (5.4%)	21 (56.8%)	14 (37.8%)
	Enjoyable	0 (0%)	0 (0%)	0 (0%)	2 (5.4%)	15 (40.6%)	20 (54.0%)
<b>Session 2</b>	Useful	0 (0%)	0 (0%)	0 (0%)	1 (2.7%)	22 (59.5%)	14 (37.8%)
	Enjoyable	0 (0%)	0 (0%)	0 (0%)	1 (2.7%)	11 (29.7%)	25 (67.6%)
<b>Session 3</b>	Useful	0 (0%)	0 (0%)	0 (0%)	1 (2.7%)	17 (45.9%)	19 (51.4%)
	Enjoyable	0 (0%)	0 (0%)	0 (0%)	2 (5.4%)	14 (37.8%)	22 (59.5%)
<b>Session 4</b>	Useful	0 (0%)	0 (0%)	0 (0%)	1 (2.7%)	12 (32.4%)	24 (64.9%)
	Enjoyable	0 (0%)	0 (0%)	0 (0%)	1 (2.7%)	8 (21.6%)	28 (75.7%)

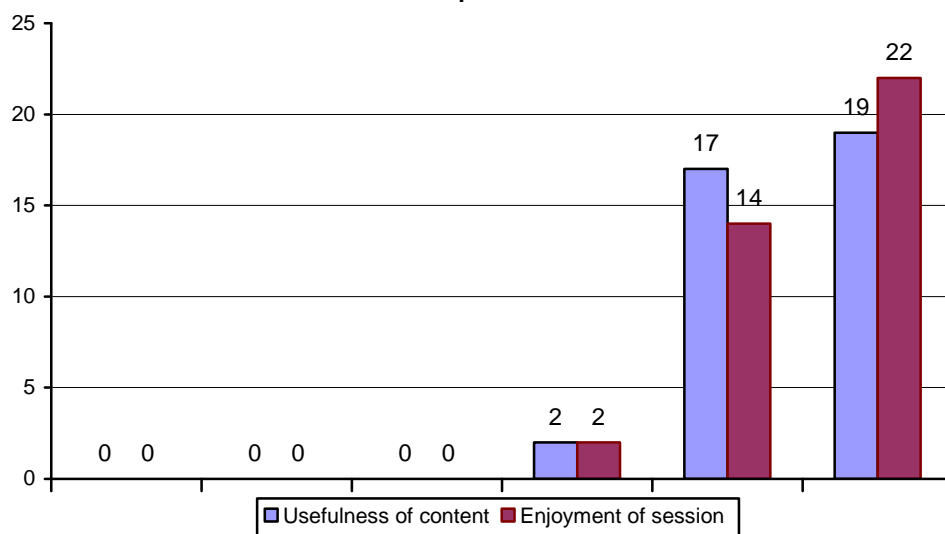
**A safe patient**

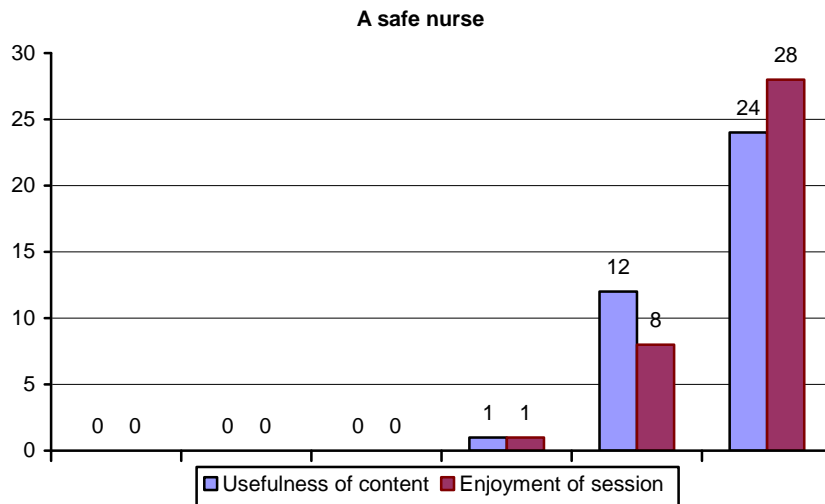


**A safe workplace**



**A safe profession**





### **PARTICIPANT COMMENTS - Positive**

- ▶ The session was interesting and empowering. I learned a lot of new ideas which enhanced my learning.
- ▶ The sessions were very informative and fun. I was able to hear the different issues affecting the safety of nurses and patients. Implementing what was learned from this workshop will help alleviate stress and improve working conditions.
- ▶ The workshop was very informative and educational. I learned a lot and will try to implement what I have learned to make myself a safer nurse and to provide safety for the patients. It was fun!
- ▶ The information shared over the two days was very timely and well imparted. Thank you.
- ▶ The workshop was very informative. I've learned quite a lot and was able to learn from others. I think that these sessions will help me in making a difference in my area of work.
- ▶ I want to say thank you for the information and knowledge that I have gained. I somehow hope that the information will be useful in implementing needed change.
- ▶ The sessions were informative, motivating and energising. Weaknesses were brought to the fore and will be used to convert to strengths.
- ▶ It was a full and appropriate package.
- ▶ The workshop has opened my eyes, literally to a lot of issues and provided ammunition as to how to go about addressing situations and instead of sitting there complaining to get up and do something about improving ourselves, our colleagues and our environment.
- ▶ The workshop has been informative. The presentation of information and group work were dynamic. The sessions were 'eye opening'.
- ▶ The sessions were great, informative and educational. Being a young registered nurse I have learned a lot. Thank you for the information.
- ▶ Excellent information. I hope this will make our profession and environment safer.
- ▶ I am happy for the opportunity of being here. I have learned quite a lot and will try to put into practice the things I have heard and also share with my co-workers.
- ▶ This workshop has been very informative. I have enjoyed the two days. I will try when I go back to my workplace to implement what I have learned.
- ▶ The workshop was very informative and should be shared with nurses throughout the world so that we can make a difference.

### **PARTICIPANT COMMENTS - Negative**

- ▶ There were no negative comments.



**CNF workshop participants Grenada 21-22 October 2008**

**CARIBBEAN CNF WORKSHOPS 2008**  
**Commonwealth Nurses Federation**

## **4 SAFETY**

*Safe Care and Safe Practice for Nurses in Grenada*

### **KEY FACTORS TO ENSURE PATIENT SAFETY in hospital, community, mental health and geriatric settings**

#### **EDUCATION**

- Must be ongoing
- Education for patients and relatives as well as nurses and other staff in all categories
- One on one education, group education and public education through the media
- Written information to supplement one on one teaching
- Promote healthy behaviours to minimising health risk behaviours
- Education about medications to reduce medication errors and adherence to five medication rights: right patient, drug, dose, route and time

#### **ASSESSMENT**

- Comprehensive patient history: physical, emotional, mental, social
- Assessment based on the individual's needs (educational level; pre-existing conditions eg confusion, amputee, impaired vision)
- Establishment of a relationship of trust between nurse and patient and between nurse and other care givers (relatives, doctors etc)
- Attention to nutritional status

#### **ENVIRONMENT**

- Establishment of a safety culture
- Universal use of standard precautions for infection control
- Appropriate and sufficient equipment in working order (eg lifting equipment, O<sub>2</sub>)
- Focus on safety eg signage, hand rails, bed rails, non slip flooring
- Facilities - layout that promotes ease of care, control clutter
- Sufficient space to prevent cross infection, conduct procedures
- Provision of emergency exits
- Safe transfer and transport of patients
- Availability of current policies and procedures

#### **HUMAN RESOURCES**

- Adequate staffing
- Appropriate skill mix
- Reasonable nurse to patient ratios
- Working environment that retains nurses
- Ongoing recruitment of people, particularly young people, into nursing
- Matching available workforce with patient needs

#### **COMMUNICATION**

- Proper documentation
- Evaluation of education and care activities
- Awareness of language barriers (not just a different language, but also a different level of understanding and comprehension)
- Appropriate verbal and non-verbal communication
- Nurses to question and challenge unsafe care or behaviour

