

## **Introduction of AKI Specialist Nurse & 'Raising AKI Awareness' Campaign at Stockport NHS Trust**

In September 2015 Dr. Karl Bonnici (Acute Medicine Consultant), Jennifer Harrop (Clinical Performance Manager) and Jane Drummond (Business manager for Acute Medicine) submitted a successful business case for the funding of an AKI specialist nurse at Stepping Hill Hospital in Stockport.

Wendy Oakes joined the Trust as AKI Specialist Nurse at the end of March 2016. With a critical care nursing background, a commitment to staff training and education and experience working at a senior level to drive quality improvements in patient care and safety, she was well placed to 'hit the ground running'.

### **AKI Care Bundle**

One of the first priorities was to develop and implement an AKI care bundle across the Trust. Using the resources and guidance available at 'Think Kidneys' (no need to re-invent the wheel) and the willingness of other AKI nurses to share information and their experience, the Stockport NHS AKI priority care bundle was developed. This was introduced in two stages: May 2016 (for medical wards) and July 2016 (for surgical wards). Aligned to NICE standards, the care bundle is a single document, printed on an A4 card, providing clear guidance to ensure patients receive high quality care for all stages of AKI without delay. The care bundle emphasises the team based approach to managing AKI patients.

A useful feature of the Stockport NHS care bundle design was the incorporation of a tabbed edge on the side of the document so that it was instantly recognisable within the patients' notes, thereby improving communication and raising awareness across the whole medical and nursing teams.

You can see the Stockport AKI Priority care bundle [here](#).

### **Raising AKI Awareness Campaign**

Before implementing the care bundle in May 2016, an intense 'Raising AKI Awareness' campaign was initiated across the Trust. This involved identifying Ward AKI Champions who received training around the causes of AKI, assessing patients at risk of AKI and using the AKI care bundle. This training was then cascaded to the rest of the nursing team. There was a real focus on the key role undertaken by healthcare assistants in helping to ensure patients receive adequate hydration and accurate fluid balance monitoring. Mindful of workload pressures and challenges often faced releasing staff from clinical areas, a flexible approach was essential, as a result local training sessions were provided in each ward area or department.

Using existing educational meetings and forums, presentations were given to key clinical teams including medical staff, ward managers, matrons, ANPs and AHPs. Recognising the power of PR and *Branding*, the 'Think Kidneys' logo was used on all poster displays, electronic information, PowerPoint slides etc. A dedicated 'AKI' microsite was developed on the Trust intranet for staff to access information and key documents. A direct link to the national campaign was also incorporated into the microsite.

Posters were widely displayed, notices placed on the Trust intranet, and the AKI Champions briefed to inform the teams of the date the AKI care bundle would be implemented.

On the launch day, Dr Bonnici and Wendy visited each ward/department to deliver copies of the AKI care bundle, engage staff and reinforce the importance of recognising and managing patients at risk of developing AKI or diagnosed with AKI. Promotional material including 'AKI' pens (who doesn't love a pen?), bottles of mineral water and badges were distributed amongst the teams.

Dear Wendy,

Just to give you some feedback on the AKI bundle and its implementation. For me as a junior doctor it has definitely simplified and made the management protocol of AKI more accessible and easy to understand.

The format is great, colourful, simple, good quality, easy to use, easy to find in the notes. I have found it particularly useful to know what other investigations and escalation protocols are required in AKI stage 2 and 3. It has also been a great learning exercise and the more I use the protocol - the more this practice has become embedded and that knowledge gets cemented.

Overall, I think the AKI bundle has been a really useful protocol for myself as a junior doctor starting out at this hospital.

Dr Suzanne Kershaw, July 2016

AKI awareness training is now embedded into induction training for all nursing and healthcare assistants joining Stockport NHS Foundation Trust. Acute Illness Management (AIMS) training and regular presentations are delivered to the junior medical staff.

### **The role of the AKI Specialist Nurse**

Similar to models used at many other hospitals, the day to day role is about raising AKI awareness and supporting the clinical teams to ensure patients receive high quality care and timely interventions. These include: ward visits to review AKI patients, liaising with the radiology department, the specialist teams at Stockport and the tertiary renal team at Central Manchester when needed, as well as ensuring compliance with the AKI care bundle. Patient education and health promotion is an important aspect of the role. The AKI Specialist Nurse undertakes patient counselling and provides patient/carer AKI information leaflets.

Data collection and providing feedback on progress and areas for improvements is fundamental to the role and regular updates are given across various forums. Perhaps of more importance is the recognition of the hard work and commitment shown by individual staff members who have delivered good quality care to AKI patients. A letter was produced to acknowledge the effort individuals have made in supporting this quality improvement and patient safety initiative, including compliance to the AKI care bundle. Initially introduced for nursing staff to provide evidence for NMC revalidation and appraisals, this was then extended to medical staff. As can be seen below, doctors appreciate a letter too.

*It was really encouraging to receive support in the form of a letter from yourself. It really does reinforce the effort that we put into these things and it helps I think, to encourage others to also continue with the protocol.*

*It is great to know that other team members are recognising that we are trying to incorporate this into our daily practice and recognising our enthusiasm.*

You can see the AKI letter described [here](#).

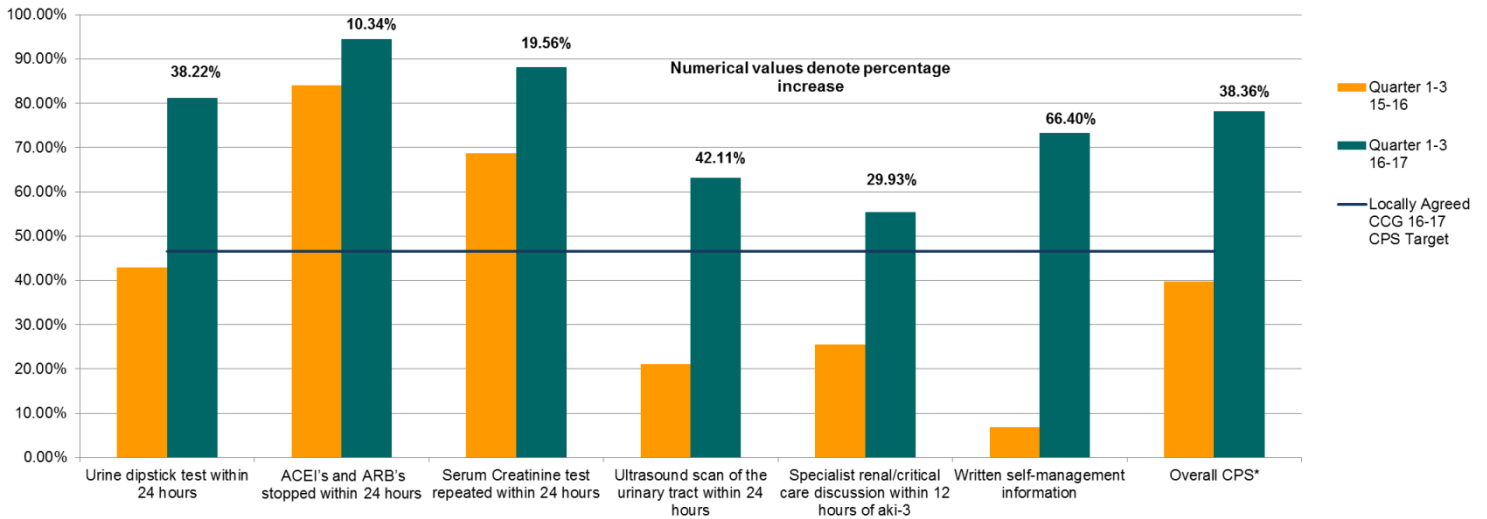
### **Has the AKI nurse and AKI care bundle made a difference at Stockport?**

Each month, Wendy meets with the Clinical Audit Department at Stockport to audit the care received by patients diagnosed with AKI Stage 3. The patients' records are reviewed and benchmarked against local CQUIN measures that are based on NICE Guidelines CG169.

Undertaking audits and submitting data to the Stockport CCG and Trust stakeholders each month facilitates timely feedback on our overall compliance. This avoids delays in identifying areas that require further improvement, thus allowing a greater opportunity to implement any actions in a timely manner.

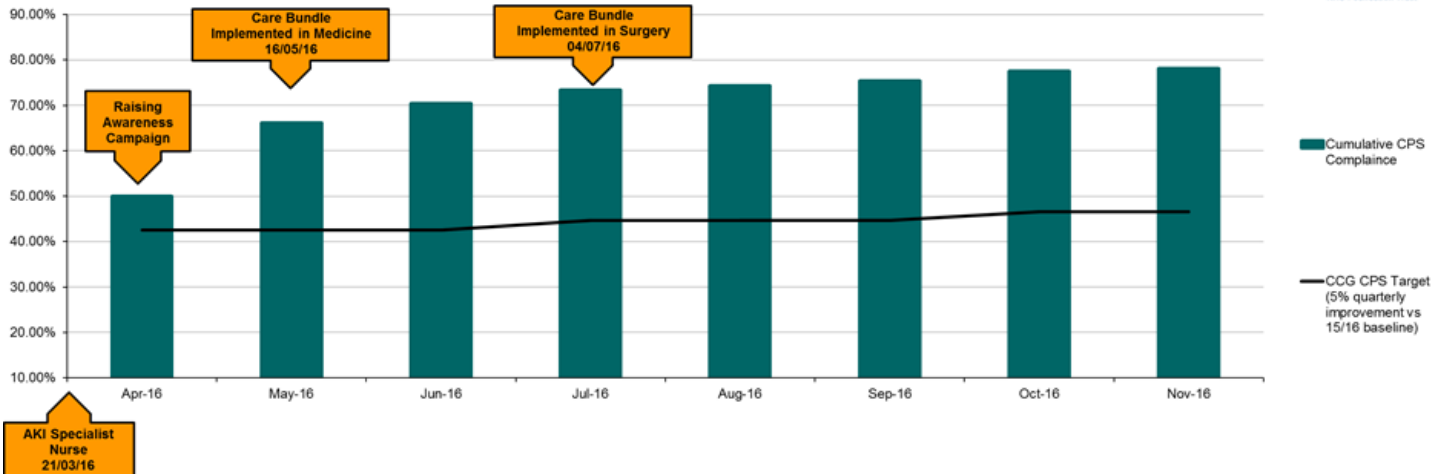
After only 6 months of the implementation of the AKI care bundle, significant improvements have been made in all measures.

## AKI Local CQUIN Compliance Q1-3 15/16 vs 16/17



\*Composite Process Score (CPS) = cumulative number of measures achieved against cumulative number of eligible measures

## AKI Cumulative CPS Compliance vs CCG Target 2016 to Date



## Exciting IT Developments - AKI Electronic Flagging and Automatic Population Jan 2017

The IT team at Stockport NHS Foundation Trust have developed an electronic flagging system that can be attached to the patients' electronic record. This populates all the electronic systems (Advantis) currently used across the Trust including the Emergency Department (ED). On ED attendance, the clinician records whether the patient has an AKI, and there is an electronic link to the AKI care bundle. This automatically populates the electronic GP notification of ED attendance; it also updates the 'alerts' section of the electronic record which generates the printed handover document used by both nursing and medical staff in other admitting areas. The episode of AKI is automatically recorded on the patient 'Health Care Record' (discharge summary) provided to the GP and patient. This includes last serum creatinine and a box for free text that can be used to provide specific instructions to the GP regarding ongoing AKI monitoring/management.

Furthermore, once the clinician/nurse has made an electronic record of the AKI, the plasma screens on the wards and in the ED areas display an AKI Alert Icon which is highly visible. This raises awareness across the multi-disciplinary team (MDT) that a patient has AKI - **Red** symbol for current AKI and **Blue** symbol for previous AKI. Stockport is the first hospital in Greater Manchester using technology in this way.

The system makes a permanent record of the AKI episode so should the patient come to ED in the future, the electronic attendance record will already be populated with a message 'Previous AKI' with

the previous episode date displayed. This means that staff will be instantly aware that the patient is at higher risk of AKI and can monitor this closely.

This is a fantastic achievement for Stockport NHS Foundation Trust clearly demonstrating the commitment of the organisation and the vital role information technology plays in helping to support our 'Raising AKI Awareness' campaign across the trust. This innovation will most certainly support the key elements required by NHS Improvement outlined in the Patient Safety Alert (Aug 2016). This enhanced system and the electronic patient record (EPR) systems under current development at Stockport will be central to improving AKI care for patients across the primary/secondary care interface at Stockport.

### **Comments from Wendy**

I am very proud to be a nurse and get an immense sense of personal and professional satisfaction in helping to improve the quality of care our patients receive. Since joining Stockport NHS Trust, I have had great support from all levels of the organisation which I believe has been vital to our achievements so far.

The prevention and management of AKI is not rocket science, it's about getting the basics right; working collaboratively across the teams to ensure consistency whilst continually striving for quality improvement.

*AKI is everybody's business.*

Wendy Oakes, AKI Specialist Nurse  
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### **Comments from Karl Bonnici**

Prior to September 2015 Stepping Hill Hospital had no clear strategy to improve the quality of care of AKI patients. The Trust does not have an on-site renal service. AKI care revolves around doing simple, basic things in a timely and consistent manner. The AKI specialist nurse role has been key to establish an educational program, raise awareness and implement an easy to use care bundle for AKI. Wendy has been passionate about these three aspects of the role. This, together with the positive response from the ward staff has led to significant improvements in AKI care as evidenced by local CQUIN audit data.

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