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| **STANDARD WORK - <<Personal Support Workers>>** |
| **Document Owner**: | **Lisa Zeman** | **Program/Service Area**: | **General Internal Medicine** | **Issue Date: Feb 2019** |  |
| **Revision Date:**  |  |  |  |  |  |
| **Approval:** | <<insert name and title of approver>> | **Takt Time: Daily (Day: 0800-1400 & Evening:1600-2100)** |  |
| **Signature:** |  | **Cycle Time: 6 and 4 hours** |  |

 **Purpose:** *Standard work establishes the current best work sequence to perform cyclical, routine but essential tasks.* *Define in clear, easy to understand language what the standard work is for.*

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|  | Content (Task / Activity) | Time | Details / Visual Component (if applicable) |
| 1. | **Obtain Assignment** | **0750-0800** | **Obtain assignment (know which patients you are primary care for and which patients you will cover when your partner is on break). Must be prepared to work at 0800.****There will be one PSW assigned per hallway.** |
| 2. | **Attend Huddle** | **0800-0810** | **Attend huddle.**  |
| 2. | **First Round/Breakfast** | **0815-0900** | **Round on all your patients and introduce yourself.****Update your name on the communication board and ensure information on board is correct (eg. feeding and transfer techniques). Set patients up for breakfast. Perform oral care prior to eating. If able, patients are to be up and out of bed for breakfast. Assist patients with feeding and perform mouth care when meal is completed. Remove breakfast trays that were missed. Any patients requiring 2 people to assist are to be done with the nurse assigned.** |
| 3. | **A.M. Care** | **0900-1100** | **Complete total baths. With the nurse assigned****Other A.M. care (hair wash, mouth care etc.) to be completed through and around break times. Shave male patients daily. Linen changed every 72 hours and PRN - ensure whiteboard is updated with the new dates daily.****Ensure room is tidy before leaving.**  |
| 4. | **Break Times** |  **0900-1015** | **Break Time, you get 15 minutes: First 0900-0915 Second 0930-0945 Third 1000-1015****Ensure you report to a nurse in your hall before leaving for and upon returning from break. (breaks are aligned with the nurses breaks so that you are not alone)**  |
| 5. | **Second Round** | **1100-1130** | **Turn and reposition patients as required. Round on all patients and continue am care for those who are outstanding. Assist patients in ambulation.** **Complete ongoing education and learning needs.** |
| 6. | **Lunch**  | **1130-1230** | **Set patients up for lunch – perform mouth care prior to eating. Remember, unless on bed rest, all patients are to be up and out of bed for lunch. Assist patients with feeding and perform mouth care when meal is completed.** **Remove lunch trays that were missed.** |
| 7. | **Final Round** | **1230-1400** | **Return patient to bed after lunch.****Turn and position patients as required. Finish any am care that is outstanding.** **Before leaving at the end of your day shift, ensure all patients are dry.****Complete communication record and place on chart for nurse. Report off to nurse in charge of your patients or nurse covering. Ask if there is anything else you are needed for 10 mins before leaving your shift.**  |
| 8. | **Through-out shift as needed**  | **2-3 mins** | **Stock hall closets with briefs as required, remove meal trays from hallways and patient rooms and bring to dirty utility room, restock Sage products, answer call bells, and answer phones.** |
| 9. |  |  |  |

**Evening Shift**

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|  | Content (Task / Activity) | Time | Details / Visual Component (if applicable) |
| 1. | **Obtain Assignment** | **1620-1630** | **Verify dayshift assignment sheet for patients that require set up for feeds, total feeds and assisted transfer techniques.** |
| 2. | **First round** | **1630-1730** | **Starting at a designated room (eg. 5-100) (unless required urgently in another patient room) working as a team, enter each room introduce yourself and attend to patient needs eg. turn and position patients as required, set patients up for dinner, remember unless on bedrest, all patients are to be up and out of bed for meals.** |
| 3. | **Supper** | **1730-1800** | **Dividing the patient load, set patients up for supper and perform mouth care. Assist patients with feeding and perform mouth care when meal completed.** |
| 4. | **Evening care** | **1800-1900** | **Remove dinner trays that were missed. Encourage ambulation for those patients who are independent. Assist patients to bed that were up for supper. Tidy patient’s rooms before leaving for break.****Shower those that may require one at this time (new admissions only).**  |
| 5. | **Break** | **1900-1915** | **Break.**  |
| 6. | **Final round** | **1915-2100** | **Starting at a designated room (eg. 5-100) (unless required urgently in another patient room) working as a team enter each room and provide bedtime care. Turn and position as required. Perform oral care for those that did not have it completed after supper. Report information to assigned nurse that is pertinent to that patient e.g. intake and output, requests for pain medication etc.** |
| 7. | **Through-out shift as needed**  | **2-3 mins** | **Stock hall closets with briefs as required, remove meal trays from hallways and patient rooms and bring to dirty utility room, restock Sage products, answer call bells, and answer phones.** |
| 10. |  |  |  |
| 11. |  |  |  |
| 12. |  |  |  |