
Improving accessibility to clinical guidelines – **NUH Guidelines app**

Dr Adrian Kwa

Project Lead – NUH Guidelines app

Trent Simulation and Clinical Skills Centre

Nottingham University Hospitals NHS Trust

Guidelines at your fingertips

We are here for you

“Conflict of interest”

- Nottingham Hospitals Charity
- Trent Simulation and Clinical Skills Centre
- East Midlands Academic Health Science Network



Objective

- Human Factors and Design in Healthcare
- My journey
- The app
- How you might apply this at your Trust

About me...

What I am:

- Doctor since 2003
- Anaesthetist
- Technophile
- Patient Safety Enthusiast

What I am not:

- Not a computer programmer
- Not a businessman
- No formal training in design

Credentials

- HEEM Quality Improvement Awards 2015 – Winner
- NUH Patient Safety Team Awards 2015 – Winner
- HSJ Awards 2015 – Finalist
- NHS Innovator of the Year 2015 – East Midlands Finalist

Credentials

- AAGBI Patient Safety Prize 2015 – 2nd Runner-up
- HSJ Value in Healthcare Awards 2015 – Runner-up
- NHS Innovation Challenge Prize 2014/5 – Runner-up
- East Midlands Academic Health Science Network
Innovation in Healthcare Awards 2014 – Runner-up

Speaker

Human Factors
in Health

Sharing good ergonomics

Ergonomics
Human Factors

The Ergonomist

No. 533 November 2014

The Institute of Ergonomics & Human Factors



Designing the UK's next intercity express train

USER-CENTRED DESIGN OF A CLINICAL GUIDELINES APP

MANAGEMENT IN CONSTRUCTION USING MOBILE DEVICES

ACTUAL V SIMULATED USE IN HUMAN FACTORS TESTING OF
MEDICAL DEVICES





Wrong car?!?!

- Human Error
- How / Why did this happen?
- Does that mean he is stupid?

Performance **Variability**

In Healthcare

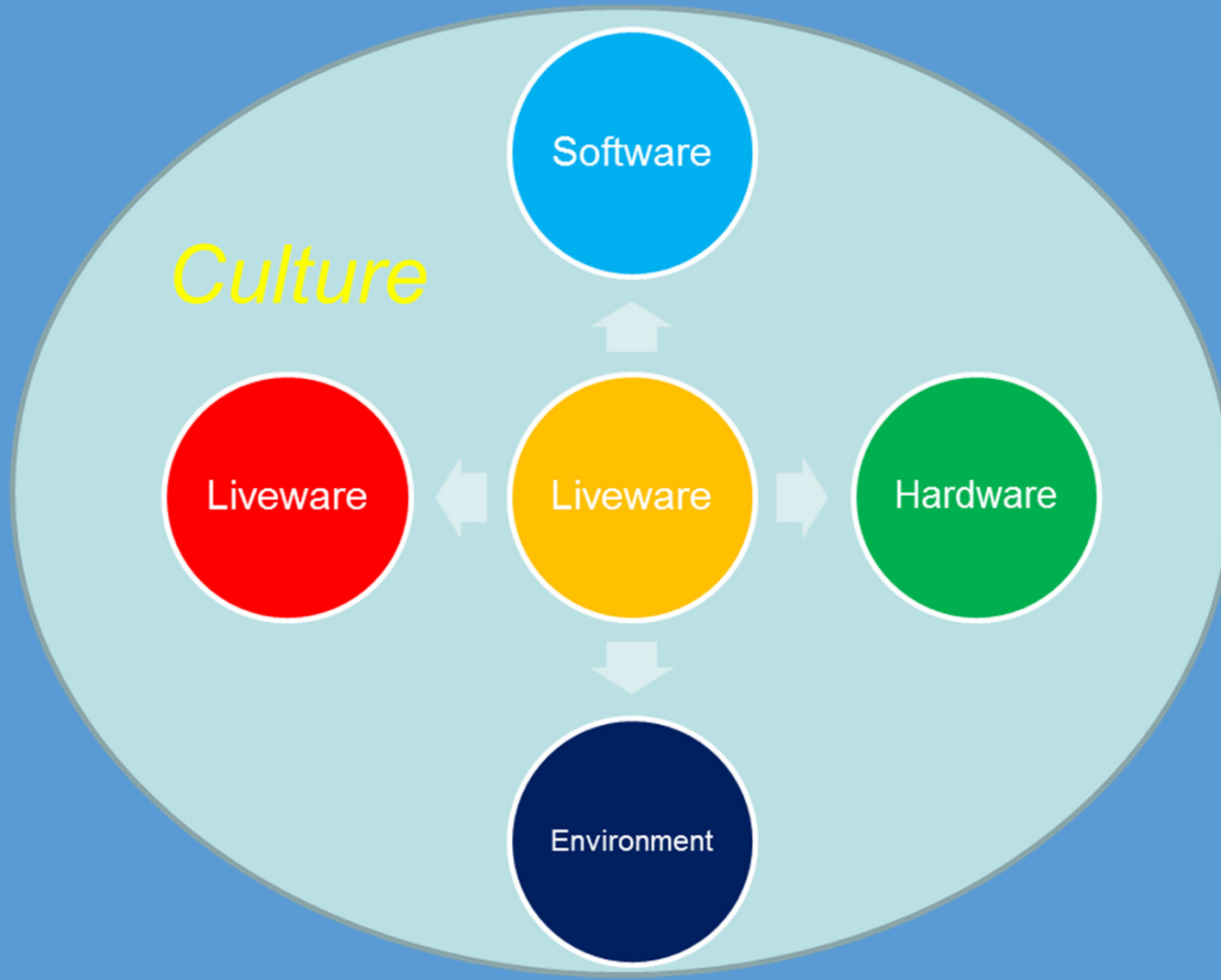
- Operating on the wrong site / side
- Wrong operation
- Wrong patient



Newsflash
Healthcare Professionals (including
hospital consultants) are human too

Human Factors

ScHELL Model



Software

- Policies
 - *“You must do this or you will be sacked”*
- Standard Operating Procedures
 - *“This is what we do and how we do it”*
- Guidelines
 - *“This is best practice. You better have good reasons for deviating from this.”*

Software

- Do we know where to find it?
- Is it easy to use?
- Do we actually use it?
- If not, why not?

PAEDs

Paediatric Anaesthetic Emergency Data sheets

Editors: J. Armstrong, H. King
Contributors: J. Abbott, H. Fenner,
K. James

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AGE : 3 months

Wt : 4 – 6 kg	HR : 110 – 160	RR : 30 – 40	Systolic BP : 70 – 80
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AIRWAY	OP Airway : Size : 00	ET Tube :	
	LMA : Size : 1	Diameter: Cuffed: 2.5 – 3.0 Uncuffed: 3.0 – 3.5	Length (Oral) : 11 cm

CARDIAC	Defibrillation (4 J/kg)	20 J	Adrenaline	IV – Arrest (10 microgram/kg)	0.5 mL (1 in 10,000)
	Atropine (20 microgram/kg)	110 microgram		IM- Anaphylaxis (10 microgram/kg)	0.5 mL (1 in 10,000)
	Amiodarone (5 mg/kg)	28 mg (0.6 mL of minijet)		Nebulised – Croup (400 microgram/kg)	2.2 mL (1 in 1,000)

FLUIDS	Crystalloids : Trauma (10 mL/kg): Other (20 mL/kg) :	55 mL 110 mL	Blood, FFP or Platelets (10 mL/kg)	55 mL
	10% Dextrose : (Hypoglycaemia) (2 mL/kg)	12 mL	Mannitol 20% (0.25 - 0.5 g/kg)	7 – 14 mL (0.5 g/kg = 2.5 mL/kg)

Drug (Dose)	Neat or Dilution (mg/mL)	Calculated Dose (5.5 kg)	Volume to be given (mL)
Propofol (1-4 mg/kg)	NEAT (10 mg/mL)	5 – 20 mg	0.5 – 2 mL
Ketamine IV (2 mg/kg)	NEAT (10 mg/mL)	10 mg	1 mL
Fentanyl (1-2 microgram/kg)	Dilute to 10 microgram/mL	5 – 10 microgram	0.5 – 1 mL
Morphine (0.1 mg/kg)	Dilute to 1 mg/mL	0.5 mg (Repeat PRN)	0.5 mL
Paracetamol IV (15 mg/kg)	NEAT (10 mg/mL)	80 mg	8 mL
Suxamethonium (2 mg/kg)	Dilute to 10 mg/mL	10 mg	1 mL
Rocuronium (1 mg/kg)	NEAT (10 mg/mL)	5 mg	0.5 mL
Atracurium (0.5 mg/kg)	NEAT (10 mg/mL)	2.5 mg	0.25 mL
Sugammadex (16 mg/kg)	NEAT (100 mg/mL)	90 mg	0.9 mL
Tranexamic Acid (15 mg/kg)	NEAT (100 mg/mL)	80 mg	0.8 mL
10% Calcium Chloride (0.2 mL/kg)	NEAT	1.1 mL	1.1 mL

Drug	To Make Up in 50mL	Infusion Rate
Propofol (4-12 mg/kg/hr)	NEAT (10 mg/mL)	2 – 6 mL/hr
Morphine (10-40 microgram/kg/hr)	5.5 mg (1 mg/kg)	0.5 – 2 mL/hr (1 mL/hr = 20 microgram/kg/hr)
Midazolam (60-240 microgram/kg/hr)	30 mg (6 mg/kg)	0.5 – 2 mL/hr (1 mL/hr = 120 microgram/kg/hr)
Noradrenaline / Adrenaline (0.01 - 0.5 microgram/kg/min)	1.5 mg (0.3 mg/kg) in 5% Dextrose	0.1 – 5 mL/hr (1 mL/hr = 0.1 microgram/kg/min)

AGE : 6 months

Wt : 6 – 8 kg	HR : 110 – 160	RR : 30 – 40	Systolic BP : 70 – 90
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AIRWAY	OP Airway : Size : 000	ET Tube :	
	LMA : Size : 1.5	Diameter: Cuffed: 3.0 Uncuffed: 3.5	Length (Oral) : 12 cm

CARDIAC	Defibrillation (4 J/kg)	30 J	Adrenaline	IV – Arrest (10 microgram/kg)	0.7 mL (1 in 10,000)
	Atropine (20 microgram/kg)	140 microgram		IM- Anaphylaxis (10 microgram/kg)	0.7 mL (1 in 10,000)
	Amiodarone (5 mg/kg)	35 mg (1.2 mL of minijet)		Nebulised – Croup (400 microgram/kg)	2.8 mL (1 in 1,000)

FLUIDS	Crystalloids : Trauma (10 mL/kg): Other (20 mL/kg) :	70 mL 140 mL	Blood, FFP or Platelets (10 mL/kg)	70 mL
	10% Dextrose : (Hypoglycaemia) (2 mL/kg)	14 mL	Mannitol 20% (0.25 - 0.5 g/kg)	9 – 18 mL (0.5 g/kg = 2.5 mL/kg)

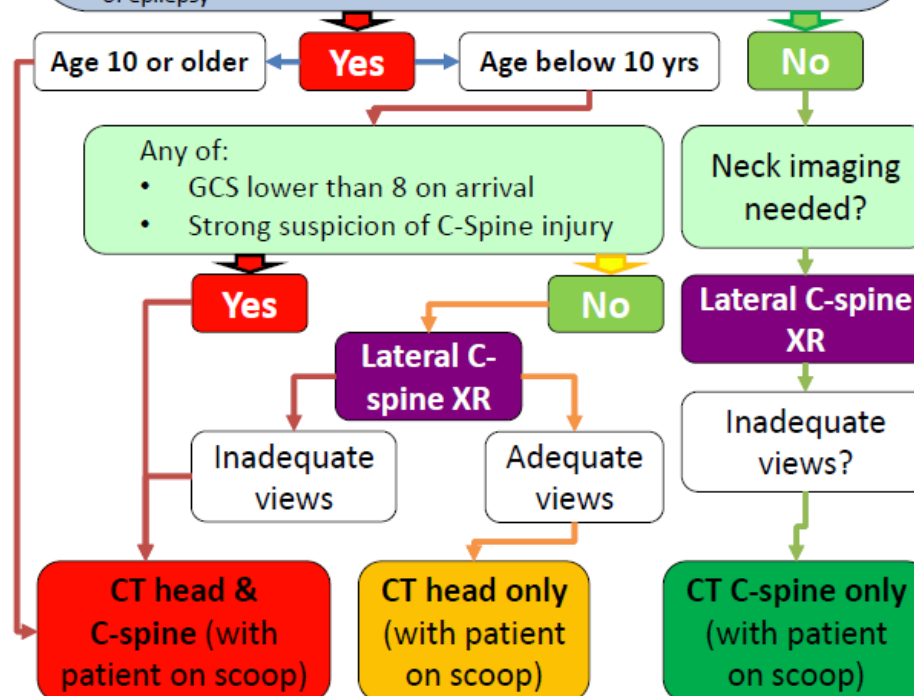
Drug (Dose)	Neat or Dilution (mg/mL)	Calculated Dose (7 kg)	Volume to be given (mL)
Propofol (1-4 mg/kg)	NEAT (10 mg/mL)	7 – 30 mg	0.7 – 3 mL
Ketamine IV (2 mg/kg)	NEAT (10 mg/mL)	15 mg	1.5 mL
Fentanyl (1-2 microgram/kg)	Dilute to 10 microgram/mL	7 – 15 microgram	0.7 – 1.5 mL
Morphine (0.1 mg/kg)	Dilute to 1 mg/mL	0.7 mg (Repeat PRN)	0.7 mL
Paracetamol IV (15 mg/kg)	NEAT (10 mg/mL)	100 mg	10 mL
Suxamethonium (2 mg/kg)	Dilute to 10 mg/mL	14 mg	1.4 mL
Rocuronium (1 mg/kg)	NEAT (10 mg/mL)	7 mg	0.7 mL
Atracurium (0.5 mg/kg)	NEAT (10 mg/mL)	4 mg	0.4 mL
Sugammadex (16 mg/kg)	NEAT (100 mg/mL)	120 mg	1.2 mL
Tranexamic Acid (15 mg/kg)	NEAT (100 mg/mL)	100 mg	1 mL
10% Calcium Chloride (0.2 mL/kg)	NEAT	1.4 mL	1.4 mL

Drug	To Make Up in 50mL	Infusion Rate
Propofol (4-12 mg/kg/hr)	NEAT (10 mg/mL)	3 – 8 mL/hr
Morphine (10-40 microgram/kg/hr)	7 mg (1 mg/kg)	0.5 – 2 mL/hr (1 mL/hr = 20 microgram/kg/hr)
Midazolam (60-240 microgram/kg/hr)	42 mg (6 mg/kg)	0.5 – 2 mL/hr (1 mL/hr = 120 microgram/kg/hr)
Noradrenaline / Adrenaline (0.01 - 0.5 microgram/kg/min)	2 mg (0.3 mg/kg) in 5% Dextrose	0.1 – 5 mL/hr (1 mL/hr = 0.1 microgram/kg/min)

Paediatric Trauma CT Guideline

Are NICE CT Head criteria met?

- Loss of consciousness more than 5 min
- Amnesia (antegrade or retrograde) more than 5 min
- Abnormal drowsiness.
- Three or more discrete episodes of vomiting
- Clinical suspicion of non-accidental injury
- Post-traumatic seizure but no history of epilepsy
- Dangerous mechanism of injury
- GCS lower than 14, (GCS lower than 15 if less than 1 year old) in the ED
- Open or depressed skull injury or tense fontanelle
- Any sign of basal skull fracture
- Focal neurological deficit
- If less than 1 year, head bruise, swelling or laceration of more than 5 cm



PAEDs

Paediatric Anaesthetic Emergency Data sheets

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Improving accessibility to
clinical documents **WILL**
lead to improvement in
patient safety

Work as imagined....

...Work as done

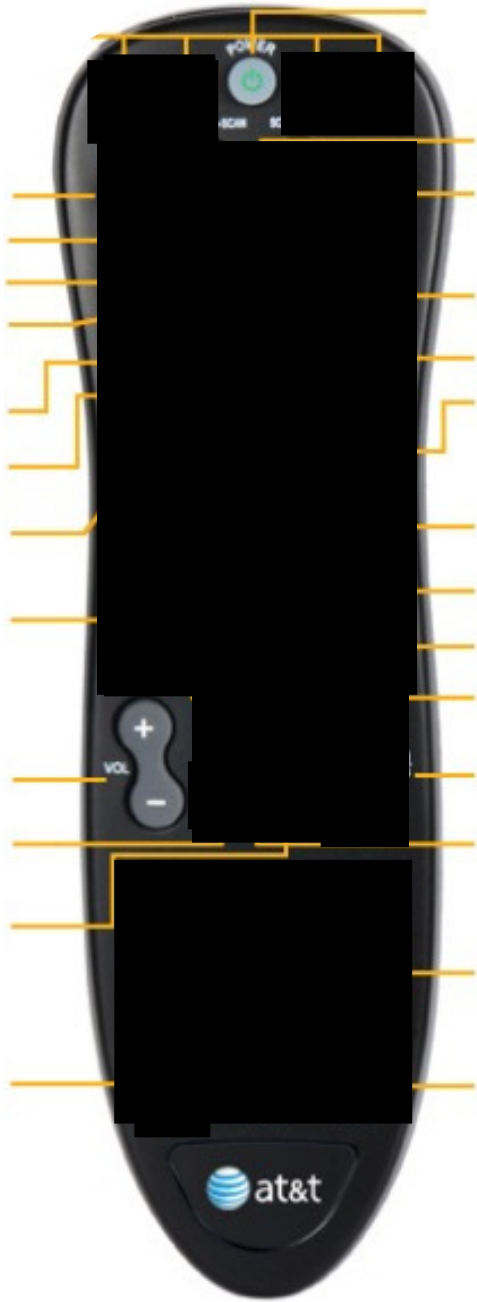


Erik Hollnagel



Work as imagined

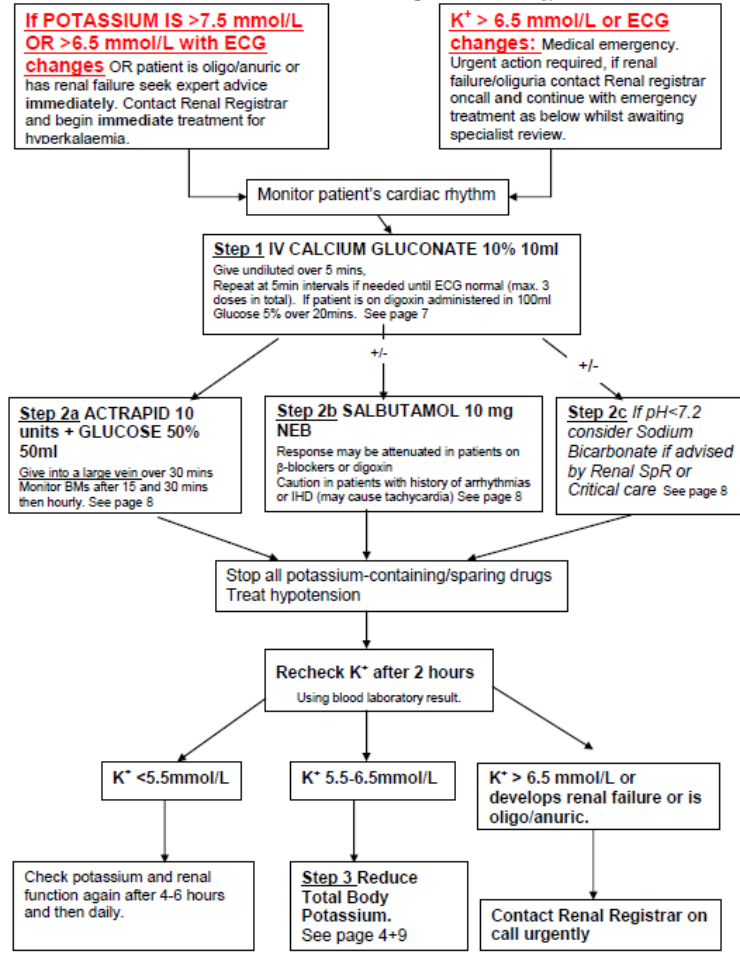
Work as done



Work as imagined...

Nottingham University Hospitals **NHS**

Guideline for the Management of Acute Hyperkalaemia in Adults



Revised April 2013
Due for Review April 2015

Work as done...



All Sites People Maternity Friends&Family Test

hyperkalaemia Search

Results 1-10 of about 46. Your search took 1.11 seconds. Results by Relevance | View by Modified Date | Alert Me | RSS

trimethoprim
 Can cause **hyperkalaemia**, do not use in patients with CrCl <30ml/min where **hyperkalaemia** is a problem ...
http://nuhnet/diagnostics_clinical_support/antibiotics/Pages/renal_impairment/trimethoprim.aspx - 107KB - Wallis Stephen () - 17/06/2014 - Wallis Stephen ()

More results from trimethoprim

Lite Bites of learning for improving medicines safety
 ... to treat the **hyperkalaemia** or that the drugs required were stock items ... The NUH **Hyperkalaemia** Guideline is available on the intranet. ... Treatment for **Hyperkalaemia** (50)
[http://nuhnet/diagnostics_clinical_support/pharmacy/Documents/MSG_lite_bites- Pharmacy final Sept 2014.pptx](http://nuhnet/diagnostics_clinical_support/pharmacy/Documents/MSG_lite_bites-Pharmacy_final_Sept_2014.pptx) - 463KB - Somerfield Wendy (Pharmacy) - 20/11/2014 - Somerfield Wendy (Pharmacy)

More results from Lite Bites of learning for improving medicines safety

Clinical guidelines
 Clinical guidelines in acute medicine Cooper Nicola (Acute Medicine)
http://nuhnet/_catalogs/masterpage/NUHNewPageLayout.aspx Clinical Guidelines Please note that these guidelines are sourced externally. Guidelines ...
http://nuhnet/acute_medicine/acutemedicine/Pages/Clinical_guidelines.aspx - 80KB - Cooper Nicola (Acute Medicine) - 17/02/2015 - Cooper Nicola (Acute Medicine)

More results from Clinical guidelines

AKI Guidelines
 NUH (2013) **Hyperkalaemia** Guidelines
http://nuhnet/cancer_associated/renal_transplant/acute_kidney_injury/Pages/AKIGuidelines.aspx - 60 KB - Baldock Warren (Cancer Services) - 27/02/2015 - Baldock Warren (Cancer Services)

More results from AKI Guidelines

The final design will
always be intuitive to the
designer....

....but not necessarily to
the end-users

Why make an app?

- From personal experience
- Access from bedside
- Electronic Observations / Digital Health Records

Alternatives?

- Better design for intranet?
- Internet?
- Paper guide / aide memoir cards?
- Better training???

Questionnaire

- Sent to all clinical staff
- Just under 500 replies in 3 weeks
- 95% owns a smart device
- Over 50% use the internet to access clinical information at least once a week
- 89% would use an app if one is available

User-Centred Design

User-Centred Design

- Design based on how users can, want or need to use the product
- Involving users at all stages of design process
- Not forcing the users to change their behaviour to accommodate the product
- Intuitive to users
 - ie (almost) no training required

Identifying the users

- Doctors

- Physio

- Nurses

Don't forget students, community
teams, new staff, locum and
agency staff etc etc

- Dietitians

- Psychologists

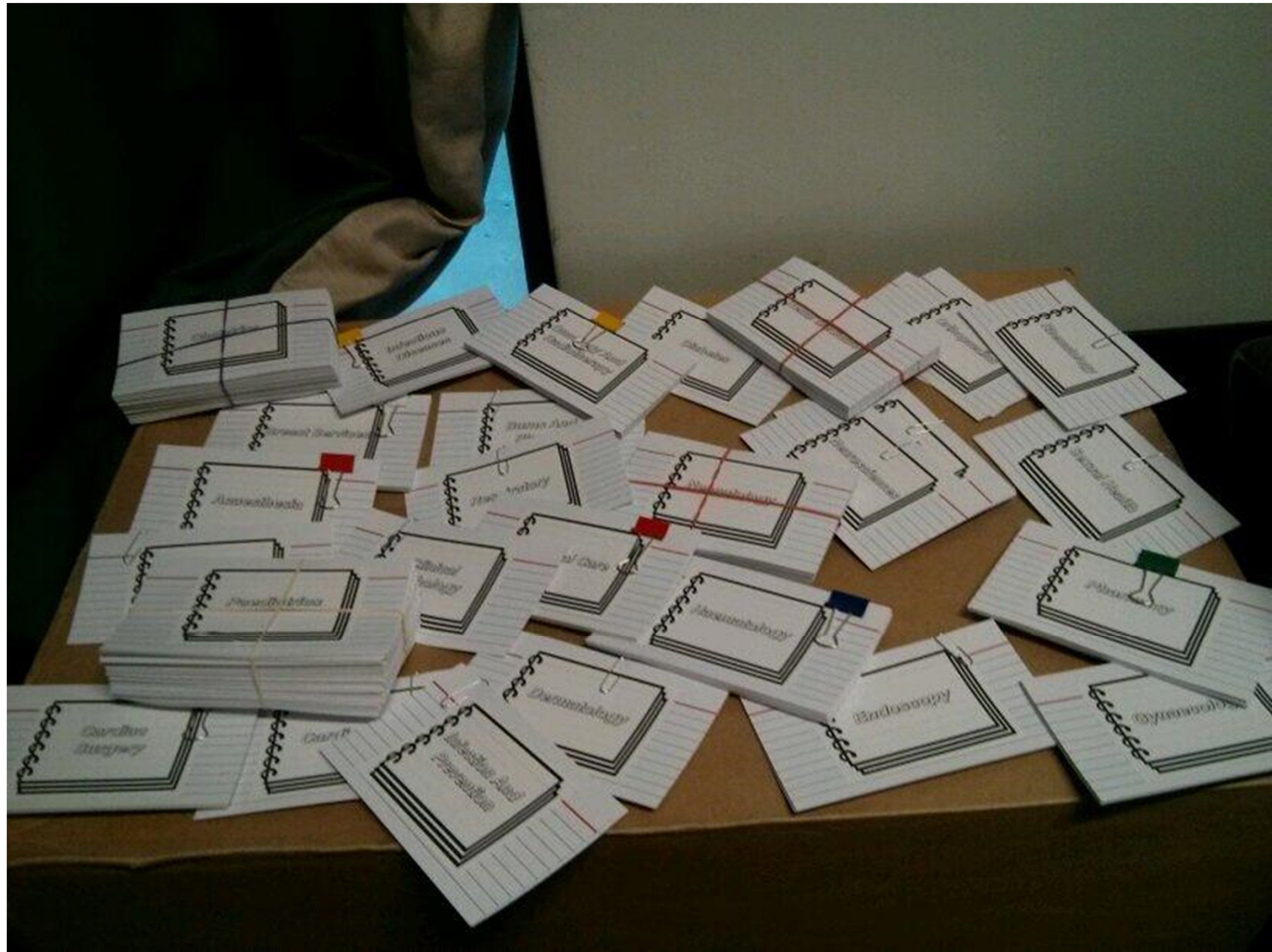
User-Centred Design

- Help from human factors expert
- Focus groups
 - Around 100 staff involved
- Critical Incident Techniques
- Card sorting exercise



Critical Incident Technique

- Interviewing staff
- Asking staff to describe incidence where they had difficulty accessing guidelines
- How they overcame the problem



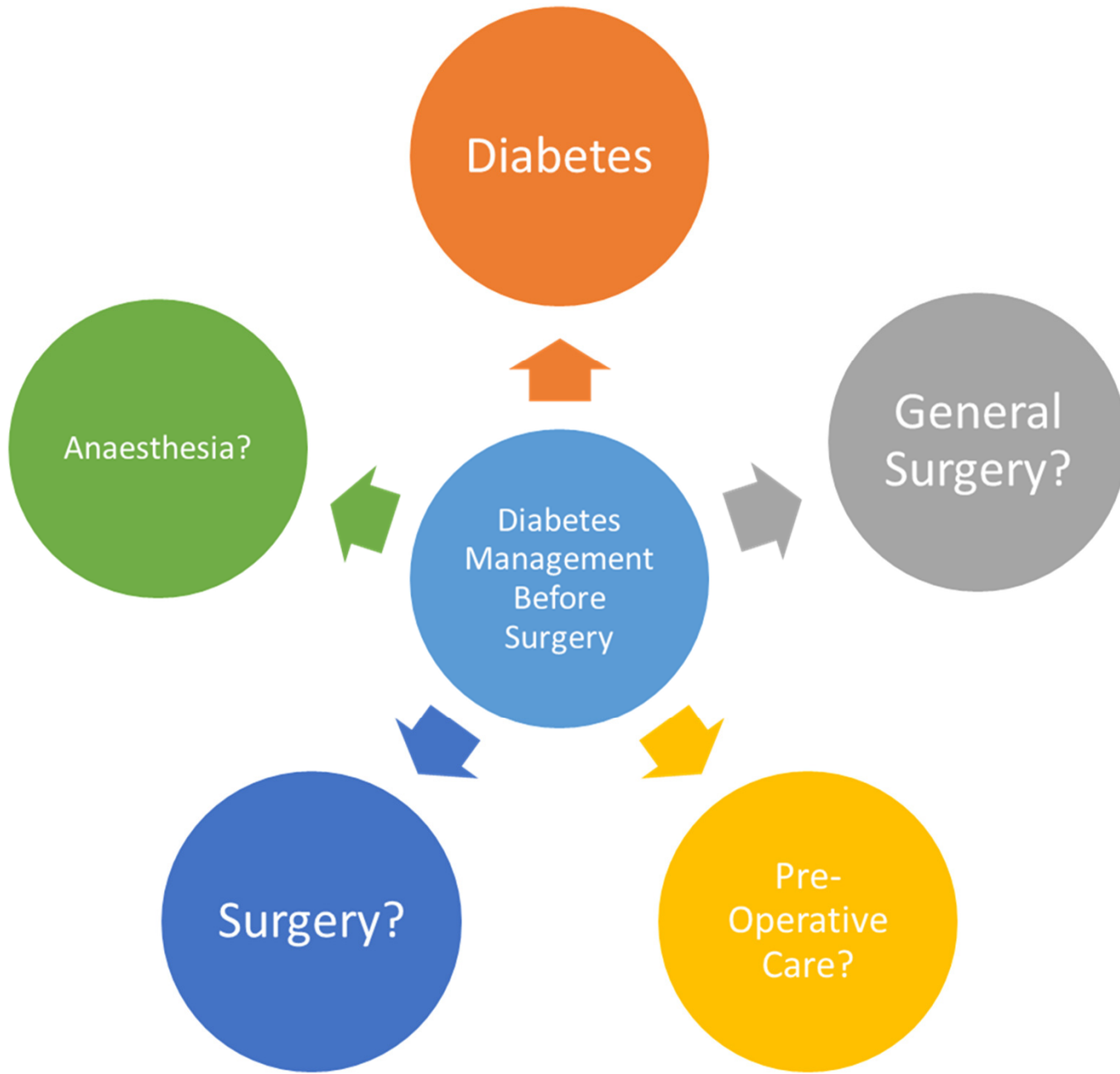
Card Sorting Exercise

- Difference in opinion
- Many can logically be placed into different “groups” or “specialties” heading
- So who is right / wrong?

Diabetes
Management
Before Surgery

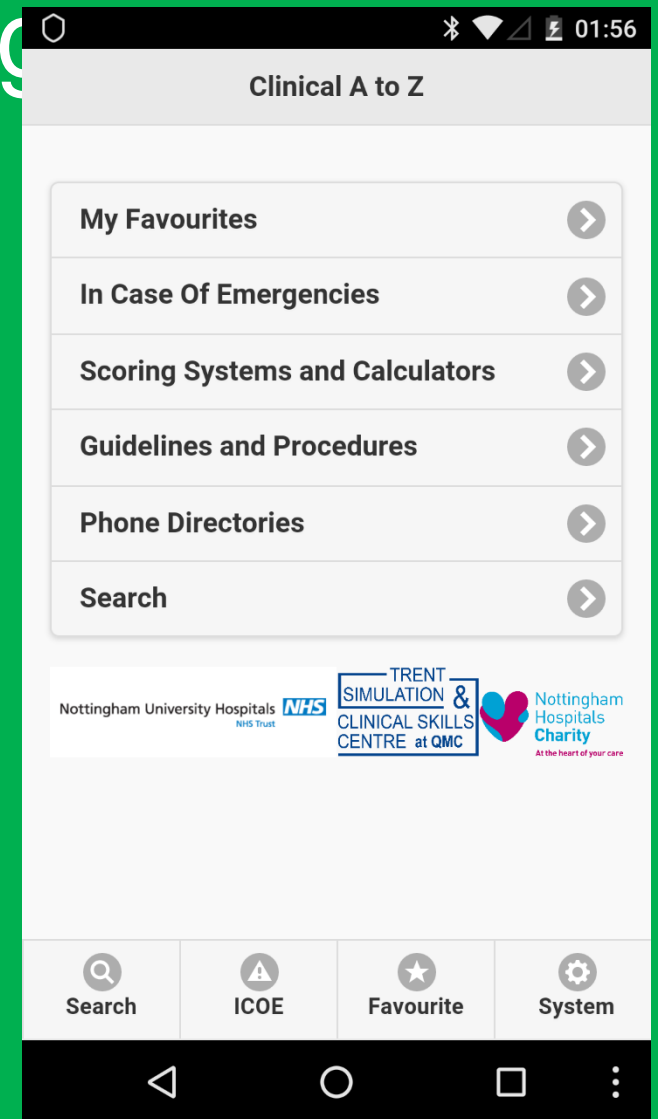


Diabetes

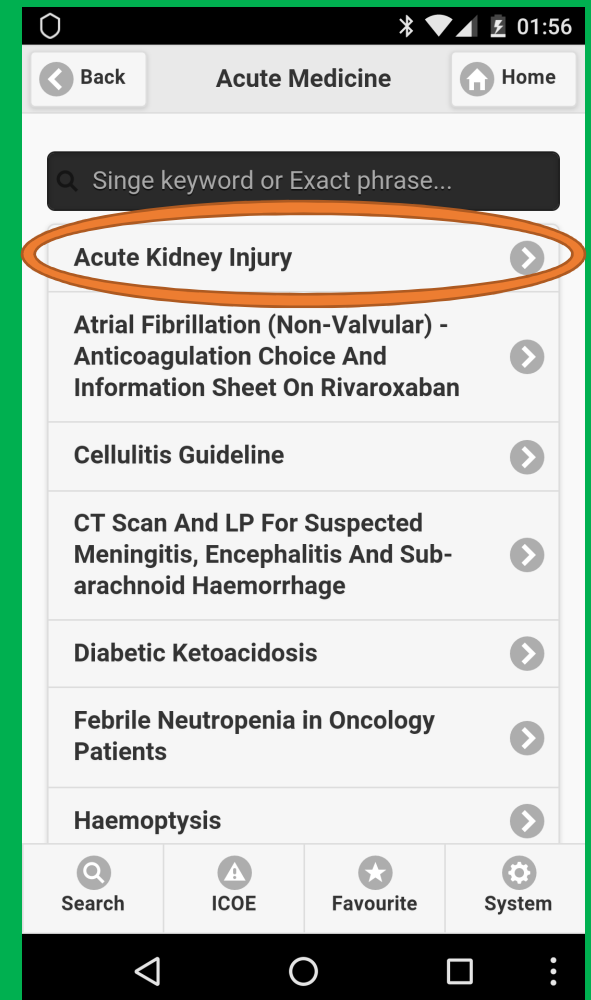
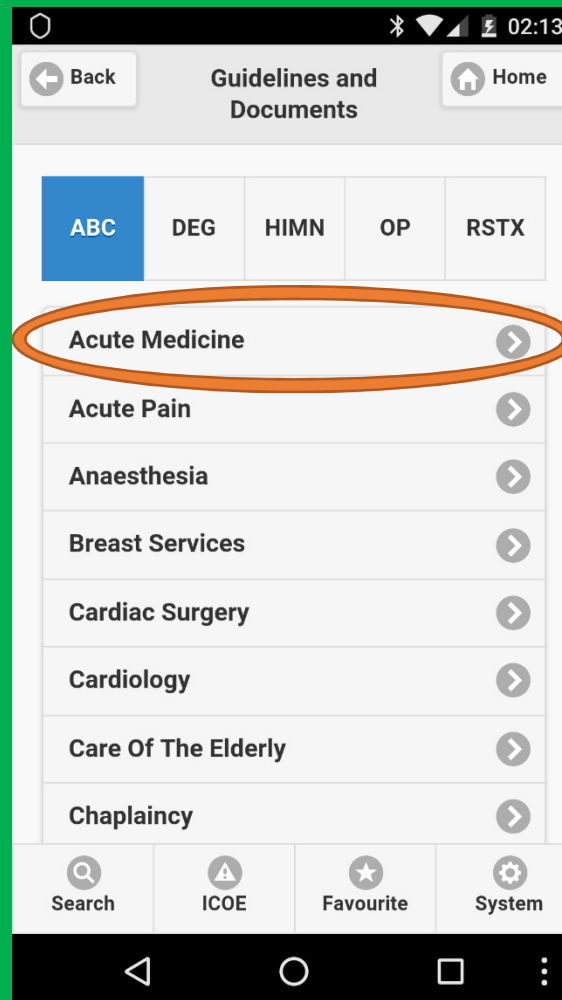
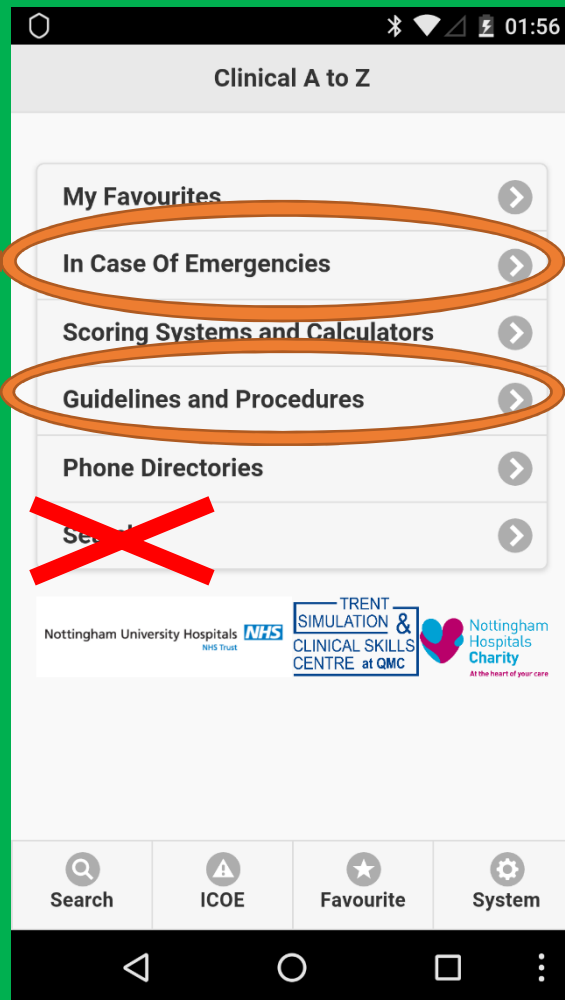


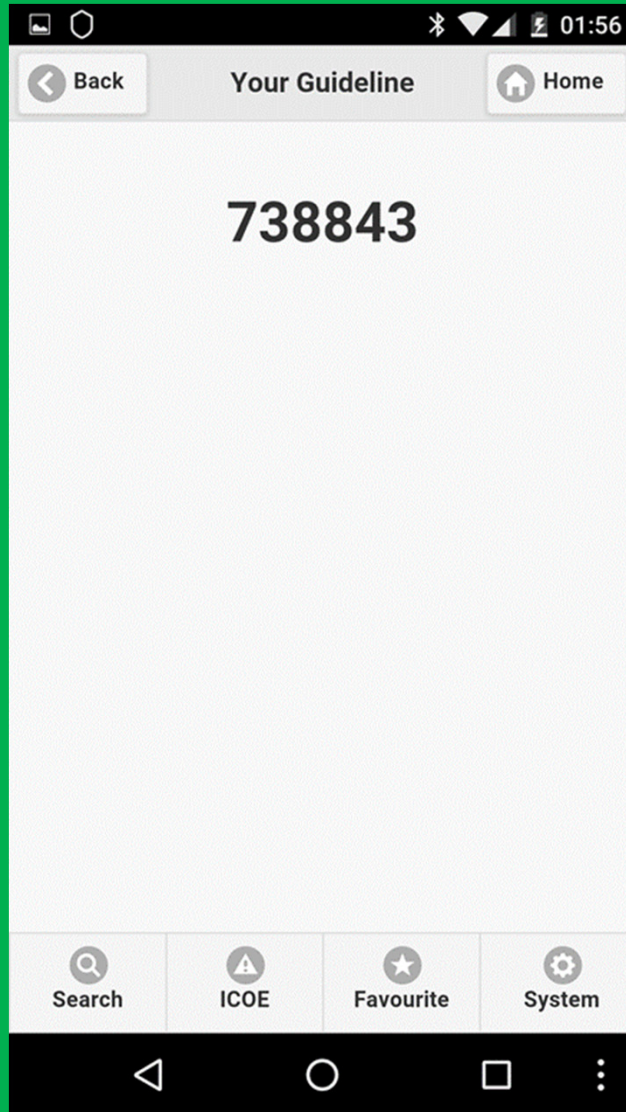
Prototyping and Testing

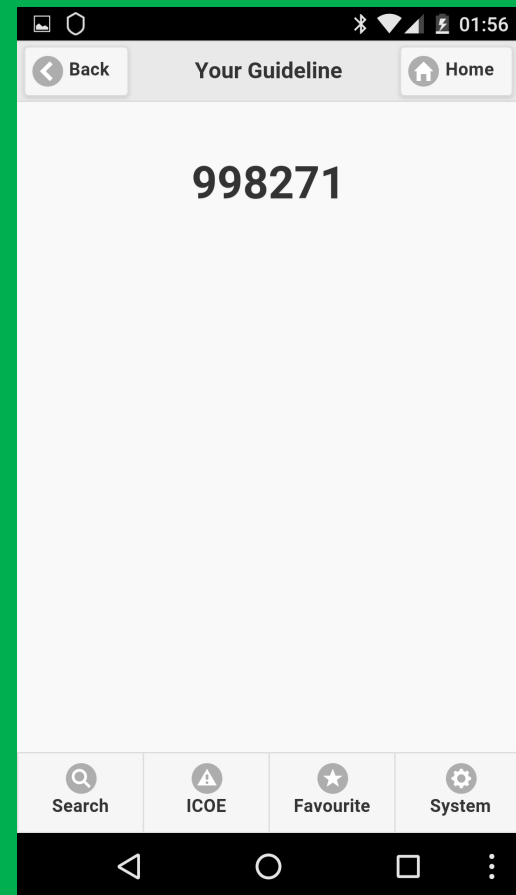
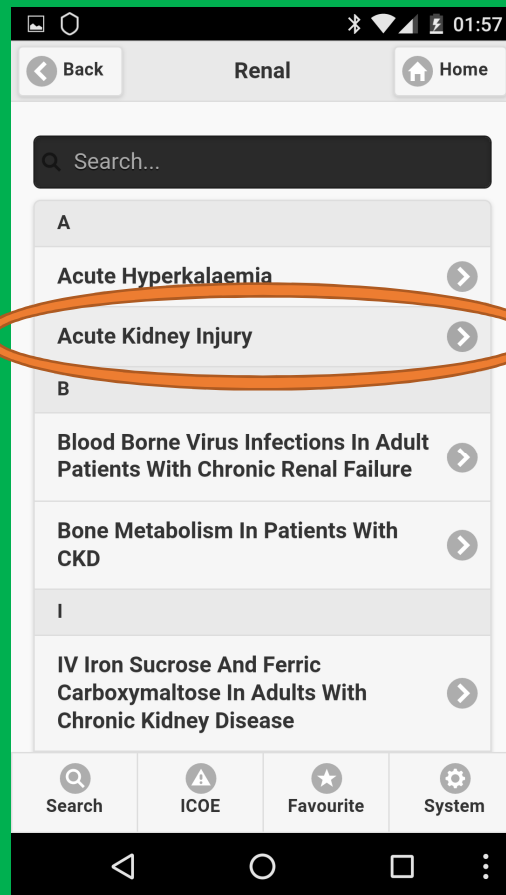
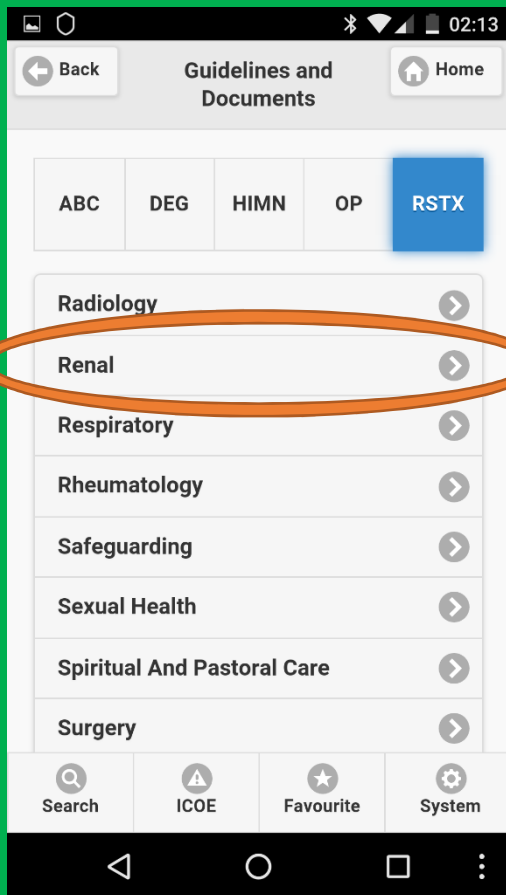
- Home-made prototype app
- “Find the Guidelines (+ other information)” game

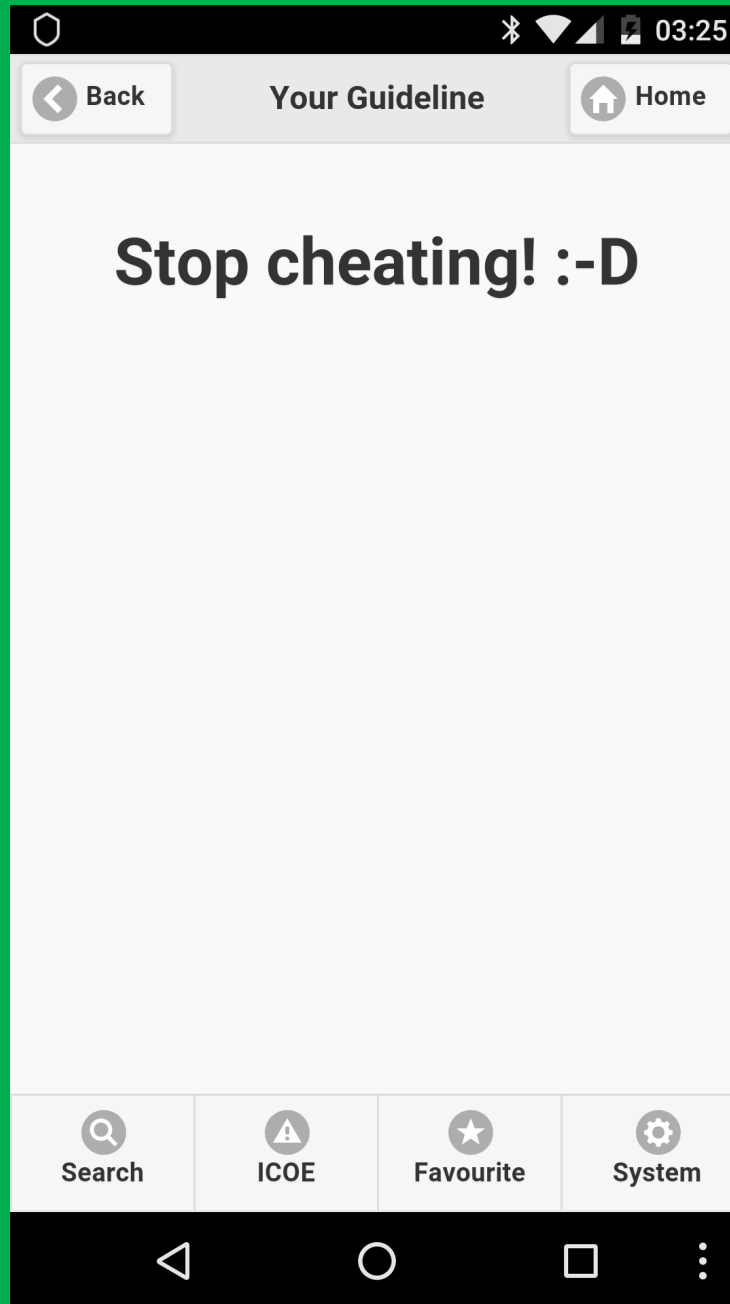


Prototyping and Testing









Results

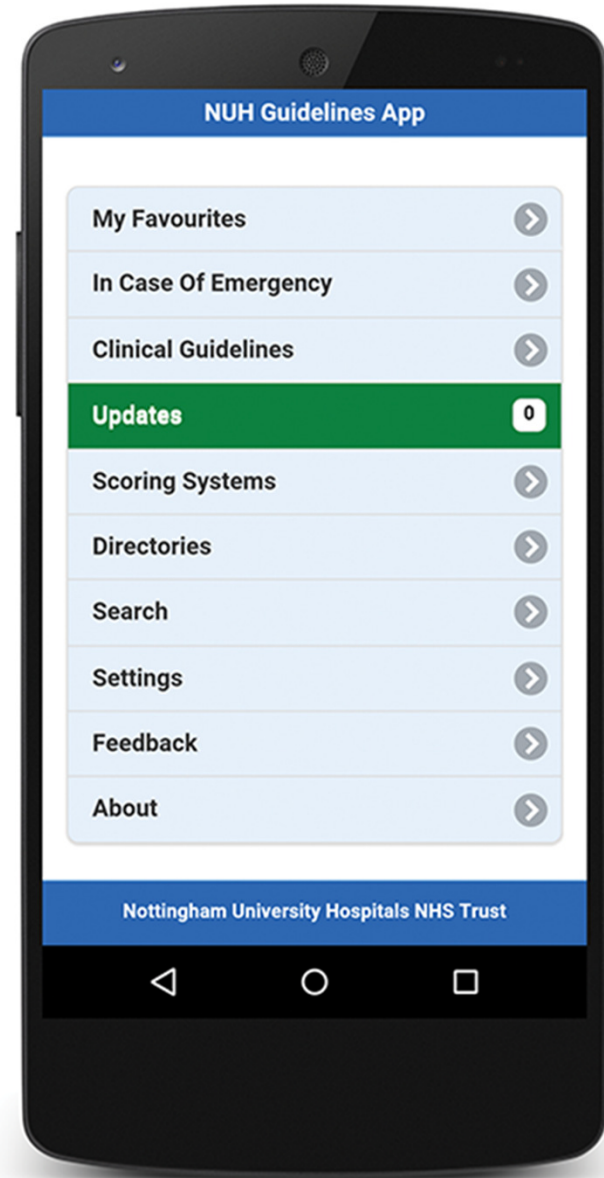
- Different user-groups access guidelines differently
- Who is “right” and who is “wrong”?

Is there a
Grasswe

ht?

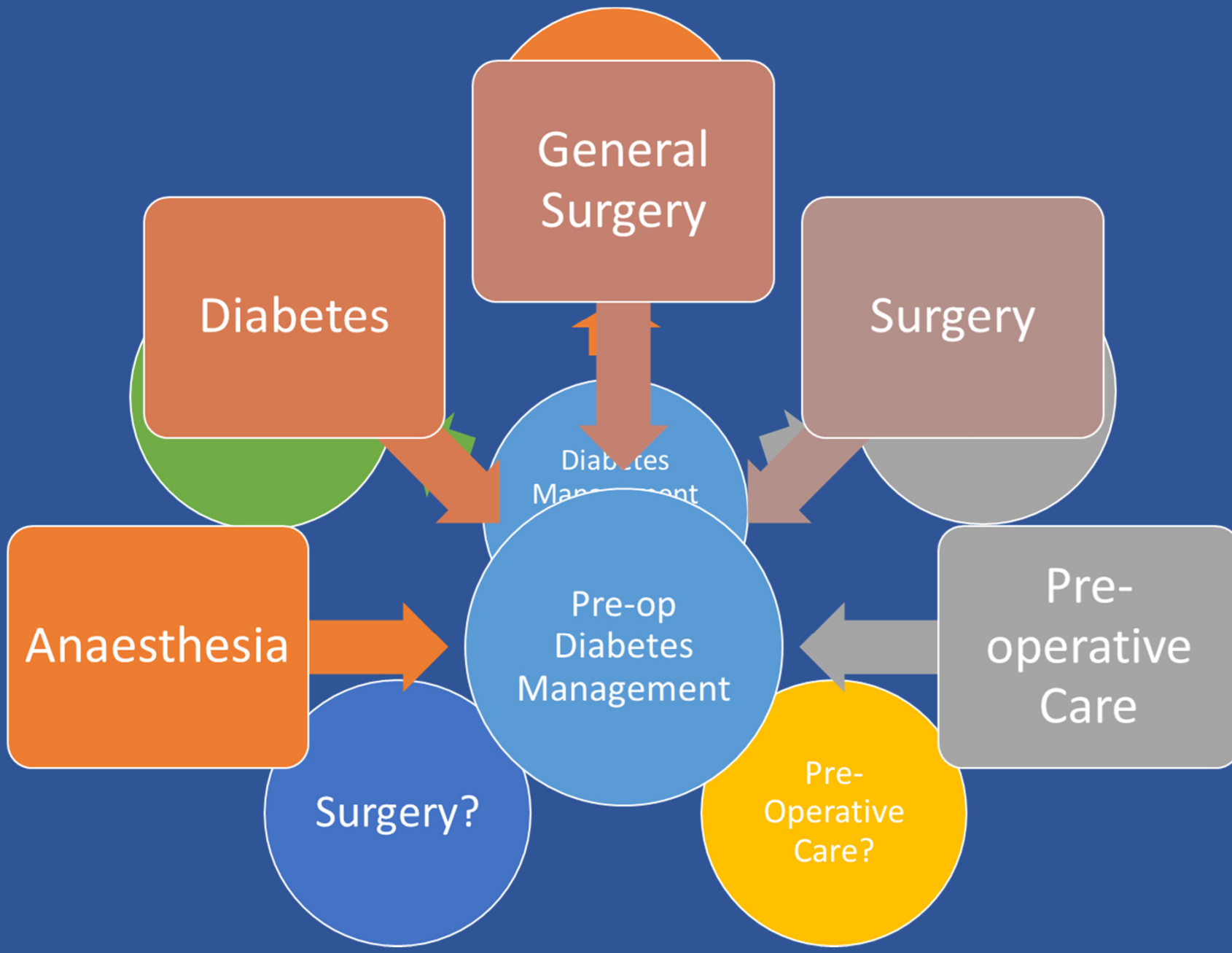
Yes!!!

When designing a
system, remember who
you are it designing for.

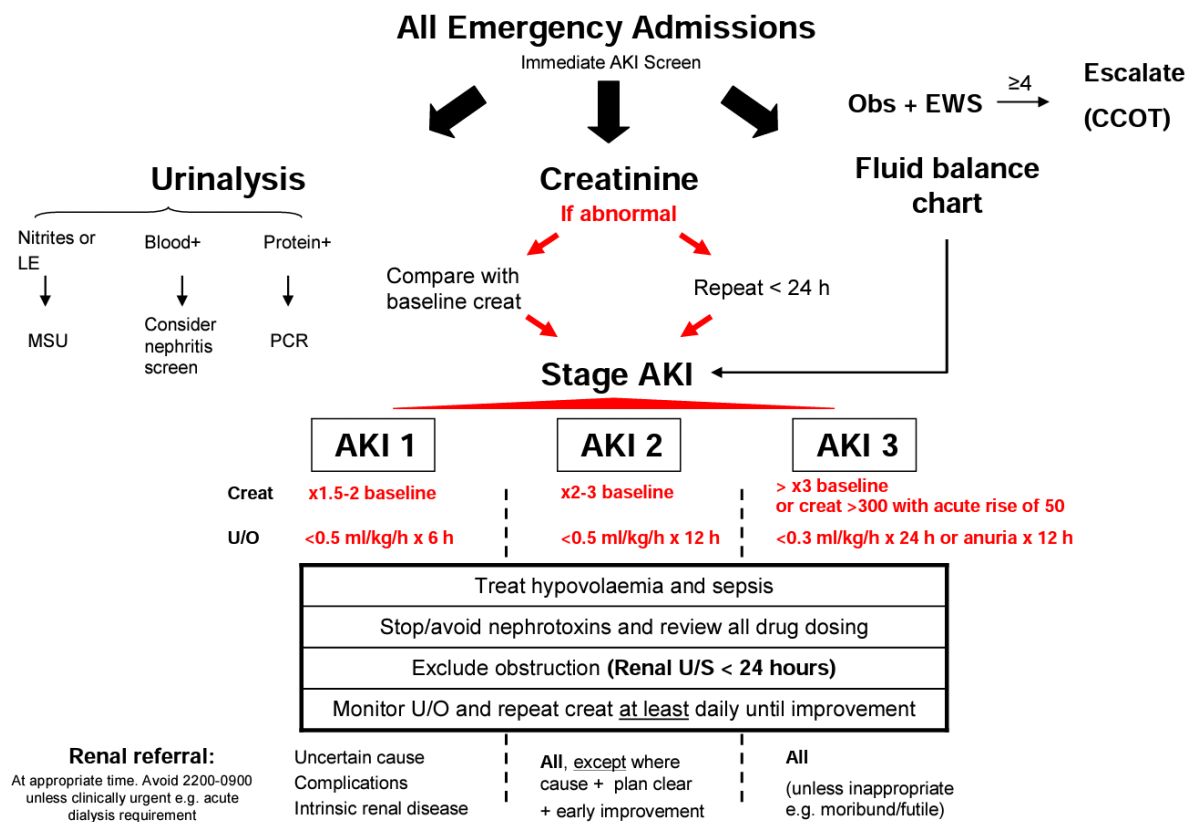


3 – clicks, multiple point of entry menu system

- Easy navigation
- Back to starting point quickly
- Difficult for the designer!

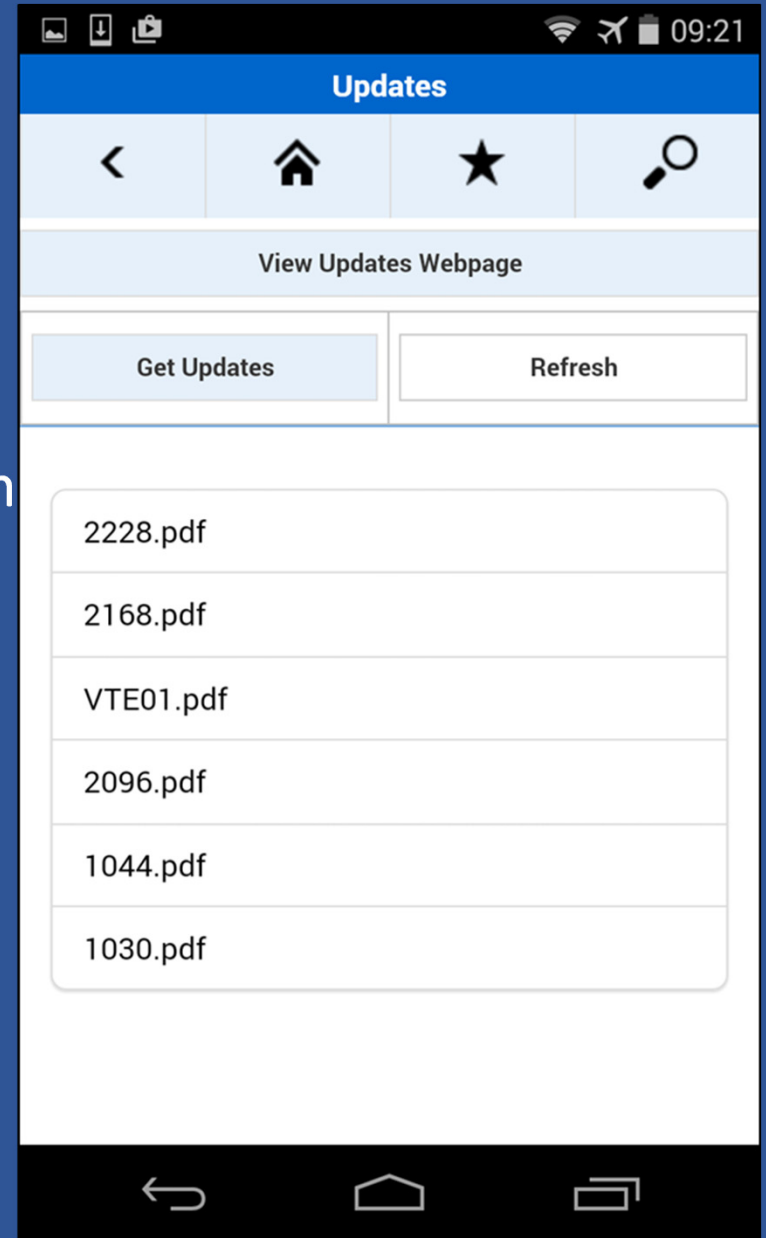
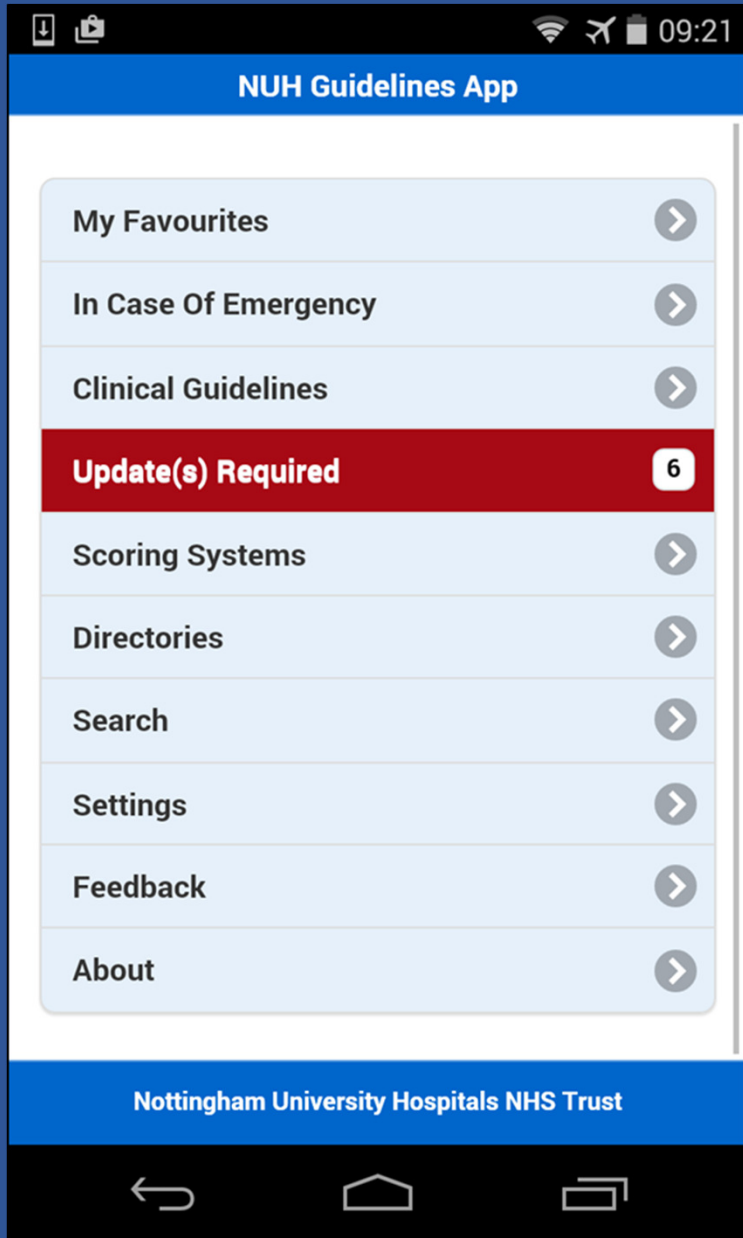


Acute Kidney Injury (AKI) – Initial Management



Offline Access

- No issues with signal blackspots
- Faster
- Issue with keeping guidelines up to date

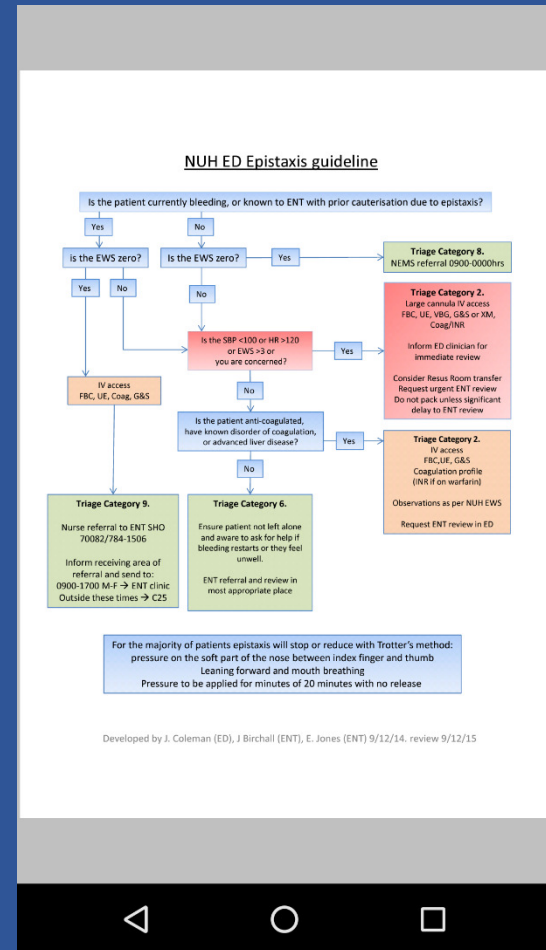
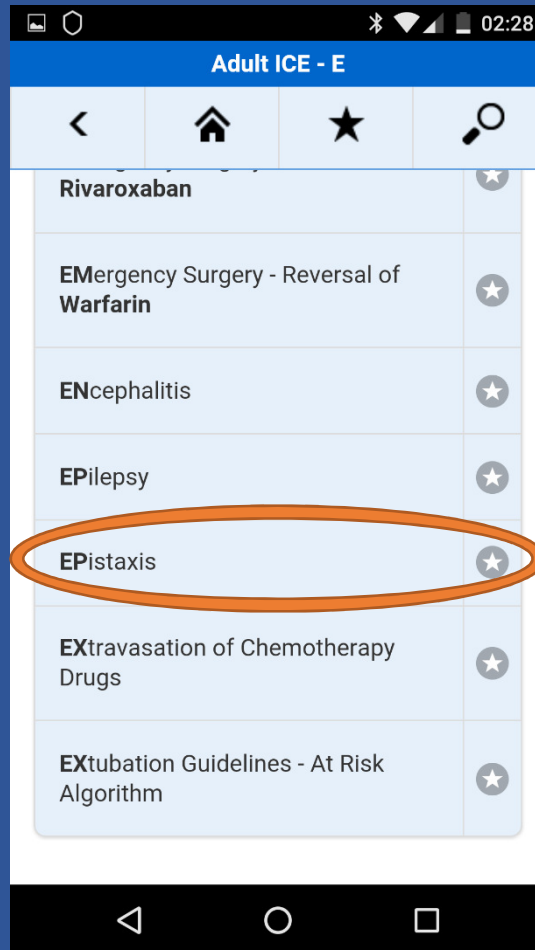
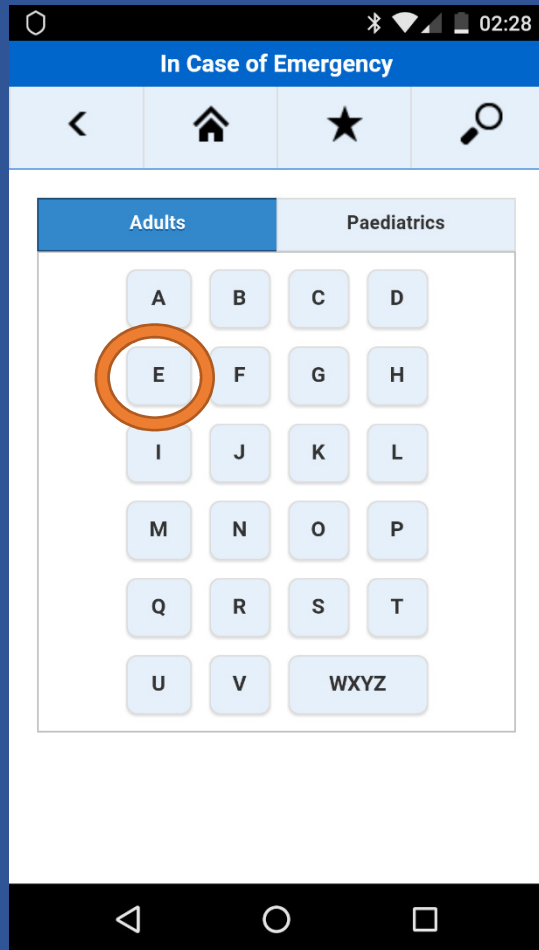


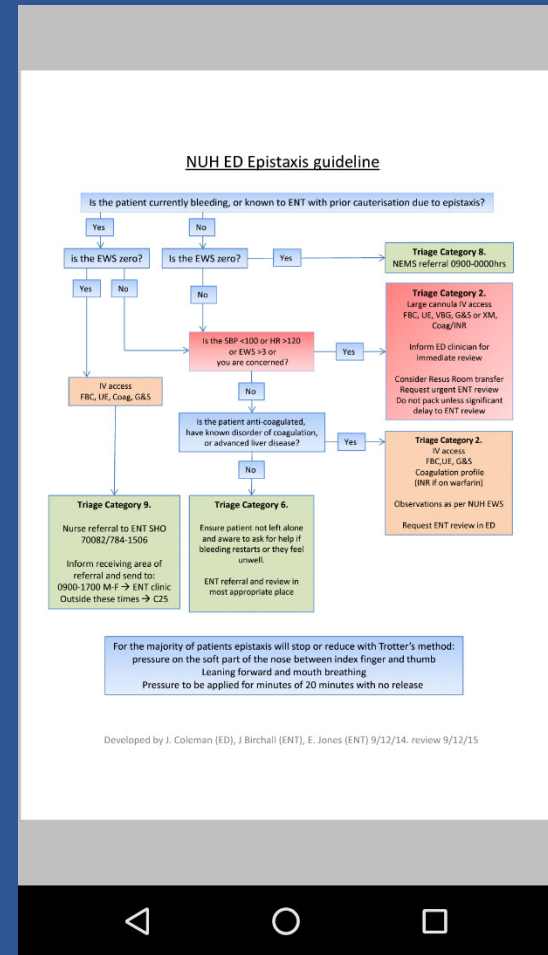
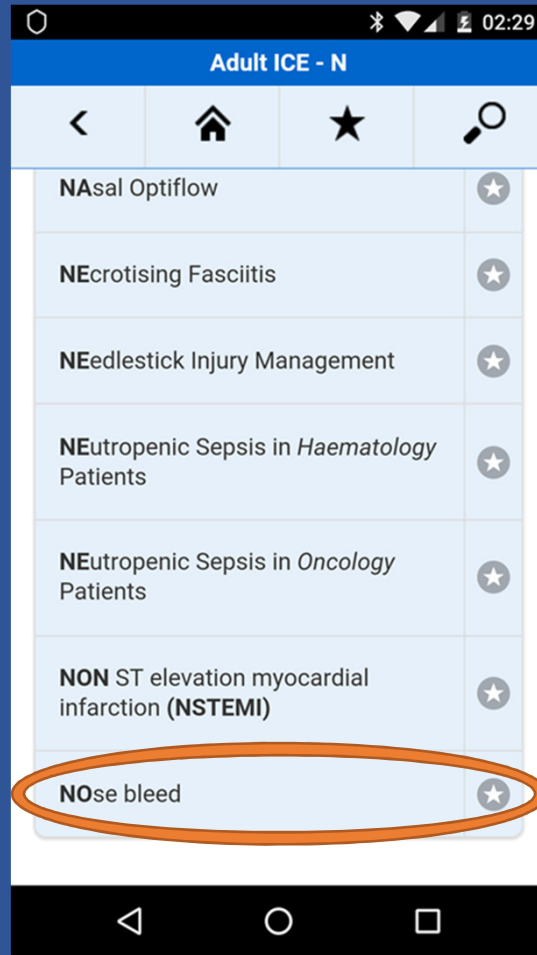
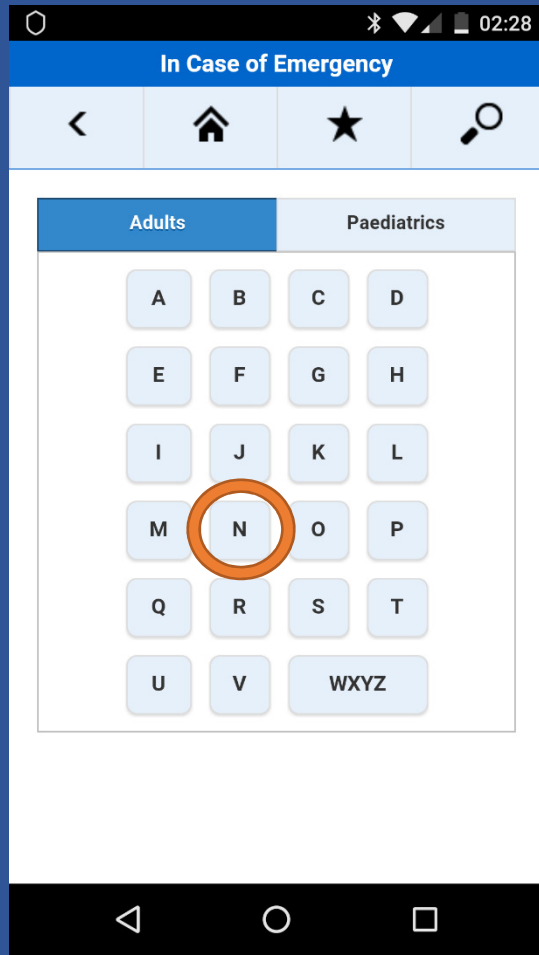
ate
desktop com
oogle Play

In Case of Emergency

- List of guidelines for “emergencies”
- Accessible via large on-screen keyboard
- Think of the name of the emergency

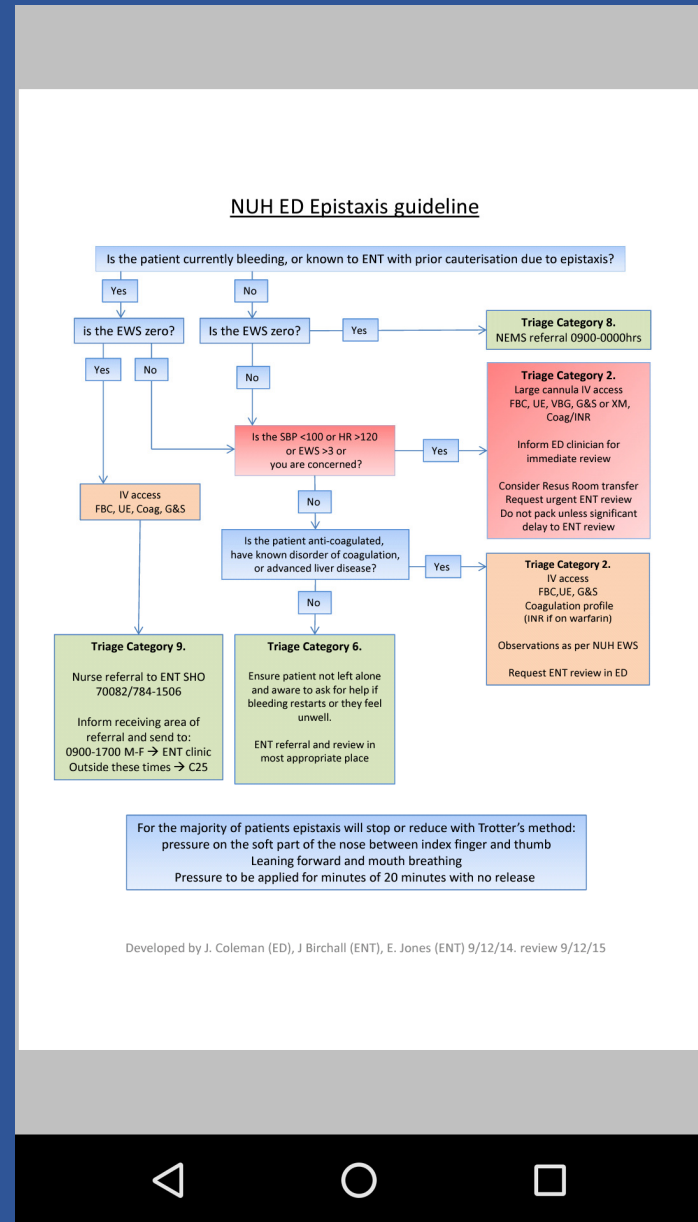
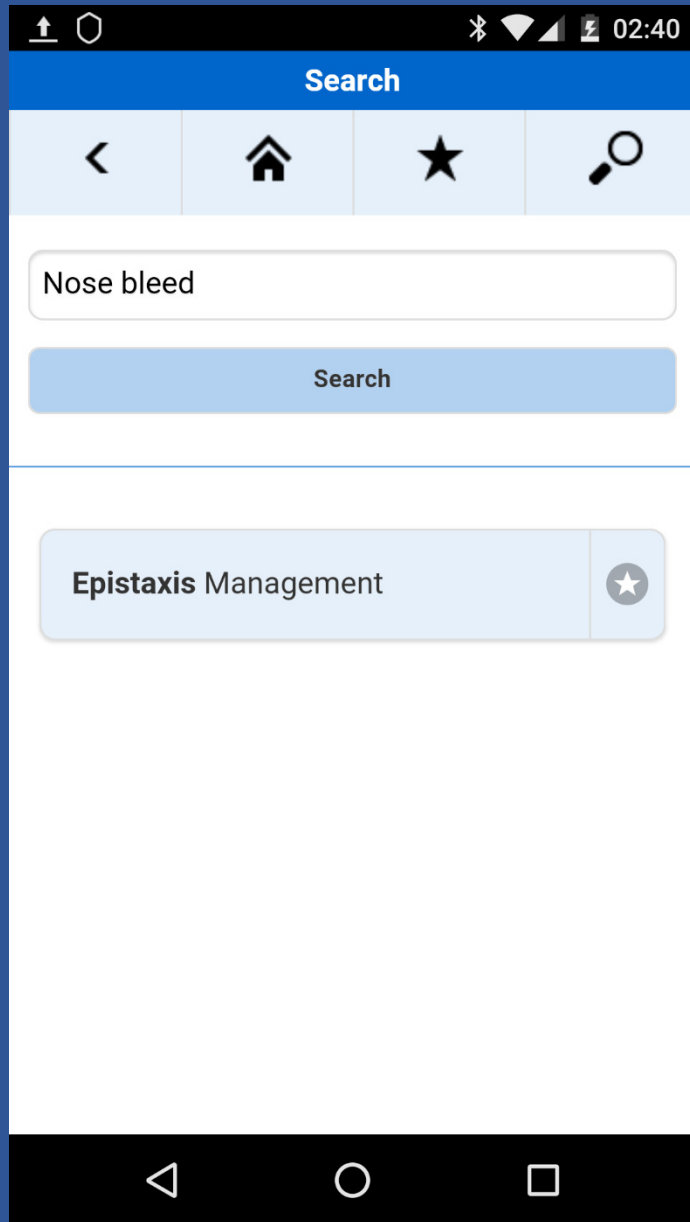






Search function

- All guidelines searchable using keywords
- Manually tagged to each document
- Very labour-intensive for existing guidelines
- Must cater for all staff groups



System Usability Scale

- 10

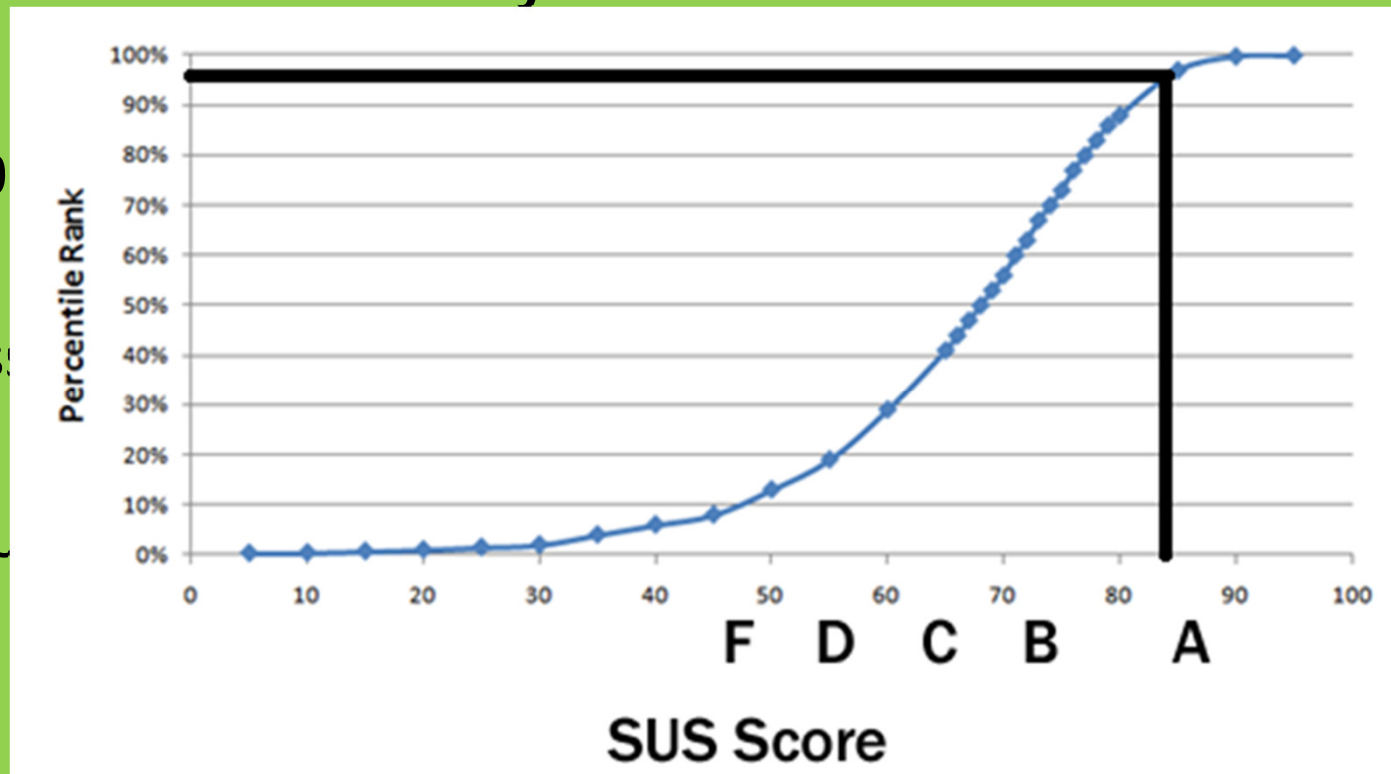
- As

- NU

-

- Score = 83

- “Excellent”



Usage

- Version 1 launched at the end of July 2014
- Over 8000 downloads
- Average 50 users per day (and rising)
- Roughly tripled number of access to guidelines (intranet and app) since launch

How to improve accessibility to guidelines **at your Trust**

**Consider redesigning your
guidelines system**

Remember **who** you are
designing it for and **how** they
normally access guidelines

**Clinical input essential for
successful implementation**

Consider breaking up “Do-It-All” guidelines

**Use concise and relevant
guideline titles**

Beware of **The Wall of Words**

Paediatric Trauma CT Guideline

Are NICE CT Head criteria met?

- Loss of consciousness more than 5 min
- Amnesia (antegrade or retrograde) more than 5 min
- Abnormal drowsiness.
- Three or more discrete episodes of vomiting
- Clinical suspicion of non-accidental injury
- Post-traumatic seizure but no history of epilepsy
- Dangerous mechanism of injury
- GCS lower than 14, (GCS lower than 15 if less than 1 year old) in the ED
- Open or depressed skull injury or tense fontanelle
- Any sign of basal skull fracture
- Focal neurological deficit
- If less than 1 year, head bruise, swelling or laceration of more than 5 cm

Age 10 or older

Yes

Age below 10 yrs

No

Any of:

- GCS lower than 8 on arrival
- Strong suspicion of C-Spine injury

Yes

No

Lateral C-spine XR

Inadequate views

Adequate views

Neck imaging needed?

Lateral C-spine XR

Inadequate views?

CT head & C-spine (with patient on scoop)

CT head only (with patient on scoop)

CT C-spine only (with patient on scoop)

- Paraesthesia in the upper or lower limbs.
- A definitive diagnosis of cervical spine injury is needed urgently (for example, before surgery).
- The patient is having other body areas scanned for head injury or multi-region trauma.
- There is strong clinical suspicion of injury despite normal X-rays.
- Plain X-rays are technically difficult or inadequate.
- Plain X-rays identify a significant bony injury.

The scan should be performed within 1 hour of the risk factor being identified. A provisional written radiology report should be made available within 1 hour of the scan being performed. **[new 2014]**

1.5.12 For children who have sustained a head injury and have neck pain or tenderness but no indications for a CT cervical spine scan (see recommendation 1.5.11), perform 3-view cervical spine X-rays **before** assessing range of movement in the neck if either of these risk factors are identified:

- Dangerous mechanism of injury (that is, fall from a height of greater than 1 metre or 5 stairs; axial load to the head, for example, diving; high-speed motor vehicle collision; rollover motor accident; ejection from a motor vehicle; accident involving motorised recreational vehicles; bicycle collision).
- Safe assessment of range of movement in the neck is not possible (see recommendation 1.5.10).

The X-rays should be carried out within 1 hour of the risk factor being identified and reviewed by a clinician trained in their interpretation within 1 hour of being performed. **[new 2014]**

1.5.13 If range of neck movement can be assessed safely (see recommendation 1.5.10) in a child who has sustained a head injury and has neck pain or tenderness but no indications for a CT cervical spine scan, perform 3-view cervical spine X-rays if the child cannot actively rotate their neck 45 degrees to the left and right. The X-rays should be carried out within 1 hour of this being identified and reviewed by a clinician trained in their interpretation within 1 hour of being performed. **[new 2014]**

1.5.14 In children who can obey commands and open their mouths, attempt an odontoid peg view. **[2003, amended 2014]**

1.6 Information and support for families and carers

1.6.1 Staff caring for patients with a head injury should introduce themselves to family members or carers and

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- Any sign of basal skull fracture
- Focal neurological deficit
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Age 10 or older

Yes

Age below 10 yrs

No

Any of:

- GCS lower than 8 on arrival
- Strong suspicion of C-Spine injury

Yes

No

Lateral C-spine XR

Inadequate views

Adequate views

Neck imaging needed?

Lateral C-spine XR

Inadequate views?

CT head & C-spine (with patient on scoop)

CT head only (with patient on scoop)

CT C-spine only (with patient on scoop)

Ask me!

NUH Guidelines app team

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- **Business Support**

- East Midlands Academic Health Science Network

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