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## Development and monitoring the key performance index of the quality of care in patients with cleft lip/palate, Srinagarind Hospital, anesthetic unit

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**Background:** Anesthetic unit is one of the nine units in Srinagarind Hospital that provides care for patients with Cleft Lip/Palate (CLP). Various complications are adverse outcomes that can occur in these patients during the operation. To prevent these complications the Key Performance Index (KPI) for anesthetic nurses should be developed.

**Objective:** To develop and monitor the KPI of the quality of care in patients with CLP in anesthetic unit of Srinagarind Hospital.

**Material & Method:** The descriptive method was used in this study. The researchers obtained the demographic and illness history data of the patients from medical records. Moreover, focus-group discussions were performed among anesthetic nurses to identify proper nursing care to prevent operative complications. Themes emerged from medical records and focus-group discussions were used to develop the KPI which was used as a nursing practice guideline to prevent complications. Also, the information technology system was developed to record and monitor the KPI. The researchers tested the KPI with 67 patients who underwent an operation in Srinagarind Hospital from March to June 2014. The results were measured and analyzed using frequency and percentage distributions.

**Result:** Out of 67 patients, 21 (31.34%) had cleft lip, 30 (33.78%) had cleft palate, 13 (19.40%) had abnormalities of the mouth and nose and 3 (4.48%) had fistula in the palate, respectively. Two KPIs were developed including the prevention of intra- and post-operative complications (such as respiratory problems, bleeding, nausea and vomiting) and pain management. By using the KPIs, 66 patients (98.5%) had no complications during the operation. Only one patient (1.2%) had nausea.

**Conclusion:** The KPI is proper for anesthetic nurses to use with the CLP patients who undergo an operation.

### Biography

Tippawan Muknumporn has completed BSc (Nursing and Midwife Level-1) from Faculty of Nursing, Khon Kaen University and Postdoctoral studies from Anesthesiology Department, Faculty of Medicine, Khon Kaen University.

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