Crossing the Lines. Level 1 Trauma Nursing at its Bestl

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Care of trauma patients and survival rate are dependent on quality nursing care provided by competent staff. In an effort to advance excellence in trauma nursing, we explored an inventive cross training approach. The Cross Training Program (CTP) was created in the Surgical Intensive Care Unit (SICU) and the Emergency Department (ED) to expand the pool of competent nurses, increase knowledge and skill in both areas, increase quality of care and nurse satisfaction, and provide continuity of care across hospital units to the trauma patient.

PURPOSE & SETTING

The purpose of this presentation is to:

- Describe the development and implementation of an innovative design involving cross training SICU and ED nurses
 The goals of this program are to:
- Expand critical care nursing knowledge and skill
- Improve continuity of care to trauma patients
- Increase the pool of nurses available in these intense environments
- Provide excellence in customer service and care to trauma patients and their families
- Improve the quality of trauma care
- Denver Health Medical Center Level 1 Trauma Center
- 477 bed urban public safety net hospital
- Implemented in the SICU (20 bed unit) & the ED (37 bed unit)

The cross training program was created by the nurse managers and clinical nurse educators in the SICU & ED. The program facilitated nurses to work concurrently in these two departments with the trauma patient population.

- The didactic training program includes:
- Critical care course
- Trauma care course

• ENPC

PALS

- TNCC
- The clinical program consists of:
- ED/ SICU nurses spending 12 shifts in their cross training unit with a preceptor orienting to the clinical bedside practices
- The unit educators follow the training progress in their area and provide mentorship throughout the orientation and after training is completed

Unit staffing budget was not affected: each pair of cross trainers equals 1 FTE per unit

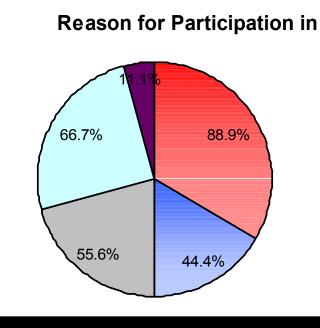
RESULTS

Demographic Data					
Unit		SICU	ED	Total	
		n=7	n=9	n=16	
		43.8%	56.2%	100.0%	
Years in Current Critical Care Unit	2-5 years	57.1%	33.3%	43.8%	
	5-8 years	28.6%	66.7%	50.0%	
	8-10 years	14.3%	0.0%	6.3%	
Years at DHMC	2-5 years	42.9%	44.4%	43.8%	
	5-8 years	42.9%	55.6%	50.0%	
	8-10 years	14.3%	0.0%	6.3%	
Years as a Cross Trained RN	< 1 year	14.3%	22.2%	18.8%	
	1 year	57.1%	22.2%	37.5%	
	> 1 year	0.0%	44.4%	25.0%	
	> 2 year	28.6%	11.1%	18.8%	
Nursing Certifications Currently Held					
Trauma Nursing Core Course	TNCC	85.7%	100.0%	93.8%	
Emergency Nursing Pediatric Course	ENPC	14.3%	88.9%	56.3%	
Advanced Cardiac Life Support	ACLS	100.0%	100.0%	100.0%	
Pediatric Advanced Life Support	PALS	42.9%	66.7%	56.3%	
Certified Emergency Nurse		0.0%	44.4%	25.0%	
Certification in Critical Care Nursing*	CCRN	14.3%	11.1%	12.5%	
Advanced Trauma Life Support	ATLS	0.0%	0.0%	0.0%	
	Other	0.0%	22.2%	12.6%	

registered service mark of AACN Certification Corporation denoting certification in critical care nursing

Reason for Participation in the 85.7% 85.7% 42.9%

Increase Know ledge and Skills
 Gain Experience to Pursue Further Education (NP, CRNA)
 Gain Experience to Pursue other Jobs (Flights, CCT)
 Looking for a Change of Pace from my Current Position



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□ Looking for a Change of Pace from my Current Position
□ Other

Job Satisfaction Mean Score with CTP 100 80 60 40 67.19 81.25 89.23 Before Participation During Participation After Participation

Anecdotal Comments

"Positively impacts the camaraderie between the

ED and the SICU."

"It furthered my critical thinking skills in emergent

"I gained a better idea of patient flow through the

"This program has increased my comfort level with

very ill patients immensely, and expanded my skill

"Having the opportunity to create new working

relationships with the staff and physicians in

another area was great. This allows for one

department to gain appreciation for what the othe

department does/experiences.

"I would not be here if it was not for the cross

training program. The program was the major

influence in my nursing career."

"This program builds stronger, more proficient and

knowledgeable RNs."

set as a nurse."

situations.'

Financial Impact

- Estimated Cost Savings for 2006-2009:
- Cross trained SICU nurses floated on 23 different occasions (23 12-hour shifts)
- Average agency nurse cost is \$56 / hour
- For 23 12-hour shifts cost savings = \$15,456
- Further cost analysis in the ED is ongoing





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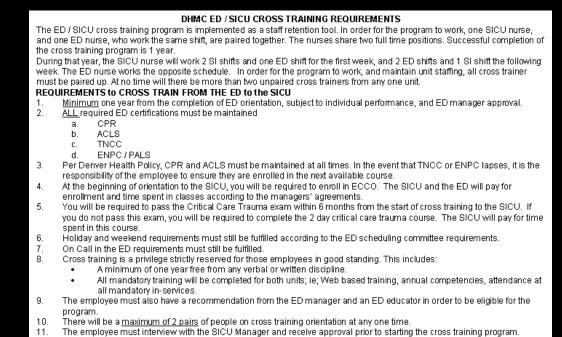
Data collection reveals several positive outcomes including:

- Improved knowledge and skill of the nurses in both departments that translated into improved care for the patient
- Increased job satisfaction
- Improved communication and camaraderie between the two units
- Extended staffing options for both units
- Increased experience level of nurses allowing expanded options for future career advancement

IMPLICATIONS FOR PRACTICE

The Cross Training Program at DHMC provides didactic and clinical instruction in two critical care areas to improve quality and continuity of care for trauma patients. Engaging staff nurses in inventive strategies to advance nursing practice enriches quality improvement, provides a holistic view of the patient experience in these two intense environments, and sustains job satisfaction.

- Consideration of expansion to other critical care settings
- Implementation of pre and post testing
- Reduce scheduling difficulties through a revised orientation schedule incorporating the American Association of Critical Care Nurse's (AACN) Essentials of Critical Care Orientation
- Improve preceptor recognition; as they are pivotal in the success of the participating cross trainers
- Formalize the process for entering the program to minimize wait time



9. The employee must also have a recommendation from the ED manager and an ED educator in order to be eligible for the program.

10. There will be a <u>maximum of 2 pairs</u> of people on cross training orientation at any one time.

11. The employee must interview with the SICU Manager and receive approval prior to starting the cross training program.

REQUIREMENTS to CROSS TRAIN FROM THE SICU to the ED

1. Minimum of one year from the completion of orientation.

2. ALL required certifications must be maintained

a. CPR

b. ACLS

c. Completion of the ECCO

d. Completion of the ECCO

d. Completion of Trauma Care Course

You will be required to complete TNCC and ENPC or PALS within 1 year. The ED will pay for your TNCC and ENPC classes.
 Holiday and weekend requirements must still be maintained according to the SICU scheduling committee requirements.
 Cross training is a privilege reserved for those employees in good standing. This includes:

 A minimum of one year free from any verbal or written discipline.
 All mandatory training will be completed for both units; i.e., Web based training, annual competencies, attendance all mandatory in-services.

 The employee must have a recommendation from the SICU Manger in order to be eligible for the program.
 There will be a maximum of 2 pairs of people on cross training orientation at any one time.
 The employee must interview with the ED Manager and receive approval prior to starting the cross training program.

Important Points

As a cross trainer, you will not be pulled to other units

As a cross trainer to the ED from the SICU you will not be required to work in the Pediatric ED.

Each unit will grant the cross trainers the same sign up rights as other FT employees. IE; FT employees sign before intermittent employees.

At times you may need to be pulled back to your home unit. This is at the discretion of the charge nurses. The you are scheduled in is the priority. The cross trainer will not be pulled if it creates a hole in the schedule.

In the event that a unit is overstaffed, overtime and intermittent employees will be sent home first.

Each employee will be required to attend all mandatory meetings and competencies for each unit.

Orientation in the ED and SICU will be for 12 shifts (If you, your preceptor, SICU educator, and manager ag your orientation may be extended. You will not get a shortened orientation for any reason.)



