

# Developing an Innovation Unit and Evaluating Outcomes

Cheryl O'Malley RN MSN CMSRN, Brent Burkey MD, MBA, Theresa Latner RN CMSRN,

Jill Snowden RN CMSRN, Julia Treska RN CMSRN, Rami Boutros MD

Fairview Hospital, Cleveland OH

5th Annual NDNQI Conference January 26-28, 2011

## ABSTRACT

The Innovation Unit at Fairview Hospital is a medical-surgical unit used to trial, evaluate, and develop best practices in technology, nursing, interdisciplinary care, and medicine. Putting patients first by using the latest healthcare innovation is the focus of this unit.

## BACKGROUND

The Innovation Unit was created as a place where ideas from our healthcare providers could be trialed. The ideas can be anything from a new piece of technology for our patients or staff, to a new program. The ideas can come from a journal, teaching tool, or a medical technique using evidence-based information. Ideas can also come from our own staff, as well as adopting a best practice from another organization, to advance the profession of healthcare. The staff on this unit is specifically chosen to be innovators and must be willing to try new things and tolerate a fast-paced environment. The Innovation Unit's ability to foster an environment of change has satisfied an interest in many nurses who like to be on the "cutting edge".

## PROCESS

- >The idea is made into a proposal.
- >The proposal is presented to the Innovation Unit's multidisciplinary team.
- >The team decides if the proposal would benefit patients, physicians, and other members of the healthcare team.
- >The team recommends implementation of the idea
- >The idea is given a period of time to be processed and evaluated to ensure sustainability and transferability with the goal of being adopted throughout the healthcare system.



The Professional Practice of Nursing at Fairview is:  
Patient Focused ...  
Research and Evidence Based ...  
Service Oriented ...  
Opportunity Driven ...™

## INNOVATIONS

The following Innovations are examples of ideas that have been trialed and expanded to other areas in the healthcare system:

### ➤ Comfort Measures:

- Blanket warmer supplies warm blankets that are used by patients who just need a little extra warmth as well as a comfort measure for our patients in pain.
- A comfort cart was created to offer patients access to relaxation measures for their mind, body and soul. Items include, aromatherapy lotions, headset radios, books and magazines, and inspirational cards.



### ➤ Communication Improvements:

- Digital LCD screens are used to display information and educational subjects. The LCD screens are strategically placed in the unit for optimal viewing.
- A written communication tool regarding the daily plan of care consisting of diet, activity, tests, new medication.
- White boards communicating patient goals, needs, care givers, pain level.



- The Innovation Unit works diligently with other departments trialing new ideas, and gathering data in an effort to provide safe, efficient, cost effective programs and procedures for the patients, families and staff to ensure the patient's experience at the highest level of excellence. Examples:

- Antimicrobial painting of two rooms
- Foley catheters
- Topical pain relief products for IV starts
- IV secure devices
- Bag bath products
- Tracking waste of products

## INNOVATIONS



- Laptops for patients are utilized at the bedside for internet access. Patients are able to view their electronic medical records showing their test results, medications, and scheduled activities through the MyChart computer system



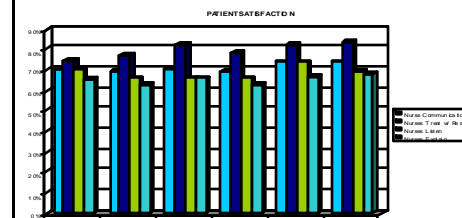
Current Admission: men up appears on standard MyChart menu once patient is admitted.



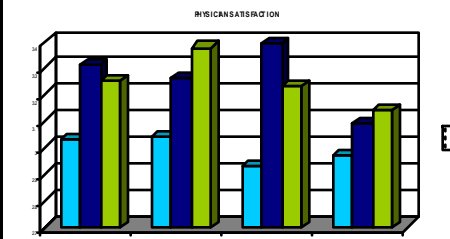
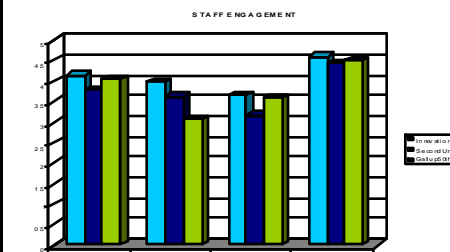
- For patient safety, in an effort to decrease falls, and allow for support of the patient while ambulating, the concept of aligned handrail was adopted from outside industry and replicated for use in the patient room.



## RESULTS



HCAHPS % Always. Source: Press-Ganey



Source: Physician Satisfaction Survey

## CONCLUSIONS

Developing the Innovation Unit has increased patient, nurse, and physician satisfaction. It has streamlined care, improved communication between all members of the health care team, and has resulted in at least four transferable and sustainable innovations to date.