

# Navigating Rough Waters: Achieving Excellence with a Nurse Navigator at the Helm

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## Purpose

An orthopedic nurse navigator role was developed by our service line team to have focus on 3 key functions:

- Provide a key resource for physician, staff, patients and community with any orthopedic need.
- Coordinate the care of all orthopedic patients during hospital stay by rounding with physicians and staff to ensure patients are meeting goals and quality outcomes are being obtained
- Serve as the primary educator on orthopedics for staff, patient/families and community.



Lisa Boyd, RN  
Orthopedic Nurse Navigator  
St. Mary's Medical Center

## Results

- Increase in Physician satisfaction
- Increase in Patient satisfaction
- Decrease in length of stay in both joint replacement surgery and hip fracture surgery
- Decrease in pain level
- Top 20% improvement and top 20% performer in core measures for hip and knee

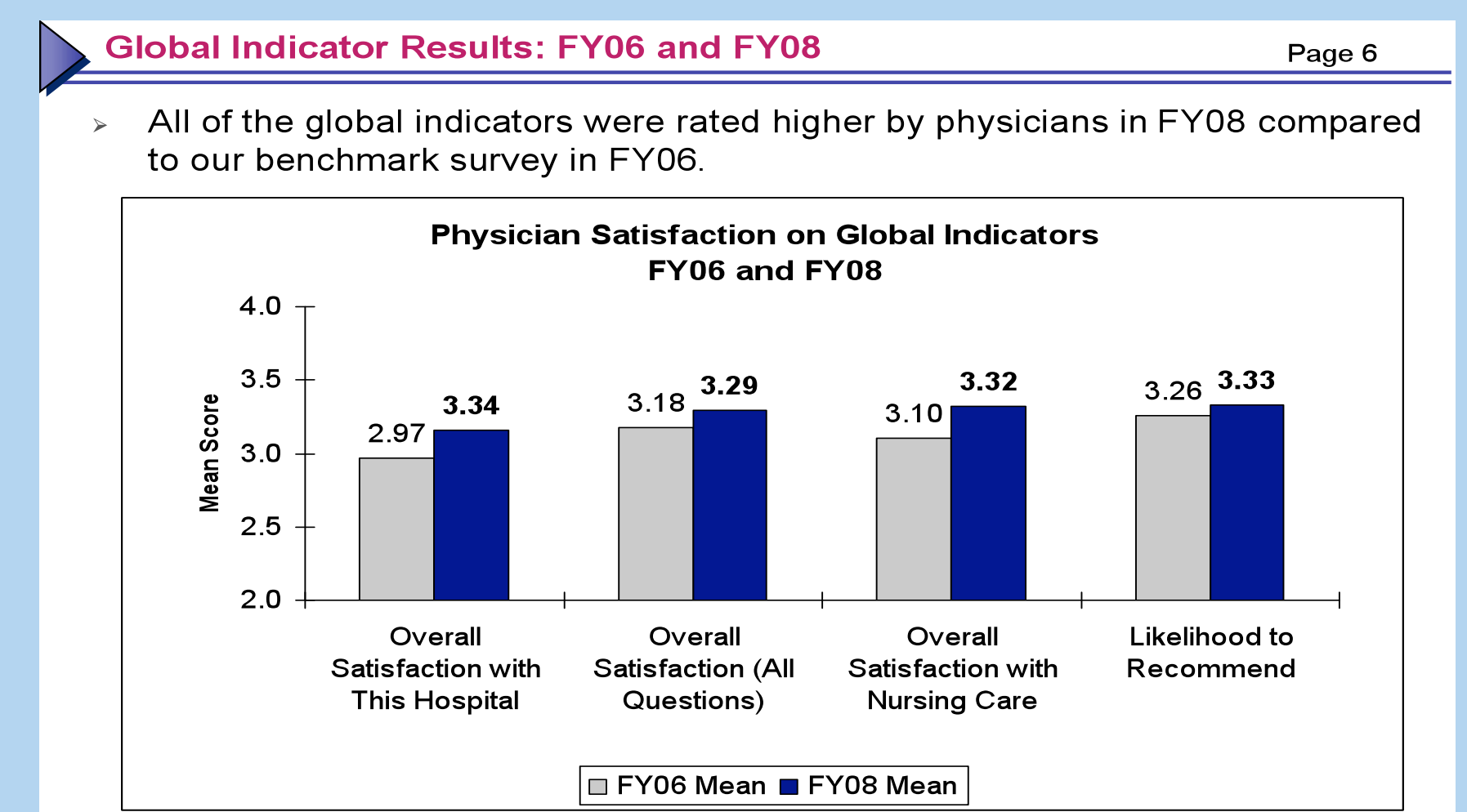
## Outcomes

### Core Measure Data for Hip and Knee

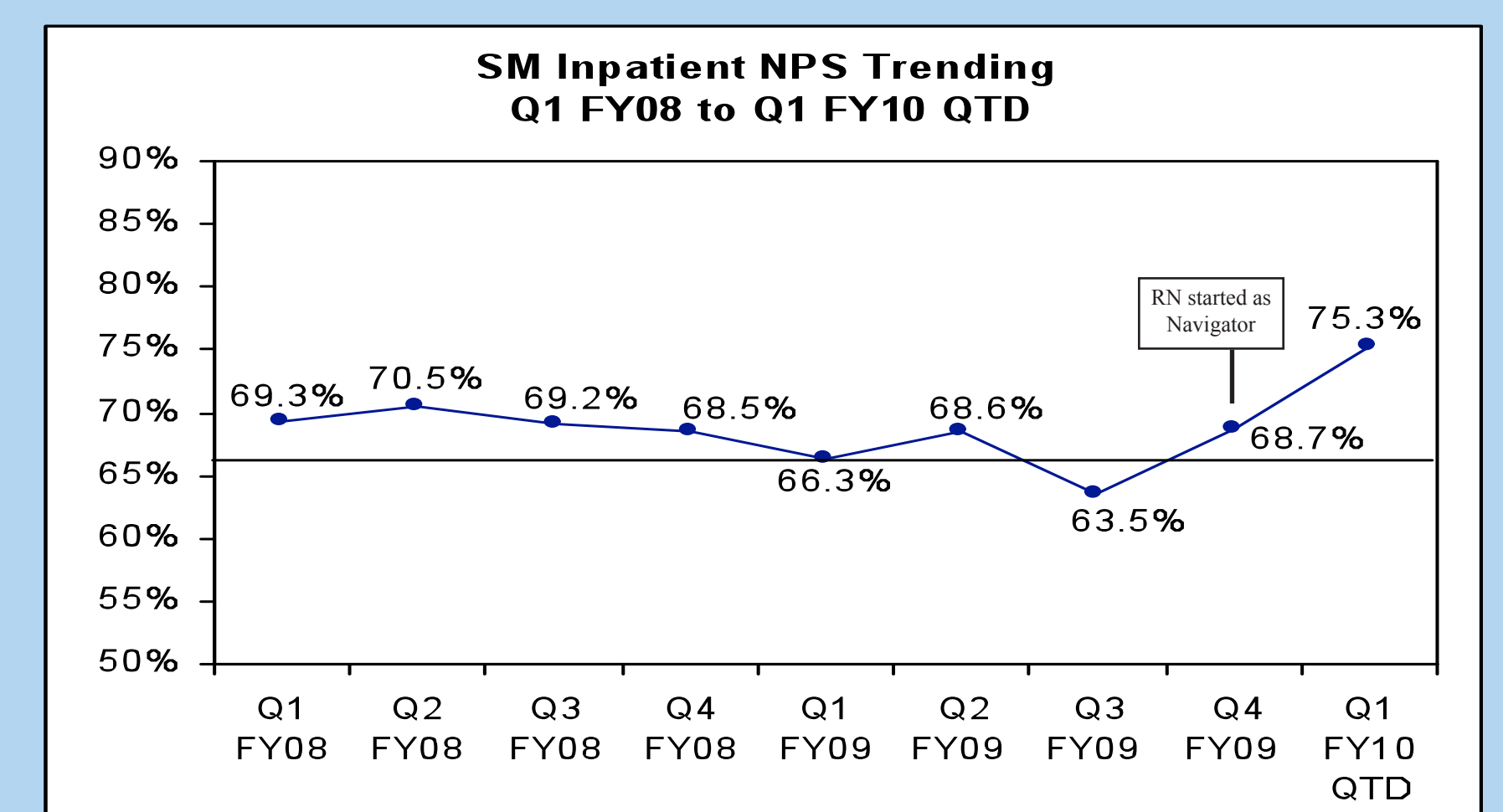
- Reporting Period- 2nd Quarter 2008
  - Results-Hip & Knee
    - Prophylactic abx w/in 1 hour cut time=100%
    - Prophylactic abx selection= 100%
    - Prophylactic abx discontinued w/in 24 hours= 100%
- October 2007-December 2008
  - Top 20% Improvement
  - Top 20% Performer



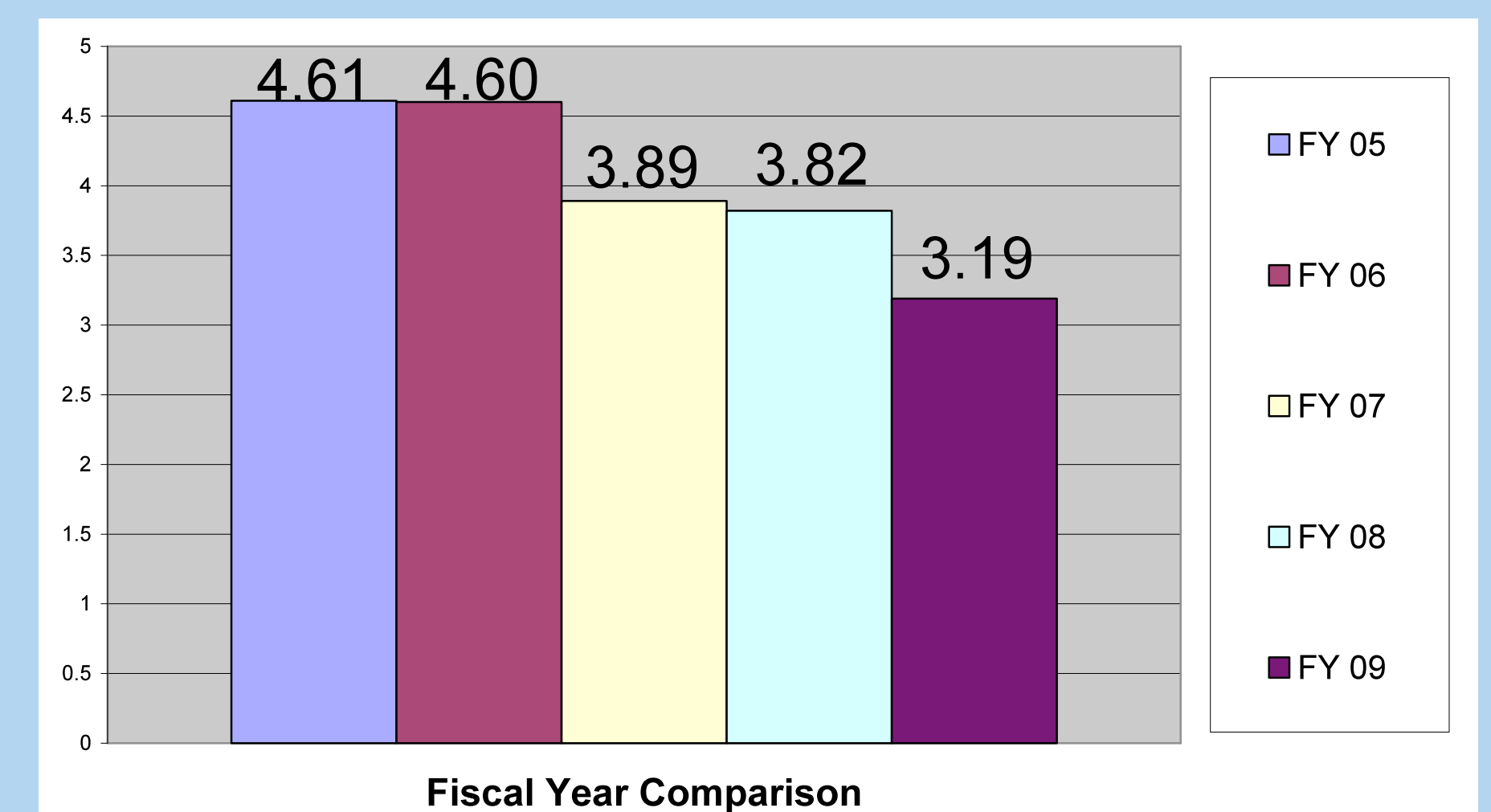
## Physician Satisfaction



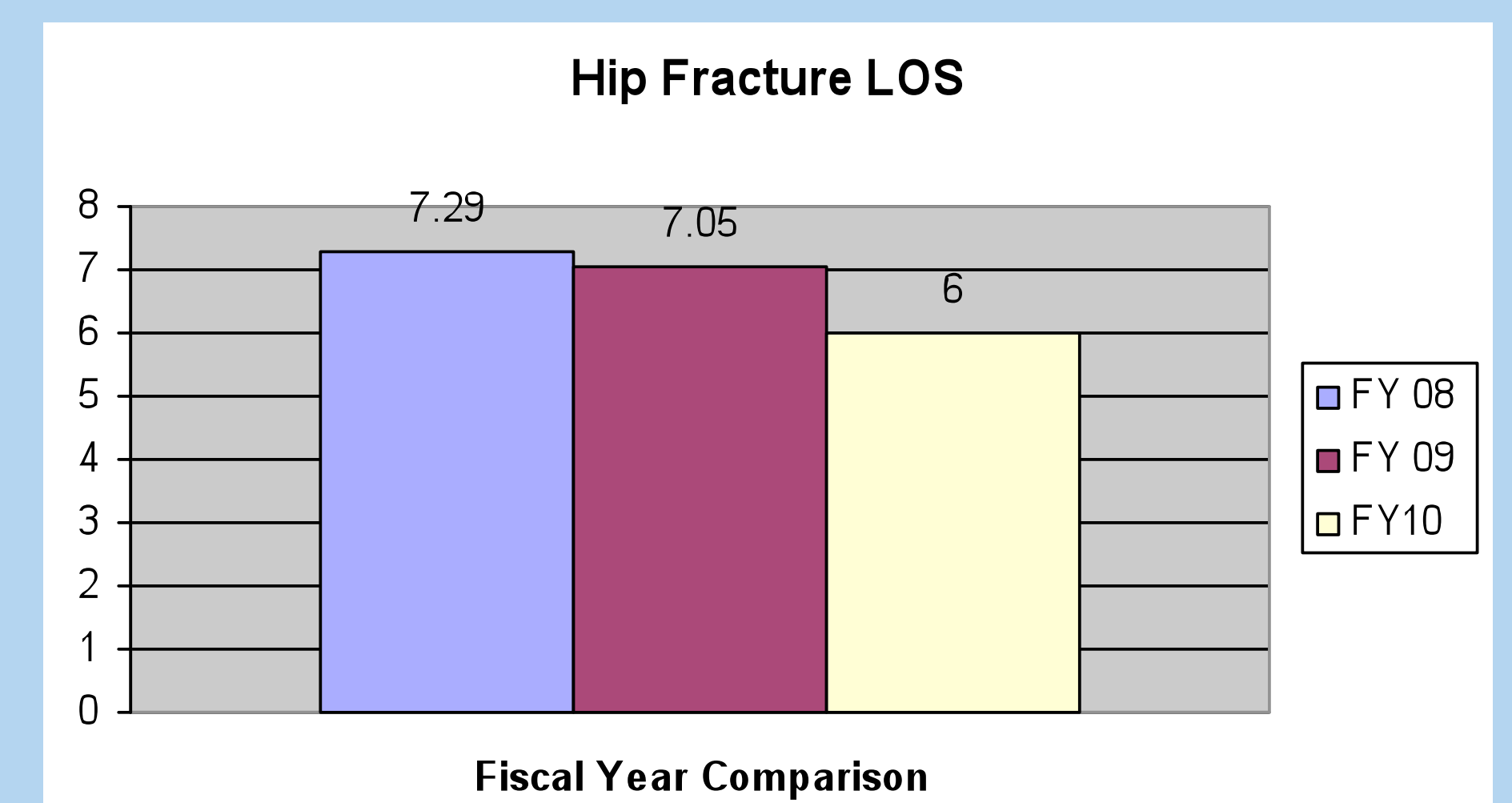
## Patient Satisfaction



## Length of Stay - Total Joint Replacment



## Length of Stay - Hip Fractures



## Pain level at discharge

