

Nursing Unit Resuscitation Using ABCs

A - Attitude B – Behavior C – Communication & Collaboration

Nursing Unit Resuscitation with ABCs
Attitude, Behavior, Communication and Collaboration

A healthy practice environment is vital for recruitment and retention of dedicated and engaged nurses. Improved patient safety and outcomes are two important benefits of a stable nursing staff. When the turnover rate reached 18% in the Surgical Intensive Care Unit, exit interviews were reviewed to identify areas for improvement. Comments focused on nurses “feeling stagnant”, “unmotivated”, “not challenged” and “lacking managerial support”. A change in leadership and a staff involvement program has decreased the turnover rate to 6.9%, dramatically increased morale and motivation.

Leaders play a pivotal role in retention of nurses by shaping the clinical and cultural environment. Nurses from the unit, were identified by the staff as “unit leaders” and were encouraged and given the necessary guidance to develop their leadership skills.

Poor communication was the first barrier identified by the new leadership to address and begin the change. All staff attended a two part communication workshop. A mission statement was developed and adopted.

Staff identified that the unit had no life and needed resuscitated. The unit was resuscitated with ABCs - Attitude, Behavior, Communication and Collaboration. The staff embraced the need to have a positive attitude, behave professionally, communicate effectively and collaborate skillfully. The ABCs are reflected in annual evaluations. Staff started becoming more engaged in unit projects and began to work collaboratively together to improve patient care.

In order to further build relationships monthly UNO, “Unit Night Out” was started. The need for staff recognition was another area of focus. An “Employee of the Month” program was established. To date twenty staff have been recognized with their names and pictures on a plaque. A yearly recognition dinner is held for the employees of the month, staff that have finished a degree or obtained certification.

With a change in acceptable culture we have not had any position vacancies since December of 2007. Keeping staff motivated and engaged is the key to sustaining a healthy work environment.

SICU Vision and Values

Our vision is to uphold a level of professional nursing care that entitled to every patient and is beyond what is expected.

To provide patients and their families with honesty, compassion and mercy, never losing sight of our own convictions to teach others, while continuing to educate ourselves.

Throughout this mission, we pledge to listen, learn and contribute to a path that we as individuals have chosen, and as a group will undeniably and forever protect, respect and uphold.

UPMC Shadyside, Pittsburgh, PA ~ Surgical Intensive Care Unit ~ Sharon McEwen, RN, MSN, CCRN, Unit Director

ASSESSMENT

January 2007 – Unit Statistics

Nursing Vacancy Rate – 40%
(16 unfilled positions)

Clinical Ladder, Level 3 Nurses - 2

Nurses with certification, CCRN – 3

BSN prepared staff – 6

Graduate Prepared staff- zero

Nurses in BSN completion programs 6

Patient Complaints – 2/month

Falls – 6/year

Overall unit self assessment – 2.9 out 4

NDNQI Survey results 2008

Unit Response	Hospital Response	
Job satisfaction	56%	54%
Patient Care Decision	46%	43%
Retention	75%	66%
Teamwork	73%	64%

Mission Statement of Surgical ICU

The mission of nursing in the Surgical ICU is to always demonstrate a positive attitude, excel at professional behavior in an effort to enhance communication and collaboration between everyone that is involved with the patient, including the family. The delivery of excellent patient care is the focus of our mission.

Staff Development & Engagement

- Preceptor Coaching
- Unit Based Continuing Education
- Shared Governance
- Beacon Writing Committee
- End of Week Electronic Newsletter
- Monthly Unit Meetings
- Bedside Research
- Development of Multi-Disciplinary Protocols Nurse Driven Ventilator Weaning Enteral Feeding Protocol
- Authentic Leadership
- Work Flow Test of Change – PACU Patient Face to Face Report and ICU Nurse Pick-Up &Transfer to Unit
- Transforming Care at the Bedside (TCAB)
- Creating a Healthy Work Environment – AACN 100% Staff Commitment

UNO 🥳 ~ Unit Night Out
Employee of the Month
Employee Recognition Dinner



“Building Relationships and Trust”

REASSESSMENT

October 2010– Unit Statistics

Vacancy Rate – 0%, Since December 2007

Clinical Ladder, Level 3 Nurses - 8

Nurses with certification, CCRN – 12

BSN prepared staff -14

Nurses in BSN completion programs – 5

Nurses in Graduate programs- 5

Patient Complaints – One in 11 months

Falls – Zero for 10 months

Overall unit self assessment – 3.2 out 4

NDNQI Survey results 2009

	Unit Response	Hospital Response
Job satisfaction	58.7%	46%
Patient Care Decision	54.2%	44%
Retention	85%	70%
Shared Leadership	68.8%	45%
Teamwork	73%	71.3%

2007	January	March	June	September	2008	January	March	August
New Unit Director	Unit Education Sessions	AACN Beacon Application	Unit Re-Assessment	Shared Governance	AACN Beacon Application Submitted	New SICU Staff		
Monthly Unit Meetings	May	Process Started	Communication Workshop 2	Weekly E-Newsletter	Implement Ventilator Weaning Protocol	Orientation & Development Program		
Employee of the Month	Unit Self Assessment				May	Surgical Oncology Patient		
UNO	Communication Workshop 1				Showcase Ventilator Weaning	Preadmission Tour		
					System Wide Quality Fair			
					Nurses Week			