

5th Annual NDNQI Conference January 26 – 28, 2011

Purpose

- Hours per patient day (HPPD) were below the benchmark mean on the med.surg.tele. units.
- Staff voiced frustration to complete work in a timely manner; this feeling was supported by the NDNQI RN Satisfaction data.
- Goal: Increase the RN hours by adding a designated charge nurse without a patient load.

Significance

- CMS has requirements for patient satisfaction to be above the benchmark mean.
- As a Magnet facility, nurse satisfaction must outperform the mean.
- Patient outcome indicators must also be above the mean.
- The charge nurse plays a role in facilitating initiatives to improve in all these areas.

Staffing Strategy

- Added designated charge nurses without a patient load to each unit staffing plan
- Used Phased approach due to budget constraints:
- FY 2008 added charge nurse A/P shift to CCC, NTICU, 4 East
- FY 2009 added charge nurse A/P shift to all other units
- FY 2011 added charge nurse P/A shift to CCC and NTICU

Charge Role Revision Strategy

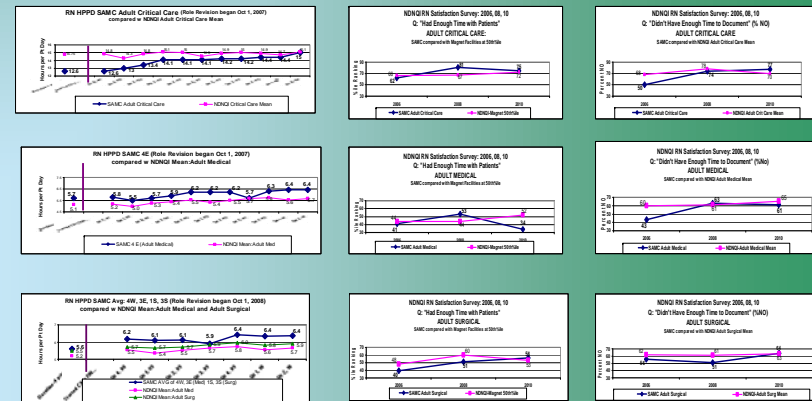
DEVELOPMENT

- Conducted a house-wide RN survey on role satisfaction and duties
- Survey results showed desire for role change from both staff and charge RN
- SBAR written and presented illustrating recommendations
- Magnet Hospital query done for comparison of patient load and job description
- Charge nurse ad-hoc committee meetings held monthly for input on job description changes and education needed post-implementation

IMPLEMENTATION

- In January 2009, a mandatory 8-hour education day for all nurses spending > 50% of their time in the charge role
- Re-survey showed positive impact and desire for ongoing educational opportunities
- 8-hour education day in April 2010 on effective communication, conflict management, team building, and leadership
- Bi-monthly development session offerings
- Currently in the recommendation process to develop a Charge Nurse Subcouncil as part of Shared Governance

Results



Future Plans

- Expand the designated charge nurse role to the P/A shift on all units
- Create a Charge nurse subcouncil
- Continue to provide bi-monthly education for all charge nurse
- Continue to monitor the HPPD data and the RN Satisfaction survey data
- Monitor patient satisfaction data
- Monitor improvements in patient flow

- Communication styles a self assessment exercise. (n.d.). *Docstoc - Documents, Templates, Forms, Ebooks, Papers & Presentations*. Retrieved December 18, 2009, from <http://www.docstoc.com/docs/18622121/communication-styles-a-self-assessment-exercise>
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- Hellriegel, D., & Slocum, J. W. (2003). *Organizational Behavior* (10 ed.). Mason, OH: South-Western College Pub.
- Survival: A Simulation Game. (n.d.). *scoutingweb*. Retrieved January 3, 2010, from www.scoutingweb.com/scoutingweb/index.htm