

Recognizing, Measuring, and Improving Nurse Care Coordination in the Hospital

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Nurse Care Coordination

Much of the work staff nurses do to coordinate care is invisible to patients, families, and team members. Comprehensive description of nurse care coordination activities and systematic attention to recognizing and improving nurse care coordination is critical to patient quality and safety outcomes.

Nurse care coordination activities were identified during a two-year Robert Wood Johnson (RWJF) INQRI project. A new nurse care coordination measure (the nurse care coordination instrument) was developed and tested on 33 nursing units in 4 hospitals and found to be significantly related to several NDNQI measures. During the past year, funded by an RWJF dissemination grant, we worked with a team of 6 expert medical surgical nurses to translate our research findings into usable information to be readily applied within daily nursing practice.

Care Coordination – it's the most important thing of my day.

"If there's no coordination from the previous shift it's like you are trying to climb up a very high hill."

Nurse Care Coordination Educational Program

Our team created a research-based educational program designed to improve specific nurse care coordination activities. Please see our poster or contact Dr. Gerri Lamb for more information.

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Special Thanks to:
Nurses of Emory Health Care
and
Robert Wood Johnson Foundation

