

Maximizing Nursing Satisfaction With Skill Mix On A Pediatric Step Down ICU By Standardizing ACT Competencies.

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Background

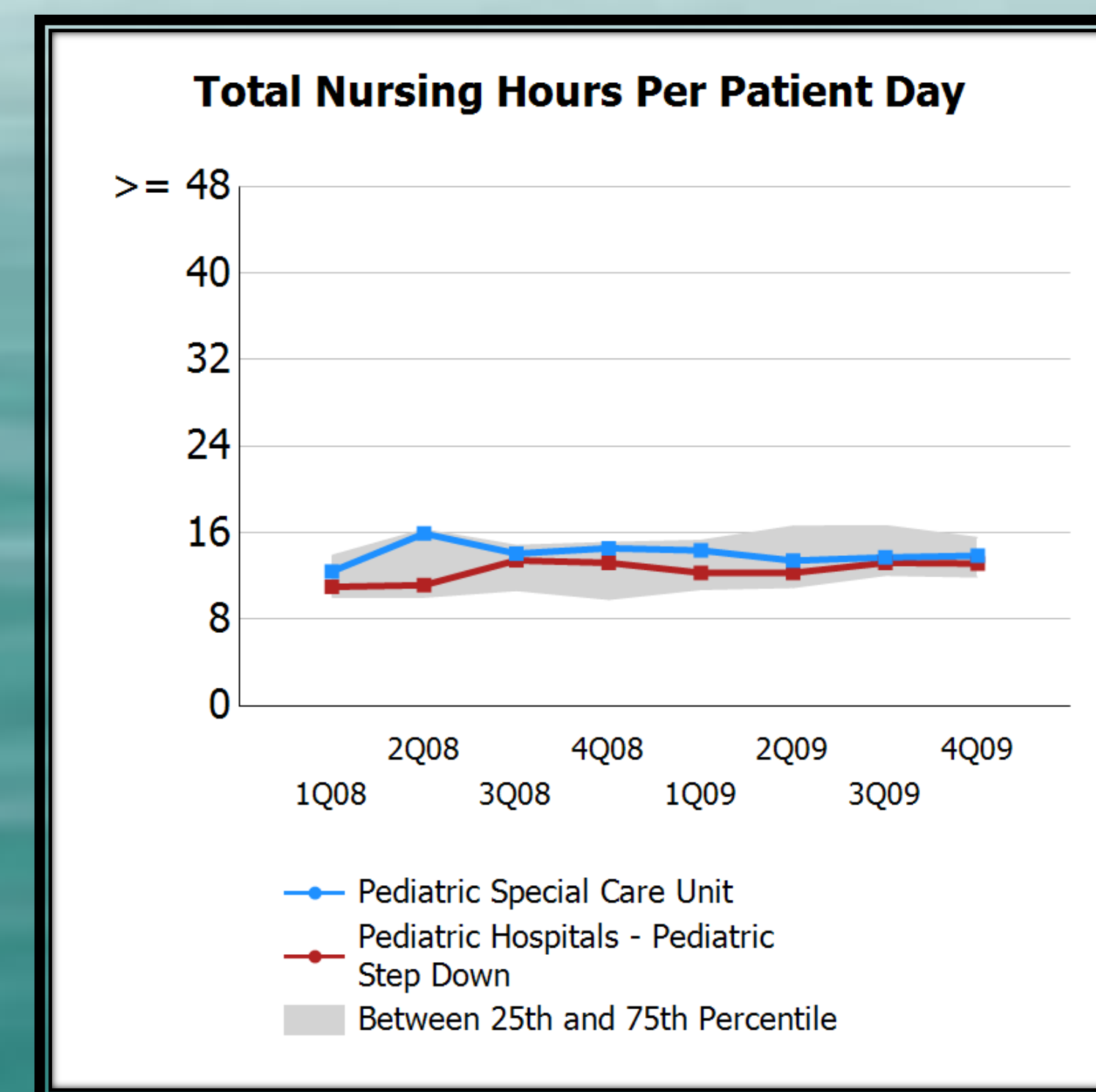
- Nurses reported decreased satisfaction with the Advanced Clinical Tech (ACT) role in the PSCU despite appropriate total nursing care hours and excellent unit performance on all nursing sensitive outcomes.
- Variation in knowledge, skills, and expectations of the ACT, as well as a lack of accountability, were factors leading to RN dissatisfaction with the role of the ACT on this unit.
- ACT's were not assigned to specific patients in the same manner that nurses were, therefore accountability for daily activities was unclear.
- This unit's total nursing care hour (RNs, LPNs and ACTs) was consistently above the mean of comparable nursing units and averaged between the 50th to 75th percentile. (Table 1)
- Total unlicensed assistive personnel hour per patient day was consistently above the median. (Table 2)
- An initiative was lead by a staff RN, to redesign the ACT role and improve RN and ACT job satisfaction.

Significance

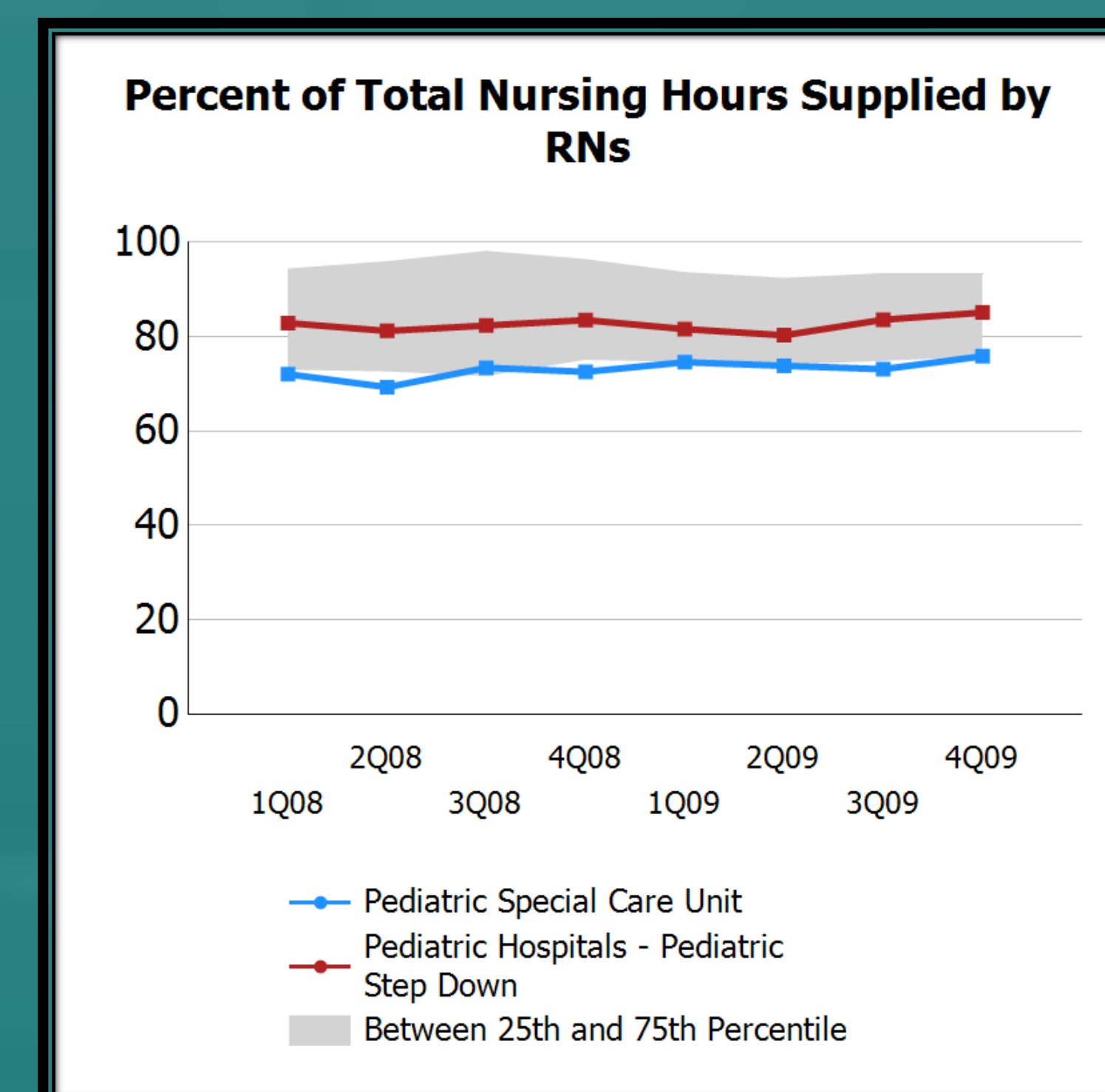
- Skill mix is a National Quality Forum endorsed standard that impacts patient outcomes and nursing unit retention.¹
- Achieving the optimal mix of staff on a nursing unit is a priority for healthcare.
- Delegation of nursing care to an ACT is an acceptable strategy to maximize staffing on many nursing units.²
- Variation in professional background, knowledge, expertise & skill level of ACT, as well as a lack of clear accountability, can make delegation of nursing care frustrating for nurses. Also,

this may lead to role dissatisfaction for licensed & unlicensed personnel.

- National Quality Forum Measure Standards, Skill Mix ~ NQF 0204.
@ http://www.qualityforum.org/Measures_List.aspx?keyword=skill%20mix&from=header#k=skill%20mix
- Florida Board of Nursing Nurse Practice Acts, 2007. Rule of the Board of Nursing, Chapter 64B9 -14. Delegation to Unlicensed Assistive Personnel p98-99



(Table 1)



(Table 2)

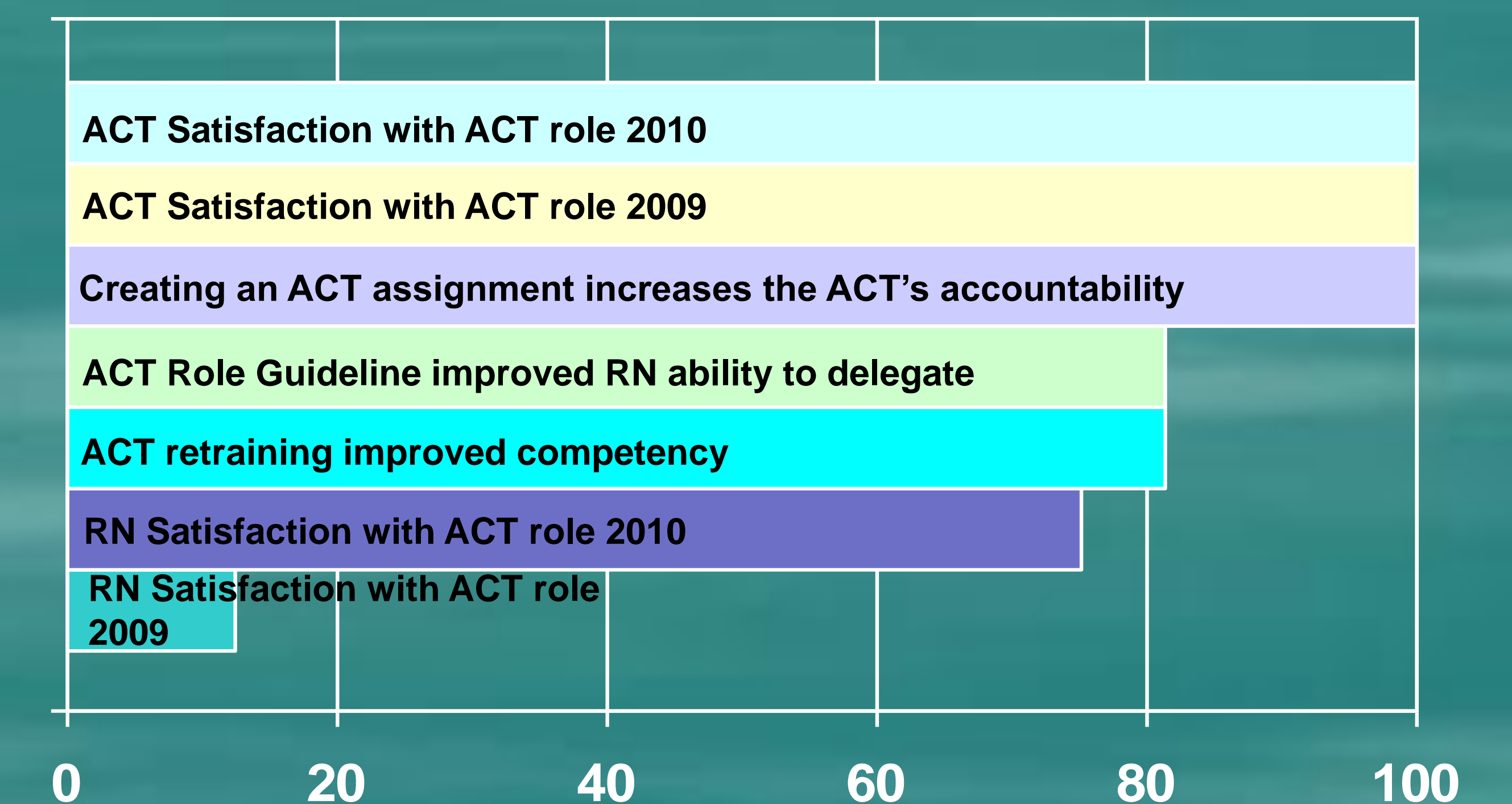


Objectives

- Improve satisfaction with ACT role.
- Increase RN satisfaction with ACT competence.
- Improve ACT accountability for follow through.
- Increase RN ability to delegate.

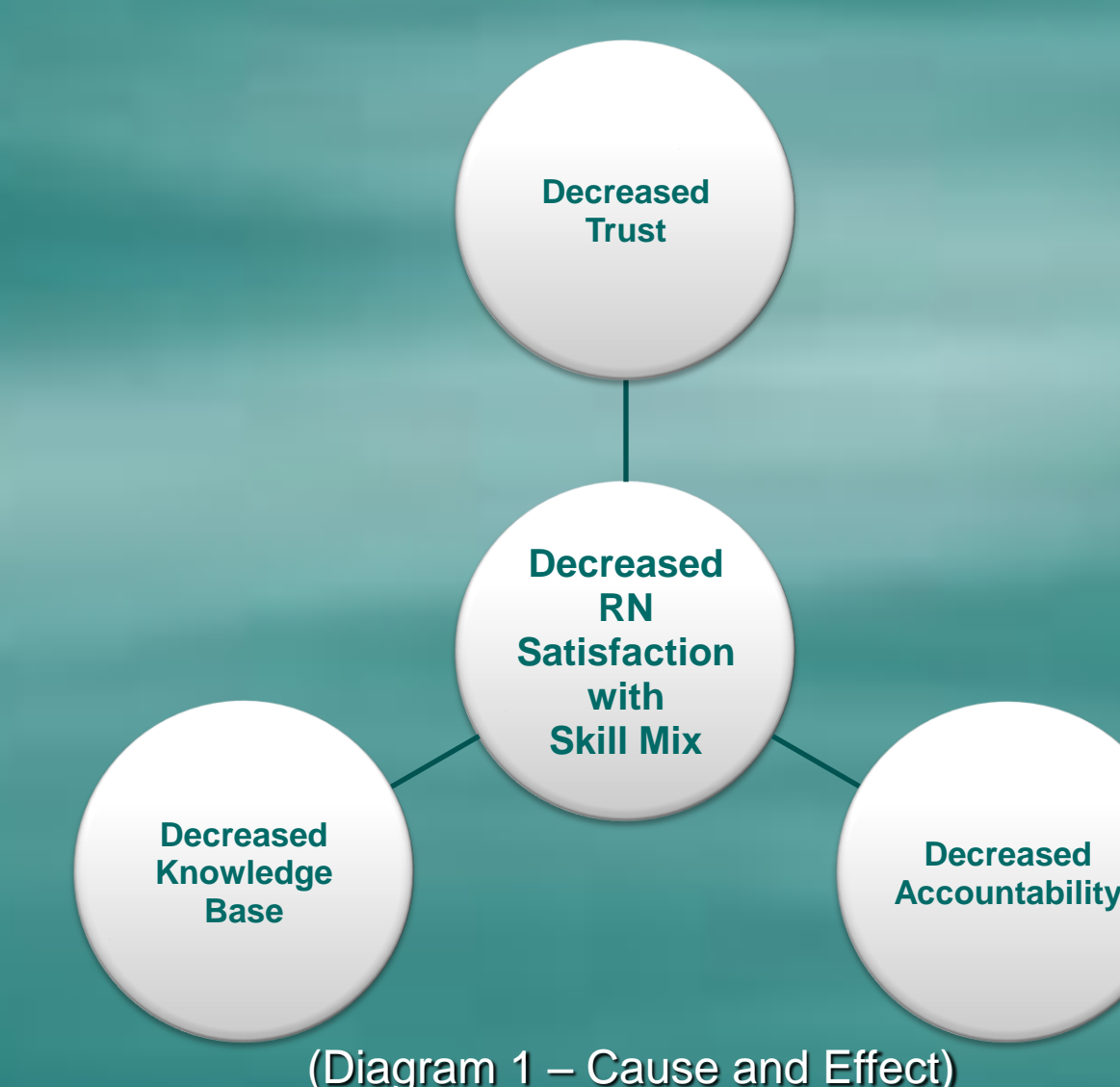
Results

- Nursing satisfaction with the ACT role increased by 62.5%.
- 81.3% of nurses felt that the ACT retraining improved the ACT level of competence.
- 81.3% of the nurses felt their ability to delegate effectively was improved by the development of an ACT role guideline.
- 100% of nurses agreed that making an ACT assignment each shift increased the ACT's level of accountability for follow through with tasks.
- ACTs remained equally satisfied with their role after standardization of ACT competencies.



Methodology (PDSA)

- Plan:**
 - Survey RNs regarding satisfaction.
 - Conduct focus groups. (Diagram 1)
 - Identify areas for improvement.
 - Review ACT job descriptions.
- Do:**
 - Develop ACT role expectation guideline.
 - Develop ACT curriculum.
 - Hold ACT skill fair.
 - 1:1 RN education regarding effective delegation.
 - Re-design accountability structure.
 - Educate charge nurses to post ACT assignments each shift.
- Study:**
 - Re-survey RNs and ACTs post intervention. (See "Results")
- Act:**
 - Adopt ACT Role Guideline. (See "Sustaining The Gain")



(Diagram 1 – Cause and Effect)

Sustaining The Gain

- In order to further increase RN satisfaction, re-educate Team Leaders and Charge Nurses regarding the need for appropriate ACT assignments to be posted for each shift.
- Also, review ACT Role Guideline with bedside nurses to increase appropriate and effective delegation to, and utilization of, ACTs.
- All new ACT hires will demonstrate competency in their role during orientation.
- Re-audit satisfaction with the ACT role in 3 months.

