Redesigning the Staffing Model to Improve Patient and Staff Satisfaction
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**DRIVING FORCES FOR PROJECT**
- Staff RN's voicing concerns regarding "delivering high quality care" and "being involved in decision making"
- RN satisfaction
- Patient Satisfaction
- Improve these areas for our Family-Centered care unit

**Objectives**

**Goal of the initiative is to:**
- Enhance patient and family experience
- Increase staff satisfaction scores
- Increase "Likelihood to Recommend"
- Promote teamwork

**Strategy / Implementation**
- Met as a team to address the following concerns:
  - Isolation
  - High Acuity
  - EMR
  - Charge RN- no patient assignment
  - Floor divided, 2 RN’s have 7 pts each

**Employee Pulse Survey Areas for Improvement:**
- Staff engagement scores revealed a decline in staff feeling “involved in decisions that affect their work”.
- Decline noted in “I have the tools and resources I need to provide the best care or service to my patients”.

**Implementation**

**Workflow Redesign Needed!**

In the first quarter of 2014, the Charge RN was assigned four of the least acute patients.

**Press Ganey Results**

2SW awarded 2014 Top Score and Highest Medical Surgical Score for Likelihood to Recommend with a mean score of 92.5.

**2SW achieved Magnet’s Benchmark of Success in the RN Satisfaction Survey.**
- Exceeded Hospital, Bed Size and Magnet in all but two areas.
- Notably- Autonomy, Decision Making and RN-MD Interaction, above benchmark.

**Literature**
- Nurse leaders often face difficult decisions regarding how to structure care teams to deliver safe, cost-efficient care.
- Impact of proportion of RN’s on care team has been studied.
- A 10% increase in a hospital’s proportion of RN’s was associated with a 9.5% decrease in the probability of a surgical patient developing pneumonia.

**References**