

2016 American Nurses Association Annual Conference
 Connecting **Quality, Safety** and **Staffing** to Improve Outcomes



**Early Intervention to impact outcomes.
 Implementing the role of the "Crisis Nurse" as a
 quality and safety initiative**

James Fenush Jr. MS, RN
 Director of Nursing, Clinical Support Services
 Camille Filoromo, PhD, MEd, BSN

MARCH 9-11, 2016 LAKE BUENA VISTA, FL www.nursingworld.org/ANACONFERENCE



2016 American Nurses Association Annual Conference
 Connecting **Quality, Safety** and **Staffing** to Improve Outcomes




- 551-bed Academic/Quaternary Care Medical Center in central Pennsylvania
- The Medical Center campus also includes:
 - Penn State College of Medicine
 - Penn State Hershey Cancer Institute
 - Penn State Hershey Children's Hospital





2016 American Nurses Association Annual Conference
 Connecting **Quality, Safety** and **Staffing** to Improve Outcomes




Learning Objectives

- **Session Objective One:** Describe the advantages of implementing the role of the Crisis RN for a Department of Nursing
- **Session Objective Two:** Identify strategies for implementing the role of the crisis nurse



Background/Problem

- Nurse Leaders met with clinical nurse members to share trended data in preparation budget.
 - ❖ Review of trended data
 - ❖ overtime
 - ❖ incidental work time
 - ❖ FTE leakage
 - ❖ core to contingency staffing ratios
 - ❖ RN and PCA fill rate
 - ❖ overarching Solucient benchmarks for the Department of Nursing
- During the council meeting clinical nurse input was sought and a theme emerged



Background/Problem

- Clinical nurses relayed that having a clinical nurse resource for a short duration of time (30-45 minutes) during bursts of clinical activity where the unit received a bolus of patient or unplanned clinical crisis's would provide for more efficient nursing care, enhance the quality of care and improve the care delivery environment for clinical nurses.
- CNO/Directors of Nursing met with clinical nurses from each work area within the Department of Nursing to evaluate trended data with clinical nurse input into staffing patterns, staffing distribution and related issues.
 - similar theme emerged of having a clinical nurse resource for a short duration of time (30-45 minutes) to assist with an increase in workload that was unexpected or an extra pair of hands
- Nurse Leaders and clinical nurses reviewed trended data
 - The data highlighted the need to implement a proactive patient management role to improve care delivery, optimize patient outcomes and enhance collaboration with the interdisciplinary team.



Goal

- Evaluated the literature for emerging roles to support the care delivery system.
- This resulted in crafting the crisis nurse role to flexibly integrate clinically across all adult inpatient levels of care: critical care, intermediate, and adult medical/surgical units.
- The position was intended to supplement the support of the clinical nurse to optimize outcomes to support the care delivery system.

Strategy to efficiently leverage staffing resources to decrease expenses while optimizing patient outcomes. interprofessional teamwork sophisticated nursing judgment and innovation.



Intervention

- CNO Commissioned 6 week pilot
- Created job description and appropriate salary structure to ensure that the role would support the needs of the organization and the care delivery system
- Successfully acquired 9.6 FTE's resources to permanently be hired into the Crisis Nurse Coordinator role in support of the care delivery system.
- Interview for Hire



Support of the Nursing Care Delivery System

- Interprofessional Collaboration
- Staffing and Scheduling
- Quality and Safety Outcomes
- Integrated Technology
- Care Transitions





Role Overview

- Baccalaureate prepared nurses
- Competence in critical care nursing
- Integrate clinically across all adult inpatient levels of care: critical care, intermediate, and adult medical/surgical units 24/7
- Role supplements the support of the clinical nurse to optimize outcomes and ensure clinical efficiency
- Off-shift: serves as a resource to be leveraged by the House Manager to support Adult Rapid Responses, Adult Code Blue and other clinical scenarios that require high-level support.
