

Redesigning the Staffing Model to Improve Patient and Staff Satisfaction

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Introduction

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.

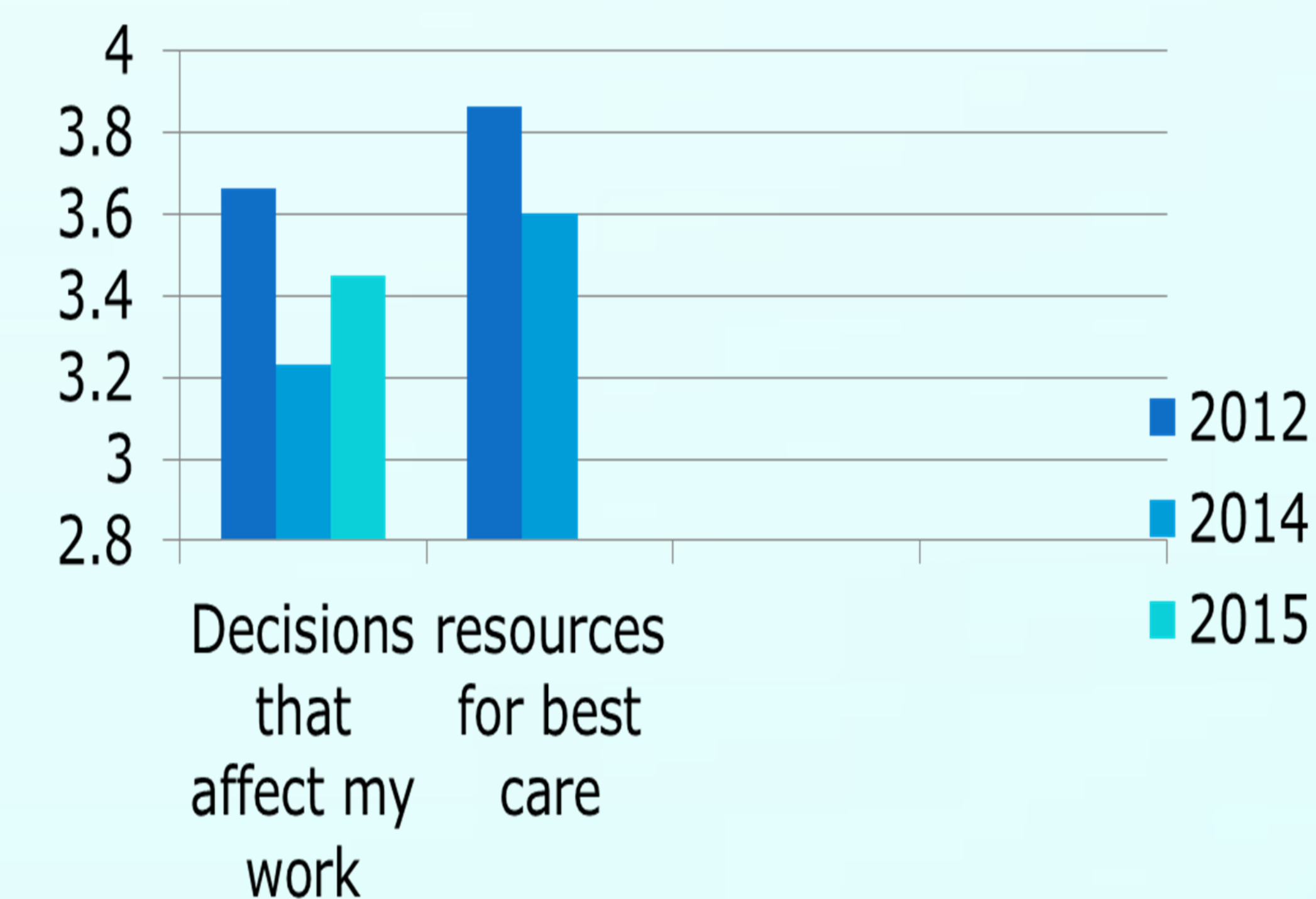


Results- Employee Pulse Survey

Staff needed to feel involved in decision making regarding workflow changes with the EMR. Manager needs to remain budget neutral.

Back to Basics-Primary Nursing Redefined the Charge Nurse Role.

The results show we are on the right track. In August of 2015, we launched a 5 question pulse survey. Positive results anticipated for 2016 pulse survey.

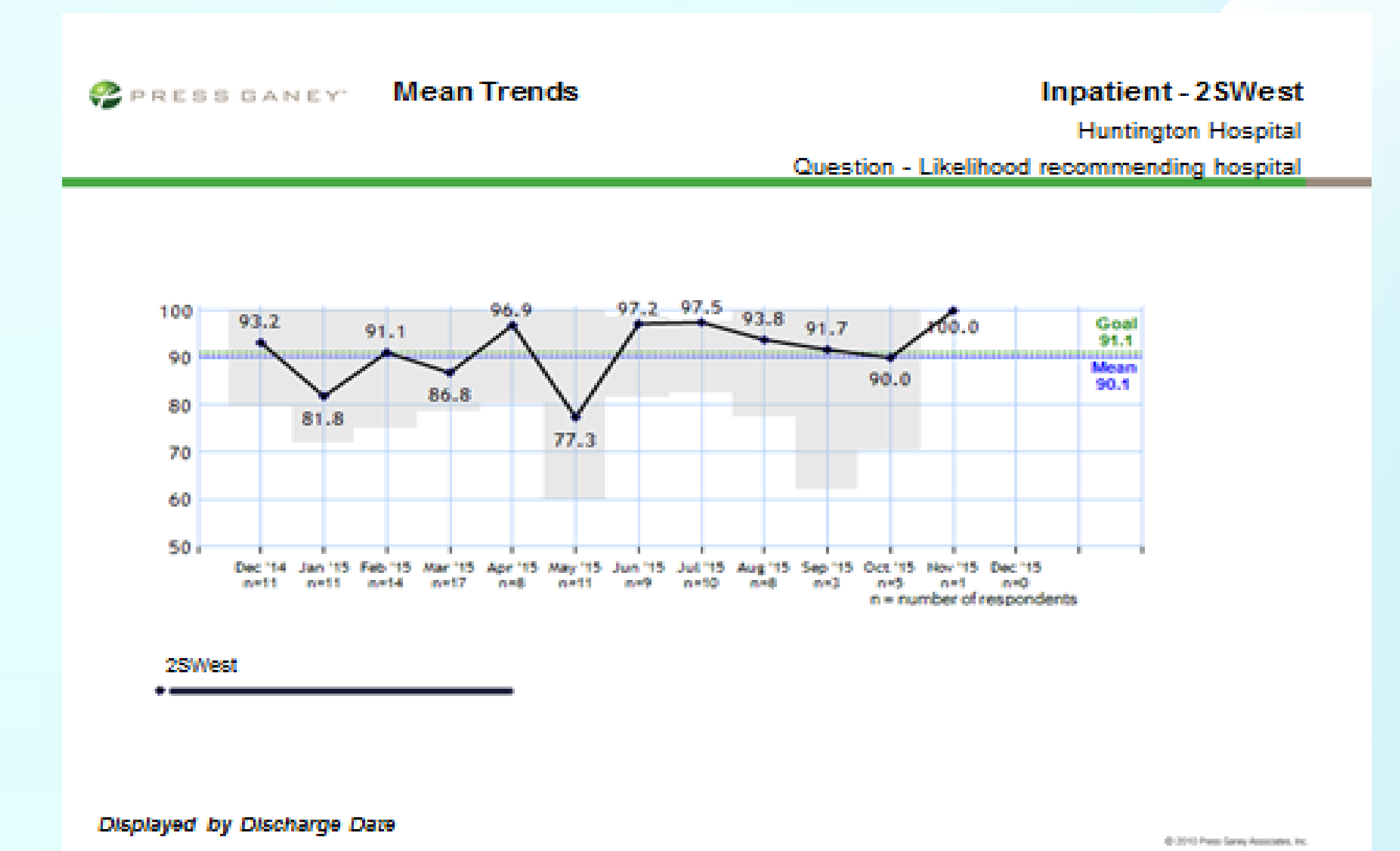


NDNQI Survey Results

- ❖ 2 SW 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.

Press Ganey Results

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



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

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