

Reason for Action:

Nurse Managers cannot alone drive quality goals and strategic alignment. Charge Nurse/Clinical Resource Nurses are 24/7 extension of leadership but need to be mentored with alignment of goals.

Mentoring Charge Nurses/Clinical Resource Nurses to be an extension of the Nurse Manager/Director can bring ownership of strategic goals to the bedside of every shift.

Goal:

- Create 24/7 directive leadership for bedside caregivers and quality outcomes with mentorship

Plan:

- Create standard work to start each shift with mentorship and directive leadership between the Director/Manager and the Charge Nurse for the next 12 hour shift.
- Align the standard work to support the strategic mission of the hospital
- Provide proactive discussion around potential issues the CRN might be facing for the shift that will identify solutions for prevention

Do:

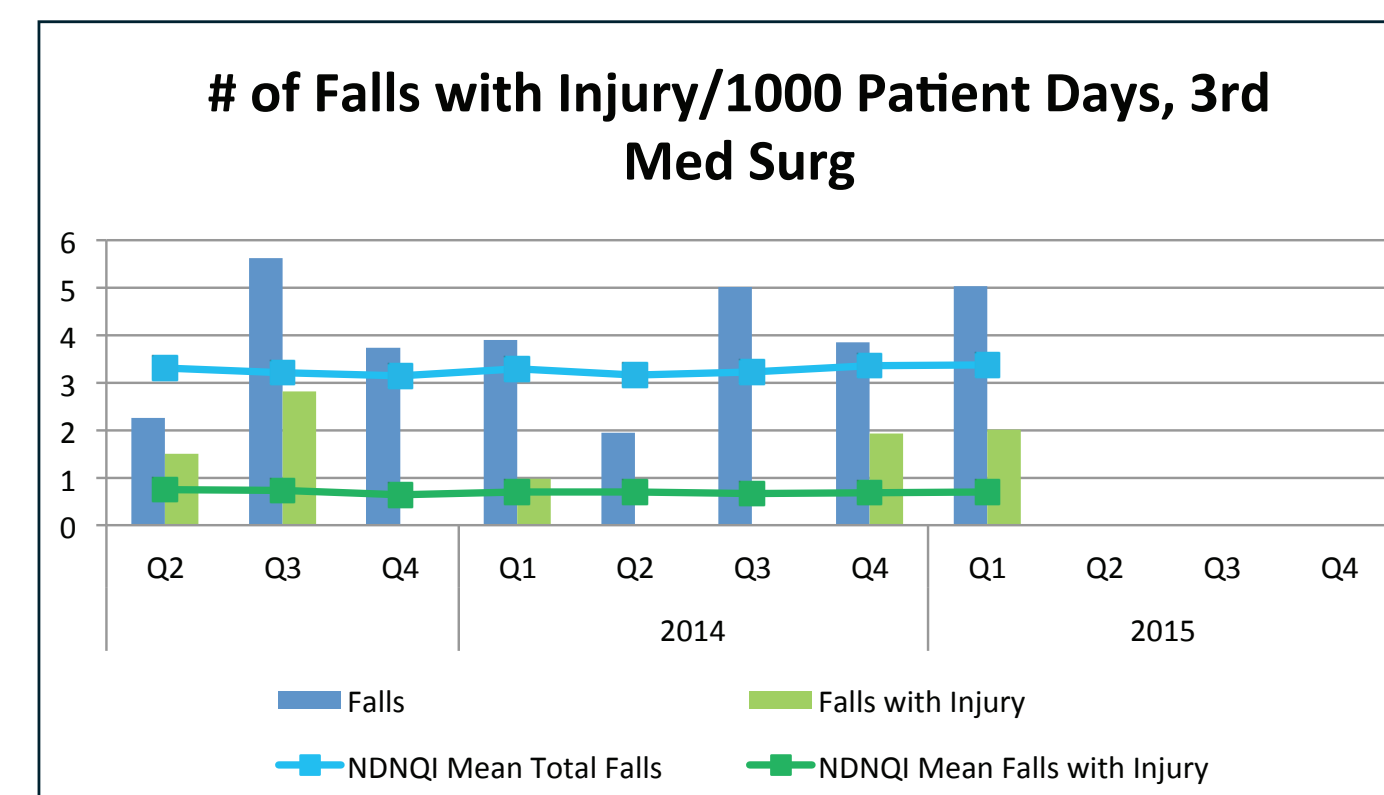
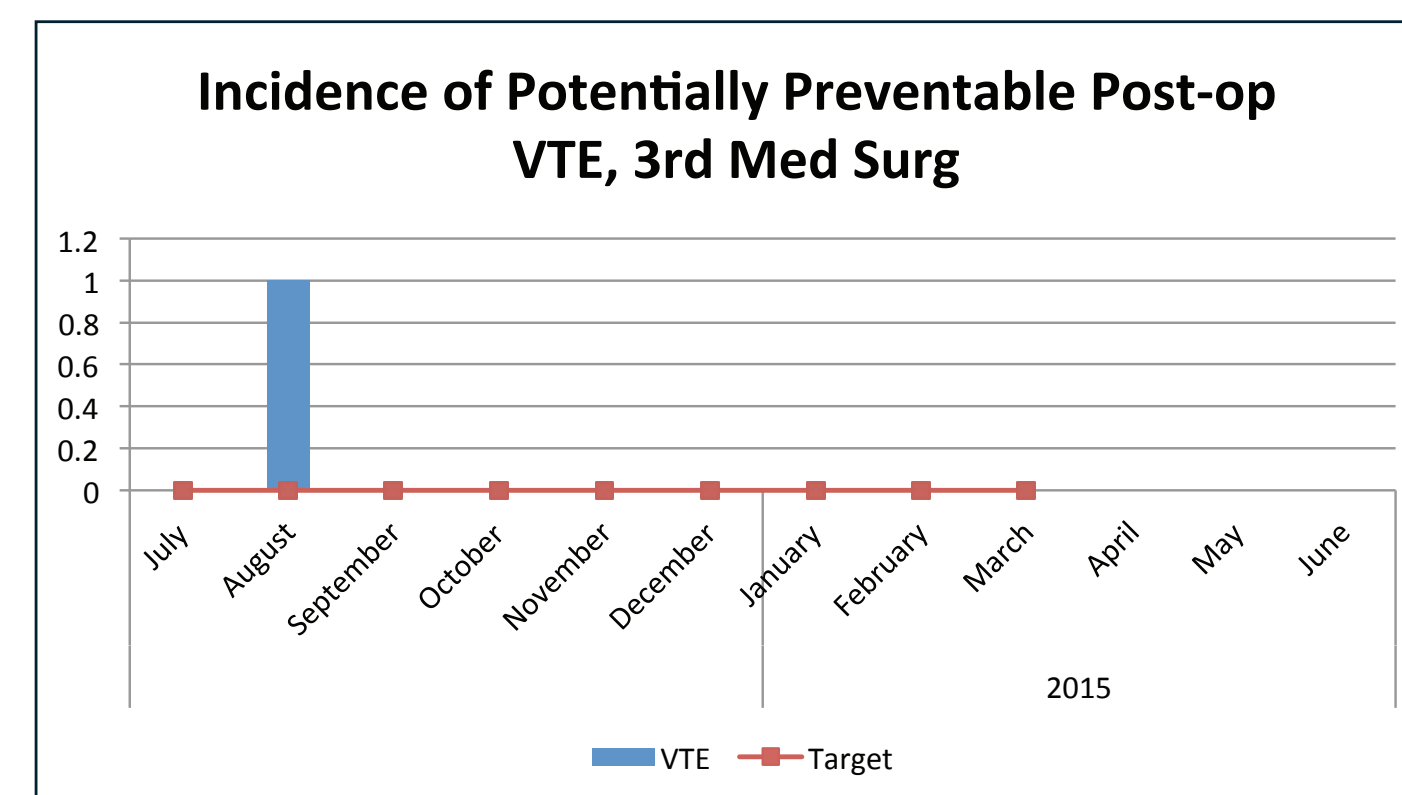
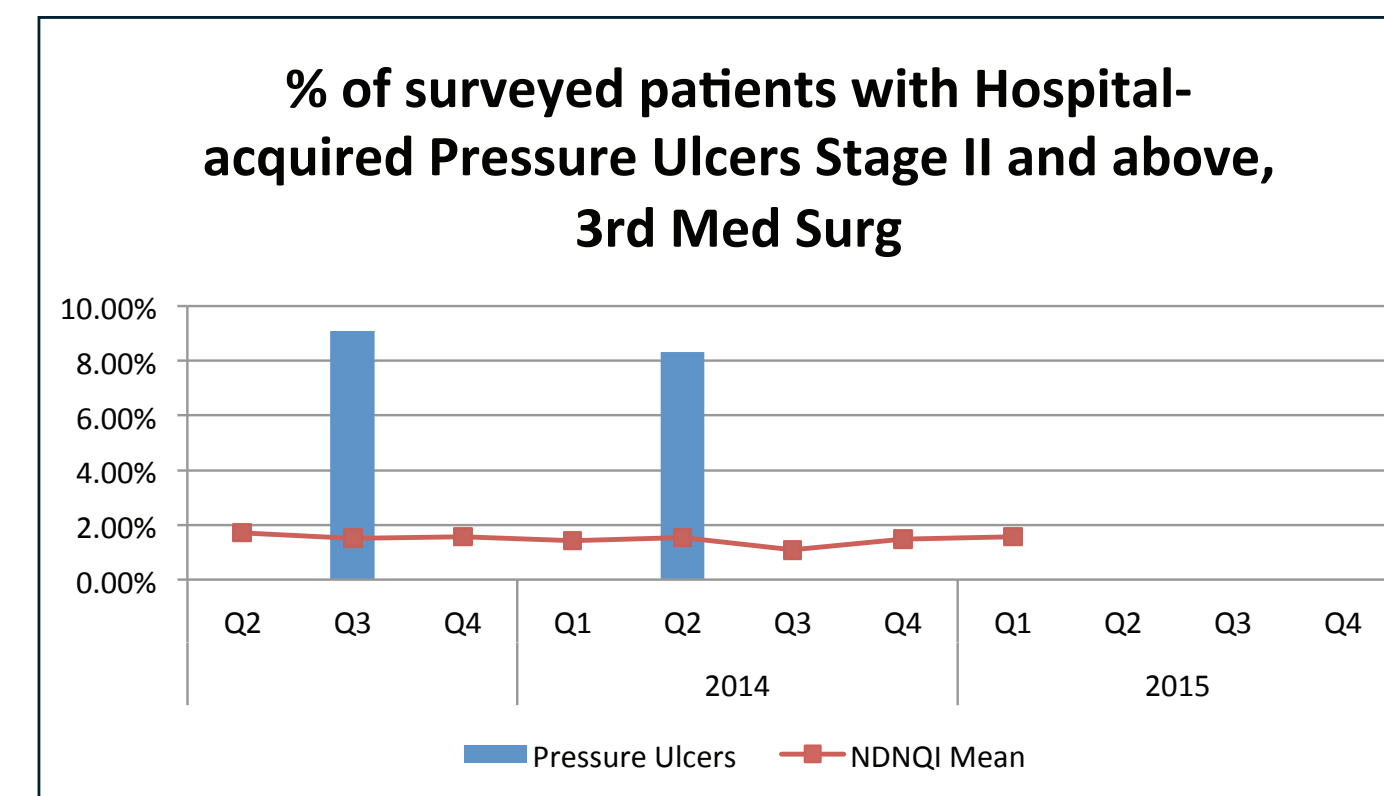
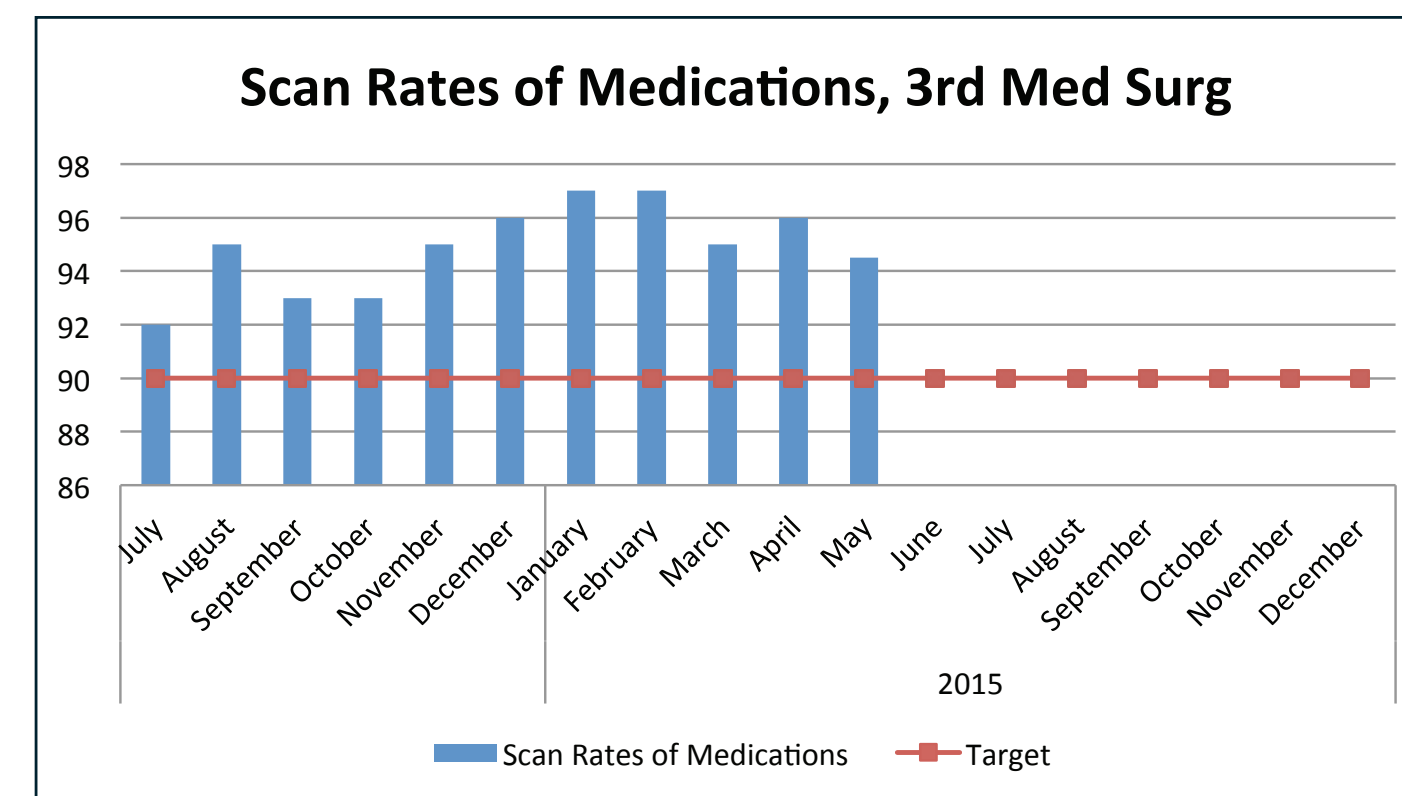
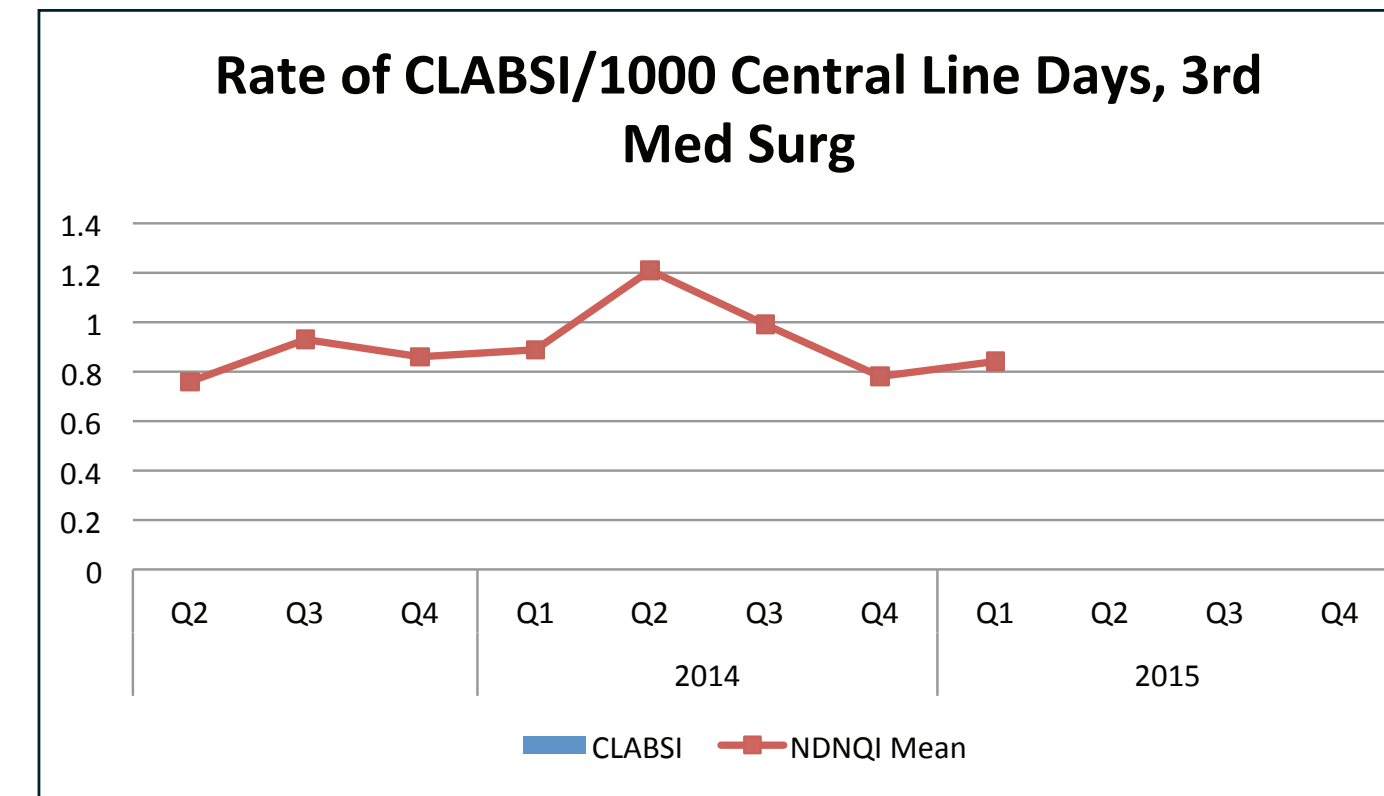
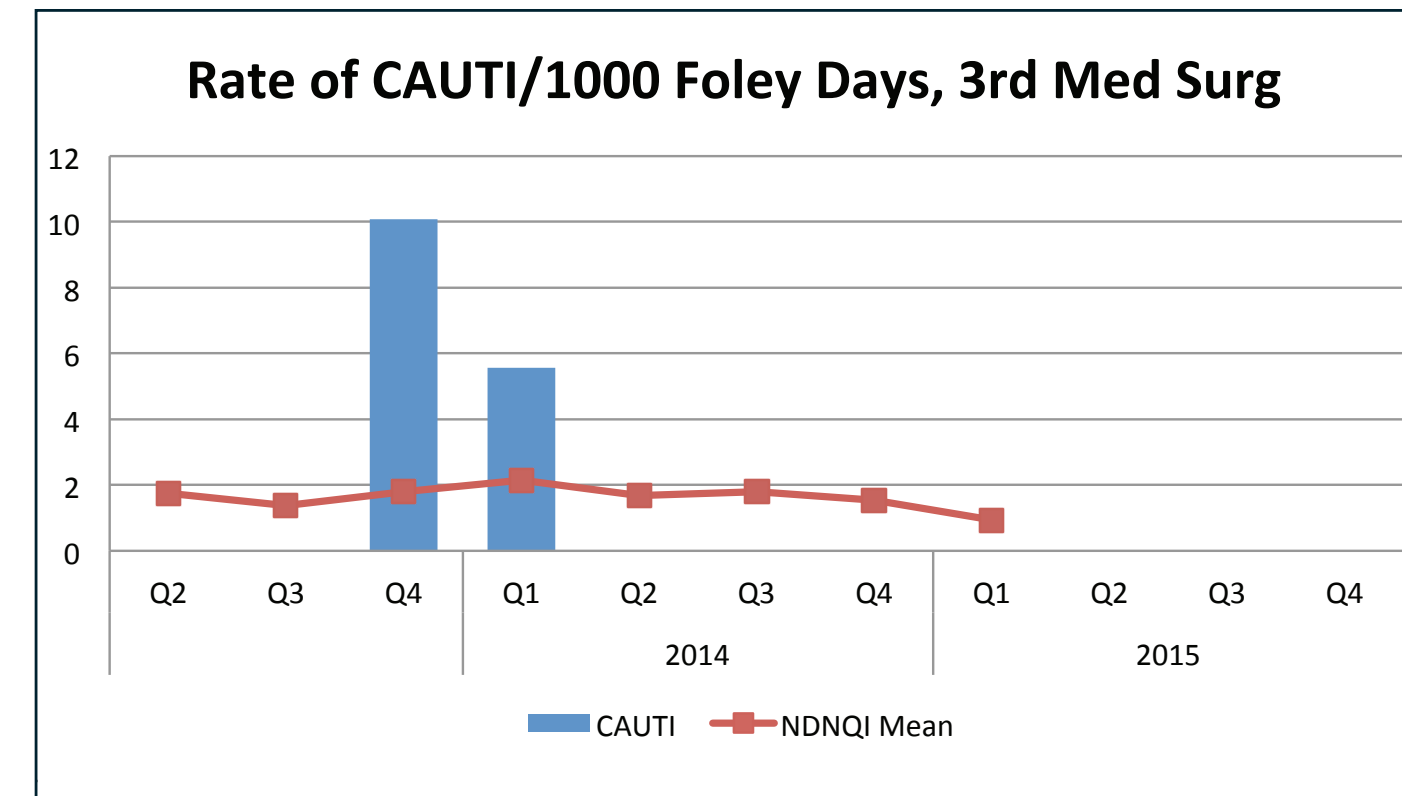
- Meet with each Charge Nurse at the beginning of the shift and review the checklist
- Create the expectation and mentor any issues that the Charge Nurse might be facing for the shift
- Address any risks to quality, safety or staffing proactively

Check:

The Charge nurse leaves the status check aware of his/her focus for the shift and is equipped with solutions to any risks.

The Nurse Manager leaves with a better understanding of the unit for the shifts and where he/she may step in to impact the outcomes

Act:



Status Check:

Clinical Resource Nurse

M T W T F Recognition

	M	T	W	T	F	Recognition
Safety						
What extra safety precautions or staffing measures are in place to keep our patients and staff safe today?						
Did anything happen during the last shift that we didn't anticipate?						
What supply or equipment issues do we have to work through today?						
Quality						
What would put us at risk for a patient/family/provider complaint today?						
What standard work will you observe today? (nurse physician rounding tracking, fall bundles)						
People						
Tell me about the staffing mix for today. What is your plan to support the team?						
Where there any high stress incidents in the last 24 hours? Is there any staff to debrief with?						
Customer Service						
What patient/family concerns should I address as a priority?						
What will cause barriers to patient flow today? (early discharge, RAU holding)						
How will you drive a quiet environment with our team this shift?						
Cost						
What patient priorities will you need to discuss with the care manager?						
How will today's work impact our expenses? (OT, late outs, medical supplies)						
What patient transfers occurred in the last shift and why?						
Wrap up: Priorities, Improvements and Celebrations						
What can be done in downtime today?						
Who has done an extraordinary job recently that we should celebrate?						
What is your priority today? What is worrying you?						
How can I help you this shift? (review leadership schedules)						
Monday	Tuesday	Wednesday	Thursday	Friday		