

10-2018

Strategies to Improve Resource Availability for New Graduate Nurses in a Critical Care Setting

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Recommended Citation

Stankiewicz, Natasha; Archibald, Jonathan; Taylor, Shawn; Jackson, Deborah; Boivin, Bonnie; SCU 2; SCU 3; SCU 4; Endoscopy; RADCU; Parker, Mark; Nayak, Suneela; Tyzik, Stephen; Hanselman, Ruth; and Sparks, Amy, "Strategies to Improve Resource Availability for New Graduate Nurses in a Critical Care Setting" (2018). *Operational Excellence*. 13.
<https://knowledgeconnection.mainehealth.org/opex/13>

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Strategies to Improve Resource Availability for New Graduate Nurses in a Critical Care Setting

Last Updated: 8/18/2018

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Problem/Impact Statement:

Due to a changing employment arena, healthcare organizations are hiring more new graduate RNs into acute care units. MMC's usual process is to put new hires into night shift. Historically, night shifts have less resource availability. These combined factors left staff feeling unsupported; patient care could be compromised when less support is available to those in the beginning of their careers.

Scope:

The 1600 RN role was developed to provide critical care resources and support to medical-surgical nursing units between the hours of 1900 and 0730. During these times, there are historically less resources available; the intent is to provide support, encouragement, and education to the night shift RNs and improve overall patient care, outcomes, and satisfaction.

Goals/Objectives:

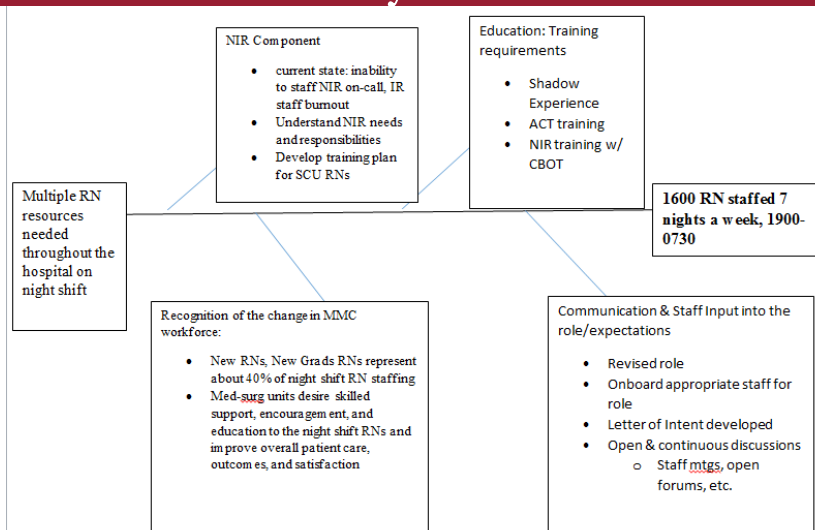
As healthcare professionals, we practice in a holistic fashion- partnering with the patient, family, physicians, and other healthcare providers to deliver the highest quality patient care across the continuum. 1600 RN project goals are to promote collaboration and provide resources to meet patient and staff needs during unpredictable staffing needs, fluctuations in patient census, acuity, and volume.

Baseline Metrics/Current State:

AHRQ Hospital Survey on Patient Safety Culture – 2016

	SCU	IR	MMC	Benchmark
There is good cooperation among hospital units that need to work together	50%	18%	54%	62%
Hospital units work well together to provide the best care for pts	72%	45%	63%	72%
We are actively doing things to improve patient safety	90%	77%	79%	84%
Mistakes have led to positive changes here	60%	55%	62%	63%
Hospital management provides a work climate that promotes patient safety	76%	45%	78%	81%
We have enough staff to handle the workload	41%	32%	44%	52%
It is often unpleasant to work w/staff from other hospital units	72%	41%	58%	63%

Root Cause Analysis:

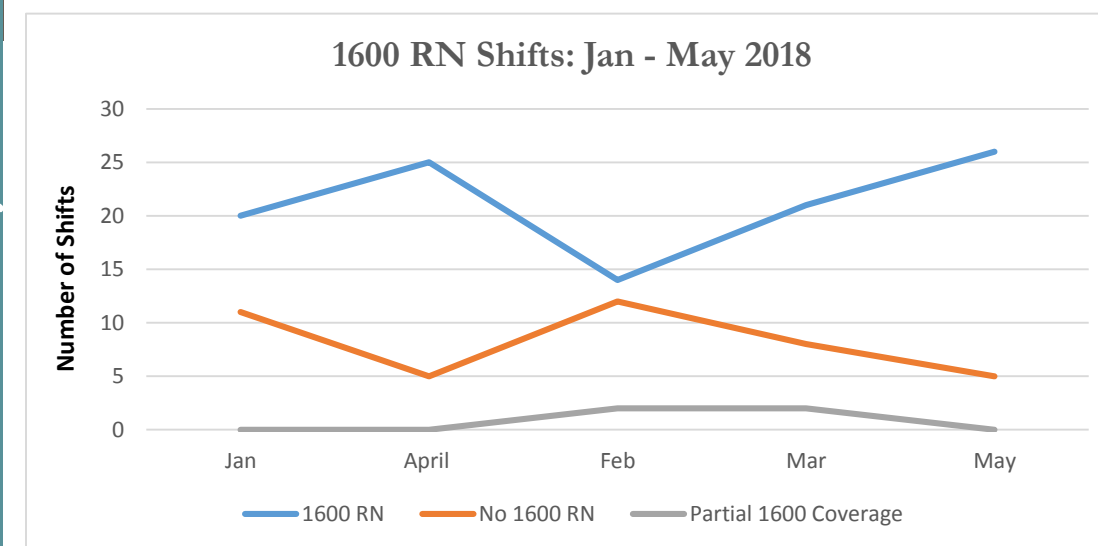


MMC RN Experience – Workforce Data	<1 year	1- 5 years
# years working at MMC	17%	22%
# years within work area	21%	28%
# years working in profession/specialty	7	23

Countermeasures

Action	Owner	Completion Date	Status
Create Role on 1600 RN	Amy, Sandy, Elizabeth, Natasha	Dec-17	Complete
Define Initial Expectations	Project team	Jun-18	Complete
Discuss NIR Component	Natasha, Roger	Jun-18	Complete
Continue to Solicit Interest	Project team	Jul-18	Complete & Ongoing
Transfer Budgeted FTEs	PCS, IR, SCU	Jul-18	Complete
Begin IR orientation	Natasha, Roger	Jun-18	Ongoing
Moderate sedation and Radiation Safety Education	Natasha, Roger, Alana, Amy, Lindsey (radiation safety)	Aug-18	Complete
NIR Orientation Completed	Natasha, Roger, Project Team, 1600 RNs	Aug-18	Complete & Ongoing
100% 1600 RN Coverage on Nights	Project team & 1600 RNs	Sep-18	Complete

Outcomes



- Improvements:
- April into May SCU went 38 nights straight with a 1600 RN.
 - In May, SCU had 5 shifts which were not able to support the 1600 role; 4 shifts were due high acuity (e.g. ECMO, high acuity, burns).
 - May had 80.6% 1600 coverage, which is up from our lowest month of February at 50%.

Next Steps

- Plans to standardize, sustain, spread
 - Letter of intent for interested RNs
 - Interview and shadow experience
 - Track resource data, outcomes, support provided to units
- AHRQ Hospital Survey on Patient Safety Culture

Expectations for the 1600 Role:
 Excellent communication and collaborative skills
 Skilled leadership abilities and desire
 Enjoys teaching others in a non-punitive manner
 Non-reactive with errors/differing opinions
 Excellent prioritization and critical thinking skills
 Consistently approaches others in an open, calm, respectful, and kind manner
 Familiarity with MMC and resources available
 Accountability
 Strong conflict management and de-escalation skills
 Open to taking on new responsibilities within this role
 Core Values will be upheld at all times
 Positive, problem-solving attitude; innovative

Plan

Do

Study

Act