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## Prioritization, Accountability and Engagement: Programmatic Strategies for all Three to Impact Patient Safety

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#### Published In/Presented At

Shigo, J. & Transitional Trauma Unit (TTU) Staff Members, (2014, October, 22). Prioritization, *Accountability and Engagement: Programmatic Strategies for all Three to Impact Patient Safety.* Poster session presented at the PONL Nursing Leadership Symposium, Gettysburg, PA.

Shigo, J. (2015, October 30). *Prioritization, Accountability and Engagement: Programmatic Strategies for all Three to Impact Patient Safety.* Presented at Research Day 2015, Lehigh Valley Health Network, Allentown, PA.

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# Prioritization, Accountability and Engagement: Programmatic Strategies for all Three to Impact Patient Safety

# Background

Magnet<sup>TM</sup> designated organizations must demonstrate unit-level nurse sensitive clinical indicator data outperform the mean or median of a national database, for the majority of units, the majority of the time. Two such required indicators are falls and hospital acquired pressure ulcers. Staff from a 24-bed medical-surgical transitional trauma unit (TTU) recognized the need to PRIORITIZE actions to improve patient outcomes by decreasing fall and pressure ulcer rates.

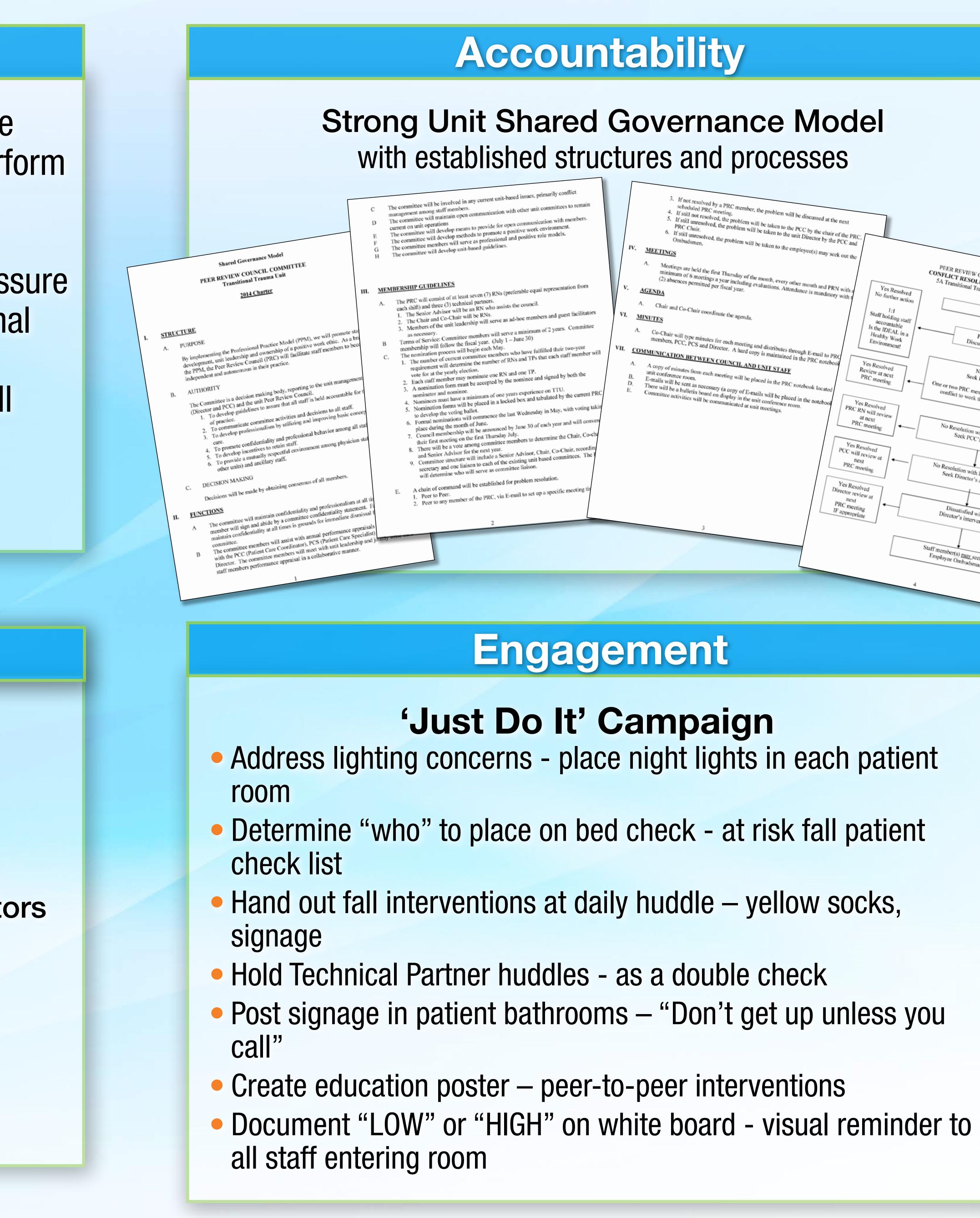
# Prioritization

## **Chief Nursing Officer to clinical nurses:**

Aligned and incentivized goals upon which salary increases were based.

## Percent reductions in nurse sensitive clinical indicators

- Decrease in falls with injury by 20%
- Decrease in pressure ulcers by 15%



# **Transitional Trauma Unit (TTU) Staff Members** Lehigh Valley Health Network, Allentown, PA

| Model<br>esses   |
|--|
| vill be discussed at the next<br>the PCC by the chair of the PRC.<br>e unit Director by the PCC and<br>e employee(s) may seek out the  |
| Property Conditions of the service o |
|  |

# **Bundled Actions**

# **An Evidence-Based Plan**

- Education Blitz
- Twice daily quality huddles identify unit populationspecific risk factors
- Transparency of data publically displayed visibility boards
- Real-time communication of outcomes prompted ongoing analysis and modification of strategies and actions

## Outcomes



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