

2008 Share Conference

Working Together for Quality and Service

St. Johns Episcopal Hospital

Far Rockaway, NY

01/09/08

Project Participants

Co-Sponsors:

- Lynore Dupiton, RN, MSN, CCRN
Chief Nursing Officer
- 1199 Training and Employment Funds

Co-Leads:

- Patricia Tischler, RN, MBA
Assistant VP Patient Care Services
- Dorette Norris, Director
Human Resources

Team Members:

- Catherine Wieland, RN, MSN, CNP
Nurse Manager
- Arlene Falconer-Hill, RNC, MSN, CNMW
Clinical Supervisor
- Janet Thomas, RNC, MS
Staff Nurse
- Monica Harris, RNC, MSN
Staff Nurse
- Loraine Rose, PCA

Project Goal

Goals:

- To create a cultural change that results in a team focused environment defined by communication & work processes that maximize patient safety and staff satisfaction.
- To create an environment of team trust and respect
- Provide tools for effective communication
- Implement a work process that utilizes team resources and effective communication.

Project Goal

- How did we set our goal?

We identified what could be changed in order to make the unit a safer place.

Project Goal

Data:

AHRQ Hospital Survey on Patient Safety

- Employee satisfaction tool collected prior to teamwork training
- Will repeat in 9-12 months s/p implementation

Patient Satisfaction Survey

- Patient satisfaction tool collected x3 months prior to training
- Will continue to collect on every patient throughout 2008

What Is Different?

Most Significant Results:

- Working as a team~team meetings
- Increased staff satisfaction
- Mode for conflict resolution
- Drs. & RN's have a standardized tool for communication ~SBAR
- Flattened hierarchy when it comes to patient safety

What is Different?

- Quantitative Results

- ~ Patient satisfaction surveys

- ~ Patient outcomes

- Qualitative Results

- ~ Staff satisfaction surveys

What did you do to Achieve Results?

- Leadership support
- Organization-weekly team meetings
- Communication-staff meetings, emails, posters etc.
- Obtain Buy-In
- Plan for training
- Provided CME's/CEU's
- Provided food/recognition
- Sustain and integrate behaviors over time

Challenges and Strategies

Challenges:

- Physicians- Perception of reduced autonomy
- Nurses- "We already communicate well & work as a team"

Managed By:

- Involving staff and providing input into process
- Engage staff in training
- Continuous education
- Providing feedback

Challenges and Strategies

Are their still challenges?

- Always
- Change is difficult
- Resistance remains

Managed by?

- Refine process
- Analyze teamwork actions in RCA's
- Plan, act, measure, & re-plan

What's Next?

Commitment

- Team
- Department
- Institution
- Commitment to a common mission!!!