

Unit 53's AMAZING RACE TO UNIT EXCELLENCE!

< Nursing Innovation Conference Presentation > September 10th, 2010 >



Clinical Scene Investigators The University of Kansas Hospital

Leah Dickter, RN, MSN, PCCN > Unit 66 Medical Telemetry Clinical Educator

Amanda Gartner, RN, MSN, CCRN-CMC > Quality Outcomes Coordinator

Akiko Kubo, RN, BSN, CCRN > Education Specialist for Critical Care

Elisa VanDaalen, RN, BSN > Labor & Delivery Clinical Educator

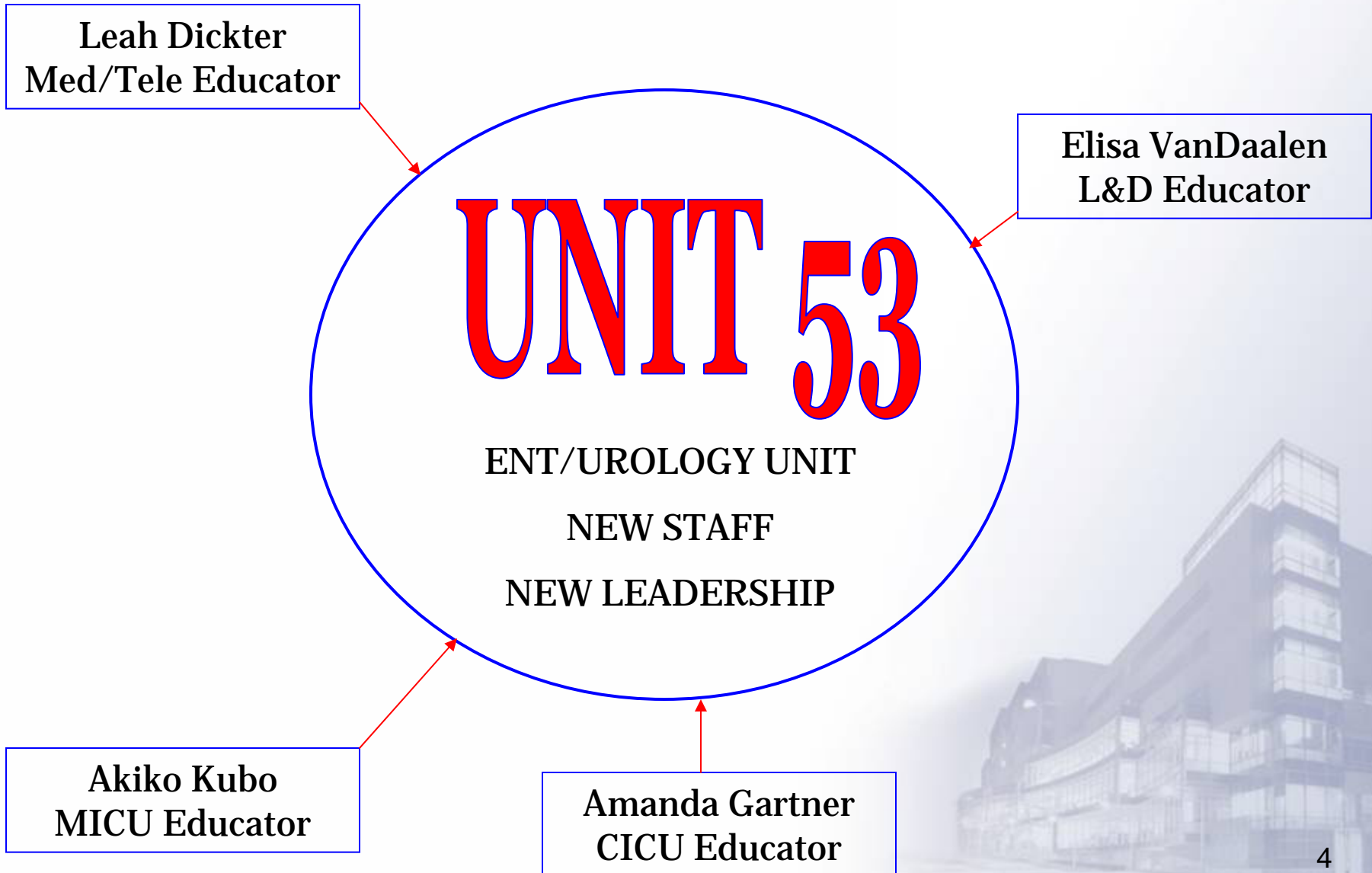


<http://www.youtube.com/watch?v=YNEYUEM9Gog&feature=related>

PHIL KEOGHAN

Purpose and Goal

- **Hypothesis:**
 - Achieving “Unit Excellence” Will Improve Patient Care
- **Operational Goal:**
 - Laying the Foundation for Professional Practice Behaviors to Develop a Culture of Shared Governance and “Unit Excellence”



“Give a man a fish and you feed him for a day. Teach him how to fish and you feed him for a lifetime.”

-Lao Tzu

53's

AMAZING RACE to UNIT excellence

season 1 july-sept

ciue

INFOBOX

PASSPORT
UNIT53 team1

PASSPORT
UNIT53 team2

PASSPORT
UNIT53 team3

PASSPORT
UNIT53 team4

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World

Season 1: Using Clues to Introduce Shared Governance



CLUE INFO

"What's Practice Council?"

SEASON 1 CLUE #1

POST DATE: MONDAY, JUNE 29TH, 2009

DUE DATE: MONDAY, JULY 6TH, 2009

WHERE TO TURN ASSIGNMENT INTO: STEPHANIE'S INBOX

INSTRUCTIONS

This is your FIRST official clue to kick-off Season 1 of Amazing Race to Unit Excellence!

Review the attached handout on "What's Practice Council?"

Complete the 6 question QUIZ and turn in for points.

Team with the most accumulated points wins this leg of the race!

POINTS

1 point for each correct answer

3 bonus points for all 6 correct answers

1 point for turning quiz in

Season 1: Using Clues to Introduce Shared Governance

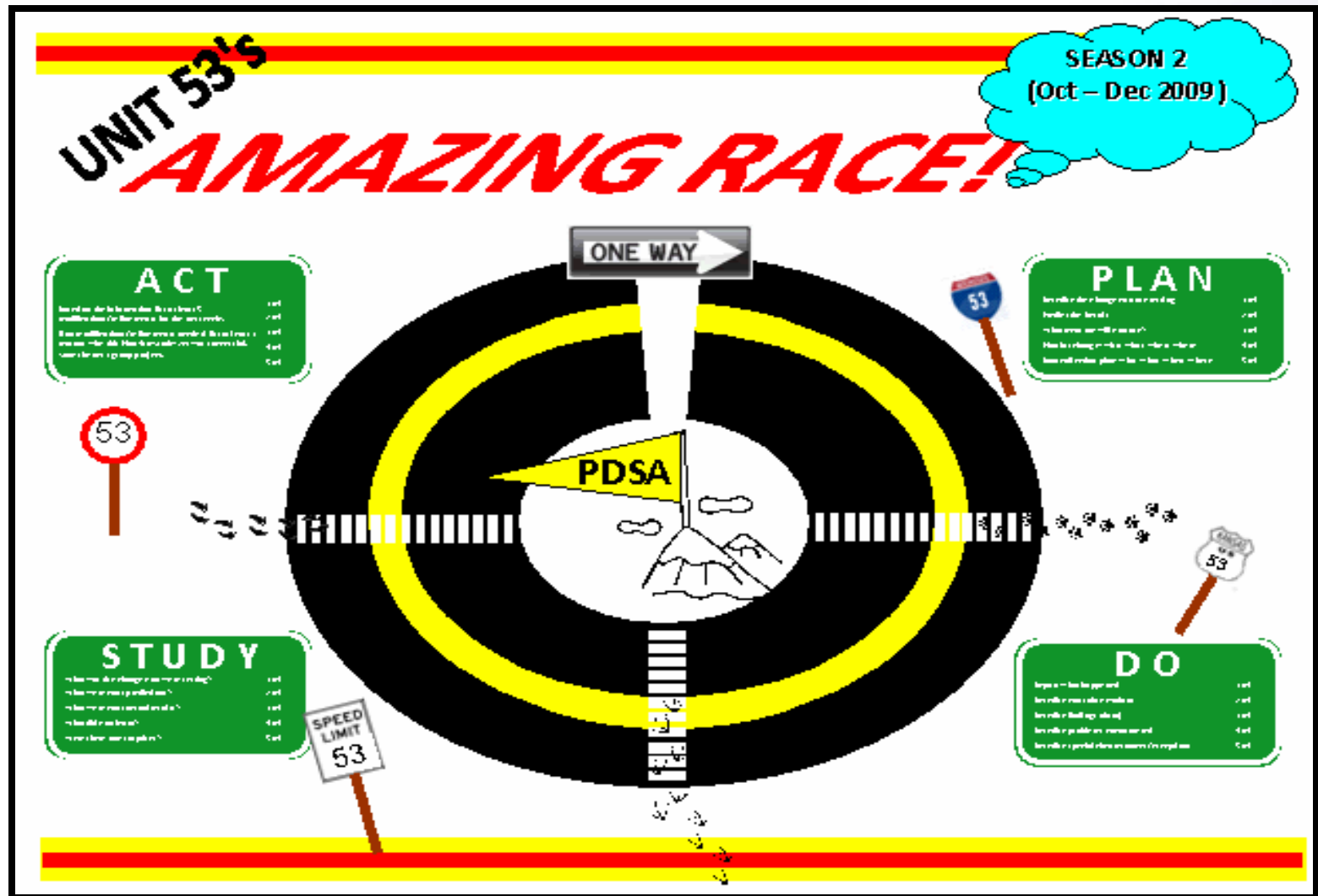


**Mile Markers for
Ambulating Patients**



IV Start Supply Box

Season 2: An Introduction to Plan-Do-Study-Act



Season 2: **An Introduction to Plan-Do-Study-Act**



The Vocera Project



Staff Recognition Board

Season 3: **Independent Functioning**

Unit 53 AMAZING RACE!

FINISH LINE

Calendar

THE UNIVERSITY OF KANSAS HOSPITAL

Vision Statement
To lead the nation in Caring, Healing, Teaching, and Learning

The 'CARING' Team
Goal > Excellence in Patient Satisfaction
CSI Mentor > Leah Dickler, ldickler@umc.edu, 8-6946

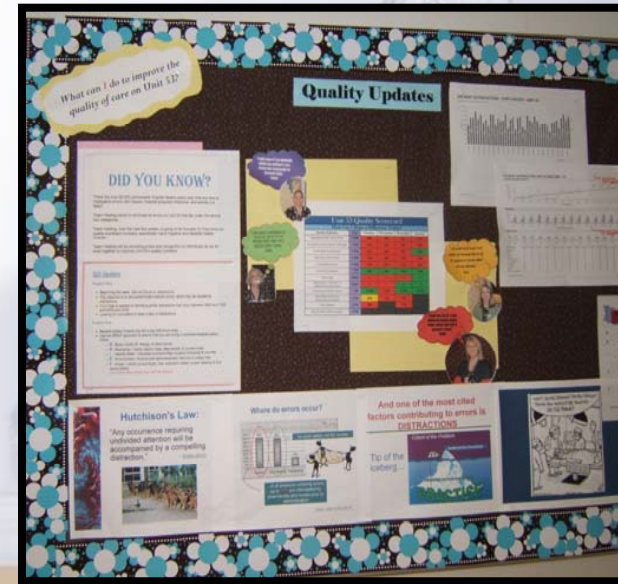
The 'HEALING' Team
Goal > Quality Outcomes Awareness
CSI Mentor > Amanda Garner, agarner@umc.edu, 8-4435

The 'TEACHING' Team
Goal > Professional Growth through Learning
CSI Mentor > Asha Kuba, akuba@umc.edu, 8-6552

The 'CELEBRATION' Team
Goal > Excellence in Nursing Satisfaction
CSI Mentor > Dia VanDoalen, dvandoalen@umc.edu, 8-5158

Season 3: **Independent Functioning**

- Developing a Process for Facilitating Education
 - Snack Time Snippets
 - Mock Code Blue
- Raising Quality Indicator Awareness
 - Quality Updates Bulletin Board
 - Scorecard Development



Season 3: **Independent Functioning**

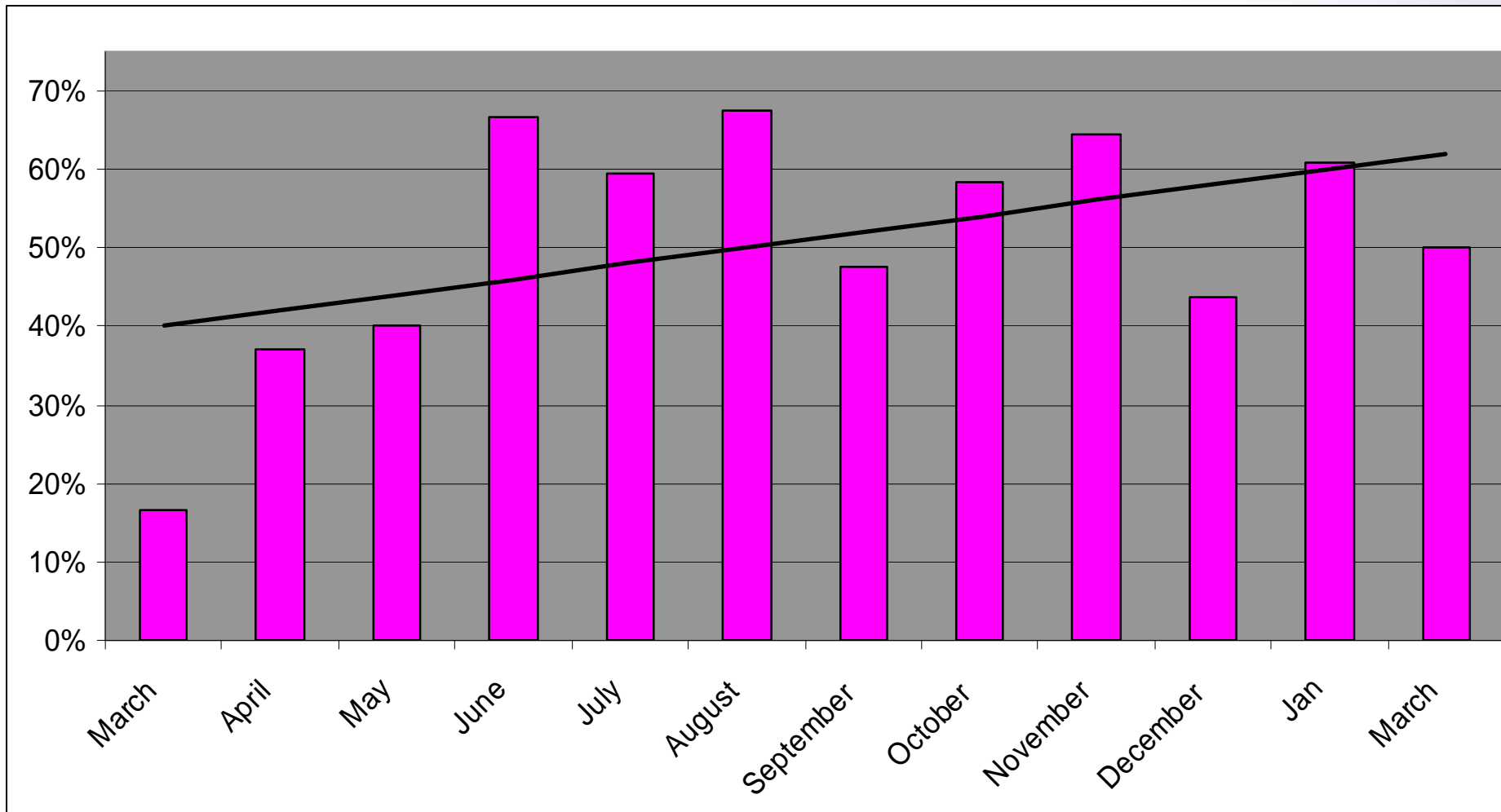
- **Implementing Patient-Centered Projects**
 - Patient Entertainment Cart
 - Family Refrigerator
- **Celebrating Success**
 - Patient Satisfaction Party
 - Unit Scrubs



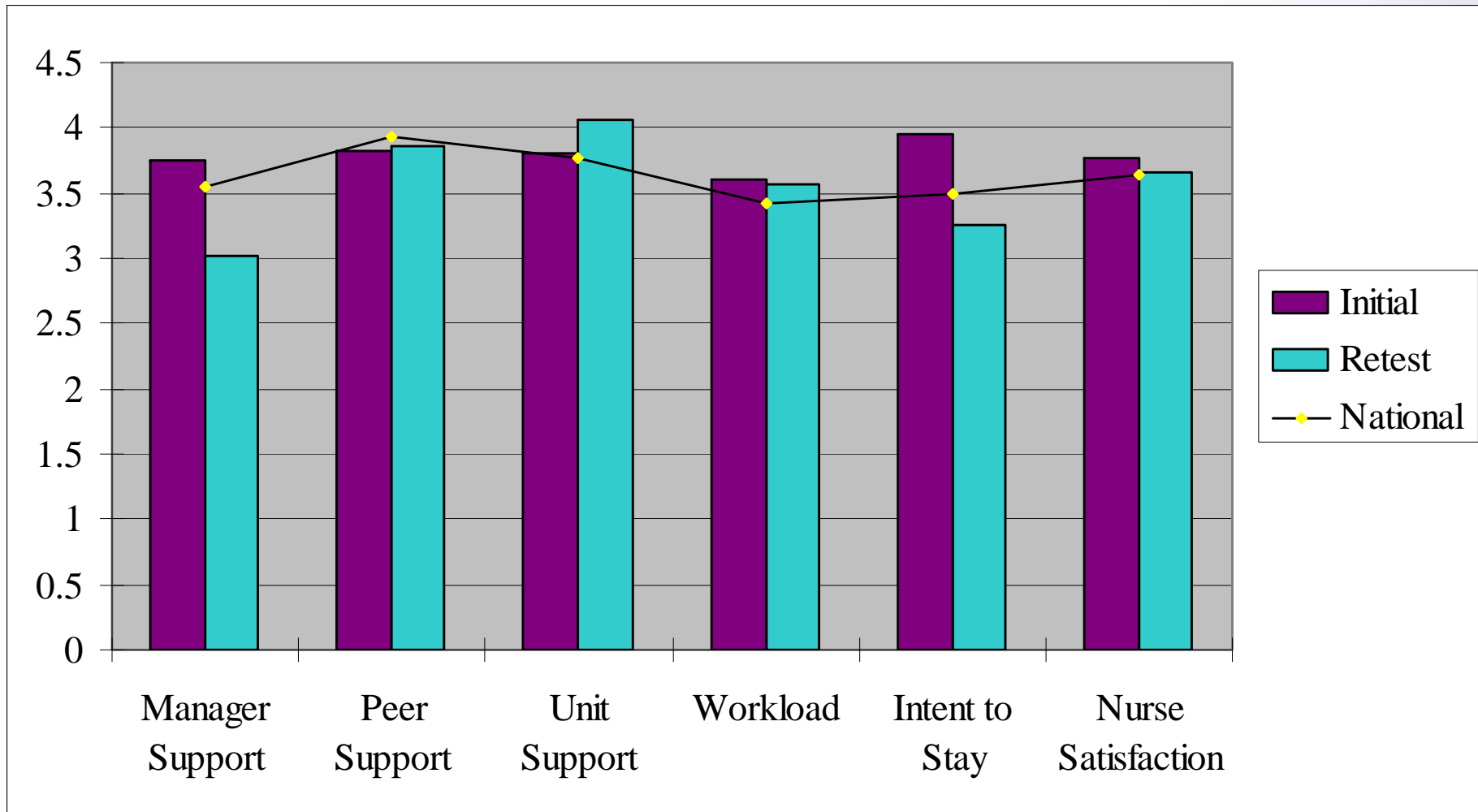
Outcomes: **Measuring Unit Excellence**

- Unit Participation
- Nursing Satisfaction
- Shared Decision Making
- Patient Satisfaction
- Employee Retention
- Implementation of Unit QI Projects

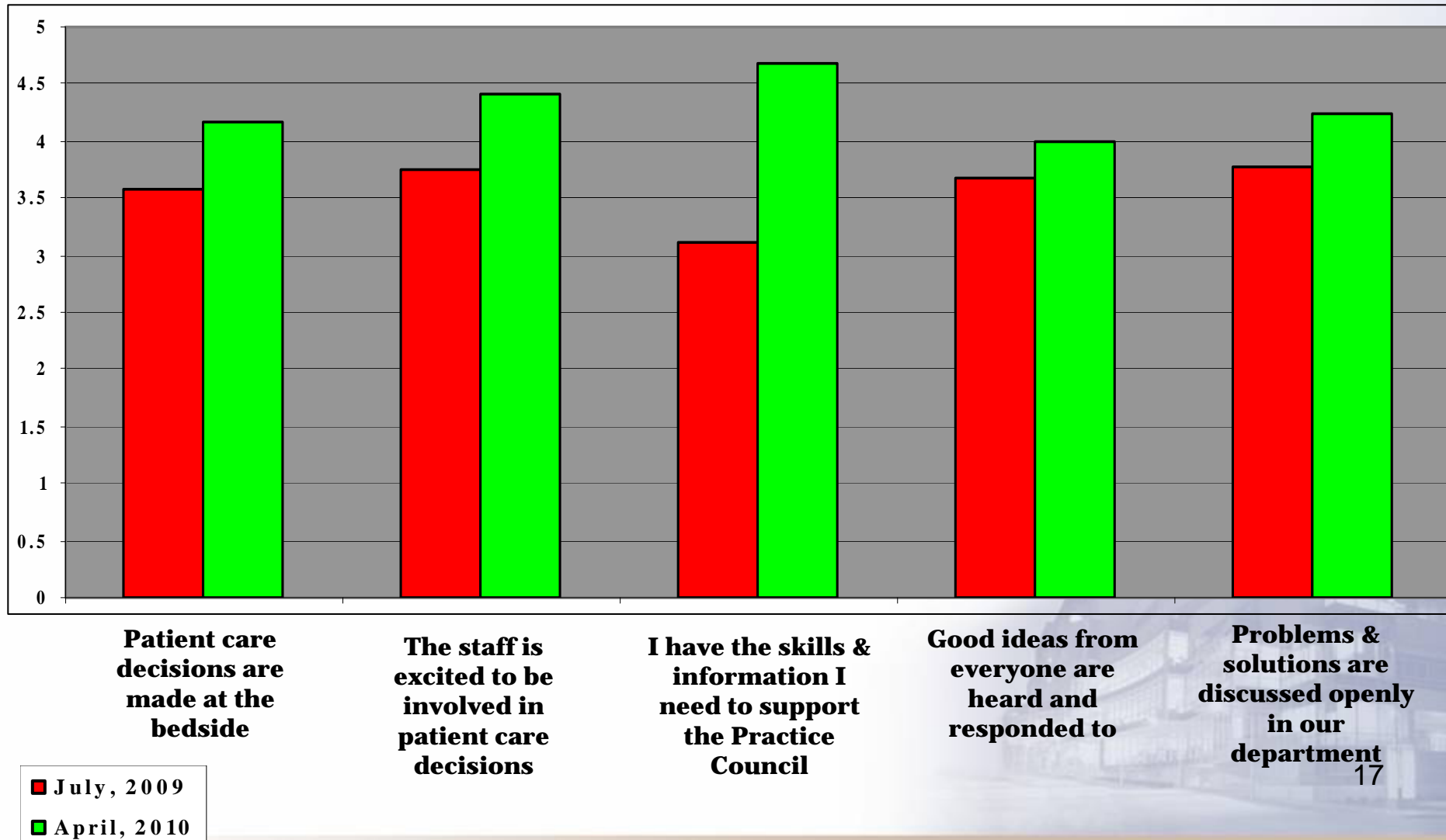
Unit Participation **Staff Meeting Attendance**



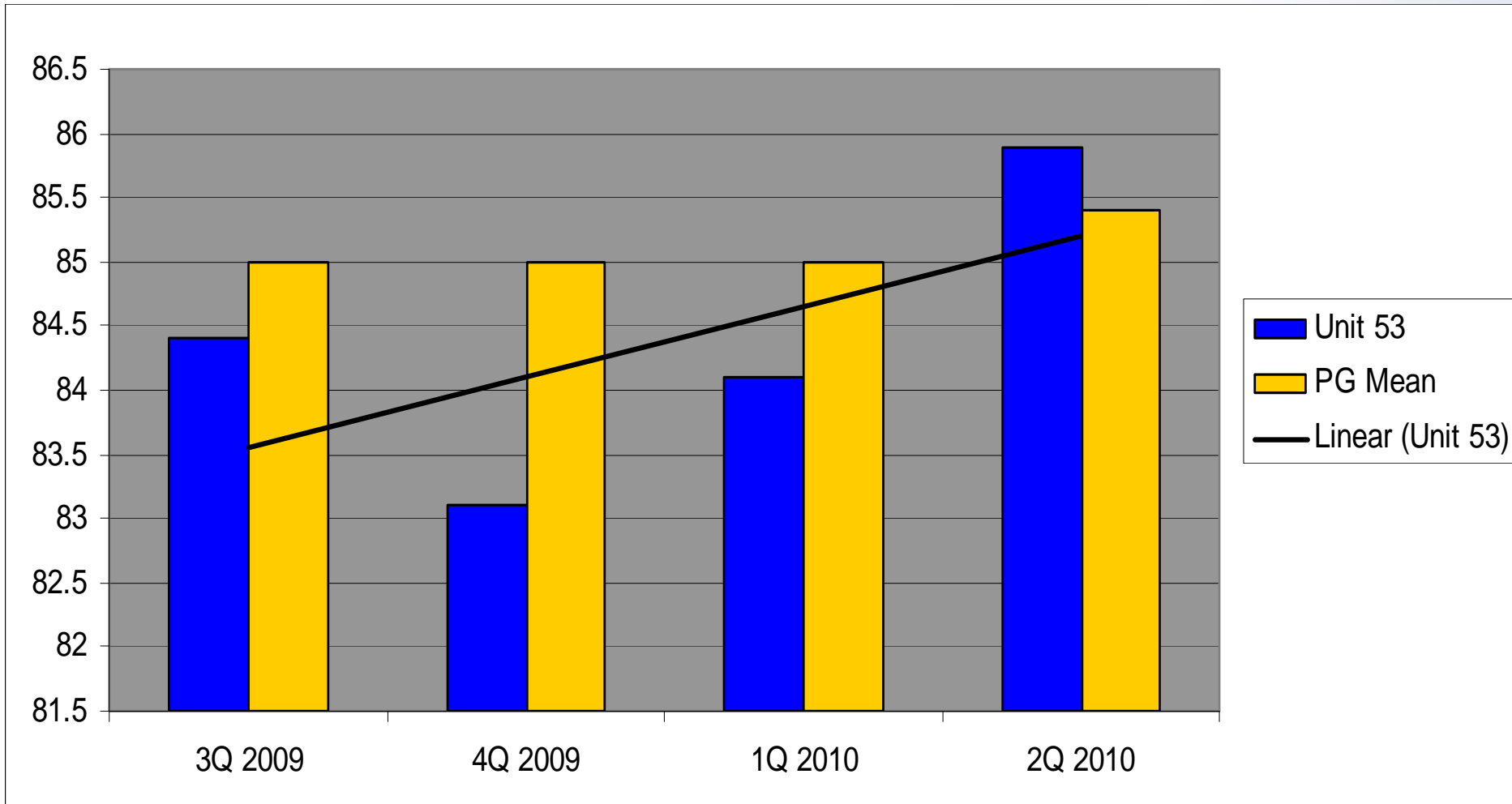
Nursing Satisfaction **IWPS-R Survey**



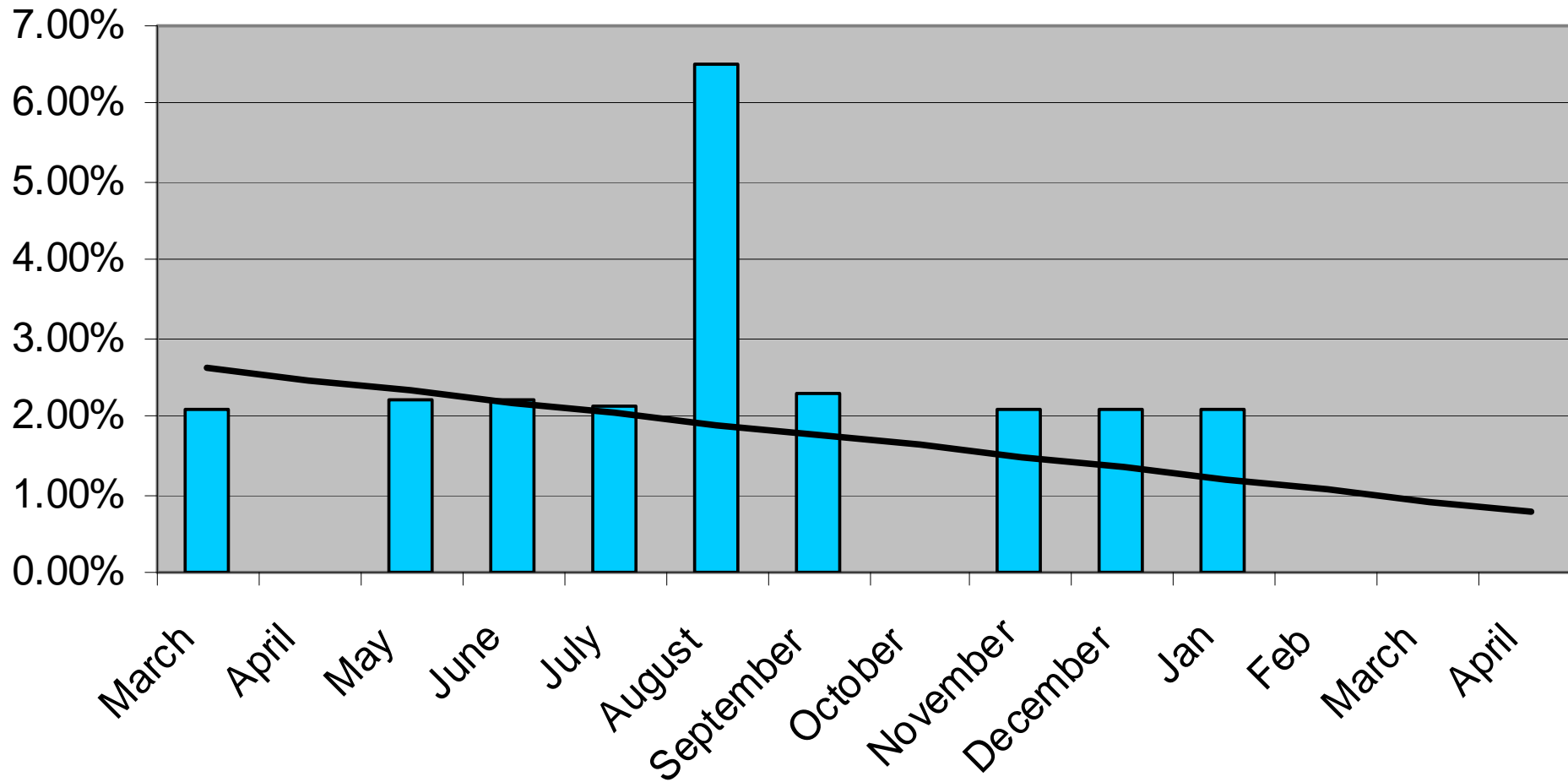
Shared Decision Making Shared Governance Survey



Patient Satisfaction – Press Ganey **Unit 53 Overall Patient Satisfaction Mean**



Employee Retention Nursing Turnover



Qualitative Data

How Did this Experience Impact the Staff?

- “As a Unit Secretary, I have never felt like I have been given the option to participate like I did in the Amazing Race. It was like we were all on equal playing ground with the goal of taking better care of our patients. In the beginning it was like the CSI team lit the fire underneath us, but towards the end we did not even need them. We were making our ideas work and working better as a team.”

Qualitative Data

What did the experience mean to the staff?

- “The Amazing Race helped us get out of our “cliques” and learn how to communicate better with one another. I feel like we get along better as a unit and really have better teamwork.”
- “There is a stronger connection between the day shift and night shift, more open communication. We have more appreciation for each others ideas and understand that one person’s ideas can really impact the entire unit.”

Qualitative Data

What did the experience mean to the staff?

- “It helped us to realize that we DO have the ideas and resources in place to improve the quality of care that we provide to our patients. We were each able to demonstrate that we can be leaders, regardless of what position we hold on the unit. I feel like we are better prepared to take care of our patients after the Amazing Race!”
- “I am so happy we have a successful Unit Practice Council.”

Moving Forward without \$\$\$

- Feedback
- Reinforcement
- Solid Structure
- Support



Put the Pieces Together

- Easy Wins



Put the Pieces Together

Lost



Angry

Frustrated

Moving Forward

- Be a Guide
- Celebrate Success
- Small wins



Celebrate Success

- Party!



Moving Forward

- Dream Big, Work Small
- See the big picture
- Complete small tasks along the way
- Small Wins → Big Wins
- Small Wins → More Staff



AMAZING RACE

TO UNIT EXCELLENCE!

