

# Practice Partners Model of Care Delivery

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Medical/Surgical Units

Providence Medical Center

Sisters of Charity of Leavenworth Health System

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*Sisters of Charity of Leavenworth Health System*



# Acknowledgements

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- Internal Mentors:
  - Karen King, RN MSN MA, NEA-BC  
Vice President Patient Care Services  
Chief Nurse Executive
  - Anne Healy, RN BSN MSA, NE-BC  
Director, Medical-Surgical Services
- CNA Champions:
  - Bethanie Hill
  - Robert Gray
  - Dawn Mendence

# Presentation Overview

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- History
- Analysis and Definition
- Process
- Results

# Introduction

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## ○ History:

- December, 2008:
  - Providence Medical Center selected to participate in the Clinical Scene Investigators ("CSI") Project
  - Project leaders chosen
- January, 2009:
  - Project concept developed utilizing identified quality, safety, and patient and staff satisfaction issues

# Analysis – Root Causes Necessitating Change

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- Miscommunication
- Lack of responsiveness
- Delayed or inaccurate interventions

# Critical to Quality

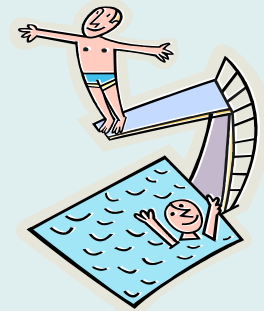
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- Quality of care
- Patient safety
- Patient satisfaction
- Staff Satisfaction

# AIM Statement

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- Develop and implement a model of nursing care delivery in which the RN and CNA function as practice partners to achieve optimal patient outcomes, improve patient safety, and improve patient and staff satisfaction

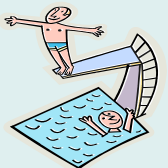


Dive into Our New  
Model of Care

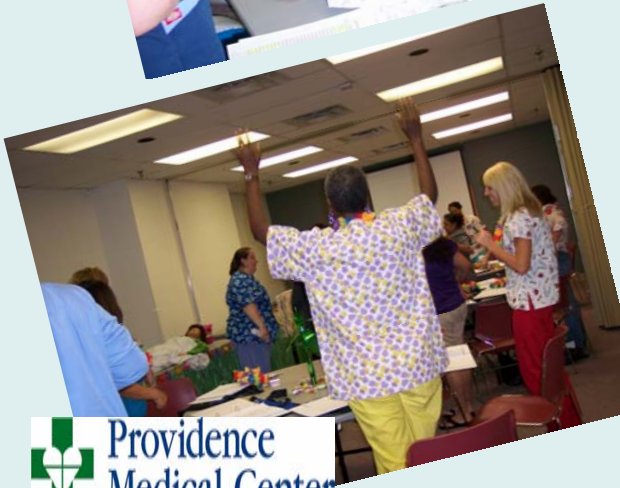
# Wading Pools

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- Standardized CNA change-of-shift format:
  - Exchange of information
  - Walking rounds
  - Verification of information
  - Collaborative discussion
- Enhanced CNA competencies
  - Revised Position Description
  - Professional development day
    - Procedure software education and testing
    - Hands-on demonstration and practice
  - Competency validation



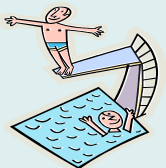
# Welcome to Our Day!



# Lots of Wading Pools

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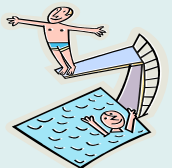
- Standardized RN change-of-shift format:
  - Demographics
  - Assessment
  - Tests and procedures
  - Alerts
  - Status
- Teambuilding
  - Monthly staff meet activity
  - Commitment statements
- A Pilot



# Post-Pilot Results

- CNA Change-of-Shift Report
  - Miscommunication:

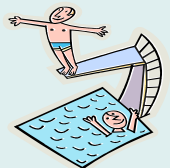
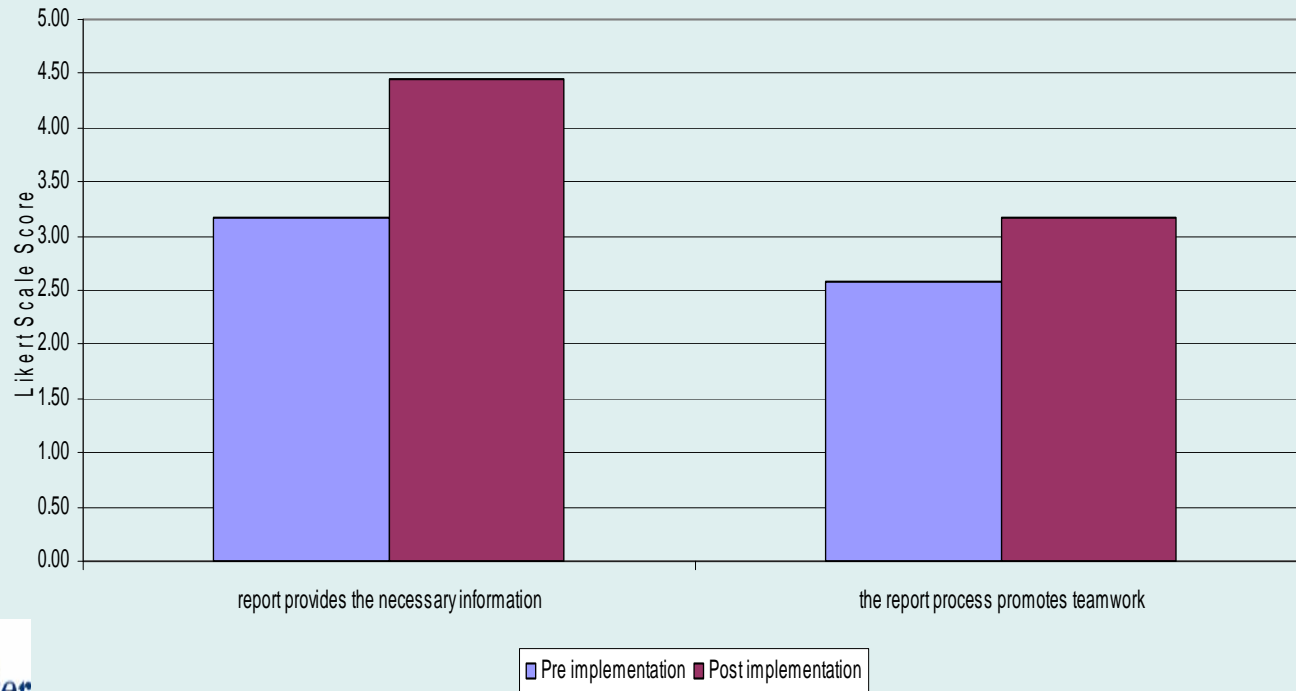
Communication Errors during Report



# Post-Pilot Results

- CNA Change-of-Shift Report
  - Staff Satisfaction:

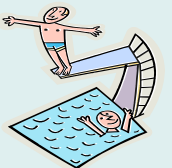
Staff Satisfaction with Report Process



# The Olympic Pool

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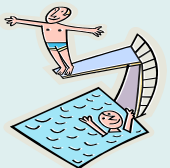
- From a single team to a department



# Post-Project Results

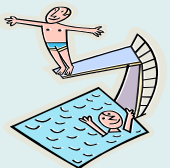
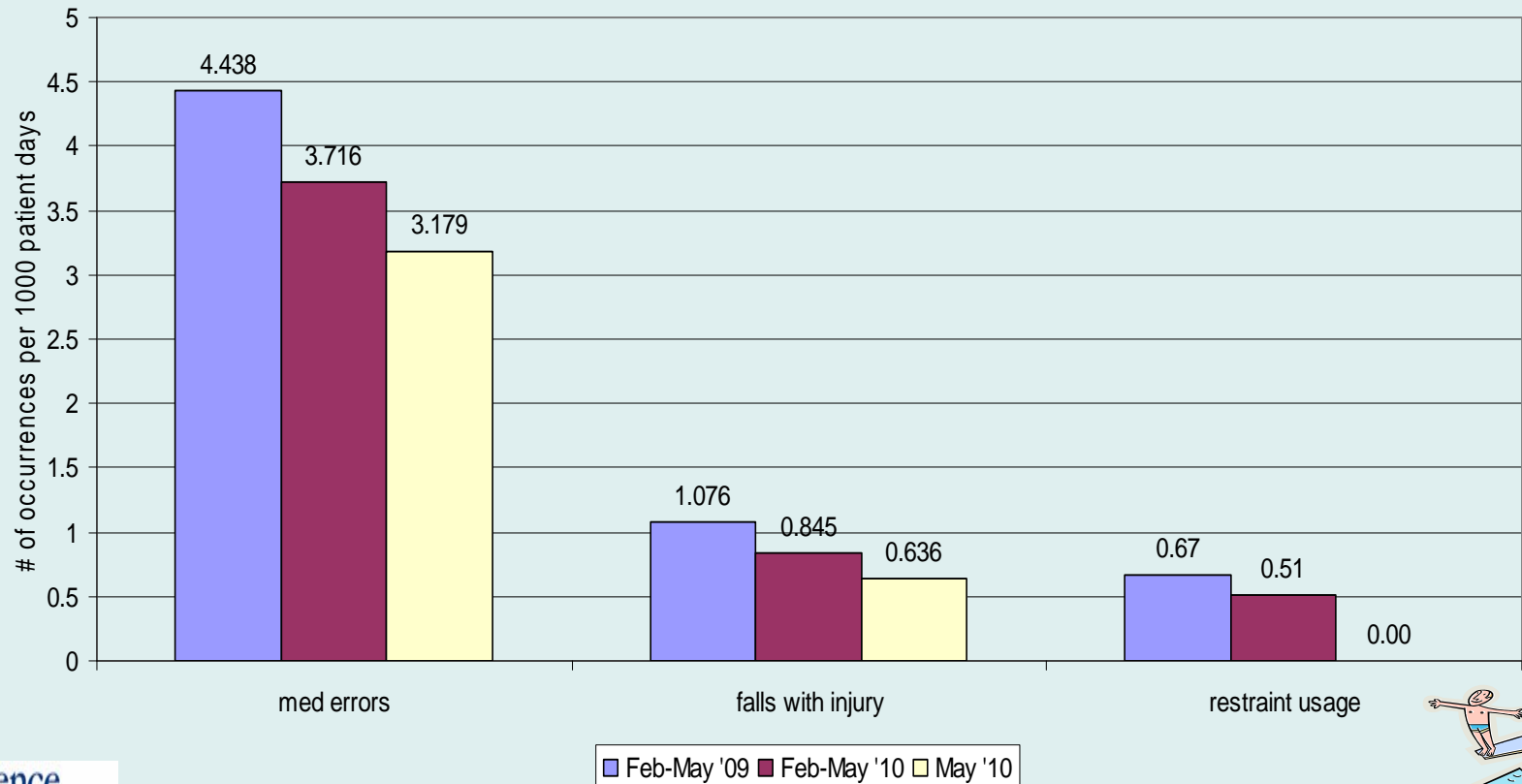
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	Pre-project	Post-project
Direct Care HPPD	7.18	8.26
RN Skill Mix	70%	53%
CNA Skill Mix	30%	47%
Productivity YTD (PPE 5/29/10)		102.55%
Projected annual salary \$ savings		<b>\$230,096</b>



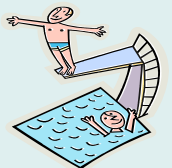
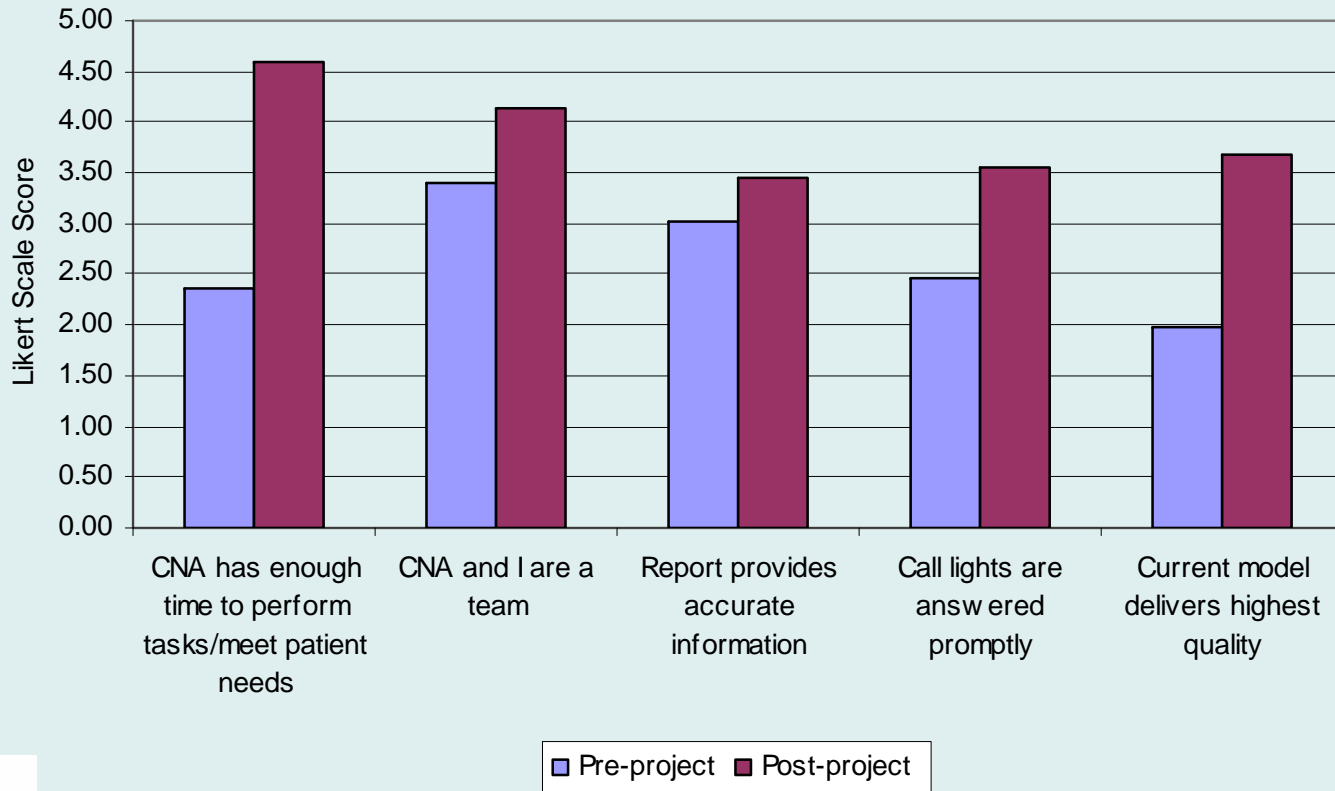
# Post-Project Results

## Patient Safety



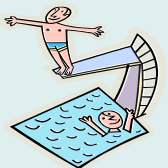
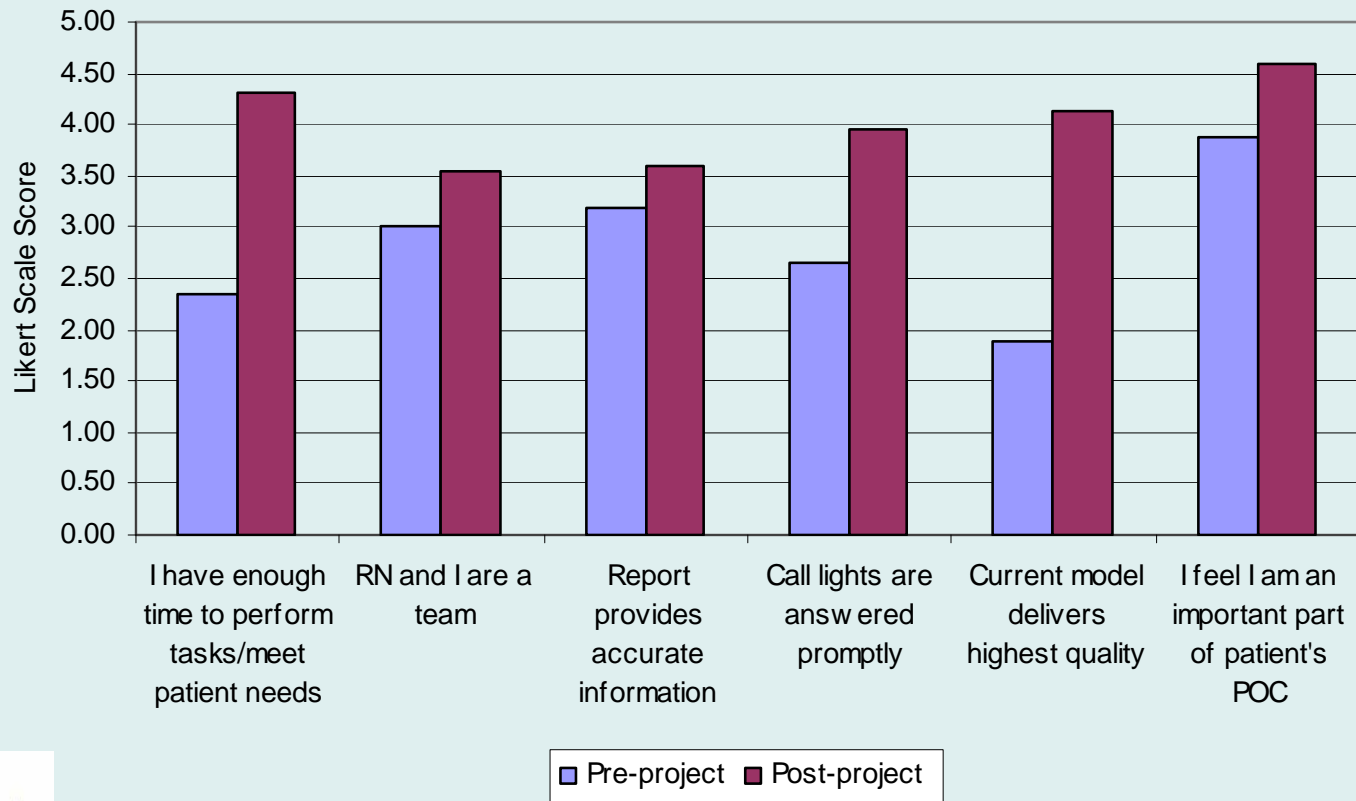
# Post-Project Results

RN Satisfaction



# Post-Project Results

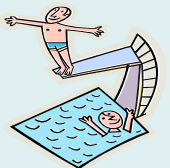
CNA Satisfaction



# Lessons Learned

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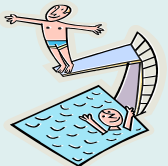
- Voice of the Customer is critical!
- Changing culture is hard work and takes time
- Resistance can come from unexpected places
- Competency validation is a complex process



# Next Steps

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- A new wading pool - Shift focus from task-based patient care to relationship-based
- Improve patient satisfaction (HCAHPS scores) related to:
  - Communication with nurses
  - Responsiveness of staff
  - Pain Management



# For More Information

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