



# Implementing TCAB at EMMC

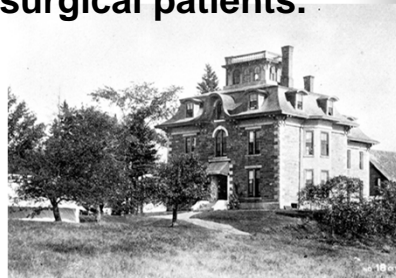


**Jennifer Fogel, RN**  
**Director of Nursing Systems**

**TOGETHER We're Stronger**  


## Eastern Maine Medical Center

- In 1892, Bangor General Hospital opened with just five iron beds.
- Two years later, in response to overcrowding, a tent was pitched on the lawn to shelter male surgical patients.



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# Today We Are ...

- 411 bed Tertiary Care Hospital
- First facility in ME to have ground and air critical care transport teams
- Level 3 NICU
- Level 2 Trauma
- Joint Commission Stroke Center of Excellence
- Joint Commission Joint Center of Excellence
- Bariatric Care Center
- Virtual ICU
- Telemedicine



## EMMC Service Area



Serve  
Central,  
Eastern and  
Northern  
Maine  
(2/3's of the state)



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# Our TCAB Unit

- Grant 6 Respiratory and Grant 6 Oncology
- Total of 54 beds
- Team consists of:
  - 2 Charge Nurses (1 from each side)
  - 4 Staff Nurses (2 from each side)
  - Nurse Manager from each unit
  - Director of Nursing Systems
  - CNO



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# Our TCAB Team



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## Our Journey

- Developed our Aim Statement at our cohort kick-off in Nashville
- Everyone needs to agree with the aim as it drives your innovations



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## Kickoff Logistics

### Must Haves:

- Food
- Balloons
- Individual Staff Invitations
- CNO Presence
- Posters sharing the TCAB Vocabulary
  - PDSA
  - Snorkel
  - Aim Statement



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# Staff Invitation



410 State Street  
PO Box 454  
Bangor, Maine 04402-0454  
207-737-7000  
www.emmcc.org

DATE: November 16, 2009  
TO: All Staff Members of Grant 6 East and Grant 6 West  
FROM: Your TCAB Team

Missy Day  
Bond Blake  
Heather Spaulding  
Cynthia Simsay  
Lorraine Rodgerson  
Karen Bushey  
Becky Caron  
Brittany Layman  
Patty Miles  
Jennifer Fogel

Welcome to the Grant 6 **Aligning Forces for Quality: Transforming Care at the Bedside (TCAB)** Collaborative!

You may be asking ... "What is TCAB?" This is a grant based initiative provided by the Robert Wood Johnson Foundation. The premise is that nurses, physicians, and other members of the health care team will help redesign and improve the way care is delivered to patients, families and each other. The EMMC staff on Grant 6 is one of 16 hospitals chosen to participate in this project.

Gone are the days of rolling out initiatives without testing on a small scale first by staff nurses at the bedside. Over the next 3 years multiple "tests of change" will be trialed using short quick assessments. These "tests of change" will come from your ideas and innovations.

Please join our TCAB Kickoff being hosted by the TCAB team from Grant 6 East and West. Come "snorkel" with us! Let us know how you think we can increase time at the bedside and create the ideal patient and family centered care unit.

- When:
- Monday November 23<sup>rd</sup> from 0730 - 0930
  - Tuesday November 24<sup>th</sup> from 1000 - 1200
  - Wednesday November 25<sup>th</sup> from 1300 - 1500

- Where:
- Grant 6 Solarium (snacks available)

"In every block of marble, I see a statue as plain as though it stood before me, shaped and perfect in attitude and action. I have only to hew away the rough walls that imprison the lovely apparition to reveal it to the other eyes as mine see it."  
Michelangelo



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# Kickoff Agenda

- Welcome by CNO
- Introduction to TCAB
- Review of Aim Statement
- Snorkel
- Complete Vitality Survey



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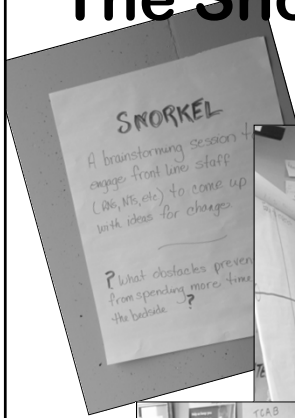
# Grant 6 TCAB Kickoff

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# The Snorkel

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Inspiring confidence in care



# Snorkel Results

- 39 Easy to Implement/Low Cost
- 21 Easy to Implement/High Cost
- 25 Difficult to Implement/Low Cost
- 20 Difficult to Implement/High Cost



# Plan

**To restock and re-organize the current Nurse Server closets in the alcove areas to contain frequently used items.**



## Do:

- Located Nurse Servers that would be used for this innovation
- Surveyed staff on most frequently used supplies
- Removed all inappropriate equipment from the closet space



## Study

- Efficiency (through decreased steps)
- Staff Satisfaction





## Act:

- Organized shelves with top 10 priority items
- Attached a list to closet door so people could easily see what was in the nurse server
- Found appropriate staff and time to restock supplies



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## Grant 6 Nurse Servers



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## Findings (once adopted)

- In one week staff saved 3364 Steps
- 32 Minutes, 8 seconds
- 26 hours per year
- In one year the steps saved would enable a nurse to walk to 88 miles.



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## Lessons Learned

**Ideas from staff are frequently easy to implement and low cost, and allow more time with the patient.**



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# Maintaining the Engagement

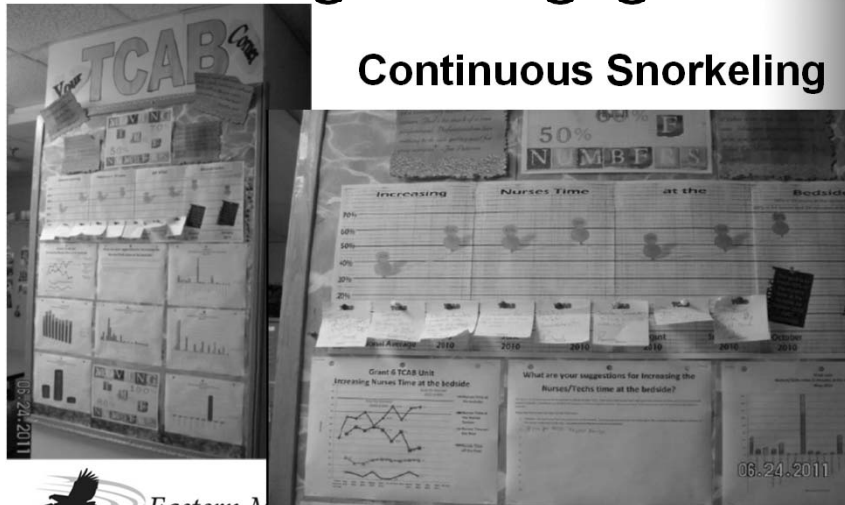
## Weekly Meetings



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# Maintaining the Engagement

## Continuous Snorkeling



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# Maintaining the Engagement

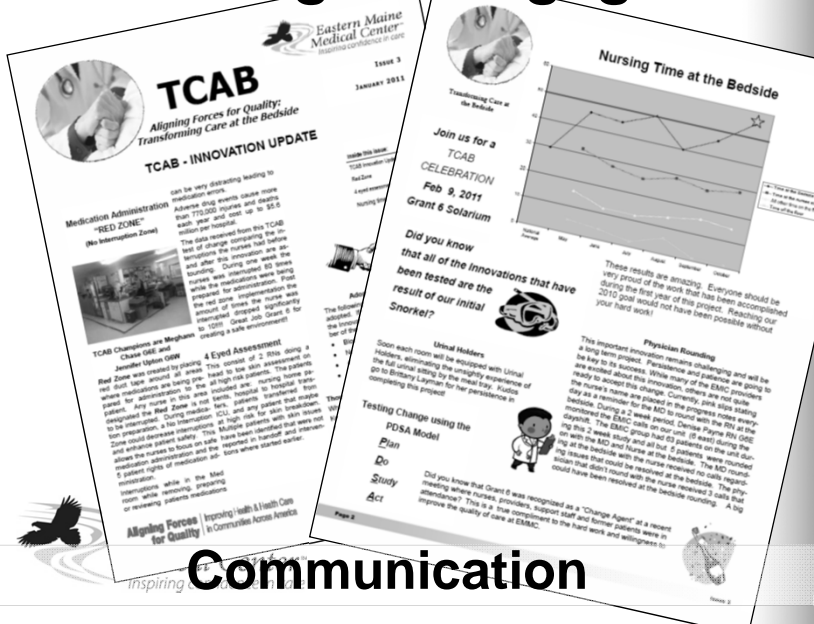


## Communication

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# Maintaining the Engagement



## Communication

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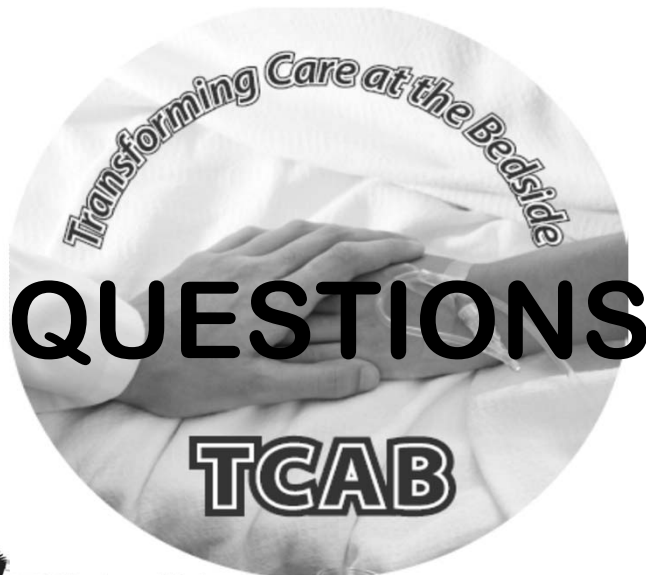
# Maintaining the Engagement



Eastern  
Maine  
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## Communication

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