



- We attended our TCAB Kickoff in November of 2009.
- We returned back to the hospital excited and anxious to start our new venture with TCAB.

A black and white photograph showing a group of people, mostly women, seated around a round table covered with a white tablecloth. They appear to be in a meeting or conference room. A presentation screen is visible in the background.



Our Plan

- Our team met and developed our timeline and wrote our Aim Statement.
 - Identified more champions on the unit
 - Set dates for Snorkels
 - Sent out communication about TCAB
 - Set up time for information sharing sessions
 - Added to Council Meetings agenda
 - Chose a theme –Get on the TCAB Bus
 - Developed posters to be displayed on the unit.
 - Talked about ways to get staff buy-in
 - Wrote an article for hospital newsletter



Keys point to emphasize about TCAB

- TCAB is for Medical Surgical Nurses
- TCAB empowers nurses and other front-line staff to redesign work processes.
- TCAB is all about:
 - Improved quality of patient care
 - Improved satisfaction for patients and nurses
 - Greater efficiency
 - More effective care teams

Getting Everyone on Board

TCAB members made posters and displayed on units.
If you were not on the bus, then you were pulled from behind.



Snorkeling—Taking the Deep Dive

- We scheduled 7 sessions at different times to accommodate everyone's schedule
- Open for ideas—no more statements, “We always did it that way”



Snorkeling-continues

We made list of everyone's wishes
46 different areas for improvement
(177 total but many were duplications)

- ❖ Finding equipment
- ❖ Moving beds and equipment
- ❖ Clarifying orders-illegible handwriting
- ❖ Assignments on both end of the halls
- ❖ Missing meds-pharmacy issues
- ❖ Computers –slow-shutting down
- ❖ No meals
- ❖ Delays in discharges
- ❖ Isolation patients
- ❖ Better system to identify fall risk patients
- ❖ Pt complaints
- ❖ Supplies not at bedside
- ❖ Some forms still on paper

During each session, we then voted on the top 10 areas for improvement.

We then used the Matrix of Change Ideas Model to see how easy it would be to fix the issue.



Test of Change—PDSA

- We needed to teach how to utilize the PDSA forms

Overall Aim/Goal: (Your AIM is the question you want answered with this test or what do you hope to accomplish):
* The Aim includes a numerical goal, timeframe, and patient population and system to be improved.

Describe your first (or next) test of change	Person Responsible	When to be done	Where to be done

Plan

List the tasks needed to set up this test of change	Person Responsible	When to be done	Where to be done
1-			
2-			
3-			
4-			
5-			

Predict what will happen as a result of this test	What measures will help evaluate results compared to prediction
	1-
	2-

...at this point. You have planned your test and will not be able to complete the Do-Study- Act portion until you run the test.

Do: Describe what actually happened when you ran the test

Study: Describe the measured results and how they compared to the predictions and what you learned from the cycle

Act: Describe modifications for the next cycle based on what you learned

Our first projects:

- Four-eye assessments



- Bedside reports



Kick-off Party

- By spring 2010 we had a kickoff party and invited the President and Vice Presidents of the hospital to attend.
- Mailed invitations to staff's home
- Hawaiian theme
- Lots of food
- Pins and lanyards for staff

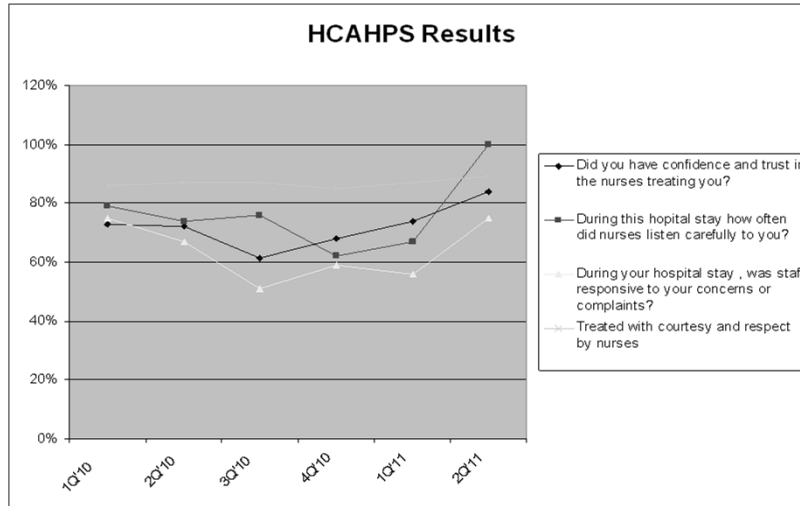


Continuing to make others aware of our efforts

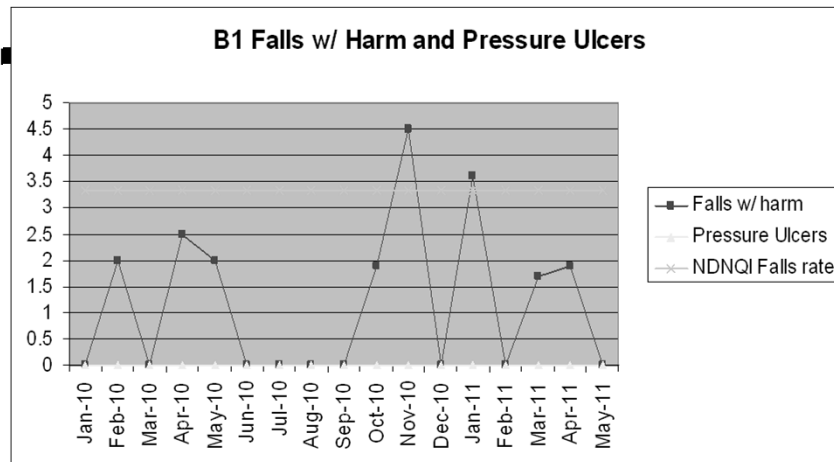
- Team member presented at the Board Retreat on four-eye assessment
- We post our accomplishments on a bulletin board on the unit for all to see



Accomplishments



More accomplishments



TCAB is a work in progress—It goes on and on. It will bring you much satisfaction and better outcomes. Good luck in your new ventures!

