

Regan 3 North TCAB Journey

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Inspired care.

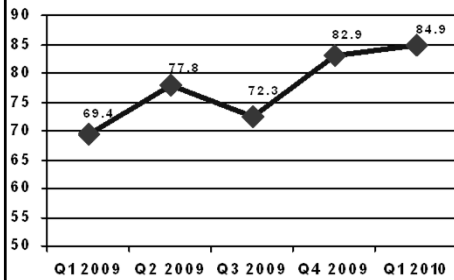


Background

- **Regan 3 North TCAB Pilot Unit**
 - 33 Bed Medical Surgical unit
 - Opened approximately 2 years ago in response to increased census
 - Opened with 90% new graduates
 - Started TCAB November 2009
 - New manager at time of TCAB implementation



Sudden Impact...Patient Satisfaction



Quick Wins...Huge Impact

- Maintenance Log
- Simple Idea
- Small Goal
- Staff molded environment to fit their needs
- Adopted System Wide



Bedside Report

Goals:

- Streamline report
- Improve quality of report
- Reduce report time



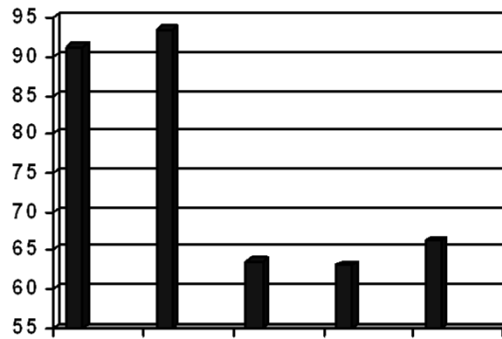
Adapting

- Tests of Change evolve
- Hand Off tool created to facilitate Bedside Report
- Standardized report
- Eliminated privacy concerns
- Adopted system wide

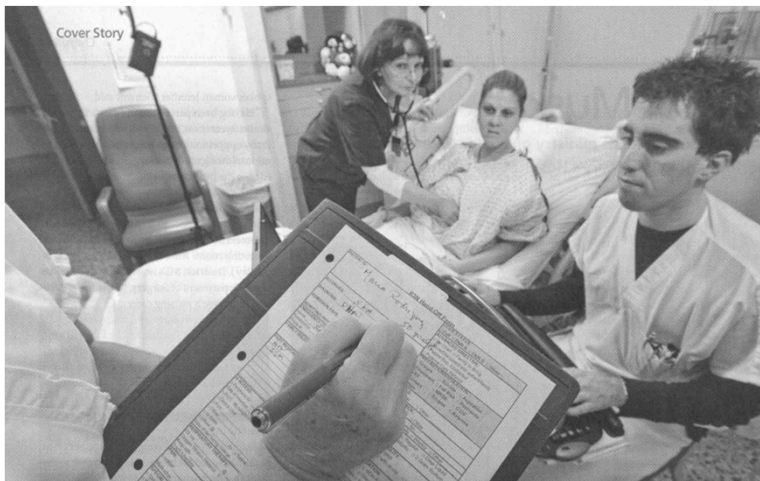
PATIENT ID: _____	ROOM STATUS <input type="checkbox"/> FREE - <input type="checkbox"/> OCCUPIED - <input type="checkbox"/> OTHER
	ADVANCED DIRECTIVE <input type="checkbox"/> On Chart - <input type="checkbox"/> Family to Bring <input type="checkbox"/> None/Discuss with physician <input type="checkbox"/> Patient Ref. Contacted <input type="checkbox"/> Spouse Care Refused
ALLERGIES: _____	IMMUNIZATIONS: <input type="checkbox"/> Polio - <input type="checkbox"/> Tetanus - <input type="checkbox"/> Diphtheria <input type="checkbox"/> Hib - <input type="checkbox"/> MMR - <input type="checkbox"/> Hepatitis <input type="checkbox"/> PPD - <input type="checkbox"/> Pertussis - <input type="checkbox"/> Shingles
DIAGNOSIS: _____	ADMISSION DATE: _____
ADMITTED PHYSICIAN: _____	STAFF: <input type="checkbox"/> Nurse - <input type="checkbox"/> Other
EMERGENCY CONTACT: Name: _____ Relationship: _____ Phone #: _____	SOCIOECONOMIC: <input type="checkbox"/> AC - <input type="checkbox"/> HSA - <input type="checkbox"/> Other
FAMILY ISSUES/CULTURAL BELIEFS AFFECTING CARE:	WISCONSIN: <input type="checkbox"/> City - <input type="checkbox"/> County - <input type="checkbox"/> Other
PHYSICAL HISTORY: Vital Signs: _____ HEENT: _____ HEENT: _____ HEENT: _____ HEENT: _____	ACTIVITY/TOLERANCE: <input type="checkbox"/> Bedrest - <input type="checkbox"/> Bed <input type="checkbox"/> Ambulate - <input type="checkbox"/> with assist - <input type="checkbox"/> without assist <input type="checkbox"/> Other
IV ACCESS: Peripheral IV: _____ Site: _____ Date of insertion: _____ Location: _____ PICC: <input type="checkbox"/> Multiple/Double Power <input type="checkbox"/> Central Line <input type="checkbox"/> Port <input type="checkbox"/> Other: _____	COMMUNICATION: <input type="checkbox"/> Deaf - <input type="checkbox"/> Hearing Aid <input type="checkbox"/> Blind - <input type="checkbox"/> Contact Lenses <input type="checkbox"/> Other: _____
RESPIRATORY THERAPY: O2 via _____ Chest: <input type="checkbox"/> Normal - <input type="checkbox"/> Hyperinflated Pulm: _____ Lungs: _____ Sputum: _____	ALL RESPIRATORY INTERVENTIONS: <input type="checkbox"/> Current on the code <input type="checkbox"/> Current on risk level <input type="checkbox"/> Moved from the code <input type="checkbox"/> Moved closed to Nursing Station - <input type="checkbox"/> 11 other <input type="checkbox"/> Family order - <input type="checkbox"/> Patient order <input type="checkbox"/> Residents - <input type="checkbox"/> Order expires at _____ <input type="checkbox"/> Other interventions:
RECENT LABS/RESULTS:	RECENT DIAGNOSTIC TESTS/RESULTS:
BLOOD TUBES/SPECIMENS: Vials: _____ Sigs: _____ JCS: _____	

Incidental Overtime

Incidental OT reduced by 30 hours per month



Team Admissions



How it Happened

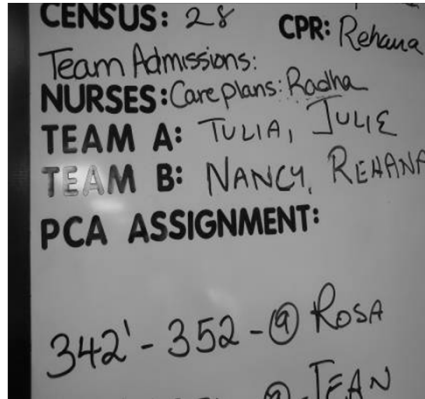
- **During a complaint session nurses identify the following:**
 - Admissions cannot be staggered
 - Process takes up to 90 minutes
 - Effect overall unit activity when staff unavailable to each other
 - Identified that they are able to help each other on weekends
 - Decided to mimic what is done on weekends during the week
 - Implemented TCAB PDSA

Challenges

- Portions of admission negotiated at time of patient arrival
- Team admissions worked better among “friends”
- Staff would not run “Test of Change” when unit was busy
- Even with the need to “Adapt” the process admission time had reduced to an average of 20-40 minutes

Team Admission Process

- Identification of Admission Team at start of shift
 - Team A & B
- Roles Identified
 - 2 RN's per team
 - 1 RN does assessment, documents electronically
 - 1 RN does paperwork
 - Charge Nurse completes care plan



The Results



- Time spent on admission **10-15** minutes per nurse
- Increased documentation compliance
- Increased patient satisfaction
- Increased staff satisfaction
- Published for Team Admissions

Transforming the Environment



St Joseph's
Healthcare System

Appreciation Board



St Joseph's
Healthcare System

Equipment Parking Spots



IV Medication Rack



- I.V.'s routinely delivered to "In Bin"
- Staff had rack organized by room number installed
- IV medication delivered placed by pharmacy tech
- RN saves 30 minutes per shift by not searching for I.V. medications in a bin

Advice...Just Do It!

- Go back to work and initiate TCAB right away
- Don't worry about perfection
- Learning process for all
- Empower staff to lead the way



Promote Staff Engagement



*"Transforming
Care at the Bed."*

R3N & R3S Pharmacy Deep Dive

*Join your team to take part of a Deep Dive with Pharmacy.
Friday March 12th
8A
3 South Conf. Room*



Celebrate!

TCAB Anniversary

On November 18th the staff of Regan 3 North celebrated the 1-year anniversary of the implementation of Transforming Care at the Bedside (TCAB). As the pilot unit, Regan 3 North at St. Joseph's Regional Medical Center joined 50 other New Jersey hospitals to implement TCAB in collaboration with the New Jersey Hospital Association through a grant from the Robert Wood Johnson Foundation. TCAB is a non-traditional quality improvement program where staff members are empowered to identify where change is needed. They initiate changes, do rapid evaluations, and implement processes that lead to a workplace that works for them. Ultimately the new processes lead to the delivery of more efficient care, improved staff satisfaction, and more time at the patient bedside.

Some of the "Tests of Change" that have been adopted on Regan 3 North include:



- Bedside Reporting
- Team Admissions
- Maintenance Logs
- Staff Appreciation Board
- "Hand Off" Tool
- Reorganization of Omni Cell
- "Parking Spots" for Equipment
- Phone Installation in Med Room
- Work Space Installation in Med Room
- Installation of Additional Hand Sanitizers
- Physician Phone Book
- Pharmacy Delivery Bin for Physician Order Clarification Forms

The overall goal is to spread TCAB throughout SJHS. Training sessions have begun. Watch for details.

Transforming the Organization



- Regan 3 North staff conducting organizational TCAB training
- TCAB infused into Relationship Based Care Model
- Including interdisciplinary teams
- Currently 18 teams trained with 83 Tests of Change on-going

Thank You

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