

TCAB

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Good Samaritan Hospital

Ministry Good Samaritan

- Ministry Good Samaritan is a 25 bed Critical Access Hospital located in Merrill, Wisconsin
- Sponsored by the Sisters of the Sorrowful Mother
- Offer a range of primary and specialty services
- Unit consists of Medical Surgical/SCU/Swingbed patients

Change can be difficult

- New manager in December 2010 who had been trained by many of the nurses still working here
- Many long term employees
- Much resistance to being open to changing “the way things have always been done”

Here we come TCAB !

- We joined TCAB in March 2011 with a team to include a representative from all disciplines. The team included:
 - Night shift RN
 - Day shift RN
 - CNA/HUC
 - Inpatient Manager
 - Director of Patient Care
 - President

Team Members

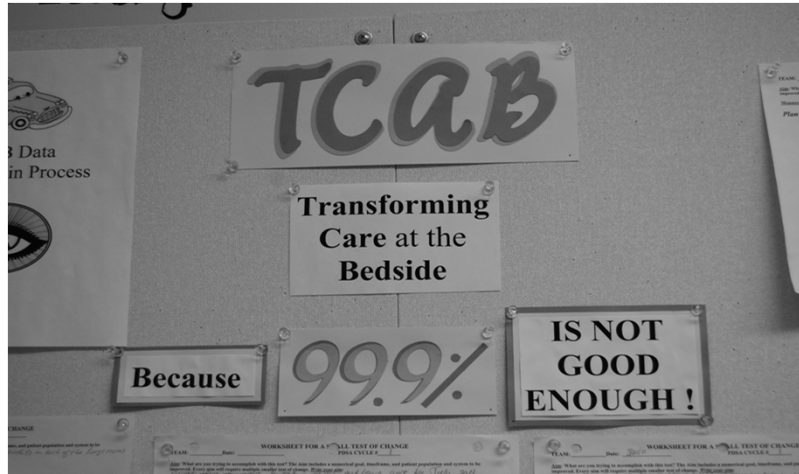
- Important to include team members that are positive leaders amongst their peers
- Make sure their schedule is able to accommodate the time needed for active involvement
- Involve management to show support of the project

How we started after the Kick-off event

Needed to bring our excitement for TCAB back to the Unit.

- TCAB was discussed at our Staff meeting the following week. Shared the slide from TCAB with comparisons about 99.9%
- Staff recognized the significance that 99.9% is not good enough and made that our Team motto

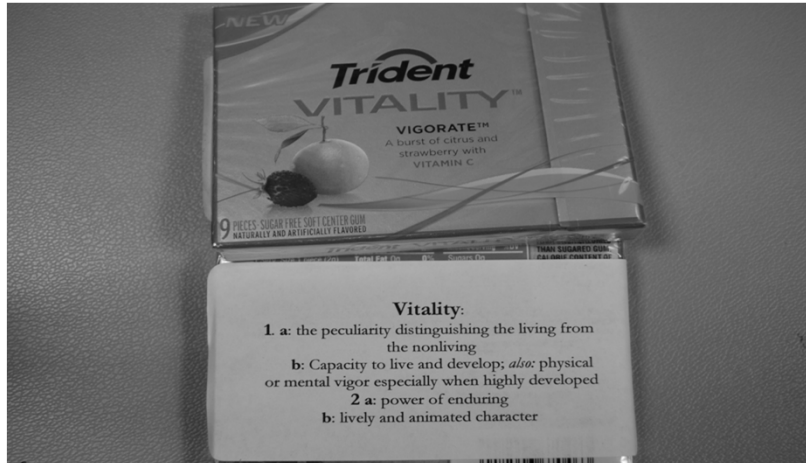
Because 99.9% Is Not Good Enough



Share the Excitement

- Made it fun. Handed out Trident Vitality gum that was labeled with the definition of vitality to our staff

Vitality



Vitality:

- 1. a: the peculiarity distinguishing the living from the nonliving
- b: Capacity to live and develop; *also*: physical or mental vigor especially when highly developed
- 2 a: power of enduring
- b: lively and animated character

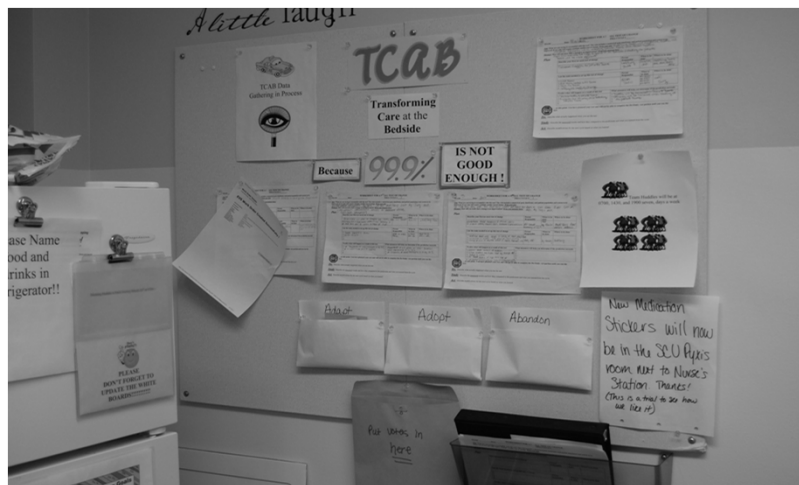
Educate to Spread the Word

- Elevator speech was shared with all staff to educate and prepare them for questions
- Word spread, and other departments began asking about TCAB

The Next Step

- Developed a TCAB bulletin board located in the staff lounge
- Aim statements are posted for all to review and vote to Adopt, Adapt, or Abandon
- Blank forms are located on the board for staff to initiate their own small tests of change

TCAB Headquarters



Marketing

- Actively working with our Marketing Department for Internal & External communication.
- Key to show staff the support from the organization
- Continue to spread the word about TCAB throughout the hospital and organization
- Inform patients, visitors, physicians and staff our dedication to improvement through TCAB

Internal TCAB communication

- Internal TCAB communication:
 - Article in hospital weekly newsletter from the president
 - Article on the System wide intranet site
 - Article in Hospital and Foundation Board Member Monthly updates
 - Facility signage to make visitors and staff aware of our TCAB involvement
 - Planning a “TCAB social” for physicians, staff and visitors to learn more

External TCAB communication

- External TCAB communication:
 - Media release to 30 Central Wisconsin Media outlets
 - Follow up interviews with Hospital President as requested
 - Placement on external internet link for Ministry health care
 - Ministry Health Care Social Media Sources (Facebook, Twitter)

External TCAB communication

- External TCAB Communication:
 - Chamber of Commerce Newsletter and web site
 - Wisconsin Hospital Association Newsletter

Sharing with other Leaders

- Discussed TCAB at our Leadership meetings to inform all departments of our involvement, and ask for their support as their assistance may be needed in our initiatives
- Held a Snorkel session for the Directors so they could actually participate & learn the process of TCAB, recognizing the benefits

Quick Wins

- Small, simple changes with immediate impact were key to keeping the excitement of TCAB going
- Low cost, high yield in staff satisfaction
- Allowed staff to recognize that the Inpatient Manager was in support of change to improve their job satisfaction as well as patient satisfaction

Seriously??



YEAH!!!



Repair orders

- No organization of work orders being placed for repairs needed on the unit
- Resulted in duplicate work orders, frustrating EVS
- No work orders placed at all as staff thought someone else must have already notified EVS of repair need, delaying repairs on the unit

Maintenance Log



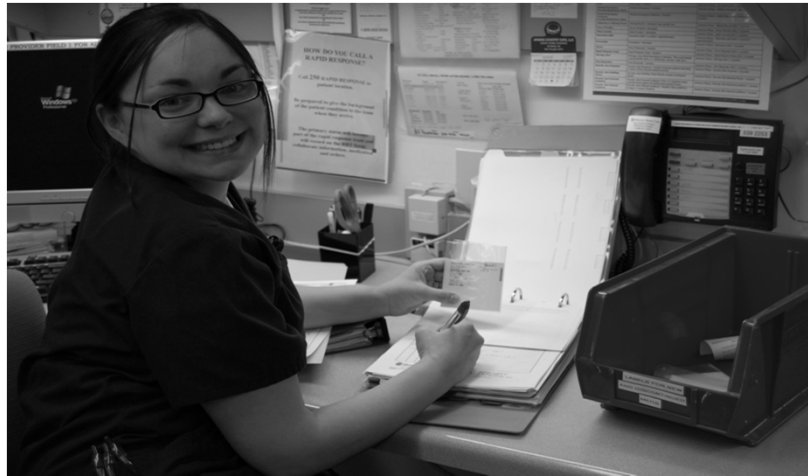
Walk, Walk, Walk

- Lack of organization of location for updated medication stickers for patient MAR's
- Nurse needed to leave the chart at the nurses station, walk to the Pixys room for sticker, return to the nurses station
- Could occur many times throughout the day

There has to be a better way!!



I TCAB'd it!!



Nurse Servers

- Great addition to the patient rooms
- Need stocking on a regular basis due to frequent admissions and discharges
- Cart needed to be loaded with supplies to push room to room
- This created more work to prepare the cart, noise going down the hall which could affect patient rest

Is this everything?



Make sure you cram it all in!!



I will TCAB my brilliant idea!



So much easier!!



A thing of beauty



Quick Wins

- Quick Wins included:
 - Another garbage can in the patient room
 - Maintenance Log with central location
 - Location of updated stickers for patient MAR's closer to Nurses' station
 - Interchangeable supply buckets in the Nurse server to decrease stocking time and noise interruptions

Fall Prevention and Huddles

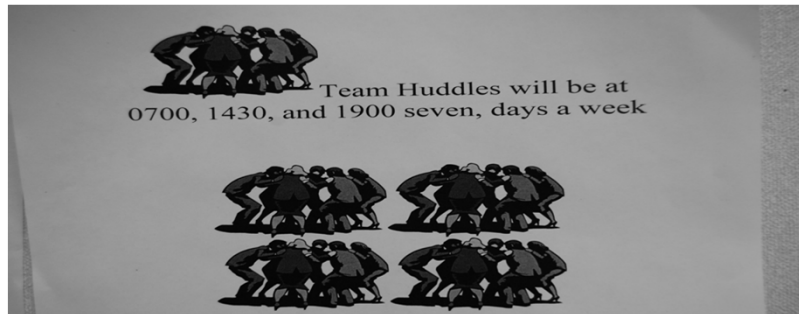
- Felt that communication would be key in protecting our patients from falls
- Initiated “Huddles” that included the Night shift RN’s and CNA and oncoming Day shift RN’s and CNA’s.
- These were scheduled to occur at 7:00 AM, 2:30 PM when change of CNA shift, and 7:00 PM for Day/Night RN change of shift
- Last approximately 5 minutes

Huddles

- Clarify those patients that are a fall risk with a different color on the whiteboard for easy identification
- Whiteboard is updated as a group to ensure that activity level is posted, and everyone is clear on fall precautions in place for all patients

Huddles

- Emails were sent out, along with posters in the Unit stating that “Huddles” were occurring



Started with a bang, then ...

- Were consistently done for a week, then attendance decreased as many staff began bedside report prior to the huddle
- Reinforced the benefits using word of mouth by staff- peer support is key

Huddles

- To ensure compliance initially, we sent a page out to staff that the Huddle is taking place and their attendance is required.
- Charge Nurse decided to create a sign off sheet to document the huddle occurred.
- Inpatient Manager attended Huddles to show support and identify those not compliant with participation

Huddles

- The benefits have been shared amongst staff and other departments, and have added information such as potential discharges
- Have now expanded to include:
 - Unit Clerks
 - Housekeeping
 - Respiratory Therapy
 - Discharge Planning
 - Pharmacy

Multidiscipline Huddles



Multidiscipline Huddles



Huddles

- Continue to work on improving the Huddles by:
 - Physicians participating on a regular basis
 - Streamlining the report
 - Consistently occur at 2:30 PM
 - Consistently occur on the weekends

Patient Satisfaction

- Focused on improving patient satisfaction scores
- Reviewed our scores and reports from rounding that patients found it difficult to get any rest in the hospital
- Decided as a unit that getting more details about the interruptions would help to understand the areas of improvements

TCAB Data Gathering in Process



TCAB data gathering

Time Entered	Activity	Time Exited	Discipline
1450	✓ J Pacman W		RN
1510	vitals taken	1513	cna
1535	Medication	1540	AV
1610	✓ apt and dinner ordered	1512	CNA
1740	Med Adm	1745	RN
1800	✓ on pt - in bed	1805	cna
1815	Med Adm	1820	RN
1850	H/S cares	1900	CNA
1950	assisted pt	1953	CNA
1955	External report	2000	RN

No rest

- Found that in a 24 hour period, hospital staff entered the patient room 56 times.
- This included nursing, physicians, housekeeping, lab, etc
- Patient was not receiving any PT/OT or respiratory services

Patient Involvement

- Patient loved being involved
- Tracked his visitors and our staff.
- Patient shared with them that they visited 3 times in 24 hours and limited their visits
- He came back to the hospital 3 weeks later and requested to be involved again and “was telling everyone”

Peaceful, Healing environment needed

- Decided as a team that patient interruptions were too high
- Discussed coordination of cares would benefit the patient
- Nurses and CNA's coordinate schedule for each patient daily, such as bathing and dressing changes
- Working with pharmacy to coordinate medication dispensing times

Patient Satisfaction

- Through TCAB, our communication on patient issues, especially falls or plan for the day has improved
- Patients are asked for their involvement in the plan of care, such as preferred times for meals, showering, etc.

Recommendations to keep TCAB moving ahead

- Coordinate team members schedules to allow for active involvement.
- Vacations of members that overlap can decrease the enthusiasm
- Weekly meetings of the Core team to plan
- Unit snorkel to share the process

Recommendations to keep TCAB moving ahead

- Education of staff on use of elevator speeches to share throughout the organization
- Recognition on the Unit with banners, posters, bulletin boards, designated work area for TCAB
- Actively working with marketing
- Sharing with other Directors for support of TCAB initiatives

Management Support

- Management to show involvement and support by:
 - Attending meetings
 - Ensure that needed supplies are available to team
 - Consistently rounding on staff asking about TCAB

Management Support

- Management to show involvement and support by:
 - Use of the elevator speech at with physicians/other departments at every opportunity
 - Sharing with patients and visitors the commitment we have to continuously improve and support our staff

Recommendations to keep TCAB moving ahead

- Management to show involvement and support by:
 - Support and guide staff that struggle with change
 - Hold staff accountable for being actively involved by making this a part of the yearly performance appraisal

Make It Fun!!

