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2020 Nursing Summit

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“A Bridge over Troubled Water”: The Value One Team of Multi-Specialty Skilled Nurses Bring Community Hospitals in Oregon

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BACKGROUND

Community hospitals are uniquely impacted by unexpected volume/acuity surges, staffing gaps and shifting national healthcare priorities.

Remaining nimble is critical.
Resource Nurses are a solution.

METHODS

- Resource Nurses (RRNs) have provided 24/7 coverage at Providence Milwaukie since 2016, and at Providence Willamette Falls since 2018.
- RRNs do not take a patient load and are not assigned to a unit.
- RRNs work in all clinical areas but OR and Intrapartum.
- Any caregiver can call a RRN at any time, for any reason.
- RRN key categories of work:
 - Clinical Support
 - Procedural Support
 - Emergency Response
 - Throughput
 - Mentoring/Training



Providence Willamette Falls

When resources are tight,

When caregivers are tired,

**When change happens at a
breakneck pace...**

One small team of RNs can help.

Improved engagement and flexibility are possible, all while demonstrating a positive return on investment.



A Bridge Over Troubled Water: The Value One Team of Multi-Specialty Nurses Bring Community Hospitals in Oregon

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2019 RESULTS

There was a **\$1,053,393 ROI** at Providence Milwaukie.

There was a **\$676,000 ROI** at Providence Willamette Falls.

298 hours of divert were prevented at Milwaukie, and **316 hours** at Willamette Falls.

Sepsis, Stroke and MEWS response times improved.

Meal coverage was provided for **2985 caregivers**.

The **Interventional Radiology** programs were expanded at both sites.

LIMITATIONS

Orientation to the role is long, and maintenance of ongoing competency is a logistical challenge. Despite this, ROI remains positive, and small, community hospitals should consider adoption of the model.



Providence Milwaukie Hospital