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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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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.

**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

**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.

**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.