Implementing Team-Based Nursing to Improve Patient & Staff Satisfaction

Dawn Doud
Providence St. Joseph Health, Dawn.Doud@providence.org

Kallie Anderson
Providence St. Joseph Health, Kallie.Anderson@providence.org

Lynn Stapleton
Providence St. Joseph Health, lynn.stapleton@providence.org

Lauren Perteet
Providence St. Joseph Health, Lauren.Perteet@providence.org

Ashley Ferrera
Providence St. Joseph Health, Ashley.Ferrera@providence.org

See next page for additional authors

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Authors
Dawn Doud, Kallie Anderson, Lynn Stapleton, Lauren Perteet, Ashley Ferrera, Taryn Rodriguez, Daniel Davidson, and Crystal Maxey

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Implementing Team-Based Nursing to Improve Patient & Staff Satisfaction

Dawn Doud, MSN, RN, PCCN; Kallie Anderson, MSN, RN, PCCN; Lynn Stapleton, MSN, RN-BC; Lauren Perteet, BSN, RN, PCCN; Ashley Ferrera, BSN, RN, PCCN; Taryn Rodriguez, BSN, RN; Daniel Davidson, BSN, BS, RN; Crystal Maxey, BSN, RN

Objective
• To implement team-based nursing on the Advanced Care Unit (ACU)

Background
• A team-based nursing model involves pairing nurses and nursing assistants who work as a team to provide better communication.
• Studies show that when nursing teams communicate better at the bedside, quality metrics improve including medication and treatment compliance which reduces readmission and medication errors. (1)
• Team-based nursing has been shown to increase nurse satisfaction because nurses feel supported, the environment is collaborative, and staff communication improves. (2)
• In Q2 2019 the ACU experienced low patient satisfaction scores particularly in areas associated with teamwork and communication

Methods
• Create new team-based model to fit the needs of the ACU nursing team
• Educate the ACU staff on the concepts of team-based nursing
• Review and analyze quarterly Press Ganey patient satisfaction scores
• Evaluate staff satisfaction post implementation

Intervention
• Q2 2019 the ACU nurse manager met with 94% of staff to review concerns about traditional unit buddy system staffing model.
• New team-based model created and proposed to the ACU Unit-based Council (UBC) and assistant nurse managers for review and approval.
• New team-based model implemented on ACU.
• One month post implementation, UBC reviewed model and added a nursing assistant report tool.
• Post implementation, management team reviewed model and added daily team-based nursing huddles.

Intervention

Traditional unit-buddy system & NAC halway assignment

New approach to team-based nursing assignments

Results
• Q3-Q4 2019 patient satisfaction increased by 22.4% overall from Q2 in 7 categories

ACU Patient Satisfaction Scores Q2-Q4 2019

• Nursing staff have expressed that implementing team-based nursing allows for more effective communication and staff are now able to take scheduled breaks
• Overall team-based nursing improved both patient and staff satisfaction.
• Model strongly supports day shift team, but may need additional review for night shift needs

References