

Providence St. Joseph Health

Providence St. Joseph Health Digital Commons

[View All](#)

2020 Nursing Summit

9-2020

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

Follow this and additional works at: https://digitalcommons.psjhealth.org/summit_all



Part of the [Nursing Commons](#), and the [Quality Improvement Commons](#)

Recommended Citation

Doud, Dawn; Anderson, Kallie; Stapleton, Lynn; Perteet, Lauren; Ferrera, Ashley; Rodriguez, Taryn; Davidson, Daniel; and Maxey, Crystal, "Implementing Team-Based Nursing to Improve Patient & Staff Satisfaction" (2020). *View All*. 7.

https://digitalcommons.psjhealth.org/summit_all/7

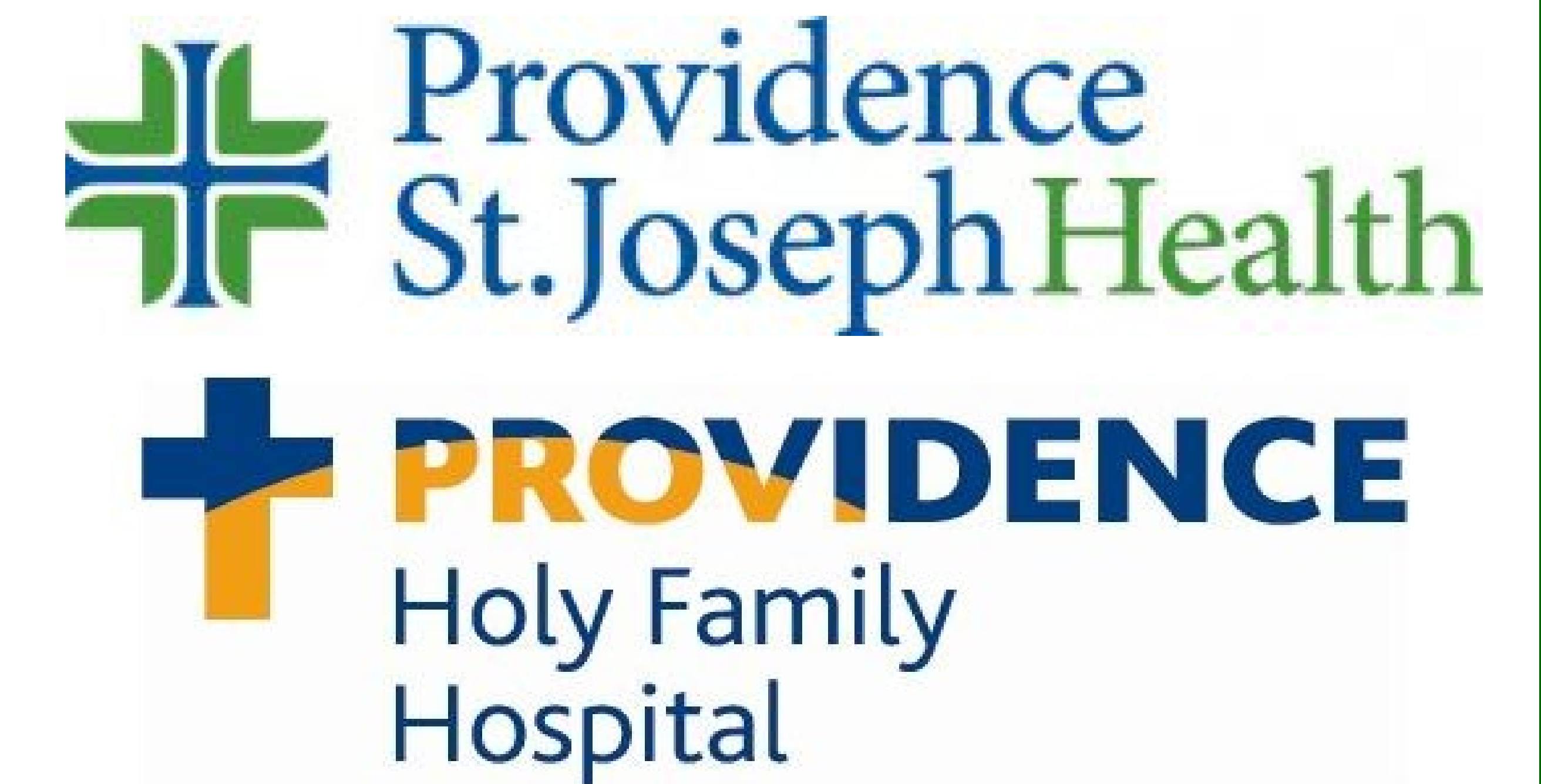
This Poster is brought to you for free and open access by the 2020 Nursing Summit at Providence St. Joseph Health Digital Commons. It has been accepted for inclusion in View All by an authorized administrator of Providence St. Joseph Health Digital Commons. For more information, please contact digitalcommons@providence.org.

Authors

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

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

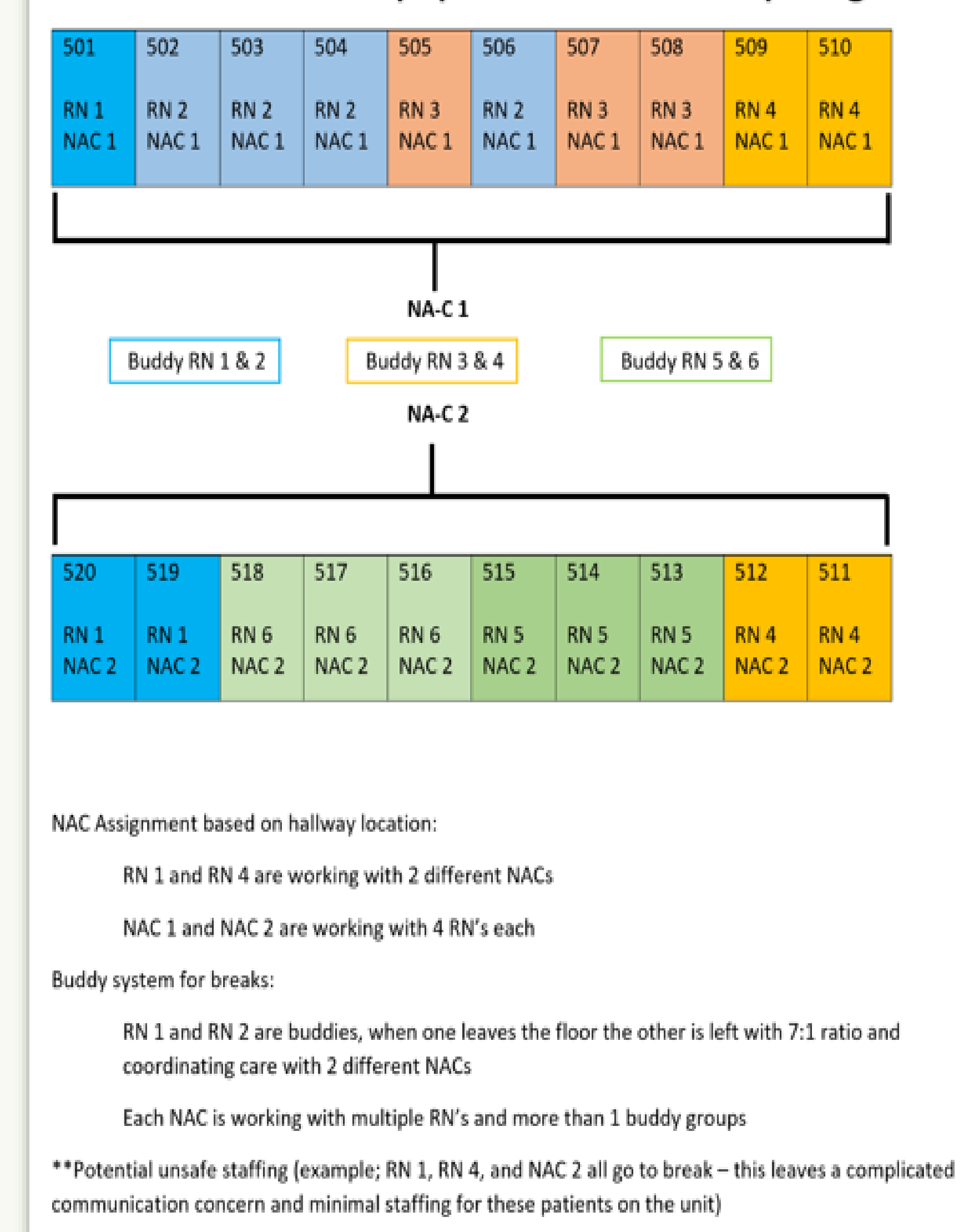
Methods

- 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

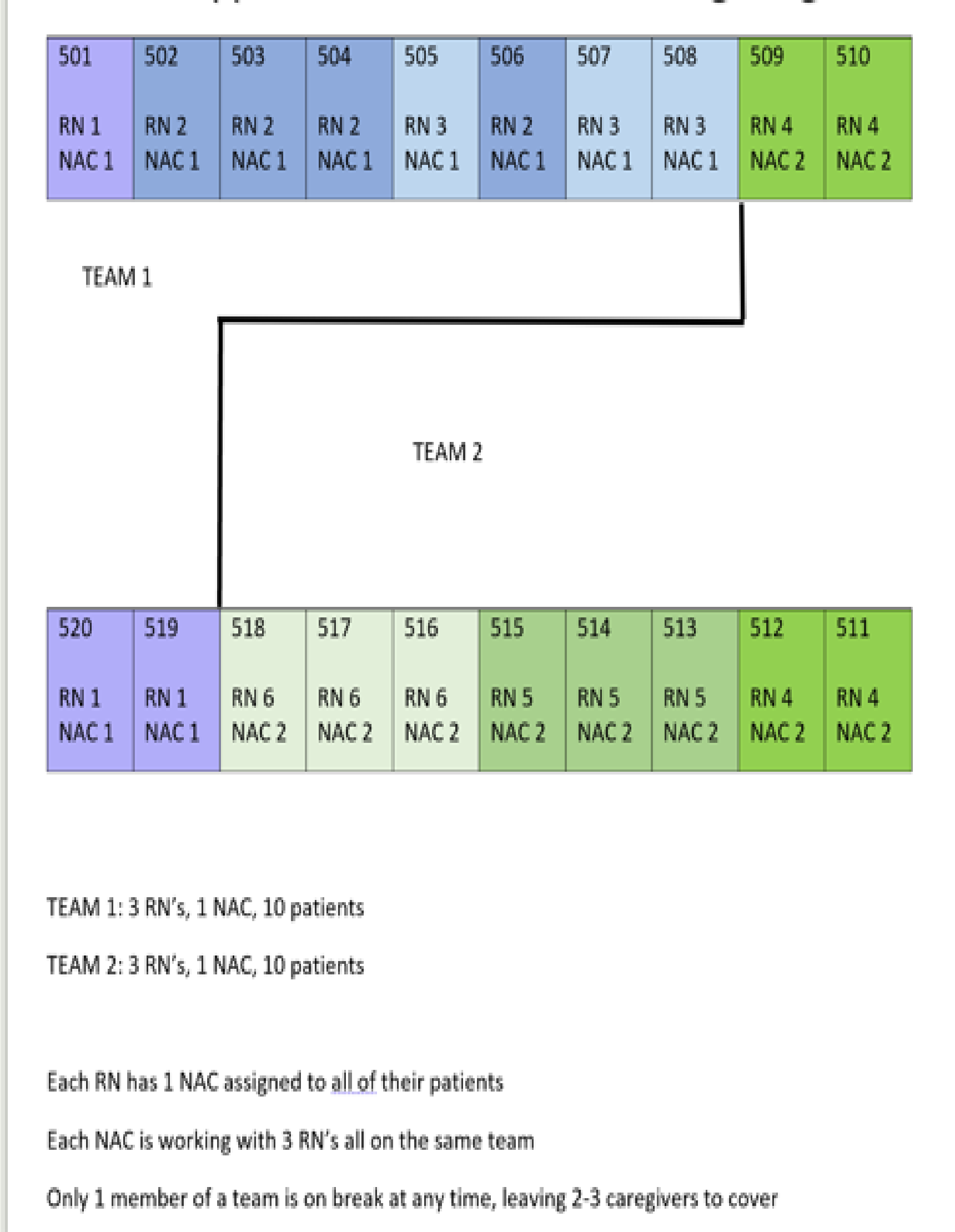
Intervention

- 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.

Traditional unit-buddy system & NAC hallway assignment



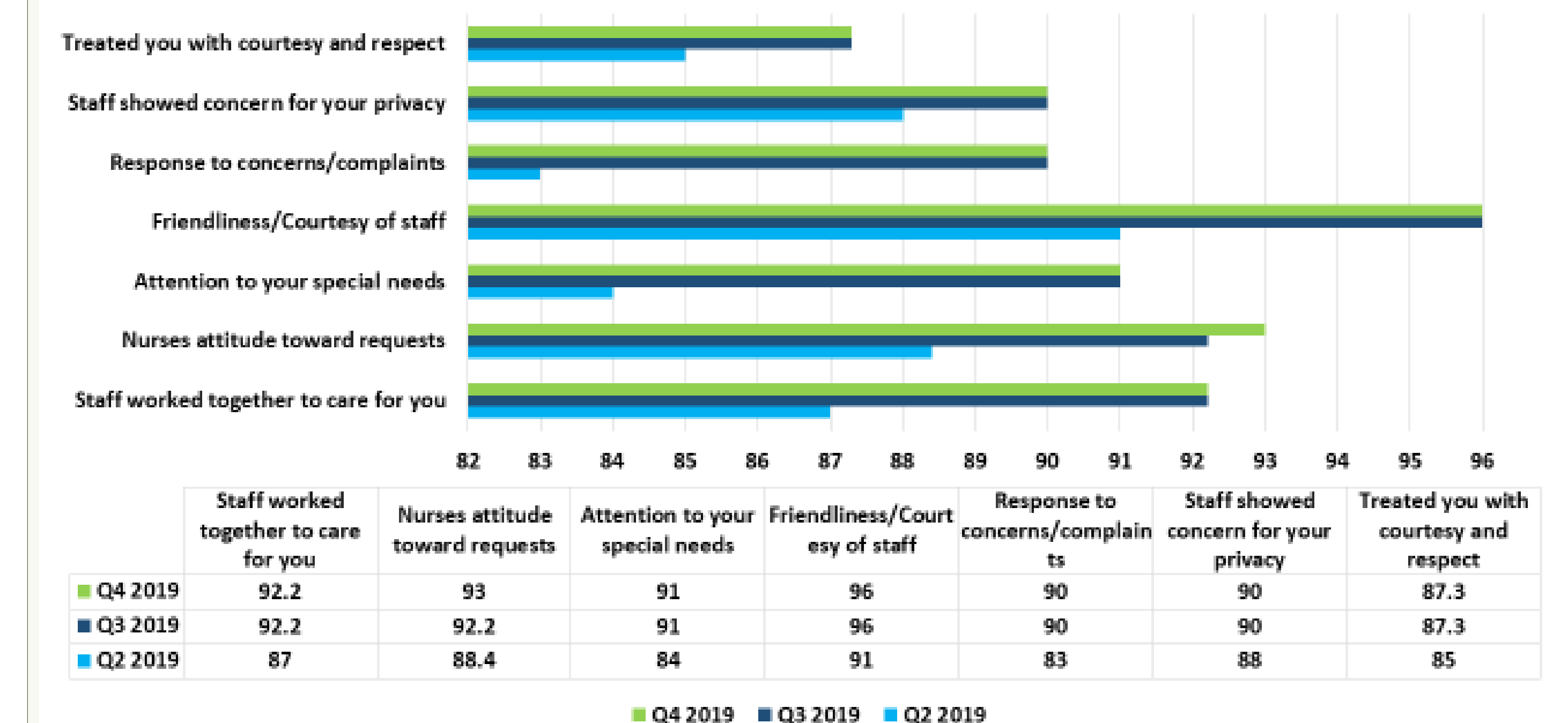
New approach to team-based nursing assignments



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

- Woodward, J. (2009). Effects of rounding on patient satisfaction and patient safety. *Clinical Nurse Specialist*, 23(4), 200-2006.
- Dickerson, L., & Latina, A. (2017). Team nursing; A collaborative approach improves patient care. *Nursing*2017,47(10), 16-22.