

Collaboration Conquers COVID

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Collaboration Conquers COVID

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Background

- Caring for critically ill patients during the pandemic has been challenging due to:
 - Limited number of skilled nurses
 - Rapid virus transmission
 - Increased patient acuity
 - Decreased intensive care bed capacity
- In December 2020, a novice nurse leader identified an opportunity to utilize a team nursing model to optimize care, and offload ICU COVID-19 patients, during a pandemic surge.

Purpose

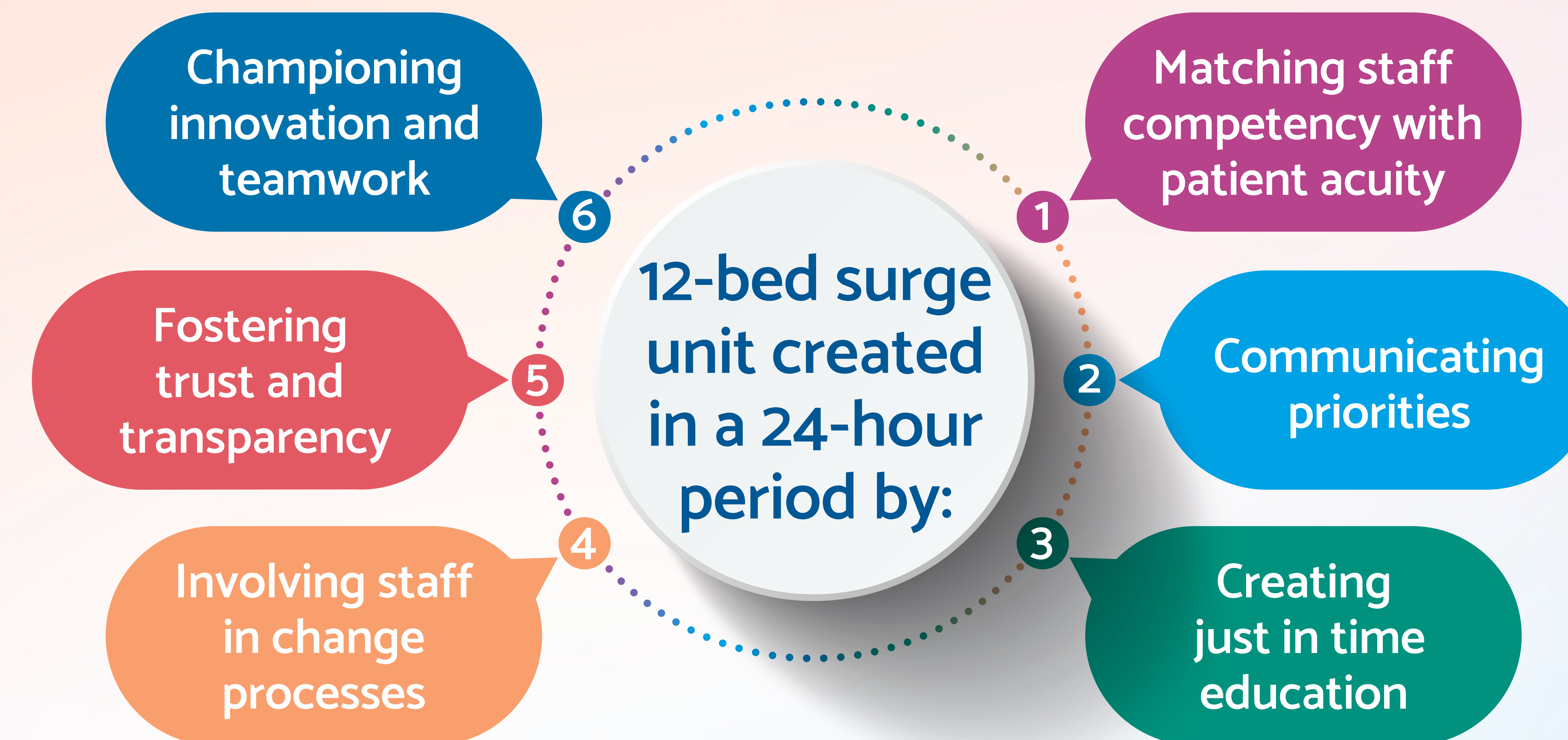
- The purpose of this offering is to:
 - Relay strategies, and associated nurse leader competencies, incorporated across the continuum of care to integrate various nursing skill levels to positively affect:
 - Patient satisfaction and outcomes
 - Nurse communication
 - Fiscal responsibility

Evidence

- A collaborative care process improves:
 - Patient-centered care and patient satisfaction (Hastings, et. al, 2016)
 - Patient safety and staff morale (Dickerson, J. & Latina, A., 2017)

Methods

- Transformational leadership principles supported:
 - Development of a crisis team nursing staffing model
 - RNs from multiple specialties
 - Assisted in delivering safe and effective patient care to complex COVID-19 patients on Optiflow therapy



REFERENCES

1. Dickerson, J. & Latina, A. (2017). Team nursing: A collaborative approach improves patient care. *Nursing*, 47(10), 16-17.
2. Hastings, S. E., Suter, E., Bloom, J., & Sharma, K. (2016). Introduction of a team-based care model in a general medical unit. *BMC health services research*, 16, 245. <https://doi.org/10.1186/s12913-016-1507-2>

Outcomes

- **46% decrease in nurse overtime equivalent to an \$11,000 cost savings (May 2020 –April 2021)**
- **Improved HCAHPS scores (June 2020-June 2021)**
 - RN communication (10% increase)
 - Bedside shift report (32% increase)
 - Hourly rounding (24% increase)
- **Improved NSI outcomes (June 2020-January 2022)**
 - Fall rate (41% decrease)
 - PI rate (31% decrease)
- **Improved Colleague Engagement scores (June 2020-May 2021)**
 - Leadership access and responsiveness (+0.80)
 - RN-RN teamwork and collaboration (+0.19)
 - Interprofessional relationships (+0.13)
 - Teamwork (+0.33)
- **Qualitative outcomes:**
 - Respect/collaboration/teamwork
 - Nurse manager recipient of the DAISY Nurse Leader award – May 2021

Key Learnings

- Nurse leaders play an important role in empowering clinical nurses to define their roles and importance in navigating periods of crisis.