



**Our TCAB Journey**  
**The Christ Hospital**

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# Transforming Care at the Bedside: Objectives

- What is TCAB?
- How has it affected patient care on 3 West, Geriatric Med/Surg Unit, at The Christ Hospital?



# Transforming Care at the Bedside: Background of Program

- The Robert Wood Johnson foundation
- Institute for Healthcare Improvement
- Program started 2003, runs in 2 year segments
- Hospitals apply and are chosen to be in the program
- The Christ Hospital was chosen along with 29 other hospitals in the nation 2009

# Transforming Care at the Bedside: Goals

- To empower nurses & other front-line staff to redesign work processes to achieve better clinical outcomes
- To improve the quality of patient care
- To improve patient & staff satisfaction

# Transforming Care at the Bedside: Intended Outcomes

- ✓ Safe and Reliable Care
- ✓ Vitality and Teamwork
- ✓ Patient-centered Care
- ✓ Value-added Care Processes
- ✓ Transformational Leadership

# Snorkeling-Brainstorming Process

- We met and brainstormed ideas to make decisions about process improvements
- Trial and error
- Abandon or adapt
- Constant innovations are going on

# Results of Snorkel

## Our First Projects:

- 5 S's (sort, straighten, sweep, schedule, sustain)
- Skylight education staff/patients
- White Boards in patient rooms
- Build relationship with the Emergency Department
- Communication Board for staff
- Handoff report
- Vitality survey
- Proposal for multipurpose patient & family area
- Par and Kitchen charges (will be complete in June)
- Fall Plan
- Improving patient satisfaction

## Future Innovations:

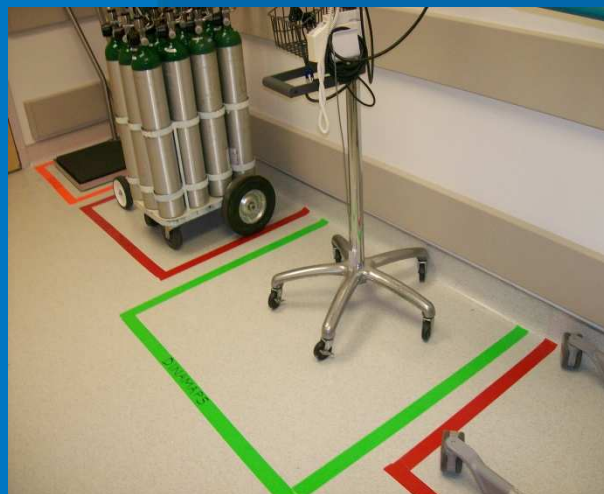
Bedside Report March 21

Patient Activity Room



# Innovations in Action-Clean Utility Room

After completing the 5's innovation, this is an example of the clean utility room on 3 west before and after



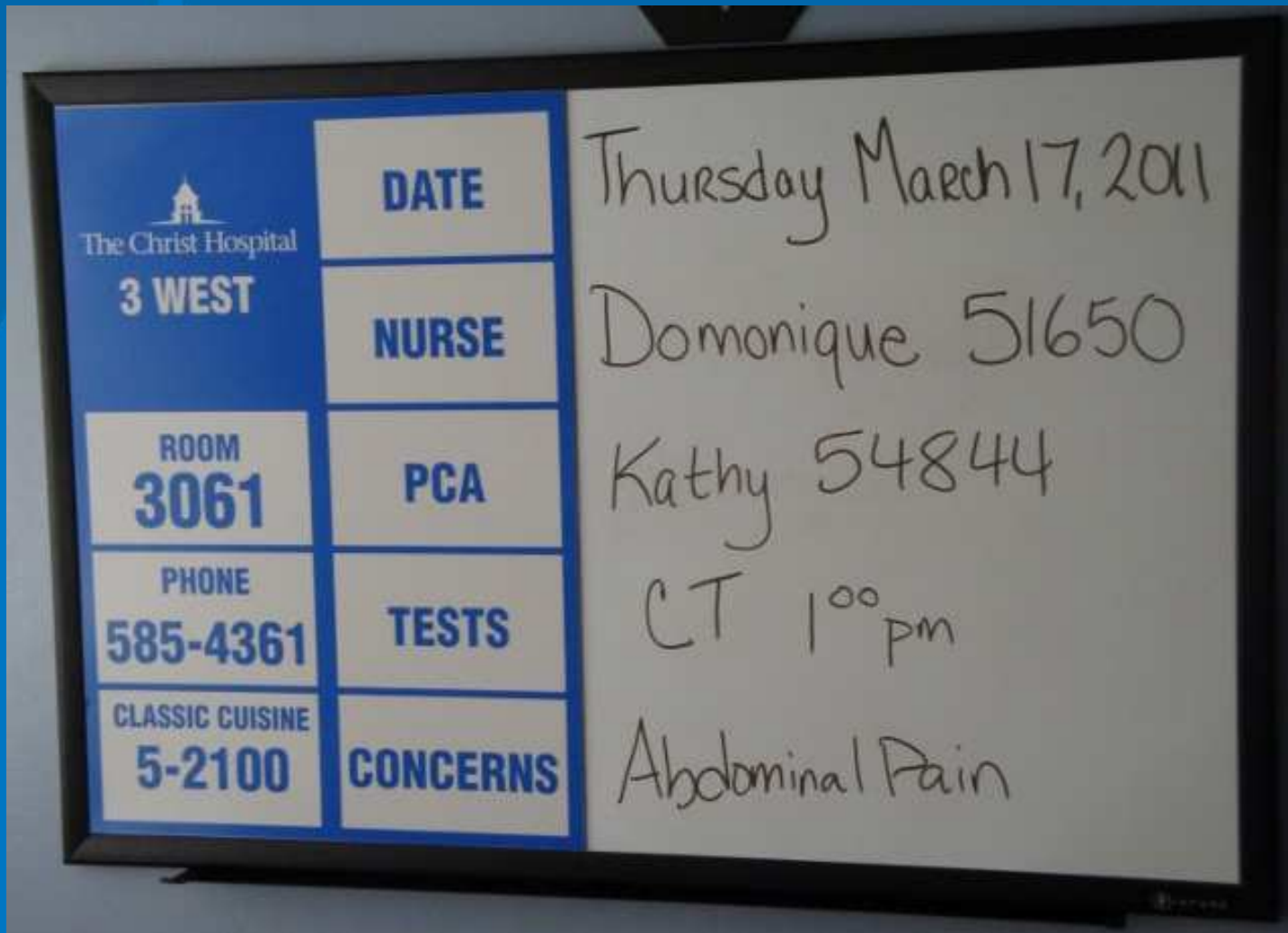
# Innovations in Action-Skylight Video System



- 8/09 to 2/10 patients accessed skylight information **1,389** times
- 2/10 to 5/10 patients have accessed skylight information **2,859** times

*results after educating  
ALL the staff*

# Innovations in Action- Patient White Boards



# Innovations in Action-Handoff Report

- Tape Recorders were removed from the unit and nurses began utilizing the electronic medical record to give report to the next nurse.
- A template was created in the EMR to ensure consistency and accuracy of this process.



# Innovations in Action- Conference Rooms



- By eliminating taped report, the need for report rooms was no longer.
- 3 West was then able to utilize these rooms as family conference rooms. Prior to this innovation, there was no extra space to meet this need.
- TCAB leaders/staff decorated the rooms.

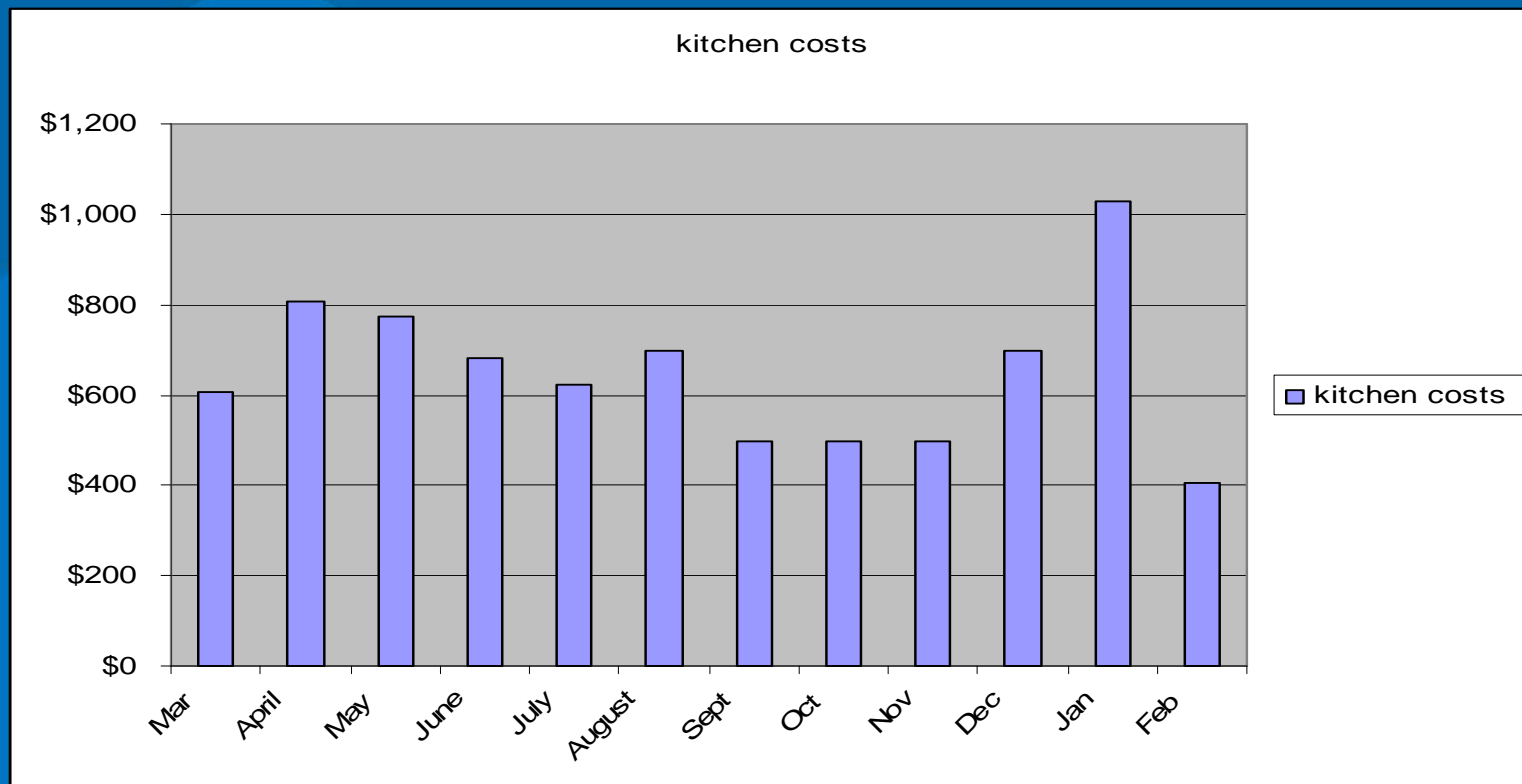
# Vitality Survey

## 3-WEST Vitality Survey Results and Comparison 2010 vs. 2011

Question#	RN-2010#	RN-2011#	PCA-2010#	PCA-2011#	HUC-2010#	HUC-2011#
1. → I have easy access to the supplies and equipment. I need to do my work on this unit. *	4.4#	4.2#	4.4#	3.7#	4.7#	4.0#
2. → Care team members on this unit feel free to make important decisions about patient care. *	4.3#	4.1#	4.3#	4.7#	4.7#	5.0#
3. → The work environment on this unit promotes patient safety. *	4.4#	4.7#	4.4#	4.8#	4.3#	5.0#
4. → The support services to this unit respond in a timely way. *	4.3#	4.2#	4.3#	4.7#	4.3#	5.0#
5. → I can discuss challenging issues with care team members on this unit. *	4.4#	4.5#	4.4#	4.8#	4.7#	5.0#
6. → There is good cooperation among different hospital departments. *	4.3#	3.9#	4.3#	3.8#	4.0#	4.0#
7. → My ideas really seem to count on this unit. *	3.6#	4.1#	3.6#	4.0#	4.3#	5.0#
8. → I feel a sense of accomplishment and pride after I have completed my work on this unit. *	4.6#	4.4#	4.6#	4.7#	5.0#	5.0#
9. → Nurses, physicians, and other staff on this unit work as a high-functioning team. *	4.4#	4.5#	4.4#	4.7#	4.7#	5.0#
10. → I speak up if I have a patient safety concern. *	4.4#	5.0#	4.4#	4.8#	5.0#	5.0#
11. → Care team members on this unit feel free to question the decisions or actions of those with more authority. *	4.0#	4.2#	4.0#	4.2#	4.3#	5.0#
12. → Important patient care information is exchanged during shift changes. *	4.6#	4.5#	4.6#	4.8#	4.7#	5.0#
13. → The work environment on this unit is well organized. *	4.1#	4.2#	4.1#	4.5#	4.3#	4.0#
14. → If I have an idea about how to make things better on this unit, the manager and other staff are willing to try it. *	4.0#	4.3#	4.0#	4.5#	4.3#	5.0#
15. → Care professionals communicate complete patient information during handoffs. *	4.1#	4.1#	4.1#	4.2#	4.3#	5.0#
16. → Staff members on this unit treat one another with respect. *	4.0#	4.4#	4.0#	4.3#	4.0#	5.0#
17. → Essential patient care equipment is in good working condition on this unit. *	4.3#	3.9#	4.3#	4.2#	4.3#	3.0#
18. → There are enough experienced registered nurses to care for the patients on this unit. *	4.4#	4.6#	4.4#	4.7#	4.3#	5.0#
19. → I am part of an effective work team that continuously strives for excellence even when the conditions are less than optimal. *	4.4#	4.8#	4.4#	4.8#	4.7#	5.0#

■ = less satisfied... 
 ■ = no change... 
 ■ = improved... 
 ■ = HIGHLIGHTED = ALL staff not satisfied and an area to improve

# Reduced kitchen costs from \$1,200 (summer of 2009) to an average of \$650

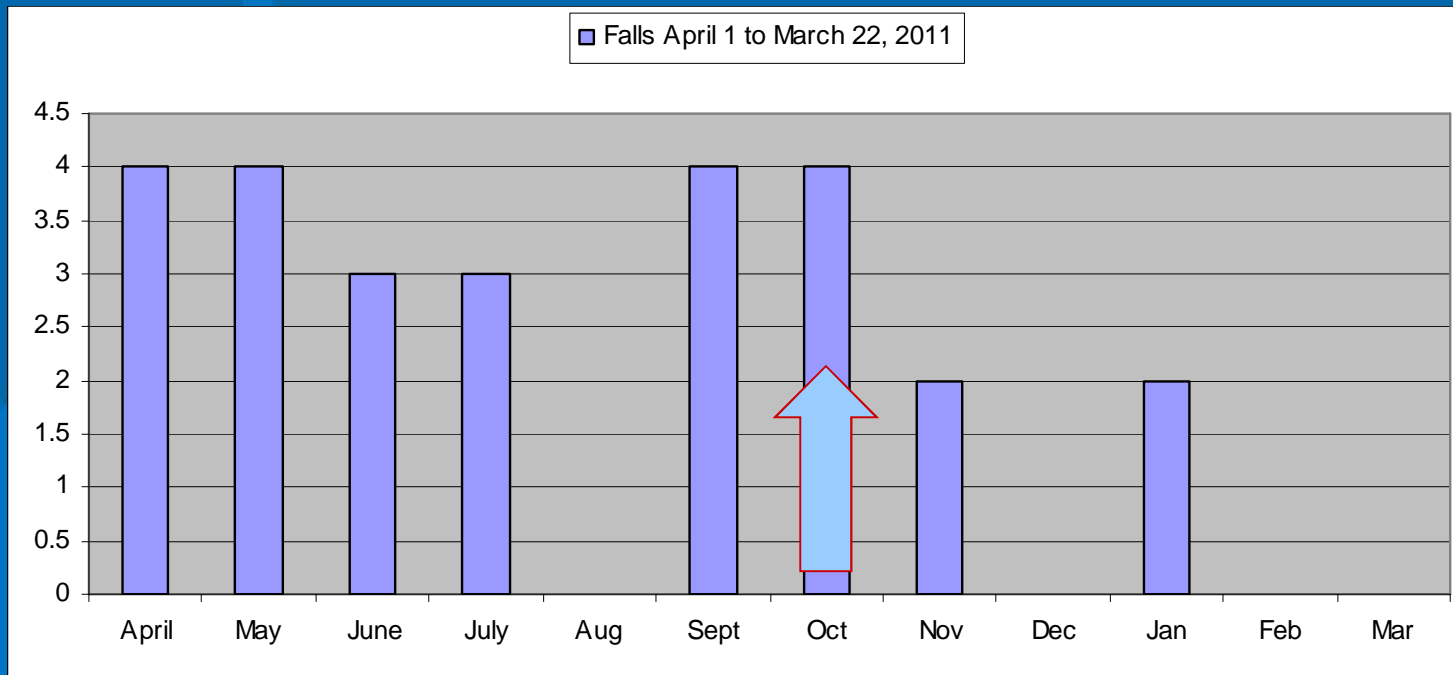


# Innovations in Action-Fall Plan

- Initiation of **fall plan** commitment
- Use of bed alarms
- Development of new signage for patients that are a high fall risk
- Increased awareness
- Daily huddles of which patients were at risk for falling

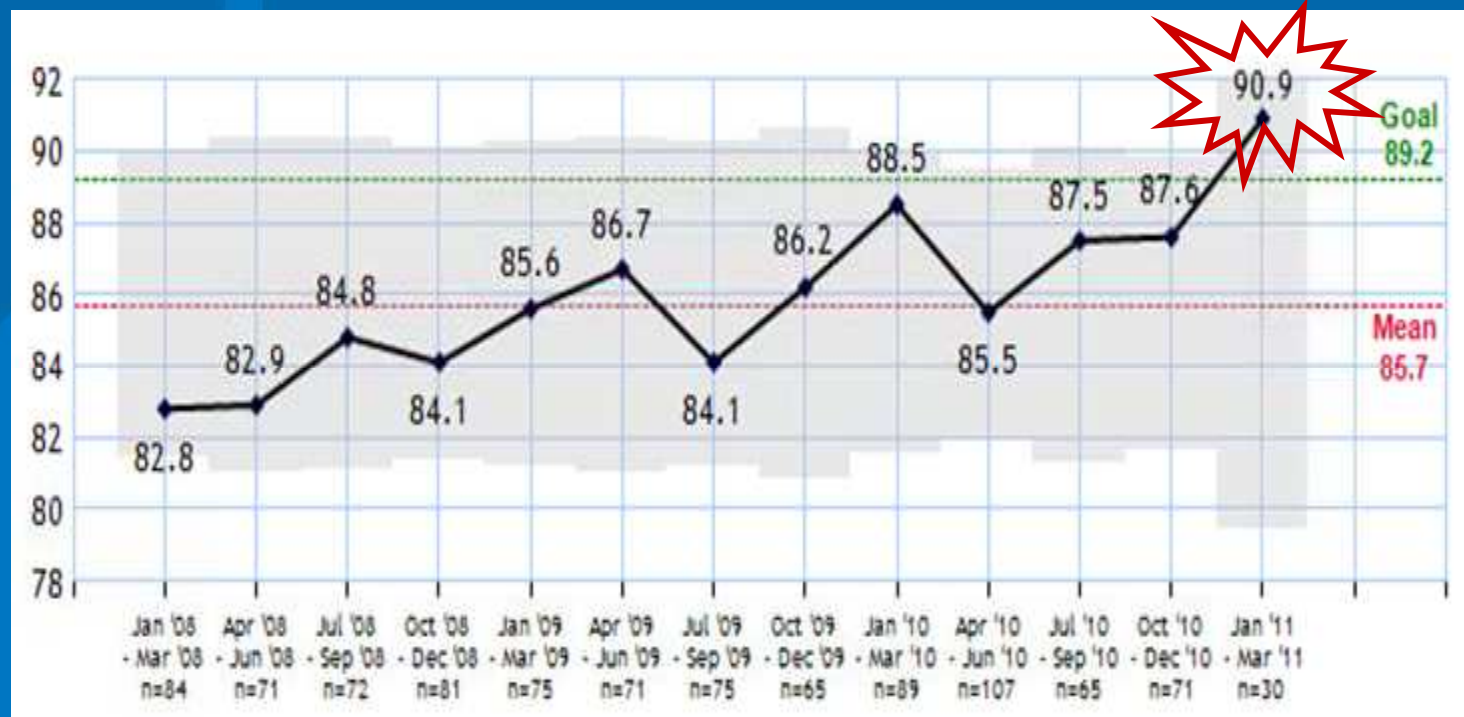


# Innovation Outcomes-Falls



April 1 through Oct 15 = total of **22 falls**  
Oct 16 through March 22 = total of **4 falls**  
**An improvement of 82%**

# Innovation Outcomes-Patient Satisfaction



January 2008 **82.8**

January 2011 **90.9**

# Innovation Outcomes-Staff Satisfaction

- Nursing foundations for quality of care (1-4)

2008

2.97

2010

3.27

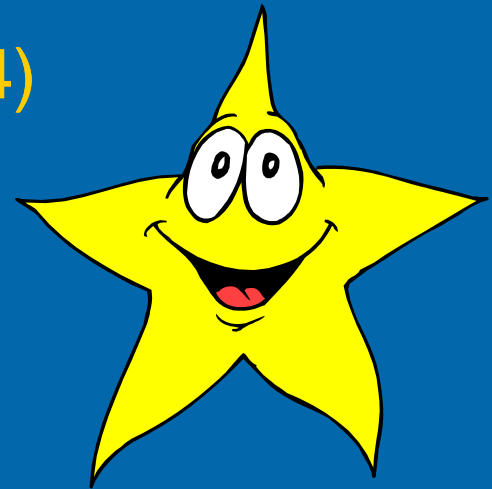
- Staffing and resource adequacy (1-4)

2008

2.18

2010

3.05



# Where do we go from here?

## The future plans of TCAB through August 2011

Promptness to call light

Pain Control

Bedside Reporting

Friendliness and courtesy of staff

Noise control

Room Cleanliness

Time frame for plan of Activity Room

Response to concerns / complaints

Inclusion in treatment decisions

# 3 West learned the “How to” with the TCAB model of innovations

- How to influence the team effort
- How to involve all the staff
- How to work together to make a difference
- How to share with other departments
- How to adapt, adopt and abandon innovations with staff input

# Outcomes for 3 West

- TCAB vitality survey staff satisfaction RN increased by 62%, PCAs increased by 95%, HUCs increased by 74% out of the 19 areas
- NDNQI from satisfaction increased by an average of 40%
- Developed a white patient communication board for a cost of <\$70 that simulates a >\$400 board
- Created a conference room for patient's family members for private conversations
- Decrease Kitchen costs by 46% and continued for 2 years
- An all time high of patient satisfaction 90%
- Decreased Patient falls by 82% in 6 months

# Questions ?

# Thank you

<http://www.youtube.com/watch?v=3m-NzFBCLPvo>



The Christ Hospital