Home Care Services Foster Nurse Assessment Compliance

Team Leader: Susanne Cassidy, RN MS BSN

Team:

Gayle Knapp, PDN Clinical Manager
Teresa Wardrup, PDN Administrative Assistant
Carol Bodle, PDN Clinical Coordinator/Scheduler
Heather Kimbrough, PDN Supervisor
Lynne Jones, RN Foster Nurse
Britnie Herndon, Admin. Resident

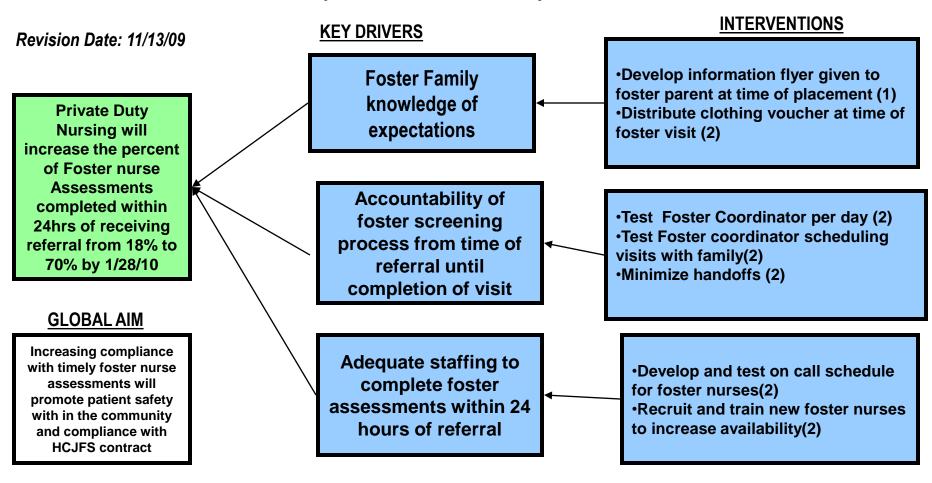
Date: January 25, 2010



KEY DRIVER DIAGRAM

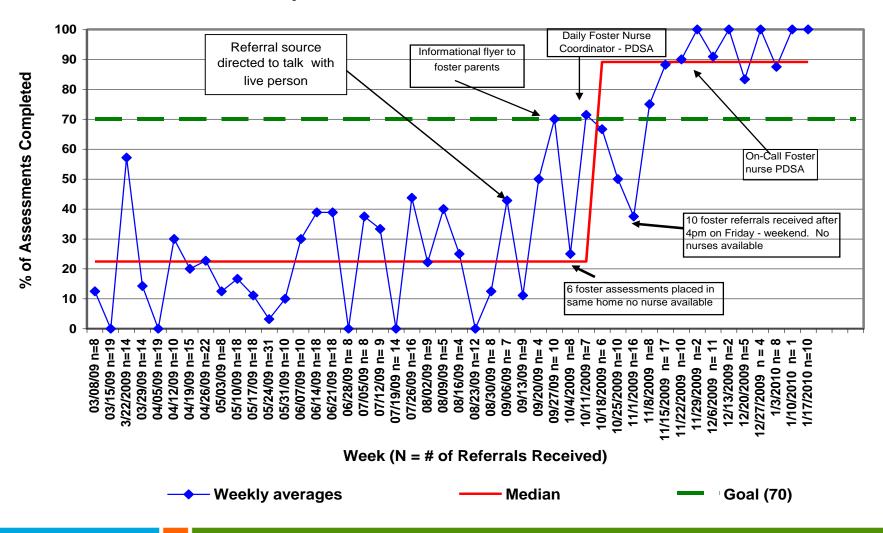
Project Name: Home Care Services Foster Nurse Assessment Compliance

Project Leader: Susanne Cassidy, MS, BSN, RN





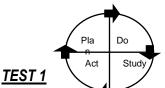
Home Care Services Foster Visit Assessments Completed within 24 hours of Referral



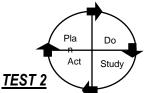




Designation of Daily Foster Coordinator- PDSA 1



What: Designate Hurse availability
Who (population): 8 foster nurses
Where: PDN/foster assessment
When: From 9/7/09 To 9/9/09
Who executes PDN Clinical Manager
Results: 0/5 foster assessments
completed within 24hrs d/t limited
availability of RN. Need daily foster
coordinator



What: Designated daily foster coordinator

Who (population): PDN Case Manager already scheduled Where: PDN/foster assessment When: From 10/5/09 To 10/6/09 Who executes Susanne Cassidy Results: 100% of referrals (3) completed within 24 hrs. Continue to test over additional

days and test w/ Clinical Mgr.



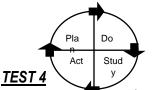
What: Designate daily foster coordinator

Who (population): PDN Clinical Manager already scheduled Where: PDN/foster assessment

When: From 10/14/09 To

10/16/09

Who executes Susanne Cassidy Results: 100% of referrals (8) completed within 24 hours. Ramp test to include evening / weekend hours. Also test within variety of scheduled roles (Clinical Mgr, Case Mgr, Supervisor)



What: Designate daily foster coordinator

Who (population): PDN Clinical manager, PDN supervisors, PDN Clinical Coordinators

Where: PDN /Foster

Assessments

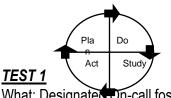
When: From 10/28/09 To

11/1/09

Who executes:Susanne Cassidy Results: 38% of referrals were completed within 24 hours. (6) out of 16 referrals were completed timely. 10 of the 16 referrals were received after 4pm on Friday and into the weekend. Test on call schedule for field nurses



Designation of On-Call Foster Nurse -PDSA 2



What: Designated on-call foster

nurse

Who (population): Foster nurses Where: PDN/foster assessment When: From 11/19/09 to 11/20/09 Who executes Clinical Director Results: 9/10 foster referrals received were completed within 24 hours. Continue to test.



What: Designated on-call foster nurse

Who (population): PDN foster

nurses

Where: PDN/foster assessment

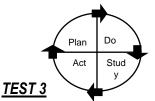
When: From 11/24/09 to

11/27/09

Who executes Susanne Cassidy Results: 100% of referrals (2) completed within 24 hrs. Continue to test over additional

days and test over weekend

hours



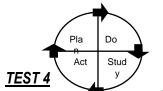
What: Designated on-call foster nurse

Who (population): PDN foster

nurses

Where: PDN/foster assessment When: From 12/4/09-12/6/09 Who executes Susanne Cassidy Results: 100% of referrals (6)

completed within 24 hours.



What: Designated on-call foster

nurse

Who (population): PDN foster

nurses

When: From 12/7/09-12/13/09
Who executes: Susanne

Cassidv

Results: 100% of referrals (2) completed within 24 hours of

receiving referral.



Overall Learning/Challenges

Learning:

- Data is important to understand what worked/changes need to be made
- Start small
- Clear and concise communication about goals & results are necessary
- PDSA's can be used in almost any "problemsolving" activity



Overall Learning/Challenges

Challenges

- Running PDSA's is complex and time consuming
- Not everyone on the team assigns the same priority to the project or test
- Team "buy-in" difficult at times



Implementation/Sustain Plan Status

(See the Implementation/Sustain checklist from Session #5)

Activity

- Transition ownership to PDN clinical coordinator and clinical manager
- Monitoring plan- daily update in morning huddle/report
- Transparency- reporting of data at monthly CCM meeting and post data on PDN echirp site

Status

- Ongoing
- Ongoing
- Ongoing



Next Steps to Lead Improvement in Your Area

- Lead improvement work in PDN with increasing PDN patient satisfaction rating in regards to patient scheduling
- Lead PDN safe patient handling improvement work by decreasing employee injuries with compliance of safe patient handling plans
- 3. Plan to continue to lead improvement work with future initiatives in Private Duty Nursing and StarShine Hospice

