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A COLLABORATIVE APPROACH AMONG REGISTERED NURSES AND CERTIFIED NURSE ASSISTANTS TO IMPROVE NURSE SATISFACTION AND SELECTED PATIENT OUTCOMES

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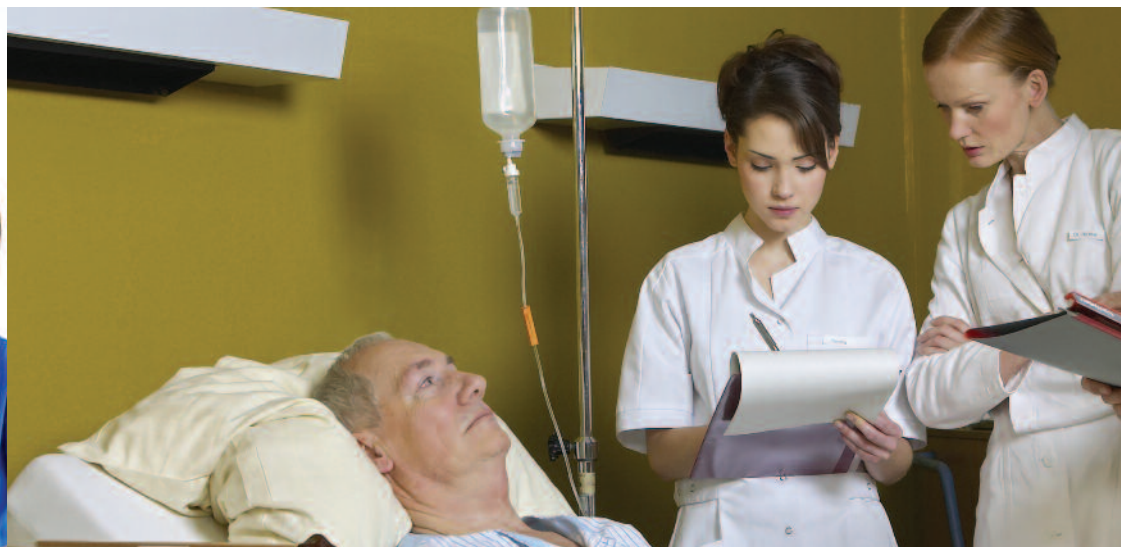
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PROBLEM: NDNQI Nurse Satisfaction Survey scores revealed dissatisfaction among RNs about work conditions.

SOLUTION: Educational intervention fostered a collaborative approach to work flow.

Problem Identified A review of NDNQI Staff Satisfaction scores in 2011 on Four East, a medical/surgical telemetry unit, revealed dissatisfaction among RNs about work conditions, specifically staffing and resource availability.

- Four East scored in the 10th percentile for appropriate staffing and resource adequacy
- Survey reflected 0% of the time staff felt they had enough time with patients



Nurses Improving Care for Healthsystem Elders

Solution Formulated An educational intervention fostered a collaborative approach to work flow between RNs and CNAs that improved satisfaction, teamwork, and patient outcomes.

Phase One of the intervention involved mandatory educational sessions:

- Session One covered the purpose of the project, role clarification, and introduction to basic teamwork.
- Session Two covered communication, delegation, and team building, with an emphasis on team member responsibilities and overall team function.

“How Well Are We Working Together” and NDNQI “Adapted Index of Work Satisfaction Task Subscale” surveys were conducted prior to the sessions.

In Phase Two, one CNA worked with 2-2½ RNs for the entire shift. RNs gave team CNAs a brief report outlining the current plan of care and goals for each patient. A new secretary algorithm routed all patient call lights to the correct individual within the team.

The surveys were re-run following the intervention.

NICHE Role The NICHE Geriatric Resource Nurse (GRN) core curriculum is designed for use by those at NICHE sites who train nurses in best practices for hospitalized older adults. GRNs are the foundation of system-wide improvement to achieve positive outcomes for hospitalized older adults. The NICHE program, available to hospitals internationally, offers evidence-based, interdisciplinary approaches to promote improved care for the hospitalized older adult. GRNs can perform assessments similar to the one described in this Solution story to understand the characteristics of the older adults at their hospitals.

Evaluation/Results The 2013 NDNQI Staff Satisfaction survey showed improvement in six of the major categories. Post-intervention surveys revealed a statistically significant improvement in work satisfaction and cohesion. Two categories that sparked the inception of the project also improved. Implications for practice included improved communication, accountability, and efficiency for RNs and CNAs.

For more information

1. Bittner, N. & Gravlin, G. (2009). Critical thinking, delegation, and missed care in nursing practice. *The Journal of Nursing Administration*, 39(3), 142-146.
2. Garon, M. & Ringl, K. (2004). Job satisfaction of hospital-based registered nurses. *Online Journal of Clinical Innovations*, 7(2), 1-48.
3. Grant, E. & Potter, P. (2004). Understanding RN and unlicensed assistive personnel working relationships in designing care delivery strategies. *JONA*, 34(1), 19-25.
4. National Database of Nursing Quality Indicators. Available at www.nursingquality.org. Accessed May 2012.

NICHE-related resources

1. NICHE Geriatric Resource Nurse Core Curriculum 2012. All modules. (Available at NICHE Knowledge Center, accessed via www.nicheprogram.org)
2. NICHE Online Connect Webinar: Safe Patient Handling: A Revolution! (Available at the NICHE website, accessed via www.nicheprogram.org.)

NICHE

About NICHE

NICHE (Nurses Improving Care for Healthsystem Elders) is an international program designed to help hospitals and healthcare organizations improve care of older adults. The vision of NICHE is for all patients 65-and-over to be given sensitive and exemplary care. The mission of NICHE is to provide principles and tools to stimulate a change in the culture of healthcare facilities to achieve patient-centered care for older adults. NICHE, based at NYU College of Nursing, consists of hospitals and healthcare facilities in the U.S., Canada, Singapore, and Bermuda. For more information visit nicheprogram.org.

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