Promoting NICHE Principles in Nursing Care Through the Use of Unit Champions

Penny Altareas BSN, RN
NICHE Coordinator
Norfolk, VA
Bon Secours DePaul Medical Center

Bon Secours DePaul Medical Center

- Sisters of Bon Secours began their ministry in Paris in 1824: providing care to the sick and dying.
- The mission: “Good Help to Those in Need”

Why NICHE for DePaul?

NICHE aligns with our mission
focuses on evidence-based practice to improve patient care
and
the hospital experience for patients over the age of 65.

NICHE Facility since Spring 2013
Senior Friendly Level
Utilize the GRN Model: 67 GRNs and 22 GPCAs
We identified a great need for continued support for the nurses caring for our geriatric patients.

We had a vision for supporting our GRNs, providing educational opportunities while including their input in this ongoing process.

This led us to utilize the Shared Governance model, allowing the nurses to have a voice and lead themselves.

- Nurses are well positioned to address the gap between research and practice by implementing evidence-based practices. There is a great need to move beyond “doing things the way we have always done them” to identifying the best available evidence aimed at improving health and the patient experience (Hain & Kear, 2015).

- As champions, nurses work proactively to facilitate effective interdisciplinary solutions that positively affect patients (Allen, Weinhold, Miller, Joswiak, Bursiek, Rubin, O’Hara & Grubbs, 2015).

- Unit Champions introduce new practices and engage staff in tailoring the practices to their unit (AHRQ).
This led us to utilize the Shared Governance model, allowing the nurses to have a voice and lead themselves.

- Empowering nurses through professional practice models inclusive of shared governance is essential to improve quality patient care, contain costs and retain nursing staff (Barden, Griffin, Donahue & Fitzpatrick, 2011).

**Education for Nurses related to NICHE**

Various education sessions provide:
- Continuing education hours for NICHE
- Continuing education hours for Nursing License
- Continuing education hours to qualify to sit for certification
- Most importantly … knowledge and support for the GRNs to incorporate into their daily care of our patients age 65 and up.
**Education Methods**

- Webinars
- HealthStream
- Lectures
- Skills Day
- Storyboards with a quiz
- Articles

**Measurement of Success**

- Improvements in unit staff engagement
- Improvements in staffing turnover
- Nurses’ knowledge scores on the GIAP Survey
- Overall Patient Experience /Satisfaction scores

| Ron Secours  
<table>
<thead>
<tr>
<th>DePaul Medical Center</th>
<th>2014</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Engagement</td>
<td>4.34</td>
<td>4.33</td>
<td></td>
</tr>
<tr>
<td>Staff Turnover</td>
<td>19.1</td>
<td>26.3</td>
<td>0</td>
</tr>
<tr>
<td>RN Knowledge on GIAP</td>
<td>5.59</td>
<td>6.27</td>
<td></td>
</tr>
<tr>
<td>Patient Experience /Satisfaction</td>
<td>65%</td>
<td>67%</td>
<td>71%</td>
</tr>
</tbody>
</table>

No Turnover since Feb 2015!!
Our nursing staff engagement has greatly increased; this is evidenced by:

- Minimal to no turnover
- Very few call outs
- Staff volunteering for more responsibility on the unit
- Staff are seeking advancement on the clinical ladder
- Staff are demonstrating a desire to be leaders among their peers
- Patients are happy; this is seen in the verbatims they provide

Patient Experience:

What our patients are saying …

- “All of my needs and concerns were met and exceeded by your staff. I’m sure my recovery will be 100% before expected.”
- “My nurse made the discharge process as easy as possible!”
- “Nursing staff was wonderful, kind and attentive. I never felt awkward about asking for something and they made me feel very comfortable.”
- “Excellent experience. I was very informed and knew exactly what to expect.”
- “We are most appreciative of all the staff, especially the nurses; they are very helpful and kind.”

References


Be the reason someone smiles today!