Our Journey to Safe Staffing

2018 NYONEL Safe Staffing Summit
September 12, 2018
Objectives

• Understand benefits of nurse engagement & safe staffing

• Increase knowledge of staffing plans & acuity design

• Implement a “Workforce Planning Committee”
Our Journey to Nurse Engagement

Started in January of 2014 With:

- Building a Strong Foundation & Structure for Nursing
- Created a “Professional Practice Journey” Implementing:
  - Professional Practice Model
  - Evidence Based Practice
  - Shared Governance-Councilor Model
  - ANCC Pathway to Excellence Domains/Elements of Performance/Designation
  - Proactive planning and education to leaders, and staff regarding “Safe Staffing”
  - Nursing Grand Rounds Held: Implementing a Safe Staffing Committee

Post NYSNA negotiations – language agreement with a new name “Workforce Planning and Patient Care Committee”

Engaged Nurses are: Inspired, motivated, innovative that go above and beyond....
Workforce Planning Committee

Purpose:

• To provide a mechanism for collaboration, mutual trust & respect

• To discuss & review staffing issues, protest of assignments & appropriate nursing interventions and priorities for care

• To provide a safe & healthy work environment

• To recognize the link between staffing and evidence based standards for quality of care

• To educate nursing staff on resource allocation & fiscal responsibility

• To discuss new technology/equipment/etc. that may impact patient care and staff levels
Core Principles  Structure

- Led by CNO or Designee
- Not more than 15 members
- 55% direct care nurses
- Representation by all shifts/units
- Time & resources to participate
- Access to Quality Metrics
- Meeting minutes accessible to all staff
- Started our monthly, we now meet quarterly and will do an annual review
- Anyone can add to the agenda or call a meeting if necessary
## Workforce Planning and Patient Care Committee Composition

<table>
<thead>
<tr>
<th>Nursing Leadership</th>
<th>Direct Care Representatives</th>
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<tbody>
<tr>
<td>CNO</td>
<td>Critical Care – ICU-ED</td>
</tr>
<tr>
<td>Patient Care Director/Managers</td>
<td>Med/Surg - Colby</td>
</tr>
<tr>
<td>PCC/Nursing Supervisor</td>
<td>Peri-Operative</td>
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<tr>
<td>Human Resource Representative</td>
<td>OB</td>
</tr>
<tr>
<td>Finance Representative</td>
<td>Outpatient Renal Health Centers-MD offices</td>
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<tr>
<td>Other Outpatient Representative</td>
<td>Other Ancillary Location Nurse</td>
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Must Do’s to be Successful:

• Create a Committee Charter
• Define Purpose
• Define Roles and Responsibilities
• Be Transparent & Communicate
• Share Data & Educate staff on:
  • Nurse Sensitive Quality Indicators
  • Turnover rates
  • Safety Zone events
  • Staff Planning, Productivity & Finance
• Seek Input from other staff- surveys, staff meetings, round the clock meetings, etc.
NYONEL Position statement
Safe Staffing results in safe high quality care

- All patients are not equal by facility, by unit or design
- All facilities are not equal
- All staff are not equal - degrees, certifications, years of experience
- All Staffing mix of ancillary staff are not standardized

At Adirondack Health
- Only second in NYS for 5 star CMS Patient Experience, the domains that drove our scores were: Nurse Communication, staff responsiveness and pain mgmt.
- Only second in NYS to achieve ANCC Pathway to Excellence designation
- NYSPFP 90th percentile for Do No Harm
Adirondack Health Organizational Success

- Increased Patient & Nursing Satisfaction
- Decreased Nurse Turnover
- Increased New Grad Retention
- Do No Harm - NDNQI Results - VBP

**Total Raw Numbers “DO NO HARM”**

2015 through 2nd Quarter 2018

- CAUTI = 5
- CLABSI = 2
- VAP = Zero 10 years
- VAE = 4
- HAPU = >stage 2 - 2
- FALLS w/Minor Injury = 30 med/surg/psych
Would the staffing ratios that are proposed affect Adirondack Health?

Yes!

We continue to be proactive, positive, innovative and creative on a daily basis to provide an environment that our nurses can work in and provide the best quality of care that our patients deserve....
ANCC Pathway to Excellence Designation Spring 2018

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