How Leader Protected Time and Standard Work Can Improve Outcomes

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Information

- 626 Licensed Acute-Care Beds
- 25,000+ Admissions each year
- 443 Average Daily Census
- 30 Operating Rooms

Tertiary Care Facility for 13 hospitals + 8 Free Standing EDs

Top Teaching Hospital by Leapfrog

Specialty Service Lines include:

- Cardiology
- Stroke
- Bariatrics
- Gastroenterology
- Orthopedics
- Women's & Children's

Background

To empower our nursing leaders, we have equipped them with essential tools, conducted impactful boot camps, and ensured they have dedicated time to focus on their work. To effectively transform the organization's culture and gain process sustainability, 3 key components should be incorporated into leadership training: calendar alignment, visual management tools, and leader walks (Kupec et.al., 2022). By standardizing our approach across the campus, we foster a cohesive practice that enhances collaboration and promotes excellence in patient care.

Purpose

Nurse leaders at AdventHealth Tampa shoulder significant responsibilities daily, overseeing critical areas such as safety concerns, patient rounding, staff education, team interactions, and physician collaboration. We are dedicated to empowering our nurse leaders by embracing our service standard of "Make it Easy." This commitment drives us to develop essential tools that streamline their work and ensure they have dedicated time to focus on these vital tasks. By providing our nurse leaders with the resources and support they need, we enable them to excel in their roles and enhance overall organizational performance. Our approach prioritizes patient care and staff engagement, fostering a culture of excellence within our healthcare community.

Methods

To enhance organizational performance and empower our nursing leaders, we have developed comprehensive standard work documents and swim lane mapping. This essential work is designated for their protected time, scheduled from Monday to Friday between 7:00 AM and 11:00 AM. During this period, our leaders focus on critical areas such as patient experience, employee engagement, and quality/safety rounding.

To maximize the effectiveness of this initiative, we offer dynamic boot camps that equip our nurse leaders with the skills and knowledge needed to excel in their roles. Additionally, our Directors of Nursing play a vital role by actively rounding in their units and utilizing advanced reporting tools to track progress and identify trends. Together, we are fostering a culture of excellence that prioritizes patient care and employee satisfaction.

Tools

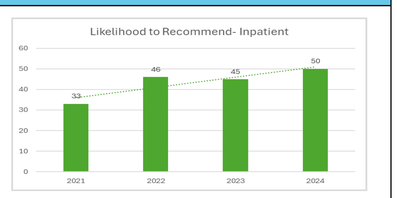
Nurse Manager/ANM Standard Daily Work Competency

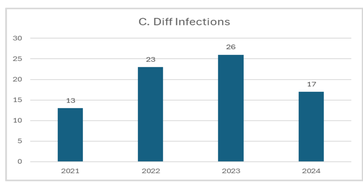
Leader Swim Lane Mapping

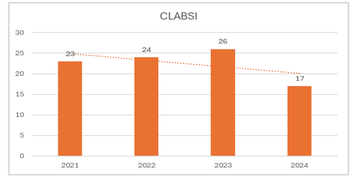
AdventHealth Service Standards

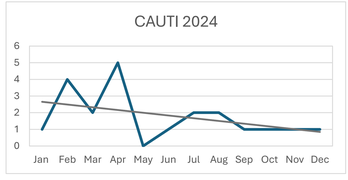
Target Zero Campaign

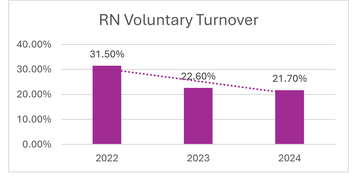
Data











Next Steps

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- Daily Validation of swim lane utilization
- Continued development of Nurse Manager/ANM boot camps
- Integrating Shared Governance into the analyzation of recent trends and process improvement development
- Leader utilization of EPIC dashboard to validate core work and manage on-going performance.

Together, we can reach new heights of success!

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How Leader Protect Time and Standard Work Can Improve Outcomes Tools

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