

Nurse Floating and Competency Level- A Quality Improvement Initiative

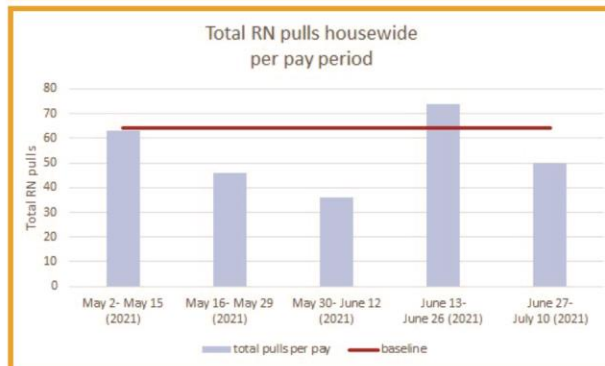
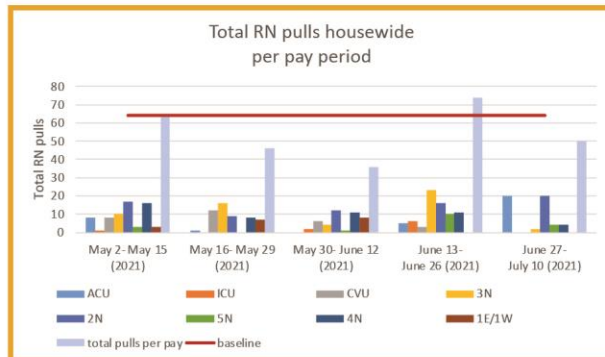
Sharon A. Tylka MSN, RN, NE-BC, Christina L. Dellinger MBA, BSN, RN, FAEN, Christine S. Daniels MBA, MSN, RN, NE-BC

OBJECTIVES

- Cultivate an engaged nursing workforce by decreasing overall RN reassignment
- Develop strategies to align nurse assignment within competency level and skill set
- Decrease RN turnover
- Improve RN retention

BACKGROUND

- A disproportionate number of RN's being reassigned to work in nursing units beyond initial competency level was identified
- Dissatisfaction with current reassignment process
- Average of 7 reassignments per day across the nursing division
- Nursing leadership commitment improving competency-based delivery of nursing



PROCESS DESCRIPTION

- Definition of level of care
- Process delineating the algorithm of reassigning RNs based on competency level
- Formal cross training to higher levels of care on a voluntary basis
- Standardize the pull order per unit
- Goal to decrease reassignments by 50 percent
- Newly hired nurses, with previous experience are not eligible to be pulled for 30 days post orientation
- New graduate nurses are not eligible to be pulled for 60 day post orientation
- Unit resource manuals created for every unit
- Nurse pull survey implemented
- Standardized rounding process by the house supervisor
- New bed huddle process formalized to two times per day/ five days per week
 - o Key ancillary areas involved in huddle process
 - o Physician involvement in bed huddle process
 - o Improved discussion of staffing needs earlier in the day
 - o Senior leadership support

FINDINGS

- Nurse engagement measurement will be measured in Spring of 2022 and compared to Fall of 2020
- Implementation of cross-training and definition of level of care has resulted in a downward trend of RN reassignment
- Pulling/reassignment data is tracked bi-weekly
- Nurse managers' report data on reassignment to a central location via the scheduling system
- Cross-training processes and documentation are clearly defined

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IMPLICATIONS

- Competency levels of RNs align with patient outcomes
- Survey feedback allows for real-time conversations promoting a spirit of collaboration
- A defined bed-huddle process delineates the efficacy of collaboration promoting throughput and capacity management
- Mutual respect and collaboration between house supervisors, nurse managers, and charge nurses provides the foundation of trust improving nurse satisfaction
- Data collection depicts the measures of success