Unit 53’s
AMAZING RACE
TO UNIT EXCELLENCE!

< Nursing Innovation Conference Presentation > September 10th, 2010 >

Clinical Scene Investigators
The University of Kansas Hospital

Leah Dickter, RN, MSN, PCCN > Unit 66 Medical Telemetry Clinical Educator
Amanda Gartner, RN, MSN, CCRN-CMC > Quality Outcomes Coordinator
Akiko Kubo, RN, BSN, CCRN > Education Specialist for Critical Care
Elisa VanDaalen, RN, BSN > Labor & Delivery Clinical Educator
Purpose and Goal

• Hypothesis:
  – Achieving “Unit Excellence” Will Improve Patient Care

• Operational Goal:
  – Laying the Foundation for Professional Practice Behaviors to Develop a Culture of Shared Governance and “Unit Excellence”
UNIT 53

ENT/urology Unit
New Staff
New Leadership

Leah Dickter
Med/Tele Educator

Akiko Kubo
MICU Educator

Amanda Gartner
CICU Educator

Elisa VanDaalen
L&D Educator
“Give a man a fish and you feed him for a day. Teach him how to fish and you feed him for a lifetime.”
-Lao Tzu
**Season 1:**

**Using Clues to Introduce Shared Governance**

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**CLUE INFO**

“What’s Practice Council?”

**SEASON 1 CLUE #1**

**POST DATE:** MONDAY, JUNE 29TH, 2009  
**DUE DATE:** MONDAY, JULY 6TH, 2009  
**WHERE TO TURN ASSIGNMENT INTO:** STEPHANIE’S INBOX

**INSTRUCTIONS**

This is your FIRST official clue to kick-off Season 1 of Amazing Race to Unit Excellence!

Review the attached handout on “What’s Practice Council?”

Complete the 6 question QUIZ and turn in for points.

Team with the most accumulated points wins this leg of the race!

**POINTS**

- 1 point for each correct answer
- 3 bonus points for all 6 correct answers
- 1 point for turning quiz in

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Season 1:
Using Clues to Introduce Shared Governance

Mile Markers for Ambulating Patients

IV Start Supply Box
Season 2:
An Introduction to Plan-Do-Study-Act

UNIT 53's

AMAZING RACE!

PLAN

DO

STUDY

ACT

PDSA

SEASON 2
(Oct – Dec 2009)
Season 2:
An Introduction to Plan-Do-Study-Act

The Vocera Project

Staff Recognition Board
Season 3:
Independent Functioning

Unit 53 Amazing Race!

Vision Statement
To lead the nation in Caring, Healing, Teaching, and Learning
Season 3: Independent Functioning

- Developing a Process for Facilitating Education
  - Snack Time Snippets
  - Mock Code Blue

- Raising Quality Indicator Awareness
  - Quality Updates Bulletin Board
  - Scorecard Development
Season 3: Independent Functioning

- Implementing Patient-Centered Projects
  - Patient Entertainment Cart
  - Family Refrigerator

- Celebrating Success
  - Patient Satisfaction Party
  - Unit Scrubs
Outcomes: Measuring Unit Excellence

- Unit Participation
- Nursing Satisfaction
- Shared Decision Making
- Patient Satisfaction
- Employee Retention
- Implementation of Unit QI Projects
Unit Participation
Staff Meeting Attendance

- March: 10%
- April: 20%
- May: 30%
- June: 40%
- July: 50%
- August: 60%
- September: 70%
- October: 80%
- November: 90%
- December: 100%
- January: 110%
- March: 120%
Nursing Satisfaction
IWPS-R Survey

Manager Support  Peer Support  Unit Support  Workload  Intent to Stay  Nurse Satisfaction

Initial  Retest  National
Patient care decisions are made at the bedside

The staff is excited to be involved in patient care decisions

I have the skills & information I need to support the Practice Council

Good ideas from everyone are heard and responded to

Problems & solutions are discussed openly in our department

July, 2009

April, 2010
Patient Satisfaction – Press Ganey
Unit 53 Overall Patient Satisfaction Mean

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Linear (Unit 53)
Employee Retention
Nursing Turnover

The University of Kansas Hospital

Employee Retention
Nursing Turnover

Mar
Apr
May
June
July
Aug
Sept
Oct
Nov
Dec
Jan
Feb
March
April
**Qualitative Data**

**How Did this Experience Impact the Staff?**

- “As a Unit Secretary, I have never felt like I have been given the option to participate like I did in the Amazing Race. It was like we were all on equal playing ground with the goal of taking better care of our patients. In the beginning it was like the CSI team lit the fire underneath us, but towards the end we did not even need them. We were making our ideas work and working better as a team.”
Qualitative Data

What did the experience mean to the staff?

• “The Amazing Race helped us get out of our “cliques” and learn how to communicate better with one another. I feel like we get along better as a unit and really have better teamwork.”

• “There is a stronger connection between the day shift and night shift, more open communication. We have more appreciation for each others ideas and understand that one person’s ideas can really impact the entire unit.”
Qualitative Data
What did the experience mean to the staff?

• “It helped us to realize that we DO have the ideas and resources in place to improve the quality of care that we provide to our patients. We were each able to demonstrate that we can be leaders, regardless of what position we hold on the unit. I feel like we are better prepared to take care of our patients after the Amazing Race!”

• “I am so happy we have a successful Unit Practice Council.”
Moving Forward without $$$

- Feedback
- Reinforcement
- Solid Structure
- Support
Put the Pieces Together

- Easy Wins
Put the Pieces Together
Moving Forward

- Be a Guide
- Celebrate Success
- Small wins
Celebrate Success

• Party!
Moving Forward

• Dream Big, Work Small
• See the big picture
• Complete small tasks along the way
• Small Wins → Big Wins

• Small Wins → More Staff
AMAZING RACE
TO UNIT EXCELLENCE!