Professional Practice Model Boards

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Professional Practice Model Boards
Patient Experience Summit – International Day

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Nursing Institute Practice Model
Delivering on the Promise of World Class Care
• Quality & Patient Safety
• Healing Environment
• Research & Evidence Based Practice
• Professional Development & Education
How will the Conceptual Model Influence our Nurses…?

- Provides a Framework for the Practice of Nursing
- Guides the Improvement of Nursing Practice
- Drives the Cleveland Clinic Experience by Empowering the RN
Emerging Leadership Project: Evaluate the PPM

• **Purpose:** Identify if Nursing Staff can Conceptualize Model in Daily Practice

• **Gap Analysis Findings:**
  - Clinical Nurses and Nursing Leadership Cannot Consistently Articulate
  - Disconnect: Relevance to Daily Work
Recommendations

1. Branding / Messaging
2. Education / Communication Plan
3. Unit-Based Displays

Visual Management

*Defined as tools to highlight, report, clarify, and integrate mission, vision, values, and culture into operating systems and performance requirements.*
Evidence-Based Practice

• “Huddles allow staff to be aware of unit issues, policy changes, unit needs, and also recognize staff with their peers present”

• Huddles are “effective management tool, one that can be used by workgroups to understand how things are working, and make quick changes to address issues or forestall potential problems”

Visual Management Tool Pilot

- Dry Erase Boards
  - PPM Watermark
  - 4 Domain Quadrants
- Interactive Huddles Connecting Daily Practice with each Domain
- Two Diverse Clinical Practice Areas
  - Hillcrest Orthopedic Unit
  - Euclid Emergency Room
Visual Management Tool Pilot

- Door to Roomed Time
  - please slide up the pt's name - (EMS)
  - move patients forward in split flow
  - decrease wait times
  - 7 pt satisfaction
  - Door to Discharge

- Heparin classes
- Patient SAT Refresher Class
- Call Backs
Pilot Outcomes

• Nurses & Nursing Leaders can Articulate:
  - Guiding Principles of PPM
    • 40% Increase at Both Pilot Locations
  - Identification of 4 Domains
    • 70% Increase at One of the Pilot Location
  - Daily Work within PPM Domains
    • 20% Increase at One Pilot Location
Further Recommendations

1. Roll-out Across Enterprise

2. Use PPM Board as Visual Tool to Guide Shift Huddles (Education & Communication Plan)

The Process

- Brief Shift Huddle Around Board
- Nurse Leader Facilitates Discussion
- Identify Pertinent Information
- Categorized within Quadrants
Enterprise Implementation

- Boards for Each Nursing Unit
- Leadership Presentations
- Guidelines on how to Conduct PPM Huddle
- Video on Leading a PPM Huddle
- Individualized Coaching
- Monitoring Effectiveness
Using the PPM Huddle Boards

- Led by Nurse Manager or Designee
- 3-5 Minutes in Length
- At least Once per Day
- Unit Specific (i.e. Surgical Units may Post Information Related to SCIP)
- Teamwork: All Disciplines Invited
- Connecting the Dots to Practice:
  - Flexible & Creative
  - Use Visual Cues, Different Fonts & Colors
PPM Huddle Board: Making Them Meaningful

Professional Practice Model Board

Quality & Patient Safety
Last Fall 1.13.14
Fall Risk: 511, 506, 510, 517, 509, 506, 517, 505, 502, 504, 505, 503
Equipment: Ø
Caut.: 506, 508, 517
Tele: 511
Blocked: Ø
CLABSI: Ø
Contact: Ø

Pain
Use pain boards in room!

Discharge

NIGHT SHIFT: add orders F/u to temp. Follow up on lab orders so lab draws in AM.

REMINDER
- Explain medication side effects
- Stericycle waste disposal
- Career ladder due 2.16.14
- ACCU class CCLC Code: PRO II III
- Keep an eye out for cont. Saphenous blocks

* Update PT education each shift for a smoother discharge!
Post Implementation

- Ongoing Education
  - Orientation
  - Nursing Leadership Academy
  - Assistant Nurse Manager Education

- Survey on Effectiveness for Frontline Nurses & Managers

- Monitoring Effect on Quality Measures
PPM Huddle Board: Survey

- Enhances COMMUNICATION
- Brings Staff Together
- Engages the Group as a Team
- Provides Ability to Address Issues
- Visual Reminder, Especially for Off-Shifts
- Helps to Demonstrate & Display Components of the PPM
PPM Board Survey Results

Staff More Informed: 84%
Ease of Communication: 88%
Journey to Improving Outcomes with Visual Management
Patients at Risk for Pressure Ulcers: Turning & Positioning Compliance

Lutheran Hospital

Q3 2013: 56%
Q4 2013: 79%
Q1 2014: 85%

Huddle Board Implemented
Reduce Falls on Orthopedic Unit

Hillcrest Hospital

Total Falls per 1000 Patient Days

1st Intervention: Visual PPM Board Introduced
2nd Intervention: Stay w/ Patient when Toilettng
Questions?
Cleveland Clinic

Every life deserves world class care.