Improving Nurse Communication Using a Professional Practice Model

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Objectives:

- Share the framework of our Professional Practice model
- Describe visual management in adoption of the model concepts
- Provide an example of visual cuing of Unit Communication
- Share the outcomes post implementation
Cleveland Clinic Nursing Institute Overview:

- 8 Regional Hospitals
- 18 Family Health Centers
- 11,000+ nurses enterprise-wide
- 390 leaders
- More than 950 APNs
- Specialty-based inpatient / outpatient units
  - 4,400 beds (System-wide)
  - 1,300 beds (Main Campus)
- Emergency Services – 410,000 visits
- Approximately 7,000 nursing students affiliating annually
Professional Practice Model
Framework of Care
Domains of Practice

**QUALITY & PATIENT SAFETY**
- National quality indicators
- Performance improvement
- Safe clinical care supported by appropriate staffing
- Competent workforce
- Skilled communications and handoff across the continuum of care
- Change management
- Safe staffing
- Fiscally responsible
- Ongoing Measures

**HEALING ENVIRONMENT**
- Empathetic, respectful, compassionate and holistic care
- Effective communication and relationship management
- Patient and family centered care
- Shared effective decision-making
- Interdisciplinary collaboration
- Embrace diversity
- Leverage technology to support practice
- Culturally sensitive
- Patient experience

**RESEARCH & EVIDENCE-BASED PRACTICE**
- Evidence-based clinical practice and management
- Nursing Knowledge
  - Generation
  - Translation
  - Dissemination
- Innovation
- Clinical inquiry
- Standardization
- Integrate technology
- Care delivery using the nursing process

**PROFESSIONAL DEVELOPMENT & EDUCATION**
- Successful on-boarding
- Competency
- Clinical Ladder
- Certification
- Leadership skills
- Shared Governance
- Academic partnership
- Elevate the professional image of nursing
- Involvement in professional organizations and communities
- Life-long learning
Framework of Care
Domains of Practice
Nursing Institute Practice Model

Delivering on the Promise of World Class Care
Visual Cues

Defined as tools to highlight, report, clarify and integrate mission, vision, values and culture into operating systems and performance requirements.
PPM from Paper to Practice

Daily Huddles:

• Agenda

• Practice Council structure
Daily Unit Huddles

- 5 minutes at beginning of shift
- Review key items
- Applicable to all practice settings
- Creates sense of unity in purpose
Delivering on the Promise of World Class Care