Promoting a Healthy Workplace Environment in the NICU by Increasing Continuity of Care
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Interventions

Problem Description

The scheduling of a consistent RN can be extremely challenging in a large unit.

Historically, staffing assignments were created with a 24-hour snapshot from the previous shift. This made it extremely time consuming to identify a consistent care provider.

The Analytics department generated a new staffing assignment report based on the electronic medical record data.

The goal was to decrease the number of various nurses caring for each baby, resulting in a primary nursing model of care with an increase in continuity of care.

Interventions

Nurse interaction is determined by identifying the RN entering vital signs at 8 am/pm each day.

Measurement/Outcomes

Baseline FY18
Mean # RN’s/Infants 27.9 12.6
Medium # RN’s/Infant 19 17
% < 6 RN’s/Infant (LOS< days) 54% 51%

Setting

- 84 bed Level III NICU
- Average daily census of 71
- Nearly 9000 deliveries/year
- 1500 NICU admissions/year
- 60 infants less than 26 weeks gestational age admitted to NICU/year.
- 250+ staff

Discussion

In very little time, the goal was achieved to reduce the amount of different nurses caring for infants throughout their entire stay.

Implications for this staffing assignment report include increased patient satisfaction, increased nurse engagement scores and an anticipated safer and healthy work environment due to consistent staffing.