

Checking In the Checked Out

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UT Southwestern
Medical Center

Background: In 2019, Nursing Leadership of Emergency Department, observed disconnect and lack of engagement from staff at all levels.

Purpose: To increase staff engagement score on Employee Engagement survey from initial survey in July 2019 to Pulse Survey (January 2020) and annual survey (July 2020).

Interventions:

1. Accountability sessions facilitated by Organizational Development & Training (OD&T) with staff.
2. Team Building events, including Clifton Strengths Assessments and Leading Powerfully with ED Leaders (charge nurses, flow coordinators, and team leads).
3. Staff participation with multiple departmental goals for the fiscal year with involvement of Lean Six Sigma.
4. Career ladder criteria developed with staff.

Measures:

1. Employee engagement survey.
2. Post-leadership session survey.
3. Conversations for feedback with participants of sessions.
4. One to one meetings with all staff.

UT Southwestern Medical Center
Emergency Department

Checklist for Orientation, Transferring Nurse Paul RN or Manager RN

Procedure	Yes
Team/Player	Yes
Good Communication	Yes
Exhibits Competent Care as Paul RN	Yes
Clinically Solid?	Yes

Initial Anticipation:

Follow-up:

Observations and Supervisor/Competence Manager:

Date: _____

Signature: _____

UT Southwestern Medical Center

Guidelines for Entry Process for Disoriented/Altered Patients in Emergency Department

RESPONSIBLE DEPARTMENT: Emergency Department

RAIS PDS Checklist:

1. Confirm identity and safety for our patients and care teams, when handling disoriented or altered patients in the ED.

2. Confirm identity and safety for our patients and care teams, when handling disoriented or altered patients in the ED.

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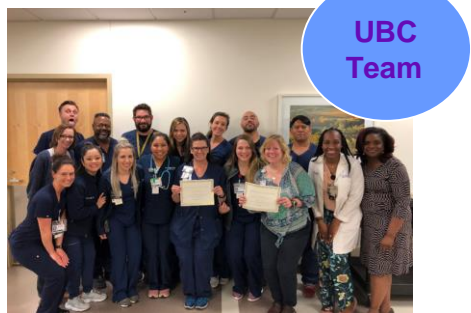
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UBC Team

Results:

1. Glint survey score have improved from XX to XX
2. Leaders have been able to maximize their strengths through the learnings from the accountability sessions.
3. The team building exercises, have led to staff expressing connectivity with strengths and improved team communication.
4. To sustain the gains and continuously improve, employee engagement committee has been formed.
5. The following improvements have been accomplished:
 - ✓ Created reassessment nurse
 - ✓ Psych work flow process: improvements
 - ✓ Triage improvement process

Next Steps:

1. Standardized Orientation.
2. Staff engagement activities.
3. Career Ladder implementation for staff growth.

Lessons Learned:

1. Leadership training is vital for staff to learn and manage the people dynamics especially in a growing Emergency Department.
2. Leadership having structured and scheduled one and one with staff along with timely communication and availability on the floor is critical for staff development and engagement.

