Building Healthy Workplace Environments through Collaborative Care Councils

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Learning Objectives

At the conclusion of this presentation, the learner will be able to:

- Identify how the collaborative care council fosters achievement of the six essential standards of the healthy work environment.
- Describe how the interdisciplinary decision making supported through the collaborative care council was used effectively to address patient satisfaction.
North Shore-LIJ Health System
North Shore University Hospital

- Quaternary component of the North Shore-LIJ Health System
- 812-beds
- Major diagnostic, interventional and open heart surgical center
- Level 1 Trauma Center
- Bariatric Center of Excellence
- Stroke Center of Excellence
- Renal Transplant Center
- Regional referral center for ill and premature newborns.
Collaborative Care Model

EXCELLENCE  CARING  HONORING THE HUMAN SPIRIT  COLLABORATION  PROFESSIONALISM  LEADERSHIP  SAFETY

Health Care Team

PATIENTS COME FIRST

Practice Environment (Structure)

Care Delivery Model (Process)

(Outcomes)
Patient Experience
Financial Performance
Quality

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Collaborative Care Councils: Sustaining Healthy Work Environments

- Skilled communication
- True collaboration
- Effective decision making
- Appropriate staffing
- Meaningful recognition
- Authentic leadership
Collaborative Care Council

• Interdisciplinary

• Engaging point of care providers in decision making

• Fostering collaboration

• Building relationships within departments and across disciplines
Relationships and Communication

Nursing

All Disciplines

Department/Unit
Council Impact Areas

1. Patient Safety
2. Clinical Quality Improvement
3. Recruitment and Retention
4. Patient Satisfaction
5. Employee Satisfaction
6. Use of Financial Resources
7. Staff Competency Improvements
8. Healthy Work Environment
9. Work of Other Councils
10. Connecting Health Care Settings
Responsibilities of the Manager

Manager brings operational expertise
Responsibilities of Co-Chairs
Responsibilities of the Members
Central Collaborative Care Council

- Meets monthly
- Agenda comprised of concerns across unit or services
- Share best practices
- All Unit or Departmental Councils are represented by Co-chairs of the Unit/Departmental Councils
- Administrative representation
- Empowered to make decisions and/or recommendations as situation dictates
Current Status of Councils at NSUH

45 Interdisciplinary Councils

- All nursing units
- All procedure areas
- Ancillary departments
- Support departments
- NPs, PAs and Nurse Managers
Evidence Based Projects
Patient Satisfaction

- Promptness to call bell
- Pain control
- Noise level

16-18 point increase!
Employee Engagement

Employee Input Survey

– Highest participation rates ever
  94%

– Sharing of results
Hospital-wide Priorities

Excess Day Reduction
- Unit based – “Biggest Loser”
- Reduced excess patient days by 3538 days in 2012

Patient Throughput
- Currently addressing early discharge time
Creating New Standards

- Developed Guidelines for Safe Patient Transfers during Change of Shift

- Using TeamSTEPPS and I Pass the BATON, participated in developing a System-wide electronic tool for safe handoff of care

- New Patient Visiting Protocols

- Dress Codes
Summary

CCC’s can:

• Support the essentials of Healthy Work Environments
• Provide opportunity for all levels of input
• Enhance teamwork and appreciation for others
• Drive organizational goals and outcomes
Thank you

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