

Journey to Zero-Team Nursing

1. What challenges has your area experienced because staff are not working in teams?

<ul style="list-style-type: none"> • Breaks • Inappropriate staff assignment • Inadequate shift report • Lack of communication • Delays in care • Lack of accountability between teams • Missed opportunities to address patient needs • Low staff moral • High number of sick calls 	<ul style="list-style-type: none"> • Staying late and increased OT • Increased LOS • Staff injury • Increased medication errors • Staff fatigue and burnout • Missed orders • Delayed pharmacy care • Delayed call bell answering • Unfair staff assignments
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2. What strategies can be used to promote team-based care?

<ul style="list-style-type: none"> • Hold staff accountable • Buddy system on assignment • Assigned breaks/break relief • Duty list for each shift • Preparation and specific selection of RP/Charge • Include patient in staff huddles • Confirmation of report and staff assignments • Protect care round time • Implement champions • Address cultural issues • Escalation in real time with partner then manager • Mentor new staff • Empowerment • Regular staff meetings 	<ul style="list-style-type: none"> • Increase communication of expectations • Update assignment throughout shift and regular intervals • Audit process go and see leadership rounds • Leadership presence • Address situation as they arise • Real time feedback • Highlight successes and opportunities • Float staff to other units if needed • Coaching and mentoring • Promote role clarity • Perseverance and consistency • Positive Reinforcement • Outcome driven
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3. How will you know its working?

<ul style="list-style-type: none"> • Staff get breaks • Patient care completed • Increased satisfaction of patients • Decreased falls • Increase satisfactions of staff • Decreased sick time • Decreased pull time from ED • Audit safety huddles and TOA 	<ul style="list-style-type: none"> • Increased staff engagement • Decreased RL6 & PRCs • Decreased staff injuries • Leadership is rounding • Decreased OT • Decreased HAI's • Patient discharged before 1100 • Improved patient flow
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