An Innovative Work Culture Change to Streamline Patient Admissions
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Problem:
The 50-bed telemetry unit receives between 375-450 admissions per month. Interruptions during admission fragments care and may decrease quality. The Unit Based Council (UBC), composed of direct care staff and a facilitator, sought an evidence-based solution to increase quality, improve satisfaction scores, and capitalize limited resources.

Evidence:
An EBSCO search of Medline, CINAHL and Health Business Elite revealed anecdotal testimonials on benefits of designated admission teams / admission nurses. Articles stressed integration of the admission process into the existing work culture. UBC members, all frontline caregivers, embraced the challenge.

Strategy:
The UBC could not justify the expense of designated admission personnel, and adopted a modified admission team using proven ‘rapid response’ concepts.

Practice Change:
Unit personnel are notified of patient admissions and all available direct care staff respond to the room to welcome the patient and assist with admission tasks under the direction of the Registered Nurse.

Evaluation:
During the pilot, staff identified areas for improvement, took them to the UBC, and worked together in developing strategies.

Results:
Team mobilization and response varied depending on the workload of the unit, but overall response has been satisfactory. Staff satisfaction has increased and use of overtime has decreased. Patient satisfaction scores are pending.

Recommendations:
Positive feedback from staff, patients and families is prompting the adoption on other units, with possible future investigation into a dedicated admission team.

Lessons Learned:
The strong shared governance structure present encouraged and supported the UBC in developing an idea into reality. Without the culture of teamwork already present on the telemetry unit, this project would not have been possible.

Bibliography: