



Root Cause: Inadequate Standard

Hypothesis:

If standard work for RN Paging and MD roun implemented and adhered to, there will be a reduction in unnecessary pages.

Countermeasure:

Standard Work Tested in Med Tele, IMCU, Ge • Criteria for paging (RN) • Criteria for rounding (MD)

Per Dr. Tate: "I have been concerned about this problem for over a decade. Unnecessary paging interrupts our workflow and creates a patient safety hazard. This team worked collaboratively to prove my hypothesis that meeting with the RN face-to-face every time I round on a patient reduces unnecessary pages. This is further enhanced when RNs use standard criteria for paging. The results of this test make us all successful in providing quality patient care by minimizing waste and promoting more efficient and effective workflows both the physician and the nurse".

Hospitalist Paging 4SPS in Collaboration with Nursing

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Background: With WebX text paging, the number of pages increased, causing frequent unnecessary interruptions in the provider's work day. These interruptions have significant impact, potentially causing errors in physician and nursing decision-making leading to poor patient outcomes.

unication to streamline MD/Provider

ont line staff to assure patient safety and quality. mmunication to minimize disruption to

WebXchange; Switchboard; Patient/family

UENCE ry of task

a provider.

ntly affect clinical condition

elirium, sun-downing, CIWA, leaving unit)

ds, no order, or unsafe to swallow) notification and utilization of management, patient

en the electrolyte is within normal limits, even if e addressed during daily MD rounding.

ctive" (see Navigator) for their patients at the

ing either face-to-face or by phone if necessary. consults to Care Management; PICC order; DC ient on nasal cannula or other type orders.

ler) Communication Note

/rarely page items as guidelines) mmunication items that meet rarely page criteria

est date (your name will automatically be signed as

with MD

Notes anytime, but are minimally encouraged to do

eeds, then the provider will add a simple response D communication box. ating interaction/action.

Examples



	TOC Unit	MD Connection with Primary RN Baseline
の日本のないの	Med Tele	86%
S. N. C. M.	IMCU	94%
山田市の市街	General Medicine	81%
Neg St	OV	ERALL: MDs very

Data Limitation:

Inadequate MD Data on General Medicine.

Conclusions:

- •
- Action or Call back standard to WebX text paging helpful to MDs

Next Steps

- 2018
- •

4SP

Dr. Tate – Salem Clin Dr. Batra - Kaiser Dr. Loa - SHMG Nancy Dunn – Facilita Jessica Reese – Med Ellie Barnhart – IMC Kim Mullins – NTCU Alex Morrison – NTC





% Appropriate with Primary Pages Pages Baseline (target = 90%) 88% 97% 97% days 61% nights 97% 90% 96% 97% 88% Inadequate Data

y satisfied with reduction in unnecessary pages

Paging criteria effective to reduce unnecessary pages MD connection with RN during rounding is crucial

• CBT for all RNs and all Hospitalists – Launch July 1,

Continue to collect data for check and adjust

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S TEAM	MEMBERS
nic	Abby Crawford – IMCU
	Carlee Bizon – Gen Med
	Julie Stauffer – IMCU
tator	Amy Stokes – Clinical Ed.
d Tele	Laura DiDomenico – IS
CU	Rebeca Cowin – IC
	Brenda Umulap – Gen Med
CU	Jennifer Kameshima - Float