

UNIT TROUBLESHOOTER

UNIT: 6West

SHIFT: 7a-3p 3p-11p 11p-7a

DATE: 6/4/13

ROOMS

PATIENT SATISFACTION

ROOM-BED	ISSUES / ACTIONS	ROOM-BED	NAME COMPLAINTS / RESOLUTIONS
601	Remains on watch but family @ bedside		
608	Detox beds - being used for M/S patients		
617 8P	RADIO RESPONSE (↑ BP ↑ HR severe post op pain)		
608 9P	transferred to 607 for close		

DEPARTMENTAL ISSUES / ACTIONS

- ① DNDNQI survey starts today
- ② Armband label, no room # and unit - addressed to admitting.

SURVEY RESULT

POSITIVES

- ③ Pt YANDOLINO, DONALD - Did not receive his 8:35pm dose of anef in PACU given on 6W @ 1145
- Resign is now under (i) No bed in 26 I+D - must be approved

PHYSICIANS / ACTIONS

NEGATIVES

STAFF SATISFACTIONS

ISSUE	NAME ACTION
Falls	Staff very happy, no falls reported for the month of May

STAFF DEVELOPMENT

- Huddle / meet with your staff as often as you can
- Round with your staff and patients
- Provide real-time staff development in private/public
- Share the negatives, but emphasize the positives
- Educate your staff what are at stake: RMBRS, RECS
- Share your issues with HR, other support committees
- Protect other magic moments: Less coverage during shift changes/break, response time on pt. requests.
- Every staff must communicate with each other.

UNIT TO DO LIST:

REMINDER: ENDORSE CRUCIAL ISSUES TO NEXT SHIFT

Reserved 625, 623, ~~607~~ ⁶²⁶ - (2) Bariatri (1) Lamrectomy in a.m

NURSE MANAGER / CHARGE NURSE:

Elmets & Gaur 6/4/13