

**Nurse Satisfaction Action Plan  
2010-2012**

Issue	Unit	Score	Mean	Discussion / Plan
Nursing participation in hospital affairs	LDR	2.71	2.84	<ul style="list-style-type: none"> <li>○ Encourage nurses to participate in Unit Practice Councils as well as hospital-wide committees.</li> <li>○ Provide the appropriate relief to the staff to enable them to participate</li> </ul>
Job Enjoyment	NICU	51.49	60.45	<ul style="list-style-type: none"> <li>○ Insure that in hospital celebrations are carried out for all successes</li> </ul>
	SICU	48.90	53.08	<ul style="list-style-type: none"> <li>○ Engage staff in all events connected with the unit</li> <li>○ Involve the staff in community events, perhaps adopting a poor family as a group to promote unity</li> <li>○ Participate in one annual team event outside hospital</li> </ul>
Perceived quality of care	SICU	3.35	3.39	<ul style="list-style-type: none"> <li>○ Establish a Journal Club for the nurses on these units to insure best practices are utilized</li> </ul>
	NICU	3.39	3.70	<ul style="list-style-type: none"> <li>○ Encourage nurses to actively participate in quality projects and to celebrate successes (these projects may be part of advancement on the clinical ladder)</li> </ul>
	LDR	2.91	3.05	<ul style="list-style-type: none"> <li>○ Insure that at least on staff member from each unit participates in the nursing Quality and Safety Council</li> <li>○ Encourage nurses to attend outside seminars and to participate in state-wide collaboratives to bring best practices back to their units</li> <li>○ Encourage nurses to document good outcomes and present for Grand Rounds and/or publication</li> <li>○ Educator hired for NICU in order to establish/promote evidence-based practice.</li> <li>○ NICU educational pursuits include: thermoregulation, developmental care, use of surfactant, newborn assessment (in conjunction with LDR), aseptic technique with regard to IV tubing changes, hand washing and newborn assessment-all will be completed in 2010</li> </ul>

**Nurse Satisfaction Action Plan  
2010-2012**

Staffing and resource adequacy	LDR	2.78	2.81	<ul style="list-style-type: none"> <li>○ Develop a model of care that supports a “closed unit,” therefore nurses are not floated out of their respective units</li> <li>○ Institute and admission/transport RN for nights for the SICU, in order to prevent staff nurses from having to transport their own patients</li> <li>○ Insure that ward clerks are available on every shift in order to facilitate paper work and telephone calls and insure that the nurse remains at the bedside</li> <li>○ Both units utilize 12 hour shifts-hire a “relief team” from 1100-2300 in order to provide lunch relief/breaks and to allow nurses to work on their projects and/or attend meetings</li> <li>○ Ensure that each unit has a charge nurse that does not have an assignment and can assist where needed</li> </ul>
	SICU	2.39	2.73	
Adequate orientation	LDR	5.05	5.06	
	PP	4.79	5.06	
	NICU	4.55	4.98	
Patient Assignment was Appropriate	NICU	4	5	
	SICU	4	5	<ul style="list-style-type: none"> <li>○ Insure that staffing levels are adequate to ensure appropriate assignment</li> <li>○ Establish a list of specialty per diem nurses who can be called to cover shifts</li> </ul>

**Nurse Satisfaction Action Plan  
2010-2012**

Had enough time with patients (% yes)	NICU	82	86	<ul style="list-style-type: none"> <li>○ Evaluate the efficacy of a “weekends only” staff to provide consistency and coverage of these units</li> <li>○ Ensure that nurses are relieved to spend sufficient time with their patients</li> <li>○ Ensure that certain tasks are assumed by the Patient Care Technicians to enable nurses to be readily available to interact with their patients and families</li> </ul>
	SICU	63	64	
Didn’t have enough time with patients (% yes)	SICU	63	68	<ul style="list-style-type: none"> <li>○ The hospital is implementing a new electronic medical record which will allow for a simpler documentation process which can be accomplished at the bedside</li> <li>○ LDR/PP/NICU will be implementing the Centricity system for documentation which will provide a simpler documentation system</li> </ul>
	PP	67	75	
	NICU	68	86	
Discharged patients were prepared adequately (% yes)	SICU	71	80	<ul style="list-style-type: none"> <li>○ Prepare written discharge instructions for patients/families to insure consistency and comprehensiveness</li> <li>○ Insure that nursing staff has enough time to educate and prepare the families</li> <li>○ Utilize EBSCO for assistance with preparing instructions</li> </ul>
	NICU	80	86	
Inadequate staffing affected admissions/transfers/discharges (% yes)	LDR	89	86	<ul style="list-style-type: none"> <li>○ Insure that triage area on LDR is covered on each shift by a qualified nurse-this nurse should be in addition to what is normally assigned to the unit</li> <li>○ Insure that a scrub technicians is available on each shift to scrub on C-Sections</li> </ul>

**Nurse Satisfaction Action Plan  
2010-2012**

				<ul style="list-style-type: none"><li>○ Insure that all personnel between PP/LDR are cross-trained and that all have ACLS in order to recover post-operative patients</li></ul>
--	--	--	--	---