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Engaging Nursing Staff In the Use and Development of Standardized Nomenclature

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Aspirus Wausau Hospital



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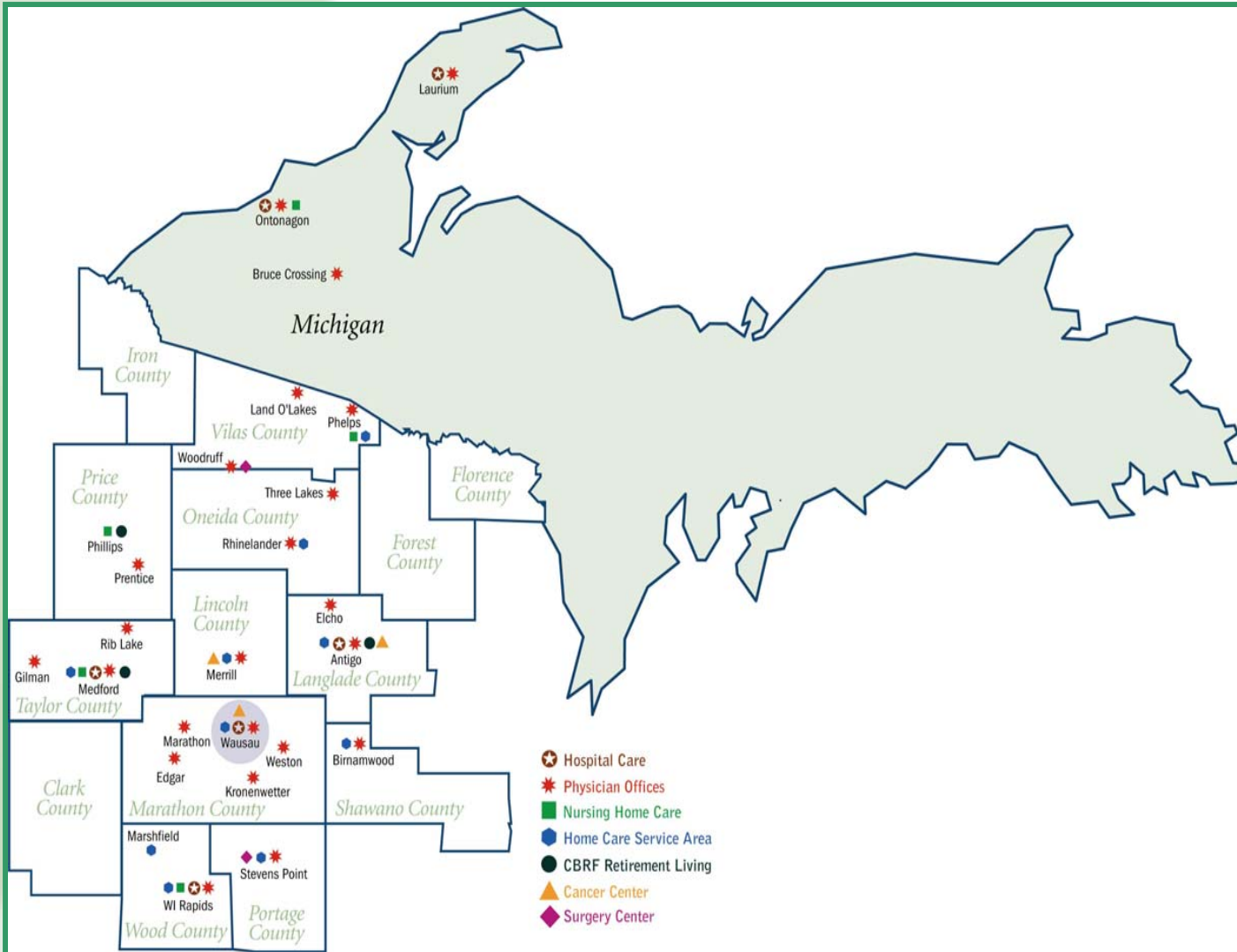
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Aspirus Wausau Hospital



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Regional Area



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Aspirus Wausau Hospital

Who we are Today...

- 321 Licensed Beds
- 2435 Employees
- 645 Physicians, Dentists, Podiatrists, Allied Health Practitioners
- 59 Specialties
- Not for Profit
- Tertiary Care Referral
- Community Based
- Family Practice Residency Program
- Center of Excellence



Aspirus Wausau Hospital –FY 08

- Patient Days 58,669
- Discharges 13,497
- Average Daily Census 160
- Outpatient Registrations 74,802
- Babies Delivered 1,092
- Wausau Heart Institute
 - Open Heart Procedures 625
- Emergency Department Visits 25,145

Aspirus Wausau Hospital

Services We Provide Today...

- Cardiac
- OB/GYN
- Neuro and Spine
- Cancer Care
- Orthopedics
- General Surgery
- Behavioral Health
- Renal Dialysis
- Emergency Medicine
- Palliative Care and Hospice Services
- Ambulatory Surgery
- NICU



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Recognitions



Aspirus Wausau Hospital
is a *Magnet Hospital*
The nation's highest award
for nursing care



The #1 heart program in
Wisconsin, and Top 5% in
the nation – 2004, 2005,
2006, 2007 and 2008



Top 100 Cardiovascular
Hospitals in the nation –
2001, 2002, 2003,
2006 and 2007



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“User acceptance is often even seen as the crucial factor determining the success or failure of a new project.”

(Ammenwerth, et. al.)



Objectives

- Identify Strategies Used to Engage Staff Nurses and Administration to Participate in a Project to Improve Nursing Documentation
- Identify Strategies to Motivate Staff Nurses to Incorporate and Properly Use Standardized Nomenclature in Their Practice



Objectives

- Describe Methods Used to Educate Staff Nurses in the Use of NANDA, NIC and NOC
- Outline Successes, Challenges, and Lessons Learned



Strategies

Some Like the Big Stick Method



Strategies

Others Prefer to Simply Wave Their Magic Wand



Collaborative Practice

- Practice Council
- Nurses Decided on EMR
- Nurse-led Taskforce



Taskforce Strategies

- Consultants
- Funding
- New Resources (Books)
- Workshop
 - Education
 - Care Plan Development



Taskforce Strategies cont.

- Meet With Nursing Units (Wards)
- More Education...
 - Hospital In-service
 - Computer Module
 - Practice Time (Playground)

Nursing uses NICs (Nursing Intervention Classifications) to document interventions, nursing actions to assist the patient in reaching the goal.
Click on the NICs in this example.

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Task Force Accomplishments

- Workshop
- Nurse owned project
- Provided education – NANDA, NIC, NOC



A successful Go-Live

- Tech Support
- Nurses Knew What to Do
- In-house Support
- Step by Step Guides

EPIC Step-by-Step 

Care Plan Monitoring Tool

In Care Plan Activity

DECREASED CARDIAC OUTPUT [Edit] [Resolve Problem]

Definition: Inadequate blood pumped by the heart to meet metabolic demands of the body

Defining Characteristics: Altered heart rate/rhythm, altered preload, afterload, contractility, or stroke volume

Discipline: NURSING Priority: High [Resolve]

Goal: Cardiac pump effectiveness (1) [Edit Goal] [Met] [Document]

Priority: High [1]
Description:

① Click the Goal Hyperlink to view items to be monitored and documentation.

In the window that opens, the location of the data being monitored is marked by numbers, which match the items on the monitoring tool.

Problem: DECREASED CARDIAC OUTPUT

Cardiac pump effectiveness

| | | |
|------------------------|---------------------|-----------------------------------|
| Start Date: 11/13/2006 | End Date: | Expected End Date: 11/18/2006 (2) |
| Priority: High [1] | Discipline: NURSING | |
| Last Documented by: | | |

Description:
Definition: Adequacy of blood volume ejected from the left ventricle to support systemic perfusion pressure
Date/Time Initiated: [11/13/2006, 2:54 PM, Christine Johnsen] (3)

Indicators: Apical heart rate, Dysrhythmia (4)

NOC Rating at Initiation: 2 (5)
Target NOC Rating: 4 (6)

Rating Scale: -- 1 = Severely compromised -- 2 = Substantially compromised -- 3 = Moderately compromised -- 4 = Mildly compromised -- 5 = Not compromised



Challenges

- Staff Training
- IT Staffing
- Attitude
- Money
- Lack Of Work Time For Taskforce Members



Lessons Learned

- Educate Staff Closer To The Go-Live
- Follow Thru On Mandatory Education
- More Go-Live Super Users
- Audit Care Plans after Go-Live
 - Typos, Mislabeled Care Plans
- Improve IT Support



Maintaining Engagement

- Taskforce formalized into Committee
- Resource for Aspirus Wausau Hospital
- Process for review and approval of new or revised care plans



Strategies for Other Projects

- Nurse Project Team Leads
 - Care Plan
 - Patient Education
 - Emergency Department Documentation and Tracking Module
 - Bar Code Medication Module
- Usability Labs
- Door prizes and Awards for Participation
- CAP
- Super Users



Celebrations

Ice Cream is Always Good. Yummy!



Summary



Questions



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