

Medical-Surgical Department

Theresa Valerio, RN
Clinical Director
August 26, 2015

18 Bed Unit (MSI & MSII)

Average Daily Census: 13.18

Average # of Admits per day: 4.19

Average # of Discharges per day: 3.49

MS TEAM: RN, CNA, UCS (40 staff members)

Medical-Surgical Stats

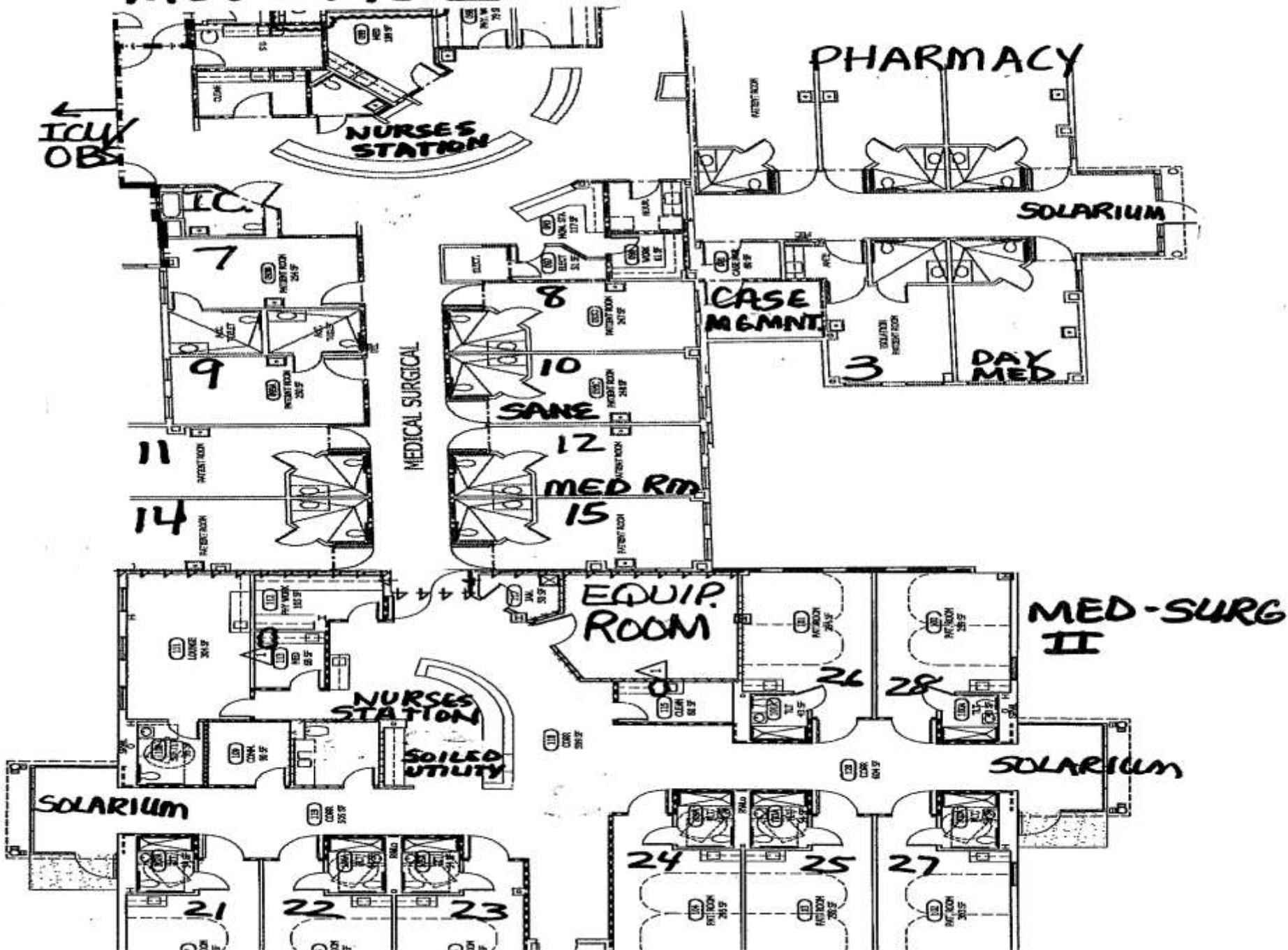
- Registered Nurses (3 per shift)
- Certified Nurse Aides (3 days, 2 nights)
- Unit Care Specialist (12 hours per day, 0630-1900)

Average *Nurse* Patient Ratio: 1:5

Average *CNA* Patient Ratio: 1:6

Medical-Surgical Team Members

MED-SURG I



- Cellulitis
- Pneumonia
- Gastroenteritis/Esophagitis
- Total Knee Replacement
- Sepsis

Top 5 Admitting Diagnosis

- 1:1 patients (high risk)
- Sitter Program
- Complex patients (co-morbidities)
- Computer & Technology Demands
- 37% of the Medical-Surgical RN's have been with HCH less than 2 years

Department Challenges

- Department Committee (operations)
 - Hiring
 - Budget/Productivity
 - Policies
 - Quality Improvement Efforts
- Life Wings Working Group (patient safety)
 - 1:1's
 - Policy Development
 - Staffing
 - Patient Satisfaction/PI Efforts

Team Dynamics

Department Goals & Successes

- Hourly Rounding
- Communication Boards
- Sitter Program
- Total Knee Replacement Program
- New Graduate Program (Mentors)
- Centralized Medication Room
- Fall's Team & Program
- ACLS Certification
- Employee of the Month



Holy Cross Hospital

Welcome!

Where Great Care Comes Together

Date: 8/12/2015

MY CARE TEAM:

MY Nurse: Susan
MY Nursing Assistant: Darlene
MY Physician(s): Dr. Young

MY PLAN OF CARE:
OOB to Chair with P.T.
Discharge Tomorrow

MY DAY LOOKS LIKE:

Diet: *Reg*
Tests / Procedures: Labs CBC

Specimens:

MY ACTIVITY:

Transfer Information: Up as tolerated
Assisted Devices: BNP BSC
Weight Bearing: Ambulation
Therapy PT: Paula RT: Cecilia
ST:

MY QUESTIONS/CONCERNS:

MY Room #: 211
MY Phone #:

MY NOTES:

Shower + Best Deal Case
8/12/15 DG
Smiley face

OUR GOAL IS TO KEEP YOU INFORMED

Speak Up for Clean Hands
Please Call Don't Fall

PAIN PLAN



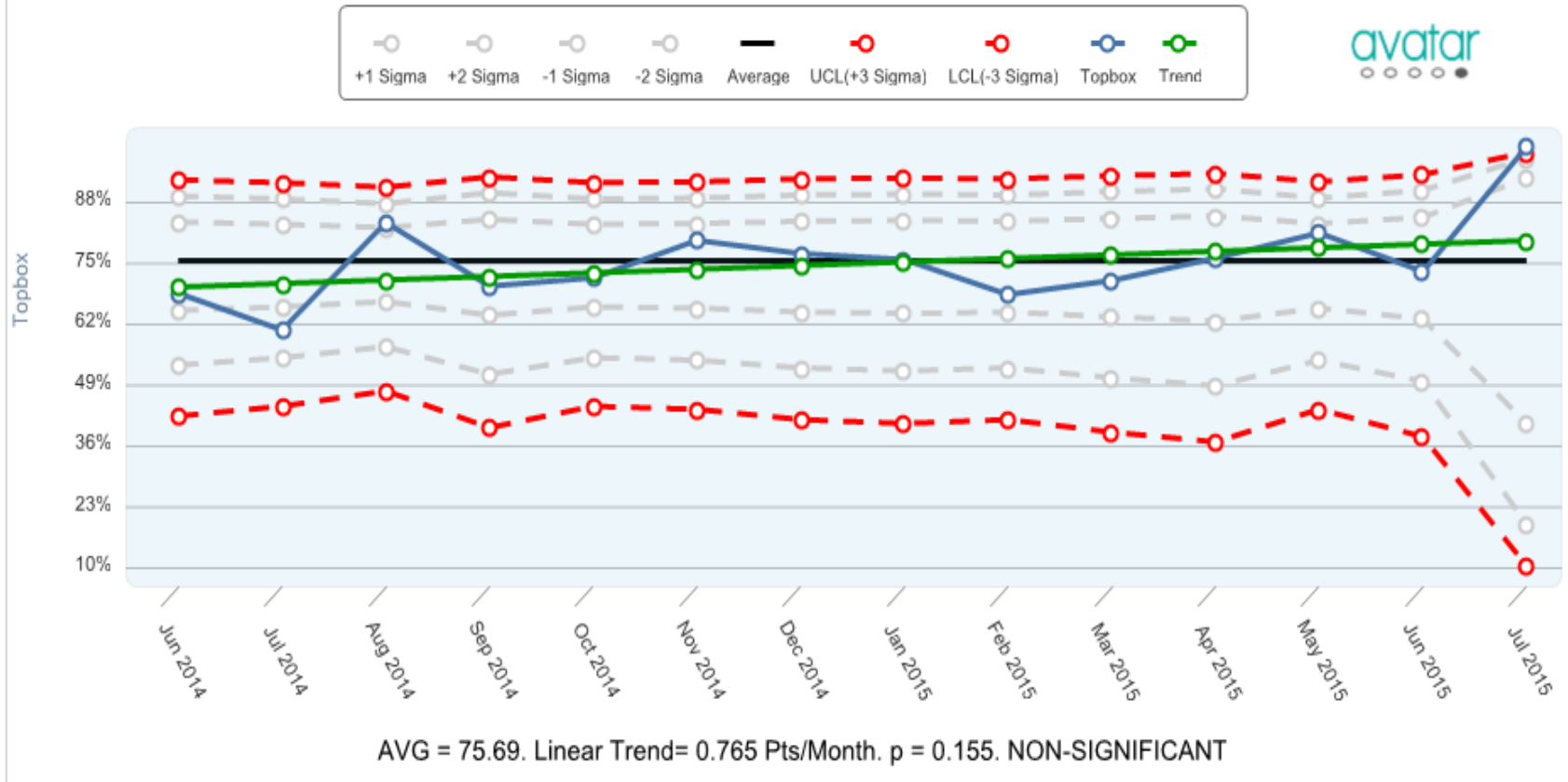
MY Pain Goal: 0

HOURLY ROUNDING

Table with 24 columns for hourly rounding from 7:00 AM to 7:00 PM. Handwritten initials are present in the first 12 columns.

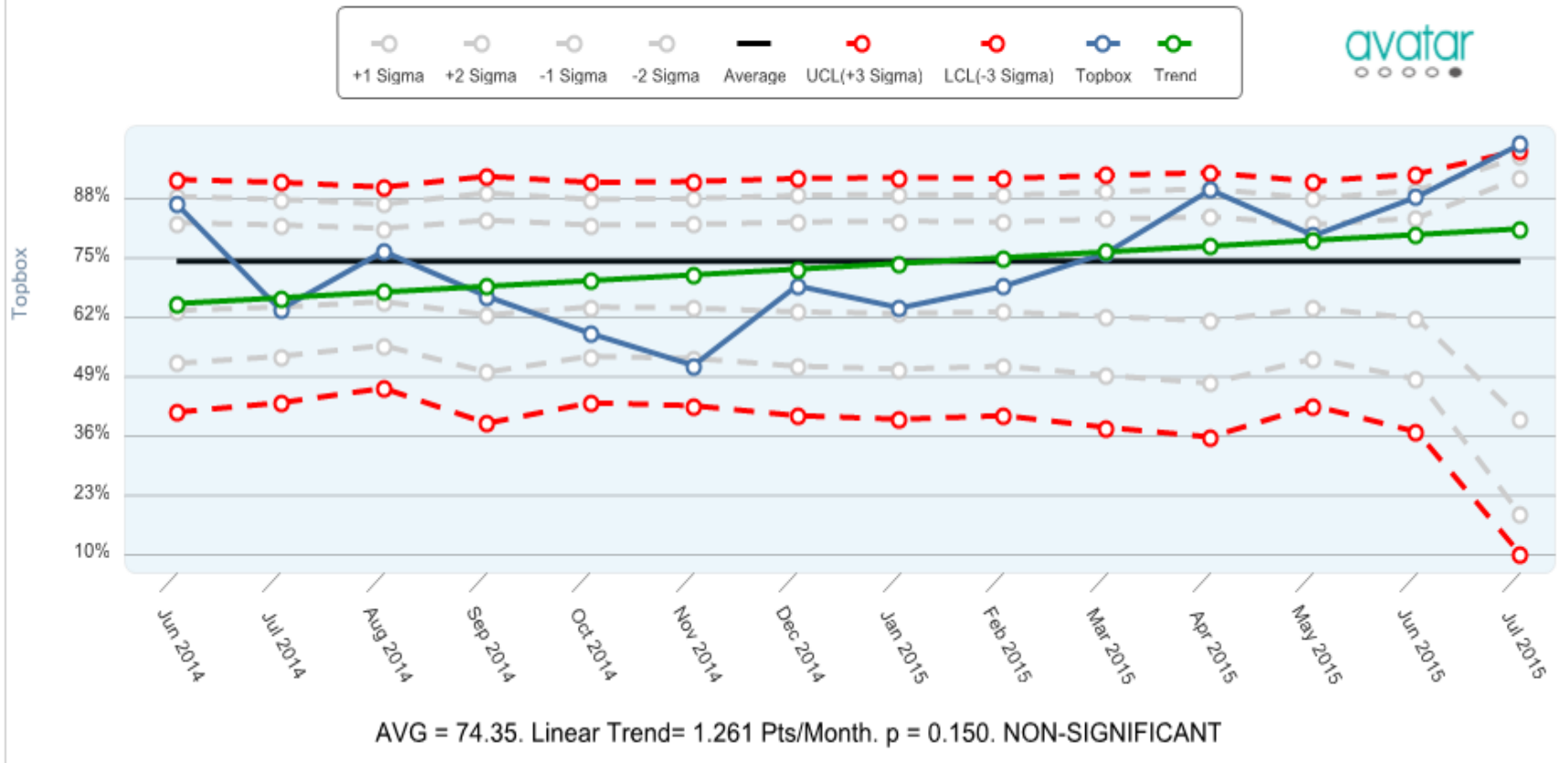
Communication Board

Communications with Nurses - Medical/Surgical Unit - All Service Lines - CMS Qualified



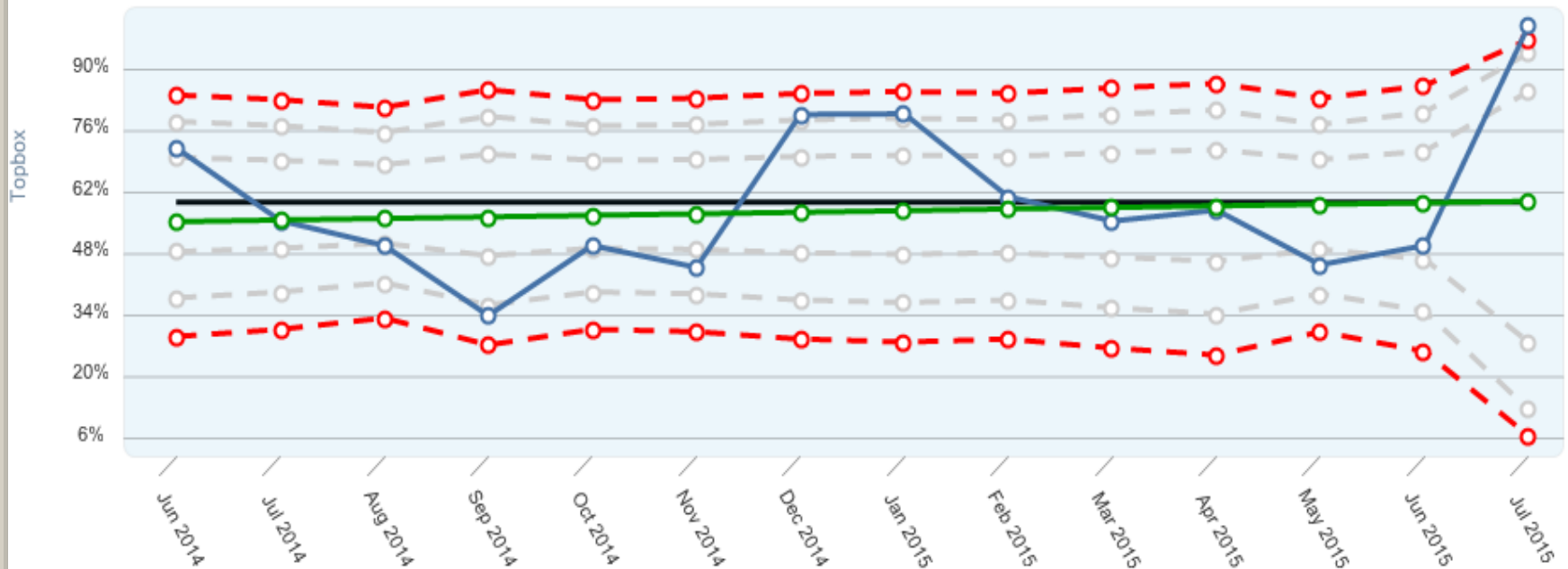
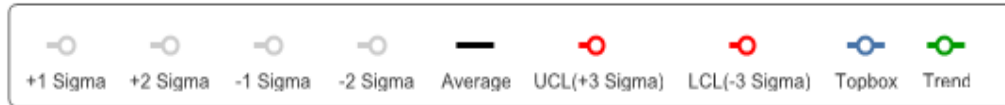
Communication with Nurses

Responsiveness of Hospital Staff - Medical/Surgical Unit - All Service Lines - CMS Qualified



Responsiveness of Hospital Staff

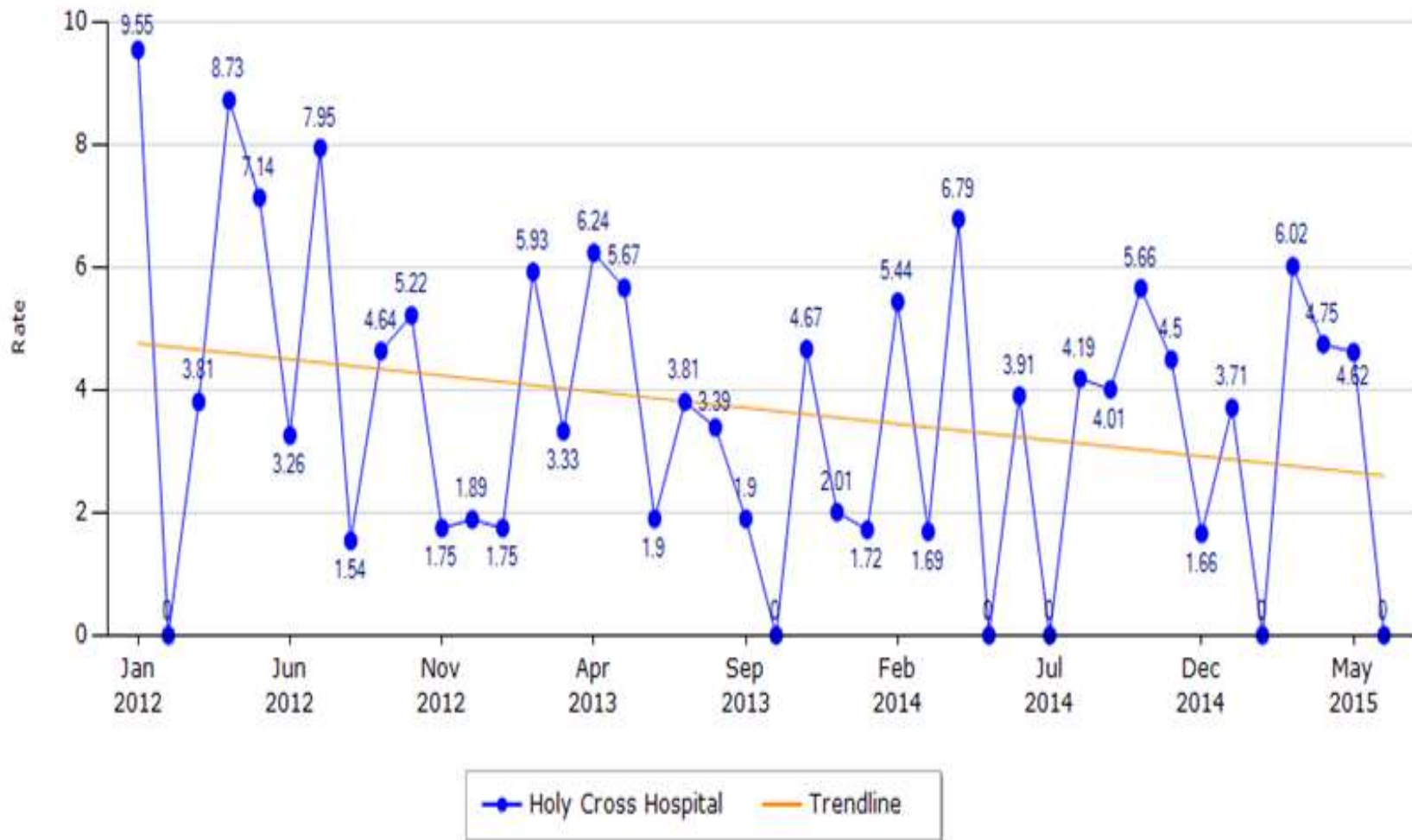
Communications about Medications - Medical/Surgical Unit - All Service Lines - CMS Qualified



AVG = 59.79. Linear Trend= 0.357 Pts/Month. p = 0.748. NON-SIGNIFICANT

Communication about Medications

(Falls) Falls With or Without Injury (NSC-4)



Fall's Statistics:

Total Operating Expenses: 15% below budget

Contribution Margin: Exceeded budget by 25%

Overtime: 2.5% YTD

Productivity: 95% YTD

**Budget & Productivity Overview
FYE 2015**

Meet the Medical-Surgical Team

Thank you



