

Star Nurse Example

Name: Sarah Smith

Credentials CNS, MSN

Hospital: Bayview Medical Center

Title: Patient Care Manager

Years in nursing: 16

Roles and responsibilities: Patient Care Manager of the Carol Ball Medicine Unit (CBMU), which is the first unit in Johns Hopkins history to be named after a nurse (Carol Ball). She manages 53 employees that consists of registered nurses, patient care technicians, and nursing unit secretaries. Her responsibilities are as follows: -Responsible for directing the provision of nursing care on an assigned patient care unit on a 24 hour, 7 day a week basis. -Supervises and monitors professional and non-professional staff, and ensures effective, safe and therapeutic nursing services meet established hospital and accrediting agency regulations and guidelines. -Sets unit goals consistent with the philosophy of assigned department and Medical Center.

Description: This nominee is worthy of this recognition for many reasons, but I will elaborate on a creative, non-traditional pilot that she has been championing/managing since September 26, 2016 to currently with an interdisciplinary Armstrong Institute Team, aimed at hospital throughput, earlier discharge times, and reducing the boarding times for our patients who wait in the Emergency Department for a bed on an inpatient unit. Sarah Smith performed a comprehensive evidence based literature search of other academic medical centers practices surrounding improving hospital throughput and patient safety of a discharge lounge. Sarah reached out to other institutions regarding their policies/procedures, staffing, and metrics of success regarding creating a structured discharge lounge at Johns Hopkins Bayview Medical Center. In the past, in crisis situations, such as snow storms, when the hospital has attempted a just in time discharge area; there was not much success with patients agreeing to go to the discharge area, and/or transportation arriving earlier than expected. Sarah reviewed reported barriers to discharging patients from nursing staff from all divisions in the hospital which revealed that patients are waiting in their inpatients beds after receiving their discharge orders and instructions for two reasons: awaiting transportation home either via cab/family member, or awaiting discharge prescriptions to be filled to take home in hand, a best practice to decrease readmissions. Sarah worked with interdisciplinary team members of outpatient pharmacy, attending physicians, nurses, patient care technicians (PCTs), nursing education, clinical engineering, facilities, dietary, case management, social work, patient care coordinators, finance, patient experience, and risk management to create a budget and proposal to pilot a (discharge lounge) Hospitality Suite (HS) to allow discharged patients that meet criteria (able to ambulate on their own or require minimal assistance using an assistive device, no need for oxygen, history of isolation status, no behavioral concern that would pose a threat to him/herself or others, continent,) to be

(Smith, cont.)

transported to a relaxing, peaceful environment staffed with an experienced Med/Surg PCT to keep the patients comfortable while they await their transportation home and/or medications to be filled. The HS has comfortable waiting area seating, television, snacks, beverages, and magazines/books. Sarah collaborated with the nursing education department and the patient experience department to create standard work of the role of the HS PCT, created a schedule to staff the suite Monday through Friday, 10am-6:30pm (this time was chosen based on data of when the discharges typically happened, and when there were increased boarding time in our Emergency Department). Through her diligence of supporting this pilot program which is still in existence, there have been over 300 discharged patients (guests) that have been served in the HS, for a total of 16, 687 minutes (time saved on reducing the boarding time of patients waiting for an inpatient bed in the Emergency Department). Her unit, CBMU sent over 200 discharged patients (guests) to the HS, for a total of 11, 764 mins (74% of the total minutes saved waiting to ready a bed for an ill patient requiring an inpatient bed waiting in the ED). Because of the success of the HS, the HS is now a part of the plans for the hospital's new tower that will be built in the future, and Sarah has been sought out as the consulting expert in making plans/recommendations for this hospital throughput patient experience program to continue.

Additional information:

Sarah works meticulously to round with the Hospitality Suite Patient Care Technicians on a daily basis not only on the Medicine units,(but the HS has opened to all divisions of the hospital to support hospital throughput, and safety of our patients awaiting care in the ED) to speak with the nursing staff about their discharges, and remind them to use the suite. She created log sheets and binders for the units also to capture their Hospitality Suite data (referrals, times, refusals, reasons why, referred and left early). She also created a contest for the units that referred the most patients and/or sent the most patients to the suite to receive a pizza party. She happily announces every morning at our bed capacity meeting "The hospitality suite is open for business", with a smile, explains the criteria for patients that can come to the suite safely, and the contact number for the suite. She has such a creative, and motivating spirit that is infectious. Any project that she leads is bound to be successful, as she puts her heart and soul into it. Sarah has been my nurse manager for seven years, and she continues to motivate me to think outside of the box and continue to further my nursing education. Her leadership to open up a brand new Medical/Surgical unit from scratch 7 years ago, as I was hired as her day shift charge nurse; allowed me to see just how strongly committed she is to nursing excellence, patient safety, and patient satisfaction. She leads by example, teaches the importance of collaboration with other disciplines, and teamwork. She has led the charge on several initiatives on her nursing unit, and the hospitality suite is one of many that she has championed and deserves recognition for.