

Abstract

Background and Purpose: Intermediate Care Units (IMCUs), high dependency, or step-down units are an integral part of the healthcare structure worldwide. In the target IMCU of this project nurses report low satisfaction and poor nurse to provider communication. The current care delivery structure in the IMCU has resulted in costly effects on the organization and instability on the unit. The purpose of this evidence-based practice project is to explore the effects of a set attending provider care team and communication toolkit on nurse satisfaction and nurse to provider communication.

Methods: This project utilized a 2-group pre-test and post-test design, in addition to a focus group. The intervention was a communication tool kit which included SBAR and goals of care worksheets. Pre- and post-intervention surveys were administered to assess participant pre and post satisfaction scoring. The survey was a validated assessment tool used to measure nurse and provide satisfaction with communication, management and facility.

Results: A total of 21 participants (nurse and physicians) who met inclusion criteria were included in the sample. Pre-intervention surveys were collected from 21 participants, post-intervention surveys yielded 4 participants (nurses). Three nurses participated in the focus group. There was no significant improvement in nurse or provider satisfaction. Focus group participants echoed concerns of poor nurse to provider communication, and low overall satisfaction.

Conclusion: Utilization of SBAR reporting and goals of care worksheets while evidence based, were unable to prove clinical significance. Qualitative data gathered during the nurse focus group supported nurse provider communication strain, and low nurse satisfaction.

Implications: This project adds to the body of evidence in support of nurse satisfaction. Additionally, this project highlights the difficulties of conducting a DNP project in a remote environment, and offers insight into remote project implementation and the unique experience of implementing a remote project.

Keywords: Intermediate care unit, SBAR, goals of care, tool-kit, satisfaction