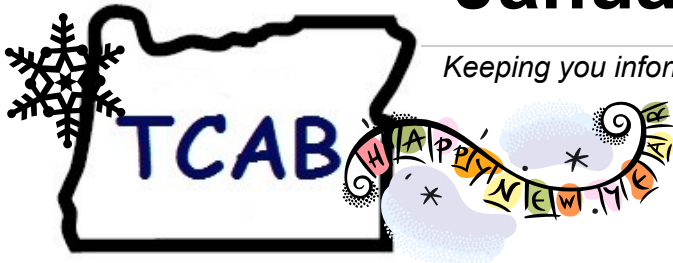


January 2012

January TCAB Newsletter

Keeping you informed about what's going on with Oregon TCAB!



TCAB Spotlight: Team Vitality

Vitality and teamwork vision: *“Within a joyful and supportive environment that nurtures professional formation and career development, effective care teams continually strive for excellence.”* This theme emphasizes the importance of, enthusiasm for, and engagement of the front-line team in transforming medical-surgical units.

As the largest occupational group in health care, registered nurses have been the focus of attention in recent years due to an ongoing national nursing shortage, an aging workforce, and concern about attracting the next generation of nurses. In addition to shortages, hospitals also struggle with turnover. Both shortages and high turnover place additional stress and strain on staff who remain, eroding continuity of care and creating extra expense. Institutions that put strategies in place to enhance staff effectiveness and vitality demonstrate increased nurse, patient, and physician satisfaction, reduced turnover, and better outcomes. In addition, with the cost of nurse turnover estimated at up to \$65,000 per position depending on specialty, a sound business strategy includes an emphasis on retaining good nurses. Teamwork and Vitality Innovations have had significant impact at TCAB hospitals. Examples include:

- Red/Yellow/Green Boards to declare availability for admissions - Seton Northwest
- MD/RN Unit Meetings - Cedars-Sinai
- President's Award, Standing Ovations and Spot Bonuses - Cedars-Sinai
- RNs Presenting Patients During Rounds - Massachusetts General
- Staff Huddles - University of Pittsburgh Medical Center

Many of our Oregon TCAB hospitals are engaged in efforts to improve team vitality on their TCAB units. Examples include: hospital-wide huddles (Lake District), making food available for night shift (Harney), revamping the staff break room (RVMC- ICU), focused celebration of TCAB successes (Mid-Columbia), staff photo magnets (PSV- 6E, 6W), and *many* more!

We encourage you to share your innovations and steal shamelessly from one another when you hear something that sounds like it might work well on your unit. In February 2012, we will be re-administering the Team Vitality Survey so you'll have a chance to see the impact of your efforts thus far and target plans for future improvement.

References:

- IHI Innovation Series White Paper: Transforming Care at the Bedside <http://www.ihl.org/knowledge/Pages/IHIWhitePapers/Transforming-CareattheBedsideWhitePaper.aspx>
- RWJF TCAB Toolkit <http://www.rwjf.org/pr/product.jsp?id=30051>

Remembering the Big Picture

Pillars of TCAB			
Safe and Reliable Care	Vitality and Teamwork	Patient-Centered Care	Value-Added Care Processes
A I M :			
Improve the quality and safety of patient care and reduce disparities	Increase the vitality and retention of nurses and frontline staff	Engage and improve the patient and family members' experience of care	Improve the effectiveness of the entire care team and increase time at the bedside
M E A S U R E M E N T :			
* Patient falls, falls with harm, pressure ulcers (core measures)	* Team vitality survey	Bedside handoff compliance	Time spent hunting for and gathering supplies
* Patient race, ethnicity, and language	Rate of voluntary nursing staff turnover	Readmission % within 30 days	Time spent in direct patient care

News & Updates

• **IMPORTANT! Save the Date: March 22, 2012**
Our Oregon TCAB Midcourse Meeting will be on March 22, 2012 at Rogue Valley Medical Center (Medford, OR). This is our second face-to-face meeting for the 18-month Oregon TCAB collaborative. Stay tuned for details, but for now— *please make sure to mark this day on your calendar.* This one-day meeting is a great opportunity for all of us to gather and learn, share stories, tackle problems, and come away with a renewed sense of purpose and energy around TCAB! You won't want to miss it!

• **Coming soon to an e-mail inbox near you...**
Be on the lookout for a personalized data report summarizing your TCAB team's data and progress. You always have access to graphs of your data on the "Graphs" tab of your data spreadsheet, but the goal of these personalized data reports is to provide meaningful information to you at a glance. This is a test of change by the leadership team in an effort to support you, so please let us know what you think!

• **Whiteboard pictures and bedside handoff forms**
If you haven't already, please send a picture of a whiteboard on your unit as well as a copy of your bedside handoff form to Lyndsey at lyndsey.shaver@oahhs.org. The more submissions we get, the more ideas Oregon teams will have from which to steal shamelessly. Thank you!

For questions about TCAB, contact Diane Waldo at diane.waldo@oahhs.org, or (503)-479-6016

Dates to Remember

Thursday, January 26

Monthly TCAB Call- Webinar with guest speaker!
Guest Speaker: Stephanie Sobczak, Wisconsin TCAB Regional Clinical Leader
Topic: Team Vitality and Measurement

Tuesday, January 31

- ⇒ **Data due!** (Reflecting December data)
***PLEASE MARK REPORTING PERIOD AS "DECEMBER 2011"**
- ⇒ **Innovation logs due!** (Reflecting December innovations)