



Putting the Pieces Together

Managing Call Programs

Adventist Medical Center, Portland

Presented by

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February 2, 2017



About Us

Adventist Medical Center

- ▶ Faith based, not-for-profit hospital located in SE Portland
- ▶ Part of a 22 hospital system with facilities located in Oregon, Washington, California, and Hawaii
- ▶ 11,500 admissions with 53,000 ED visits yearly
- ▶ Community focused - quality, mission, and whole-person care



Presentation Overview



In-Patient Services – Clairvia Overview

- ▶ Managing overtime limits
- ▶ Patient assignment documentation
- ▶ Compliance with 10 hour rest breaks
- ▶ Rest and meal break coverage

Call Areas

- ▶ Standard work and compliance
- ▶ Challenges and benefits
- ▶ Future state

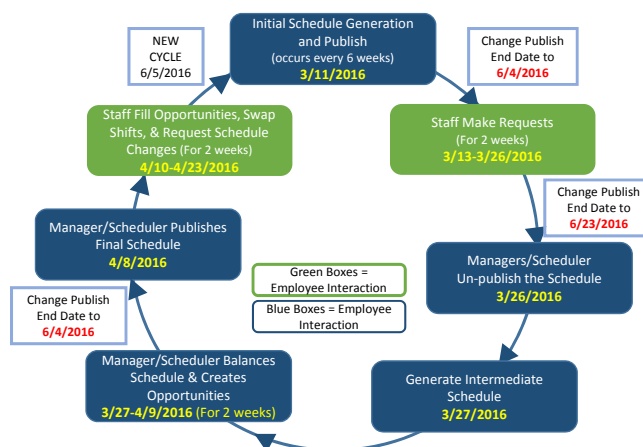
In-Patient Services



Clairvia

- ▶ Forecasting
- ▶ Identifying vacancies
- ▶ Overtime assessment

Clairvia – PORTLAND – Schedule Cycle for 4/24/2016



Clairvia — Real Time Compliance





Adventist Medical Cntr Portland

AMCP Staffing Office

Home | Schedule | Staffing Views | Demand | Acuity | Assignment Manager | Reports | Tools | Search | Configure | Help

Enterprise Staffing | User: MaryMc | Logout | Tuesday, December 27, 2016 11:11 PST

Patient Assign | Which Here | Date: 12/20/2016 | Profile: AMCP ICU | Shift Pattern: DAY | Go

Assign: Patients | Devices | Duties | Relief | Department | Summary | Patient | Caregiver | Profile | Staff


Available Caregivers		Start/End Time	Relief Type	Avg Acuity	No Break
RN	Hansacaceln, Agnescha	0700-1900	[Routine]	10	<input type="checkbox"/>
RN	Loung, Carrie	0645-1845	[Routine]	10.67	<input type="checkbox"/>
RN	Mendon, Cynthia	0645-1845	[Routine]	10	<input type="checkbox"/>
RN	Sanders, Marcia	0645-1845	[Routine]	9.87	<input type="checkbox"/>
RN	Seal, Heidi	0645-1845	[Routine]	10	<input type="checkbox"/>
RN	Shaw, Kimberly	0645-1845	[Routine]	10	<input type="checkbox"/>
RN	Stock, Lora	0630-1830	[Routine]	14	<input type="checkbox"/>
Clin...	Rourke, Jennifer	0800-1600	[Routine]	0	<input type="checkbox"/>
CNA	Albrecht, Elaine	0645-1845	[Routine]	0	<input type="checkbox"/>

Relief Caregivers		Start/End Time	Relief Pts
RN	Hansacaceln, Agnescha	0700-1900	0
RN	Loung, Carrie	0645-1845	0
RN	Mendon, Cynthia	0645-1845	4
RN	Sanders, Marcia	0645-1845	0
RN	Seal, Heidi	0645-1845	0
RN	Shaw, Kimberly	0645-1845	0
RN	Stock, Lora	0630-1830	14
Clin...	Rourke, Jennifer	0800-1600	0
CNA	Albrecht, Elaine	0645-1845	0

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▶ Use Clairvia for patient and rest break assignments and for documentation of rest break times

Compliance Preparation



- ▶ **VP & Hospital Support**
 - ▶ Increased position support
- ▶ **Work Group**
 - ▶ CNO, Leadership, Manager Staffing Office, Charge Nurse
 - ▶ Scenarios
 - ▶ Tools for compliance
- ▶ **Education**
 - ▶ Hospital Staffing Committee, Frontline Staff, Physicians
 - ▶ Changes in the OR law
 - ▶ Hospital and personal commitments
 - ▶ Communication


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Challenges and Solutions

Challenges	Solutions
<ul style="list-style-type: none"> • Limitations in using Clairvia software • Inability to hire a separate call team (financial implications and recruiting) • Separation of the team • Recruiting trained staff - 3 person call team with limitations in roles • Physician understanding of OR law • Potential for delayed cases/decreased patient satisfaction 	<ul style="list-style-type: none"> • Standard work and paper tool. Corporate is working on a compatible build. • VP Buy-In (<i>patient centered focus</i>) • Inclusion of all team members on call team • Training all Rad Techs to document/monitor • 30 minutes of education to CV Service Line physicians • Review of daily effects in real time and immediate access to CNO

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Standard Work

- ▶ Implied that law includes all team members within the Cath Lab
- ▶ Adjusted schedule for free floating Charge Nurse
 - ▶ Added 1 RN and 1 Rad Tech
- ▶ Schedule will be posted by the third Tuesday of each month
- ▶ Daily monitoring and tracking tool created
 - ▶ Saved to shared staffing folder at the end of each pay period
- ▶ Tracking tool reviewed with CNO monthly
 - ▶ Recommendations for change
 - ▶ Hospital Staffing Committee

Practice the philosophy of continuous improvement. Get a little bit better every single day.

Brian Tracy

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Tracking Tool


Cath Lab and Prep Recovery Staffing Compliance Tool

	Date	Rest periods & prohibited	SABs > 11 Hours	Cases delayed (P)	Staff on OT	Sup. Acc. Recovery Needed	Comments <small>Provide staff names if appropriate</small>	Suggested Action Steps
Monday	//							
Tuesday	//							
Wednesday	//							
Thursday	//							
Friday	//							
Saturday	//							
Sunday	//							

Please provide detailed comments for any "x" indicated

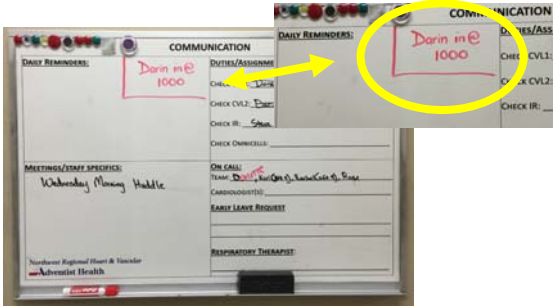
Reviewed By: _____ Date Reviewed: _____

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Post Implementation

► What is working well ...



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Questions?

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Contact Information



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