

Streamlining Nurse Reporting with Rapid Action

End-of-shift nurse reporting went from being a time-consuming, morale-sapping task to a streamlined, quality-controlled process in less than 60 days by engaging nurses to solve the problem using an innovative team engagement process.



SITUATION

The clinical information officer for a large integrated healthcare provider was concerned about the time-drain and negative impact on morale the end-of-shift reporting process had on nurses.

TEAM ENGAGEMENT STRATEGY

A team of nurses from across shifts and with mixed tenures was assembled and equipped with **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

RAPID ACTION PROJECT CHARTER

How can we improve the end of shift reporting process in order to reduce delays and overtime for both incoming and outgoing shifts and provide more time for patient care?

SAMPLE SOLUTIONS IMPLEMENTED

1. Developed, distributed and educated all nurses on the use of a standard end-of-shift reporting checklist to improve consistency of reporting.
2. Evaluated various options and recommended consensus-best choice for adoption of a voice-transmitted reporting protocol using existing the hospital system to speed communication of patient care information with improved depth and quality.
3. Developed a brief training program on the “dos and don’ts” for end-of-shift reporting led by nurses who excelled in this part of the process.

RAPID ACTION TEAM RESULTS

46%

reduction in nurses clocking out late due to reporting

7 mins

standard established for end-of-shift reporting

\$55,000

projected annual savings in nurse overtime

63 days

cycle time from team launch to wrap-up

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Having management available to support the team and having a way to quickly present and test our ideas made the project more than just an exercise. Using Rapid Action, we were able to make real changes that are already working. – NURSE TEAM MEMBER

RAPID ACTION FOR LEAN HEALTHCARE Streamlining Nurse Reporting with Rapid Action



The “All in One” Team Engagement Toolkit for Accelerating Results



Prelaunch Planner



Action Accelerator



Scripted Meeting Guides



Quick Read Booklets



Idea Sorting, Prioritizing and Tracking Posters



e-Templates & Tools



LEARN MORE ABOUT RAPID ACTION FOR LEAN HEALTHCARE

Are you interested in accelerating results and increasing engagement from your organization's change management and continuous improvement initiatives? Take a look “inside the box” of the most reliable process available for rapid, team-based improvement.



Call 800.254.6805 or email to request@improvefaster.com to schedule a demo of the Rapid Action Toolkit.



For more information including Case Studies and White Papers please visit www.improvefaster.com.

Leap Technologies

Improve faster through better team engagement!

Since 1993, Leap Technologies has helped healthcare organizations get on the path to faster, more-affordable Lean deployment.

Organizations including Carle Foundation Hospital, HealthPartners, Genzyme, Novation and Pfizer have accelerated results from Lean initiatives by deploying Leap Team Engagement Toolkits to productively engage more leaders and employees in “the improvement game” while building the internal capability to achieve lasting gains.

For organizations looking for a faster, better and more-affordable way to leverage the power of Lean Healthcare, Leap Technologies is the resource of choice.