

Reducing Nurse Overtime and Stress with Rapid Action

A team of nurses designed and implemented an innovative program to reduce overtime expense for “after shift” nursing hours, saving their hospital more than \$400,000 and reducing nursing staff stress at the same time.



SITUATION

The nursing department of a metropolitan hospital faced a large budget overage due to nurse overtime hours as well as complaints from the nursing staff about stress caused by missed meals and breaks and extra time required to complete end-of-shift reporting.

TEAM ENGAGEMENT STRATEGY

A cross-shift team of nurses with varying years of service was brought together to solve the problem using **Rapid Action**, an “all in one” team engagement toolkit for accelerating results.

RAPID ACTION PROJECT CHARTER

How can we make it easier for nursing staff members to complete their shifts on-time and take required meal breaks to reduce the level of overtime hours and employee stress?

SAMPLE SOLUTIONS IMPLEMENTED

1. Designed and implemented a program to communicate best practices for timely shift close-out and meal breaks along with a recognition program for “On-Time Performance.”
2. Standardized shift change assignments to minimize the number of hand-offs when reporting at end-of-shift.
3. Installed visual scheduling board for meal breaks before shift-start.
4. Standardized the shift report format across all units to improve ease of completion and reduce the need for follow-up discussion.



As someone who never checked out on time, I was pretty skeptical coming into this effort. But I'm convinced that if I can get out on time, everyone can.

– REGISTERED NURSE, RAPID ACTION TEAM MEMBER

RAPID ACTION TEAM RESULTS

7

solutions tested and implemented

50%

reduction in overtime hours clocked over the following 12 months

\$400,000

savings over planned overtime budget

68 days

cycle time from team launch to wrap-up

RAPID ACTION FOR LEAN HEALTHCARE

Reducing Nurse Overtime and Stress 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.