



Putting the Pieces Together

Managing Call Programs

Adventist Medical Center, Portland

Presented by

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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

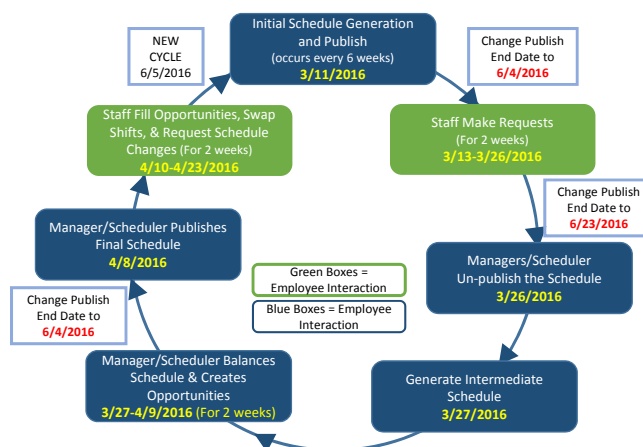
In-Patient Services



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 User: MaryMC Logout

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

Enterprise Staffing Monday, 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										
Skill	Caregiver	Start/End Time	# of Pts	Avg Acuity	No Break	Relief Type	Relief Pts	Start	Len	End
RN	Hansacaceln, Agnescha	0700-1900	10	10	<input type="checkbox"/>	[Routine]	0			
RN	Loung, Carrie	0645-1845	3	10.67	<input type="checkbox"/>	[Routine]	4			
RN	Mendon, Cynthia	0645-1845	3	10.67	<input type="checkbox"/>	[Routine]	0			
RN	Sanders, Marcia	0645-1845	3	10.67	<input type="checkbox"/>	[Routine]	0			
RN	Seal, Heidi	0645-1845	3	10.67	<input type="checkbox"/>	[Routine]	0			
RN	Shaw, Kimberly	0645-1845	3	10.67	<input type="checkbox"/>	[Routine]	0			
RN	Stock, Lora	0645-1845	3	10.67	<input type="checkbox"/>	[Routine]	14			
Clin...	Rourke, Jennifer	0800-1600	0		<input type="checkbox"/>	[Routine]	0			
CNA	Albrecht, Elaine	0645-1845	0		<input type="checkbox"/>	[Routine]	0			

Clairvia © 2016 AMCP Staffing Office Contact your Help Desk for assistance.


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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 @ provided 9:45-11:00 AM Case @ (layed in) Staff on OT Sun-Acc Recovery Needed					Comments Provide staff names if appropriate	Suggested Action Steps
Monday	//						
Tuesday	//						
Wednesday	//						
Thursday	//						
Friday	//						
Saturday	//						
Sunday	//						

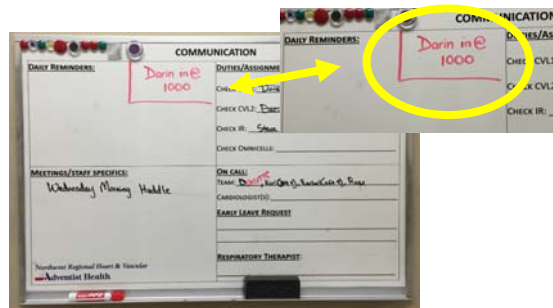
Please provide detailed comments for any "x" indicated

Reviewed By: _____ Date Reviewed: _____

Post Implementation



► What is working well ...





Questions?

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Contact Information



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