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Background

North York General Hospital (NYG) is one of Canada's leading community academic hospitals. Within NYG's Medical Program, is the inpatient Medicine and Respiriology unit, 8 West. The 8 West team strive to provide excellent patient and family centered care through an inter-professional care delivery model.

The team comprises of Registered Practical Nurses (RPNs), Registered Nurse (RNs), allied health (social worker, occupational therapist, physiotherapist, dietitian and rehab assistants), hospitalists and support staff.

In April 2014 the 8 West team through interprofessional vision sessions identified the need to *enhance nursing leadership and communication to optimize the delivery of care.*

Goals

The purpose of the role clarity project included three major goals:

1. To articulate the role of RPN and RN, and how College of Nurses of Ontario (CNO) 3 factor framework is part of decision making process;
2. To decrease ambiguity, confusion associated with RPN and RN role in order to optimize patient care;
3. To improve care delivery by decreasing patient complaints, and increasing both patient and staff satisfaction.

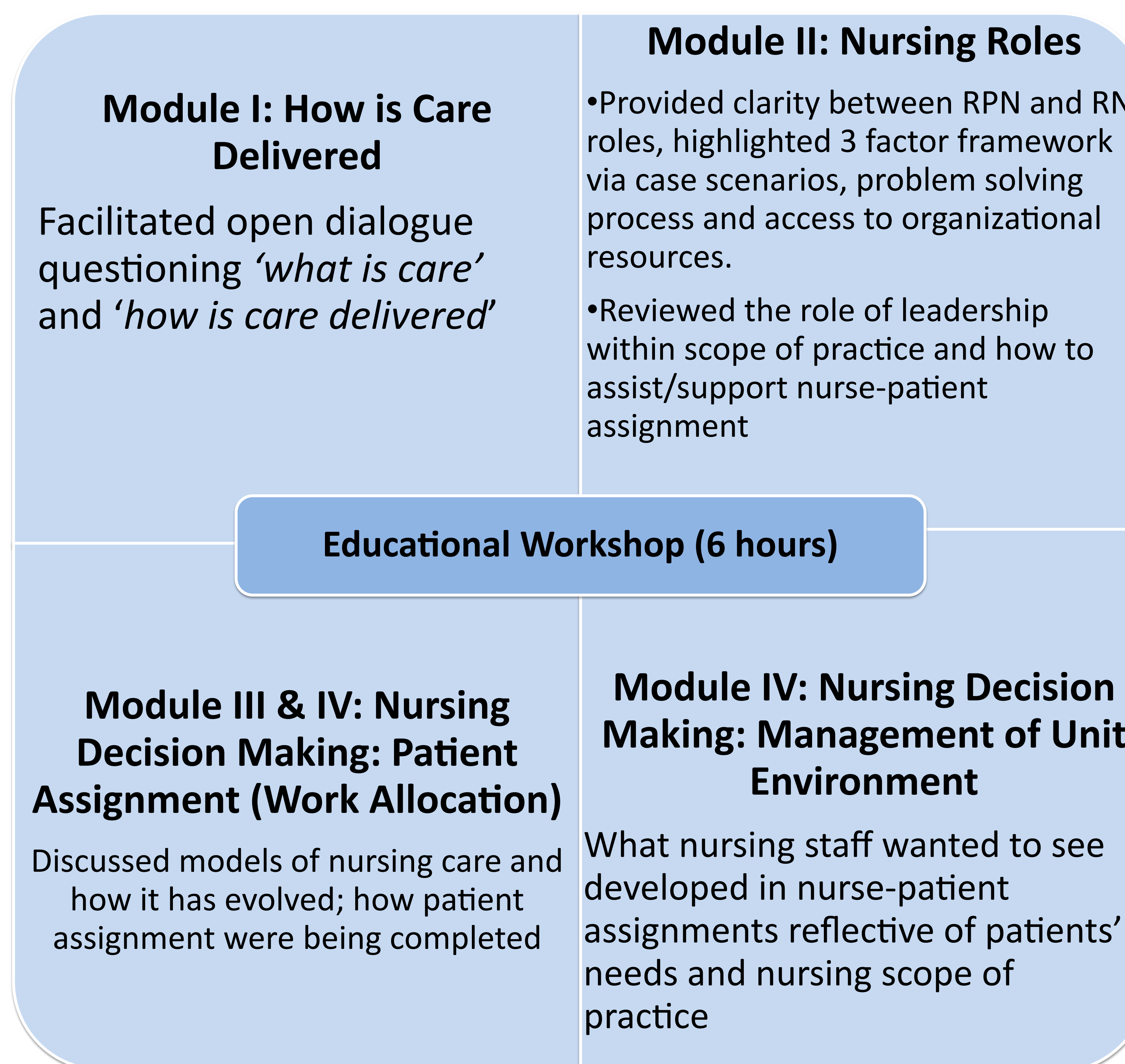
This project aligned with the NYGH vision of achieving excellent patient-centered care through enhanced education, research and innovation

These goals were achieved through the project lifespan of February 2015 to March 2016.

Methods



Educational Workshops



Results

Patient Satisfaction

- Patient formal complaints decreased by 400% over span of one year
- Patient satisfaction consistently between 95-100%

Interprofessional Team Satisfaction

- Education were attended (n=41) with increased knowledge of nursing and allied health own and each other's scope of practice, expectations and competencies
- Staff engagement, collaboration and teamwork evolved resulting in the development of Unit Standards and Unit Advisory Council inception
- Leadership skills and accountabilities have developed amongst the team
- Staff engagement increased (survey completion) from 20 to 71%
- Developed Unit Vision, Mission, Goals which changed inpatient unit name

Nurse Role Clarity

- Knowledge acquired on the utilization of the 3-Factor Framework through nursing consultation and collaboration, resulting in nurse-patient assignment changes and guidelines
- Charge nurse working group was established to formalize leadership accountabilities
- Improved nurse-patient assignment based on new developed guidelines
- Word cloud of Nursing Role Clarity & Leadership thoughts (below)

