

Academic hospital achieves \$1,644,713 Positive Financial Impact in 211 days

Background

Facility Overview: Community, not-for-profit, 722-bed teaching hospital, on initial Magnet journey.

Case Presentation: BSN requirement under Magnet standards has created opening. Thirty-six bed unit with turnover and employee engagement concerns. Issues with falls and inpatient satisfaction.

Outcome: Targeted deliverables achieved in agreed to timeframe.

Process

Following an initial conversation with the client organization, the HealthLinx Outcome Driven Deliverables Process was implemented as part of the Transitional Leadership (TL5) project.

HealthLinx always performs a diagnostic assessment, sets realistic expectations, and then uses its proven processes and best practices. Using this highly prescriptive process, all levels of the organization were engaged to develop and then execute the transformational plan.

Aim/Purpose

HealthLinx's aim was to provide an immediate leadership solution to a high-risk area and achieve mutually agreed upon goals resulting in improved outcomes. In addition, we would provide a seamless handoff between the Transitional Leader and the identified Permanent Leader. The client and HealthLinx team agreed upon the following deliverables:

1. Acquisition of a Permanent Leader by the facility
2. Decrease fall events
3. Decrease overall turnover from 15.5% to 5% (original goal was 14%)
4. Complete leadership assessment of Assistant Nurse Manager with recommendations for improvements
5. Create active unit based council/shared governance model
6. Improve overall patient satisfaction from 59.8 (baseline) to 67.6% (original goal was 63%)

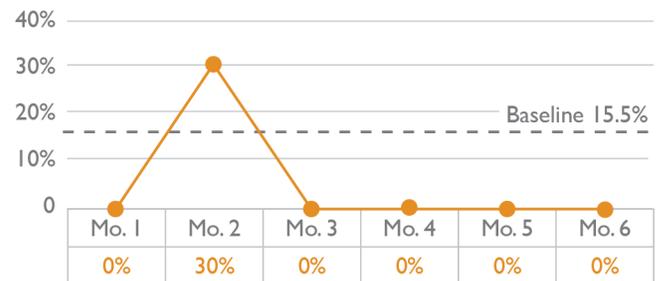
Outcomes

Our Project Management Executives & Transitional Leaders have years of experience in moving key metrics. With the help of our Data Analytics team, we are able to dollarize those metrics, and provide a positive financial impact.

Goals Achieved:

1. Implemented purposeful hourly rounding
2. Consistent leader rounding and 1:1 communication with staff
3. Structured unit based council and provided leadership support
4. Increased awareness of patient safety events and outcomes

Overall Annualized Turnover Rate



**Baseline reflects data preceding HealthLinx engagement

**Annualized Financial Impact

Key Takeaways

1. Communication and engagement of staff minimized staff turnover.
2. Formalization of unit based council increased staff ownership of quality outcomes.
3. Implementation and hardwiring best practices improved the overall patient experience.