

HealthLinx Case Reports

Case Report #1520

Transitional Leadership (TL5) Project: Med Surg Nurse Manager

Community hospital achieves \$186,676 Positive Financial Impact in 240 days

Case Overview

Facility Overview: 500 bed community hospital with 30 bed med surg unit.

Case Presentation: High capacity unit which continuously stays full, with high acuity patient population. Unit struggling with turnover and quality outcomes, specifically falls.

Outcome: Targeted deliverables achieved in 8 months

Aim / Client Goals for Engagement

HealthLinx' 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.

Client Project Goals	
1.	Acquisition of a Permanent Leader by the facility
2.	Decrease Falls
3.	Sustain RN Turnover
4.	Improve Patient Satisfaction

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.

Changes Hardwired

1. Implemented purposeful hourly rounding
2. Shift huddles with emphasis on safety; participated in implementation of multi-disciplinary fall reduction program
3. Consistent staff meetings and leader rounding
4. Re-implemented/re-focused unit based council

Measurable Outcomes

Deliverables	Baseline*	Outcome	Financial Impact**
<i>Quantified Financial Impact from Key Deliverables</i>			
Falls	8	3	\$172,667
RN Turnover	6%	4.3%	\$79,968
Patient Satisfaction	68.2%	66.3%	
<i>Other Measurable Impact from Key Initiatives</i>			
C-Diff	1.1	0.8	\$50,783

*Baseline – Rolling 12 months preceding HealthLinx Engagement

**Annualized financial impact

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Key Takeaways / Lessons Learned

1. Through focused efforts and awareness decreased fall events from 8 to 3 throughout engagement.
2. Engagement and communication with staff is key in decreasing voluntary turnover.
3. Safety should be key focus of daily shift huddles to increase overall of awareness and drive improved patient outcomes.