STRENGTHS

- Nursing staff generally work well together to complete assignments.
- Most areas on the 2011 NDNQI showed improvement.
- There have been several changes in nursing and physician staffing since the NDNQI surveys were done. Most nurses felt that situations that were present at the time the surveys were completed have improved.

OPPORTUNITIES

- Difficulty in attending council meetings and completing assignments from councils.
- Friction within the department as nurses are pulled throughout the department to perform tasks not previously scheduled.
- Friction between nursing and physician staff regarding scheduling of tests and delays.

ASPIRATIONS

- Work with radiology to see if in some councils, both departments could be represented by 1 nurse.
- Work with department head and manager about finding time to complete assignments.
- Help design changes in workflow to prevent friction between departments when unexpected delays or additional testing occurs.
- Use effective communication when dealing with other staff members regarding workflow.

RESULTS

- Everyone has the opportunity to hold a staff meeting or "huddle" if they feel the situation is not improving or worsening.
- Planned monthly meetings will be held to review.