NDNQI 2011

(RN Survey with Job Satisfaction Scales)

IMCU Action Plan to Improve Job Satisfaction

IMC’s 3 lowest scores from the NDNQI survey include Task, Decision Making, and Autonomy. After reviewing your suggestions for improvement, we have come up with an action plan for each of these areas.

#1 TASK

- To help RN’s reduce time spent charting, AIDS/PCT’s will be responsible for charting Care Interventions. (Baths, pt care, meal%, etc)

- We need to work together to help the unit run as smoothly as possible. Each shift is different and has different challenges. What can day shift do to help nights and what can nights do to help days?

#2 DECISION-MAKING

- Please participate in monthly unit based meetings, committees, surveys, etc. If you are signed up for a committee, please attend your meetings!

- Attend educational opportunities, such as nursing grand rounds, conferences, symposiums. They are filled with good information that can improve the quality of the care given to our patients.

- Monthly PPC Day: IMC’s Council Representatives (Kaylen, Maryann, Christina, and Bonnie) will hold a PPC unit meeting on the 2nd Wednesday of every month. Refreshments will be provided. Please attend and bring your ideas/suggestions/concerns to help better our unit!

#3 AUTONOMY

- Several protocols are in place for us to utilize our autonomy as nurses, including protocols for DKA, Hyperglycemia, Electrolyte Replacements, and Heparin Drips. This gives us the independence to use our nursing judgment and to make decisions while maintaining patient safety. Hold parameters for certain medications (Ex Beta
Blockers) also allows us the freedom to hold a medication without having to call the doctor for approval.

- We are looking into having a guest speaker come in and talk to us about dealing with difficult family members. This has been a major issue for us on the unit. We could all benefit from hearing new ideas on how to handle ourselves when confronted with the situation. More details to follow.

Thanks to everyone who took the time to fill out the suggestion cards and share your thoughts and ideas. Let’s continue working together to make positive changes for our unit!